Training Guide for Alabama Practitioners and Pharmacists

Alabama Department of Public Health
Prescription Drug Monitoring Program

August 2015

Contents

1 Document Overview

Purpose and Contents

The *RxSentry® Training Guide for Alabama Practitioners and Pharmacists* serves as a step-by-step training guide for prescribers and pharmacists using RxSentry for querying purposes. 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:

- Query Tab – this tab provides direct links to every query you are allowed to access.
- Search History Query – this report allows you to view an audit trail of all queries performed using your user ID for a specified timeframe. If you are a master account holder, it also allows you to view an audit trail of all queries performed by your delegates on your behalf.
- Report Queue Tab – this tab (previously the View Query Status link) allows you to view all of your available reports quickly.
- 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 Alabama Practitioners and Pharmacists*.
- Quick Links Tab – this tab provides links to websites that you may frequently access, such as the Alabama Department of Public Health 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 functions that have been moved or changed:

If you are looking for…	It is now located…
Multiple State Query	The Multiple State Query is located under the Query tab.
Practitioner/Pharmacist Query	The Practitioner/Pharmacist Query function, and the corresponding topic in this guide, is now called Recipient Query and is located under the Query tab.
Prescriber Search by DEA	The Prescriber Search by DEA function, and the corresponding topic in this guide, is now called Prescriber DEA Query and is located under the Query tab.

If you are looking for…	It is now located…
Verify Physician Assistant History	The Verify Physician Assistant History function, and the corresponding topic in this guide, is now called Mid-Level Practitioners Query and is located under the Query tab.
View Query Status	The View Query Status function, and the corresponding topic in this guide, is now called Report Queue.

Table 1 – New/changed topics

4

2   System Overview

RxSentry is the prescription drug monitoring program used by the Alabama Department of Public Health to collect data on ALL Schedule II, III, IV, and V controlled substances dispensed in the State of Alabama or for patients residing in Alabama. This is made possible by the *2004 Alabama Legislature Act No. 2004-443*, which states:

> *Act 2004-443*, *SB35*, authorizes the Alabama Department of Public Health to establish, create, and maintain a controlled substances prescription database program and a controlled substances prescription database advisory committee. The act requires the reporting of controlled substance prescription data to the department by pharmacies, physicians, and other practitioners who are authorized to dispense controlled substances and enumerates the data elements to be reported. The act lists persons and entities permitted access to the database, provides for the confidentiality of all information maintained in the database, and prescribes penalties for the unauthorized disclosure of information contained in the database. The act assesses a surcharge of $10 per year on the controlled substance registration certificate of each licensed medical, dental, podiatric, optometric, and veterinary medicine practitioner to be used by the Department of Public Health for the development, implementation, operation, and maintenance of the database. The act provides that the database will be operational within 12 months after the State Health Officer certifies that sufficient funds are available to implement and operate the database, and also provides that persons or entities required to report information to the database are not liable for any claim of damages as a result of such report.

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 the steps you must follow to establish an RxSentry account, log in to and out of the system, and retrieve a forgotten user name or password.
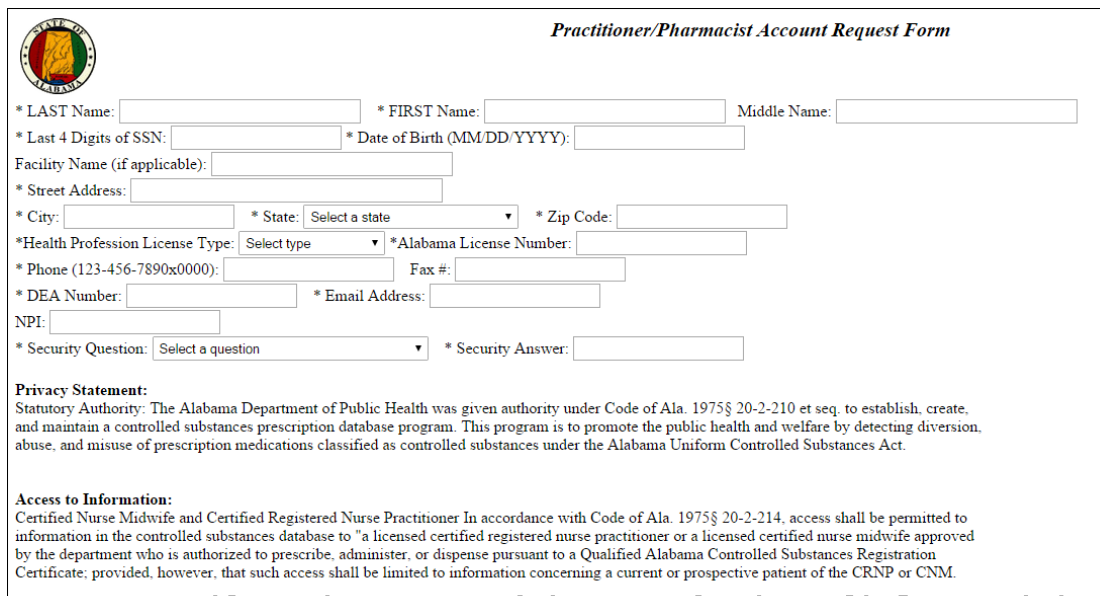
Request an Account

The AL Prescription Drug Monitoring Program 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 Alabama 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.

Perform the following steps to request an account:

1. Open an Internet browser window and enter the following address: https://alpdmp-phreg.hidinc.com.

   A login window is displayed.

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

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

4. Click **OK**.

   The Practitioner/Pharmacist Account Request Form is displayed:

Practitioner/Pharmacist Account Request Form

* LAST Name: _____   * FIRST Name: _____   Middle Name: _____
* Last 4 Digits of SSN: _____   * Date of Birth (MM/DD/YYYY): _____
Facility Name (if applicable): _____
* Street Address: _____
* City: _____   * State: Select a state   * Zip Code: _____
*Health Profession License Type: Select type   *Alabama License Number: _____
* Phone (123-456-7890x0000): _____   Fax #: _____
* DEA Number: _____   * Email Address: _____
NPI: _____
* Security Question: Select a question   * Security Answer: _____

Privacy Statement:
Statutory Authority: The Alabama Department of Public Health was given authority under Code of Ala. 1975§ 20-2-210 et seq. to establish, create, and maintain a controlled substances prescription database program. This program is to promote the public health and welfare by detecting diversion, abuse, and misuse of prescription medications classified as controlled substances under the Alabama Uniform Controlled Substances Act.

Access to Information:
Certified Nurse Midwife and Certified Registered Nurse Practitioner In accordance with Code of Ala. 1975§ 20-2-214, access shall be permitted to information in the controlled substances database to "a licensed certified registered nurse practitioner or a licensed certified nurse midwife approved by the department who is authorized to prescribe, administer, or dispense pursuant to a Qualified Alabama Controlled Substances Registration Certificate; provided, however, that such access shall be limited to information concerning a current or prospective patient of the CRNP or CNM.

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

    Note: If you are applying for a delegate account, you will select **Delegate** in the **Health Profession License Type** field.

6. Once you have completed all required fields, click the check box indicating that the information you entered is true and correct.

    Account Agreement:
    By signing this agreement I hereby agree to follow the security and password policies of the Prescription Drug Monitoring Program. I agree to not disclose nor misrepresent any data or protected health information to any unauthorized person or party. I agree that I will not share my account information, login name, or password with anyone, even if they are authorized users of the program. Any person who falsely swears, by signing this form, shall be guilty of a Class A misdemeanor (Code of Ala. 1975, § 13A-10-102).

    ☐ I certify under penalty of perjury under the laws of the State of Alabama that the foregoing is true and correct.

    [Accept & Submit]

7. Click **Accept & Submit**.

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

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

The AL PDMP 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 your user name. The second e-mail will contain a temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and instructions for accessing the system. 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 by e-mail.

Notes:

▪   If you are approved for a delegate account, you will be able to log in to RxSentry; however, you will not be able to query the database until your master account holder has linked your account.

▪   If you are a master account holder, refer to the Linking Delegate Accounts topic in this document for instructions on linking delegate accounts.

Log In to RxSentry

Notes:

- **Beginning September 8, 2015, you will no longer use the Security Portal to access the PDMP database.** Follow the instructions in this section to access the PDMP database through the RxSentry login page.

- If you have forgotten your RxSentry user name or password, see the Retrieve User Name or Retrieve Password topic in this document. 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: https://alpdmp-ph.hidinc.com.

   A window similar to the following is displayed:
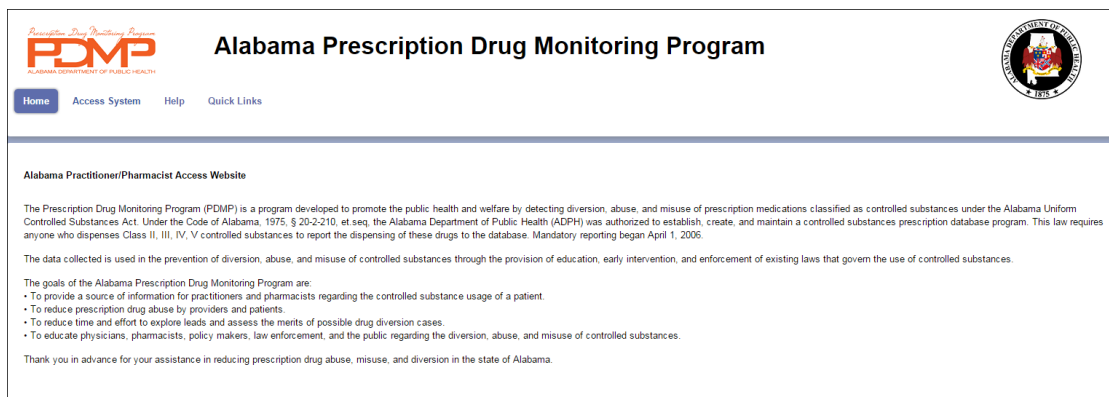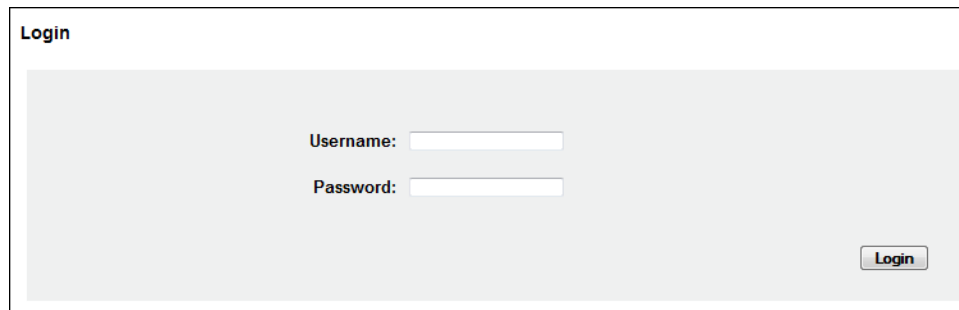
2. Click **Access System**.

   A window similar to the following is displayed:
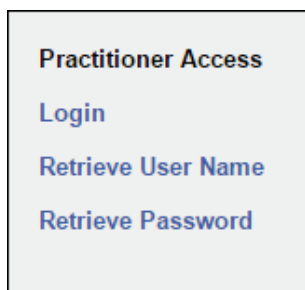
3. Click **Login**.

A window similar to the following is displayed:

4. Type your user name in the **Username** field.

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

6. Click **Login**.
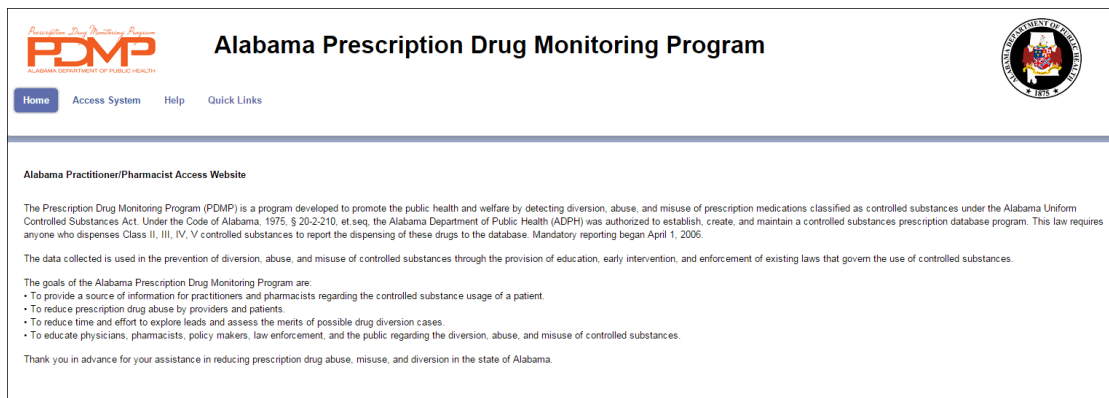
The RxSentry home page is displayed:

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

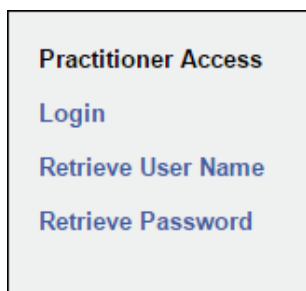If you have forgotten your RxSentry user name, perform the following steps to retrieve it:

1. Open an Internet browser window and type the following URL in the address bar:
    https://alpdmp-ph.hidinc.com.

    A window similar to the following is displayed:
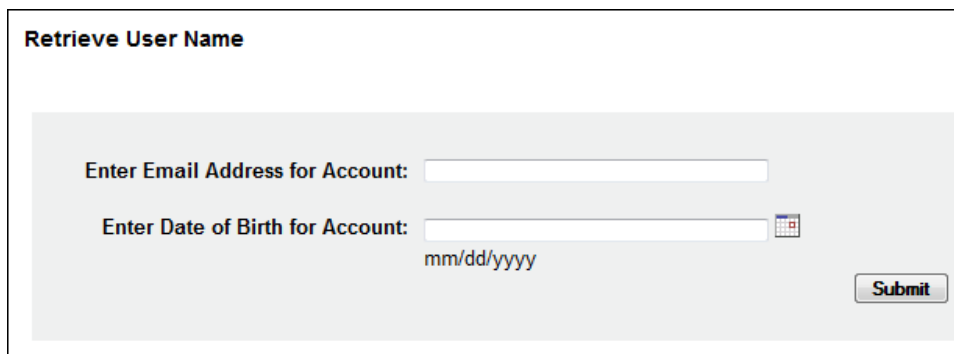

2. Click **Access System**.

    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.
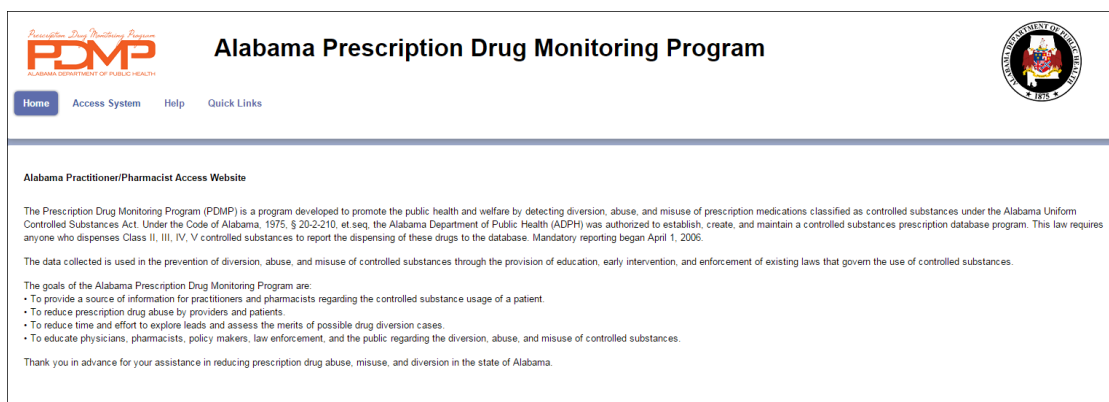
6. Click **Submit**.

A message providing your user name is displayed.

Retrieve Password

If you have forgotten your RxSentry password, perform the following steps to retrieve it:
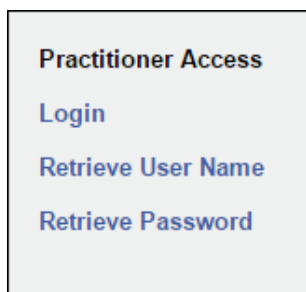
1. Open an Internet browser window and type the following URL in the address bar: https://alpdmp-ph.hidinc.com.

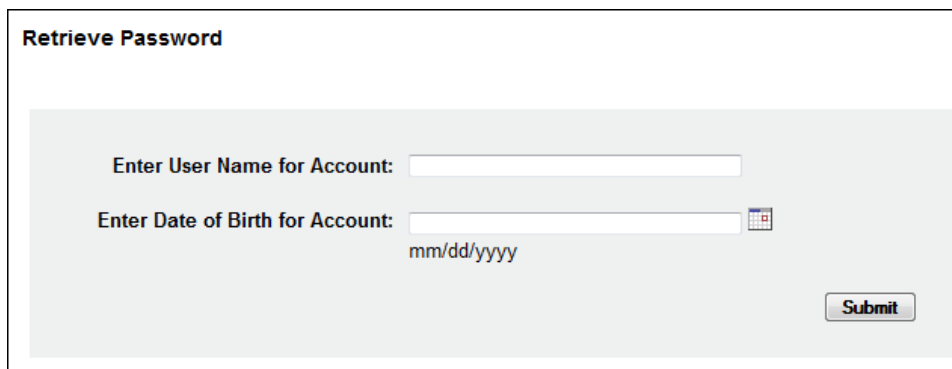A window similar to the following is displayed:

2. Click **Access System**.

A window similar to the following is displayed:

3. Click **Retrieve 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:

    Retrieve Password

    An email will be sent to the email address for the previously entered user name.
    The email will contain a new system-generated temporary password.

    Security Question: What is your grandmother's maiden name?

    ****Answer: [   ]

    [Submit]

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

8. Click **Submit**.

    Note: If you have forgotten the e-mail address associated with your account or the answer to your security question, contact the HID Help Desk.

    A message displays indicating that an e-mail containing a temporary password was sent to the e-mail address associated with your user name.

    You will receive an e-mail from **pdmadmin@hidinc.com** (HID PDM ADMIN) containing your temporary password.

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.

    The Change Password window is displayed as shown on the following page.

Change Password

Password requirements:

1 uppercase letter (e.g., A-Z)

1 lowercase letter (e.g., a-z)

1 digit (e.g., 0-9)

Must be at least 8 characters in length

Must not contain dictionary words or a name

Current Password: [   ]
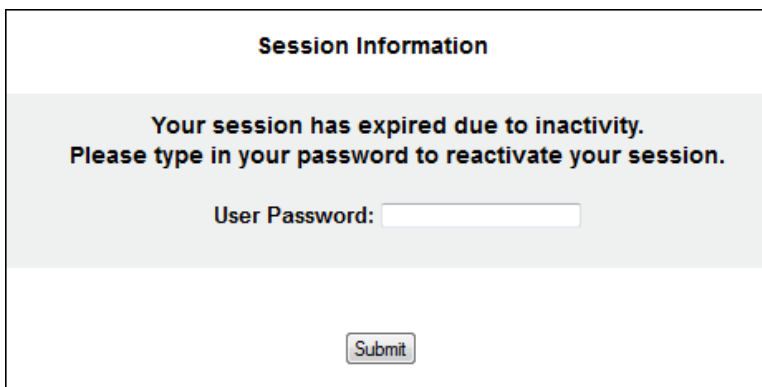
New Password: [   ]

Confirm New Password: [   ]

[Submit]

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

    The RxSentry home page is displayed.

Session Timeouts

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

Session Information

**Your session has expired due to inactivity.
Please type in your password to reactivate your session.**

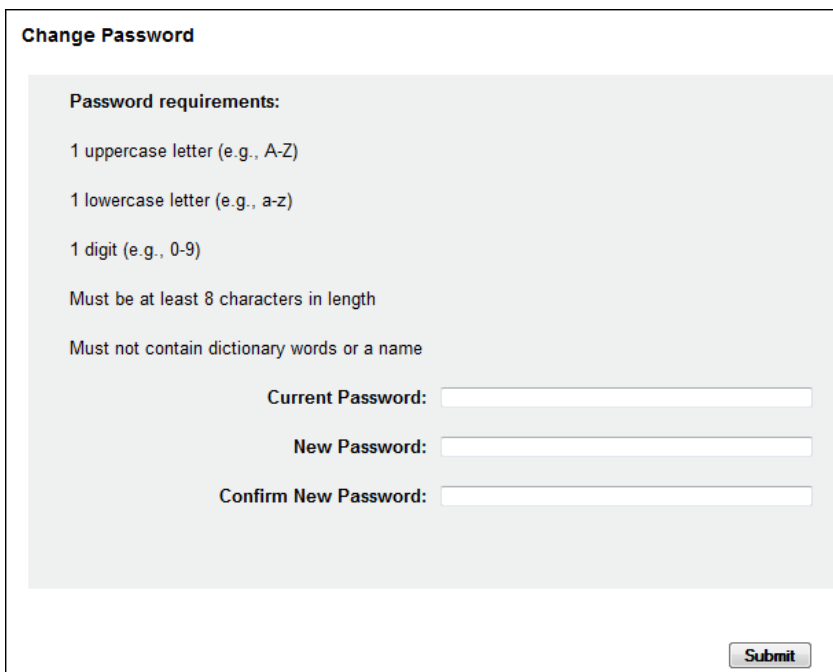User Password: [   ]

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

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:

Change Password

Password requirements:

1 uppercase letter (e.g., A-Z)

1 lowercase letter (e.g., a-z)

1 digit (e.g., 0-9)

Must be at least 8 characters in length

Must not contain dictionary words or a name

Current Password: [   ]

New Password: [   ]

Confirm New Password: [   ]

[Submit]

Perform the following steps to change your password:

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 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.

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

   A login window is displayed.

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

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

8. 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, it is important that you log out of the system when you have completed your session. To do so, click **Log Out** from the 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   RxSentry Queries

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 to create queries regarding recipient usage of controlled substances
- Search History Query – used by practitioners to view a history of all queries performed using their user ID, as well as all queries performed by their delegates, if applicable
- Prescriber DEA Query – used by practitioners to view a history of all dispensed prescriptions attributed to their DEA number
- Multiple State Query – used by practitioners and pharmacists to create queries regarding recipient usage of controlled substances in multiple states
- Mid-Level Practitioners Query – used by practitioners to view claims submitted to RxSentry by mid-level practitioners with whom they have collaborating agreements

IMPORTANT NOTE: The availability of the queries described above is dependent upon your user type. You may not have access to all queries.

Recipient Query

This function is used by practitioners and pharmacists, and their delegates, to create queries that can be 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:

* Last Name :	
* First Name :	
Search Method :	Fastest: Last name equals, first name begin ▾
* Date of Birth :	
	mm/dd/yyyy
Within :	Please Select ▾
Gender :	All ▾
County :	Statewide ▾
ZIP Code :	
* Dispensed Start Date :	02/25/2014
	mm/dd/yyyy
* Dispensed End Date :	02/25/2015
	mm/dd/yyyy
Preset Timeframe Ranges :	Custom Timeframe ▾
SSN :	
Driver's License Number :	
* Master Accounts :	▾

Alias #1

Last Name :	
First Name :	
DOB :	
	mm/dd/yyyy

Alias #2

Last Name :	
First Name :	
DOB :	
	mm/dd/yyyy

Alias #3

Last Name :	
First Name :	
DOB :	
	mm/dd/yyyy
Primary Address :	
City :	
Other Address 1 :	
City :	
Other Address 2 :	
City :	

*Required Field
All required fields must be filled in.
However, for the best search results, fill in as many fields as possible.

Next   Clear

3. 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
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: ▪ **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. ▪ **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. 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 You may click the calendar icon (📅) and select a specific date of birth 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.
Gender	Click the down arrow and select the gender of the recipient(s) to include in your search.
County	Click the down arrow to select a specific county name, or select "Statewide" to produce a wider range of results.
ZIP Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Start Date	**(Required)** Use this field to enter a specific start date for the dispensing timeframe, for example, *1/01/2015*; 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, *01/31/2015*; Or You may click the calendar icon () and select a specific end date from the calendar.
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.
SSN	Narrow your search by entering the recipient's social security number, or leave this field blank to produce a wider range of results.
Driver's License Number	Narrow your search by entering the recipient's driver's license number, or leave this field blank to produce a wider range of results.
Master Accounts **Note**: This field is only displayed if you are a **delegate account** holder.	**(Required)** Click the down arrow to select the master account holder on whose behalf you are performing the query.
Alias #1 Alias #2 Alias #3	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	Narrow your search by typing the recipient's primary address, or leave this field blank to produce a wider range of results.
City	Narrow your search by typing the city in which the recipient resides, or leave this field blank to produce a wider range of results.
Other Address 1 City Other Address 2 City	Use these fields to enter any additional addresses for the recipient, or leave these fields blank to produce a wider range of results.

Table 2 – Recipient Query Window Field Descriptions

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

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

5. From the **Search Results** section of this window, click the desired recipient's name. To select specific recipients from the list:

    ▪   Select a single value by clicking the value.

    ▪   Select multiple values, listed consecutively, by clicking the first value, holding down the **[Shift]** key, and then clicking the last value.

    ▪   Select multiple values, not listed consecutively, by holding down the **[Ctrl]** key while clicking each value.

6. Select one of the following sort options:

    ▪   **By Date Only**: this option sorts by prescription dispense date (newest to oldest)

    ▪   **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 Prescriber by Date:** this option sorts by prescribers (DEA numbers in alphabetical order) and then by prescription dispense date (newest to oldest)

7. Click **Submit**. Your report results are displayed similar to the following:

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 payment type key is located near the end of your 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.

8. From this window, you may perform the following functions:

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

   b) Click **View** in the Notes column to view notes that have been added to that record. A window similar to the following is displayed:

Click **Return to Claims Search** to return to your report results.

   c) Click the check box in the Notes column to add a note to a recipient's record. See the Add Notes to a Record topic for more information.

   d) 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:

- o **Red pushpin** – Represents the recipient's address; clicking a pushpin displays the total number of prescriptions for the recipient

- o **Doctor bag** – Represents the physician's address; clicking a doctor bag displays the physician's name and number of prescriptions written for the recipient

- o **Mortar and pestle** – Represents the pharmacy's address; clicking a mortar and pestle displays the pharmacy's name and phone number

e) 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 533 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.

Add Notes to a Record

This function is used by practitioners and pharmacists to add notes to a recipient's record.

Perform the following steps to add notes:

1. Log in to RxSentry.

2. Perform the steps in the Recipient Query, Prescriber DEA Query, or Mid-Level Practitioners Query topic. Your report results are displayed similar to the following:

3. Click the check box in the **Notes** column to add a note to that recipient record.

A window similar to the following is displayed:

4. Select the radio button indicating whether your comment should be shared with other users:

    ▪ **Share** – the comment will be available for viewing by other practitioners and pharmacists who have access to RxSentry

    ▪ **Don't Share** – the comment will only be available for viewing by the user who created it

    Note: Once you have added a comment, you may modify your selection at any time. See step 8 for more information.

5. Select the radio button indicating whether the comment should be categorized as "active" or "inactive":

    ▪ **Active** – indicates that the comment is still valid and applicable to this record

    ▪ **Inactive** – indicates that the comment is no longer valid or applicable to this record

    Note: Once you have added a comment, you may change the status of the comment at any time. See step 8 for more information.

6. Type your comment in the **Comments** field.

    Note: Your comment must not exceed 120 characters.

7. Click **Submit Comments**.

    A window similar to the following is displayed:

8. From this window, you may perform the following actions:

    a) Click **Return to Claims Search** to return to your report results.

b) Click **YES** or **NO** in the Share column to indicate whether or not the comment should be shared with other practitioners and pharmacists.

> **Note**: The option that is *NOT* a hyperlink is the currently selected option. Clicking the **YES** or **NO** hyperlink will change your selection to that option. For example, if "YES" is not a hyperlink, your comment is currently being shared with other prescribers who have an RxSentry account. Click **NO** to indicate that the comment should only be available for viewing by you.

c) Click **YES** or **NO** in the Active column to indicate whether or not the comment is still valid and applicable to this record.

> **Note**: The option that is *NOT* a hyperlink is the currently selected option. Clicking the **YES** or **NO** hyperlink will change your selection to that option. For example, if "YES" is not a hyperlink, your comment is currently categorized as "active." Click **NO** to indicate that the comment is now inactive.

Search History Query

This function allows you to view an audit trail of all queries performed using your user ID for a specified timeframe. If you are a master account holder, you may also use this function to view an audit trail of all the queries performed by your delegates.

Perform the following steps to view this report:

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:

3. 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.

   If you are not a master account holder or you do not have any delegates, your user ID is the only available option in the **User ID** field. Continue to step 4.

4. 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.

5. Click **Submit**.

   Your report results are displayed similar to the following:

6. 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:

3. The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated 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.

4. 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.

5. From this window, you may perform the following functions:

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

    b) Click **View** in the Notes column to view notes that have been added to that record. A window similar to the following is displayed:

        Click **Return to Claims Search** to return to your report results.

    c) Click the check box in the Notes column to add a note to a recipient's record. See the Add Notes to a Record topic for more information.

    d) 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:

o **Red pushpin** – Represents the recipient's address; clicking a pushpin displays the total number of prescriptions for the recipient

o **Doctor bag** – Represents the physician's address; clicking a doctor bag displays the physician's name and number of prescriptions written for the recipient

o **Mortar and pestle** – Represents the pharmacy's address; clicking a mortar and pestle displays the pharmacy's name and phone number

e) 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 533 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.

Multiple State Query

This function allows you to create reports regarding a recipient's usage of controlled substances in multiple states.

Note: The Multiple State Query should not be used if the only data needed is from the home state.

Perform the following steps to create a Multiple State Query:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click **Multiple State Query**.

   The Multiple State Query window is displayed as shown on the following page.

Requestor Information

* Disclosing State: Alabama
Kentucky
Maine

Requestor Role: Prescriber

Recipient Information

* Last Name: [_____]

* First Name: [_____]

Identifier (SSN, Driver's License #, etc.): [_____]

* Date of Birth: [_____] 🗓
mm/dd/yyyy

Gender: [All ▼]

Street Address: [_____]

City: [_____]

State: [All states ▼]

Zip Code (Blank for all): [_____]

Dispensed Timeframe

* Dispensed Start Date: [02/25/2014] 🗓
mm/dd/yyyy

* Dispensed End Date: [02/25/2015] 🗓
mm/dd/yyyy
-OR-
Preset Timeframe Ranges: Custom Timeframe
Past Month
Past Three Months
Past Six Months
Past Year

Sorting Options

⦿ SORT by Date Only

◯ SORT by Recipient by Date

*Required Field

[Submit]

3. 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. **Note:** 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, "Prescriber."
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.
Identifier	Type the recipient's identification number (social security number, driver's license number, etc.), if available.
Date of Birth	**(Required)** Type the recipient's date of birth using the *mm/dd/yyyy* format; Or You may click the calendar icon (🗓️) and select a specific date of birth from the calendar.
Gender	Click the down arrow and select the gender of the recipients to include in your search. If in doubt, select the "All" option.
Street Address	Type the recipient's street address, if known, or leave this field blank to produce a wider range of results.
City	Type the recipient's city, if known, or leave this field blank to produce a wider range of results.
State	Click the down arrow and select the recipient's state, or select "All States" to produce a wider range of results.
Zip Code	Narrow your search by entering a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Timeframe	

Field Name	Usage
Dispensed Start Date	**(Required)** Use this field to enter a specific start date for the dispensing timeframe, for example, *01/01/2015*; 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, *01/31/2015*; Or You may click the calendar icon (▦) and select a specific end date from the calendar.
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).

Table 3 – Multiple State Query Window Field Descriptions

4. Once all criteria have been entered or selected, click **Submit**. Your report results are displayed similar to the following:

5. 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.

Mid-Level Practitioners Query

This function is used by practitioners to view claims submitted to RxSentry by mid-level practitioners with whom they have collaborating agreements.

Note: This function is only available to master account holders.

Perform the following steps to create this query:

1. Log in to RxSentry.

    A window similar to the following is displayed:

2. Click **Mid-Level Practitioners Query**.

    A window similar to the following is displayed:

3. The user IDs that are 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 prescribing information you wish to view.

4. The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated to generate the mid-level practitioner's 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. Select one of the following sort options:

    ▪ **By Date Only:** this option sorts by prescription dispense date (newest to oldest)
    ▪ **By Prescriber by Date**: this option sorts by prescribers (DEA numbers in alphabetical order) and then by prescription dispense date (newest to oldest)

6. Click **Submit**.

    Your report results are displayed similar to the following:

    Mid-Level Practitioners Query

    User ID: ████ ████ ████   Dispensed Start Date: 01/01/2011
    DEA: ████   Dispensed End Date: 03/19/2015

Notes	Date Dispensed/ Date Prescribed	Drug Name/ NDC	Qty. Dispensed/ Days Supply	Refill #/ Authorized Refills	RX #	Prescriber/ Pharm Name	Dispenser	Recipient	*Pmt. Method	MED Daily
☐	07/29/2011 07/29/2011	ZOLPIDEM TARTRATE 5 MG TABLET 13668000705	15 15	0 1	██████	███ ███	███ PHARMACY ███	████	02	0
☐	06/22/2012 06/22/2012	HYDROCODON- ACETAMINOPHEN 5- 500 00603388128	10 3	0 0	██████	███	███ PHARMACY ███	████	?	16.67
☐	05/24/2013 05/24/2013	HYDROCODON- ACETAMINOPH 7.5- 325 57664017013	60 5	0 0	██████	███	███ PHARMACY ███	████	01	90

    *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
0	████
16.67	████
90	████

    [Generate PDF] [MAP Results]

Note: The **MED** 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.

7. From this window, you may perform the following functions:

    a) Click the any column header to sort your results by the information contained in that column.
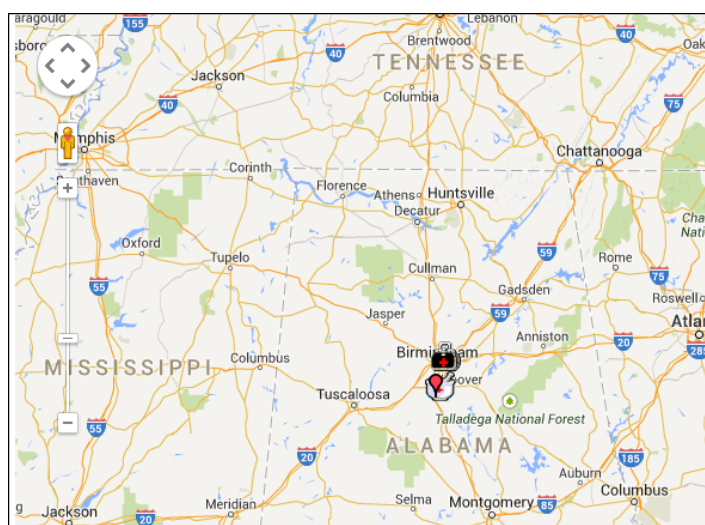   b) Click **View** in the Notes column to view notes that have been added to that record.

A window similar to the following is displayed:

Return to Claims Search										
Claim Notes										

DOB:
ADDRESS:

Prescription No.:
Pharmacy:
Date Rx Written: 01/04/11
Prescriber:
Drug: ALPRAZOLAM 0.5 MG TABLET
Qty: 30
Days of Supply: 15

Comments	Share	Active	Note Date	Note Time	User ID	User Name	Professional License Number	Contact Information	Facility Name	Professional Type
Test comment.	YES	NO	YES NO	02/25/15	9:02 AM			123-123-1234	HID MD Test Account	MD

Click **Return to Claims Search** to return to your report results.

c) Click the check box in the Notes column to add a note to a recipient's record. See the
Add Notes to a Record topic for more information.

d) 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:

o   **Red pushpin** – Represents the recipient's address; clicking a pushpin displays the
total number of prescriptions for the recipient

o   **Doctor bag** – Represents the physician's address; clicking a doctor bag displays the
physician's name and number of prescriptions written for the recipient

o   **Mortar and pestle** – Represents the pharmacy's address; clicking a mortar and
pestle displays the pharmacy's name and phone number

e) 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 533 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 Status/Job Status** column in the **Query Request Status** section of the **Report Queue** window displays one of the following query statuses:

- **Approved/Queued** – the query has been approved and is processing.
- **Approved/Done** –the query has been approved and processed, and it 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:

		Unsolicited Report Status		
Job Sequence ID	Request Date	Job Status	Report Description	Output

		Query Request Status		
Query Number Job Sequence ID	Request Date	Query Status/ Job Status	Report Description or Denial Reason	Output
820665 4903277	02/25/15	Approved / Done	Prescriber Query Dispensed From 01/01/2011 to 02/25/2015 All Recipients	PDF
820639 4903108	02/25/15	Approved / Done	Recipient Report (Multiple State) Dispensed From 01/01/2011 to 02/25/2015 Multiple State Report (Disclosing State(s): ME)	PDF
820607 4902964	02/25/15	Approved / Done	Prescriber DEA Query Dispensed From 01/01/2011 to 02/25/2015 DEA: 1 out of 0 Prescribers Selected	PDF
820590 4902815	02/25/15	Approved / Done	Recipient Report Dispensed From 01/01/2011 to 02/25/2015 1 out of 50 Recipients Selected	PDF

		Shared Query Status			
Job Sequence ID	Date Requested	Job Creation Status	Report Desc	Output	Shared

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:
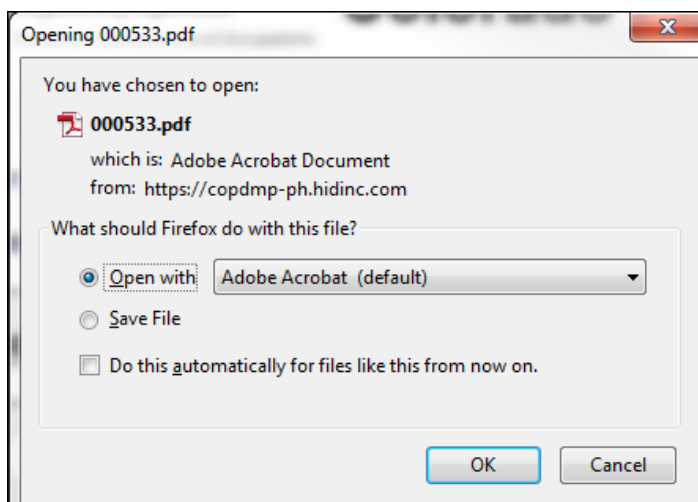
4. Perform one of the following actions:

    ▪ 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.

View Patient Reports

This function allows you to access and view patient reports that have been automatically generated by RxSentry to alert you of recipients (patients) who have exceeded specific threshold levels. If a patient report is available to you, you will receive e-mail notification from **ALPDMINFO**. The notification e-mail will contain the query number for the patient report. To view the report, log in to RxSentry, click **Report Queue**, and then click the hyperlink for the query number provided in the notification e-mail. These patient reports will be located in the **Unsolicited Report Status** section of the Report Queue window.

View Shared Reports

The AL PDMP administrative staff has the capability to generate a query and share the report results with prescribers and pharmacists who have an RxSentry account. If a member of the administrative staff has elected to share a report with you, you will receive e-mail notification from **ALPDMINFO**. The notification e-mail will contain the query number for the shared report. To view the report, log in to RxSentry, click **Report Queue**, and then click the hyperlink for the query number provided in the notification e-mail. Shared queries will be located in the **Shared Query Status** section of the Report Queue window.

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 AL PDMP has on file for you, as needed.

Perform the following steps to update your PDMP 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:
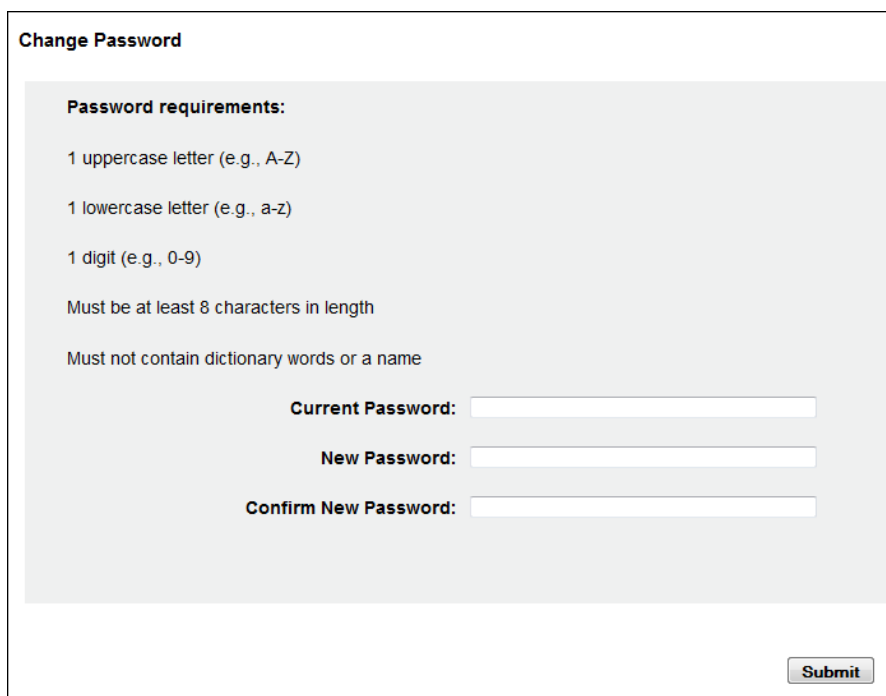
1. Log in to RxSentry.

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

8. 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 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 and associate 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 multiple delegate accounts by holding down the **[Ctrl]** key and clicking each user you wish to link.

▪   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 AL PDMP 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:

Currently Linked Delegate Accounts	Link Additional Delegate Accounts
Falcon, Atlanta DEL atlanta.falcon McTesterton, Testy DEL testy.mctesterton	Arkansas, Razorback DEL razorback.arkansas Test Facility Auburn, Tiger C-RXN - C-CNS tiger.auburn Testing Big, Al DEL al.big Test Business Name Christmas, Tree DEL tree.christmas Test Facility Duke , Bluedevil DEL bluedevil.duke Test Facility Felton_Delegate, John DEL john.felton_delegate HID Florida, Gator DEL gator.florida Test Business Name Georgia , Bulldog DEL bulldog.georgia Test Facility
Unlink Account	Link Account Last Name: _____ First Name: _____ Search

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 select multiple delegate accounts by holding down the **[Ctrl]** key and clicking
      each user you wish to unlink.

    - 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:

Currently Linked Delegate Accounts	Link Additional Delegate Accounts
McTesterton, Testy DEL testy.mctesterton	Arkansas, Razorback DEL razorback.arkansas Test Facility Auburn, Tiger C-RXN - C-CNS tiger.auburn Testing Big, Al DEL al.big Test Business Name Christmas, Tree DEL tree.christmas Test Facility Duke , Bluedevil DEL bluedevil.duke Test Facility Falcon, Atlanta DEL atlanta.falcon Felton_Delegate, John DEL john.felton_delegate HID Florida, Gator DEL gator.florida Test Business Name
Unlink Account	Link Account Last Name: _____ First Name: _____ Search

6   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 pdm-info@hidinc.com;

Or

Call the HID Help Desk at 1-800-225-6998.

Technical assistance is available from 8:00 a.m. – 5:00 p.m. CST (Central Standard Time).

Administrative Assistance

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

Alabama Department of Public Health
Bureau of Professional and Support Services
Prescription Drug Monitoring Program
201 Monroe Street, Suite 1010
Montgomery, AL 36130-3017

Telephone: 877-703-9869
Fax: 334-206-3749
E-mail: pdmp@adph.state.al.us

7   Document Information

Version History

The Version History records the publication history of this document.

Publication Date	Version Number	Comments
3/12/2009	1.0	Initial publication
3/31/2009	1.1	Revised publication
10/19/2009	2.0	Revised publication
6/20/2011	2.1	Revised publication
09/30/2011	2.2	Revised publication
11/21/2011	2.3	Revised publication
06/20/2012	2.4	Revised publication
10/11/2012	2.5	Revised publication
06/14/2013	2.6	Revised publication
07/29/2013	2.7	Revised publication
08/14/2013	2.8	Revised publication
10/07/2013	2.9	Revised publication
11/19/2013	2.10	Revised publication
02/18/2014	2.11	Revised publication
03/19/2015	3.0	Revised publication
08/27/2015	3.1	Revised publication

Table 4 – Version History

Change Log

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

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Chapter 4/Technical Assistance	Added new PDMP e-mail address
2.0	Global	Converted document to new HID standard format

Version Number	Chapter/Section	Change
	Chapter 3/Log Out of RxSentry	Added new topic
2.1	Chapter 3/Password Expiration	Added new topic
	Chapter 3/ Practitioner-Pharmacist Query	Added language in introduction about delegates' ability to create queries
	Chapter 3/ Practitioner-Pharmacist Query	Option added to search by up to three (3) aliases and their dates of birth
	Chapter 3/ Practitioner-Pharmacist Query	Information added about new functionality that allows selecting from predefined time ranges.
	Chapter 3/View Patient Reports	Added new topic
2.2	Global	Converted document to new HID standard format
2.3	Chapter 3/ Practitioner/ Pharmacist Query	Removed language regarding delegates
2.4	Chapter 3/Multiple State Query	Added new topic
2.5	Chapter 3/ Practitioner/ Pharmacist Query	▪ Updated Practitioner/Pharmacist Query screen shot to show additional preset date ranges ▪ Added SSN and Driver's License Number search options ▪ Added Sort by Prescriber by DEA sort option
2.6	Chapter 3/ Prescriber Search by DEA	Added new topic
2.7	Chapter 3	Separated chapter into two chapters: ▪ Chapter 3: Accessing RxSentry ▪ Chapter 4:Using RxSentry
	Chapter 3/Log In to RxSentry	Updated the login procedure to instruct the user to log in through the ADPH Security Portal
	Chapter 3/Password Expirations	Removed topic, as that function is now handled by the ADPH Security Portal
2.8	Chapter 4/Verify Physician Assistant History	Added new topic

Version Number	Chapter/Section	Change
2.9	Chapter 4/ Practitioner/ Pharmacist Query	Added instructions pertaining to delegate account holders performing queries on behalf of a master account holder
2.10	Chapter 4: • Practitioner/ Pharmacist Query • Prescriber Search by DEA • Verify Physician Assistant History	Removed the attestation statement
2.11	Chapter 4/ Practitioner/Pharmacist Query	Added instructions for viewing a note that has been added to a recipient record
	Chapter 4/Add a Note to a Record	Added new topic
3.0	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 4/Recipient Query	Added MED information to report results
	Chapter 4/Search History	Added new topic
3.1	Chapter 3: • Request an Account • Retrieve User Name • Retrieve Password	Added new topics
	Chapter 3/ Log In to RxSentry	Removed instructions for logging in through the Security Portal and added instructions for logging in to the system
	Chapter 5/User Management	Added new chapter with the following sections: • Update User Profile • Change Password • Delegate Accounts

Table 5 – Document Change Log

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Corporate Address

Health Information Designs, LLC
391 Industry Drive
Phone: 334.502.3262
Fax: 866.664.9189
Website: www.hidesigns.com