Circular 013/19   04th July 2019

High Tech Hub Ordering and Management System – Contingency Plans

Dear Pharmacist,

The High Tech Ordering and Management System (High Tech Hub) has been live with all community pharmacies since the 27th of March 2018. It is important that a system exists that will allow pharmacies and suppliers to continue to process orders in the unlikely event of the Hub being inaccessible for an unreasonable period of time.

A high tech hub contingency system is now available for use by pharmacies, suppliers and HSE staff, should such an occasion arise.

Once a contingency situation has been declared by HSE Management the contingency system will become available for use. Pharmacies, and the Irish Pharmacy Union (IPU) will be notified that a contingency has arisen by the HSE. All pharmacies will have access to the contingency system through the following link: https://hthcontingency.ie/ords/f?p=101. Via this link pharmacies will continue to place orders while the contingency situation remains. The login process is as outlined in the accompanying contingency system user guide.

 Pharmacies will also require a valid contingency code which will be provided by the HSE.

A FAQ sheet also accompanies this Circular. The most current versions of FAQs and User Guide will be available on the High Tech Hub Help menu but, obviously, may not be accessible during a contingency. For this reason you should ensure that a printed version is available instore for pharmacy staff. Please ensure you inform your staff and locums of this process.

Your continued cooperation regarding the High Tech Hub is greatly appreciated.

Yours sincerely,

Anne Marie Hoey,
Assistant National Director,
Primary Care Reimbursement and Eligibility.

High Tech Contingency System FAQ's

Q: What is the High Tech Contingency System?

A: The High Tech Contingency System has been developed to allow Pharmacies place and receive orders for High Tech medication and to allow Suppliers accept and dispatch orders in the event of an emergency whereby the normal High Tech Hub is unavailable.

Q: How do I access the High Tech Contingency System?

A: All Pharmacies and Suppliers will be provided with a registered domain link which will allow them to gain access to the Contingency System. Pharmacies will require a valid Contingency Code. Please see your user guide.

Q: Will I be required to enter details of a Username & Password to access the Contingency System?

A: Pharmacies **will** be required to enter a generic Username & Password to access the contingency system (see user guide). Pharmacies will also have to complete some authentication details during the log-in process.

All Suppliers **will** require a Username & Password to access the contingency system, a unique username and password will be allocated to each supplier prior to Go Live.

Q: I am a pharmacy/supplier and have forgotten my Username & Password to the Contingency System, what should I do?

A: Please contact the High Tech Unit on **01 8647135** to receive details of your Username & Password.

Q: I am a Pharmacy, how do I get details of the contingency code to use to allow me place orders through the Contingency System?

A: Details of contingency code will be provided to you by the High Tech Hub. Please contact **01 8647135** to receive details of contingency code. The IPU will notify its members using SMS technology.

Q: **Can the same contingency code be used to place orders for more than one prescription?**

A: Yes, the same contingency code should be used for all orders and for the entire timeframe of the contingency event.

Q: **I am a Pharmacy, how do I order High Tech medication using the High Tech Contingency System?**

A: For details on how to order High Tech medication using the High Tech Contingency System please refer to the High Tech Contingency System Pharmacy User guide.

Q: **I am a Supplier, how do I accept orders for High Tech medication using the High Tech Contingency System?**

A: For details on how to handle orders for High Tech medication using the High Tech Contingency System please refer to the High Tech Contingency System Supplier User guide.

Q: **How will I know that the contingency has ended?**

A: The contingency system will no longer be available for use once the contingency has ended.

High Tech Contingency System

Pharmacy User Guide

(Version 1.0)

SYSTEM PLATFORM REQUIREMENTS

The following browsers are supported by the High Tech Contingency System: Internet Explorer, Chrome and Firefox.

The High Tech Contingency System has been developed to enable Pharmacies to place orders for High Tech medication and allow Suppliers to receive and dispatch orders in event of an emergency when the normal High Tech Hub is unavailable.

To gain access to the Contingency System please use the link below:

https://hthcontingency.ie/ords/f?p=101

Please ensure that you add the above link to your internet favorites for easy access in the event on a contingency.

Please note you will be required to enter a username and password to access the contingency system as follows:
Username = Pharmacy1
Password =   Pharmacy1

You will also have to complete a short on-screen authentication process – see below.

You **will** require a contingency code to place an order. This code will be supplied to you by the High Tech Team.
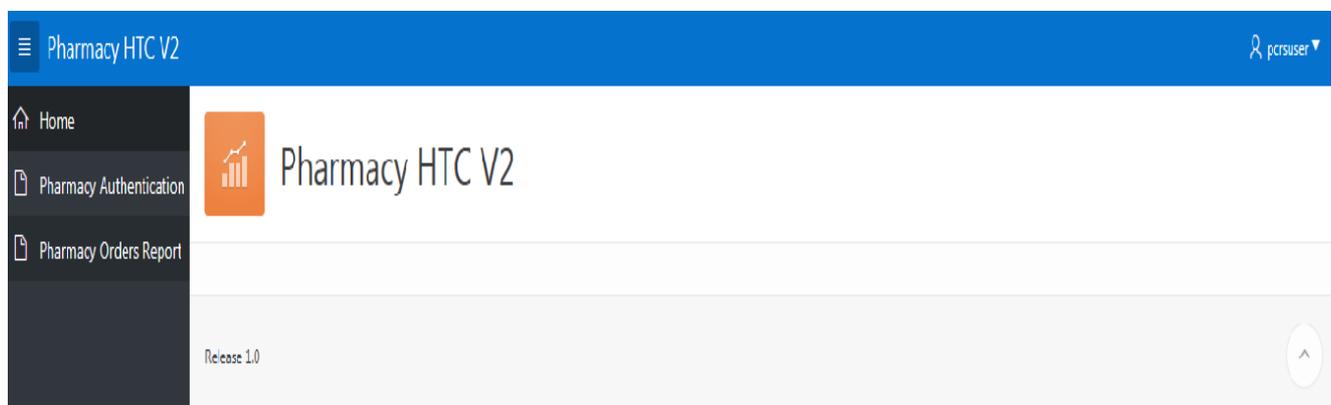
Click on the 'Pharmacy Authentication' option to begin placing your order, you will be required to enter details of Contingency Code, Pharmacy No, Phone and Email. Please note that you must be provided with a valid contingency code in order to place an order, this contingency code will be supplied to you by a member of the High Tech Team.

Once you enter your Pharmacy GMS No the Pharmacy Confirm Details will automatically populate, displaying details of your pharmacy address and contact details.

Once all fields have been completed click on Create Authentication Data to bring you to the next stage of ordering.

To create a new order click on the Create button (top right hand corner of the screen)

+ Create

Enter Prescription Id - prescription no

Enter Patient Id - patient no

Enter Patient Id Type - GMS/DPS/LTI etc

Click on Create

Prescription will be created and you will be required to input the relevant drugs listed on your prescription to the order.
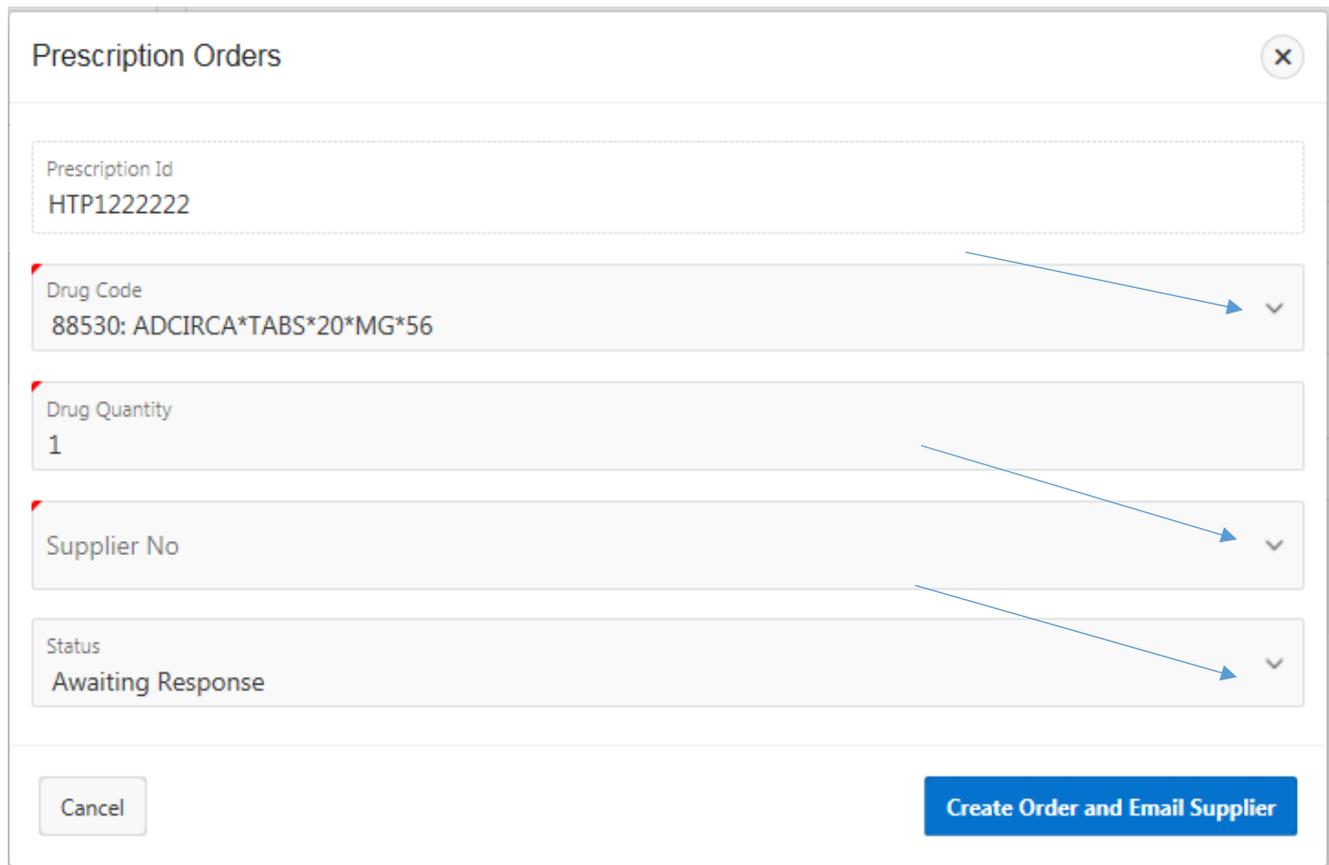
Click on **+** to input drugs onto your order

Enter Drug Code (drop down list will enable you to select the drug you wish to order)

Drug Quantity (please enter the Drug Quantity)

Supplier No (please select your preferred supplier from the drop down list)

Click on Create Order and Email Supplier

Prescription Orders ✕

Prescription Id
HTP1222222

Drug Code
88530: ADCIRCA*TABS*20*MG*56 ⌄

Drug Quantity
1

Supplier No ⌄

Status
Awaiting Response ⌄

Cancel   **Create Order and Email Supplier**

Once you click on Create Order and Email Supplier an e-mail will be sent to your selected supplier with details of your order and your order status will be Awaiting Response. Please note all suppliers have access to the Contingency System and will be able to view and accept orders placed.

A summary will appear with details of the order you have placed.

If your prescription has more than one drug listed you will need to add all drugs separately on the Contingency System. To add drugs to your order click on the **+**.

You can add drugs to your prescription order in the same way as above and click on Create Order and Email Supplier.

Drug will be added to your prescription order.

Prescription Orders

Item No.	Drug Code	Drug Quantity	Supplier	Status	Update Date Time	Order No.
1	88530	1		Awaiting Response	22-JAN-2019 12:18:04	999001083
2	88695	1		Awaiting Response	22-JAN-2019 12:29:21	999001084

You can continue to add drugs to your prescription order by following the steps above.

Pharmacy Orders Report

To see a full list of orders you have placed click on the Pharmacy Orders Report tab on the left hand side of the screen.

To search for orders placed please enter details of Contingency Code and Pharmacy GMS No. Click on Go to display orders placed.

HTP1111111	999001081	88098	1	24521: United Drug (Dublin) (Ht Only)	13-Dec-2018 10:23:34	Awaiting Response

You can also do a search by a specific prescription id, order no, drug code, drug quantity, supplier name, update date time or status.

Click on the arrow beside the Search icon

The following list of items will appear and you can select which one you wish to search for.

All Columns

Prescription Id

◉ Order No

Drug Code

Drug Quantity

Supplier Name

Update Date Time

Status

Click on Order No – Enter details of Order No and click on Go

| Q ✓ | 999001081 | Go |

Prescription Id	Order No	Drug Code	Drug Quantity	Supplier Name	Update Date Time	Status
HTP1111111	999001081	88098	1	24521: United Drug (Dublin) (Ht Only)	13-Dec-2018 10:23:34	Awaiting Response

The order will appear giving details of Prescription Id, Order No, Drug Code, Drug Quantity, Supplier Name, Time and Date of Order & Status. The order status will be updated by the supplier as the status changes (i.e. Awaiting Response, Order Accepted, Order Dispatched etc)