Training Guide for Vermont Practitioners

Vermont Department of Health
Prescription Drug Monitoring Program

April 2011

Contents

1 Document Overview

Purpose and Contents

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

- Creating query requests
- Viewing query request status
- Generating reports

This guide has been customized to target the specific training needs of Vermont practitioners and is intended to supplement the training sessions you received from Health Information Designs, LLC (HID).

2 System Overview

About the Vermont Prescription Drug Monitoring Program

Act 205 authorized the Department of Health to establish the Vermont Prescription Monitoring System ("VPMS" or "system").

The Vermont Prescription Monitoring System will use the RxSentry Web-based system to facilitate the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs as intended in Act 205.

When a Schedule II, III, or IV controlled substance is dispensed to an outpatient, a standard set of information about the patient, the prescriber, and the drug will be collected by the VPMS and maintained for six years on a secure, central database.

Information from the VPMS will be available to providers and pharmacists to help them in their work to effectively manage their patients' treatment.

By maintaining complete and up-to-date information, providers will have access to a full history of their patient's prescriptions for controlled substances. Further, the system can alert a provider to possible abuse of - or addiction to - controlled substances.

Access to information in the database will be limited to those authorized by the law as described below:

- A healthcare provider or dispenser (pharmacy) with a current Vermont license, a current DEA number, and who is registered with the Department may request information from the VPMS database relating to a bona fide current patient. Providers who register can access information electronically from the database.
- Licensing Boards do not have direct access to the VPMS database. A representative of a professional board that is responsible for the licensure, regulation or discipline of healthcare providers or dispensers, may request information from the VPMS database relating to a licensee pursuant to a bona fide specific investigation of that licensee.
- Patients can request a report of their own records; however, they do not have direct access to the system. A patient for whom a prescription for a controlled substance is written may request information from the VPMS database relating to him or herself. The request for this information must be in writing, and the person must appear personally to receive the VPMS report. To receive the report, the patient must produce a valid government-issued photographic proof of identify to obtain the information.

This state-of-the-art system serves as a valuable tool in the effort to protect the health and welfare of Vermonter's by reducing the abuse of prescription drugs.

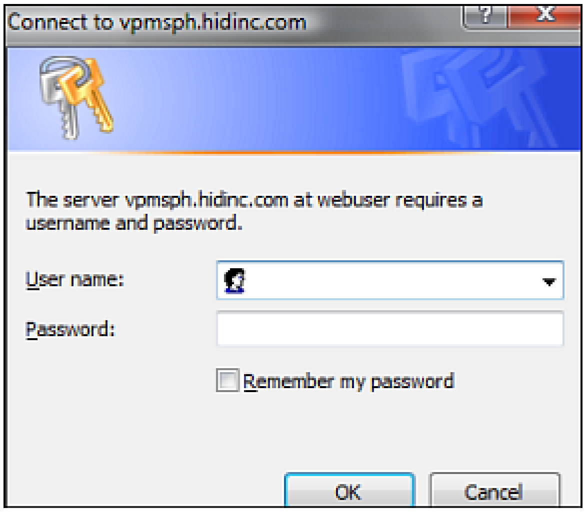
Note: For the purposes of this document, the RxSentry Prescription Drug Monitoring Program is referred to as RxSentry.

3 Using RxSentry

Logging On to RxSentry

Perform the following steps to log on to RxSentry:

1 Open an Internet browser window and type the following URL in the address bar: https://vpmsph.hidinc.com. A window similar to the following is displayed:



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

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

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

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

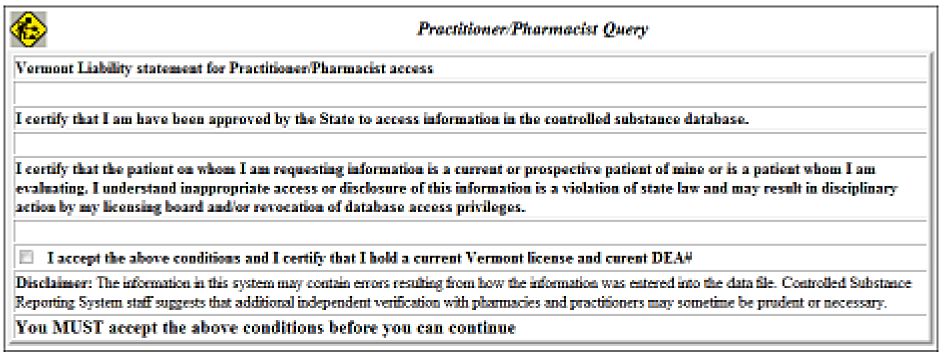
Practitioner/Pharmacist Query

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

Perform the following steps to create a query:

1 Log on to RxSentry.

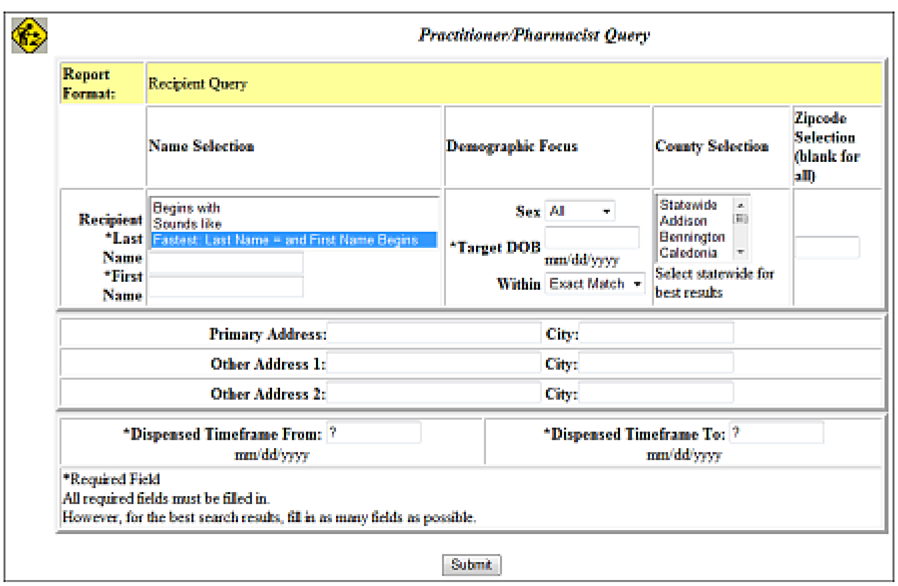
2 From the home page, click **Practitioner/Pharmacist Query**. The following window is displayed:



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

Note: Without selecting the **I accept the above conditions** check box, you will not be able to access the provider query screen.

3 Select the **I accept the above conditions** check box. A window similar to the following is displayed:



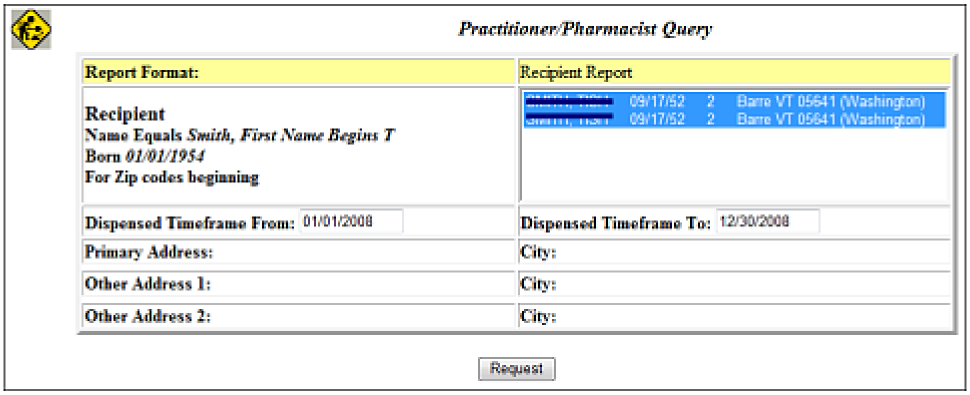
4 Complete the information on the **Practitioner/Pharmacist Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Recipient Name Last	(Required) Type the recipient's last name. You may use the "Begins with" or "Sounds like" options if the actual last name is not known. You may also search for a specific recipient by using partial text, for example, type *Smi* to display a list of recipients containing Smi in the first three letters of their last name.
Recipient Name First	(Required) Type the recipient's first name. You may use the "Begins with" or "Sounds like" options if the actual first name is not known. You may also search for a specific recipient by using partial text, for example, type *Tho* to display a list of recipients containing Tho in the first three letters of their first name.
Sex	Click the down arrow and select the gender of the recipients to include in your search.
Target DOB	(Required) Type the recipient's date of birth using the *mm/dd/yyyy* format.
Within	Used in conjunction with the **Date of Birth** field to specify a time range within which to match the date of birth.
County Selection	Narrow your search by selecting a specific country name, or accept the default option of "Statewide" to produce a wider range of results.
ZIP code selection	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Timeframe From	Use this field to enter a specific start date for the dispensing time frame, for example, *01/01/09*.
Dispensed Timeframe To	Use this field to enter a specific end date for the dispensing time frame, for example, *01/31/09*.

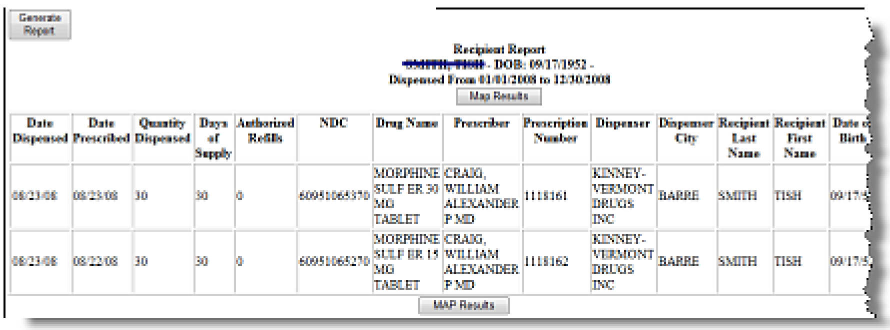
Table 1 – Practitioner/Pharmacy Query Window Field Descriptions

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

A window similar to the following is displayed:



6 From the **Recipient Report** section of this window, click the desired recipient's name, and then click **Request**. A window similar to the following is displayed:



Date Dispensed	Date Prescribed	Quantity Dispensed	Days of Supply	Authorized Refills	NDC	Drug Name	Prescriber	Prescription Number	Dispenser	Dispenser City	Recipient Last Name	Recipient First Name	Date of Birth
08/23/08	08/23/08	30	30	0	60951065370	MORPHINE SULF ER 30 MG TABLET	CRAIG, WILLIAM ALEXANDER P MD	1118161	KINNEY-VERMONT DRUGS INC	BARRE	SMITH	TISH	09/17/5
08/23/08	08/22/08	30	30	0	60951065270	MORPHINE SULF ER 15 MG TABLET	CRAIG, WILLIAM ALEXANDER P MD	1118162	KINNEY-VERMONT DRUGS INC	BARRE	SMITH	TISH	09/17/5

7 Click **Generate Report** to begin the report processing. A message similar to the following is displayed:

Query 14121 has been created. View Query Status to retrieve report when query finishes running.

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

Continue to [View Query Status](#).

View Query Status

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

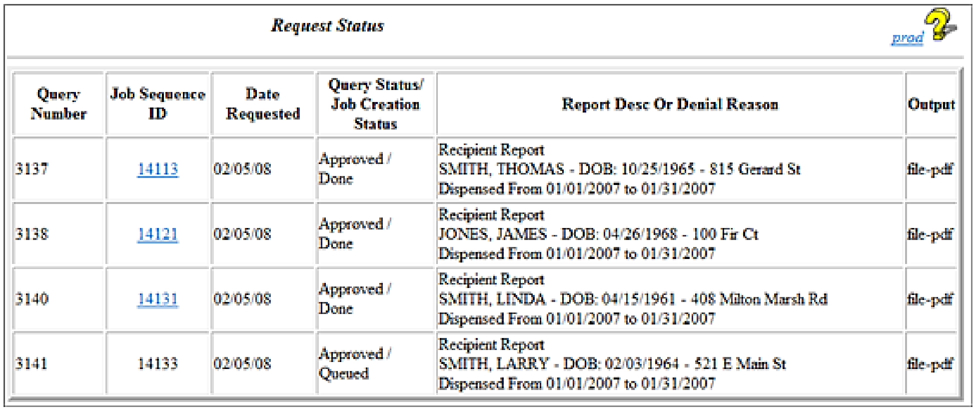
- **Approved/Queued** – the query has been approved and is processing.
- **Approved/Done** - the query has been approved, processed, and is available for viewing.

Perform the following steps to view the status of a query or several queries:

1 Log on to RxSentry.

2 From the home page, click **View Query Status**.

A window similar to the following is displayed:

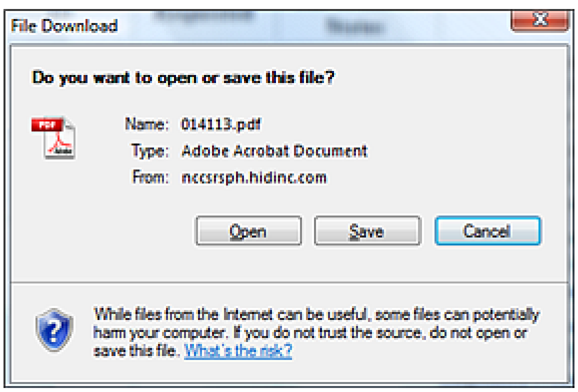


Request Status

Query Number	Job Sequence ID	Date Requested	Query Status/ Job Creation Status	Report Desc Or Denial Reason	Output
3137	14113	02/05/08	Approved / Done	Recipient Report SMITH, THOMAS - DOB: 10/25/1965 - 815 Gerard St Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3138	14121	02/05/08	Approved / Done	Recipient Report JONES, JAMES - DOB: 04/26/1968 - 100 Fir Ct Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3140	14131	02/05/08	Approved / Done	Recipient Report SMITH, LINDA - DOB: 04/15/1961 - 408 Milton Marsh Rd Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3141	14133	02/05/08	Approved / Queued	Recipient Report SMITH, LARRY - DOB: 02/03/1964 - 521 E Main St Dispensed From 01/01/2007 to 01/31/2007	file-pdf

Note: The output format for all reports is portable document format (PDF).

3 If the report is ready for viewing, the **Job Sequence ID** field contains a hyperlink to the report. Click the hyperlink for the desired report. A window similar to the following is displayed:



4 Perform one of the following actions:

- Click **Open** to open the report for viewing.
- Click **Save** to save the report to a specific location for viewing at a later time.
- Click **Cancel** to return to the previous window.

4 Assistance and Support

Technical Assistance

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

Contact HID at vpms-info@hidinc.com

Or

Call 1-866-792-3149

Technical assistance is available from 8:00 am – 5:00 pm EST (Eastern Standard Time), Monday through Friday.

Administrative Assistance

If you have any non-technical questions regarding the Vermont Prescription Monitoring System, please contact:

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5 Document Information

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Formatting Conventions

The following formatting conventions are used throughout this document.

Format	Used to Designate…
Bold	References to execution buttons, windows, file names, menus, icons, or options
Times New Roman Italic	Text you must type in a field or window, for example, *\\server_name\printer_name for a network printer*
Blue underlined text	Hyperlinks to other sections of this document or external websites
Italic text	Reference to external document or resource

Table 2 – Text Formats

Version History

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

Publication Date	Version Number	Comments
03/31/2009	1.0	Initial delivery
04/13/2009	1.1	Revised publication
04/04/2011	2.0	Revised publication

Table 3 – Document Version History

Change Log

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

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Using RxSentry/Logging On	Updated URL in “Logging On” topic
2.0	Global	Converted document to new HID standard format

Table 4 – Document Change Log

