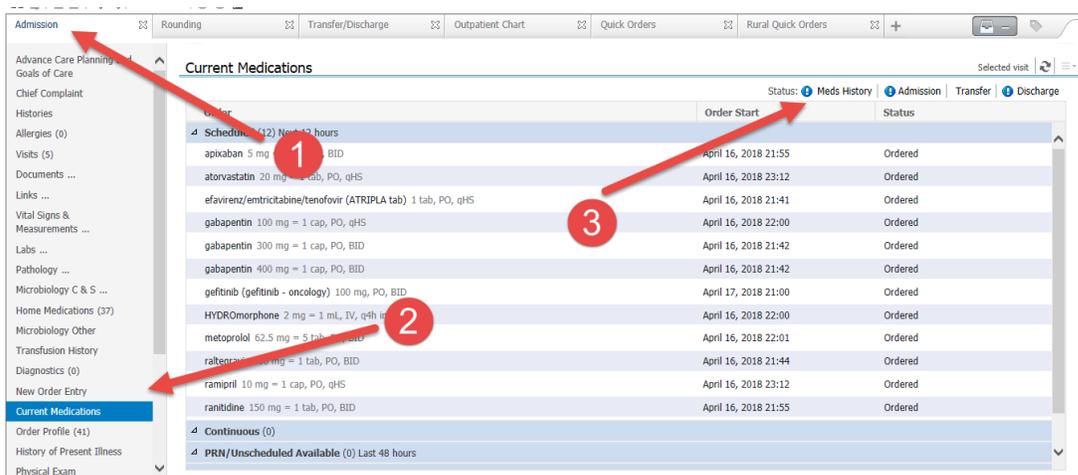


PharmaNet FAQ/Troubleshooting

Objective – Troubleshooting tips for PharmaNet in the Clinical Information System (CIS).

1. How do I access PharmaNet using PowerChart?
 - a. You can access via the **External Rx History** button viewable from the Medication List, the Document Meds by History (BPMH) list, or the Orders page. There is no single best way.
2. I do not see the **External Rx History** button at all.
 - a. If the user's position has not been configured for PharmaNet Integration, the External Rx History button will not show.
 - b. Check which position the user has been assigned and determine if it is the correct position for this user.
 - c. There is a list of approved PharmaNet Integration positions. These should all be configured for PharmaNet access. The list is available in Appendix A of this document.
 - i. If the user's position is not on the list, the position has not been approved for External Rx History/PharmaNet Access
 1. The user might have previously accessed PharmaNet through Excelleris; they can continue to access PharmaNet this way
 2. If the user believes their position should be added to the approved list, CST Triage can review this change request
 - ii. If the user's position is on the list, there is an issue with the position configuration, and this will likely impact other users with this same position
 1. The Core team can check the position privileges
 2. The CST System Engineers team can check the preference manager settings
 3. The Cerner Position Configuration guide can be found here: <https://wiki.ucern.com/pages/viewpage.action?spaceKey=IsdHlth&title=Enable+Pharmanet+Viewer+in+External+Rx+History+%28privileges+and+preferences%29>
 - d. If the user was given the wrong position
 - i. The user can request a position change through their manager.
 - ii. The user will need to complete the PharmaNet training module once they have their new position.
3. What is the difference between **View** and **Import** on the External Rx History dropdown?

- a. The difference between the two is that the **View** displays a list of PharmaNet medications and **Import** allows you to see PharmaNet medications side-by-side with the Documented Med by Hx list (BPMH). These lists can be compared when interviewing the patient. Import is recommended for documenting BPMH
4. I get an error when clicking Import in the drop-down menu of External Rx History. What does this mean?
- a. This could mean that the patient does not have a PharmaNet profile, PharmaNet is offline, or there may be a connection or server failure. Please refer to the list of Error Messages later in this document.
 - b. If unable to access PharmaNet, the BPMH of a patient still needs to be documented. This can be done by accessing the “Document Meds by Hx” window in PowerChart.
 - i. Or, as a provider, via the Med History link in the Current Medications, Admission tab of Provider view.



5. I just asked the patient for their Keyword and consent to access their PharmaNet profile. I entered the Keyword successfully the first time but the system is not asking me anymore. Did I do something wrong?
- a. No, the system stores the Keyword for **30 minutes** to aid in patient care. After 30 minutes has elapsed, the Keyword will need to be re-entered. If a different user needs to access PharmaNet, the Keyword will need to be re-entered.

NOTE: The Keyword must not be stored on paper and must not be shared with any other person or facility.

6. I don't know the patient's Keyword and my patient is unconscious. How do I access their PharmaNet profile?

- a. If the patient is unable to provide their Keyword (e.g. unconscious or semi-conscious, etc.), a physician can contact the PharmaCare Help Desk by phone at 1-800-554-0225. This will **remove** the Keyword. Before the patient is discharged from hospital, staff must inform the patient in writing (signed by the physician who authorized the removal) that the Keyword was removed. For it to be reset, the patient must visit a community pharmacy.
7. Do the PharmaNet allergies update the allergies in PowerChart?
- a. No. The allergies on the PharmaNet viewer do not feed into the allergies on PowerChart. Neither do medical conditions. End-users who are within their scope to document this will need to document.
8. How do I add medications to the Document Meds by History (BPMH) list?
- a. Use the “**+Add**” button in the upper left-hand corner of the side-by-side screen to add medications to the Document Meds by History (BPMH) list. This is the same workflow as adding the medications directly to the BPMH.
9. What happens if I press a button in the **Add As** column? Why can't I use this?
- a. If the **Add As** button is pressed (scroll or pill bottle), the order sentences for that particular product should display. But this is inconsistent and the product *or* the sentences may not appear. Even if they do appear, there are downstream effects to ordering in the MedRec window that may prevent the product from auto converting by the physician. **Add As** functionality is a work in progress as part of optimization.

	NOTE: The only approved way of adding medications to the Document Meds by History (BPMH) list by using the “ +Add ” button.
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10. How do I see if there's more than one dispense of a medication? How can I see all dispenses of a certain drug?
- a. Medications are grouped together based on medication name. You can see dispenses of the medication by clicking on the black arrow to the left of the medication name. The small number in brackets next to the arrow indicates how many dispenses are associated with this medication name.

	IMPORTANT: Medications that are grouped together may be different strengths, drug forms, routes, or have different instructions. Separate dispenses of grouped medications should always be viewed.
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11. What do the numbers mean next to the drug name?
 - a. These numbers are associated with the number of dispenses of this medication.

12. I have added a medication to the Document Meds by History (BPMH) list but the orange starburst icon still persists on the PharmaNet profile (left side of the side-by-side screen). Why is this?
 - a. The system may not recognize the medication on the PharmaNet profile as it may not have a DIN (NPNs and PINs are not recognized), it may be a compound, may be an investigational drug/SAP or may not be a drug (medication review, insulin test strips, etc.).

13. What happens if I document medication by mistake?
 - a. Medications can be removed from the Document Meds by History (BPMH) list by right clicking on the medication and selecting “Remove”. This can only be done before clicking “Document History”.
 - b. If the medication is already documented, then the order action “Complete” should be selected to remove the medication from the Document Meds by History (BPMH) list.

14. Why can't I see any of the medications that are on the Document Meds by History list?
 - a. If there are no medications displaying on the Document Meds by History (BPMH) list, ensure that you are accessing the PharmaNet profile via the “Import” selection from External Rx History to see the side-by-side screen. The “View” drop-down selection only lists medications from the PharmaNet profile.
 - b. If this is the patient's first visit to the hospital, there will not be any medications entered into the patient's Document Meds by History (BPMH) list.

15. Why can't I see medications that were dispensed more than six months ago?
 - a. Six months is the recommended time-frame to use. However, the PharmaNet profile can be filtered in the side-by-side screen to show a longer time period. Since PharmaNet sends medication history for the last 14 months, the medication history can be viewed for this period. This can be filtered down to 12, 6 or 3 months.

16. Why can't I see more of the PharmaNet list when the Ordering Scratchpad is open?
 - a. The Ordering Scratchpad can be made smaller or larger as needed. It can also be moved around the screen in order to optimize screen real-estate to allow efficient documenting of medications during an interview.

17. How can I enter a drug that's not listed?

- a. If the ordering scratchpad does not have a medication that you were searching for, you can use the non-formulary template by searching “non-formulary” and this will provide a template to order medications. Only use the non-formulary template for medications that you cannot find by searching.



IMPORTANT: Medication name or medication description must be entered in the “Drug Name” field. If not, there will be no identification for provider when ordering or pharmacy when verifying.

18. Do I have to fill in all of the blanks on the ordering details for a drug?
 - a. No, only the known fields for the medication need to be entered. If there are extraneous fields that are pre-populated by order sentences, these pre-populated fields should also be removed.
19. I’ve documented a drug and clicked “**Document History**” button and the window closed. How do I enter more medications?
 - a. If the side-by-side screen closes prematurely, simply re-access the PharmaNet profile via the “**External Rx History**” by the Import function.
20. What if I can’t finish the BPMH because more information is needed?
 - a. Enter as much information as you have available. Click the check box next to “Leave Med History Incomplete – Finish Later” and click the button “Document History”. This will prevent the reconciliation status from displaying as completed.
 - b. Click “Document History” to save the work that you’ve done. When returning to the medication list window, right-click the green checkmark next to Meds History in the reconciliation status (upper right-hand corner of the window) and select “Reset”.
21. Why are the order details asking me to enter a printer?
 - a. If a printer needs to be selected, this means that you are trying to enter a “Prescription”. Cancel the order by right-clicking and selecting “Reset” then re-enter the medication from the Order Scratchpad (**+Add**) by using medication type: “Document Med by Hx” (scroll icon). Do not use the prescriptions (pill bottle) medication type.
22. Why can’t I add any medications from the **External Rx History** screen?
 - a. Ensure that you are accessing **External Rx History** via the “Import” selection in the drop-down. Click “Continue” through the demographics and allergies to the side-by-side screen. From this window you can add medications using the **+Add** button in the upper

left-hand corner of the screen. This is the only approved method of adding medications to the BPMH. Any other functionality may cause downstream errors and conversion failures when a provider is completing MedRec.

23. When I right-click it says “Convert to prescription” or “Convert to documented medication”. Which selection should I choose?

- a. This means that you are in the View screen (you must go to the Side-by-Side screen via Import). Do not use right-click to document medications in the BPMH.



IMPORTANT: The only approved method of adding medications to the BPMH is by using the **+Add** button.

Any other functionality may cause downstream errors and conversion failures when a provider is completing MedRec.

24. A medication is already listed on the Document Meds by History (BPMH) list. Do I need to add the medication again?

- a. No, you can modify medication that is already documented by clicking right-clicking and selecting “Modify” in the BPMH window.



NOTE: Only the dose and/or frequency of the documented medication may be modified.

Route of Administration and Drug Form may require a different product. Documenting a new medication with the correct Drug Form and Route would be more appropriate. If the new medication is added, ensure that previously documented medication is marked as “Complete” to remove from the BPMH list.

25. Am I able to change a medication that’s already been documented?

- a. Yes, you can modify medication that is already documented by clicking right-clicking and selecting “Modify” in the BPMH window.



NOTE: Only the **dose and/or frequency** of the documented medication may be modified.

- b. Route of Administration and Drug Form may require a different product. Documenting a new medication with the correct Drug Form and Route would be more appropriate. If the new medication is added, ensure that previously documented medication is marked as “Complete” to remove from the BPMH list.

26. How do I remove a medication from the Pending Home Medications list that I accidentally added?

- a. Right-click on the medication under Pending Home Medications in the BPMH window and selecting “Remove”.

27. How do I reactivate an order that I accidentally set as “Cancel/Discontinue” or “Complete”?

- a. You can reactivate a medication that is set as “Cancel/Discontinue” or “Complete” by right-clicking the medication under Pending Home Medications in the BPMH window and selecting “Reset”.



IMPORTANT: Do not use the “Cancel/Discontinue” action

- b. This has implications how the information will display on the Patient Discharge Summary upon discharge. Only “Complete” should be used to remove medications from BPMH.

28. Can I add compliance to a select number of medications or all medications at once?

- a. Yes. Highlight the medications in the Document Meds by History (BPMH) list, right-click, and select add/modify compliance. Enter compliance details as needed. This will populate the compliance fields with the same compliance Status, Information source, and Last dose date/time.

29. Why am I not able to suspend the medication?

- a. The suspend functionality has been disabled enterprise-wide. The suspend order action is not to be used at this time.

30. The side-by-side PharmaNet view is listed in reverse chronological order and the Document Meds by History (BPMH) list is in order that the medications are entered. Is there any way to align the two lists?

- a. Yes, both lists can be organized alphabetically or reverse-alphabetically. Click on the column title, “Order/Name Details” to sort the column

31. I’m seeing discrepancies between the side-by-side PharmaNet profile view and what the patient tells me in the interview.

- a. Medications should be documented in the Document Meds by History (BPMH) **list as how the patient is taking them, not based on the original prescription. The PharmaNet profile must be confirmed by a patient interview.** Any discrepancies

identified need to be noted in the Compliance tab and documented in the Comments field. This will flag the medication for the provider to review during medication reconciliation prior to ordering.

Not all medications that a patient is taking may show on PharmaNet. PharmaNet does **not** record all prescription medications that a patient receives:

- while in a hospital, designated mental health center, or some long term care facilities (though emergency department physicians may update your record with information about drugs they provided, allergies, or adverse drug reactions)
- through the BC Cancer Agency (i.e. oncology medications such as chemotherapy drugs)
- through the BC Centre for Excellence in HIV/AIDS
- through the BC Transplant Society (i.e. transplant-related drugs)
- through the BC Renal Agency (i.e. drugs for kidney dialysis)
- as samples from your health care practitioner (though physicians may update your record with information about drugs they provide)

32. How can I directly view source information in a patients profile on the PharmaNet database?

- a. In order to view a patient's profile as unprocessed data from PharmaNet, the "View-Only Medications" link on the Allergies screen must be clicked (light blue link found in the bottom left-hand corner of the screen). This will open the View-Only Medications screen and show complete data as received from PharmaNet.

33. I've done the patient interview and there are medications that the patient isn't taking anymore. Should I document these in the Document Meds by History (BPMH) list?

- a. Medications should be documented in the BPMH using the approved criteria below:

1. All medications actively being taken, including:

- a) Active treatment protocols, such as cancer treatment in progress
- b) Intermittent medication (refers to medication that are prescribed on a defined cycle [e.g. every three weeks] for one or more doses [e.g. depot injections, chemotherapy])

2. The following "No Longer Taking" medications:

- a) Medications that are temporarily on hold (e.g. held prior to surgery)
- b) Medications that the patient has stopped taking on their own without Provider direction

34. There is a medication error identified on PharmaNet and confirmed with the patient. What should I do?

- a. The Ministry of Health is responsible for all PharmaNet patient profile corrections. If a medication error is discovered in the patient medication profile, the PharmaNet Data

Quality Services Team must be advised by secure means (via phone toll-free: 1-844-660-3200 or fax:250-953-0486) and provide:

- i. the PHN,
- ii. name of the patient, and
- iii. a brief description of the discrepancy

35. I'd like to print the PharmaNet profile from PowerChart. How can I do this?

- a. Printing the PharmaNet profile from PowerChart is not supported. If a printed PharmaNet profile is needed to assist in the patient interview, then it can be printed using Excelleris.



NOTE: The BPMH form on Excelleris should be used to assist with the patient interview.

The MedRec form (with provider orders column and signature line) should **not** be used for ordering medications (except in downtime).

36. Where else can I find information on PharmaNet integration and the use of External Rx History application?

- a. The PharmaNet module on Learning Hub as well as the Skill Sharpener “Using PharmaNet Integration to Document Best Possible Medication History”.

PharmaNet Error Messages

PharmaNet Connection Errors

If PharmaNet is unavailable, the user will see one of the following error messages when the External Rx History button is clicked or within the External Rx History Viewer:

- **“PharmaNet is Currently Unavailable. Please try again later”**
- **“PharmaNet unable to complete this request. Error Code: No Response Text”**
- **“Client Connection Failed; see logs”**

There is an MOH Production PharmaNet scheduled maintenance window every Thursday between 12:00am – 8:00am. If one of these errors occurs during this window, please ask the user to try again later. Often the maintenance is complete prior to 8:00am.

If this error occurs outside of the scheduled maintenance window, there may be technical issues with the PharmaNet interface, or an unexpected PharmaNet outage. Assign this to the CST System Engineers Team to investigate the source of the downtime. Recommend for the end-user to follow PharmaNet Downtime procedures.

Preferences and Privileges Configuration

When the user clicks on the **External Rx History** button, the following error message may be observed if there are issues with the position preferences and privileges configuration:

- **“An error has occurred in the Script on this page”**
 - The CST System Engineer team should check the preference manager settings for the user’s position.
 - The correct preference manger value is:
"MINE", \$PAT_PersonId\$, \$USR_PersonId\$, "file:l:/WININTEL/static_content/viha_cd_mp_standard", "1viha_cd_pharmanet_viewer.html", "cer_install:", "http://phsacdea.cerncd.com", "p0783.p
hsa_cd.cerncd.com"

User and Patient Aliasing

When the user clicks on the **External Rx History** button, the following error messages may be observed if there are issues with the user or patient alias:

- **“No Alias Configured”**
 - This error means that the user account does not have a PharmaNet Alias
 - CST Access and Provisioning (A&P) can check the user’s account for the PharmaNet Alias.
 - If the user does not have an alias there are two possible reasons:
 - the user did not complete the mandatory training module, or
 - the user completed training, but their alias was missed during account set-up.
 - If the user has not completed training, A&P cannot apply the alias until the user has completed the mandatory training module and signed the User Confidentiality Undertaking within the module.
 - If the alias was missed, A&P can apply the alias.
- **“Practitioner Not Found”**
 - PharmaNet (MOH) has categorized the user as a non-practicing physician
 - If this is incorrect, the user should contact the PharmaCare Help Desk by phone at 1-800-554-0225
- **“Username/Password cannot be verified”**
 - This issue should be transferred to the CST System Engineer team to investigate. They may need to investigate the following issues:
 - The user may have an invalid Preference Manager build
 - This error can be caused by a *keyblob mismatch* between what is installed in the Millennium domain and what is installed on the *Websphere* server

- Container based security may have been configured improperly in the domain
- **“Patient not Found”**
 - Patient must have a BC PHN. Ask the user to view the banner bar in PowerChart to confirm that a BC PHN is associated to this patient.
 - Alternatively, ask the user to access PharmaNet on a different patient. If a profile can be seen on the new patient, the original patient does not have a PharmaNet profile, route user to call the PharmaCare Help Desk (1-800-554-0225) asking about the specific patient profile.
 - If the patient is from out-of-province and does not have a PHN nor PharmaNet profile, the user must gather best possible medication history (BPMH) information directly from the patient and enter into the CIS.

Technical Configuration

The following error messages could be displayed when the user clicks the External Rx History button if there is an issue with the backend configuration. Transfer to the CST System Engineer team for troubleshooting.

For steps to resolve these errors, refer to the UCern BPMH Troubleshooting Guide:

<https://wiki.ucern.com/display/IsdHlth/BPMH+Troubleshooting+Guide>

- The External Rx History viewer displays a javascript error: **"Unable to get the value of property 'SignURL' object is null or undefined"**
 - This indicates that the urlsign.dll cannot be found by the MPage javascript code at runtime, indicating that either the dll is unregistered or the required code values are missing.
- The External Rx History viewer displays an error in a window with the name: **"Discern Output Viewer"**
 - Generally this error occurs when the BPMH Viewer main html file cannot be found. Ensure that all required packages have been installed in this domain, and that 1viha_cd_pharmanet_viewer.html exists and is accessible.
- A dialog named **"Discern Prompt: 1_viha_cd_view_pharmanet"** is displayed
 - This indicates that the BPMH viewer MPage is not configured correctly. Ensure that all of the MPage parameters are correct. For example, check that the URLs specified in the parameters exist and point to the files specified.
- The External Rx History viewer displays a **500 error for all incoming transactions**
 - This should only occur if the username/password specified in [Install BPMH ear \(https://wiki.ucern.com/display/IsdHlth/Install+BPMH+ear\)](https://wiki.ucern.com/display/IsdHlth/Install+BPMH+ear) lacks the required privileges to communicate with the Med History Audit service. Changing the username to a user with a DBA role should resolve this.

- The External Rx History viewer shows a message like: **"The Ministry Cannot be Contacted..."**
 - Ensure that the HNClient is running, and that the PharmaNet viewer JNDI namespace bindings are correct.

Related Topics

- BPMH
- PharmaNet Integration

Related Positions

- Practitioners
- Pharmacists
- Nursing
- Pharmacy Technicians

Key Words

- PharmaNet Integration
- PharmaNet Technical Configuration
- PharmaNet Error
- Troubleshooting

Appendix A: PharmaNet Integration Positions

The following positions have been approved for PharmaNet access and have been configured for PharmaNet access.

Position
Ambulatory - Nurse
Ambulatory - Psychiatrist
Emergency - Nurse
Emergency - Nurse Manager
Emergency - Nurse Practitioner
Infection Control Practitioner
Medical Student
MH - Family Nurse Practitioner
MH - Nurse
MH - Nurse Emergency
MH - Nurse Supervisor
Midwife
Midwife Student
Nurse
Nurse - Acute Pain Service
Nurse - Hemodialysis
Nurse - ICU
Nurse - IV Therapy
Nurse - NICU
Nurse - Oncology
Nurse - Oncology Ambulatory
Nurse - Outreach
Nurse - Patient Educator
Nurse - PICU
Nurse - Rural
Nurse - Supervisor
Nurse - Supervisor ICU
Nurse - Wound Ostomy
Nurse Practitioner - Student
Nurse Practitioner

OB - Ambulatory Nurse/Medical Assistant
OB - Nurse
OB - Nurse Postpartum
Oncology - Nurse Practitioner
Perioperative - Anesthesia Fellow
Perioperative - Anesthesia Resident
Perioperative - Nurse
Perioperative - Nurse Cath Lab
Perioperative - Nurse PAC
Perioperative - Nurse Pain Service
Perioperative - Nurse Team Lead
Perioperative - Nurse with SaAnesthesia
PharmNet - Pharmacist
PharmNet - Pharmacist Student
PharmNet - Pharmacist Supervisor
PharmNet - Pharmacy Technician
PharmNet - Pharmacy Technician Supervisor
Physician - Allergist/Immunologist
Physician - Anesthesiologist
Physician - Anesthesiologist Admin
Physician - BMT Hematologist
Physician - Cardiologist
Physician - Cardiothoracic Surgeon
Physician - Colorectal Surgeon
Physician - Critical care
Physician - Dermatologist
Physician - Emergency
Physician - Endocrinologist
Physician - Gastroenterologist
Physician - General Med
Physician - Genetics
Physician - Gerontologist
Physician - Infectious Disease
Physician - Medical Microbiologist

Physician - Nephrologist
Physician - Neurologist
Physician - Neurosurgeon
Physician - NICU
Physician - OB/GYN
Physician - Oncologist/Hematologist
Physician - Ophthalmologist
Physician - Oral Maxillofacial Surgery
Physician - Orthopedics
Physician - Otolaryngologist
Physician - Palliative Care
Physician - Pediatric Cardiologist
Physician - Pediatric Gastroenterologist
Physician - Pediatric Oncologist
Physician - Pediatric Surgeon
Physician - Pediatrician
Physician - Physical Medicine Rehab
Physician - PICU
Physician - Plastic Surgeon
Physician - Podiatrist
Physician - Primary Care
Physician - Psychiatrist
Physician - Residential Care
Physician - Respirologist
Physician - Rheumatologist
Physician - RRT
Physician - Rural
Physician - Rural Oncology
Physician - Sports Medicine
Physician - Surgeon
Physician - Transplant
Physician - Trauma Team Leader
Physician - Urgent Care
Physician - Urologist

Appendix A: PharmaNet Integration Positions



Physician - Vascular
RadNet - Nurse
Resident
Resident/Fellow - Oncology Core