

Reminder to Technology Vendors Serving Pharmacies Impacted by Hurricane Maria

Surescripts is working to ensure our Pharmacy Directory is updated with current information regarding pharmacy closures and is available to providers who need to treat patients in the region. Pharmacy vendors/pharmacy systems and EHRs/Health Technology Vendors are encouraged to review **these action plans closely and take necessary steps to implement them in your systems.**

ACTION PLAN: *Pharmacy Vendors / Pharmacy Systems:*

- Update Pharmacy records as needed each day by 8:00 PM ET for inclusion in EHR downloads.
- If one of your locations is offline:
 - Disable your store in Admin Console or send the list to Surescripts Customer Support (support@surescripts.com) via a Support case to:
 - Remove Service Levels
 - Set End Date to the current day
 - If you intend to process/reject a transaction, then update your Store Name with either: “Closed”, “Temporarily Closed”, “Permanently Closed” at the end of your store name (note the 35-character limit for store name).
- Please ensure your pharmacists are aware that electronic responses to Refill Renewal Requests may be delayed while providers are offline or displaced.
 - Ensure that your own website(s) are up-to-date, so patients/providers have access to current location information when seeking treatment.

ACTION PLAN: *EHRs / Health Technology Vendors*

- Ensure the Pharmacy File is downloaded each day by 7:00 AM ET and made available promptly to prescribers.
- Inform your providers of the following potential impacts:
 - Prescribers will receive an Error message from Surescripts in the event that they attempt to send a NewRx to a pharmacy that has been taken offline and subsequently removed from the Directory.
 - If a pharmacy is offline, the “Store Name” will be updated as, “Closed”, “Temporarily Closed”, or “Permanently Closed” in the Directory, in which case the Pharmacy will be handling message processing and patient follow-up.

Visit www.surescripts.com/Maria to learn more about how Surescripts is supporting communities impacted by recent hurricanes.