

Cancel an Electronic Prescription

Last Modified on 06/23/2021 4:32 pm EDT

Version 20.13

About

Cancel Request is used to notify the pharmacy that a previously sent prescription should be canceled and not filled. The Cancel Response is sent from the pharmacy in response to the cancel request.

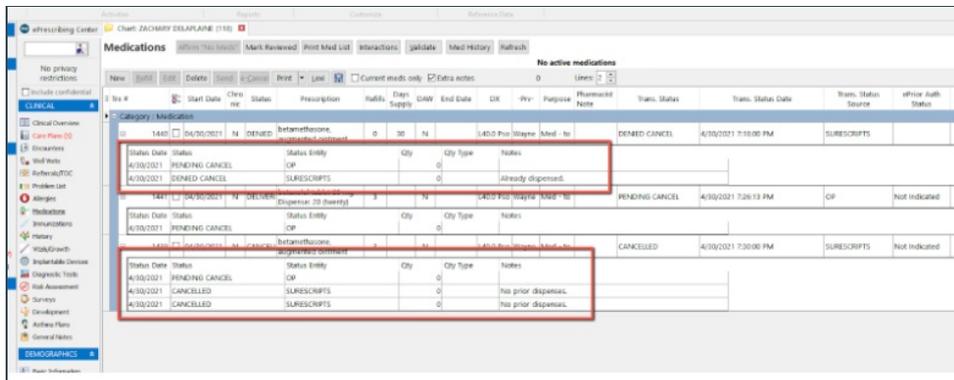
User Permission: You need to be assigned the permission, **Prescriptions_ERx_Cancel**, to use the Cancel prescription feature and view the Cancelled tab in the eRx Center.

Cancel an Electronic Prescription

1. Navigate to the Patient Chart and search for a patient: **Clinical, Practice Management or Billing tab > Patient Chart button.**
2. Click **Medications.**
3. Click the checkbox on the medication line you will cancel.
4. Click the **e-Cancel** button. The eRx Summary window is displayed.
5. Click the **Send e-Cancel** button. The Transaction Status and Status fields are updated to **PENDING CANCEL.**

Pharmacy responses can be viewed:

- From the **Medications** section of the Patient Chart



- From the **Cancelled/Denied Cancel** tab of the ePrescribing Center

Date	Created	Printed/Sent	Need Co-signature	Sent	Delivered (153)	Failed (21)	Refill/Change Requests (21)	Refills/Changes Denied (22)	EPCS Pending (9)	ePrior Auth	Cancelled/Denied Cancel (3)	Trans Notes
5/7/2021 1:	OTP			DEPLAINE, ZACHARY	betamethasone, augmented ointment		Shollenberger Pharm	a776f3f0101f4cecbfb	DENIED CANCEL	5/7/2021 12:16:43	SURESCRIPTS	No prior dispensing
5/7/2021 1:	OTP			USUMACINTACATZAI	naproxen tablet 500 mg		Medi-Blue Rapid Clin	8def2a9952a458cae	DENIED CANCEL	5/7/2021 12:31:10	SURESCRIPTS	Already dispensed all fills
5/7/2021 3:	OTP			TEST, JEMO	Chantix tablet 1 mg		Shollenberger Pharm	C31344f2783841E7B4	DENIED CANCEL	5/7/2021 3:24:50	SURESCRIPTS	test