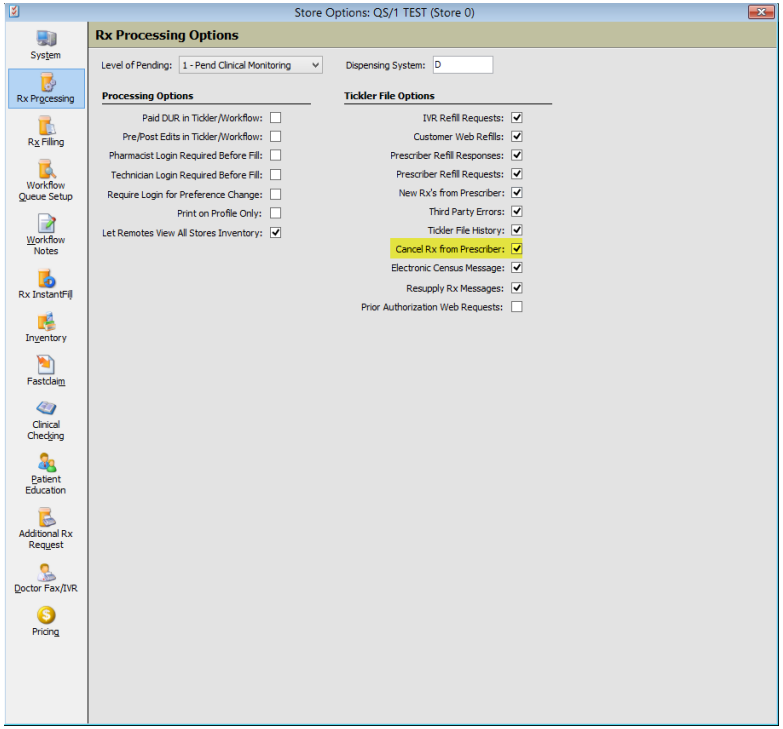
Surescripts® CancelRx on latest addendum of Service Pack 19.1.18

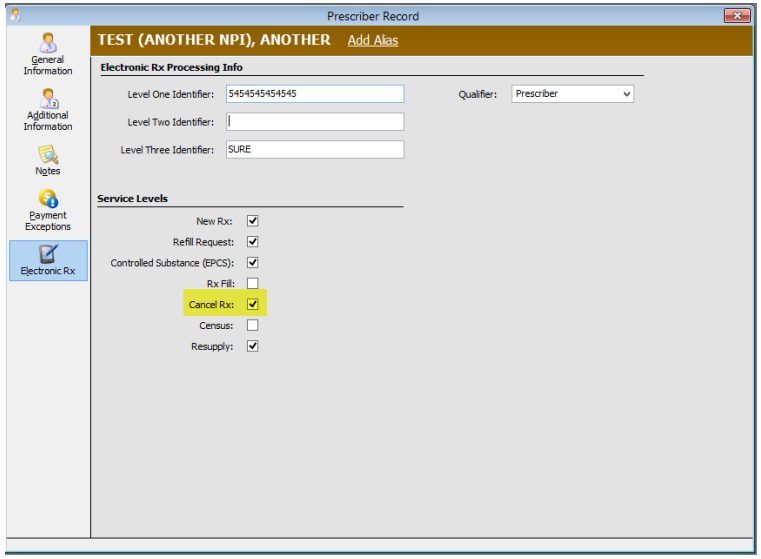
General Information: QS/1 has certified CancelRx messages with Surescripts on the latest addendum of Service Pack 19.1.18. Physicians can cancel an order within their EHR/EMR system and now send that CancelRx message to the pharmacy via Surescripts e-Prescribing. Previously, this was a manual process; the physician or someone on their staff had to call the pharmacy and tell them to cancel an order. Orders can be cancelled for numerous reasons. For example, the physician made an error and intends to cancel the initial order and send a new one in its place or the physician does not want the patient taking the medication any longer, so he sends a CancelRx to the pharmacy where the pharmacy discontinues the order.

Setup: Pharmacies have to sign up for CancelRx messaging with Surescripts by contacting Database Services at 800.845.7558, ext. 1424. Database Services has to log into the Surescripts Admin Console and enable CancelRx for participating pharmacies.

Pharmacies can choose to send CancelRx messages to the Tickler by selecting **Cancel Rx from Prescriber** in **Store Level Options**, **Rx Processing**, **Tickler File Options** column. Functionality for processing the CancelRx messages from the Tickler is the same as processing them from the Mail Scan.

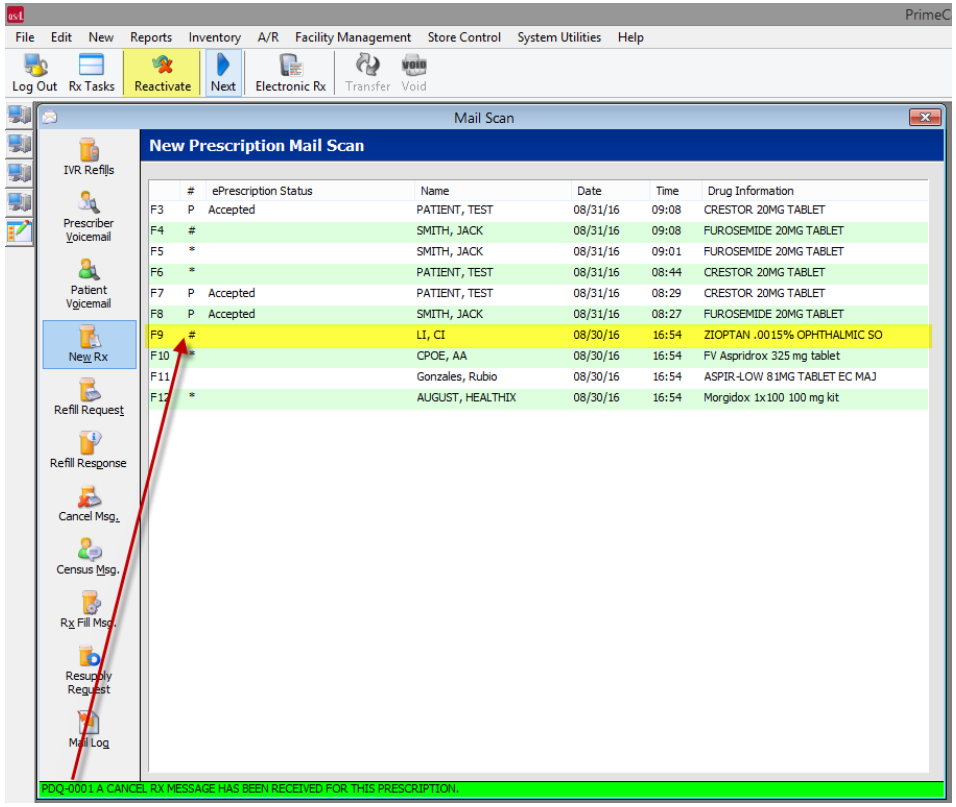


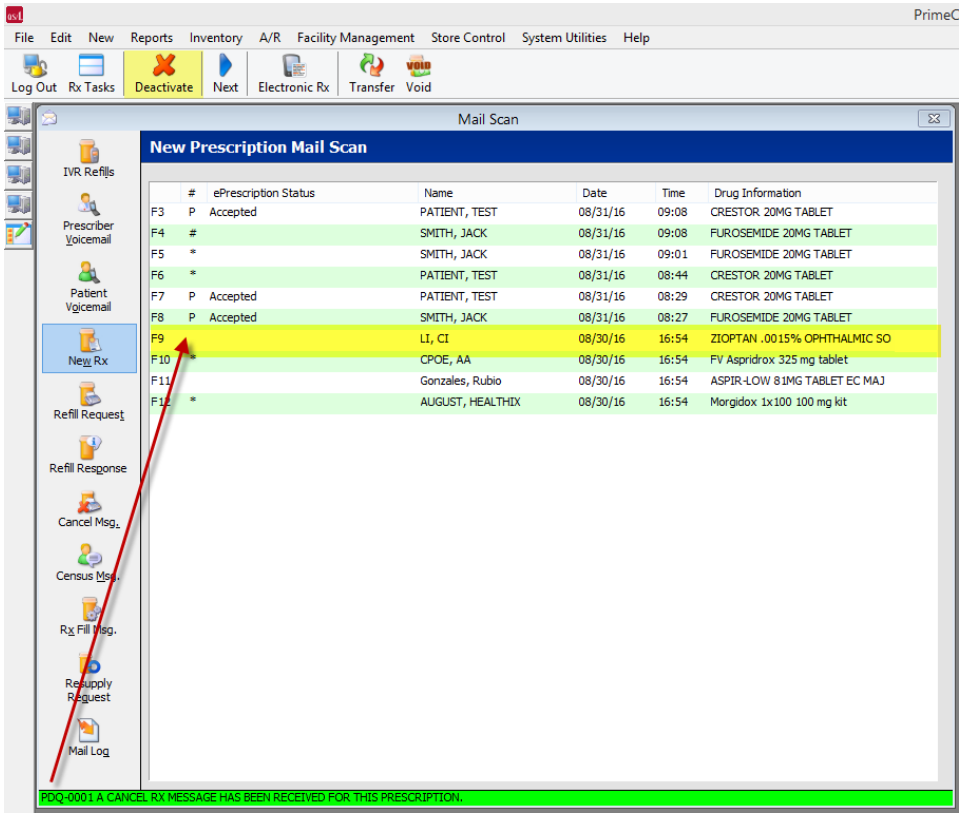
There is a CancelRx option on the Electronic Rx tab of the Prescriber Record; however, at this time, this option is not used. The CancelRxResponse is sent in return from where the CancelRx was received. This option could be used as a visual indicator to know whether this prescriber uses CancelRx.



Case 1: NewRx is unprocessed, pharmacy receives CancelRx

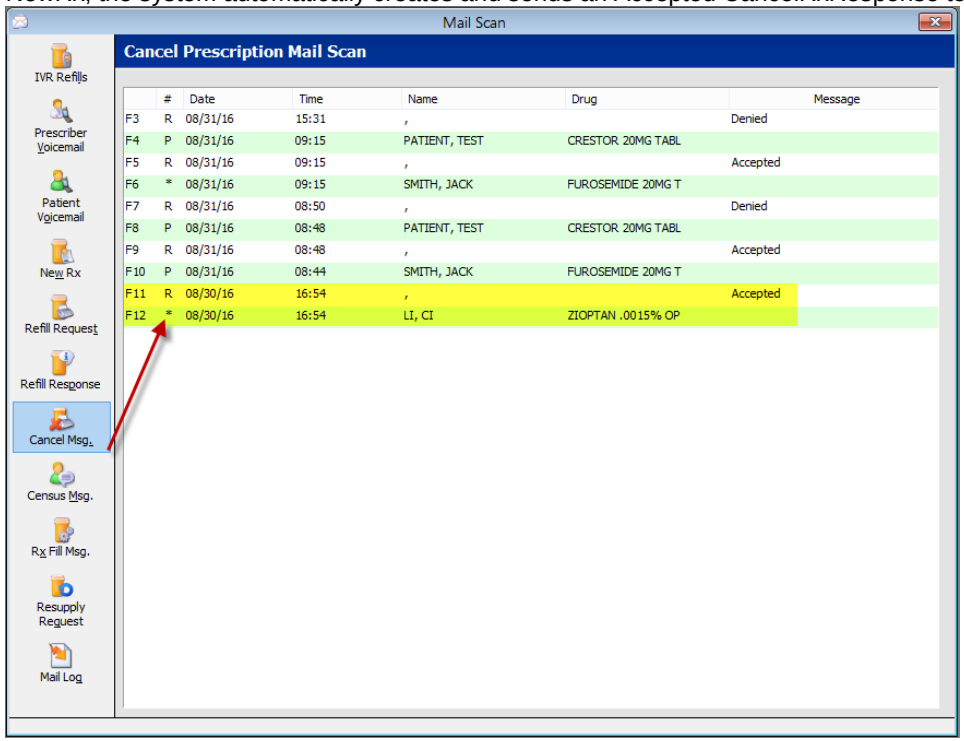
When the NewRx has been sent to the pharmacy, but the prescription has **NOT** been filled, the QS/1 system automatically marks the records as processed, and a # displays beside the prescription in the NewRx Mail Scan **IF** the PrescriberOrderNumber (PON) from the CancelRx matches the PON on the NewRx message. The pharmacy can reactivate the message, but the system does not allow them to process the NewRx because of the match made to the PON from the CancelRx message. This functionality saves the pharmacy from filling an order that has already been cancelled.


PrimeC
File Edit New Reports Inventory A/R Facility Management Store Control System Utilities Help
Log Out
Rx Tasks
Reactivate
Next
Electronic Rx
Transfer
Void
Mail Scan
New Prescription Mail Scan
IVR Refills
Prescriber Voicemail
Patient Voicemail
New Rx
Refill Request
Refill Response
Cancel Msg.
Census Msg.
Rx Fill Msg.
Resupply Request
Mail Log
ePrescription Status Name Date Time Drug Information
F3 P Accepted PATIENT, TEST 08/31/16 09:08 CRESTOR 20MG TABLET
F4 # SMITH, JACK 08/31/16 09:08 FUROSEMIDE 20MG TABLET
F5 * SMITH, JACK 08/31/16 09:01 FUROSEMIDE 20MG TABLET
F6 * PATIENT, TEST 08/31/16 08:44 CRESTOR 20MG TABLET
F7 P Accepted PATIENT, TEST 08/31/16 08:29 CRESTOR 20MG TABLET
F8 P Accepted SMITH, JACK 08/31/16 08:27 FUROSEMIDE 20MG TABLET
F9 # LI, CI 08/30/16 16:54 ZIOPTAN .0015% OPHTHALMIC SO
F10 * CPOE, AA 08/30/16 16:54 FV Aspridrox 325 mg tablet
F11 Gonzales, Rubio 08/30/16 16:54 ASPIR-LOW 81MG TABLET EC MAJ
F12 * AUGUST, HEALTHIX 08/30/16 16:54 Morgidox 1x100 100 mg kit
PDQ-0001 A CANCEL RX MESSAGE HAS BEEN RECEIVED FOR THIS PRESCRIPTION.

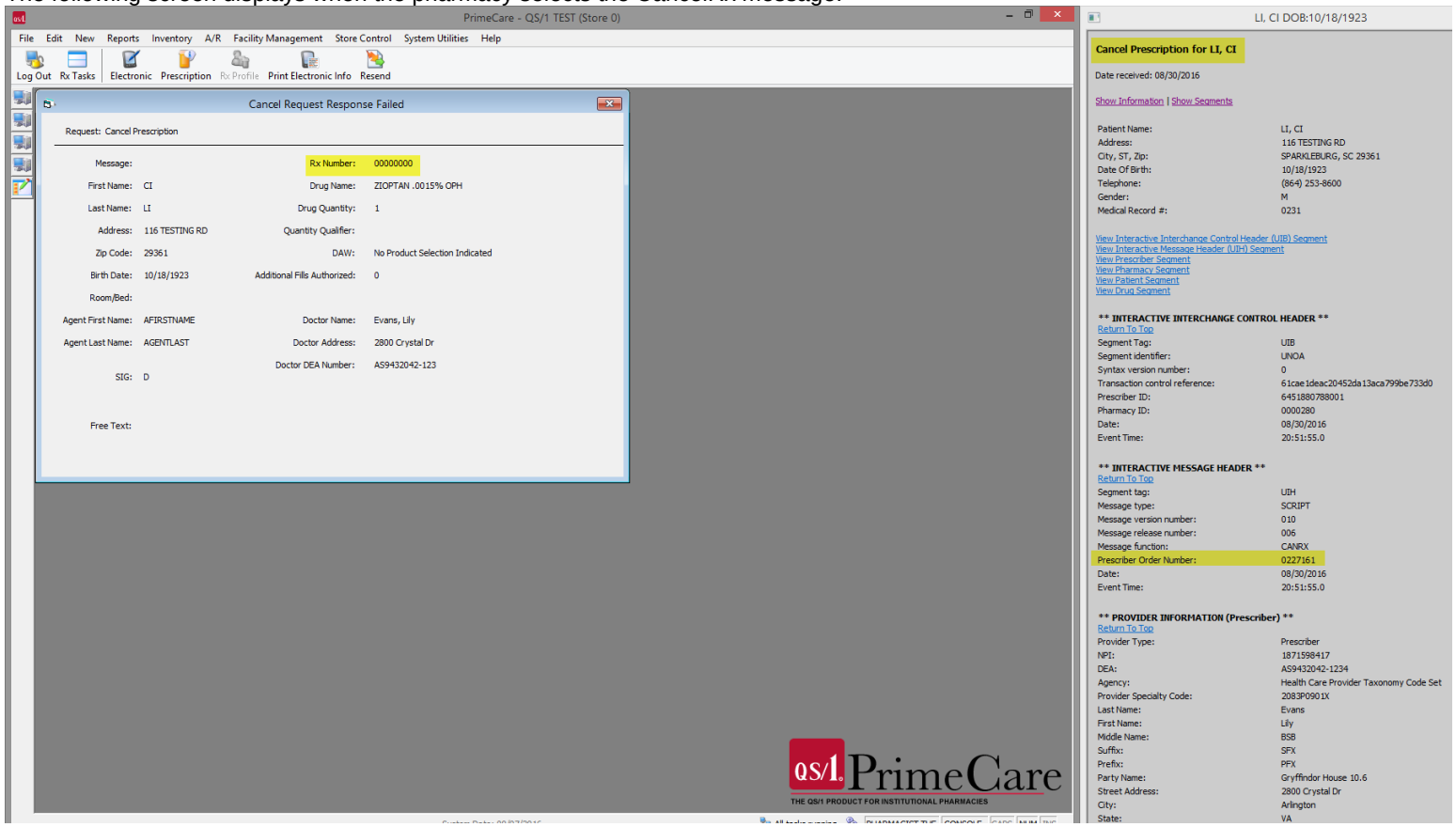

PrimeC
File Edit New Reports Inventory A/R Facility Management Store Control System Utilities Help
Log Out
Rx Tasks
Deactivate
Next
Electronic Rx
Transfer
Void
Mail Scan
New Prescription Mail Scan
IVR Refills
Prescriber Voicemail
Patient Voicemail
New Rx
Refill Request
Refill Response
Cancel Msg.
Census Msg.
Rx Fill Msg.
Resupply Request
Mail Log
ePrescription Status Name Date Time Drug Information
F3 P Accepted PATIENT, TEST 08/31/16 09:08 CRESTOR 20MG TABLET
F4 # SMITH, JACK 08/31/16 09:08 FUROSEMIDE 20MG TABLET
F5 * SMITH, JACK 08/31/16 09:01 FUROSEMIDE 20MG TABLET
F6 * PATIENT, TEST 08/31/16 08:44 CRESTOR 20MG TABLET
F7 P Accepted PATIENT, TEST 08/31/16 08:29 CRESTOR 20MG TABLET
F8 P Accepted SMITH, JACK 08/31/16 08:27 FUROSEMIDE 20MG TABLET
F9 LI, CI 08/30/16 16:54 ZIOPTAN .0015% OPHTHALMIC SO
F10 CPOE, AA 08/30/16 16:54 FV Aspridrox 325 mg tablet
F11 Gonzales, Rubio 08/30/16 16:54 ASPIR-LOW 81MG TABLET EC MAJ
F12 * AUGUST, HEALTHIX 08/30/16 16:54 Morgidox 1x100 100 mg kit
PDQ-0001 A CANCEL RX MESSAGE HAS BEEN RECEIVED FOR THIS PRESCRIPTION.

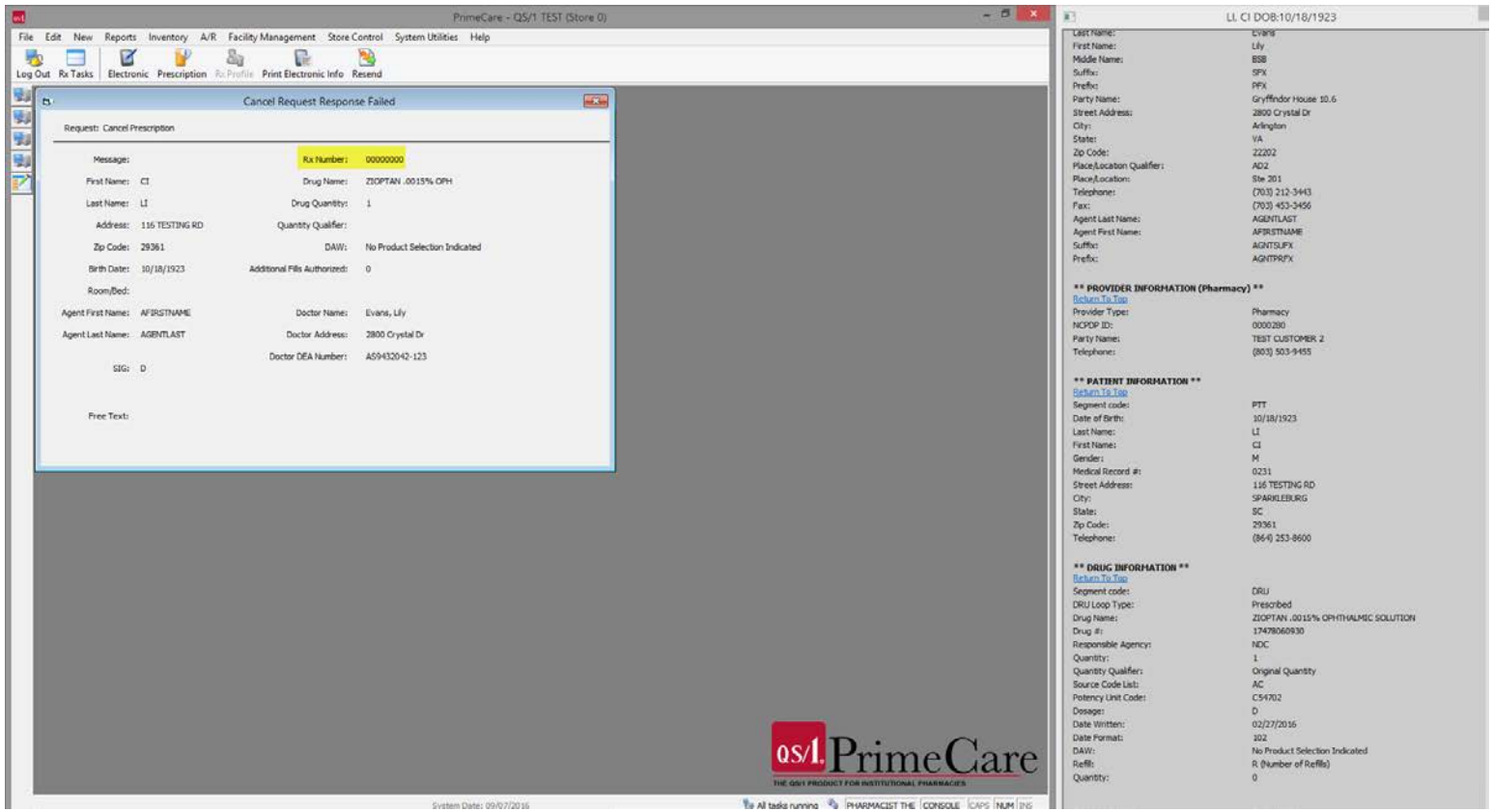
The pharmacy can review the CancelRx message sent from the physician in the Cancel Msg. portion of the Mail Scan. The CancelRx Msg portion of the Mail Scan has been updated to display both CancelRx messages (* = unread, P = Processed, # = Deactivated) and CancelRxResponse messages sent back to the physician (R = Response). The Message column of the Cancel Msg. Mail Scan displays whether the CancelRx message from the pharmacy was Denied or Accepted.

In the scenario of Case 1, since the QS/1 system automatically marks the records as processed and a # displays beside the unprocessed NewRx, the system automatically creates and sends an Accepted CancelRxResponse to the physician.

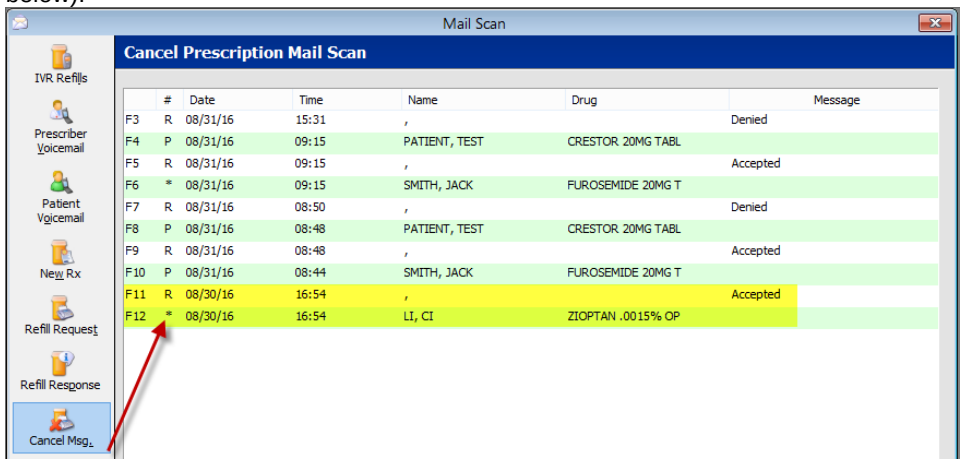


The following screen displays when the pharmacy selects the CancelRx message:




PrimeCare - QS/1 TEST (Store 0)
File Edit New Reports Inventory A/R Facility Management Store Control System Utilities Help
Log Out Rx Tasks Electronic Prescription Rx Profile Print Electronic Info Resend
Cancel Request Response Failed
Request: Cancel Prescription
Message:
Rx Number: 00000000
First Name: CI
Drug Name: ZIOPTAN .0015% OPH
Last Name: LI
Drug Quantity: 1
Address: 116 TESTING RD
Quantity Qualifier:
Zip Code: 29361
DAW: No Product Selection Indicated
Birth Date: 10/18/1923
Additional Fills Authorized: 0
Room/Bed:
Agent First Name: AFIRSTNAME
Doctor Name: Evans, Lily
Agent Last Name: AGENTLAST
Doctor Address: 2800 Crystal Dr
Doctor DEA Number: AS9432042-123
SIG: D
Free Text:
qs/1 PrimeCare
THE QS/1 PRODUCT FOR INSTITUTIONAL PHARMACIES
System Date: 09/07/2016
All tasks running
PHARMACIST THE
CONSOLE
CAPS
NUM
INS
LI, CI DOB:10/18/1923
Last Name: Evans
First Name: Lily
Middle Name: BSB
Suffix: SFX
Prefix: PFX
Party Name: Gryffindor House 10.6
Street Address: 2800 Crystal Dr
City: Arlington
State: VA
Zip Code: 22202
Place/Location Qualifier: AD2
Place/Location: Ste 201
Telephone: (703) 212-3443
Fax: (703) 453-3456
Agent Last Name: AGENTLAST
Agent First Name: AFIRSTNAME
Suffix: AGNTSUFX
Prefix: AGNTPRFX
** PROVIDER INFORMATION (Pharmacy) **
Return To Top
Provider Type: Pharmacy
NCPDP ID: 0000280
Party Name: TEST CUSTOMER 2
Telephone: (803) 503-9455
** PATIENT INFORMATION **
Return To Top
Segment code: PTT
Date of Birth: 10/18/1923
Last Name: LI
First Name: CI
Gender: M
Medical Record #: 0231
Street Address: 116 TESTING RD
City: SPARKLEBURG
State: SC
Zip Code: 29361
Telephone: (864) 253-8600
** DRUG INFORMATION **
Return To Top
Segment code: DRU
DRU Loop Type: Prescribed
Drug Name: ZIOPTAN .0015% OPHTHALMIC SOLUTION
Drug #: 17478060930
Responsible Agency: NDC
Quantity: 1
Quantity Qualifier: Original Quantity
Source Code List: AC
Potency Unit Code: C54702
Dosage: D
Date Written: 02/27/2016
Date Format: 102
DAW: No Product Selection Indicated
Refill: R (Number of Refills)
Quantity: 0

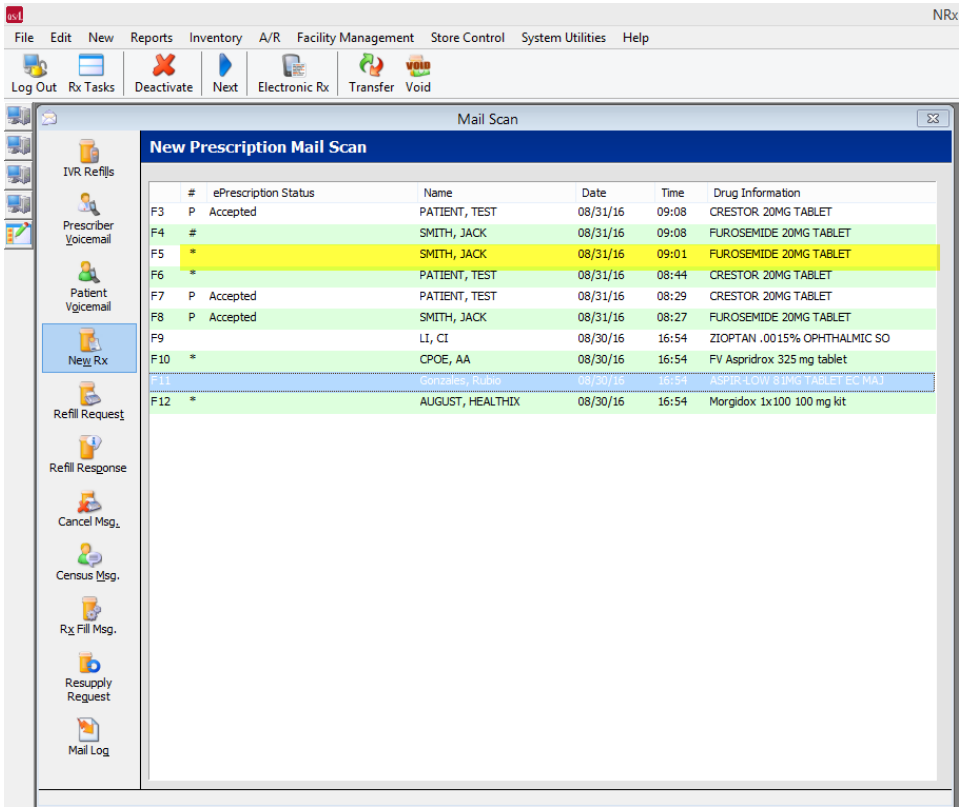
Note: The CancelRxResponse messages are small 10.6 messages; only the status of the CancelRxResponse (Denied/Approved) is viewable on the Cancel Msg. tab of the Mail Scan. It is not meaningful to display the CancelRxResponse on the 10.6 sidebar (see example below).

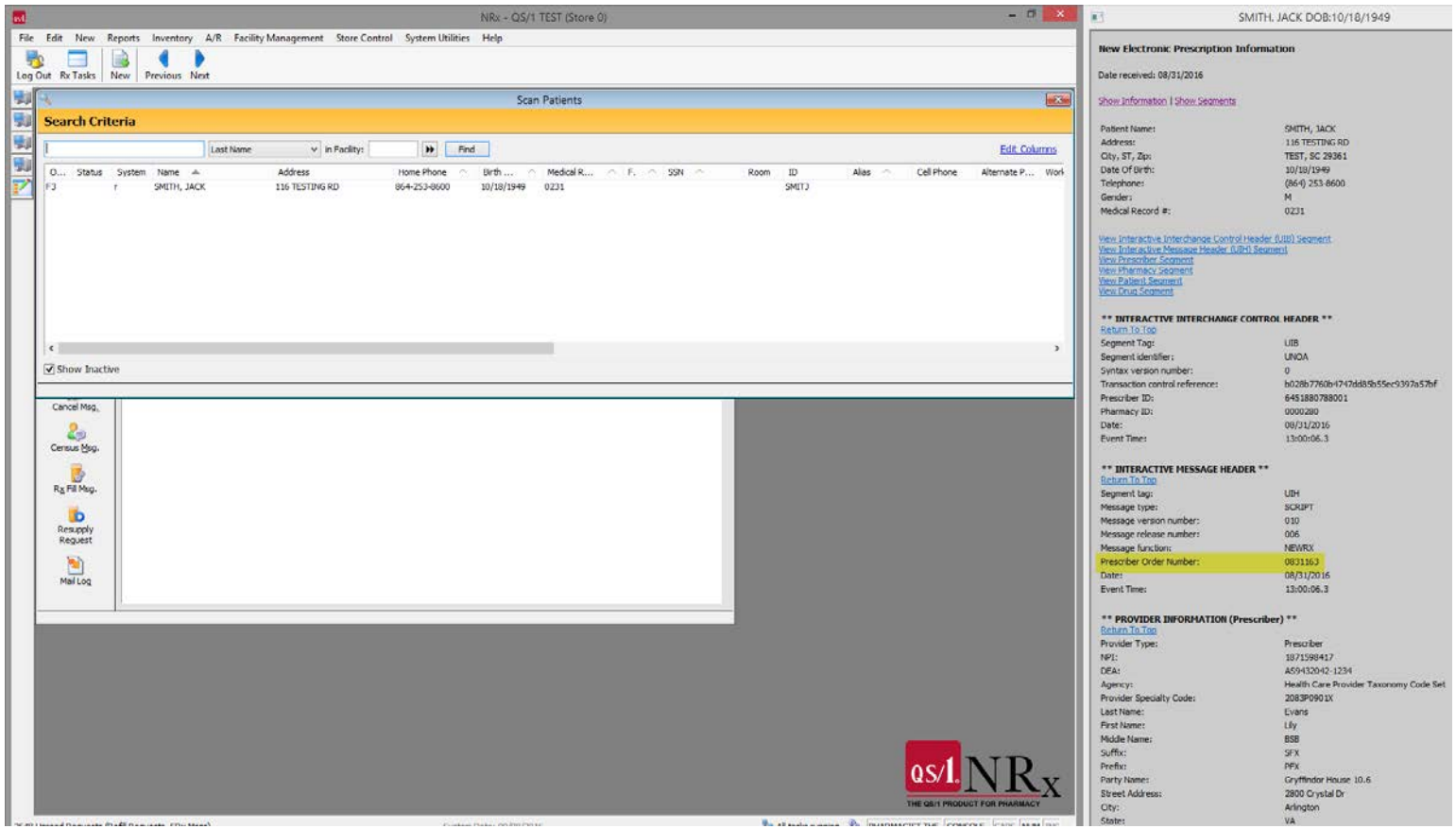


```
<Header>
  {Refer to section 8.2 Standard Header}
</Header>
<Body>
   <CancelRxResponse>
      <Request>
         <ReturnReceipt>1</ReturnReceipt>
         <RequestReferenceNumber>12</RequestReferenceNumber>
      </Request>
      <Response>
         <Approved>
            <ApprovalReasonCode>AG</ApprovalReasonCode>
            <Note>A note is written here.</Note>
         </Approved>
      </Response>
   </CancelRxResponse>
</Body>
```

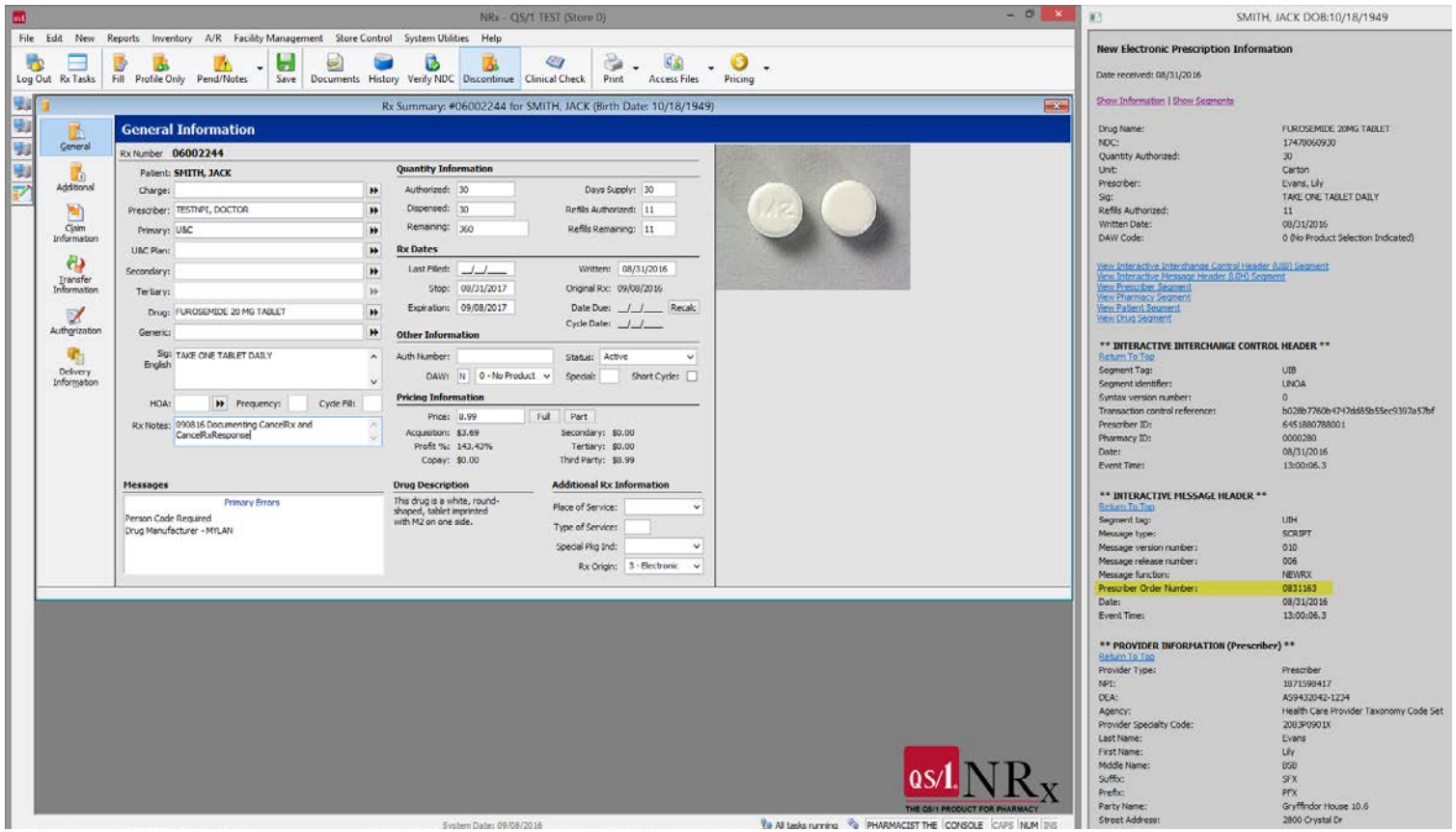
Case 2: NewRx has NOT been processed, but mismatch on CancelRx PON, no/mismatch on RxReferenceNumber

NewRx displays in the Mail Scan. The pharmacy processes the prescription.

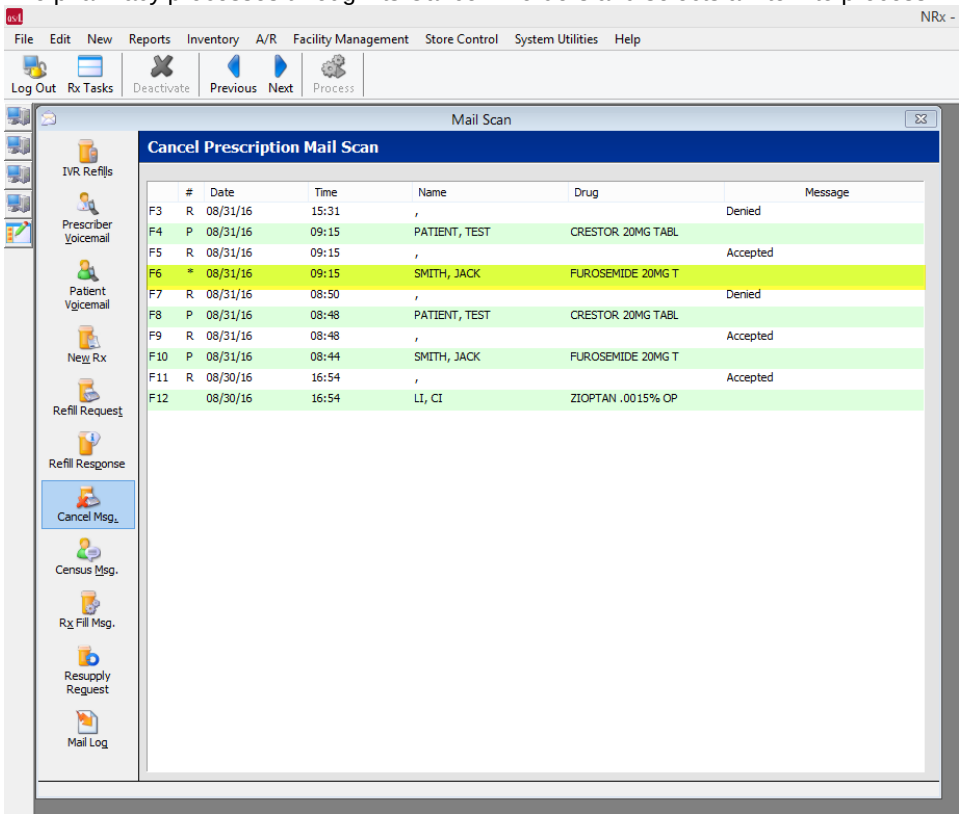

NRx
File Edit New Reports Inventory A/R Facility Management Store Control System Utilities Help
Log Out Rx Tasks Deactivate Next Electronic Rx Transfer Void
Mail Scan
New Prescription Mail Scan
IVR Refills
Prescriber Voicemail
Patient Voicemail
New Rx
Refill Request
Refill Response
Cancel Msg.
Census Msg.
Rx Fill Msg.
Resupply Request
Mail Log
ePrescription Status Name Date Time Drug Information
F3 P Accepted PATIENT, TEST 08/31/16 09:08 CRESTOR 20MG TABLET
F4 # SMITH, JACK 08/31/16 09:08 FUROSEMIDE 20MG TABLET
F5 * SMITH, JACK 08/31/16 09:01 FUROSEMIDE 20MG TABLET
F6 * PATIENT, TEST 08/31/16 08:44 CRESTOR 20MG TABLET
F7 P Accepted PATIENT, TEST 08/31/16 08:29 CRESTOR 20MG TABLET
F8 P Accepted SMITH, JACK 08/31/16 08:27 FUROSEMIDE 20MG TABLET
F9 LI, CI 08/30/16 16:54 ZIOPTAN .0015% OPHTHALMIC SO
F10 * CPOE, AA 08/30/16 16:54 FV Aspridrox 325 mg tablet
F12 * AUGUST, HEALTHIX 08/30/16 16:54 Morgidox 1x100 100 mg kit


NRx - QS/1 TEST (Store 0)
File Edit New Reports Inventory A/R Facility Management Store Control System Utilities Help
Log Out Rx Tasks New Previous Next
Scan Patients
Search Criteria
Last Name
in Facility:
Find
Edit Columns
O... Status System Name Address Home Phone Birth ... Medical R... F. SSN Room ID Alias Cell Phone Alternate P... Work
FJ r SMITH, JACK 116 TESTING RD 864-253-8600 10/18/1949 0Z31 SMITJ
Show Inactive
Cancel Msg.
Census Msg.
Rx Fill Msg.
Resupply Request
Mail Log
qs/1 NRx
THE QS/1 PRODUCT FOR PHARMACY

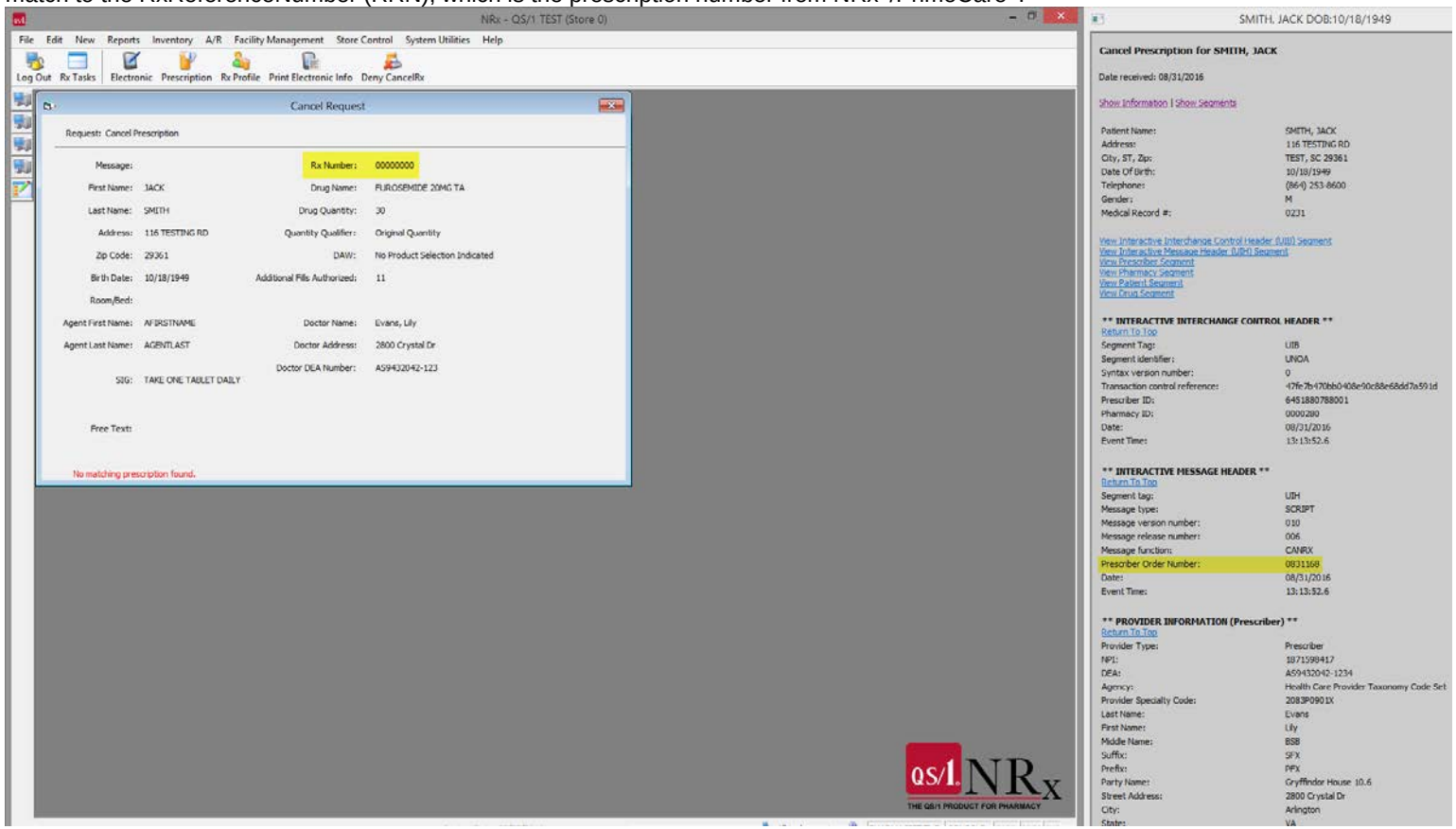
SMITH, JACK DOB:10/18/1949
New Electronic Prescription Information
Date received: 08/31/2016
Show Information | Show Segments
Patient Name: SMITH, JACK
Address: 116 TESTING RD
City, ST, Zip: TEST, SC 29361
Date Of Birth: 10/18/1949
Telephone: (864) 253-8600
Gender: M
Medical Record #: 0Z31
View Interactive Interchange Control Header (UIB) Segment
View Interactive Message Header (UIH) Segment
View Prescriber Segment
View Pharmacy Segment
View Patient Segment
View Drug Segment
** INTERACTIVE INTERCHANGE CONTROL HEADER **
Return To Top
Segment Tag: UIB
Segment identifier: UNOA
Syntax version number: 0
Transaction control reference: b028b7760b4747dd85b55ec9397a57bf
Prescriber ID: 6451880788001
Pharmacy ID: 0000280
Date: 08/31/2016
Event Time: 13:00:06.3
** INTERACTIVE MESSAGE HEADER **
Return To Top
Segment tag: UIH
Message type: SCRIPT
Message version number: 010
Message release number: 006
Message function: NEWRX
Prescriber Order Number: 0831163
Date: 08/31/2016
Event Time: 13:00:06.3
** PROVIDER INFORMATION (Prescriber) **
Return To Top
Provider Type: Prescriber
NPI: 1871598417
DEA: A59432042-1234
Agency: Health Care Provider Taxonomy Code Set
Provider Specialty Code: 2083P0901X
Last Name: Evans
First Name: Lily
Middle Name: BSB
Suffix: SFX
Prefix: PFX
Party Name: Gryffindor House 10.6
Street Address: 2800 Crystal Dr
City: Arlington
State: VA


NRx - QS/1 TEST (Store 0)
File Edit New Reports Inventory A/R Facility Management Store Control System Utilities Help
Log Out Rx Tasks Fill Profile Only Pend/Notes Save Documents History Verify NDC Discontinue Clinical Check Print Access Files Pricing
Rx Summary: #06002244 for SMITH, JACK (Birth Date: 10/18/1949)
General Information
Rx Number 06002244
Patient: SMITH, JACK
Charge:
Prescriber: TESTNPI, DOCTOR
Primary: U&C
U&C Plan:
Secondary:
Tertiary:
Drug: FUROSEMIDE 20 MG TABLET
Generic:
Sig: TAKE ONE TABLET DAILY
English
HOA: Frequency: Cycle Fill:
Rx Notes: 090816 Documenting CancelRx and CancelRxResponse
Quantity Information
Authorized: 30 Days Supply: 30
Dispensed: 30 Refills Authorized: 11
Remaining: 360 Refills Remaining: 11
Rx Dates
Last Filled: __/__/____ Written: 08/31/2016
Stop: 08/31/2017 Original Rx: 09/08/2016
Expiration: 09/08/2017 Date Due: __/__/____ Recalc
Cycle Date: __/__/____
Other Information
Auth Number: Status: Active
DAW: N 0 - No Product Special: Short Cycle:
Pricing Information
Price: 8.99 Full Part
Acquisition: $3.69 Secondary: $0.00
Profit %: 143.42% Tertiary: $0.00
Copay: $0.00 Third Party: $8.99
Messages
Primary Errors
Person Code Required
Drug Manufacturer - MYLAN
Drug Description
This drug is a white, round-shaped, tablet imprinted with M2 on one side.
Additional Rx Information
Place of Service:
Type of Service:
Special Pkg Ind:
Rx Origin: 3 - Electronic
QS/1 NRx
THE QS/1 PRODUCT FOR PHARMACY
System Date: 09/08/2016
All tasks running
PHARMACIST THE CONSOLE CAPS NUM INS
SMITH, JACK DOB:10/18/1949
New Electronic Prescription Information
Date received: 08/31/2016
Show Information | Show Segments
Drug Name: FUROSEMIDE 20MG TABLET
NDC: 17479060930
Quantity Authorized: 30
Unit: Carton
Prescriber: Evans, Lily
Sig: TAKE ONE TABLET DAILY
Refills Authorized: 11
Written Date: 08/31/2016
DAW Code: 0 (No Product Selection Indicated)
View Interactive Interchange Control Header (UIB) Segment
View Interactive Message Header (UIH) Segment
View Prescriber Segment
View Pharmacy Segment
View Patient Segment
View Drug Segment
** INTERACTIVE INTERCHANGE CONTROL HEADER **
Return To Top
Segment Tag: UIB
Segment identifier: UNOA
Syntax version number: 0
Transaction control reference: b028b7760b4747dd85b55ec9397a57bf
Prescriber ID: 6451880788001
Pharmacy ID: 0000280
Date: 08/31/2016
Event Time: 13:00:06.3
** INTERACTIVE MESSAGE HEADER **
Return To Top
Segment tag: UIH
Message type: SCRIPT
Message version number: 010
Message release number: 006
Message function: NEWRX
Prescriber Order Number: 0831163
Date: 08/31/2016
Event Time: 13:00:06.3
** PROVIDER INFORMATION (Prescriber) **
Return To Top
Provider Type: Prescriber
NPI: 1871598417
DEA: AS9432042-1234
Agency: Health Care Provider Taxonomy Code Set
Provider Specialty Code: 2083P0901X
Last Name: Evans
First Name: Lily
Middle Name: USB
Suffix: SFX
Prefix: PFX
Party Name: Gryffindor House 10.6
Street Address: 2800 Crystal Dr

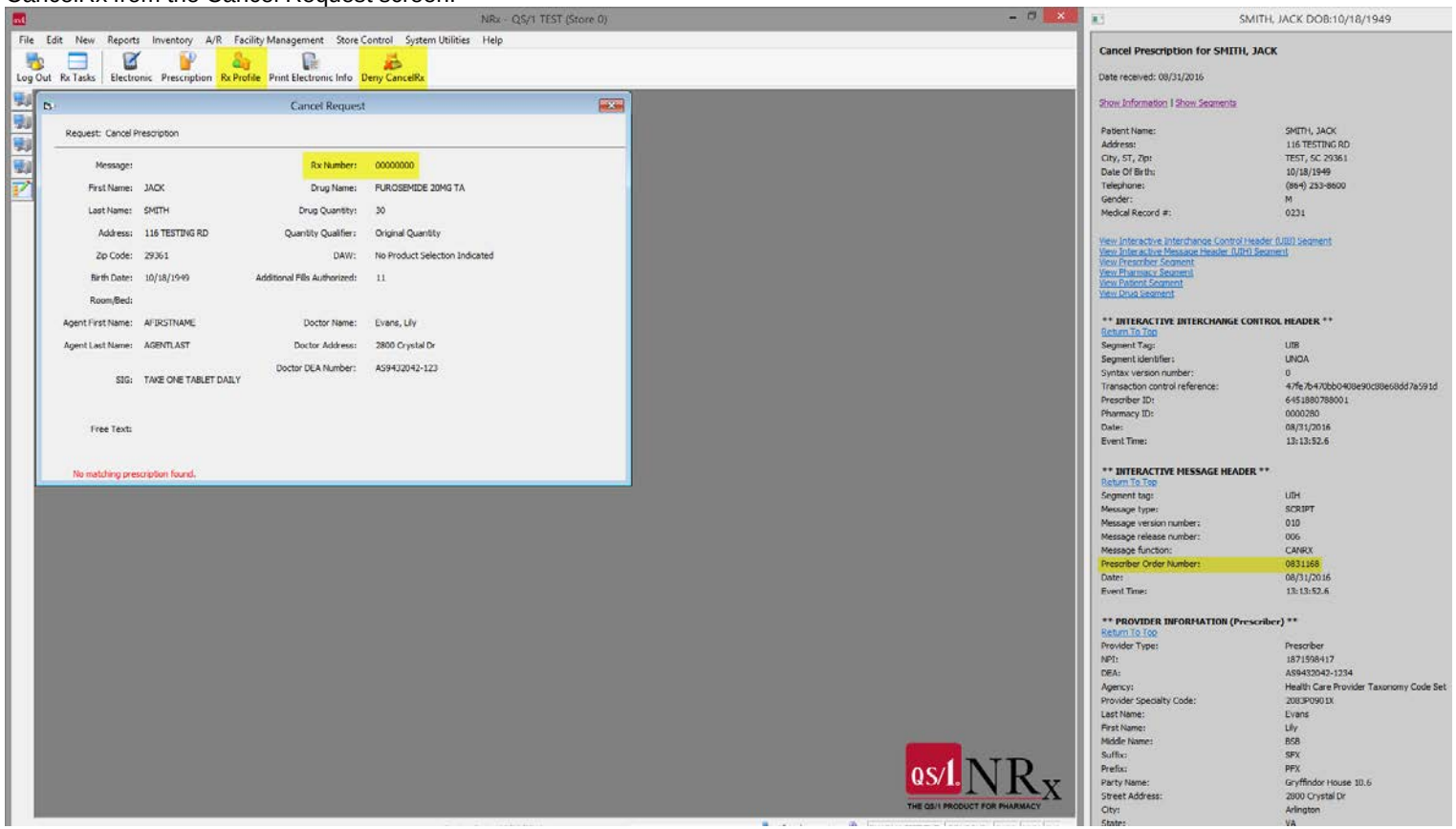
The pharmacy processes through its CancelRx orders and selects an item to process.



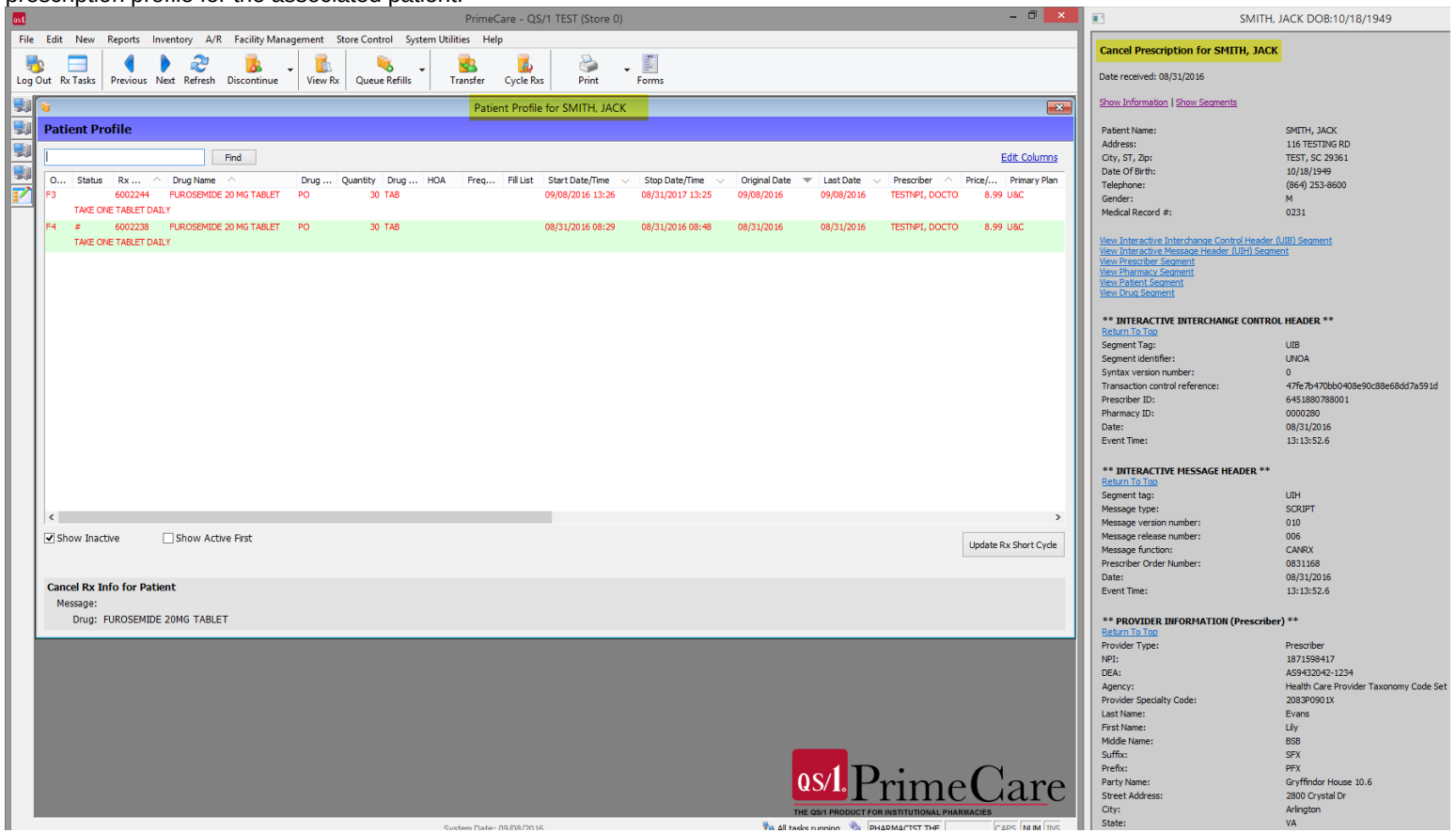
The system attempts to match the PON from the CancelRx to the PON of the NewRx. If no unique match is made, the system attempts to match to the RxReferenceNumber (RRN), which is the prescription number from NRx®/PrimeCare®.



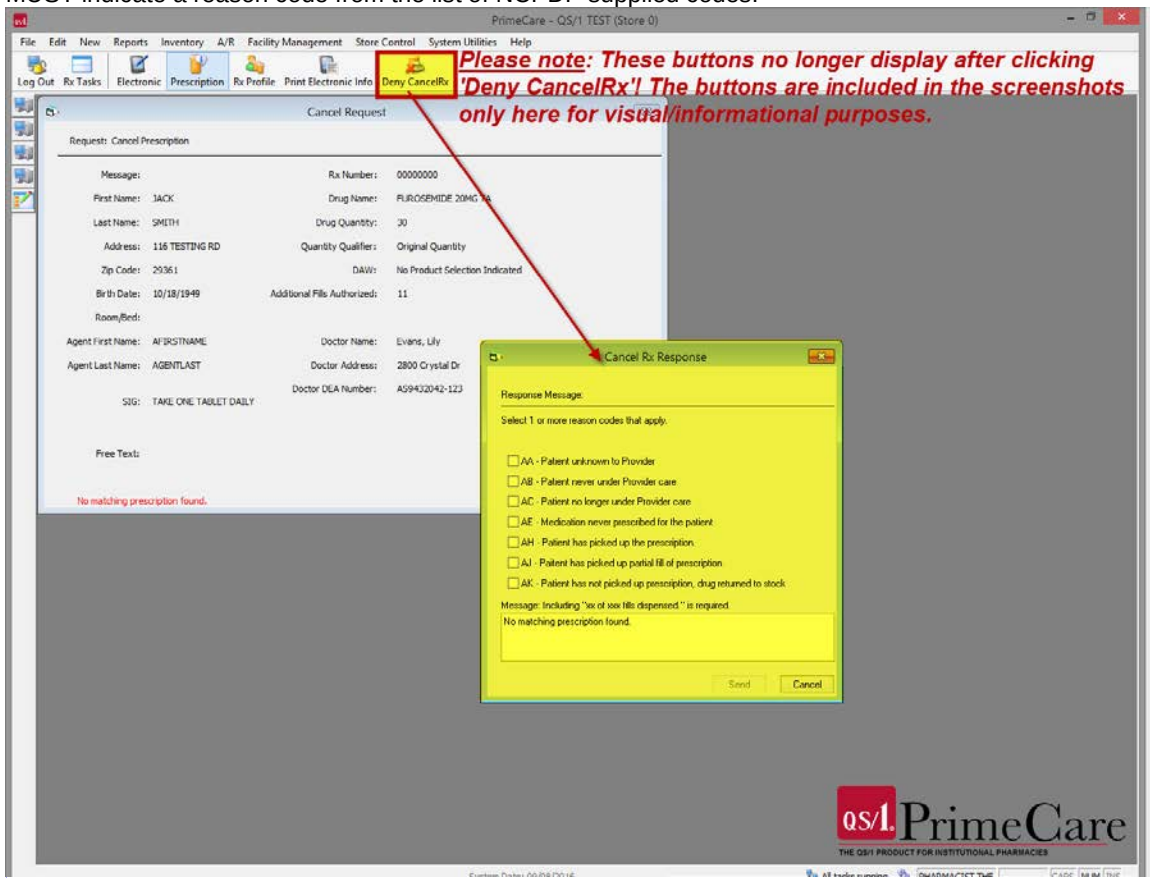
When a unique match cannot be made, the system displays the CancelRx message and presents options to access the Rx Profile or Deny CancelRx from the Cancel Request screen.

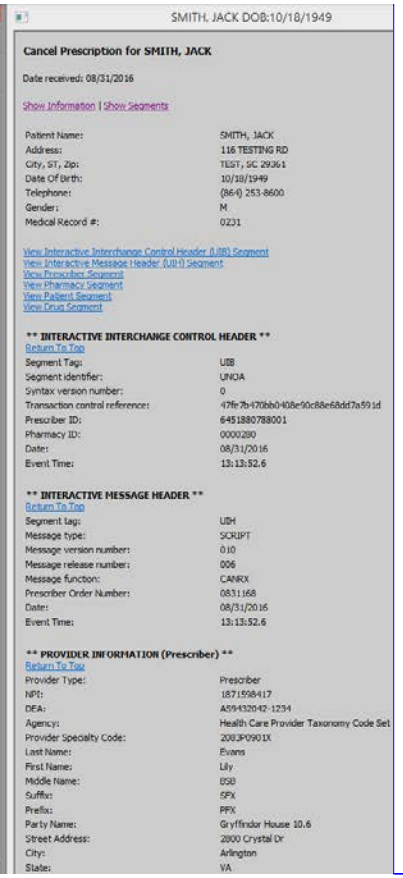


If Rx Profile is selected, as long as a unique match is made to the patient (Last Name, First Name, DOB, Gender), the system displays the prescription profile for the associated patient.



If the Deny CancelRx button is selected, the Cancel Rx Response dialogue window displays. When denying a CancelRx, the pharmacy MUST indicate a reason code from the list of NCPDP supplied codes.

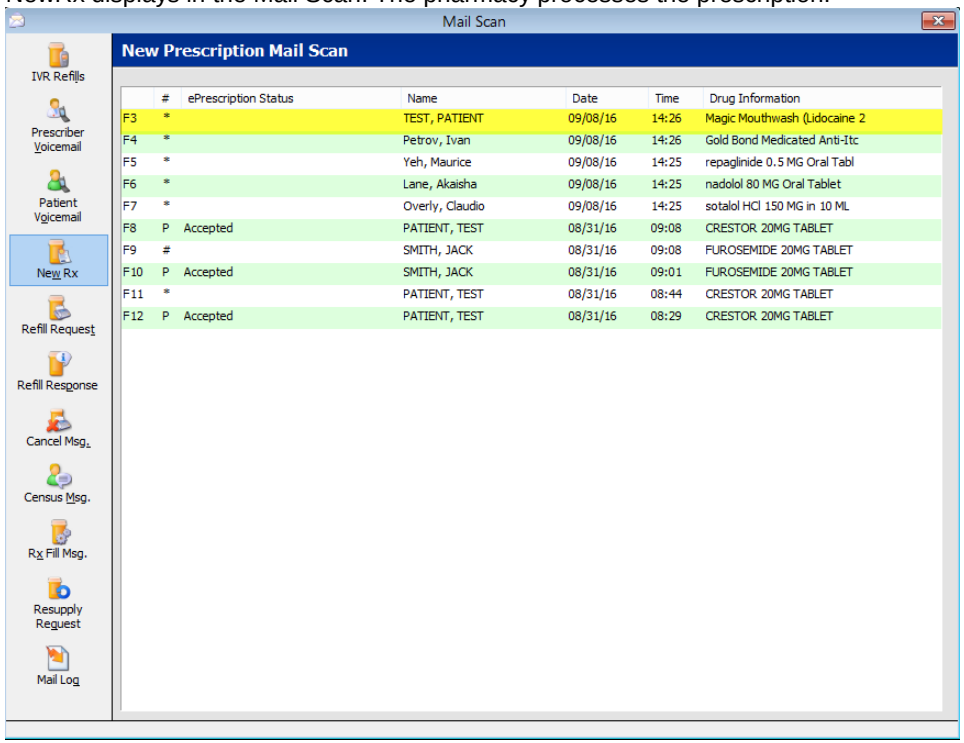


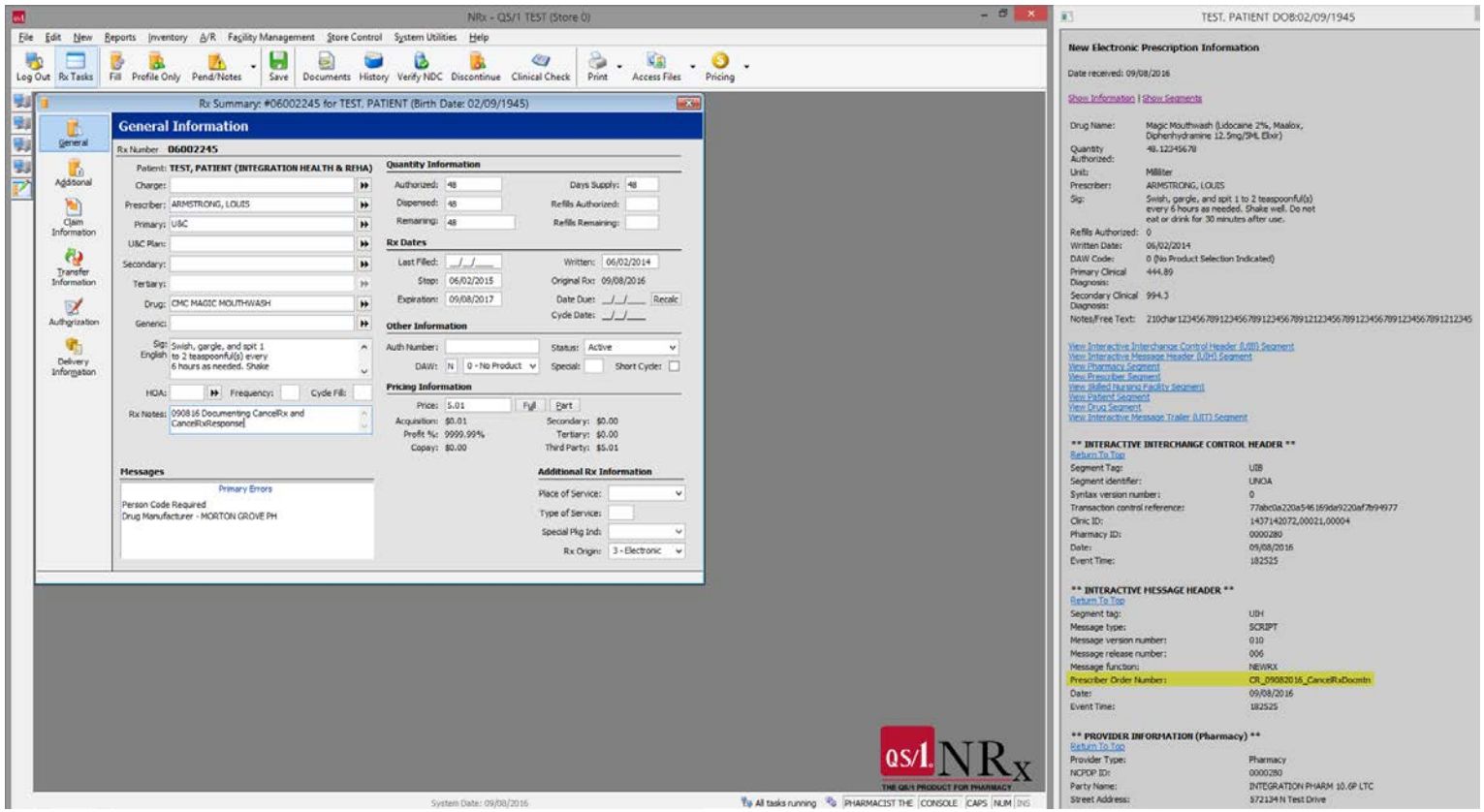


Comment [I1]: Revise - make text smaller - **Note**: These buttons no longer display, after Deny CancelRx is selected. The buttons are included on screenshots for visual/informational purposes only.

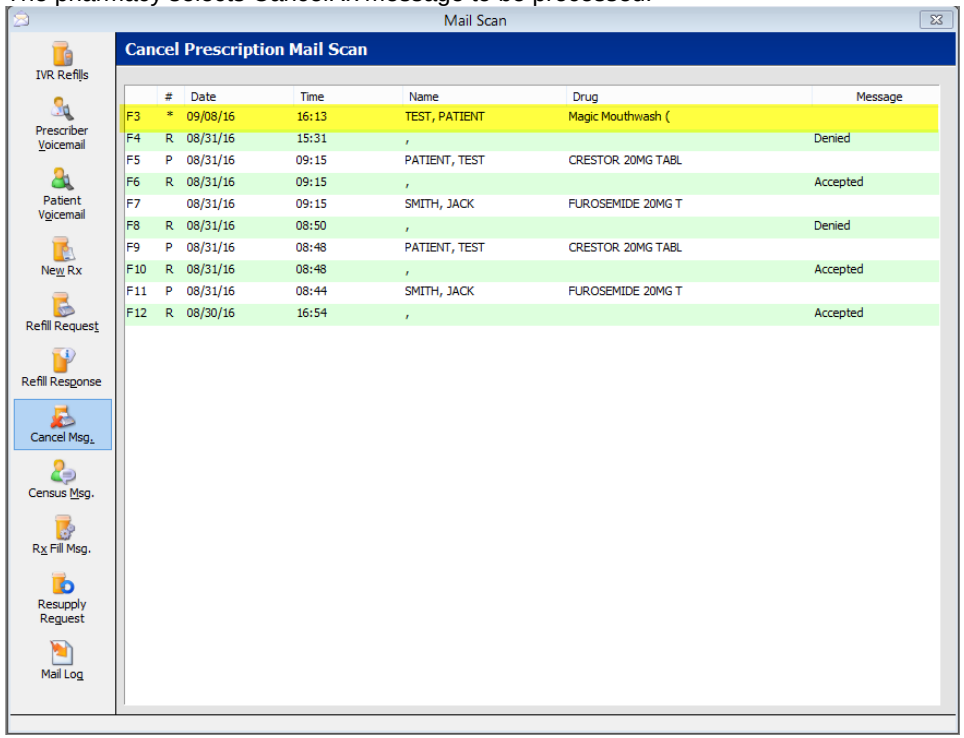
Case 3: NewRx has NOT been processed, but a match is made to the CancelRx PON and/or RxReferenceNumber (QS/1 Rx#)

NewRx displays in the Mail Scan. The pharmacy processes the prescription.

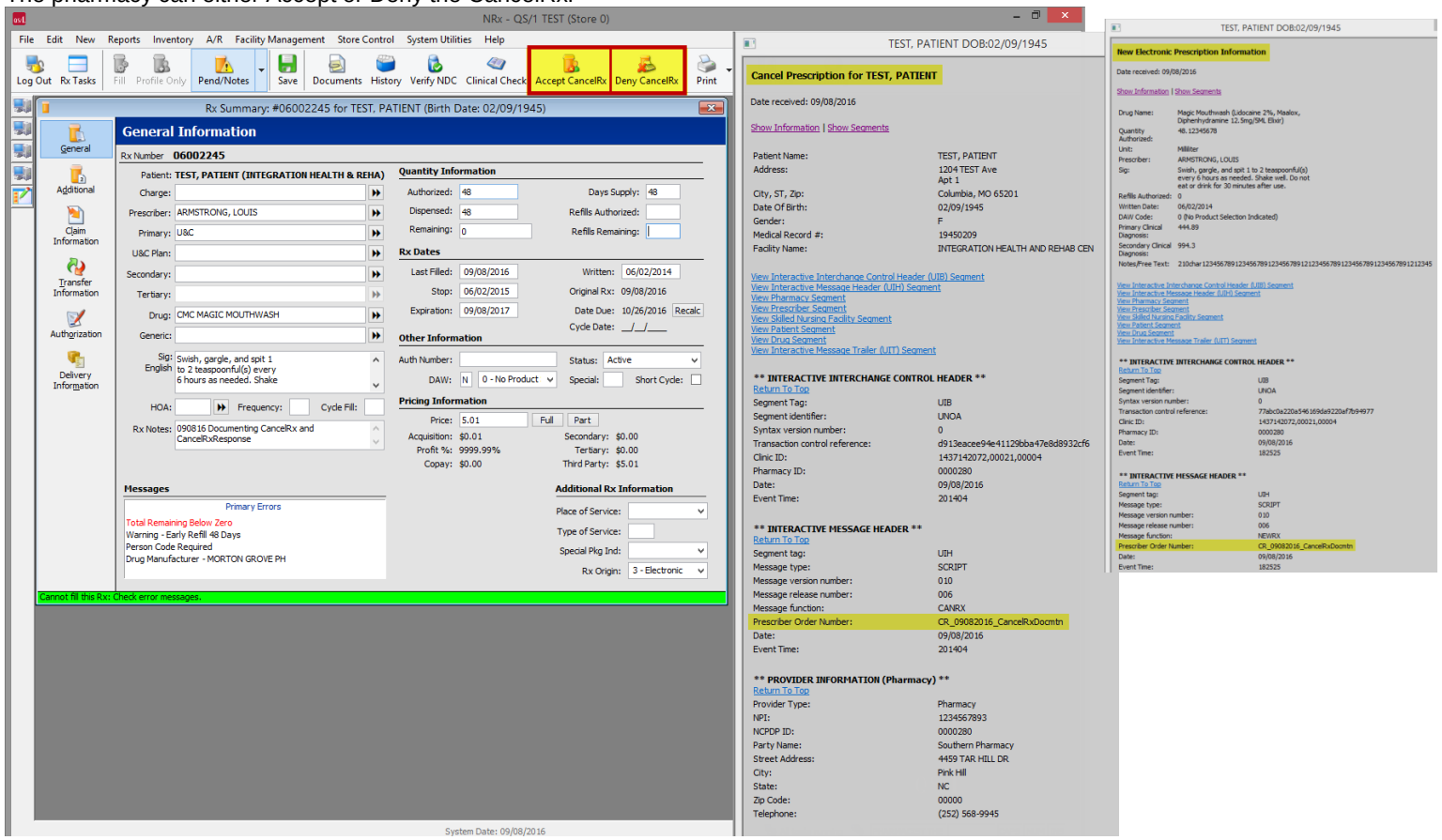



NRx - QS/1 TEST (Store 0)
File Edit New Reports Inventory A/R Facility Management Store Control System Utilities Help
Log Out Rx Tasks Fill Profile Only Pend/Notes Save Documents History Verify NDC Discontinue Clinical Check Print Access Files Pricing
Rx Summary: #06002245 for TEST, PATIENT (Birth Date: 02/09/1945)
General Information
Rx Number 06002245
Patient: TEST, PATIENT (INTEGRATION HEALTH & REHA)
Charge:
Prescriber: ARMSTRONG, LOUIS
Primary: U&C
U&C Plan:
Secondary:
Tertiary:
Drug: CMC MAGIC MOUTHWASH
Generic:
Sig: English: Swish, gargle, and spit 1 to 2 teaspoonful(s) every 6 hours as needed. Shake
HOA: Frequency: Cycle Fill:
Rx Notes: 090816 Documenting CancelRx and CancelRxResponse
Quantity Information
Authorized: 48 Days Supply: 48
Dispensed: 48 Refills Authorized:
Remaining: 48 Refills Remaining:
Rx Dates
Last Filled: __/__/____ Written: 06/02/2014
Stop: 06/02/2015 Original Rx: 09/08/2016
Expiration: 09/08/2017 Date Due: __/__/____ Recalc
Cycle Date: __/__/____
Other Information
Auth Number: Status: Active
DAW: N 0 - No Product Special: Short Cycle:
Pricing Information
Price: 5.01 Full Part
Acquisition: $0.01 Secondary: $0.00
Profit %: 9999.99% Tertiary: $0.00
Copay: $0.00 Third Party: $5.01
Messages
Primary Errors
Person Code Required
Drug Manufacturer - MORTON GROVE PH
Additional Rx Information
Place of Service:
Type of Service:
Special Pkg Ind:
Rx Origin: 3 - Electronic
QS/1 NRx
THE QS/1 PRODUCT FOR PHARMACY
System Date: 09/08/2016
All tasks running PHARMACIST THE CONSOLE CAPS NUM INS
TEST, PATIENT DOB:02/09/1945
New Electronic Prescription Information
Date received: 09/08/2016
Show Information | Show Segments
Drug Name: Magic Mouthwash (Lidocaine 2%, Maalox, Diphenhydramine 12.5mg/5ML Elixir)
Quantity Authorized: 48.12345678
Unit: Milliliter
Prescriber: ARMSTRONG, LOUIS
Sig: Swish, gargle, and spit 1 to 2 teaspoonful(s) every 6 hours as needed. Shake well. Do not eat or drink for 30 minutes after use.
Refills Authorized: 0
Written Date: 06/02/2014
DAW Code: 0 (No Product Selection Indicated)
Primary Clinical Diagnosis: 444.89
Secondary Clinical Diagnosis: 994.3
Notes/Free Text: 210char1234567891234567891234567891212345678912345678912345678912345678912345
View Interactive Interchange Control Header (UIB) Segment
View Interactive Message Header (UIH) Segment
View Pharmacy Segment
View Prescriber Segment
View Skilled Nursing Facility Segment
View Patient Segment
View Drug Segment
View Interactive Message Trailer (UIT) Segment
** INTERACTIVE INTERCHANGE CONTROL HEADER **
Return To Top
Segment Tag: UIB
Segment identifier: UNOA
Syntax version number: 0
Transaction control reference: 77abc0a220a546169da9220af7b94977
Clinic ID: 1437142072,00021,00004
Pharmacy ID: 0000280
Date: 09/08/2016
Event Time: 182525
** INTERACTIVE MESSAGE HEADER **
Return To Top
Segment tag: UIH
Message type: SCRIPT
Message version number: 010
Message release number: 006
Message function: NEWRX
Prescriber Order Number: CR_09082016_CancelRxDocmtn
Date: 09/08/2016
Event Time: 182525
** PROVIDER INFORMATION (Pharmacy) **
Return To Top
Provider Type: Pharmacy
NCPDP ID: 0000280
Party Name: INTEGRATION PHARM 10.6P LTC
Street Address: 5721341 N Test Drive

The pharmacy selects CancelRx message to be processed.

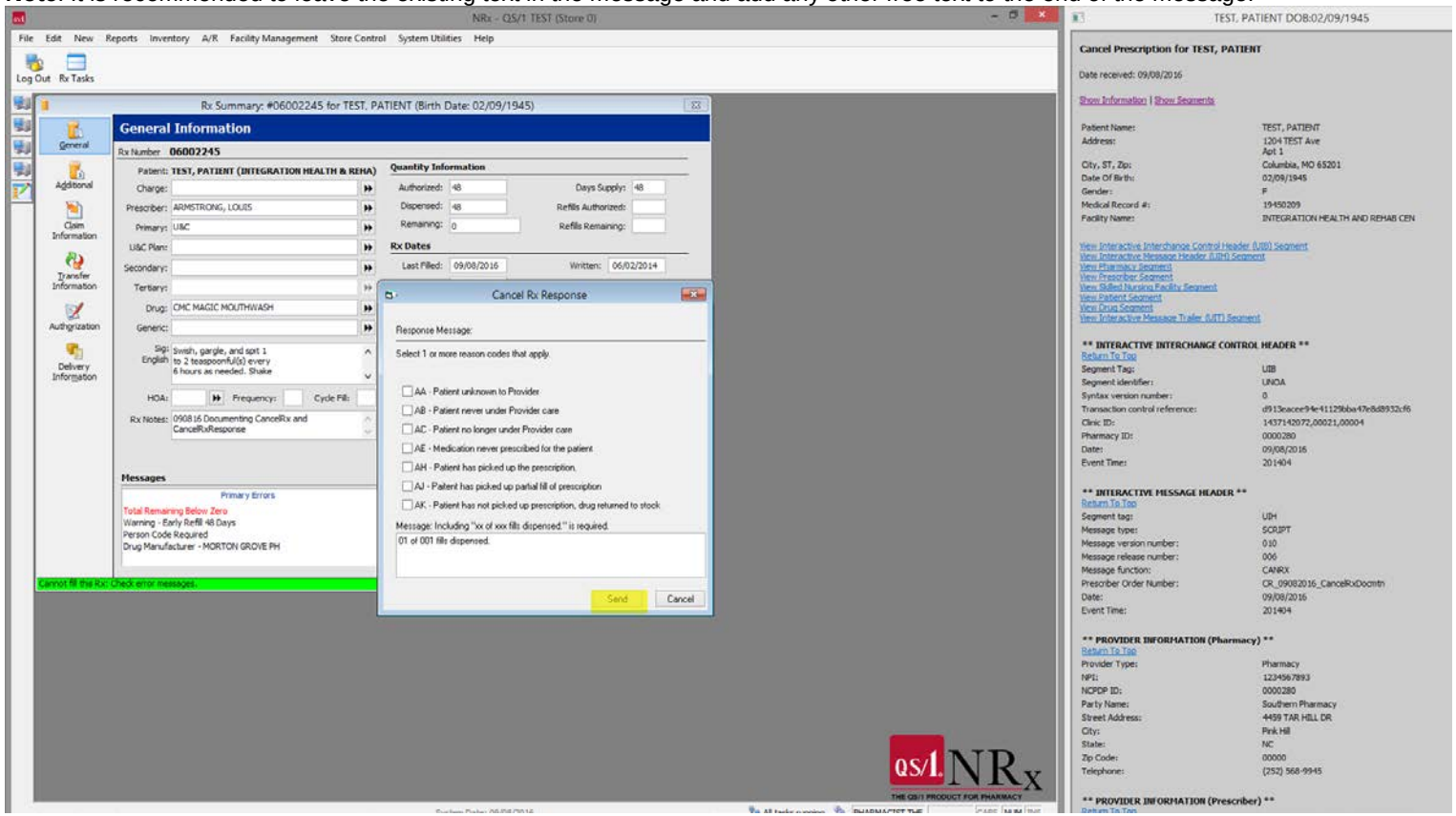


Because the PON from the CancelRx message matches the PON from the NewRx, the system automatically takes the user to the Rx Summary screen for the linked prescription. When processing a CancelRx message, the pharmacy **cannot** Fill or Profile the prescription. The pharmacy can either Accept or Deny the CancelRx.



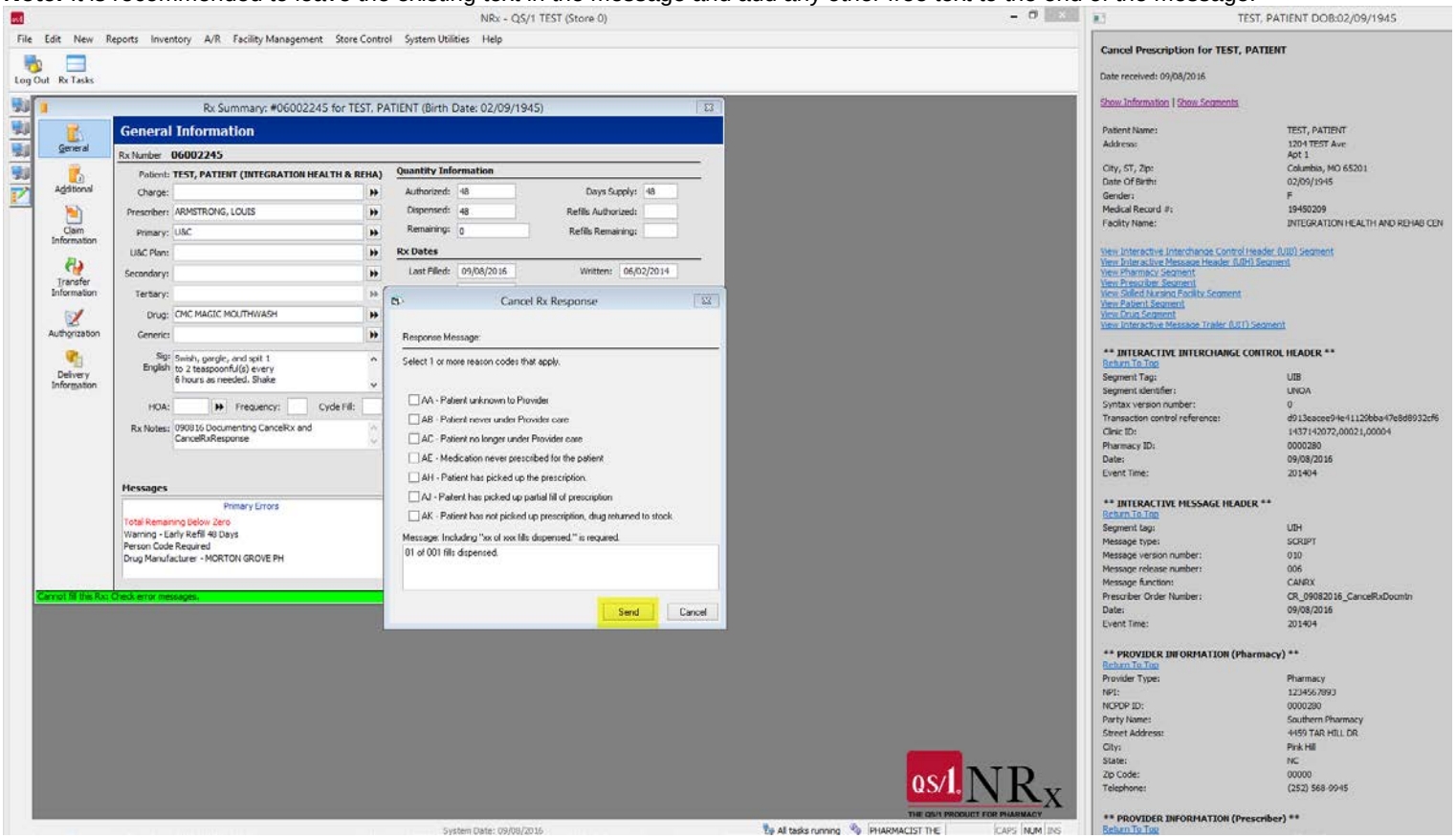
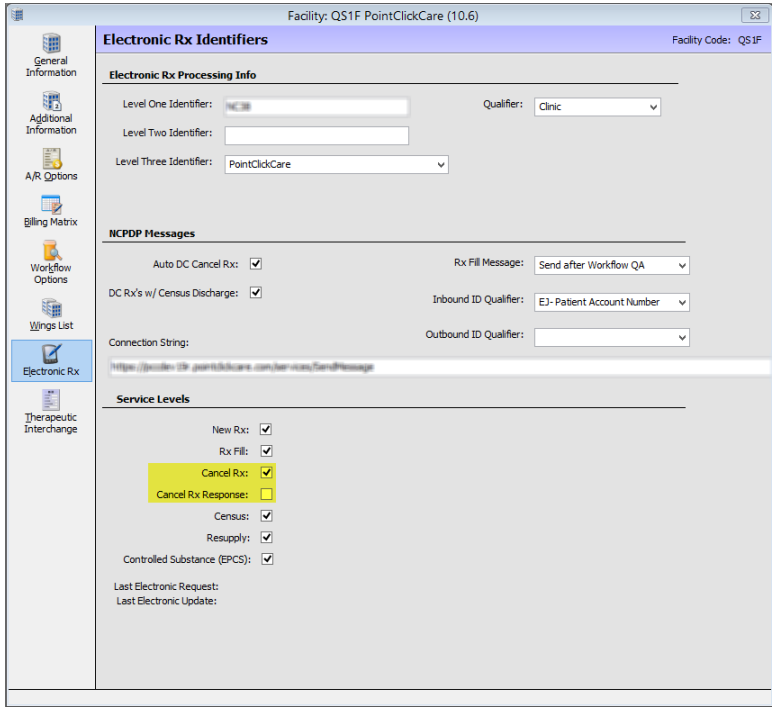
When denying a CancelRx, the pharmacy MUST indicate a reason code from the list of NCPDP supplied codes. The system does not allow the user to continue until a reason code is selected from the Cancel Rx Response window; the Send button is inactive/grayed out. The Message box on the Cancel Rx Response window automatically populates with a note of the number of fills dispensed for the prescription already, in xx of xxx fills dispensed format. The remaining message can be 56 characters in length.

Note: It is recommended to leave the existing text in the message and add any other free text to the end of the message.



When Accepting a CancelRx, the Cancel Rx Response window still displays with xx of xxx fills dispensed verbiage populated in the Message box, but a reason code is NOT required to accept/approve a CancelRx message.

Note: It is recommended to leave the existing text in the message and add any other free text to the end of the message.



Note: The Facility records in PrimeCare were updated with CancelRx and CancelRxResponse (not all eMARs support CancelRxResponse) in Service Pack 19.1.14 for our NCPDP SCRIPT 10.6 direct interfaces developed for our eMAR vendors. These options must be checked on the Facility record, if the eMAR used at the Facility supports CancelRx and/or CancelRxResponse.