

Cegedim Rx N3 Broadband Connection

Please find below information regarding the delivery of your new N3 Broadband connection combined with your Cegedim Rx Software Upgrade.

This document details the various stages of the N3 installation programme and provides contact details for queries regarding the process

Cegedim Rx will be managing the whole process on your behalf and your only responsibilities are to obtain your Smartcard(s) and to apply for funding.

There are a number of key tasks that need to be completed before our engineer begins the Electronic Prescription Service installation and training.

Cegedim Rx responsibilities

Step 1 – Installation Date – We will contact you to arrange a suitable and convenient installation date.

Step 2 - End Point Registration (E.P.R.) – We will register your Pharmacy with the NHS in order for you to transmit prescription data to the NHS network (The Spine).

Step 3 - N3 Broadband Connection & Installation – A connection needs to be ordered and installed with an authorised Broadband Service Provider to ensure that a live N3 connection is available when our engineer attends, installs and trains you on your system. Our End Point Registration (EPR) team will contact you to confirm when British Telecom will attend to install your connection. It is imperative that your nominated contact is available when this connection is being installed.

Please Note - This is a dedicated line for EPS only and cannot be used for any other purpose except access to the internet (with certain restrictions please see www.cegedimrx.co.uk/legal.htm).

Step 4 - Hardware – We will configure all the hardware that you have ordered to support your software upgrade. You will receive three separate deliveries (router, hardware and installation pack) approximately two days prior to your agreed installation date. A Cegedim Rx representative will contact you to confirm receipt of the deliveries.

Please Note – Ensure that all items are stored together.

Step 5 - Installation and Training – The installation engineer will arrive on the scheduled date to conduct your EPS software upgrade, to connect your pharmacy to The Spine and to train you on the new software. We estimate the standard software upgrade process will take approximately four hours. If you are upgrading your computer systems at the same time you should be aware that the engineer will be on site all day. To reduce the impact on your business, please ensure adequate space and key members of staff are available for training and priority tasks are completed prior to the engineer arriving on site.

Please Note - You will be offered an am or pm appointment.

Customer responsibilities

NHS Smartcard – An NHS Smartcard must be obtained by you and your locums and are available from your PCT. Without a smartcard you will not be able to access the Spine and will result in the installation being aborted and you incurring costs. Your PCT will be able to explain their procedure for obtaining a Smartcard and the information you will need to provide.

Applying For Funding - After installation we advise you to contact your local PCT to confirm that your Pharmacy now meets Electronic Prescription Service compliance and that you are ready to claim your £200 monthly funding. You must complete a government funding form and we have attached an example with this letter.

Cegedim Rx Contacts Numbers

0870 841 1233 - Installation and Contract Renewal

The EPR team are available to answer your queries regarding this process and can be contacted by calling the following number and selecting option 3 from the automated menu.

Cegedim Rx has developed a dedicated team to ensure that your connection is installed as soon as possible. Pharmacy sites are being installed in the order in which we receive the orders but unfortunately due to CfH holding back the rollout some pharmacists have been waiting a long time.

We are sure that your business will benefit enormously from the new Electronic Prescription Service and look forward to supporting your future Pharmacy System requirements.