Emailing Prescriptions from SPM

This is a short-term work-around to allow you to email prescriptions from SPM, while the full electronic prescribing module is completed and approved for integration with the Connected Health network. As we only provide software for specialists we were not included in correspondence to GP software providers relating to the Electronic Prescription Service.

As per the instructions from the Ministry of Health relating to a temporary exemption, you are able to email unsigned prescriptions from SPM to a pharmacy for the duration of the Epidemic Preparedness (Covid-19) Notice 2020.
https://www.health.govt.nz/system/files/documents/pages/remote_prescibing_advisory_vfinal.pdf

To meet the requirements specified in the above document you need to ensure that you are sending emails using an acceptable Secure Messaging method. Essentially it is the requirement to make sure that the emails sent are encrypted using the TLS 1.2 (or newer) protocol.
https://www.health.govt.nz/system/files/documents/publications/joint-acc-moh-advice-on-securing-email-and-fax-jun2019.pdf

You can check this in SPM by going to Setup > Provider > Email (make sure you have the correct specialist selected). If the SMTP Encryption option says 'TLS' then you are ready to send secure emails.

If it says 'None' or 'SSL' then you will need to use the Edit option to change the Encryption selection and possibly add Authentication login details.

Changing your SMTP Encryption to use TLS

1. Get the following information from your email provider before making changes in SPM
   a. The Port that the TLS protocol will use (usually port 587)
   b. The Authentication Login name and Password. You will probably already have this if you have the SMTP Encryption set to SSL.
2. Edit the SMTP settings
   a. Select Edit in the top menu toolbar
   b. Enter in today's DayCode (you can request this from help@incisivesupport.com)
   c. Select **TLS** from the SMTP Encryption list
   d. In the Account Authentication section
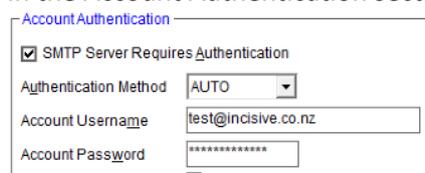
      i. Check ON the option 'SMTP Server requires Authentication'
      ii. Select AUTO for the Authentication Method
      iii. Enter your account username and password.
3. Test your settings
   a. Use the 'Test Connection' and 'Send Test Email' to check that your settings are correct.

Sending Prescriptions by email

From version 408.6 of SPM there is an option to specify the printer used for prescriptions. By selecting a PDF printer (that incorporates and email function) you can print the prescription and send it by email.

If you have an earlier version of SPM you will either need to print the prescription then scan and email it or change your 'Normal Printer' in Setup > Workstation > Configuration to be a PDF printer driver, which will create PDF documents that you can attach to an email.

Which PDF printer to use?

>   While Windows 10 comes with a PDF printer driver called 'Print to PDF' it does not have the ability to email.

>   We use 'PDF Creator' which is free and is available at https://www.pdfforge.org/pdfcreator

Configuring the Prescription Printer option

1. Make sure a suitable PDF printer is installed
2. Go to Setup > Workstation > Configuration and select the PDF printer from the 'Prescription Printer' list.
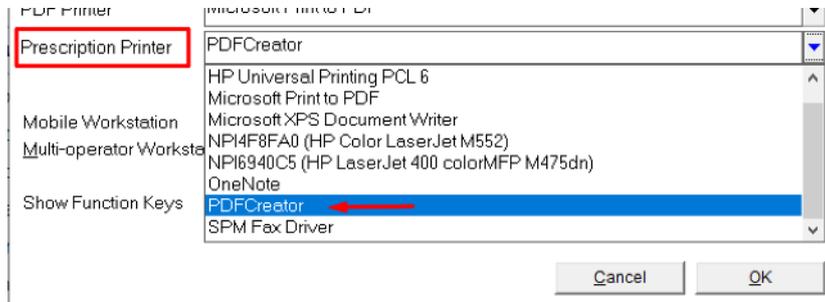
Printing/Sending the Prescription using PDF Creator

1. Create a prescription in Patient > Notes > Scripts and when you OK to finish it you will get a new screen appear.
2. You might want to change the information in some of the fields to relate to the patient. It's not necessary though.
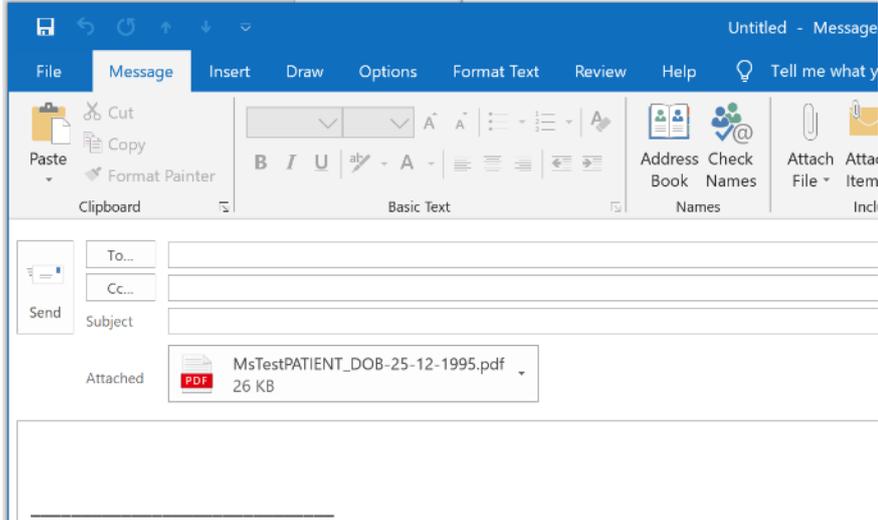   Changing the Filename to be related to the patient would be a good idea. Try not to use any spaces or fullstops in the filename. Dashes and underscore characters are fine.
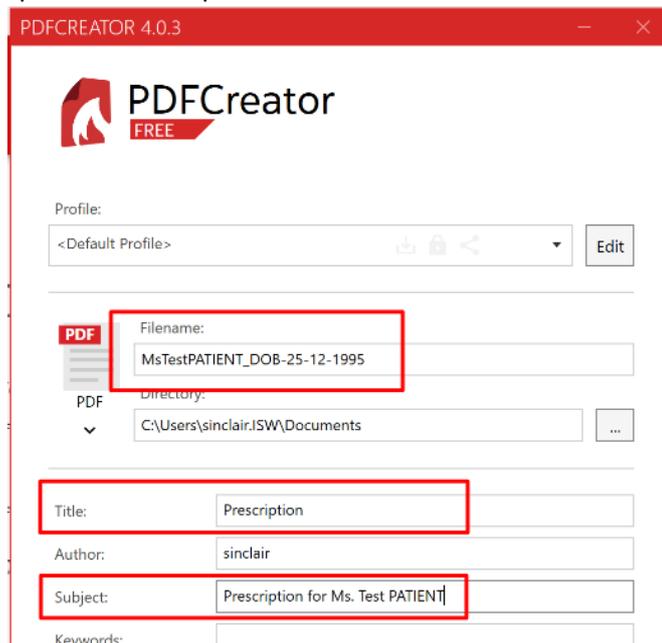
3. Click on the Email button.

4. Your default email program will be started with the Prescription already attached. You need to manually enter the recipient's email address and include a Subject

Perhaps send a test to your own email so you are aware of what the pharmacist will be receiving.

5. Use the Send button in the email form or the PDF Creator form