



College of Physicians and  
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Update

## [Lost/stolen Rx pads and PharmaNet FanOuts \[1\]](#)

In October, the Ministry of Health assumed responsibility for issuing all PharmaNet FanOuts. To ensure that only critical information is being delivered by FanOut, the scope of FanOut messages will be limited to lost or stolen prescription pads and PharmaNet outages.

To report a lost or stolen prescription pad or duplicate prescription pad for FanOut, prescribers must phone PharmaNet Support Services at 1-844-660-3200 and provide the following information:

- prescriber's name
- prescriber's location
- prescriber's licence number
- folio numbers involved
- contact information
- additional information as required

The PharmaNet Support Services phone line is answered during standard work hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.); prescribers may leave a voicemail message at any time with the information outlined above. Within one business day, PharmaNet Support Services will issue a FanOut to pharmacies in the relevant geographic area.

A person reporting a lost or stolen prescription pad must be a registrant of the College of Physicians and Surgeons of BC, the College of Dental Surgeons of BC,

the College of Registered Nurses of BC, or the College of Pharmacists of BC.

Critical information about issues other than lost or stolen prescription pads may be reviewed for FanOut by PharmaNet Support Services on a case-by-case basis.

The following issues will not be communicated via FanOut, except in exceptional circumstances:

- prescription forgeries
- pharmacy robberies
- persons impersonating health-care providers or insurers seeking personal information
- multi-doctoring
- prescribers cancelling prescriptions
- lost prescriptions
- tracking missing persons or persons of interest in criminal investigation

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