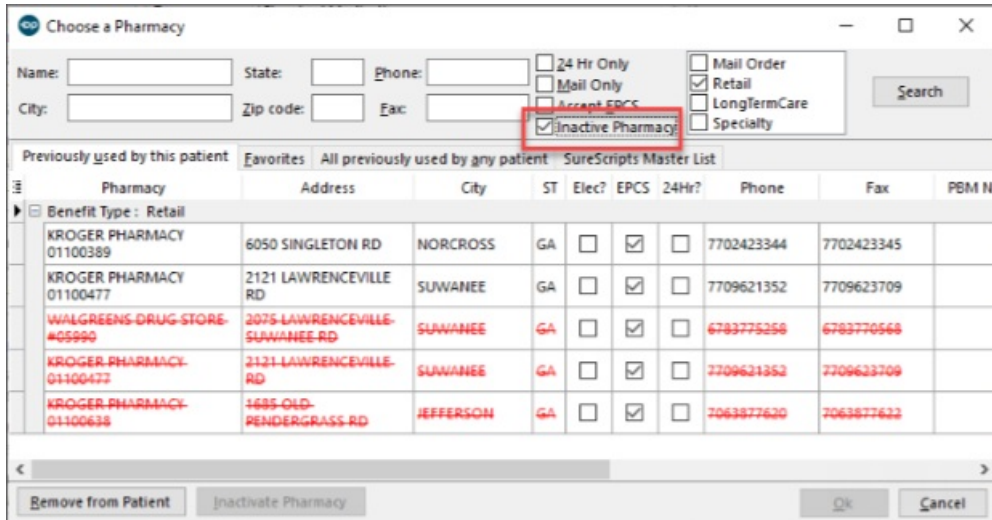# How to Find Pharmacies in Clinical Contact

Last Modified on 06/07/2024 8:36 am EDT

Patients can pick and choose the pharmacy they prefer and OP records this preference in their **Clinical Contact**. Providers then require this information when the time to restock comes. Keep in mind the following considerations to find pharmacies in OP:

If you're using **Surescripts**, some pharmacies may disappear from the **Previously Used** section because **Surescripts** labeled it as inactive after running its daily pharmacy list update. You can find the pharmacy by checking **Include Inactive Pharmacies** from the **Choose a Pharmacy** window. Hidden pharmacies are shown in red and crossed out.

The pharmacy information on the **Clinical Contacts** does not correlate to the **Pharmacy** selection in the **RX Writer**. The selection is primarily driven by what is in the **Previously Used by the patient**. The pharmacy behavior in **Previously Used by the patient** is as follows:

- If you ADD a pharmacy to **Clinical Contacts**, even if you have never sent an Rx to that pharmacy before, this pharmacy will now appear in **Previously used by this patient**
- If you REMOVE a pharmacy from **Clinical Contacts** and you have never sent an RX to that pharmacy, the pharmacy will disappear from **Previously used by this patient**

- If you ADD a pharmacy to **Clinical Contacts**, send an Rx there, then remove it from **Clinical Contacts**, it will still. appear in **Previously Used by this Patient**
- If you want to remove it from **Previously Used By This Patient**, you have to click the **Remove from Patient** button rather than just removing it from **Clinical Contacts**.

With the upcoming version 21.4 of OP, you can expect the following improvements to this workflow:

- You'll be able to see the most recently used pharmacy in a new column **Pharmacy** at the top of the medication list.
- You'll be able to see the friendly name of the pharmacy in the dropdown of the **Prescription Writer**.