

Drug Enforcement Administration
Diversion Control Division
Guidance Document

Title: QA Civil Unrest – Transfer of a CII prescription

Question: I am a pharmacist who is unable to dispense schedule II prescription medication due to civil unrest. How can my patients obtain their controlled substance medications?

Answer: If you are unable to conduct business, it is recommended that you advise your patients of the following regarding how they may obtain their schedule II prescription medications from another pharmacy.

If your patient received a paper prescription that you have not filled, you generally may simply suggest that your patient take that prescription to another pharmacy. Your patients also may contact their doctor to obtain a new paper or electronic prescription for a schedule II controlled substance. The original pharmacy should document on the original schedule II prescription that it is void, the date the prescription was voided, and the reason for voiding the prescription. *See* 21 CFR 1311.200(h) (requiring a pharmacy that receives an original electronic prescription which it cannot dispense to mark the electronic version as voided or cancelled). In addition, in the case of an emergency situation, a practitioner may issue an emergency oral prescription to a pharmacy subject to certain requirements. 21 CFR 1306.11(d). Please refer to DEA's guidance regarding certain limited exceptions to these emergency oral prescription requirements during the COVID-19 Public Health Emergency on the [DEA COVID-19 Information Page](#). See specifically [DEA Policy: Exception to Regulations Emergency Oral CII Prescription](#) (Effective March 28, 2020) (DEA-DC-021).

DEA recommends that you contact your state pharmacy authority to ensure that you remain in compliance with state pharmacy laws and guidance. Please contact your **local DEA field office** for additional information.

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