

Waikato Community Pharmacists
Clinical Workstation (CWS) User Guide

THE SET-UP PROCESS:

Registration to access CWS has to be requested from and approved by Data and Digital Waikato Te Whatu Ora.

Complete and return both documents below.

1. Pharmacy Owner to complete **CWS Third Party Access Agreement**
2. Pharmacists to complete **User registration form**
3. Submit both forms to: GPPatientUpdates@waikatodhb.health.nz

Note: access agreement only needs to be completed when a new organisation starts or if a previous organisation has let the certificate lapse.

Each pharmacist who is included on the registration form will be emailed the following:

1. "How to download the digital certificate" to be installed on each computer you intend to use. (Mandatory)
2. Personal log in details and password
3. An introduction pack from WDHB detailing rules for accessing CWS
4. Passwords are valid for a year. Once that passes, resets need to happen.

Once above is completed, CWS is accessible via this link:

<https://cws.waikatodhb.health.nz/clinicalintranet/Default.aspx>

PROCESS FOR USING CWS

Access Criteria

- **Patient records can only be accessed for patients in your care**
- Signed consent should be obtained **before** access (*refer to point 2 below*)
- Login and passwords **must not be shared** and are only for registered pharmacists. (No interns)
- **DO NOT** leave CWS open or unattended on your dispensary computer

Patient Consent

- **Signed patient consent should be obtained where possible before accessing CWS**
(IE: A patient presents physically to the pharmacy use approved Patient Consent form provided).
- **The signed consent is valid for 2 years from the date of signing** (e.g. needs to be re-signed every 2 years) **to be scanned and saved into the patient file for future reference**
- **Pharmacists can continue accessing patient's notes as long as they remain in your care**

Consent options on CWS:

- **Consent Given:** *Signed consent has been obtained*
- **Consent not practical at this time** *No signed consent special circumstances have been met*

Special circumstances where access is permitted PRIOR to getting signed consent:

- A prescription for a regular/known patient is sent to the pharmacy pre-discharge or from a practice
- If whanau or a support person/caregiver presents at the pharmacy rather than the patient
- When patients are infectious and isolating at home
- Attempt to obtain verbal consent

IMPORTANT:

- All access is auditable for security and to ensure it is being utilised appropriately.
- Pharmacists to annotate in Pharmacy PMS: access reason, date and initials
- Patient consent form must be scanned and save to your PMS system. Clinical notes must be kept for 10 years and be produced if required during an audit.

HELPDESK: For set-up help. Password resets or access support contact:

- EMAIL: GPPatientUpdates@waikatodhb.health.nz
- OR TEXT: 021 795 670 (Tanya Lankow)
- For further help refer to : MidCPG Information Hub/Clinical Workstation