Cancelling a Prescription

Contents

Overview

Any authorised individual with appropriate smartcard rights, within the organisation where the prescription was created, can authorise the cancellation of an electronic prescription. Prescribers will automatically have the authority to cancel prescriptions issued by themselves or other prescribers.

A prescription can be cancelled either:

- After an EPS prescription has been sent
- When a transmission fails to complete - automatic cancellation

Cancelling an EPS Prescription

Search for the Patients prescription you wish to cancel

- Enter **NHS Number**

- Select **Search**

- Select the **Prescription**

- Select **Load Existing Prescription**

If more than 4 items have been prescribed via EPS, you will note that the prescription items have been broken down into separate prescription ID's, each 4 items prescribed will be represented with a unique prescription ID per prescribing session.

Important Note: Prescribers are not permitted to cancel individual items, all items relating to an individual prescription ID will need to be cancelled and represcribed as appropriate:

If you need to cancel multiple prescription IDs, you will be required to cancel one prescription ID at a time.

Once you have identified the prescription ID that requires cancelling.

- Select the **appropriate reason** for cancelling from the drop down:
  - Prescribing Error – Select this option if a prescribing error has been identified
  - At the Pharmacists Request – Select this option if you are contacted by a pharmacist to cancel a prescription ID(s)
  - Clinical Contra-indication – Select this option if a clinical contra-indication has been identified
  - Change to medication treatment regime – Select this option if a change to the medication treatment has been identified
  - Clinical Grounds – Select this option if you need to cancel on clinical grounds
  - At the patient's request – Select this option if you are cancelling at the request of the patient

- Select the **Cancel Script** button

Confirm Cancel

Are you sure you want to cancel this prescription?

| Yes | No |

- Select **Yes** to confirm you wish to cancel the prescription

If multiple Prescription IDs are being cancelled, the prescriber can choose to give a different cancellation reason for each prescription ID they need to cancel.

Note: You will need to save the cancellation information into the Client's record in Rio. Select Copy Prescription Information and Paste into the Client's Record as a Progress Note in Rio. (see Copy and Paste Prescription information to Rio v1.0 .pdf for more information)

Successful Cancellation

If the cancellation has been successful, you will receive the confirmation as below, highlighting in red text that the prescription has been cancelled, your selected reason for cancellation and the date and time of the cancellation request and the date and time of the successful cancellation:

EPS Cancelled Items

Script ID: BD8266-Y02082-01B274

| Drug | CD | QTY | Dose Desc. |
| Paracetamol 500mg tablets | | 10 tablet | test prescription |

Date cancel requested: 14/11/2018 @ 09:29:24
Date cancelled: 14/11/2018 @ 09:29:24
Cancellation Status: Prescription/item was cancelled Reason cancelled: Prescribing error

Unsuccessful Cancellation

Prescription is with the dispenser

If you receive the following prompt advising that the prescription is With Dispenser. Marked for Cancellation, again highlighted in red text, you will be required to contact the pharmacy, provide them with the prescription ID and request they return the prescription ID to the Spine. The contact number for the pharmacy which currently has the prescription will be displayed in the address field on this view.

EPS Prescription Items

Script ID: 3D0FF9-Y01086-01AC20

| Drug | CD | QTY | Dose Desc. |
| Paracetamol 120mg suppositories | | 1 suppository | this is a test for subsequent cancellation |

Prescribing error

Refresh State 3D0FF9-Y01086-01AC20

Address: HEDLEY HIGHFIELD CLIFTONVILLE ROAD NORTHAMPTON NORTHAMPTONSHIRE

Script Generated Date: 06/11/2018 @ 11:25:13
Cancellation Status: Prescription/item was not cancelled. With dispenser. Marked for cancellation. Please contact pharmacist to discuss

If the pharmacy can and have confirmed they have returned the prescription to the Spine, click on the Refresh State: button, if the cancellation response has been received the view will update and the cancellation status will display as prescription/item was cancelled and the cancellation reason you selected.

Prescription has been Dispensed

If you receive the following prompt advising that the prescription has been dispensed, you will be required to contact the patient to discuss any concerns with the medications prescribed and agree next steps

Please Note: If a prescription has been marked as dispensed, the user will not have access to refresh the state of the prescription within the application. The status will continue to appear as "CancelReject" or "CancelRequested".

No Response to Cancellation Request

If you receive the following prompt to advise that there has been no response from the Spine, you should assume that the prescription has not been cancelled and will be required to contact the pharmacy and confirm the status of the prescription on the dispensing system and agree next steps. You can access the EPS Tracker to search for the location and status of the prescription.

In the case of a cancellation request, whereby pharmacy has confirmed that they have sent the prescription ID back to the Spine following downloading it, end users can click on the Refresh button, and this will update the status to Cancelled.
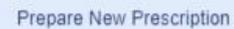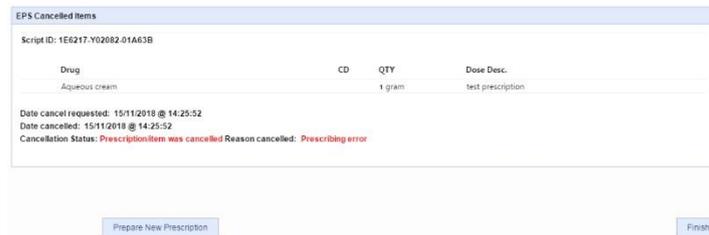
Best Care Healthy Communities

Preparing a new EPS prescription after Cancellation

If you need to prepare a new EPS prescription

Select the **Prepare New Prescription button**

Prepare New Prescription

Please Note: that this button is only available when remaining in the same session after sending an EPS prescription. This button is not available when loading an existing prescription.

Prescribers should never assume that a prescription has been cancelled unless a positive cancellation response has been received from the system.

Users should check the EPS tracker to confirm the cancellation. (see EPS Prescription Tracker v1.0.pdf for more information)