

# 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.

**Approved with Changes cannot be accessed. Current Rx is grayed out. Status is Denied.**

Covering Provider: Kney,Bradford

Refill Request from Pharmacy

	Prescribed	Dispensed
Drug Name:	Omeprazole 20 MG Capsule Delayed	OMEPRAZOLE DR 20 MG CAPSULE
Formulation:		
Strength:		
Days Supply:	30	30
Refills:	12	12
Quantity:	30	30
Substitute Allowed:	yes	yes
Last Fill Date:	2019-09-19	2019-09-19
Direction:	1 capsule Once a day Orally 30 days	take 1 capsule by mouth once daily

Assign Refill to: [Search] [Assign Refill Rx]

Response [i]

Approved  Approved with Changes  Denied  Denied New Rx to Follow

Denied Reason [Dropdown]

Notes for Pharmacy [Text Area]

Best Matched Prescription [Rx was stopped or discontinued. Please check Rx History.]

Local Edit [Current Rx]

Denied	
Drug Name:	Omeprazole
Formulation:	Capsule Delayed Release
Strength:	[Redacted]
Days Supply:	30
Refills:	11
Quantity:	30
Substitute Allowed:	yes
Last Fill Date:	2019-09-19
Direction:	1 capsule Once a day Orally 30 days

Rx External History Rx Eligibility PDMP Interaction Allergy Send ePrescription

< Prev < Send Rx & Prev Send Rx & Next > Next >

Go to the Hub to check the Rx History to make sure the medication has not actually been discontinued.

**Go to the Hub to check the Rx History**

Provider Name: Kney, Bradford  
 Pharmacy  
 RITE AID-677 MAIN ROAD  
 677 MAIN ROAD, TIVERTON, RI-028781352

Notes to Pharmacist:

Covering Provider: Kney, Bradford

Refill Request from Pharmacy

	Prescribed	Dispensed
Drug Name:	Omeprazole 20 MG Capsule Delayed Release	OMEPRAZOLE DR 20 MG CAPSULE

Assign Refill to: [Search] Assign Refill Rx

Response: [Info]

Approved  Approved with Changes  Denied  Denied New Rx to Follow

Denied Reason: [Dropdown]

Notes for Pharmacy: [Text Area]

Best Matched Prescription [Rx was stopped or discontinued. Please check Rx History.]

Local Edit  Current Rx [Dropdown]

Denied	
Drug Name:	Omeprazole
Formulation:	Capsule Delayed Release
Strength:	[Redacted]

Click on "Rx".

Click on the "H" next to the medication. In this case, there is no evidence that the omeprazole was ever discontinued.

Last Appt: 08/07/2019 01:15 PM Facility: CO:Prima CARE Cardiology Office  
 Next Appt: 01/07/2020 11:15 AM Facility: CO:Prima CARE Cardiology Office  
 Bumped Appts: NONE Case Manager Hx: [Icon]

Buttons: New Appt, New Tel Enc, Print Label(s), Billing Alert, Patient Docs, Letters, Encounters, Medical Summary, **Rx**, Progress Notes, eClniForms, Devices, Problem List, Medical Record, Send eMsg, Account Inquiry, Guarantor Bal., Consult Notes, Letter Logs, Fax Logs, Action, Flowsheets, Messenger, Billing Logs, PL 9 to 10, ePrescription Logs, PHM Hub

Close

Exclude medications with action - "Taking"

Date	Provider	Medication	Action	Dur.	Dsp.	Ref.
<b>Summary of: Omeprazole</b>						
10/19/2017	Kney Bradford	Omeprazole 20 MG Capsule Delayed Release	Refill	30 days	30 Capsule	11
07/17/2017	Kney Bradford	Omeprazole 20 MG Capsule Delayed Release	Refill	90 days	90 Capsule	3
04/22/2017	Kney Bradford	Omeprazole 20 MG Capsule Delayed Release	Refill	30	30	11
05/05/2016	Kney Bradford	Omeprazole 20 MG Capsule Delayed Release	Refill	30	30	11
04/07/2016	Schnure Frederick	Omeprazole 20 MG Capsule Delayed Release	Continue			
05/14/2015	Kney Bradford	Omeprazole 20 MG Capsule Delayed Release	Refill	30 day(s)	30	11
05/12/2014	Kney Bradford	Omeprazole 20 MG Capsule Delayed Release	Refill	30 day(s)	30	12

Close

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**

Notes to Pharmacist:  
 Covering Provider: Kney,Bradford  
 Refill Request from Pharmacy

	Prescribed	Dispensed
Drug Name:	Omeprazole 20 MG Capsule Delayed	OMEPRAZOLE DR 20 MG CAPSULE
Formulation:		
Strength:		
Days Supply:	30	30
Refills:	12	12
Quantity:	30	30
Substitute Allowed:	yes	yes
Last Fill Date:	2019-09-19	2019-09-19
Direction:	1 capsule Once a day Orally 30 days	take 1 capsule by mouth once daily

Best Matched Prescription [Rx was stopped or discontinued. Please check Rx History.]  
 Local Edit Quick Search < > ☆ Current Rx

	Denied	New Rx
Drug Name:	Omeprazole	
Formulation:	Capsule Delayed Release	
Strength:		
Days Supply:	30	
Refills:	11	
Quantity:	30	
Substitute Allowed:	yes	
Last Fill Date:	2019-09-19	
Direction:	1 capsule Once a day Orally 30	

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

Current Rx

Current Medication

Status	Name	Strength	Formulation	Take	Route	Frequency	Duration	Disp	Refills	Start Date	Stop Date
Taking	Lovastatin	10 MG	Tablet	1 tablet with a meal	Orally	Once a day	___	___	___	___	___
Taking	K-Y Lubricating	___	Gel	as directed	Externally	___	___	___	___	___	___
Taking	Cyanocobalamin	500 MCG	Tablet	1 tablet	Orally	Once a day	30 day(s)	30	___	___	___
Taking	Acetaminophen	500 MG	Tablet	1 tablet as needed	Orally	every 6 hrs	___	___	___	12/05/2013	___
Taking	Estrace	0.1 MG/GM	Cream	Per vagina small amount	Vaginal	twice a week	___	___	___	12/05/2013	___
Taking	Coenzyme Q-10	100 MG	Capsule	1 capsule	Orally	Once a day	___	___	___	___	___
Taking	Vitamin D3	1000 UNIT	Capsule	2 capsules	Orally	Once a day	___	___	___	___	___
Taking	Warfarin Sodium	2 MG	Tablet	1 tablet	Orally	Once a day	___	___	___	___	___
Taking	Aldactazide	25-25 MG	Tablet	1 tablet	Orally	Once a day	30 day(s)	30	11	08/13/2018	___
Taking	Meclizine HCl	25 MG	Tablet	1 tablet as needed for dizziness	Orally	Three times a day	10 days	30	0	12/13/2017	___
Taking	Coumadin	2.5 mg	Tablet	1-3 tabs as directed	Orally	Once a day	90	270	1	___	___
Taking	Omeprazole	20 MG	Capsule Delayed Release	1 capsule	Orally	Once a day	30 days	30 Capsule	11	___	___
Taking	Align	4 MG	Capsule	as directed	Orally	___	___	___	___	02/24/2016	___
Taking	Oxybutynin Chloride	5 MG	Tablet	2 tablet	Orally	Twice a day	30 days	120 Tablet	11	___	___

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

ePrescribe Rx

Assign Refill to:  Assign Refill Rx

**Response**

Approved
  Approved with Changes
  Denied
  Denied New Rx to Follow

Denied Reason:

Denied Note for Pharmacy:  New Rx Notes for Pharmacy:

New Rx DEA:  Select provider DEA

**Best Matched Prescription** [Rx was stopped or discontinued. Please check Rx History.]

Local Edit  Quick Search      Current Rx

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Formulation:		
Strength:		
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Last Fill Date:	2019-09-19	2019-09-19
Direction:	1 capsule Once a day Orally 30 days	take 1 capsule by mouth once daily

Rx External History  PDMP

The pharmacy sees this as a new prescription rather than a refill.

Medications as of: Today (10/22/2019)

1	Lovastatin 10 MG Tablet	Taking			
1	K-Y Lubricating Gel	Taking			
1	ProAir HFA 108 (90 Base) MCG/ACT Aerosol Solution	Taking	30 days	1 Inhaler	1
1	Acetaminophen 500 MG Tablet	Taking			
<i>Before the Refill</i>					
1	Aldactazide 25-25 MG Tablet	Taking	30 day(s)	30	11
1	Medicine HCl 25 MG Tablet	Taking	10 days	30	0
1	Coumadin 2.5 mg Tablet	Taking	90	270	1
1	Omeprazole 20 MG Capsule Delayed Release	Taking	30 days	30 Capsule	11
1	Align 4 MG Capsule	Taking			
1	Oxybutynin Chloride 5 MG Tablet	Taking	30 days	120 Tablet	11
1	Lovastatin 10 MG Tablet	Taking	30	30	11

Medications as of: Today (10/22/2019)

1	Omeprazole 20 MG Capsule Delayed Release	Refill	30 days	30 Capsule	1
1	Lovastatin 10 MG Tablet	Taking			
1	K-Y Lubricating Gel	Taking			
1	Cyanocobalamin 500 MCG Tablet	Taking	30 day(s)	30	
1	Acetaminophen 500 MG Tablet	Taking			
1	Estrace 0.1 MG/GM Cream	Taking			
1	Coenzyme Q-10 100 MG Capsule	Taking			
<i>After the Refill</i>					
1	W				
1	W				
1	Pr				1
1	M				0
1	Coumadin 2.5 mg Tablet	Taking	90	270	1
1	Align 4 MG Capsule	Taking			
1	Oxybutynin Chloride 5 MG Tablet	Taking	30 days	120 Tablet	11
1	Lovastatin 10 MG Tablet	Taking	30	30	11

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.

Brad Kney, MD  
October 25, 2019