Dear Valued Patient,

We are reaching out to inform you about an issue that may affect your prescriptions needed for surgery.

On February 21st, a cyber-attack against Change Healthcare, one of the largest health care technology companies in the country, began impacting several important electronic healthcare services. While Change Healthcare actively works to resolve the issue, there may be delays in processing insurance claims, sending out statements and also getting prescriptions for narcotics filled.

While we are required to submit all narcotic drug prescriptions electronically under Virginia Code § 54.1-3410, the law indicates in C.3 that the requirement shall not apply if “The prescriber experiences temporary technological or electrical failure or other temporary extenuating circumstance that prevents the prescription from being transmitted electronically, provided that the prescriber documents the reason for this exception in the patient's medical record.”

Accordingly, we will be managing all prescriptions for narcotics on script paper until this issue is resolved.  Should you have any issues with getting a prescription filled at your pharmacy, please show them this letter and have them contact us with any questions or confirmation at <insert appropriate office phone number for inquiries>.

We continue to work diligently to minimize any impact on your care.  Thank you for your understanding during this challenging situation.

Sincerely,

<Insert Provider or Office Manager Name/Signature>