

From the Office of Health Informatics Oracle Health (Cerner) eRx Cancel and Change Messages

April 22, 2025

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
- **<u>STEP 1</u>**: Navigate to the **Medication List** in the patient chart.
- **<u>STEP 2</u>**: Locate the prescription to Cancel.
- **<u>STEP 3</u>**: Right-click and select **Cancel**.
- **<u>STEP 4</u>**: A message is then sent to retail pharmacy to notify them to cancel the prescription in you selected.
- <u>NOTE</u>: 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
- **<u>STEP 1</u>**: From **Medication List**, locate the prescription in question that the Cancel Rx was performed.
- **<u>STEP 2</u>**: Right-click and select **Order Information**.
- STEP 3:Order Information window will open; clickAdditional Info tab. Cancel Request details can be
viewed at the bottom.

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History	Details	Comments	Results	Ingredients	Pharmacy	Compliance History	Additional Info
Start Di	ate/Time	12/18/2019	8:53 EST				
Stop Date/Time		12/18/2019	8:56 EST				
Order ID New Rx Cancel Request		3384945119					
		Delivered T	o Pharma				
		3384945119 Delivered T Error, 12/18					
-		Routed To I	Pharmacy				

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 Ø 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.

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Same Medication; Different Dose or Formul Different Medication	ation

<u>NOTE</u>: 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.

- Prescribed	anycodone (oxycodone 80 mg oral t extended release)	ablet,	ł					
📮 Incomplete	oxycodone (oxycodone 80 mg oral tablet, extr	nded release)	1					
🖬 Prescribed	Notifications: Pending eRc Change Message	_	Prescribed	۲	alawartaka (Lyakar 40 mg and Calant acataminophan-codeine (Tylenal with Coder	Haggers, Tyler	5/25/2014 9.09 AM Higgens, Tyler COT 1/25/2014 9.05 AM Higgens, Tyler	1/21/2014 9.69 COT 7/21/2026 9.29.
		★ effs Das Prescriber: Pharmacy: Diruge Luy SIG: 21th Bactile: 8 Quantity: DAW: No Displayed Al	nge far: Lipitor 40 mg o Higgins, Tyler - 1424 Ro CA Pharmacy 20 MMU - (Presci Beel no 81 mg oni tablet no 82 mg oni tablet no 94 Bigas Day, bord Table Dapance, 2 123 table) Actire Orders	ear Valley Ro (5432 Caber ME 1852	nd, Rovenide, CA 32511 Phone: 83632 23331 net Turn, Sonoma, CA 35476 Phone: 78753 57873	Alternatives # Freetext - DMI (Poderred) SAG: 2 tabs Coal IID, of Days Jurist Refilts: & (?fatho Daysnow: 1) Quantity: 12.8 tab(c) rotati	DAME 2052	0 0 0 0
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For questions regarding process and/or policies, please contact your unit's Clinical Educator or Health Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.