

To: All Community Pharmacies

Tel : 028 9536 3375
Fax : 028 9536 1166
Web Site : www.hscboard.hscni.net

23 April 2020

Dear Colleagues,

HSC SECURE EMAIL – TEST EMAIL REMINDER

I would like to offer my thanks to community pharmacies that have already responded to the test email sent to their HSC secure email account on Thursday 19th March 2020. If your pharmacy has responded, you can discard this correspondence.

The HSCB has been working with Community Pharmacies to establish a connection to the HSC Network which will allow access to the FPPS Payments System, NIECR and HSC Secure Email.

Most Community Pharmacies are now able to access and use HSC secure email with only a small number of pharmacies still working to establish a connection to their HSC secure email account.

The situation regarding COVID-19 has accelerated the need for the HSCB to be able to issue urgent communications to community pharmacy. To this end, a test email was issued to all community pharmacy HSC email accounts on Thursday 19th March 2020. The test email asked each pharmacy to respond to the HSC email, via their HSC secure email account, confirming receipt of the test email. **If your pharmacy has not yet responded to the test email issued, please do so as soon as possible.** When a response to the test Email has been received from your pharmacy, access will have been confirmed and the HSCB will be in a position to commence email communications with your pharmacy (a dual system of communication will be in effect for a period of time that will ensure all communications issued via secure email will also be issued via hard copy post).

Your pharmacy should have already been provided with the information needed to access your HSC secure email. If you need assistance accessing your email account for the first time, please refer to the enclosed step by step user guide. If you still require assistance after consulting the guide, please contact the BSO E-Business Team on 028 9536 3681 (options 3 then 4) or alternatively email the BSO E-Business team at ebusiness@hscni.net.

If you would like to discuss any of the above in more detail, or have any queries, please contact your local PSM in the first instance who will be able to provide advice and support.

Yours sincerely,



Joe Brogan
Assistant Director of Integrated Care
Head of Pharmacy and Medicines Management

<i>Contact Details for Local Integrated Care Offices:</i>				
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12-22 Linenhall Street Belfast BT2 8BS	12-22 Linenhall Street Belfast BT2 8BS	Tower Hill Armagh. BT61 9DR	County Hall 182 Galgorm Road Ballymena BT42 1QB	Gransha Park House 15 Gransha Park Clooney Road Londonderry BT47 6FN
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