

Surescripts Independent Pharmacy Help Line

Helping you with your Technology Vendor.



In conjunction with the NCPA, Surescripts is offering the Independent Pharmacy Helpline to compliment your vendor's support of critical, urgent, or persistent issues related to E-Prescribing.

“Sebring Pharmacy was experiencing messaging delays. I called the help line. **They helped me get this fixed through my vendor.**”

Vin Patel, Sebring Pharmacy

“It was very satisfying calling the help line. **It solved a problem that I had been trying to solve for a month.**”

Jancy Walter, Community Drug

▼ Please cut and post for future reference!



Contact the Independent Pharmacy Help Line

For Assistance in Opening an E-Prescribing Support Case with Your Vendor

Three Ways to Contact the Independent Pharmacy Help Line



Phone: 1-877-877-3962



Email: independent-assistance@surescripts.com



Fax: 1-703-880-0149

Assistance is available, Monday through Friday from 8:30 am to 5:00 pm Eastern Time, except holidays. For Surescripts e-Prescribing FAQ, visit www.ncpanet.org/index.php/ownership/e-prescribing

Surescripts Independent Pharmacy Help Line

We can help you get the answers you need.

Dedicated resource created for independent pharmacists

01 Consult Your Pharmacy Technology Vendor

In general, your first response to an e-prescribing question should be to call support services at your pharmacy technology vendor. For background information to help you work more productively with your vendor, check out Surescripts E-Prescribing FAQs for Independent Pharmacists at www.ncpanet.org/index.php/ownership/e-prescribing.

02 Contact the Surescripts Independent Pharmacy Help Line

For assistance in opening a support case with your vendor, contact our Independent Pharmacy Help Line (IPL). You'll talk to a knowledgeable certified pharmacy technician with e-prescribing experience.

▼ Please cut and post for future reference!

Three Ways to Contact the Independent Pharmacy Help Line



Phone: 1-877-877-3962



Email: independent-assistance@surescripts.com



Fax: 1-703-880-0149

You can count on Surescripts Independent Pharmacy Help Line to provide

- Assistance in documenting and classifying issues
- Follow-up to ensure that someone gets back to you with answers*

* You may be required to provide relevant case information from your vendor. For privacy and security purposes, we remind you that patient-identifiable information should NOT be sent to or discussed with Surescripts.

Assistance is available, Monday through Friday from 8:30 am to 5:00 pm Eastern Time, except holidays. For Surescripts e-Prescribing FAQ, visit www.ncpanet.org/index.php/ownership/e-prescribing