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## 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**

**Patient Search**

By NHS Number    By Patient Details    By EPS Script ID/Case ID

NHS Number: 965 784 7419    Search    Clear

CASE REFERENCE	SCRIPT ID	NHS NUMBER	DATE OF BIRTH	SURNAME	FORENAME	PRESCRIPTION STATUS	CREATED	CREATED BY	LAST EDIT	LAST EDIT BY	LAST VIEWED	LAST VIEWED BY
19152-0000134776	456A15-Y01086-0380A3	965 784 7419	12/03/1985	HOMAN	Amos Lloyd	Acknowledged	12/12/2023 17:11	A Dev	12/12/2023 17:11	A Dev	12/12/2023 17:11	A Dev

- Select **Load Existing Prescription**



# Cancelling a Prescription



CLEO SYSTEMS ELECTRONIC PRESCRIBING 1.0.0 (TESTING/11/11)

CLEO systems IC24

Print & Patient Labels Sign Out

Drug	CD	QTY	Dose Desc.
Aspirin 80mg tablets		1 tablet	test prescription

Print PDF

Script ID: 1A028E-F1084-010104

Drug	CD	QTY	Dose Desc.
Atorvastatin 20mg tablets		1 tablet	test prescription
Chlorzoxiprone 500mg tablets	CD-4	1 tablet	test prescription
Codeine tablets (EpiPen Ph)		1 tablet	test prescription
Risperidone 200mg tablets		1 tablet	test prescription

Prescribing error Cancel Script (Available Prescriptions)

Script Generated Date: 2/10/2018 @ 11:12:46  
Cancellation Reason

Print Prescription Information

EPS Cancelled Items  
There are no cancelled EPS items.

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:

Success  
The prescription has been sent via EPS. Please confirm with the patient that they have the relevant script id's and pharmacy details.

EPS Prescription Items

Script ID: 8A50E3-Y02082-01B3E6

Drug	CD	QTY	Dose Desc.
Paracetamol 500mg tablets		10 tablet	test prescription
Ibuprofen 200mg tablets		18 tablet	test prescription
Amoxicillin 250mg capsules		8 capsule	test prescription
Aqueous cream		28 gram	test prescription

Script Generated Date: 15/11/2018 @ 14:34:20

Script ID: 58A8E2-Y02082-01B3FT

Drug	CD	QTY	Dose Desc.
Sodium chloride 500mg capsules		10 capsule	test prescription

Script Generated Date: 15/11/2018 @ 14:34:20

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



# Cancelling a Prescription



## Confirm Cancel

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

Are you sure you want to cancel this 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: B08266-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: <b>Prescription item was cancelled</b> Reason cancelled: <b>Prescribing error</b>			

## 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
Address: HEDLEY HIGHFIELD CLIFTONVILLE ROAD NORTHAMPTON NORTHAMPTONSHIRE			
Script Generated Date: 06/11/2018 @ 11:25:13			
Cancellation Status: <b>Prescription item was not cancelled. With dispenser. Marked for cancellation. Please contact pharmacist to discuss</b>			

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.

# Canceling a Prescription



## 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”.

EPS Prescription Items

Script ID: D25C7C-Y02082-01B29V

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

Address: HEDLEY HIGHFIELD CLIFTONVILLE ROAD NORTHAMPTON NORTHAMPTONSHIRE

Script Generated Date: 14/11/2018 @ 09:34:19  
Cancellation Status: Prescription/item was not cancelled. Prescription has been dispensed.. Please contact patient to discuss

## 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.

EPS/FP10

FP10 Prescription Items  
There are no items to be sent via FP10.

EPS Prescription Items

Script ID: 7D67EF-Y81086-01A80F

Drug	CD	QTY	Dose Desc.
Aqueous cream		1 gram	test prescription do not dispense

Address: Pharmacy@Station Plaza Station Plaza Health Ctr Station Approach Hastings TN34 2BA 01424 425953

Script Generated Date: 07/11/2018 @ 11:19:33  
Cancellation Status: There was no response from the spine. Please contact the pharmacist to cancel the prescription.

EPS Cancelled Items  
There are no cancelled EPS items.

Prepare New 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.

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

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

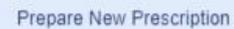
# Cancelling a Prescription



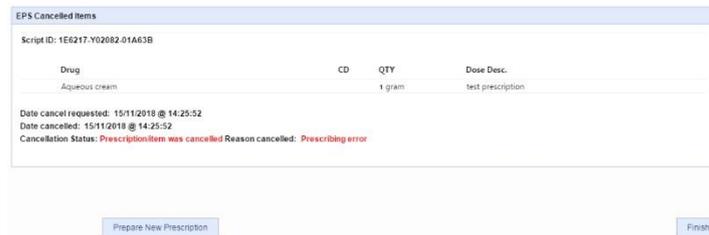
## Preparing a new EPS prescription after Cancellation

If you need to prepare a new EPS prescription

Select the **Prepare New Prescription button**



**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.



Drug	CD	QTY	Dose Desc.
Aqueous cream		1 gram	test prescription

Date cancel requested: 15/11/2018 @ 14:25:52  
Date cancelled: 15/11/2018 @ 14:25:52  
Cancellation Status: PrescriptionItem was cancelled Reason cancelled: Prescribing error

Prepare New Prescription Finish

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)