

# Canceling a Prescription

07/24/2024 1:00 pm EDT

You can easily cancel or discontinue prescriptions originally sent out of DrChrono. This feature saves time by allowing you to cancel medications electronically instead of having to call the pharmacy. It also reduces redundant renewal processes and provides an improved look at the patient's medication history.

There are several uses for this feature such as:

- Titrating by discontinuing one medication to prescribe a new one
- Moving Prescriptions by canceling the prescription with one pharmacy and moving it to another (For some states, when a controlled substance cancellation will need to be approved by the first pharmacy before the second can dispense the medication).
- Completion of treatment and discontinuing a medication
- Correcting mistakes
- Urgent cancellations

To cancel a medication, go to the patient's chart and select **Medications** on the left. Click on the (



) icon to cancel the prescription.

Medication	Rxnorm	Dispense	Refills	SIG	Order Type	Date ↑	Updated	
<input type="checkbox"/> betamethasone dipropionate, augmented 0.05% topical ointment	848180	15.000		Apply a thin film of ointment to the affected skin areas once or twice daily	Electronic eRx Sent	02/08/2022+	02/08/2022	

Next, you have the option to select:

1. **Urgency Type** of **Standard** or **Urgent/Expedited**
2. **Action Type** of **Cancel** or **Discontinue**
3. Add any internal notes in the **Notes** section.

## Cancel / Discontinue eRx Order

### Patient Details

Patient Name:

Phone Number:

Gender:

Male

Date of Birth:

2010-12-01

Address:

### Pharmacy Details

Pharmacy Name:

Medi-Blue Rapid Clinic (000)

NCPDP ID:

Phone Number:

Address:

2165-B1 Northpoint Parkway , Santa Rosa,  
CA 95407

### Medication Details

Drug Description:

betamethasone dipropionate, augmented  
0.05% topical ointment

Refills:

0

Quantity Unit of Measure:

Milliliter

SIG:

Apply a thin film of ointment to the affected  
skin areas once or twice daily

Effective Date:

2022-02-08 08:35:43

Prescription Note:

Test do not fill

### Urgency Type

Standard

Urgent / Expedited

### Action Type ?

Cancel

Discontinue

### Note ?

0 / 140

[Close](#)

[Cancel Order](#)

[Cancel and Send New eRx](#)

**Note:** Not all pharmacies support electronic prescription cancellations.

## Canceling a Prescription

Selecting **Cancel Order** will send a message to the pharmacy to cancel the prescription. For example, if you need to cancel the prescription at one pharmacy and send it to another, the provider or staff member can cancel the prescription. Once the cancellation is approved by the pharmacy, the provider can then send a new prescription.

**Action Type** ?

- Cancel       Discontinue

**Note** ?

0 / 140

Close

Cancel Order

Cancel and Send New eRx

Selecting **Cancel and Send New eRx** will take you to the new prescription screen under the **Send eRx** section of the patient's chart. The prescription will pre-populate and you can make any adjustments to the prescription and send it as normal.

Medication List	0
<b>Send eRx</b>	
Allergy List	0
Drug Interactions	0
CQMs	
Intake Data	
Lab Orders	
Immunizations	
Growth Charts	
onpatient Access	
Education Resources	
Communication	
Family History	
Imaging Orders	
Implantable Devices	

**New Prescription**

Patient's Prescriptions



**Medication** Favorite medications ✕

Type\* Medication Compound Supply

Medication\* ⚠ Controlled Substance Level 0  
betamethasone dipropionate, augmented 0.05% topical ointment

SIG\* ⓘ ⚙ Apply a thin film of ointment to the affected skin areas once or tv Effective Date

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Dispense\* 📅 15 Dispense Unit\* Milliliter DAW Yes No Refills 0

Add to Favorites  Add to Medication List ⓘ

Notes to Pharmacist  
\* Please do not enter SIG, Effective Date, Drug Name, Strength, Quantity or Dispense Unit in this field.  
Test do not fill

## Discontinuing a Prescription

The **Discontinue** Action Type allows you to stop the medication entirely for the patient. For example, when a patient has completed treatment and is discontinuing the medication.

**Action Type** ?

- Cancel       Discontinue

**Note** ?

Patient experiencing nausea.

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Close

Discontinue Order

Discontinue and Send New eRx

Selecting **Discontinue** and **Send New eRx** will take you to the new prescription screen under the Send eRx section of the patient's chart. The prescription form will be blank allowing you to send a new medication in place of the previous one.

### New Prescription

Patient's Prescriptions +

**Medication** Favorite medications v x

Type\* Medication Compound Supply

Medication\*

SIG\*  Effective Date

Dispense\*  Dispense Unit\*  DAW Yes No Refills

Add to Favorites  Add to Medication List i

Notes to Pharmacist

\* Please do not enter SIG, Effective Date, Drug Name, Strength, Quantity or Dispense Unit in this field.

Under **Past Medication Orders**, the cancellation or discontinuation will be recorded. You can see the status of the canceled or discontinued medication.

The statuses are:

- Cancel Request Pending
- Rx Canceled
- Cancel Denied
- Rx Discontinued
- Discontinue Denied

- Cancel Denied
- Cancel Request Pending
- Discontinue Denied
- Rx Cancelled
- Rx Discontinued

Past Medication Orders

Medication	Dispense	Refills	SIG	Cancellation Note	Status	Date
<input type="checkbox"/> betamethasone dipropionate, augmented 0.05% topical ointment	14.555	1	Apply a thin film of ointment to the affected skin areas once or twice daily.		Cancel Denied	01/28/2022+
<input type="checkbox"/> betamethasone dipropionate, augmented 0.05% topical ointment	16.000		Apply a thin film of ointment to the affected skin areas once or twice daily		Cancel Denied	02/08/2022+
<input type="checkbox"/> tamoxifen 10 mg oral tablet	2.000		Use as directed every 6 hours	12312312	Cancel Request Pending	02/03/2022+
<input type="checkbox"/> amoxicillin 500 mg oral tablet	2.000		Use as directed every 6 hours		Cancel Request Pending	02/03/2022+
<input type="checkbox"/> pramoxine compounding powder	3.000		Use as directed every 6 hours	12321312	Cancel Request Pending	02/03/2022+
<input type="checkbox"/> amoxicillin 125 mg/5 mL oral suspension	2.000		Use as directed every 6 hours		Cancel Request Pending	02/03/2022+
<input type="checkbox"/> betamethasone dipropionate, augmented 0.05% topical ointment	15.000		Apply a thin film of ointment to the affected skin areas once or twice daily		Cancel Request Pending	02/08/2022+
<input type="checkbox"/> betamethasone dipropionate, augmented 0.05% topical ointment	16.000		Apply a thin film of ointment to the affected skin areas once or twice daily		Cancel Request Pending	02/08/2022+
<input type="checkbox"/> betamethasone dipropionate, augmented 0.05% topical ointment	14.000		Apply a thin film of ointment to the affected skin areas once or twice daily.		Discontinue Denied	02/08/2022+
<input type="checkbox"/> Magic Mouthwash: Diphenhydramine 12.5 mg/5 mL, Viscous lidocaine 2%, Maalox 1 part	900.000	1	Swish and spit fifteen milliliters orally for one minute every twelve hours and repeat as necessary for thirty days		Rx Cancelled	01/28/2022+
<input type="checkbox"/> betamethasone dipropionate, augmented 0.05% topical ointment	14.555	1	Apply a thin film of ointment to the affected skin areas once or twice daily.	Patient experiencing nausea	Rx Discontinued	01/27/2022+

In the message center (



You can also view the canceled prescriptions.

The screenshot displays a messaging application interface. On the left is a sidebar with categories: ALL MESSAGES (3), FAX (10), LAB RESULTS, and ERX (7). The ERX category is expanded to show 'eRx Requests' and 'eRx Cancel', with a black arrow pointing to 'eRx Cancel'. On the right, the 'Incoming Messages' section shows a list of messages from 'drchrono' with checkboxes and star icons.

## Outstanding Cancellation Request

If a cancellation request is pending with a pharmacy, it is recommended to reach out to the pharmacy after 12 hours.

**Note:** Some pharmacies may not accept electronic prescription cancellations.

## Denied Cancellation Request

If you receive a **denied** response from the pharmacy, in the message center, there will be a standard reason and reason code for the cancellation and sometimes a note from the pharmacy. Typically, this requires manual intervention. The prescriber or practice should contact the pharmacy for next steps.

Reasons include:

1. AA - Patient unknown to the pharmacy
  - The patient's name may have been changed in the pharmacy's or the practice's records. The practice should call the pharmacy to address this.
2. AE - Prescription not found at pharmacy
3. AC - Unable to Cancel Rx. Rx transferred.
  - The pharmacy has sent the Rx to the pharmacy that the patient may have directed. If the **Cancel and send new eRx** is used and a new Rx is sent to the same subsequent pharmacy or another pharmacy, the practice should **Cancel** the redundant prescription.
4. AP - Request already responded to by other means
  - The practice may have called or faxed in a cancellation. This may be more common in the initial adoption of the electronic cancel method to a practice.
5. N/A - Unable to Cancel Rx. Please contact pharmacy
  - The practice should contact the pharmacy to determine the right next steps.

