Training Guide for Florida Practitioners and Pharmacists

Florida Department of Health
Prescription Drug Monitoring Program

March 2014

Contents

1   Document Overview

Purpose and Contents

The *RxSentry® Training Guide for Florida Practitioners and Pharmacists* serves as a step-by-step training guide for practitioners and pharmacists using RxSentry for querying purposes. It includes such topics as:

- Requesting an account
- Creating query requests
- Viewing query request status
- Generating reports
- Viewing patient reports

Note: RxSentry is a proprietary system for prescription monitoring provided by Health Information Designs for use by the Florida Prescription Drug Monitoring Program, E-FORCSE.

2   Program Overview

Purpose

The Electronic-Florida Online Reporting of Controlled Substances Evaluation program (E-FORCSE) is Florida's Prescription Drug Monitoring Program (PDMP). The PDMP was created by the 2009 Florida Legislature in an initiative to encourage safer prescribing of controlled substances and to reduce drug abuse and diversion within the State of Florida. The purpose of the PDMP is to provide the information that will be collected in the database to health care practitioners to guide their decisions in prescribing and dispensing these highly-abused prescription drugs.

E-FORCSE has selected Health Information Designs, LLC (HID) to develop a database that will collect and store prescribing and dispensing data for controlled substances in Schedules II, III, and IV. HID's RxSentry® is a Web-based program that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of controlled substance prescription drugs. RxSentry leads the industry in flexibility, functionality, and ease of use.

Section 893.055, Florida Statutes (F.S.) requires health care practitioners to report to the PDMP each time a controlled substance is dispensed to an individual. This information is to be reported through the electronic system as soon as possible but not more than seven (7) days after dispensing. This reporting timeframe ensures that health care practitioners have the most up-to-date information available.

Health care practitioners are not required to access the database prior to prescribing or dispensing a controlled substance; however, physicians and pharmacists are encouraged to use the Patient Advisory Report (PAR), available in RxSentry, as a tool to improve patient care, confirm the patient's prescription drug history, document compliance with a therapeutic regimen, and identify potentially hazardous or fatal drug interactions. The PAR may also assist the health care practitioner in determining if a patient is "doctor shopping" or trying to obtain multiple prescriptions for controlled substances from multiple health care practitioners, which is a felony in the State of Florida.

E-FORCSE will comply with the Health Insurance Portability and Accountability Act (HIPAA) as it pertains to protected health information (PHI), electronic protected health information (EPHI), and all other relevant state and federal privacy and security laws and regulations. The information collected in the system will be used by the PDMP to encourage safer prescribing of controlled substances and reduce drug abuse and diversion within the State of Florida.

3   Using RxSentry

Request an Account

E-FORCSE grants system access accounts to practitioners and pharmacists so that they may look up, view, and print controlled substance dispensing information on their specific patients directly via user name and password.

Practitioners and pharmacists licensed in Florida may request a user account to access information in the system. Access is granted to individuals only— not to clinics, hospitals, pharmacies, or any other healthcare facility.

Note: Once your account request is approved, you will receive e-mails from **flpdmp-info@hidinc.com** containing your account login information. Please ensure your e-mail system is configured to receive e-mails from this address.

Perform the following steps to request an account:

1   Open an Internet browser window and type the following URL in the address bar: www.hidinc.com/flpdmp.

2   Click the **Practitioner/Pharmacist** link located on the left menu. A window similar to the following is displayed:

3   Click the **Terms and Conditions** link to open and read.

4   After reading the terms and conditions, click the **Registration Site** link.

A login window is displayed.

5   Type *newacct* in the **User Name** field.

6   Type *welcome* in the **Password** field.

7   Click **OK**.

The **Practitioner/Pharmacist Access Request Form** is displayed:

Practitioner/Pharmacist E-FORCSE Access Request Form

Please complete the form below to request access to the E-FORCSE database to request Patient Advisory Reports (PARs). The information provided below will be used to verify your licensure with your health care regulatory board. If the information provided below matches the health care regulatory board licensure record, your request for access will be approved and you will receive two e-mail notifications that will include instructions for accessing the database. If the information provided below does not match the health care regulatory board licensure record, your request will be denied and you will receive an email notification of the reason for denial.

To ensure that you receive the e-mails containing your user name and password and all future system-generated notifications, please add flpdmp-info@hidinc.com to your email address book or configure your e-mail system to receive emails from this address. Failure to do so will result in your not receiving these important messages.

If you have questions or concerns, please email the FL PDMP Help Desk at flpdmp-info@hidinc.com or call (877) 719-3120.

As used for licensure and DEA registration:

* FIRST Name: _____ * LAST Name: _____ * DO NOT include middle initials, suffixes, or credentials

* Date of Birth (MM/DD/YYYY): _____ * Last 4 Digits of SSN: _____

* State License Number (without prefix - ex. 12345): _____ * License Type: Select type ▼

* Date Licensure Expires (MM/DD/YYYY): _____

DEA Number (If applicable): _____ NPI (If applicable): _____

Facility/Practice Name: _____

* Mailing Address: _____

* City: _____ * State: Select a state ▼ * Zip Code: _____

* County: _____

* Email Address: _____ * Phone #: _____ Fax #: _____

I acknowledge that by registering to access the Florida Prescription Drug Monitoring Program (PDMP) FL Rx Sentry database, I am informing the Florida Department of Health that I wish to receive Patient Advisory Reports, as defined by Section 893.055(2)(a), Florida Statutes

I certify that I meet the requirements to be eligible for access to the Florida Prescription Drug Monitoring Program (PDMP) FL Rx Sentry database pursuant to section 893.0551, Florida Statutes

[Accept & Submit]

8 Complete the fields on this form, noting that required fields are indicated with an asterisk (*).

9 Click **Accept & Submit**.

If information is incomplete or missing, a message is displayed indicating which fields must be corrected before your access request form can be submitted.

If all information has been properly supplied, a completed access request form is displayed, along with a prompt to print the form. Print the form if desired.

The E-FORCSE program staff will review your application and verify the information. You may be contacted if additional information is required.

If you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain a temporary password and instructions for accessing the system; the second e-mail will contain your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk. You will be required to change the temporary password immediately when you first attempt to access the system.

If you are denied access to the system, you will be notified in writing.

Log In to RxSentry

Note: If you have forgotten your RxSentry user name or password, please call the HID help desk. After three (3) unsuccessful login attempts, your account will be locked for 30 minutes.

Perform the following steps to log in to RxSentry:

1 Open an Internet browser window and type the following URL in the address bar: www.hidinc.com/flpdmp.

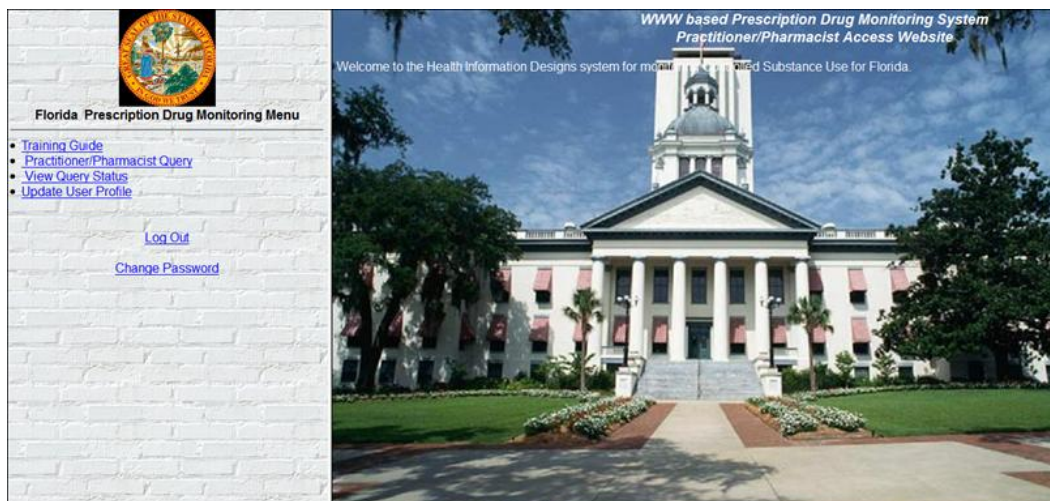**2** Click the **Practitioner/Pharmacist** link located on the left menu. A window similar to the following is displayed:

3 Click the **Practitioner & Pharmacist Query Site** link. A login window is displayed:
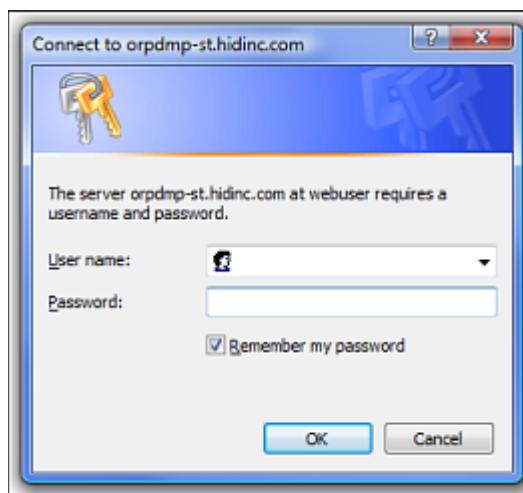
4 Type your user name in the **User name** field.

5 Type your password in the **Password** field.

6 Click **OK**.

A window similar to the following is displayed:

The left side of the window contains the RxSentry menu, and the right side of the window contains the results of the menu function selected.

Password Expirations

RxSentry passwords expire every sixty (60) days. When the expiration date is reached, a message will display indicating that you must change your password. Once you click **OK** on this message window, the following window will display:

Perform the following steps:

1 Type your current password in the **Current Password** field.

2 Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

3 Type your new password again in the **Confirm New Password** field.

4 Click **Submit**.

If the new password is accepted, a message indicates that the password change was successful. If the new password is *not* accepted, the message indicates that another password must be selected.
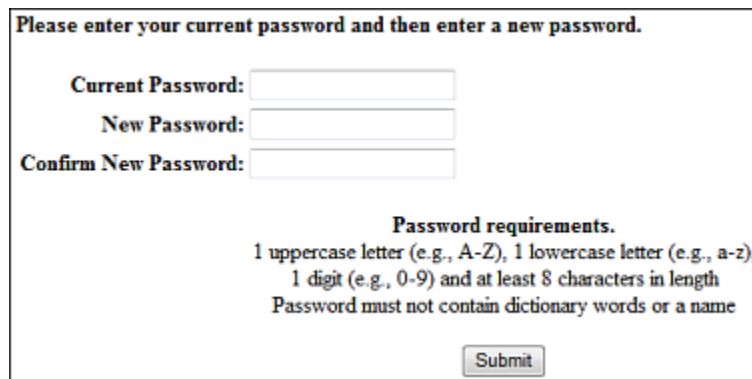
Once your new password has been accepted, you are required to log in using your new password.

5 Click any function, such as **Practitioner/Pharmacist Query**. The login window is displayed.

6 Type your user name in the **User name** field.

7 Type your password in the **Password** field.

8 Click **OK**. The RxSentry home page is displayed.

Change Password

If you wish to change your password before it expires, you may do so by performing the following steps:

1 Log in to RxSentry.

2 Click **Change Password**. The following window is displayed:

3 Type your current password in the **Current Password** field.

4 Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

5 Type your new password again in the **Confirm New Password** field.

6 Click **Submit**.

If the new password is accepted, a message indicates that the password change was successful. If the new password is *not* accepted, the message indicates that another password must be selected.

Once your new password has been accepted, you are required to log in using your new password.

7   Click any function, such as **Practitioner/Pharmacist Query**. The login window is displayed.

8   Type your user name in the **User Name** field.

9   Type your password in the **Password** field.

10 Click **OK**. The RxSentry home page is displayed.
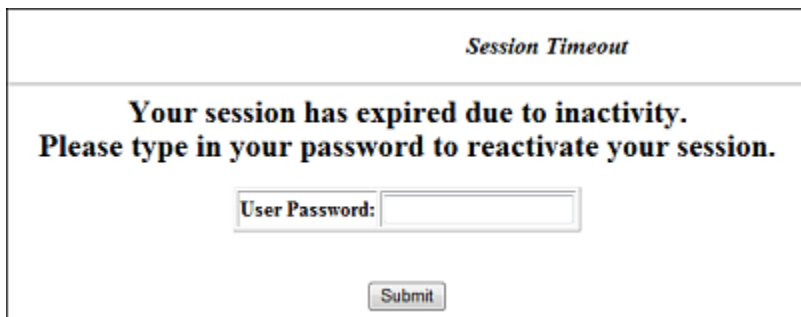
Log Out of RxSentry

To ensure your login credentials (user name and password) are not used by an unauthorized individual to access RxSentry, it is important that you log out of the system when you have completed your session. To do so, click **Log Out** from the RxSentry menu, and then close your Internet browser.

Note: Clicking **Log Out** closes your session and allows you to re-enter the system by simply supplying your password. If you do not plan to use the system for a period of time, click **Log Out**, and then *close ALL open Internet browser windows* to prevent another user from inadvertently attempting to access your session.

Session Timeouts

Session timeouts occur after fifteen (15) minutes of system inactivity, and the following message is displayed:

Session Timeout
Your session has expired due to inactivity.
Please type in your password to reactivate your session.
User Password: [   ]
[Submit]

Perform one of the following actions:

▪   If you wish to log in with the same user name, type your password in the **User Password** field, and then click **Submit**;

    OR

▪   If you wish to log in with a different user name, you may:

   a) *Close ALL open Internet browser windows*, and then log in again. You will be prompted to enter both your user name and password.

      Or

   b) If you are using Internet Explorer, open a new session by clicking **File** > **New Session**, and then log in again. You will be prompted to enter both your user name and password.

Practitioner/Pharmacist Query

This function is used by practitioners and pharmacists to create queries that will generate a Patient Advisory Report (PAR), which contains controlled substance dispensing information for a specific patient.

Perform the following steps to create a query:

1 Perform the steps described in the Log In to RxSentry topic.

2 Click **Practitioner/Pharmacist Query**. A window similar to the following is displayed:

You may query any recipient who is a current or prospective patient, but before you can view the results of the query, you must authenticate the query by indicating the query is for a valid reason and that you have the potential to provide a service to the recipient who is being queried.

3 Select the "**I accept the above conditions**" check box.

Note: Without selecting the "**I accept the above conditions**" check box, you will not be able to access the Practitioner/Pharmacist Query window.

A window similar to the following is displayed:

4 Complete the information on the **Practitioner/Pharmacist Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Recipient Name Last	(Required) Type the recipient's last name. You may use the "Begins with" or "Sounds like" options if the actual last name is not known. You may also search for a specific recipient by using partial text, for example, type *Smi* to display a list of recipients containing "Smi" in the first three letters of their last name.
Recipient Name First	(Required) Type the recipient's first name. You may use the "Begins with" or "Sounds like" options if the actual first name is not known. You may also search for a specific recipient by using partial text, for example, type *Tho* to display a list of recipients containing "Tho" in the first three letters of their first name.
Gender	Click the down arrow and select the gender of the recipient to include in your search.
Target DOB	(Required) Type the recipient's date of birth using the *mm/dd/yyyy* format.
Within	Used in conjunction with the **Target DOB** field to specify a time range within which to match the date of birth.
County Selection	Narrow your search by selecting a specific county name, or select "Statewide" to produce a wider range of results.
Zipcode selection	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Alias #1 Name Alias #2 Name Alias #3 Name	If desired, use these fields to enter first and last name aliases in your search. If known, you may also type a date of birth associated with the aliases in the associated **DOB** fields.
Primary Address	If desired, type the primary address of the recipient who is being queried.
Other Address 1 Other Address 2	If desired, type any other known addresses for the recipient who is being queried.
Dispensed Timeframe From	(Required) Use this field to enter a specific start date for the dispensing time frame, for example, *11/01/2011.*
Dispensed Timeframe To	(Required) Use this field to enter a specific end date for the dispensing time frame, for example, *11/30/2011.* **Note**: Dispensers are required to report every seven (7) days; query results contain the most current information available in the database.

Field Name	Usage
Preset Timeframe Ranges	Use this field to select from a list of predefined time frame ranges. If this function is used, any values supplied in the **Dispensed Timeframe From** and **Dispensed Timeframe To** fields are ignored.

Table 1 – Practitioner/Pharmacy Query Window Field Descriptions

5 Once all criteria have been entered or selected, click **Submit**. A window similar to the following is displayed:

6 From the **Recipient Report** section of this window, click the desired recipient's name.

Notes:

- If the Recipient Report section of this window does not display any results, you may need to click your browser's "back" button and broaden your search criteria.

- Information for recipients 16 years of age and younger is not available for viewing. Section 893.055(5)(e), Florida Statutes exempts the reporting by a health care practitioner when administering or dispensing a controlled substance to a person under the age of 16.

7 Select one of the following sort options:

- **Sort by date only –** sorts by prescription dispense date (newest to oldest)
- **Sort by recipient by date –** sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)

8 Click **Request**.

A window similar to the following is displayed:

9 From this window, you may perform the following actions:

c) Click **Open in New Window** to display your report in a separate window with no frames.

d) Sort your results by clicking the hyperlinks in the **Date Dispensed**, **Prescriber**, and **Dispenser** columns.

e) Click **Generate Report** to generate a PDF version of your report. A message similar to the following is displayed:

Query 1916971 has been created. Go to View Query Status in the navigation menu to retrieve report when query finishes running.

Click **View Query Status** to view your report. For more information, see View Query Status.

Note: The query will remain in the database for 14 days, after which it will be automatically removed.

f) Click **Map Results** to view the actual location of each prescriber and pharmacy listed on the report:
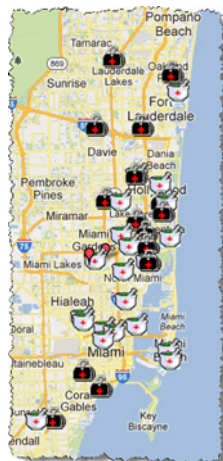
The pin represents the patient's residence address; the doctor's bag represents the prescribers' locations; and the mortar and pestles represent the dispensers' locations.

Note: Click a symbol for more information about the patient, prescriber, or dispenser.

View Query Status

This function allows you to check the status of a submitted query and view query results once they have generated. The **Status** column on the **Query Request Status** window displays one of the following query statuses:

- **Approved/Queued** – the parameters for the query have been correctly supplied, and the query is processing.
- **Approved/Done** – the parameters for the query have been correctly supplied, the query has processed, and it is available for viewing.

1   Perform the steps described in the Log In to RxSentry topic.

2   Click **View Query Status**.

A window similar to the following is displayed:

				Query Request Status	
Query Number	**Job Sequence ID**	**Date Requested**	**Query Status/ Job Creation Status**	**Report Desc Or Denial Reason**	**Output**
15640	84583	03/05/14	Approved / Queued	Recipient Report Dispensed From 01/01/2012 to 03/05/2014 1 out of 1 Recipients Selected DOE #1,	file-pdf
15639	84581	03/05/14	Approved / Done	Recipient Report Dispensed From 01/01/2012 to 03/05/2014 1 out of 50 Recipients Selected SMITH, - DOB:	file-pdf

3   If the patient advisory report (PAR) is ready for viewing, the **Job Sequence ID** column contains a hyperlink to the report. Click the hyperlink for the desired report.

Note: The output format for all reports is portable document format (PDF), and will require Adobe Reader. You may download a free version of Adobe Reader at http://get.adobe.com/reader/.

A window similar to the following is displayed:
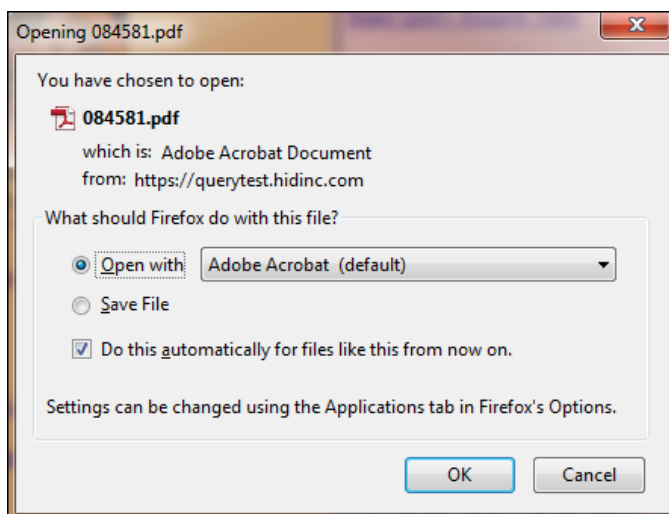
4 Perform one of the following actions:

- Click **Open with** and select the program you would like to use to open the PAR for viewing. Once you have opened the PAR, you may click the **Print** icon ( ) to print it.

- Click **Save File** to save the PAR to a specific location for viewing at a later time.

5 Click **OK**, or click **Cancel** to return to the previous window.

Note:

- Patient Advisory Reports are available for viewing and printing only by the user who submitted the query request.

- The **Payment Type** column identifies the method of payment used for the prescription. The classification codes are as follows:

  - 01 Private Pay
  - 02 Medicaid
  - 03 Medicare
  - 04 Commercial Insurance
  - 05 Military Installations and VA
  - 06 Workers' Compensation
  - 07 Indian Nations
  - 99 Other
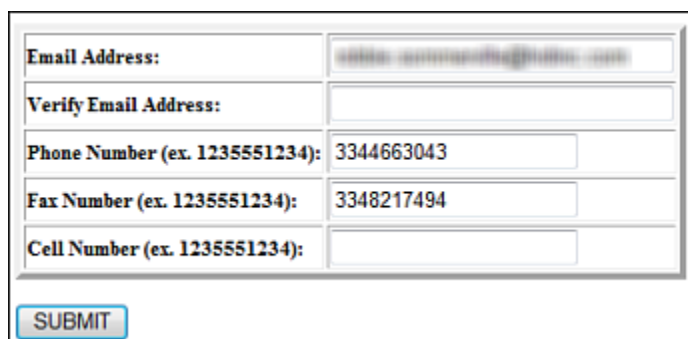
If you print the PAR, protect patient confidentiality by filing or destroying the document after it has been reviewed. Be sure to follow your facility's protocols and policies regarding the destruction of confidential records. If your query request does not return any results, a message displays that your request did not generate a match. For more information, see Assistance and Support.

Update User Profile

This function is used to update your contact information, such as e-mail address, phone number, fax number, and cell phone number.

Perform the following steps to update your profile:

1 Log in to RxSentry.

2 Click **Update User Profile**. A window similar to the following is displayed:

Email Address:	
Verify Email Address:	
Phone Number (ex. 1235551234):	3344663043
Fax Number (ex. 1235551234):	3348217494
Cell Number (ex. 1235551234):	

SUBMIT

3 Update the information as needed, and then click **Submit**.

A message displays indicating that your record was successfully updated.

4   Assistance and Support

Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact HID by e-mail at flpdmp-info@hidinc.com

OR

Call the HID Help Desk at 877-719-3120

Administrative Assistance

If you have non-technical questions regarding E-FORCSE, please contact:

E-FORCSE, Florida's Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, Florida 32399
Phone: 850-245-4797
E-mail: e-forcse@doh.state.fl.us
Website: www.e-forcse.com

5   Document Information

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Disclaimer

HID has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.

Formatting Conventions

The following formatting conventions are used throughout this document.

Format	Used to Designate…
Bold	References to execution buttons, windows, file names, menus, icons, or options
Times New Roman Italic	Text you must type in a field or window, for example, *\\server_name\printer_name for a network printer*
Blue underlined text	Hyperlinks to other sections of this document or external websites

Table 2 – Text Formats

Version History

The Version History records the publication history of this document. See the Change Log for more details regarding the changes and enhancements included in each version.

Publication Date	Version Number	Comments
10/05/2011	1.0	Initial publication
10/14/2011	1.1	Updated publication
11/22/2011	1.2	Updated publication
01/26/2012	1.3	Updated publication
09/18/2012	1.4	Updated publication
10/17/2012	1.5	Updated publication
11/14/2012	1.6	Updated publication
05/24/2013	1.7	Updated publication
03/05/2014	1.8	Updated publication

Table 3 – Document Version History

Change Log

The Change Log records the changes and enhancements included in each version.

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Chapter 3/Request an Account	Added additional information about the content of the e-mails received upon access request approval.
	Chapter 3/Practitioner-Pharmacist Query	Added note the information for recipients age 16 years or younger is not available via E-FORCSE.
1.2	Cover Page	Updated note to state that the document may be periodically updated and to check the site for the most current version of the document.
		Updated the link to the FL PDMP website in the note.
1.3	Chapter 3/Request an Account	Added note about configuring practitioner/pharmacist e-mail systems to accept e-mails from *flpdmp-info@hidinc.com*.

Version Number	Chapter/Section	Change
1.4	Chapter 3 ▪ Request an Account ▪ Log In to RxSentry	Updated screen shots and steps to reflect new link names on the public website
	Chapter 3/ Practitioner/Pharmacist Query	Removed reference to delegate accounts
	Global	Updated screen shots
1.5	Chapter 3/View Query Status	Added payment method key
1.6	Chapter 3: ▪ Change Password ▪ Update User Profile	Added new topics
1.7	Chapter 3/Log In to RxSentry	Added a note explaining that the user will be locked out of his/her account for 30 minutes after 3 unsuccessful login attempts
1.8	Chapter 3/ Practitioner/Pharmacist Query	Added instructions for actions that may be performed from the Recipient Report window, including the "Map Results" function
	Chapter 3/Log Out of RxSentry	Added a note explaining that in Internet Explorer the user may log back in to the system by starting a new session rather than closing all open browser windows
	Global	Updated screen shots for clarity

Table 4 – Document Change Log