



Frequently Asked Questions

1. What is eHealthNB?

Is a program within the Department of Health that provides current, relevant and standardized health information in a standardized manner and protects the privacy, confidentiality and security of patient information. There is one single point of access which is available anytime, anywhere. eHealthNB has been designed to share information between health care providers that allows for patient care to be unified and holistic.

2. What is the provincial Electronic Health Record (EHR)?

The EHR brings all the old paper-and-film aspects of health records and information – from diagnostic images to prescription history – into the digital world where it is easily received, stored and shared. Health care providers must be authorized to use the EHR.

3. Why do we need an electronic health record?

As the healthcare system evolves so does the need for sharing of patient health information among health care providers -- including physicians, specialists, nurses and pharmacists -- across care settings, including hospitals, emergency rooms, clinics and homecare settings, and across geographical distances. Digital (or electronic) health information captured by information systems that communicate seamlessly with one another, enable authorized health care providers to access this information in a private and secure way. The benefits of an EHR include:

- easy, secure, and electronic access, anytime anywhere;
- more efficient and less paperwork;
- greater control and care coordination among health care providers; and
- real time test results, records and prescriptions.

4. Who are the authorized users of the provincial Electronic Health Record (EHR)?

The authorized users of the EHR are health care providers that are part of a patient's circle of care. Some examples of these health care providers are: nurses, nurse practitioners, physicians, and pharmacists.

5. How are health care providers authorized to view information in the Electronic Health Record (EHR) including information on filled prescriptions?

Health care professionals must request access to the Electronic Health Record (EHR), complete required training, and be granted a unique user ID and password.

They are granted access only when the following criteria are met:

- evidence that they are an active, licensed health care professional;
- evidence that EHR access is required in their role or job; and
- evidence that mandatory training was completed, for example, training on the appropriate access, use and disclosure of personal health information when accessing the Electronic Health Record (EHR).

6. How will personal health information be protected?

The Department of Health is committed to protecting the privacy and confidentiality of personal health information in accordance with the Personal Health Information Privacy and Access Act (PHIPAA).

Personal Health Information Privacy and Access Act (PHIPPA):

<http://laws.gnb.ca/en/ShowTdm/cs/P-7.05/>

A fact sheet is available at this site:

<https://www.gnb.ca/0051/acts/pdf/7367-033%20%E2%82%AC%20English%20Fact%20sheet%2011s.pdf>

The Electronic Health Record (EHR) has strong security features and safeguards to prevent personal health information from being inappropriately accessed or viewed. Access by authorized users to health information is tracked and monitored. Penalties for inappropriate access or use of personal health information may result in discipline up to and including dismissal.

7. Can individuals prevent authorized users from seeing their prescription information in the Electronic Health Record (EHR)?

Individuals have the option of restricting one or more authorized users from viewing their prescription information, with the exception of monitored drugs. It is important for the individual seeking a restriction, to speak with the EHR Administrator to fully understand the impact of such a decision before moving forward.

For more information, contact the Electronic Health Record (EHR) administrator: EHRAdministrator@gnb.ca

In accordance with the *Prescription Monitoring Act*, individuals cannot prevent any authorized prescribers or pharmacists involved in their care from accessing their monitored drug information.

- *Prescription Monitoring Act:*
- <http://laws.gnb.ca/en/showdoc/cs/P-15.05>

8. What is a Drug Information System (DIS)?

The DIS is an information system that collects patient and *dispensed* prescription information from all NB community pharmacies and then stores it in a secure central location under the appropriate patient in the EHR.

All community pharmacies are connected and submitting *dispensed* prescription information to the DIS. This information can be viewed by authorized health care professionals within the EHR. Additional DIS functionality will be identified in collaboration with key stakeholders.

A dispensed prescription means a medication order that the pharmacy reviews, prepares, packages, labels, checks, bills, records in the Drug Information System for immediate or later pick-up by a patient or their agent. A dispensed prescription refers to one unique fill of a single or refillable medication order.

9. Why do we need a provincial drug information system?

The Drug Information System (DIS) will make it easier for authorized health care professionals to use a patient's most up-to-date prescription information to make safe, more informed decisions about patient care.

10. What are the benefits of the NB Drug Information System (DIS)?

The Drug Information System (DIS) will increase the quality and safety of patient care for all New Brunswickers and those who receive care here by:

- sharing electronic health information among authorized health care providers;
- providing a comprehensive medication history (of filled prescriptions) for individual patients;
- helping prevent duplicate medications; and
- identifying drug related problems.

11. What dispensed prescription information is viewable in the Electronic Health Record (EHR)?

When a patient fills a prescription at a community pharmacy the following information is displayed in the medication summary profile in the EHR:

- date the drug was dispensed;
- drug name and strength;
- quantity prescribed, dispensed and remaining on the prescription ;
- directions for use;
- the name of prescriber;
- the name of pharmacy where the prescription was filled;
- reason for a stopped prescription; and
- history of refills for each prescription.

12. What is a Prescription Monitoring Program?

Prescription Monitoring Programs (PMPs) are a clinical tool used by prescribers and pharmacists to support the safe use of monitored drugs. PMPs are proactive in safeguarding public health and safety while supporting current evidence and guidelines for the appropriate use of monitored drugs. PMPs collect and analyze trends in dispensed prescriptions for monitored drugs to enhance patient care by working with partners and stakeholders to support improved prescribing practices.

13. Why do we need a Prescription Monitoring Program (PMP) in New Brunswick?

At an individual level, PMPs provide prescribers and pharmacists real-time access to monitored drug information at the point of care. Access to this information supports clinical decision-making and can assist health care providers in assessing patient risks, and informing patient care plans.

At a provincial level, PMPs collect, monitor and analyze dispensed monitored drug prescription information submitted by community pharmacies. The data can be used to support New Brunswick's efforts in education, research and prevention of monitored drug misuse and addiction.

14. What are the goals of the New Brunswick Prescription Monitoring Program (NB PMP)?

The New Brunswick Prescription Monitoring Program (NB PMP) allows for the sharing of monitored drug information in real-time by authorized prescribers and pharmacists:

- to promote optimal prescribing and use of monitored drugs for legitimate medical purposes;
- to enable early identification of individuals at risk for addiction; and
- to reduce the misuse and abuse of monitored drugs.

15. Is there legislation supporting the New Brunswick Prescription Monitoring Program (NB PMP)?

The New Brunswick Prescription Monitoring Program (NB PMP) is supported by the Prescription Monitoring Act and its general regulation.

Prescription Monitoring Act:

<http://laws.gnb.ca/en/showdoc/cs/P-15.05>

General Regulation – Prescription Monitoring Act:

<http://laws.gnb.ca/en/showdoc/cr/2014-142>

The Act provides the authority to monitor the prescribing and dispensing of monitored drugs such as Dilaudid, Percocet, Ritalin and Ativan. It outlines the monitored drug information that pharmacies will be required to provide. The community pharmacies in New Brunswick have submitted information to NB PMP since November 2016.

16. What are considered monitored drugs under the New Brunswick Prescription Monitoring Program (NB PMP)?

Monitored drugs comprise the following as established under the New Brunswick Prescription Monitoring Program (NB PMP) regulations:

- narcotics under the Narcotic Control Regulations under the federal *Controlled Drugs and Substances Act* (CDSA);
- controlled substances as defined in the CDSA;
- drug products that are opioids not listed in the CDSA including tramadol;
- targeted substances as defined in the Benzodiazepines and Other Targeted Substances Regulations under CDSA;
- drug products that are benzodiazepine related drugs not listed in the CDSA including zopiclone;
- controlled drugs as defined in Part G of the federal Food and Drug Regulations under the *Food and Drugs Act* (FDA); and restricted drugs as defined in Part J of the Food and Drug Regulations under the FDA.
- General Regulation – *Prescription Monitoring Act* :
 - <http://laws.gnb.ca/en/showdoc/cr/2014-142>
- *Controlled Drugs and Substances Act* (CDSA):
 - <http://laws-lois.justice.gc.ca/eng/acts/C-38.8/>
- Benzodiazepines and Other Targeted Substances Regulations – *Controlled Drugs and Substances Act* (CDSA):
 - <http://laws-lois.justice.gc.ca/eng/regulations/SOR-2000-217/index.html>

17. Is it mandatory for community pharmacies to submit prescription information?

Yes. The Prescription Monitoring Act will require that all community pharmacies submit information on all monitored drug prescriptions dispensed to individuals.

Prescription Monitoring Act:

- <http://laws.gnb.ca/en/showdoc/cs/P-15.05>

18. Who are the authorized users of New Brunswick Prescription Monitoring Program (NB PMP)?

Currently authorized users are prescribers including physicians, dentists, optometrist, midwives, and nurse practitioners, as well as, pharmacists who are registered for EHR access.

19. How can the New Brunswick Prescription Monitoring Program (NB PMP) be used?

Authorized users can access and use PMP information to make safe, more informed decisions about patient care. For example, they can see information related to monitored drug prescriptions such as:

- potentially high doses;
- multiple prescribers / prescriptions for similar monitored drugs;
- different pharmacies where prescriptions have been filled; and
- possible risky combinations of monitored drugs.

20. Will the New Brunswick Prescription Monitoring Program (NB PMP) generate alerts for authorized health care professionals?

Yes, alerts will be generated. These warning messages will inform clinical decision making by notifying authorized users of a potential risk that may require further investigation.

21. Will the New Brunswick Prescription Monitoring Program (NB PMP) monitor drug prescribing and dispensing patterns?

Yes, the PMP will collect and analyze overall trends in dispensed monitored drug prescriptions to enhance patient care. This is being done in collaboration with partners and stakeholders to support improved prescribing practices.