

03/29/2023

Dear Prescribers,

RE: Retail Pharmacy Downtime Procedure

**Situation:**

RUHS is on downtime procedure due to EPIC connectivity issue.

**Background:**

The Epic Citrix Workspace application is experiencing connection issues. No access or e-prescribing from EPIC at this time. No ETA when EPIC will be available again.

**Assessment:**

Without e-prescribing, we will need proceed to our downtime procedures for sending prescriptions to the pharmacy.

**Recommendations:**

1. Call or fax in prescriptions to our RUHS retail pharmacies
  - a. RUHS-MC Retail Pharmacy- Phone: 951-486-4613, fax 951-486-4278
  - b. RUHS Surgical Center Pharmacy- 951-988-9520 or x14108, fax 951-601-4048
  - c. RUHS-Corona Pharmacy- 951-955-0111, fax 951-955-5057
  - d. RUHS-Neighborhood Pharmacy-951-358-6125, fax 951-358-6107
  - e. RUHS-Palm Springs Pharmacy- 760-778-2020, fax 760-778-2021
  
2. **Controlled substances can be called in but will need to reconcile within EPIC once it is back online. Controlled substances prescriptions will need to be e-prescribed in EPIC within 7 days of the call in / fax prescription.**

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