



Access to **CHIE** (The Care and Health Information Exchange), Hampshire and the Isle of Wight' shared care record, is now available to **ALL registered pharmacists** working in community pharmacies across Hampshire and the Isle of Wight.

After a successful pilot involving 4 local community pharmacies, we are pleased to extend access to all.

What is CHIE?

CHIE is a step towards the national requirement that all care records should be digital, real-time and interoperable. Sharing crucial information between care providers in this way means that our residents get the care and support they need seven days a week.

The Care and Health Information Exchange (CHIE) is a secure system which shares health and social care information between GP surgeries, hospitals, community and mental health, social services and others. CHIE helps professionals across Hampshire, the Isle of Wight and surrounding areas provide safer and faster treatment for patients. To protect patient privacy and confidentiality, only health and social care professionals who are involved in the care of that patient are allowed access to CHIE.

How do I access CHIE?

Access to CHIE for community pharmacists is provided via a web portal and consists of a 2-step process called Multi-Factor Authentication ([MFA](#)). This involves entering a username and password and entering a code sent to an [app](#) on your mobile phone.

What criteria do I need to meet to get a CHIE user account?

Access is issued to individual users on a request basis, providing that they and their main employing organisation meets the following criteria:

1. The pharmacy is compliant with the [Data Security and Protection Toolkit \(DPST\)](#) and can confirm the level achieved (e.g. registered, standards met)
2. The person that requires access is a registered pharmacist

How can I get an account?

If you are a registered pharmacist and would like access to CHIE, please email info.chie@nhs.net

A member of the CHIE System Team will contact you with further details and will request information about who need access. Once the staff account set up process has been completed, the CHIE System Team will send you an email containing:

- The weblink (URL) to log on to CHIE (please save this in your favourites or as a shortcut on your desktop)
- A username and password
- A link to the [CHIE Access Guide](#) containing instructions on first and subsequent log on using an authenticator app
- Information about downloading the [app](#)

What can I do now?

Download the authenticator [app](#) onto a smart phone or tablet.

Click the following link to select an authenticator app: <https://chie.scwcsu.nhs.uk/multi-factor-authentication?language=en-GB>

Familiarise yourself with the CHIE Information Websites:

Public facing website: www.chie.org.uk

Staff facing website: <http://nww.chie.scwcsu.nhs.uk/>

Sign up to receive the CHIE bulletin

Sign up here: <https://chie.scwcsu.nhs.uk/>

View the training and access guides:

<https://nww.chie.scwcsu.nhs.uk/help-and-support/new-access-and-user-guides-february-2021>

<https://careandhealthinformationexchange.org.uk/find-out-more/>

View the training videos:

Overview: <https://www.youtube.com/watch?v=Syy9MQRmxEc&feature=youtu.be>

How to search for a patient: <https://www.youtube.com/watch?v=sAGji07x82E&feature=youtu.be>

How to use the Medicines Viewer:

<https://www.youtube.com/watch?v=fwdvvp1fKto&feature=youtu.be>

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