# MiDatabank® Enquiry Sharing via MiSharer

# Identification of suitable enquiries

## Background

Regional and some local UKMi Centres are sharing enquiries via an internet based platform (MiSharer).

## Objective

To clarify which enquiries are to be marked for sharing with other UKMi centres. Completed enquiries for sharing do not necessarily need to be checked, but should be evaluated to ensure they meet the standards required for [Enquiry Answering](https://www.sps.nhs.uk/articles/ukmi-enquiry-answering/?preview=truehttps://www.sps.nhs.uk/articles/ukmi-enquiry-answering/?preview=true).

## Risk Management Notes

Caldicott permission has been sought by RMIC Directors. The central server is maintained by CoAcS in line with current data protection guidelines and holds the data protection certificate number Z3511415.

As MiSharer is internet based and accessed using the organisation’s MiDatabank login details, records are accessible from outside the MI centre. To help prevent inappropriate login access to the departmental MiDatabank access should be regularly reviewed and individual user accounts removed if staff no longer work within the organisation. If generic login access is used passwords should be changed regularly.

Non-MI pharmacists who legitimately have access to MiSharer need to be made aware of its limitations, which include the following:

* Age of the enquiry
* Access is limited to the question and answer sections only
* The enquiry may not be relevant to the exact clinical situation at the time
* It does not represent and exhaustive list of all UKMI enquiries

## Procedure

1. **All** enquiries should be **considered** for sharing with the **exception** of the following:

1. Any enquiry where the answer is available in UKMi resources e.g. stability in monitored dosage systems, exposure of medicines to temperatures outside of recommended fridge temperature or new medicines.
2. Any enquiry where the answer is easily found in standard reference sources.
3. Local supply/drug stocking enquiries which are unlikely to be of interest to anyone outside the originating organisation. However, consider ***sharing*** enquiries regarding national product shortages or supply problems unless the information has already been shared within the UKMi Network via another route (e.g. SPS/UKMi memo).
4. Enquiries concerning specific local issues e.g. formulary status / local policy queries.
5. Enquiries relating to Serious Untoward Incidents or legal enquiries.
6. Specialist enquiries:
   1. Either from the specialist service centre, or where specialist service input has been sought (e.g. porphyria, lactation), or
   2. where the advice is pertinent to a particular clinical circumstance and may not be applicable to other situations
7. Where the enquiry simply checks the availability of an information source e.g. Medusa monograph for a particular agent.
8. Patient helpline enquiries.

2. If several similar enquiries have been answered using a previous enquiry then the initial enquiry only should be shared unless updated or additional information has been added.

# Contact

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