Training Guide for Data Requesters

Office of Substance Abuse and Mental Health Services
Maine Department of Health and Human Services
Prescription Monitoring Program

April 2016

Contents

1 System Overview

About RxSentry and Maine's PMP

The RxSentry interface with Maine's Prescription Monitoring Program (PMP) is a web-based system that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs. Maine's PMP is administered by the Office of Substance Abuse and Mental Health Services (SAMHS), an office of the Department of Health and Human Services.

The system materially assists healthcare professionals authorized to prescribe and dispense controlled substances and state officials in the prevention of misuse, abuse, and diversion of controlled substance prescription medication. It also provides prescribers with information about prescriptions attributed to them.

The use of data collected through RxSentry allows for prevention, detection, and early intervention against prescription drug abuse. A secondary use of the data allows prevention of diversion, and investigation and enforcement of existing laws governing the use of controlled substances.

This state-of-the-art system serves as a valuable tool in the effort to protect the health and welfare of our citizens by reducing the abuse of prescription drugs. More information about Maine's Prescription Monitoring Program can be found at www.maine.gov/pmp and www.hidesigns.com/mainepmp.

Note: For the purposes of this document, the RxSentry Prescription Monitoring Program is referred to as RxSentry.

RxSentry Update

In May 2014, the RxSentry system underwent an extensive update designed to improve the user experience. The new user interface is more intuitive and visually pleasing, and also provides some new functionality.

Here are the most significant new features:

- Retrieve User Name – this function allows you to retrieve a forgotten user name.
- Retrieve Password – this function allows you to retrieve a forgotten password.
- Query Tab – this tab provides direct links to every query you are allowed to access.
- Report Queue Tab – this tab (previously the View Query Status link) allows you to view all of your available reports quickly.
- User Management Tab – this tab allows you to update your user profile information and change your password, as needed.
- Help Tab – this tab provides resources that may answer any questions you have about using RxSentry, such as creating a query. These resources include online help and an electronic version of the *Training Guide for Data Requesters*.

- Quick Links Tab – this tab provides links to websites that you may frequently access, such as the Maine Office of Substance Abuse and Mental Health Services website.

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

If you are looking for…	**It is now called…**
Practitioner/Pharmacist Query	The Practitioner/Pharmacist Query function and the corresponding topic in this guide are now called Recipient Query.
Search History Query	The Search Query function and the corresponding topic in this guide are now called Prescriber History Query.
Prescriber History Query	The Prescriber History Query function and the corresponding topic in this guide are now called Prescriber DEA Query.
View Query Status	The View Query Status function and the corresponding topic in this guide are now called Report Queue.

Table 1 – New/changed topics

2 Accessing RxSentry

About This Chapter

This chapter contains the steps existing and new users must follow to access or request access to RxSentry, log in to the system, and retrieve a forgotten user name or password.

Request Access to RxSentry

Accessibility

Although RxSentry is accessible to screen readers, it may be beneficial for visually impaired users to receive training from a user who is already familiar with RxSentry.

Master Account Holders

Note: You only need to perform the steps in this section the first time you log in to RxSentry on or after October 31, 2015. After you have completed the initial account setup process, you will log in using the instructions provided in the Log In to RxSentry topic in this document.

Important Information

Effective October 31, 2015, the ME PMP is upgrading to online registration. Prescribers will be automatically registered, and the current paper application process will be eliminated. The ME PMP has provided HID with the names and credentials of individual practitioners and pharmacists to be registered with HID for an RxSentry user account.

The following table lists the license types that will be registered automatically.

Notes:

- Any license type not listed in this table, other than a pharmacist, is considered a delegate. If you are a delegate, refer to the Delegate Account Holders topic in this document.
- It is the responsibility of the master account holder to link their delegates upon notification that a delegate account has been approved. See the Linking Delegate Accounts topic in this document for more information.

Category	License Type
376 - Medicine	CP - CAMP DOCTOR EC - EDUCATIONAL CERTIFICATE EL - EMERGENCY LICENSE MD - MEDICAL DOCTOR MDV - MEDICAL DOCTOR VOLUNTEER PA - PHYSICIAN ASSISTANT TD - TEMPORARY DOCTOR

Category	License Type
383 – Osteopathic Medicine	CPO - CAMP DOCTOR DO - DOCTOR OF OSTEOPATHIC MEDICINE LT - LOCUM TENENS PAO - PHYSICIAN ASSISTANT TP - TEMPORARY EDUCATIONAL PERMIT VI - VISITING INSTRUCTOR
384 – Dental	CHN - CHARITABLE DENTIST LICENSE DEN - DENTIST FDN - FACULTY DENTIST LICENSE RES - DENTIST RESIDENT TCE - TEMPORARY DENTAL PERMIT CLINICAL TDN - TEMPORARY DENTAL PERMIT TLD - TEMPORARY DENTIST LICENSE TSP - TEMPORARY DENTAL PERMIT SPECIALIST
1310 – Nursing	CNM - APRN-CNM CNP - APRN-CNP
4400 – Podiatry	POD - PODIATRIST

Table 2 – Automatically Registered License Types

Once you have been registered for an RxSentry account, 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.

The first time you log in to the system, you will be required to complete the registration process by changing your temporary password, updating your user profile, and establishing your security question, which will be used in the event you need to reset your password in the future.

Notes:

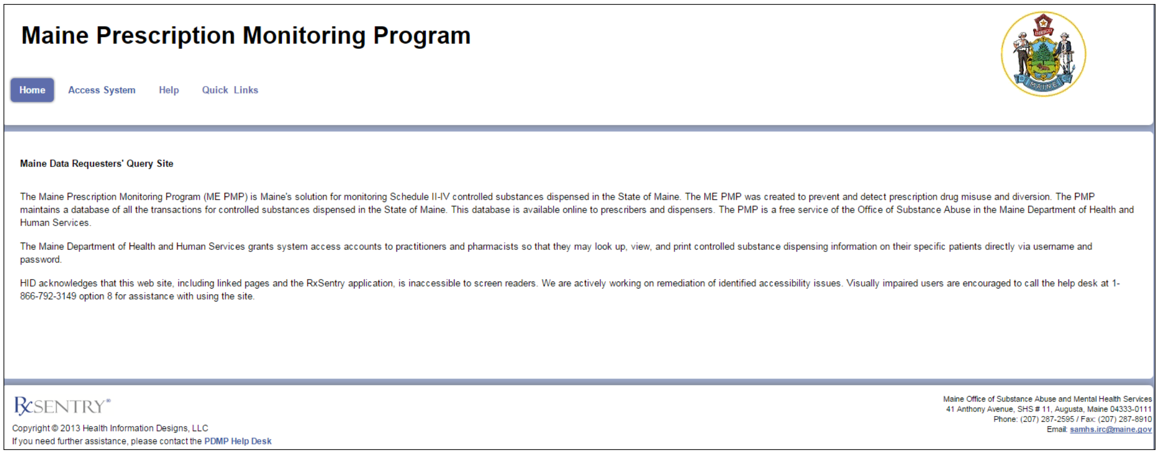
- You are required to register for an RxSentry account. You will not be considered "registered" until you have completed the entire registration process.
- If you feel that you should have been registered for an account, but have not received the registration e-mails containing a user name and temporary password, please contact the HID help desk by e-mail at mepmp-info@hidesigns.com or by phone at 1-866-792-3149.

Account Setup

Once you have received your user name and temporary password, perform the following steps to complete your registration:

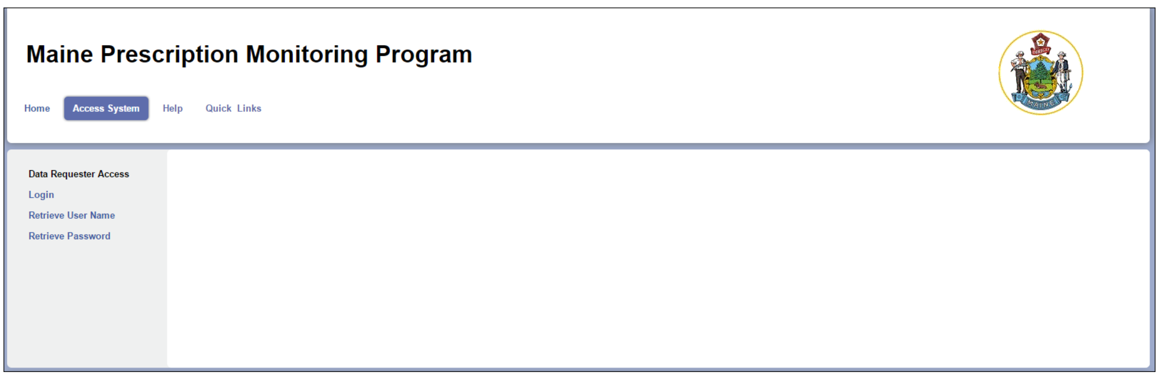
1. Open an Internet browser window and navigate to the following URL: http://www.hidesigns.com/mainepmp.
2. Click the **RxSentry Data Requester Site** link located on the left menu.

A window similar to the following is displayed:



3. Click **Access System**.

   A window similar to the following is displayed:



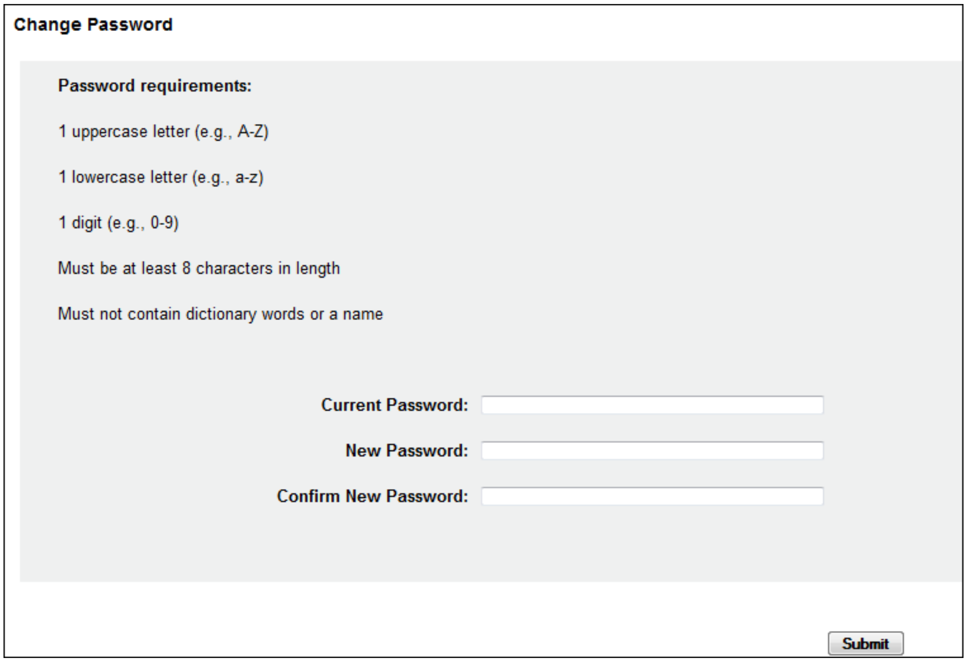
4. Click **Login**.

   A login window is displayed.

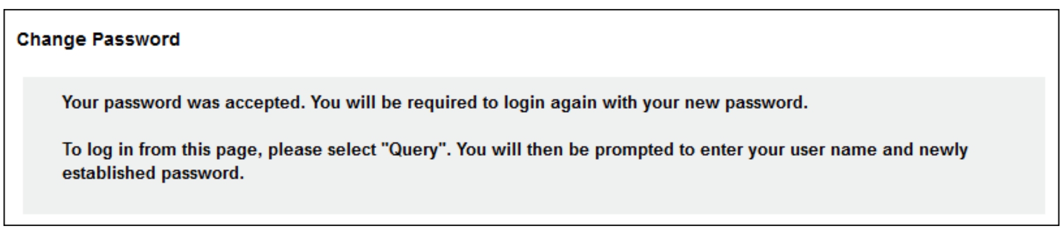
5. Type your user name in the **User Name** field.
6. Type your temporary password in the **Password** field.
7. Click **OK**.

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

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



8. Type your temporary password in the **Current Password** field.
9. Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.
10. Type your new password again in the **Confirm New Password** field.
11. Click **Submit**. A message displays indicating that your password was accepted and that you are required to log in using your new password:



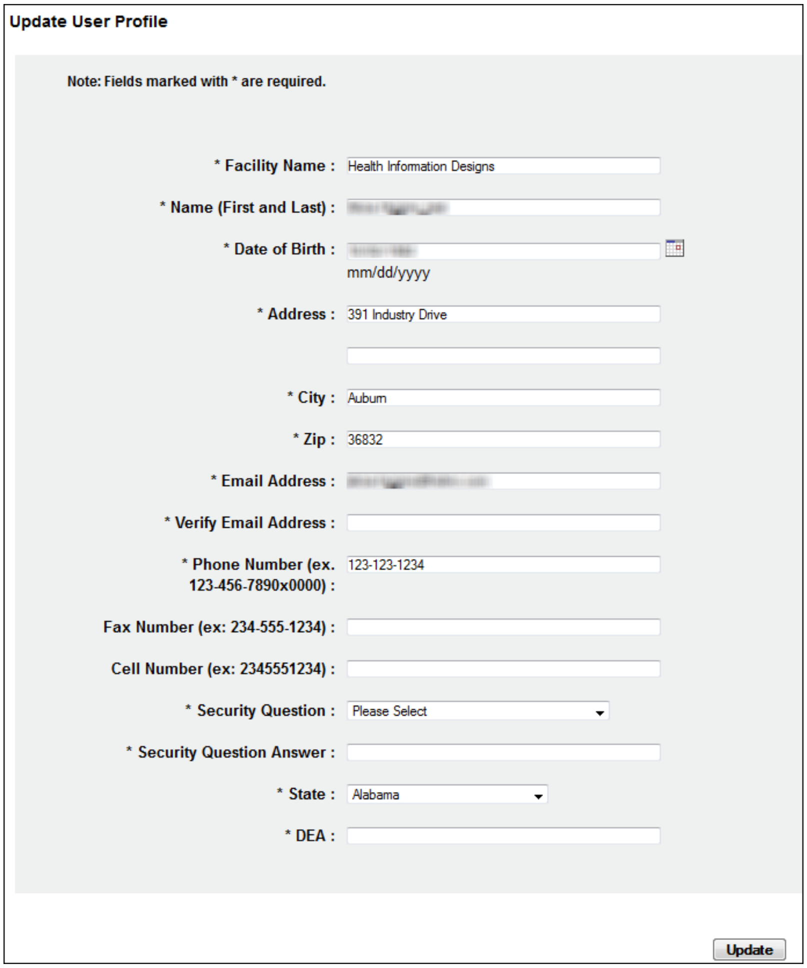
12. Click any function, such as **Query**.

    A login window is displayed.

13. Log in using your new password by entering your user name in the **User Name** field, entering your new password in the **Password** field, and then clicking **OK**.

Note: At this point you will be required to update your user profile. **Your registration will not be considered complete until you provide the required user information.**

The Update User Profile window is displayed:



14. Update your user profile, noting that required fields are marked with an asterisk (*).
15. Click **Update**. A message is displayed confirming that your information has been updated. Once the confirmation message is displayed, the registration process is complete and you may use the ME PMP query site.

Delegate Account Holders

Notes: You only need to perform the steps in this section once. After you have completed the initial account setup process, you will log in using the instructions provided in the Log In to RxSentry topic in this document.

Important Information

Effective October 31, 2015, the ME PMP is upgrading to online registration, and the current paper application process will be eliminated. Some prescribers, listed in the previous Master Account Holders section, will be automatically registered. If your license type is not included in that list, you are considered a delegate.

Delegates will now submit their applications using the online registration form. It is the delegate account holder's responsibility to notify the master account holder (supervisor) once they have been approved for an RxSentry account.

Delegates can only access the accounts of master account holders to whom they are linked. It is the master account holder's responsibility to activate delegate accounts and associate them with the master account. The delegate account function is only available to master account holders (i.e., a delegate cannot link themselves to a master account.) Any delegate who is not linked to a master account will be deactivated.

Account Setup

Setting up your delegate account involves two processes:

1. Complete the online account registration form.
2. Once your account is approved, complete the initial login process and change your temporary password.

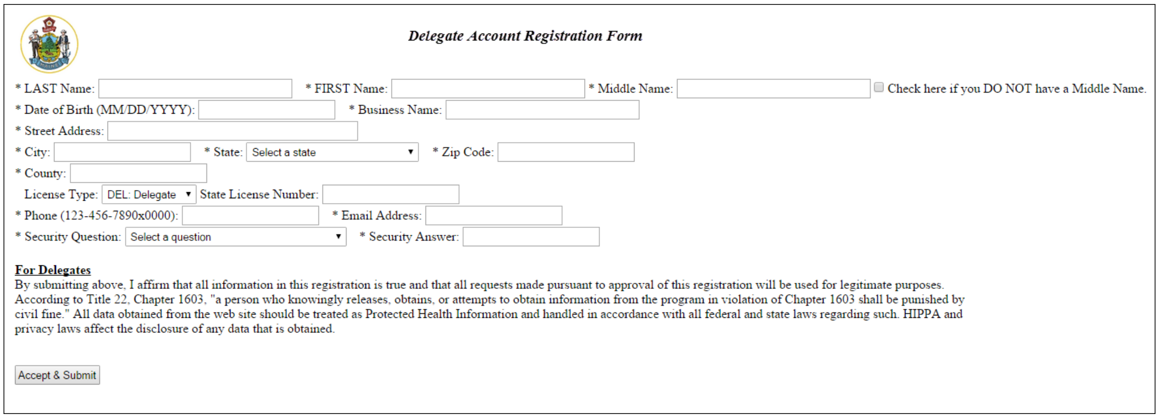
Complete the Online Account Registration Form

Perform the following steps to request a delegate account:

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

   A login window is displayed.
2. Type *newacct* in the **User Name** field.
3. Type *welcome* in the **Password** field.
4. Click **OK**.

   The Delegate Account Registration Form is displayed as shown on the following page.



Delegate Account Registration Form

* LAST Name: * FIRST Name: * Middle Name: Check here if you DO NOT have a Middle Name.
* Date of Birth (MM/DD/YYYY): * Business Name:
* Street Address:
* City: * State: Select a state * Zip Code:
* County:
License Type: DEL: Delegate State License Number:
* Phone (123-456-7890x0000): * Email Address:
* Security Question: Select a question * Security Answer:

For Delegates
By submitting above, I affirm that all information in this registration is true and that all requests made pursuant to approval of this registration will be used for legitimate purposes. According to Title 22, Chapter 1603, "a person who knowingly releases, obtains, or attempts to obtain information from the program in violation of Chapter 1603 shall be punished by civil fine." All data obtained from the web site should be treated as Protected Health Information and handled in accordance with all federal and state laws regarding such. HIPPA and privacy laws affect the disclosure of any data that is obtained.

Accept & Submit

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

   Note: You will select **DEL: Delegate** in the **License Type** field.

6. Once you have completed all required fields, click **Accept & Submit**.

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

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

   The ME PMP staff will review your application and verify the information. You may be contacted if additional information is required.

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

   If you are denied access to the system, you will be notified by e-mail.

   Note: If you are approved for a delegate account, you will be able to log in to RxSentry; however, you will not be able to query the database until your master account holder has linked your account. ***It is your responsibility to notify your master account holder when you have been approved for a delegate account.***

Complete the Initial Login Process

Note: After you have completed the initial account setup process, you will log in using the instructions provided in the Log In to RxSentry topic in this document.

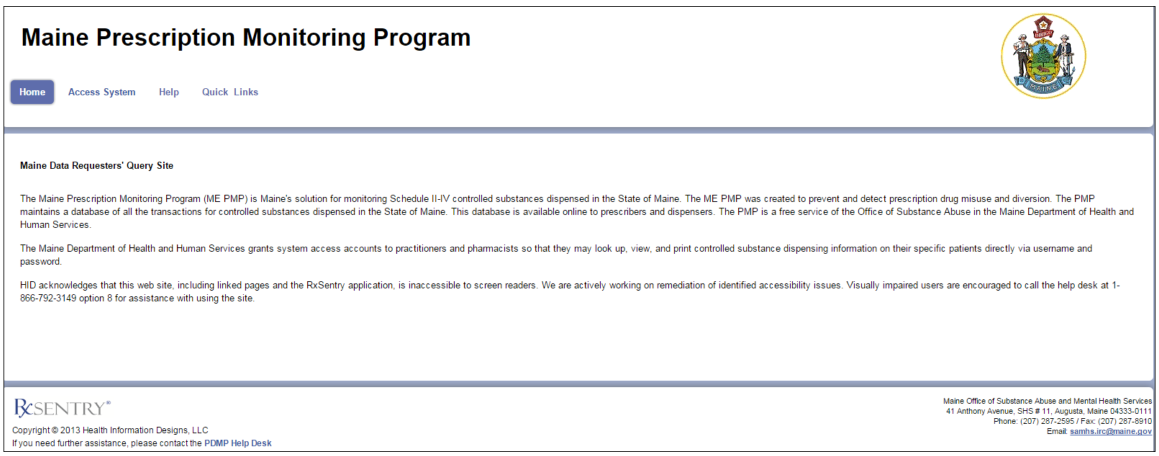
Once you have been approved for a delegate account, you will be notified via two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and the steps to follow to log in to the system. **The first time you log in to the system, you will be required to complete the registration process by changing your temporary password.**

Note: ***It is your responsibility to notify your master account holder when you have been approved for a delegate account***. If you have been approved for an account, you will be able to log in to RxSentry; however, you will not be able to query the database until you have been linked to a master account.

Once you have received your user name and temporary password, perform the following steps to complete your registration:

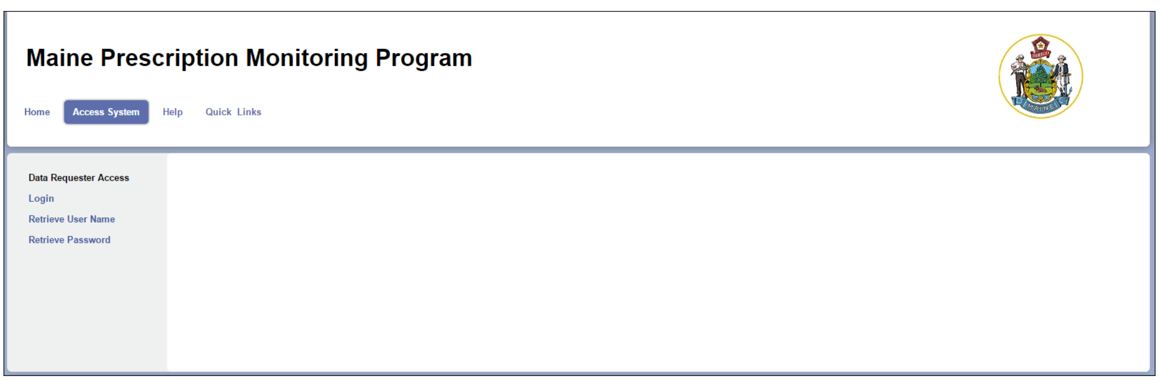
1. Open an Internet browser window and navigate to the following URL: http://www.hidesigns.com/mainepmp.
2. Click the **RxSentry Data Requester Site** link located on the left menu.

   A window similar to the following is displayed:



3. Click **Access System**.

   A window similar to the following is displayed:



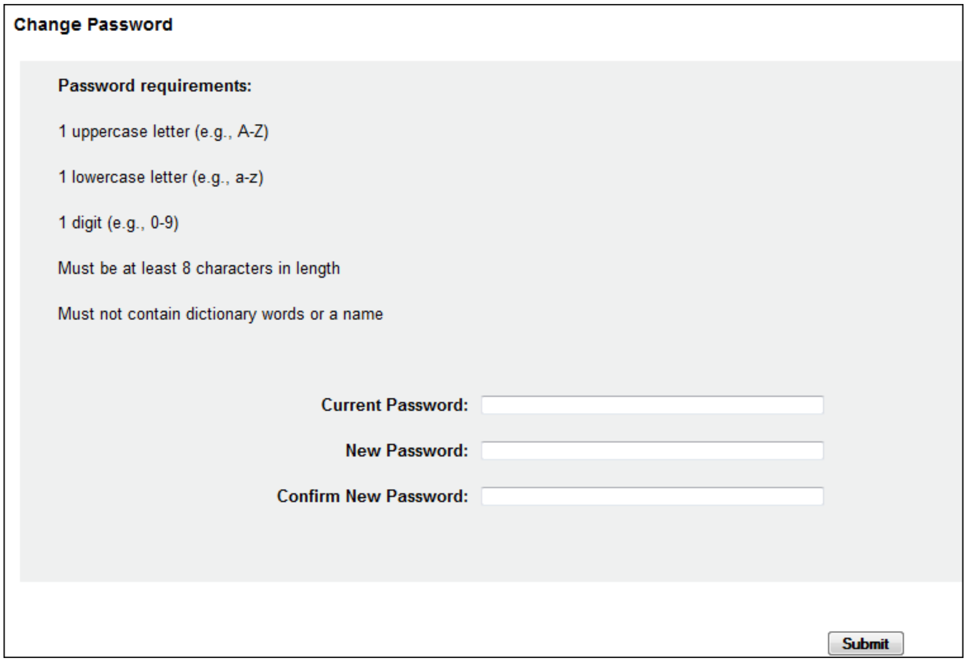
4. Click **Login**.

   A login window is displayed.

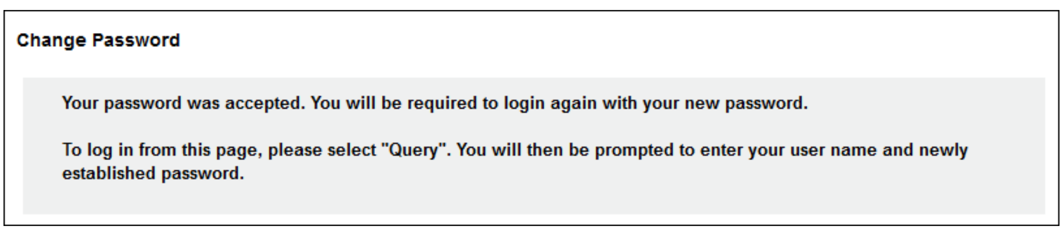
5. Type your user name in the **User Name** field.
6. Type your temporary password in the **Password** field.
7. Click **OK**.

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

A window similar to the following is displayed:



8. Type your temporary password in the **Current Password** field.
9. Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.
10. Type your new password again in the **Confirm New Password** field.
11. Click **Submit**. A message displays indicating that your password was accepted and that you are required to log in using your new password:



12. Click any function, such as **Query**.

    A login window is displayed.

13. Log in using your new password by entering your user name in the **User Name** field, entering your new password in the **Password** field, and then clicking **OK**.

    Once you have logged in using your new password, you may use the ME PMP query site.

Log In to RxSentry

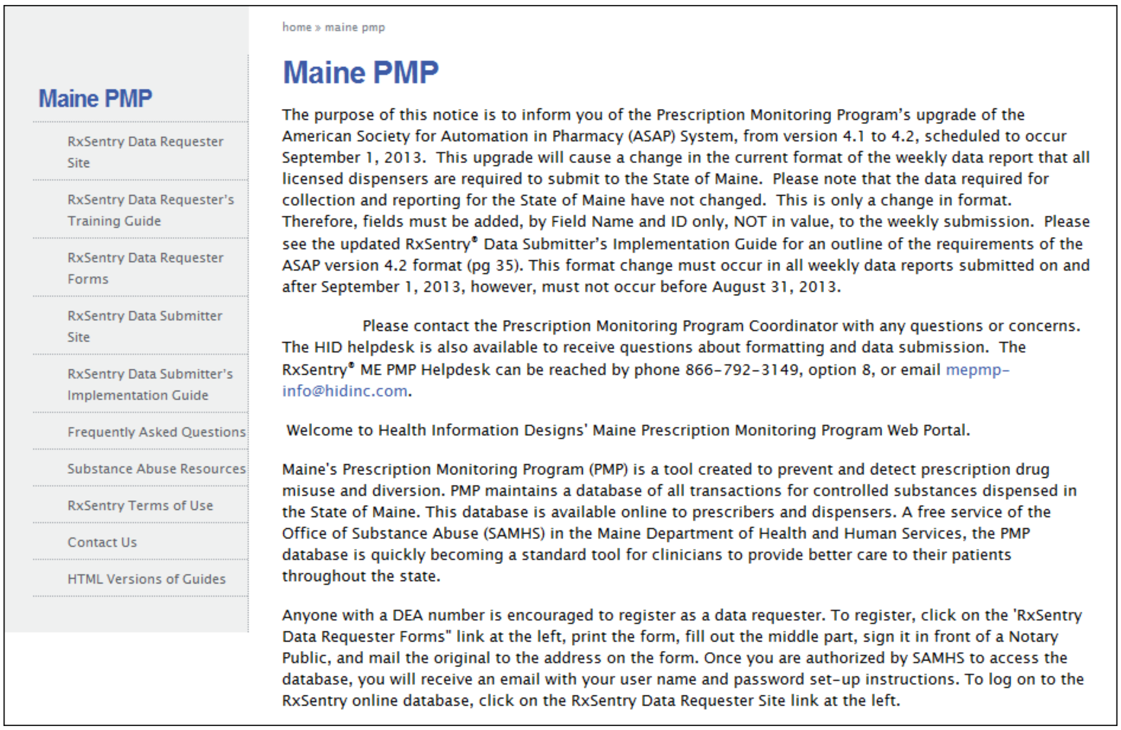
Perform the following steps to log in to RxSentry.

Note: If you have forgotten your user name or password, please refer to the following topics:

- Retrieve User Name
- Retrieve Password

1. Open an Internet browser window, type www.hidesigns.com/mainepmp in the address bar, and then press **[Enter]**.

   A window similar to the following is displayed:



home » maine pmp

Maine PMP

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- RxSentry Data Requester's Training Guide
- RxSentry Data Requester Forms
- RxSentry Data Submitter Site
- RxSentry Data Submitter's Implementation Guide
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- Contact Us
- HTML Versions of Guides

Maine PMP

The purpose of this notice is to inform you of the Prescription Monitoring Program's upgrade of the American Society for Automation in Pharmacy (ASAP) System, from version 4.1 to 4.2, scheduled to occur September 1, 2013. This upgrade will cause a change in the current format of the weekly data report that all licensed dispensers are required to submit to the State of Maine. Please note that the data required for collection and reporting for the State of Maine have not changed. This is only a change in format. Therefore, fields must be added, by Field Name and ID only, NOT in value, to the weekly submission. Please see the updated RxSentry® Data Submitter's Implementation Guide for an outline of the requirements of the ASAP version 4.2 format (pg 35). This format change must occur in all weekly data reports submitted on and after September 1, 2013, however, must not occur before August 31, 2013.

Please contact the Prescription Monitoring Program Coordinator with any questions or concerns. The HID helpdesk is also available to receive questions about formatting and data submission. The RxSentry® ME PMP Helpdesk can be reached by phone 866-792-3149, option 8, or email mepmp-info@hidinc.com.

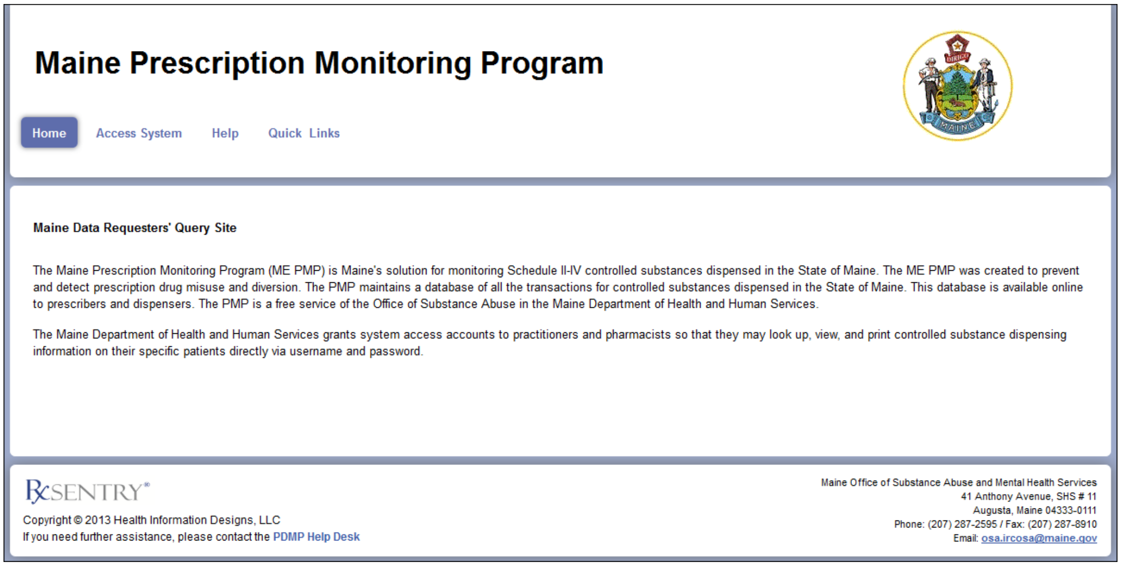
Welcome to Health Information Designs' Maine Prescription Monitoring Program Web Portal.

Maine's Prescription Monitoring Program (PMP) is a tool created to prevent and detect prescription drug misuse and diversion. PMP maintains a database of all transactions for controlled substances dispensed in the State of Maine. This database is available online to prescribers and dispensers. A free service of the Office of Substance Abuse (SAMHS) in the Maine Department of Health and Human Services, the PMP database is quickly becoming a standard tool for clinicians to provide better care to their patients throughout the state.

Anyone with a DEA number is encouraged to register as a data requester. To register, click on the 'RxSentry Data Requester Forms" link at the left, print the form, fill out the middle part, sign it in front of a Notary Public, and mail the original to the address on the form. Once you are authorized by SAMHS to access the database, you will receive an email with your user name and password set-up instructions. To log on to the RxSentry online database, click on the RxSentry Data Requester Site link at the left.

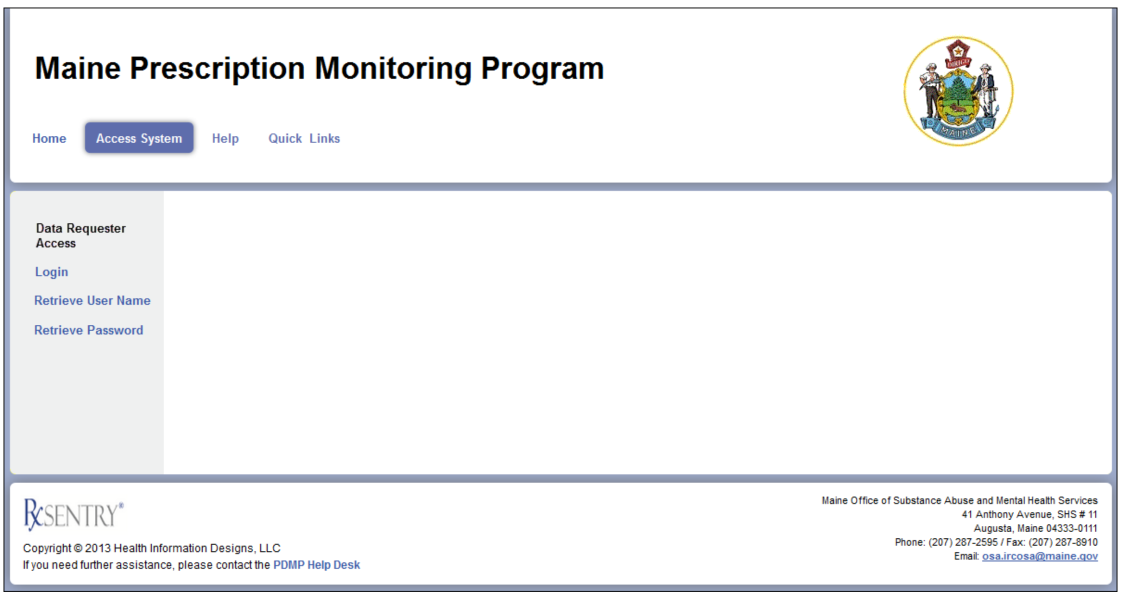
2. Click the **RxSentry Data Requester Site** link on the left side of the page.

   The RxSentry home page is displayed as shown on the following page.



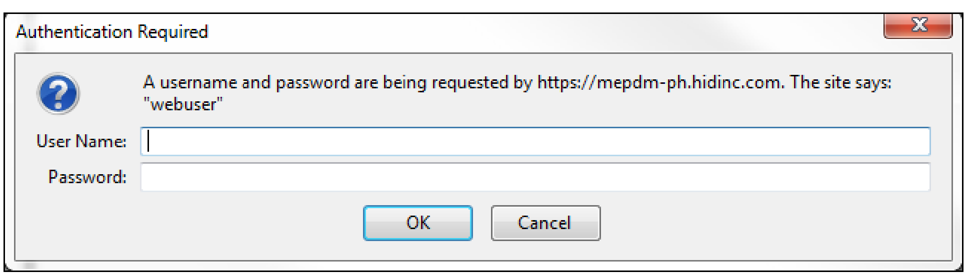
3. Click **Access System**.

   A window similar to the following is displayed:



4. Click **Login**.

   A login window is displayed:



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

6. Type your password in the **Password** field.
7. Click **OK**.

   A window similar to the following is displayed:

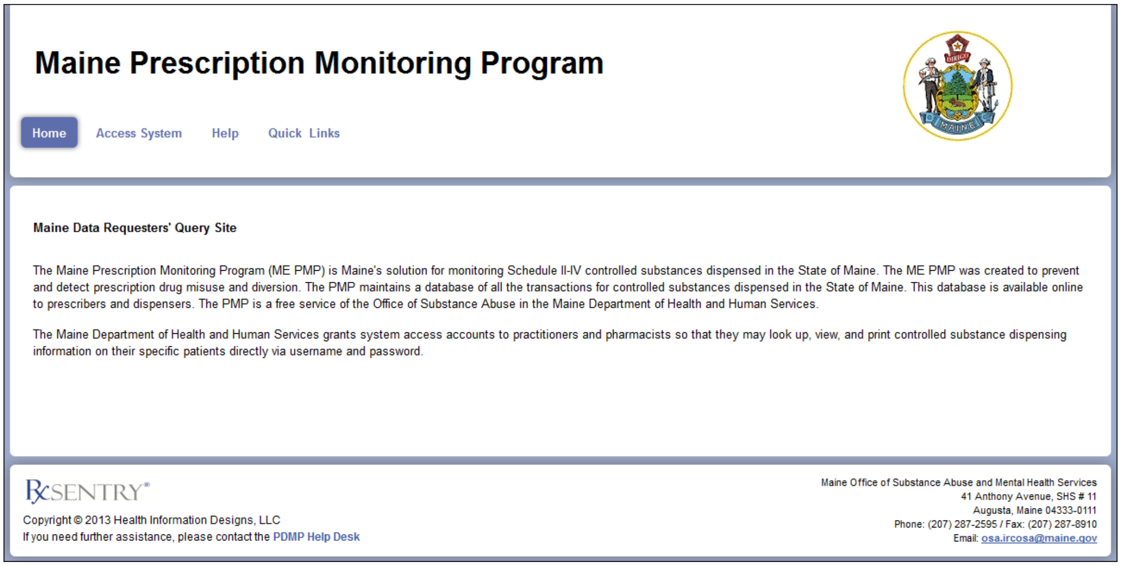
   The main menu, located at the top of the page, contains the RxSentry functions. If available, a sub-menu is displayed on the left side of the window. For example, in the screenshot above, the user clicked **Query** from the main menu, and the **Query** sub-menu was displayed on the left.

Retrieve User Name

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

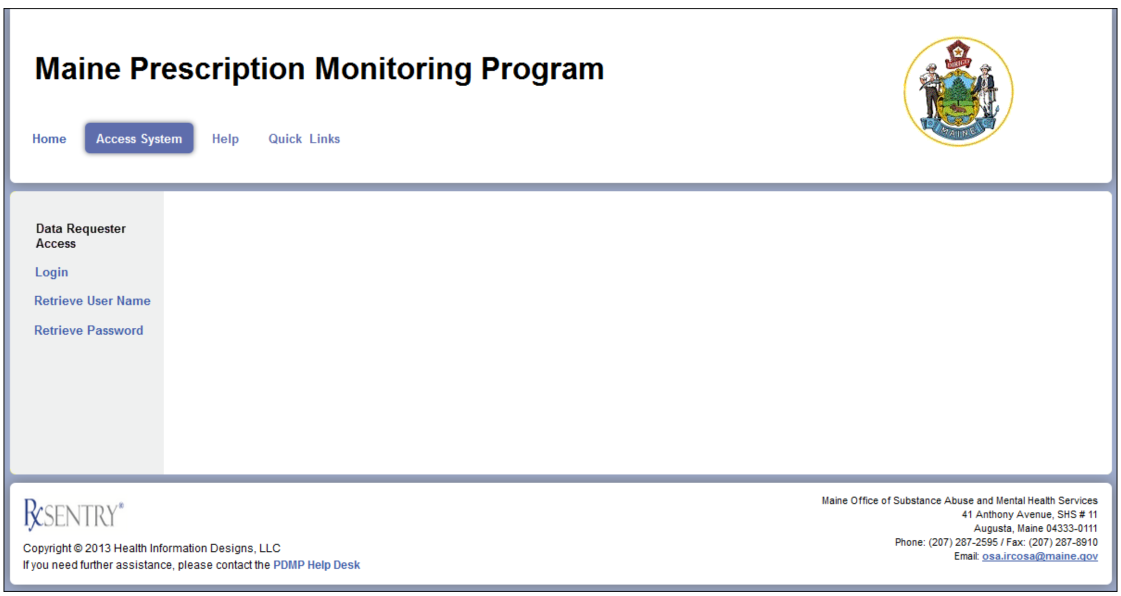
1. Open an Internet browser window, type www.hidesigns.com/mainepmp in the address bar, and then press **[Enter]**.
2. Click the **RxSentry Data Requester Site** link located on the left menu.

   The RxSentry home page is displayed as shown on the following page.



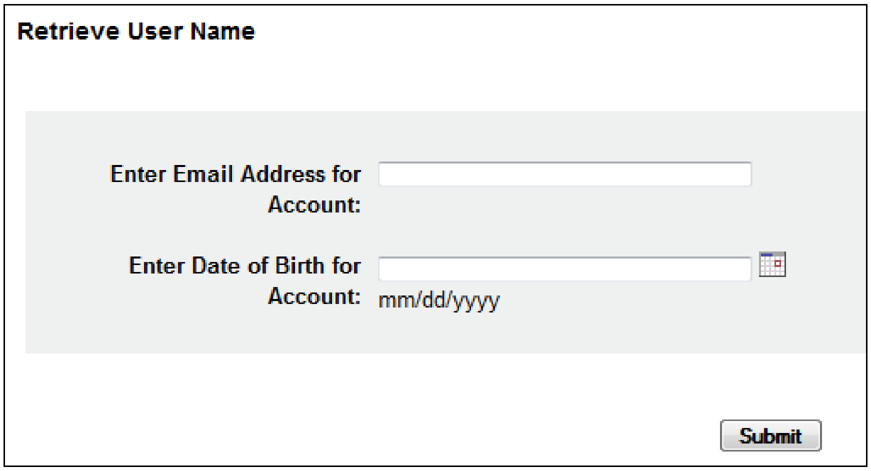
3. Click **Access System**.

   A window similar to the following is displayed:



4. Click **Retrieve User Name**.

A window similar to the following is displayed:



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

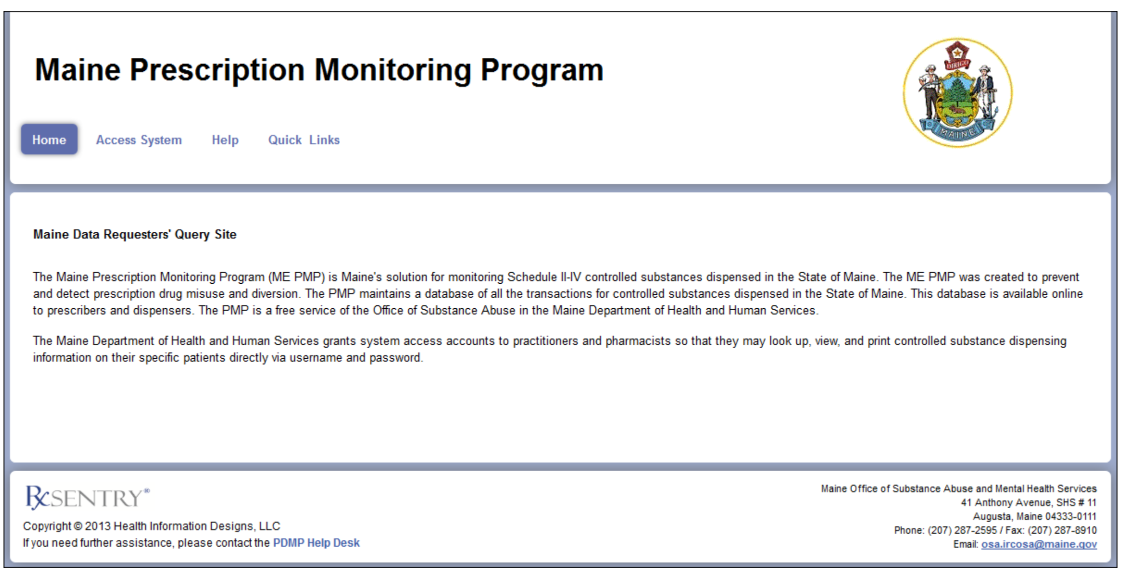
   A message providing your user name is displayed.

Retrieve Password

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

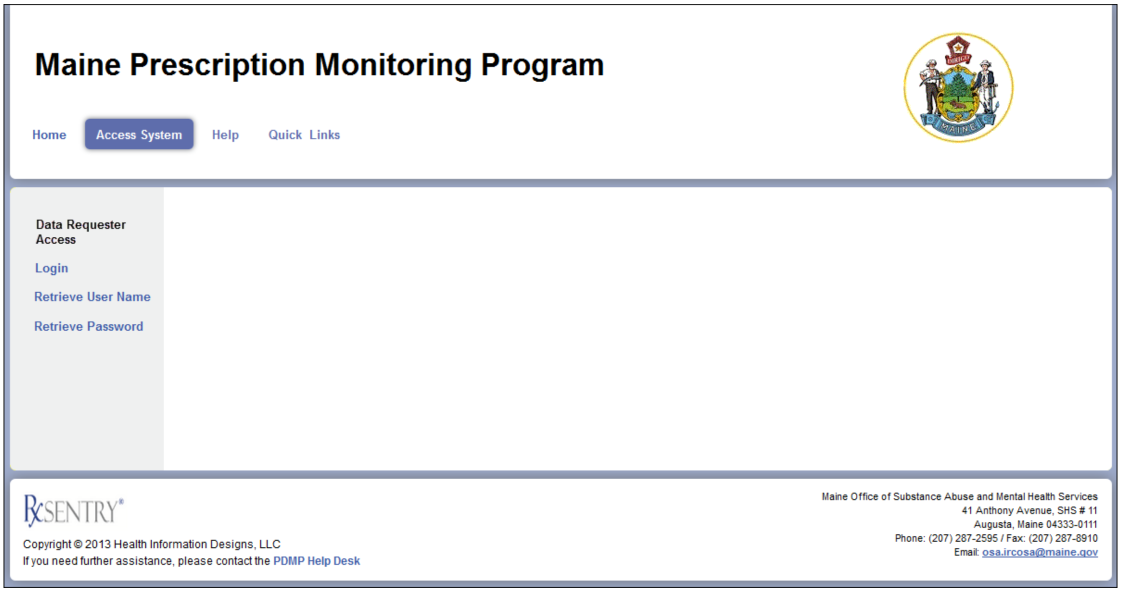
1. Open an Internet browser window, type www.hidesigns.com/mainepmp in the address bar, and then press **[Enter]**.
2. Click the **RxSentry Data Requester Site** link located on the left menu.

   A window similar to the following is displayed:



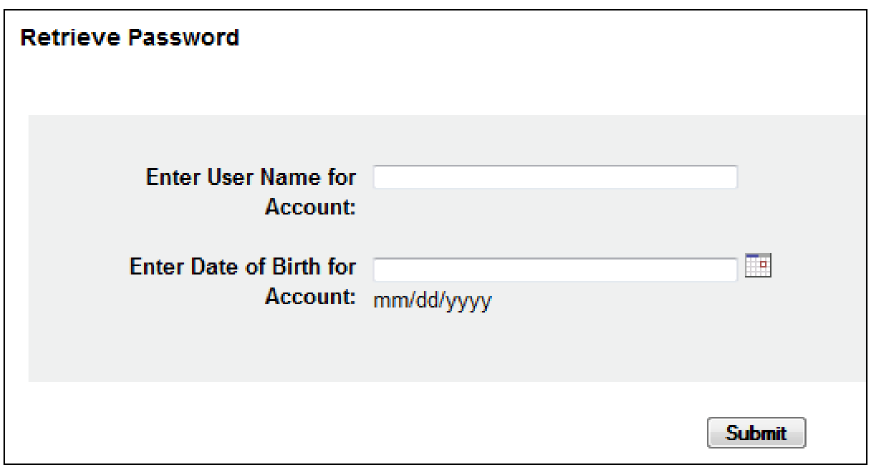
3. Click **Access System**.

   A window similar to the following is displayed:



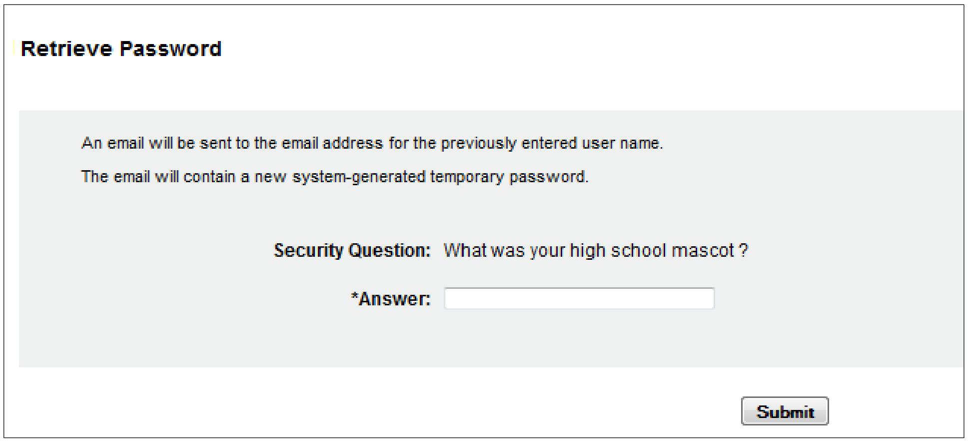
4. Click **Retrieve Password**.

   A window similar to the following is displayed:



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

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



8. Type the answer to your security question in the **Answer** field.
9. Click **Submit**.

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

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

You will receive an e-mail from **mepdmp-info** containing your temporary password.

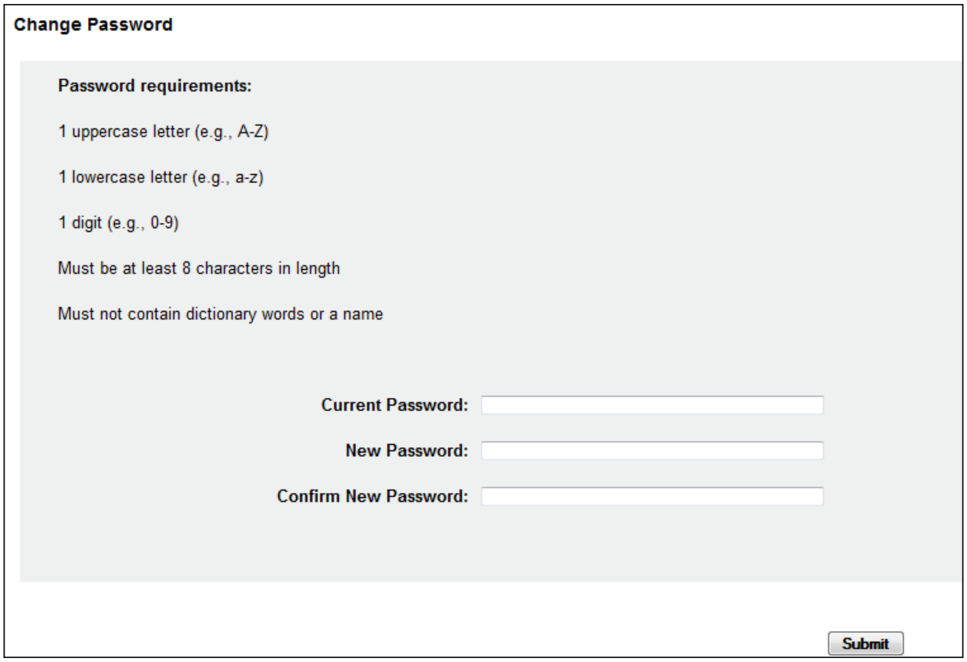
10. Once you have received your temporary password, and you know your user name, click **Login**.

A login window is displayed.

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

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

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



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

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

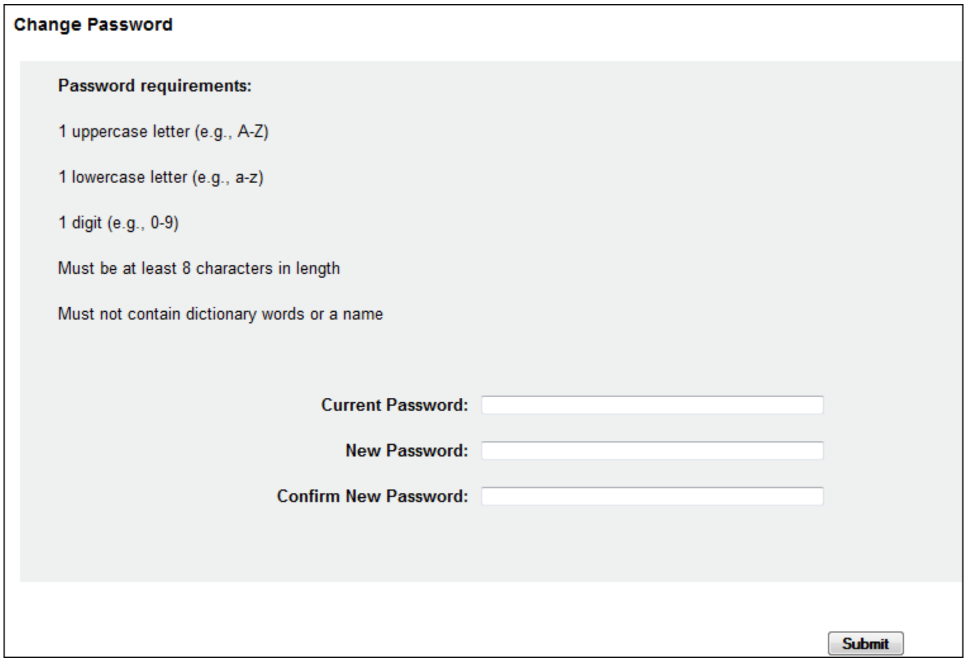
    If the new password is *not* accepted, the message indicates that another password must be selected.
16. Once your password has been accepted, click any function, such as **Query**.

    A login window is displayed.
17. Type your user name in the **User Name** field.
18. Type your new password in the **Password** field.
19. Click **OK**.

    The RxSentry home page is displayed.

Password Expirations

RxSentry passwords expire every 90 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, a window similar to the following will display:



Perform the following steps:

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

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

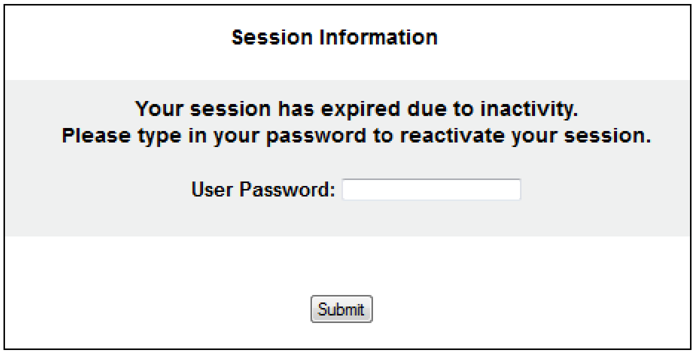
   If the new password is *not* accepted, the message indicates that another password must be selected.
5. Once your password has been accepted, click any function, such as **Query**.

   A login window is displayed.
6. Type your user name in the **User Name** field.
7. Type your new password in the **Password** field.
8. Click **OK**.

   The RxSentry home page is displayed.

Session Timeouts

Session timeouts occur following ten (10) minutes of inactivity in the system, and the following message is displayed:



Perform one of the following actions:

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

Or

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

Log Out of RxSentry

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

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

3 Querying RxSentry

About This Chapter

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

The following types of queries are available:

- Recipient Query – Used by prescriber and dispenser data requesters, and their delegates, to create queries regarding recipient usage of controlled substances
- Prescriber History Query – Used by data requesters to access their search (query) history and the search history of their delegates
- Prescriber DEA Query – Used by prescriber data requesters to access their prescribing history, and by delegate data requesters to access their prescribing history, if applicable to the account
- Multiple State Query – Used by prescriber and dispenser data requesters, and their delegates, to create queries regarding recipient usage of controlled substances in multiple states

Recipient Query

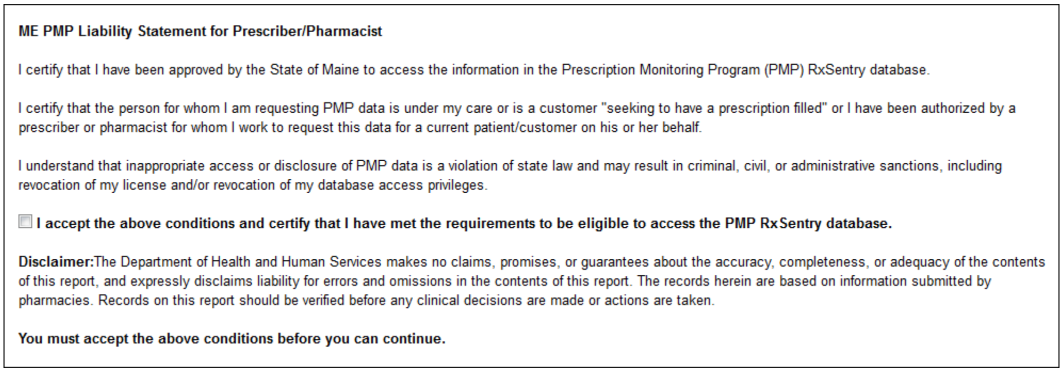
Perform the following steps to create a recipient query:

1. Log in to RxSentry.

   The RxSentry query site is displayed as shown on the following page.

2. Click **Recipient Query**.

A window similar to the following is displayed:



ME PMP Liability Statement for Prescriber/Pharmacist

I certify that I have been approved by the State of Maine to access the information in the Prescription Monitoring Program (PMP) RxSentry database.

I certify that the person for whom I am requesting PMP data is under my care or is a customer "seeking to have a prescription filled" or I have been authorized by a prescriber or pharmacist for whom I work to request this data for a current patient/customer on his or her behalf.

I understand that inappropriate access or disclosure of PMP data is a violation of state law and may result in criminal, civil, or administrative sanctions, including revocation of my license and/or revocation of my database access privileges.

☐ **I accept the above conditions and certify that I have met the requirements to be eligible to access the PMP RxSentry database.**

Disclaimer: The Department of Health and Human Services makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report, and expressly disclaims liability for errors and omissions in the contents of this report. The records herein are based on information submitted by pharmacies. Records on this report should be verified before any clinical decisions are made or actions are taken.

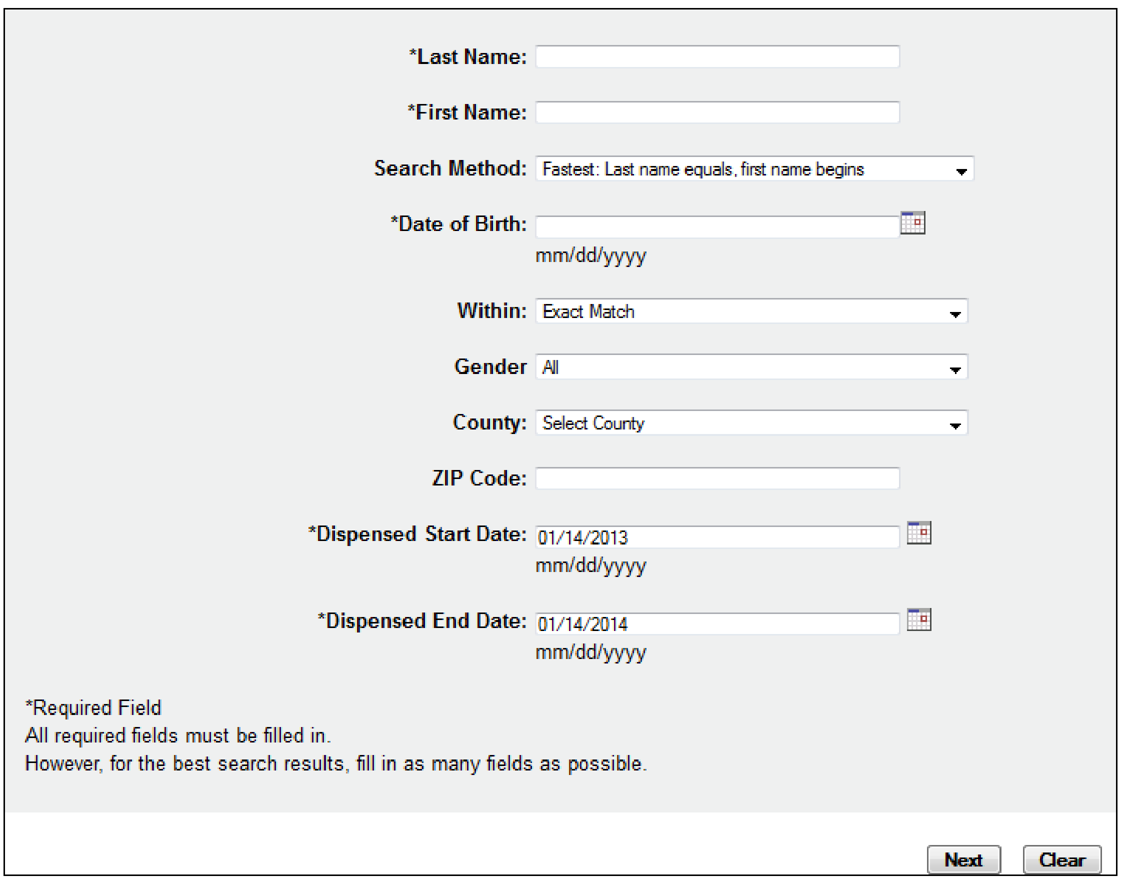
You must accept the above conditions before you can continue.

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

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

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

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



***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:** 01/14/2013
mm/dd/yyyy

***Dispensed End Date:** 01/14/2014
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.

Next **Clear**

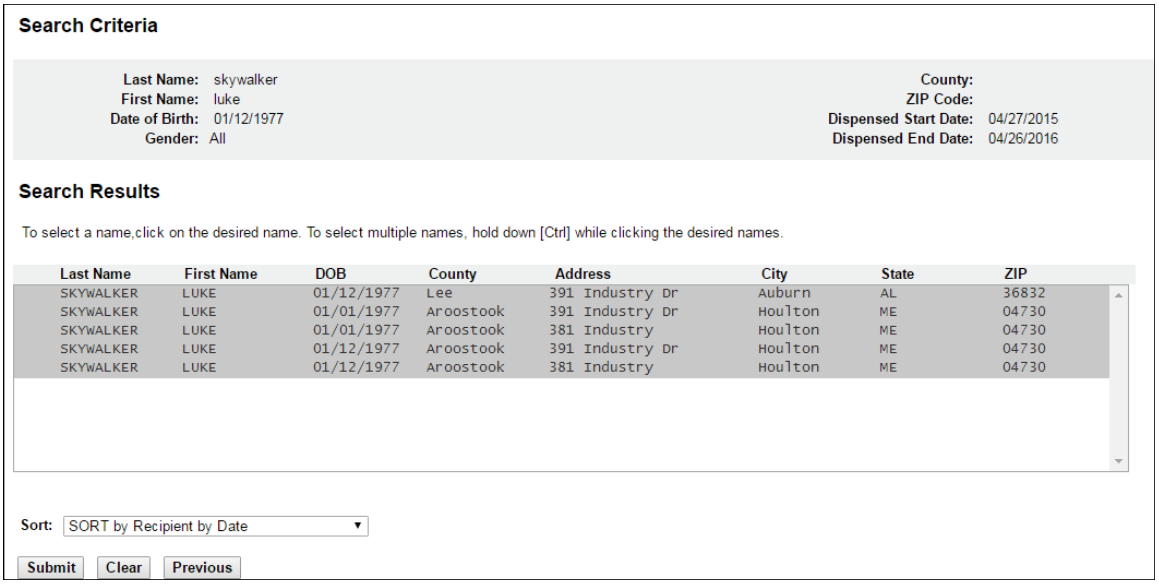
4. Complete the information on this window, using the field descriptions in the following table as a guideline:

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 *Smi* to display a list of recipients containing "Smi" in the first three letters of their last name.
First Name	**(Required)** Type the recipient's first name. You may also search for a specific recipient by using partial text, for example, type *Tho* to display a list of recipients containing "Tho" in the first three letters of their first name.
Search Method	Select one of the following search methods: ▪ **Fastest: Last Name Equals, First Name Begins** – Allows you to search by a recipient's complete last name and partial first name. The more information you can provide, the more specific your search results will be. ▪ **Begins With** – Allows you to search by the first few letters of the recipient's last and first names. ▪ **Sounds Like** – Allows you to search by a name, and the system will find names that sound similar to the one you entered. If you are unsure of the recipient's first and last name, or are unsure of the spelling, use the **Begins With** or **Sounds Like** option.
Date of Birth	**(Required)** Type the recipient's date of birth using the *mm/dd/yyyy* format, or 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 timeframe, for example, *12/01/2013*; Or You may click the calendar icon and select a specific start date from the calendar.
Dispensed End Date	**(Required)** Use this field to enter a specific end date for the dispensing timeframe, for example, *12/31/2013*; Or You may click the calendar icon and select a specific end date from the calendar. **Note**: The **Dispensed End Date** cannot be greater than 14 days ago.

Table 3 – Recipient Query Field Descriptions

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

   Your search results are displayed similar to the following:



Search Criteria

Last Name:	skywalker	County:	
First Name:	luke	ZIP Code:	
Date of Birth:	01/12/1977	Dispensed Start Date:	04/27/2015
Gender:	All	Dispensed End Date:	04/26/2016

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
SKYWALKER	LUKE	01/12/1977	Lee	391 Industry Dr	Auburn	AL	36832
SKYWALKER	LUKE	01/01/1977	Aroostook	391 Industry Dr	Houlton	ME	04730
SKYWALKER	LUKE	01/01/1977	Aroostook	381 Industry	Houlton	ME	04730
SKYWALKER	LUKE	01/12/1977	Aroostook	391 Industry Dr	Houlton	ME	04730
SKYWALKER	LUKE	01/12/1977	Aroostook	381 Industry	Houlton	ME	04730

Sort: SORT by Recipient by Date

Submit Clear Previous

6. 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.

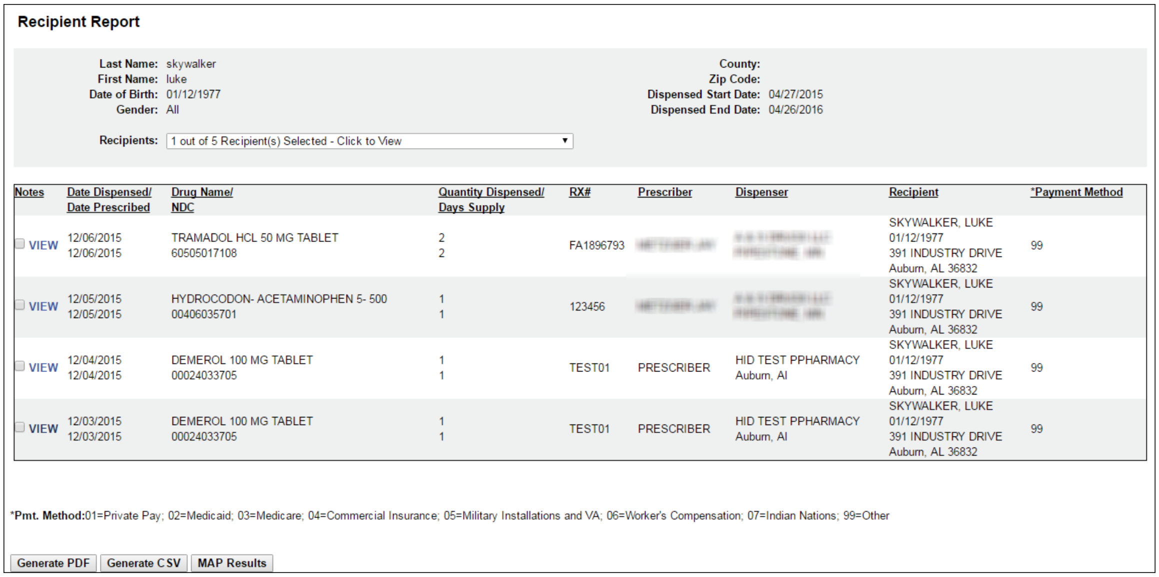
Accessibility Note: By default, all recipients in the **Search Results** section of this window are selected. For keyboard-only users, the default selection of all recipients can be changed when using Internet Explorer® by activating Internet Explorer's multiple-selection mode, which will allow you to select and deselect individual names from the **Recipients** section. To enter multiple-selection mode, hold down the **[Shift]** key and press **[F8]**. Use the up [↑] and down [↓] arrow keys to navigate between selections, and then press the space bar to select.

7. Select one of the following sort options:

   - **By Recipient by Date**: this option sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)
   - **By Date Only**: this option sorts by prescription dispense date (newest to oldest).

8. Click **Submit**.

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



Recipient Report

Last Name: skywalker
First Name: luke
Date of Birth: 01/12/1977
Gender: All
County:
Zip Code:
Dispensed Start Date: 04/27/2015
Dispensed End Date: 04/26/2016

Recipients: 1 out of 5 Recipient(s) Selected - Click to View

Notes	Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient	*Payment Method
VIEW	12/06/2015 12/06/2015	TRAMADOL HCL 50 MG TABLET 60505017108	2 2	FA1896793	[illegible]	[illegible]	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/05/2015 12/05/2015	HYDROCODON- ACETAMINOPHEN 5- 500 00406035701	1 1	123456	[illegible]	[illegible]	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/04/2015 12/04/2015	DEMEROL 100 MG TABLET 00024033705	1 1	TEST01	PRESCRIBER	HID TEST PPHARMACY Auburn, Al	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/03/2015 12/03/2015	DEMEROL 100 MG TABLET 00024033705	1 1	TEST01	PRESCRIBER	HID TEST PPHARMACY Auburn, Al	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99

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

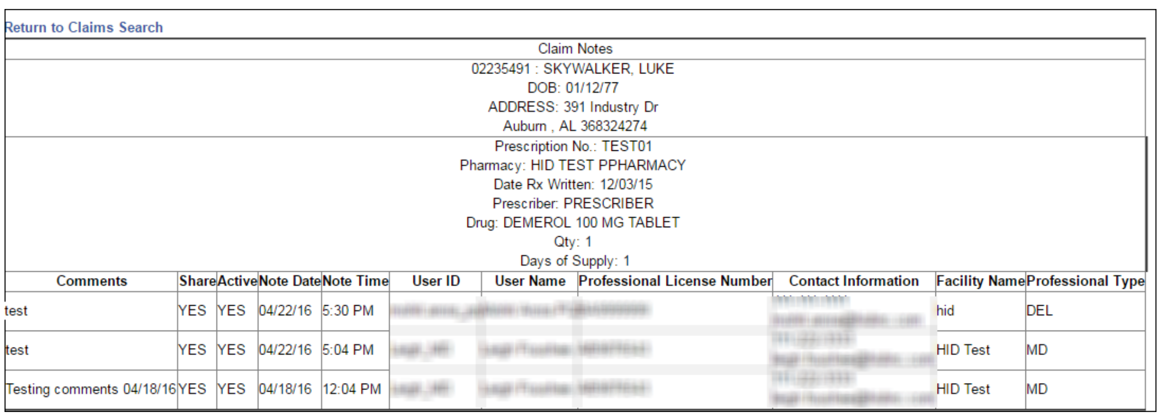
Generate PDF | Generate CSV | MAP Results

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 a list of the patients you chose to include in your report.

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

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

   b) If the **View** link is displayed next to a record, notes are available for that record. Click **View** in the **Notes** column to view notes that have been added to that record. A window similar to the following is displayed:



Return to Claims Search

Claim Notes
02235491 : SKYWALKER, LUKE
DOB: 01/12/77
ADDRESS: 391 Industry Dr
Auburn , AL 368324274
Prescription No.: TEST01
Pharmacy: HID TEST PPHARMACY
Date Rx Written: 12/03/15
Prescriber: PRESCRIBER
Drug: DEMEROL 100 MG TABLET
Qty: 1
Days of Supply: 1

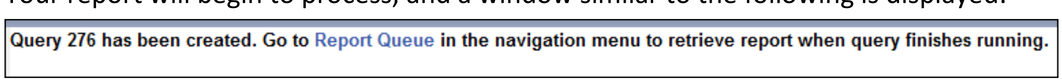
Comments	Share	Active	Note Date	Note Time	User ID	User Name	Professional License Number	Contact Information	Facility Name	Professional Type
test	YES	YES	04/22/16	5:30 PM	[illegible]	[illegible]	[illegible]	[illegible]	hid	DEL
test	YES	YES	04/22/16	5:04 PM	[illegible]	[illegible]	[illegible]	[illegible]	HID Test	MD
Testing comments 04/18/16	YES	YES	04/18/16	12:04 PM	[illegible]	[illegible]	[illegible]	[illegible]	HID Test	MD

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

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

   d) Click **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.

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

A window similar to the following is displayed:

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

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

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

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

Add Notes to a Record

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

Perform the following steps to add notes:

1. Log in to RxSentry.
2. Perform the steps in the Recipient Query or Prescriber DEA Query topic.

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

Recipient Report

Last Name:	skywalker	**County:**	
First Name:	luke	**Zip Code:**	
Date of Birth:	01/12/1977	**Dispensed Start Date:**	04/27/2015
Gender:	All	**Dispensed End Date:**	04/26/2016
Recipients:	1 out of 5 Recipient(s) Selected - Click to View		

Notes	Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient	*Payment Method
VIEW	12/06/2015 12/06/2015	TRAMADOL HCL 50 MG TABLET 60505017108	2 2	FA1896793	[redacted]	[redacted]	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/05/2015 12/05/2015	HYDROCODON- ACETAMINOPHEN 5- 500 00406035701	1 1	123456	[redacted]	[redacted]	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/04/2015 12/04/2015	DEMEROL 100 MG TABLET 00024033705	1 1	TEST01	PRESCRIBER	HID TEST PPHARMACY Auburn, Al	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/03/2015 12/03/2015	DEMEROL 100 MG TABLET 00024033705	1 1	TEST01	PRESCRIBER	HID TEST PPHARMACY Auburn, Al	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99

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

Generate PDF | Generate CSV | MAP Results

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

   A window similar to the following is displayed:

02235491
LUKE SKYWALKER
Birthdate: 01/12/77
Rx #: TEST01
Drug Code: 00024033705
Date Rx Written: 12/03/15
Date Rx Filled: 12/03/15
, Qty: 1
Days: 1
Pharmacy: AB9876543
Doctor: AB9876543

SHARE
DON'T SHARE
ACTIVE
INACTIVE
Comments
Submit Comments | Cancel

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

   - **Share** – the comment will be available for viewing by other practitioners and pharmacists who have access to RxSentry
   - **Don't Share** – the comment will only be available for viewing by the user who created it

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

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

   - **Active** – indicates that the comment is still valid and applicable to this record
   - **Inactive** – indicates that the comment is no longer valid or applicable to this record

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

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

   Note: Your comment must not exceed 120 characters.

7. Click **Submit Comments**.

   A window similar to the following is displayed:

Return to Claims Search

Claim Notes

02235491 : SKYWALKER, LUKE
DOB: 01/12/77
ADDRESS: 391 Industry Dr
Auburn , AL 368324274

Prescription No.: TEST01
Pharmacy: HID TEST PPHARMACY
Date Rx Written: 12/03/15
Prescriber: PRESCRIBER
Drug: DEMEROL 100 MG TABLET
Qty: 1
Days of Supply: 1

Comments	Share	Active	Note Date	Note Time	User ID	User Name	Professional License Number	Contact Information	Facility Name	Professional Type
Test comment.	YES NO	YES NO	04/26/16	9:57 AM	[illegible]	[illegible]	[illegible]	[illegible]	HID Test	MD

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

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

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

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

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

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

Prescriber History Query

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

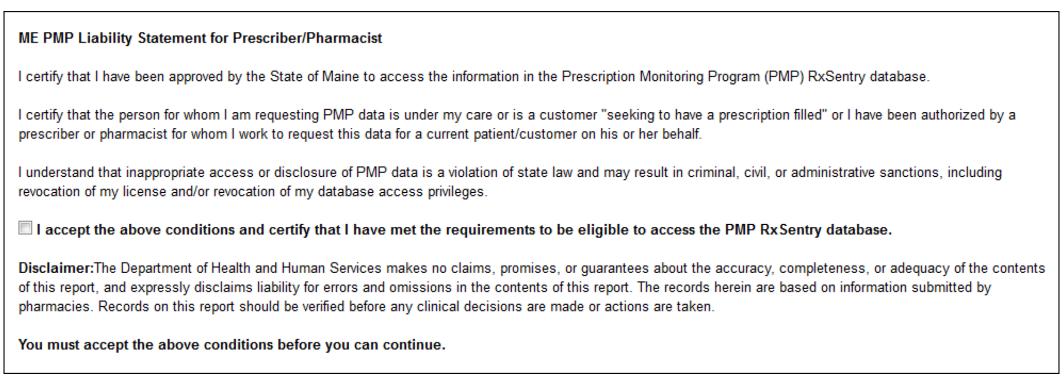
Perform the following steps to view this report:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click **Prescriber History Query**.

   A window similar to the following is displayed:

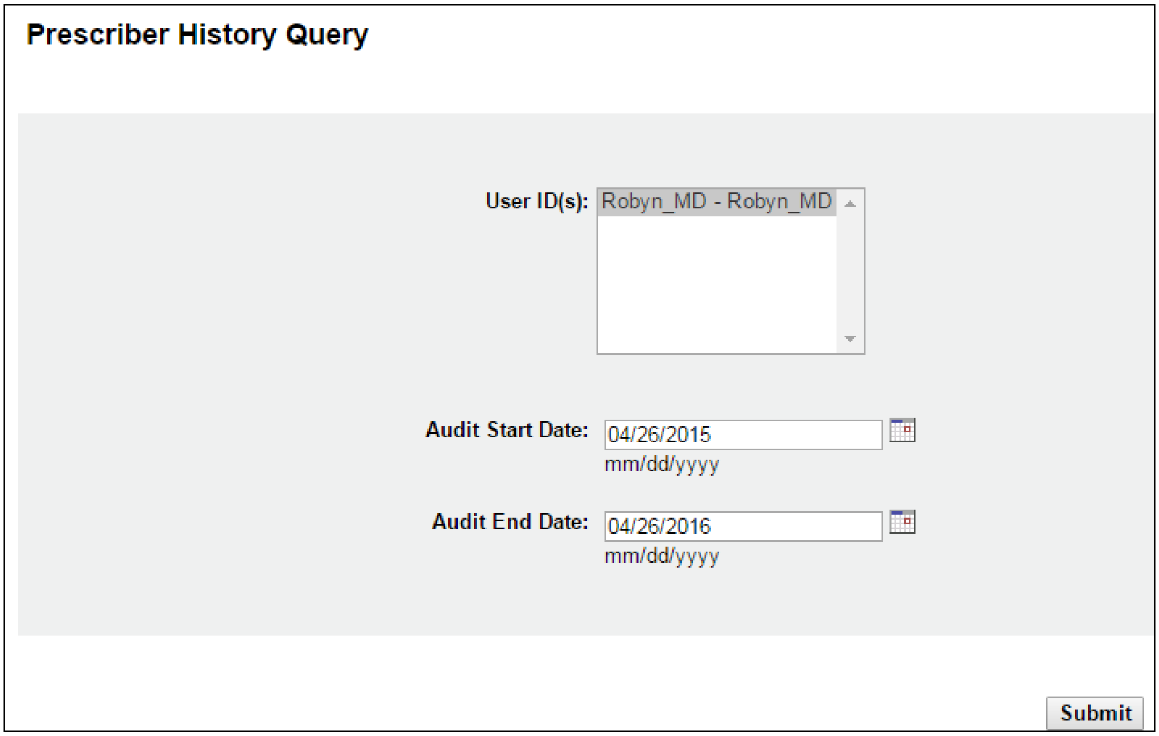


   You must authenticate the query by indicating the query is for a valid reason and that you are authorized to submit the query.

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

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

A window similar to the following is displayed:



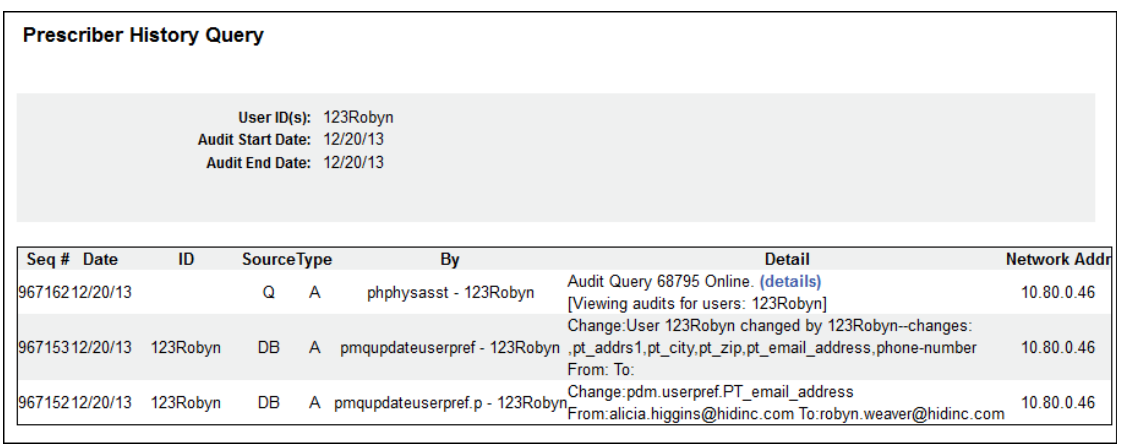
4. The **Audit Start Date** and **Audit End Date** fields are automatically populated to generate your search history for one year based on the current date. If you are using this date to generate your report, you may continue to the next step;

   Or

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

5. Click **Submit**.

   Your report results are displayed similar to the following:



Seq #	Date	ID	Source	Type	By	Detail	Network Addr
967162	12/20/13		Q	A	phphysasst - 123Robyn	Audit Query 68795 Online. (details) [Viewing audits for users: 123Robyn]	10.80.0.46
967153	12/20/13	123Robyn	DB	A	pmqupdateuserpref - 123Robyn	Change:User 123Robyn changed by 123Robyn--changes: ,pt_addrs1,pt_city,pt_zip,pt_email_address,phone-number From: To:	10.80.0.46
967152	12/20/13	123Robyn	DB	A	pmqupdateuserpref.p - 123Robyn	Change:pdm.userpref.PT_email_address From:alicia.higgins@hidinc.com To:robyn.weaver@hidinc.com	10.80.0.46

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

Prescriber DEA Query

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

Perform the following steps to view your prescribing history:

1. Log in to RxSentry.

   A window similar to the following is displayed:

Maine Prescription Monitoring Program

Home | Query | Report Queue | User Management | Help | Quick Links | Log Out

Recipient Query
Prescriber History Query
Prescriber DEA Query
Multiple State Query

Maine Data Requesters' Query Site

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.

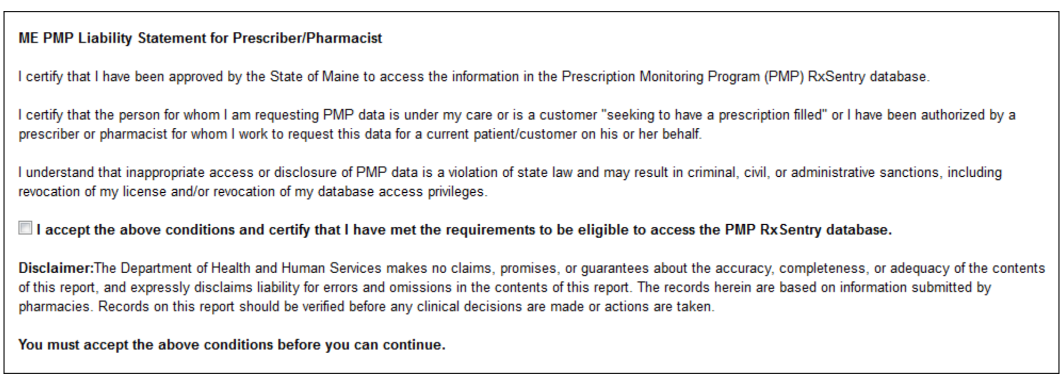
Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink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

RxSENTRY®
Copyright © 2013 Health Information Designs, LLC
If you need further assistance, please contact the PDMP Help Desk

Maine Office of Substance Abuse and Mental Health Services
41 Anthony Avenue, SHS # 11
Augusta, Maine 04333-0111
Phone: (207) 287-2595 / Fax: (207) 287-8910
Email: osa.ircosa@maine.gov

2. Click **Prescriber DEA Query**.

   A window similar to the following is displayed:



ME PMP Liability Statement for Prescriber/Pharmacist

I certify that I have been approved by the State of Maine to access the information in the Prescription Monitoring Program (PMP) RxSentry database.

I certify that the person for whom I am requesting PMP data is under my care or is a customer "seeking to have a prescription filled" or I have been authorized by a prescriber or pharmacist for whom I work to request this data for a current patient/customer on his or her behalf.

I understand that inappropriate access or disclosure of PMP data is a violation of state law and may result in criminal, civil, or administrative sanctions, including revocation of my license and/or revocation of my database access privileges.

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

Disclaimer: The Department of Health and Human Services makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report, and expressly disclaims liability for errors and omissions in the contents of this report. The records herein are based on information submitted by pharmacies. Records on this report should be verified before any clinical decisions are made or actions are taken.

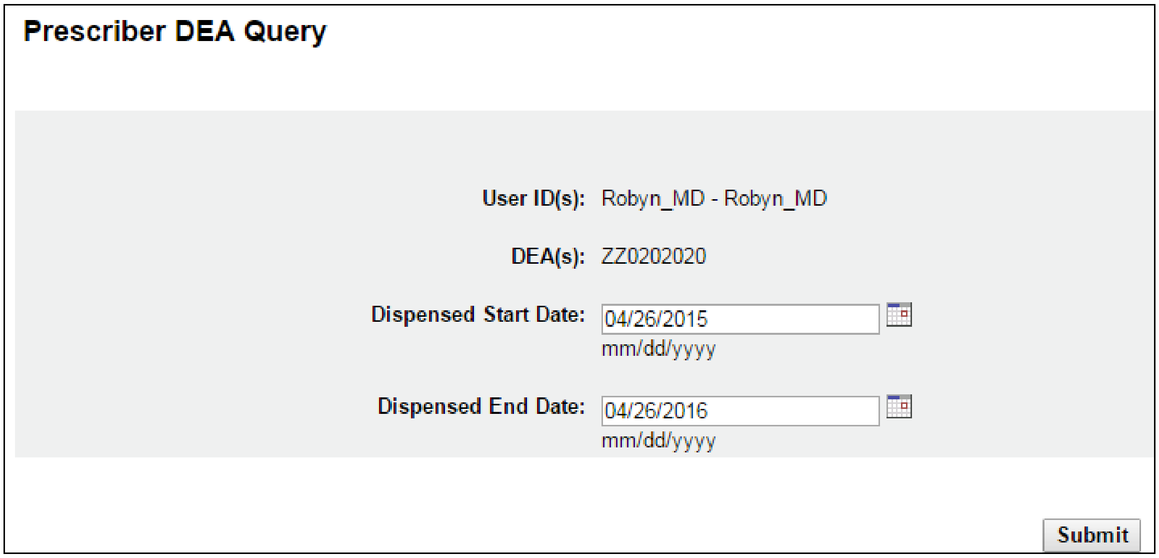
You must accept the above conditions before you can continue.

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

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

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

A window similar to the following is displayed:



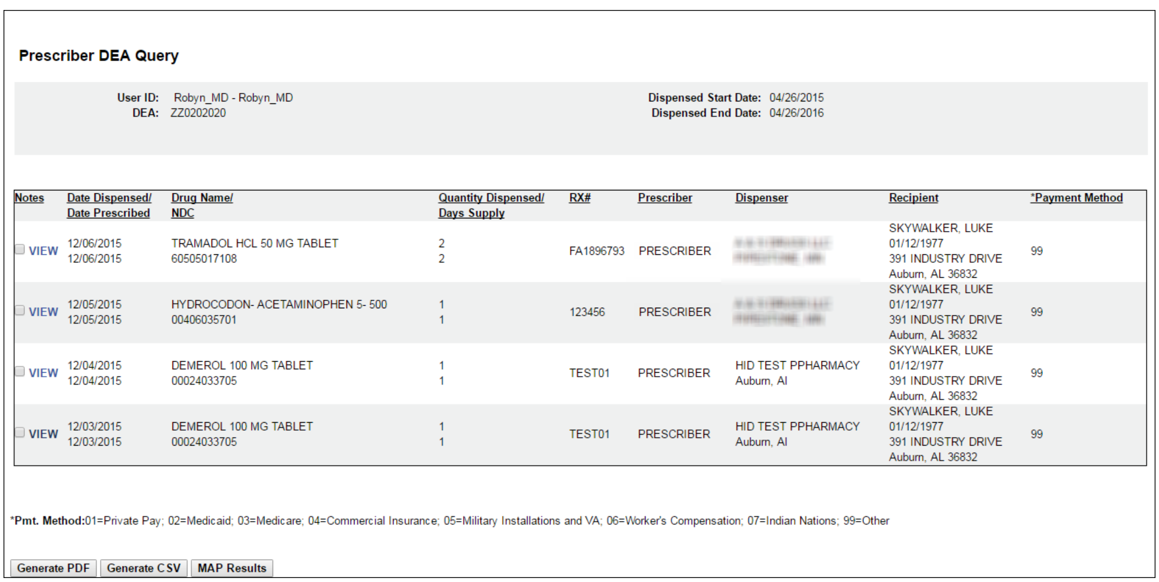
4. The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated to generate your prescribing history for one year based on the current date. If you are using this date to generate your report, you may continue to the next step;

   Or

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

5. Click **Submit**.

   A window similar to the following is displayed:



Prescriber DEA Query

User ID: Robyn_MD - Robyn_MD
DEA: ZZ0202020

Dispensed Start Date: 04/26/2015
Dispensed End Date: 04/26/2016

Notes	Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient	*Payment Method
VIEW	12/06/2015 12/06/2015	TRAMADOL HCL 50 MG TABLET 60505017108	2 2	FA1896793	PRESCRIBER	[illegible]	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/05/2015 12/05/2015	HYDROCODON- ACETAMINOPHEN 5- 500 00406035701	1 1	123456	PRESCRIBER	[illegible]	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/04/2015 12/04/2015	DEMEROL 100 MG TABLET 00024033705	1 1	TEST01	PRESCRIBER	HID TEST PPHARMACY Auburn, Al	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99
VIEW	12/03/2015 12/03/2015	DEMEROL 100 MG TABLET 00024033705	1 1	TEST01	PRESCRIBER	HID TEST PPHARMACY Auburn, Al	SKYWALKER, LUKE 01/12/1977 391 INDUSTRY DRIVE Auburn, AL 36832	99

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

Generate PDF | Generate CSV | MAP Results

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

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

b) If the **View** link is displayed next to a record, notes are available for that record. Click **View** in the **Notes** column to view notes that have been added to that record.

A window similar to the following is displayed:

Return to Claims Search

Claim Notes

02235491 : SKYWALKER, LUKE
DOB: 01/12/77
ADDRESS: 391 Industry Dr
Auburn , AL 368324274

Prescription No.: TEST01
Pharmacy: HID TEST PPHARMACY
Date Rx Written: 12/03/15
Prescriber: PRESCRIBER
Drug: DEMEROL 100 MG TABLET
Qty: 1
Days of Supply: 1

Comments	Share	Active	Note Date	Note Time	User ID	User Name	Professional License Number	Contact Information	Facility Name	Professional Type
test	YES	YES	04/22/16	5:30 PM	[illegible]	[illegible]	[illegible]	[illegible]	hid	DEL
test	YES	YES	04/22/16	5:04 PM	[illegible]	[illegible]	[illegible]	[illegible]	HID Test	MD
Testing comments 04/18/16	YES	YES	04/18/16	12:04 PM	[illegible]	[illegible]	[illegible]	[illegible]	HID Test	MD

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

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

d) Click **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.

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

A window similar to the following is displayed:

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

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

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

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

Multiple State Query

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

Note: The multiple state query should not be used if the only data needed is from the home state.

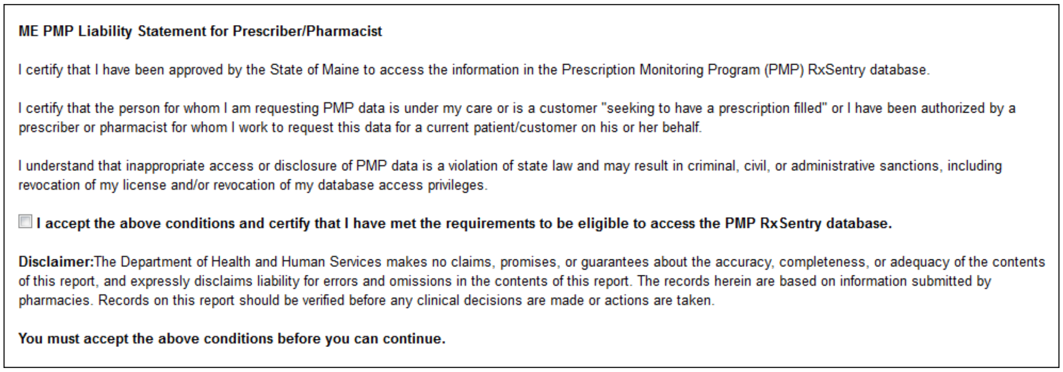
Perform the following steps to create a multiple state query:

1. Log in to RxSentry.

   A window similar to the following is displayed:

2. Click **Multiple State Query**.

A window similar to the following is displayed:



ME PMP Liability Statement for Prescriber/Pharmacist

I certify that I have been approved by the State of Maine to access the information in the Prescription Monitoring Program (PMP) RxSentry database.

I certify that the person for whom I am requesting PMP data is under my care or is a customer "seeking to have a prescription filled" or I have been authorized by a prescriber or pharmacist for whom I work to request this data for a current patient/customer on his or her behalf.

I understand that inappropriate access or disclosure of PMP data is a violation of state law and may result in criminal, civil, or administrative sanctions, including revocation of my license and/or revocation of my database access privileges.

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

Disclaimer: The Department of Health and Human Services makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report, and expressly disclaims liability for errors and omissions in the contents of this report. The records herein are based on information submitted by pharmacies. Records on this report should be verified before any clinical decisions are made or actions are taken.

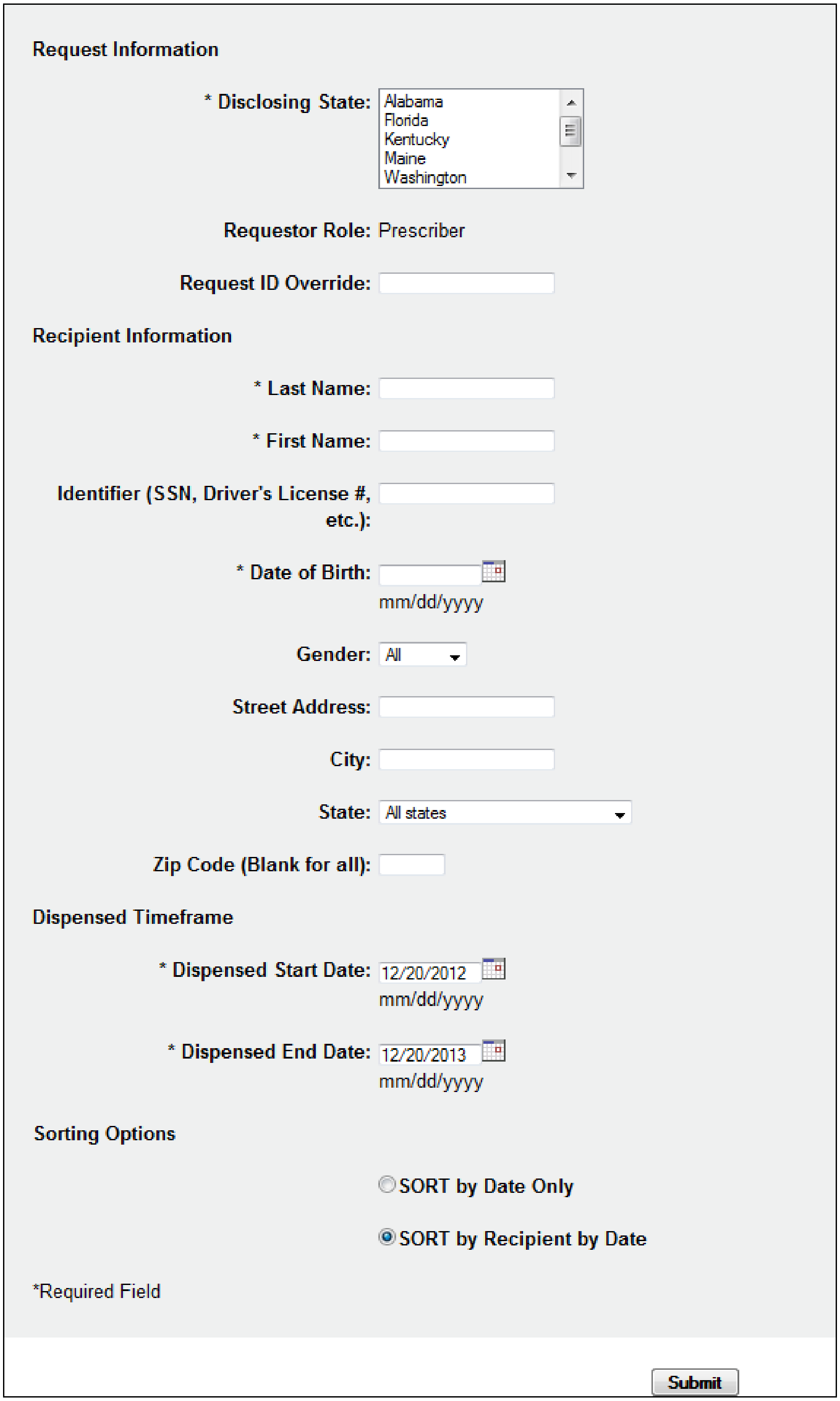
You must accept the above conditions before you can continue.

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

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

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

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



Request Information

* Disclosing State: Alabama / Florida / Kentucky / Maine / Washington

Requestor Role: Prescriber

Request ID Override:

Recipient Information

* Last Name:

* First Name:

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

* Date of Birth: mm/dd/yyyy

Gender: All

Street Address:

City:

State: All states

Zip Code (Blank for all):

Dispensed Timeframe

* Dispensed Start Date: 12/20/2012 mm/dd/yyyy

* Dispensed End Date: 12/20/2013 mm/dd/yyyy

Sorting Options

SORT by Date Only

SORT by Recipient by Date

*Required Field

Submit

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

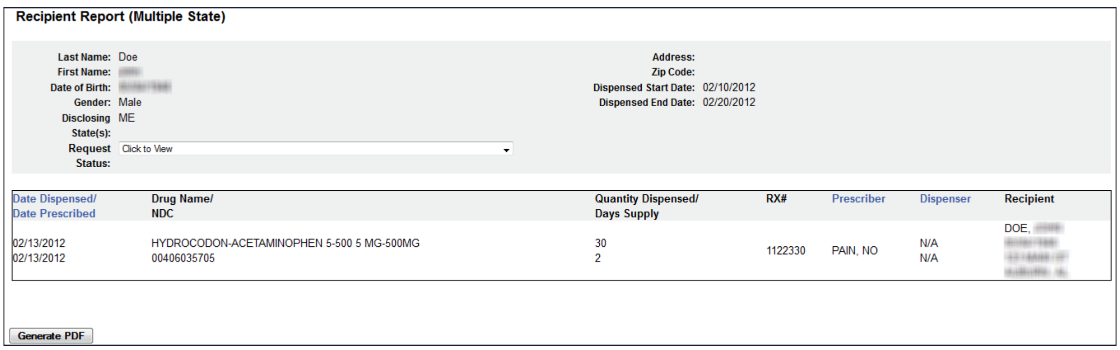
Field Name	Usage
Request Information	
Disclosing State(s)	**(Required)** Select the state(s) you wish to include in the query. **Note**: You may select multiple states by holding down the **[Ctrl]** key while clicking each value.
Requestor Role	This field is automatically populated with your RxSentry user role, for example, "Prescriber."
Recipient Information	
Last Name	**(Required)** Type the recipient's exact last name. Unlike standard recipient queries, multiple state queries do not allow partial name matching. **Note**: Although multiple state queries do not support partial name matching, the system will return clustered results. For example, if you create a query for John Smith, DOB 01/01/1970, and there is a matching name that has been clustered with Johnny Smith, DOB 01/01/1970, both names will be returned in your report results.
First Name	**(Required)** Type the recipient's exact first name. Unlike standard recipient queries, multiple state queries do not allow partial name matching.
Identifier	Type the recipient's identification number (social security number, driver's license number, etc.), if available.
Date of Birth	**(Required)** Type the recipient's date of birth using the *mm/dd/yyyy* format, or click the calendar icon to select a date from the calendar.
Gender	Click the down arrow and select the gender of the recipients to include in your search. If in doubt, select the "All" option.
Street Address	Type the recipient's street address, if known, or leave this field blank to produce a wider range of results.
City	Type the recipient's city, if known, or leave this field blank to produce a wider range of results.
State	Click the down arrow and select the recipient's state, or select "All States" to produce a wider range of results.
Zip Code	Narrow your search by entering a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Timeframe	
Dispensed Start Date	**(Required)** Use this field to enter a specific start date for the dispensing timeframe, for example, *12/01/2013*.
Dispensed End Date	**(Required)** Use this field to enter a specific end date for the dispensing timeframe, for example, *12/31/2013*.

Field Name	Usage
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).

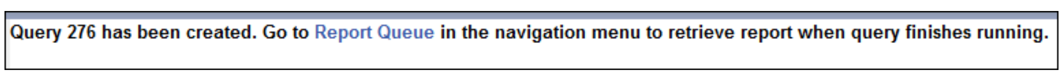
Table 4 – Multiple State Query Window Field Descriptions

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

   The **Recipient Report** is displayed similar to the following:



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



   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

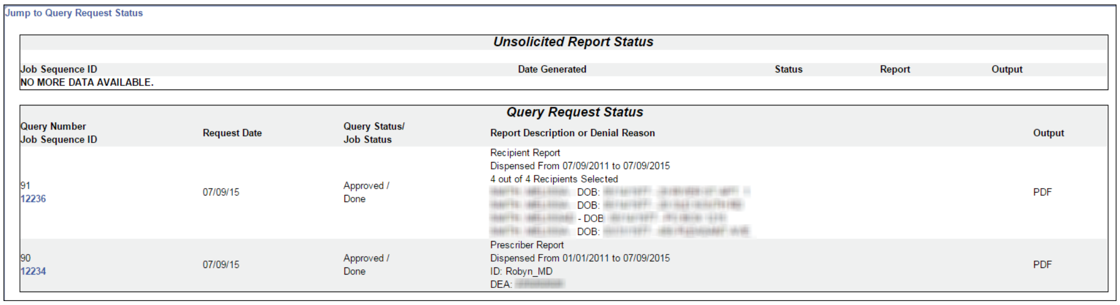
The Report Queue allows you to check the status of a submitted query. The **Query Status/Job Status** column on the **Report Queue** window displays one of the following query statuses:

- **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**.

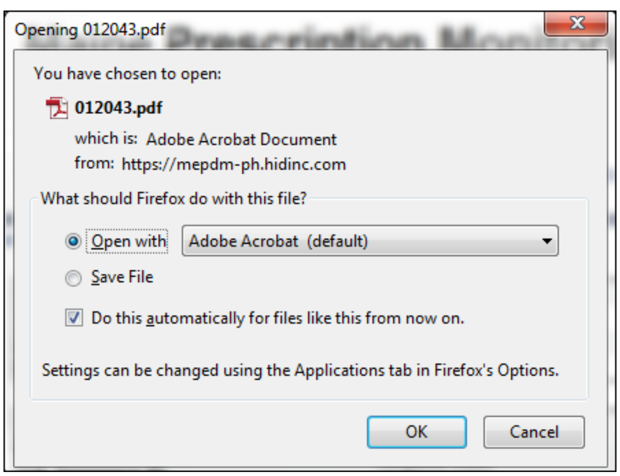
   A window similar to the following is displayed:



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

   Note: 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.

   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.

View Patient Reports

This function allows you to access and view patient reports that have been automatically generated by RxSentry to alert you of recipients (patients) who have exceeded specific threshold levels. If a patient report is available to you, you will be notified via e-mail, and an alert message will display on the RxSentry home page.

Perform the following steps to view a patient report:

1. Log in to RxSentry.
2. From the home page, click **Report Queue**.
3. Click the hyperlink in the Job Sequence ID column in the **Unsolicited Report Status** section of the **Report Queue** window that corresponds to the report you wish to view. The report opens in Adobe Reader for you to review.

   Note: Recipient reports remain in the Report Queue for 30 days, after which time they are automatically removed.

4. If desired, click the **Print** icon () to print the report.

4 User Management

About This Chapter

This chapter explains how to update your PMP user profile and how to change your password. If you are a master account holder, it also explains how to link delegates to your account and manage your delegate accounts.

Update User Profile

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

Perform the following steps to update your PMP profile:

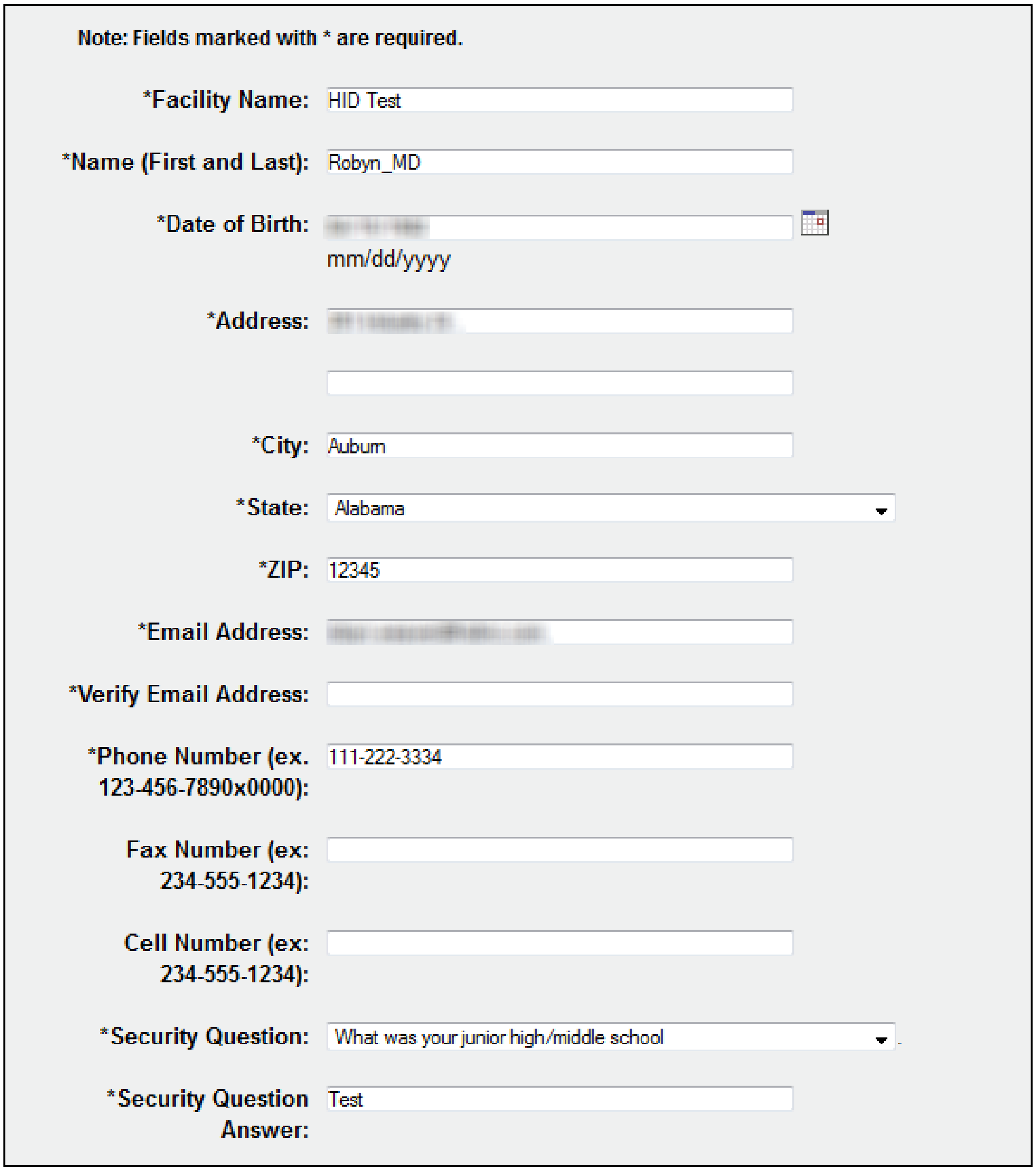
1. Log in to RxSentry.
2. Click **User Management**.

   A window similar to the following is displayed:

3. Click **Update User Profile**.

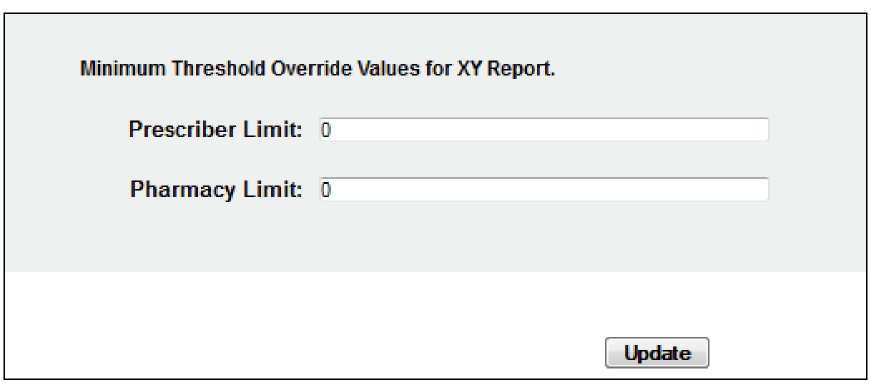
   Note: For the purposes of this document, the Update User Profile window has been separated into two illustrations.

   The first section of the Update User Profile window is shown on the following page.



4. In this section of the window, update your information, as necessary, noting that required fields are marked with an asterisk.

   The second part of the Update User Profile window is shown below:



The ME PMP administrative staff has the ability to run reports to identify individuals who are meeting or exceeding a specified number of visits to pharmacies and physicians. When the PMP administrative staff runs this report, the default number of visits to pharmacies and physicians is five (5). You may use the Minimum Override Values for XY Report section of this window to override the number of visits to pharmacies and physicians for your patients.

5. In **Prescriber Limit** and **Pharmacy Limit** fields, enter the number of visits to prescribers and pharmacies made by your patients that will trigger notification by the PMP administrative staff.

   Note: If you do not wish to override the values entered by the PMP administrative staff, leave the default value of “0” in these fields.

6. Click **Update**.

   A message displays confirming that your record has been updated.

Change Password

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

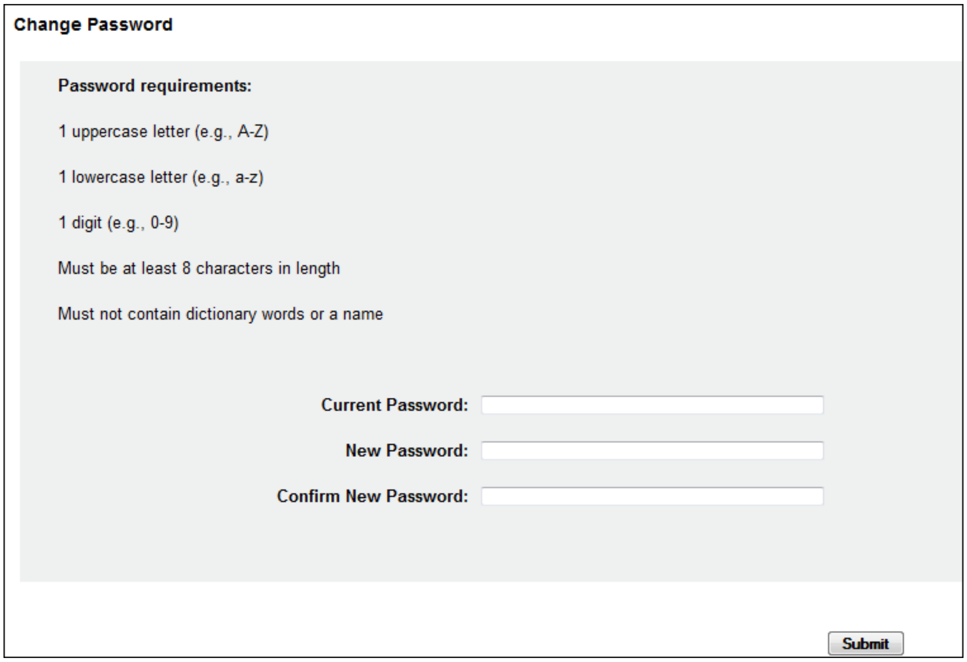
Perform the following steps to change your password:

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

   A window similar to the following is displayed:

3. Click **Change Password**.

A window similar to the following is displayed:



4. Type your current password in the **Current Password** field.
5. Type your new password in the **New Password** field, using the information displayed on this window as password selection guidelines.
6. Type your new password again in the **Confirm New Password** field.
7. Click **Submit**.

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

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

   A login window is displayed.
9. Type your user name in the **User Name** field.
10. Type your new password in the **Password** field.
11. Click **OK**.

    The RxSentry home page is displayed.

Delegate Accounts

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

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

Linking Delegate Accounts

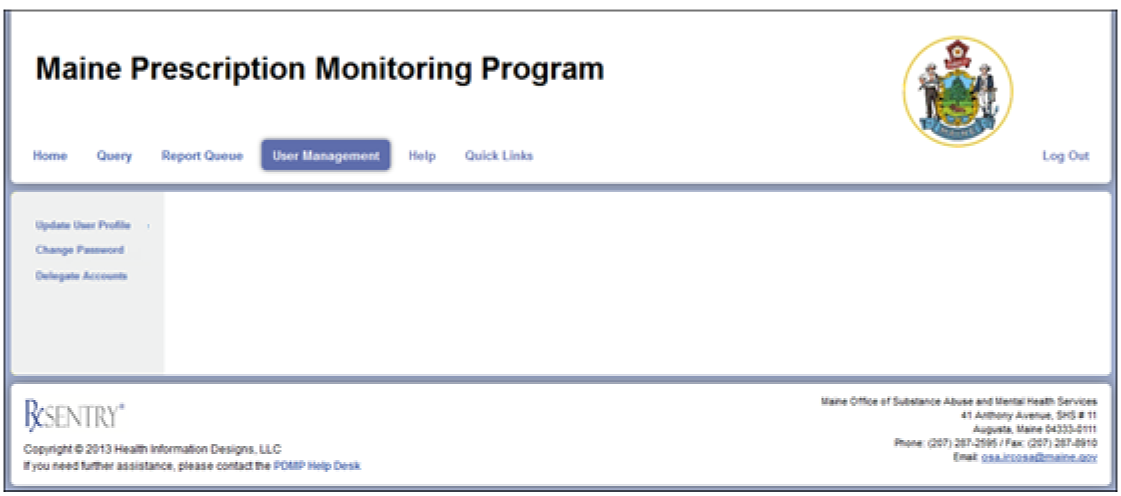
When a delegate account is approved, it is the responsibility of the delegate account holder to notify the master account holder. Once the master account holder has been notified, it is the responsibility of the master account holder to activate the delegate account and associate it with the master account. ***The delegate account holder will not be able to query the PMP database until their account has been linked.***

Once you link a delegate account to your master account, that delegate's user ID will appear in the **User ID(s)** field on the **Prescriber History Query** so you can monitor the delegate's usage of the PMP database.

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

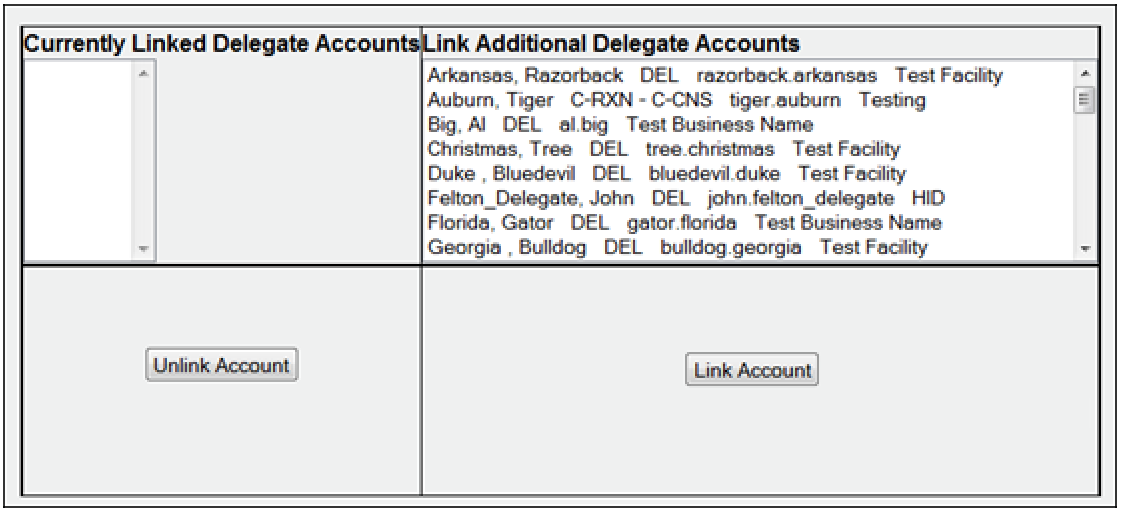
1. Log in to RxSentry.
2. Click **User Management**.

   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.

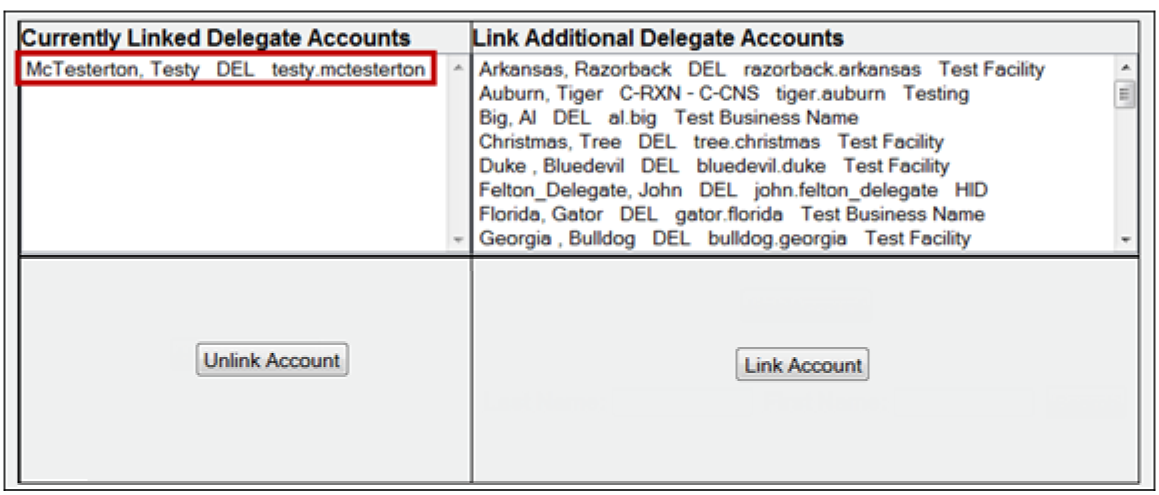
Delegate accounts that have been approved and are awaiting master account holder association are displayed in the **Link Additional Delegate Accounts** section of this window. For each delegate account holder, the last/first name, user group, user ID, and agency are displayed.

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

Note: To quickly locate a delegate, type the first letter of the delegate's last name.

5. Click **Link Account**.

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



Managing Delegate Accounts

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

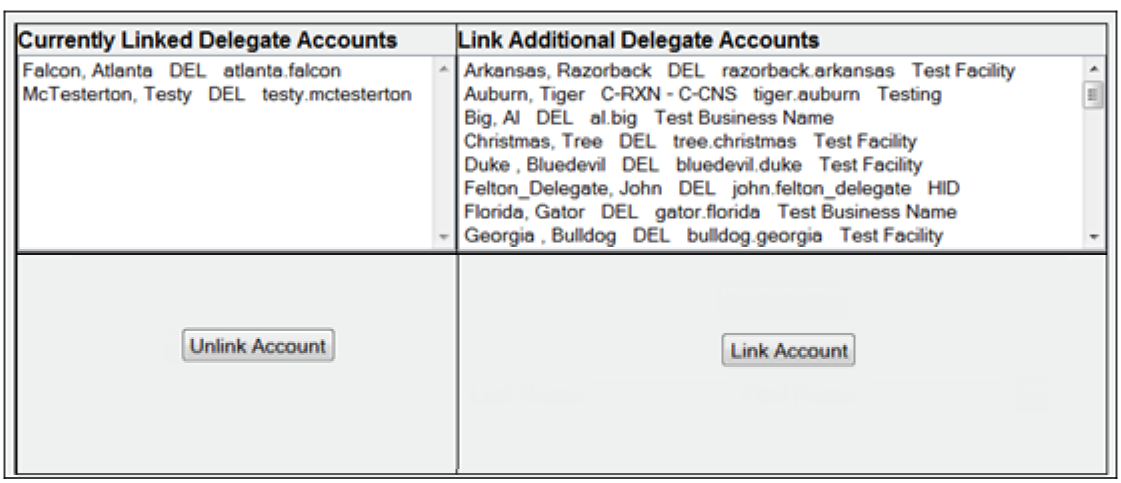
Perform the following steps to remove a delegate account from your master account:

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

   A window similar to the following is displayed:

3. Click **Delegate Accounts**.

   A window similar to the following is displayed:



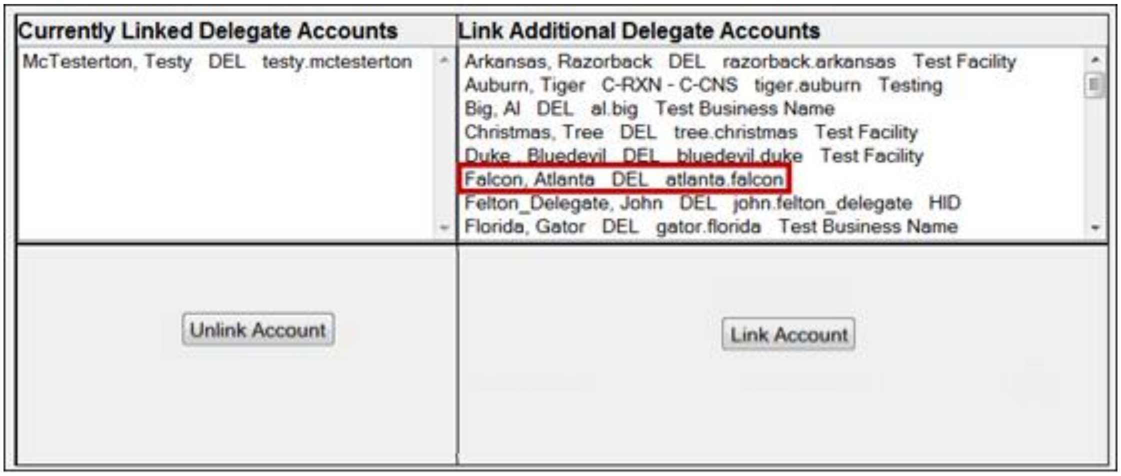
   All delegate accounts currently linked to your master account are displayed in the **Currently Linked Delegate Accounts** section of this window.

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

Note: Once you unlink a delegate account, that user will no longer be able to query the PDMP database.

5. Click **Unlink Account**.

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



5 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 mepmp-info@hidesigns.com;

Or

Call the HID Help Desk at 1-866-792-3149.

Technical assistance is available Monday through Friday (except for holidays) from 8:00 a.m. – 5:00 p.m. ET (Eastern Time).

Administrative Assistance

If you have non-technical questions regarding the Maine PMP, please contact:

PMP Project Coordinator
Maine Office of Substance Abuse and Mental Health Services
41 Anthony Avenue, SHS #11
Augusta, Maine 04333-0111
E-mail: samhs.irc@maine.gov
Phone: 207-287-2595
Fax: 207-287-8910

6 Document Information

Version History

The Version History records the publication history of this document.

Publication Date	Version Number	Comments
01/04/2011	1.0	Initial publication
10/17/2011	1.1	Updated publication
05/08/2012	1.2	Updated publication
05/24/2013	1.3	Updated publication
01/10/2014	2.0	Updated publication
04/08/2014	2.1	Updated publication
05/16/2014	2.2	Updated publication
07/09/2015	2.3	Updated publication
10/19/2015	2.4	Updated publication
11/10/2015	2.5	Updated publication
04/26/2016	2.6	Updated publication

Table 5 – 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 1/Password Expirations	Added new topic
	Chapter 1/View Patient Reports	Added new topic
1.2	Global	Updated screen shots
	Chapter 1/Accessibility	Added new topic
	Chapter 1/Recipient Query	Added an accessibility note to step 6 for keyboard-only users

Version Number	Chapter/Section	Change
1.3	Global	Separated Chapter 1, "Using RxSentry," into three chapters for easier navigation: "Chapter 1: System Overview," "Chapter 2: Accessing RxSentry," and "Chapter 3: Using RxSentry"
	Chapter 3/Multiple State Query	Added new topic
2.0	Global	Reorganized topics and updated screen shots and language to match the new RxSentry interface
	Chapter 1/RxSentry Update	Added new topic
	Chapter 2: ▪ Retrieve User Name ▪ Retrieve Password	Added new topics
	Chapter 4: Update User Profile Change Password	Added new topics
	Chapter 5/Administrative Assistance	Updated e-mail address
2.1	Chapter 3: ▪ Recipient Query ▪ Prescriber DEA Query	Added the option to generate a CSV version of these reports
2.2	Chapter 5/Update User Profile	Added instructions for changing the prescriber and pharmacy threshold limits
2.3	Global	▪ Updated to new HID document template ▪ Updated public site URL
	Chapter 2/Password Expirations	Changed password expiration date from 6 months to 90 days
	Chapter 3: ▪ Recipient Query ▪ Prescriber DEA Query	Updated report results screenshot to show that results are sortable by all column headers
	Chapter 5/Technical Assistance	Updated HID Help Desk e-mail address
2.4	Chapter 2/Request Access to RxSentry ▪ Existing Users ▪ New Users	Removed topics
	Chapter 2/Request Access to RxSentry: ▪ Master Account Holders	Added new topics

Version Number	Chapter/Section	Change
	▪ Delegate Account Holders	
	Chapter 4/Delegate Accounts: ▪ Linking Delegate Accounts ▪ Managing Delegate Accounts	Added new topics
2.5	Chapter 4/Delegate Accounts	Removed the note about linking/unlinking multiple delegates at once; only one delegate at a time may be linked/unlinked
2.6	Chapter 3/Add Notes to a Record	Added new topic
	Chapter 3: ▪ Prescriber History Query ▪ Prescriber DEA Query	Changed the default search timeframe from the current date to one year from the current date

Table 6 – Document Change Log

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