We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (official version is 14.19.1), which you may see in your software (such as in Help > About) and in the Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

When should a Cancel Request be sent?

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A Cancel Request should be sent for the below reasons.

- **Prevent additional refills**: When discontinuing or changing a current medication.
- **Make immediate changes to a new prescription before it's filled**: Cancel a prescription you have already sent to the pharmacy.
- **Prevent renewal requests**: When a medication is discontinued.
- **Adjust therapy**: When you need to change a patient's medication.
- **Discontinue active orders in long-term care**: To stop an ongoing supply of a medication already dispensed, adjust a patient's therapy or cancel an order not yet dispensed.