

Information Governance Frequently Asked Questions

What is information Governance and why is it being introduced?

Information governance is a framework that brings together all of the requirements, standards and best practice for handling information. It is being introduced to help you to ensure that patient information in your pharmacy is being used safely and appropriately. By March 2011 you will be expected to have reached level 2 of the information governance requirements. To do this you will need to complete the information governance toolkit, which is an online assessment tool designed to guide you through the requirements. The toolkit is available at www.igt.connectingforhealth.nhs.uk.

What do I need to do before the information governance phase 2 functionality is activated on my PMR system?

Before we activate the new functionality your IG lead must appoint at least one IG administrator. We recommend that you have more than one IG administrator in case of holiday, illness, etc. We will call you as part of the registration process and talk your IG administrator through setting up your user account.

Can Cegedim Rx supply usernames or passwords?

After the initial setup we will be unable to supply usernames or passwords, or reset user accounts. If necessary we will be able to guide the IG administrator through the processes. Unfortunately, in line with IG guidance for resetting user accounts, we cannot store your username or password for you.

Whose responsibility is it to create, reset, disable or delete user accounts on the PMR system?

Your IG administrator is responsible for undertaking these activities. If your IG administrator is unavailable Cegedim Rx will not be able to perform these tasks.

When should I use 'disable' and when should I use 'delete'?

The option to delete a user should only be used when the user is expected to never access the system again. 'Disable' should be used for long term periods of absence, i.e. long term illness or maternity leave.

What should I do if all my IG administrators are unavailable and I am unable to log into my PMR system?

If you are unable to access your system due to a login issue and all of your IG administrators are incapacitated due to a catastrophic incident then we will need your pharmacy to make a written request, signed by the pharmacy owner and on letter headed paper for your password to be reset. Without this written, signed request we will be unable to reset your password. It is for this reason that we strongly recommend that you appoint more than one IG administrator.

What do I do if the pharmacy changes ownership?

If the pharmacy changes ownership the previous owner is responsible for setting up the new owner on the PMR system prior to handing over the business.