


Pharmacy requests to change a prescription will be routed to the eRx Change folder in Message Center for ambulatory providers starting January 7, 2020. This will also be the effective date for ambulatory providers to send Cancel messages to pharmacies who have updated to SCRIPT 2017.07.01.


eRx Change Message

Pharmacies can send a message to the prescribing provider if a change is recommended. Examples would be Therapeutic Interchange, Dose Modifications, or Generic Substitutions.

➤ Accept the Change

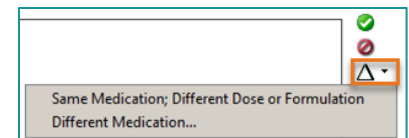
- The  to the right of the message will allow the provider to accept the change.

➤ Reject the Change

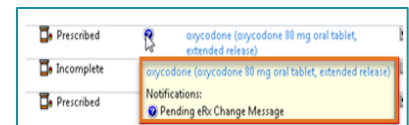
- The  to the right of the message will allow the provider to will reject the change.

➤ Modify the Change

- The drop-down to the right of the triangle icon will display options for the provider to select and open the scratchpad.

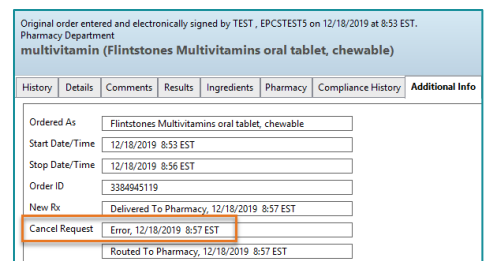


NOTE: Providers may also see a question mark icon on the Medication List. Hovering over the icon will reveal the message. Right-clicking will allow the provider to address the eRx Change message.



Cancel eRx Messages

When a provider cancels a prescription, pharmacies on SCRIPT 2017.07.01 will receive electronic notification. An alternate method of notification will be used for those on an older version. Providers will receive an alert of the failure and can follow current process to notify the pharmacy. Currently, local pharmacies that can accept electronic cancelations include Walgreens, Walmart, and CVS.



NOTE: The Cancel Error is visible in the Order Information window on the Additional Info tab.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at:
 207-973-7728 or 1-888-827-7728.