

TROUBLESHOOTING

Pharmacy Network



Prescription No Longer Actionable

The NLCHI Service Desk regularly receives calls about the error “*prescription is no longer actionable*” despite the prescription still being active in the pharmacy’s local records. You may not be aware that pharmacies can deactivate any prescription on the Pharmacy Network profile, including those that belong to another pharmacy. This is especially important if you are filling a prescription for a patient who has an active prescription at another pharmacy for the same medication.

The NL Pharmacy Board Standards of Pharmacy Operation state:

“When filling or logging a prescription for continuing therapy, any existing prescriptions for the same drug therapy with refills remaining must be deactivated to prevent them from being inappropriately filled in the future.”

This helps to ensure patients do not have multiple active prescriptions for the same medication on their Pharmacy Network profile, which can cause confusion for other health professionals who may be accessing this information. Next time you see the “*prescription is no longer actionable*” error, check the prescription’s status history to confirm if this is the cause before making a call to the NLCHI Service Desk.

Improper Handling of Prescription Transfers

Another cause of patients having multiple active prescriptions for the same medication is the improper handling of prescription transfers. When a pharmacy transfers a prescription, the local record is deactivated. However, the Pharmacy Network record remains active and available for the receiving pharmacy to pull into its local profile and assume ownership.

If the receiving pharmacy chooses not to do this, and instead enters the prescription from scratch, the result is two active prescriptions on the patient’s Pharmacy Network profile, both of which originate from the same prescription.

Creating your local prescription from the Pharmacy Network prescription saves time and eliminates the risk of transcription errors. If you are unsure about how to properly process a prescription transfer, please contact the NLCHI Service Desk who will connect you to a member of the Pharmacy Network team.

Demographic Data and Patient Privacy

Please remember that demographic data entered on a patient’s profile is sent to the Client Registry. Therefore, patient privacy must be considered when this data is recorded. A patient’s permanent address should always be recorded in the address fields. If you must use the temporary address of a correctional facility or shelter, enter only the physical address, not the name or nature of the facility. When in doubt, the best practice is to query the Client Registry and use the address found there. This does not apply to personal or long term care homes, as those facilities are considered the permanent address. A link to the Provincial Registration Standards can be found [here](#).

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