

[TIPS & TRICKS]

Do you know how to cancel a patient Lab Order?

Depending on the state of your order there are 3 different ways to cancel it.

[1.] If the statuses of all the products in the order are still **“Pending”**, cancelling it is fairly simple. From the patient file in the **“Orders”** tab or from the Inventory’s **“Order”** tab, right click on the patient’s order and select **“Cancel Order”**. This will change the status of the order to **“Cancelled”**.



If one of the products from and order has a status of **“Received”**, you will have to follow one of these next steps

[2.] If you’ve selected the method **“Internal”** (**“Received”** status) for some of the products and have other products set to **“External”**, double-click on the order to open it. Change the method of your **“Internal”** product(s) to **“None”**. Save the order. Then, you can follow step 1 to cancel your order.

[3.] If you’ve received any of the products from your order and some of the products have the method **“External”** with a **“Pending”** status associated to them, double-click on the order to open it. Modify the product’s method from **“External”** to **“None”**. This takes out the product from the order. Save the order. Since all the products that are left have been received, the status of the order will now be set to **“Received”**.