

Providers send Cancel prescription messages to retail pharmacies while Pharmacy may request to change a prescription.

Cancel eRx Messages

When a provider cancels a prescription, retail pharmacies receive electronic notification as a **Cancel Rx** message.

➤ To submit a Cancel Rx message

STEP 1: Navigate to the **Medication List** in the patient chart.

STEP 2: Locate the prescription to Cancel.

STEP 3: Right-click and select **Cancel**.

STEP 4: A message is then sent to retail pharmacy to notify them to cancel the prescription in you selected.

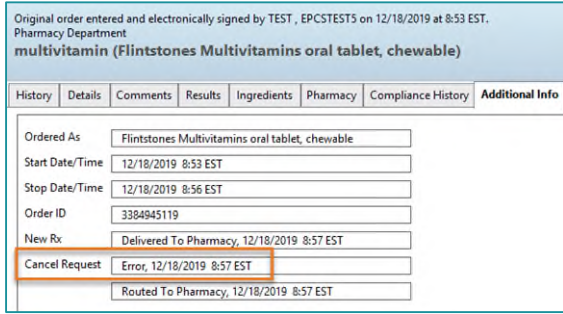
NOTE: If a Cancel Rx message fails to transmit to retail pharmacy, the cancel error will be visible in the **Order Information Window**, under the **Additional Info** tab.

➤ To locate Order Information and Additional Info tab

STEP 1: From **Medication List**, locate the prescription in question that the Cancel Rx was performed.

STEP 2: Right-click and select **Order Information**.

STEP 3: **Order Information** window will open; click **Additional Info** tab. Cancel Request details can be viewed at the bottom.



Original order entered and electronically signed by TEST, EPCSTEST5 on 12/18/2019 at 8:53 EST.
Pharmacy Department
multivitamin (Flintstones Multivitamins oral tablet, chewable)

History	Details	Comments	Results	Ingredients	Pharmacy	Compliance History	Additional Info
Ordered As: Flintstones Multivitamins oral tablet, chewable Start Date/Time: 12/18/2019 8:53 EST Stop Date/Time: 12/18/2019 8:56 EST Order ID: 3384945119 New Rx: Delivered To Pharmacy, 12/18/2019 8:57 EST Cancel Request: Error, 12/18/2019 8:57 EST Routed To Pharmacy, 12/18/2019 8:57 EST							

eRx Change Message

Pharmacies can send a message to the prescribing provider if a change is recommended. Examples would be Therapeutic Interchange, Dose Modifications, or Generic Substitutions.

➤ Accept the Change

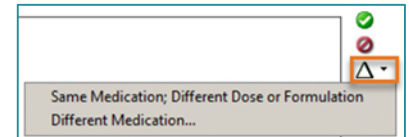
- The  to the right of the message will allow the provider to accept the change.

➤ Reject the Change

- The  to the right of the message will allow the provider to reject the change.

➤ **Modify the Change**

- The dropdown to the right of the triangle icon will display options for the provider to select and open the scratchpad.



NOTE: Providers may also see a question mark icon on the Medication List. Hovering over the icon will reveal the message. Right-clicking allow the provider to address the eRx Change message.

