

Tuesday 31.03.20 1500 hours

Important information for all Community Pharmacists – Please share this with everyone in your team

High Importance, Action Needed

Digital prescriptions to be sent to pharmacies via ERMS

In response to COVID-19 the CDHB will be implementing a MoH approved secure digital process to deliver signatureless prescriptions directly to pharmacies using the Electronic Request Management system (ERMS). It will be used both by hospital and community prescribers.

This process minimises pharmacy staff's contact with the patient. It also does not require the original copy of the prescription to be sent afterwards to the pharmacy, following a [MoH waiver](#). CD prescriptions are excluded.

This is not a barcoded electronic prescription. Prescribers are enabled to prescribe medications without the need for a fax machine, scanner, or the capacity to generate NZePS prescriptions.

This will require a change in workflow. Pharmacies will need to check the ERMS web portal regularly throughout the day for new prescriptions. Alternatively, an email is also sent to advise that a new prescription is waiting on ERMS. The email notification includes a link to the ERMS web portal. Please seek further guidance on [Community HealthPathways > COVID-19 Requests](#).

Advantages to pharmacies

- With any signatureless prescription it is the pharmacist's responsibility to confirm the validity of the prescriber and prescription.
- ERMS is a secure and authenticated process which is more secure than email or fax. It does not require the original prescription to follow.
- Less face to face contact with patients. The patient will not need to bring in a paper copy of the prescription.
- Messages may be sent to the prescriber from the pharmacist within the system. Confirmation is sent back to the prescriber that the prescription has been accepted for dispensing.
- Pharmacies will be prepared for when faxed prescriptions are phased out shortly.

Process

- The prescriber generates a PDF copy of the prescription from primary care or hospital, attaches it to the Pharmacy ERMS Request form and sends it to the pharmacy.
- The pharmacy logs in to the web portal, then follows the process to download the request form and prescription and prints the received prescription.
- The pharmacy processes the prescription as normal.

What you need to know

- You will be emailed login details with a brief instruction on the process.
- A test prescription will be sent to you through ERMS that is clearly marked so that you and your team can familiarise yourselves with the process.
- A member of the Canterbury Community Pharmacy Group (CCPG) will ring to confirm you have successfully accessed your account.
- Once pharmacies have confirmed that their teams are ready to use ERMS, prescribers will be enabled to send prescriptions to pharmacies through ERMS. This will be advised by email.
- This is a default opt-in process. If you explicitly do not want to participate call Robyn Harris, 027 288 0897.
- Technical support can be obtained by contacting the ERMS Online Service Desk Team at servicedesk@pegasus.org.nz or by phone on 03 353 9990 (select option 1).

Kind regards,

Robyn Harris, Pharmacy Advisor
Canterbury Primary Response Group