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

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.