



Home

CONTENTS

1. Care Coordination	3
1.1. Medication History for Populations Documentation	
1.2. Panel Documentation	
1.3. Panel Flat File Documentation	
1.4. Patient File Load Documentation	

1. Care Coordination

Your central resource for supporting coordinated care through access to patient medication information across the Surescripts network.

Care Coordination services help you:

- Improve visibility into a patient's medication history
- Support care transitions across providers and care settings
- Facilitate medication reconciliation activities
- Identify potential medication adherence concerns
- Enable more informed, coordinated patient care

Documentation

[Medication History for Populations](#)

Retrieve medication history of patients through our FHIR R4 implementation. This guide covers panel management and prescription notifications via FHIR, and how to upload your patient list which still runs on a flat file format.

[Medication History for Populations \(Panel\)](#)

Provides medication history data for patient populations through our XML implementation, built on the NCPDP 10.6 standard. Use this guide if you're managing panels via XML file response.

[Medication History for Populations \(Panel\) Flat File](#)

Provides medication history data for patient populations through scheduled flat file delivery, covering both patient file load and panel management. This version 3.0 guide is for customers who want a flat file approach instead of FHIR or XML.

[Medication History for Populations Patient File Load](#)

Supports uploading patient lists for population-based medication history monitoring using a pipe-delimited flat file format. You'll only need this guide alongside the Medication History for Populations (Panel) XML implementation to handle the file load piece.

How It Works (High-Level)

- Identify a patient who requires coordinated care
- Request relevant clinical information from connected organizations
- Retrieve and review available patient records and care updates
- Incorporate shared information into clinical and care management workflows
- Support informed decision-making, care transitions, and continuity of care

Key Resources

Access Workbench (Staging)

Get connected to your testing environment and key implementation tools

File Load

Centralized search experience for file load data across Surescripts products that enables customers and support teams to locate file information and review activity in one place.

Message Search (Staging)

Search for, troubleshoot, and review transactions

Support

Open a ticket to troubleshoot the issue

Prescription Notification Dashboard

Self-service insight into your Prescription Notifications. Overview shows enrollment and notification volume at a glance, Notifications Detail drills into records by type and date, and Patient Detail allows you to see what patients are currently enrolled.

Standards Information

NCPDP SCRIPT Standard

Care Coordination utilizes the NCPDP (National Council for Prescription Drug Programs) messaging standard Prescriber/Pharmacist Interface SCRIPT as a baseline.

- Use official NCPDP guides for full implementation details
- Surescripts documentation highlights how those standards are applied within the network
- Official standards documentation and NCPDP membership information are available at ncdp.org

You'll see NCPDP referenced in milestone names, descriptions, and acceptance criteria. These references indicate *which industry standard the milestone supports*, not a full list of technical requirements. Always use the official NCPDP implementation guides for detailed specifications.

HL7® FHIR® Standard

HL7® FHIR® R4 standards provide a common framework for exchanging healthcare information using APIs and standardized resources.

- Use official HL7 FHIR implementation guides for complete technical requirements, resource definitions, and implementation specifications.
- Surescripts documentation highlights how FHIR standards are implemented within Surescripts solutions and workflows.
- Official FHIR specifications and implementation resources are available from HL7 International: <https://hl7.org/fhir/R4/index.html>

