

CARE CONNECT TESTSAFE ACCESS DEED FOR COMMUNITY PHARMACY USERS

BETWEEN

Auckland District Health Board, Waitemata District Health Board, Northland District Health Board and Counties Manukau District Health Board (Northern Region District Health Boards or 'NRDHB's)

AND

X

Date _____

Community Pharmacist

1. Objectives

The parties wish to enter into this agreement to enable Community Pharmacists to have timely access to patients' health information in order to facilitate the provision of improved health and disability services to those patients. Under this agreement you are granted access to specified laboratory results and community dispensing records held on the TestSafe database. You will be an "authorised user" of Testsafe. This agreement sets out the basis on which such access is provided by the NRDHBs:

2. Medical Information in TestSafe

The process for delivering dispensing records to TestSafe does not form part of this Access Deed. A patient's laboratory results and dispensing records are placed in Testsafe to facilitate access to clinical information by those treating the patient. The law authorises the sharing of information between treating providers. Specific patient consent is not required. Community Pharmacists are encouraged to provide information to patients about TestSafe. Patients can choose not to have their information shared via TestSafe and should be informed of this by their treating pharmacist.

3. Authorised User Obligations:

You agree to abide by the following conditions of access at all times:

- a) You will only access information from TestSafe for the purpose of providing treatment to patients under your clinical care.
- b) Any information that you obtain from TestSafe must be kept confidential and used only for the purposes of providing the above treatment. You may only disclose this information in accordance with the requirements of the Privacy Act 1993, the Health Information Privacy Code 1994, section 22F of the Health Act, or any other statute or regulation permitting or requiring disclosure.
- c) You must not share your TestSafe access code or password with anyone. You are responsible for any access that occurs under your password and logon details.

- d) You understand that access will be monitored by NRDHBs and you agree to maintain a record of the purpose for viewing a patient's information in accordance with the procedure noted under Appendix 1 and any other auditing requirements of the NRDHBs..
- e) You agree to co-operate fully with the NRDHBs in relation to any investigation into access under this deed by the NRDHBs or any other lawful authority.
- f) If you identify any unauthorised access to TestSafe or anything that may compromise the security of information in TestSafe, for example disclosure of your password, you will notify the TestSafe Administrator immediately.
- g) If you no longer require access to TestSafe then you must notify the TestSafe Administrator immediately in writing. Upon notification the agreement is terminated.

4. NRDHBs Rights

The NRDHBs reserve the right to suspend your access to TestSafe at any time and for any reason, including for identified or suspected breaches of any aspect of this agreement. Where access is to be suspended the NRDHBs, will notify you directly of the reason for the suspension and the likely duration of that suspension of access. Patient medical information can still be obtained by contacting the relevant health care provider such as a General Practitioner, Community Laboratory or DHB facility.

In the event of any inappropriate access the NRDHB's may take further action including informing your employer or those working in association with you, informing the patient, or referring the matter to your professional registering authority.

The NRDHBs may amend the terms of the agreement or terminate the agreement for any reason by providing you with 30 days written notice.

5. Enforcement

All or any of the NRDHBs has the right to take action to enforce this agreement either jointly or severally.

6. Availability and Accuracy of Information

While all reasonable efforts will be made by the NRDHBs to ensure that any health information made available is accurate, the NRDHBs provide no warranty as to the accuracy, completeness or availability of the health information held on TestSafe. If you become aware of any inaccuracies in relation to the information then you must notify the TestSafe administrator and the patient's treating clinician immediately.

7. Assignment, Delegation and Transfer

Your access rights and related obligations under this agreement are personal to you, and shall not be assigned, sub-contracted, delegated or otherwise transferred.

8. Term

This Access Deed remains in force until terminated in accordance with this agreement. Provisions intended to do so, for example access audit, will continue in full force and effect following termination.

I understand and agree to accept and abide by all the terms and conditions of this access deed:

	First Name	Other Names	Last Name	
Community Pharmacist User Name				
CPN <small>Common Person Number allocated by the NZ Health Information Service, Health Practitioner Index</small>		Other Identifier <small>(Pharmacy council number)</small>		
Work email address			Phone	
Signature			Date	

WITNESSED BY:

Name			
Job Title			
Signature		Date	

CONTACT DETAILS:

Pharmacy Name		Phone	
Address		Health Network	Healthlink
			Telecom
Suburb		Date	
Pharmacy email Address			

Return Access Deeds to:

Email:

testsafe@healthalliance.co.nz

Postal:

TestSafe
hAMSC (healthAlliance)
Private Bag 92801
Auckland 1642

Appendix 1 – CARE CONNECT TESTSAFE ACCESS DEED COMMUNITY PHARMACY USERS

ACCESS AUDIT PROCEDURE

For Community Pharmacy Users Accessing TestSafe

Introduction

The CareConnect TestSafe Access Deed for Community Pharmacy Users states “You understand that access will be monitored by NRDHBs and you agree to maintain a record of the purpose for viewing a patient’s information in accordance with the procedure noted under Appendix 1.”

Privacy and Security

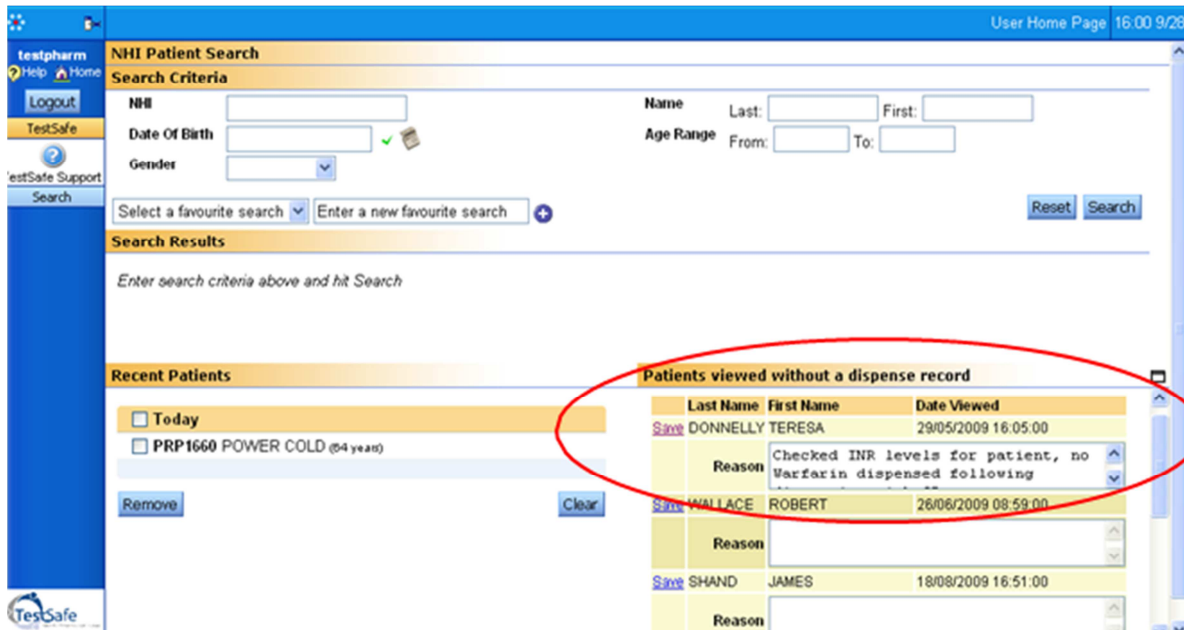
The Health Information Privacy Code requires the NRDHBs to take reasonable safeguards against inappropriate access and use of information. Each Community Pharmacy User with access to TestSafe will sign an Access Deed which states they will only use TestSafe for its intended purpose, i.e., to support direct patient care. Healthcare providers are also bound by their professional code of ethics.

Audit of access is also an essential part of the TestSafe security structure. Audit procedure is based on establishing that you have in fact provided care to the patient and had reason to access their records.

The NRDHBs may undertake a variety of audit procedures to ensure that access to pharmacy and test results is undertaken for legitimate purposes only. This includes patient centred audit as described below and other audit activity to identify potential misuse of the system. You agree to cooperate with any request by the NRDHBs for information regarding your reasons for accessing particular results for the purposes of audit activity.

Record Keeping

A prima facie justification for access is established if you subsequently dispense to the patient. TestSafe will flag any accesses to a patient’s details where there is no record of any proximal dispensings from the Pharmacy from which you accessed TestSafe. These are referred to as “Patients viewed without a dispense record” and are identified through an overnight checking process. If the checking process finds a patient viewed without a dispense record, you will be asked to enter the reason for such an access when you next login. This is explained in detail in the ‘Activation Pack’, the following picture provides a summary of this process:



Last Name	First Name	Date Viewed	Reason
Save DONNELLY	TERESA	29/05/2009 16:05:00	Checked INR levels for patient, no Warfarin dispensed following
Save WALLACE	ROBERT	26/06/2009 08:59:00	
Save SHAND	JAMES	18/08/2009 16:51:00	

This is the minimum level of record keeping which is enforced by TestSafe to understand the purpose for accessing a patient's records.

Patient Focused Audit Request

Patient Focused Audit involves reviewing records of who has accessed a patient's records over time. Rather than looking at access to records from the perspective of health care providers, the approach is focused on what activity has occurred, in general, for a particular patient.

Patients may request from TestSafe detailed information on who has accessed their TestSafe records. In addition, the TestSafe Service will select a sample of break glass accesses and send a report to the patients concerned. In both cases the patients can verify for themselves that all accesses have been appropriate.

If a patient questions the appropriateness of your access, you may be contacted by the TestSafe service to provide explanation.

It is recommended that you maintain further notes in your Dispensary system on your purpose for accessing patient records in TestSafe, so that you can respond to any request for explanation.

Inappropriate Access

Where any form of audit has failed to confirm the appropriateness of access, or the NRDHBs have any reason to believe that access was not in accordance with the Access Deed, you will be informed and provided an opportunity to comment. If, after consideration of your response, the NRDHB's still cannot confirm that the access was appropriate, the NRDHB's may take further action including informing the your employer or those working in association with you, informing the patient, or referring the matter to the Privacy Commissioner or to your professional registration authority.