

# Questions and Answers about PharmaNet

## INFORMATION FOR PATIENTS



### **Who can access my medication information on PharmaNet while I am a patient in an emergency department?**

Only authorized physicians working in the emergency department or authorized emergency department staff acting on the request of the physician are allowed to access your medication profile.

### **I have a keyword on my PharmaNet file. What if I choose not to give it to the emergency department physician?**

Information about your medication history may be important for the physician treating you. If you choose not to give your keyword, the physician will make the best treatment decisions possible using the information that is available.

### **I have a keyword on my PharmaNet file. What if I am incapacitated while I am in the emergency department?**

If the physician treating you in the emergency department decides that access to your profile is needed to diagnose and treat you effectively, the physician can have your keyword reset. If this happens, you will be informed that your keyword has been reset and that you need to have a new one created.

### **I would like more information about PharmaNet. Who should I contact?**

For information about the use of PharmaNet in an emergency department, please speak with the emergency department PharmaNet contact person.

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### **Need more information about PharmaNet?**

Write to Health Insurance BC, PharmaNet, PO Box 9655 Stn Prov Govt Victoria BC V8W 9P2

Or call Health Insurance BC

- From Vancouver, call **604-683-7151**
- From the rest of B.C., call toll-free **1-800-663-7100**

Customer Service Representatives are available Monday to Friday, 8:00 a.m. to 8:00 p.m. and Saturday 8 a.m. to 4 p.m.