

# Change Request Out of Stock

Last Modified on 05/24/2021 10:27 am EDT

Version 20.13

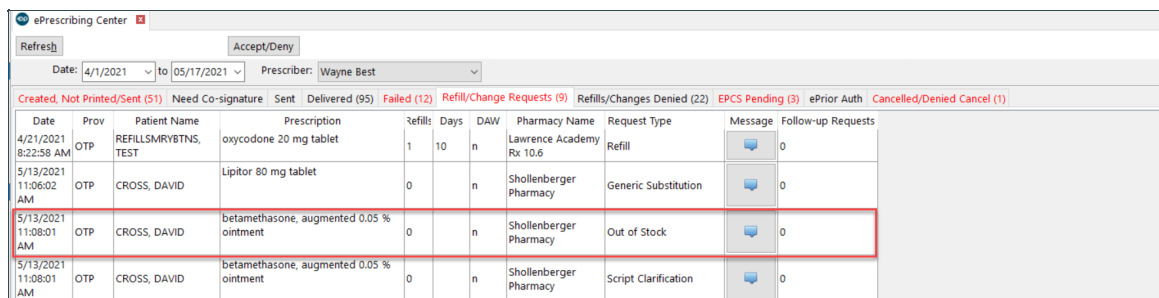
**Path: Main Navigation Panel > e-Prescribe > Refill/Change Requests tab**

## About

Out of Stock change requests are sent by a pharmacy to request that a prescriber authorize a change to the original prescription due to the pharmacy being out of stock of the requested medication. For instruction on enabling Change Requests in OP, click [here](#).

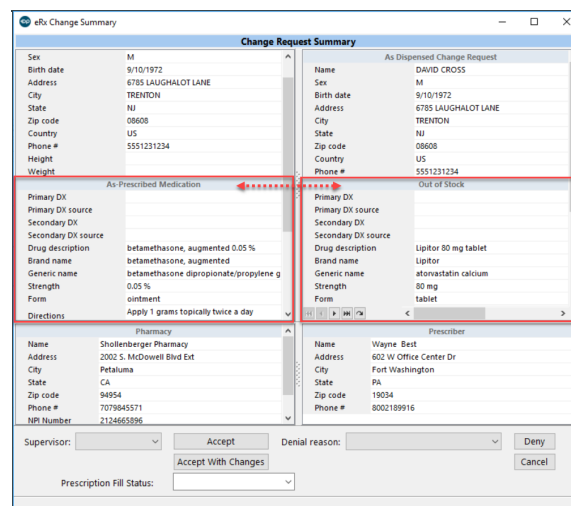
## Change Request: All Out of Stock

1. Navigate to the Refill/Change Requests tab in the ePrescribing Center by following the path above.
2. Double-click on the medication request for Out of Stock, or click the medication and click the **Accept/Deny** button.



Date	Prov	Patient Name	Prescription	Refills	Days	DAW	Pharmacy Name	Request Type	Message	Follow-up Requests
4/21/2021 8:22:58 AM	OTP	REFILLSMRVBTNS, TEST	oxycodone 20 mg tablet	1	10	n	Lawrence Academy Rx 10.6	Refill		0
5/13/2021 11:06:02 AM	OTP	CROSS, DAVID	Lipitor 80 mg tablet	0		n	Shollenberger Pharmacy	Generic Substitution		0
5/13/2021 11:08:01 AM	OTP	CROSS, DAVID	betamethasone, augmented 0.05 % ointment	0		n	Shollenberger Pharmacy	Out of Stock		0
5/13/2021 11:08:01 AM	OTP	CROSS, DAVID	betamethasone, augmented 0.05 % ointment	0		n	Shollenberger Pharmacy	Script Clarification		0

3. Review and click the **OK** button in the warning box, if displayed, to acknowledge the patient's medication allergies.
4. Review the pharmacy changes in the As Dispensed Change Request panel, **Out of Stock** section of the eRx Change Summary window.



**Change Request Summary**

**As Prescribed Medication**

Primary DX:   
Secondary DX:   
Drug description: betamethasone, augmented 0.05 %   
Brand name: betamethasone, augmented   
Generic name: betamethasone dipropionate/propylene g   
Strength: 0.05 %   
Form: ointment   
Directions: Apply 1 grams topically twice a day

**Out of Stock**

Primary DX:   
Secondary DX:   
Drug description: Lipitor 80 mg tablet   
Brand name: Lipitor   
Generic name: atorvastatin calcium   
Strength: 80 mg   
Form: tablet

**Pharmacy**

Name: Shollenberger Pharmacy   
Address: 2002 S. McDowell Blvd Ext   
City: Petaluma   
State: CA   
Zip code: 94954   
Phone #: 7079845571   
NPI Number: 2124665896

**Prescriber**

Name: Wayne Best   
Address: 602 W Office Center Dr   
City: Fort Washington   
State: PA   
Zip code: 19034   
Phone #: 8002189916

Supervisor:   
Accept   
Denial reason:   
Deny   
Cancel   
Accept With Changes   
Prescription Fill Status:   
Prescription Fill Status:

5. (Optional) If the practice has the Prescription Fill Status active, click the drop-down and select from the list. The Prescription Fill Status does not need to be selected for all prescriptions and should only be selected if you want to know the status of the prescription.
6. Complete the request following the steps in one of the sections below to accept, accept with changes, or deny the request.

## Change Request: Accept an Out of Stock

Click the **Accept** button. The medication is added to the patient's medication list, and the Out of Stock request removed from the Refill/Change Requests tab.

## Change Request: Accept an Out of Stock with Changes

1. Click the **Accept With Changes** button.
2. Make the required changes, such as if you're prescribing a different medication necessary for change in the patient therapy.
3. Click the **Send** button.
4. Confirm the medication information in the eRx Summary window.
5. *(Optional)* If the practice has the Prescription Fill Status active, click the drop-down and select from the list. The Prescription Fill Status does not need to be selected for all prescriptions and should only be selected if you want to know the status of the prescription.
6. Click the **Send** button. The medication is added to the patient's medication list, and the Out of Stock request is removed from the Refill/Change Requests tab.

## Change Request: Deny an Out of Stock

1. Click the drop-down in the **Denial reason** field and select from the list.
2. Click the **Deny** button. The Out of Stock request is removed from the Refill/Change Request tab and placed in the Refills/Changes Denied tab.

Refresh

Date: 11/1/2018 to 09/17/2019 Prescriber: ALL

Created, Not Printed/Sent (7) Need Co-signature Sent Delivered (20) Failed (1) Refill/Change Requests (6) Refills/Changes Denied (5) ePrior Auth

Date	Prov	Patient Name	Prescription	Refills	Days	DAW	Pharmacy Name	Denial Reason	Request Type
9/11/2019-10:58:19 AM	Ivy, Stuart	Basca, Elizabeth	Lanoxin-125-MCG-Oral-Tablet	2	30	n	VA PHARMACY-10.6MU	Change-not-appropriate	Refill
9/11/2019-3:31:16 PM	Robert, Gravelley	Biscayne, Sophia	Ricardis-XL-30-MG-Oral-Tablet	0	30		MAIL-ORDER-PHARMACY-10.6MU-NOCS	Change-not-appropriate	Generic Substitution
9/12/2019-9:10:24 AM	Anna, Bates	Notch, Frank	Crestor-10-MG-Oral-Tablet	2	30		NIC PHARMACY-10.6MU	Patient-no-longer-with-prescriber	Therapeutic interchange
9/12/2019-8:14:24 AM	Anna, Bates	Notch, Frank	Crestor-10-MG-Oral-Tablet	2	30		NIC PHARMACY-10.6MU	Patient-never-under-provider-care	Therapeutic interchange
9/12/2019-11:36:07 AM	Thomas, Branson	Duro, Paula	Macrobid-100-MG-Oral-Capsule	0	2		TX PHARMACY-10.6MU	No-attempt-will-be-made-to-obtain-Prior-Authorization	Prior Authorization