

Navigating Rite Aid Closures in WNY

TIPS FOR PROVIDER OFFICES

PLANNING



01 Prescribe 90-Day Supplies

- For patients taking medications for chronic conditions (maintenance medications) prescribe a 90-day supply when possible.
- A 90-day supply can reduce pharmacy visits, improve adherence, and minimize refill issues during transition.
- Even if insurance only allows for a 30-day supply, the remaining months will typically be added on as refills.

02 Expect Refill and Transfer Requests

- Be prepared for increased calls regarding prescription refills or transfers due to pharmacy closures.
- Proactively ask patients to identify their new pharmacy and assist with sending new prescriptions if needed.
- Some offices have sent mass portal messages to notify patients and streamline the transition process.

ACCESS



03 Update Medication Lists

- During transitions of care, conduct a brief medication reconciliation to confirm accuracy.
- Encourage patients to bring an updated medication list to the office.

04 Consider Access & Delivery Challenges

- For patients with limited mobility or transportation, recommend pharmacies that offer home delivery or curbside pickup.
- Patients may need assistance with setting this up. Consider if the patient has access to a care worker.
- Be aware that not all pharmacies offer these services.
- Please see the list posted on the [Erie County website](#) of pharmacies that offer these services, and help patients navigate to and access the link if needed.

SUPPORT



05 Educate and Reassure Patients

- Acknowledge that pharmacy changes can be stressful, especially for older adults, caregivers, or those on multiple medications.
- Encourage patients to call their insurance provider if they experience issues with refills or prescription transfers, or obtaining their medication.

06 Be Patient!