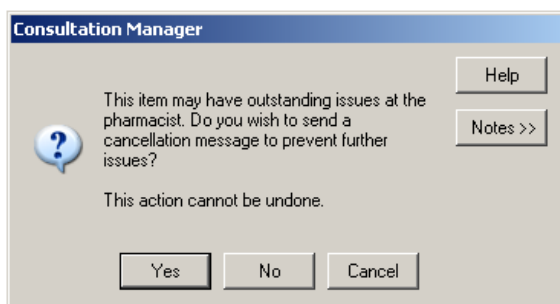

Cancelling Repeat Dispensing Items

Repeat Dispensing items may be cancelled at any point after production until the item is dispensed, all items not yet dispensed can be cancelled in one action.

1. Log on to Vision using your Smartcard.
2. Select the required patient in Consultation Manager
3. Select the item to be cancelled in the **Scripts** view on the **Therapy** Tab
4. Right-click and select **Delete**.



5. Click **Yes** to confirm cancellation and provide a reason for deleting/Cancelling the item

Note – Clicking **No** will not send a message and will not delete the item on the patient record.

Important Note

Transmitted therapy is not deleted until a successful cancellation message has been received. A response message is returned. The message will indicate if the process was:

- **Successful - "The item is cancelled"**
- OR
- **Unsuccessful - "The pharmacy has already dispensed" or "The item cannot be cancelled"**

If no cancellation message is returned within 5 minutes (or you close Vision down before the message is received) then a message will be shown:

"No cancel verification has been received"

You should contact the patient or dispensing contractor to cancel these items.

Further Information

For further information about the Electronic Prescription Service (EPS) Release 2, refer to the following document on the INPS website at: www.inps4.co.uk/my_vision/vua

- Electronic Prescription Service-Release 2

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Electronic Prescription Service (EPS) - Release 2

Cancelling Prescriptions

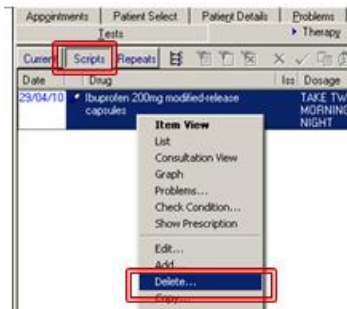
Quick Reference Guide

Cancelling a Prescription

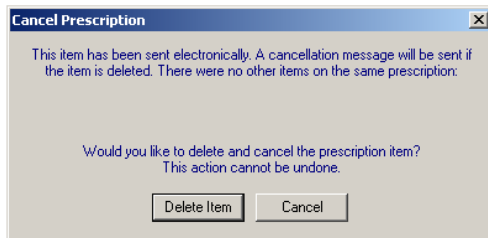
An electronic prescription can be cancelled at any point after production until the item is dispensed. Electronic prescriptions cannot be amended – they must be cancelled and a new prescription sent. When an electronic prescription is cancelled, a reason for the cancellation must be given in Vision and you must ensure that the patient is informed.

To Cancel a Prescription

1. Log on to Vision using your Smartcard.
2. Select the item to be cancelled in the **Scripts** view on the **Therapy** Tab
3. Right-click and select the **Delete** option.

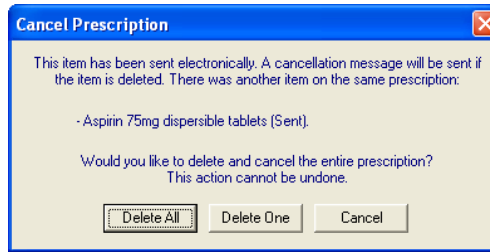


4. If there is only one item on the prescription, choose **Delete Item**.



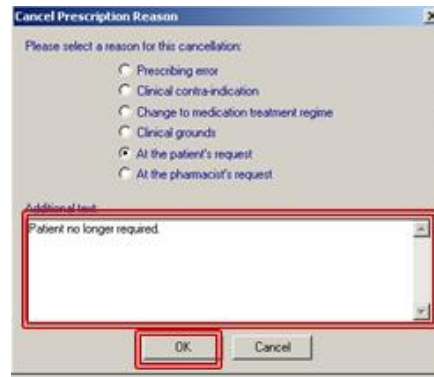
Single Item Prescription

5. If there are multiple items select from **Delete All** or **Delete One** accordingly



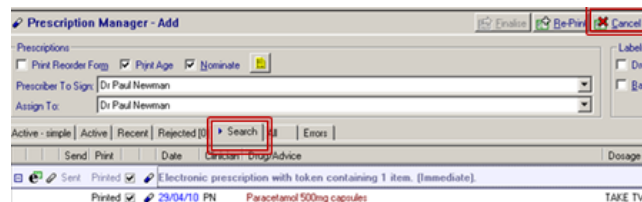
Multiple Item Prescription

6. Select the reason for deleting/cancelling the item(s) from the list and add additional text (if required).

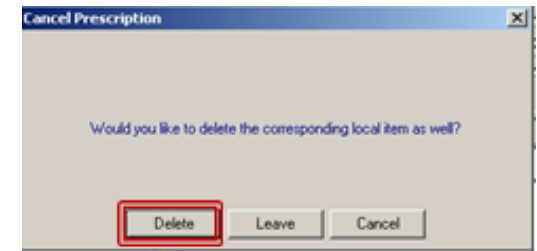


Cancelling from Prescription Manager

Items can also be cancelled from Prescription Manager, use the **Search** tab to locate the item(s) to cancel and click **Cancel**.



You are then prompted "**Would you like to delete the corresponding local item as well?**", click **Delete** to remove the item from the patient's therapy record.



Select the reason for deleting/cancelling the item(s) from the list and add additional text (if required).

Checking Cancelled Prescriptions

You can check that an electronic prescription has been successfully cancelled by finding the item in Prescription Manager and viewing its status in the **Send** column.

