

## Professional Notice

**To:** Pharmacy Practitioners  
**From:** Nova Scotia College of Pharmacists  
**Date:** February 3, 2023  
**Re:** SDM IT Disruption: Update from DIS

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The Nova Scotia Drug Information System (NS DIS) has sent the below notice to all pharmacies regarding Shoppers Drug Mart technical issues being resolved.

This issue reemphasizes the need for pharmacy practitioners to:

- always confirm a patient's medication history is accurate and not solely rely on the information within the NS DIS. This may require having a conversation with the patient in accordance with the NSCP Currency of Patient Medication Profiles Policy.
  - not solely rely on a system generated drug utilization review (DUR) notice when determining appropriateness of drug therapy.
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### Notice to All NS Pharmacies:

#### Shoppers Drug Mart Technical Issues:

The DIS was advised that Shoppers Drug Mart's technical issues have been resolved for their NS locations and their community pharmacies were able to reconnect to the DIS. Queued transactions have been sent through to the DIS during non-business hours. There may still be some records missing from DIS profiles as these pharmacies work through resolving the exceptions caused by the backlog of transactions over the next few days.

#### Intermittent performance Issues:

We've been made aware that some pharmacies are experiencing intermittent slowness when sending transactions to the NS DIS. While it is not yet clear if the cause lies within the NS DIS IT infrastructure or not, we sincerely apologize for the disruptions these issues have caused. This is our top priority and we have been working with several technical teams involved to ensure there is a thorough investigation and resolution.

It's important for pharmacies to report to their IT support when experiencing excessive slowness or



frequent time-outs so that the technical teams can be more effective in their investigations and identify which part of the complex system is causing these issues. Information to report: date/time, type of transaction, any error messages received, and estimate of time to process. We understand contacting your IT support can be difficult in a busy pharmacy environment, but the information they're able to collect from your system is crucial for the technical teams involved to efficiently determine root cause and resolve any issues found.

In addition to the current technical investigation, we are also actively exploring options for improving overall system performance and monitoring and will move forward with that work as quickly as possible.

Any general comments or questions about the NS DIS can be directed to [dis@novascotia.ca](mailto:dis@novascotia.ca).