

Expanded Health Care Provider Access to Ontario Drug Benefit (ODB) Drug Claims History through the Drug Profile Viewer (DPV) System

The Ontario government is committed to e-Health – sharing health information securely to improve health service delivery and patient care.

Ontario hospital emergency departments have successfully implemented the Drug Profile Viewer (DPV) System. Through the DPV System, the Ministry of Health and Long-Term Care has made the prescription drug claims information of 2.3 million Ontario Drug Benefit (ODB) recipients electronically available to authorized health care providers.

Access to ODB drug claims information in hospital emergency departments has resulted in benefits to ODB recipients such as improved patient care through the reduction of harmful drug reactions.

Starting in December 2007, the ministry will begin to provide additional health care providers with access to ODB recipients' drug claims information for the purpose of providing care.

Phased deployment will begin with providing DPV System access to other areas within acute care hospitals which have an emergency department in which the DPV system has already been deployed.

Overview – Delivering e-Health Solutions

The ODB program provides coverage to eligible recipients for more than 3200 drug products.

ODB recipients include:

- persons aged 65 years and older
- residents of long-term care homes
- residents of Homes for Special Care
- persons receiving professional services under the Home Care program
- persons receiving social assistance, or disability benefits

- persons eligible for benefits under the Trillium Drug program, which provides coverage to Ontario residents who have high prescription drug costs in relation to their income

The ministry maintains the Health Network System (HNS), a province-wide electronic claims adjudication system that records the prescription drug claims history of ODB recipients. The ministry has expanded the use of the HNS to enable the sharing of ODB data with health care providers through the DPV System.

The DPV System is available 24 hours a day, 7 days a week, and includes the following key components:

1. Web-enabled application that:
 - may be deployed to health care organizations that are connected to the Smart Systems for Health Agency (SSHA) secure network
 - provides health care providers with the ability to view and print an individual's ODB drug claims information, unless that individual has withdrawn consent
2. Registration Management System to support the identification, enrolment, authentication and access privileges of DPV System users
3. Consent Management System to manage the consent directives of ODB recipients
4. Detailed Audit Trail to identify users who request and/or view drug profiles
5. Production of Operational Reports including statistics on DPV System use

The DPV System is maintained and operated under the direction of the ministry. On-going support to health care providers is provided by the ministry's e-Health Ontario Helpdesk.

Infrastructure Services – Supporting the System

The technology infrastructure required to support secure network connectivity between health care providers and the DPV System is provided by SSHA. (For more information on SSHA, see www.ssha.on.ca.)

The DPV System – Delivering the Benefits of e-Health

Benefits to ODB Patients:

Providing health care providers with electronic access to ODB drug claims information can benefit patients by:

- assisting health care providers to quickly identify and prevent harmful drug reactions
- providing missing information if a patient is incapable or cannot remember his/her medications
- helping to ensure a patient's current medications are continued if needed
- reducing the need for patients to repeat their drug information to multiple providers involved in their care
- potentially reducing the time needed for a medical assessment and allowing for a faster diagnosis

Benefits to Health Care Providers:

- Access to drug history is immediate – in real time – and is simple to use (it takes between 20 and 30 seconds to print a drug claims profile)
- Allows for faster recognition and prevention of adverse drug reactions
- Potentially expedites medical assessments and allows for a faster diagnosis
- Provides the ability to obtain information about patient compliance and behaviour

Privacy and Security Measures – Safeguarding Vital Patient Information

ODB drug claims information is collected, used and disclosed in accordance with the Personal Health Information Protection Act, 2004.

Individuals who do not wish to make all or part of their ODB drug claims profile available to health care providers may withdraw their consent by notifying the ministry.

The ministry uses various communication vehicles to inform ODB recipients of the potential disclosure of their drug claims information to health care providers through the DPV System.

The ministry also responds to public inquiries concerning the DPV System and issues related to consent.

Only authorized users may access the DPV System to view ODB drug claim information. Individual health care organizations will authorize users to access the DPV System.

Ongoing input and direction has been sought from the Office of the Information and Privacy Commissioner of Ontario.

Stakeholder Consultation – Working Together to Build the System

The DPV System's requirements were developed with input from various stakeholder groups to align goals and objectives for clinical information-sharing. Ongoing feedback from stakeholders is solicited through the engagement of a Stakeholder User Group.

For questions and additional information, contact:

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Find out more

For information about ministry health services and resources:

www.health.gov.on.ca