



health information
designs

Training Guide for Alabama Law Enforcement Officers

**Alabama Department of Public Health
Prescription Drug Monitoring Program**

August 2015

Contents

1 Document Overview	1
RxSentry Update.....	1
2 System Overview	2
3 Accessing RxSentry	3
About This Chapter.....	3
Log In to RxSentry.....	3
Retrieve User Name	5
Retrieve Password.....	6
Session Timeouts.....	9
Password Expirations	9
Log Out of RxSentry.....	10
4 RxSentry Queries	11
About This Chapter.....	11
Recipient Query.....	11
Prescriber Query.....	17
Pharmacy Query	22
Search History Query.....	27
Report Queue	29
Viewing Shared Reports	31
5 User Management	32
About this Chapter	32
Update User Profile	32
Change Password	34
6 Assistance and Support	36
Technical Assistance	36
Administrative Assistance	36
7 Document Information.....	37
Version History	37
Change Log	37
Copyright and Trademarks	39
Disclaimer	39
Corporate Address.....	40

1 Document Overview

The *RxSentry® Training Guide for Alabama Law Enforcement Officers* serves as a step-by-step training guide for law enforcement officers 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.
- Prescriber Query – this function allows you to view a prescriber’s controlled substance prescribing history for a specified timeframe.
- Pharmacy Query – this function allows you to view a pharmacy’s or dispensing practitioner’s controlled substance dispensing history for a specified timeframe.
- Search History Query – this function allows you to view an audit trail of all queries performed using your ID for a specified timeframe.
- Report Queue Tab – this tab (previously the View Query Status link) allows you to view all of your available reports.
- 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 Law Enforcement Officers*.
- 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 topics in this guide that have been moved or changed:

If you are looking for...	It is now called...
LE Request Entry	The LE Request Entry function has been replaced with direct links to each query you are allowed to perform. Instead of clicking LE Request Entry, you will now click the Query tab, which contains a direct link to the Recipient Query, Prescriber Query, Pharmacy Query, and Search History Query.
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 drug monitoring program used by the Alabama Department of Public Health (ADPH) 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.

Log In to RxSentry

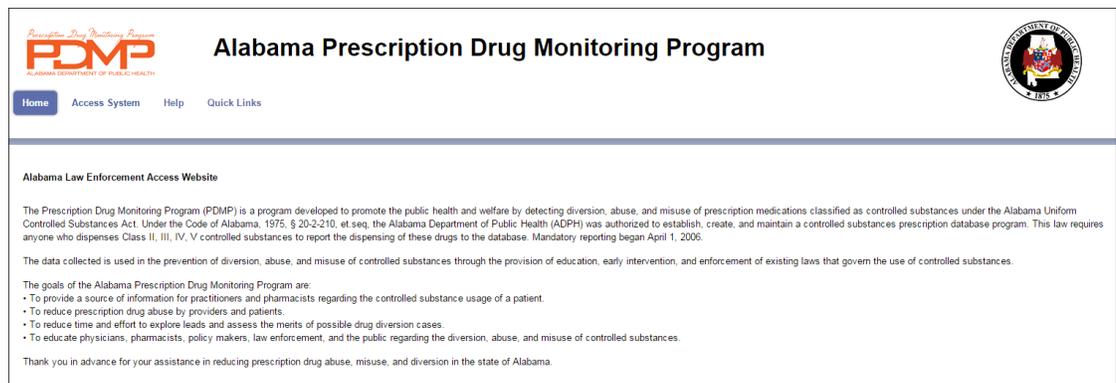
Notes:

- **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:

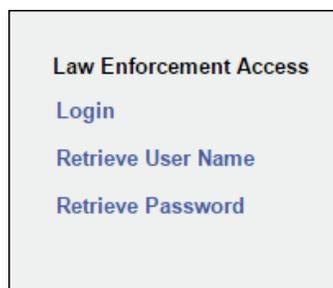
1. Open an Internet browser window and type the following URL in the address bar:
<https://alpdmp-le.hidinc.com>.

A window similar to the following is displayed:



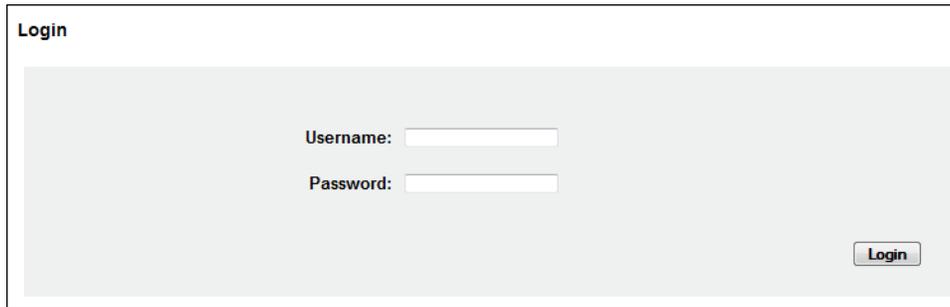
2. Click **Access System**.

A window similar to the following is displayed:



3. Click **Login**.

A window similar to the following is displayed:



The screenshot shows a simple login interface. At the top left, the word "Login" is displayed. Below it, there are two text input fields. The first is labeled "Username:" and the second is labeled "Password:". To the right of the password field is a button labeled "Login".

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 screenshot shows the Alabama Prescription Drug Monitoring Program (PDMP) home page. The page title is "Alabama Prescription Drug Monitoring Program". The main menu includes "Home", "Query", "Report Queue", "User Management", "Help", and "Quick Links". The "Query" sub-menu is expanded, showing options for "Recipient Query", "Prescriber Query", "Pharmacy Query", and "Search History Query". The "Query" sub-menu is currently selected, and the page content describes the "Alabama Law Enforcement Access Website" and lists the purposes of the different query types.

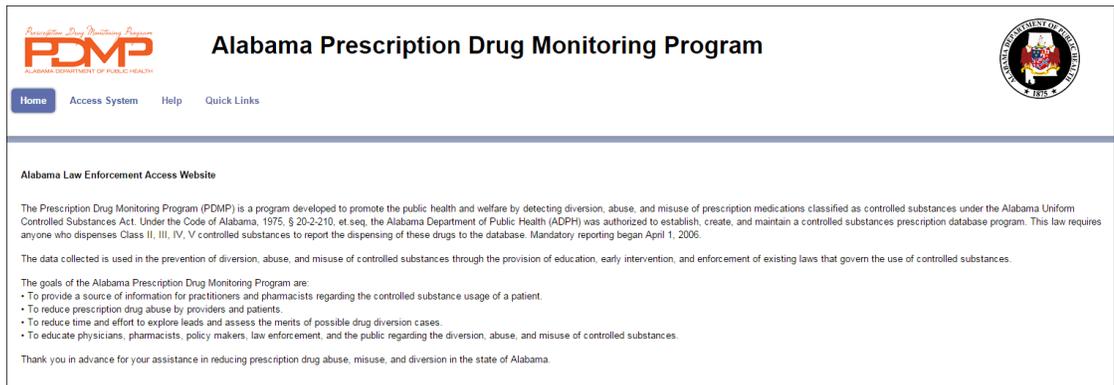
The main menu, located at the top of the page, contains the RxSentry functions. If available, a sub-menu is displayed on the left side of the window. For example, in the screenshot above, the user clicked Query from the main menu, and the Query sub-menu was displayed on the left.

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-le.hidinc.com>.

A window similar to the following is displayed:



Alabama Prescription Drug Monitoring Program

Home Access System Help Quick Links

Alabama Law Enforcement Access Website

The Prescription Drug Monitoring Program (PDMP) is a program developed 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. Under the Code of Alabama, 1975, § 20-2-210, et seq, the Alabama Department of Public Health (ADPH) was authorized to establish, create, and maintain a controlled substances prescription database program. This law requires anyone who dispenses Class II, III, IV, V c controlled substances to report the dispensing of these drugs to the database. Mandatory reporting began April 1, 2006.

The data collected is 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.

The goals of the Alabama Prescription Drug Monitoring Program are:

- To provide a source of information for practitioners and pharmacists regarding the controlled substance usage of a patient.
- To reduce prescription drug abuse by providers and patients.
- To reduce time and effort to explore leads and assess the merits of possible drug diversion cases.
- To educate physicians, pharmacists, policy makers, law enforcement, and the public regarding the diversion, abuse, and misuse of controlled substances.

Thank you in advance for your assistance in reducing prescription drug abuse, misuse, and diversion in the state of Alabama.

2. Click **Access System**.

A window similar to the following is displayed:



Law Enforcement Access

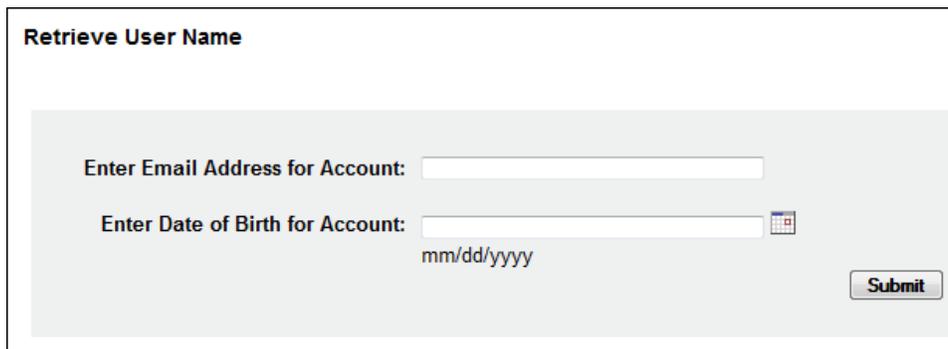
[Login](#)

[Retrieve User Name](#)

[Retrieve Password](#)

3. Click **Retrieve User Name**.

A window similar to the following is displayed:



Retrieve User Name

Enter Email Address for Account:

Enter Date of Birth for Account: 
mm/dd/yyyy

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**.

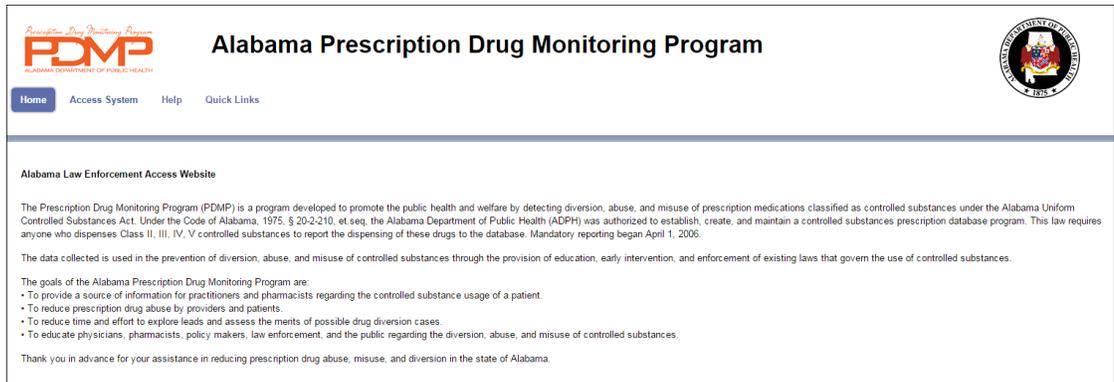
A message providing your user name is displayed.

Retrieve Password

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

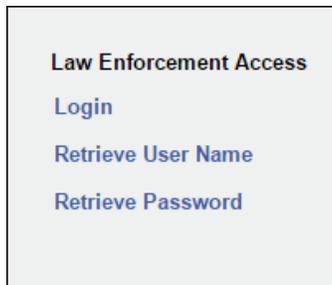
1. Open an Internet browser window and type the following URL in the address bar:
<https://alpdmp-le.hidinc.com>.

A window similar to the following is displayed:



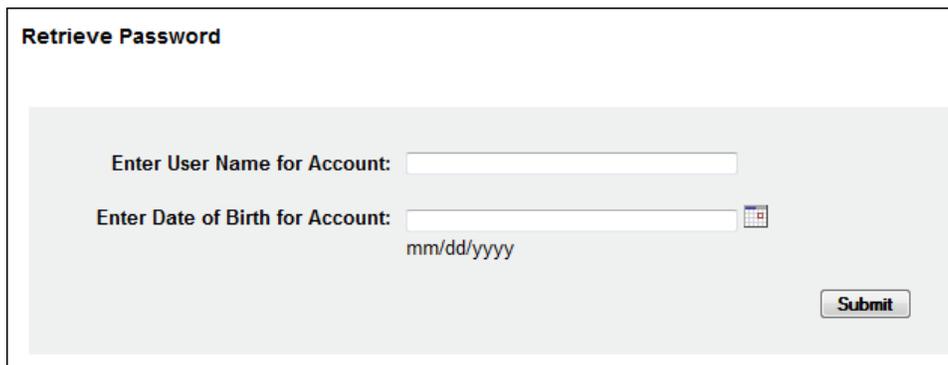
2. Click **Access System**.

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:**

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 **pdadmin@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:

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.

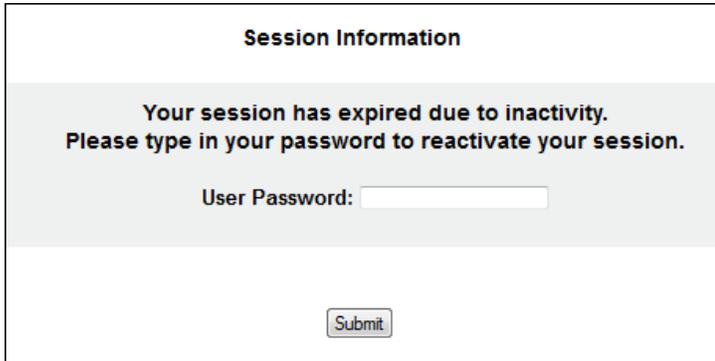
If the new password is *not* accepted, the message indicates that another password must be selected.
15. Once your password has been accepted, click any function, such as **Query**.

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:



The screenshot shows a dialog box titled "Session Information". The main text reads: "Your session has expired due to inactivity. Please type in your password to reactivate your session." Below this text is a label "User Password:" followed by a text input field. At the bottom center of the dialog is a "Submit" button.

Perform one of the following actions:

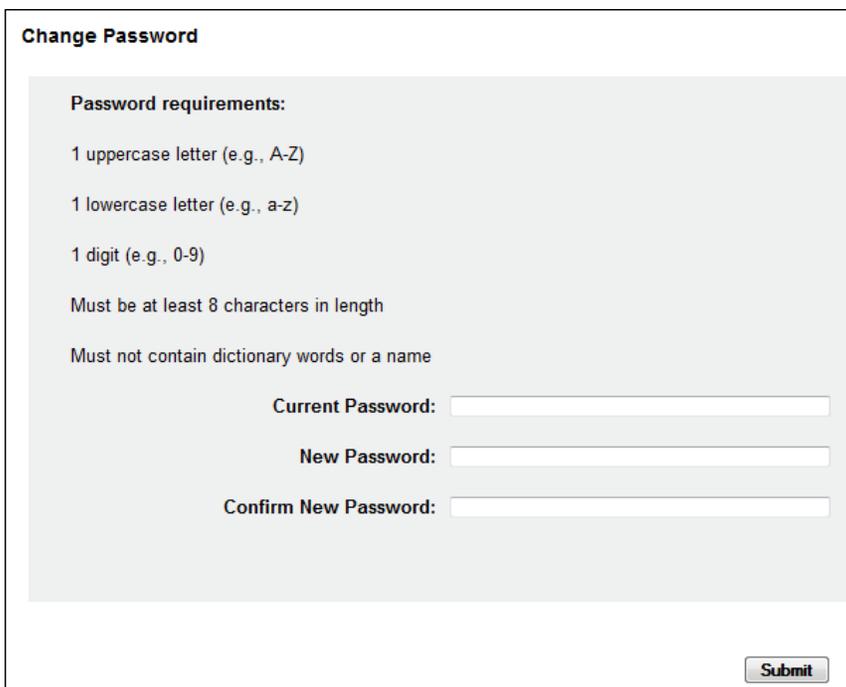
If you wish to log in with the same user name, type your password in the **User Password** field, and then click **Submit**;

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:



The screenshot shows a dialog box titled "Change Password". It lists the following 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", and "Must not contain dictionary words or a name". Below these requirements are three text input fields labeled "Current Password:", "New Password:", and "Confirm New Password:". A "Submit" button is located at the bottom right of the dialog.

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 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 are used to request information pursuant to an active investigation of potential criminal activity regarding controlled substance prescription drugs and how to view your search history.

The following types of queries are available:

- **Recipient Query** – used to create queries regarding recipient usage of controlled substances
- **Prescriber Query** – used to create queries regarding the controlled substance prescribing history of selected prescribers
- **Pharmacy Query** – used to create queries regarding the controlled substance dispensing history of selected pharmacies
- **Search History Query** – used to view a history of all queries performed using your user ID for a specified timeframe

Recipient Query

This function is used to create queries that will generate a report that contains controlled substance dispensing information for a specific patient.

Perform the following steps to create a recipient 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:

Alabama Liability statement for Law Enforcement Access Website

Effective immediately, in accordance with Code of Alabama 1975 Section 20-2-214, an affidavit stating probable cause is no longer required to request data from the Alabama Department of Public Health (ADPH)-Prescription Drug Monitoring Program (PDMP). In order to submit a report request to the PDMP, please read the following statements below and check the box for certification. Once you have checked the box, you can proceed to the next step and submit your request to the PDMP.

I declare, under penalty of perjury, that the statements below are true and correct.

- In accordance with Code of Alabama 1975 Section 20-2-214, I have probable cause for the use of the requested information.
- I am over the age of 19 years.
- The information requested is pursuant to an active investigation.
- The names, addresses and other identifying information presented in the request relate to the subject being investigated.

I accept the above conditions

Print directions for your records.

**The PDMP cannot process your report request until the statement above is certified.
Contact the PDMP Technical Support Desk at 1-800-225-6998 or email the PDMP at pdm-info@hidinc.com if assistance is needed.**

Note: If you wish to keep a copy of the liability statement for your records, you may click **Print** prior to clicking the check box indicating that you accept the liability statement.

3. Read the statements on the Alabama Liability Statement for Law Enforcement Access window, and click the check box to indicate that you understand and meet the requirements for accessing PDMP data.

Notes:

- Without selecting the check box indicating that you understand and agree to the terms and conditions for accessing PDMP data, you will not be able to continue.
- You will be required to accept the liability statement each time you start a new session in RxSentry; however, you will only be required to accept the liability statement the first time you create a query in that session.

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

Requestor Agency Information

PDMP Account Id :

Agency :

* Your Case # :

Requesting Officer :

Request Date : 02/19/2015

* Telephone (123-456-7890x0000) :

Fax Number (ex: 234-555-1234) :

* Email :

Information about the Subject that we MUST have to fulfill your report request :

Search Method :

* Last Name :

* First Name :

* Date of Birth :

Within :

Sex :

Alias #1

Last Name :

First Name :

Date of Birth :

Alias #2

Last Name :

First Name :

Date of Birth :

Alias #3

Last Name :

First Name :

Date of Birth :

* Dispensed Start Date :

* Dispensed End Date :

County Selection :

Zipcode :

Attach Documentation : No file selected.
*10MB upload limit and PDF is the only file extension that is allowed

Purpose :

Other Purpose :

SSN :

DL# (with State Abbrev) :

Health Insurance Card Id :

* 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.

Choose Report Type: PDF Web (with mapping)

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, an error message is displayed.

Field Name	Usage
Requestor Agency Information	
PDMP Account ID	This field is auto-populated with your RxSentry user name.
Agency	This field is auto-populated with the agency with which you are associated.
Your Case #	(Required) Type the reference number used by your agency to identify this case.
Requesting Officer	This field is auto-populated with your name.
Request Date	This field is auto-populated with the current date.
Telephone	(Required) This field is auto-populated with the phone number the AL PDMP has on file for you; however, you may edit the number, if necessary.
Fax Number	Type your fax number, if desired.
Email	(Required) This field is auto-populated with the e-mail address the AL PDMP has on file for you; however, you may edit the e-mail address, if necessary.
Information about the Subject that we MUST have to fulfill your report request	
Search Method	Select one of the following search methods: <ul style="list-style-type: none"> ▪ 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.
Last Name	(Required) Type the recipient’s last name.
First Name	(Required) Type the recipient’s first name.
Date of Birth	(Required) Type the recipient’s date of birth using the <i>mm/dd/yyyy</i> 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. Click the down arrow to select a value.
Sex	Click the down arrow and select the gender of the recipients to include in your search.

Field Name	Usage
Alias #1 Information Alias #2 Information Alias #3 Information	If an alias exists, you may enter it in these fields to include the alias name in your query. In the Date of Birth field, type the alias’s date of birth using the <i>mm/dd/yyyy</i> format, or click the calendar icon () to select a date from the calendar.
Dispensed Start Date	(Required) Use this field to enter a specific start date for the dispensing timeframe, for example, <i>01/01/2015</i> ; 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, <i>01/31/2015</i> ; Or You may click the calendar icon () and select a specific end date from the calendar.
County Selection	Narrow your search by selecting a specific county name, or select “Statewide” to produce a wider range of results.
Zipcode	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Attach Documentation	Click Browse to select the file you would like to attach to your request, and then click OK to attach your documentation to your query request. Note: Your documentation will only be uploaded if the file has a .pdf extension and is under 10 MB.
Purpose	(Required) Click the down arrow and select the purpose of this query request. If you do not see a purpose that accurately describes the reason for your query request, select Other – identify the crimes being investigated in the space below and then type the purpose in the Other Purpose field.
Other Purpose	If you selected Other – identify the crimes being investigated in the space below in the Purpose field, type the purpose of your query request in this field.
SSN	If known, type the subject’s social security number, using the format <i>111-22-3333</i> .
DL# (with State Abbrev)	If known, type the subject’s driver’s license number, prefaced with the two-letter state abbreviation.
Health Insurance Card ID	If known, type the subject’s health insurance card ID number.
Primary Address	(Required) Type the subject’s primary address.
City	(Required) Type the name of the city in which the subject resides.

Field Name	Usage
Other Address 1 City Other Address 2 City	Type a street address and city in these fields to include in your query any other addresses at which the subject may reside.
Choose Report Type	
PDF	Select this option to print the query results to a PDF file.
Web (with Mapping)	Select this option to display the results of your query on a web page. From the web page, you may click Map Results to view the actual location of each recipient, prescriber, and pharmacy listed on the report.

Table 2 – Recipient Query Request Window Field Descriptions

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

Law Enforcement Report Request
 Your request has been submitted for review by the AL PDMP staff. Once your request is approved, your report results will be available in your report queue.
REQUEST NUMBER: 817376
 Use menu entry [Report Queue](#) to see your results.

Requestor Information

PDMP Account Id: [REDACTED] *Your Case #: [REDACTED] Request Date: 02/19/15 Fax:	Agency: HID LE Test Account Requesting Officer: [REDACTED] *Telephone: 333-444-5555 *Email: [REDACTED]@[REDACTED].com
---	--

Subject Information
***We MUST have this information to fulfill your report request**

Search Method: Begins with *Last: [REDACTED] *First: [REDACTED] *Born on: [REDACTED] Within: 2 Years Sex: *Dispensed Timeframe From: 01/01/11 Dispensed Timeframe To: 02/19/15 County Selection: Zipcode: First: Documentation: Other(Purpose): DL#: Primary Address: [REDACTED] Other Address 1: Other Address 2:	Alias #1 Name: Last: First: Born: Alias #2 Name: Last: First: Born: Alias #3 Name: Last: Born: Purpose: Suspected Doctor Shopper SSN: Health Insurance Card Id: City: Auburn City: City:
--	--

Your query request must be approved by the ADPH. Once it is approved, your report/query will remain in the database for 14 days, after which time it will be automatically removed. You may check the **Report Queue** at any time to view the status of your submitted query. For more information, see [Report Queue](#).

If your query does not produce any results, the approved query request report, available in your Report Queue, will provide suggestions for creating a successful query request. If you need additional assistance, contact the ADPH using the contact information supplied in the [Assistance and Support](#) chapter in this document.

Prescriber Query

This function is used to create queries that will generate a report that contains a history of dispensed controlled substances attributed to a specific prescriber for a specified timeframe.

Perform the following steps to create a prescriber query:

1. **Log in to RxSentry.**

A window similar to the following is displayed:

Alabama Prescription Drug Monitoring Program

Alabama Department of Public Health

Alabama Law Enforcement Access Website

Law enforcement queries are used to request information pursuant to an active investigation of potential criminal activity regarding controlled substance prescription drugs. A description of each query is provided below:

- Recipient Query- used to create queries regarding recipient usage of controlled substances
- Prescriber Query-used to create queries regarding the controlled substances prescribing history of selected prescribers
- Pharmacy Query-used to create queries regarding the controlled substances dispensing history of selected pharmacies
- Search History Query- used to perform a search of all queries created with your account ID

2. **Click Prescriber Query.**

A window similar to the following is displayed:

Alabama Liability statement for Law Enforcement Access Website

Effective immediately, in accordance with Code of Alabama 1975 Section 20-2-214, an affidavit stating probable cause is no longer required to request data from the Alabama Department of Public Health (ADPH)-Prescription Drug Monitoring Program (PDMP). In order to submit a report request to the PDMP, please read the following statements below and check the box for certification. Once you have checked the box, you can proceed to the next step and submit your request to the PDMP.

I declare, under penalty of perjury, that the statements below are true and correct.

- In accordance with Code of Alabama 1975 Section 20-2-214, I have probable cause for the use of the requested information.
- I am over the age of 19 years.
- The information requested is pursuant to an active investigation.
- The names, addresses and other identifying information presented in the request relate to the subject being investigated.

I accept the above conditions

Print Print directions for your records.

The PDMP cannot process your report request until the statement above is certified.
Contact the PDMP Technical Support Desk at 1-800-225-6998 or email the PDMP at pdm-info@hidinc.com if assistance is needed.

Note: If you wish to keep a copy of the liability statement for your records, you may click **Print** prior to clicking the check box indicating that you accept the liability statement.

3. Read the statements on the Alabama Liability Statement for Law Enforcement Access window, and click the check box to indicate that you understand and meet the requirements for accessing PDMP data.

Notes:

- Without selecting the check box indicating that you understand and agree to the terms and conditions for accessing PDMP data, you will not be able to continue.
- You will be required to accept the liability statement each time you start a new session in RxSentry; however, you will only be required to accept the liability statement the first time you create a query in that session.

The Prescriber Query window is displayed similar to the following:

Requestor Agency Information

PDMP Account Id :

* Your Case # :

Requesting Officer :

Request Date : 02/19/2015

* Telephone (123-456-7890x0000) :

* Email :

Prescriber Information

**DEA Number :

**Name (ex: smith, jane) :

County :

ZIP Code :

* Dispensed Start Date : 
mm/dd/yyyy

* Dispensed End Date : 
mm/dd/yyyy

Attach Documentation : No file selected.
*10MB upload limit and PDF is the only file extension that is allowed

Purpose :

Other Purpose :

*Required Field
**Either last name or DEA number is required.
All required fields must be filled in.
However, for the best search results, fill in as many fields as possible.

Choose Report Type: PDF Web (with mapping)

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, an error message is displayed.

Field Name	Usage
Requestor Agency Information	
PDMP Account ID	This field is auto-populated with your RxSentry user name.
Your Case #	(Required) Type the reference number used by your agency to identify this case.
Requesting Officer	This field is auto-populated with your name.
Request Date	This field is auto-populated with the current date.
Telephone	(Required) This field is auto-populated with the phone number the AL PDMP has on file for you; however, you may edit the number, if necessary.
Email	(Required) This field is auto-populated with the e-mail address the AL PDMP has on file for you; however, you may edit the e-mail address, if necessary.
Prescriber Information	
DEA Number	(Required) Type the prescriber's DEA number. Note: The prescriber's DEA number is not required if the prescriber's last name is supplied.
Name	(Required) Type the prescriber's last and first name using the <i>smith, jane</i> format. If the full name is not known, the system will search for prescriber names using the characters you type in this field. Note: The prescriber's last name is not required if the prescriber's DEA number is supplied.
County	Narrow your search by selecting 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, <i>01/01/2015</i> ; 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, <i>01/31/2015</i> ; Or You may click the calendar icon () and select a specific end date from the calendar.

Field Name	Usage
Attach Documentation	Click Browse to select the file you would like to attach to your request, and then click OK to attach your documentation to your query request. Note: Your documentation will only be uploaded if the file has a .pdf extension and is under 10 MB.
Purpose	(Required) Click the down arrow and select the purpose of this query request. If you do not see a purpose that accurately describes the reason for your query request, select Other – identify the crimes being investigated in the space below and then type the purpose in the Other Purpose field.
Other Purpose	If you selected Other – identify the crimes being investigated in the space below in the Purpose field, type the purpose of your query request in this field.
Choose Report Type	
PDF	Select this option to print the query results to a PDF file.
Web (with Mapping)	Select this option to display the results of your query on a web page. From the web page, you may click Map Results to view the actual location of each recipient, prescriber, and pharmacy listed on the report.

Table 3 – Prescriber Query Request Window Field Descriptions

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

Search Criteria

DEA Number:	Name: SMITH, J
County:	ZIP Code:
Dispensed Start Date: 01/30/2013	Dispensed End Date: 01/30/2014

Search Results

To select a name, click on the desired name. To select multiple names, hold down [Ctrl] while clicking the desired names.

Last Name	First Name	Providers ID	City	Zip Code
SMITH,				

6. Click the desired prescriber's name. By default, all prescribers listed are selected. To select specific prescribers 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.
7. Click **Submit**.

A window similar to the following is displayed:

Law Enforcement Report Request
Your request has been submitted for review by the AL PDMP staff. Once your request is approved, your report results will be available in your report queue.
REQUEST NUMBER: 817398
Use menu entry [Report Queue](#) to see your results.

Requestor Information

PDMP Account Id: [REDACTED]	Agency: HID LE Test Account
*Your Case #: [REDACTED]	Requesting Officer: [REDACTED]
Request Date: 02/19/2015	*Telephone: 333-444-5555
Email: [REDACTED]	

Prescriber Information
***We MUST have this information to fulfill your report request**

**DEA Number: [REDACTED]	*Name: [REDACTED]
County: [REDACTED]	Zip: [REDACTED]
*Dispensed Start Date: 01/01/2011	*Dispensed End Date: 02/19/2015
Mode: Search_Prsb	Documentation:
Purpose: Stolen Prescription Investigation	Other Purpose:
Prescriber ID: [REDACTED]	

Your query request must be approved by the ADPH. Once it is approved, your report/query will remain in the database for 14 days, after which time it will be automatically removed. You may check the **Report Queue** at any time to view the status of your submitted query. For more information, see [Report Queue](#).

If your query does not produce any results, the approved query request report, available in your Report Queue, will provide suggestions for creating a successful query request. If you need additional assistance, contact the ADPH using the contact information supplied in the [Assistance and Support](#) chapter in this document.

Pharmacy Query

This function is used to create queries that will generate a report that contains the controlled substance dispensing history of a specific pharmacy or dispensing practitioner for a specified timeframe.

Perform the following steps to create a pharmacy query:

1. **Log in to RxSentry.**

A window similar to the following is displayed:



Alabama Prescription Drug Monitoring Program

Home Query Report Queue User Management Help Quick Links Logout

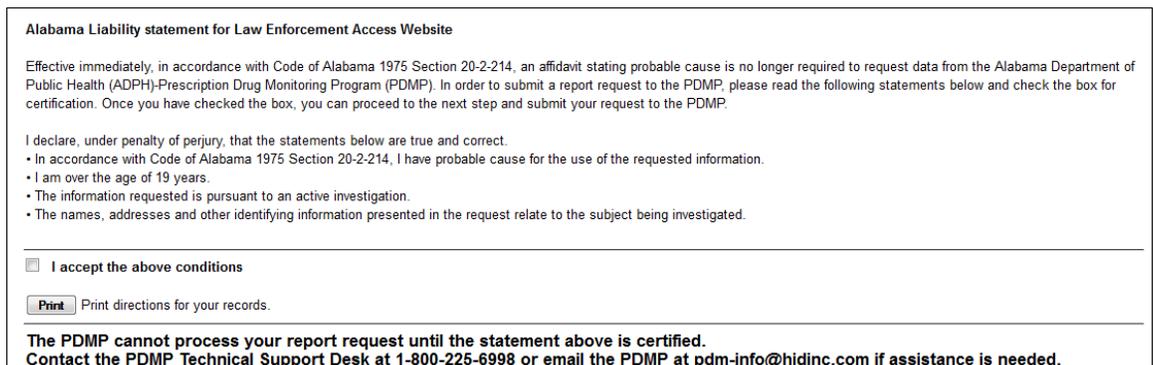
Alabama Law Enforcement Access Website

Law enforcement queries are used to request information pursuant to an active investigation of potential criminal activity regarding controlled substance prescription drugs. A description of each query is provided below.

- Recipient Query.** used to create queries regarding recipient usage of controlled substances
- Prescriber Query.** used to create queries regarding the controlled substances prescribing history of selected prescribers
- Pharmacy Query.** used to create queries regarding the controlled substances dispensing history of selected pharmacies
- Search History Query.** used to perform a search of all queries created with your account ID

2. **Click Pharmacy Query.**

A window similar to the following is displayed:



Alabama Liability statement for Law Enforcement Access Website

Effective immediately, in accordance with Code of Alabama 1975 Section 20-2-214, an affidavit stating probable cause is no longer required to request data from the Alabama Department of Public Health (ADPH)-Prescription Drug Monitoring Program (PDMP). In order to submit a report request to the PDMP, please read the following statements below and check the box for certification. Once you have checked the box, you can proceed to the next step and submit your request to the PDMP.

I declare, under penalty of perjury, that the statements below are true and correct.

- In accordance with Code of Alabama 1975 Section 20-2-214, I have probable cause for the use of the requested information.
- I am over the age of 19 years.
- The information requested is pursuant to an active investigation.
- The names, addresses and other identifying information presented in the request relate to the subject being investigated.

I accept the above conditions

Print directions for your records.

The PDMP cannot process your report request until the statement above is certified.
Contact the PDMP Technical Support Desk at 1-800-225-6998 or email the PDMP at pdm-info@hidinc.com if assistance is needed.

Note: If you wish to keep a copy of the liability statement for your records, you may click **Print** prior to clicking the check box indicating that you accept the liability statement.

3. Read the statements on the Alabama Liability Statement for Law Enforcement Access window, and click the check box to indicate that you understand and meet the requirements for accessing PDMP data.

Notes:

- Without selecting the check box indicating that you understand and agree to the terms and conditions for accessing PDMP data, you will not be able to continue.
- You will be required to accept the liability statement each time you start a new session in RxSentry; however, you will only be required to accept the liability statement the first time you create a query in that session.

The Pharmacy Query window is displayed similar to the following:

Requestor Agency Information

PDMP Account Id :

* Your Case # :

Requesting Officer :

Request Date : 02/19/2015

* Telephone (123-456-7890x0000) :

* Email :

Pharmacy Information

*DEA Number :

**Name :

County :

ZIP Code :

* Dispensed Start Date : 
mm/dd/yyyy

* Dispensed End Date : 
mm/dd/yyyy

Attach Documentation : No file selected.
*10MB upload limit and PDF is the only file extension that is allowed

Purpose :

Other Purpose :

*Required Field
**Either last name or DEA number is required.
All required fields must be filled in.
However, for the best search results, fill in as many fields as possible.

Choose Report Type: PDF Web (with mapping)

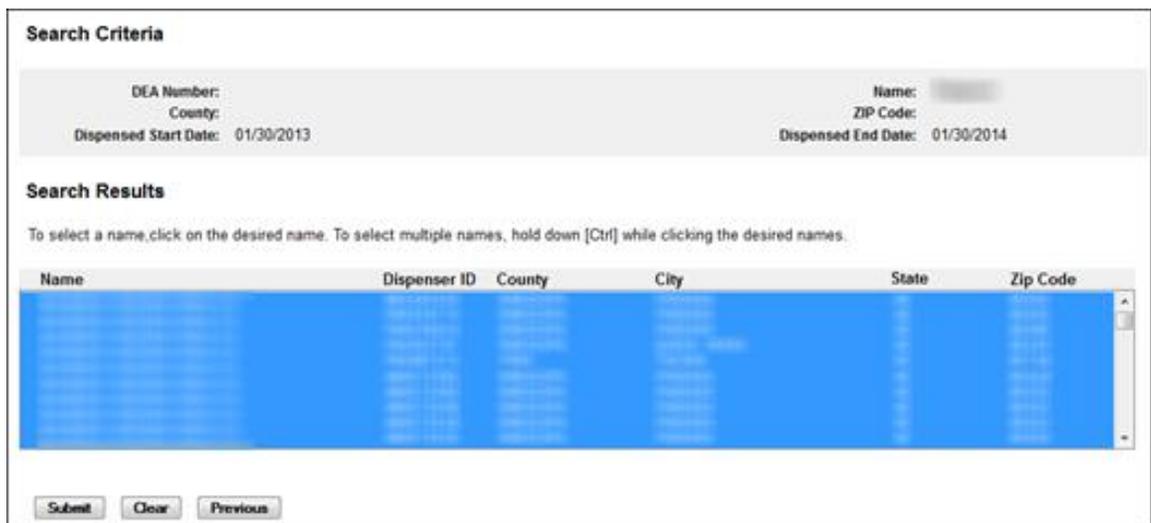
4. Complete the information on the request window, using the field descriptions in the following table as a guideline. Note the required fields, which are marked with an asterisk (*); if these fields are not populated, an error message is displayed.

Field Name	Usage
Requestor Agency Information	
PDMP Account ID	This field is auto-populated with your RxSentry user name.
Your Case #	(Required) Type the reference number used by your agency to identify this case.
Requesting Officer	This field is auto-populated with your name.
Request Date	This field is auto-populated with the current date.
Telephone	(Required) This field is auto-populated with the phone number the ADPH has on file for you; however, you may edit the number, if necessary.
Email	(Required) This field is auto-populated with the e-mail address the ADPH has on file for you; however, you may edit the e-mail address, if necessary.
Dispenser Information	
DEA Number	(Required) Type the pharmacy's DEA number. Note: The pharmacy's DEA number is not required if the pharmacy name is supplied.
Name	(Required) If searching for a dispensing pharmacy, type the pharmacy name. If searching for a dispensing practitioner, type the dispensing practitioner's name using the <i>smith, jane</i> format. If the full name is not known, the system will search for names using the characters you type in this field. Note: The pharmacy name is not required if the pharmacy's DEA number is supplied.
County	Narrow your search by selecting 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, <i>01/01/2015</i> ; 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, <i>01/31/2015</i> ; Or You may click the calendar icon () and select a specific end date from the calendar.

Field Name	Usage
Attach Documentation	Click Browse to select the file you would like to attach to your request, and then click OK to attach your documentation to your query request. Note: Your documentation will only be uploaded if the file has a .pdf extension and is under 10 MB.
Purpose	(Required) Click the down arrow and select the purpose of this query request. If you do not see a purpose that accurately describes the reason for your query request, select Other – identify the crimes being investigated in the space below and then type the purpose in the Other Purpose field.
Other Purpose	If you selected Other – identify the crimes being investigated in the space below in the Purpose field, type the purpose of your query request in this field.
Choose Report Type:	
PDF	Select this option to print the query results to a PDF file.
Web (with Mapping)	Select this option to display the results of your query on a web page. From the web page, you may click Map Results to view the actual location of each recipient, prescriber, and pharmacy listed on the report.

Table 4 – Pharmacy Query Request Window Field Descriptions

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



- Click the desired pharmacy's name. By default all pharmacies listed are selected. To select specific pharmacies 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.

7. Click **Submit**.

A window similar to the following is displayed:

Law Enforcement Report Request
Your request has been submitted for review by the AL PDMP staff. Once your request is approved, your report results will be available in your report queue.
REQUEST NUMBER: 817425
Use menu entry [Report Queue](#) to see your results.

Requestor Information

PDMP Account Id: [REDACTED]	Agency: HID LE Test Account
*Your Case #: [REDACTED]	Requesting Officer: [REDACTED]
Request Date: 02/19/2015	*Telephone: 333-444-5555
Email: [REDACTED]	

Pharmacy Information
***We MUST have this information to fulfill your report request**

**DEA Number: [REDACTED]	*Name: [REDACTED]
County: [REDACTED]	Zip: [REDACTED]
*Dispensed Start Date: 02/19/2014	*Dispensed End Date: 02/19/2015
Mode: Search_Pharm	Documentation:
Purpose: Suspected Drug Diversion	Other Purpose:
Dispenser ID: [REDACTED]	

Your query request must be approved by the ADPH. Once it is approved, your report/query will remain in the database for 14 days, after which time it will be automatically removed. You may check the **Report Queue** at any time to view the status of your submitted query. For more information, see [Report Queue](#).

If your query does not produce any results, the approved query request report, available in your Report Queue, will provide suggestions for creating a successful query request. If you need additional assistance, contact the ADPH using the contact information supplied in the [Assistance and Support](#) chapter in this document.

Search History Query

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

Perform the following steps to view this report:

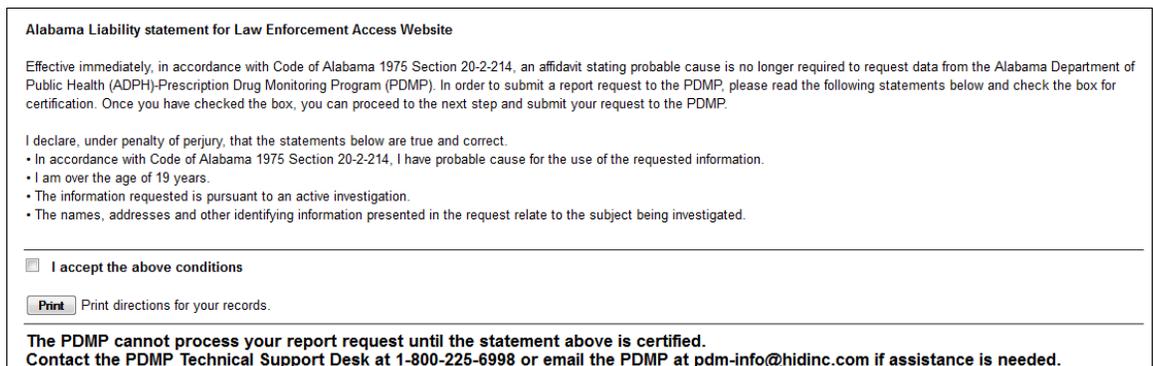
1. **Log in to RxSentry.**

A window similar to the following is displayed:



2. **Click Search History Query.**

A window similar to the following is displayed:



Note: If you wish to keep a copy of the liability statement for your records, you may click **Print** prior to clicking the check box indicating that you accept the liability statement.

3. Read the statements on the Alabama Liability Statement for Law Enforcement Access window, and click the check box to indicate that you understand and meet the requirements for accessing PDMP data.

Notes:

- Without selecting the check box indicating that you understand and agree to the terms and conditions for accessing PDMP data, you will not be able to continue.
- You will be required to accept the liability statement each time you start a new session in RxSentry; however, you will only be required to accept the liability statement the first time you create a query in that session.

The Search History Query window is displayed similar to the following:

- 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.

- Click **Submit**.

Your report results are displayed similar to the following:

Seq #	Date	ID	Source Type	By	Detail	Network Addr
17644260	02/19/15		Q A	phphysasst - robyn.weaver_le	Audit Query 4882309 Online. (details)	10.80.0.47
17644167	02/19/15		Q A	pdlawentrypharm - robyn.weaver_le	Ad Hoc LE Query Pharmacy Request 4882237 (details)	10.80.0.47
17644018	02/19/15		Q A	pdlawentryprsb - robyn.weaver_le	Ad Hoc LE Query Prescriber Request 4882109 (details)	10.80.0.47
17643867	02/19/15		Q A	pdlawentry - robyn.weaver_le	Ad Hoc LE Query Request 817376 (details)	10.80.0.47

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

Report Queue

The Report Queue allows you to check the status of a submitted query and view your reports once they have been approved. The **Status** column on the **Report Queue** window displays one of the following query statuses:

- **New** – the query has been submitted and is awaiting review.
- **Approved/Done** – the query has been approved and processed, and is available for viewing.
- **Denied** – the query request was denied, and the reason for denial is provided.

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	
817452 NONE	02/19/15	new			
817425 NONE	02/19/15	Denied	Query parameters are too wide. Must be more specific.		
817398 4882373	02/19/15	Approved / Done	Law Enforcement Report 3 Prescribers Selected All Dispensers All Recipients Law Enforcement Report All Prescribers	Web	
817376 4882366	02/19/15	Approved / Done	All Dispensers 1 out of 50 Recipient Selected From: Name Begins [REDACTED]; DOB [REDACTED]; For the address [REDACTED] for Gender All within 730 days	PDF	
Shared Query Status					
Job Sequence ID	Date Requested	Job Creation Status	Report Desc	Output	Shared
NO MORE DATA AVAILABLE					

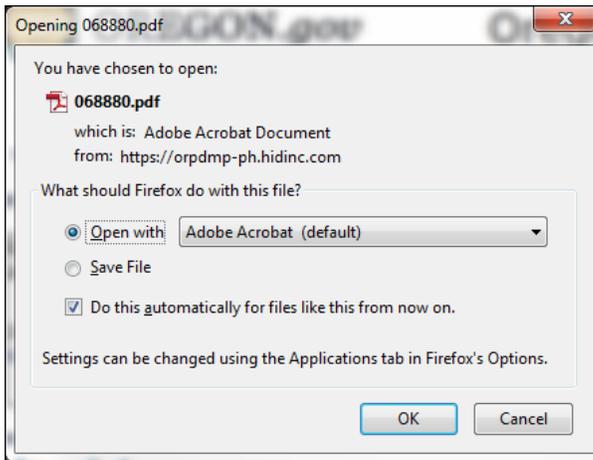
3. If the report is ready for viewing, the **Job Sequence ID** column contains a hyperlink to the report. Click the hyperlink for the desired report.
 - If you selected the **PDF** output option, continue to [PDF Output](#).
 - If you selected the **Web (with mapping)** output option, continue to [Web Output](#).

Notes:

- By default, 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.

PDF Output

If you selected the **PDF** output option, a window similar to the following is displayed:



1. 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.
2. Click **OK** to view your report, or click **Cancel** to return to the previous window.

Web Output

If you selected the **Web (with mapping)** output option, your report results are displayed similar to the following:

[Open in new window](#)

Law Enforcement Report
 All Prescribers
 All Dispensers
 1 out of 50 Recipient Selected From:
 Name Begins [REDACTED] · DOB [REDACTED] · For the address [REDACTED]
 for Gender All within 730 days

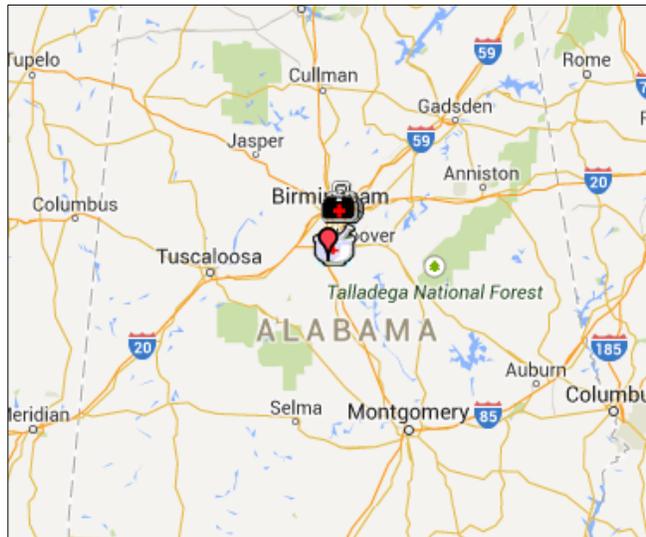
[Map Results](#)

Date Dispensed	Drug Name	Quantity Dispensed	Days of Supply	Prescriber ID	Prescriber	Date Prescribed	Prescription Number	New/Refill	Dispenser ID	Dispenser	Dispenser City	Method of Payment	Recipient ID	Recipient Last Name	Recipient First Name	Date of Birth	Recipient Street Address	Recipient City		
05/11/11	ALPRAZOLAM 0.5 MG TABLET	30	15	[REDACTED]	[REDACTED]	01/04/11	[REDACTED]	1	[REDACTED]	[REDACTED]	HELENA	Commercial Insurance	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Alabaster	
01/04/11	ALPRAZOLAM 0.5 MG TABLET	30	15	[REDACTED]	[REDACTED]	01/04/11	[REDACTED]	0	[REDACTED]	[REDACTED]	HELENA	?	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Alabaster

[MAP Results](#)

1. From this window, you may perform the following functions:
 - a) Click **Open in new window** to open your report results in a separate window.
 - b) Click the column headings that are hyperlinks (**Date Dispensed**, **Prescriber**, and **Dispenser**) to sort your report results by that column.
 - 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

Note: You may click your browser’s **Back** button to return to the Report Queue.

Viewing Shared Reports

The AL PDMP administrative staff has the capability to generate a query and share the report results with law enforcement officers 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.

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.

Update User Profile

Note: Fields marked with * are required.

* Name (First and Last) :

* Date of Birth : 
mm/dd/yyyy

* Address :
:

* City :

* Zip :

* Email Address :

* Verify Email Address :

* Phone Number (ex. 123-456-7890x0000) :

Fax Number (ex: 234-555-1234) :

Cell Number (ex: 2345551234) :

* Security Question : ▼

* Security Question Answer :

* State : ▼

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:

A screenshot of the "Change Password" form. The form title is "Change Password". It lists the following 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

Below the requirements are three input fields:

- Current Password:** [input field]
- New Password:** [input field]
- Confirm New Password:** [input field]

A "Submit" button is located at the bottom right of the form.

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.

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 pdm-info@hidinc.com;

Or

Call 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
03/12/2009	1.0	Initial publication
03/31/2009	1.1	Revised publication
06/27/2011	1.2	Revised publication
09/30/2011	1.3	Revised publication
07/26/2013	1.4	Revised publication
08/13/2013	1.5	Revised publication
03/04/2014	1.6	Revised publication
03/19/2015	2.0	Revised publication
08/24/2015	2.1	Revised publication

Table 5 – 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	Added new PDMP e-mail address
1.2	Chapter 3/Log Out of RxSentry	Added new topic
	Chapter 3/LE Request Entry	Added information about required fields and the message that displays if required fields are not populated
	Chapter 3/LE Request Entry	Added information about queries that do not generate results
1.3	Global	Converted document to new HID standard format
1.4	Chapter 3	Separated chapter into two chapters: <ul style="list-style-type: none"> ▪ Chapter 3: Accessing RxSentry ▪ Chapter 4: Using RxSentry

Version Number	Chapter/Section	Change
	Chapter 3/Log In to RxSentry	Updated the login procedure to instruct the user to log in through the ADPH Security Portal
	Chapter 4/LE Request Entry	Removed language regarding the requirement that an affidavit be included in order to request data; AL law no longer requires the affidavit
1.5	Chapter 4/LE Request Entry	Updated the Law Enforcement Declaration Statement screen shot
1.6	Chapter 4/Viewing Shared Reports	Added new topic
2.0	Global	<ul style="list-style-type: none"> ▪ Reorganized topics and updated screen shots and language to match the new RxSentry interface ▪ Updated to new HID document format
	Chapter 1/RxSentry Update	Added new topic
	Chapter 4: <ul style="list-style-type: none"> ▪ Prescriber Query ▪ Pharmacy Query ▪ Search History Query 	Added new topics
2.1	Chapter 3: <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ▪ Update User Profile ▪ Change Password

Table 6 – Document Change Log

Copyright and Trademarks

Copyright © 2009-2015 Health Information Designs, LLC (HID).

This document is intended for the sole use of potential clients, clients, and business partners of HID. Neither this document nor any portion of the information contained herein may be reproduced or disclosed, whether by photocopying, or other electronic or mechanical methods, without the express written permission of HID.

PA-Logic, PAXpress, RxExplorer, RxPert, and RxSentry are registered trademarks of Health Information Designs, LLC. All other products referenced are the trademarks of their respective owners.

Disclaimer

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

Corporate Address

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