

Prescribers

U S E R G U I D E

Maine Prescription
Monitoring Program



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Maine's Prescription Monitoring Program

Overview & Background

The Prescription Monitoring Program (PMP) is a secure online database that is used across the State of Maine to improve public health by providing controlled substance use information prior to prescribing or dispensing those drugs. The PMP is a key part of the State of Maine's Opioid Abuse strategy by decreasing the amount and frequency of opioid and controlled substances prescribing.

Maine State Law: To combat the Maine opioid epidemic, the Maine Legislature enacted Public Law 2015, Chapter 488 (An Act to Prevent Opiate Abuse by Strengthening the Controlled Substances Prescription Monitoring Program). This law amends the Prescription Monitoring Program (PMP) (Title 22, Chapter 1603) to include prescriber limits on opioid medication prescribing, effective January 1, 2017; included veterinarians in the definition of prescribers; required electronic prescribing and required prescribers and dispensers to check the Prescription Monitoring Program (PMP) database. Chapter 488 required the Department to establish reasonable exceptions to prescriber limits and ordered the Department to include prescribers in the process of preparing appropriate rules.

Maine State Strategy: In February of 2019, Governor Janet Mills signed an Executive Order directing the State to take immediate steps to combat the opioid crisis. The Order outlines the initial actions that will be taken by the State to prevent overdose deaths, increase treatment and recovery efforts, and bolster prevention efforts – all of which will be done in a manner to reduce the stigma associated with substance use disorders. The Order supplements the vigorous efforts of law enforcement at all levels to stem the tide of drug trafficking into Maine. As part of the State's strategy, the Prescription Monitoring Program (PMP) Advisory Council was established to assist the PMP staff with analyzing prescribing trends and communicating those trends to prescribers, to improve the training of healthcare professionals to prevent over prescribing, and to work to establish a system whereby prescribers are notified of patients who overdose fatally or are revived.



About RxGov

RxGov is a comprehensive prescription drug monitoring technology that provides controlled substance use and prescribers alerts. In addition, RxGov uses a unique patient matching algorithm as part of a suite of tools designed to assist healthcare providers, pharmacists, and law enforcement in monitoring controlled substance usage. In Maine, the PMP program uses RxGov to monitor the prescribing and dispensing of controlled substances.

RxGov is a complete system. It facilitates communication between multiple user groups to ensure patient confidentiality, data security, and the presentation of accurate information. It does all this in an online environment that does not require any special hardware or software, allowing a user to access their account anywhere they have access to the internet.

In addition, Maine is working to have this PMP data available to clinicians within their Electronic Medical Records (EMR) systems so that the data is available during their normal workflows.

How Does RxGov Work?

RxGov records and monitors dispensed prescription drugs from retail pharmacies. RxGov works by being a central access point for all stages of the dispensing process.

When a patient visits a healthcare provider who considers prescribing a controlled drug, the provider reviews the RxGov PMP to view the benefits and risks of controlled substance medications and identify potentially harmful drug interactions.

Daily data submissions keep the RxGov database current and ensures that the data reviewed by clinicians and dispensers is accurate.



Prescribers and RxGov

There are multiple user roles available to Prescribers.

Prescriber Role Types

1. Prescriber: A clinician who has prescriptive authority, including Physicians, Dentists, Nurse Practitioners, and Physician Assistants. These clinicians will have their own active DEA number. This role gives clinicians the ability to query patient dispense records within RxGov PMP to ensure that there is no abuse, misuse or diversion of controlled substances.
2. Prescriber Delegate: Prescribers and Dispensers (i.e. pharmacists) may query patient dispense records but may also delegate this task to a designee. Both the Prescriber (acting as the delegator) and the Prescriber Delegate must be registered and authorized to use the PMP. Once activated in the RxGov system, the Prescriber or Prescriber Delegate may then create a relationship within RxGov.
3. Medical Coordinator: A clinician that supervises one or more prescribers but does not query dispenses or prescribes to patients.
4. Medical Coordinator Prescriber: A prescriber who writes prescriptions, performs patient queries on dispense records and supervises clinician prescribers in one or more facilities/systems.

Dispenser Role Types

1. Dispenser: A clinician (i.e. pharmacist) who views and queries patient data prior to dispensing a controlled substance but does not submit ASAP files or dispense data to the RxGov PMP. This role requires a valid, active DEA number.
2. Submitting Dispenser: A clinician who queries and views patients' controlled drug history prior to dispensing a controlled substance and submits ASAP files and dispense data to the PMP. An example could be an independent pharmacy that submits its own ASAP files and dispense data independently of a third-party company that submits ASAP files on its behalf.
3. Dispenser Delegate: An assistant to a Dispenser who runs reports on behalf of the Dispenser.

This manual is designed to help Prescribers when using the RxGov system. RxGov is utilized by Prescribers and their delegates to manage the PMP workflow. It provides prescribers the ability to:

- Receive notifications of patient prescription activity, and
- View Prescriber compliance with PMP mandates.



Getting Started

Purpose: Focus on Prescribers in RxGov

The purpose of this document is to provide an understanding of the system for Prescriber users of RxGov. It outlines the features of the system and provides instructions for use of the features available to Prescriber users.

Creating an Account

Create an RxGov account from the main page by clicking on **Register**:

Maine Prescription Monitoring Program

Department of Health and Human Services

Email

Password

[Forgot password?](#) **Register** **Login**

Rx.gov
AN NIC PLATFORM



1. Enter all required personal details in the RxGov registration form that pops up and create a password. Required fields may include:
 - Email (your username will be your email address)
 - First Name
 - Last Name
 - State
 - DEA Number
 - NPI Number
 - State License
 - User Type (select prescriber, prescriber delegate, medical coordinator)
 - Specialty (free text, enter one or more specialty you are practicing)
 - Organization(s) (identify the organization that you are working for)
2. Passwords must be at least 8 characters in length, contain uppercase and lowercase characters and contain at least one special character or digit.
3. Your email address will become your username.

If you need help with technical issues or in registering, please contact
rxgovmesupport@egov.com or [\(844\) 454-2266](tel:8444542266)





Email

Password 

Confirm Password

Passwords must be at least 8 characters long, contain uppercase and lowercase characters, and contain at least one special character or digit.

First Name

Last Name

Street Address 1

Street Address 2

City

State

Zipcode

Phone Number

Mobile Phone Number

Account Type

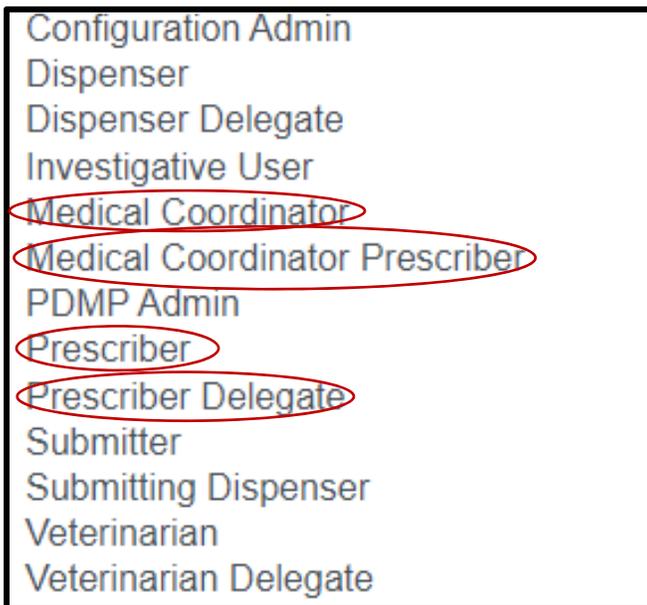
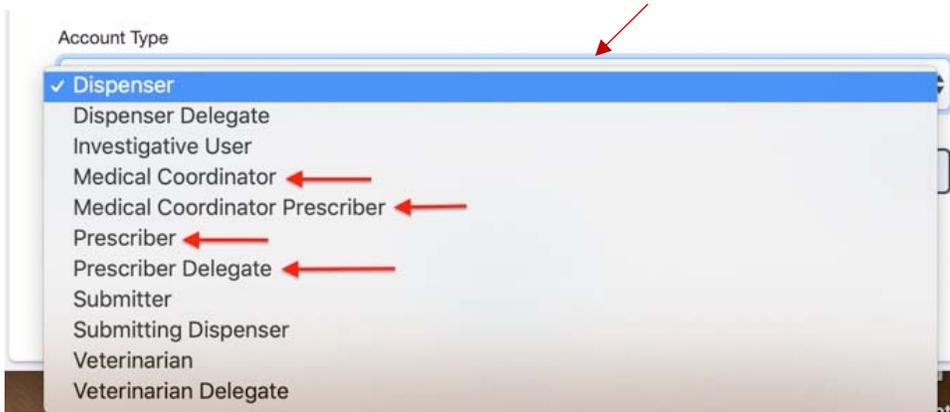
[← Back to Login](#)

Register

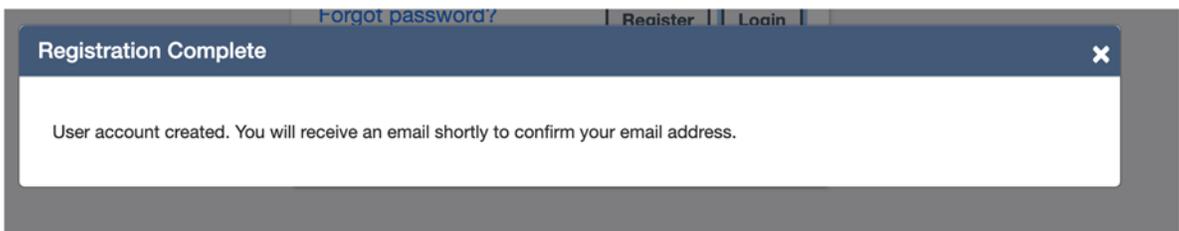
RxGov Registration Form



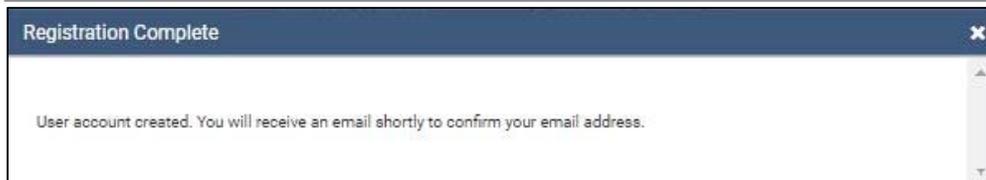
Select **Appropriate Prescriber Role** from the **Account Type** drop-down list:



4. Complete account creation by clicking **Register**.
5. **Registration Complete** message will pop-up and direct you to confirm your email address.



- 6.



7. Upon receipt of “**Confirm your RxGov Account**” email, click the link.
8. After your email address has been confirmed, your registration will be sent to the State to review your registration. A State PMP staff member will activate your account and you will receive an “Maine Prescription Monitoring Program RxGov Account Status Changed” email.
9. You may now login to RxGov using the email address used to register and the password. If you forgot your password, select “Forgot Password” link at mepmp.rxgov.com



The Prescriber Dashboard

Patient Query

The **Prescriber Dashboard** provides Prescriber users access to RxGov tools for managing PMP compliance and PMP prescriptions. It defaults to the **Patient Query** screen, or the place that you can find your patient. All menu options are located on the left-hand side of the screen. For optimal results, RxGov should be run on a PC with the window maximized to full screen. If a Mac user, this will not be required.

The screenshot shows the 'Patient Query' interface. At the top, there is a user profile for 'Jen Marlowe (DHHS)' and notification counts for 'System Notifications (0)' and 'My Notifications (0)'. A navigation sidebar on the left includes options like 'Query', 'Self Audit', 'Prescription Notifications', 'Tickets', 'Prescriber Insights', 'Manage Delegates', and 'Manage Coordinators'. The main form area has tabs for 'Patient Query' and 'Query History'. A checkbox option is present: 'Search any first and last name combinations'. Below this are input fields for 'First Name *', 'Last Name *', and 'DOB *'. To the right of these fields are radio buttons for 'Species *' with options 'All' (selected), 'Human', and 'Non-Human'. A section for interstate data lists states 'CT, FL, GA, ME, MA, NH, RI, VT' and includes an 'Additional States to Query' input field. 'Clear' and 'Submit' buttons are located at the bottom right of the form.

Patient Query – Find your Patient

Prescribers can query a patient to comply with Maine’s PMP mandates. Dispense detail results are available to view for each query. If no dispenses are found for a patient, RxGov will display the message “**Query returned no results.**” For patients not found in RxGov, the message displayed will be “**No patients found for Maine.**” For Maine’s PMP, submitting a patient query request requires the following fields:

- First Name (a minimum of three letters are required to search)
- Last Name (a minimum of three letters are required to search)
- DOB (mm/dd/yyyy)

Note that required fields are marked with a red asterisk.

1. To perform a basic patient query, enter the required fields and click **Submit**.



Query Patient Query

Patient Query Query History

Search any first and last name combinations ⓘ

First Name * ⓘ Last Name * ⓘ DOB * Species *
 All
 Human
 Non-Human

Interstate data will be retrieved from the following states: CT, FL, GA, ME, MA, NH, RI, VT
 Additional States to Query:

Clear Submit

Query Patient Query

Patient Query Query History

Search any first and last name combinations ⓘ

First Name * ⓘ Last Name * ⓘ DOB * Species *
 Robert Smith All
 Human
 Non-Human

Interstate data will be retrieved from the following states: CT, FL, GA, ME, MA, NH, RI, VT
 Additional States to Query:

Clear Submit

2. Patient dispenses can be filtered to view only **Human** or **Non-Human** dispenses. The default setting is to view **All**. To select a different option, click on the circle to the left of the desired filter and click **Submit**.

Query Patient Query

Patient Query Query History

Search any first and last name combinations ⓘ

First Name * ⓘ Last Name * ⓘ DOB * Species *
 All
 Human
 Non-Human

Interstate data will be retrieved from the following states: CT, FL, GA, ME, MA, NH, RI, VT
 Additional States to Query:

Clear Submit

Query Patient Query

Patient Query Query History

Search any first and last name combinations ⓘ

First Name * ⓘ Last Name * ⓘ DOB * Species *
 All
 Human
 Non-Human

Interstate data will be retrieved from the following states: CT, FL, GA, ME, MA, NH, RI, VT
 Additional States to Query:

Clear Submit



- Results will appear in the lower half of the screen.

The screenshot shows the 'Patient Query' interface. At the top, there are search filters for 'First Name' (Robert), 'Last Name' (Smith), 'DOB', and 'Species' (All, Human, Non-Human). Below the filters is a 'Patient Results' table with columns: 'Display All', 'Species', 'Name', 'Identifier', 'RxGov Patient Id', 'Gender', 'Date of Birth', and 'Address & Phone'. A red oval highlights the third row of the table, which has a checked checkbox in the 'Display All' column and a human icon in the 'Species' column.

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		Rob Smith	Unknown ID Type	108		3/3/77	101 Blvd. Clouthus, 21044 NA Howard
<input type="checkbox"/>		Rob Smith	Unknown ID Type	108		3/3/77	102 Blvd Lane, Columbia, MD, 21044 NA
<input checked="" type="checkbox"/>		Rob Smith	Unknown ID Type	888		3/3/77	102 Blvd Lane, Columbia, MD, 21044 NA Howard

- Select patient by clicking the checkbox to the left of the patient name. (**Please note:** the icon in the Species column will indicate if the patient is a veterinary patient or a human patient.)

This is a close-up of the 'Patient Results' table. A red box highlights the first two columns: 'Display All' and 'Species'. The table contains two rows. The first row has an unchecked checkbox and a paw print icon. The second row has a checked checkbox and a human icon.

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		Spud Yellow	Unknown ID Type:	2862	U		17361 Highridge Rd , Omaha, Nebraska, 68138 4025596060
<input checked="" type="checkbox"/>		+ Judy Yellow	Driver's License ID: NY68302	3040	F	7/4/73	17361 Highridge Road , Omaha, NE, 68138 4025596060

- Patients with multiple names, identifiers, addresses, or phone numbers are indicated in the results by a + sign.
- The **Dispense Details** tab will appear at the bottom of the screen under **Patient Information**.



Information by Patients Print Download CSV

Dispense Details Relationships

300 MME Assessment **7** day average

5 Multiple Provider Episodes **2** Last 180 Days

Yes Overlapping Prescriptions **1** Last 45 Days

Start Date: 07-17-2019 End Date: 07-17-2020 Drug Type: All CDS Non-CDS Search

Disperses

Combined View Split View

Controlled Substance Disperses

Species	RxGov Patient ID	Date Filled	Drug Dispersed	Quantity Dispersed	Prescriber	Dispenser	Date Written	Date Sold	Days Supply	Refill Number	Refills Authorized	State	Source Method	Payment Type
+ 5	3040	06/21/2020	Oxycodone HCl (OxyCONTIN) 80 MG T12A	60 Each	House, Gregory 9995559945	Out Of Town Pharmacy, 535 E Broadway, Council Bluffs, IA, 51503, 7125559932	06/21/2020		30	0	0	Nebraska	---	Commercial Insurance

Patient Information

Dispense Details Relationships Patient Notifications Filter: 3 Months

0 MME Assessment **7** day average

6 Multiple Provider Episodes **4** Last 6 Months

0 Overlapping Prescriptions **1** Last 45 Days

Drug Type: All CDS Non-CDS

Species	RxGov Patient ID	Date Filled	Drug Dispersed	Quantity Dispersed	Prescriber	Dispenser	Date Written	Date Sold	Days Supply	Refill Number	Refills Authorized	State	Payment Type
+ 2	888	08/23/2019	Clonazepam (Klonopin) 0.5 MG TABS	60	N/A	N/A	08/23/2019		30	0	0	Maryland	
	888	08/25/2019	Oxycodone w/ Acetaminophen (oxyCODONE-Acetaminophen) 10-325 MG TABS	60	N/A	N/A	08/25/2019		30	0	0	Maryland	
	888	08/02/2019	Details not available	14	N/A	N/A	08/01/2019		14	0	0	Maryland	
	888	10/02/2019	Hydrocodone-Acetaminophen (Vioxxin) 5-300 MG TABS	15 Each	N/A	N/A	10/01/2019		15	0	0	Maryland	

7. Maine’s PMP is configured to display patient-level alerts when a patient is selected.

Dispense Details Relationships

300 MME Assessment **7** day average

5 Multiple Provider Episodes **2** Last 180 Days

Yes Overlapping Prescriptions **1** Last 45 Days

0 MME Assessment **7** day average

6 Multiple Provider Episodes **4** Last 6 Months

0 Overlapping Prescriptions **1** Last 45 Days

There are 3 patient-level alerts to provide at-a-glance guidance on potential risks:

- MME Assessment** – Morphine Milligram Equivalent (MME) Assessment evaluates the amount of morphine to which an opioid dose is equivalent and provides an average for patient dosage
- Multiple Provider Episodes** – Displays the number of prescribers and dispensers visited by the patient over the past 6 months resulting in opioid dispenses



- c. **Overlapping Prescriptions** – Displays the number of overlapping prescriptions for opioid and benzodiazepine dispenses within a lookback period

Query results can be filtered to different views:

- 8. The number of months displayed defaults to three months for review in patient queries. The **Filter** drop-down on the right side of the screen allows prescribers to view a different period of data.

The screenshot shows the 'Patient Information' interface. At the top right, there is a 'Print' button and a 'Filter: 3 Months' dropdown menu, which is highlighted with a red box. Below this, there are tabs for 'Dispense Details', 'Relationships', and 'Patient Notifications'. Under 'Drug Type', there are radio buttons for 'All', 'CDS', and 'Non-CDS'. The main section is titled 'Dispenses' and has a 'Combined View' and 'Split View' option. A dropdown menu is set to 'All'. Below this is a table with the following columns: Species, RxGov Patient ID, Date Filled, Drug Dispensed, Quantity Dispensed, Prescriber, Dispenser, Date Written, Date Sold, Days Supply, Refill Number, Refills Authorized, State, and Payment Type. The table contains one row of data for a Buprenorphine HCl (Buprenex) 0.3 MG/ML SOLN dispensed on 06/06/2020.

- 9. Maine’s PMP is configured to display some dispenses with a plus sign and a number in the left-hand column. This indicates a group of dispenses of the same drug, defined as any dispenses where the generic ingredient, strength and dosage are the same; the number indicates how many dispenses are in the group.

The screenshot shows the 'Patient Information' interface with summary cards at the top: 'MME Assessment' (0), 'Multiple Provider Episodes' (0), and 'Overlapping Prescriptions' (0). Below these are radio buttons for 'All', 'CDS', and 'Non-CDS'. The main section is a table with the same columns as the previous screenshot. The first row of the table has a plus sign and the number '2' in the left-hand column, indicating a group of two dispenses. The drug is Clonazepam (clonazepam) 0.5 MG TABS, dispensed on 08/23/2019.



- To expand the group and view the individual dispenses, click on the arrow. Click again to collapse the group back to one row.

The screenshot shows a 'Patient Information' dashboard with a table of dispenses. The table has columns for Species, Rx/Over Patient ID, Date Filled, Drug Disposed, Quantity Disposed, Prescriber, Dispenser, Date Written, Date Sold, Days Supply, Refill Number, Refills Authorized, State, and Payment Type. The first row is expanded, showing five individual dispense entries for Clonazepam and Divosodone w/ Acetaminophen.

Species	Rx/Over Patient ID	Date Filled	Drug Disposed	Quantity Disposed	Prescriber	Dispenser	Date Written	Date Sold	Days Supply	Refill Number	Refills Authorized	State	Payment Type
- 2	688	08/23/2019	Clonazepam (Klonazepam) 0.5 MG TABS	60	N/A	N/A	08/23/2019		30	0	0	Maryland	
	688	08/02/2019	Clonazepam (Klonazepam) 0.5 MG TABS	60	N/A	N/A	08/01/2019		30	0	0	Maryland	
	688	08/28/2019	Divosodone w/ Acetaminophen (anyCODONE-Acetaminophen) 10-325 MG TABS	60	N/A	N/A	08/28/2019		30	0	0	Maryland	
	688	09/02/2019	Details not available	14	N/A	N/A	09/01/2019		14	0	0	Maryland	
	688	10/02/2019	Hydrocodone-Acetaminophen (Vicodin) 8-300 MG TABS	18 Each	N/A	N/A	10/01/2019		18	0	0	Maryland	

- To view details for a single dispense, click on the drug dispensed: a pop-up will appear with the dispense details. Full ASAP history is viewable by scrolling to the bottom of the dispense details view.

The screenshot shows a 'Dispense Details' pop-up window with the following information:

Prescriber: Stein, Frank N
Prescriber DEA: ZZ9999225
Prescriber Organizations:

Dispenser: Newbie Pharmacy
Dispenser DEA: ZZ9999998
Dispenser Address: 8303 Dodge Street
Dispenser City: Augusta
Dispenser State: ME
Dispenser Zip: 68114
Dispenser County: HILLSBOROUGH
Dispenser Phone: 4025599992

Patient First Name: Tony
Patient Last Name: Stark
Patient Middle Name:
Patient DOB: 1/1/99

Patient Gender: M
Patient Address: Stark Tower
Patient City: Augusta
Patient State: ME

Patient Zip: 69501
Patient County:
Patient Phone Number: 1111123355
Patient Identifier Type:

Patient Identifier Value:

Transaction History

Date: Jun 17, 2020, 4:07:34 PM
Information Source: Test pharmacy
Status: New Record

A red arrow points to a button labeled 'View Full ASAP History'.



Dispense Details			
Drug Name: Hydrocodone- Acetaminophen (Vicodin) 5-300 MG TABS	Date Written: 10/1/19	Date Filled: 10/2/19	Date Sold:
Quantity Dispensed: 15 Each	Days Supplied: 15	Refill Number: 0	Refills Authorized: 0
Payment Type:			
Prescriber:	Prescriber DEA: 52283	Prescriber Organizations: Johns Hopkins,Dante Medical	
Dispenser:	Dispenser DEA:	Dispenser Address:	Dispenser City:
Dispenser State:	Dispenser Zip:	Dispenser County:	Dispenser Phone:
Patient First Name: Robert	Patient Last Name: Smith	Patient Middle Name:	Patient DOB: 3/3/77
Patient Gender:	Patient Address: 102 Bird Lane	Patient City: Columbia	Patient State: MD
Patient Zip: 21044	Patient County: Howard	Patient Phone Number:	Patient Identifier Type:
Patient Identifier Value:			
Transaction History			
Date: Oct 14, 2019, 1:29:27 PM	Information Source: Universal Claim Form	Status: New Record	

12. To return to results screen, close the pop-up by clicking the “x” in the right-hand corner.
13. If no dispenses are found, RxGov will display the message “Query returned no results.” For individuals not found in RxGov, the message displayed will be “No patients found for Maine.”

Query parameters can be broadened to capture expanded results:

14. In cases where the order of the patient names is uncertain, the query can be submitted to search for the names in any order: for example, if the patient name is listed as Mason Morgan, but could be Morgan Mason.
15. To have the query search for names in any order, click on the checkbox in the upper left corner above the First Name field labeled “Search any first and last name combinations.”



Patient Query – Find your Patient by Partial Name

An additional search option, Search by Partial Name, is available.

1. To search by partial name for First Name, Last Name, or both, type the known letters in each field, followed by an asterisk, and click **Submit**. (The minimum number of letters required is three.)
2. If the number of letters entered is too few, a popup notification will appear, indicating the minimum number of letters required for the search.

The screenshot shows the 'Patient Query' interface. The search criteria are: First Name: 'Ton*', Last Name: 'Sta*', and DOB: '01-01-1999'. The 'Species' dropdown is set to 'All'. The 'Patient Results' table shows two entries:

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		+ Tony Stark	Unknown ID Type:	13	U	1/1/99	123 Somewhere , Augusta, ME, 06176 1111123355 Hartford
<input type="checkbox"/>		+ Veterinary Patient (Unnamed)	Unknown ID Type:	13	U	1/1/99	123 Somewhere , Augusta, ME, 06176 1111123355 Hartford

+ indicates patient that has multiple names, identifiers, addresses or phone numbers

The second screenshot shows the 'Patient Query' interface with search criteria: First Name: 'Leslie', Last Name: 'Knope', and DOB: '10-25-1980'. The 'Species' dropdown is set to 'All'. The 'Patient Results' table shows one entry:

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input checked="" type="checkbox"/>		Les Knope	Driver's License ID: ME124689	15	F	10/25/80	17 Prescription Rd , Portland, ME, 04102 443777777

+ indicates patient that has multiple names, identifiers, addresses or phone numbers

Buttons: Report Patient Issue, Unmerge Patient, Flag for Merge



Patient Relationships

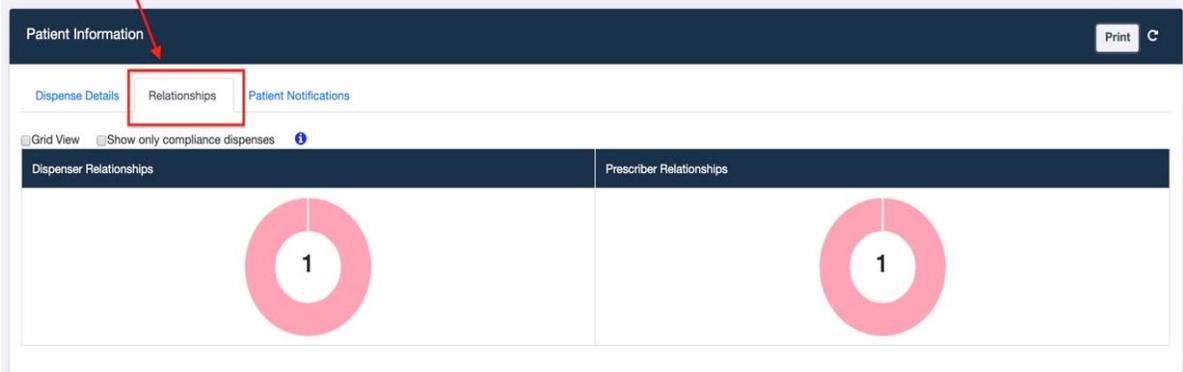
1. Information on Patient Relationships with Dispensers and Prescribers is viewable by clicking on the **Relationships** tab. This tab defaults to the pie chart view and the number of past months selected in the Dispense Details filter.

Patient Results

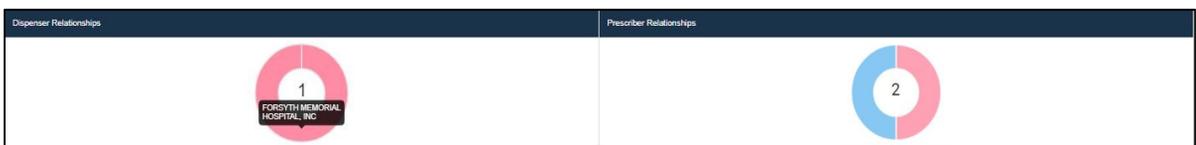
Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input checked="" type="checkbox"/>		+ Tony Stark	Unknown ID Type:	13	U	1/1/99	123 Somewhere , Augusta, ME, 06176 1111123355 Hartford
<input type="checkbox"/>		+ Veterinary Patient (Unnamed)	Unknown ID Type:	13	U	1/1/99	123 Somewhere , Augusta, ME, 06176 1111123355 Hartford

+ indicates patient that has multiple names, identifiers, addresses or phone numbers

Create New Prescription Notification Report Patient Issue Flag for Merge



2. In the pie chart view, hover over a color to see Dispenser or Prescriber details.



3. The view for Dispenses can be changed to include only Compliance Dispenses by checking the box next to “Show only compliance dispenses” above **Dispenser Relationships**.
4. Select the **Grid View** checkbox to view the relationship data in a table format.



Patient Information

Dispense Details Relationships Patient Notifications

Grid View Show only compliance dispenses

Dispenser Relationships		Prescriber Relationships	
Dispenser Name	# of Dispenses	Prescriber Name	# of Dispenses
PHARMACY PHARMACY	2	PRESCRIBER, DOCTOR	1
Total count of pharmacies visited: 1		PRACTITIONER, SUE	1
		Total count of prescribers visited: 2	

10. When viewing multiple records for the same patient (for example, when vet dispenses are also returned), pie charts for the selected records can be combined by checking the **Merge Patients** box that appears to the left of Grid View when these patients are all selected.

Patient Results

Check All	Spends	Name	Identifier	RoCiv Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		Bobby Smith	Unknown ID Type	888		3/3/77	102 Bird Lane - Columbia, MD, 21044 NA, Howard
<input type="checkbox"/>		Rose Smith	Unknown ID Type	888		3/3/77	102 Bird Lane - Columbia, MD, 21044 NA, Howard
<input type="checkbox"/>		Rose Smith	Unknown ID Type	717		8/15/15	102 Bird Lane - Columbia, MD, 21048 NA, Howard
<input type="checkbox"/>		Rose Smith	Unknown ID Type	1253			102 Bird Lane - Columbia, MD, 21044 NA, Howard

Indicates patient that has multiple names, identifiers, addresses or phone numbers

Create New Prescription Notification Report Patient Issue Flag for Merge

Patient Information

Dispense Details Relationships Patient Notifications

Merge Patients Grid View Show only compliance dispenses

Dispenser Relationships		Prescriber Relationships	



- All dispenses found for the associated patient records will now display in one Dispenser and one Prescriber pie chart to provide a single visual for each set of relationships.

Patient Results

Display ID	Species	Name	Identifier	Relive Patient ID	Gender	Date of Birth	Address & Phone
1	Human	Bobby Smith	Unknown ID Type	000		3/3/77	102 Bir Lane, Columbia, MD, 21044 N/A Howard
2	Human	Rose Smith	Unknown ID Type	000		3/3/77	102 Bir Lane, Columbia, MD, 21044 N/A Howard
3	Human	Rosa Smith	Unknown ID Type	717		3/10/18	102 Bir Lane, Columbia, MD, 21043 N/A Howard
4	Human	Rose Smith	Unknown ID Type	1083			102 Bir Lane, Columbia, MD, 21044 N/A Howard

• indicates patient that has multiple names, identifiers, addresses or phone numbers

Buttons: Create New Prescription Notification, Report Patient Issue, Flag for Merge

Patient Information

Dispense Details | Relationships | Patient Notifications

Merge Patients | Grid View | Show only compliance dispenses

Dispenser Relationships	Prescriber Relationships

Patient Information

Dispense Details | Relationships | Patient Notifications

Merge Patients | Grid View | Show only compliance dispenses

Dispenser Relationships	Prescriber Relationships

Patient Notifications

Notifications for prescriptions dispensed to the patient selected from the query results are available to view in the Patient **Notifications** tab. For additional information on Notifications, see **Prescription Notifications** on page 28.

Patient Information

Dispense ID: 522 | Relationships | Patient Notifications

Notification Status: Active

ID	Notification Type	Creation Date	Expires Date	Product Name	Prescriber Name	DOB	Dispenser Name	Status
522	New Prescription From Any Prescriber Except Me	10/8/19, 11:01 AM	11/7/19	Details not available		3/3/77		Active
521	New Prescription From Any Prescriber Except Me	10/8/19, 11:01 AM	11/7/19	Details not available		3/3/77		Active

Buttons: Dismiss



Patient Management

Once a Patient Query has been performed, a Prescriber can perform the actions described in the following sections for the selected patient using the buttons in the lower right corner of the Patient Results.

Patient Results

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input checked="" type="checkbox"/>		+ Tony Stark	Unknown ID Type:	13	U	1/1/99	123 Somewhere , Augusta, ME, 06176 1111123355 Hartford
<input checked="" type="checkbox"/>		+ Veterinary Patient (Unnamed)	Unknown ID Type:	13	U	1/1/99	123 Somewhere , Augusta, ME, 06176 1111123355 Hartford

+ indicates patient that has multiple names, identifiers, addresses or phone numbers

Create New Prescription Notification Report Patient Issue Flag for Merge

Patient Results

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		+ Rob Smith	Unknown ID Type:	106		3/3/77	101 Bird , Columbia , 21044 N/A Howard
<input checked="" type="checkbox"/>		+ Robert Smith	Unknown ID Type:	685		3/3/77	102 Bird Lane , Columbia , MD N/A Howard

+ indicates patient that has multiple names, identifiers, addresses or phone numbers

Create New Prescription Notification Report Patient Issue Flag for Merge

Create New Prescription Notification

Prescription Notifications can alert a prescriber to patients with the 4 prescription dispensing activity notification types listed. This assists prescribers in monitoring both their own prescribing as well as patient activity for easier oversight of prescribing within their patient population.

Notification Types

- New prescriptions dispensed from any prescriber, including the prescriber
- New prescriptions dispensed by the prescriber only
- New prescriptions dispensed from any other prescriber only
- New prescriptions dispensed from a new dispenser

1. To create a notification for a patient, click the **Create New Prescription Notification** button.

Patient Results

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		+ Rob Smith	Unknown ID Type:	106		3/3/77	101 Bird , Columbia , 21044 N/A Howard
<input checked="" type="checkbox"/>		+ Robert Smith	Unknown ID Type:	685		3/3/77	102 Bird Lane , Columbia , MD N/A Howard

+ indicates patient that has multiple names, identifiers, addresses or phone numbers

Create New Prescription Notification Report Patient Issue Flag for Merge



2. A pop-up will appear to select the **Notification Type** and set the number of months expiration for the notification to be active.

3. Select the notification type from the drop-down menu.

4. Set the number of months for the notification. The default number of months is 6, but that can be changed by clicking in the box and either typing in a new number or using the up/down arrows to select a different number of months.
5. Click the **Add Notification** button.
6. Notifications created are visible in **Prescription Notifications**; please see page 28 for more information.

Report Patient Issue

Prescribers can submit a **Report Patient Issue** ticket to Maine PMP Administration.

1. To create a Report Patient Issue ticket, click the **Report Patient Issue** button.

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>	+	Rob Smith	Unknown ID Type:	106		3/3/77	101 Bird, Columbus, 21044 N/A Howard
<input checked="" type="checkbox"/>	+	Robert Smith	Unknown ID Type:	685		3/3/77	102 Bird Lane, Columbia, MD N/A Howard



2. A pop-up will appear to **Create Patient Ticket**. Type the message in the **Comment** box and Click the **Submit** button.

3. A pop-up will confirm successful submission of the ticket.

4. **Patient** tickets are viewable in the **Tickets** tab in the menu at the left of the screen.

Flag for Merge

Prescribers can submit a **Flag for Merge** ticket in cases where duplicate patient records in RxGov are identified. PDMP Administration will then review and merge the patient records to consolidate the dispense data.

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input checked="" type="checkbox"/>	+	Rob Smith	Unknown ID Type	106		3/3/77	101 Bird, Columbus, 21044 N/A Howard
<input checked="" type="checkbox"/>	+	Robert Smith	Unknown ID Type	685		3/3/77	102 Bird Lane, Columbus, MD N/A Howard

⚡ indicates patient that has multiple names, identifiers, addresses or phone numbers

1. To flag patient records for merge, check the box to the left of the patient record for all associated records.
2. Click the **Flag for Merge** button.
3. A pop-up will appear to **Create Merge Patients Ticket**. A comment is required to submit the ticket. Type your comment in the text box to explain the merge request and click the **Submit** button.



Create Merge Patients Ticket

Comment:

0/512

Submit

4. A pop-up will confirm successful submission of the ticket.

Success

Ticket Submission Successful.

5. **Patient Merge** tickets are viewable in **Tickets**.
6. Patient won't be merged until the merge ticket is approved by a PDMP Administrator.



Query History

Query History is available for all queries performed by a Prescriber. Click on the Query History tab to access your historical queries.



First Name	Last Name	DOB	Additional Information	Date Run	Run By Delegate
Robert	Smith	3/3/77	-	8/12/19, 8:21 AM	
Robert	Smith	3/3/77	-	8/9/19, 2:41 PM	
Robert	Smith	3/3/77	-	8/9/19, 2:18 PM	
Robert	Smith	3/3/77	-	8/9/19, 1:38 PM	
Robert	Smith	3/3/77	-	8/9/19, 12:43 PM	
Robert	Smith	3/3/77	-	8/9/19, 11:20 AM	
Bradson	Dunthorn	12/21/90	-	6/26/19, 1:26 PM	

A query can be re-run by clicking on the query which will take the user back to the query screen with the search parameters pre-filled. Click **Submit** to run the query.

Self-Audit

The **Self-Audit** screen displays a list of a Prescriber's dispensed prescriptions.



Patient Name	Gender	Date of Birth	Date Written	Date Filled	Date Sold	Days Prior Queried	Required for Compliance	Drug Dispensed	Quantity Dispensed	Dispenser Name
Smith Bobby			10/2/19	10/3/19		Not Queried	Yes	clonazepam 0.5 MG TABS	60	
Robert Smith		3/3/77	10/4/19	10/4/19		Not Queried	Yes	clonazepam 0.5 MG TABS	60	
Bobby Smith			10/6/19	10/7/19		Not Queried	Yes	clonazepam 0.5 MG TABS	60	

The default view is for 30 days of dispenses. Dispenses can be filtered by a different time period using the calendar buttons for **Start Date** and **End Date** or typing in a new date for either of those fields.



Columns can be sorted by clicking into the header and clicking on the white arrow that appears.

My Prescriptions									
Patient Name	Gender	Date of Birth	Date Written	Date Filled	Days Prior Queried	Required for Compliance	Drug Dispensed	Quantity Dispensed	Dispenser Name
Lisa Ayle		11/17/80	5/12/19	5/12/19	Not Queried	Yes	oxyCODONE-Acetaminophen 10-325 MG TABS	30	
Robert Smith		3/3/77	5/17/19	5/18/19	Same day	Yes	oxyCODONE-Acetaminophen 10-325 MG TABS	30	
Robert Smith		3/3/77	5/25/19	5/28/19	1	Yes	fentaNYL 100 MCG/HR PT72	15	

Each line provides basic details of the prescription. To view additional patient and dispense details, click the row displaying a dispensed prescription. A **Dispense Details** pop-up will appear:

Dispense Details

Patient

First Name	Robert	Last Name	Smith	Middle Name		Date of Birth	3/3/77
Gender		Address	101 Bird Lane	City	Columbia	State	MD
Zipcode	21044	County		Phone Number		Patient Identifier	

Dispenser

Name		Address		City		State	
Zip		County	Anne arundel	Phone Number			

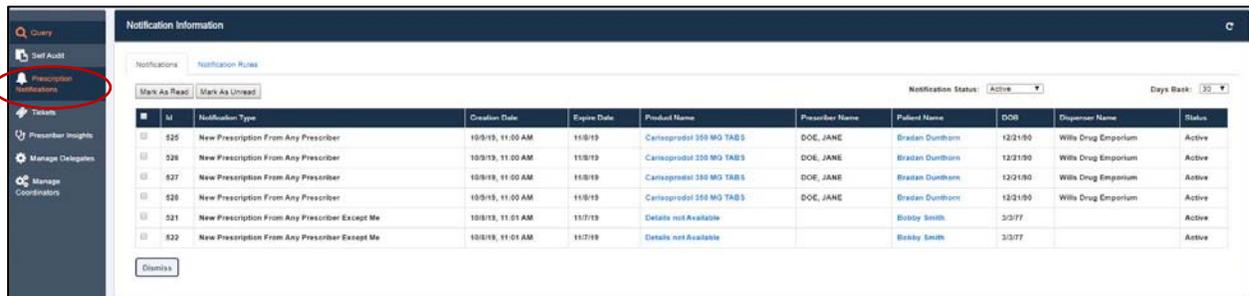
Dispense

Product	oxyCODONE-Acetaminophen 10-325 MG TABS	Date Written	5/17/19	Date Filled	5/18/19	Quantity Dispensed	30
Days Supply	30	RefillNumber	0	Refills Authorized	0		



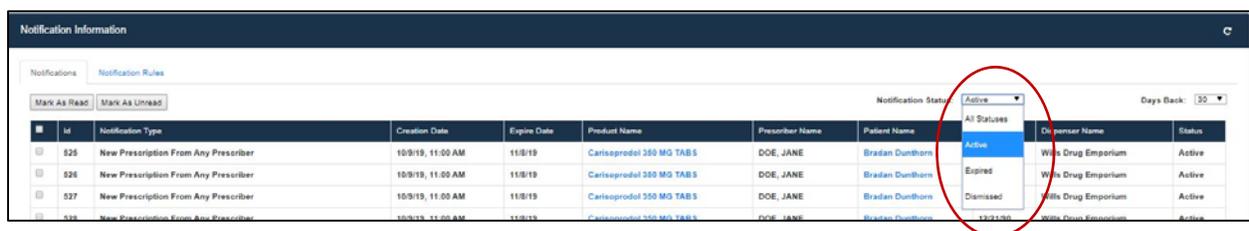
Prescription Notifications

Prescription Notifications allows Prescribers to view and manage notifications and notification alerts for individual patients' dispense activity.

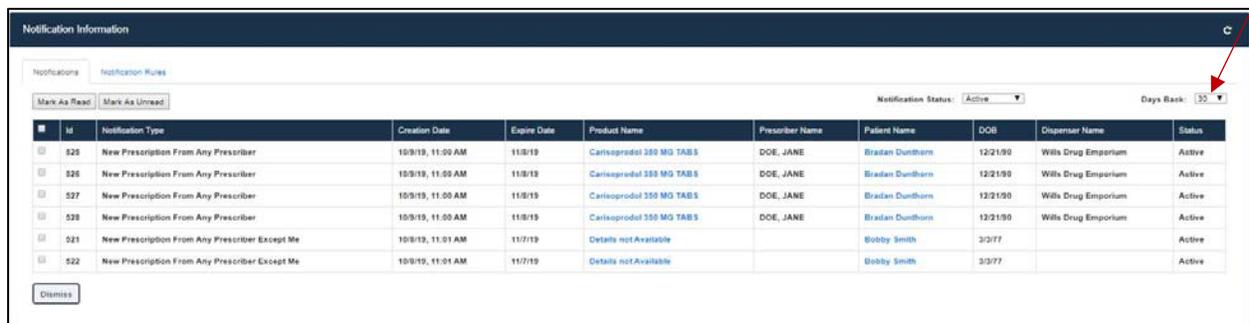


Prescription Notifications defaults to the **Notifications** tab. The default page view shows all notifications received within the past 30 days for Active patient prescription notifications.

Notifications can be filtered by **Notification Status**: All Statuses, Active, Expired, or Dismissed.



Notifications can be viewed for the period of the past 30, 60, 90, or 120 days by using the drop-down menu for **Days Back** on the right side of the screen.



Notifications can be marked as read or unread using the **Mark As Read** or **Mark As Unread** buttons in the left-hand corner at the top of the notifications list by clicking the checkbox to the left of the notification and clicking the appropriate button.



Notification Information

Notifications **Notification Rules**

Mark As Read Mark As Unread

Notification Status: Active Days Back: 30

<input type="checkbox"/>	ID	Notification Type	Creation Date	Expires Date	Product Name	Prescriber Name	Patient Name	DOB	Dispenser Name	Status
<input type="checkbox"/>	526	New Prescription From Any Prescriber	10/9/19, 11:00 AM	11/8/19	Carisoprodol 350 MG TABS	DOE, JANE	Bradley Dunthorn	12/21/90	Wills Drug Emporium	Active
<input type="checkbox"/>	526	New Prescription From Any Prescriber	10/9/19, 11:00 AM	11/8/19	Carisoprodol 350 MG TABS	DOE, JANE	Bradley Dunthorn	12/21/90	Wills Drug Emporium	Active
<input type="checkbox"/>	527	New Prescription From Any Prescriber	10/9/19, 11:00 AM	11/8/19	Carisoprodol 350 MG TABS	DOE, JANE	Bradley Dunthorn	12/21/90	Wills Drug Emporium	Active
<input type="checkbox"/>	528	New Prescription From Any Prescriber	10/9/19, 11:00 AM	11/8/19	Carisoprodol 350 MG TABS	DOE, JANE	Bradley Dunthorn	12/21/90	Wills Drug Emporium	Active
<input type="checkbox"/>	521	New Prescription From Any Prescriber Except Me	10/8/19, 11:01 AM	11/7/19	Details not Available		Bobby Smith	3/3/77		Active
<input type="checkbox"/>	522	New Prescription From Any Prescriber Except Me	10/8/19, 11:01 AM	11/7/19	Details not Available		Bobby Smith	3/3/77		Active

Dismiss

Notifications can be dismissed by clicking the checkbox to the left of the notification and clicking the **Dismiss** button in the left lower corner of the page.

<input type="checkbox"/>	528	New Prescription From Any Prescriber	10/9/19, 11:00 AM	11/8/19	Carisoprodol 350 MG TABS	DOE, JANE	Bradley Dunthorn	12/21/90	Wills Drug Emporium	Active
<input type="checkbox"/>	521	New Prescription From Any Prescriber Except Me	10/8/19, 11:01 AM	11/7/19	Details not Available		Bobby Smith	3/3/77		Active
<input type="checkbox"/>	522	New Prescription From Any Prescriber Except Me	10/8/19, 11:01 AM	11/7/19	Details not Available		Bobby Smith	3/3/77		Active

Dismiss

A pop-up will ask for confirmation.

Confirm

Are you sure you want to dismiss these notifications?

Yes No

Note: Clicking the checkbox on the top row above the list of notifications will select all visible notifications for inclusion in the actions described above.

Notification Rules

The **Notification Rules** tab provides the ability to view and manage patient prescription notifications created through Patient Query.

Notification Information

Notifications **Notification Rules**

Email Me Notifications: **Always** To configure new rules, use Patient Query.

<input type="checkbox"/>	ID	Notification Count	Creation Date	Created By Delegate	Patient First Name	Patient Last Name	Patient Date of Birth	Notification Type	Months for New Dispenser	Expiration Date	Edit
<input type="checkbox"/>	26	0	8/9/19, 2:41 PM		Rob	Smith	3/3/77	New Prescription From Me	N/A	2/9/20	
<input type="checkbox"/>	25	0	8/9/19, 1:38 PM		Robert	Smith	3/3/77	New Prescription From Any Prescriber Except Me	N/A	2/9/20	
<input type="checkbox"/>	5	245	5/7/19, 2:48 PM		Bradley	Dunthorn	12/21/90	New Prescription From Any Prescriber	N/A	11/7/19	
<input type="checkbox"/>	2	0	5/7/19, 8:12 AM		Rob	Smith	3/3/77	Prescription From New Dispenser	12	11/7/19	
<input type="checkbox"/>	1	45	5/7/19, 8:11 AM		Rob	Smith	3/3/77	New Prescription From Any Prescriber	N/A	11/7/19	

Delete Selected Notifications



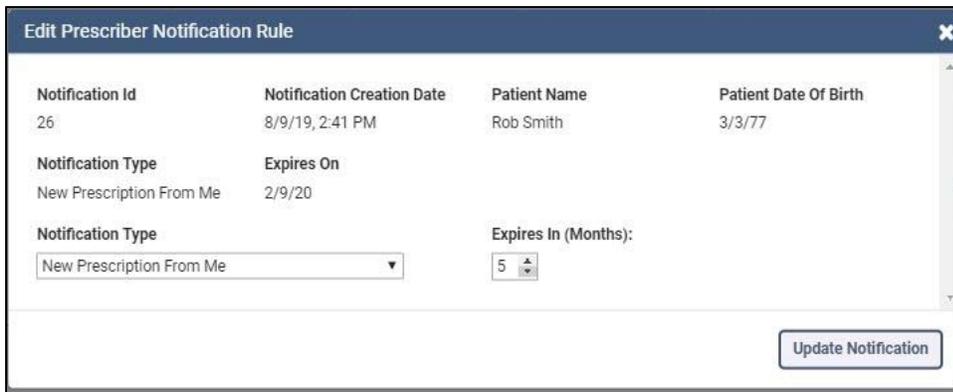
Prescribers can choose to receive email notifications **Immediately**, **Daily**, **Weekly**, or **Never** using the drop-down menu.



Notification Information										
Notifications		Notification Rules								
Email Me Notifications: Immediately		To configure new rules, use Patient Query.								
Id	Notification	Creation Date	Created By Delegate	Patient First Name	Patient Last Name	Patient Date of Birth	Notification Type	Months for New Dispenser	Expiration Date	Edit
26	Daily	8/9/19, 2:41 PM		Rob	Smith	3/3/77	New Prescription From Me	N/A	2/9/20	
25	Weekly	8/9/19, 1:38 PM		Robert	Smith	3/3/77	New Prescription From Any Prescriber Except Me	N/A	2/9/20	

Notification Rules can be edited by clicking on the pencil icon at the end of each row.

An **Edit Prescriber Notification Rule** pop-up will appear.



Notification Id	Notification Creation Date	Patient Name	Patient Date Of Birth
26	8/9/19, 2:41 PM	Rob Smith	3/3/77
Notification Type	Expires On		
New Prescription From Me	2/9/20		
Notification Type	Expires In (Months):		
New Prescription From Me	5		

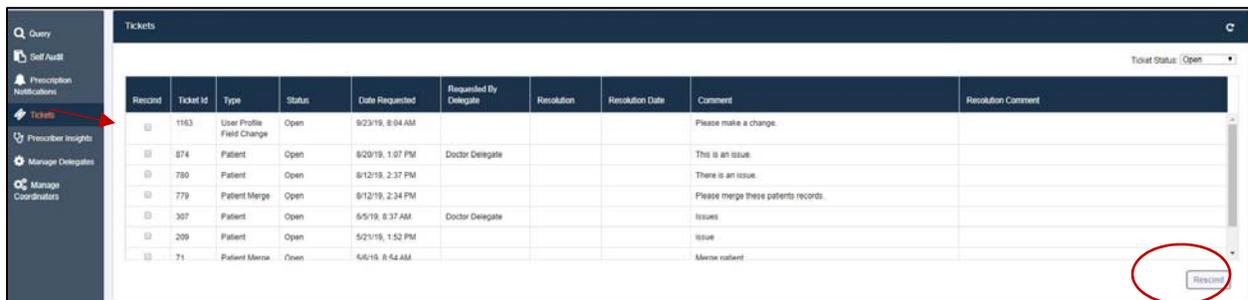
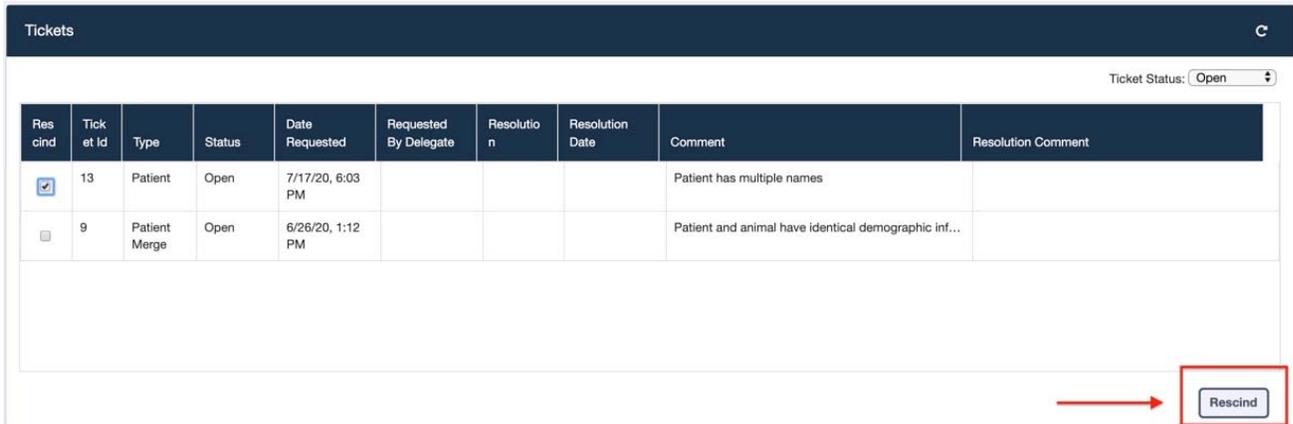
Update Notification

- Change **Notification Type** using the drop-down menu.
- Change duration of notification by typing a different number in the **Expires in (Months)** box or use the up/down arrows to set a different length of time for the notification.



Tickets

The **Tickets** screen displays all Prescriber tickets sent to PMP Administration for approval: User Identifier Change Requests, Patient Issues, and Patient Merge requests. (See **Updating User Profile Details** on page 66 for information on requesting changes to Identifier Fields in the User Profile Details.)



If a change request is submitted incorrectly, it can be rescinded by clicking the box next to the **Ticket ID** and clicking the **Rescind** button. (Note: Tickets may be rescinded as soon as they appear in the tickets menu. Once resolved by an admin, a ticket can no longer be rescinded). A pop-up will confirm the ticket has been rescinded.



Tickets can be filtered by **Status** using the drop-down on the right of the **Tickets** screen.



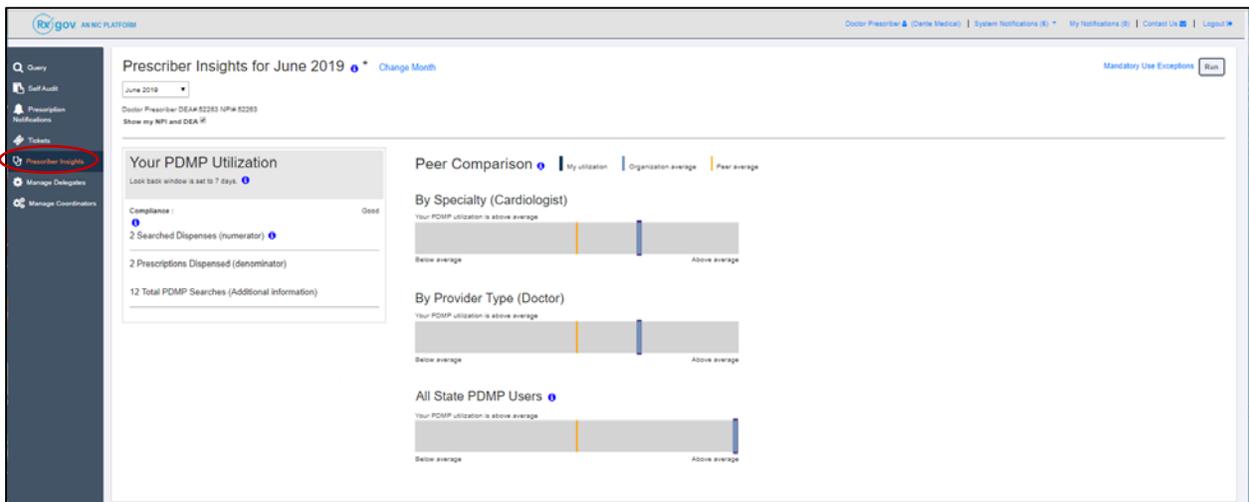
Tickets can also be sorted by clicking on the column header for the column to be sorted and clicking on the white arrow.



Rescinded	Ticket Id	Type	Status	Date Requested	Requested By Delegate	Resolution	Resolution Date	Comment	Resolution Comment
	37	Patient	Open	10/8/19, 11:51 AM				There is an issue with this patient's information.	

Prescriber Insights

Prescriber Insights provides prescribers with the ability to view their compliance with PMP mandates and see how they are performing compared to peer compliance for any month prior to the current one. The default prescriber view is for the month previous to the current month.



The sections that follow provide a more in-depth explanation of the components of the Prescriber Insights.



The Prescriber Insights Report

The reporting month can be adjusted by clicking the **Change Month** link to the right of **Prescriber Insights for Month Year**.

Clicking the **Change Month** link will display a drop-down to select a different month to view.

Your Prescriber identifier number(s) can be displayed by checking box to the right of **Show my NPI and DEA**.

The **Look back**, or **Compliance Window**, is the number of days prior to a dispense that are considered in finding a matching PDMP query. This value is set by your State PDMP.

If configured to display by your state PDMP, your compliance rating reflects patient queries performed divided by total dispenses.

Prescriber Insights for June 2019 ⓘ * [Change Month](#)

June 2019 ▼

Doctor Prescriber DEA#:52263 NPI#:52263

Show my NPI and DEA

Your PDMP Utilization

Look back window is set to 7 days. ⓘ

Compliance : Good ⓘ

2 Searched Dispenses (numerator) ⓘ

2 Prescriptions Dispensed (denominator)

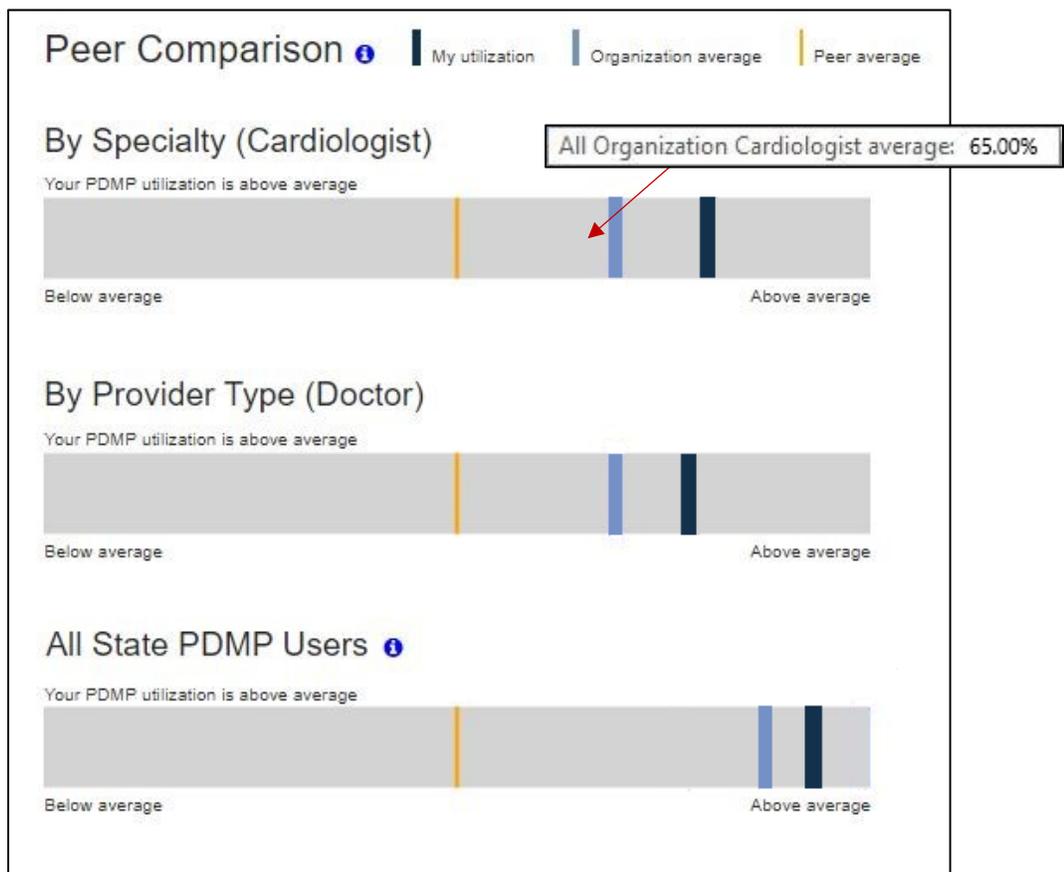
12 Total PDMP Searches (Additional information)



The **Peer Comparison** displays PMP utilization data for the prescriber relative to others in their organization by **Specialty, Provider Type, and All Maine PMP Users**. The calculation is based on the average number of searched dispenses compared to average number of searched dispenses by the peer group. The Peer Comparison allows the prescriber to assess how effectively they are utilizing the PMP compared to their peers.

The mid-point of each bar is the average use of your calculation based on the queried dispenses compared to the peer group. The mid-point of each chart is the average utilization of the peer group. The ends of the bar are two standard deviations from the average (two standard deviations below, two standard deviations above).

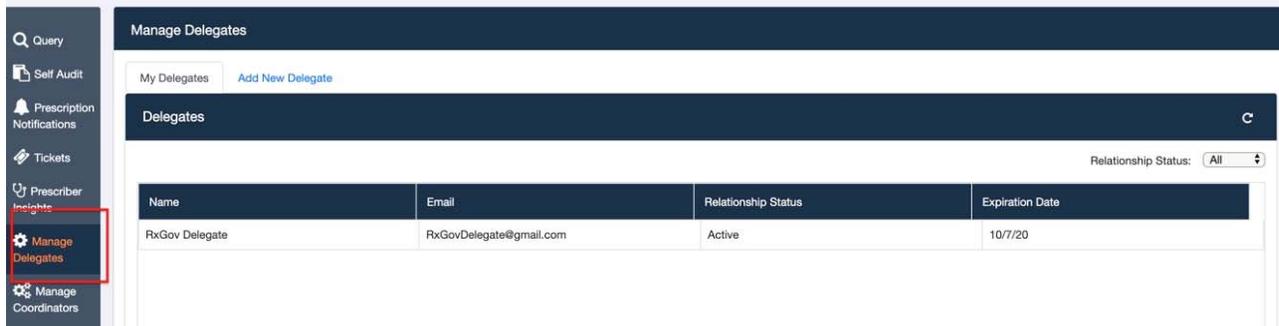
The bar in each section can be hovered over to view the utilization percentages for that group. (See example “All Organization Cardiologist average: 65.00%”)



Manage Delegates

Prescribers may have the option to establish **Prescriber Delegates** who can manage patient queries and patient prescription notifications on their behalf. When enabled by Maine PMP Administration, Prescriber Delegates can create prescription notifications, perform and view patient dispense queries, report patient issues, flag duplicate patient records for merging, and view the prescriber's prescription history.

The **Manage Delegates** screen defaults to the **My Delegates** tab.



The screenshot shows the 'Manage Delegates' interface. On the left is a navigation sidebar with options: Query, Self Audit, Prescription Notifications, Tickets, Prescriber Insights, **Manage Delegates** (highlighted with a red box), and Manage Coordinators. The main content area has a 'My Delegates' tab and an 'Add New Delegate' button. Below is a 'Delegates' table with a 'Relationship Status' dropdown set to 'All'. The table contains one entry:

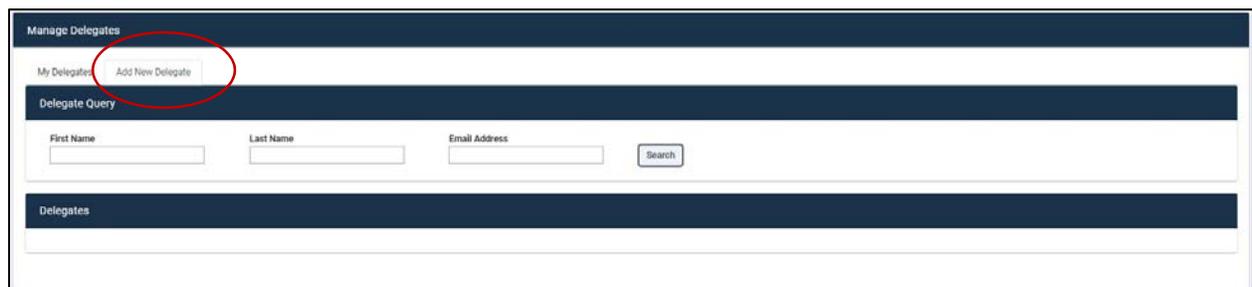
Name	Email	Relationship Status	Expiration Date
RxGov Delegate	RxGovDelegate@gmail.com	Active	10/7/20



This screenshot is similar to the previous one but shows a different delegate in the table. The 'Manage Delegates' option in the sidebar is also highlighted with a red circle. The table contains one entry:

Name	Email	Relationship Status	Expiration Date
Doctor Delegate	DoctorDelegate@esporbit.com	Active	8/29/19

To add a delegate, click the **Add New Delegate** tab.



The screenshot shows the 'Add New Delegate' tab selected. Below the tab is a 'Delegate Query' section with three input fields: 'First Name', 'Last Name', and 'Email Address', followed by a 'Search' button. The 'Delegates' table below is currently empty.

1. Search for a delegate by First Name and Last Name, Last Name only, and/or email address.
2. Select the desired delegate from the results returned and verify that the delegate's RxGov registration status is active.



3. Click the **Make Delegate** button.

The screenshot shows the 'Manage Delegates' interface. At the top, there are links for 'My Delegates' and 'Add New Delegate'. Below is a 'Delegate Query' section with input fields for 'First Name' (containing 'Doctor'), 'Last Name' (containing 'Delegate'), and 'Email Address', followed by a 'Search' button. A table titled 'Delegates' contains one entry: 'Doctor Delegate' with email 'DoctorDelegate@leaportbit.com' and 'Registration Status' 'Active'. At the bottom, there is a 'Doctor Delegate' profile card with a 'Make Delegate' button and a table of user details.

Name	Email	Registration Status
Doctor Delegate	DoctorDelegate@leaportbit.com	Active

Email	Registration Status	Street Address	City
DoctorDelegate@leaportbit.com	Active	Not Provided	Not Provided
State	Zipcode	Phone Number	Mobile Number
MD	Not Provided	Not Provided	4432820011

4. A confirmation pop-up will appear.

The screenshot shows a 'Confirm Expiration Date' dialog box. It asks 'Are you sure you want to add Doctor Delegate as a Delegate?' and includes a 'Confirm' button. Below the question is an 'Expiration Date' field with the value '11-17-2019' and a calendar icon.

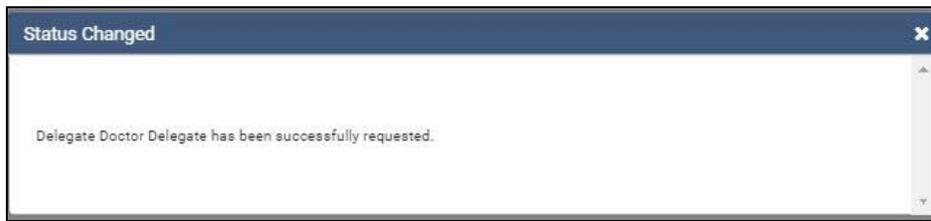
5. An expiration date for the delegate relationship may be required. The default date, if any, can be changed by using the calendar button to select a new date or by typing a new date in the text box.

This screenshot shows the same 'Confirm Expiration Date' dialog box, but with a calendar widget open over the 'Expiration Date' field. A red arrow points to the calendar icon. The calendar shows the month of November 2019, with the 17th highlighted in blue. The 'Confirm' button is visible in the background.

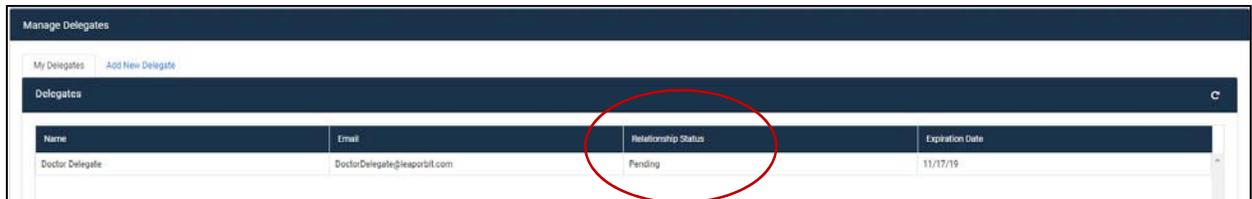
6. Click the **Confirm** button to request the delegate relationship.



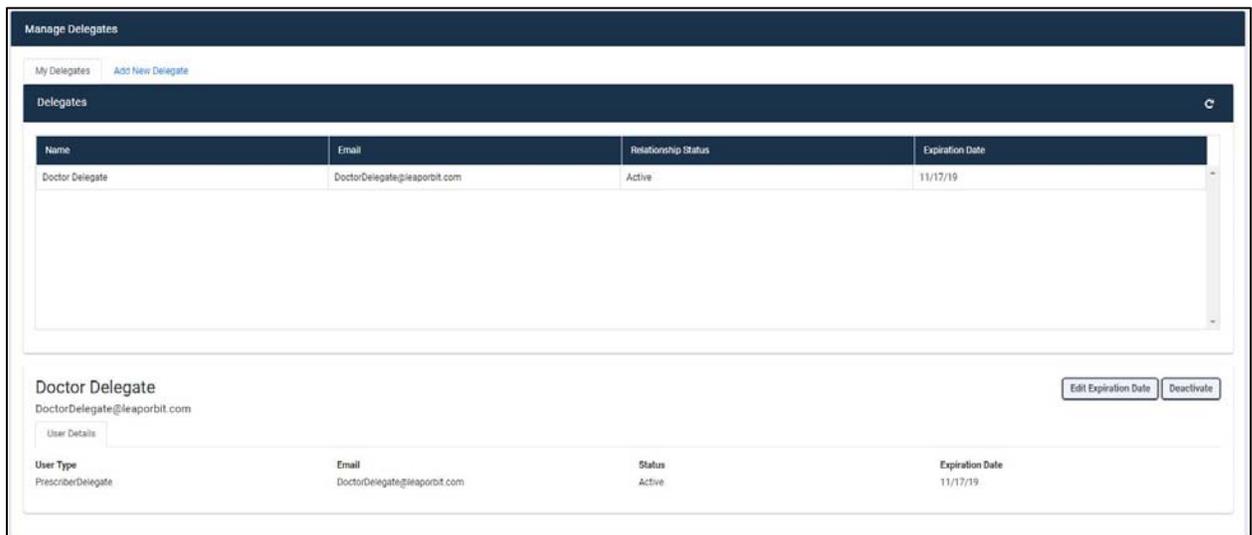
7. A confirmation pop-up will appear.



8. The requested delegate will now appear in the **My Delegates** tab with a **Relationship Status** of "Pending" until the delegate activates the relationship. (See **Manage Delegators** on page 40 for more information on the delegate relationship.)



9. Once the delegate has activated the relationship, they will appear as "Active" in My Delegates.
10. Prescribers can edit the expiration date for a delegate relationship or deactivate delegates from the My Delegates screen using the **Edit Expiration Date** and **Deactivate** buttons.



Manage Coordinators

Prescribers may also have the option to have **Medical Coordinator** relationships. Medical Coordinators can view the Prescriber Insights for their prescribers. The Manage Coordinators screen shows the list of Medical Coordinators who have an active or historical relationship with the prescriber.

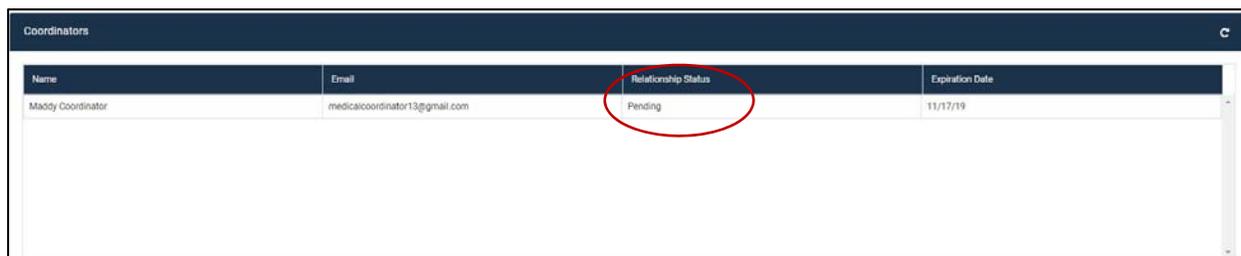


The screenshot shows the 'Manage Coordinators' interface. On the left is a navigation sidebar with options: Query, Self Audit, Prescription Notifications, Tickets, Prescriber Insights, Manage Delegates, and Manage Coordinators (highlighted with a red circle). The main content area is a table with the following data:

Name	Email	Relationship Status	Expiration Date
Maddy Coordinator	medicalcoordinator13@gmail.com	Active	10/00/19

A medical coordinator must initiate a relationship with a prescriber by requesting permission to view the prescriber’s Prescriber Insights. The Prescriber must accept the request to establish the relationship and grant permission for the coordinator to view the Prescriber Insights.

When a Medical Coordinator has requested permission to view a prescriber’s Prescriber Insights, they will display in the **Manage Coordinators** screen with a “Pending” relationship status.



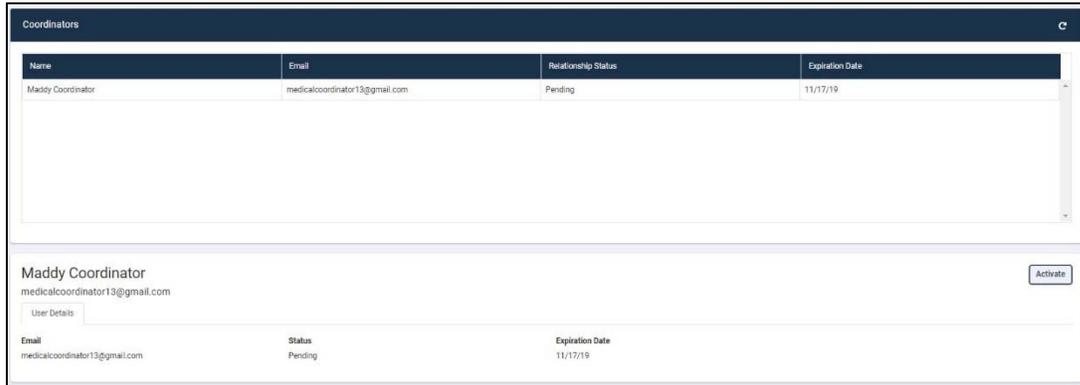
The screenshot shows the 'Manage Coordinators' interface. The table now displays a coordinator with a pending relationship status, which is circled in red:

Name	Email	Relationship Status	Expiration Date
Maddy Coordinator	medicalcoordinator13@gmail.com	Pending	11/17/19



To accept a medical coordinator request and establish a relationship:

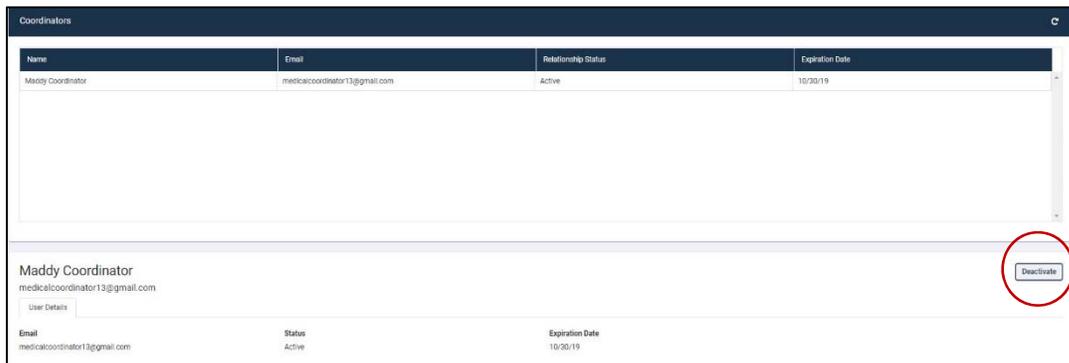
1. Select the desired coordinator from the list.
2. Click the **Activate** button.



3. A confirmation pop-up will appear.



4. To revoke the permission, click on the **Deactivate** button.



5. A confirmation pop-up will appear.



The Prescriber Delegate Dashboard

The **Prescriber Delegate Dashboard** provides **Prescriber Delegate** users access to RxGov tools for managing PMP compliance and PMP prescriptions on behalf of prescribers with whom they have established a relationship in RxGov. It defaults to the **Patient Query** screen. All menu options are located on the left-hand side of the screen. For optimal results, RxGov should be run on a PC with the window maximized to full screen.

The screenshot shows the 'Patient Query' interface. At the top, there's a header with the user's name 'Jen Marlowe (DHHS)', system notifications (0), and my notifications (0). A sidebar on the left lists various navigation options. The main area has a search bar and a checkbox for 'Search any first and last name combinations'. Below this are input fields for 'First Name', 'Last Name', and 'DOB'. To the right of the DOB field is a 'Species' section with radio buttons for 'All', 'Human', and 'Non-Human'. Further down, there's a section for interstate data retrieval, listing states 'CT, FL, GA, ME, MA, NH, RI, VT' and an 'Additional States to Query' field. At the bottom right, there are 'Clear' and 'Submit' buttons.

Manage Delegates

Prescriber Delegates must have an established active RxGov relationship with a Prescriber prior to accessing any Prescriber role features, such as the ability to perform a patient query.

When there are no delegator (prescriber) relationships, a delegate will see a message advising them that there are no active delegators when they log in.

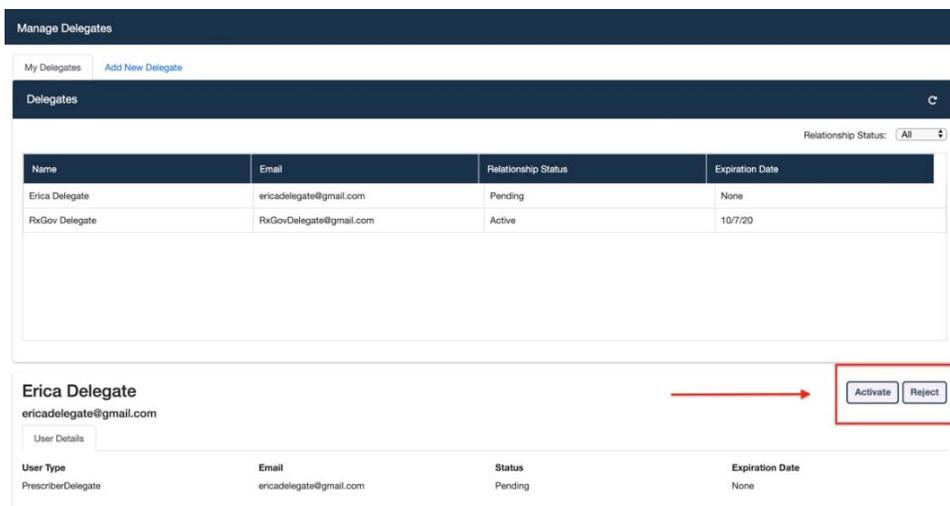


A Prescriber or a Prescriber Delegate may initiate a relationship with the other user role by selecting the “Manage Delegates” or “Manage Delegates” tab located in the menu at the left-hand side of the screen. To establish the relationship, the Prescriber or Prescriber Delegate must enter first name, last name and/or email address, select search, and click on the correct user name. User details will appear in the lower half of the screen to assist with determining that the search returned the expected user before selecting “Make Delegate” or “Make Delegate” at the righthand side of the screen. After the request is made, the Prescriber or Prescriber Delegate will be able to view the request and activate the relationship within the “Manage Delegate” or “Manage Delegate” tab. Until activated by both parties, the relationship will remain in pending status. To activate the connection as a Prescriber Delegate:

1. Click on **Manage Delegates**.



2. A list of all Prescribers with whom the delegate currently has or has had a relationship will appear on the screen. The **Relationship Status** column indicates if the relationship is pending or active.
3. If the relationship status column says **Pending**, then the delegate should select the desired Prescriber from the list.
4. The prescriber details will appear on the bottom half of the screen.
5. Click the **Activate or Reject** button.



Name	Email	Relationship Status	Organization	Expiration Date
Leap Pres	admleap@gmail.com	Pending		10/22/19
Leap Medical/Prescriber	leaportit user@gmail.com		UNIVERSITY OF MARYLAND BALTIMORE	11/17/19
Doctor Prescriber	DoctorPrescriber@gmail.com	Pending	Dante Medical	11/18/19

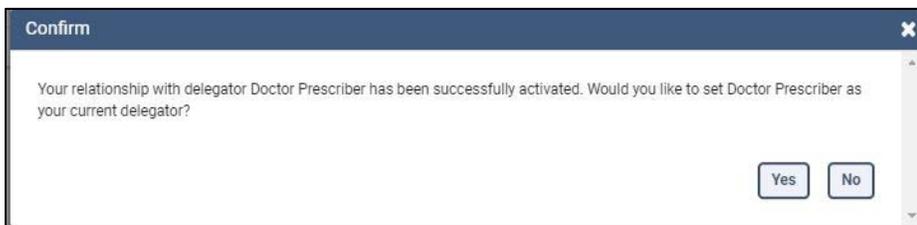
Doctor Prescriber
DoctorPrescriber@gmail.com

User Details

User Type	Email	Status	Expiration Date
Prescriber	DoctorPrescriber@gmail.com	Pending	11/18/19

Organization
Dante Medical

- A pop-up will confirm successful activation and provide the option to set the new prescriber as the current delegator if the delegate has multiple active delegators. When logged into RxGov, a Prescriber Delegate may only operate under one delegate (Prescriber) at a time.



- If the new Prescriber is elected as the current delegator, a pop-up message will confirm the prescriber's status as current delegator.



- If not elected, a pop-up message will advise that there is no current delegator.



- To deactivate a relationship with a delegator, click the **Deactivate** button in the prescriber details.

Doctor Prescriber
DoctorPrescriber@gmail.com

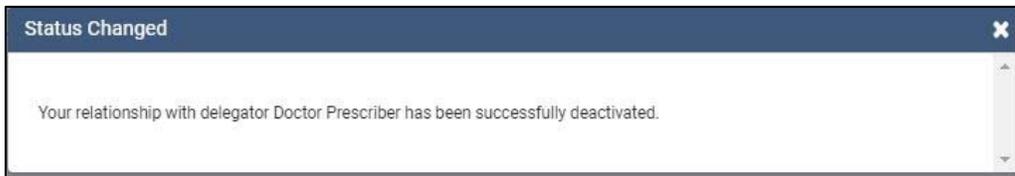
User Details

User Type	Email	Status	Expiration Date
Prescriber	DoctorPrescriber@gmail.com	Active	11/18/19

Organization
Dante Medical



10. A pop-up will confirm successful deactivation.



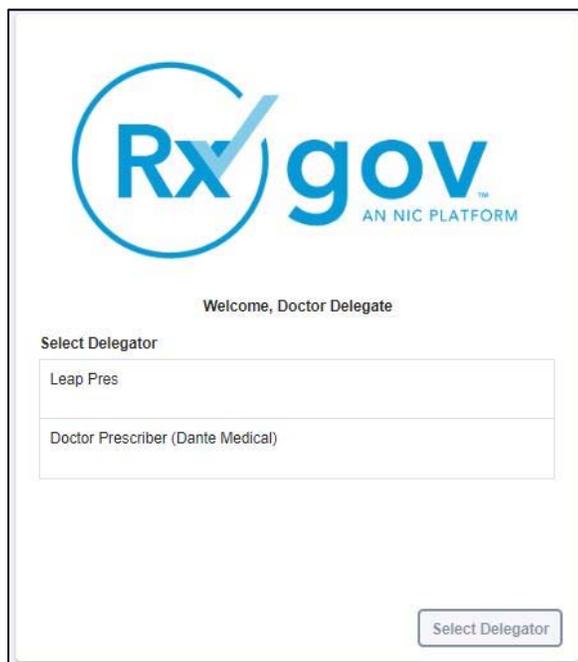
Switching Between Delegators

For Prescriber Delegates who have more than one Prescriber relationship, only one A pop-up will confirm successful activation and provide the option to set the new prescriber as the current delegator if the delegate has multiple active delegators. When logged into RxGov, a Prescriber Delegate may only operate under one delegate (Prescriber) at a time. To change to another prescriber:

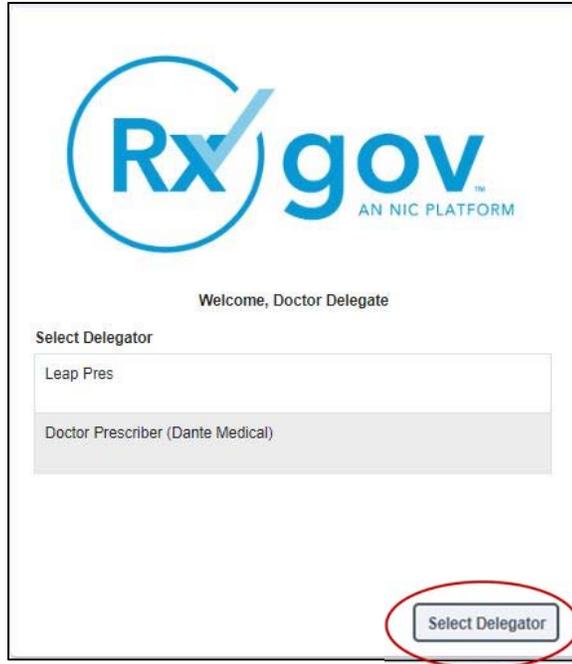
1. Click the prescriber name displaying to the right of “on behalf of” on the top menu bar.



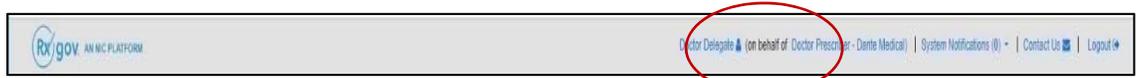
2. A Select Delegator screen will pop-up.



3. Click on the desired prescriber and click the **Select Delegator** button.



4. The new prescriber name will now appear in the top menu to the right of "on behalf of."



Patient Query

Performing Queries – Finding Your Patient

Prescriber Delegates can query on patients on behalf of a prescriber to comply with state PDMP mandates. Dispense detail results are available to view for each query. If no dispenses are found, RxGov will display the message “Query returned no results.” For individuals not found in RxGov, the message displayed will be “No patients found for Maine.”

Submitting a patient query request requires the following fields:

- First Name
- Last Name
- DOB

Note that required fields are marked with a red asterisk.

1. To perform a basic patient query, enter the required fields and click **Submit**.

The screenshot shows the 'Patient Query' form in the RxGov interface. The form has a dark blue header with 'Patient Query' and 'Query History' tabs. Below the header, there is a checkbox labeled 'Search any first and last name combinations'. The form contains three input fields: 'First Name *', 'Last Name *', and 'DOB *', each with a red asterisk indicating it is a required field. To the right of these fields is a 'Species *' dropdown menu with three radio button options: 'All' (selected), 'Human', and 'Non-Human'. Below these fields, there is a section for 'Interstate data' with a list of states: 'CT, FL, GA, ME, MA, NH, RI, VT'. To the right of this list is an 'Additional States to Query' input field. At the bottom right of the form are 'Clear' and 'Submit' buttons. The 'Submit' button is highlighted with a red circle.

2. Patient dispenses can be filtered to view only **Human** or **Non-Human** dispenses. The default setting is to view **All**. To select a different option, click on the circle to the left of the desired filter and click Submit.

This is a close-up screenshot of the 'Species *' dropdown menu in the Patient Query form. The menu is open, showing three radio button options: 'All' (selected), 'Human', and 'Non-Human'. The 'Submit' button is highlighted with a red circle.



3. Results will appear in the lower half of the screen.

Patient Query

Search any first and last name combinations

First Name: Patient, Last Name: Smith, DOB: [dropdown], Species: All, Human, Non-Human

Patient Results

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>	+	Bob Smith	Unknown ID Type	108		3/3/77	101 Blvd., Columbia, MD, 21044 N/A Howard
<input type="checkbox"/>	+	Bob Smith	Unknown ID Type	885		3/3/77	102 Bird Lane., Columbia, MD, 21044 N/A Howard
<input checked="" type="checkbox"/>	+	Bob Smith	Unknown ID Type	885		3/3/77	102 Bird Lane., Columbia, MD, 21044 N/A Howard

Indicates patient that has multiple names, identifiers, addresses or phone numbers

Buttons: Create New Prescription Notification, Report Patient Issue, Flag for Abuse

4. Select patient by clicking the checkbox to the left of the patient name. (**Please note:** the icon in the Species column will indicate if the patient is a veterinary patient or a human patient.)
5. Results will appear in the lower half of the screen.
6. Patients with multiple names, identifiers, addresses, or phone numbers are indicated in the results by a + sign.
7. The **Dispense Details** tab will appear at the bottom of the screen under **Patient Information**.

Patient Information

Dispense Details Relationships Patient Notifications Filter: 3 Months

MME Assessment: 0 (7 day average)

Multiple Provider Episodes: 6 (Last 6 Months)

Overlapping Prescriptions: 0 (Last 45 Days)

Drug Type: All, CDS, Non-CDS

	Species	RxGov Patient ID	Date Filled	Drug Dispensed	Quantity Dispensed	Prescriber	Dispenser	Date Written	Date Sold	Days Supply	Refill Number	Refills Authorized	State	Payment Type
+ 2	+	885	08/23/2019	Clonazepam (clonazepam) 0.5 MG TABS	80	N/A	N/A	08/23/2019		30	0	0	Maryland	
	+	885	08/28/2019	Oxycodone w/ Acetaminophen (oxyCODONE-Acetaminophen) 10-325 MG TABS	80	N/A	N/A	08/28/2019		30	0	0	Maryland	
	+	885	08/02/2019	Details not available	14	N/A	N/A	08/01/2019		14	0	0	Maryland	
	+	885	10/02/2019	Hydrocodone-Acetaminophen (Vicodin) 5-300 MG TABS	15 Each	N/A	N/A	10/01/2019		15	0	0	Maryland	

8. Maine's PMP is configured to display patient-level alerts when a patient is selected.

MME Assessment: 0 (7 day average)

Multiple Provider Episodes: 6 (Last 6 Months)

Overlapping Prescriptions: 0 (Last 45 Days)



There are 3 patient-level alerts to provide at-a-glance guidance on potential risks:

- a. **MME Assessment** – Morphine Milligram Equivalent (MME) Assessment evaluates the amount of morphine to which an opioid dose is equivalent and provides an average for patient dosage
- b. **Multiple Provider Episodes** – Displays the number of prescribers and dispensers visited by the patient over the past 6 months resulting in opioid dispenses
- c. **Overlapping Prescriptions** – Displays the number of overlapping prescriptions for opioid and benzodiazepine dispenses within a lookback period

Query results can be filtered to different views:

9. The number of months displayed defaults to three months for review in patient queries. The Filter drop-down on the right side of the screen allows prescribers to view three, six, or twelve months of patient data.
10. Maine PMP is configured to display some dispenses with a plus sign and a number in the left-hand column. This indicates a group of dispenses of the same drug, defined as any dispenses where the generic ingredient, strength and dosage are the same; the number indicates how many dispenses are in the group.

Species	Rx/Over Patient ID	Date Filled	Drug Dispensed	Quantity Dispensed	Prescriber	Dispenser	Date Written	Date Sold	Days Supply	Refill Number	Refills Authorized	State	Payment Type
+ 2	655	08/23/2019	Clonazepam (Klonazepam) 0.5 MG TABS	80	N/A	N/A	08/23/2019		30	0	0	Maryland	
	655	08/26/2019	Oxycodone w/ Acetaminophen (oxyCODONE-Acetaminophen) 10-325 MG TABS	80	N/A	N/A	08/26/2019		30	0	0	Maryland	
	655	09/02/2019	Details not available	14	N/A	N/A	09/01/2019		14	0	0	Maryland	
	655	10/02/2019	Hydrocodone-Acetaminophen (Vicodin) 5-300 MG TABS	15 Each	N/A	N/A	10/01/2019		15	0	0	Maryland	



11. To expand the group and view the individual dispenses, click on the arrow. Click again to collapse the group back to one row.

Species	Rx/Dov Patient ID	Date Filled	Drug Dispensed	Quantity Dispensed	Prescriber	Dispenser	Date Written	Date Sold	Days Supply	Refill Number	Refills Authorized	State	Payment Type
- 2	555	08/23/2019	Clonazepam (Klonazepam) 0.5 MG TABS	80	N/A	N/A	08/23/2019		30	0	0	Maryland	
	555	08/02/2019	Clonazepam (Klonazepam) 0.5 MG TABS	80	N/A	N/A	08/01/2019		30	0	0	Maryland	
	555	08/28/2019	Oxycodone w/ Acetaminophen (oxyCODONE-Acetaminophen) 10-325 MG TABS	80	N/A	N/A	08/28/2019		30	0	0	Maryland	
	555	08/02/2019	Details not available	14	N/A	N/A	08/01/2019		14	0	0	Maryland	
	555	10/02/2019	Hydrocodone-Acetaminophen (Vicodin) 5-300 MG TABS	15 Each	N/A	N/A	10/01/2019		15	0	0	Maryland	

12. To view details for a single dispense, click anywhere on a dispense row: a pop-up will appear with the dispense details.

Dispense Details

Drug Name: Hydrocodone-Acetaminophen (Vicodin) 5-300 MG TABS

Date Written: 10/1/19

Date Filled: 10/2/19

Date Sold:

Quantity Dispensed: 15 Each

Days Supplied: 15

Refill Number: 0

Refills Authorized: 0

Payment Type:

Prescriber: Prescriber DEA: 52283 Prescriber Organizations: Johns Hopkins, Dante Medical

Dispenser: Dispenser DEA: Dispenser Address: Dispenser City:

Dispenser State: Dispenser Zip: Dispenser County: Dispenser Phone:

Patient First Name: Robert Patient Last Name: Smith Patient Middle Name: Patient DOB: 3/3/77

Patient Gender: Patient Address: 102 Bird Lane Patient City: Columbia Patient State: MD

Patient Zip: 21044 Patient County: Howard Patient Phone Number: Patient Identifier Type:

Patient Identifier Value:

Transaction History

Date: Oct 14, 2019, 1:29:27 PM Information Source: Universal Claim Form Status: New Record

11. To view details for a single dispense, click on the drug dispensed: a pop-up will appear with the dispense details. Full ASAP history is viewable by scrolling to the bottom of the dispense details view.



Dispense Details [X]

Prescriber: Stein, Frank N	Prescriber DEA: ZZ9999225	Prescriber Organizations:	
Dispenser: Newbie Pharmacy	Dispenser DEA: ZZ9999998	Dispenser Address: 8303 Dodge Street	Dispenser City: Augusta
Dispenser State: ME	Dispenser Zip: 68114	Dispenser County: HILLSBOROUGH	Dispenser Phone: 4025599992
Patient First Name: Tony	Patient Last Name: Stark	Patient Middle Name:	Patient DOB: 1/1/99
Patient Gender: M	Patient Address: Stark Tower	Patient City: Augusta	Patient State: ME
Patient Zip: 69501	Patient County:	Patient Phone Number: 1111123355	Patient Identifier Type:
Patient Identifier Value:			

Transaction History

Date: Jun 17, 2020, 4:07:34 PM	Information Source: Test pharmacy	Status: New Record	View Full ASAP History
--	---	------------------------------	--

- To view details for a single dispense, click on the drug dispensed: a pop-up will appear with the dispense details. Full ASAP history is viewable by scrolling to the bottom of the dispense details view.

Dispense Details [X]

Prescriber: Stein, Frank N	Prescriber DEA: ZZ9999225	Prescriber Organizations:	
Dispenser: Newbie Pharmacy	Dispenser DEA: ZZ9999998	Dispenser Address: 8303 Dodge Street	Dispenser City: Augusta
Dispenser State: ME	Dispenser Zip: 68114	Dispenser County: HILLSBOROUGH	Dispenser Phone: 4025599992
Patient First Name: Tony	Patient Last Name: Stark	Patient Middle Name:	Patient DOB: 1/1/99
Patient Gender: M	Patient Address: Stark Tower	Patient City: Augusta	Patient State: ME
Patient Zip: 69501	Patient County:	Patient Phone Number: 1111123355	Patient Identifier Type:
Patient Identifier Value:			

Transaction History

Date: Jun 17, 2020, 4:07:34 PM	Information Source: Test pharmacy	Status: New Record	View Full ASAP History
--	---	------------------------------	--

- To return to results screen, close the pop-up by clicking the “x” in the right-hand corner.
- If no dispenses are found, RxGov will display the message “Query returned no results.” For individuals not found in RxGov, the message displayed will be “No patients found for Maine.”



Query parameters can be broadened to capture expanded results:

16. In cases where the order of the patient names is uncertain, the query can be submitted to search for the names in any order: for example, if the patient name is listed as Mason Morgan, but could be Morgan Mason.
17. To have the query search for names in any order, click on the checkbox below **Patient Query** labeled “Search for any first and last name combinations.”

Web Prescription Monitoring Program

Jen Marlowe (DHHS) | System Notifications (0) | My Notifications (0) | Contact Us | Logout

Patient Query

Patient Query Query History

Search any first and last name combinations

First Name * Last Name * DOB * Species *

All
 Human
 Non-Human

Interstate data will be retrieved from the following states: CT, FL, GA, ME, MA, NH, RI, VT

Additional States to Query:

Clear Submit

Rx/gov AN NIC PLATFORM

An additional search option, Search by Partial Name, is available. To search by partial name for First Name, Last Name, or both, type the known letters in each field, followed by an asterisk, and click **Submit**. The minimum number of letters required for a search is three (3).

1. If the number of letters entered is too few, a pop-up notification will appear, indicating the minimum number of letters required for the search.

Query Patient Query

Patient Query Query History

Search any first and last name combinations

First Name * Last Name * DOB * Species *

All
 Human
 Non-Human

Clear Submit

Patient Results

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		+ Rob Smith	Unknown ID Type:	106		3/3/77	101 Bird , Columbia , 21044 N/A Howard
<input type="checkbox"/>		+ Rosie Smith	Unknown ID Type:	685		3/3/77	102 Bird Lane , Columbia, MD, 21044 N/A Howard
							102 Bird Lane , Columbia, MD.

+ Indicates patient that has multiple names, identifiers, addresses or phone numbers

Create New Prescription Notification Report Patient Issue Flag for Merge

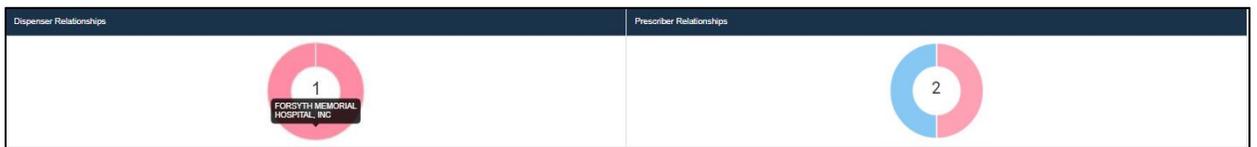


Patient Relationships

1. Information on Patient Relationships with Dispensers and Prescribers is viewable by clicking on the **Relationships** tab. This tab defaults to the pie chart view and the number of past months selected in the Dispense Details filter.



2. In the pie chart view, hover over a color to see Dispenser or Prescriber details.



3. The view for Dispenses can be changed to include only Compliance Dispenses by checking the box next to "Show only compliance dispenses" above **Dispenser Relationships**.
4. Select the **Grid View** checkbox to view the relationship data in a table format.

The screenshot shows the 'Patient Information' interface with the 'Relationships' tab selected. The 'Grid View' checkbox is checked, and the 'Show only compliance dispenses' checkbox is checked. Below the navigation tabs, there are two tables. The left table, titled 'Dispenser Relationships', has two columns: 'Dispenser Name' and '# of Dispenses'. The right table, titled 'Prescriber Relationships', has two columns: 'Prescriber Name' and '# of Dispenses'.

Dispenser Name	# of Dispenses
PHARMACY PHARMACY	2
Total count of pharmacies visited: 1	

Prescriber Name	# of Dispenses
PRESCRIBER, DOCTOR	1
PRACTITIONER, SUE	1
Total count of prescribers visited: 2	



- When viewing multiple records for the same patient (for example, when vet dispenses are also returned), pie charts for the selected records can be combined by checking the **Merge Patients** box that appears to the left of Grid View when these patients are all selected.

Patient Results

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input checked="" type="checkbox"/>		+ Rob Smith	Unknown ID Type	108		3/3/77	101 Bird , Columbia, , 21044 N/A Howard
<input checked="" type="checkbox"/>		+ Rosie Smith	Unknown ID Type	685		3/3/77	102 Bird Lane , Columbia, MD, 21044 N/A Howard
<input checked="" type="checkbox"/>		+ Rob Smith	Unknown ID Type	685		3/3/77	102 Bird Lane , Columbia, MD, 21044 N/A Howard
							102 Bird Lane , Columbia, MD, 21046

↑ Indicates patient that has multiple names, identifiers, addresses or phone numbers
 Show Interstate Data ⓘ

Create New Prescription Notification Report Patient Issue Flag for Merge

Patient Information

Dispense Details Relationships Patient Notifications

Merge Patients Grid View Show only compliance dispenses ⓘ

Dispenser Relationships	Prescriber Relationships

- All dispenses found for the associated patient records will now display in one Dispenser and one Prescriber pie chart.

Patient Information

Dispense Details Relationships Patient Notifications

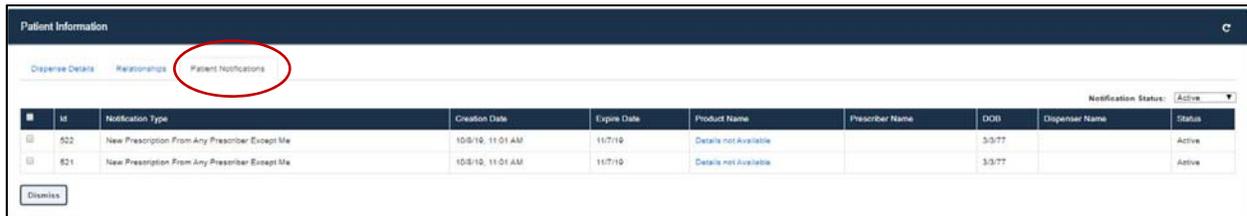
Merge Patients Grid View Show only compliance dispenses ⓘ

Dispenser Relationships	Prescriber Relationships



Patient Notifications

Notifications for prescriptions dispensed to the patient selected from the query results are available to view in the **Patient Notifications** tab.



ID	Notification Type	Creation Date	Expiry Date	Product Name	Prescriber Name	DOD	Dispenser Name	Status
522	New Prescription From Any Prescriber Except Me	10/8/19, 11:01 AM	11/7/19	Details not Available		3/3/77		Active
621	New Prescription From Any Prescriber Except Me	10/8/19, 11:01 AM	11/7/19	Details not Available		3/3/77		Active

Patient Management

Once a Patient Query has been performed, a Prescriber Delegate can perform the actions described in the following sections for the selected patient using the buttons in the lower right corner of the Patient Results.



Display All	Species	Name	Identifier	RiGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		+ Rob Smith	Unknown ID Type:	106		3/3/77	101 Bird, Columbia, 21044 N/A Howard
<input checked="" type="checkbox"/>		+ Robert Smith	Unknown ID Type:	665		3/3/77	102 Bird Lane, Columbia, MD N/A Howard

† Indicates patient that has multiple names, identifiers, addresses or phone numbers

Create New Prescription Notification Report Patient Issue Flag for Merge

Create New Prescription Notification

Prescription Notifications can alert a prescriber to patients with the 4 prescription dispensing activity notification types listed. This assists prescribers in monitoring both their own prescribing as well as patient activity for easier oversight of prescribing within their patient population.

Notification Types

- New prescriptions dispensed from any prescriber, including the prescriber
- New prescriptions dispensed by the prescriber only
- New prescriptions dispensed from any other prescriber only
- New prescriptions dispensed from a new dispenser



1. To create a notification for a patient, click the **Create New Prescription Notification** button.

The screenshot shows a table titled "Patient Results" with columns: Display All, Species, Name, Identifier, RxCov Patient Id, Gender, Date of Birth, and Address & Phone. Two rows are visible, both for "Rob Smith" with birth date "3/3/77". The "Create New Prescription Notification" button is circled in red at the bottom right of the table.

Display All	Species	Name	Identifier	RxCov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		+Rob Smith	Unknown ID Type:	106		3/3/77	101 Bird, Columbia, 21044 N/A Howard
<input type="checkbox"/>		+Robert Smith	Unknown ID Type:	685		3/3/77	102 Bird Lane, Columbia, MD N/A Howard

2. A pop-up will appear to select the **Notification Type** and set the number of months expiration for the notification to be active.

The pop-up form has a title bar with a close button. It contains a "Notification Type" dropdown menu with "New Prescription From Any Prescriber" selected, and an "Expires In (Months)" input field with the value "6". An "Add Notification" button is at the bottom right.

3. Select the notification type from the drop-down menu.

The "Notification Type" dropdown menu is open, showing options: "New Prescription From Any Prescriber" (highlighted), "New Prescription From Me", "New Prescription From Any Prescriber Except Me", and "Prescription From New Dispenser". The "Expires In (Months)" field still shows "6".

4. Set the number of months for the notification. The default number of months is 6, but that can be changed by clicking in the box and either typing in a new number or using the up/down arrows to select a different number of months.
5. Click the **Add Notification** button.
6. Notifications created are visible in **Prescription Notifications**; please see that section for more information.



Report Patient Issue

Prescriber Delegates can submit a **Report Patient Issue** ticket to Maine PMP Administration.

1. To create a Report Patient Issue ticket, click the **Report Patient Issue** button.



The screenshot shows a table titled "Patient Results" with the following columns: Display All, Specsia, Name, Identifier, RiGov Patient Id, Gender, Date of Birth, and Address & Phone. There are two rows of patient data. The first row is for Rob Smith (ID 105) and the second for Robert Smith (ID 685). At the bottom right of the table, there are three buttons: "Create New Prescription Notification", "Report Patient Issue" (circled in red), and "Tag for Merge". A small note below the table states: "⚡ indicates patient that has multiple names, identifiers, addresses or phone numbers".

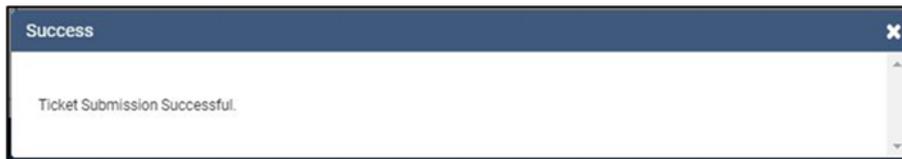
Display All	Specsia	Name	Identifier	RiGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>	⚡	Rob Smith	Unknown ID Type	105		3/3/77	101 Bird, Columbia, 21044 N/A Howard
<input checked="" type="checkbox"/>	⚡	Robert Smith	Unknown ID Type	685		3/3/77	102 Bird Lane, Columbia, MD N/A Howard

2. A pop-up will appear to Create Patient Ticket. Type the message in the Comment box and Click the Submit button.



The screenshot shows a "Create Patient Ticket" pop-up window. It features a "Comment:" label above a large text input field. A character count "0/512" is visible at the bottom right of the input field. A "Submit" button is located at the bottom right of the form.

3. A pop-up will confirm successful submission of the ticket.



The screenshot shows a "Success" pop-up window with the message "Ticket Submission Successful." displayed in the center.

4. **Patient** tickets are not viewable by Prescriber Delegates once submitted; submitted tickets are only visible to the Prescriber.



Report Patient Issue

Prescriber Delegates can submit a **Flag for Merge** ticket in cases where duplicate patient records in RxGov are identified. Maine PMP Administration will then review and merge the patient records to consolidate the dispense data.

Display All	Species	Name	Identifier	RxGov Patient Id	Gender	Date of Birth	Address & Phone
<input type="checkbox"/>		+Rob Smith	Unknown ID Type	106		3/3/77	101 Bird, Columbia, 21044 N/A Howard
<input type="checkbox"/>		+Robert Smith	Unknown ID Type	685		3/3/77	102 Bird Lane, Columbia, MD N/A Howard

+ indicates patient that has multiple names, identifiers, addresses or phone numbers

Create New Prescription Notification Report Patient Issue Flag for Merge

1. To flag patient records for merge, check the box to the left of the patient record for all associated records.
2. Click the **Flag for Merge** button.
3. A pop-up will appear to **Create Merge Patients Ticket**. A comment is required to submit the ticket. Type your comment in the text box and click the **Submit** button.

Create Merge Patients Ticket

Comment:

0/512

Submit

4. A pop-up will confirm successful submission of the ticket.

Success

Ticket Submission Successful.

5. **Patient Merge** tickets are not viewable by Prescriber Delegates once submitted; submitted tickets are only visible to the Prescriber.



Query History

Query History is available for all queries performed by a Prescriber Delegate. Click on the **Query History** tab to access your historical queries.

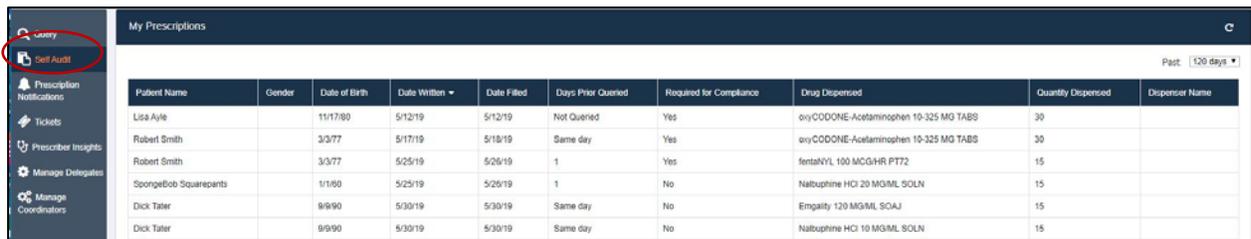


First Name	Last Name	DOB	Additional Information	Date Run	Run By Delegate
Robert	Smith	3/3/77	-	8/12/19, 8:21 AM	
Robert	Smith	3/3/77	-	8/9/19, 2:41 PM	
Robert	Smith	3/3/77	-	8/9/19, 2:18 PM	
Robert	Smith	3/3/77	-	8/9/19, 1:38 PM	
Robert	Smith	3/3/77	-	8/9/19, 12:43 PM	
Robert	Smith	3/3/77	-	8/9/19, 11:20 AM	
Bradán	Dunthorn	12/21/90	-	6/26/19, 1:26 PM	

A query can be re-run by clicking on the query, which will take the user back to the query screen with the search parameters pre-filled. Click **Submit** to run the query.

Self-Audit

Maine's PMP provides Prescriber Delegates the ability to view the **Self-Audit** feature. Self-Audit displays a list of a Prescriber's dispensed prescriptions within a range of up to 120 days.



Patient Name	Gender	Date of Birth	Date Written	Date Filled	Days Prior Queried	Required for Compliance	Drug Dispensed	Quantity Dispensed	Dispenser Name
Lisa Ayle		11/17/80	5/12/19	5/12/19	Not Queried	Yes	oxyCODONE-Acetaminophen 10-325 MG TABS	30	
Robert Smith		3/3/77	5/17/19	5/18/19	Same day	Yes	oxyCODONE-Acetaminophen 10-325 MG TABS	30	
Robert Smith		3/3/77	5/25/19	5/26/19	1	Yes	fentaNYL 100 MCG/HR PTT2	15	
SpongeBob Squarepants		1/1/80	5/25/19	5/25/19	1	No	NalBuphine HCl 20 MG/ML SOLN	15	
Dick Tater		9/9/90	5/30/19	5/30/19	Same day	No	Empgality 120 MG/ML SOAJ	15	
Dick Tater		9/9/90	5/30/19	5/30/19	Same day	No	NalBuphine HCl 10 MG/ML SOLN	15	

The range can be filtered by a different time period using the drop-down on the right side of the screen.



Patient Name	Gender	Date of Birth	Date Written	Date Filled	Days Prior Queried	Required for Compliance	Drug Dispensed	Quantity Dispensed	Dispenser
Lisa Ayle		11/17/80	5/12/19	5/12/19	Not Queried	Yes	oxyCODONE-Acetaminophen 10-325 MG TABS	30	
Robert Smith		3/3/77	5/17/19	5/18/19	Same day	Yes	oxyCODONE-Acetaminophen 10-325 MG TABS	30	
Robert Smith		3/3/77	5/25/19	5/26/19	1	Yes	fentaNYL 100 MCG/HR PTT2	15	

Columns can be sorted by clicking into the header and clicking on the white arrow that appears.



My Prescriptions										
Patient Name	Gender	Date of Birth	Date Written	Date Filled	Days Prior Queried	Required for Compliance	Drug Dispersed	Quantity Dispersed	Dispenser Name	
Lisa Ayle		11/17/80	5/12/19	5/12/19	Not Queried	Yes	oxycODONE-Acetaminophen 10-325 MG TABS	30		
Robert Smith		3/3/77	5/17/19	5/18/19	Same day	Yes	oxycODONE-Acetaminophen 10-325 MG TABS	30		
Robert Smith		3/3/77	5/25/19	5/26/19	1	Yes	fentaNYL 100 MCG/HR PTT2	15		

Each line provides basic details of the prescription. To view additional patient and dispense details, click the row displaying a dispensed prescription. A **Dispense Details** pop-up will appear:

Dispense Details

Patient

First Name	Last Name	Middle Name	Date of Birth
Robert	Smith		3/3/77
Gender	Address	City	State
	101 Bird Lane	Columbia	MD
Zipcode	County	Phone Number	Patient Identifier
21044			

Dispenser

Name	Address	City	State
Zip	County	Phone Number	
	Arms arundel		

Dispense

Product	Date Written	Date Filled	Quantity Dispersed
oxycODONE-Acetaminophen 10-325 MG TABS	5/17/19	5/18/19	30
Days Supply	Refill Number	Refills Authorized	
30	0	0	

Tickets

Maine’s PMP provides the ability to submit general tickets to Maine PMP administration. In those instances, any submitted **Tickets** will appear in this screen for tracking purposes.

Query

Self Audit

Tickets

Manage Delegates

Tickets

No tickets found.

Ticket Status: Open

- All Statuses
- Open
- Closed
- Rescinded

When available, tickets can be filtered by **All Statuses**, **Open**, **Closed**, or **Rescinded** using the drop-down on the right side of the screen.

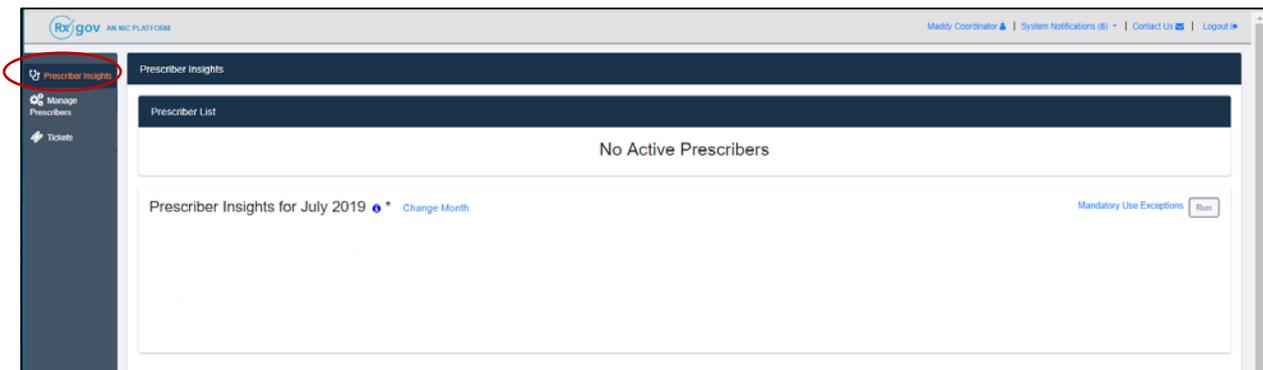
Any tickets submitted on behalf of a prescriber are not viewable by the Prescriber Delegate once submitted and will not appear here.



The Medical Coordinator Dashboard

The **Medical Coordinator Dashboard** provides **Medical Coordinator** users access to RxGov tools for viewing PMP compliance on behalf of prescribers with whom they have established a relationship in RxGov. It defaults to the **Prescriber Insights** screen. All menu options are located on the left-hand side of the screen. For optimal results, RxGov should be run on a PC with the window maximized to full screen. Use of Mac products is also appropriate.

***Note:** If you are a Medical Coordinator who is also a Prescriber, you will have access to these features as well as all the Prescriber features, including access to your own Prescriber Insights by registering for a Medical Coordinator Prescriber RxGov account.*



Medical Coordinators must have an established active relationship with a Prescriber prior to gaining access to any of the available features in their dashboard.

When there are no prescriber relationships, a coordinator will see a message advising them that there are “No Active Prescribers” when they log in.



Manage Prescribers

A Medical Coordinator must first request the relationship with a Prescriber. To request permission to view the prescriber’s Prescriber Insights and establish the relationship:

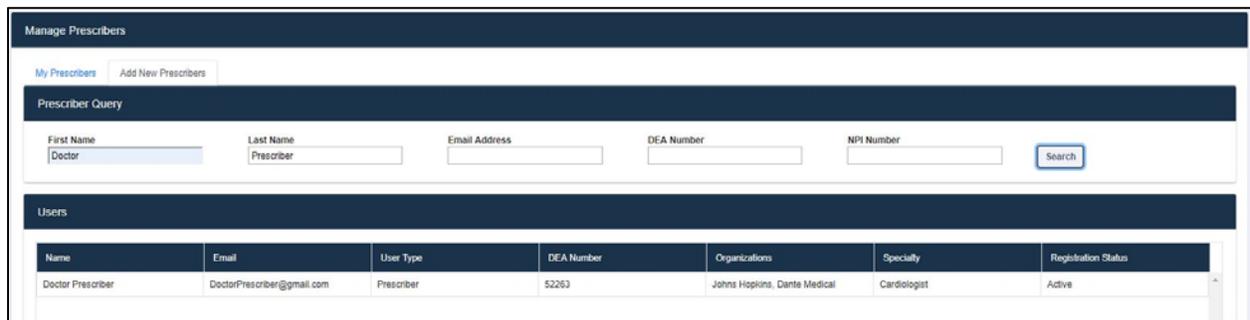


1. Click on the **Add New Prescribers** Tab.



2. Search for the prescriber by **any one or more** of the following criteria:

- First Name
- Last Name
- Email address
- DEA
- NPI



3. Select the desired prescriber from the results list by clicking on the prescriber. Verify that the prescriber has an RxGov **Registration Status** of **Active**.
4. The prescriber details will appear on the bottom half of the screen.
5. Click the **Create Connection** button.

The screenshot shows the 'Manage Prescribers' interface. At the top, there are tabs for 'My Prescribers' and 'Add New Prescribers'. Below is a 'Prescriber Query' section with input fields for 'First Name' (containing 'Doctor'), 'Last Name' (containing 'Prescriber'), 'Email Address', 'DEA Number', and 'NPI Number', along with a 'Search' button. A 'Users' table is displayed below, with columns for Name, Email, User Type, DEA Number, Organizations, Specialty, and Registration Status. The table contains one entry: 'Doctor Prescriber' with email 'DoctorPrescriber@gmail.com', User Type 'Prescriber', DEA Number 'S2283', Organizations 'Johns Hopkins, Centra Medical', Specialty 'Cardiologist', and Registration Status 'Active'. Below the table, the details for 'Doctor Prescriber' are expanded, showing fields for Email, User Details, User Type, Email ID, Street Address 1, Phone Number, DEA Number, National Provider Identifier, Registration Status, City, State, Zipcode, Mobile Number, User Type (e.g. Doctor, Nurse), Organizations, and Specialty. The 'Create Connection' button is circled in red.

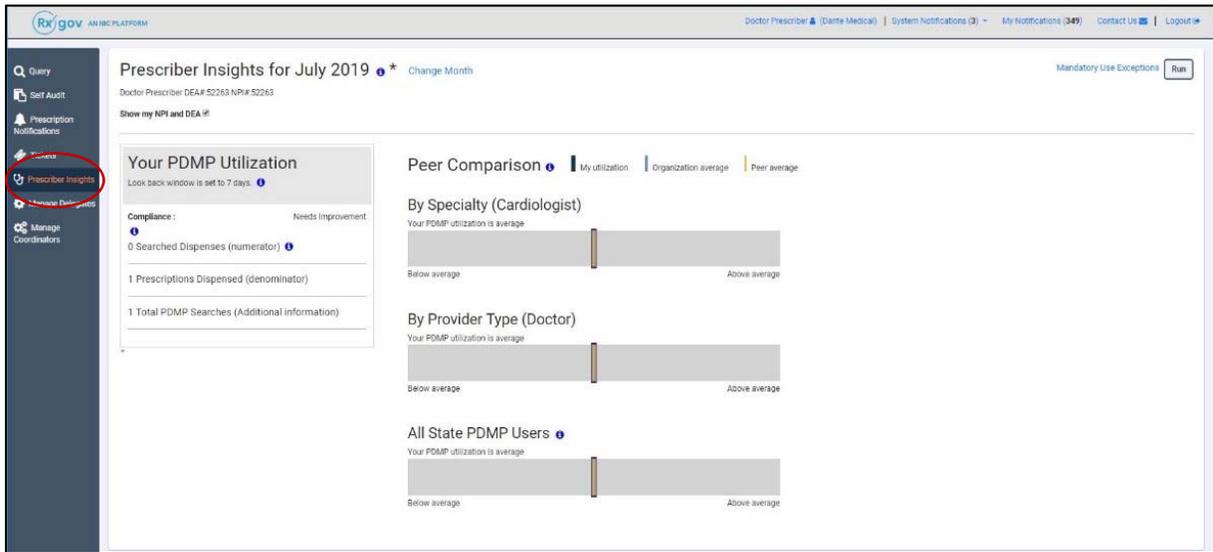
6. A Confirm Expiration Date pop-up will appear.

The screenshot shows a 'Confirm Expiration Date' pop-up window. It has a title bar with a close button (X). The main content area says 'Enter new Expiration Date.' Below this is a date input field containing '11-19-2019' and a calendar icon. To the right of the date field is an 'Activate' button.



Prescriber Insights

Prescriber Insights provides prescribers with the ability to view their compliance with PMP mandates and see how they are performing compared to peer compliance for any month prior to the current one.



The sections that follow provide a more in-depth explanation of the components of the Prescriber Insights.



The Prescriber Insights Report

The reporting month can be adjusted by clicking the **Change Month** link to the right of **Prescriber Insights for Month Year**.

Clicking the **Change Month** link will display a drop-down to select a different month to view.

Your Prescriber identifier number(s) can be displayed by checking box to the right of **Show my NPI and DEA**.

The **Look back**, or **Compliance Window**, is the number of days prior to a dispense that are considered in finding a matching PDMP query. This value is set by your State PDMP.

If configured to display by your state PDMP, your compliance rating reflects patient queries performed divided by total dispenses.

Prescriber Insights for June 2019 ⓘ * [Change Month](#)

June 2019 ▼

Doctor Prescriber DEA#:52263 NPI#:52263

Show my NPI and DEA

Your PDMP Utilization

Look back window is set to 7 days. ⓘ

Compliance : Good ⓘ

2 Searched Disperses (numerator) ⓘ

2 Prescriptions Dispensed (denominator)

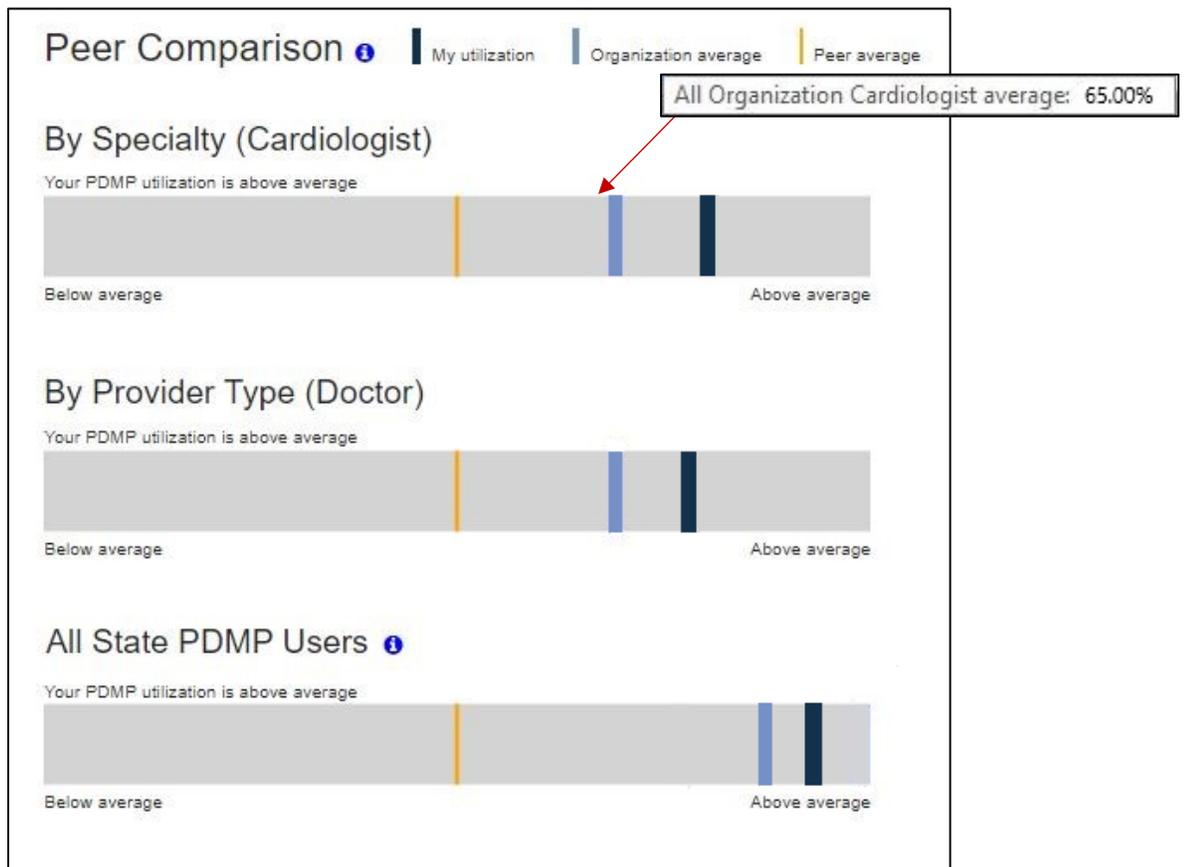
12 Total PDMP Searches (Additional information)



The **Peer Comparison** displays PMP utilization data for the prescriber relative to others in their organization by **Specialty**, **Provider Type**, and **All Maine PMP Users**. The calculation is based on the average number of searched dispenses compared to average number of searched dispenses by the peer group. The Peer Comparison allows the prescriber to assess how effectively they are utilizing the PMP compared to their peers.

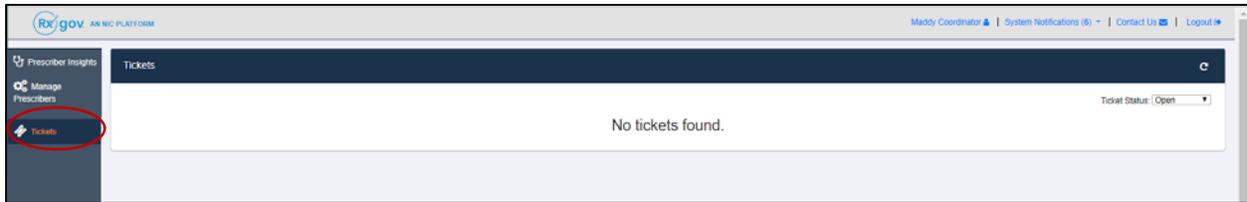
The mid-point of each bar is the average use of your calculation based on the queried dispenses compared to the peer group. The mid-point of each chart is the average utilization of the peer group. The ends of the bar are two standard deviations from the average (two standard deviations below, two standard deviations above).

The bar in each section can be hovered over to view the utilization percentages for that group. (See example “All Organization Cardiologist average: 65.00%”)



Tickets

Maine's PMP provides the ability to submit general tickets to PMP administration. In those instances, any submitted **Tickets** will appear in this screen for tracking purposes.



When available, tickets can be filtered by **All Statuses**, **Open**, **Closed**, or **Rescinded** using the drop-down on the right side of the screen.



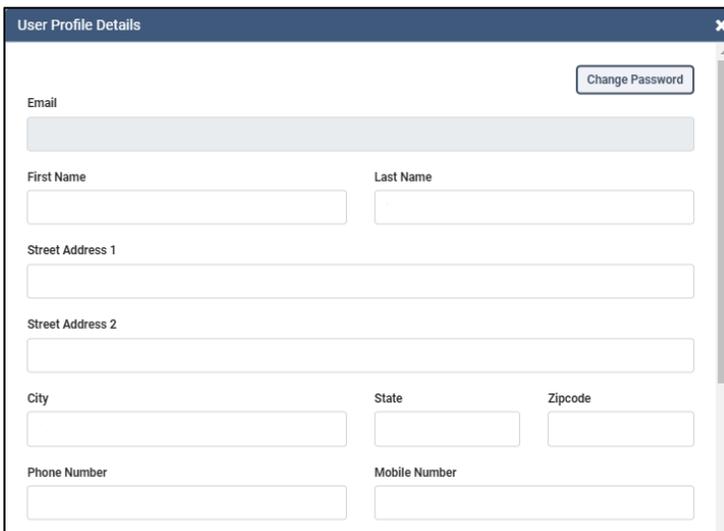
Account Assistance

Updating User Profile Details

1. User profile details can be updated by clicking on the username in top menu bar:



2. Personal details except for email address can be changed by editing the existing data and clicking **Save** in the lower right-hand corner of the pop-up.

A screenshot of a 'User Profile Details' pop-up window. The window has a dark blue header with the title 'User Profile Details' and a close button (X). In the top right corner of the form area is a 'Change Password' button. The form contains several input fields: 'Email' (a single wide field), 'First Name' and 'Last Name' (two side-by-side fields), 'Street Address 1' and 'Street Address 2' (two stacked wide fields), 'City', 'State', and 'Zipcode' (three side-by-side fields), and 'Phone Number' and 'Mobile Number' (two side-by-side fields).

3. **For Prescribers Only:** changes to the **Prescriber Identifier** fields (**CS, DEA, NPI, Organizations, Specialty, State License, and User Type**) must go through PMP administration. To initiate the process, click on the **Change Identifier Fields** button in the lower left-hand corner of the User Profile Details.



4. A “Create User Identifier Change Request Ticket” will pop-up. A **Comment** is a required field for identifier changes. Complete the form and click **Submit**.

5. A pop-up will confirm the change request was successfully submitted.

6. An email will be received when the changes have been approved.

If you need help with technical issues or in registering, please contact rxgovmesupport@egov.com or 844-454-2266



Updating Your Password

Passwords may be updated when logged into the system. Passwords should be changed every 3 months; ensure your password for RxGov is not the same as the password used for any other account.

To change your password:

1. Click your **Username** on the top menu bar.



2. On the User Profile Details page, click **Change Password**.



3. Enter your **current password**.

A screenshot of the "User Profile Details" page showing the password change form. The form has a dark blue header with the title "User Profile Details" and a close button. Below the header, there is a "Back" button. The form contains three text input fields labeled "Current Password", "New Password", and "Confirm New Password". At the bottom right of the form is a "Change Password" button.

4. Enter your **new password**. **Note:** Password cannot be any of the previous 6 passwords used.
5. Confirm your **new password**. Click **Change Password** to confirm the update.
6. A pop-up will confirm that the password has been successfully changed.



Forgot Password

If a user forgets their password, a password change can be requested by entering the user email and clicking on the Forgot Password link from the log in screen:



1. An email will be automatically sent to the user with a link to reset the password for RxGov.
2. Clicking on the link will open a change password screen:



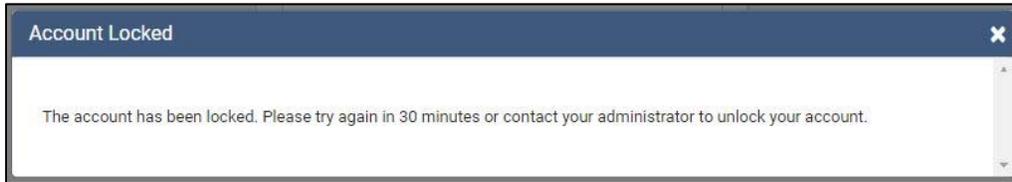
3. Passwords must be at least 8 characters in length, contain uppercase and lowercase characters and contain at least one special character or digit. Enter and confirm new password.
4. Successful password change will be confirmed with a pop-up.



Account Lockout

User accounts will be locked out after 5 failed login attempts. The account will remain locked out for 30 minutes, or the user can contact an administrator to unlock the account.

An **Account Locked** pop-up will display after the failed login attempts.

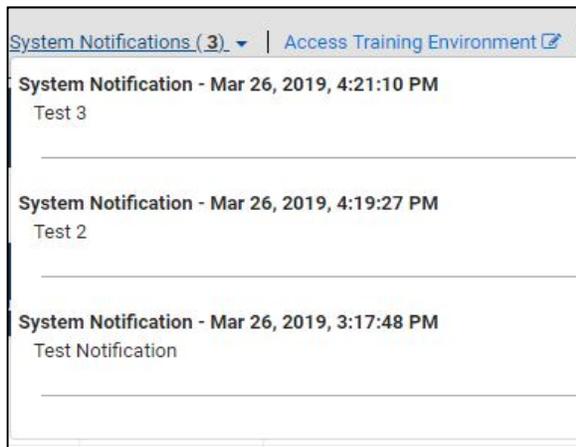


System Notifications

System notifications are set by system administrators, visible to all users, and usually contain information about updates, system outages, or planned downtime. They can also contain information relevant to using the system.

Viewing System Notifications

System notifications can be viewed by clicking **System Notifications** on the top menu bar. A drop-down of system notifications will appear.



RxGov is a robust SaaS offering from NIC. The Prescriber workflow is straightforward and easy to navigate. It provides Prescribers with a central location for viewing and monitoring patient dispenses and dispense activity and tracking their own prescribing.

For additional information contact Maine PMP via email at PMP@maine.gov or by phone at (207) 287-2595 option 2

