

GUIDANCE PROVIDED BY NOVA SCOTIA HEALTH TO THE NSCP
CORRECTION OF DOCUMENTATION ERRORS WITHIN CANIMMUNIZE CLINIC FLOW

Nova Scotia Health has reported to the NSCP that there are documentation errors in CANImmunize Clinic Flow that need to be addressed without delay. In particular, the Pfizer Adult vaccine is being chosen for pediatric clinics. While the individual is receiving the correct vaccine, the patient record in CANImmunize is incorrect.

Nova Scotia Health has notified and continues to notify pharmacies when this occurs, and it is critical that pharmacy managers take the necessary steps to ensure that these records are corrected as soon as possible.

It is crucial that processes are put in place to prevent these types of documentation errors. Nova Scotia Health has provided the following guidance:

- Avoid manual entry of LOT #s in Clinic Mode Settings. The vast majority of lot numbers are already in Clinic Flow and rarely should there be a need to manually enter one into the system. **If you cannot find a lot number in Clinic Flow, this is a red flag that the wrong vaccine has been chosen.**
- Consider searching by LOT # in Clinic Mode Settings rather than by product name. This will ensure that the correct vaccine is selected.

The screenshot shows the 'Clinic Mode Settings' form with the following fields: Healthcare Provider, License Number, License Body, Vaccine (with a search icon), Lot Number (highlighted with a red box and containing the text 'Click and enter lot # to search'), Route of Administration (Required), Dosage (Enter a value) and Units (Units), Site (Required), and Prov/Terr (Nova Scotia). There are 'Close' and 'Save' buttons at the bottom.

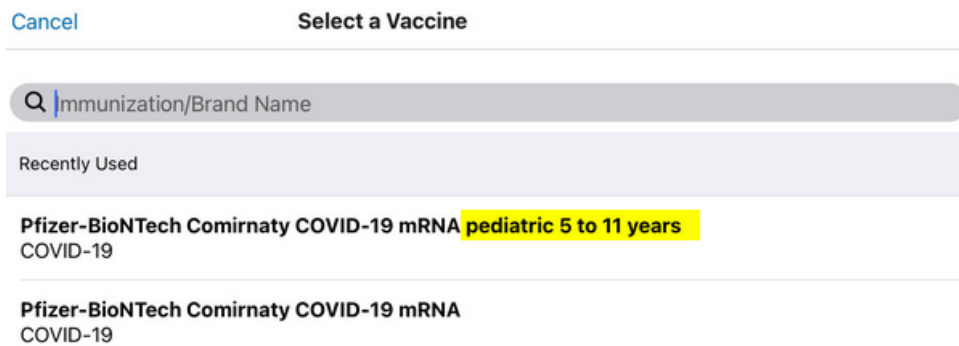
Cancel

Select a Lot Number

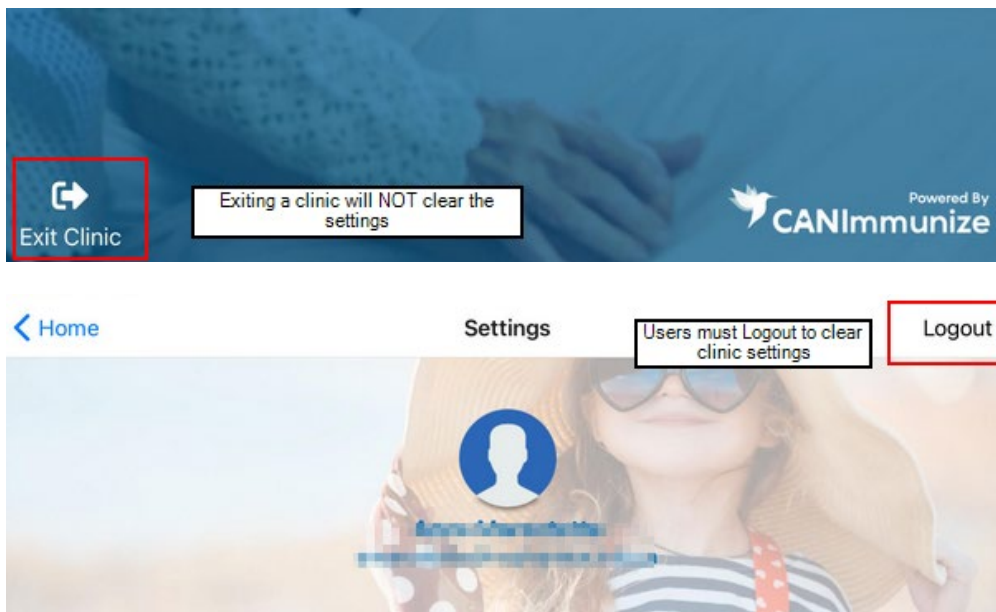
The screenshot shows a search bar with the text 'FL4211'. Below it, under the heading 'Search Results', there is a single result: 'FL4211' with 'Expiry Date: Mar 31, 2022' and a right-pointing arrow.

Please contact support@canimmunize.ca if you are immunizing with a lot number that is not contained in this list.

- The two Comirnaty® vaccines (adult and pediatric) manufactured by Pfizer-BioNTech are named differently in Clinic Flow. The pediatric product contains the word pediatric at the end of the name, while the adult product does not indicate that it is for adult use. If a pharmacy has not previously used the pediatric product, it may not readily appear when searching for the vaccine in Clinic Flow. If searching by vaccine name, please ensure to search for the correct product if it does not appear in your recently used list.



- Please take note that the settings entered at the beginning of a clinic will remain in place until they are changed by the user (e.g., when changing the site of administration) or when the user logs out of Clinic Flow. This means that if a pharmacy were to have an adult clinic in the morning and a pediatric clinic in the afternoon without logging completely out of Clinic Flow between clinics, the morning pediatric settings will remain, creating the risk of incorrect documentation. Simply exiting out of a clinic will **NOT** clear the settings. **You must logout of Clinic Flow.**



- Although Nova Scotia Health continues to notify pharmacies when there are incorrect records of this type, pharmacies should consider running the Clinic Previous Day report (clinic-prev-day) the day after their clinic to ensure that the correct vaccine was chosen and so that errors can be corrected without delay.