

State of Maine Prescription Monitoring Program (PMP)

DATA REQUESTER PORTAL USER MANUAL

Company Proprietary

Goold Health Systems
45 Commerce Drive, Suite 5
Augusta, Maine, 04332-1090

January 2, 2009
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Introduction

Legislation for a Prescription Monitoring Program in Maine was passed in 2003. The program provides a database of pharmacy records of transactions for controlled substances (Schedules II, III, and IV), for use by health care professionals. Data collection for the program began in July of 2004 and continues twice a month from over 300 pharmacies both in and out of the state. The program allows health care providers to access comprehensive information through a convenient web portal in order to enhance patient care. The program is administered by the Office of Substance Abuse (OSA), Department of Health and Human Services, State of Maine. The online web portal is hosted by Goold Health Systems.

This Data Requester User Manual is designed to assist users of the Maine PMP web portal. Data requesters consist of any providers that have prescribing or dispensing authority and will be searching the database for prescription information on their own patients or customers.

Portal Navigation

Overview

The links on the left side of the portal allow the Data Requester to navigate through the system.

Using the links the Data Requester can:

- Modify account information such as: address, phone number and email address by clicking on “Manage my Account”
- Locate patient history and prescription history by clicking on “Reports”
- User may request additional roles by selecting “Request Role”.
- Check messages in the portal between user and program administrators by clicking on “Messages”

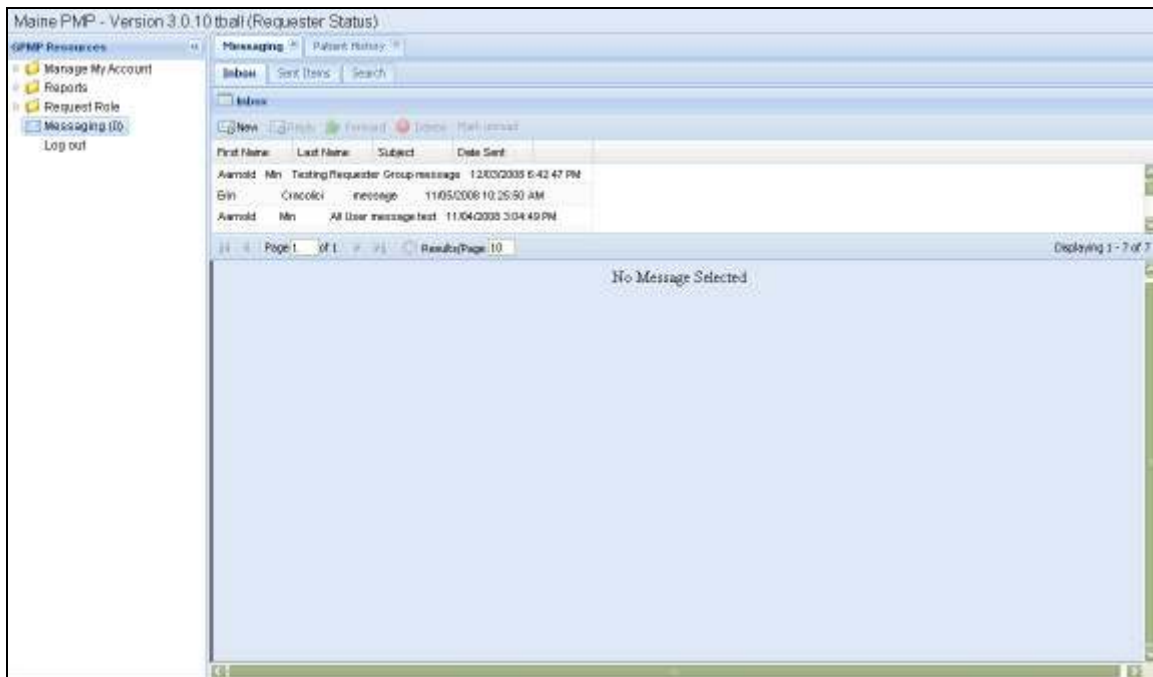


Figure 1

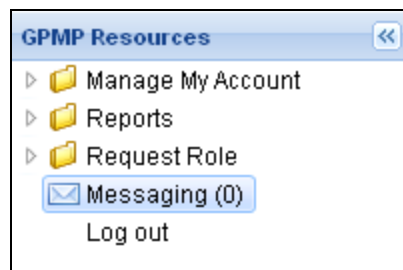


Figure 2

Messaging

Upon login the user is directed to the “Messaging” page. Using this page, a requester can send messages to the Technical Support Helpdesk as well as the State support helpdesk (OSA). A number next to “Messaging” indicates the number of messages yet to be read in the user’s inbox.

“New” -- Allows the user to send a new message to any administrator.

“Reply” - Users can reply to any messages sent to them by clicking on the message in question and selecting “reply” on the bar at the top of the screen.

“Forward” - Allows users to forward messages sent to them to administrators.

“Delete” - Allows users to delete message in their inbox.

By selecting “Sent Items,” users can review messages that they have previously sent.

Clicking on the “Search” tab allows users to search for messages in their Inbox.

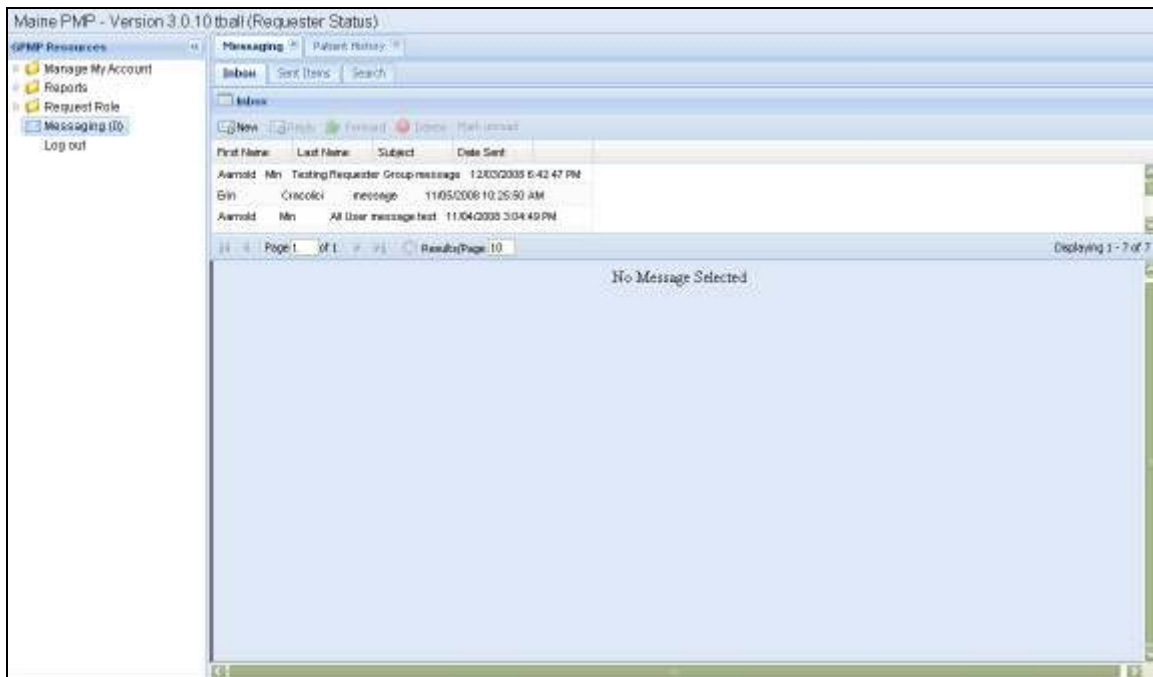


Figure 3

Manage My Account

My User Info

The user may modify the user information of an existing account. The identity, location and contact information may be modified. The username may not be altered. To edit the information, select the appropriate fields, enter the correct information, and click the “Submit” button at the bottom of the page.

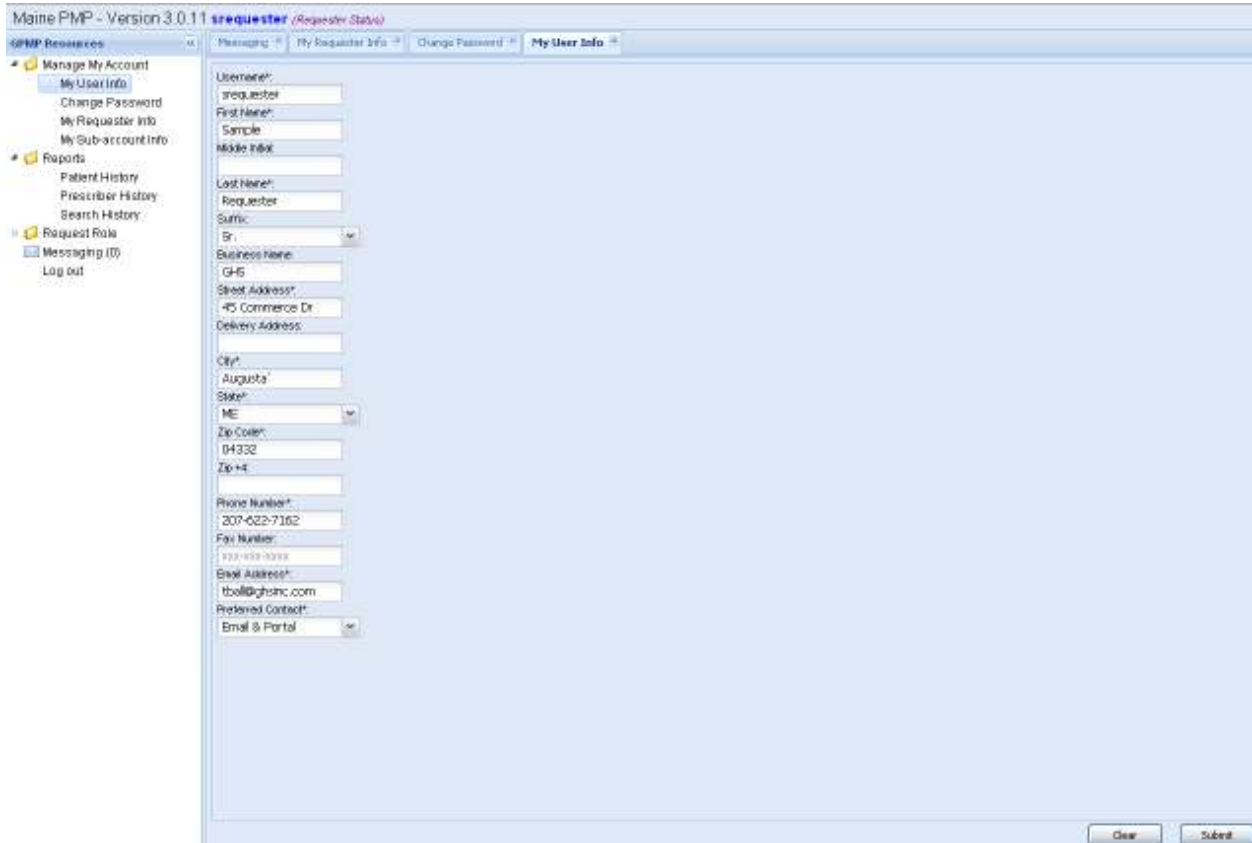


Figure 4

Clicking on the name of a field will pop-up a help screen explaining the criteria for the field.

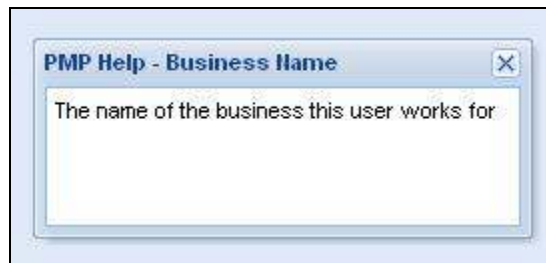
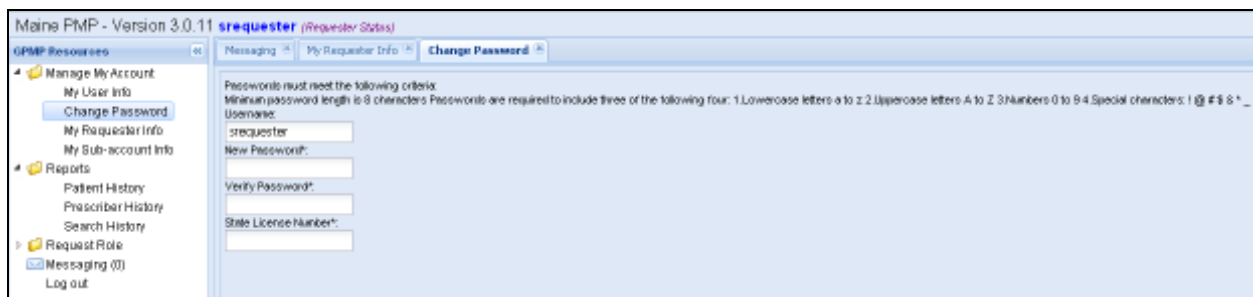


Figure 5

Change Password

Users have the ability to modify their passwords. To edit the password, select “Change Password,” enter the new password under “New password” and “Verify Password,” and then click the “Submit” button. Passwords must be at least 8 characters long and contain three of the following four elements:

- Lowercase letters: a-z
- Uppercase letters: A-Z
- Numbers: 0-9
- Special Characters: ! @ # \$ % & * _

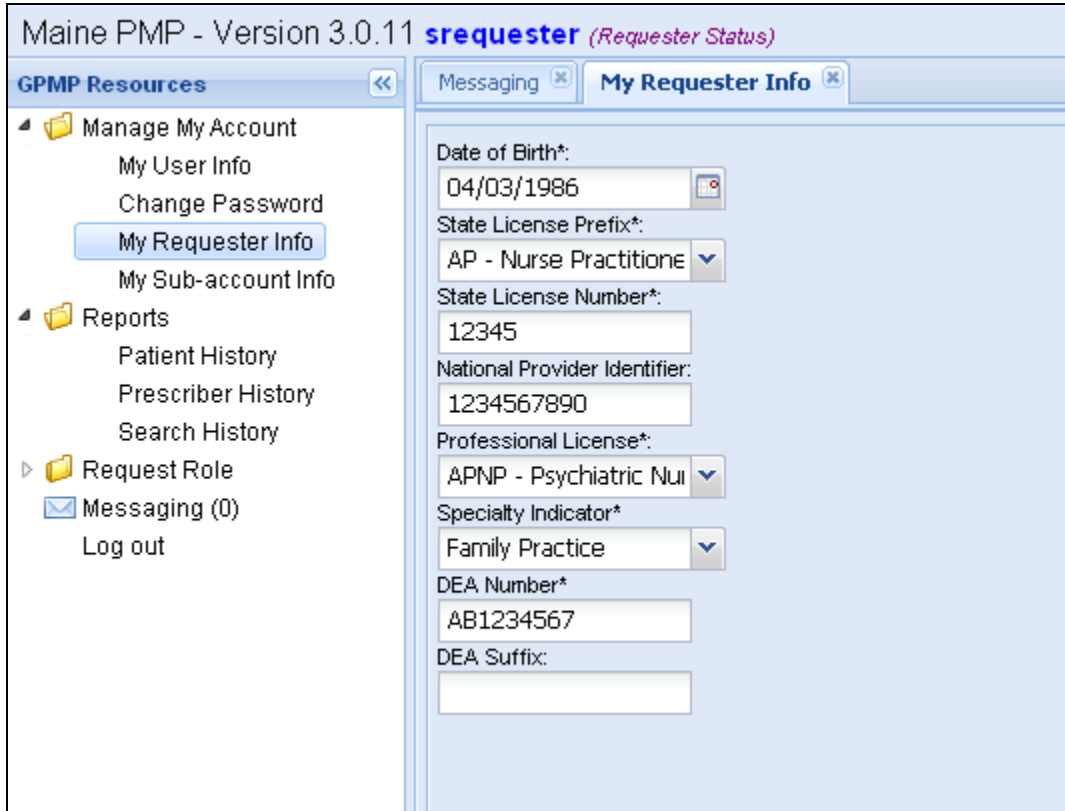


The screenshot shows the 'Change Password' page in the PMP system. The page title is 'Maine PMP - Version 3.0.11' and the user is logged in as 'requester (requester@state.me.gov)'. The left sidebar contains a navigation menu with options like 'Manage My Account', 'My User Info', 'Change Password', 'My Requester Info', 'My Sub-account Info', 'Reports', 'Patient History', 'Prescriber History', 'Search History', 'Request Role', 'Messaging (0)', and 'Log out'. The main content area displays the 'Change Password' form with the following fields: 'Username' (pre-filled with 'requester'), 'New Password*', 'Verify Password*', and 'State License Number*'. A note above the form states: 'Passwords must meet the following criteria: Minimum password length is 8 characters Passwords are required to include three of the following four: 1. Lowercase letters a to z 2. Uppercase letters A to Z 3. Numbers 0 to 9 4. Special characters: ! @ # \$ % & * _

Figure 6

My Requester Info

Under “My Requester Info,” users may review their submitted license information. Information under “Requester Info” may not be modified.



Maine PMP - Version 3.0.11 **srequester** (Requester Status)

GPMP Resources << Messaging x My Requester Info x

- Manage My Account
 - My User Info
 - Change Password
 - My Requester Info**
 - My Sub-account Info
- Reports
 - Patient History
 - Prescriber History
 - Search History
- Request Role
 - Messaging (0)
 - Log out

Date of Birth*: 04/03/1986

State License Prefix*: AP - Nurse Practitioner

State License Number*: 12345

National Provider Identifier: 1234567890

Professional License*: APNP - Psychiatric Nui

Specialty Indicator*: Family Practice

DEA Number*: AB1234567

DEA Suffix:

Figure 7

Clicking on the field name will pop-up a help screen explaining the criteria for the field.

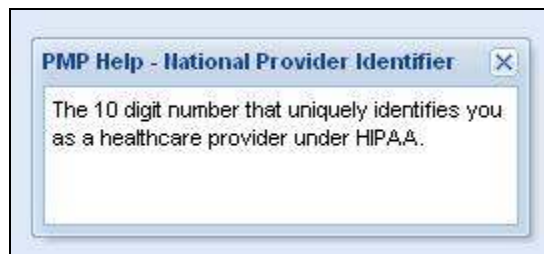


Figure 8

My Sub-account Info

Users may add, edit, or add existing sub-accounts to their accounts, or delete sub-accounts from their accounts. Sub-account users are licensed health care providers, without their own prescribing authority, who work for the main account user (e.g., a nurse). Adding a sub-account to an account allows that user to search for patients under the registered account holder. All searches conducted by sub-account users are tracked and available for review by the User.

Sub-account users consist of the following state licensed requesters:

- LADC - Licensed Alcohol and Drug Counselors
- LCSW - Licensed Clinical Social Workers
- LPN - Licensed Practical Nurse
- RN - Registered Nurse
- PA - Physician Assistant (without prescribing authority)
- RDH - Registered Dental Hygienist
- RDR - Registered Dental Radiographer
- EMT - Emergency Medical Technician
- PT - Pharmacy Technician

Figure 9 depicts the appropriate fields required to add a Sub-account User.

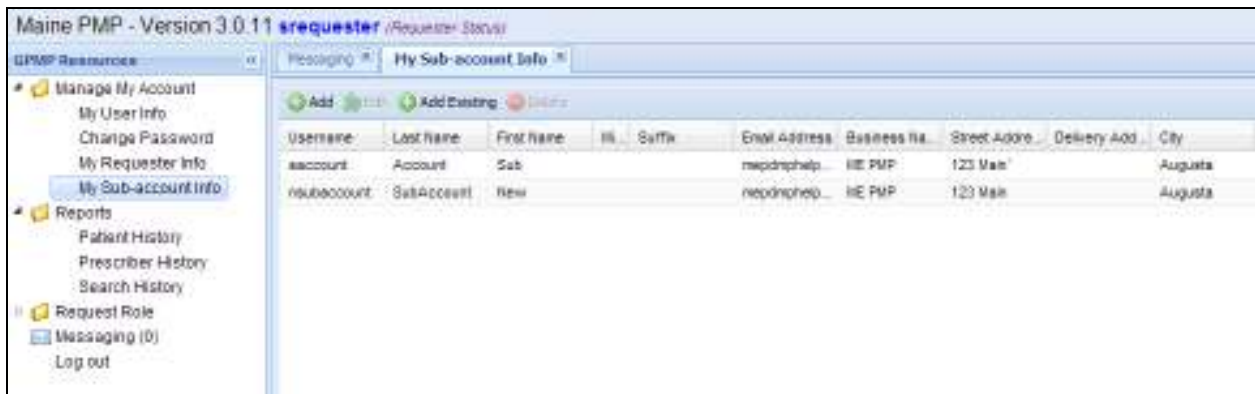
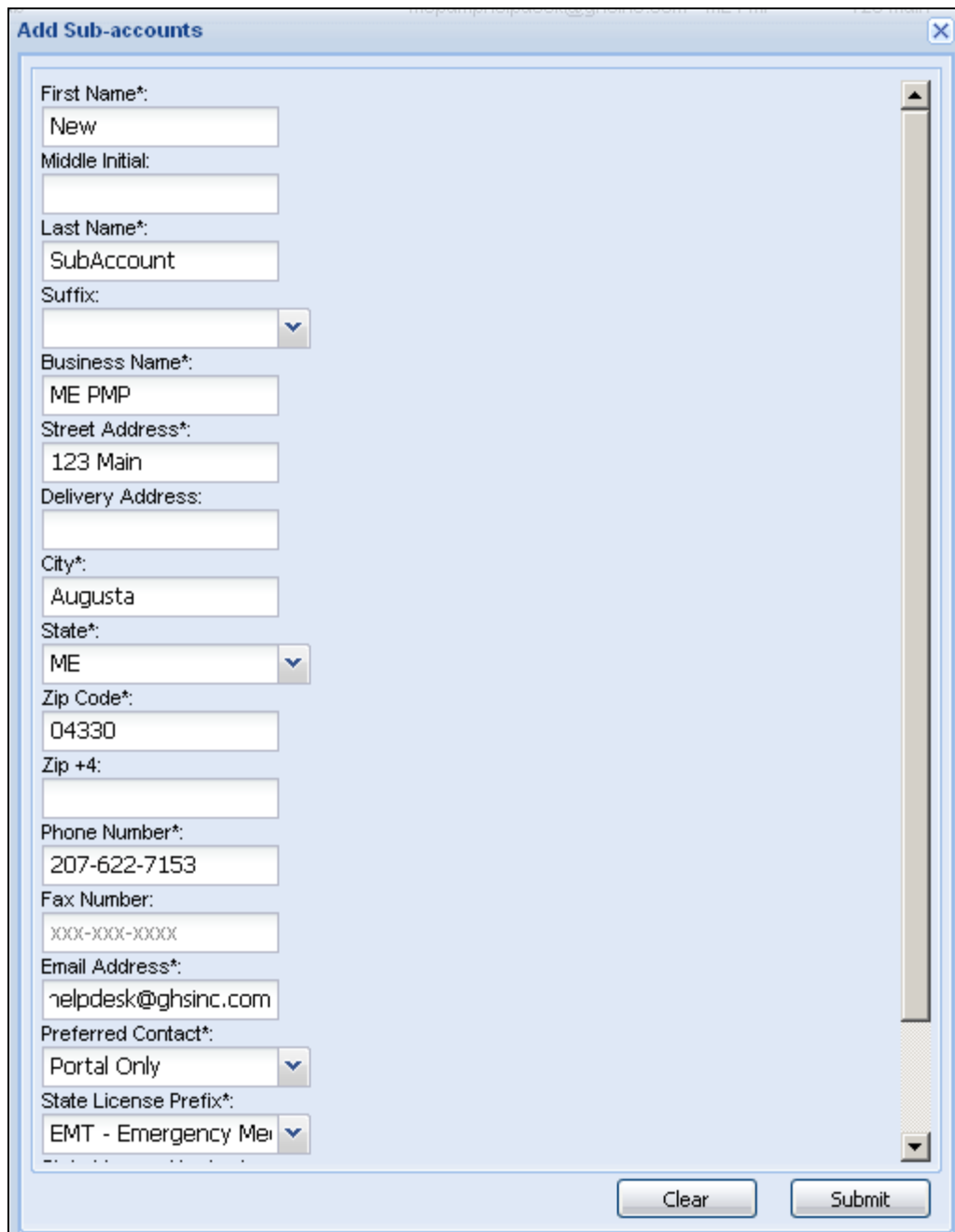


Figure 9

To add a sub-account user, enter the appropriate information in the fields and select “Submit” at the bottom of the screen.



The image shows a web-based form titled "Add Sub-accounts" with a close button (X) in the top right corner. The form contains the following fields and values:

- First Name*: New
- Middle Initial: (empty)
- Last Name*: SubAccount
- Suffix: (empty dropdown)
- Business Name*: ME PMP
- Street Address*: 123 Main
- Delivery Address: (empty)
- City*: Augusta
- State*: ME (dropdown)
- Zip Code*: 04330
- Zip +4: (empty)
- Phone Number*: 207-622-7153
- Fax Number: XXX-XXX-XXXX
- Email Address*: helpdesk@ghsinc.com
- Preferred Contact*: Portal Only (dropdown)
- State License Prefix*: EMT - Emergency Me (dropdown)

At the bottom right of the form, there are two buttons: "Clear" and "Submit".

Figure 10

Reports

Patient History

Data Requester can access patient prescription history information by using the “Patient History” tool (located in the “Reports” folder). To start a search, click on the “Search” button at the top of the page, just under “Find Patient.”

To search for a patient’s prescription history, the user clicks on “Search”. In the pop-up screen (Figure 12), enter a value in at least the three required fields: last name, first name, and DOB. The user must also specify whether the system should try to find exact matches for the search terms (by selecting “Equal to” from the “Exact Last Name” or “Exact First Name” dropdown lists) or just names that begin with what was entered (“Begins with” in the dropdown lists). (A sub-account user must also enter the username of the person on whose behalf the search is being run.) Once all of the required fields have something entered in the proper format, the “Submit” button will become active.

The less information entered on the search form, the more likely the user is to find the patient sought. However, if the patient has a common name, the user may want to enter information in more than just the required fields, in order to limit the search.

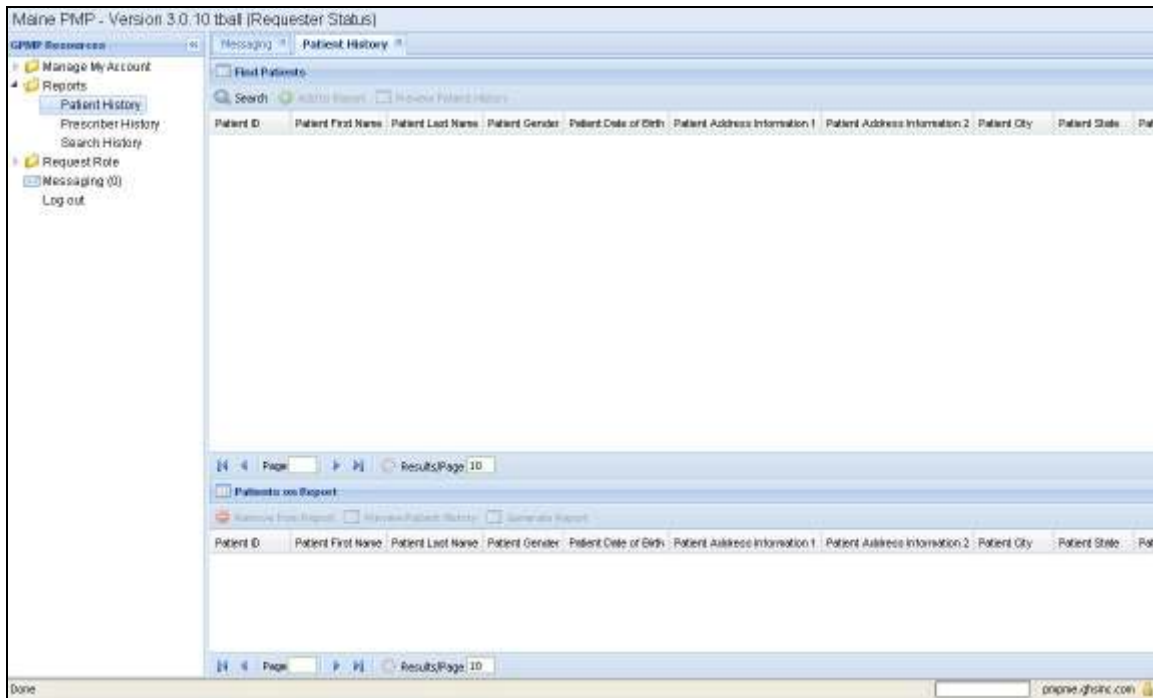


Figure 11

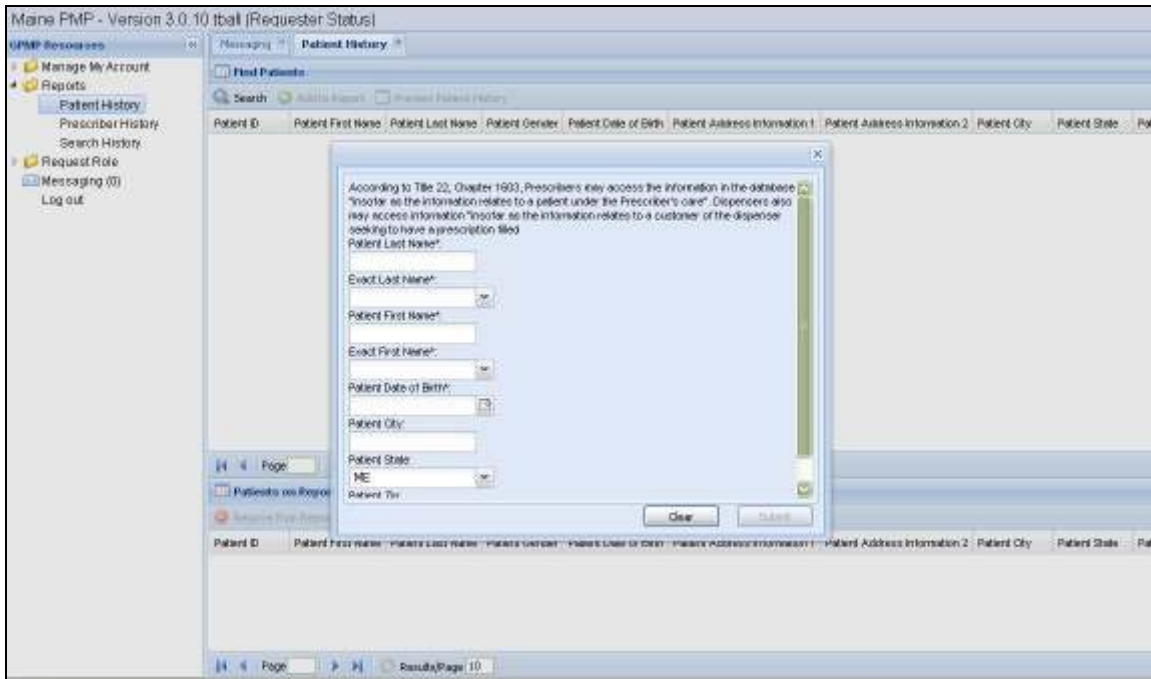


Figure 12

The system limits the patient results to a maximum of 300 records. A query that yields more than 300 records will return a message of “Your search exceeded the maximum number of results. Please refine your search and try again”.

Report Results

Once “Submit” is selected, a sample of the patient profiles that matches the search criteria will appear in the “Find Patients” section of the Patient History tab (Figure 13).

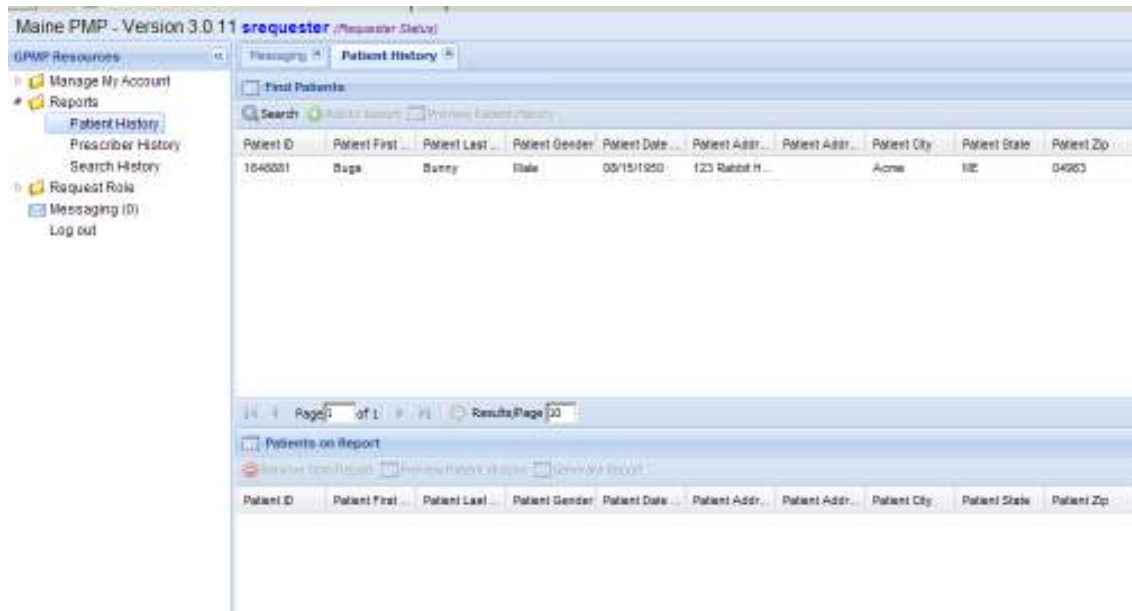


Figure 13

The navigation bars seen in the “Find Patients” box and the “Patients on the Report” box can be used to navigate through multiple pages of results (Figure 14).



Figure 14

Preview Patient History

Select a patient from the list and click “Preview Patient History” to view the prescription information for the 10 most recent prescriptions filled by the patient. The “Preview Patient History” report quickly displays the patient identifiers, prescriber information, and pharmacy information associated with the selected patient profile.

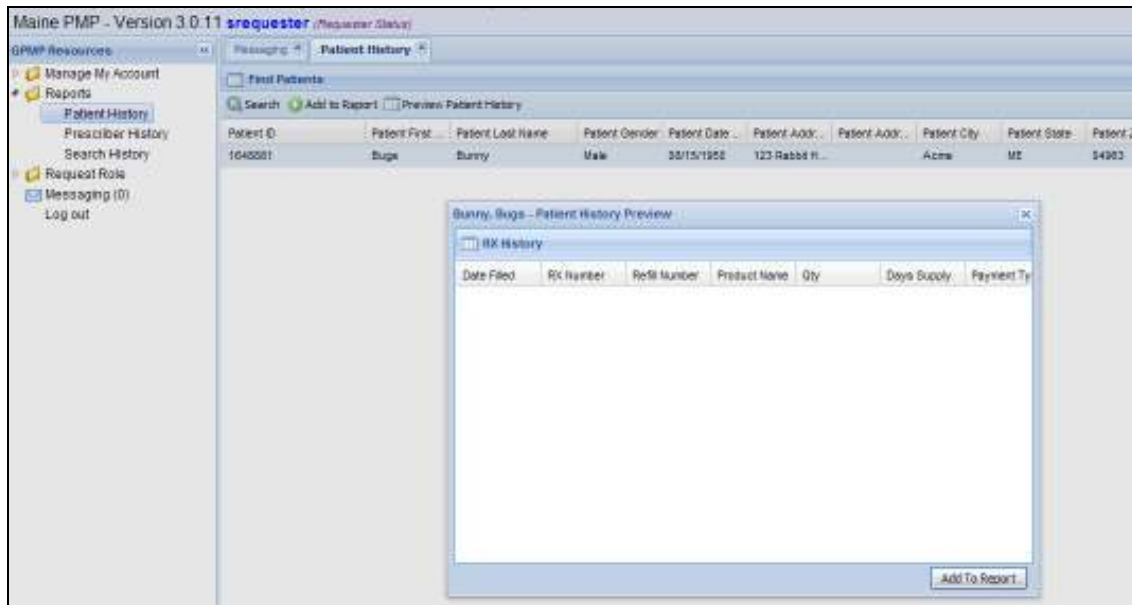


Figure 15

Add Patient to Report

Patient records can be added to a report by selecting the appropriate records and clicking “Add to Report.” Multiple patient profiles can be added to the report at once; simply hold down the Ctrl key while clicking on multiple listings in the “Find Patients” section, and then click the “Add to Report” button.

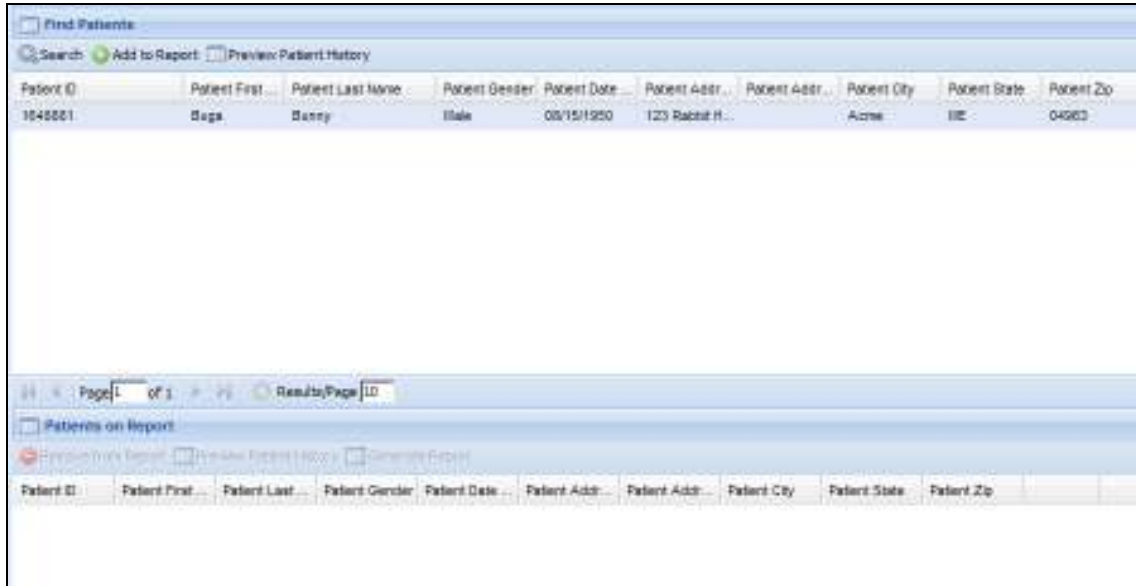


Figure 16

If, after adding multiple patient profiles to the report, the user would like one or more profiles removed, the user can select the given patient profile(s) and click “Remove from Report.” (The “Preview Patient History” option has the same function in the “Patients on Report” section as it does in the “Find Patients” section.)

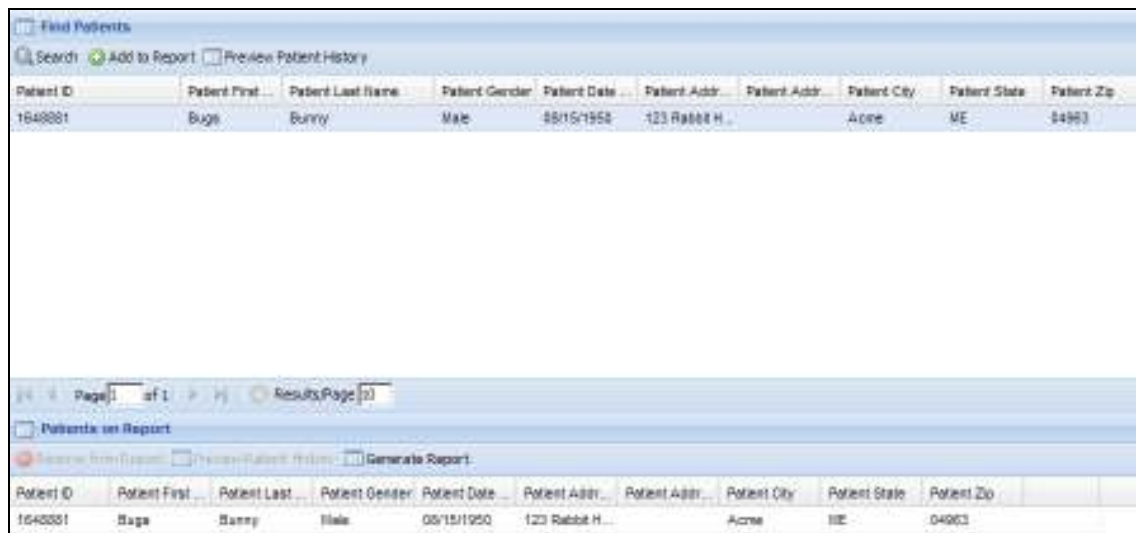


Figure 17

Patients on the Report

Once at least one patient profile is selected and added to the report, clicking the “Generate Report” button will bring up a dialog box prompting for a date range for the search (Figure 18). (By default, a date range of one year prior to the date of the search is pre-populated in the date range dialog box.) Once a start and end date have been selected, click “Submit” to create a report in PDF format (Figure 19).



The image shows a dialog box titled "Report Date Range" with a close button (X) in the top right corner. Inside the dialog, there are two input fields: "Start Date*" and "End Date*", each followed by a small calendar icon. Below the input fields are two buttons: "Clear" and "Submit".

Figure 18



The image shows a report header with three logos: the Office of Substance Abuse, the Prescription Monitoring Program, and GHS (Gold Health Systems). Below the logos is the text "Patient History". A table displays patient information for Barry Ruge, born 02/15/1950, at 123 Rabbit-hole Lane, Iowa, IA. Below the table, the text "Between 07/01/2004 and 12/31/2009" is displayed.

Patient ID	Name	Date of Birth	Address	City	State
1848801	Barry Ruge	02/15/1950	123 Rabbit-hole Lane	Iowa	IA

Between 07/01/2004 and 12/31/2009

Figure 19

NOTE: The report will be created in a new window. If pop-ups have been disabled from the browser, you may not be able to view the report and there should be a notification that the report is being blocked. To enable pop-ups from this site, select “Always Allow” pop-ups from this site in the “Tools” menu of the browser. This step may return you to the login screen: if so, when you log back in you should be able to generate the report without the pop-up blocker interfering. Temporarily allowing the popup for just this session will likely return you to the login screen and prevent you from generating the report.

Prescriber History

“Prescriber History” is only available to prescribers of controlled substances; pharmacists and sub-account users will not be able to access the “Prescriber History” function.

“Prescriber History” will show the data requester all of the filled prescriptions that were attributed to them within the dates selected. The date range automatically defaults to the last six month time period, but the user has the ability to select a unique date range as well. Click “Submit” to generate the Prescriber History report. The result includes pharmacy information, patient information and drug information as well as the prescription information.

Data Requesters can open this report in PDF, CSV, or XLS format. Documents opened in PDF format will be displayed in Adobe Acrobat. CSV and XLS formatted documents will be opened in an Excel spreadsheet. To open the prescriber history report in one of these three formats, select the appropriate format button in the middle of the screen. The report will open in a pop-up window.

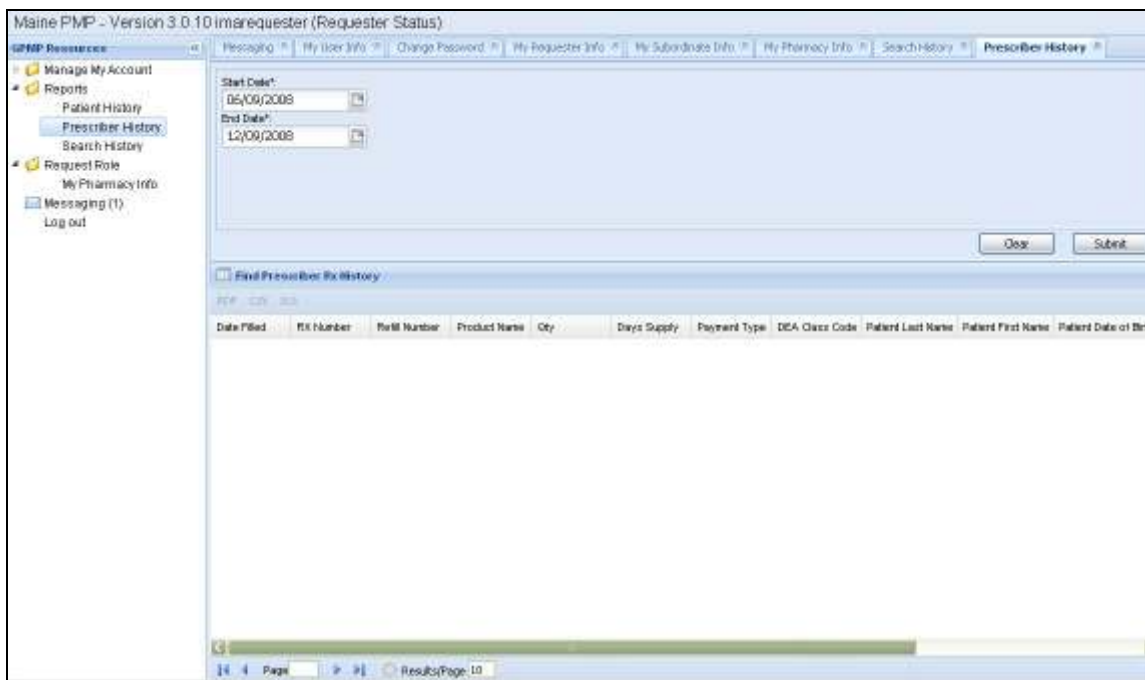


Figure 20

NOTE: The report will be created in a new window. If pop-ups have been disabled from the browser, you may not be able to view the report and there should be a notification that the report is being blocked. To enable pop-ups from this site, select “Always Allow” pop-ups from this site in the “Tools” menu of the browser. This step may return you to the login screen: if so, when you log back in you should be able to generate the report without the pop-up blocker interfering. Temporarily allowing the popup for just this session will likely return you to the login screen and prevent you from generating the report.

Search History

The “Search History” tool allows requesters to review for what patients sub-account users have generated reports. The user can select name of the person requesting the report from the drop down list and a date range in which to search. Clicking “Submit” will bring up a list of all the searches performed by a registered sub-user. This tool allows you to monitor the search history of sub-account users associated with your account.

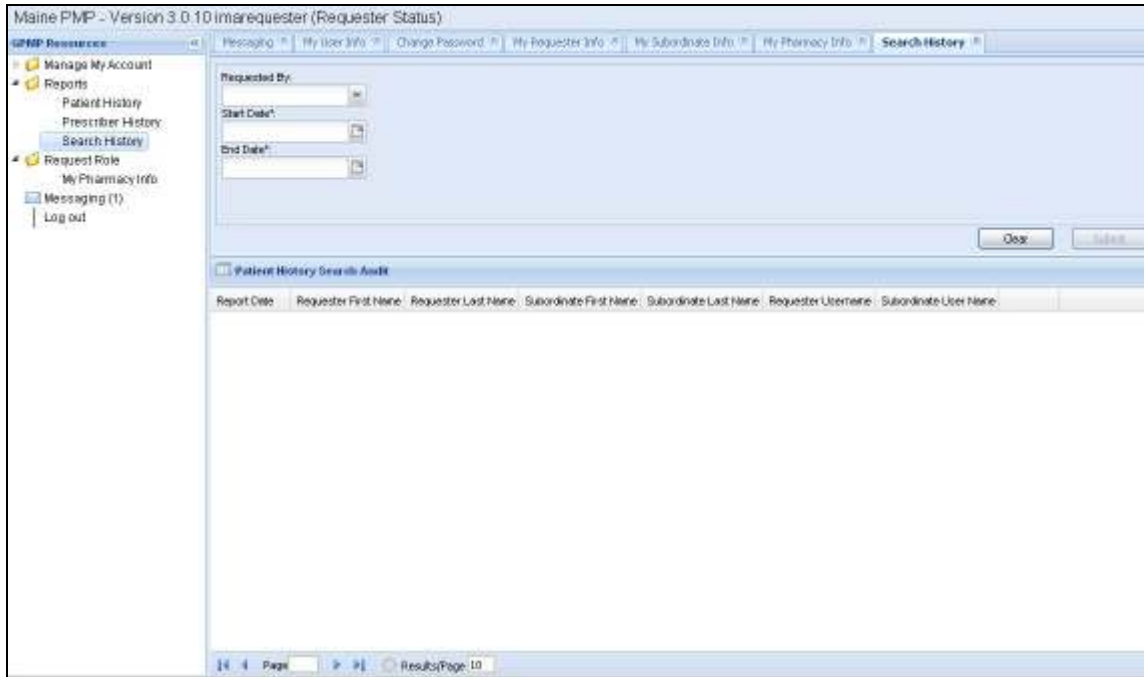


Figure 21

Request Role

My Pharmacy Info

Users may request additional roles using the “Request Role” function. This tool allows requesters to also sign up for the Data Submitter role. Users can add, edit, add existing or delete pharmacy info by clicking the appropriate buttons at the top of the screen.

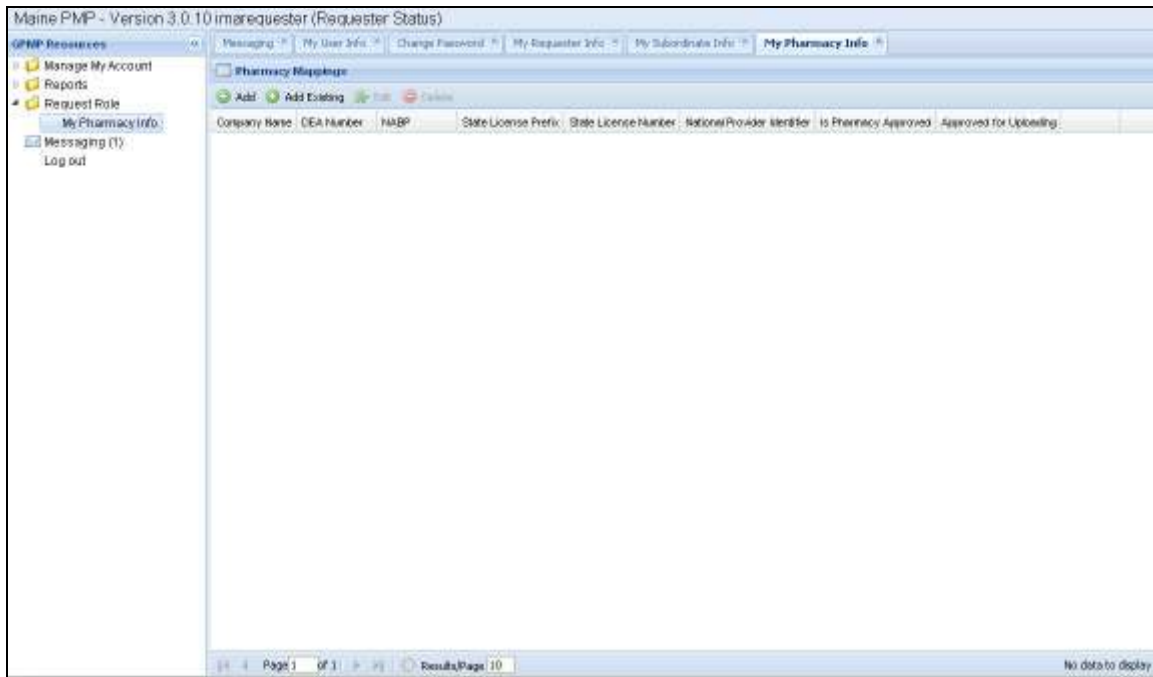


Figure 22

Logout

Clicking on the “Log Out” link on the menu to the left will log the data requester out of the PMP portal and direct them back to the login page.



Figure 23

Program Contact Information

ME PMP Website - www.maineppmp.org

Technical Helpdesk

For technical questions regarding the web site, including registration, updating contact information (especially email addresses), and password retrieval problems please contact:

The Maine PMP Technical Helpdesk

Email - mepdmphelpdesk@ghsinc.com

Phone - 866-749-7838

Office of Substance Abuse Contact Information

For questions related to policy, terms of service, or how to find substance abuse treatment services, please contact:

The Office of Substance Abuse (OSA)

Internet: <http://www.maine.gov/dhhs/osa/>

Email - osa.ircosa@maine.gov

Phone - 207-287-2595