

**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 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|---------|-------------|----------|--------------------|-----------------|
| <p>Ordered As: Flintstones Multivitamins oral tablet, chewable</p> <p>Start Date/Time: 12/18/2019 8:53 EST</p> <p>Stop Date/Time: 12/18/2019 8:56 EST</p> <p>Order ID: 3384945119</p> <p>New Rx: Delivered To Pharmacy, 12/18/2019 8:57 EST</p> <p>Cancel Request: Error, 12/18/2019 8:57 EST</p> <p>Routed To Pharmacy, 12/18/2019 8:57 EST</p> |         |          |         |             |          |                    |                 |

## 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

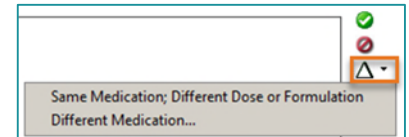
- The  to the right of the message will allow the provider to accept the change.

### ➤ 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.

