High Tech Hub – Guidance Points for Renal Units

Topic	Guidance Point
High Tech Hub Contact Details	**E-mail: pcrs.hitech@hse.ie** **Hours: Mon-Fri, 08:00-19:00 (excluding Bank Holidays)** **Telephone: 01-8647135 Secure Fax: 01-8914899**
Registration of individual user	Each individual user will need to complete and submit an individual User Registration Form which must be approved by the Hospital CEO or designated officer. You will be required to provide an email address on the registration form. Email addresses provided by internet browser providers are **not** acceptable, e.g. @gmail.com or @yahoo.com or @hotmail.com. Emails from group mailbox are also **not** acceptable. Registration email addresses should be provided for the organisation that you work with e.g. @hse.ie or @HOSPITALNAME.ie. You will be issued with a username and password by the PCRS. Passwords are case sensitive.
How to access your Hub Log In	PCRS Online Services → “Services for Hospitals” → “High Tech Hub, **OR** https://www.hse.ie/eng/staff/pcrs/online-services/ and select “High Tech Hub” based on your place of work. Save the above link as a “favourite” to your internet browser or save on the desktop to allow you to easily access the hub routinely. If you are a user operating from more than one centre, you will be asked to select the team/location from where you are currently logging in.
Primary HSE Information Resources & Training **(Latest versions of documents available on the Hub’s help page, accessible on your High Tech Hub homepage)**	**Documents** • **PCRS The High Tech Arrangement and The High Tech Hub (Hospital Frequently Asked Questions)** • **HSE High Tech Hub Clinic User Guide** • **High Tech Ordering and Management System (Hub), User Registration Form** **Training Videos** • **Training Video 1: High Tech Hub (ePrescribing)** • **Training Video 2: Registering patient on the High Tech Hub** Training videos available from www.pcrs.ie website, following the links below: (“PCRS Online Services” → “Online Services” → “Services for Hospitals”). Training is available via MS Teams currently. Contact the support team on pcrs.hitech@hse.ie to organise a training session.
High Tech Hub as an Electronic prescription transfer system	From the 18th August 2020, the High Tech Hub is approved as a national electronic prescription transfer system. The Hub can now be used for ePrescribing. **There is no longer a requirement to print and sign the PDF prescription, once a prescription is generated and confirmed as an E-script within the Hub.** Once confirmed, the E-script is visible to the nominated Community Pharmacy only. You can still print a copy for e.g. patient records. An “e-Script” watermark will display across the master copy of the PDF. Alternatively, if you wish you can scan and email prescriptions to the nominated Community Pharmacy healthmail address as a second method of transferring prescriptions. This is not a necessary requirement as all e-prescriptions will be visible to community pharmacies on the Hub.
Generating a “Team” name	**General Format: [Team Lead Name - Hospital name – Speciality]** This format facilitates team leads working across multiple sites and for those assigned to teams to clearly identify the correct team option. A Hub registered user can be part of numerous teams. If on one team, a prescriber’s name is still available for selection and can be placed on another team. If an alternative Team name format is preferred, it is advisable to contact the High Tech Hub PCRS Team for guidance.
Selection of “Nominated Pharmacy”	If a patient does not know which community pharmacy they plan to nominate at the point of prescribing, this can be entered by the nominated community pharmacy when the patient presents to the pharmacy. If a patient decides to change their nominated pharmacy, the new community pharmacy can update this on the system when the patient presents to the community pharmacy. All community pharmacies are aware of the process of nominating patients to their pharmacy. The prescriber cannot change the nominated pharmacy directly.

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<tr><td></td><td>If the existing pharmacy has already ordered medication for a patient, the new pharmacy will not be able to become the nominated pharmacy until the following month, except in exceptional circumstances. The new pharmacy should engagae with the High Tech Hub support team in this scenario.</td></tr>
<tr><td>Generating an “e-Script”</td><td>Below the “Add Drug” tab, there is a section titled “Further Instructions”. If you are prescribing a drug where you do not wish the brand to be subsituted, e.g. a specific Immunosuppressant formulation, you can add “Do NOT substitute” to this section.
<table>
<tr><th>Command Button</th><th>Meaning</th></tr>
<tr><td>“Save for later”</td><td>When you select the “Save for later” command button, you can go back and finalise the e-Script at a later time point;
E.g. if waiting on a lab result before finalising a drug dose.
The draft e-Script will be saved on the system at this point until finalised.</td></tr>
<tr><td>“Review”</td><td>When you are ready to confirm the prescription, click on the “Review” command button. You must select the “Review” command button before you can confirm or print your e-Script.</td></tr>
<tr><td>“Confirm e-Script”</td><td>Once you subsequently confirm the patient details and select the “Confirm e-Script”, a PDF version of the e-Script is visible in the community pharmacy portal.</td></tr>
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<tr><td>Changing an e-Script after it is finalised</td><td>Once generated, an e-Script must be cancelled if you need to make a change to the prescription, correct an error, or, if you no longer wish for a drug or drugs to be dispensed, or, if you need to make a change to the prescription. Once cancelled, a community pharmacy can no longer order from the cancelled presciption. A new e-Srcript must be generated.</td></tr>
<tr><td>Generating repeat prescriptions</td><td>Any prescription generated on the Hub for a patient can be used to form the basis of a new prescription. Click on “My Patients” Tab then “Search” and “Select Patient”. At this point the prescription history is visible on the lower half of the screen. Click on “View” to open the previous prescription. Once you are satisfied that all of the information on the prescription is correct click on “Repeat Prescription”. Repeating a prescription can be done in three simple clicks , click on “Repeat Prescription” – click on “Review” – click on “Confirm e-Script”. This will generate a new e-prescription.</td></tr>
<tr><td>If the Hub is unavailable, what do I do?</td><td>You can complete a paper prescription which can be scanned or faxed to the High Tech Co-Ordination Unit for inputting or can be given to the patient to present to their nominated pharmacy. The pharmacy can then input the prescription so that orders can be placed.</td></tr>
<tr><td>Viewing a Patient’s Prescription/Dispensing History</td><td>The dispensing history is a reflection of items claimed as dispensed by the patient’s pharmacy and where payment was sought from the PCRS. This data is not available in real time from Community Pharmacies and could be up to one month old. The list should not be regarded as a complete drug history; you may still need to contact the pharmacy directly. To access, select the “Dispensing History” tab.</td></tr>
<tr><td>Addressing patient queries regarding GDPR & data handling</td><td>The “High Tech Hub Hospital FAQ Document”contains a section entitled “High Tech Health Identifier FAQs” which addresses questions about the entitlement of prescribers to collect Health Identifier and PPS numbers for the purposes of the Hub.</td></tr>
<tr><td>Health Identifier Numbers that can be used to register a patient</td><td><table>
<tr><td>Medical Card (GMS) Number</td><td>Long Term Illness Number</td></tr>
<tr><td>Drugs Payment Scheme Number</td><td>PPS Number</td></tr>
</table>
If a patient does not have any of the Health Card Numbers listed, please capture their PPS Numbers as their Community Pharmacist will be able to apply, on their behlaf, for Drug Payment Scheme eligibility on a temporary basis. Please advise your patient to apply for eligibility of the appropriate Scheme.</td></tr>
<tr><td>Removal of deceased patients</td><td>When a patient registered on the High Tech Hub dies, the patient will remain listed on the Hub until removed by the Team Lead. Only the Team Lead has the access to remove a patient from the team.

On the death of a patient, the Team Lead should search the name of the patient in the “My Patients” tab and select “Remove from Current Team” and select “Yes” to confirm removal from the team list. The patient will no longer report on the “My Patients” tab for the team. This is the only action needed to remove a patient from the Hub.</td></tr>
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High Tech Hub Users working across multiple sites – patient & physician perspectives	**Username & Passwords:** Physicians working across multiple sites can use the same username & password to log in from different sites. A separate username & password can be requested for private practice. **Registration for private practice:** Physicians working in private practice need to fill in the separate additional registration form *["Private Hospital Application Form"].* **Viewing patients from different sites:** Patients can be on more than one team. For example, if a registered user is registered at Hospital A & Hospital B, they can view a patient from either location once the patient is registered on a team they are the a member of. **Being registered on multiple teams:** If you are a member of more than one team, you will be prompted to select the centre you are accessing the High Tech Hub from when you log on. **Individual Registration Forms:** If a prescriber is a Team Lead, the CEO of each hospital has to authorise the prescriber to be a Team Lead within their own hospital. If a prescriber is not a Team Lead, no additional registration form is required after initial registration, if working across different sites or when a prescriber moves to another hospital. The Team Lead within each hospital is responsible for the maintenance of their team and can add/remove from the team as required.
High Tech Hub Guidance Points for Satellite Unit set up	1. Each Satellite Unit must have a designated Team Lead. 2. If applying for initial registration of the High Tech Hub as a user or as a Team Lead and the applicant is based in more than one centre (e.g. Parent Renal Unit and Satellite Unit), specify each centre on *"Part 3: Centre"* of the High Tech Hub User Registration Form on application. 3. For individuals already registered on the High Tech Hub, the Team Lead of the Satellite Unit can add the registered user to the Satellite Unit team without the registered user needing to complete a second User Registration Form (users can be members of multiple teams). 4. If an already registered High Tech Hub user is a member of a Hub team in a hospital which is the Parent Renal Unit for a Satellite Unit, and is subsequently applying to be the Team Lead in a Satellite Unit, the PCRS require the CEO/delegate of the Parent Renal Unit to confirm the user as a Satellite Team Lead by emailing pcrs.hitech@hse.ie **5. Individuals based across several different sites:** If an applicant is applying to be Team Lead of a Satellite Unit but based in a Satellite Unit that is under the governance of a different Parent Renal Unit to where they are concurrently registered as a user, the applicant must complete two separate User Registration Forms when applying for initial registration of the High Tech Hub. One form must be signed by the responsible CEO/delegate for the Satellite Unit and the other form must signed by the CEO/delegate for the governing Parent Renal Unit. 6. The Team Lead will receive notification from the PCRS High Tech Hub Team when the Satellite Team is set up.