

To: All Community Pharmacies

**Directorate of Integrated Care  
Western Office**

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13<sup>th</sup> March 2020

Dear Colleague

### **HSC SECURE EMAIL**

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 will be issued to all community pharmacy HSC email accounts on Thursday 19<sup>th</sup> March 2020. The test email will ask each pharmacy to respond to the HSC email, via their HSC secure email account, confirming receipt of the test email. 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](mailto: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,

A handwritten signature in black ink, appearing to read 'Joe Brogan', with a stylized, cursive script.

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

Enc.