Cancelling EPS prescriptions

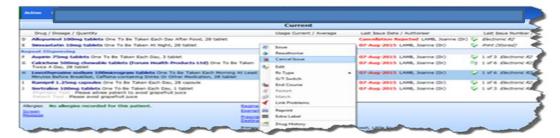|		
Reference	How To Guide 10	
Version	1.2	
Approval date	01.02.2019	Approved by Lynne McDonagh
Review date	01.02.2020	

Cancelling EPS ERD

Information of current status can be seen via the EPS Tracker

Cancelling EPS ERD

Select Drug and Cancel Issue

Cancelling EPS ERD
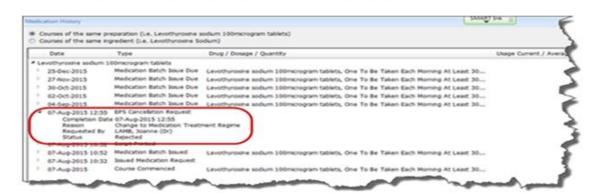
Shows status of cancellation

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 precis displays the reason for rejection
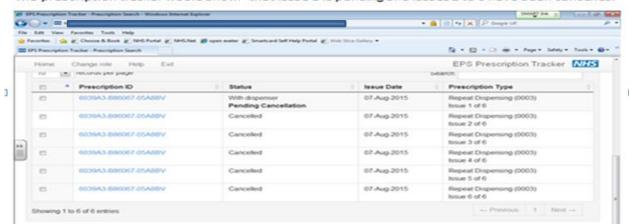

Cancelling EPS ERD

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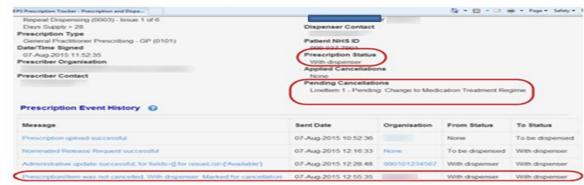

Cancelling EPS ERD

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

Cancelling EPS ERD

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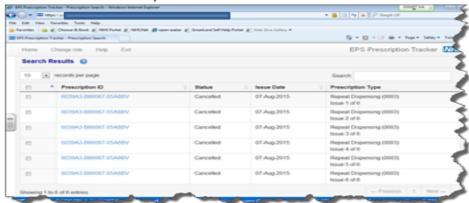

Cancelling EPS ERD

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.
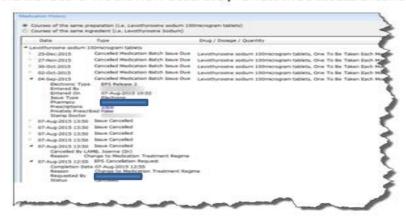

Cancelling EPS ERD

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
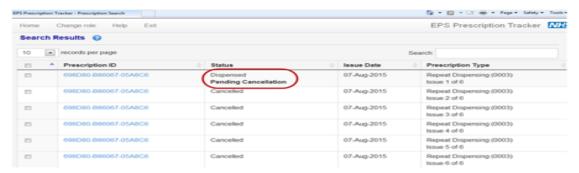
Cancelling EPS ERD

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'..

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.