

Change Request Out of Stock

Last Modified on 05/09/2024 9:36 am EDT

Version 20.13

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

About

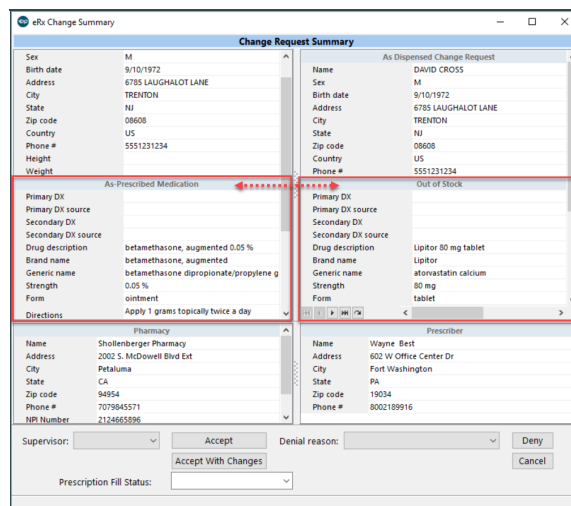
Out of Stock change requests are sent by a pharmacy to request that a prescriber authorize a change to the original prescription due to the pharmacy being out of stock of the requested medication. For instruction on enabling Change Requests in OP, click [here](#).

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	REFLLSMRYBTNS, 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: [blank]
 Primary DX source: [blank]
 Secondary DX: [blank]
 Secondary DX source: [blank]
 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: [blank]
 Primary DX source: [blank]
 Secondary DX: [blank]
 Secondary DX source: Lipitor 80 mg tablet
 Drug description: Lipitor
 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 #: 7079845371
 NPI Number: 2124665396

Prescriber

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

Supervisor: [blank] Accept Denial reason: [blank] Deny
 Accept With Changes Cancel

Prescription Fill Status: [blank]

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	Lamoin-125-MCG-Oral-Tablet	3	30	n	VA PHARMACY-10.6MU	Change-not-appropriate	Refill		
9/11/2019-3:31:16 PM	Robert, Cravley	Biscayne, Sophia	Procardia-XL 30 MG Oral Tablet	0	30		MAIL ORDER PHARMACY-10.6MU-NCCS	Change-not-appropriate	Generic-Substitution		
9/12/2019-8:10:24 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		