

Inactivate/Reactivate Pharmacy Records

Last Modified on 07/27/2021 8:27 am EDT

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.

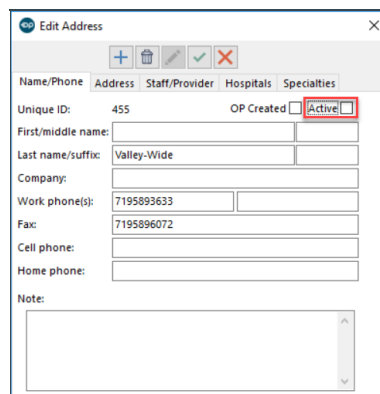
However, your Practice may still manually inactivate a Pharmacy. Below, you will find steps on how to manually mark a Pharmacy as inactive.



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.



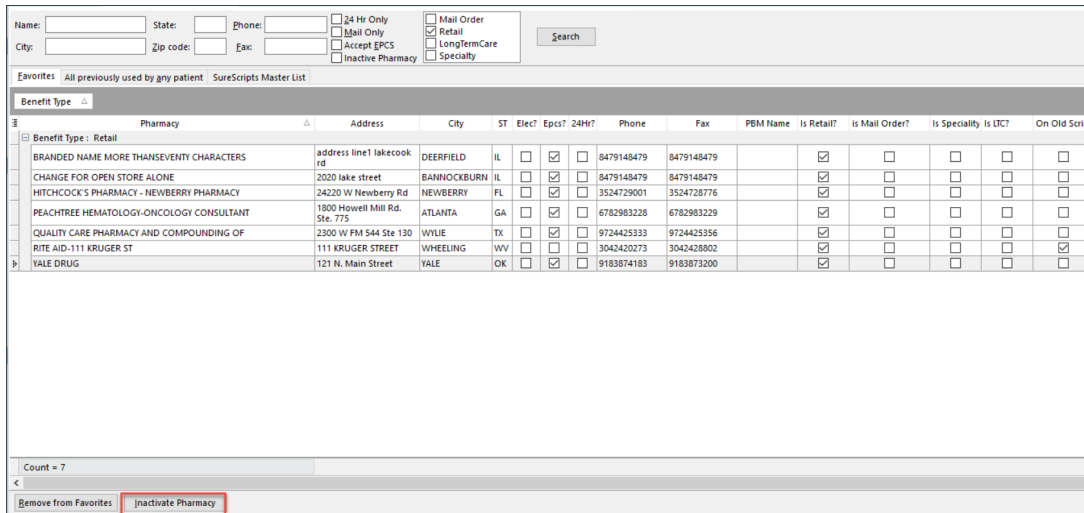
The screenshot shows the 'Edit Address' window with the following fields and values:

Name/Phone	Address	Staff/Provider	Hospitals	Specialties
Unique ID: 455				OP Created <input type="checkbox"/> Active <input checked="" type="checkbox"/>
First/middle name:				
Last name/suffix:	Valley-Wide			
Company:				
Work phone(s):	7195893633			
Fax:	7195896072			
Cell phone:				
Home phone:				
Note:	<div style="border: 1px solid gray; height: 40px;"></div>			

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

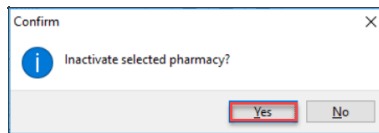
Inactivate a Pharmacy from Pharmacy Favorites

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.



Benefit Type	Pharmacy	Address	City	ST	Elec?	EPCS?	24Hr?	Phone	Fax	PBM Name	Is Retail?	Is Mail Order?	Is Speciality	Is LTC?	On Old Scrip?
Benefit Type: Retail	BRANDED NAME MORE THANSEVENTY CHARACTERS	address line1 lakecook rd	DEERFIELD	IL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8479148479	8479148479		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	CHANGE FOR OPEN STORE ALONE	2020 lake street	BANNOCKBURN	IL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8479148479	8479148479		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	HITCHCOCK'S PHARMACY - NEWBERRY PHARMACY	24220 W Newberry Rd	NEWBERRY	FL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3524729001	3524728776		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	PEACHTREE HEMATOLOGY-ONCOLOGY CONSULTANT	1800 Howell Mill Rd. Ste. 775	ATLANTA	GA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6782983228	6782983229		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	QUALITY CARE PHARMACY AND COMPOUNDING OF	2300 W FM 544 Ste 130	WYLLIE	TX	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9724435333	9724425356		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	RITE AID-111 KRUGER ST	111 KRUGER STREET	WHEELING	WV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3042420273	3042428602		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	YALE DRUG	121 N. Main Street	YALE	OK	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9183874183	9183873200		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

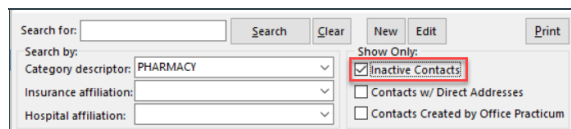
3. The **Confirm** window displays; click **Yes** to inactivate the selected Pharmacy.



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.

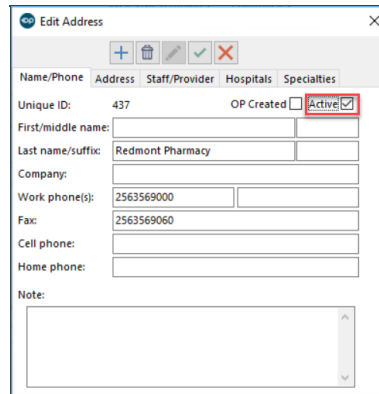


Change a Pharmacy to Active

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.



The screenshot shows the 'Edit Address' window with the following fields and values:

- Unique ID: 437
- OP Created:
- Active: (highlighted with a red box)
- First/middle name: [Empty]
- Last name/suffix: Redmont Pharmacy
- Company: [Empty]
- Work phone(s): 2563569000
- Fax: 2563569060
- Cell phone: [Empty]
- Home phone: [Empty]
- Note: [Empty text area]

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

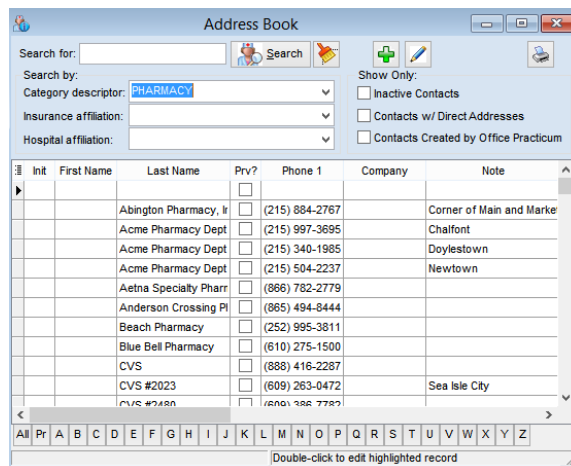
Version 20.12

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**.




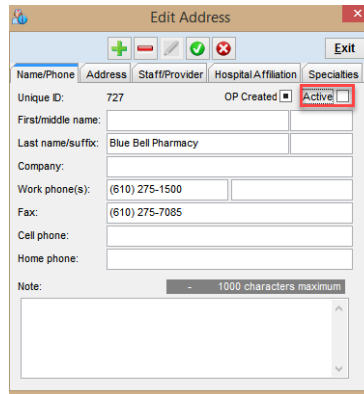
The screenshot shows the 'Address Book' window with the following search criteria:

- Search for: [Empty]
- Search by: [Empty]
- Category descriptor: PHARMACY
- Insurance affiliation: [Empty]
- Hospital affiliation: [Empty]
- Show Only:
 - Inactive Contacts
 - Contacts w/ Direct Addresses
 - Contacts Created by Office Practicum

The table below lists the pharmacy records:

Init	First Name	Last Name	Prv?	Phone 1	Company	Note
		Abington Pharmacy, I	<input type="checkbox"/>	(215) 884-2767		Corner of Main and Marke
		Acme Pharmacy Dept	<input type="checkbox"/>	(215) 997-3695		Chalfont
		Acme Pharmacy Dept	<input type="checkbox"/>	(215) 340-1985		Doylestown
		Acme Pharmacy Dept	<input type="checkbox"/>	(215) 504-2237		Newtown
		Aetna Specialty Pharr	<input type="checkbox"/>	(866) 782-2779		
		Anderson Crossing Pl	<input type="checkbox"/>	(865) 494-8444		
		Beach Pharmacy	<input type="checkbox"/>	(252) 995-3811		
		Blue Bell Pharmacy	<input type="checkbox"/>	(610) 275-1500		
		CVS	<input type="checkbox"/>	(888) 416-2287		
		CVS #2023	<input type="checkbox"/>	(609) 263-0472		Sea Isle City
		CVS #2120	<input type="checkbox"/>	(609) 263-0472		

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.



Unique ID: 727 OP Created **Active**

First/middle name:

Last name/suffix: Blue Bell Pharmacy

Company:

Work phone(s): (610) 275-1500

Fax: (610) 275-7085

Cell phone:

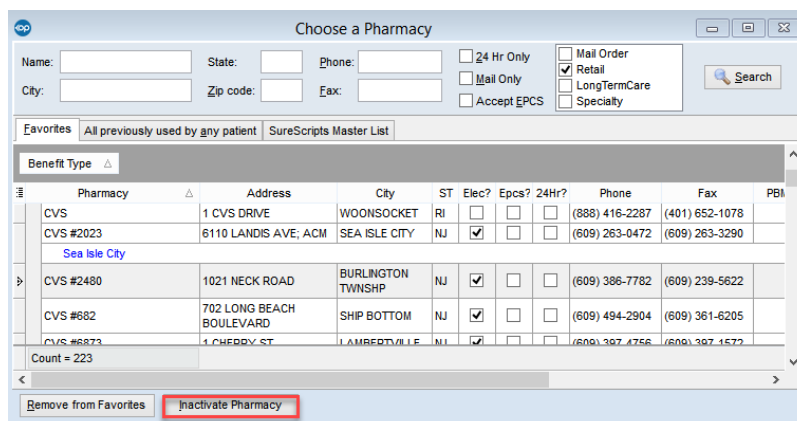
Home phone:

Note: 1000 characters maximum

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.



Name: State: Phone: 24 Hr Only Mail Order

City: Zip code: Fax: Mail Only Retail

Accept EPCS LongTermCare Specialty

Search

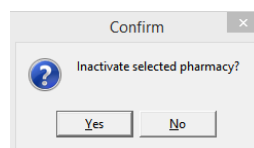
Favorites All previously used by any patient SureScripts Master List

Pharmacy	Address	City	ST	Elec?	Epcs?	24Hr?	Phone	Fax	PBI
CVS	1 CVS DRIVE	WOONSOCKET	RI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(888) 416-2287	(401) 652-1078	
CVS #2023	6110 LANDIS AVE; ACM	SEA ISLE CITY	NJ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(609) 263-0472	(609) 263-3290	
Sea Isle City									
CVS #2480	1021 NECK ROAD	BURLINGTON TWNSHP	NJ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(609) 386-7782	(609) 239-5622	
CVS #682	702 LONG BEACH BOULEVARD	SHIP BOTTOM	NJ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(609) 494-2904	(609) 361-6205	
CVS #6873	1 CHERRY ST	LAMBERTVILLE	NJ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(609) 387-4756	(609) 387-1572	

Count = 223

Remove from Favorites **Inactivate Pharmacy**

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



Confirm

Inactivate selected pharmacy?

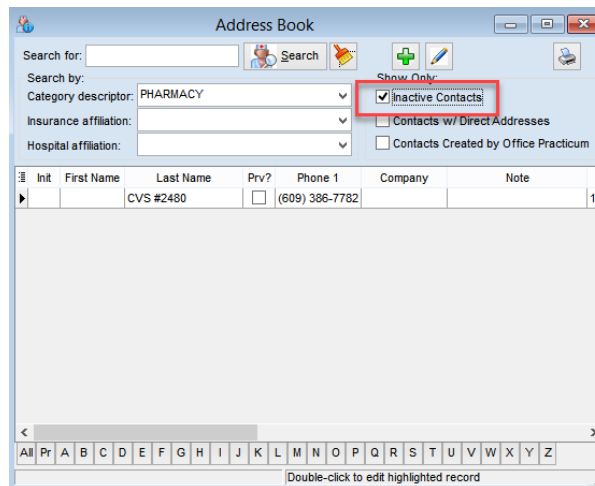
Yes No

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**.

- Click the **Inactive Contacts** checkbox.

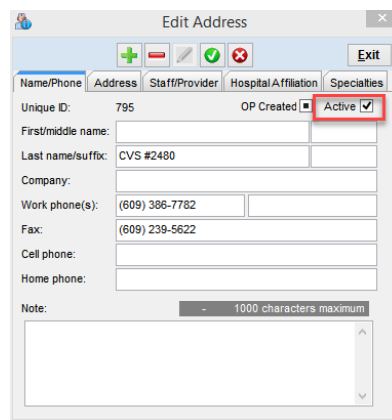


Change a Pharmacy to Active



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.

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



- Click the **Save** button.
- Click the **Exit** button.