



Promoting the appropriate use,  
and reducing the abuse and misuse of monitored drugs in Nova Scotia.

April 19, 2017

**RE: NS DIS Missing Transactions from SDM Stores**

Shoppers Drug Mart is currently experiencing technical issue, partly due to the computer outage that affected more than 1300 stores nationwide, including 35 locations in Nova Scotia. This outage has resulted in a significant number of pharmacy transactions not being submitted to the Drug Information System. This includes records of prescriptions dispensed and other information such as allergies, other medications and adverse reactions. The result is that **medication profiles for Shoppers Drug Mart patients are incomplete in DIS and the NSPMP eAccess program.**

Shoppers Drug Mart is working diligently with the NS Drug Information System to correct the backlog of pharmacy transactions and have them sent to the DIS, but due to the volume of records, this will take time. Until the situation has been resolved, if you are involved in the care of a patient who has visited a Shoppers Drug Mart location, you should assume that the patient medication profile information in the DIS is incomplete. To ensure you have all the necessary information, you should contact the patient and their pharmacy directly for a complete medication profile.

We understand the importance of having this resolved as quickly as possible and we will continue to monitor the progress and update you as new information is received.