

Cancelling EPS prescriptions

Reference	How To Guide 10	
Version	1.2	
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Cancelling EPS ERD

Information of current status can be seen via the EPS Tracker

Prescription ID	Status	Issue Date	Prescription Type
6039A3-B86067-05A8BV	With dispenser	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6
6039A3-B86067-05A8BV	Repeat dispense future instance	07-Aug-2015	Repeat Dispensing (0003) Issue 6 of 6

Cancelling EPS ERD

Select Drug and Cancel Issue

Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number
Aspirin 100mg tablets One To Be Taken Each Day After Food, 28 tablet		Cancellation Requested LAMB, Joanne (Dr)	Electronic A2
Sertraline 100mg tablets One To Be Taken At Night, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	Print (Stored)
Aspirin 75mg tablets One To Be Taken Each Day, 3 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic A2
Calcichew 500mg chewable tablets (Forum Health Products Ltd) One To Be Taken Twice A Day, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic A2
Levothyroxine sodium 100microgram tablets One To Be Taken Each Morning At Least 30 Minutes Before Breakfast, Caffeine-containing Drinks Or Other Medication, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic A2
Ramipril 5.25mg capsules One To Be Taken Each Day, 28 capsule		07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic A2
Sertraline 100mg tablets One To Be Taken Each Day, 1 tablet		07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic A2

Cancelling EPS ERD

Shows status of cancellation

Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number / Method
Amoxicillin 250mg capsules Three Times A Day, 21 capsule		Cancellation Requested LAMB, Joanne (Dr)	Electronic A2
Chloramphenicol 0.5% eye drops One Drop To Be Used In The Affected Eye(s) Four Times A Day, 10 ml		Cancellation Requested LAMB, Joanne (Dr)	Electronic A2
Paracetamol 500mg tablets One To Be Taken Every 4-6 Hours Up To Four Times A Day, 280 tablet		Cancellation Requested LAMB, Joanne (Dr)	Electronic A2
Aspirin 100mg tablets One To Be Taken Each Day After Food, 28 tablet		Cancellation Requested LAMB, Joanne (Dr)	Electronic A2
Sertraline 100mg tablets One To Be Taken At Night, 28 tablet		07-Aug-2015 LAMB, Joanne (Dr)	Print (Stored)
Aspirin 75mg tablets One To Be Taken Each Day, 3 tablet	Expected End: 16-Aug-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic A2
Calcichew 500mg chewable tablets (Forum Health Products Ltd) One To Be Taken Twice A Day, 28 tablet	Expected End: 30-Oct-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic A2
Levothyroxine sodium 100microgram tablets One To Be Taken Each Morning At Least 30 Minutes Before Breakfast, Caffeine-containing Drinks Or Other Medication, 28 tablet	Expected End: 22-Jan-2016	Cancellation Requested LAMB, Joanne (Dr)	1 of 6 Electronic A2
Ramipril 5.25mg capsules One To Be Taken Each Day, 28 capsule	Expected End: 09-Jan-2016	07-Aug-2015 LAMB, Joanne (Dr)	1 of 6 Electronic A2
Sertraline 100mg tablets One To Be Taken Each Day, 1 tablet	Expected End: 10-Aug-2015	07-Aug-2015 LAMB, Joanne (Dr)	1 of 3 Electronic A2

Cancelling EPS ERD

The cancellation of the *current issue* will be immediately rejected in EPS if the dispenser has already downloaded the prescription, however the batches which are still on the spine will be cancelled.

The item is updated in the patient's record to show that the cancellation has been rejected, and the yellow banner above the patient prescriber displays the reason for rejection

Prescription Cancellation For 6039A3-B86067-05A88V (06) - Prescription Batch Was Not Cancelled With Dispenser Take Manual Means To Cancel The Prescription

Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number / Method
Current			
A. Amoxicillin 250mg capsules Three Times A Day, 20 capsules			
B. Chloramphenicol 0.5% eye drops One Drop To Be Used In The Affected Eye(s) Four Times A Day, 10 ml			
C. Paracetamol 500mg tablets One To Be Taken Every 4-6 Hours Up To Four Times A Day, 100 tablets			
D. Aripiprazole 150mg tablets One To Be Taken Each Day After Food, 28 tablets			
E. Simvastatin 40mg tablets One To Be Taken At Night, 28 tablets			
F. Aspirin 75mg tablets One To Be Taken Each Day, 3 tablets			
G. Gabapentin 300mg chewable tablets (Summa Health Products Ltd) One To Be Taken			
H. Levodopa sodium 100microgram tablets One To Be Taken Each Morning At Least 30 Minutes Before Breakfast, Coffee-containing Drinks Or Other Medication, 28 tablets			
Alleges: No allergies recorded for this patient.			

Cancelling EPS ERD

The drug history screen shows the rejected cancellation request and the remaining 5 batches

Medication History

Courses of the same preparation (i.e. Levodopa sodium 100microgram tablets)
Courses of the same ingredient (i.e. Levodopa Sodium)

Date	Type	Drug / Dosage / Quantity	Usage Current / Average
25-Dec-2015	Medication Batch Issue Due	Levodopa sodium 100microgram tablets, One To Be Taken Each Morning At Least 30...	
27-Dec-2015	Medication Batch Issue Due	Levodopa sodium 100microgram tablets, One To Be Taken Each Morning At Least 30...	
30-Oct-2015	Medication Batch Issue Due	Levodopa sodium 100microgram tablets, One To Be Taken Each Morning At Least 30...	
02-Oct-2015	Medication Batch Issue Due	Levodopa sodium 100microgram tablets, One To Be Taken Each Morning At Least 30...	
04-Sep-2015	Medication Batch Issue Due	Levodopa sodium 100microgram tablets, One To Be Taken Each Morning At Least 30...	
07-Aug-2015 12:35	EPS Cancellation Request		
07-Aug-2015 12:55	Change to Medication Treatment Regime		
Reason	LAMB, Joanne (Dr)		
Requested By	Rejected		
Status	Rejected		
07-Aug-2015 10:52	Medication Batch Issued	Levodopa sodium 100microgram tablets, One To Be Taken Each Morning At Least 30...	
07-Aug-2015 10:32	Issued Medication Request		
07-Aug-2015	Course Commenced	Levodopa sodium 100microgram tablets, One To Be Taken Each Morning At Least 30...	

Cancelling EPS ERD

The prescription tracker would show: that issue 1 is pending and issues 2 to 6 have been cancelled.

EPS Prescription Tracker - Prescription Search - Windows Internet Explorer

Home Change role Help Exit

EPS Prescription Tracker NHS

Prescription ID	Status	Issue Date	Prescription Type
6039A3-B86067-05A88V	With dispenser Pending Cancellation	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6
6039A3-B86067-05A88V	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6
6039A3-B86067-05A88V	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6
6039A3-B86067-05A88V	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6
6039A3-B86067-05A88V	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6
6039A3-B86067-05A88V	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 6 of 6

Showing 1 to 6 of 6 entries

The prescription tracker would show that issue 1 is pending and issues 2 to 6 have been cancelled.

It would be the responsibility of the prescriber to ask the dispenser to return the current issue to the spine.

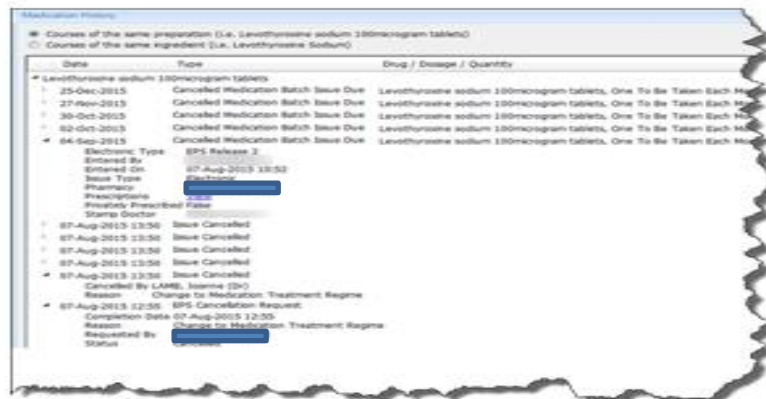
When the dispenser returns the prescription to the spine, the subsequent cancellation is performed in EPS. The prescriber can then check the prescription tracker to be sure that the subsequent cancellation has been successful.

The patient's record is not automatically updated to show the subsequent cancellation, and the prescriber must manage this task manually in workflow manager to ensure that the patient's record is correct.

The screenshot shows the MyChart patient portal interface. The sidebar on the left contains navigation links: Home, My Health, Prescriptions, Appointments, and a search bar. The main content area is titled 'Prescription Management' and displays a list of prescriptions for 'XRTCEPATENTBOLU, CR-Domuside (M)'. A red banner at the bottom of the list states: 'Processing the rejection will not cancel the electronic prescription and it may still be available to dispense.' Below this, a message reads: 'Cancellation of the following prescription was requested [Change to Medication Treatment regime], but it was rejected by EPS which responded with 'Prescription batch was not cancelled with dispenser.' At the bottom right, there are two radio buttons: 'Leave as issued' and 'Mark as cancelled', with 'Mark as cancelled' being selected.

Cancelling EPS ERD

The patient's record would now accurately reflect the successful cancellation.



Cancelling EPS ERD

When a repeat dispensing prescription is cancelled, but the dispenser has already dispensed the prescription, EPS rejects the cancellation. The status in the tracker shows that the issue has been dispensed, and marks it as 'Pending cancellation'.

EPS Prescription Tracker - Prescription Search				
Home Change role Help Exit				
EPS Prescription Tracker NHS				
Search Results				
10 records per page				
Prescription ID	Status	Issue Date	Prescription Type	
698D80-B86057-05A8C6	Dispensed Pending Cancellation	07-Aug-2015	Repeat Dispensing (0003) Issue 1 of 6	
698D80-B86057-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 2 of 6	
698D80-B86057-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 3 of 6	
698D80-B86057-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 4 of 6	
698D80-B86057-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 5 of 6	
698D80-B86057-05A8C6	Cancelled	07-Aug-2015	Repeat Dispensing (0003) Issue 6 of 6	

Cancelling EPS ERD

Summary

Cancelling EPS prescriptions which have not yet been downloaded by the dispenser is quick and straightforward. However, subsequent cancellations require manual intervention, and the prescribing organisation needs to:

1. Contact the dispenser and ask them to return the prescription.
2. Check the prescription tracker to confirm the prescription has been returned to the spine and subsequently cancelled.
3. Manually action the task in Workflow Manager to ensure that the patient's record is updated accurately.



Action task in Workflow Manager



If you don't deal with the subsequent cancellation tasks, your patient records could be out of date.