Follow this process if your clinic doesn’t yet have access to PharmaNet with CareConnect.

**STEP 1**

Download the PharmaNet Access Request form and the Organization Agreement for PharmaNet Use from the [Ministry of Health](https://www.health.gov.bc.ca/exforms/hdas/submit.html).

Complete the PharmaNet Access Request form. Select “New PharmaNet site” and fill in all sections of the form.

**STEP 2**

The Signing Authority must sign the PharmaNet Access Request form and the Organization Agreement for PharmaNet Use.

The Signing Authority is the person at your clinic who is able to legally bind the organization to the PharmaNet terms of access. For example, this may be a Medical Director, CEO, or physician (for a single practitioner-owned clinic).

**STEP 3**

Upload the form, agreement, and a copy of the clinic’s business license to the Ministry of Health: [https://www.health.gov.bc.ca/exforms/hdas/submit.html](https://www.health.gov.bc.ca/exforms/hdas/submit.html)

The Ministry will notify the clinic when the site registration is approved.

Then, each person who needs access to PharmaNet with CareConnect must enrol with PRIME (refer to the New User process).

If you have any questions about this process, please contact PRIMESupport@gov.bc.ca or 1-844-397-7463.
Follow this process if you need access to PharmaNet with CareConnect. The clinic must be registered to access PharmaNet with CareConnect prior to starting this process. Contact CareConnect if you are unsure whether the clinic is registered.

**STEP 1**
Log in to PRIME with a mobile BC Services Card. Learn more.

Complete the PRIME enrolment by answering a set of questions.

You will need your college licence information, including your licence number and next renewal date, if you are registered by a college.

PRIME will notify you when your enrolment has been approved.

**STEP 2**
Once approved, accept the PharmaNet terms of access.

Then, you must send an email notification from PRIME to your PharmaNet Administrator.

Your PharmaNet Administrator is the person at your clinic who communicates with CareConnect about setting up user accounts (e.g., Clinic Manager, MOA, etc.)

**STEP 3**
The PRIME approval email contains a few questions about the clinic that must be filled in by your PharmaNet Administrator.

Then, the PharmaNet Administrator must forward the email approval to CareConnect.

The CareConnect team will notify you when your access to PharmaNet is set up.

If you have any questions about this process, please contact PRIMESupport@gov.bc.ca or 1-844-397-7463.
Update Information

Follow this process if you need to update information associated with your existing PRIME enrolment or registration.
If you haven’t previously used PRIME, then follow the New Site or New User process instead.

**Update Practitioner Information**

Log into PRIME with a mobile BC Services Card.

Update your information as needed and re-submit the enrolment.

PRIME will notify you when your enrolment has been processed. You may be required to (re-)accept the PharmaNet terms of access.

You do not need to send a notification from PRIME to your PharmaNet Administrator, since your access is already set up.

**Update Clinic Information**

Complete the PharmaNet Access Request form (available on the Ministry of Health webpage). Select “Updating site information for an existing PharmaNet access site” and follow the instructions to fill in the necessary sections of the form.

If you do not know the clinic’s PEC, contact CareConnect.

The Signing Authority must sign the form.

Upload the form to the Ministry of Health: [https://www.health.gov.bc.ca/exforms/hdas/submit.html](https://www.health.gov.bc.ca/exforms/hdas/submit.html)

The Ministry will send the clinic an email notification when the site information changes have been processed.

If you have any questions about this process, please contact PRIMESupport@gov.bc.ca or 1-844-397-7463.