

Training Guide for Florida Practitioners and Pharmacists

v1.3

Florida Department of Health
Prescription Drug Monitoring Program



January 2012

Note

This document is periodically updated. Please refer to the Florida PDMP website, <http://www.hidinc.com/flpdmp>, for the most current version of this document.

Contents

1	Document Overview	1
	Purpose and Contents	1
2	Program Overview	2
	Purpose	2
3	Using RxSentry	3
	Request an Account.....	3
	Log On to RxSentry.....	5
	Password Expirations	6
	Log Out of RxSentry.....	8
	Session Timeouts.....	8
	Practitioner/Pharmacist Query	9
	View Query Status	12
4	Assistance and Support	14
	Technical Assistance	14
	Administrative Assistance	14
5	Document Information	15
	Copyright Notice and Trademarks.....	15
	Formatting Conventions	15
	Version History.....	16
	Change Log	16

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, LLC 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 to 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

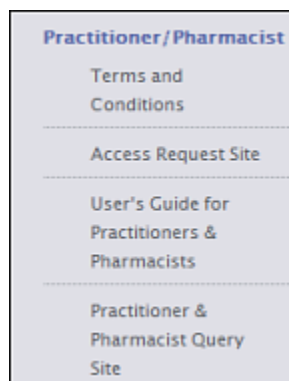
E-FORCSE grants system access accounts to practitioners and pharmacists so that they may look up, view, and print controlled substance dispensing information on their specific patients directly via user name and password.

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 logon 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 **Access Request Site** link. A logon window is displayed.
- 5 Type *newacct* in the **User Name** field.
- 6 Type *welcome* in the **Password** field.
- 7 Click **OK**.

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

The screenshot shows a web form titled "Florida PDMP Prescription Drug Monitoring" and "Practitioner/Pharmacist E-FORCSE Access Request Form". The form includes a sidebar with "New Accounts" and "Practitioner/Pharmacist E-FORCSE Access Request Form" links. A red notice states: "You may submit your access request form at this time; however, approvals will not be delivered until October 17, 2011. If your access request is approved, you will receive two e-mail notifications on or after this date that will include instructions for accessing the database. If your access request is not approved, you will be notified by the E-FORCSE program staff." The form fields include: * Name (as used for licensure and DEA registration); * Date of Birth (MM/DD/YYYY); * Last 4 Digits of SSN; * State License Number (without prefix - ex. 12345); * License Type (dropdown menu); * Date Licensure Expires (MM/DD/YYYY); DEA Number (if applicable); NPI (if applicable); Facility/Practice Name; * Mailing Address; * City; * State (dropdown menu); * 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.

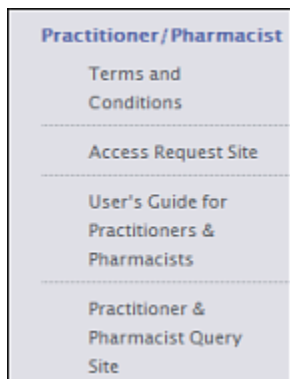
If you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain a temporary password and instructions for accessing the system, and the second e-mail will contain your personal identification number (PIN) that you will use to identify yourself if you need 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.

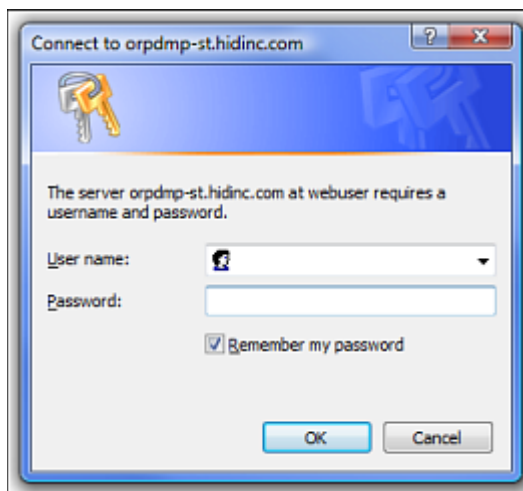
Log On to RxSentry

Perform the following steps to log on 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 logon 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:

Your password has expired. Please enter your current password and then enter a new password.

Current Password:

New Password:

Confirm New Password:

Passwords must contain the following:

- At least 8 characters in length
- 1 uppercase letter (e.g., A-Z)
- 1 lowercase letter (e.g., a-z)
- 1 digit (e.g., 0-9)

The following characters are invalid:
| & ; \$ % ' " \ ~ < > () + ! ? , ^ *

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.

A message displays that your password was accepted and that you are required to log in using your new password.

- 5 Click **Log Out**. The log on 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.

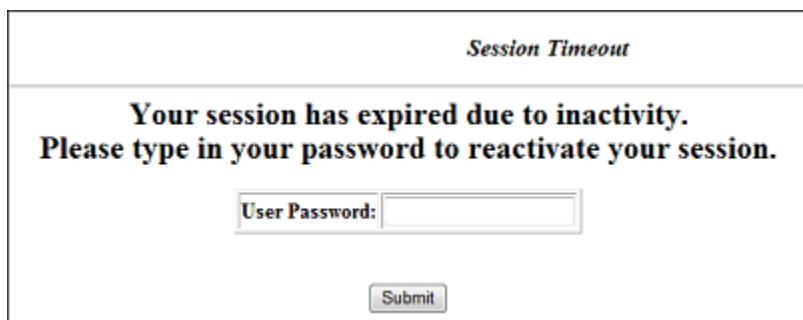
Log Out of RxSentry

To ensure your logon 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 reenter 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:

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, **close ALL open Internet browser windows**, and then log on again. You will be prompted to enter both your user name and password.

Practitioner/Pharmacist Query

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

Use the following steps to create a query:

- 1 Perform the steps described in the [Log On to RxSentry](#) topic.
- 2 Click **Practitioner & Pharmacist Query**. A window similar to the following is displayed:

I certify that I have been approved by the State of Florida to access the information in the Florida Prescription Drug Monitoring Program (PDMP) FL RxSentry® Database. I certify that the person for whom I am requesting a Patient Advisory Report for is under my care or I have been authorized by a prescriber or pharmacist for whom I work to request this data for a current patient on his or her behalf.

I understand that inappropriate access or disclosure of PDMP data is a violation of section 893.0551, Florida Statutes, and a third degree, punishable as provided in s. [775.082](#), s. [775.083](#), or s. [775.084](#).

[I accept the above conditions and certify that I have met the requirements to be eligible to access the PDMP RxSentry® database.]

Disclaimer: The Department of Health makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report, and expressly disclaims liability for errors and omissions in the contents of this report. The records herein are based on information submitted by pharmacies and dispensing health care practitioners. Records on this report should be verified before any clinical decisions are made or actions are taken.

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 screen.

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 <i>Smi</i> 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 <i>Tho</i> to display a list of recipients containing Tho in the first three letters of their first name.
Sex	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 <i>mm/dd/yyyy</i> format.
Within	Used in conjunction with the Date of Birth 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 accept the default option of "Statewide" to produce a wider range of results.

Field Name	Usage
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.
Dispensed Timeframe From	(Required) Use this field to enter a specific start date for the dispensing time frame, for example, <i>11/01/11</i> .
Dispensed Timeframe To	(Required) Use this field to enter a specific end date for the dispensing time frame, for example, <i>11/30/11</i> . Note: Dispensers are required to report every seven (7) days; query results contain the most current information available in the database.
Preset Timeframe Ranges	Use this field to select from a list of predefined timeframe 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

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

Practitioner/Pharmacist Query

Report Format:	Recipient Report																		
Recipient Name Equals <i>Smith, First</i> Name Begins <i>L</i> DOB <i>01/25/83</i> For Zip codes beginning	<table border="1"> <tr> <td>06/06/84</td> <td>2</td> <td>6229 Sorhaven Dr, Sreveport LA 71119 (Caddo)</td> </tr> <tr> <td>06/13/82</td> <td>2</td> <td>32387 Cane Market Rd, Walker LA 70785 (Livingston)</td> </tr> <tr> <td>06/09/84</td> <td>2</td> <td>7852 Vernie Dr, Derham Springs LA 70706 (Livingston)</td> </tr> <tr> <td>06/09/84</td> <td>2</td> <td>7852 Vernie Dr, Derham Springs, Derham Springs LA 70706 (Living)</td> </tr> <tr> <td>11/25/81</td> <td>2</td> <td>105 Cole Pl, Steer Hington LA 71280 (Ouachita)</td> </tr> <tr> <td>11/25/81</td> <td>2</td> <td>2870 Swartz Fairbanks Rd, Monroe LA 71203 (Ouachita)</td> </tr> </table>	06/06/84	2	6229 Sorhaven Dr, Sreveport LA 71119 (Caddo)	06/13/82	2	32387 Cane Market Rd, Walker LA 70785 (Livingston)	06/09/84	2	7852 Vernie Dr, Derham Springs LA 70706 (Livingston)	06/09/84	2	7852 Vernie Dr, Derham Springs, Derham Springs LA 70706 (Living)	11/25/81	2	105 Cole Pl, Steer Hington LA 71280 (Ouachita)	11/25/81	2	2870 Swartz Fairbanks Rd, Monroe LA 71203 (Ouachita)
06/06/84	2	6229 Sorhaven Dr, Sreveport LA 71119 (Caddo)																	
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06/09/84	2	7852 Vernie Dr, Derham Springs, Derham Springs LA 70706 (Living)																	
11/25/81	2	105 Cole Pl, Steer Hington LA 71280 (Ouachita)																	
11/25/81	2	2870 Swartz Fairbanks Rd, Monroe LA 71203 (Ouachita)																	
Dispersed Timeframe From: <i>01/01/2010</i>	Dispersed Timeframe To: <input type="text" value="01/20/2011"/>																		
Primary Address:	City:																		
Other Address 1:	City:																		
Other Address 2:	City:																		

SORT by Date Only
 SORT by Recipient by Date

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

Note: 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:
 - o **Sort by date only:** this option sorts by prescription dispense date (newest to oldest)
 - o **Sort by recipient by date:** this option 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:

Recipient Report													
SMITH, [REDACTED] DOB: 04/13/1963 - [REDACTED]													
Dispensed From 01/01/2007 to 12/30/2007													
<input type="button" value="Map Results"/>													
Date Dispensed	Date Prescribed	Quantity Dispensed	Days of Supply	Authorized Refills	NDC	Drug Name	Prescriber	Prescription Number	Dispenser	Dispenser City	Recipient Last Name	Recipient First Name	Date of Birth
07/19/07	?	30	0	0	66993071602	ZOLPIDEM UNC TARTRATE HOSPITALS 10 MG TABLET PHARMACY		0000205	RITE AID PHARMACY #11366	CHAPEL HILL	[REDACTED]	[REDACTED]	04/13/63

- 9 Click **Generate Report** to begin the report processing. A message similar to the following is displayed:

Query 14121 has been created. View Query Status to retrieve report when query finishes running.

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

Continue to [View Query Status](#).

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 **View Report Queue** window displays one of the following query statuses:

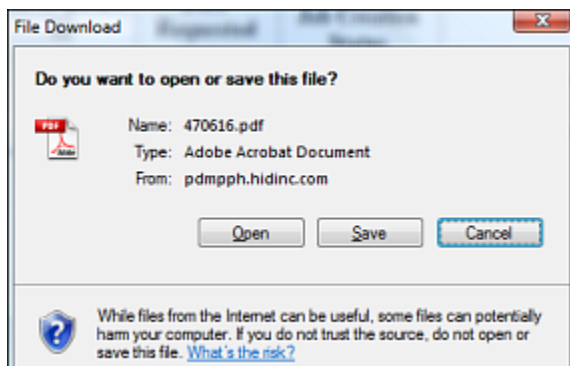
- o **Approved/Queued** – the parameters for the query have been correctly supplied, and the query is processing.
 - o **Approved/Done** – the parameters for the query have been correctly supplied, the query has processed, and it is available for viewing.
- 1 Perform the steps described in the [Log On to RxSentry](#) topic.
 - 2 Click **View Query Status**. A window similar to the following is displayed:

Request Status						
Query Number	Job Sequence ID	Date Requested	Query Status/ Job Creation Status	Report Desc Or Denial Reason		Output
91503	470616	02/10/09	Approved / Done	Recipient Report [REDACTED] - Gadson Healthcare Dispensed From 08/12/2008 to 02/10/2009		file-pdf


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/>.

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

A window similar to the following is displayed:



Perform one of the following actions:

- Click **Open** to open the PAR for viewing. If desired, click the **Print** icon () to print the PAR.
- Click **Save** to save the PAR to a specific location for viewing at a later time.
- 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.

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](#).

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

Copyright Notice and Trademarks

Copyright © 2011 Health Information Designs, LLC. All rights reserved.

Health Information Designs, LLC
 391 Industry Drive
 Auburn, AL 36832

RxSentry is a registered trademark of Health Information Designs, LLC (HID). Microsoft and Internet Explorer are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other product names may be trademarks or registered trademarks of their respective companies.

Disclaimer

Health Information Designs, LLC 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
<i>Times New Roman Italic</i>	Text you must type in a field or window, for example, <code>\\server_name\printer_name</code> for a network printer
Blue underlined text	Hyperlinks to other sections of this document or external websites
<i>Italic text</i>	Reference to external document or resource

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

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 <i>flpdmp-info@hidinc.com</i> .

Table 4 – Document Change Log