



# **Nova Scotia Prescription Monitoring Program (NSPMP)**

## **Frequently Asked Questions**

**Last Updated: October 3, 2018**

# Contents

Contents .....	i
Section 1: Program Background .....	1
Q: When was the NSPMP established? .....	1
Q: What is the role of the NSPMP? .....	1
Q: What drugs are monitored by the NSPMP? .....	2
Q: Do you monitor Z-Drugs (such as Zopiclone)? .....	2
Q: Do you monitor drugs administered in hospital settings? .....	2
Q: Are veterinarian prescriptions monitored? .....	2
Section 2: The NSPMP Network .....	2
Section 3: Information for the General Public .....	3
Q: I don't want any of the prescriptions I get filled to be monitored by the NSPMP. Can I opt out?.....	3
Q: Can NSPMP share my prescription information with law enforcement?.....	3
Q: Can the NSPMP report individuals filling prescriptions for monitored drugs to law enforcement?.....	3
Q: What information can the NSPMP give to my prescriber or pharmacist about me? .....	3
Q: Why do I have to sign something when I pick up my prescription for my medication? .....	3
Section 4: Information for Prescribers and Pharmacists.....	3
Registration Questions .....	3
Q: Who needs to register with NSPMP?.....	3
Q: How do I register for NSPMP? .....	3
Q: I am an out-of-province prescriber with patients who live in Nova Scotia. Will the prescriptions I write be accepted at Nova Scotia pharmacies?.....	4
Q: What is e-Access? .....	4
Q: I am a NSPMP provider but I do not have an e-Access account. How do I sign up? .....	4
Q: Can I use the Nova Scotia DIS and SHARE portals instead of e-Access to retrieve patient profiles? .....	4
Ordering Duplicate Prescription Pads .....	5
Q: When are duplicate pads required? .....	5
Q: How do I order duplicate pads? .....	5
Q: Is there a cost to ordering pads? .....	5
Q: Does Nova Scotia have an e-Prescribe option? .....	5
Monitoring and Reporting.....	5

Q: Can the NSPMP report prescribers or pharmacists to their professional regulatory authority? .....	5
Q: I am a prescriber and have recently received a Drug Utilization Review (DUR) Request from the NSPMP. I am being asked to send information about my patient to the Program. Can I send this information without the consent of my patient? .....	5
Q: I am a community pharmacist and I am concerned with a practice concern of a prescriber. How do I proceed with my complaint? .....	6
Q: May I reach out to NSPMP’s Medical or Pharmacy Consultant to discuss a patient or practice concern? ..	6
Prescriber Responsibilities.....	6
Q: I am a prescriber and would like to access a new patient’s history of prescriptions filled for monitored drugs. How do I obtain a patient profile?.....	6
Section 5: Monitoring Benzodiazepines (*New* October 2018) .....	7
Q. Why is it important to monitor benzodiazepines? .....	7
Q: How is NSPMP benzodiazepine data and information used?.....	7
Q: How many Benzodiazepine prescriptions are dispensed in Nova Scotia? .....	7
Q: How will monitoring benzodiazepine impact patients? .....	7
Q: When will the NSPMP begin to monitor Benzodiazepines? .....	7
Q: How will monitoring benzodiazepines impact prescribers?.....	7
Q: Will benzodiazepines be written on duplicate pads? .....	8
Q: Will prescribers be able to complete benzodiazepine prescriptions via verbal order at the pharmacy? .....	8
Q: How will monitoring benzodiazepines impact pharmacies? .....	8
Q: What program changes are being made to support the increase in monitoring? .....	8
Q: What prompted the NSPMP to integrate benzodiazepine data? .....	8
Section 7: What’s New at NSPMP?.....	9
Section 8: Contact NSPMP .....	10

## Section 1: Program Background

### Q: When was the NSPMP established?

A: In June 2005 the [Prescription Monitoring Act](#) and its [Regulations](#) established a Prescription Monitoring Program to promote the appropriate use of monitored drugs in Nova Scotia and to reduce the abuse or misuse of monitored drugs in the province. The legislation also established a Prescription Monitoring Board to develop and operate the Nova Scotia Prescription Monitoring Program (NSPMP).

As part of the Program's Mission, the NSPMP:

- Acts to protect public safety and support best practice in patient care, while maintaining the confidentiality of personal information;
- Respects and support healthcare and law enforcement professionals in their work;
- Serves as a resource for our stakeholders;
- Strives for innovation in our work based on industry best practice methods and processes.

In addition to its monitoring activities, the Board interprets the legislation to include:

- Guiding and supporting prescribers, dispensers and the general public on the appropriate use of monitored drugs;
- Collaborating and developing working partnerships with other key organizations in order to achieve the Program's mandate; and
- Sharing information in a timely and responsive manner to support the role of others in promoting, educating, and enforcing the appropriate use of monitored drugs and the reduction of the abuse or misuse of monitored drugs.

### Q: What is the role of the NSPMP?

A: The role of the NSPMP is to track utilization on an ongoing basis. We review reports on drug utilization and request information from prescribers to assist us in understanding why the amount of medication is being prescribed. If a concern is identified, the program provides direction on reviewing these matters. We would typically begin by reviewing the patient profile and history to gain a better understanding of the situation. Each situation is reviewed on a case by case basis and depending on the concern will determine the process that is taken by the Program.

An example of how a concern is sometimes handled would be when one of the program's Consultants contacts a prescriber to discuss the situation or concern. Concerns can also be shared with law enforcement and the licensing authorities.

It is important to remember that there are thousands of Canadians every day who rely on prescription drugs to treat chronic pain or manage illnesses. A **balanced approach** is critical to ensure that we are not addressing the issue of abuse/misuse in a way that interferes with patient care.

**Q: What drugs are monitored by the NSPMP?**

A: The Program monitors the drugs outlined in the [Controlled Drugs and Substances Act \(Canada\)](#). These include narcotics, stimulants, and benzodiazepines (benzodiazepines will be integrated with monitored drug data as of October 20, 2018).

**Q: Do you monitor Z-Drugs (such as Zopiclone)?**

A: No. Not at this time.

**Q: Do you monitor drugs administered in hospital settings?**

A: No. We only monitor drugs dispensed at community pharmacies.

**Q: Are veterinarian prescriptions monitored?**

A: No. Not at this time.

## Section 2: The NSPMP Network

THE NSPMP NETWORK	
<b>Governance</b>	The strategic direction of the NSPMP is defined by our Board of Directors. Board membership includes representation from the College of Physicians and Surgeons of Nova Scotia (CPSNS), The College of Registered Nurses of Nova Scotia (CRNNS), the Nova Scotia College of Pharmacists (NSCP), the Provincial Dental Board of Nova Scotia (PDBNS), the Department of Health and Wellness (DHW), and two public members.
<b>Operations</b>	Consists of a Program manager, business support analysts, a health informatics specialist, medical consultant support, and pharmacist consultant support.
<b>Practice Review</b>	The Program relies on a multidisciplinary Practice Review Committee (PRC) to review and inform complex practice cases. The PRC is composed of representation from each licensing authority (CPSNS, CRNNS, NSCP, and PDBNS).
<b>Prescribing Community</b>	Each year over 2500 Physicians and Surgeons, 500 Dentists and Oral Surgeons, and 200 Nurse Practitioners issue more than 1.6 million prescriptions for monitored drugs in Nova Scotia ( <i>based on 2017 Program data</i> )
<b>Pharmacy Teams</b>	These prescriptions are dispensed by the skilled teams at more than 300 community pharmacies across the province.
<b>Law Enforcement</b>	We work with local law enforcement agencies to share vital information about potential risks to patient and public safety.
<b>Partners &amp; Stakeholders</b>	We work with a range of local stakeholders to help inform activities and analyses related to understanding and improving health outcomes. These include the Nova Scotia Medical Examiner's Service, the Nova Scotia Take Home Naloxone Program, and academic researchers from across the province.

## Section 3: Information for the General Public

**Q: I don't want any of the prescriptions I get filled to be monitored by the NSPMP. Can I opt out?**

A: Provincial legislation requires that all prescriptions for monitored drugs filled in a pharmacy in Nova Scotia be included in our monitored data.

**Q: Can NSPMP share my prescription information with law enforcement?**

A: Provincial legislation supports the sharing of prescription information with law enforcement if there are *reasonable grounds* to believe an offence has been committed related to monitored drugs.

**Q: Can the NSPMP report individuals filling prescriptions for monitored drugs to law enforcement?**

A: If there are *reasonable grounds* to believe an offence has been committed, the Program must provide to the appropriate law enforcement authority all necessary information including: an identification of the drug(s) in use, the number of prescriptions dispensed, and the number of prescribers.

**Q: What information can the NSPMP give to my prescriber or pharmacist about me?**

A: The NSPMP encourages prescribers and pharmacists to review patient prescribing histories prior to prescribing and dispensing monitored drugs. The Program can provide a hard copy patient profile upon request. Prescribers and pharmacists can also access patient profiles 24/7 using NSPMP's online e-Access portal. Patient profiles include: prescriber information, pharmacy information, medication details, and dispense dates.

**Q: Why do I have to sign something when I pick up my prescription for my medication?**

A: NSPMP legislation requires pharmacists to confirm the identity of individual's receiving prescriptions by obtaining a signature in the "REC'D BY" section on the duplicate prescription form. The legislation also gives pharmacists the authority to confirm the identity of the person picking up the prescription. The medication can be picked up by a delegate (family member, friend, delivery service) but a signature and ID will be required.

## Section 4: Information for Prescribers and Pharmacists

### Registration Questions

**Q: Who needs to register with NSPMP?**

A: Community pharmacists and prescribers (physicians, dentists, nurse practitioners) who intend to dispense or prescribe narcotics, stimulants, or benzodiazepines are required to register with NSPMP to acquire a NSPMP ID.

We encourage all non-registered prescribers who currently prescribe benzodiazepines to submit an application to NSPMP before October 20 2018 to ensure their prescriptions are not held by the pharmacy.

**Q: How do I register for NSPMP?**

A: We have streamlined the registration process to make onboarding easy: prescribers can now register for the program, acquire an e-Access account, and order duplicate pads in a single step. Applicants can visit the NSPMP.ca website to complete a [downloadable form](#) to send to the Program team. Confirmation of registration typically takes one to two business days to complete.

**Q: I am an out-of-province prescriber with patients who live in Nova Scotia. Will the prescriptions I write be accepted at Nova Scotia pharmacies?**

A: All prescribers must be registered with the NSPMP prior to issuing prescriptions for monitored drugs intended for dispense at Nova Scotia pharmacies and prescriptions for narcotics, stimulants, and testosterone must be written on a tamper-resistant NSPMP duplicate pad.

We've posted a new registration form designed specifically for out-of-province prescribers on our NSPMP.ca website. Please note that prescribers registered outside of Nova Scotia will be required to submit a copy of their license/registration documentation with their Program application.

**Q: What is e-Access?**

A: The NSPMP e-Access portal is a secure online platform that provides prescribers and pharmacists with near real-time patient profiles. Using the NSPMP e-Access platform offers substantial benefits to prescribers:

- e-Access is available 24/7 using a secure sign-in via the NSPMP.ca website;
- patient prescription data is updated hourly, thereby providing near real-time access to pertinent prescribing history from the last 18 months, and
- e-Access is easy to use with customizable, print-friendly records.

**e-Access Quick Reference Guide:**

<b>How do I register for e-Access?</b>	Visit NSPMP.ca to download a form and fax us your completed information.
<b>Do I need to install new software?</b>	No new software is required. e-Access is available via the NSPMP.ca website under the "Quick Links" section.
<b>Do I need different e-Access accounts for different clinic locations?</b>	No. Your individual e-Access user ID and password can be used at any clinic location.
<b>How long does the registration process take?</b>	Confirmation of registration is usually completed within two (2) business days.
<b>What if I forget my user ID (A#####) or password?</b>	Your user ID (A#####) can be obtained and your password updated 24/7 from the e-Access login page.
<b>What if I've been locked out of my account?</b>	Call 902-496-7123 (option #1) Monday to Friday (8am-8pm) for assistance with locked accounts.

**Q: I am a NSPMP provider but I do not have an e-Access account. How do I sign up?**

A: In order to be eligible for e-Access, prescribers and pharmacists must be registered with the NSPMP.

*For existing providers:* Copies of our new Program registration forms are available for download from the website or can be requested from a NSPMP team member. Once the NSPMP receives the completed registration and user agreement form, an e-Access username and password will be issued.

*For new providers:* As of October 3, 2018, new providers will receive an e-Access account automatically when they register with NSPMP.

**Q: Can I use the Nova Scotia DIS and SHARE portals instead of e-Access to retrieve patient profiles?**

A: Yes. The DIS also has a secure and convenient e-Prescribe function. Please note that DIS/SHARE registration and troubleshooting are supported by the DIS team (email: [share@novascotia.ca](mailto:share@novascotia.ca)).

## Ordering Duplicate Prescription Pads

### **Q: When are duplicate pads required?**

A: Duplicate pads are required for all monitored drugs except for benzodiazepines. Prescribers do not need to order duplicate pads if:

- a) they only prescribe benzodiazepines (benzodiazepines will be issued on regular prescription pads)
- b) they use the e-Prescribe function offered with the provincial Drug Information System (DIS)

### **Q: How do I order duplicate pads?**

A: Based on prescriber feedback, we have introduced the convenient option of re-ordering duplicate pads online 24/7. Registered NSPMP prescribers can visit [NSPMP.ca](http://NSPMP.ca) to complete the online order form.

### **Q: Is there a cost to ordering pads?**

A: The cost of printing and mailing the duplicate prescription pad is covered by NSPMP.

### **Q: Does Nova Scotia have an e-Prescribe option?**

A: Yes. Our partners at the Nova Scotia Drug Information System (DIS) have developed an innovative and secure e-Prescribe feature for prescribers. Please note that DIS/SHARE registration and troubleshooting are supported by the DIS team (email: [share@novascotia.ca](mailto:share@novascotia.ca)).

## Monitoring and Reporting

### **Q: Can the NSPMP report prescribers or pharmacists to their professional regulatory authority?**

A: If the Program has reason to believe that a physician, dentist, nurse practitioner or pharmacist may be practicing in a manner that is inconsistent with the mandate of the Program, the Program may refer the case on to our Practice Review Committee (PRC) for peer-based assessment. The PRC will choose to refer the individual to their licensing authority or redirect the case to one of Program consultants for further review and coaching.

### **Q: I am a prescriber and have recently received a Drug Utilization Review (DUR) Request from the NSPMP. I am being asked to send information about my patient to the Program. Can I send this information without the consent of my patient?**

A: Under Section 18 of the Prescription Monitoring Act, prescribers are required to provide the Program with information as long as the information provided achieves the objects of the Program. The objects of the Program are to promote:

- (a) the appropriate use of monitored drugs; and
- (b) the reduction of abuse or misuse of monitored drugs.

The prescriber can therefore provide information about any of the following: the prescribing of monitored drugs; the compounding of monitored drugs; the dispensing of monitored drugs; the utilization of monitored drugs; clinical records, and a patient's chart.

**Q: I am a community pharmacist and I am concerned with a practice concern of a prescriber. How do I proceed with my complaint?**

A: The NSPMP accepts complaints from individuals regarding the prescribing or practices of a prescriber (physician, dentist or nurse practitioner), pharmacist, or pharmacy in regards to monitored drugs. These complaints may be reviewed by the Program's Practice Review Committee (PRC). A complaint can be made by completing a standard form or by contacting our Program staff. All information is confidential and outcomes are not released. Complaints may be anonymous if requested. To file a complaint, please contact us and refer to the [Complaints policy](#).

**Q: May I reach out to NSPMP's Medical or Pharmacy Consultant to discuss a patient or practice concern?**

A: Yes. We encourage all prescribers and pharmacists to access our Consultant resources when support is needed. Dr. Peter MacDougall can be contacted by telephone or email. Our new Pharmacy Consultant resource will be available on October 22 2018.

## Prescriber Responsibilities

### Review patient prescription histories before prescribing

**Q: I am a prescriber and would like to access a new patient's history of prescriptions filled for monitored drugs. How do I obtain a patient profile?**

A: Prescribers and pharmacists can now access patient profiles in one of two ways:

1. Registered providers can login to the e-Access secure web application and generate a patient profile independently.
2. By [contacting](#) the NSPMP by telephone to request a complete patient profile. This information can be faxed directly to an office or pharmacy within minutes of your call.

Reviewing a patient's prescribing history is part of a best practice approach for prescription monitoring programs. As outlined in the *CRNNS Nurse Practitioner Standards of Practice 2018* (Standard 4: Client Care Management; Section 4.8), Nurse Practitioners are required to:

*Use available drug information systems [such as e-Access] to verify history of clients' prescribed medications, including controlled drugs and substances, when initiating, changing or discontinuing medications.*

The CPSNS Standard (Review of Monitored Drug History before Prescribing (December 2017)) outlines the following:

1. *When caring for patients in episodic, urgent or emergent care settings, physicians or delegates, where the delegate is a regulated health professional within the patient's circle of care, must review the patient's drug profile as maintained by the NSPMP prior to prescribing narcotics or any controlled drugs or substances.*
2. *Regardless of the care setting, the College considers the information available through e-Access to be part of the patient record. Physicians are required to be familiar with its contents.*

## Section 5: Monitoring Benzodiazepines (\*New\* October 2018)

### **Q: Why is it important to monitor benzodiazepines?**

A: Benzodiazepines are sedating medications that can interact with other medications to cause over-sedation and potential injury or overdose. The NSPMP has monitored other controlled drugs for many years and has a strong reputation for helping prescribers, pharmacists, law enforcement and others understand how drugs are prescribed and used in Nova Scotia. Integration of these drugs into the Program's data collection is another enhancement that will benefit our stakeholders and the residents of Nova Scotia.

### **Q: How is NSPMP benzodiazepine data and information used?**

A: The role of the NSPMP is to track drug utilization on an ongoing basis. The program will record all prescriptions of benzodiazepines filled at community-based pharmacies. The data will be available through the Nova Scotia Drug Information System (DIS) and also via NSPMP's e-Access portal. Like with other monitored drugs, the goal is to promote good prescribing practices and support patient care.

### **Q: How many Benzodiazepine prescriptions are dispensed in Nova Scotia?**

A: The NSPMP estimates there are approximately 500,000 benzodiazepine prescriptions dispensed each year.

It's important to note these drugs play an important role in many patient support regimens and a balanced approach is necessary to enable access to treatment while promoting appropriate use and reducing risk of abuse. Integration of prescription data with the NSPMP will inform prescribers and other stakeholders on how the drugs are prescribed and used in Nova Scotia and provide support on good prescribing practices.

### **Q: How will monitoring benzodiazepine impact patients?**

A: The role of the NSPMP is to track prescription drug utilization on an ongoing basis. The program is engaging prescribers and other stakeholders to ensure understanding of how to access NSPMP services and support. Prescriber access to benzodiazepine prescription data will help inform good prescribing practices and patient care. Patients may wish to consult with their health care professional to address any questions or concerns around benzodiazepines or their current health care regimens.

### **Q: When will the NSPMP begin to monitor Benzodiazepines?**

A: Benzodiazepine dispensing data will be integrated with NSPMP monitored data on **Saturday, October 20<sup>th</sup> at 12:01am**. At that time, benzodiazepine information will be available as part of patient prescription histories via e-Access and benzodiazepine prescriptions will be assigned a NSPMP ID number at the pharmacy.

**IMPORTANT:** As of October 20<sup>th</sup> 2018, all Nova Scotia and out-of-province prescribers will be required to register with NSPMP and be assigned a NSPMP ID prior to prescribing benzodiazepines. Without a NSPMP ID, benzodiazepine prescriptions will be held at the pharmacy.

### **Q: How will monitoring benzodiazepines impact prescribers?**

A: Prescribers will be required to register with the NSPMP to prescribe benzodiazepines. This mirrors current requirements to prescribe other monitored drugs. Program consultants and staff are providing support to ensure physicians are aware of the benefits offered to them by registering and are able to do so in advance of the October integration date. The process is fast and easy, and the NSPMP is here to help.

**Q: Will benzodiazepines be written on duplicate pads?**

A: No. Benzodiazepines will be written on regular prescription pads. Prescribers are required to register with NSPMP but will not be required to order duplicate pads unless they are prescribing other monitored drugs.

**Q: Will prescribers be able to complete benzodiazepine prescriptions via verbal order at the pharmacy?**

A: Yes. The regulations linked to benzodiazepine prescribing will remain the same (see summary table below).

Topic	Narcotics, Stimulants	Benzodiazepines
Program registration required?	Yes	Yes
Check e-Access before prescribing?	Yes	Yes
Duplicate pad required?	Yes	No
Verbal orders allowed?	No	Yes
Faxed prescriptions to pharmacy permitted?	No	Yes
Transfer of prescriptions permitted?	No	Yes
Subject to peer/professional complaints to NSPMP?	Yes	Yes
Subject to practice review?	Yes	Yes
Subject to referrals to licensing bodies?	Yes	Yes
Included in law enforcement reviews?	Yes	Yes
Included in drug utilization review activities?	Yes	Spring 2019
Included in the risk score assessment?	Yes	Spring 2019

**Q: How will monitoring benzodiazepines impact pharmacies?**

A: The technical changes will be implemented via the provincial Drug Information System (DIS) and will not affect the operations of pharmacies. If your pharmacy receives a prescription from a prescriber without a NSPMP ID, please refer them to the Program for assistance with registration.

**Q: What program changes are being made to support the increase in monitoring?**

A: The NSPMP is welcoming new staff members, including an additional pharmacy consultant, and updating its reporting processes to support the change. A series of expert review panelists will also be recruited to submit their input and lend their expertise to designing revised monitoring tools.

**Q: What prompted the NSPMP to integrate benzodiazepine data?**

A: We are proud of the progress we have made with the Prescription Monitoring Program, which has seen many enhancements over the years. This expansion in data collection is the next natural step for the program and follows consultations with program stakeholders including governments, prescribers, pharmacists, law enforcements and prescription users. Further, the monitoring of benzodiazepines was advocated by the Michael G. DeGroot National Pain Centre in its [independent quality review](#) of the NSPMP in 2016.

## Section 7: What's New at NSPMP?

### **Duplicate Prescription Pads Can Now Be Ordered Online (April 2018)**

Based on prescriber feedback, we have introduced the convenient option of re-ordering duplicate pads online 24/7. Registered NSPMP prescribers can visit NSPMP.ca to complete the online order form.

Page | 9

### **Redesign of the Duplicate Pad Format (May 2018)**

On May 31st 2018 NSPMP launched an updated duplicate pad format. Designed with the input of pharmacists and prescribers, the new pad features specific prompts for product information, quantities, part fills, and fillable fields to indicate start/stop dates.

### **Elimination of Redundant Reporting (July 2018)**

In order to better support Nova Scotia prescribers, we made some changes to our NSPMP reporting processes and requirements. Effective July 2018, MMT prescribers are no longer be required to submit Patient Enrollment/ Patient Discharge Forms or Patient Contracts to NSPMP. We also eliminated our monthly Multiple Prescriber Report, weekly Contract Report, and weekly/quarterly MMT Reports.

The elimination of these reporting processes is supported by the dispensing information available online via the DIS and NSPMP's e-Access portal and will reduce the paperwork burden of NSPMP providers.

### **e-Access Updates (July 2018)**

Based on prescriber feedback, we have updated e-Access to include prescriber license type, pharmacy contact information, and supplemental details regarding the original (first-fill) and current (part-fill) prescription status.

### **Updates to the NSPMP Law Enforcement Strategy (September 2018)**

Over the summer months of 2018, NSPMP engaged multiple representatives from local RCMP and police departments to help update and revise our law enforcement engagement strategy.

### **New One-Step Registration Process (October 2018)**

In order to streamline the registration process and promote the use of our e-Access portal, NSPMP has created a convenient one-step onboarding process allowing prescribers and pharmacists to obtain an e-Access account and submit an order for duplicate pads when they register with the Program.

### **New Full-Time Health Informatics Support (October 2018)**

Beginning in October 2018, the NSPMP will welcome a full-time health informatics specialist to the team.

### **New Full-Time Pharmacy Consultant Position (October 2018)**

To support Program expansion activities, NSPMP will welcome a full-time Pharmacist Consultant in October 2018. The Pharmacist Consultant will work closely with the NSPMP team and Medical Consultant.

### **Benzodiazepine Integration (October 2018)**

As outlined in the NSPMP 2017-2020 Strategic Plan, benzodiazepine data will be integrated with NSPMP's monitoring data as of October 20th 2018.

## Section 8: Contact NSPMP

Contact:	For questions related to:
<p><b>Heather McPeake</b>  <b>NSPMP Program Manager</b>  <b>Email: heather.mcpeake@medavie.blucross.ca</b>  <b>Tel: 902-496-7051</b></p>	<ul style="list-style-type: none"> <li>• Program development</li> <li>• Strategic planning</li> <li>• Academic research requests</li> <li>• Partnership &amp; stakeholder engagement</li> </ul>
<p><b>NSPMP Program Team</b>  <b>230 Brownlow Avenue (Park Place V)</b>  <b>Dartmouth NS B3B 0G5</b></p> <p><b>Email: PMP@medavie.bluecross.ca</b>  <b>Tel: 902-496-7123/1-877-476-7767</b>  <b>Fax: 902-481-3157</b></p>	<ul style="list-style-type: none"> <li>• Ordering duplicate pads</li> <li>• Requesting prescriber profiles</li> <li>• Prescription history requests</li> <li>• Reporting lost or stolen pads</li> <li>• Feedback and complaints</li> <li>• e-Access registration &amp; password resets</li> </ul>
<p><b>NSPMP Medical Consultant</b>  <b>Dr. Peter MacDougall</b>  <b>Email: peter.macdougall@medavie.blucecross.ca</b>  <b>Tel: 902- 478-0546</b></p> <p><b>NSPMP Pharmacist Consultant</b>  <b>(Expected start date: October 22 2018)</b></p>	<ul style="list-style-type: none"> <li>• Prescribing &amp; dispensing advice</li> <li>• Safe tapering strategies</li> <li>• Law enforcement follow-up</li> <li>• Drug Utilization Review (DUR) follow-up</li> <li>• Practice Review concerns</li> <li>• Reporting practice concerns</li> <li>• Reporting patient concerns</li> </ul>