

NRx End of Life

Frequently Asked Questions (FAQ)

We understand that transitioning away from a system your pharmacy has relied on for years can feel overwhelming. Our goal is to ensure you feel supported, informed, and confident throughout this process. The information below is meant to give you clarity of what to expect as we help you move to a more modern, sustainable RedSail Technologies platform.

When is NRx sunsetting?

NRx will sunset on January 1, 2028, as it will no longer be compliant with the new NCPDP SCRIPT standards for e-prescribing. While the end of service date may differ between pharmacies due to migration complexities, all users will be transitioned off NRx by December 31, 2027. Each pharmacy has been assigned a unique migration deadline, which was communicated via email. Please check your inbox or contact Customer Success for your migration deadline.

Why is my migration deadline different from the sunset date?

To ensure every pharmacy receives white-glove support through these migrations, we are handling the transition in phases. We have established staggered migration deadlines for customers based on a variety of factors. We realize that this will accelerate the timeline for some users, but it is the only way we can give each customer the attention they deserve as they migrate to another RedSail platform.

Is RedSail ending support for all NRx pharmacies?

Yes. All support for NRx will end on December 31, 2027. However, the date your pharmacy's support will end is based on the migration deadline outlined in your personalized transition plan.

Why is NRx sunsetting?

RedSail is committed to helping pharmacies thrive. However, the aging architecture of the NRx application makes it increasingly difficult to adapt to new regulatory standards and deliver innovative enhancements. Migrating NRx customers onto one of RedSail's more modern platforms ensures your pharmacy receives industry-leading support, product, and the latest innovation.

What are my options?

RedSail is pleased to offer three modern, industry-leading PMS solutions: PioneerRx, PrimeRx, and BestRx. Each system offers robust features and integrations that can be tailored to fit your pharmacy's unique needs.

Which system is right for me?

For help deciding which system is right for you, please explore our resources on www.redsailtechnologies.com/maketheswitch. You can also fill out a form online or email sales@redsailtechnologies.com to set up demos.



What if I don't want PioneerRx, PrimeRx, or BestRx?

We believe RedSail's suite of platforms is the best in the industry, and we value our continued relationship with your pharmacy. If you choose not to go forward with a RedSail PMS, your data will be available to transition.

I have a combination of NRx and PrimeCare locations – can I transition all my sites to PrimeCare?

PioneerRx, PrimeRx, and BestRx are the best replacements for the NRx system and provide users with the best long-term solutions. While PrimeCare may be an option for some pharmacies on a case-by-case basis, we will not migrate practice settings unsuited to the platform.

Is PrimeCare sunsetting?

No. There are no immediate plans to sunset PrimeCare.

What if I'm not ready to migrate yet?

RedSail will work with your pharmacy to select a time within your migration window that works for you. In the meantime, your data will remain accessible as we work together to determine the best path forward for your pharmacy.

What happens if I don't migrate by my migration deadline?

It's very important that you switch to a new system by your migration deadline. Once your migration deadline has passed, support for your NRx system will end, and your access to PowerLine will be terminated. This means, while you will retain access to your archival data, services like claim adjudication and card processing will no longer function. That's why it's essential to migrate to a new system before this happens, to ensure there is little to no impact on your business operations. If you are unable to migrate within your designated timeframe, please contact customersuccess@redsailtechnologies.com as soon as possible. We will evaluate these situations on a case-by-case basis to determine the best plan forward.

Will my add-on products still work?

Many integrated products rely on active pharmacy management system (PMS) connections, so they will no longer function after end of life. However, some of those integrations may be available with PioneerRx, PrimeRx, or BestRx. We will help you explore equivalent or enhanced options available in another RedSail PMS.

How long does migration take?

Most transitions take about 4-5 weeks from signing to go-live. Our team will be with you the entire time to navigate challenges, answer questions, and provide support.



What does the migration process entail?

BestRx

Your BestRx Onboarding Coordinator will handle all logistics prior to installation and will be your main point of contact until installation. They will work with you to confirm hardware needs, execute installation contracts, shipping of hardware, collecting labels and MAR samples for configuration, etc. Your Coordinator will also work with Surescripts®, RedSail Pay, and PowerLine to prep for your installation. The BestRx conversion team will load the initial set of data to a test environment for you to verify a successful conversion.

BestRx offers an online video library platform to help your staff learn more about the software prior to installation. The team can support remote or onsite installations for BestRx and the onsite setup is subject to scheduling availability. Full details on the schedule for each day of Go-Live week can be provided during your onboarding with your Installation Coordinator.

PioneerRx

Your PioneerRx Onboarding Coordinator will handle all logistics prior to installation and will be your main point of contact until installation. They will work with you to confirm hardware needs, execute installation contracts, shipping of hardware, collecting labels and MAR samples for configuration, etc. Your Coordinator will also work with Surescripts®, RedSail Pay, and PowerLine to prep for your installation. The PioneerRx conversion team will load the initial set of data to a test environment for you to verify a successful conversion. Full details on the schedule for each day of Go-Live week can be provided during your onboarding with your Installation Coordinator.

PioneerRx offers an online learning platform through Litmos to help your staff learn more about the software prior to installation.

PrimeRx

More details on the PrimeRx migration process will be available soon.

How much does migration cost?

The migration from NRx to either BestRx, PioneerRx, or PrimeRx is **free**. This includes data conversion (images and signatures included), setup, installation, and training. We will also provide new sigpads for RedSail Pay at **no additional charge for PioneerRx and BestRx**.

When is the best time to migrate?

Starting early gives you the most flexibility and ensures the migration will be completed during a timeframe that works best for you. Remember, your store's migration deadline simply outlines the latest time you can switch; you always have the option to get started sooner.

Who can I contact to get help or get started?

If you are ready to take the next step, you can email sales@redsailtechnologies.com to get started.

If you have any questions or concerns, please reach out to our Customer Success team at customersuccess@redsailtechnologies.com.

