

# Surescripts Independent Pharmacy Help Line

Committed to improving your e-prescribing experience.



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

### Three Ways to Contact the Independent Pharmacy Help Line



Phone: 1-877-877-3962



Email: [independent-assistance@surescripts.com](mailto: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 <http://www.ncpanet.org/solutions/ownership/e-prescribing>

# Surescripts Independent Pharmacy Help Line We can help you get the answers you need.

## Dedicated resource created for independent pharmacists

Managed by a certified pharmacy technician with significant e-prescribing experience, the IPL offers assistance to independent pharmacists in three important ways:

1. Helping to document and classify issues
2. Executing the research needed to help address and define a plan of action to help resolve the question or issue
3. Providing personal follow-up to ensure that inquiring pharmacists receive answers and additional assistance as appropriate.

We can now serve as your first point of contact when you have issues related to **e-prescription quality**.

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## 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.

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