

Cegedim Rx Information Governance Policy

Information governance (IG) ensures necessary safeguards for, and appropriate use of, patient and personal information. The IG requirements have been split into 3 phases and pharmacists must have completed phase 2 by March 2011. If your EPS release 2 installation takes place before March 2011 the IG requirements will be set up as part of the process. Cegedim Rx's responsibility is to provide its customers with an IG compliant system. With this in mind Cegedim Rx's PMR systems have been adapted to meet the requirements of phase 2 of IG.

The IG lead and IG administrator(s) at the pharmacy hold complete responsibility for managing user access to the system. Prior to activation of the IG functionality the pharmacy's IG lead must appoint at least one IG administrator (Cegedim Rx strongly recommends that more than one IG administrator is set up on the PMR system). Once ready to activate IG the IG administrator should contact the Cegedim Rx service desk to request activation. Should there be no IG administrators present Cegedim Rx will not activate the IG functionality.

In line with IG guidance Cegedim Rx cannot supply usernames or passwords. We also cannot reset user accounts. However, where necessary, Cegedim Rx will guide an IG administrator through the process of resetting user accounts. Cegedim Rx cannot store any IG usernames or passwords.

It is the responsibility of the IG administrator to create, reset, disable or delete user accounts on the PMR system. If the IG administrator is unavailable Cegedim Rx will not be able to perform these tasks for you. For this reason it is highly recommended that pharmacies have more than one IG administrator, so that in the event that one IG administrator is unavailable another will be able to undertake these tasks. Should all administrators become incapacitated due to catastrophic incident then Cegedim Rx would require a request which is signed and dated by the pharmacy owner to be made on letter headed paper for a password to be reset. This signature would then be checked against the original order paperwork. If the pharmacy changes ownership the previous owner is responsible for setting up the new owner on the PMR system prior to handing over the business.

The PMR systems include options to delete or disable user accounts. Delete should only be used when the user is expected to never access the system again. Disable should be used for long periods of absence, i.e. long term illness or maternity leave.

If there is a fault on the PMR system that appears to be user specific Cegedim Rx can investigate by transferring data 'in house'. If Cegedim Rx requires a username and password to investigate a specific issue on restored data this can be requested from the pharmacy, however, this must be reset at the pharmacy immediately. In the event that the pharmacy restores a backup and staff cannot remember their previous password Cegedim Rx will fax a letter to the customer for signing and returning. Once received, the signature will be checked against the original order paperwork to ensure that it is valid and then the password will be reset.