



PrescribelT® Integration

Frequently Asked Questions

1. What is e-prescribing?

E-Prescribing is the secure electronic creation and transmission of a prescription between an authorized prescriber and patient's pharmacy of choice. It provides safe and effective medication management by connecting community-based prescribers to community retail pharmacies.

PrescribelT® will serve all patients, pharmacies, and prescribers and will:

- Ensure patient choice of pharmacy
- Safeguard patient health data from commercial use
- Maintain an influence-free prescribing and dispensing environment
- Continue to be accountable to Canadians through their federal, provincial, and territorial governments

2. What are the benefits of PrescribelT®?



PHARMACISTS

- Easy integration with PharmaClik Rx and Propel Rx
- Easily ties in with Digital Workflow
- Fewer dispensing errors related to prescription entry
- More secure dispensing of opioids and other controlled substances
- Patients can choose your pharmacy as their pharmacy of choice



PATIENTS

- Fewer medication-related errors
- Less risk of losing prescriptions
- Lower risk of privacy breaches due to misdirected and unsecured fax transmissions
- Reduced wait times



PRESCRIBERS

- Fewer prescribing errors
- Better management of patients with chronic conditions
- More time for patient care due to improved workflow and reduced paperwork
- Provides more information to the pharmacy such as allergies, height and weight



HEALTH SYSTEM

- Improved medication safety and adherence leads to fewer emergency department visits
- Reduction of inappropriately filled prescriptions for narcotics
- Improved detection of fraud and abuse
- Improved medication cost management

3. How does PrescribelT® help my pharmacy team work smarter and faster?

E-prescribing provided through PrescribelT® saves time in the following ways:

- The secure electronic transmission of the prescription from the prescriber to your pharmacy means you do not need to wait for the patient to present a written prescription before you can begin filling.
- Prescriptions are received directly in PharmaClik Rx or Propel Rx, reducing both the need for transcription and any potential errors that could occur during transcription.
- Prescriptions received from PrescribelT® will populate the following information directly into PharmaClik Rx or Propel Rx:
 - Prescriber name and location
 - Patient information such as demographics and allergies
 - Prescription information such as drug, prescriber notes, indications for use, and days supply
- Electronic Medical Records (EMRs) provide the quantity authorized, dispensing quantity, and instructions in various formats; these fields are visible side-by-side but are not pre-populated. This ensures you can confirm the accuracy of the prescription that will be filled.
- Send and receive authorization requests through PrescribelT® for e-renewals, removing the need to fax prescribers.
- A PDF of the PrescribelT® prescription is automatically attached to the prescription record, reducing the need to scan the authoritative prescription.

4. Where is PrescribelT® available?

PrescribelT® is currently available in select communities in Alberta, New Brunswick, Ontario, Saskatchewan, Newfoundland and Labrador, and Prince Edward Island. Prescribers and cities are being added on an ongoing basis. To ensure your pharmacy is ready, get activated now!

5. Why should my pharmacy sign up for PrescribelT® now?

As more independent pharmacies and chains become PrescribelT® enabled, your pharmacy will be at a competitive disadvantage if it is not activated with PrescribelT®. There is a lead time to activate your pharmacy, which includes agreements, training, and software activation. We strongly encourage you to register now, so your pharmacy is ready for prescribers.

6. Should I wait until prescribers in my area are using PrescribelT®?

No. Your pharmacy should be ready before the prescribers. This allows your pharmacy to be listed in the PrescribelT® database, available for prescribers to send e-prescriptions to your pharmacy. Since there is a lead time, registering early ensures your pharmacy has enough time to become activated before local prescribers start using PrescribelT®.

7. What is the registration process?

Visit the [PTS Portal](#) to register. You will be required to enter information such as the pharmacy's legal name, accreditation number, owner name and email address, and licensee name and email address.

Once the form is completed, your pharmacy will receive an email from PTS with instructions, including a link to the PharmaClik Rx or Propel Rx PrescribelT® eLearning videos found on the [Retail Learning Academy](#). Canada Health Infoway (Infoway) will send agreements for the owner and licensee to sign and return.



8. My store has registered but I don't have an activation date. What should I do?

If your pharmacy has completed the PTS Portal registration, Privacy and Security training, and has returned the signed contracts, but has not received an activation date, you should contact PTS at ptsactivatenotice@mckesson.ca.

9. What type of training is required?

Training is web-based and can be taken at your leisure; all employees must take the training. Privacy and Security training is required before you can schedule an activation ("go live") date.

10. How do I encourage prescribers in my community to register with PrescribelT®?

Infoway will work with prescribers in your community. Prescribers, whether that be an individual prescriber, or someone affiliated with a clinic, must contact [PrescribelT®](#) to register. They can submit a [Prescriber Application of Interest](#) form, available on the PrescribelT® website.

11. Is there a cost to integrate with PrescribelT®?

There is no activation or recurring charge from PTS to use this service.

Infoway will charge a transaction fee, which will be detailed in your agreement. As PrescribelT® launches in new jurisdictions, pharmacies are provided with a 'fee waiver period' to allow time to build awareness and increase adoption of the service. The fee waiver period allows prescribers and pharmacies in those jurisdictions to integrate into the service.

12. How much time is saved with e-prescribing?

Infoway estimates that e-prescribing increases labour productivity by 6%.¹

13. Is the prescriber notified when e-prescriptions are filled?

Yes. PrescribelT® will update the patient's record in the prescriber's EMR. When the prescriber reviews the EMR during the patient's next visit, the prescriber will be able to determine if the patient has been adherent with taking medication.

14. Will the prescriber be able to influence where prescriptions are filled?

No. It is always the **patient's choice**. The prescriber will select the pharmacy, as determined by the patient, at the time the prescription is e-prescribed. When there is no preferred pharmacy, the patient will receive a printed copy of the e-prescription to present in person. The pharmacy can then download the e-prescription using the Deferred Search option.

As such, you want your pharmacy to be in the list of pharmacies from which the prescriber can choose to send the e-prescription.

15. Will PrescribelT® improve the authorization request process and response time?

Yes. The authorization requests can easily be managed in PharmaClik Rx or Propel Rx via real-time messages sent through PrescribelT® to the prescriber's EMR. PharmaClik Rx and Propel Rx will track the sending and receipt of all authorization requests.

¹ Neilson (2018) Canada Health Infoway Electronic Prescribing, May 1, 2018.



16. What happens if our relief pharmacist has not been trained with PrescribeIT®?

It is recommended that all pharmacy team members complete the mandatory PrescribeIT® eLearning training found in your Retail Learning Academy account. The PrescribeIT® features in PharmaClik Rx and Propel Rx have been designed to adapt to existing workflows, so there should be little to no impact to relief pharmacists. Team members can visit our Online Help for more information:

- [PharmaClik Rx](#)
- [Propel Rx](#)

17. How do I find a PrescribeIT® enabled pharmacy or clinic near my store?

When looking for a PrescribeIT® enabled pharmacy or clinic near you, visit [Find PrescribeIT | PrescribeIT](#) to search the map. Search results are listed alphanumerically by postal code unless “Use my current location” is selected.

