Training Guide for Arkansas Practitioners and Pharmacists

Arkansas Department of Health
Prescription Monitoring Program

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1 Document Overview

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

- Creating query requests
- Viewing query request status
- Generating reports
2 System Overview

The RxSentry Prescription Monitoring Program is a web-based system that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs for the Arkansas Prescription Monitoring Program (AR PMP). Arkansas’s PMP is administered by the Arkansas Department of Health (ADH).

The system materially assists state officials and healthcare professionals authorized to prescribe and dispense controlled substances in the prevention of misuse, abuse, and diversion of controlled substance prescription medication.

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

This state-of-the-art system serves as a valuable tool in the effort to protect the health and welfare of our citizens by reducing the abuse of prescription drugs. More information about the AR PMP can be found at www.arkansaspmp.com.

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

About This Chapter

This chapter provides the steps AR PMP users must follow to establish an RxSentry account, log in to the system, and retrieve a forgotten user name or password.

Establish Access to RxSentry

The AR PMP grants system access accounts to practitioners and pharmacists, and their delegates, so that they may access controlled substance dispensing information on their specific patients by logging in with their user name and password.

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

Notes:

- The steps included in this section are performed only once—the first time you log in to RxSentry. Thereafter, follow the steps provided in the Log In to RxSentry topic.
- If you are registering for a delegate account, you are responsible for notifying your master account holder once your account has been approved. You will not be able to query the PMP database until your account has been linked to your master account holder’s account.
- Master account holders: Instructions for linking a delegate account are provided in the Delegate Accounts topic in this document.

Perform the following steps to request an account:

1. Open an Internet browser window and type the following URL in the address bar: www.arkansaspmp.com.
2. Click the Practitioner/Pharmacist link located on the left menu.

A window similar to the following is displayed:
3. Click the **Practitioner/Pharmacist Registration** link.

   A login window is displayed.

4. Type `newacct` in the **User Name** field.

5. Type `welcome` in the **Password** field.

6. Click **OK**.

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

   ![Practitioner/Pharmacist AR PMP Access Request Form](image)

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

   **Note:** If you are registering for a delegate account, select **Delegate** in the **License Type** field.

8. Click **Accept & Submit**.

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

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

   Your information will be compared and validated against the information the AR PMP staff has on file for you. If your information is validated, your account will be automatically approved.

   Once you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from Appriss Health, and the steps to follow to log in to the system. You will be required to change the temporary password immediately when you first attempt to access the system.
If your information cannot be validated, you will be denied access to the system. If you are denied access to the system and additional information is required, you may be contacted by the AR PMP staff.

**Note:** If you are approved for a delegate account, you will be able to log in to the system, but you will not be able to query the PMP database until your account has been linked to your master account holder’s account. It is your responsibility to notify your master account holder when you are approved for an account.

---

**Log In to RxSentry**

**Note:** If you have forgotten your RxSentry user name or password, please refer to the Retrieve User Name or Retrieve Password topics in this document. After three (3) unsuccessful login attempts, your account will be locked for 30 minutes.

Perform the following steps to log in to RxSentry:

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

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

   ![Practitioner/Pharmacist Site Access](image)

3. Click Practitioner/Pharmacist Site Access.

   A window similar to the following is displayed:

   ![Arkansas Prescription Monitoring Program](image)

4. Click Access System.
A window similar to the following is displayed:

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

The RxSentry home page is displayed:

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

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

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

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

   ![Practitioner / Pharmacist Menu](image)

3. Click Practitioner / Pharmacist Site Access.

   A window similar to the following is displayed:

   ![Arkansas Prescription Monitoring Program](image)

4. Click Access System.

   A window similar to the following is displayed:

   ![Arkansas Prescription Monitoring Program](image)

5. Click Retrieve User Name.
A window similar to the following is displayed:

6. Type the e-mail address associated with your account in the **Enter Email Address for Account** field.

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

8. Click **Submit**.

A message providing your user name is displayed.

**Retrieve Password**

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

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

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

3. Click **Practitioner / Pharmacist Site Access**.
A window similar to the following is displayed:

4. Click **Access System**.

A window similar to the following is displayed:

5. Click **Retrieve Password**.

A window similar to the following is displayed:

6. Type your user name in the **Enter User Name for Account** field.
7. Type your date of birth in the **Enter Date of Birth for Account** field.
8. Click **Submit**.
A window similar to the following is displayed, prompting you to answer the security question you established when you registered for an account:

9. Provide the answer to your security question in the Answer field, and then click Submit.
   
   **Note:** If you cannot remember the answer to your security question, please call Appriss Health.

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

   You will receive an e-mail from AR-PDMP Info containing your temporary password.
   
   **Note:** You will be required to change your temporary password immediately after you log in.

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

   A login window is displayed.

11. Enter your user name and temporary password, and then click OK.
    
    **Note:** At this point, you will be required to change your temporary password.

   A window similar to the following is displayed:

12. Type your temporary password in the Current Password field.
13. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.

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

15. Click Submit.

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

   If the new password is not accepted, the message indicates that another password must be selected.

16. Once your password has been accepted, click any function, such as Query.

   A login window is displayed.

17. Enter your user name and new password, and then click OK.

   The RxSentry home page is displayed.

**Session Timeouts**

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

```
Session Information

Your session has expired due to inactivity. Please type in your password to reactivate your session.

User Password: 
Submit
```

Perform one of the following actions:

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

OR

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

RxSentry passwords expire every ninety (90) days. When the expiration date is reached, a message will display indicating that you must change your password. Once you click OK on this message window, a window similar to the following is displayed:

Perform the following steps to change your password:

1. Type your current password in the Current Password field.
2. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.
3. Type your new password again in the Confirm New Password field.
4. Click Submit.
   If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.
   If the new password is not accepted, the message indicates that another password must be selected.
5. Once your password has been accepted, click any function, such as Query.
   A login window is displayed.
6. Type your user name in the User Name field.
7. Type your new password in the Password field.
8. Click OK.
   The RxSentry home page is displayed.
Log Out of RxSentry

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

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

About This Chapter

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

The following types of queries are available:

- **Recipient Query** – used by practitioners and pharmacists to create queries regarding recipient usage of controlled substances
- **Prescriber History Query** – used by practitioners to view a history of all queries performed using their user ID, as well as all queries performed by their delegates, if applicable
- **Prescriber DEA Query** – used by practitioners to view a history of all dispensed prescriptions attributed to their DEA number
- **Multiple State Query** – used by practitioners and pharmacists to create queries regarding recipient usage of controlled substances in multiple states

**IMPORTANT NOTE:** The availability of the queries described above is dependent upon your user type (master account or delegate account). You may not have access to all queries.

Recipient Query

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

Perform the following steps to create a recipient query:

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

   ![Arkansas Prescription Monitoring Program](image)

2. **Click Recipient Query.**

   [Arkansas Practitioners' Query Site]

   Query Creation Tip:

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

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

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

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

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

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

The Recipient Query window is displayed as shown on the following page.
4. Complete the information on the **Recipient Query** window, using the field descriptions in the following table as a guideline:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td><em>(Required)</em> Type the recipient’s last name. You may also search for a specific recipient by using partial text, for example, type Smi to display a list of recipients containing “Smi” in the first three letters of their last name.</td>
</tr>
<tr>
<td>First Name</td>
<td><em>(Required)</em> Type the recipient’s first name. You may also search for a specific recipient by using partial text, for example, type Tho to display a list of recipients containing “Tho” in the first three letters of their first name.</td>
</tr>
</tbody>
</table>
### Table 1 – Recipient Query Field Descriptions

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Method</td>
<td>Select one of the following search methods:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Fastest: Last Name Equals, First Name Begins</strong> – Allows you to search by a recipient’s complete last name and partial first name. The more information you can provide, the more specific your search results will be.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Begins With</strong> – Allows you to search by the first few letters of the recipient’s last and first names.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Sounds Like</strong> – Allows you to enter a name, and the system will search for names that sound similar to the one you entered.</td>
</tr>
<tr>
<td></td>
<td>If you are unsure of the recipient’s first and last name, or are unsure of the spelling, use the <strong>Begins With</strong> or <strong>Sounds Like</strong> option.</td>
</tr>
<tr>
<td>Date of Birth</td>
<td><strong>(Required)</strong> Type the recipient’s date of birth using the <code>mm/dd/yyyy</code> format, or click the calendar icon to select a date from the calendar.</td>
</tr>
<tr>
<td>Within</td>
<td>Used in conjunction with the <strong>Date of Birth</strong> field to specify a time range within which to match the date of birth.</td>
</tr>
<tr>
<td>Gender</td>
<td>Click the down arrow and select the gender of the recipients to include in your search.</td>
</tr>
<tr>
<td>County</td>
<td>Click the down arrow to select a specific county name, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>ZIP Code</td>
<td>Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>Dispensed Start Date</td>
<td><strong>(Required)</strong> Use this field to enter a specific start date for the dispensing timeframe, for example, <code>05/01/2013</code>; Or You may click the calendar icon and select a specific start date from the calendar.</td>
</tr>
<tr>
<td>Dispensed End Date</td>
<td><strong>(Required)</strong> Use this field to enter a specific end date for the dispensing timeframe, for example, <code>05/31/2013</code>; Or You may click the calendar icon and select a specific end date from the calendar. <strong>Note</strong>: The <strong>Dispensed End Date</strong> cannot be greater than 14 days ago.</td>
</tr>
<tr>
<td>Master Accounts</td>
<td><strong>(Required for delegates)</strong> Click the down arrow to select the master account holder on whose behalf you are performing the query.</td>
</tr>
</tbody>
</table>

5. Once all criteria have been entered or selected, click **Next**.
Your search results are displayed similar to the following:

6. From the **Search Results** section of this window, click the desired recipient’s name. To select multiple recipients from the list:
   - Select multiple recipients, listed consecutively, by clicking the first value, holding down the [Shift] key, and then clicking the last value.
   - Select multiple recipients, not listed consecutively, by holding down the [Ctrl] key while clicking each value.

7. Select one of the following sort options:
   - **By Recipient by Date**: this option sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)
   - **By Date Only**: this option sorts by prescription dispense date (newest to oldest)

8. Click **Submit**.

Your report results are displayed similar to the following:
Notes:

- Your search criteria and the recipient names you selected are located above your report. You may click the down arrow in the Recipients field to view a list of the patients you chose to include in your report.
- The Payment Method column identifies the type of payment used for the prescription. The payment type key is located near the end of your report results.
- The MED Daily column identifies the morphine equivalent dosage for each opioid-containing prescription. The MED Summary section, located at the bottom of the report, displays the maximum occurrence of MED sustained for any three consecutive days for each recipient in the report. This value is calculated based on prescriptions dispensed during the date range requested.

9. From this window, you may perform the following functions:
   a. Click the any column header to sort your results by the information contained in that column.
   b. Click Generate PDF to generate a PDF version of your report, or click Generate CSV to generate a comma separated values version of your report to use in another application, such as a spreadsheet.

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

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

   Click the Report Queue link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.
   c. Click Map Results to view a graphical depiction of your results.

   A window similar to the following is displayed:

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

   You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (−) symbols. When the map is expanded, the following icons are visible:
   o Red pushpin – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient
   o Doctor bag – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient
Prescriber History Query

This function allows you to view an audit trail of all queries performed using your user ID for a specified timeframe. If you are a master account holder this function also allows you to view an audit trail of all queries performed by your delegates.

Perform the following steps to view your prescriber history:

1. **Log in to RxSentry.**

A window similar to the following is displayed:

![Arkansas Prescription Monitoring Program](image)

2. **Click Prescriber History Query.**

A window similar to the following is displayed:

![Prescriber History Query](image)

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

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

3. **Select the check box indicating that you accept the terms and conditions.**
The Prescriber History window is displayed similar to the following:

4. If you are master account holder, your user ID and those of any delegates linked to your account are displayed in the User ID field. All user IDs are selected by default. Click to select the user(s) whose audit information you wish to view.

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

Or

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

6. Click Submit.

Your report results are displayed similar to the following:

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

This function allows you to query all records for your prescriber DEA number for a specified timeframe.

Perform the following steps to query by your prescriber DEA:

1. **Log in to RxSentry.**

   A window similar to the following is displayed:

   ![Prescriber DEA Query](image)

2. **Click Prescriber DEA Query.**

   A window similar to the following is displayed:

   ![Prescriber DEA Query window](image)

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

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

3. **Select the check box indicating that you accept the terms and conditions.**
The Prescriber DEA Query window is displayed similar to the following:

![Prescriber DEA Query Window](image)

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

Or

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

5. Click **Submit**.

Your report results are displayed similar to the following:

![Prescriber DEA Query Result](image)

**Note:** The **MED Daily** column identifies the morphine equivalent dosage for each opioid-containing prescription. The **MED Summary** section, located at the bottom of the report, displays the maximum occurrence of MED sustained for any three consecutive days for each
recipient in the report. This value is calculated based on prescriptions dispensed during the date range requested.

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

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

   b. Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to use in another application, such as a spreadsheet.

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

   

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

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

   A window similar to the following is displayed:

   

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

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

   o **Red pushpin** – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient

   o **Doctor bag** – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient

   o **Mortar and pestle** – Represents the pharmacy’s address; clicking a mortar and pestle displays the pharmacy’s name and phone number
Multiple State Query

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

Perform the following steps to create a multiple state query:

1. **Log in to RxSentry.**

   A window similar to the following is displayed:

   ![Multiple State Query Window](image)

   2. **Click Multiple State Query.**

   A window similar to the following is displayed:

   ![Multiple State Query Window](image)

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

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

3. Select the check box indicating that you accept the terms and conditions.
The Multiple State Query window is displayed similar to the following:

![Screen shot of Multiple State Query window]

- **Requestor Information**
  - **Disclosing State(s):** Select states from the dropdown list.
  - **Requestor Role:** Select role from the dropdown list.
  - **Request ID Override:** Enter request ID override.

- **Recipient Information**
  - **Last Name:** Enter last name.
  - **First Name:** Enter first name.
  - **Identifier (SSN, Driver's License #, etc.):** Enter identifier.
  - **Date of Birth:** Enter date of birth in mm/dd/yyyy format.
  - **Gender:** Select gender.
  - **Street Address:** Enter street address.
  - **City:** Enter city.
  - **State:** Select state.
  - **Zip Code:** Enter zip code.

- **Dispensed Timeframe**
  - **Dispensed Start Date:** Enter start date in mm/dd/yyyy format.
  - **Dispensed End Date:** Enter end date in mm/dd/yyyy format.

- **Sorting Options**
  - **Sort by Date Only**
  - **Sort by Recipient by Date**
  - **Group results by state

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Request Information</strong></td>
<td></td>
</tr>
<tr>
<td>Disclosing State(s)</td>
<td><em>(Required)</em> Select the state(s) you wish to include in the query.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> You may select multiple states by holding down the <code>[Ctrl]</code> key while clicking each value.</td>
</tr>
<tr>
<td>Requestor Role</td>
<td>This field is automatically populated with your RxSentry user role, for example, “Physician.”</td>
</tr>
<tr>
<td><strong>Recipient Information</strong></td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td><em>(Required)</em> Type the recipient’s exact last name. Unlike standard recipient queries, multiple state queries do not allow partial name matching.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Although multiple state queries do not support partial name matching, the system will return clustered results. For example, if you create a query for John Smith, DOB 01/01/1970, and there is a matching name that has been clustered with Johnny Smith, DOB 01/01/1970, both names will be returned in your report results.</td>
</tr>
<tr>
<td>First Name</td>
<td><em>(Required)</em> Type the recipient’s exact first name. Unlike standard recipient queries, multiple state queries do not allow partial name matching.</td>
</tr>
<tr>
<td>Identifier</td>
<td>Type the recipient’s identification number (social security number, driver’s license number, etc.), if available.</td>
</tr>
<tr>
<td>Date of Birth</td>
<td><em>(Required)</em> Type the recipient’s date of birth using the <code>mm/dd/yyyy</code> format.</td>
</tr>
<tr>
<td></td>
<td>Or</td>
</tr>
<tr>
<td></td>
<td>You may click the calendar icon and select a specific date of birth from the calendar.</td>
</tr>
<tr>
<td>Gender</td>
<td>Click the down arrow and select the gender of the recipients to include in your search. If in doubt, select the “All” option.</td>
</tr>
<tr>
<td>Street Address</td>
<td>Type the recipient’s street address, if known, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>City</td>
<td>Type the recipient’s city, if known, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>State</td>
<td>Click the down arrow and select the recipient’s state, or select “All States” to produce a wider range of results.</td>
</tr>
<tr>
<td>Zip Code</td>
<td>Narrow your search by entering a specific ZIP code, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Usage</td>
</tr>
<tr>
<td>------------</td>
<td>-------</td>
</tr>
<tr>
<td><strong>Dispensed Timeframe</strong></td>
<td></td>
</tr>
<tr>
<td><strong>From</strong></td>
<td><em>(Required)</em> Use this field to enter a specific start date for the dispensing timeframe, for example, <em>05/01/2013</em>. Or You may click the calendar icon and select a specific start date from the calendar.</td>
</tr>
<tr>
<td><strong>To</strong></td>
<td><em>(Required)</em> Use this field to enter a specific end date for the dispensing timeframe, for example, <em>05/31/2013</em>. Or You may click the calendar icon and select a specific end date from the calendar.</td>
</tr>
</tbody>
</table>

**Sorting Options**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort by Date Only</td>
<td>Select this option to sort your report results by prescription dispense date (newest to oldest).</td>
</tr>
<tr>
<td>Sort by Recipient by Date</td>
<td>Select this option to sort your report results first by recipient (patient IDs in numerical order) and then by prescription dispense date (newest to oldest).</td>
</tr>
<tr>
<td>Group results by state</td>
<td>Select this option to sort results by state, or leave blank to view all results in one table.</td>
</tr>
</tbody>
</table>

**Table 2 – Multiple State Query Field Descriptions**

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

The Recipient Report is displayed similar to the following:

![Recipient Report](image)

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

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

| Query 276 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running. |

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

---

### Report Queue

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

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

Perform the following steps to view your reports:

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

   A window similar to the following is displayed:

   ![Report Queue Window](image)

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

![Opening a PDF document](image)

4. Perform one of the following actions:
   - Select **Open with** and select the program you would like to use to open the report for viewing.
   - Select **Save File** to save the report to a specific location for viewing at a later time.

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

**Notes:**
- Queries are available for viewing only by the user who submitted the query request.
- Queries are automatically removed from the report queue after 14 days.

If you print the query, protect patient confidentiality by filing or destroying the document after it has been reviewed. Be sure to follow your facility’s protocols and policies regarding the destruction of confidential records.

**Viewing Patient Reports**

AR PMP administrative staff have the ability to generate alerts to notify you of patients who have exceeded certain threshold levels, for example, a patient who has visited more than the specified number of prescribers and pharmacies in a specified number of days. When you receive one of these reports, you will be notified by e-mail and the report(s) will be available in the **Unsolicited Report Status** section of your **Report Queue**.

Perform the following steps to view any patient reports that are available to you.

**Note:** Patient reports are only available in your Report Queue for 30 days. If you will need to reference the report after that 30-day period, you may print your report by following the instructions in the **Printing Patient Reports** topic in this document.

1. Log in to RxSentry.
2. Click **Report Queue**.
A window similar to the following is displayed:

<table>
<thead>
<tr>
<th>Unsolicited Report Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Sequence ID</td>
</tr>
<tr>
<td>F1249</td>
</tr>
<tr>
<td>F1236</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Query Request Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Query Number</td>
</tr>
<tr>
<td>No MORE DATA AVAILABLE</td>
</tr>
</tbody>
</table>

Patient reports sent to you by PMP administrative staff are located in the Unsolicited Report Status section of this window.

3. Click the hyperlink in the Job Sequence ID column for the report you wish to view.

   The patient report is displayed as a PDF in your browser window.

4. You may use your browser’s back button to return to the Report Queue once you have finished viewing the report.

   Or

   If you wish to print the report, continue to Printing Patient Reports.

Printing Patient Reports

Patient reports are only available in your report queue for 30 days. If you will need to refer to the report after that 30-day period, you may print the report by performing the following steps:

1. Perform the steps in the Viewing Patient Reports topic in this document to open the desired report.

   Your report is displayed as a PDF in your browser window.

2. Save the report to your computer.

   **Note:** Although the option to print the report directly from your browser is available, you will achieve better results by saving the report and then opening it using Acrobat Reader.

3. How you save your report may vary depending on your browser; however, you may find the tips below useful:

   - If you are using Google Chrome, right-click on the letter, and click **Save as** from the menu that is displayed.
   - If you are using Mozilla Firefox or Internet Explorer, hover your mouse over the bottom of the screen. When you see the following menu, click the **Show Acrobat toolbar** icon:

     ![Show Acrobat toolbar icon](image)

     When the toolbar is displayed, click the **Save** icon ( ).
4. Navigate to the folder in which you saved your report, and open the report using Acrobat Reader.

**Note:** If you do not have Acrobat Reader, you may download it (free) at https://get.adobe.com/reader/?promoid=KLXME.

5. Click the **Print** icon ( ).

A window similar to the following is displayed:

![Print Window](image)

6. Ensure the correct printer is selected, and then click **Print**.
5 User Management

About This Chapter

This chapter explains how to update your PMP user profile and change your system password. It also describes the steps master account holders should follow to link and unlink delegate accounts.

Update User Profile

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

Perform the following steps to update your PMP profile:

1. Log in to RxSentry.
2. Click User Management.
   
   A window similar to the following is displayed:

   ![User Management Window]

3. Click Update User Profile.

   The Update User Profile window is displayed as shown on the following page.
4. Update your information, as necessary, noting that required fields are marked with an asterisk (*).

5. Click **Update**.
   
   A message displays confirming that your record has been updated.
Change Password

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

Perform the following steps to change your password:

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

A window similar to the following is displayed:

3. Click Change Password.

A window similar to the following is displayed:

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

If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.
If the new password is *not* accepted, the message indicates that another password must be selected.

8. Once your password has been accepted, click any function, such as **Query**.
   
   A login window is displayed.

9. Type your user name in the **User Name** field.
10. Type your **new** password in the **Password** field.
11. Click **OK**.

   The RxSentry home page is displayed.

**Delegate Accounts**

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

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

**Linking Delegate Accounts**

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

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

1. Log in to RxSentry.
2. Click **User Management**.
   
   A window similar to the following is displayed:

   ![Arkansas Prescription Monitoring Program](image)

3. Click **Delegate Accounts**.
A window similar to the following is displayed:

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

4. Click to select the name of the delegate account holder you wish to link to your account.
   **Note**: You may search for a specific user by typing the first letter of the user’s last name.

5. Click **Link Account**.

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

---

### Managing Delegate Accounts

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

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

1. **Log in to RxSentry**.

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

3. Click **Delegate Accounts**.

A window similar to the following is displayed:

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

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

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

5. Click **Unlink Account**.

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

Technical Assistance
If you need additional help with any of the procedures outlined in this guide, you can:
Contact Appriss Health by e-mail at armp-info@apprisshealth.com
OR
Call 1-855-729-8917.
Technical assistance is available Monday through Friday (except for holidays) from 8:00 a.m. – 5:00 p.m. Central Standard Time.

Administrative Assistance
If you have any non-technical questions regarding the AR PMP, please contact:
Denise Robertson, P.D.
PMP Administrator
Arkansas Department of Health
4815 West Markham, Slot 25
Little Rock, AR 72205
Phone: (501) 683-3960
Fax: (501) 661-2769
E-mail: denise.robertson@arkansas.gov


# 7 Document Information

## Version History

The Version History records the publication history of this document.

<table>
<thead>
<tr>
<th>Publication Date</th>
<th>Version Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/10/2013</td>
<td>1.0</td>
<td>Initial publication</td>
</tr>
<tr>
<td>04/18/2013</td>
<td>1.1</td>
<td>Updated publication</td>
</tr>
<tr>
<td>05/10/2013</td>
<td>1.2</td>
<td>Updated publication</td>
</tr>
<tr>
<td>05/24/2013</td>
<td>1.3</td>
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<tr>
<td>10/14/2013</td>
<td>1.4</td>
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<td>11/17/2015</td>
<td>2.0</td>
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<tr>
<td>04/18/2017</td>
<td>2.3</td>
<td>Updated publication</td>
</tr>
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</table>

Table 3 – Document Version History

## Change Log

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

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Chapter/Section</th>
<th>Change</th>
</tr>
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<tbody>
<tr>
<td>1.0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>1.1</td>
<td>Chapter 3/Retrieve Password</td>
<td>Updated the procedure to reflect that the user will be required to answer a security question in order to retrieve their password</td>
</tr>
<tr>
<td>1.2</td>
<td>Global</td>
<td>Updated screenshots</td>
</tr>
<tr>
<td>1.3</td>
<td>Chapter 3/Log In to RxSentry</td>
<td>Added a note explaining that the user will be locked out of his/her account for 30 minutes after 3 unsuccessful login attempts</td>
</tr>
<tr>
<td>1.4</td>
<td>Chapter 4/Multiple State Query</td>
<td>Added new topic</td>
</tr>
<tr>
<td>2.0</td>
<td>Global</td>
<td>Updated to new HID document template</td>
</tr>
<tr>
<td></td>
<td>Chapter 3/Establish Access to RxSentry</td>
<td>Added information regarding online registration for delegates</td>
</tr>
<tr>
<td>Version Number</td>
<td>Chapter/Section</td>
<td>Change</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Chapter 5/Delegate Accounts</td>
<td>Added new topic</td>
</tr>
<tr>
<td></td>
<td>Chapter 6/Technical Assistance</td>
<td>Updated the HID help desk e-mail address</td>
</tr>
<tr>
<td>2.1</td>
<td>Global</td>
<td>Updated screenshots, as necessary</td>
</tr>
<tr>
<td></td>
<td>Chapter 4:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Recipient Query</td>
<td>Added MED information to report results</td>
</tr>
<tr>
<td></td>
<td>• Prescriber DEA Query</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Chapter 4:</td>
<td>Added new topics</td>
</tr>
<tr>
<td></td>
<td>• Viewing Patient Reports</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Printing Patient Reports</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>Global</td>
<td>Removed HID references and replaced with Appriss Health</td>
</tr>
</tbody>
</table>

Table 4 – Document Change Log