

Incident Notification

Date: January 20, 2023
To: Drug & Pharmacy Stakeholders - PIP
Fr: Drug and Pharmacy Program, eHealth
Re: INCIDENT NOTIFICATION | DRUG & PHARMACY SERVICES IMPACT - PIP | INCIDENT # 4941345

Incident Communication

eHealth Saskatchewan is aware of a technical issue preventing HealthWATCH pharmacy systems from transmitting all messaging to the PIP. These pharmacies include all Shoppers Drug Mart and all Loblaw pharmacies in Saskatchewan. The vendor is investigating a solution. Please be aware of the following information during this situation:

Incident Impact(s)

PIP CeRx Messaging – HealthWATCH

No relevant clinical information is flowing from Shoppers Drug Mart and Loblaw pharmacies to the PIP during this time. This impact to messaging flow began Saturday, January 14th at 23:45 hrs.

These messages are queued and will be released to the PIP once a permanent fix or workaround is in place. Further pharmacy clinical management will be required by Shoppers Drug Mart and Loblaw pharmacies once messaging is restored. Also, other pharmacies in Saskatchewan will need to manage future dispenses against this new information flow into PIP.

Please be aware that clinical checking in PIP when processing prescriptions, accessing/viewing the patient PIP record, and downstream applications such as eHR Viewer will be missing the relevant clinical information during this period.

Please be aware that downstream applications such as My Sask Health Record may also be missing the relevant clinical information from these pharmacies during this period.

Next Steps

- eHealth continues to monitor the situation and support the vendor resolving this issue as fast as possible
- Update will be sent once further relevant information is available

Contact Information

INCIDENT REFERENCE #: 4941345
EHEALTH SERVICE DESK: 1-888-316-7446
servicedesk@ehealthsask.ca