

# Pharmacy Partner Hub Transition - Frequently Asked Questions

Virginia Department of Health Naloxone Distribution Program

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## 1. What is the Pharmacy Partner Hub?

The Pharmacy Partner Hub is a new portal that VDH created for organizations to use to apply for a naloxone agreement, create and maintain an organization account, order naloxone and supplies and track order history. Registration in the Pharmacy Partner Hub will replace the application and order surveys in REDCap that organizations have previously used to obtain no-cost naloxone and test strips from VDH.

## 2. Why is the Naloxone Distribution Program changing from REDCap surveys to the Pharmacy Partner Hub to accept applications and orders for naloxone and/or supplies?

The Pharmacy Partner Hub is intended to create a more user-friendly experience for organizations by providing the following:

- Additional visibility for organizations to see status of their current and past orders.
- Ability to mark orders as “Received.”
- Ability to review comprehensive order history.
- Ability to cancel a submitted order, if needed.
- Ability to add multiple delivery addresses if your organization has multiple locations.
- Ability to add and manage multiple users to order naloxone and/or supplies.
- Ability to manage individual user access.

## 3. When can I register my organization in the Pharmacy Partner Hub?

The Naloxone Distribution Team will be transitioning each partner type to this new portal in **phases** with a goal of all organizations utilizing the Pharmacy Partner Hub to order naloxone and supplies by **July 1, 2024**. The primary point of contact provided by your organization will receive an email from [opioidreversal@vdh.virginia.gov](mailto:opioidreversal@vdh.virginia.gov) with registration instructions when it is time for your organization type to register in the Pharmacy Partner Hub.

## 4. How do I register my organization in the Pharmacy Partner Hub?

When the primary point of contact (POC) provided by your organization receives an email from [opioidreversal@vdh.virginia.gov](mailto:opioidreversal@vdh.virginia.gov) that indicates it is time for your organization to register, instructions will be provided. The POC will be prompted to complete the registration form, which will require you to complete the same application questions that you previously submitted in the REDCap application when your organization originally applied for an agreement. Every organization will have to complete this registration process, even if you already have an agreement. Organizations with agreements already in place will be automatically approved and your agreement will remain effective until its expiration date.

**5. I am not the primary point of contact for my organization's agreement with the Naloxone Distribution Program. How do I register my organization in the Pharmacy Partner Hub?**

Once your application is approved, the primary POC for your organization will be able to access the Pharmacy Partner Hub account for your organization as the account **Administrator**. The Administrator will be able to set up **Ordering User** accounts for your organization within the hub. The Account Administrator is the primary contact at the organization. This user will have the ability to add/modify users, modify addresses and order naloxone. The Ordering User role can access the Create Order and Address List pages only.

**6. If my organization already has an agreement with the Naloxone Distribution Program, will I need to reapply for a new agreement?**

If you already have an active agreement for no-cost naloxone with VDH, you will not receive a new agreement. Your current agreement will remain effective until its expiration date. However, you will still need to complete the new registration form in order to create an account in the Pharmacy Partner Hub.

**7. After my organization is registered in the Pharmacy Partner Hub, how do I order naloxone and/or supplies?**

Once your account is set up, the Administrator and Ordering Users can order naloxone and supplies using the "Create Order" button in the Orders dashboard in the hub.

**8. What's the difference between different user roles?**

There are two account roles in the Pharmacy Partner Hub: **Administrator** and **Ordering User**.

The **Administrator** is the primary contact (or contacts) at the organization. This user will have the ability to add/modify users, modify addresses and order naloxone. The Administrator will also be able to set up Ordering User accounts for your organization within the hub. There is no limit to the number of administrators per organization.

The **Ordering User** role can access the Create Order and Address List pages only. This user can create and submit orders for naloxone and or/supplies on behalf of the organization and modify shipment addresses.

**9. Once administrator and ordering user roles are assigned, can they be changed?**

Administrators may change user access at any point by modifying the role of the user in User Administration.

**10. How many hours do I have to cancel an order for naloxone and/or supplies after it is submitted?**

You can cancel an order at any point before it is moved to "shipped" status. VDH typically processes and ships orders within 24-48 hours.

**11. Once my organization's application is approved, how long do I have before my temporary password expires?**

Once your organization's application has been approved and you receive your temporary password, you will have 24 hours to set up your account before the temporary password expires. If your temporary password has expired, or you need password help, please contact [opioidreversal@vdh.virginia.gov](mailto:opioidreversal@vdh.virginia.gov)

**12. Who can I contact if I have questions or need support?**

Please contact [opioidreversal@vdh.virginia.gov](mailto:opioidreversal@vdh.virginia.gov) if you need support with the application, account setup, or order process.