

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.

Does a Cancel Request need to be sent for the original prescription when a prescriber wants to deny a Refill Request?

Last Modified on 09/10/2019 10:27 am EDT

The prescriber does not need to send a Cancel Request for the original prescription when the prescriber wants to deny a Refill Request. Prescriber only needs to respond to the Refill Request.