Training Guide for Florida Practitioners and Pharmacists

Florida Department of Health
Prescription Drug Monitoring Program

March 2014

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

This project was supported by Grant No. 2009-PM-BX-4004 awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice.
# Contents

1 Document Overview ........................................................................................................... 1
   Purpose and Contents ........................................................................................................ 1

2 Program Overview ............................................................................................................. 2
   Purpose ............................................................................................................................... 2

3 Using RxSentry .................................................................................................................. 3
   Request an Account ........................................................................................................... 3
   Log In to RxSentry ............................................................................................................. 5
      Password Expirations .................................................................................................... 6
      Change Password ......................................................................................................... 7
   Log Out of RxSentry .......................................................................................................... 8
      Session Timeouts ......................................................................................................... 8
   Practitioner/Pharmacist Query ......................................................................................... 9
   View Query Status .......................................................................................................... 13
   Update User Profile ....................................................................................................... 15

4 Assistance and Support .................................................................................................. 16
   Technical Assistance .................................................................................................... 16
   Administrative Assistance ............................................................................................ 16

5 Document Information ..................................................................................................... 17
   Copyright Notice and Trademarks ................................................................................... 17
   Formatting Conventions ................................................................................................. 17
   Version History ............................................................................................................... 18
   Change Log ..................................................................................................................... 18
1 Document Overview

Purpose and Contents

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

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

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

Purpose

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

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

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

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

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

Request an Account

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

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

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

Perform the following steps to request an account:

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

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

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

4. After reading the terms and conditions, click the Registration Site link. A login window is displayed.

5. Type newacct in the User Name field.

6. Type welcome in the Password field.

7. Click OK.
The Practitioner/Pharmacist Access Request Form is displayed:

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

9 Click Accept & Submit.

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

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

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

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

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

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

Perform the following steps to log in to RxSentry:

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

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

3. Click the Practitioner & Pharmacist Query Site link. A login window is displayed:

4. Type your user name in the User name field.

5. Type your password in the Password field.

6. Click OK.
A window similar to the following is displayed:

![RxSentry Menu](image)

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

### Password Expirations

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

![Password Expired Window](image)

Perform the following steps:

1. Type your current password in the **Current Password** field.
2. Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.
3. Type your new password again in the **Confirm New Password** field.
4. Click **Submit**.
If the new password is accepted, a message indicates that the password change was successful. If the new password is *not* accepted, the message indicates that another password must be selected.

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

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

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

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

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

**Change Password**

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

1. Log in to RxSentry.

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

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

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

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

6. Click **Submit**.

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

Once your new password has been accepted, you are required to log in using your new password.
7 Click any function, such as **Practitioner/Pharmacist Query**. The login window is displayed.

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

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

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

**Log Out of RxSentry**

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

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

**Session Timeouts**

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

![Session Timeout](image)

Perform one of the following actions:

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

- If you wish to log in with a different user name, you may:
  
  a) **Close ALL open Internet browser windows**, and then log in again. You will be prompted to enter both your user name and password.
  
  Or

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

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

Perform the following steps to create a query:

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

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

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

3. Select the “I accept the above conditions” check box.

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

   A window similar to the following is displayed:
4. Complete the information on the **Practitioner/Pharmacist Query** window, using the field descriptions in the following table as a guideline:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipient Name Last</td>
<td>(Required) Type the recipient’s last name. You may use the “Begins with” or “Sounds like” options if the actual last name is not known. You may also search for a specific recipient by using partial text, for example, type Smi to display a list of recipients containing “Smi” in the first three letters of their last name.</td>
</tr>
<tr>
<td>Recipient Name First</td>
<td>(Required) Type the recipient’s first name. You may use the “Begins with” or “Sounds like” options if the actual first name is not known. You may also search for a specific recipient by using partial text, for example, type Tho to display a list of recipients containing “Tho” in the first three letters of their first name.</td>
</tr>
<tr>
<td>Gender</td>
<td>Click the down arrow and select the gender of the recipient to include in your search.</td>
</tr>
<tr>
<td>Target DOB</td>
<td>(Required) Type the recipient’s date of birth using the mm/dd/yyyy format.</td>
</tr>
<tr>
<td>Within</td>
<td>Used in conjunction with the Target DOB field to specify a time range within which to match the date of birth.</td>
</tr>
<tr>
<td>County Selection</td>
<td>Narrow your search by selecting a specific county name, or select “Statewide” to produce a wider range of results.</td>
</tr>
<tr>
<td>Zipcode selection</td>
<td>Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>Alias #1 Name</td>
<td>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.</td>
</tr>
<tr>
<td>Alias #2 Name</td>
<td></td>
</tr>
<tr>
<td>Alias #3 Name</td>
<td></td>
</tr>
<tr>
<td>Primary Address</td>
<td>If desired, type the primary address of the recipient who is being queried.</td>
</tr>
<tr>
<td>Other Address 1</td>
<td>If desired, type any other known addresses for the recipient who is being queried.</td>
</tr>
<tr>
<td>Other Address 2</td>
<td></td>
</tr>
<tr>
<td>Dispensed Timeframe From</td>
<td>(Required) Use this field to enter a specific start date for the dispensing time frame, for example, 11/01/2011.</td>
</tr>
<tr>
<td>Dispensed Timeframe To</td>
<td>(Required) Use this field to enter a specific end date for the dispensing time frame, for example, 11/30/2011.</td>
</tr>
</tbody>
</table>

**Note:** Dispensers are required to report every seven (7) days; query results contain the most current information available in the database.
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preset Timeframe Ranges</td>
<td>Use this field to select from a list of predefined time frame ranges. If this function is used, any values supplied in the <strong>Dispensed Timeframe From</strong> and <strong>Dispensed Timeframe To</strong> fields are ignored.</td>
</tr>
</tbody>
</table>

**Table 1 – Practitioner/Pharmacy Query Window Field Descriptions**

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

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

**Notes:**
- If the Recipient Report section of this window does not display any results, you may need to click your browser’s “back” button and broaden your search criteria.
- Information for recipients 16 years of age and younger is not available for viewing. Section 893.055(5)(e), Florida Statutes exempts the reporting by a health care practitioner when administering or dispensing a controlled substance to a person under the age of 16.

7 Select one of the following sort options:
- **Sort by date only** – sorts by prescription dispense date (newest to oldest)
- **Sort by recipient by date** – sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)

8 Click **Request**.
A window similar to the following is displayed:

From this window, you may perform the following actions:

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

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

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

   Query 1914971 has been created. Go to View Query Status in the navigation menu to retrieve report when query finishes running.

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

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

f) Click **Map Results** to view the actual location of each prescriber and pharmacy listed on the report:

   The pin represents the patient’s residence address; the doctor’s bag represents the prescribers’ locations; and the mortar and pestles represent the dispensers’ locations.

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

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

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

1. Perform the steps described in the Log In to RxSentry topic.
2. Click View Query Status.

A window similar to the following is displayed:

![Query Request Status Table](image)

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

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

A window similar to the following is displayed:

![Opening PDF](image)
4 Perform one of the following actions:
   - Click **Open with** and select the program you would like to use to open the PAR for viewing. Once you have opened the PAR, you may click the **Print** icon ( ) to print it.
   - Click **Save File** to save the PAR to a specific location for viewing at a later time.

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

**Note:**

- Patient Advisory Reports are available for viewing and printing only by the user who submitted the query request.
- The **Payment Type** column identifies the method of payment used for the prescription. The classification codes are as follows:
  - 01 Private Pay
  - 02 Medicaid
  - 03 Medicare
  - 04 Commercial Insurance
  - 05 Military Installations and VA
  - 06 Workers’ Compensation
  - 07 Indian Nations
  - 09 Other

If you print the PAR, protect patient confidentiality by filing or destroying the document after it has been reviewed. Be sure to follow your facility’s protocols and policies regarding the destruction of confidential records. If your query request does not return any results, a message displays that your request did not generate a match. For more information, see Assistance and Support.
Update User Profile

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

Perform the following steps to update your profile:

1. Log in to RxSentry.

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

![Update User Profile Window](image)

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

   A message displays indicating that your record was successfully updated.
4 Assistance and Support

Technical Assistance

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

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

OR

Call the HID Help Desk at 877-719-3120

Administrative Assistance

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

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

Copyright Notice and Trademarks

Copyright © 2011-2014 Health Information Designs, LLC. All rights reserved.

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

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

Disclaimer

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

Formatting Conventions

The following formatting conventions are used throughout this document.

<table>
<thead>
<tr>
<th>Format</th>
<th>Used to Designate…</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>References to execution buttons, windows, file names, menus, icons, or options</td>
</tr>
<tr>
<td><em>Times New Roman Italic</em></td>
<td>Text you must type in a field or window, for example, \server_name\printer_name for a network printer</td>
</tr>
<tr>
<td>Blue underlined text</td>
<td>Hyperlinks to other sections of this document or external websites</td>
</tr>
</tbody>
</table>

Table 2 – Text Formats
Version History

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

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

Table 3 – Document Version History

Change Log

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

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Chapter/Section</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>1.1</td>
<td>Chapter 3/Request an Account</td>
<td>Added additional information about the content of the e-mails received upon access request approval.</td>
</tr>
<tr>
<td></td>
<td>Chapter 3/Practitioner-Pharmacist Query</td>
<td>Added note the information for recipients age 16 years or younger is not available via E-FORCSE.</td>
</tr>
<tr>
<td>1.2</td>
<td>Cover Page</td>
<td>Updated note to state that the document may be periodically updated and to check the site for the most current version of the document.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Updated the link to the FL PDMP website in the note.</td>
</tr>
<tr>
<td>1.3</td>
<td>Chapter 3/Request an Account</td>
<td>Added note about configuring practitioner/pharmacist e-mail systems to accept e-mails from <a href="mailto:flpdmp-info@hidinc.com">flpdmp-info@hidinc.com</a>.</td>
</tr>
<tr>
<td>Version Number</td>
<td>Chapter/Section</td>
<td>Change</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------</td>
<td>--------</td>
</tr>
<tr>
<td>1.4</td>
<td>Chapter 3</td>
<td>Updated screen shots and steps to reflect new link names on the public website</td>
</tr>
<tr>
<td></td>
<td>▪ Request an Account</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Log In to RxSentry</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chapter 3/Practitioner/Pharmacist Query</td>
<td>Removed reference to delegate accounts</td>
</tr>
<tr>
<td></td>
<td>Global</td>
<td>Updated screen shots</td>
</tr>
<tr>
<td>1.5</td>
<td>Chapter 3/View Query Status</td>
<td>Added payment method key</td>
</tr>
<tr>
<td>1.6</td>
<td>Chapter 3:</td>
<td>Added new topics</td>
</tr>
<tr>
<td></td>
<td>▪ Change Password</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Update User Profile</td>
<td></td>
</tr>
<tr>
<td>1.7</td>
<td>Chapter 3/Log In to RxSentry</td>
<td>Added a note explaining that the user will be locked out of his/her account for 30 minutes after 3 unsuccessful login attempts</td>
</tr>
<tr>
<td>1.8</td>
<td>Chapter 3/Practitioner/Pharmacist Query</td>
<td>Added instructions for actions that may be performed from the Recipient Report window, including the “Map Results” function</td>
</tr>
<tr>
<td></td>
<td>Chapter 3/Log Out of RxSentry</td>
<td>Added a note explaining that in Internet Explorer the user may log back in to the system by starting a new session rather than closing all open browser windows</td>
</tr>
<tr>
<td></td>
<td>Global</td>
<td>Updated screen shots for clarity</td>
</tr>
</tbody>
</table>

Table 4 – Document Change Log