

CPPCC and Nurse Practitioner Program – Getting Started

The Department of Health and Wellness and PANS have collaborated with Community Pharmacy Primary Care Clinics (“CPPCCs”) as an innovative way to improve Nova Scotians’ access to primary care through collaboration with Nurse Practitioners employed with Nova Scotia Health.

In delivery of care, both Pharmacists and Nurse Practitioners:

- Provide services solely within their professional scope of practice and with respect to NSH NPs, in accordance with NSH’s standards of clinical care;
- Abide by all applicable federal and provincial statutes and regulations;
- Maintain in good standing all licences, permits, registrations or authorizations it is required to obtain in order to lawfully provide the services in Nova Scotia;
- Maintain a electronic medical patient record of the collaborative care provided to each patient.

When a pharmacist begins working within a CPPCC clinic, they will be sent an email from Virtual Hallway to set up an account allowing them to connect to CPPCC-NP’s. This email is time sensitive, and the link must be clicked within 24 hours.

- Pharmacists should watch the Virtual Hallway webinar located on Member Lounge to become familiar with the platform.
- Pharmacists should make themselves familiar with the PANS consultation summary form (Appendix 1)

Process to Book an appointment

- Pharmacists can book an appointment via Virtual Hallway to connect with a cppcc-NP for one of the agreed upon 7 chronic disease conditions. The booking of the appointment is via Virtual Hallway, as is all data sharing, but the actual appointment is telephone based at this time.
- NP’s have their availability entered into Virtual Hallway and the pharmacist can choose an appointment time that is suitable for them. This can be in a few days, or on demand if the NP has availabilities that day.
- Pharmacist must upload a completed PANS Consultation Summary into Virtual Hallway when making the appointment booking along with any other relevant notes/information/PANS diagnosis form for HTN and/or T2D if applicable. (See Appendix 2 and 3 for instructions on how to create this document in Accuro and Med Access.
- The NP calls the pharmacist on the phone number that the pharmacist has provided. Preferred method is to a direct phone line or cell phone to avoid delays in the appointment.

Approved consultation conditions for NP-pharmacist consultations

There are specific and limited list of conditions and scenarios for which the pharmacists can consult with an NP. Current conditions include:

- Cardiovascular disease and hypertension
- Dyslipidemia

- COPD
- Asthma
- Acute and Chronic Kidney Disease
- Thyroid Disease
- Diabetes

Here are some examples of ways the NP and pharmacist can collaborate on these conditions:

- Pharmacist suspects the patient requires diagnosis of one of the chronic conditions above and collaborates with the NP to establish the diagnosis for that patient (note: CPPCC pharmacists can diagnose hypertension and diabetes independently by protocol provided it is not their first patient diagnosed).
- A patient has been historically treated for a lung condition but the pharmacist has looked at One Content, SHARE, other patient history and cannot confirm if the patient has asthma or COPD. They can collaborate with the CPPCC NP to order and interpret the appropriate tests to establish the diagnosis
- Pharmacist identifies red flags or concerning symptoms associated with their assessment of one of the seven conditions listed above (ex. fluid retention, shortness of breath) and collaborates with the NP to determine next steps and establish a plan for the patient.
- Pharmacist has a complex patient with one of the seven conditions listed above and would like a second opinion on next steps and establishing a plan.

In addition, as per the current NSCP prescribing research approval, CPPCC pharmacists **MUST** consult with the CPPCC-NP for a peer-to-peer review to discuss the patient case, the first time they have diagnosed hypertension and diagnosed type 2 diabetes. For subsequent patient diabetes or hypertension diagnoses, they are not required to connect with the NP but can do so when they feel collaboration is warranted.

If patients are attached and their provider is available, pharmacists should make every effort to consult the patient's primary provider to discuss the patient. If the provider is not available in a time frame that is reasonable to wait, then the pharmacist may consult with the CPPCC-NP to discuss and notify the provider on any changes/add-ons that they have made.

As NP and pharmacist time to consult is limited, it is essential that pharmacists carefully consider the following criteria and pathways to determine if an NP consultation is warranted for this patient.

* See examples later in this document of appropriate and inappropriate consultation requests.

Care Pathways for Patients that do not meet the above criteria:

Note: Every effort should be made to ensure patients that are booking into the CPPCC are booking for a service that is within the pharmacist's scope of practice. Booking sites should be as specific as possible with respect to what conditions a pharmacist can offer an assessment service. Clinic admins should screen the bookings for any that don't appear to be in scope.

While every effort is made sometimes patient needs are identified as part of the assessment that warrant referral or consultation with another provider.

Scenario	Refer or consult with:
Patient is attached to a Primary care NP or Physician	Consult with or Refer to Primary Care NP or Physician
Patient is being followed by a specialist	Consult with the Specialist, Patient may book an appointment if already followed
Patient is unattached and has symptoms or red flags for a condition that is not listed above in the approved CPPCC NP consultation conditions. The signs or symptoms do not likely require a physical exam (or at least not urgently)	Refer to Virtual Care Nova Scotia or other providers as outlined in the Where to go for Care documents. Care within pharmacist scope may be provided when appropriate in addition to referral to another provider for other care not within scope. Provide the patient with a copy of the Health care provider Visit Summary to reference during their virtual care visit.
Patient is unattached and has symptoms or red flags for a condition that is not listed above in the approved CPPCC NP consultation conditions. They have signs or symptoms that will require a physical exam in the few days/weeks	Consult where to go for care document for the zone for clinics that will accept referrals or patient bookings. Refer to a walk-in clinic. Provide the patient with a copy of the Health Care provider visit Summary. Where available, pharmacist to also fax a copy to the clinic with patient consent.
Patient is unattached and has symptoms or red flags for a condition that is not listed above in the approved CPPCC NP consultation conditions. The signs or symptoms that require urgent attention.	Refer to Emergency Department. Provide the patient with a copy of the Healthcare Provider Visit Summary. Call ahead to the ED to advise they are coming and request a fax # to send documentation.
Patient is attached or unattached and has a drug therapy problem or you require support with interpreting lab test results for which you would like to consult with another provider.	Contact the clinical consult pharmacist line. (613) 406-0984
Patient is attached or unattached and has a drug therapy problem with a medication association with Substance use Disorder for which you would like to consult with another provider	Contact the Addiction Medicine Consult Line 1-855-970-0234
Patient is attached or unattached and has a vaccine related problem for which you would like to consult with another provider	Contact the Vaccine Consult line 1-833-768-1151 or COVIDVaccineConsult@nshealth.ca , Fax : 1-902-425-6707

Examples of when it is not appropriate to consult with the NP on a case.

- This is a virtual consult service. At this time the NP is unable to investigate anything that would require an in-person assessment of the patient or a physical exam.
- At this time NPs will not be able to write prescriptions for controlled drugs and substances.

- At this time NPs cannot provide referrals to other providers for conditions other than those included in the seven chronic conditions as outlined above
- NPs cannot assist with the investigation of vague/acute symptoms such as fatigue, lethargy, generally feeling unwell.
- NPs cannot assist with system navigation or care for patients with conditions not included above.

Process tips shared by CPPCC-NP's

- If you are copying a NP on bloodwork, please ensure the NP's first and last name are provided along with their PMB number to ensure the lab registration worker chooses the correct provider to copy. We want to reduce possible administrative errors. It would be easy for someone to choose the wrong provider if M. MacDonald is what is written on the lab req. We are hearing that sometimes even when a NP is being copied on lab reqs (full name and PMB) that they are not always receiving the results. If this happens to you at any point, please let us know so we can ensure t this is reported and see if there are trends/ways to remedy the system issue. Also, it is required to fillout your lab requisitions electronically, so that it is attached to the visit in the patient file EMR and also reduces the chance additional labs being checked off later.
- If you have a Virtual Hallway appointment booked but have to reschedule it for some reason (ex: time no longer works for you) please don't cancel the appointment. Any notes/files that the NPs may have started for that consult/patient are deleted when you cancel the appointment. Instead create an addendum and this still allows the NP to share information with you that they may have already researched in preparation for the meeting. In some cases they are able to answer the question you had asynchronously or otherwise you can rebook in VH if you have additional questions/want to review further.
- In some cases a NP may write a requisition for a patient to have bloodwork/Xray/etc. when they deem it necessary (may be beyond the pharmacists' scope). Going forward, the NP will put this as an addendum to your VH visits but will also send the requisition via fax. Please discuss with your clinic admin(s) that when they do receive a fax such as this from the NPs it would be best to call the patient and let them know they can pick up the form from the clinic admin desk. Often these tests need to be completed in a timely manner, so the patient does not need to be booked in to the clinic at this time to be given the form, it is a written order by the NP and the only means for the patient to get the form is by picking it up locally at the clinic.

Appendix 1

Visit summary for healthcare providers



☐ Response Required

☐ For Your Records

☐ If provider feels that they have adequate information to provide a response, a written response is sufficient instead of a phone consult

Pt Name:	Sex assigned at birth:	Gender Identity:
DOB:	Age:	Full Address:
Pharmacy:	Pharmacy Phone:	Pharmacy fax:
Pharmacist:	Assessment: <input type="checkbox"/> In person <input type="checkbox"/> Phone <input type="checkbox"/> Virtual	HCN:

☐ Chief Complaint:

☐ History of Present Illness:

☐ Allergies/Past Relevant Medical History (past surgical history, medication history, family history, social/personal history)

☐ Pt's at home meds were reconciled against DIS ☐ List of current meds has been attached ☐ Relevant Meds are:

☐ Impressions and general appearance of pt:

☐ I have completed a(n) assessment on this patient.

Recommended by pharmacist for patient to implement	Rationale
Pharmacist has prescribed	Rationale
Referral request	Rationale

Resources used: ☐ DIS ☐ SHARE (most recent lab date:) ☐ Your Health NS Immunization Record

☐ CanImmunize ☐ POCT for Result: ☐ Provided patient a lab req

Considerations:

☐ Pharmacist Follow up plan:

Please do not hesitate to contact me with questions/comments. I hope this has been helpful in the care of your patient.

☐ The written prescription/assessment if any is within my scope of practice, skills, competencies, experience and is within the prescribing standards. If an authorized prescription is being dispensed by the same prescribing pharmacist, the patient has been informed that in this case there is one less health care professional assessing the appropriateness of therapy for the above indication.

Pharmacist	License Number	Date
------------	----------------	------

Appendix 2 – Accuro: Saving the Healthcare Provider Summary and Chart to add to Virtual Hallway

Go into the patient's Virtual Chart, right-click and select Print Entire Chart.

Patient: Tester, Chester DOB: (n/a male) HCN: 9999 999 999 H: (902) ____ C: (902) ____
Family Physician (MRP): Test Test Preferred Pharmacy: Fax:

Day Sheet Encounter Notes Virtual Chart Medications Patient Information

Patient: Tester, Chester n/a old male

Letters/Forms Patient Notes Generated Letters HealthMail Tasks Labs Documents

Search Patient Chart

Date Filter: --All Items--

Date	Type	SubType	Note
2023-Jan-24	Notes		SUBJ: NOTE: test mail message on training day
2023-Jan-25	Notes		SUBJ: test NOTE: test
2023-Jan-26	Notes		SUBJ: test NOTE: test
2023-Jan-31	Notes		SUBJ: NOTE: book chester in for a
2023-Jan-31	Notes		SUBJ: NOTE: Please review the lab.
2023-Apr-17	Group A Strep Asse		
2023-Apr-17	Mild Acne		
2023-Apr-17	Clinical Note		Note
2023-May-25	Hormonal Contraception Assessment - Page 2		
2023-May-25	Hormonal Contraception Assessment - Page 3		

Print Entire Chart

From there, you can select all applicable documents to attach with the patient's profile to fax to external care provider. I would recommend including specific dates to limit the number of pages and clicking off only the appropriate documents that you feel are necessary.

Print Chart

Chart Print/Fax For Tester, Chester

☐ Include Patient Footer on Each Page

☒ Include Page Numbers

☐ Include Only Encounter Notes Created by Boutillier, Nicole

☐ Include Addendums

Include Dates MM/DD/YYYY to MM/DD/YYYY (Leave Empty to Not Filter)

☒ Patient Demographics

☒ Medical History

☒ Appointment History

☒ Encounter Notes

☒ Lab Results

☒ Documents

☒ Forms

☒ Patient Notes

Note: To print only certain chart items, hold down the CTRL key while clicking items directly from the Virtual Chart, right click, and then select Print or Fax.

Preview Print Fax Cancel

As an example, this is what that Patient Chart summary looks like where it includes Patient demographics and Medical history.

Patient Chart

Printed: 2023-Jun-19

Patient Demographics

Tester, Chester 9999999999

n/a old male

Birthdate:

Chart#: 0000001

Home Phone: (902) ____-____

Work Phone: (902) ____-____

Cell Phone: (902) ____-____

Address:

, NS

Canada

Secondary Address: n/a

Medical History

Problem History: COPD, Immunization, Impetigo, Dysmenorrhea, Urinary Tract Infection, Gastritis, Gout [ON a good treatment plan], Herpes Labialis (Cold Sore), Vertigo, COPD, Urinary Tract Infection, Obesity [client placed on low cal diet and exercise program], Sinusitis, Hypertension, Diabetes Type 2 [Well managed by client]

Risk Factors: High Cholesterol [Patient on restricted diet]

Active Medications: JAMP-MYCOPHENOLATE 250 MG CAP,
cyclosporine 25 mg Oral Capsule,
glucalazide 60 mg Oral Tablet, Extended Release 24 Hr,
valacyclovir HCL 500 mg Oral Tablet,
HYDROCHLOROTHIAZIDE 12.5 MG TB,
warfarin potassium 5 mg Oral Tablet

Surgical/Medical History: None Recorded

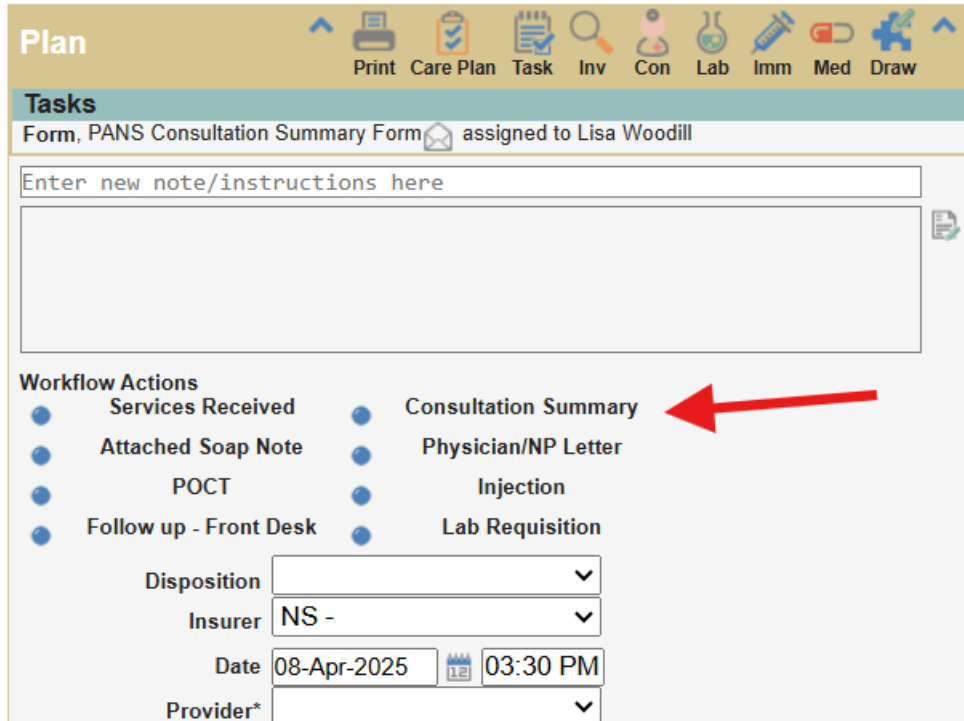
Known Allergies: Penicillins (Drug Allergy), Musk Root (Severe Drug Allergy), Drug - Intolerance - None Known,
Non-Drug - Allergy - None Known, Non-Drug - Intolerance - None Known

Lifestyle Notes: Tobacco - >20 cigarettes per day, Diet - Following a diet: Mediterranean, Alcohol Intake - >10 drinks/week (F)

Family History: Cancer (Brother) - Prostate, Cancer (Father) - Prostate, Cancer (Mother) - Ovarian, Cancer (Sister) - ovarian

Appendix 3 – Med Access- Saving the Healthcare Provider Summary and Chart to add to Virtual Hallway

Under plan, click the Consultation Summary Button.



Plan

Print Care Plan Task Inv Con Lab Imm Med Draw

Tasks

Form, PANS Consultation Summary Form assigned to Lisa Woodill

Enter new note/instructions here

Workflow Actions

- Services Received
- Attached Soap Note
- POCT
- Follow up - Front Desk
- Disposition
- Insurer
- Date
- Provider*
- Consultation Summary
- Physician/NP Letter
- Injection
- Lab Requisition

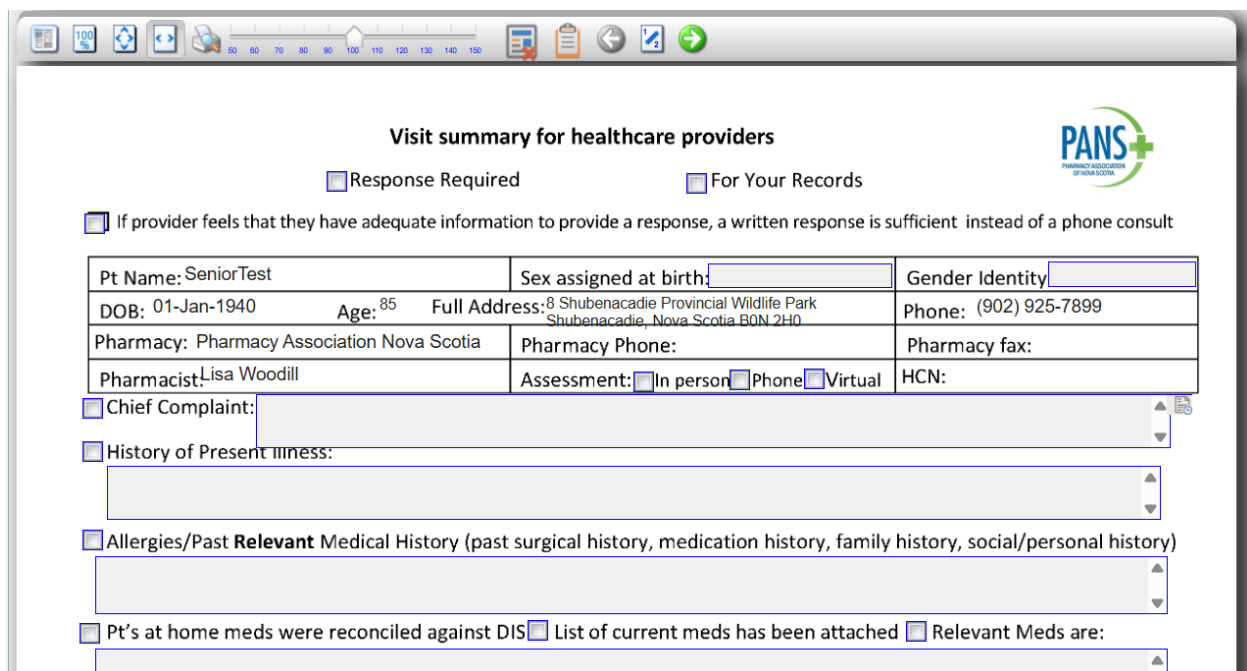
Disposition:

Insurer: NS -

Date: 08-Apr-2025 03:30 PM

Provider*:

Complete the details requested in the Visit Summary for Health Care Providers



Visit summary for healthcare providers

☐ Response Required ☐ For Your Records

☐ If provider feels that they have adequate information to provide a response, a written response is sufficient instead of a phone consult

Pt Name: SeniorTest	Sex assigned at birth: <input type="text"/>	Gender Identity: <input type="text"/>
DOB: 01-Jan-1940 Age: 85	Full Address: 8 Shubenacadie Provincial Wildlife Park Shubenacadie, Nova Scotia B0N 2H0	
Pharmacy: Pharmacy Association Nova Scotia	Pharmacy Phone: <input type="text"/>	Pharmacy fax: <input type="text"/>
Pharmacist: Lisa Woodill	Assessment: <input type="checkbox"/> In person <input type="checkbox"/> Phone <input type="checkbox"/> Virtual	HCN: <input type="text"/>

☐ Chief Complaint:

☐ History of Present Illness:

☐ Allergies/Past **Relevant** Medical History (past surgical history, medication history, family history, social/personal history)

☐ Pt's at home meds were reconciled against DIS ☐ List of current meds has been attached ☐ Relevant Meds are:

In the top right corner click the 3 bars seen beside the read arrow, then click, add attach chart summary.

Observations

Ordering Provider: [dropdown] Service Provider: [dropdown]
 Date: 08-Apr-2025 Time: 03:32 PM

Visit summary for healthcare providers

☐ Response Required ☐ For Your Records

☐ If provider feels that they have adequate information to provide a response, a written response is sufficient instead of a visit.

Pt Name: SeniorTest	Sex assigned at birth: [dropdown]	Sender Id: [dropdown]
DOB: 01-Jan-1940 Age: 85	Full Address: 8 Shubenacadie Provincial Wildlife Park Shubenacadie, Nova Scotia B0N 2H0	
Pharmacy: Pharmacy Association Nova Scotia	Pharmacy Phone: [dropdown]	Pharmacy fax: [dropdown]
Pharmacist: Lisa Woodill	Assessment: <input type="checkbox"/> In person <input type="checkbox"/> Phone <input type="checkbox"/> Virtual	HCN: [dropdown]

☐ Chief Complaint: [text area]
☐ History of Present Illness: [text area]

Check off all relevant chart details such as allergies, conditions, medications, labs and others, then click the paperclip 'attach' at the top right corner

Chart Summary Working For: Woodill, Lisa

☒ All Allergies

Drug Allergy

Status	Reported	Allergen	Severity	Reactions	Updated	Authorized
<input checked="" type="checkbox"/> REVIEW NOT DONE						

Non-Drug Allergy

Status	Reported	Allergen	Severity	Reactions	Updated	Authorized
<input checked="" type="checkbox"/> REVIEW NOT DONE						

Drug Intolerance

Status	Reported	Allergen	Severity	Reactions	Updated	Authorized
<input checked="" type="checkbox"/> REVIEW NOT DONE						

Non-Drug Intolerance

☒ All Active Meds

☐ No Active Medications

☐ All Profiles

Nothing found to display

☐ 2yrs of Visits

Unsigned

Date	Provider	Concern	Diagnosis	Disposition
08Apr25	[dropdown]	[dropdown]		

Signed

Date	Provider	Concern	Diagnosis	Status	Disposition
10Jul23	Clinic, Test			<input checked="" type="checkbox"/>	

Cancelled

Management - Google Chrome

tpaos.med-access.net/task/RefreshTaskView.do

Senior M Test T1001 85 years (902) 925-7899

Template Graph Attach Summary Sidebar Print Result Linked Menu

Complete this task Save Preview

1 / 5

Visit summary for healthcare providers

☐ Response Required ☒ For Your Records

If provider feels that they have adequate information to provide a response, a written response is sufficient instead of a phone consult.

Pt Name:	SeniorTest	Sex assigned at birth:	Gender Identity:
DOB: 01-Jan-1940	Age: 85	Full Address: 8 Shubenacadie Provincial Wildlife Park Shubenacadie, Nova Scotia B0N 2H0	Phone: (902) 925-7899
Pharmacy Association Nova Scotia	Pharmacy Phone:	Pharmacy fax:	
Pharmacist:Lisa Woodill	Assessment: <input type="checkbox"/> In person <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Virtual	HCN:	

☐ Chief Complaint:

☐ History of Present Illness:

☐ Allergies/Past Relevant Medical History (past surgical history, medication history, family history, social/personal history)

☐ Pt's at home meds were reconciled against DIS ☐ List of current meds has been attached ☐ Relevant Meds are:

[illegible]

Save it to your visit and finalize your visit to view again later.