## Frequently Asked Questions – eFax Prescriptions in Connect Care

**What is changing?**
Prescriptions issued from AHS and AHS partner facilities using the Connect Care clinical information system can now be sent directly to community pharmacies via electronic fax, without the need for a printed prescription or handwritten signature.

**What is the process for electronic prescriptions and how will pharmacists receive them?**
Pharmacists will receive these prescriptions according to the existing mechanism for receiving faxes at their pharmacy, such as a traditional fax machine or electronic fax system.

**Which AHS sites will be sending prescriptions using Connect Care?**
You can see which sites are currently using Connect Care here.

**How will the prescriptions be secure?**
All electronically faxed prescriptions sent from Connect Care include standard formatting features, an electronic prescriber signature with prescriber registration number, and a unique order number specific to that prescription only. Connect Care is a password-protected system, and only an individual prescriber has access to their own password. AHS has also introduced an online real-time prescription validation tool that pharmacists may use to verify the authenticity of a prescription.

**Will patients have copies of the prescriptions?**
No, the patient will not be given a paper copy of prescriptions if they are electronically faxed from Connect Care. Please note that electronically faxed prescriptions are not mandatory for prescribers at AHS/AHS partner facilities. In cases where prescriptions are not electronically faxed to the pharmacy, the patient will require a paper copy to take to their pharmacy of choice.

**Who are these prescriptions for?**
For any patient seen at an AHS or AHS partner facility that currently uses Connect Care, including ambulatory clinics and upon discharge from hospital.

**How can pharmacists verify the authenticity of a prescription?**
AHS has introduced an online real-time prescription validation tool that pharmacists may use to verify the authenticity of a prescription. It is available at https://rxvalidate.albertahealthservices.ca beginning July 25, 2023.

**Will pharmacists require training for this change?**
No. Prescriptions electronically faxed from Connect Care will be received by the same existing means that other prescriptions are faxed to each pharmacy. Information advising community pharmacists how to ensure the authenticity of Connect Care prescriptions, including standardized formatting features and use of the online validation tool, is available here: www.ahs.ca/eprescription.

**What if the pharmacy is closed when the patient arrives? Can they get the prescription somewhere else?**
No, the prescription is sent directly by electronic fax to the patient's preferred pharmacy, and no paper copy will be issued. The patient must return when the pharmacy is open.

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**What happens if the fax fails, or the pharmacy line is busy?**
The RightFax application will attempt to send the fax a total of five times, every five minutes. After that, the message goes into a failure queue in the RightFax application.
Resources are not available to manually refax prescriptions that have failed more than five times. Similar to community EMRs that fax prescriptions today, the pharmacy or patient would need to request a reprint from the prescriber if the fax does not come through.

**Will the patient still be able to choose which pharmacy they want to attend?**
Yes, the patient can elect to update/change their preferred pharmacy at any time by speaking with their prescriber(s) at AHS and AHS partner facilities using Connect Care.

**Does this apply to medications on the Tracked Prescription Program (TPP)?**
At this time, the electronic fax functionality that sends prescriptions directly from AHS and AHS partner facilities using Connect Care to community pharmacies is not applicable to prescriptions for drugs classified as type 1 under the Tracked Prescription Program (TPP). These prescriptions still require the use of a TPP secure prescription form.

**Where can I get more information?**
More information can be found here: www.ahs.ca/eprescription.

**Is there a help line or somewhere to contact with questions?**
For technical issues with the AHS prescription validation tool, please contact RxValidator.Technical.Help@ahs.ca.

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