Inactivate/Reactivate Pharmacy Records

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Version 20.13

About

Successful ePrescribing relies heavily on accurate Pharmacy information in OP. In order to maintain an accurate Pharmacy list so that your Practice's ePrescribing is not disrupted. OP runs an automated update, from SureScripts, that will mark Pharmacies as inactive and update the Pharmacy's demographic information so that it is not necessary to manually inactivate a Pharmacy.

The Pharmacy NCPDP ID is used during the update and the following occurs:

- If the NCPDP ID matches in OP, this is a demographic-only update.
- If NCPDP ID does not match what is in OP (typically due to a merger of Pharmacies), the original Pharmacy will be marked as inactive. You will need to search for the new Pharmacy in the SureScripts Master list to add back into OP. An inactive Pharmacy will be removed from the Favorites List and All previously used by any patient lists.
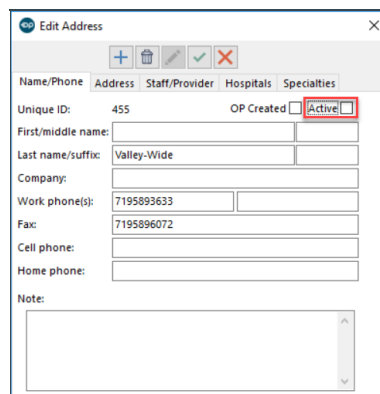
However, your Practice may still manually inactivate a Pharmacy. Below, you will find steps on how to manually mark a Pharmacy as inactive.

> **Important:** When the Practice updates a Pharmacy to inactive then OP runs the Pharmacy Update, if the Pharmacy is active in the update the Pharmacy will be listed twice. The Pharmacy that was changed to inactive will have a red strike-through and the active Pharmacy will be available when prescribing. In addition, if you return to the Address Book and try to activate the inactivated Pharmacy, you will receive a message that the Pharmacy already exists and you will be unable to activate this Pharmacy.

Inactivate a Pharmacy from the Address Book

1. Navigate to the Address Book: **Clinical or Practice Management tab > Address Book**
2. Click into the **Category descriptor** field, and begin typing **pharmacy** or use the drop-down to locate and select **PHARMACY**.
3. Select the Pharmacy to inactivate and click the **Edit** button.
4. The **Edit Address** window is displayed, deselect the **Active** checkbox.
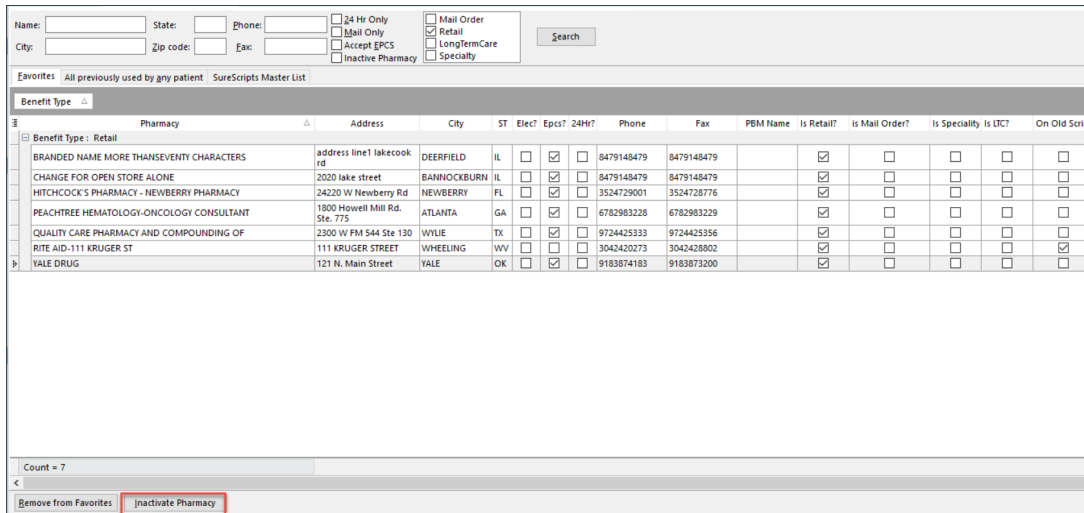

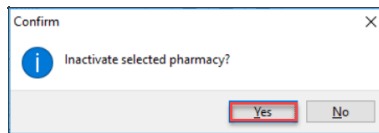5. Click the **Save** button, and click the **X** to exit the window.

Inactivate a Pharmacy from Pharmacy Favorites

1. Navigate to **Clinical tab > Pharmacies button**, the Choose a Pharmacy window displays with the Favorites tab selected.
2. Select the Pharmacy to make inactive then click the **Inactivate Pharmacy** button.
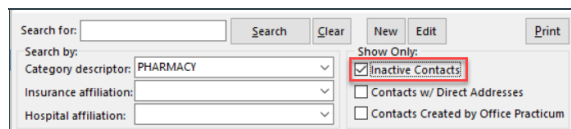

3. The **Confirm** window displays; click **Yes** to inactivate the selected Pharmacy.

> **Note**: You may select multiple sequential Pharmacies by clicking the first Pharmacy, use the **Shift** key on your keyboard, and select the last Pharmacy. If the Pharmacies are not in sequential order, use the **Ctrl** key on your keyboard and click to select each Pharmacy that you wish to make inactive. Once all Pharmacies are selected, click the **Inactivate Pharmacy** button.

View Inactive Pharmacies

1. Navigate to the Address Book: **Clinical or Practice Management tab > Address Book**
2. Click into the **Category descriptor** field, and begin typing **pharmacy** or use the drop-down to locate and select **PHARMACY**.
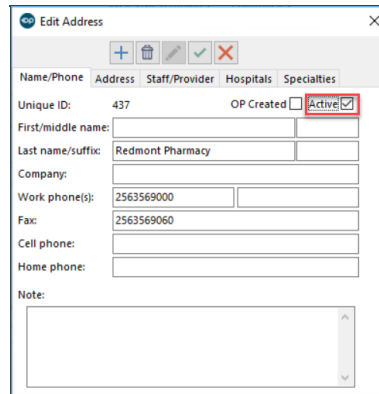3. Select the **Inactive Contacts** checkbox.

Change a Pharmacy to Active

> **Note**: If choosing to change a Pharmacy from Inactive to Active, OP will verify there is no active Pharmacy record using the NCPDP ID. If there is an existing record, OP will display the message window: Cannot activate pharmacy record. An active Pharmacy record already exists for this pharmacy's NCPDP ID.

1. Navigate to the Address Book: **Clinical or Practice Management tab > Address Book**
2. Click into the **Category descriptor** field, and begin typing **pharmacy** or use the drop-down to locate and select **PHARMACY**.
3. Select the **Inactive Contacts** checkbox.

4. Select the Pharmacy to make active then click the **Edit** button. The **Edit Address** window is displayed.
5. Select the **Active** checkbox.

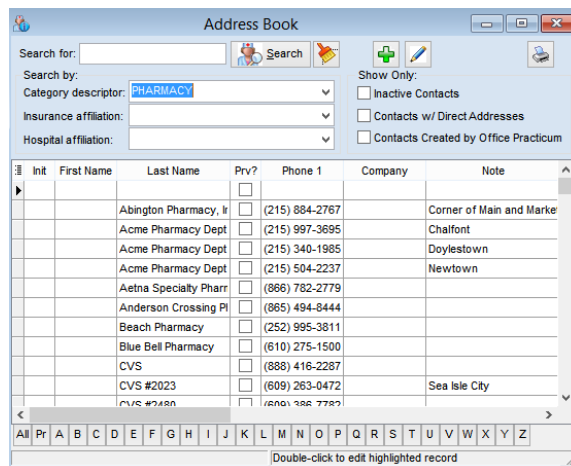6. Click the **Save** button, then click the **X** to exit the window.

Version 20.12

Overview

It is important for electronic prescribing to maintain the integrity of pharmacy information in the OP software. The information below will instruct you on how to set a pharmacy to Inactive. Setting a pharmacy to inactive is necessary when information for the pharmacy has changed (such as the pharmacy address). Once a pharmacy is set to inactive, that pharmacy will no longer be available in the *Favorites* or *All previously used by any patient* tabs. A new search in the SureScripts master will be required to bring in the pharmacy with the updated information.

Inactivate a Pharmacy from the Address Book

1. Click the **Adr Bk** button on the Smart Toolbar.
2. Click in the **Category descriptor** dropdown and begin typing "pharmacy" or locate Pharmacy in the category list.
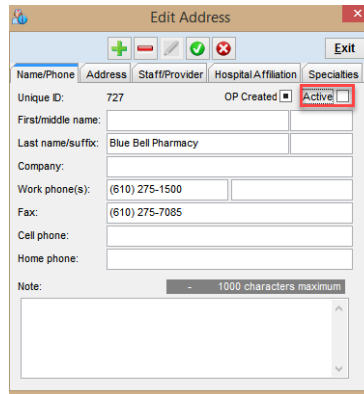3. Select **PHARMACY**.

4. Locate and select the pharmacy to make inactive.
5. Click the **Edit Record** button .
6. The **Edit Address** window displays. Deselect the **Active** checkbox.
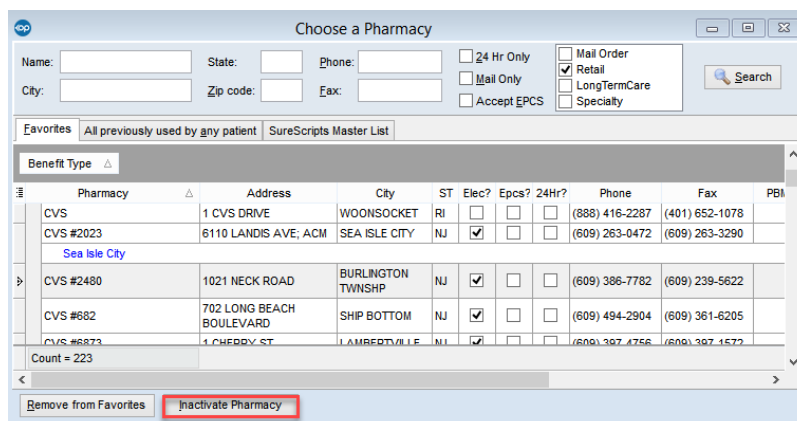
7. Click the **Save** button.
8. Click the **Exit** button.

Inactivate a Pharmacy from Pharmacy Favorites

1. Navigate to **Utilities > Manage Clinical Features > Pharmacy Favorites** The Choose a Pharmacy window will display with the Favorites tab selected.
2. Locate and select the pharmacy to make inactive.
3. Click the **Inactivate Pharmacy** button.

4. The **Confirm** window displays. Click **Yes** to inactivate the selected pharmacy.


 Note: You may select multiple sequential pharmacies by clicking the first pharmacy, use the Shift key on your keyboard and select the last record. If the pharmacies are not in sequential order use the Ctrl key on your keyboard and click to select each pharmacy that you wish to make inactive. Once all pharmacies are selected, click the **Inactivate Pharmacy** button.

View Inactive Pharmacies

1. Click the **Adr Bk** button on the Smart Toolbar.
2. Click in the **Category descriptor** dropdown and begin typing "pharmacy" or locate Pharmacy in the category list.
3. Select **PHARMACY**.
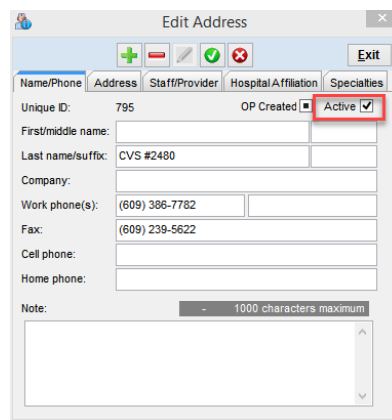
4. Click the **Inactive Contacts** checkbox.
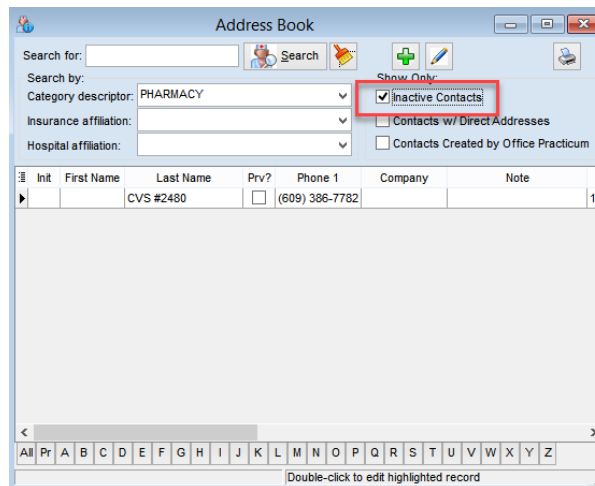
Change a Pharmacy to Active

> **Note**: If choosing to change a pharmacy from Inactive to Active, OP will verify there is no active pharmacy record using the NCPDP ID. If there is an existing record, OP will display the message window: Cannot activate pharmacy record. An active pharmacy record already exists for this pharmacy's NCPDP ID.

1. Click the **Adr Bk** button on the Smart Toolbar.
2. Click in the **Category descriptor** field and begin typing pharmacy.
3. Select **PHARMACY**.
4. Select the **Inactive Contacts** checkbox.
5. Locate and select the the pharmacy to make active.
6. Click the **Edit Record** button. The **Edit Address** window displays.
7. Select the **Active** checkbox.

8. Click the **Save** button.
9. Click the **Exit** button.