health information designs

Training Guide for Delaware Practitioners and Pharmacists

Delaware Division of Professional Regulation
Prescription Monitoring Program

March 2016

Contents

1 Document Overview

Purpose and Contents

The *RxSentry® Training Guide for Delaware Practitioners and Pharmacists* serves as a step-by-step training guide for RxSentry users performing queries of the DE PMP database. It includes such topics as:

- Creating query requests
- Viewing query request status
- Generating reports

RxSentry Update

The RxSentry system recently underwent an extensive update designed to improve the user experience. The new user interface is more intuitive and visually pleasing, and also provides some new functionality.

Here are the most significant new features:

- Retrieve User Name – this function allows you to retrieve a forgotten user name.
- Reset Password – this function allows you to reset a forgotten password.
- Query Tab – this tab provides direct links to every query you are allowed to access.
- Prescriber DEA Query – if you have a DEA number, this function allows you to generate a report that displays your prescribing history (all prescriptions in the RxSentry database attributed to your DEA number) for a specified timeframe.
- Report Queue Tab – this tab (previously the View Query Status link) allows you to view all of your available reports quickly.
- User Management Tab – this tab allows you to update your user profile information and change your password, as needed. If you are a master account holder, you can also manage your delegate accounts from this tab.
- Help Tab – this tab provides resources that may answer any questions you have about using RxSentry, such as creating a query. These resources include online help and an electronic version of the *Training Guide for Delaware Practitioners and Pharmacists*.
- Quick Links Tab – this tab provides links to websites that you may frequently access, such as the Delaware Division of Professional Regulation website.

As you will see, this guide has been restructured to correspond with the new interface. The table below provides a quick reference for existing topics in this guide that have been moved or changed:

If you are looking for…	It is now called/located…
Change Password	The Change Password function is now located under the User Management tab; the corresponding topic in this document is located in Chapter 5, User Management.

If you are looking for…	It is now called/located…
Linking Delegate Accounts	The delegate accounts function is now located under the User Management tab; the corresponding topic in this document is located in Chapter 5, User Management.
Multiple State Query	The Multiple State Query function is now located under the Query tab.
Rx Query	The Rx Query function and the corresponding topic in this guide are now called Recipient Query.
Search History Query	The Search History Query function is now located under the Query tab.
View Query Status	The View Query Status function and the corresponding topic in this guide are now called Report Queue.

Table 1 – New/changed topics

2 System Overview

RxSentry is the prescription monitoring program used by the Delaware Department of State, Division of Professional Regulation (DPR) to collect data on ALL Schedule II, III, IV, and V controlled substances dispensed in the State of Delaware or for patients residing in Delaware. This is made possible by the *Delaware Code of Federal Regulations, Part 1308*, which states:

> The *Code of Federal Regulations, Title 21 under Part 1308*- authorizes the Delaware Division of Professional Regulation (DPR) to establish and maintain a program to monitor the prescribing and dispensing of all Schedule II, III, IV and V controlled substances by professionals licensed to prescribe or dispense these substances in Delaware. The purpose of this legislation is to improve the State's ability to identify and stop diversion of prescription drugs in an efficient and cost effective manner that will not impede the appropriate medical utilization of licit controlled substances. *16 Del. C. §§. Code Ann. § 4798* requires dispensers to submit to DPR, by electronic means, information regarding each prescription dispensed for a controlled substance.

The data collected will be used in the prevention of diversion, abuse, and misuse of controlled substances through the provision of education, early intervention, and enforcement of existing laws that govern the use of controlled substances.

3 Accessing RxSentry

About This Chapter

This chapter provides information about requesting access to RxSentry, logging in to the system, and retrieving a forgotten user name or password.

Request an Account

DPR grants system access accounts to authorized users so that they may look up, view, and print controlled substance dispensing information on specific recipients directly via user name and password.

Authorized users licensed in Delaware may request a user account to access information in the system. Authorized users are limited to the following:

- Practitioners (excluding veterinarians) who hold a valid Delaware controlled substance registration
- Delaware-licensed professional counselors of mental health and chemical dependency professionals
- Delaware-licensed pharmacists

Access is granted to individuals only—not to clinics, hospitals, pharmacies, or any other healthcare facility.

Perform the following steps to request an account:

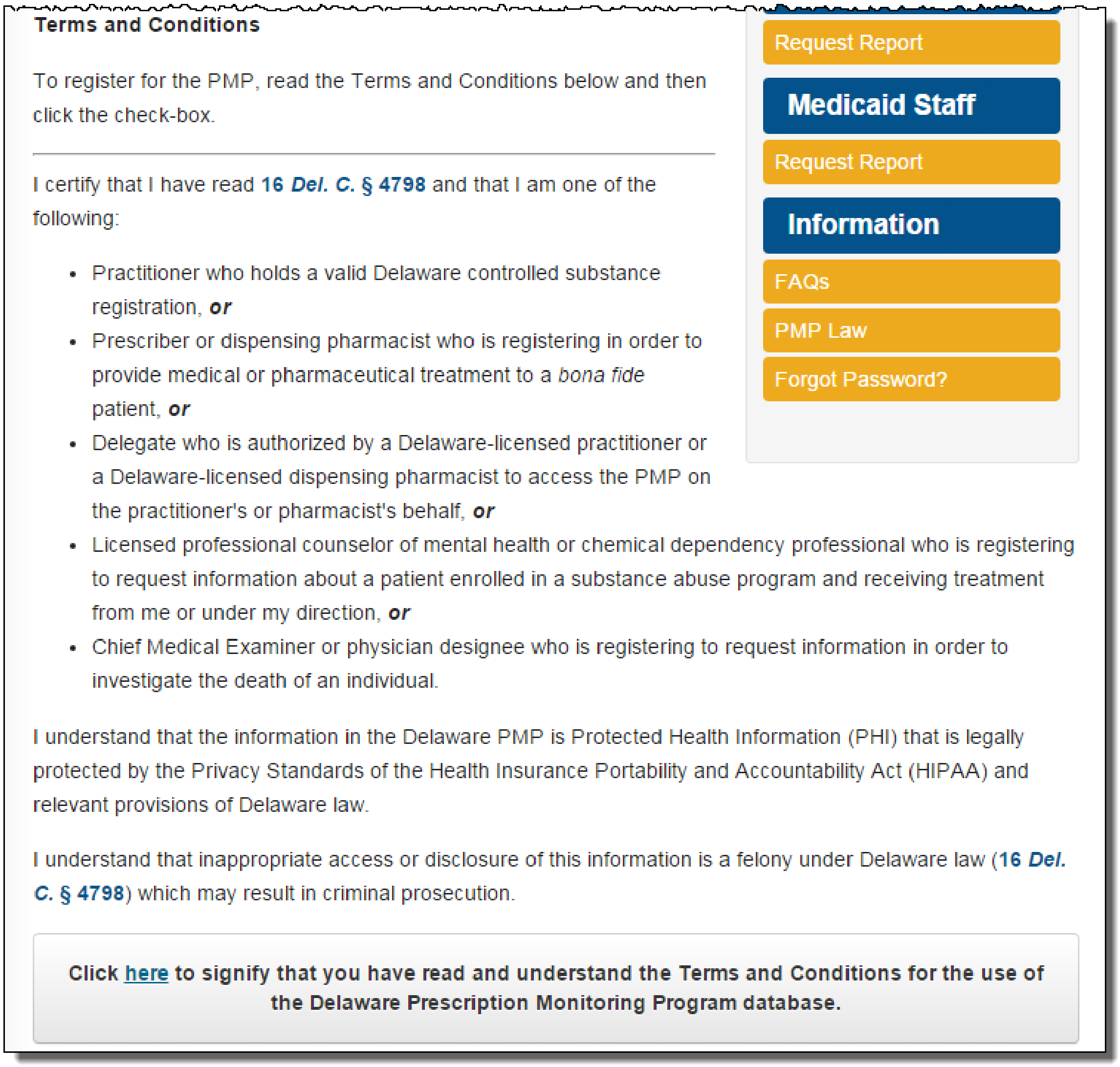
1. Open an Internet browser window and type the following URL in the address bar: www.pmp.delaware.gov.

   The Delaware PMP home page is displayed as shown on the following page.

2. From the **Practitioner & Pharmacist** section of the menu, click **Register**.

   A window similar to the following is displayed:

3. Scroll down to the **Terms and Conditions** section of the page to review the terms and conditions for accessing the PMP database.



4. After reading the terms and conditions, click the link indicating that you have read and understand the terms and conditions.

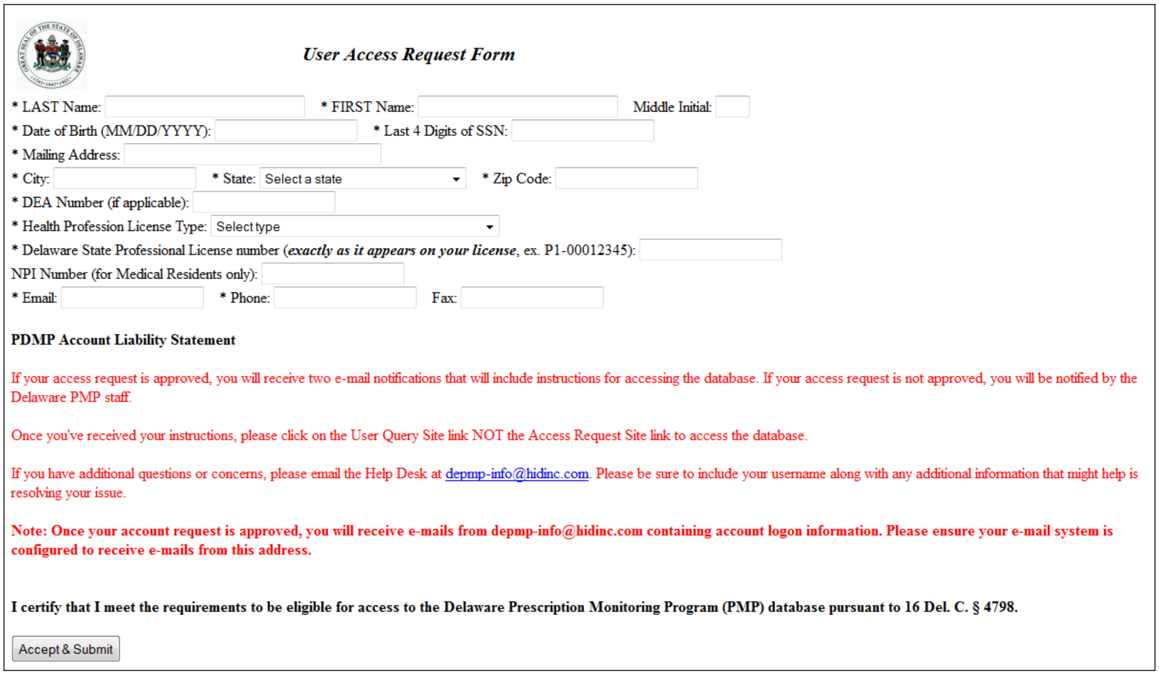
   A message similar to the following is displayed:

5. Click the **Registration Website** link.

   A login window is displayed.

6. Type *newacct* in the **User Name** field.
7. Type *welcome* in the **Password** field.
8. Click **OK**.

   The **User Access Request Form** is displayed:



User Access Request Form

* LAST Name: * FIRST Name: Middle Initial:
* Date of Birth (MM/DD/YYYY): * Last 4 Digits of SSN:
* Mailing Address:
* City: * State: Select a state * Zip Code:
* DEA Number (if applicable):
* Health Profession License Type: Select type
* Delaware State Professional License number (***exactly as it appears on your license***, ex. P1-00012345):
NPI Number (for Medical Residents only):
* Email: * Phone: Fax:

PDMP Account Liability Statement

If your access request is approved, you will receive two e-mail notifications that will include instructions for accessing the database. If your access request is not approved, you will be notified by the Delaware PMP staff.

Once you've received your instructions, please click on the User Query Site link NOT the Access Request Site link to access the database.

If you have additional questions or concerns, please email the Help Desk at depmp-info@hidinc.com. Please be sure to include your username along with any additional information that might help is resolving your issue.

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

I certify that I meet the requirements to be eligible for access to the Delaware Prescription Monitoring Program (PMP) database pursuant to 16 Del. C. § 4798.

Accept & Submit

9. Complete the fields on this form, noting that required fields are indicated with an asterisk (*).
10. 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 DE PMP 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 receive an e-mail with the reason for the denial.

Notes:

- If you have been approved for a delegate account, a master account holder will need to activate your account before you can request data from the PMP database.

- If you are a master account holder, see the Linking Delegate Accounts topic for more information.

Log In to RxSentry

Notes:

- If you have forgotten your RxSentry user name or password, please refer to the Retrieve User Name or Reset Password topic in this document. Account access will be denied upon three (3) failed login attempts.
- If you are locked out of the PMP system, you can call the HID Help Desk to have your password reset. For HID Help Desk contact information, see the Technical Assistance topic. You will need your account PIN when contacting the Help Desk.

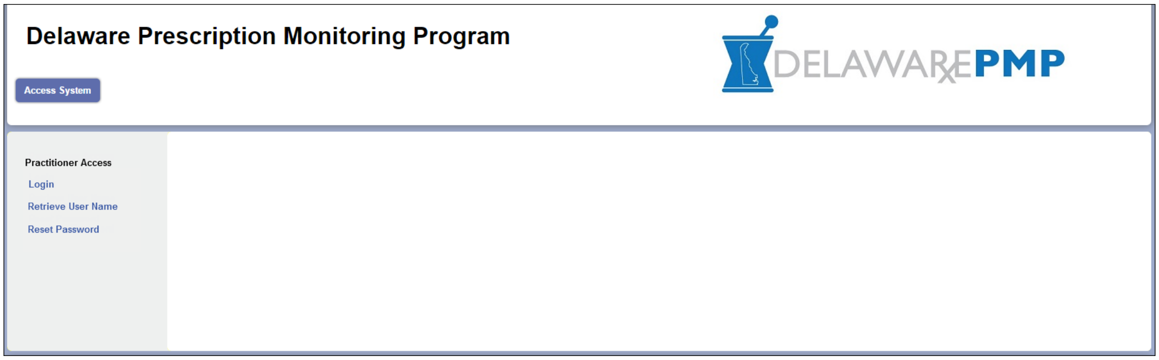
Perform the following steps to log in to RxSentry:

1. Open an Internet browser window and type the following URL in the address bar: www.pmp.delaware.gov.

   The Delaware PMP home page is displayed:

2. From the **Practitioner & Pharmacist** section of the menu, click **Login**.

A window similar to the following is displayed:



3. Click **Login**.

   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 main menu, located at the top of the page, contains the RxSentry functions. If available, a sub-menu is displayed on the left side of the window. For example, in the screenshot above, the user clicked **Query** from the main menu, and the **Query** sub-menu was displayed on the left.

Retrieve User Name

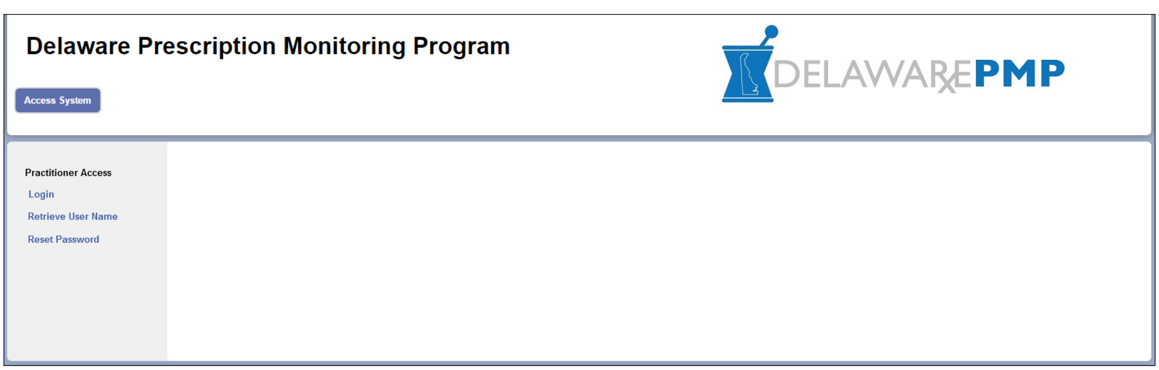
If you have forgotten your RxSentry user name, perform the following steps to retrieve it:

1. Open an Internet browser window and type the following URL in the address bar: www.pmp.delaware.gov.

   The DE PMP home page is displayed:

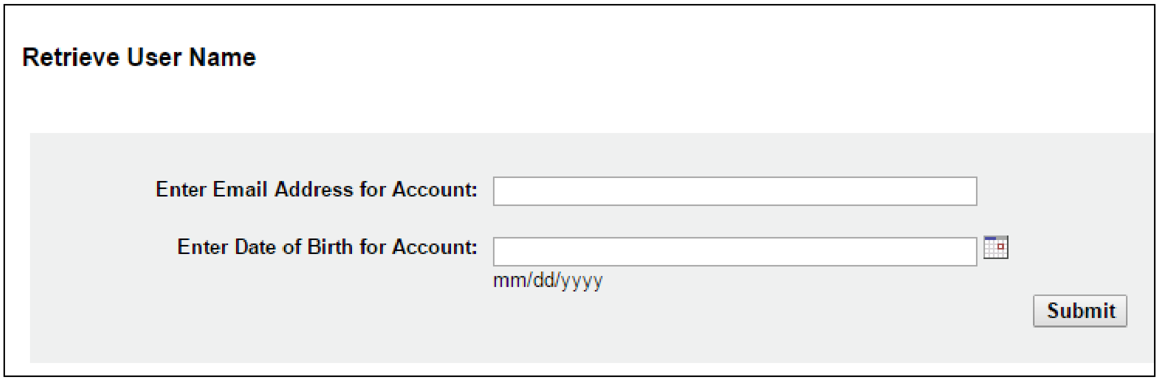
2. From the **Practitioner & Pharmacist** section of the menu, click **Login**.

   A window similar to the following is displayed:



3. Click **Retrieve User Name**.

A window similar to the following is displayed:



4. Type the e-mail address associated with your account in the **Enter Email Address for Account** field.
5. Type your date of birth in the **Enter Date of Birth for Account** field.
6. Click **Submit**.

   A message providing your user name is displayed.

Reset Password

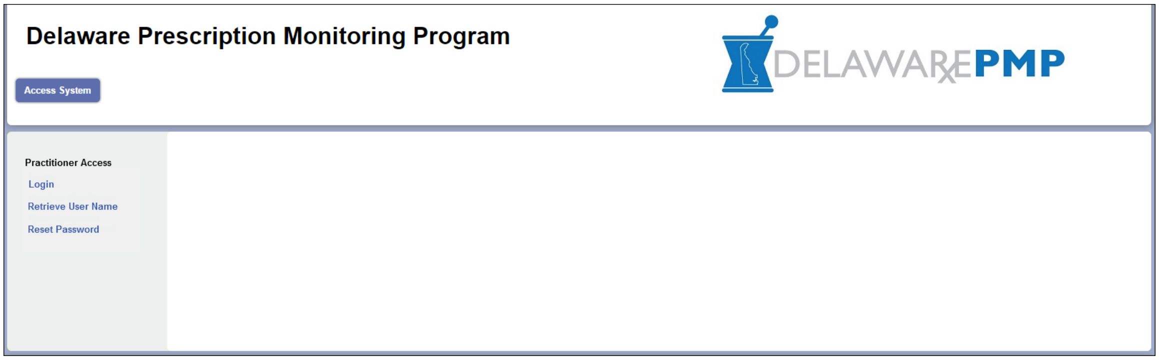
If you have forgotten your RxSentry password, perform the following steps to reset it:

1. Open an Internet browser window and type the following URL in the address bar: www.pmp.delaware.gov.

   The DE PMP home page is displayed:

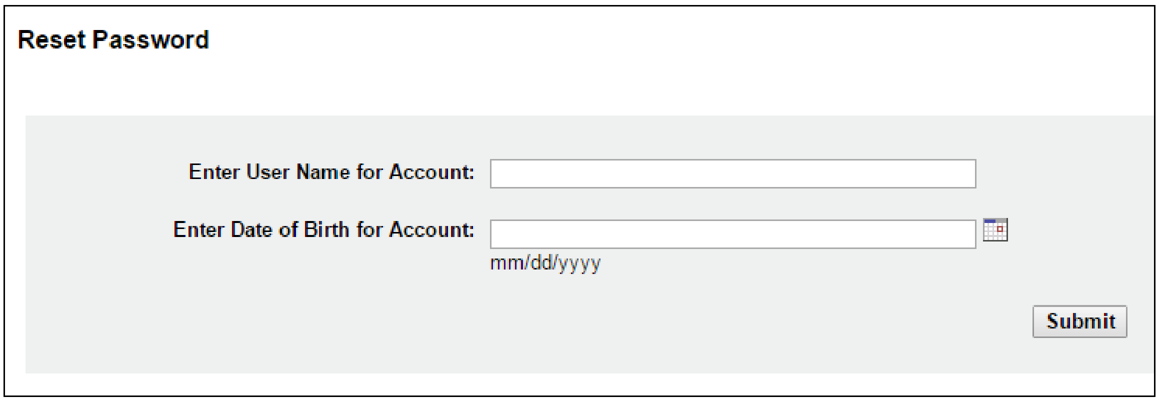
2. From the **Practitioner & Pharmacist** section of the menu, click **Login**.

   A window similar to the following is displayed:



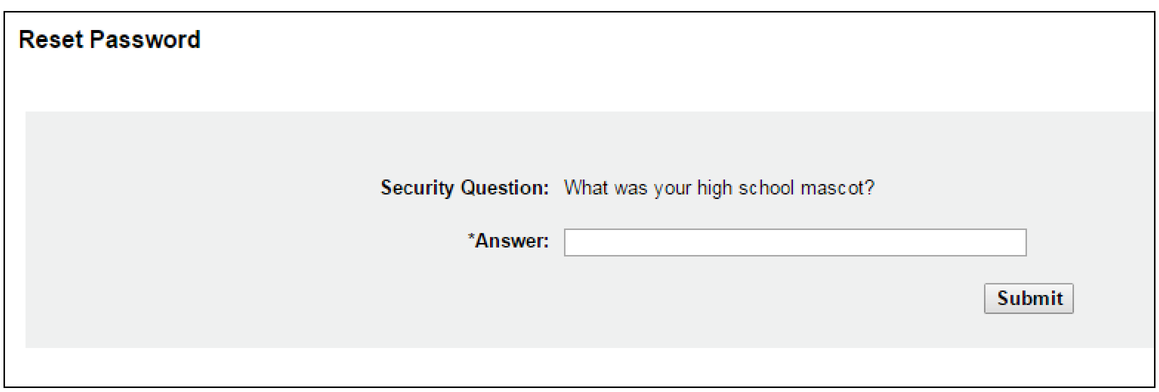
3. Click **Reset Password**.

   A window similar to the following is displayed:



4. Type your user name in the **Enter User Name for Account** field.
5. Type your date of birth in the **Enter Date of Birth for Account** field.
6. Click **Submit**.

   A window similar to the following is displayed, prompting you to answer the security question established when you created your account:

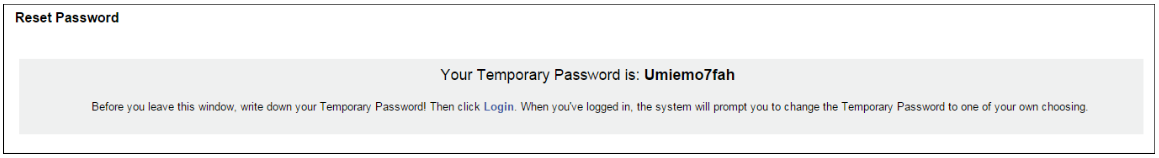


7. Type the answer to your security question in the **Answer** field.

   Note: If you have forgotten the answer to your security question, contact the HID Help Desk.

8. Click **Submit**.

   A message containing a temporary password is displayed.



   Note: Make sure you write down your temporary password before navigating away from this page.

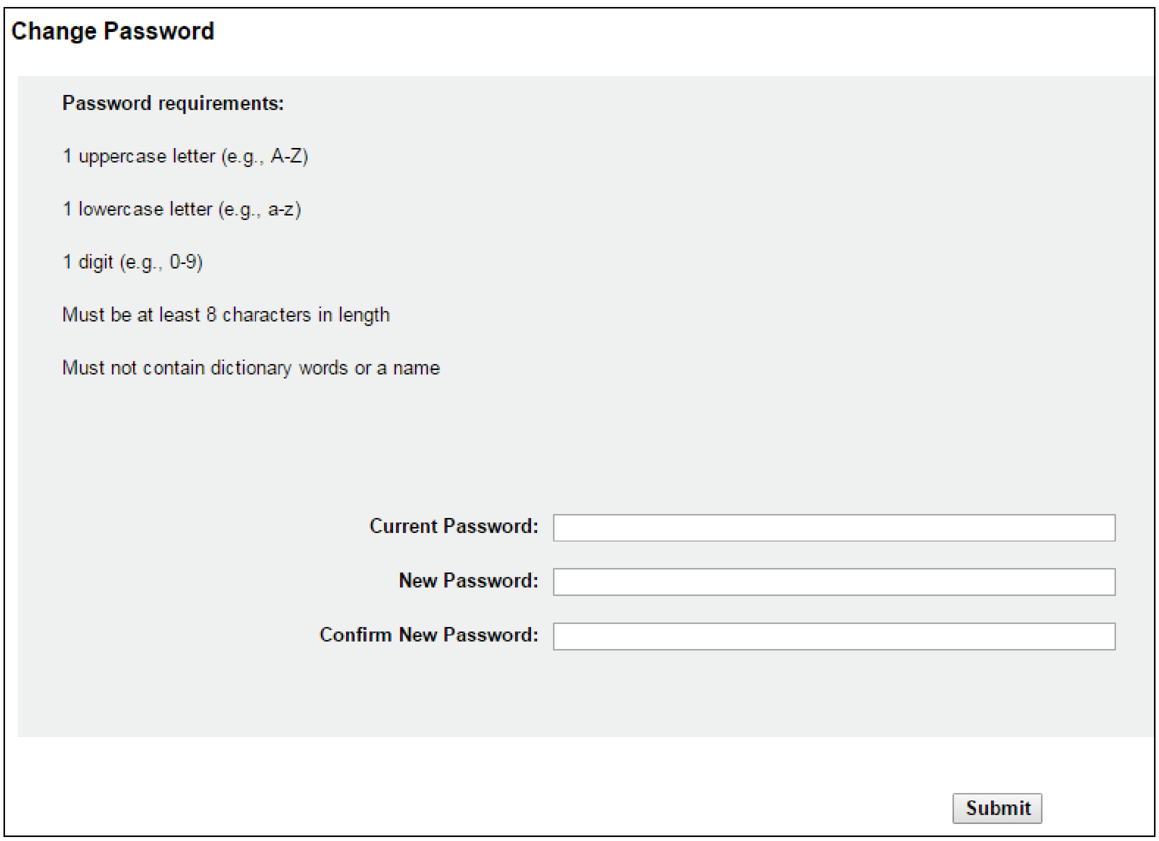
9. Once you have received your temporary password, and you know your user name, click **Login**.

   A login window is displayed.

10. Enter your user name and temporary password, and then click **OK**.

    Note: At this point, you will be required to change your temporary password.

    A window similar to the following is displayed:



11. Type your temporary password in the **Current Password** field.
12. Type your new password in the **New Password** field, using the information displayed in this window as a password selection guideline.
13. Type your new password again in the **Confirm New Password** field.

14. Click **Submit**.

    If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

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

15. Once your password has been accepted, click any function, such as **Query**.

    A login window is displayed.

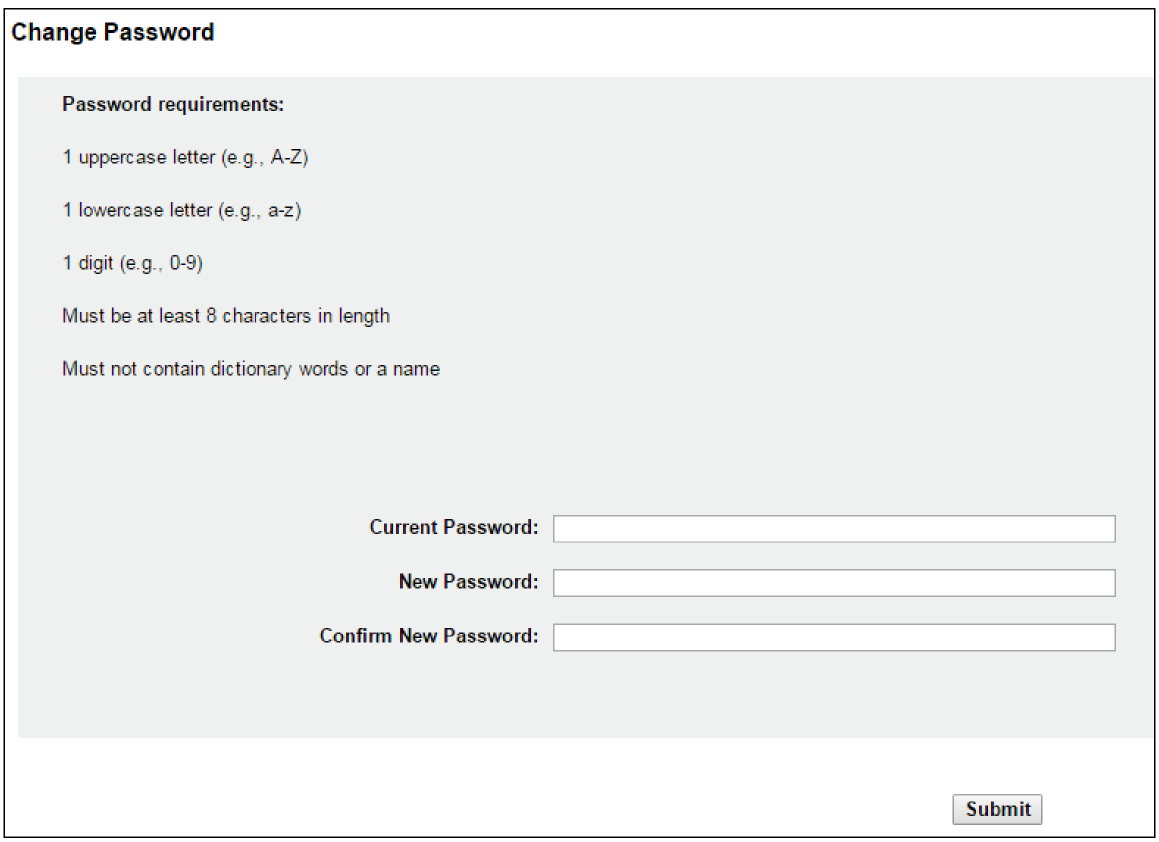
16. Type your user name in the **User Name** field.
17. Type your new password in the **Password** field.
18. Click **OK**.

    The RxSentry query site home page is displayed.

Password Expiration

The first time you log in to RxSentry, and when your password expiration date is reached, a message will display indicating that you must change your password.

Once you click **OK** on the message window, the following window is displayed:



Your new password must meet the following requirements:

- Cannot be a password you have used within the previous two-year time frame
- Must be at least eight (8) characters in length and contain at least one (1) uppercase letter, one (1) lowercase letter, and one (1) number
- Must not contain the characters | & : ; $ % ' ‘ " \ < > ( ) + ! ? , ^ *

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

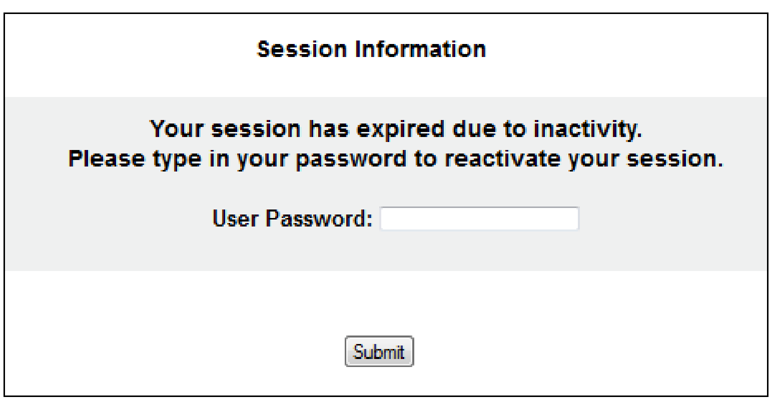
   Once your new password has been accepted, a message displays indicating that you are required to log in using your new password.
5. Click any function, such as **Query**.

   A 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 query site home page is displayed.

Session Timeouts

Session timeouts occur following one (1) hour of inactivity in the system, and the following message is displayed:



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 in again. You will be prompted to enter both your user name and password.

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.

4 Querying RxSentry

About This Chapter

This chapter explains how to create queries that can be used to report information about recipient usage of controlled substances, and how to create queries to report information about your prescribing history.

The following types of queries are available:

- Recipient Query – Used by practitioners and pharmacists, and their delegates, to create queries regarding recipient usage of controlled substances
- Search History Query – Used by practitioners and pharmacists to access their search (query) history and the search history of their delegates
- Prescriber DEA Query – Used by practitioners to access a history of all prescriptions in the PMP database attributed to their DEA number
- Multiple State Query – Used by practitioners and pharmacists, and their delegates, to create queries regarding recipient usage of controlled substances in multiple states

Recipient Query

This function is used to create queries that are used to report information about recipient usage of controlled substances.

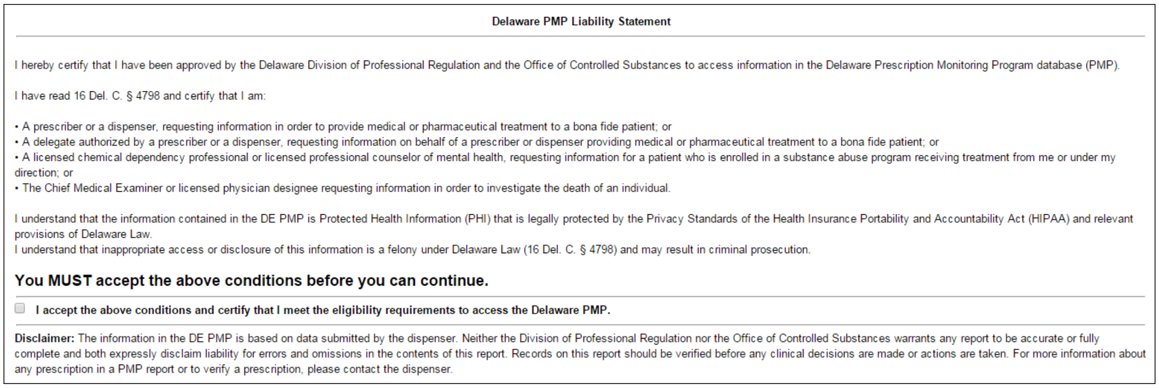
Perform the following steps to create a query:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click **Recipient Query**.

A window similar to the following is displayed:



Delaware PMP Liability Statement

I hereby certify that I have been approved by the Delaware Division of Professional Regulation and the Office of Controlled Substances to access information in the Delaware Prescription Monitoring Program database (PMP).

I have read 16 Del. C. § 4798 and certify that I am:

- A prescriber or a dispenser, requesting information in order to provide medical or pharmaceutical treatment to a bona fide patient; or
- A delegate authorized by a prescriber or a dispenser, requesting information on behalf of a prescriber or dispenser providing medical or pharmaceutical treatment to a bona fide patient; or
- A licensed chemical dependency professional or licensed professional counselor of mental health, requesting information for a patient who is enrolled in a substance abuse program receiving treatment from me or under my direction; or
- The Chief Medical Examiner or licensed physician designee requesting information in order to investigate the death of an individual.

I understand that the information contained in the DE PMP is Protected Health Information (PHI) that is legally protected by the Privacy Standards of the Health Insurance Portability and Accountability Act (HIPAA) and relevant provisions of Delaware Law.
I understand that inappropriate access or disclosure of this information is a felony under Delaware Law (16 Del. C. § 4798) and may result in criminal prosecution.

You MUST accept the above conditions before you can continue.

I accept the above conditions and certify that I meet the eligibility requirements to access the Delaware PMP.

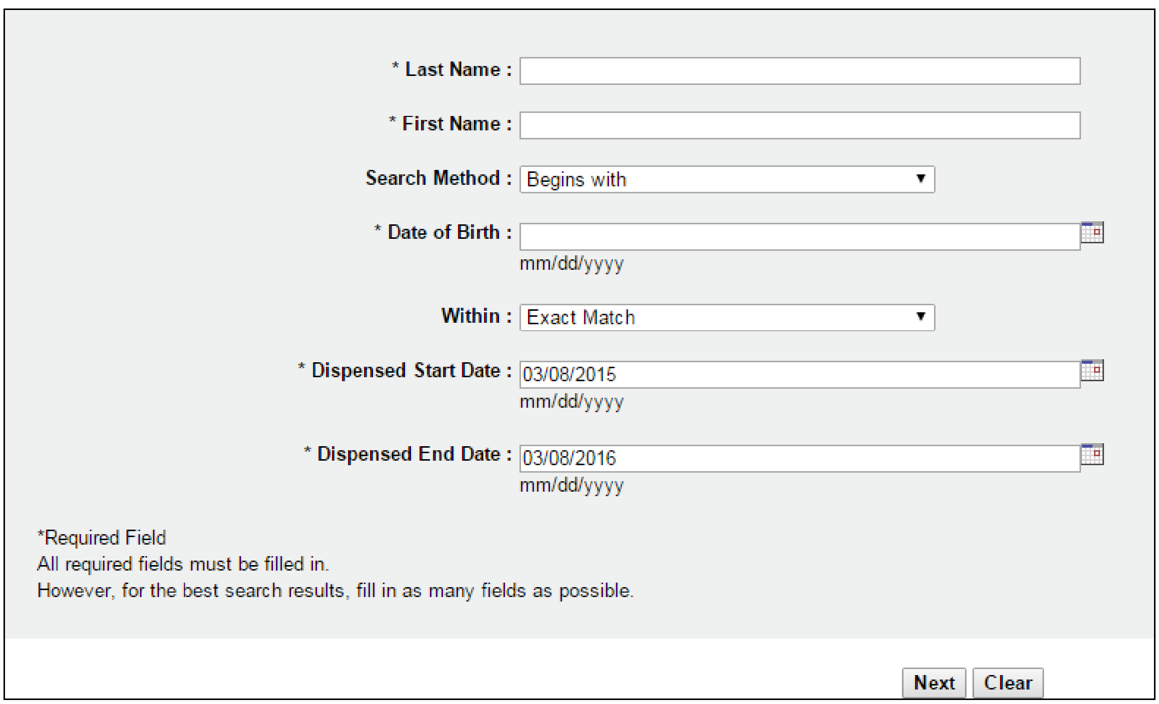
Disclaimer: The information in the DE PMP is based on data submitted by the dispenser. Neither the Division of Professional Regulation nor the Office of Controlled Substances warrants any report to be accurate or fully complete and both expressly disclaim liability for errors and omissions in the contents of this report. Records on this report should be verified before any clinical decisions are made or actions are taken. For more information about any prescription in a PMP report or to verify a prescription, please contact the dispenser.

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.

Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the **Recipient Query** window.

3. Select the check box indicating that you accept the terms and conditions.

   The Recipient Query window is displayed:



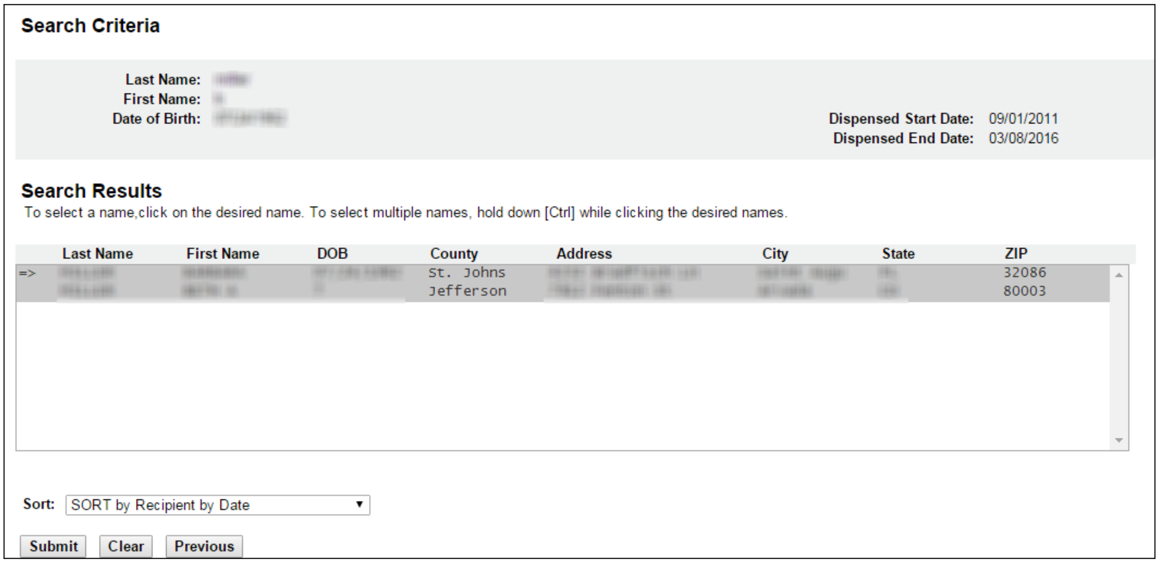
4. Complete the information on the Recipient Query window, using the field descriptions in the table on the following page as a guideline. Note the required fields, which are marked with an asterisk (*); if these fields are not populated, a message displays that includes a list of fields that must be populated before the query can be submitted.

Field Name	Usage
Last Name	**(Required)** Type the recipient's last name. 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.
First Name	**(Required)** Type the recipient's first name. 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.
Search Method	Select one of the following search methods: ▪ **Begins With** – Allows you to search by the first few letters of the recipient's last and first names. ▪ **Sounds Like** – Allows you to search by a name, and the system will find names that sound similar to the one you entered. ▪ **Fastest: Last Name Equals, First Name Begins** – Allows you to search by a recipient's complete last name and partial first name. The more information you can provide, the more specific your search results will be. If you are unsure of the recipient's first and last name, or are unsure of the spelling, use the **Begins With** or **Sounds Like** option.
Date of Birth	**(Required)** Type the recipient's date of birth using the *mm/dd/yyyy* format, or click the calendar icon ( ) to select a date from the calendar.
Within	Used in conjunction with the **Date of Birth** field to specify a time range within which to match the date of birth.
Dispensed Start Date	**(Required)** Use this field to enter a specific start date for the dispensing timeframe, for example, *12/01/2013*; Or You may click the calendar icon ( ) and select a specific start date from the calendar.
Dispensed End Date	**(Required)** Use this field to enter a specific end date for the dispensing timeframe, for example, *12/31/2013*; Or You may click the calendar icon ( ) and select a specific end date from the calendar. **Note**: The **Dispensed End Date** cannot be greater than 14 days ago.
Master Account **Note**: This field is only displayed if you are a **delegate account** holder.	**(Required)** Click to select the master account holder on whose behalf you are performing the query.

Table 2 – Recipient Query Window Field Descriptions

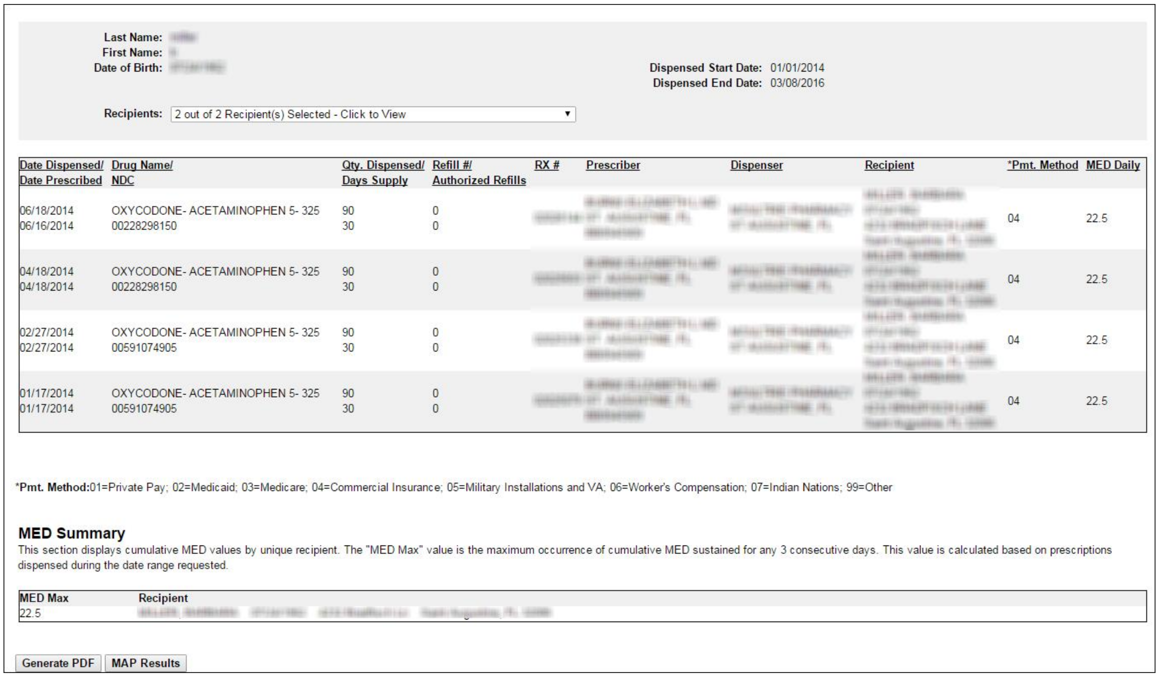
5. Once all criteria have been entered or selected, click **Next**.

Your search results are displayed similar to the following:



6. From the **Search Results** section of this window, click the desired recipient's name.
   - Select multiple recipients, listed consecutively, by clicking the first value, holding down the **[Shift]** key, and then clicking the last value.
   - Select multiple recipients, not listed consecutively, by holding down the **[Ctrl]** key while clicking each value.
7. Select one of the following sort options:
   - **By Recipient by Date**: this option sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)
   - **By Date Only**: this option sorts by prescription dispense date (newest to oldest).
8. Click **Submit**.

   Your report results are displayed as shown on the following page.



Last Name: [illegible]
First Name: [illegible]
Date of Birth: [illegible]

Dispensed Start Date: 01/01/2014
Dispensed End Date: 03/08/2016

Recipients: 2 out of 2 Recipient(s) Selected - Click to View

Date Dispensed/ Date Prescribed	Drug Name/ NDC	Qty. Dispensed/ Days Supply	Refill #/ Authorized Refills	RX #	Prescriber	Dispenser	Recipient	*Pmt. Method	MED Daily
06/18/2014 06/16/2014	OXYCODONE- ACETAMINOPHEN 5- 325 00228298150	90 30	0 0	[illegible]	[illegible]	[illegible]	[illegible]	04	22.5
04/18/2014 04/18/2014	OXYCODONE- ACETAMINOPHEN 5- 325 00228298150	90 30	0 0	[illegible]	[illegible]	[illegible]	[illegible]	04	22.5
02/27/2014 02/27/2014	OXYCODONE- ACETAMINOPHEN 5- 325 00591074905	90 30	0 0	[illegible]	[illegible]	[illegible]	[illegible]	04	22.5
01/17/2014 01/17/2014	OXYCODONE- ACETAMINOPHEN 5- 325 00591074905	90 30	0 0	[illegible]	[illegible]	[illegible]	[illegible]	04	22.5

*Pmt. Method:01=Private Pay; 02=Medicaid; 03=Medicare; 04=Commercial Insurance; 05=Military Installations and VA; 06=Worker's Compensation; 07=Indian Nations; 99=Other

MED Summary

This section displays cumulative MED values by unique recipient. The "MED Max" value is the maximum occurrence of cumulative MED sustained for any 3 consecutive days. This value is calculated based on prescriptions dispensed during the date range requested.

MED Max	Recipient
22.5	[illegible]

Generate PDF | MAP Results

Notes:

- Your search criteria and the recipient names you selected are located above your report. You may click the down arrow in the **Recipients** field to view a list of the patients you chose to include in your report.
- The **Payment Method** column identifies the type of payment used for the prescription. The classification codes are listed below the report results.
- The **MED Daily** column identifies the morphine equivalent dosage for each opioid-containing prescription. The **MED Summary** section, located at the bottom of the report, displays the maximum occurrence of MED sustained for any three consecutive days for each recipient in the report. This value is calculated based on prescriptions dispensed during the date range requested.

9. From this window, you perform the following actions:
   a. Click any column header to sort your results by the information contained in that column.
   b. Click **Generate PDF** to generate a PDF version of your report.

      Your report will begin to process, and a window similar to the following is displayed:

      Query 979 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.

      Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.
   c. Click **Map Results** to view a graphical depiction of your results.

A window similar to the following is displayed:

If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (–) symbols.

When the map is expanded, the following icons are visible:

- **Red pushpin** – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient
- **Doctor bag** – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient
- **Mortar and pestle** – Represents the pharmacy’s address; clicking a mortar and pestle displays the pharmacy’s name and phone number

Search History Query

This function allows you to view an audit trail of all queries created using your user ID for a specified timeframe.

Note: If you are a master account holder, you may also use this function to perform a search of all queries created by your delegate account holders.

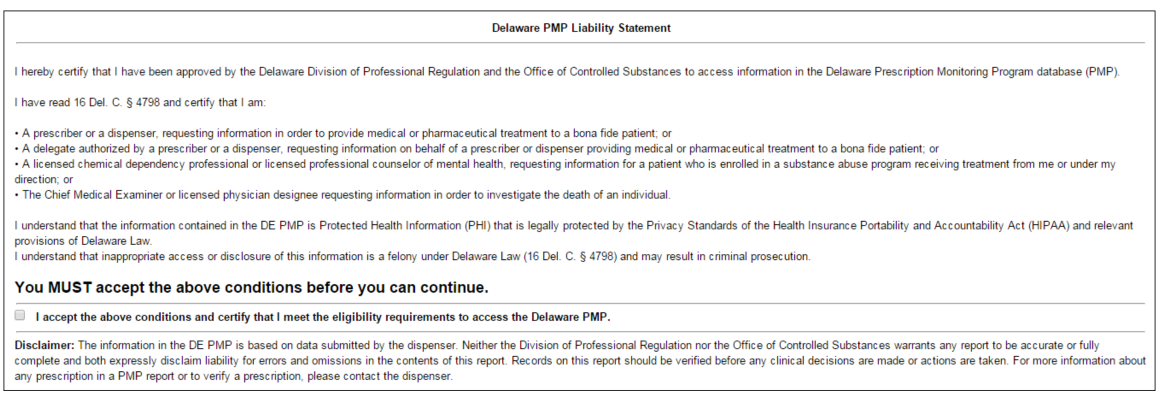
Perform the following steps to view your query history:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click **Search History Query**.

   A window similar to the following is displayed:



Delaware PMP Liability Statement

I hereby certify that I have been approved by the Delaware Division of Professional Regulation and the Office of Controlled Substances to access information in the Delaware Prescription Monitoring Program database (PMP).

I have read 16 Del. C. § 4798 and certify that I am:

• A prescriber or a dispenser, requesting information in order to provide medical or pharmaceutical treatment to a bona fide patient; or
• A delegate authorized by a prescriber or a dispenser, requesting information on behalf of a prescriber or dispenser providing medical or pharmaceutical treatment to a bona fide patient; or
• A licensed chemical dependency professional or licensed professional counselor of mental health, requesting information for a patient who is enrolled in a substance abuse program receiving treatment from me or under my direction; or
• The Chief Medical Examiner or licensed physician designee requesting information in order to investigate the death of an individual.

I understand that the information contained in the DE PMP is Protected Health Information (PHI) that is legally protected by the Privacy Standards of the Health Insurance Portability and Accountability Act (HIPAA) and relevant provisions of Delaware Law.
I understand that inappropriate access or disclosure of this information is a felony under Delaware Law (16 Del. C. § 4798) and may result in criminal prosecution.

You MUST accept the above conditions before you can continue.

☐ **I accept the above conditions and certify that I meet the eligibility requirements to access the Delaware PMP.**

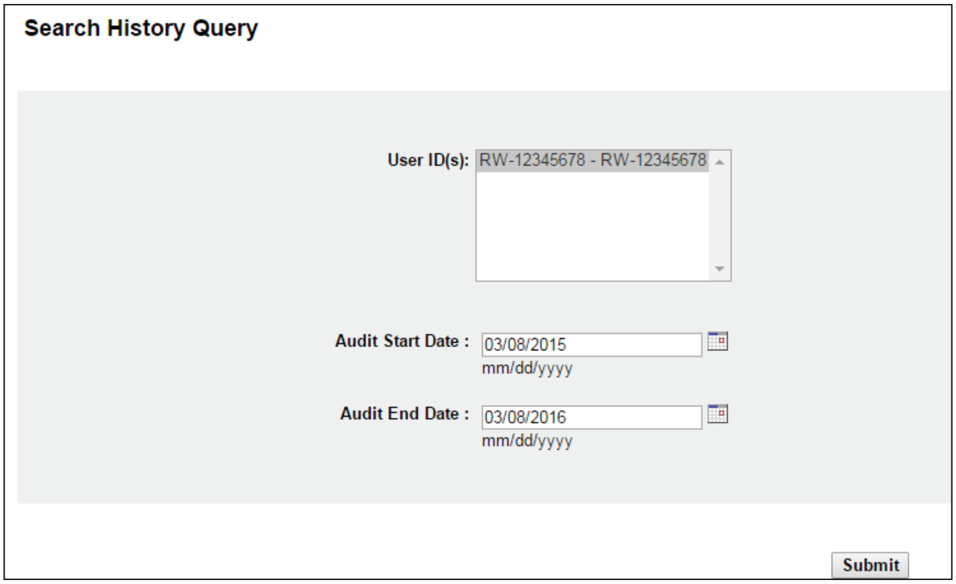
Disclaimer: The information in the DE PMP is based on data submitted by the dispenser. Neither the Division of Professional Regulation nor the Office of Controlled Substances warrants any report to be accurate or fully complete and both expressly disclaim liability for errors and omissions in the contents of this report. Records on this report should be verified before any clinical decisions are made or actions are taken. For more information about any prescription in a PMP report or to verify a prescription, please contact the dispenser.

   You must authenticate the query by indicating that the query is for a valid reason and that you are authorized to submit the query.

   Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Search History Query window.

3. Select the check box indicating that you accept the terms and conditions.

The Search History Query window is displayed:

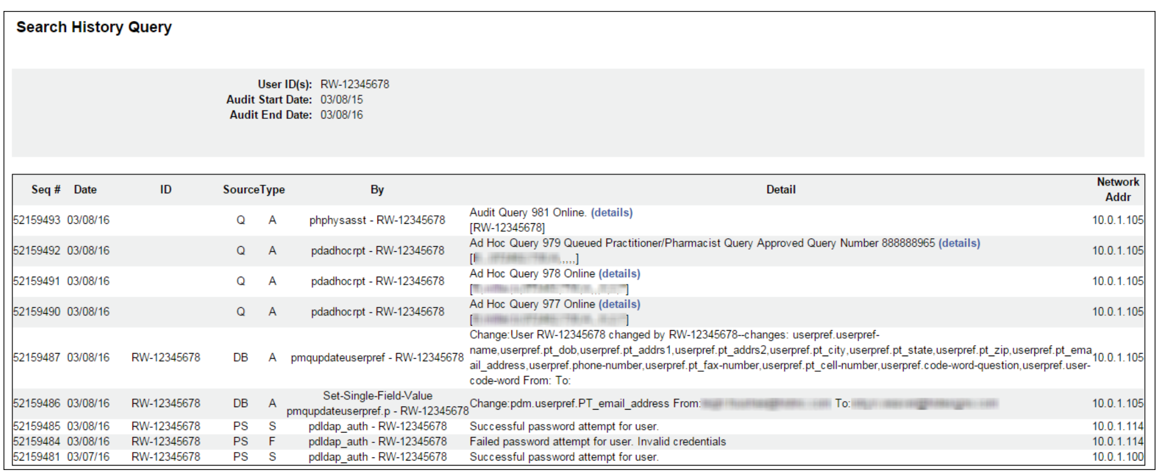


4. If you are master account holder, your user ID and those of any delegates linked to your account are displayed in the **User ID** field. All user IDs are selected by default. Click to select the user(s) whose audit information you wish to view.
5. The **Audit Start Date** and **Audit End Date** fields are automatically populated to generate your search history for one year based on the current date. If you are using this date to generate your report, you may continue to the next step;

   Or

   You may change the **Audit Start Date** and **Audit End Date** by typing the desired dates or by clicking the calendar icon () and selecting a date from the calendar.
6. Click **Submit**.

   Your report results are displayed similar to the following:



Search History Query

User ID(s): RW-12345678
Audit Start Date: 03/08/15
Audit End Date: 03/08/16

Seq #	Date	ID	Source	Type	By	Detail	Network Addr
52159493	03/08/16		Q	A	phphysasst - RW-12345678	Audit Query 981 Online. (details) [RW-12345678]	10.0.1.105
52159492	03/08/16		Q	A	pdadhocrpt - RW-12345678	Ad Hoc Query 979 Queued Practitioner/Pharmacist Query Approved Query Number 888888965 (details) [[illegible],,,,,]	10.0.1.105
52159491	03/08/16		Q	A	pdadhocrpt - RW-12345678	Ad Hoc Query 978 Online (details) [[illegible]]	10.0.1.105
52159490	03/08/16		Q	A	pdadhocrpt - RW-12345678	Ad Hoc Query 977 Online (details) [[illegible]]	10.0.1.105
52159487	03/08/16	RW-12345678	DB	A	pmqupdateuserpref - RW-12345678	Change:User RW-12345678 changed by RW-12345678--changes: userpref.userpref-name,userpref.pt_dob,userpref.pt_addrs1,userpref.pt_addrs2,userpref.pt_city,userpref.pt_state,userpref.pt_zip,userpref.pt_emaail_address,userpref.phone-number,userpref.pt_fax-number,userpref.pt_cell-number,userpref.code-word-question,userpref.user-code-word From: To:	10.0.1.105
52159486	03/08/16	RW-12345678	DB	A	Set-Single-Field-Value pmqupdateuserpref.p - RW-12345678	Change:pdm.userpref.PT_email_address From: [illegible] To: [illegible]	10.0.1.105
52159485	03/08/16	RW-12345678	PS	S	pdldap_auth - RW-12345678	Successful password attempt for user.	10.0.1.114
52159484	03/08/16	RW-12345678	PS	F	pdldap_auth - RW-12345678	Failed password attempt for user. Invalid credentials	10.0.1.114
52159481	03/07/16	RW-12345678	PS	S	pdldap_auth - RW-12345678	Successful password attempt for user.	10.0.1.100

From this window, you may click the **details** link next to a query to view the details of that query.

Prescriber DEA Query

This function allows you to use your prescriber DEA number to view your prescribing history for a specified timeframe.

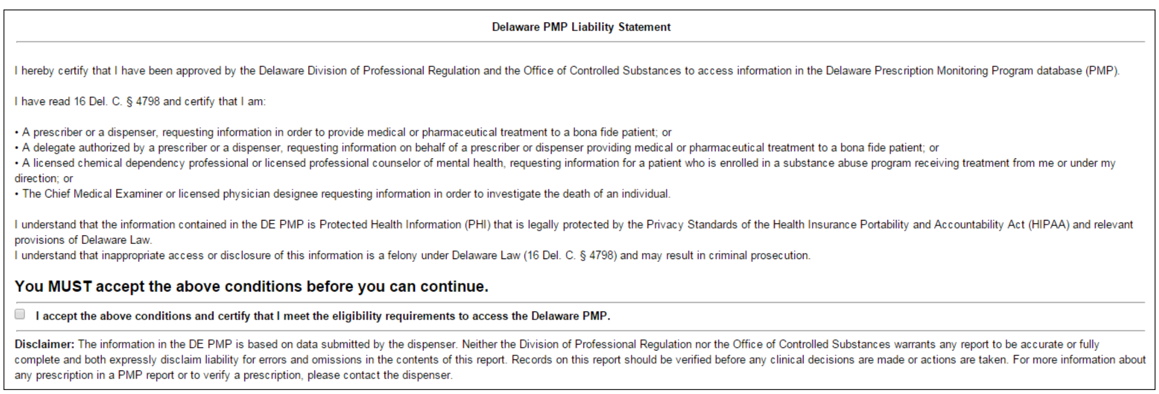
Perform the following steps to view your prescribing history:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click **Prescriber DEA Query**.

   A window similar to the following is displayed:

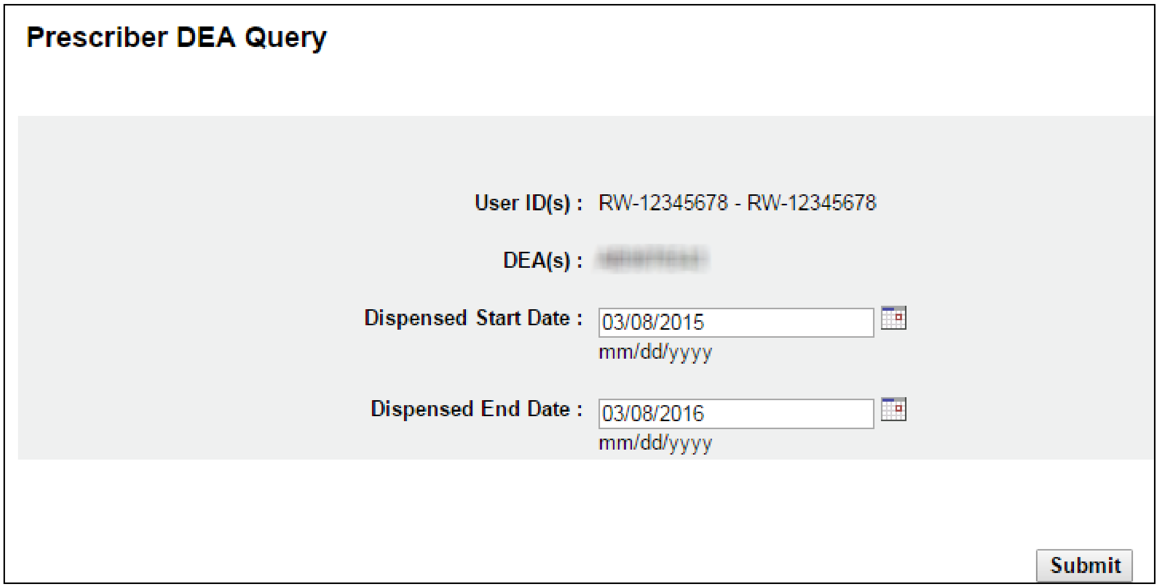


   You must authenticate the query by indicating the query is for a valid reason and that you are authorized to submit the query.

   Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Prescriber DEA Query window.

3. Select the check box indicating that you accept the terms and conditions.

The Prescriber DEA Query window is displayed:



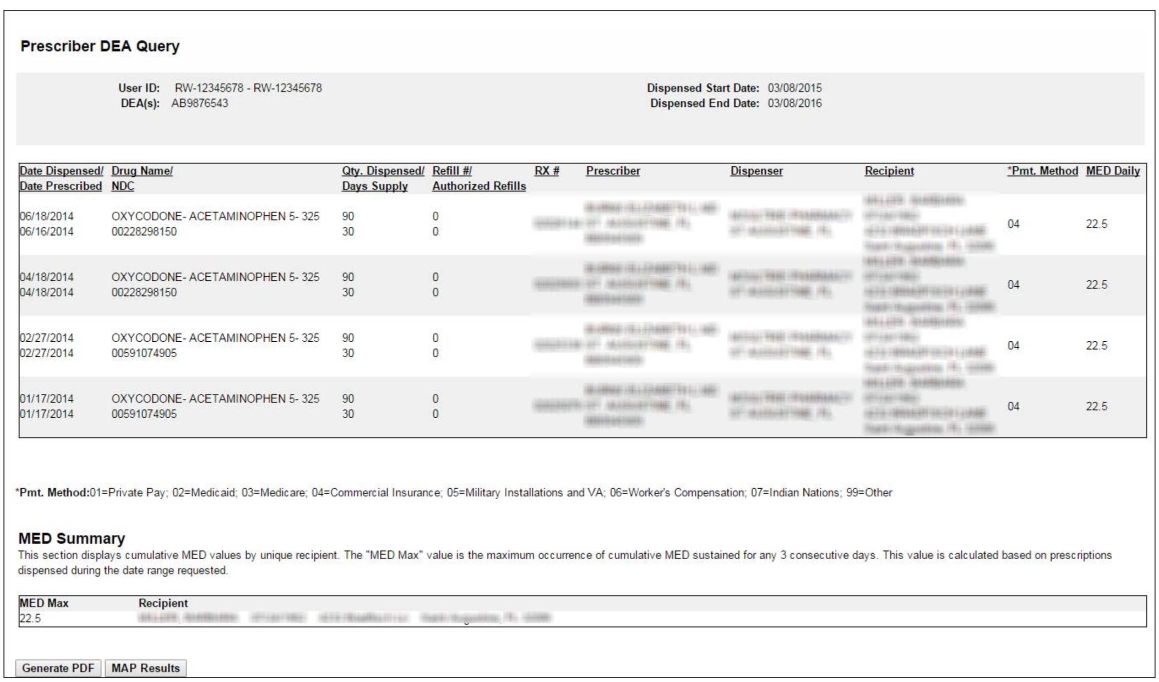
4. The **Dispensed Start Date** and **Dispensed End Date** fields are automatically to generate your prescribing history for one year based on the current date. If you are using this date to generate your report, you may continue to the next step;

   Or

   You may change the **Dispensed Start Date** and **Dispensed End Date** by typing the desired dates or by clicking the calendar icon ( ) and selecting a date from the calendar.

5. Click **Submit**.

   Your report results are displayed similar to the following:



Note: The **MED Daily** column identifies the morphine equivalent dosage for each opioid-containing prescription. The **MED Summary** section, located at the bottom of the report, displays the maximum occurrence of MED sustained for any three consecutive days for each recipient in the report. This value is calculated based on prescriptions dispensed during the date range requested.

6. From this window, you may perform the following tasks:

   a. Click any column header to sort your results by the information contained in that column.

   b. Click **Generate PDF** to generate a PDF version of your report.

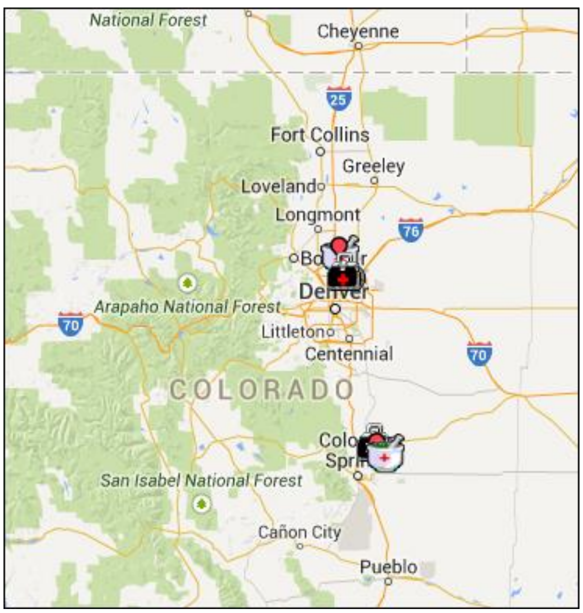
      Your report will begin to process, and a window similar to the following is displayed:

      Query 536 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.

      Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.

   c. Click **Map Results** to view a graphical depiction of your results.

      A window similar to the following is displayed:



      If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

      You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (–) symbols. When the map is expanded, the following elements are visible:

      - **Red pushpin** – Represents the recipient's address; clicking a pushpin displays the total number of prescriptions for the recipient
      - **Doctor bag** –Represents the physician's address; clicking a doctor bag displays the physician's name and number of prescriptions written for the recipient
      - **Mortar and pestle** – Represents the pharmacy's address; clicking a mortar and pestle displays the pharmacy's name and phone number

Multiple State Query

This function is used to create queries that can be used to report information about a recipient's usage of controlled substances in multiple states.

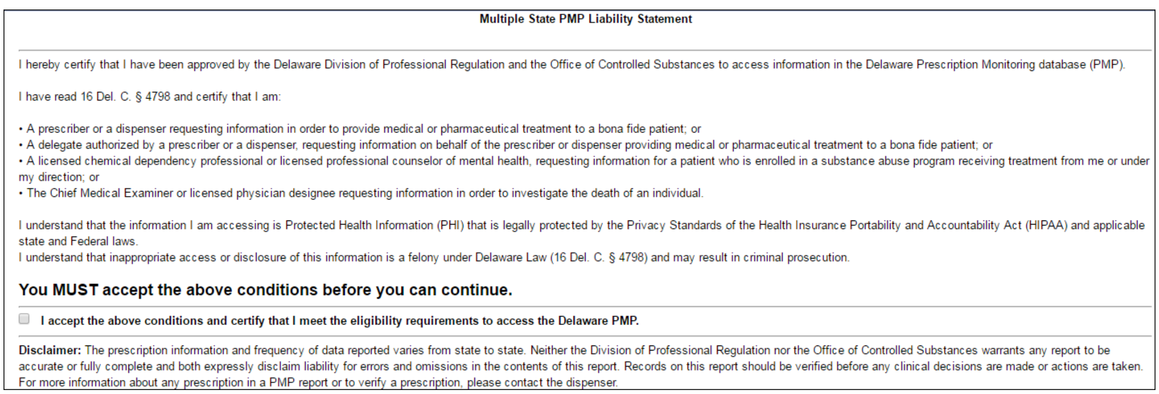
Perform the following steps to create a query:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click **Multiple State Query**.

   A window similar to the following is displayed:



Multiple State PMP Liability Statement

I hereby certify that I have been approved by the Delaware Division of Professional Regulation and the Office of Controlled Substances to access information in the Delaware Prescription Monitoring database (PMP).

I have read 16 Del. C. § 4798 and certify that I am:

• A prescriber or a dispenser requesting information in order to provide medical or pharmaceutical treatment to a bona fide patient; or
• A delegate authorized by a prescriber or a dispenser, requesting information on behalf of the prescriber or dispenser providing medical or pharmaceutical treatment to a bona fide patient; or
• A licensed chemical dependency professional or licensed professional counselor of mental health, requesting information for a patient who is enrolled in a substance abuse program receiving treatment from me or under my direction; or
• The Chief Medical Examiner or licensed physician designee requesting information in order to investigate the death of an individual.

I understand that the information I am accessing is Protected Health Information (PHI) that is legally protected by the Privacy Standards of the Health Insurance Portability and Accountability Act (HIPAA) and applicable state and Federal laws.
I understand that inappropriate access or disclosure of this information is a felony under Delaware Law (16 Del. C. § 4798) and may result in criminal prosecution.

You MUST accept the above conditions before you can continue.

☐ **I accept the above conditions and certify that I meet the eligibility requirements to access the Delaware PMP.**

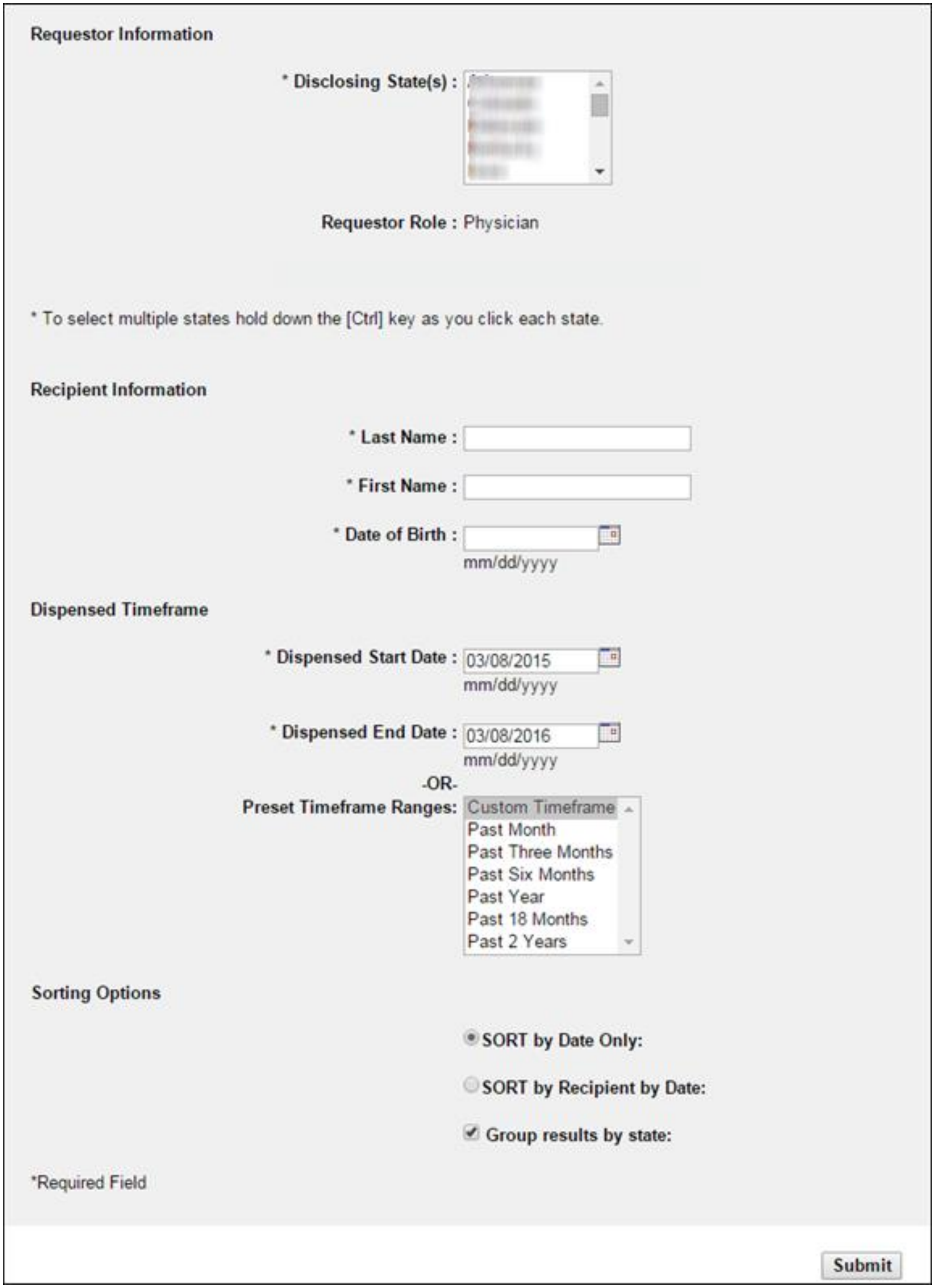
Disclaimer: The prescription information and frequency of data reported varies from state to state. Neither the Division of Professional Regulation nor the Office of Controlled Substances warrants any report to be accurate or fully complete and both expressly disclaim liability for errors and omissions in the contents of this report. Records on this report should be verified before any clinical decisions are made or actions are taken. For more information about any prescription in a PMP report or to verify a prescription, please contact the dispenser.

   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.

   Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Multiple State Query window.

3. Select the check box indicating that you accept the terms and conditions.

The Multiple State Query window is displayed:



4. Complete the information on the request window, using the field descriptions in the following table as a guideline. Note the required fields, which are marked with an asterisk

(*); if these fields are not populated, a message displays that includes a list of fields that must be populated before the query can be submitted.

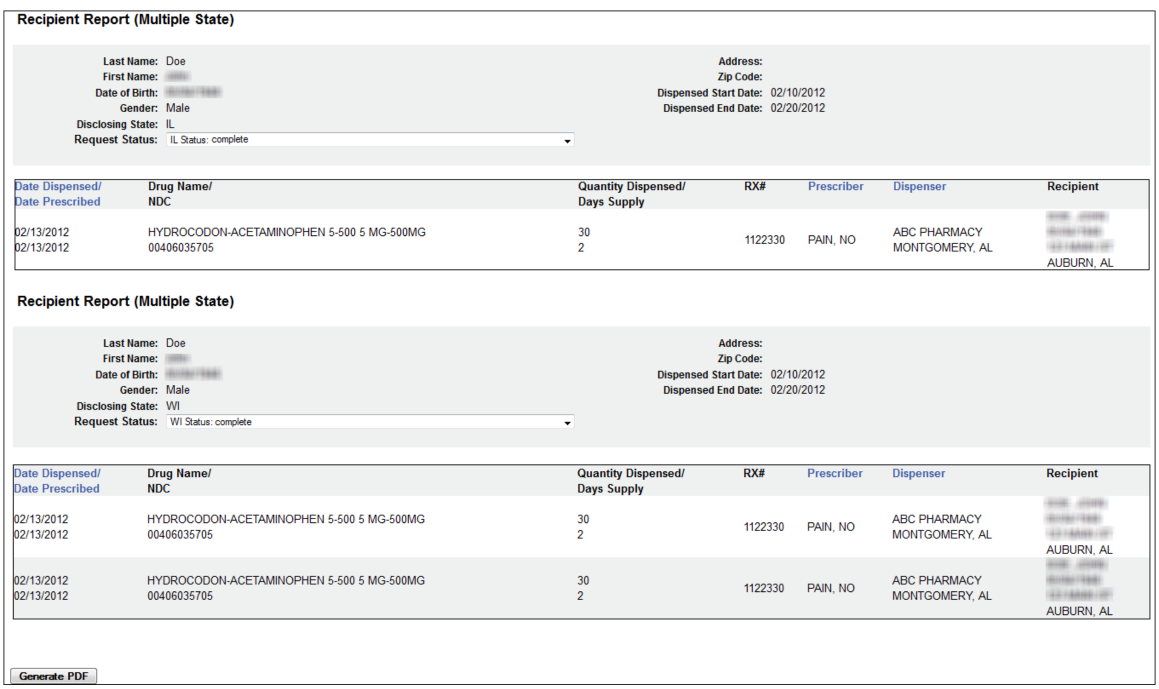
Field Name	Usage
Requestor Information	
Disclosing State(s)	**(Required)** Select the state(s) you wish to include in the query. **Notes:** ▪ The Multiple State Query should always include the home state. ▪ You may select multiple states by holding down the **[Ctrl]** key while clicking each value.
Requestor Role	This field is automatically populated with your RxSentry user role, for example, “Physician.”
Master Account **Note**: This field is only displayed if you are a **delegate account** holder.	**(Required)** Click to select the master account holder on whose behalf you are performing the query.
Recipient Information	
Last Name	**(Required)** Type the recipient’s exact last name. Unlike standard recipient queries, multiple state queries do not allow partial name matching. **Note:** Although multiple state queries do not support partial name matching, the system will return clustered results. For example, if you create a query for John Smith, DOB 01/01/1970, and there is a matching name that has been clustered with Johnny Smith, DOB 01/01/1970, both names will be returned in your report results.
First Name	**(Required)** Type the recipient’s exact first name. Unlike standard recipient queries, multiple state queries do not allow partial name matching.
Date of Birth	**(Required)** Type the recipient’s date of birth using the *mm/dd/yyyy* format, or click the calendar icon ( ) to select a date from the calendar.
Dispensed Timeframe	
Dispensed Start Date	**(Required)** Use this field to enter a specific start date for the dispensing timeframe, for example, *12/01/2014*; Or You may click the calendar icon ( ) and select a specific start date from the calendar.

Field Name	Usage
Dispensed End Date	**(Required)** Use this field to enter a specific end date for the dispensing timeframe, for example, *12/31/2014*; Or You may click the calendar icon ( ) and select a specific end date from the calendar. **Note:** The **Dispensed End Date** cannot be greater than 14 days ago.
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 Start Date** and **Dispensed End Date** fields are ignored.
Sorting Options	
Sort by Date Only	Select this option to sort your report results by prescription dispensed date (newest to oldest).
Sort by Recipient by Date	Select this option to sort your report results first by recipient (patient IDs in numerical order) and then by prescription dispense date (newest to oldest).
Group results by state	Select this option to sort results by state, or leave blank to view all results in one table.

Table 3 – Multiple State Query Window Field Descriptions

5. Once all criteria have been entered or selected, click **Submit**.

   A Recipient Report is displayed for each state you included in your query, similar to the following:



Recipient Report (Multiple State)

Last Name: Doe
First Name:
Date of Birth:
Gender: Male
Disclosing State: IL
Request Status: IL Status: complete

Address:
Zip Code:
Dispensed Start Date: 02/10/2012
Dispensed End Date: 02/20/2012

Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient
02/13/2012 02/13/2012	HYDROCODON-ACETAMINOPHEN 5-500 5 MG-500MG 00406035705	30 2	1122330	PAIN, NO	ABC PHARMACY MONTGOMERY, AL	AUBURN, AL

Recipient Report (Multiple State)

Last Name: Doe
First Name:
Date of Birth:
Gender: Male
Disclosing State: WI
Request Status: WI Status: complete

Address:
Zip Code:
Dispensed Start Date: 02/10/2012
Dispensed End Date: 02/20/2012

Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient
02/13/2012 02/13/2012	HYDROCODON-ACETAMINOPHEN 5-500 5 MG-500MG 00406035705	30 2	1122330	PAIN, NO	ABC PHARMACY MONTGOMERY, AL	AUBURN, AL
02/13/2012 02/13/2012	HYDROCODON-ACETAMINOPHEN 5-500 5 MG-500MG 00406035705	30 2	1122330	PAIN, NO	ABC PHARMACY MONTGOMERY, AL	AUBURN, AL

Generate PDF

Note: In the screenshot above, the **Group results by state** option was selected.

6. From this window, you may perform the following actions:
   a. Click the column headers that are hyperlinks (**Date Dispensed**, **Prescriber**, and **Dispenser**) to sort your results.
   b. Click **Generate Report** to generate a PDF version of your report. Your report will begin to process, and a window similar to the following is displayed:

   Query 537 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.

   Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.

Report Queue

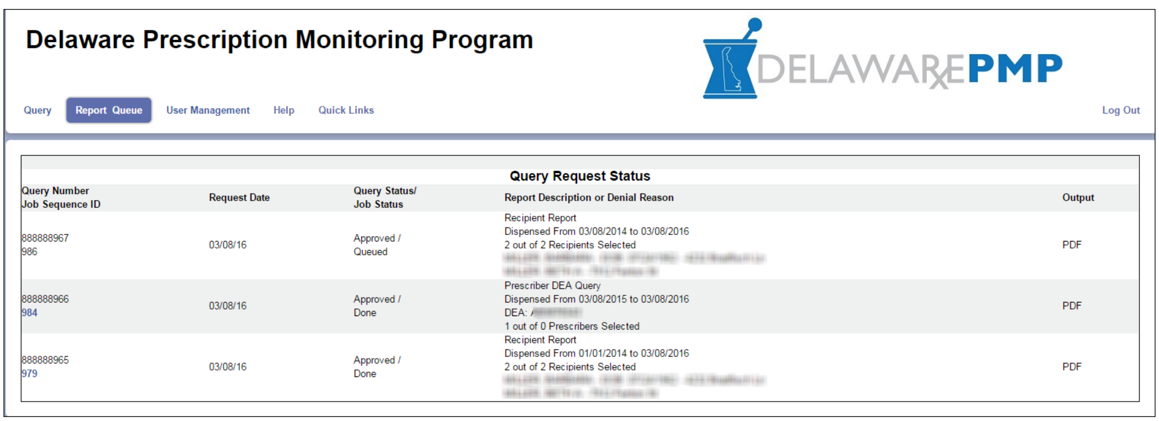
The Report Queue allows you to check the status of a submitted query and view your reports once they have generated. The **Query Number/Job Sequence ID** column on the **Report Queue** window displays one of the following query statuses:

- **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, and the query has processed and is available for viewing.

Perform the following steps to view the status of a query or several queries:

1. Log in to RxSentry.
2. Click **Report Queue**.

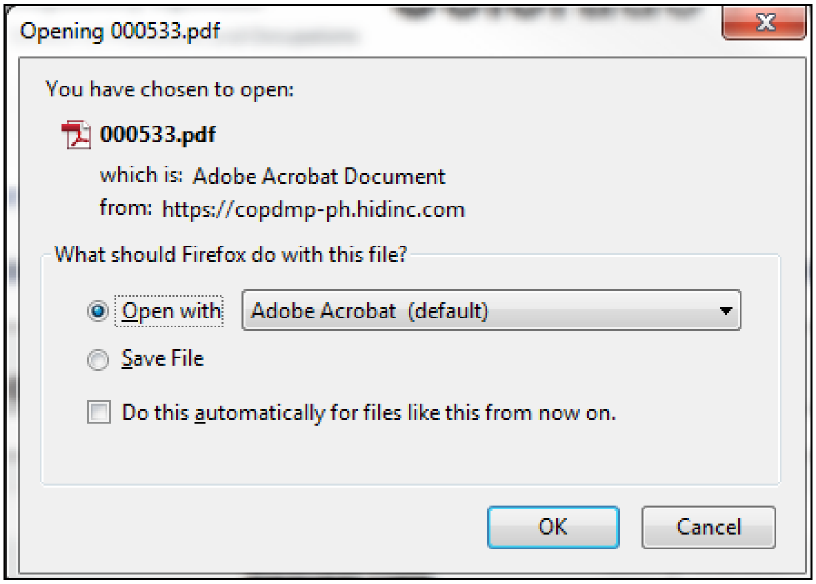
   A window similar to the following is displayed:



Query Number Job Sequence ID	Request Date	Query Status/ Job Status	Report Description or Denial Reason	Output
888888967 986	03/08/16	Approved / Queued	Recipient Report Dispensed From 03/08/2014 to 03/08/2016 2 out of 2 Recipients Selected	PDF
888888966 984	03/08/16	Approved / Done	Prescriber DEA Query Dispensed From 03/08/2015 to 03/08/2016 DEA: 1 out of 0 Prescribers Selected	PDF
888888965 979	03/08/16	Approved / Done	Recipient Report Dispensed From 01/01/2014 to 03/08/2016 2 out of 2 Recipients Selected	PDF

3. If the report is ready for viewing, the **Job Sequence ID** column contains a hyperlink for the report. Click the hyperlink for the desired report.

A window similar to the following is displayed:



4. Perform one of the following actions:
   - Select **Open with** and select the program you would like to use to open the report for viewing.
   - Select **Save File** to save the report to a specific location for viewing at a later time.
5. Click **OK**, or click **Cancel** to return to the previous window.

Note:

- Queries are available for viewing only by the user who submitted the query request.
- Queries are automatically removed from the report queue after 14 days.
- If you print the query, 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.

5 User Management

About this Chapter

This chapter explains how to update your PDMP user profile and change your system password. It also describes the steps master account holders should follow to link and unlink delegate accounts.

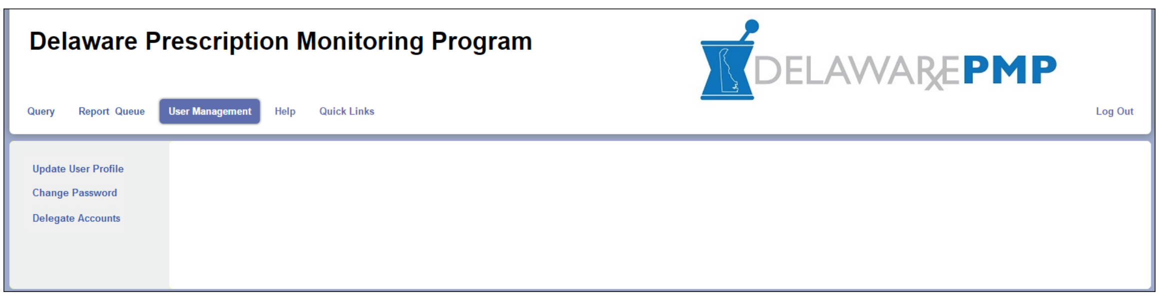
Update User Profile

This function allows you to update the information the DE PMP has on file for you, as needed.

Perform the following steps to update your PMP profile:

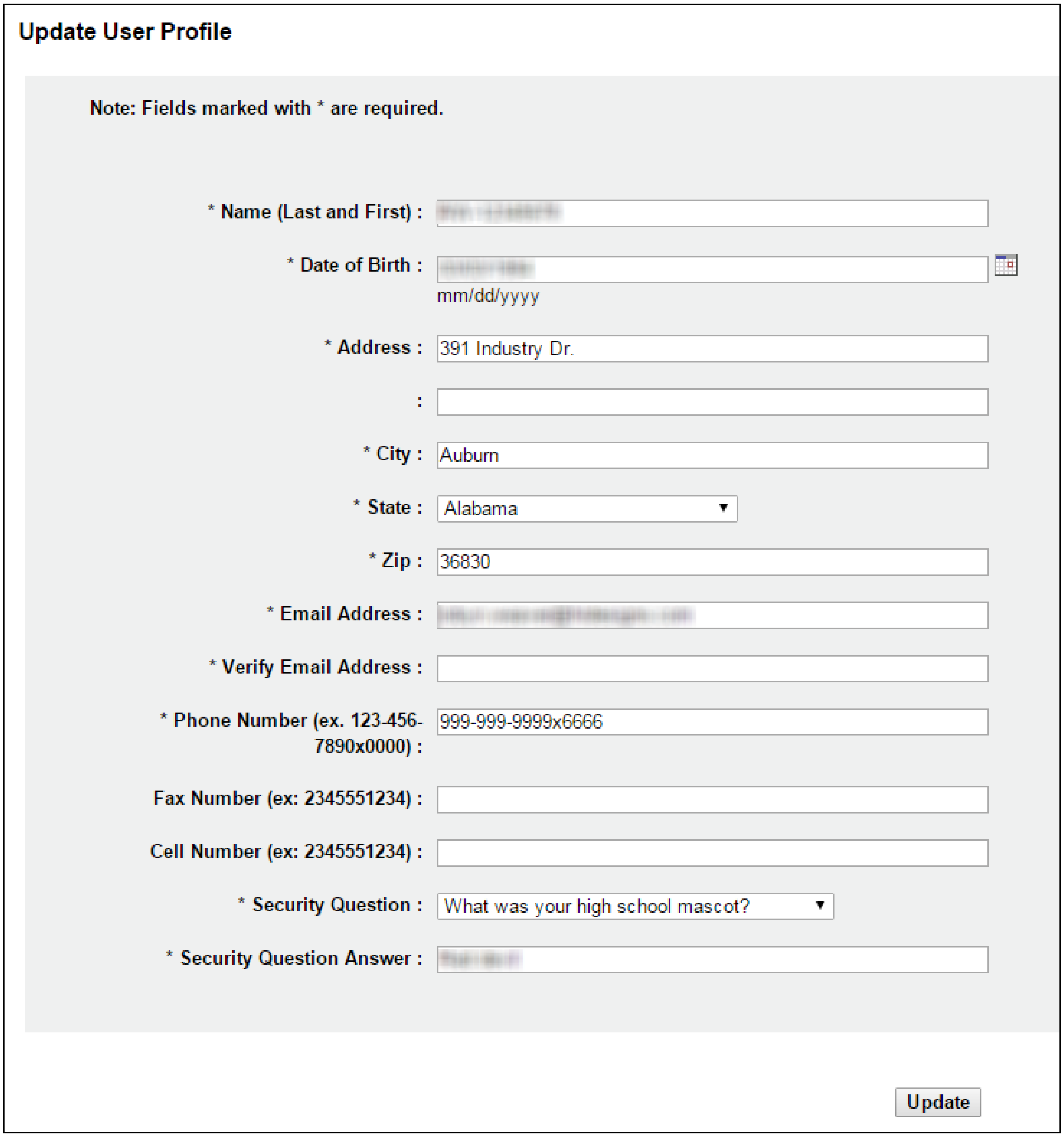
1. Log in to RxSentry.
2. Click **User Management**.

   A window similar to the following is displayed:



3. Click **Update User Profile**.

   The Update User Profile window is displayed as shown on the following page.



4. Update your information as necessary, noting that required fields are marked with an asterisk (*).
5. Click **Update**.

   A message displays confirming that your record has been updated.

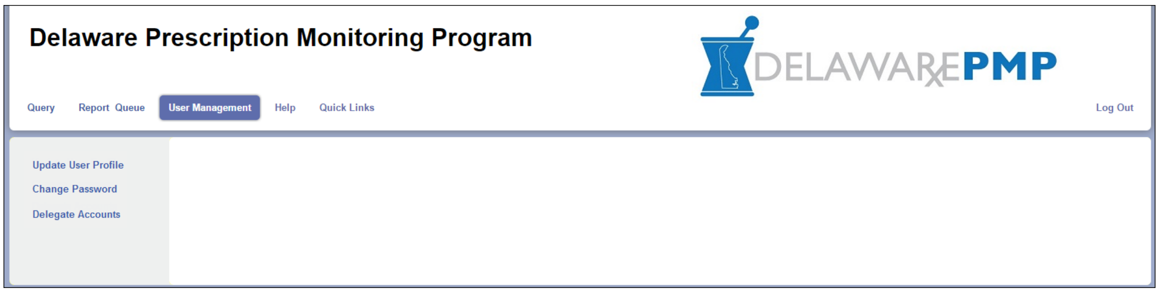
Change Password

This function allows you to change your RxSentry password, as needed.

Perform the following steps to change your password:

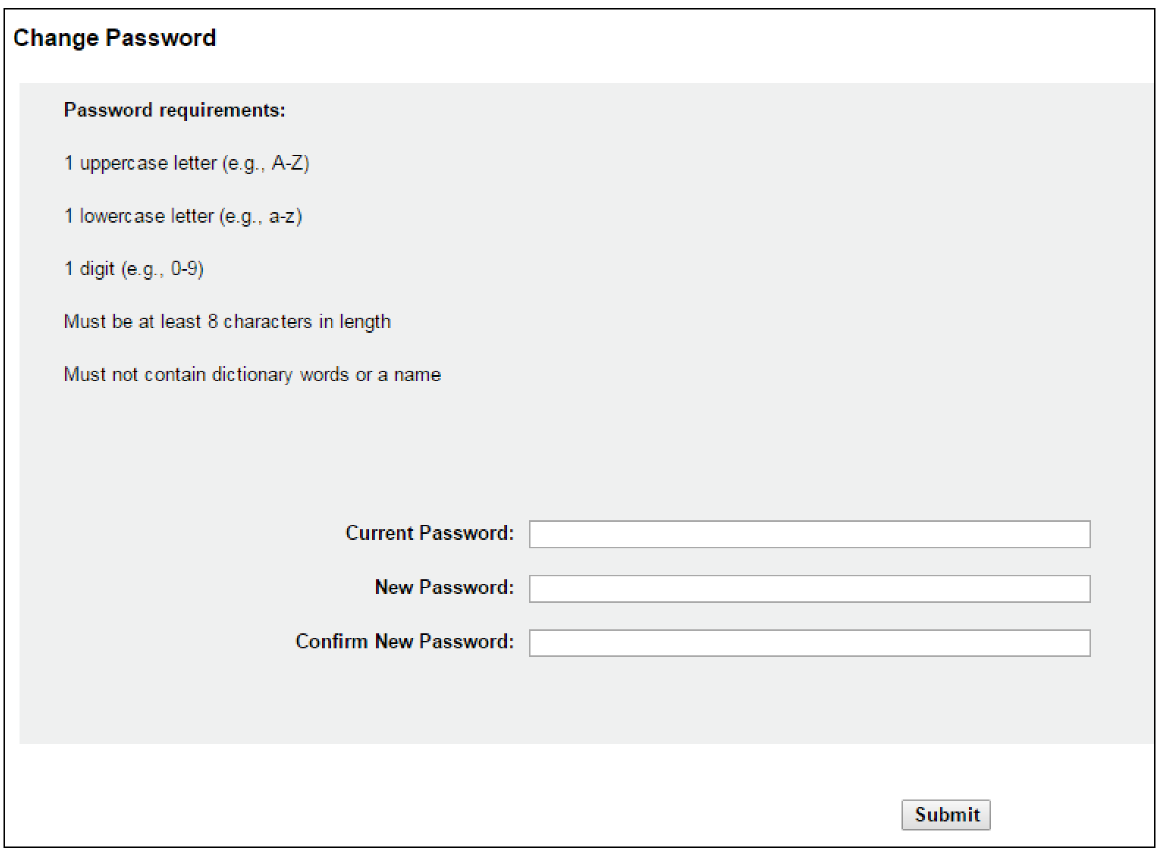
1. Log in to RxSentry.
2. Click **User Management**.

   A window similar to the following is displayed:



3. Click **Change Password**.

   A window similar to the following is displayed:



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

6. Type your new password again in the **Confirm New Password** field.
7. Click **Submit**.

   If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

   If the new password is *not* accepted, the message indicates that another password must be selected.
8. Once your new password has been accepted, click any function, such as **Query**.

   A login window is displayed.
9. Enter your user name and new password, and then click **OK**.

   The RxSentry query site home page is displayed.

Delegate Accounts

This section describes how to activate a delegate account by linking it to your master account and how to unlink delegate accounts that should no longer be associated with your master account.

Note: The **Delegate Accounts** function is only available to master account holders.

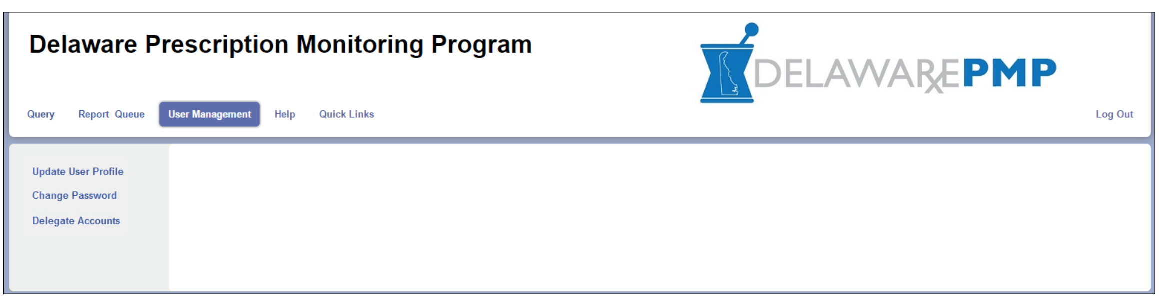
Linking Delegate Accounts

It is the responsibility of the master account holder to activate delegate accounts by linking them with the master account. These steps can only be completed by master account holders authorized to select and activate associated delegate accounts.

Perform the following steps to link a delegate account to your master account:

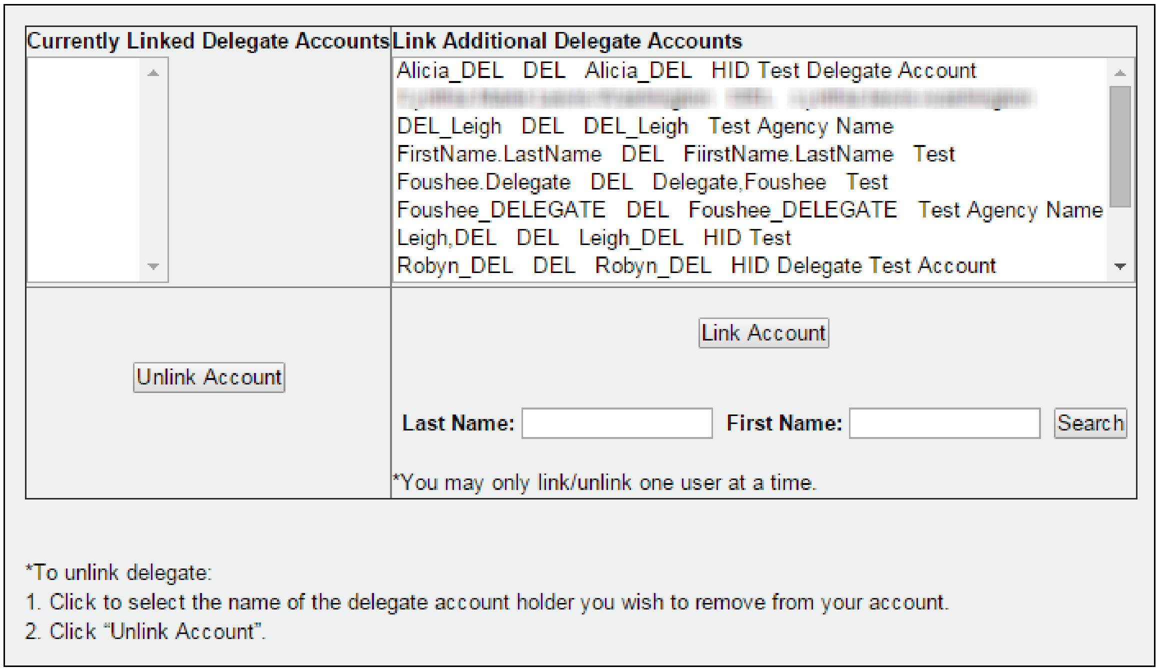
1. Log in to RxSentry.
2. Click **User Management**.

   A window similar to the following is displayed:



3. Click **Delegate Accounts**.

A window similar to the following is displayed:



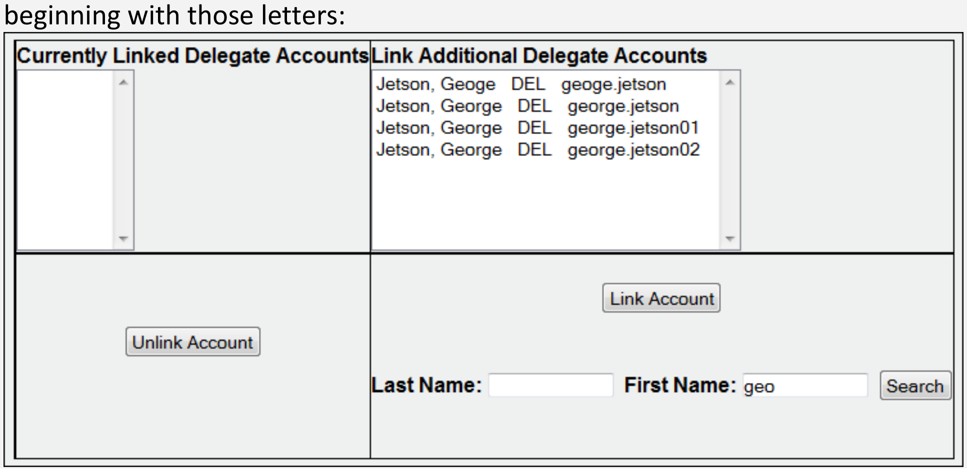
All delegate accounts currently linked to your master account are displayed in the **Currently Linked Delegate Accounts** section of this window.

Delegate accounts that have been approved and are awaiting master account holder association are displayed in the **Link Additional Delegate Accounts** section of this window. For each delegate account holder, the last/first name, user group, user ID, and agency are displayed.

4. Click to select the name of the delegate account holder you wish to link to your account.

Notes:

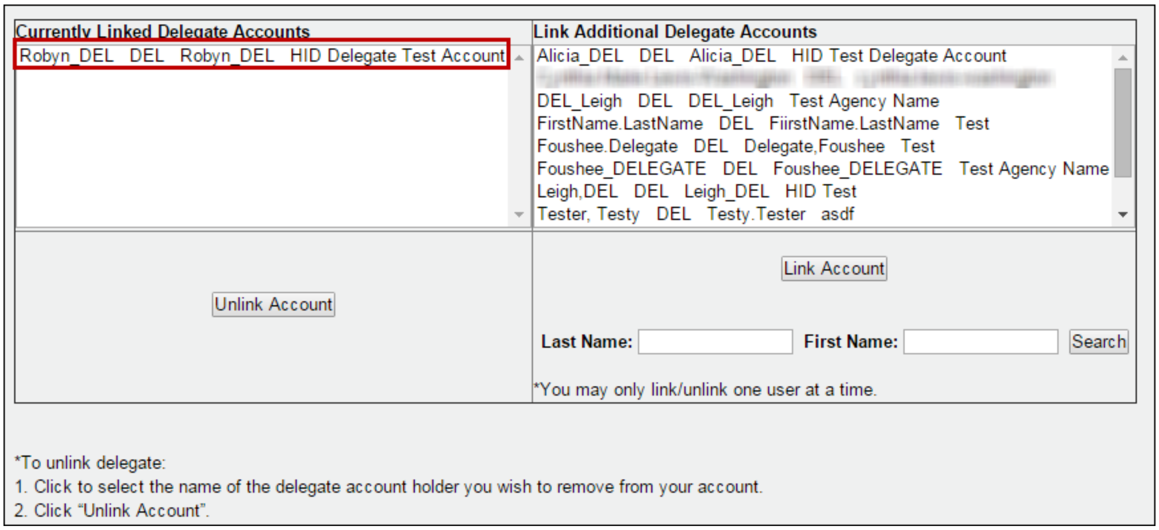
- You may select only link one user at a time.
- You may search for a delegate by entering a full or partial name in the **Last Name** and/or **First Name** fields, and then clicking **Search**. In the following example, the user entered partial text in the **First Name** field, and the system produced a list of all names beginning with those letters:



- To clear your search results and display all delegate accounts again, clear the **Last Name** and/or **First Name** fields, and then click **Search**.

5. Click **Link Account**.

   A window similar to the following is displayed, illustrating that the delegate account has been linked to your account:



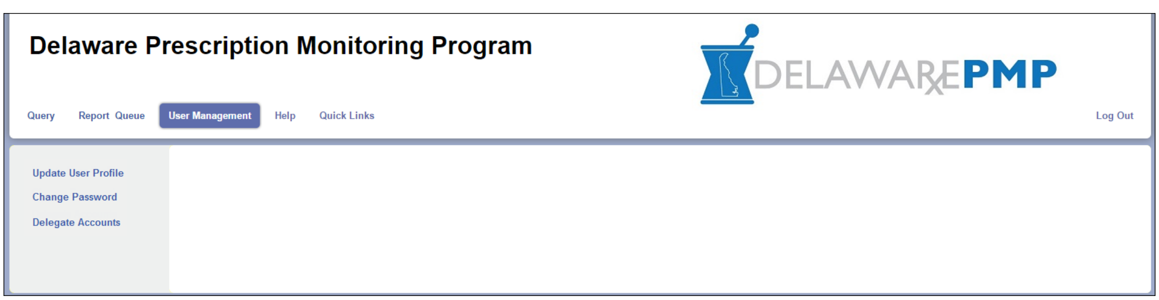
Managing Delegate Accounts

It is the responsibility of the master account holder to manage delegate accounts associated with his or her master account, including activating delegate accounts, which is described in the previous section; monitoring the delegate account holder's use of the DE PMP database, which can be done using the Search History Query; and removing any delegate accounts that should no longer be associated with the master account.

Perform the following steps to remove a delegate account from your master account:

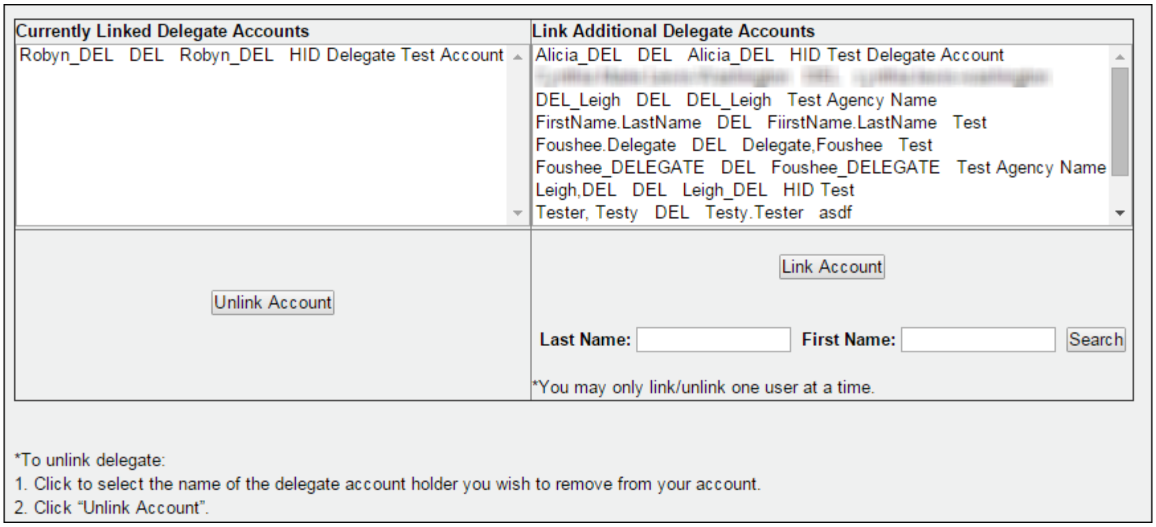
1. Log in to RxSentry.
2. Click **User Management**.

   A window similar to the following is displayed:



3. Click **Delegate Accounts**.

A window similar to the following is displayed:



All delegate accounts currently linked to your master account are displayed in the **Currently Linked Delegate Accounts** section of this window.

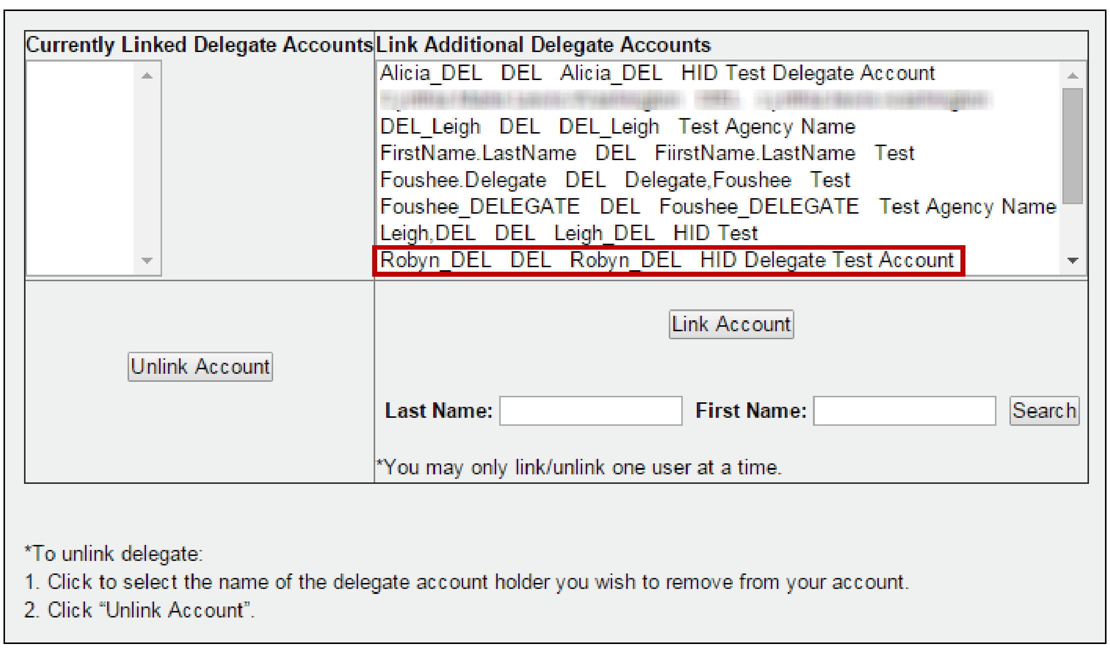
4. Click to select the name of the delegate account holder you wish to remove from your account.

Notes:

- You may only unlink one user at a time.
- Once you unlink a delegate account, that user will no longer be able to query the PDMP database.

5. Click **Unlink Account**.

A window similar to the following is displayed, illustrating that the delegate account holder has been removed from your account:



6 Assistance and Support

Technical Assistance

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

Contact HID at depdm-info@hidesigns.com;

Or

Call 1-855-263-6401, option 6.

Technical assistance is available from 8:00 a.m. – 5:00 p.m. ET (Eastern Time).

Administrative Assistance

If you have any non-technical questions regarding the Delaware Prescription Monitoring Program, please contact:

Samantha Nettesheim, RPh
Pharmacist Administrator
Delaware Board of Pharmacy
(302) 744-4518
E-mail: samantha.nettesheim@state.de.us

7 Document Information

Version History

The Version History records the publication history of this document.

Publication Date	Version Number	Comments
06/06/2012	1.0	Initial publication
06/18/2012	1.1	Revised publication
08/22/2012	1.2	Revised publication
11/14/2012	1.3	Revised publication
05/24/2013	1.4	Revised publication
10/16/2013	1.5	Revised publication
04/18/2014	1.6	Revised publication
08/12/2014	1.7	Revised publication
03/28/2016	2.0	Revised publication

Table 4 – 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	▪ Updated screen shot in step 2 to reflect new terminology on the public website ▪ Changed terminology in step 4 from “Access Registration” to “Register” to reflect the state’s preferred terminology
	Chapter 3/Log in to RxSentry	▪ Changed terminology in step 2 from “Practitioner & Pharmacist Query Site” to “Practitioner & Pharmacist Login” to reflect the state’s preferred terminology ▪ Updated screen shot in step 6 to reflect new terminology on the practitioner/pharmacist query site

Version Number	Chapter/Section	Change
	Chapter 3/Rx Query	▪ Changed section name from "Practitioner/Pharmacist Query" to "Rx Query" ▪ Changed terminology in step 2 from "Practitioner/Pharmacist Query" to "Rx Query" to reflect the state's preferred terminology
1.2	Chapter 3/Request an Account	Updated procedure for requesting an account
	Chapter 3/Log in to RxSentry	Updated login steps to reflect the State's new public website
1.3	Chapter 3/Password Expiration	Changed topic name from "Change Password" to "Password Expiration"
	Chapter 3/Change Password	Added new topic
1.4	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
1.5	Global	▪ Replaced "practitioner/pharmacist" with "user" to reflect the changes in terminology in the system ▪ Updated affected screen shots
	Chapter 3/Using RxSentry	Separated into two chapters: Chapter 3 – Accessing RxSentry and chapter 4 – Using RxSentry
	Chapter 4/Multiple State Query	Added new topic
1.6	Chapter 3/Delegate Accounts	Added new topic
	Chapter 4/Search History Query	Added new topic
1.7	Chapter 5/Technical Assistance	Corrected the option number that should be selected when calling the HID help desk
2.0	Global	▪ Reorganized topics and updated screen shots and language to match the new RxSentry interface ▪ Updated document to new HID template
	Chapter 1/RxSentry Update	Added new topic
	Chapter 3: ▪ Retrieve User Name ▪ Reset Password	Added new topics
	Chapter 4/Prescriber DEA Query	Added new topic

Version Number	Chapter/Section	Change
	Chapter 5/Update User Profile	Added new topic
	Chapter 6/Technical Assistance	Updated the HID Help Desk e-mail address

Table 5 – Document Change Log

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