



Provider & Enterprise Customer FAQs

What happens if an LPV[®] user loses their PIN?

Dispensing pharmacies following standard practice should be storing the PIN in the patient notes field in the PMS and determining their preferred identity authentication procedures if providing PINs without an in-person visit. For patients or users receiving a pre-encoded LPV[®], please encourage them to register their 4-digit PIN on the Safe Rx[®] website.

Can you change the PIN?

Once the PIN has been set, it can not be changed. It is important to note that you should only encode a recipient vial once if providing custom encoded LPV[®]s instead of pre-encoded LPV[®]s. While it is possible to set an additional PIN on a previously encoded vial, this does not remove the previous PIN and thus reduces the vial's security as both combinations can be used to unlock the vial. If your patient or client is concerned that someone has discovered their PIN, we recommend giving them a new cap with a different PIN.

Are the LPV[®]s see-through? How easily could someone read the imprints on the pills inside?

LPV[®]s are not see-through; however, the outline of objects within the vial can still be seen. It is not possible to read the imprints/ dosage of the pills inside.

It says “tamper evident” in the description. How so?

LPV[®]s are designed to be opened only when the 4-digit PIN is aligned on the cap. If the cap is removed through use of force, the engagement pins (protrusions) on the vial neck will be visibly deformed and the locking mechanism will no longer work effectively. It will be evident that the product was tampered with when the bottle is opened without the proper combination.

What medicines should not be stored in LPV[®]s?

Do not store medications that might be needed in an emergency (heart medicines, antihistamines/allergy medicines, anti-seizure medicines) in LPV[®]s.

What can you do to ensure your patients' or users' PIN is secure?

Patients and users should not use PINs known to others, e.g. birth dates, but encourage them to select a 4-digit PIN that they can easily remember so they don't have to write it down. PINs from their childhood home's street address number are a good example of a PIN they may be able to easily recall that may not be known to others. If they do choose to write down their 4-digit PIN, please encourage them to store it in a secret, secure location that only they can access, and/or register their 4-digit PIN on the Safe Rx[®] website.