# PeopleSafe - Find a Prescriber Tool

[Using the Find a Prescriber Tool](#_Toc169702211)

[Related Documents](#_Toc169702212)

**Description:** instructions on how to locate a prescriber in PeopleSafe. Prescriber information such as name, address and telephone number are accessible through the Find a Prescriber tool.

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| Using the Find a Prescriber Tool |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Select **Find a Prescriber** tab**,** locate Tools (upper right hand), select the drop-down and then select **Find a Prescriber**. |
| **2** | Type the Prescriber Name and other information if known.    **Tips:**   * Format = Last Name, First Name \* (**Example:** Smith, Andre\*) * Type a comma and space between prescriber’s last and first name. * Type an asterisk (\*) at the end of the entry for a wild card search. * Last Name, First Name\* is the preferred search method; however, when searching by only the prescriber’s last name, enter at least the first four characters of the prescriber’s last name with an \* to complete a wild card search (**Example:** Smith\*) * If needed, City or Zip Code could be used to limit a high number of results.   To reduce the number of results, type the prescriber’s State and click the **Search** button.  **N****ote:** If unable to locate the Prescribers NPI number, validate using <https://www.npinumberlookup.org> and if still unable locate perform a search using <https://npiregistry.cms.hhs.gov/search>. |
| **3** | View and verify the prescriber’s address and phone number with the caller.    **Note:** A prescriber’s contact information can be changed only upon a request from the prescriber’s office. Refer to [Address, Phone and Fax Number Changes for Prescribers and Pharmacies (28806)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=00ea6a48-8a47-415a-b8cf-b816a8c20850). |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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