Refilling Medications That Are Listed as Discontinued

In September, 2019, eCW changed its ePrescribing protocol. If a medication was discontinued/stopped at the last visit or in the last telephone encounter, but the pharmacy sent a refill request for the medication, eCW generated a message in red on the eRequest: “Rx was stopped or discontinued. Please check Rx History.”

Unfortunately, this protocol is initiated even if the medication is still on the medication list – and someone had appropriately cleaned up the medication list at the last reconciliation by discontinuing duplicate versions of the medication.

The screen below shows a typical refill request. The user is unable to check the circle next to “Approved with Changes” (a red circle with a line through it replaces the cursor when hovered over this choice) - and the prescription is given the status “Denied” by default. The “Current Rx” button is grayed out as well.
Go to the Hub to check the Rx History to make sure the medication has not actually been discontinued.

Click on “Rx”.

Click on the “H” next to the medication. In this case, there is no evidence that the omeprazole was ever discontinued.
Check the circle next to “Denied New Rx to Follow”. Once this is done, the “Current Rx” button is no longer grayed out, and can be clicked.

Choose Denied New Rx to Follow, then click Current Rx

Select the correct medication – omeprazole in this case. Again, it is clear omeprazole is still on the medication list.

Adjust the days supply, quantity, and refills if needed. Then click “Send ePrescription”.

[Diagram of ePrescribe Rx interface showing the steps]
The pharmacy sees this as a new prescription rather than a refill.

The omeprazole was NOT duplicated on the medication list using this workflow, and I believe the next refill request will not include any text about the previously discontinued iterations of omeprazole.

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