



To: All WRS Users  
From: WRS Development Team  
Date: 11/20/2018  
Re: Updates to the WRS Health System

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WRS is proud to announce the release of two new eRx functions **RxChange**, which giving providers the ability to electronically cancel a prescription and **Rx Change**, which allows pharmacies to request changes to the prescription via electronic messages to the prescriber's WRS Task Queue.

These enhancements have been made as part of the ONC Meaningful Use and MIPS Certification process. We hope they help to will enhance your e-prescribing workflow.



[Click to Access Video Training on Rx Cancel and Rx Change](#)

#### HOW TO OPT IN/OUT

**Enrollment will be in effect on or about Wednesday, November 21, 2018.**

**Rx Change** - On or about *Wednesday, November 21, 2018* all eligible WRS e-prescribers, who are currently enrolled in Electronic Refill Requests, we also be enrolled in Rx Change. Other prescribers who would like to use this functionality should send a support ticket (with prescriber user name) to support asking to Opt-In. Prescribers who want to "opt-out" can do so by submitting a support ticket with an Opt-Out request and the prescriber's user name.

**Rx Cancel** - All eligible WRS prescribers will automatically be enrolled in RX Cancel. Please submit a support ticket if you do not wish to have this function enabled.

#### IMPORTANT NOTES

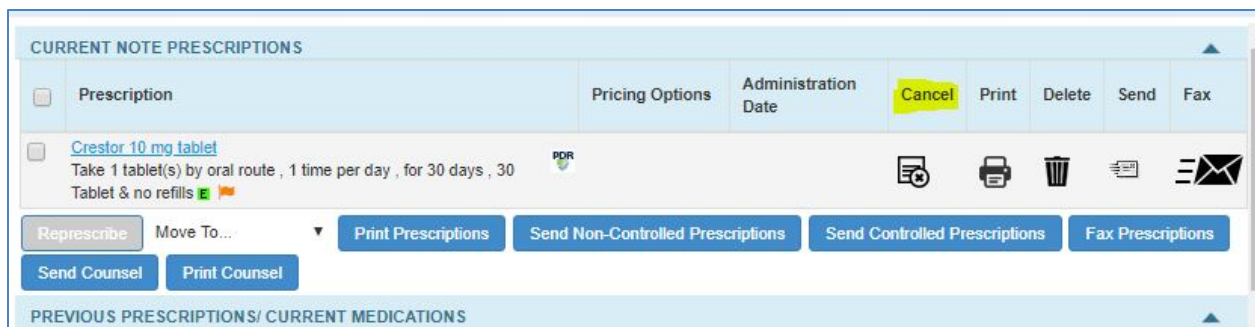
- **Change or Cancel on Unsigned Notes Only**- providers will be able to electronically cancel a prescription that was electronically sent from that originating open note. Note that cancel can only be done on UNSIGNED notes, nor can it be done by opening a new note.

- **Participation is Limited** – This is new technology, so only a relatively-small group of pharmacies are using Rx Change and RX Cancel right now. Use of these functions is projected to increase significantly as additional pharmacies implement the new change and cancel functions. Results will vary depending on your locality and the pharmacy selected.
- **Access is for Prescribers Only** - ERx Cancel and ERx Change are based on unique clinical workflows, as such non-prescribers will be unable to change or cancel prescriptions electronically.
- **Pharmacies Can Decline to Change or Cancel** - Pharmacies have the option to accept or deny any change or cancel requests sent from a prescriber.
- **Dosage and Quality is Required for Oral Rx** – Prescribers are required to indicate dose & quality to milliliter for oral liquid form medication to use this new functionality.

### ERx CANCEL

Providers will be able to electronically cancel a prescription that was electronically sent from that originating open note. Rx Cancel cannot be done from a signed or closed note, nor can it be done by opening a new note. The action of “cancel” can only be performed by the prescribing provider. If the “cancel action” is done after a prolonged timeframe, the pharmacy can refuse that request, and the provider will be alerted to that status. This is usually the case if the patient has already received the prescription.

Once a prescription has been created and sent electronically, from the open note and on the Medication Page, the provider can select the CANCEL option to cancel that prescription:



You must select a "reason" for the cancel action, and then select CANCEL Rx:

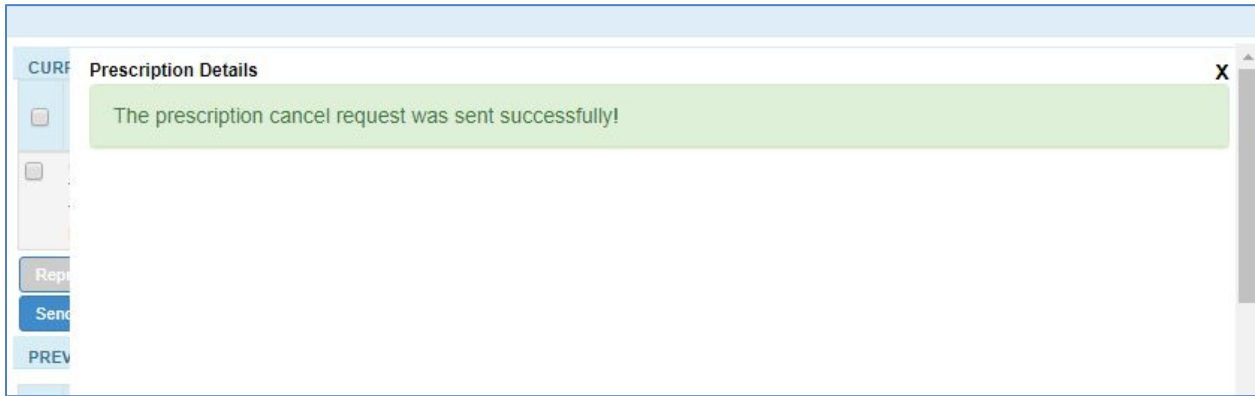
The screenshot shows a web application interface for prescription management. On the left, there are tabs for 'CURR' and 'PREV'. The main area is titled 'Prescription Details' and contains patient information (DOB: 07/05/2014, address: 235, AR33333, Tel: (123) 123 - 1233) and provider information (Waltham, MA 02451, Tel: (781) 899 - 8787, Fax: (781) 899 - 8788). Below this, there is a section for 'Rx' with details: Drug: Crestor 10 mg tablet, Sig: Take 1 tablet(s) by oral route, 1 time per day, for 30 days, Daw: No, Start Date: 07/11/2018, Duration: 30 days, Quantity: 30 Tablet. A 'Cancel Reason' dropdown menu is open, showing 'Change Medication' as the selected option. At the bottom of the form are 'Cancel Rx' and 'Close' buttons. On the right side, there is a table with columns for 'Administration Date' and a list of rows, each with a PDF icon.

This action will trigger a popup warning that alerts the provider the prescription will be cancelled:

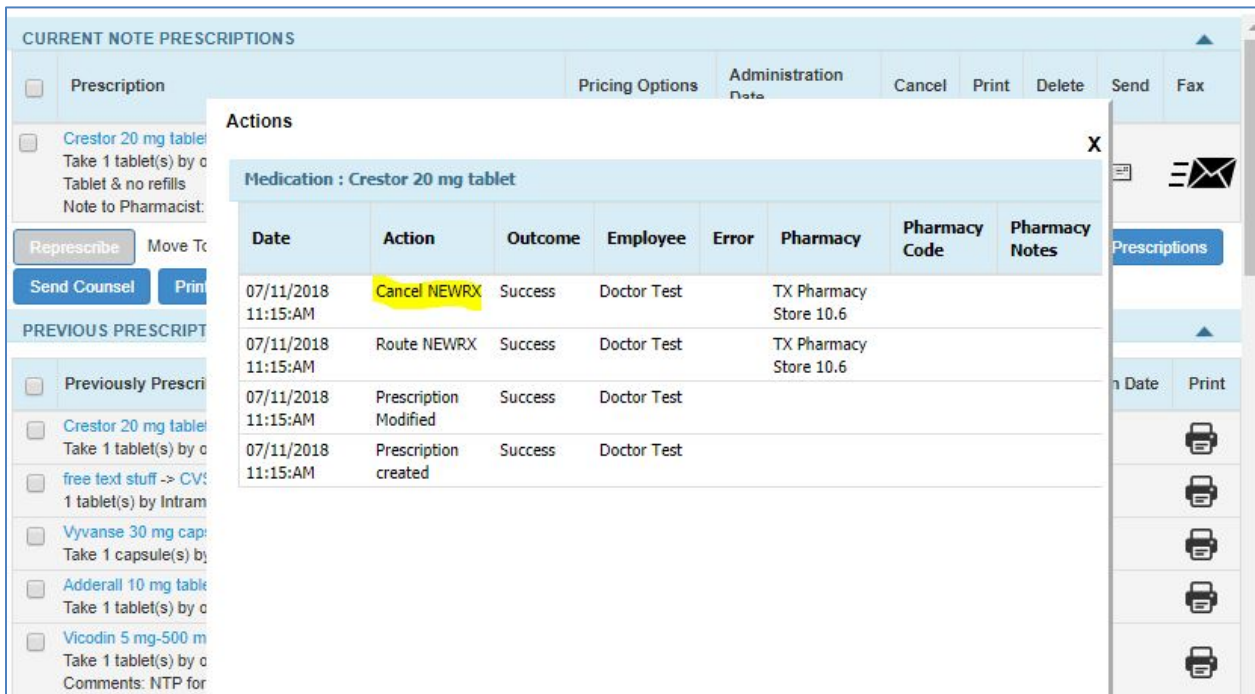
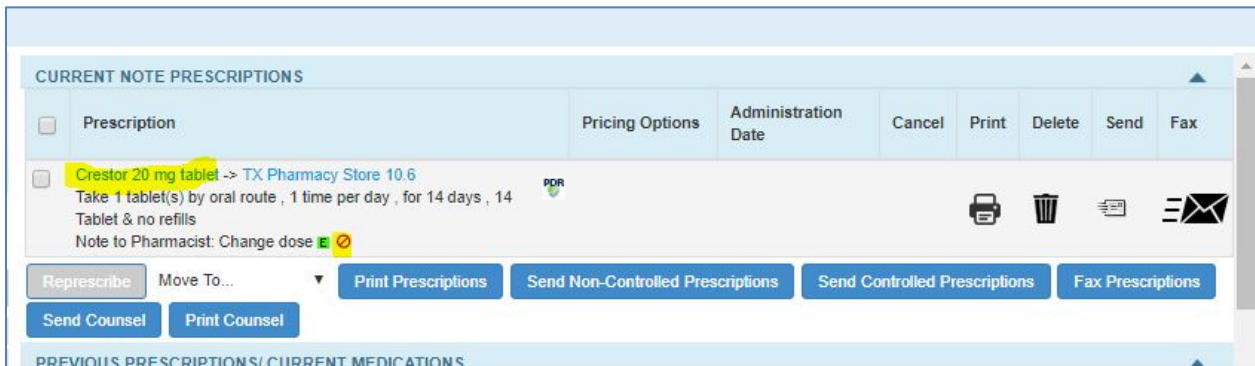
This screenshot shows the same prescription details form as above, but with a warning popup dialog box overlaid in the center. The dialog box has a title bar that reads 'php52.dev.wrshealth.com says' and contains the text: 'Selecting "Cancel" will electronically send the cancellation to the pharmacy, and this prescription will not be filled. Do you want to continue?'. There are 'OK' and 'Cancel' buttons at the bottom of the dialog. The background form is partially obscured by the dialog box.

Selecting "OK" will electronically cancel that prescription and status of successful transmission. Remembering that if this action was prolonged, and the patient has received the prescription, the alert will inform the

provider as such.



The Medication Page will reflect this action as cancelled by (1) the medication being strikeout line and (2) "red circle with slash" icon and the "View All Actions" will log the event:



## ERx CHANGE

Change requests will be sent by the pharmacy, based on a prescription sent electronically from WRS, and to the task queue of the prescribing provider. These requests will load into the provider's task queue (similar to refill requests) and will indicate "an Rx change request". Clicking the blue hyperlinks opens the request:

The screenshot shows a web application interface for a messaging system. At the top, there is a navigation bar with options like 'EMR', 'Billing', 'Order Tracking', 'Documents', 'Messaging', and 'Administration'. The main content area is titled 'Active (35)' and contains a table of tasks. The table has columns for 'NAME', 'STATUS', 'TYPE', 'ASSIGNED BY', and 'DATE ASSIGNED'. One row is highlighted in yellow, indicating an 'Rx Change Request' assigned to the user.

NAME	STATUS	TYPE	ASSIGNED BY	DATE ASSIGNED
An rx fill message has been sent from the pharmacy.	Created	Rx Fill	System User	07/10/2018 5:38 PM
An rx fill message has been sent from the pharmacy.	Created	Rx Fill	System User	07/10/2018 5:28 PM
An rx change request has been assigned to you	Created	Rx Change Request	System User	07/10/2018 5:14 PM
An rx change request has been assigned to you	Created	Rx Change Request	System User	07/10/2018 5:04 PM
An rx change request has been assigned to you	Created	Rx Change Request	System User	07/10/2018 3:29 PM

The screenshot shows the detailed view of an 'Rx Change Request' task. The task title is 'Active'. Below the title, there is a 'Back' button and a 'Mark as completed' button. The main content area displays the task details: 'TYPE' is 'Rx Change Request', 'ASSIGNED BY' is 'System User', 'ASSIGNED TO' is 'Doctor Test', 'REASSIGN TO' is 'Select...', 'ASSIGNED ON' is '07/10/2018 6:04 AM', and 'PATIENT REFERENCED' is empty. The 'TEXT' field contains the message: 'An rx change request has been assigned to you.' Below the text field, there is a blue hyperlink: 'Click here to view the rx change request'. At the bottom, there are 'Save' and 'Send As Message' buttons.

The opened request will identify the patient, provider, original Rx and the medication change requested. If provided by the pharmacy, there will also be details for the reason for change. Usually this may be a dosage change, generic to brand (or brand to generic) change, or medication change due to patient allergies or even

## pharmacy inventory:

General information	
<b>FLOUNDERS, FELICIA</b> Sex: female SSN: 654843213 DOB: 11/01/1980 WRS ID: 002-46-0598 6715 Swanson Ave NEW BALTIMORE, VA 20187 (301) 882-0035	<b>Pharmacy:</b> TX Pharmacy 10.6MU NCPDP: 1367084 NPI: 1366629743 Address: W136 N7084 Texans Way, Houston, TX 77001 Tel: (832)202-8232 Fax: (202)556-1111  <b>Prescriber:</b> Doctor Test, PhD, MD, DEA #BG4020741, BG4020742, NPI 1352567899 WRS Implementation & Training 7876 Good Hope Road, Milwaukee, WI 53223-0001 Tel: (414)216-3333 Fax: (414)216-3333
Medication Prescribed	
Medication: Zestril 20 mg tablet For: 30 days Quantity: 30 Tablet Sig: Take one tablet daily. <input checked="" type="checkbox"/> Dispense As Written Number of Refills: 1 Notes: Please DAW Written Date: 2017/02/01	
Rx Change Request	
<b>Change request type:</b> Therapeutic Interchange <input type="button" value="Change"/>	
Medication: MOEXIPRIL HCL 15 MG TABLET For: 30 days Quantity: 60 Tablet Sig: Take one tablet twice a day for 30 days. <input type="checkbox"/> Dispense As Written Total number of dispensings requested: <input type="text" value="3"/> Notes from pharmacist: Formulary Compliance Written Date: 02/01/2017 Reason for Denial: <input type="text"/> Notes from Doctor: <input type="text"/>	
<input type="button" value="Deny"/> <input type="button" value="Approve"/> <input type="button" value="Deny &amp; Cancel"/> <input type="button" value="Close"/>	

Providers have 3 core actions that can be taken on this request;

- 1) DENY: which denies the change requested, and the original prescription will be filled



Rx Change Request

Change request type: Therapeutic Interchange Change

Medication: MOEXIPRIL HCL 15 MG TABLET  
 For: 30 days  
 Quantity: 60 Tablet  
 Sig: Take one tablet twice a day for 30 days.

Dispense As Written

Total number of dispensings requested:

Notes from pharmacist: Formulary Compliance  
 Written Date: 02/01/2017  
 Reason for Denial:

Notes from Doctor:

Deny i Approve i Deny & Cancel i Close

2) APPROVE: which will replace the original prescription with the suggested prescription

Rx Change Request

Change request type: Therapeutic Interchange Change

Medication: LISINOPRIL 10 MG TABLET  
 For: 30 days  
 Quantity: 60 Tablet  
 Sig: Take one tablet twice a day for 30 days.

Dispense As Written

Total number of dispensings requested:

Notes from pharmacist: Formulary Compliance  
 Written Date: 02/01/2017  
 Reason for Denial:

Notes from Doctor:

Deny i Approve i Deny & Cancel i Close

If approving the request for the new medication suggested, the provider may have the option of modifying the preset SIG for dosing, dispensing and refills, if the change is for a new medication:

Rx Change Request

Change request type: Therapeutic Interchange Change

Medication: MOEXIPRIL HCL 15 MG TABLET  
 For: 30 days  
 Quantity: 60 Tablet  
 Sig: Take one tablet twice a day for 30 days.

Dispense As Written

Total number of dispensings requested:

Notes from pharmacist: Formulary Compliance  
 Written Date: 02/01/2017

Reason for Denial:

Notes from Doctor:

Rx Change Request

Change request type: Therapeutic Interchange Change

Medication: MOEXIPRIL HCL 15 MG TABLET

New Rx:

Start Date:   End Date:

e.g. 1 tablet

Route:

Every:   hours  times/day  other freq/interval

For:  days

Quantity:  Qualifier:

Additional Instructions:

New Rx Note Pharmacist:

Dispense As Written

Refills:

Notes from pharmacist: Formulary Compliance  
 Written Date: 02/01/2017

Reason for Denial:

Notes from Doctor:

- 3) DENY AND CANCEL: will both deny the requested medication change and cancel the original prescription. In those cases, the provider would be required to open a new prescription note (or call a new prescription to the pharmacy) if the patient required further treatment:



Rx Change Request

Change request type: Therapeutic Interchange

Medication: MOEXIPRIL HCL 15 MG TABLET  
For: 30 days  
Quantity: 60 Tablet  
Sig: Take one tablet twice a day for 30 days.

Dispense As Written

Total number of dispensings requested:

Notes from pharmacist: Formulary Compliance  
Written Date: 02/01/2017  
Reason for Denial:

Notes from Doctor:

Rx Change Request

Change request type: Therapeutic Interchange

Medication: MOEXIPRIL HCL 15 MG TABLET  
For: 30 days  
Quantity: 60 Tablet  
Sig: Take one tablet twice a day for 30 days.

Dispense As Written

Total number of dispensings requested:

Notes from pharmacist: Formulary Compliance  
Written Date: 02/01/2017  
Reason for Denial:

Notes from Doctor:

If the prescriber wishes to discontinue the original prescription, then a Denied Rx Change Response should be sent and a Cancel request on the original prescription or follow up phone call should then be made to the pharmacy.

The DENY and DENY AND CANCEL actions require the provider to select a “reason for denial”:

Medication Prescribed

Medication: Zestril 20 mg tablet  
 For: 30 days  
 Quantity: 30 Tablet  
 Sig: Take one tablet daily.  
 Dispense As Written  
 Number of Refills: 1  
 Notes: Please DAW  
 Written Date: 2017/02/01

Rx Change Request

Change request type

Medication: MOEXI  
 For: 30 days  
 Quantity: 60 Tablet  
 Sig: Take one tablet daily.  
 Dispense As Written  
 Total number of dispenses: 1  
 Notes from pharmacist:  
 Written Date: 02/01

Reason for Denial:

Notes from Doctor:

Deny | Approve | Deny & Cancel | Close

Rx Change Request

Change request type

Medication: LISINC  
 For: 30 days  
 Quantity: 60 Tablet  
 Sig: Take one tablet daily.  
 Dispense As Written  
 Total number of dispenses: 1  
 Notes from pharmacist:  
 Written Date: 02/01

Reason for Denial:

Notes from Doctor:

Deny | Approve | Deny & Cancel | Close

The status of each action is logged per request under Messages>Tasks>Completed:

Medication Prescribed

Medication: Zestril 20 mg tablet  
For: 30 days  
Quantity: 30 Tablet  
Sig: Take one tablet daily.  
 Dispense As Written  
Number of Refills: 1  
Notes: Please DAW  
Written Date: 2017/02/01

Rx Change Request

**Change request type:** Therapeutic Interchange  
Medication: MOEXIPRIL HCL 15 MG TABLET  
For: 30 days  
Quantity: 60 Tablet  
Sig: Take one tablet twice a day for 30 days.  
 Dispense As Written  
Total number of dispensings requested: 3  
Notes from pharmacist: Formulary Compliance  
Written Date: 02/01/2017

Rx Change Response

Response Status: **Denied**

Medication: MOEXIPRIL HCL 15 MG TABLET  
For: 30 days  
Quantity: 60  
Qualifier: Tablet  
Sig: Take one tablet twice a day for 30 days.  
 Dispense As Written  
Total number of dispensings approved: 3  
Notes from pharmacist: Formulary Compliance  
Denial Reason: Change not appropriate

Close

Rx Change Request

**Change request type:** Generic Substitution  
**Medication:** LISINOPRIL 20 MG TABLET  
**Quantity:** 30 Tablet  
**Sig:** Take one tablet daily.  
 Dispense As Written  
**Total number of dispensings requested:** 3  
**Notes from pharmacist:** Please allow generic substitution  
**Written Date:** 02/01/2017

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Rx Change Response

**Response Status:** Approved

**Medication:** LISINOPRIL 20 MG TABLET  
**For:** days  
**Quantity:** 30  
**Qualifier:** Tablet  
**Sig:** Take one tablet daily.  
 Dispense As Written  
**Total number of dispensings approved:** 3  
**Notes from pharmacist:** Please allow generic substitution

Close

Change requests that have been acted upon, will appear with their respective status icons on the Medication Page>Previously Prescribed Medications and the “View All Actions” will log the event.

**Original Prescription Voided:** A medication noted in italics and slashed through, with a triangle icon with slash, shows the original prescription that was changed. This prescription is void.

**Active Changed Prescription:** A medication with a triangle icon shows the medication that was requested by the pharmacy and accepted for change and is an active/current prescription.

**In-Active Changed Prescription:** A medication with a red circle with slash icon shows the medication as being cancelled or denied and cancelled as an ERx Change request. This prescription is void.

	Administration Date	Print
<input type="checkbox"/> Previously Prescribed Medications		
<input type="checkbox"/> <del>Zestrin 20 mg tablet</del> Take 1 tablet(s) by oral route , 1 time per day , for 30 days , 30 Tablet &refills: 3 <span style="color: green;">■</span> <span style="color: orange;">▲</span>		
<input type="checkbox"/> Lisinopril 20 mg tablet -> VA Pharmacy 10.6MU Take one tablet daily, 30 Tablet &refills: 3 Comments: Please allow generic substitution <span style="color: green;">■</span> <span style="color: orange;">▲</span>		
<input type="checkbox"/> <del>Ratadyl 0.2 % eye drops</del> -> NYC Pharmacy 10.6MU Instill 1 drop(s) by ophthalmic route , 1 drop in both eyes once a day for 4 weeks, wait 10-15 minutes before contact lens , for 30 days , 2.5 Milliliter &refills: 1 Comments: Patient request <span style="color: green;">■</span> <span style="color: red;">⊘</span>		

Move To...

PREVIOUS PRESCRIPT **Actions** X

Medication : **levalbuterol 1.25 mg/3 mL solution for nebulization**

Date	Action	Outcome	Employee	Error	Pharmacy	Pharmacy Code	Pharmacy Notes
07/04/2018 9:32:AM	Receive RXCHG	Success	Doctor Test		Test 000 Pharmacy 10.6MU		
07/04/2018 8:57:AM	Prescription created	Success	Doctor Test				

Move To...

**Actions** X

Medication : **lisinopril 20 mg tablet**

Date	Action	Outcome	Employee	Error	Pharmacy	Pharmacy Code	Pharmacy Notes
07/03/2018 10:50:AM	Route Approved CHGRES	Success	Doctor Test		NYC Pharmacy 10.6MU		
07/03/2018 9:08:AM	Receive RXCHG	Success	Doctor Test		NYC Pharmacy 10.6MU		

Upcoming Functionality: Later in the year, and as pharmacies start to implement, WRS will also be activating FILL STATUS that will alert providers in their task queue, and based on electronically sent prescriptions, the status of a prescription (Filled, Partially Filled, Never Filled). This is another exciting enhancement will be introduced once Surescripts is able to support it and will greatly assist the providers with their ERx workflows and patient compliance.