Change Request Script Clarification

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Version 20.13
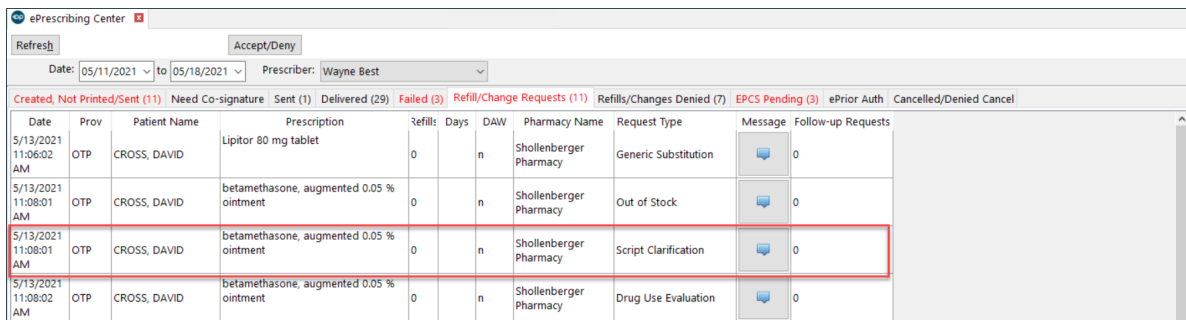
> **Path: Main Navigation Panel > e-Prescribe > Refill/Change Requests tab**

About

Script Clarification change requests are sent by a pharmacy when clarification is needed on a prescription. For instruction on enabling Change Requests in OP, click **here**.
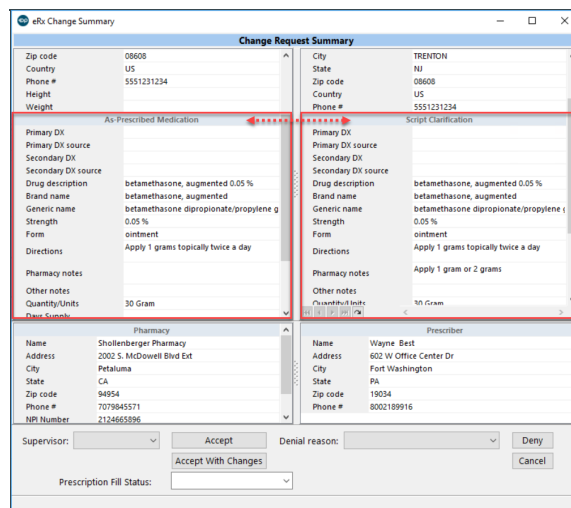
Change Request: All Script Clarification

1. Navigate to the Refill/Change Request tab in the ePrescribing Center by following the path above.
2. Double-click on the medication request for a Script Clarification, or click the medication and click the **Accept/Deny** button.

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, **Script Clarification** section of the eRx Change 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. Complete the request following the steps in one of the sections below.

Change Request: Accept a Script Clarification

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

Change Request: Accept a Script Clarification 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 Script Clarification request is removed from the Refill/Change Requests tab.

Change Request: Deny a Script Clarification

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