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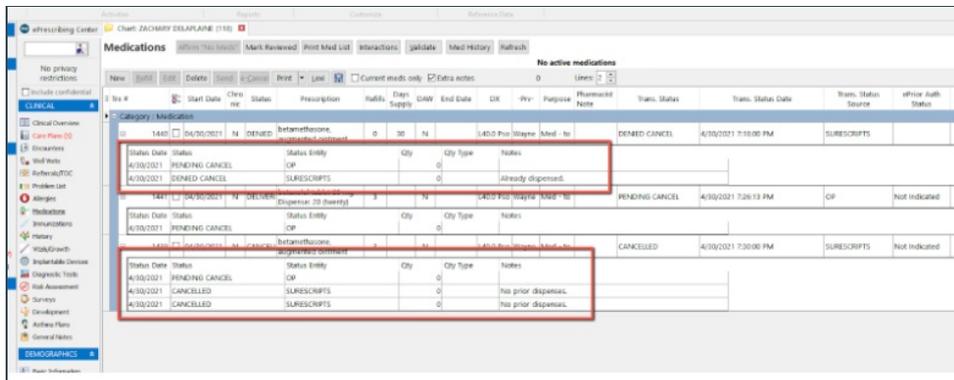
> **User Permission**: You need to be assigned the permission,**Prescriptions_ERx_Cancel**, to use the Cancel prescription feature and view the Cancelled tab in the eRx Center.

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