

A guide for cancelling and amending Electronic Repeat Dispensing (eRD): For EmisWeb[®]



Cancelling or Amending Electronic Repeat Dispensing (eRD) – EMIS

If an eRD has been set up for a patient and half way through the batch there has been a change to one of the medications or one of the medications is no longer suitable, this will need to be cancelled. If the patient leaves the surgery any outstanding eRDs should be cancelled by the surgery.

eRD allows the cancellation of an item or the whole prescription, cancelling all the remaining prescriptions on the spine for that item or the full prescription. Individual items on an eRD cannot be amended or new items added to the original eRD. Therefore, if a dose change is required, the item needs to be cancelled and a new eRD generated.

There are TWO options for patients with multiple items on eRD where an item requires cancellation:

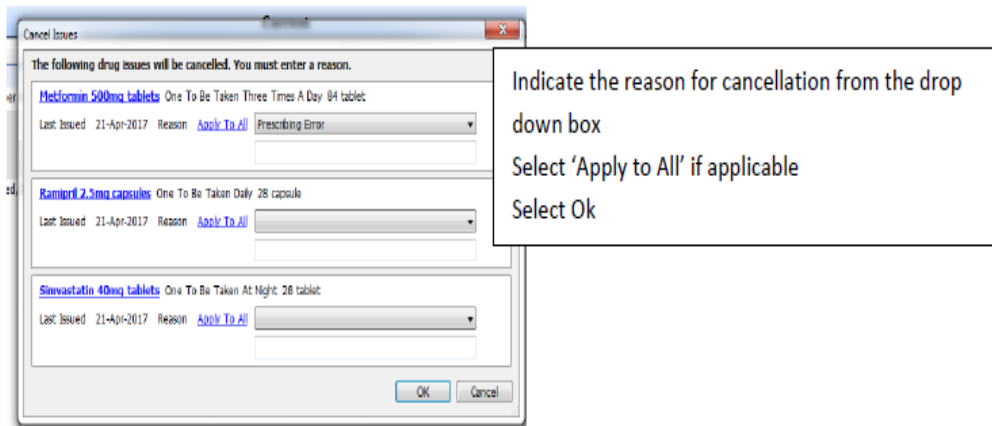
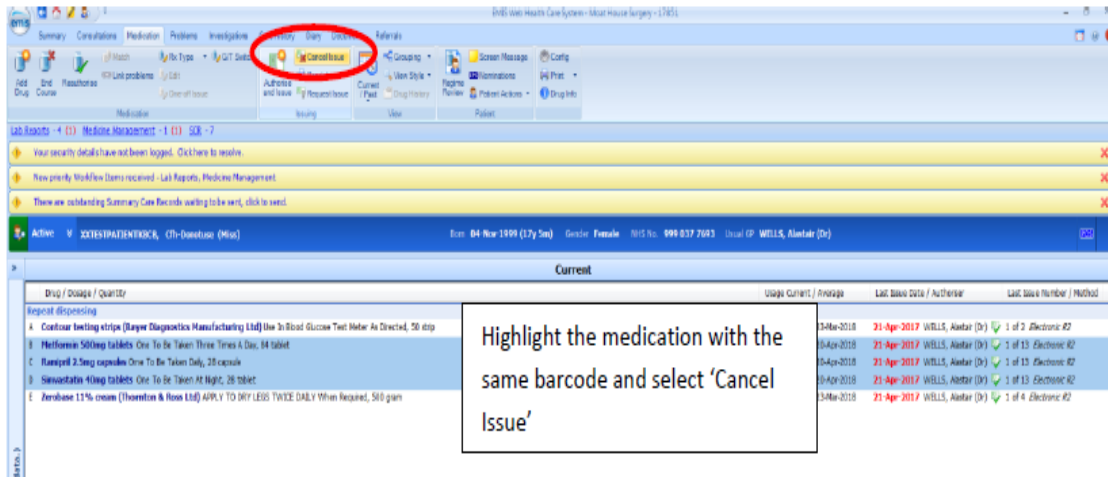
A. **Cancel all** outstanding items within the prescription form and replace with a new eRD, including the new item/amended dosage change

B. **Cancel the individual** item(s) – check when the next issue of the existing eRD prescription is due and generate a one-off prescription to cover the quantity required until the date of the next issue of the original eRD. Create a new eRD prescription to start at the same time as the next issue of the existing eRD prescription with enough issues so that all prescriptions end at the same time. “Synching” prescriptions in this way ensures that all the patient’s prescriptions are received by the dispenser on the same day and support interaction checking.

It is always good practice to communicate with the patient’s nominated pharmacy about any changes made to eRD prescriptions; this can be done with the electronic note to dispenser within the new eRD prescription.

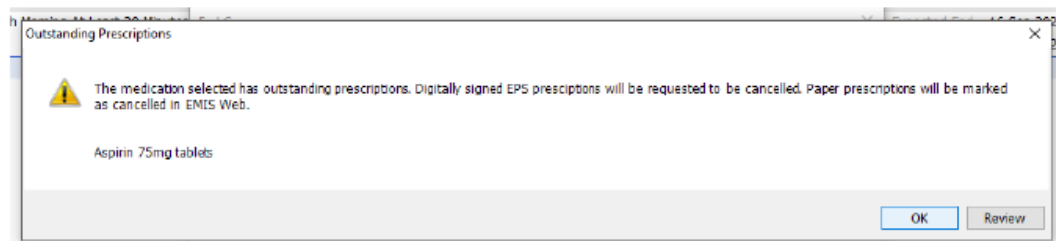
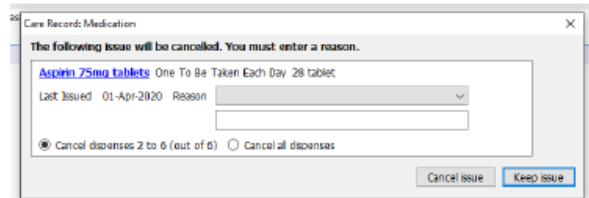
The Process for cancelling or amending eRDs on EMIS

A) Using the Cancelling medication option:



B) Selecting the “end the course” option:

If you need to stop a drug and switch it for another – then you can click ‘End Course’ which will prompt this box. From here you can choose to leave the current issue and cancel all future issues (this would be the first box ‘Cancel dispenses 2 to 6 (out of 6)’), or you can cancel everything, so the patient stops immediately, this is ‘Cancel all dispenses’.



This will then prompt this warning, to tell us we are about to cancel the EPS prescriptions – we just click OK, to this.

If a warning message appears saying ‘unable to cancel as already with dispenser’ you will need to ring the pharmacy and ask them to return the prescription to the spine so you can cancel this item.

The operator will then receive a task to confirm the prescription has been cancelled successfully or the message will ask the operator to contact the pharmacy if the script has been down loaded by the pharmacy. The operator will need to ask the pharmacy to send the prescription back to the spine for cancelation. If the prescription has been dispensed and issued the operator will have to contact the patient. An amended eRD prescription can then be downloaded by the pharmacy.