

Training Guide for Wisconsin Practitioners and Pharmacists

Pharmacy Examining Board
Wisconsin Department of Safety and Professional Services



WI PRESCRIPTION DRUG
MONITORING PROGRAM

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Contents

1 Document Overview	1
Purpose and Contents	1
2 System Overview	2
About the Prescription Drug Monitoring Program	2
3 Account Registration	3
Creating Master Accounts	3
Creating Delegate Accounts	6
Log In to RxSentry	8
Retrieve User Name	11
Retrieve Password	13
Password Expirations	17
Log Out of RxSentry	17
Session Timeouts	18
4 User Management	19
Update User Profile	19
Change Password	20
Activating Delegate Accounts	22
Managing Delegate Accounts	23
5 Accessing PDMP Data	26
Query	26
Recipient Query	26
Search History Query	33
Prescriber History Query	35
Multiple State Query	39
Report Queue	43
6 Alert Management	45
Alerts	45
View New Alerts	45
Create Alert	46
Alert Queue	49
7 Assistance and Support	51
Technical Assistance	51
Administrative Assistance	51
8 Document Information	52
Copyright Notice and Trademarks	52

Disclaimer.....	52
Formatting Conventions	52
Version History	53
Change Log	53

1 Document Overview

Purpose and Contents

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

- Registering for PDMP database accounts
- Creating queries
- Viewing query status
- Generating reports

2 System Overview

About the Prescription Drug Monitoring Program

In June 2010, the Legislature directed the Pharmacy Examining Board (PEB) to create a Prescription Drug Monitoring Program, commonly referred to as a PDMP (see [Wis. Stat. § 450.19](#)). The PEB created the PDMP through the administrative rule-writing process. The administrative rules are codified as [Chapter Phar 18](#) of the Wisconsin Administrative Code. The PEB governs the PDMP, and the Wisconsin Department of Safety and Professional Services (DSPS) oversees the operation of the PDMP in accordance with the policies established by the PEB.

RxSentry is the prescription drug monitoring program used by the Wisconsin Department of Safety and Professional Services (DPS) to collect data on monitored prescription drugs that are dispensed in the State of Wisconsin or for patients residing in Wisconsin.

Monitored prescription drugs are:

- State controlled substances in Schedule II, III, IV, or V that require a prescription order to be lawfully dispensed;
- Federally controlled substances in Schedule II, III, IV, or V that require a prescription order to be lawfully dispensed; and
- Tramadol, a drug identified by the Pharmacy Examining Board as having a substantial potential for abuse.

Note: The Pharmacy Examining Board may amend the list of monitored prescription drugs in accordance with the law. All changes are made through the administrative rule-writing process, which includes several requirements for public notice.

3 Account Registration

There are two types of accounts for the PDMP database: master accounts and delegate accounts. Healthcare professionals who have a license from the State of Wisconsin authorizing them to dispense, prescribe, or administer monitored prescription drugs may create master accounts. Users with master accounts may designate an agent or employee to access PDMP data by creating a delegate account.

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

Note: The steps included in this section should only be performed once. Once you have created an account, follow the steps provided in the [Log In to RxSentry](#) topic.

Creating Master Accounts

Prescribers and pharmacists may register for master accounts to access PDMP data concerning their patients. Master account holders can create queries and directly access PDMP data. They can also link delegate accounts to their master accounts and are responsible for monitoring their delegates' use of the PDMP database. For information on linking a delegate account, see the [Activating Delegate Accounts](#) topic.

Note: The master account holder is responsible for data accessed and used by delegates linked to his/her master account. Therefore, disciplinary, civil, and criminal action may be taken against a licensee with a master account for improper use or disclosure of PDMP data by a delegate.

Perform the following steps to request a master account:

- 1 Open an Internet browser window and type the following URL in the address bar: <http://dsps.wi.gov/pdmp/access>. A window similar to the following is displayed:



2 Click Prescriber and Pharmacist. A window similar to the following is displayed:



3 Click Registration Site.

A login window is displayed.

4 Type *newacct* in the User Name field.

5 Type *welcome* in the Password field.

6 Click OK.

A window similar to the following is displayed:



7 Click the radio button to select Prescriber and Pharmacist MASTER Account Registration Page, and then click Submit.

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

WI PRESCRIPTION DRUG MONITORING PROGRAM

* LAST Name: * FIRST Name:
* Date of Birth (MM/DD/YYYY): * Last 4 Digits of SSN:
* State License Number: * License Type:
* Licensing State:
* Security Question: * Security Answer:
* Physical Address:
* City: * State: * Zip Code:
Mailing Address (if different):
City: State: Zip Code:
* Name of Employer: * Dispenser? yes no
* Email Address: * Phone # (123-456-7890x0000):
DEA Number, if available (pharmacists should use the store DEA number):
NPI (if available):

By submitting this application, I certify that:

- 1) I satisfy all requirements and am eligible to create an account to access PDMP Data in the Wisconsin Prescription Drug Monitoring Program database pursuant to Wisconsin Administrative Code Phar 18.09.
- 2) I understand that my use of the WI PDMP database is permitted only in connection with:
 - My rendering of assistance to a patient.
 - A consultation regarding the health of a patient.
 - Situations in which the life or health of a patient appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.
- 3) I understand that any other access or disclosure of PDMP data is a violation of Wisconsin law and may result in civil sanctions or disciplinary action. I further understand that I will treat the information in the system as any other health care information and will protect the information in my possession in accordance with federal and state laws governing health care information.
- 4) I understand that I am responsible for all use of my user name and password and any use of the system by a delegate to whom I have delegated the task of accessing the WI PDMP database on my behalf. I will never share my password with anyone, including co-workers. If any authentication or password is lost or compromised, or if a delegate who I have authorized to access the system no longer needs that access, I agree to immediately unlink his or her account from my own.
- 5) I understand that all use of the WI PDMP database may be monitored and audited for unusual or potentially unauthorized use.

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

9 Click **Accept & Submit**.

If any required 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.

Your information will be reviewed by the Wisconsin PDMP staff. If your access request is approved, you will be notified via two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and the steps to follow to log in to the system. You will be required to change the temporary password immediately when you first attempt to access the system.

If you are denied access to the system, you will be notified by the Wisconsin PDMP staff.

Creating Delegate Accounts

Prescribers and pharmacists may delegate to an agent or employee the task of accessing PDMP data about a patient. Once the prescriber or pharmacist creates a master account, the delegate may create a delegate account by performing the following steps:

- 1 Open an Internet browser window and type the following URL in the address bar:
<http://dsps.wi.gov/pdmp/access>.

A window similar to the following is displayed:



- 2 Click **Prescriber and Pharmacist**. A window similar to the following is displayed:



- 3 Click **Registration Site**. A login window is displayed.

- 4 Type *newacct* in the **User Name** field.
- 5 Type *welcome* in the **Password** field.
- 6 Click **OK**.

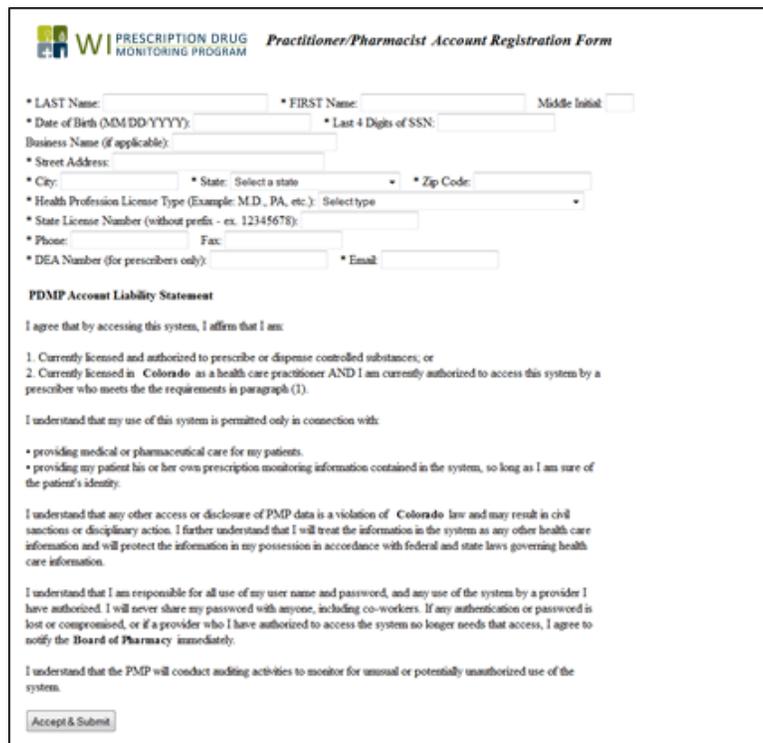
A window similar to the following is displayed:



The screenshot shows the logo for the Wisconsin Prescription Drug Monitoring Program (WI PDMP). Below the logo, the text reads "Please select a request form:". There are two radio button options: "Prescriber and Pharmacist MASTER Account Registration Page" and "Prescriber and Pharmacist DELEGATE Account Registration Page". At the bottom left, there is a "Submit" button.

- 7 Click the radio button to select **Prescriber and Pharmacist DELEGATE Account Registration Page**, and then click **Submit**.

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



The screenshot shows the "Practitioner/Pharmacist Account Registration Form" for the WI PDMP. The form includes several required fields marked with an asterisk (*): LAST Name, FIRST Name, Middle Initial, Date of Birth (MMDD/YYYY), Last 4 Digits of SSN, Business Name (if applicable), Street Address, City, State (dropdown menu), Zip Code, Health Profession License Type (dropdown menu), State License Number (without prefix - ex. 12345678), Phone, Fax, DEA Number (for prescribers only), and Email. Below the form fields is a "PDMP Account Liability Statement" section. It contains a statement of agreement: "I agree that by accessing this system, I affirm that I am:" followed by two numbered points. It also includes a section for understanding the system's use: "I understand that my use of this system is permitted only in connection with:" followed by two bullet points. There are two more paragraphs of text regarding data protection and system use. At the bottom left, there is an "Accept & Submit" button.

- 8 Complete the fields on this form, noting that required fields are indicated with an asterisk (*).
- 9 Click **Accept & Submit**.

If any required 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.

- 10** The WI PDMP staff will review your application and verify the information. You may be contacted if additional information is required.

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

If you are denied access to the system, you will be notified by the WI PDMP staff.

- 11** After you are approved for a delegate account, a master account holder will need to activate your account before you can request data from the PDMP database. See the [Activating Delegate Accounts](#) topic for more information.

Log In to RxSentry

Note: If you have forgotten your RxSentry user name or password, please refer to the [Retrieve User Name](#) or [Retrieve Password](#) topics 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: <http://dsps.wi.gov/pdmp/access>. A window similar to the following is displayed:



2 Click **Prescriber and Pharmacist**.

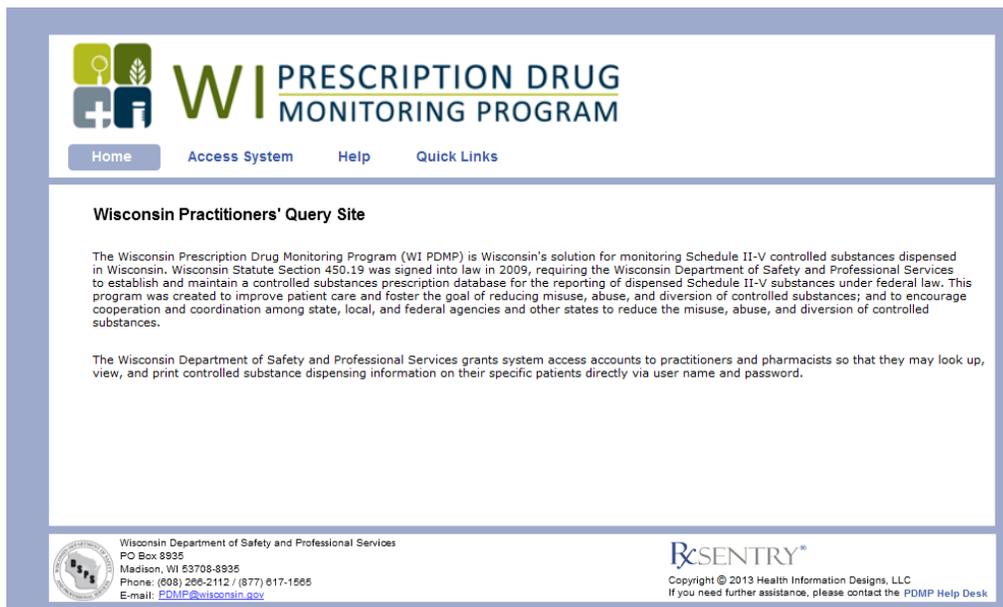
A window similar to the following is displayed:



The screenshot shows the Wisconsin Department of Safety and Professional Services website. The header includes the state logo and the text "WISCONSIN DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES". A navigation menu contains links for "Boards and Councils", "Licenses/Permits/Registrations", "Online Services", "Plan Review", "Complaints & Inspections", and "Other Services". The main content area features the "WI PRESCRIPTION DRUG MONITORING PROGRAM" logo. Below the logo is the heading "PRESCRIBER AND PHARMACIST DATABASE ACCESS". The text explains that the webpage is for healthcare professionals authorized to prescribe, administer, or dispense monitored prescription drugs. It provides information on how to register for accounts and query the PDMP database. A note states that all other requests for PDMP data must be made through the appropriate webpage, referring to Sections Phar 18.09 and 18.11 of the Wisconsin Administrative Code. Three images are displayed: a doctor at a laptop labeled "Registration Site", a search button labeled "Query Site", and a computer monitor labeled "Training Guide". A link "Go Back to DATABASE ACCESS" is located at the bottom right. A footer note mentions the project was supported by Award No. 2011-PM-BX-0006 awarded by the Bureau of Justice Assistance, Office of Justice Programs.

3 Click **Query Site**.

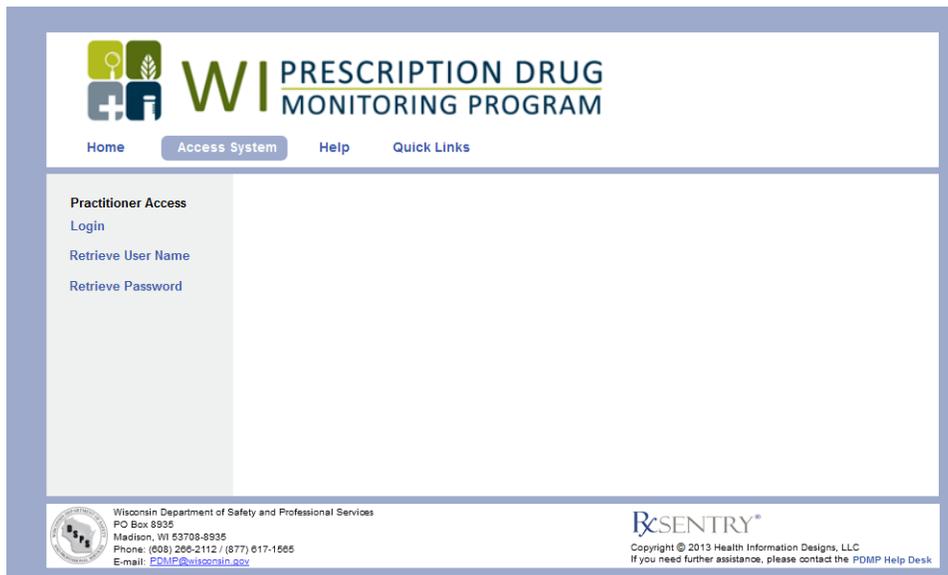
A window similar to the following is displayed:



The screenshot shows the "Wisconsin Practitioners' Query Site" for the Prescription Drug Monitoring Program. The header includes the "WI PRESCRIPTION DRUG MONITORING PROGRAM" logo and navigation links for "Home", "Access System", "Help", and "Quick Links". The main content area is titled "Wisconsin Practitioners' Query Site" and contains two paragraphs of text. The first paragraph describes the PDMP as Wisconsin's solution for monitoring Schedule II-V controlled substances, established in 2009. The second paragraph states that the Department grants system access accounts to practitioners and pharmacists for looking up, viewing, and printing controlled substance dispensing information. The footer includes contact information for the Wisconsin Department of Safety and Professional Services, including the address (PO Box 8936, Madison, WI 53708-8936), phone number (608) 262-2112 / (877) 617-1565, and email (PDMP@wisconsin.gov). It also features the "BxSENTRY" logo and copyright information for Health Information Designs, LLC (2013).

4 Click **Access System**.

A window similar to the following is displayed:



5 Click **Login**.

A login window is displayed.

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

Note: If you have forgotten your user name, see the [Retrieve User Name](#) topic.

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

Note: If you have forgotten your password, see the [Retrieve Password](#) topic.

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



The main menu, located at the top of the page, contains the RxSentry functions. If available, a sub-menu is displayed on the left side of the window. For example, in

the screen shot 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: <http://dsps.wi.gov/pdmp/access>. A window similar to the following is displayed:

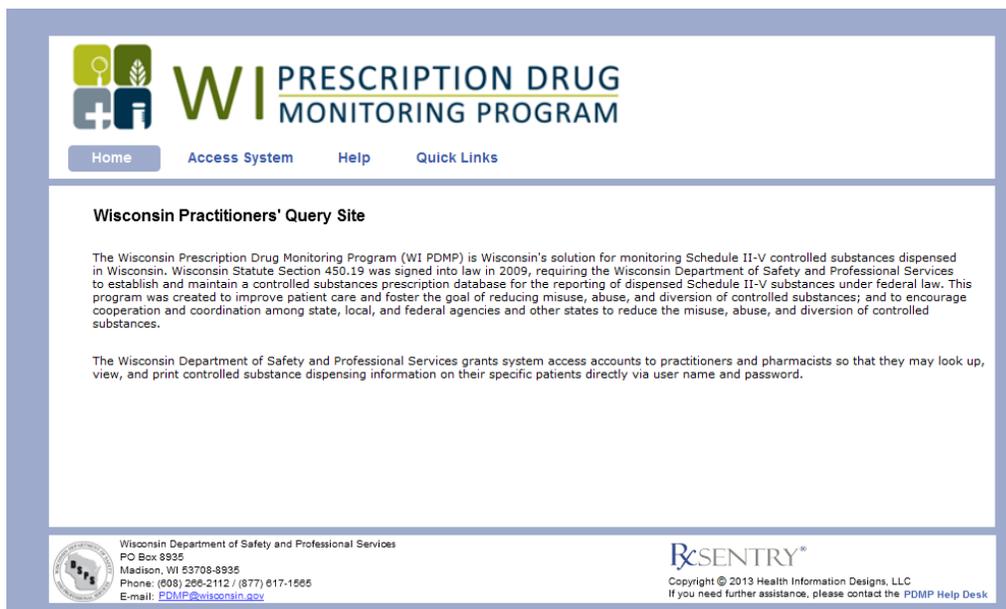


- 2 Click **Prescriber and Pharmacist**. A window similar to the following is displayed:



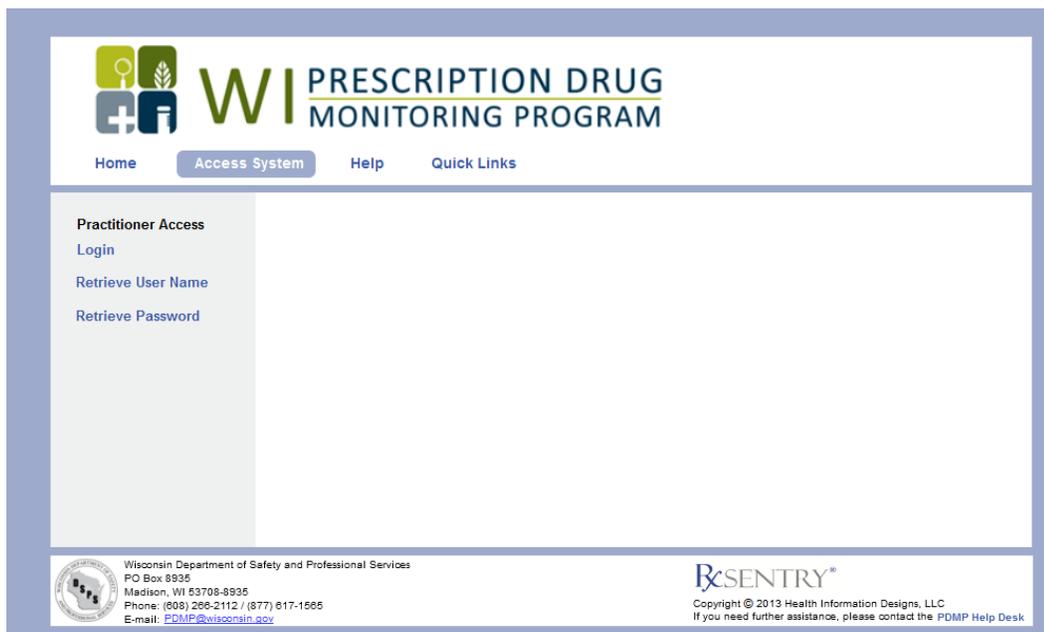
- 3 Click **Query Site**.

A window similar to the following is displayed:



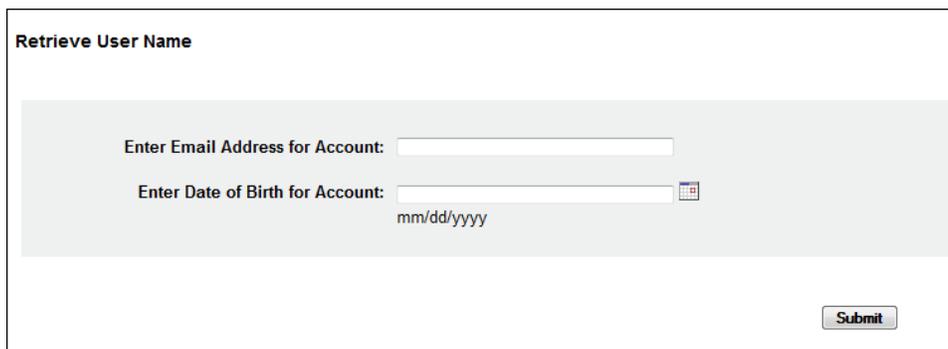
4 Click Access System.

A window similar to the following is displayed:



5 Click Retrieve User Name.

A window similar to the following is displayed:



- 6 Type the e-mail address associated with your account in the **Enter Email Address for Account** field.
- 7 Type your date of birth in the **Enter Date of Birth for Account** field.
- 8 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: <http://dsps.wi.gov/pdmp/access>. A window similar to the following is displayed:



- 2 Click **Prescriber and Pharmacist**.

A window similar to the following is displayed:

The screenshot shows the Wisconsin Department of Safety and Professional Services website. At the top, there is a navigation bar with links for "Boards and Councils", "Licenses/Permits/Registrations", "Online Services", "Plan Review", "Complaints & Inspections", and "Other Services". Below this is the logo for the "WI PRESCRIPTION DRUG MONITORING PROGRAM". The main heading is "PRESCRIBER AND PHARMACIST DATABASE ACCESS". The text explains that the webpage is for healthcare professionals authorized to prescribe, administer, or dispense monitored prescription drugs. It provides information on how to register and access the PDMP database. Below the text are three images: a doctor at a laptop labeled "Registration Site", a search button labeled "Query Site", and a computer monitor labeled "Training Guide". At the bottom right, there is a link "Go Back to DATABASE ACCESS". A footer note states: "This project was supported by Award No. 2011-PM-BX-0006 awarded by the Bureau of Justice Assistance, Office of Justice Programs. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice."

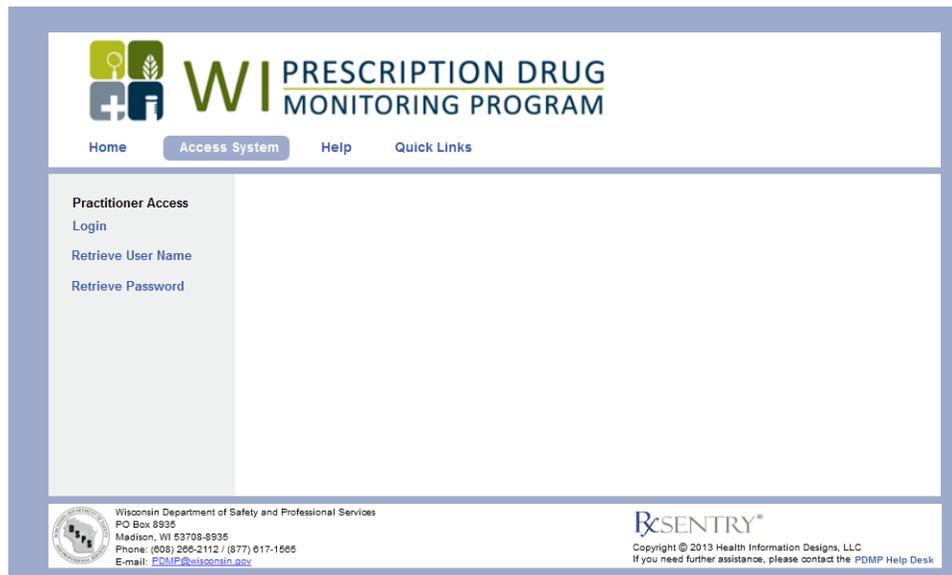
3 Click Query Site.

A window similar to the following is displayed:

The screenshot shows the "Wisconsin Practitioners' Query Site" page. At the top, there is a navigation bar with links for "Home", "Access System", "Help", and "Quick Links". Below this is the logo for the "WI PRESCRIPTION DRUG MONITORING PROGRAM". The main heading is "Wisconsin Practitioners' Query Site". The text explains that the Wisconsin Prescription Drug Monitoring Program (WI PDMP) is Wisconsin's solution for monitoring Schedule II-V controlled substances dispensed in Wisconsin. It provides information on how to register and access the PDMP database. Below the text is a link "Access System". At the bottom, there is contact information for the Wisconsin Department of Safety and Professional Services, including the address, phone number, and email address. There is also a logo for "RCSENTRY" and a copyright notice: "Copyright © 2013 Health Information Designs, LLC. If you need further assistance, please contact the PDMP Help Desk."

4 Click Access System.

A window similar to the following is displayed:



5 Click Retrieve Password.

A window similar to the following is displayed:

The screenshot shows a 'Retrieve Password' form. It has a title 'Retrieve Password' at the top left. The form contains two input fields: 'Enter User Name for Account:' followed by a text input box, and 'Enter Date of Birth for Account:' followed by a date picker icon and a text input box. Below the date picker is the format 'mm/dd/yyyy'. At the bottom right of the form is a 'Submit' button.

6 Type your user name in the Enter User Name for Account field.

7 Type your date of birth in the Enter Date of Birth for Account field.

8 Click Submit. A window similar to the following is displayed, prompting you to answer a security question:

The screenshot shows the 'Retrieve Password' form after the user has submitted their information. It displays a message: '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.' Below this message is a 'Security Question: What was your high school mascot ?' followed by an '*Answer:' label and a text input box. A 'Submit' button is located at the bottom right of the form.

- 9 Provide the answer to your security question in the **Answer** field, and then click **Submit**.

Note: If you cannot remember the answer to your security question, please call 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 **WI-PDMP Info** containing your temporary password.

Note: You will be required to change your temporary password immediately after you log in.

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

The RxSentry home page is displayed.

- 11 Click **Log Out**.

A window similar to the following is displayed:

Password Requirements:

Must be at least 7 characters in length

Must contain the following characters:

- 1 uppercase letter (A - Z)
- 1 lowercase letter (a - z)
- 1 numeric digit (0 - 9)
- 1 special character (~ ! @ # \$ % ^ & * () - _ + = { } : ' ' , < . > /)

Current Password:

New Password:

Confirm New Password:

- 12 Type your temporary password in the **Current Password** field.
- 13 Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.
- 14 Type your new password again in the **Confirm New Password** field.
- 15 Click **Submit**. A message displays indicating that your password was accepted and that you are required to log in using your new password.
- 16 Click **Log Out**, and then perform the steps in the [Log In to RxSentry](#) topic to log in using your new password.

Password Expirations

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

Password Requirements:

Must be at least 7 characters in length

Must contain the following characters:

- 1 uppercase letter (A - Z)
- 1 lowercase letter (a - z)
- 1 numeric digit (0 - 9)
- 1 special character (~ ! @ # \$ % ^ & * () - _ + = { } : " ' , < . > /)

Current Password:

New Password:

Confirm New Password:

Perform the following steps to change your password:

- 1 Type your current password in the **Current Password** field.
- 2 Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.
- 3 Type your new password again in the **Confirm New Password** field.
- 4 Click **Submit**.

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 all open Internet browsers.

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 following fifteen (15) minutes of inactivity in the system, and the following message is displayed:

Session Timeout

Your session has expired due to inactivity.

Please enter your password to reactivate your session.

User Password:

Perform one of the following actions:

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

OR

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

4 User Management

Update User Profile

This function allows you to update the information the WI 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**.

A window similar to the following is displayed:

Update User Profile

Note: Fields marked with * are required.

*Facility Name: Health Information Designs

*Name (First and Last): robyn.weaver.md

*Date of Birth: 01/01/1976
mm/dd/yyyy

*Address: HID

*City: Auburn

*State: Alabama

*ZIP: 12345

*Email Address: robyn.weaver@hidinc.com

*Verify Email Address:

*Phone Number (ex. 2345551234): 1112223334

Fax Number (ex: 2345551234): 2223334456

Cell Number (ex: 2345551234):

*Security Question: What was your high school mascot

*Security Question Answer: Eagle

Update

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:

Password Requirements:

Must be at least 7 characters in length

Must contain the following characters:

- 1 uppercase letter (A - Z)
- 1 lowercase letter (a - z)
- 1 numeric digit (0 - 9)
- 1 special character (~ ! @ # \$ % ^ & * () - _ + = { } : " ' , < . > /)

Current Password:

New Password:

Confirm New Password:

- 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 **Log Out**, and then perform the steps in the [Log In to RxSentry](#) topic to log in using your new password.

Activating Delegate Accounts

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

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

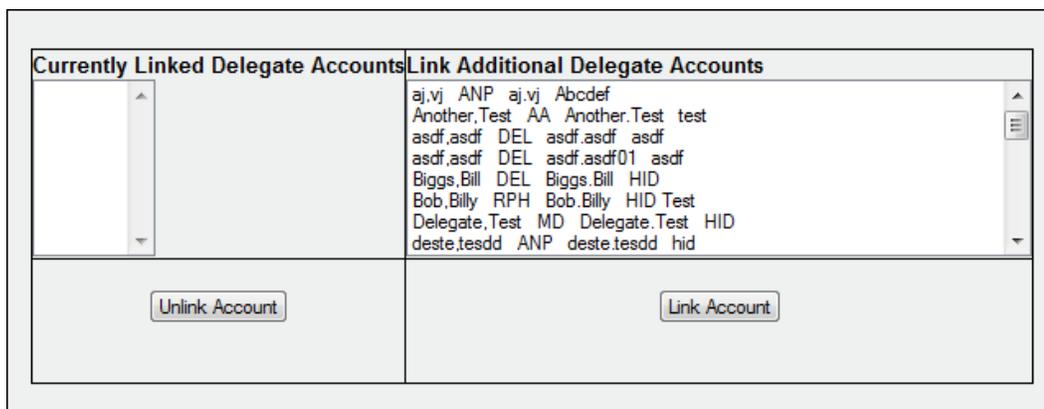
- 1 Log in to RxSentry.
- 2 Click **User Management**.

A window similar to the following is displayed:



- 3 Click **Delegate Accounts**.

A window similar to the following is displayed:



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

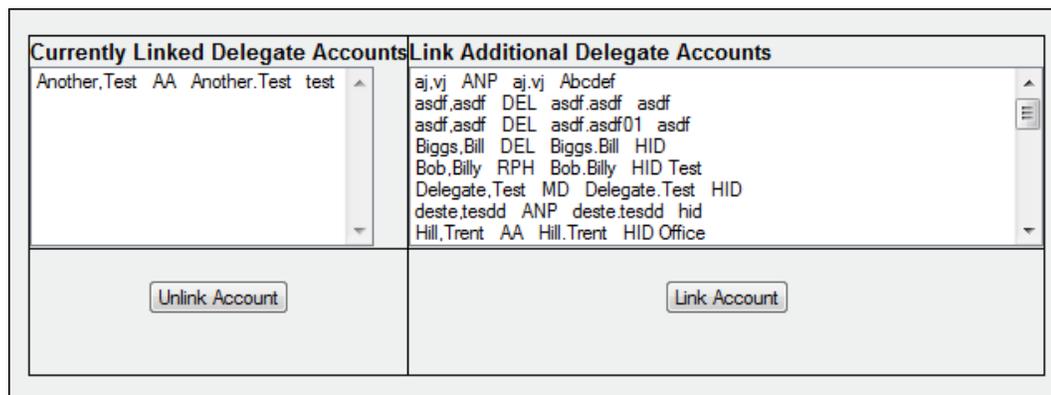
Delegate accounts that have been approved and are awaiting master account holder association are displayed in the **Link Additional Delegate Accounts** section of this window. For each delegate account holder, the last/first name, user group, user ID, and agency are displayed.

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

Note: You may only link one delegate account at a time.

- 5 Click **Link Account**.

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



Managing Delegate Accounts

It is the responsibility of the master account holder to manage delegate accounts associated with his or her master account. This includes activating delegate accounts, which is described above, monitoring the delegate account holder's use of the WI PDMP database, and removing any delegate accounts that should no longer be associated with the master account.

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

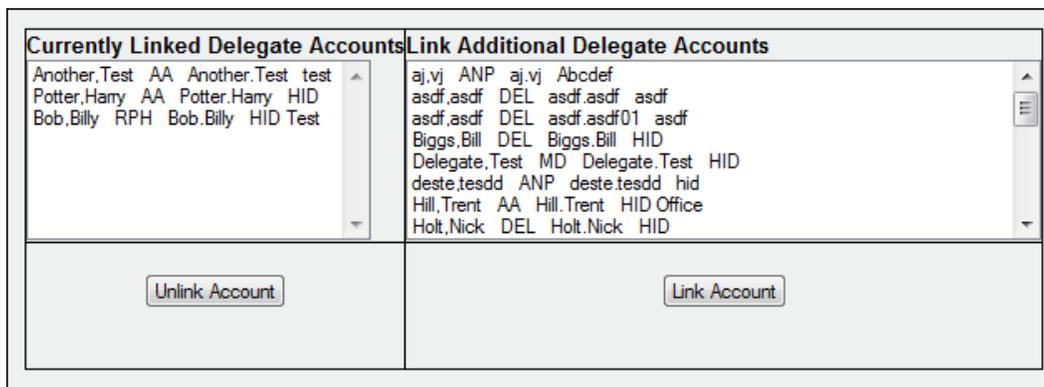
- 1 Log in to RxSentry.
- 2 Click **User Management**.

A window similar to the following is displayed:



3 Click Delegate Accounts.

A window similar to the following is displayed:



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

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

Note: You may only remove one delegate account at a time.

5 Click **Unlink Account**.

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

Currently Linked Delegate Accounts	Link Additional Delegate Accounts
Potter,Hary AA Potter.Hary HID Bob.Billy RPH Bob.Billy HID Test	aj.vj ANP aj.vj Abcdef Another,Test AA Another.Test test asdf,asdf DEL asdf.asdf asdf asdf,asdf DEL asdf.asdf01 asdf Biggs,Bill DEL Biggs.Bill HID Delegate,Test MD Delegate.Test HID deste,tesdd ANP destе.tesdd hid Hill,Trent AA Hill.Trent HID Office
<input type="button" value="Unlink Account"/>	<input type="button" value="Link Account"/>

5 Accessing PDMP Data

Query

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

Recipient Query

This function is used by practitioners and pharmacists to create queries that can be used to report information about recipient usage of controlled substances.

Perform the following steps to create a recipient query:

- 1 Log in to RxSentry.

A window similar to the following is displayed:

The screenshot shows the Wisconsin Prescription Drug Monitoring Program (PDMP) website. The header includes the program logo and navigation links: Home, Query, Report Queue, User Management, Alert Management, Help, Quick Links, and Log Out. The main content area is titled "Wisconsin Practitioners' Query Site" and contains a "Query Creation Tip" section. The tip provides instructions on how to create a query, including a note about using a wider date range if results are blank. A footer section contains contact information for the Wisconsin Department of Safety and Professional Services and RxSentry, including a phone number, email address, and copyright notice.

- 2 Click **Recipient Query**.

A window similar to the following is displayed:

Practitioner/Pharmacist Certification Statement

WI PDMP Conditions for Prescriber/Pharmacist/Delegate User Access

I certify that I have been approved by the Pharmacy Examining Board and the Department of Safety and Professional Services to access information in the Wisconsin Prescription Drug Monitoring Program (PDMP) database.

I further certify that one of the following applies:

1) I am a pharmacist or healthcare practitioner and that one of the following apply:
 (a) I am rendering assistance to the patient for whom I am requesting PDMP data.
 (b) I am being consulted regarding the health of the patient for whom I am requesting PDMP data.
 (c) The life or health of the patient for whom I am requesting PDMP data appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.

2) I have been delegated the task of obtaining PDMP data about the person for whom I am requesting PDMP data on behalf of a pharmacist or healthcare practitioner and that one of the following apply:
 (a) The pharmacist or healthcare practitioner who delegated to me the task of obtaining PDMP data is rendering assistance to the patient for whom I am requesting PDMP data.
 (b) The pharmacist or healthcare practitioner who delegated to me the task of obtaining PDMP data is being consulted regarding the health of the patient for whom I am requesting PDMP data.
 (c) The life or health of the patient for whom I am requesting PDMP data appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.

I understand that the Pharmacy Examining Board and the Department of Safety and Professional Services make no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report and expressly disclaim liability for errors and omissions in the contents of this report. The PDMP database is an accumulation of information submitted to it by Wisconsin-licensed pharmacies and dispensing healthcare practitioners. I will verify all information before making any clinical decisions or taking any action. For more information about any information in this report or to verify a prescription, I will contact the pharmacy or dispensing practitioner.

I understand that inappropriate access or disclosure of PDMP data is a violation of state and federal law and may result in criminal, civil, or administrative sanctions, including, but not limited to, up to \$100,000 fine, up to three years and six months of imprisonment, revocation of my PDMP database access privileges, and revocation of my license.

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

You MUST accept the above conditions before you can continue

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 that the query is for a valid reason and that you have the potential to provide a service to the recipient who is being queried.

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

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

A window similar to the following is displayed:

*Last Name:

*First Name:

Search Method: Fastest: Last name equals, first name begins ▼

*Date of Birth:
 mm/dd/yyyy

Within: Exact Match ▼

Gender: All ▼

County: Select County ▼

ZIP Code:

*Dispensed Start Date: 06/04/2012
 mm/dd/yyyy

*Dispensed End Date: 06/04/2013
 mm/dd/yyyy

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

4 Complete the information on the **Recipient Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Last Name	(Required) Type the recipient's last name. You may also search for a specific recipient by using partial text, for example, type <i>Smi</i> to display a list of recipients containing "Smi" in the first three letters of their last name.
First Name	(Required) Type the recipient's first name. You may also search for a specific recipient by using partial text, for example, type <i>Tho</i> to display a list of recipients containing "Tho" in the first three letters of their first name.
Search Method	Select one of the following search methods: <ul style="list-style-type: none"> ▪ Fastest: Last Name Equals, First Name Begins – Allows you to search by a recipient's complete last name and partial first name. The more information you can provide, the more specific your search results will be. ▪ Begins With – Allows you to search by the first few letters of the recipient's last and first names. ▪ Sounds Like – Allows you to search by a name, and the system will find names that sound similar to the one you entered. If you are unsure of the recipient's first and last name, or are unsure of the spelling, use the Begins With or Sounds Like option.
Date of Birth	(Required) Type the recipient's date of birth using the <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.
Gender	Click the down arrow and select the gender of the recipients to include in your search.
County	Click the down arrow to select a specific county name, or leave this field blank 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 time frame, for example, <i>05/01/2013</i> ; Or You may click the calendar icon and select a specific start date from the calendar.

Field Name	Usage
Dispensed End Date	<p>(Required) Use this field to enter a specific end date for the dispensing time frame, for example, <i>05/31/2013</i>;</p> <p>Or</p> <p>You may click the calendar icon and select a specific end date from the calendar.</p> <p>Note: The Dispensed End Date cannot be greater than 14 days ago.</p>

Table 1 – Recipient Query Field Descriptions

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

Your search results are displayed similar to the following:

Search Criteria

Last Name: Doe	County:
First Name: John	ZIP Code:
Date of Birth: <input type="text" value="MM/DD/YYYY"/>	Dispensed Start Date: 06/04/2012
Gender: All	Dispensed End Date: 06/04/2013

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	DOB	County	Address	City	State	ZIP
DOE	JOHN		Lee		Auburn	AL	36830

Sort:

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

Your report results are displayed similar to the following:

Recipient Report

Last Name: Doe County: _____
 First Name: John Zip Code: _____
 Date of Birth: [REDACTED] Dispensed Start Date: 06/04/2012
 Gender: All Dispensed End Date: 06/04/2013

Recipients: 1 out of 1 Recipient(s) Selected - Click to View

Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105
03/27/2013 03/27/2013	PHENDIMETRAZINE TARTRATE 00185405710	168 7	1	MAYO DEBORAH NP	MAYO DEBORAH NP LAKE GENEVA, WI	[REDACTED] Burlington, WI 53105

Generate PDF Generate CSV MAP Results Create Alert

Note: Your search criteria and the recipient names you selected are located above your report. You may click the down arrow in the **Recipients** field to view the patients you chose to include in your report.

- 9 From this window, you may perform the following functions:
 - a) Click the column headers that are hyperlinks (**Date Dispensed/Date Prescribed**, **Prescriber**, and **Dispenser**) to sort your results.
 - b) Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to display in a spreadsheet.

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

Query 276 has been created. Go to [Report Queue](#) in the navigation menu to retrieve report when query finishes running.

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

- c) View a graphical depiction of your results. See the [Map Results](#) topic for more information.
- d) Create an alert if the results of your query indicate possible suspect activity by the patient who was the subject of the query. See the [Create an Alert from a Query](#) topic for more information.

Map Results

You may view a graphical depiction of your query results by performing the following steps:

- 1 Perform steps 1-8 in the [Recipient Query](#) topic. The Recipient Report window is displayed.
- 2 From the Recipient Report window, click **Map Results**. A window similar to the following is displayed:



- 3 From this window, you may perform the following functions:
 - a) Click the direction arrows in the top left corner of this window to scroll to different sections of the map.
 - b) Click the plus (+) or minus (-) symbols to expand or reduce the detail included in the map. 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

Create an Alert from a Query

This function allows you to send an alert to those practitioners and pharmacists identified by the query who have an RxSentry account, alerting them of possible suspect activity.

Note: All alerts must be reviewed and approved by WI PDMP staff before they are delivered.

You may create an alert from your query results by performing the following steps:

- 1 Perform steps 1-8 in the [Recipient Query](#) topic. The Recipient Report window is displayed.

- 2 From the Recipient Report window, click **Create Alert**. A window similar to the following is displayed:

User ID: robyn.weaver_md

Facility Name: Health Information Designs

Date: 06/25/13

Choose Alert Message: Concerning Patient Prescription History

Alert Message Recipient: Prescribers and pharmacists on PDMP report

NOTE: Your name will appear on the alert received by other pharmacists and practitioners. Only pharmacists and practitioners who have created PDMP query accounts receive alerts. Pharmacists and practitioners who do not have an account with the PDMP do not receive alerts.

- 3 Click **Submit**.

A window similar to the following is displayed:

Please review the alert in the box below.
Click SUBMIT to send the alert or Previous to make modifications.

Alert: Concerning Patient Prescription History
From: robyn.weaver_md
Date: 06/25/13

Message:
Upon reviewing the PDMP data regarding the patient identified below, the sender of this alert has concerns that the patient may be obtaining monitored prescription drug prescriptions of the same or similar nature from multiple practitioners and/or multiple dispensers. According to the PDMP Database, this individual is also a patient or previous patient of yours.

The patient's name and date of birth appear below if you wish to query the PDMP Database for more information about this patient's prescription history.

JOHN DOE, 06/25/13

Please verify all information before making any clinical decisions or taking any action. For more information about any information in this patient's PDMP report or to verify a prescription, please contact the pharmacy or dispensing practitioner.

NOTE: The Pharmacy Examining Board and the Department of Safety and Professional Services have not made any conclusions or judgments about the individual identified above. Further, the Board and the Department make no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this patient's PDMP report and expressly disclaim liability for errors and omissions in the contents of this patient's report. The PDMP database is an accumulation of information submitted to it by Wisconsin-licensed pharmacies and dispensing healthcare practitioners.

- 4 Review the information displayed on this window.

If all information is correct, click **Submit**.

Or

If any information is incorrect, click **Previous** to return the previous window and correct the erroneous information.

Once you click **Submit**, a window similar to the following is displayed:

Alert: Concerning Patient Prescription History
From: robyn.weaver_md
Date: 06/25/13

Message:
Upon reviewing the PDMP data regarding the patient identified below, the sender of this alert has concerns that the patient may be obtaining monitored prescription drug prescriptions of the same or similar nature from multiple practitioners and/or multiple dispensers. According to the PDMP Database, this individual is also a patient or previous patient of yours.

The patient's name and date of birth appear below if you wish to query the PDMP Database for more information about this patient's prescription history.

JOHN DOE, [REDACTED]

Please verify all information before making any clinical decisions or taking any action. For more information about any information in this patient's PDMP report or to verify a prescription, please contact the pharmacy or dispensing practitioner.

NOTE: The Pharmacy Examining Board and the Department of Safety and Professional Services have not made any conclusions or judgments about the individual identified above. Further, the Board and the Department make no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this patient's PDMP report and expressly disclaim liability for errors and omissions in the contents of this patient's report. The PDMP database is an accumulation of information submitted to it by Wisconsin-licensed pharmacies and dispensing healthcare practitioners.

The alert is submitted to WI PDMP staff for review, and the submitted alert is displayed in your Alert Queue with a status of "Unprocessed." Continue to the [Alert Queue](#) topic in this document for more information.

Search History Query

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

Perform the following steps to view your query history:

- 1 Log in to RxSentry.

A window similar to the following is displayed:

The screenshot shows the 'Wisconsin Practitioners' Query Site' interface. At the top, there is a navigation menu with links for Home, Query, Report Queue, User Management, Alert Management, Help, Quick Links, and Log Out. The 'Query' link is highlighted. On the left side, there is a sidebar menu with links for Recipient Query, Search History Query, Prescriber History Query, and Multiple State Query. The 'Search History Query' link is highlighted. The main content area displays a 'Query Creation Tip' and instructions on how to create and submit a query. At the bottom, there is contact information for the Wisconsin Department of Safety and Professional Services, including a phone number and email address, and the RxSENTRY logo with copyright information.

- 2 Click **Search History Query**.

A window similar to the following is displayed:

Practitioner/Pharmacist Certification Statement

WI PDMP Conditions for Prescriber/Pharmacist/Delegate User Access

I certify that I have been approved by the Pharmacy Examining Board and the Department of Safety and Professional Services to access information in the Wisconsin Prescription Drug Monitoring Program (PDMP) database.

I further certify that one of the following applies:

1) I am a pharmacist or healthcare practitioner and that one of the following apply:
(a) I am rendering assistance to the patient for whom I am requesting PDMP data.
(b) I am being consulted regarding the health of the patient for whom I am requesting PDMP data.
(c) The life or health of the patient for whom I am requesting PDMP data appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.

2) I have been delegated the task of obtaining PDMP data about the person for whom I am requesting PDMP data on behalf of a pharmacist or healthcare practitioner and that one of the following apply:
(a) The pharmacist or healthcare practitioner who delegated to me the task of obtaining PDMP data is rendering assistance to the patient for whom I am requesting PDMP data.
(b) The pharmacist or healthcare practitioner who delegated to me the task of obtaining PDMP data is being consulted regarding the health of the patient for whom I am requesting PDMP data.
(c) The life or health of the patient for whom I am requesting PDMP data appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.

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I understand that inappropriate access or disclosure of PDMP data is a violation of state and federal law and may result in criminal, civil, or administrative sanctions, including, but not limited to, up to \$100,000 fine, up to three years and six months of imprisonment, revocation of my PDMP database access privileges, and revocation of my license.

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

You MUST accept the above conditions before you can continue

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

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

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

A window similar to the following is displayed:

Search History Query

User ID(s):

Audit Start Date: mm/dd/yyyy

Audit End Date: mm/dd/yyyy

- 4 The **Audit Start Date** and **Audit End Date** fields are automatically populated with the current date. If you are using the current date to generate your report, you may continue to the next step;

Or

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

5 Click Submit.

Your report results are displayed similar to the following:

Seq #	Date	ID	Source	Type	By	Detail	Network Addr
5682	06/04/13		Q	A	phphysasst - robyn.weaver_md	Audit Query 583 Online. (details) [Viewing audits for users: robyn.weaver_md]	10.80.0.29
5679	06/04/13		Q	A	pdadhocrpt - robyn.weaver_md	Ad Hoc Query 582 Queued Practitioner/Pharmacist Query Approved Query Number 234 (details) [E,,,050446,0,A,...]	10.80.0.29
5678	06/04/13	robyn.weaver_md	DB	A	pmqmanagealerts - robyn.weaver_md	Change:Alert 63 created by user robyn.weaver_mdRecipients: Practitioners and Pharmacists listed on Recipient Report From: To:	10.80.0.29
5676	06/04/13		Q	A	pdadhocrpt - robyn.weaver_md	Ad Hoc Query 581 Online (details) [E,Doe,John,050446,0,A,,,1,1,12]	10.80.0.29

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

Prescriber History Query

This function allows you to query all records for your prescriber DEA number, NPI number, or Wisconsin state license number for a specified time frame.

Perform the following steps to query by your prescriber history:

- 1 Log in to RxSentry. A window similar to the following is displayed:

- 2 Click **Prescriber History Query**.

A window similar to the following is displayed:

Practitioner/Pharmacist Certification Statement

WI PDMP Conditions for Prescriber/Pharmacist/Delegate User Access

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I further certify that one of the following applies:

1) I am a pharmacist or healthcare practitioner and that one of the following apply:
(a) I am rendering assistance to the patient for whom I am requesting PDMP data.
(b) I am being consulted regarding the health of the patient for whom I am requesting PDMP data.
(c) The life or health of the patient for whom I am requesting PDMP data appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.

2) I have been delegated the task of obtaining PDMP data about the person for whom I am requesting PDMP data on behalf of a pharmacist or healthcare practitioner and that one of the following apply:
(a) The pharmacist or healthcare practitioner who delegated to me the task of obtaining PDMP data is rendering assistance to the patient for whom I am requesting PDMP data.
(b) The pharmacist or healthcare practitioner who delegated to me the task of obtaining PDMP data is being consulted regarding the health of the patient for whom I am requesting PDMP data.
(c) The life or health of the patient for whom I am requesting PDMP data appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.

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I understand that inappropriate access or disclosure of PDMP data is a violation of state and federal law and may result in criminal, civil, or administrative sanctions, including, but not limited to, up to \$100,000 fine, up to three years and six months of imprisonment, revocation of my PDMP database access privileges, and revocation of my license.

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

You MUST accept the above conditions before you can continue

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

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

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

A window similar to the following is displayed:

Prescriber History Query

User ID(s): robyn.weaver.md - robyn.weaver_md

DEA(s): AW1234567

Dispensed Start Date: 06/04/2013 
mm/dd/yyyy

Dispensed End Date: 06/04/2013 
mm/dd/yyyy

- 4 The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated with the current date. If you are using the current date to generate your report, you may continue to the next step;

Or

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

A window similar to the following is displayed:



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

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

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

Multiple State Query

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

Perform the following steps to create a multiple state query:

- 1 Log in to RxSentry.

A window similar to the following is displayed:

The screenshot shows the 'Wisconsin Prescription Drug Monitoring Program' website. The header includes the program logo and navigation links: Home, Query, Report Queue, User Management, Alert Management, Help, Quick Links, and Log Out. The 'Query' link is highlighted. On the left, a sidebar lists navigation options: Recipient Query, Search History Query, Prescriber History Query, and Multiple State Query. The main content area is titled 'Wisconsin Practitioners' Query Site' and contains a 'Query Creation Tip' section. The tip explains that queries should be as general as possible and provides instructions on how to refine searches and view reports. The footer contains contact information for the Wisconsin Department of Safety and Professional Services and RxSentry.

- 2 Click **Multiple State Query**.

A window similar to the following is displayed:

Practitioner/Pharmacist Certification Statement

WI PDMP Conditions for Prescriber/Pharmacist/Delegate User Access

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I further certify that one of the following applies:

- 1) I am a pharmacist or healthcare practitioner and that one of the following apply:
 - (a) I am rendering assistance to the patient for whom I am requesting PDMP data.
 - (b) I am being consulted regarding the health of the patient for whom I am requesting PDMP data.
 - (c) The life or health of the patient for whom I am requesting PDMP data appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.
- 2) I have been delegated the task of obtaining PDMP data about the person for whom I am requesting PDMP data on behalf of a pharmacist or healthcare practitioner and that one of the following apply:
 - (a) The pharmacist or healthcare practitioner who delegated to me the task of obtaining PDMP data is rendering assistance to the patient for whom I am requesting PDMP data.
 - (b) The pharmacist or healthcare practitioner who delegated to me the task of obtaining PDMP data is being consulted regarding the health of the patient for whom I am requesting PDMP data.
 - (c) The life or health of the patient for whom I am requesting PDMP data appears to be in danger and the information contained in the PDMP database may aid in rendering assistance to him or her.

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I understand that inappropriate access or disclosure of PDMP data is a violation of state and federal law and may result in criminal, civil, or administrative sanctions, including, but not limited to, up to \$100,000 fine, up to three years and six months of imprisonment, revocation of my PDMP database access privileges, and revocation of my license.

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

You MUST accept the above conditions before you can continue

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 that the query is for a valid reason and that you have the potential to provide a service to the recipient who is being queried.

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

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

A window similar to the following is displayed:

Request Information

* Disclosing State(s):

Requestor Role: Physician

Recipient Information

* Last Name:

* First Name:

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

* Date of Birth: (mm/dd/yyyy)

Gender: All

Street Address:

City:

State: All states

Zip Code (Blank for all):

Dispensed Timeframe

* From: (mm/dd/yyyy)

* To: (mm/dd/yyyy)

Sorting Options

SORT by Date Only

SORT by Recipient by Date

Group results by state

*Required Field

- 4 Complete the information on the **Multiple State Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Request Information	
Disclosing State(s)	(Required) Select the state(s) you wish to include in the query. Note: You may select multiple states by holding down the [Ctrl] key while clicking each value.
Requestor Role	This field is automatically populated with your RxSentry user role, for example, "Physician."
Recipient Information	
Last Name	(Required) Type the recipient's exact last name. Unlike standard recipient queries, multiple state queries do not allow partial name matching. Note: Although multiple state queries do not support partial name matching, the system will return clustered results. For example, if you create a query for John Smith, DOB 01/01/1970, and there is a matching name that has been clustered with Johnny Smith, DOB 01/01/1970, both names will be returned in your report results.
First Name	(Required) Type the recipient's exact first name. Unlike standard recipient queries, multiple state queries do not allow partial name matching.
Identifier	Type the recipient's identification number (social security number, driver's license number, etc.), if available.
Date of Birth	(Required) Type the recipient's date of birth using the <i>mm/dd/yyyy</i> format.
Gender	Click the down arrow and select the gender of the recipients to include in your search. If in doubt, select the "All" option.
Street Address	Type the recipient's street address, if known, or leave this field blank to produce a wider range of results.
City	Type the recipient's city, if known, or leave this field blank to produce a wider range of results.
State	Click the down arrow and select the recipient's state, or select "All States" to produce a wider range of results.
Zip Code	Narrow your search by entering a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Timeframe	
From	(Required) Use this field to enter a specific start date for the dispensing time frame, for example, <i>05/01/2013</i> .

Field Name	Usage
To	(Required) Use this field to enter a specific end date for the dispensing time frame, for example, 05/31/2013.
Sorting Options	
Sort by Date Only	Select this option to sort your report results by prescription dispense date (newest to oldest).
Sort by Recipient by Date	Select this option to sort your report results first by recipient (patient IDs in numerical order) and then by prescription dispense date (newest to oldest).
Group results by state	Select this option to sort results by state, or leave blank to view all results in one table.

Table 2 – Multiple State Query Field Descriptions

- Once all criteria has been entered or selected, click **Submit**.

The Recipient Report is displayed similar to the following:

[Open in new window](#)

Recipient Report
 Dispensed From 02/01/2012 to 02/20/2012
 Multiple State Report (Disclosing State: IL)
 Doe, [REDACTED] - DOB: [REDACTED]
 Status: complete

Date Dispersed	Date Prescribed	Quantity Dispensed	Days of Supply	Authorized Refills	NDC	Drug Name	Prescriber	Prescription Number	Dispenser	Dispenser City	Recipient Last Name	Recipient First Name	Date of Birth	Recipient Street Address	Recipient City
02/13/2012	02/13/2012	30	2	0	00406035705	HYDROCODON-ACETAMINOPHEN 5-500 5 MG-500MG	PAIN, NO	1122330	ABC PHARMACY	MONTGOMERY, AL	DOE	[REDACTED]	[REDACTED]	[REDACTED]	AUBURN, AL

Recipient Report
 Dispensed From 02/01/2012 to 02/20/2012
 Multiple State Report (Disclosing State: WI)
 Doe, [REDACTED] - DOB: [REDACTED]
 Status: complete

Date Dispersed	Date Prescribed	Quantity Dispensed	Days of Supply	Authorized Refills	NDC	Drug Name	Prescriber	Prescription Number	Dispenser	Dispenser City	Recipient Last Name	Recipient First Name	Date of Birth	Recipient Street Address	Recipient City
02/13/2012	02/13/2012	30	2	0	00406035705	HYDROCODON-ACETAMINOPHEN 5-500 5 MG-500MG	PAIN, NO	1122330	ABC PHARMACY	MONTGOMERY, AL	DOE	[REDACTED]	[REDACTED]	[REDACTED]	AUBURN, AL
02/13/2012	02/13/2012	30	2	0	00406035705	HYDROCODON-ACETAMINOPHEN 5-500 5 MG-500MG	PAIN, NO	1122330	ABC PHARMACY	MONTGOMERY, AL	DOE	[REDACTED]	[REDACTED]	[REDACTED]	AUBURN, AL

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

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

Query 276 has been created. Go to [Report Queue](#) in the navigation menu to retrieve report when query finishes running.

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

Report Queue

The Report Queue allows you to check the status of a submitted query and view your reports. The **Query Status/Job Status** column on the **Report Queue** window displays one of the following query statuses:

- **Approved/Queued** – the query has been approved and is processing.
- **Approved/Done** – the query has been approved and processed, and is available for viewing.

Perform the following steps to view your reports:

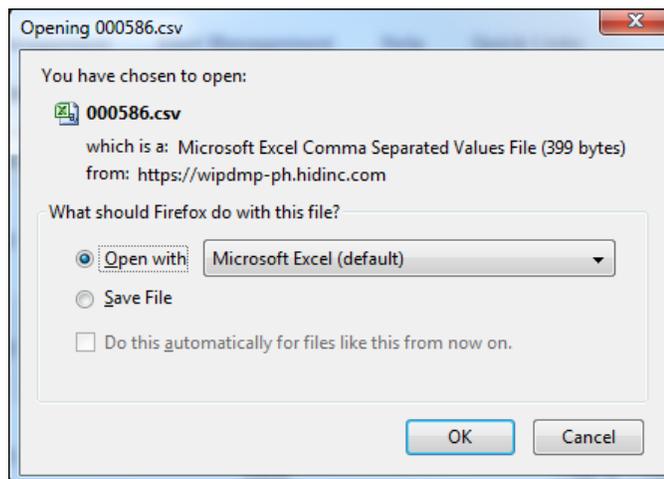
- 1 Log in to RxSentry.
- 2 Click **Report Queue**.

A window similar to the following is displayed:

Query Number Job Sequence ID	Request Date	Query Status/ Job Status	Report Description or Denial Reason	Output
236 588	06/04/13	Approved / Queued	Prescriber Report Dispensed From 06/04/2013 to 06/04/2013 ID: robyn.weaver_md DEA: [REDACTED]	PDF
235 586	06/04/13	Approved / Done	Recipient Report Dispensed From 06/04/2012 to 06/04/2013 1 out of 1 Recipients Selected DOE, JOHN - DOB: [REDACTED]	CSV
234 582	06/04/13	Approved / Done	Recipient Report Dispensed From 06/04/2012 to 06/04/2013 1 out of 1 Recipients Selected DOE, JOHN - DOB: [REDACTED]	PDF

- 3 If the report is ready for viewing, the **Job Sequence ID** column contains a hyperlink to the report. If the **Job Sequence ID** for your report is not a hyperlink, simply click the refresh button on your browser to update the **Report Queue**. Click the hyperlink for the desired report.

A window similar to the following is displayed:



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

Notes:

- 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.

6 Alert Management

Alerts

This section explains how to view available alerts, create a standard alert and submit it to the WI PDMP staff for review, and check the status of a submitted alert.

View New Alerts

When new alerts are available in your Alert Queue, you will be notified by a message similar to the following on your RxSentry home page:

Wisconsin Practitioners' Query Site

NEW ALERTS FOR YOUR REVIEW

Concerning Patient Prescription History: 0

Lost Prescription Pad: 2

Suspected Unauthorized Prescribing: 0

To View the alerts, go to [Alert Queue](#)

Query Creation Tip

Make your query as general as possible and then drill down to more specific information once you have identified the person for whom you are looking. For example, you could enter the last name of the individual, the first letter of the first name, and a birth date, and then click Next. When the preliminary results are displayed on the screen, you can highlight the person that you want to query and then click Submit to submit the query for processing.

If you enter a specific birth date for an individual and the query results are blank, click the Within field just below the Date of Birth field and resubmit the query with a wider date range, for example, within two years of birth date, to create a query with broader search criteria.

Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink when the report is ready for viewing.

If an alert notification message is displayed on your RxSentry home page, perform the following steps to view new alerts:

- 1 Click the **Alert Queue** link located in the "New Alerts for Your Review" section of this window.

A window similar to the following is displayed:

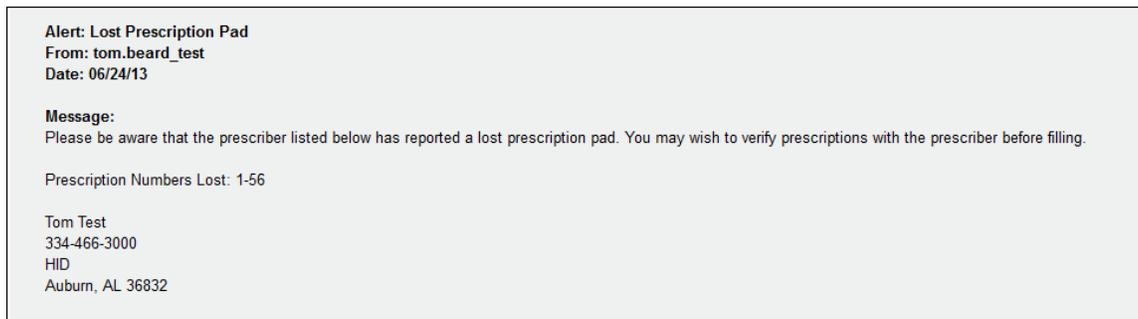
Alert Time Frame: 04/26/2013 - 06/25/2013

Search by Alert Text:

All	Denied	Approved/Sent	Unprocessed	
Sequence Number	Date Requested	Alert Status	User	Alert Description or Denial Reason
265	06/24/13	NEW	tom.beard_test	Message: Lost Prescription Pad Recipients: ALL USERS
263	06/24/13	NEW	tom.beard_test	Message: Lost Prescription Pad Recipients: ALL USERS

- 2 New alerts display "New" in the Alert Status column. Click the hyperlink in the **Sequence Number** column to view the new alert(s).

The alert message is displayed similar to the following:



Create Alert

This function allows you to create a standard alert not associated with a query or a specific patient. These alerts are used to notify other practitioners and/or pharmacists of events such as a lost prescription pad or suspected unauthorized prescribing.

Note: All alerts must be reviewed and approved by WI PDMP staff before they are delivered.

Perform the following steps to create a standard alert:

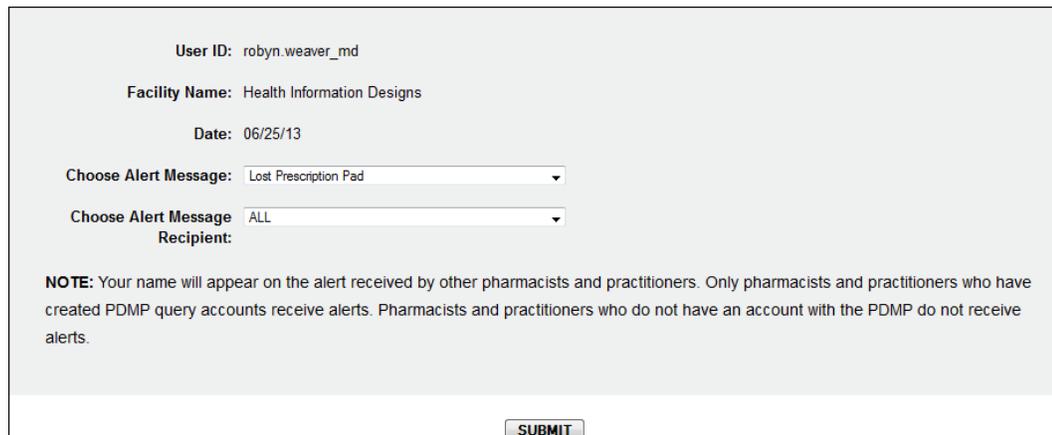
- 1 Login to RxSentry.
- 2 Click **Alert Management**.

A window similar to the following is displayed:



- 3 Click **Create Alert**.

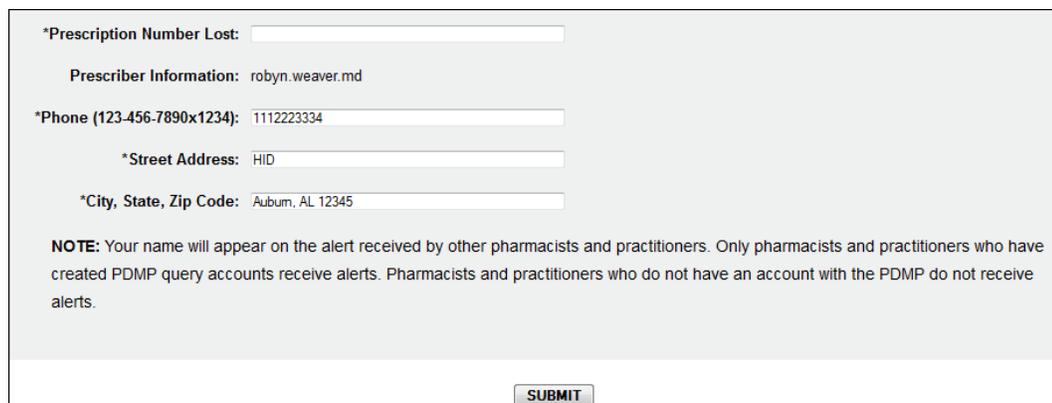
A window similar to the following is displayed:



User ID: robyn.weaver_md
Facility Name: Health Information Designs
Date: 06/25/13
Choose Alert Message: Lost Prescription Pad
Choose Alert Message Recipient: ALL
NOTE: Your name will appear on the alert received by other pharmacists and practitioners. Only pharmacists and practitioners who have created PDMP query accounts receive alerts. Pharmacists and practitioners who do not have an account with the PDMP do not receive alerts.
SUBMIT

- 4 Click the down arrow in the **Choose Alert Message** field, and select one of the following alert messages:
 - Lost Prescription Pad
 - Suspected Unauthorized Prescribing
- 5 Click the down arrow in the **Choose Alert Message Recipient** field, and select one of the following user groups:
 - All – includes all practitioners and pharmacists who have an RxSentry account
 - Practitioner Users – includes only practitioners who have an RxSentry account
 - Pharmacist Users – includes only pharmacists who have an RxSentry account
- 6 Click **Submit**.

A window similar to the following is displayed:



*Prescription Number Lost:
Prescriber Information: robyn.weaver.md
*Phone (123-456-7890x1234): 1112223334
*Street Address: HID
*City, State, Zip Code: Auburn, AL 12345
NOTE: Your name will appear on the alert received by other pharmacists and practitioners. Only pharmacists and practitioners who have created PDMP query accounts receive alerts. Pharmacists and practitioners who do not have an account with the PDMP do not receive alerts.
SUBMIT

- 7 Complete the information on this window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Prescription Number Lost Note: This field only displays if you selected Lost Prescription Pad as the alert message in step 4.	(Required) Type the prescription number(s) for the missing prescription pad.
Prescriber Information	This field is auto-populated with your RxSentry user name.
Phone	(Required) If you provided a phone number when you created your account, this field is auto-populated with the phone number associated with your RxSentry user name. If you did not provide a phone number when you created your account, or if the existing phone number is not accurate, enter your phone number using the format <i>111-222-3333x1234</i> .
Street Address	(Required) If you provided a street address when you created your account, this field is auto-populated with the street address associated with your RxSentry user name. If you did not provide a street address when you created your account, or if the existing street address is not accurate, enter your street address.
City, State, Zip Code	(Required) If you provided a city, state, and ZIP code when you created your account, this field is auto-populated with the city, state, and ZIP code associated with your RxSentry user name. If you did not provide a city, state, and ZIP code when you created your account, or if the existing city, state, and ZIP code are not accurate, enter your city, state, and ZIP code.

- 8 Once all required information has been entered, click **Submit**.

A window similar to the following is displayed:

Please review the alert in the box below.
 Click **SUBMIT** to send the alert or **Previous** to make modifications.

Alert: Lost Prescription Pad
From: robyn.weaver_md
Date: 06/25/13

Message:
 Please be aware that the prescriber listed below has reported a lost prescription pad. You may wish to verify prescriptions with the prescriber before filling.

Prescription Numbers Lost: 12345

robyn.weaver.md
 123-456-7890
 HID
 Auburn, AL 12345

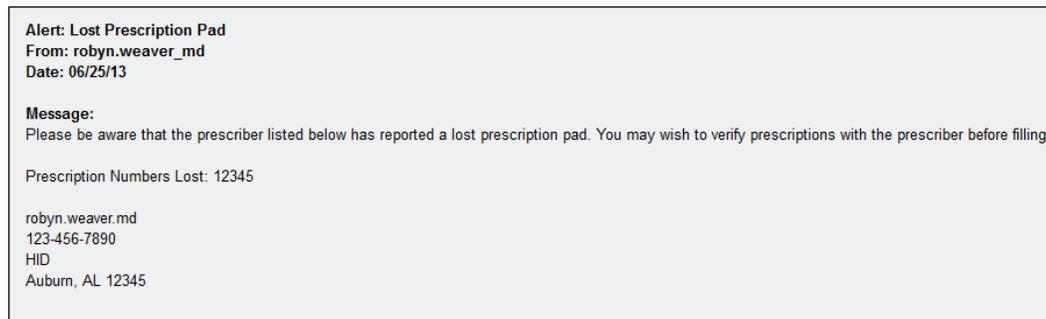
- 9 Review the information displayed on this window.

If all information is correct, click **Submit**.

Or

If any information is incorrect, click **Previous** to return the previous window and correct the erroneous information.

Once you click **Submit**, a window similar to the following is displayed:



The alert is submitted to the WI PDMP staff for review, and the submitted alert is displayed in your Alert Queue with a status of "Unprocessed." Continue to the [Alert Queue](#) topic in this document for more information.

Alert Queue

The Alert Queue allows you to check the status of a submitted alert and view available alerts.

Perform the following steps to view your alerts:

- 1 Login to RxSentry.
- 2 Click **Alert Management**. A window similar to the following is displayed:



- 3 Click **Alert Queue**.

A window similar to the following is displayed:

Alert Time Frame: 04/26/2013 - 06/25/2013 <input type="button" value="Submit"/>		Search by Alert Text: <input type="text"/> <input type="button" value="Go"/>		
All		Denied	Approved/Sent	Unprocessed
Sequence Number	Date Requested	Alert Status	User	Alert Description or Denial Reason
308	06/25/13	UNPROCESSED	robyn.weaver_md	Message: Suspected Unauthorized Prescribing Recipients: PHARMACIST USERS
307	06/25/13	UNPROCESSED	robyn.weaver_md	Message: Lost Prescription Pad Recipients: PRACTITIONER USERS
265	06/24/13	VIEWED	tom.beard_test	Message: Lost Prescription Pad Recipients: ALL USERS
263	06/24/13	VIEWED	tom.beard_test	Message: Lost Prescription Pad Recipients: ALL USERS

4 From this window, you may perform the following actions:

a) Check the status of a submitted alert. For submitted alerts, the **Alert Status** column displays one of the following alert statuses:

- **Unprocessed** – the alert has been submitted and is awaiting review by WI PDMP staff
- **Approved/Sent** – the alert has been approved and sent to the specified users
- **Denied** – the alert has been denied; you may contact the WI PDMP to determine why your request was denied

Click the hyperlink in the **Sequence Number** column to view the desired alert.

b) View available alerts. Alerts available for viewing appear in your Alert Queue with a status of “New” if you have not viewed the alert or “Viewed” if you have viewed the alert. Click the hyperlink in the **Sequence Number** column to view the desired alert.

c) Filter the alerts using one of the following methods:

- Enter dates in the **Alert Time Frame** fields and then click **Submit** to search for alerts submitted within the specified time frame.
- Enter text in the **Search by Alert Text** field and then click **Go** to search for alerts containing the specified text.
- View alerts by alert status by clicking the desired alert status:
 - All – displays a list of all alerts: approved/sent, denied, and unprocessed
 - Denied – displays a list of alert requests that have been denied by WI PDMP staff
 - Approved/Sent – displays a list of alerts that have been approved by WI PDMP staff and sent to the specified users
 - Unprocessed – displays a list of all alerts that have been submitted to the WI PDMP staff and are awaiting review

7 Assistance and Support

Technical Assistance

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

Contact HID at wipdmp-info@hidinc.com

Or

Call the HID Help Desk at 855-729-8918.

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

Administrative Assistance

If you have any non-technical questions regarding the Wisconsin Prescription Drug Monitoring Program, please contact the PDMP staff at:

E-mail: PDMP@wisconsin.gov

Phone: 608-266-2112

8 Document Information

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Formatting Conventions

The following formatting conventions are used throughout this document.

Format	Used to Designate...
Bold	References to execution buttons, windows, file names, menus, icons, or options
<i>Arial Italic</i>	Text you must type in a field or window, for example, "type <i>Tho</i> to display a list of recipients..."
<u>Blue underlined text</u>	Hyperlinks to other sections of this document or external websites

Table 3 – Text Formats

Version History

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

Publication Date	Version Number	Comments
05/20/2013	1.0	Initial publication
05/30/2013	1.1	Updated publication
06/04/2013	1.2	Updated publication
06/27/2013	1.3	Updated publication
07/23/2013	1.4	Updated publication
10/10/2013	1.5	Updated publication

Table 4 – Document Version History

Change Log

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

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Chapter 2/About the Prescription Drug Monitoring Program	Added language provided by the state regarding monitored prescription drugs
1.2	Global	Updated screen shots
1.3	Chapter 5/Create an Alert from a Query	Updated the process practitioners use to create an alert based on a recipient query
	Chapter 6/Alert Management	Updated the processes practitioners use to view new alerts, create standard alerts, and use the alert queue
1.4	Chapter 4/Activating Delegate Accounts	Updated the procedure for linking a delegate account to a master account
	Chapter 4/Managing Delegate Accounts	Updated the procedure for removing a delegate account from a master account
1.5	Chapter 5/Multiple State Query	Added new topic

Table 5 – Document Change Log