FreedomRx Retirement – Client FAQ

When will FreedomRx be retired?

The last day FreedomRx will be available to prescribers is **May 1, 2026**.

FreedomRx will be accessible to independent pharmacies until **May 8, 2026**.

Why is FreedomRx being retired?

The FreedomRx platform was launched in 2017 and has seen limited adoption. The work to coordinate clinics and pharmacies in replacing fax communication was very successful in some regions, however broadly only reached 10%.

Due to this low adoption and lack of a sustainable business model around Freedom, the decision has been made to retire the platform and, in supported instances, implement PrescribeIT® (other ePrescribing service).

In the long term, we expect mass adoption of ePrescribing capabilities. Accuro will participate in these efforts as an EMR, but no longer offer a routing or pharmacy side platform.

How will Accuro communicate this change?

You will receive a series of communications to support you through the transition, including:

- An initial notice outlining the Freedom retirement timeline
- Guidance and readiness materials for fax-based prescribing
- Reminder notifications before prescribing in Freedom is disabled
- A confirmation once Freedom prescribing has been fully turned off

What should current Accuro ePrescribe users do?

You have two options depending on your clinic's eligibility:

1. PrescribeIT® (for eligible clinics)

PrescribeIT® is available to **single-office database clinics** in **Ontario, Manitoba, and Saskatchewan**. If eligible, you can sign up at: https://www.prescribeit.ca/get-started

2. Fax Workflows

If your clinic is not eligible for PrescribeIT®, you will transition to **fax-based prescription workflows.** Accuro supports **Unite Fax** for sending prescriptions to pharmacies.

What should current Freedom Pharmacies do?

There is no immediate impact or required action as a result of this announcement.

Until May 1st:

- FreedomRx users will continue to receive prescriptions and communication from Accuro ePrescribe users.

After May 1st:

- FreedomRx users will no longer receive any new prescriptions or communication from Accuro ePrescribe users.

- Pharmacies will continue to receive prescriptions from AccuroEMR prescribers by fax.

Access to historical prescriptions:

- Users will still be able to log in to the **FreedomRx desktop application** to view previously sent prescriptions until **May 8, 2026**.

What will change in Accuro EMR?

Once Freedom prescribing is disabled:

- Accuro ePrescribe (FreedomRx) will no longer be available when sending prescriptions

- **The eRx symbol** in the pharmacy address book will only appear for **PrescribeIT®-enabled pharmacies**

All other prescription workflows will continue as usual.

Will we lose historical prescription data?

No. All historical Freedom prescribing data and communications will remain available in Accuro

You will still be able to view past prescriptions — however, **no new prescriptions can be sent via Freedom after the cutoff date.**

Will clinics need additional training?

Fax-based prescribing

No additional training is required. Fax workflows already exist in Accuro and should be familiar to most clinics. Accuro Client Services can assist if you need support.

PrescribeIT®

If you onboard to PrescribeIT®, training materials will be provided by the Accuro Training team before setup is completed. Accuro Client Services can assist with basic troubleshooting and escalation as needed.

Requesting a Freedom Rx Data Export

Accuro is offering a data export to pharmacies by request. Data export service fees will apply.

How to Request

Email support@qhrtech.com with:

- **Subject**: Freedom Rx Data Export

- **Pharmacy name**

- **Primary contact name**

- **Contact email and phone number**

What Happens Next

- Accuro verifies the pharmacy and authorized contact

- Confirms the data scope and any required approvals

- Schedules the export once confirmed

Data Delivery

- Prescription data is exported in **CSV format**

- Delivered securely (encrypted transfer or secure download)

- You will be notified when the export is ready

Requirements

- Written request from the pharmacy

- Authorized requester verification

- Agreement to the applicable data export fee

What You Receive

- A secure copy of your Freedom Rx prescription data

- Confirmation when the export is completed and delivered