

# **Training Guide for Arizona Practitioners**

**Arizona State Board of Pharmacy  
Prescription Drug Monitoring Program**



**April 2012**

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# 1 Document Overview

## Purpose and Contents

The *RxSentry® Training Guide for Arizona 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

## 2 System Overview

### About the RxSentry Prescription Drug Monitoring Program

The RxSentry Prescription Drug 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.

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

The use of data collected through RxSentry allows for the provision of education and information, early intervention, prevention of diversion, 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.

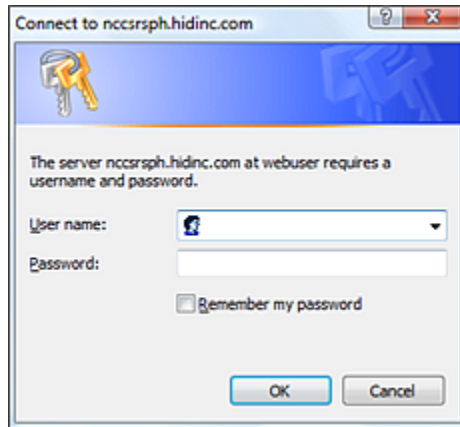
**Note:** For the purposes of this document, the RxSentry Prescription Drug Monitoring Program is referred to as RxSentry.

## 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://azcspmp-ph.hidinc.com>. The following window 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, including medical marijuana.

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:

| <i>Practitioner/Pharmacist Query</i>  |  |
|---|--|
| Arizona Liability statement for Provider access   |  |
| I certify that I am have been approved by the State to access information in the controlled substance database.   |  |
| I certify that the patient on whom I am requesting information is a current or prospective patient of mine or is a patient whom I am evaluating. I understand inappropriate access or disclosure of this information is a violation of state law and may result in disciplinary action by my licensing board and/or revocation of database access privileges. |  |
| <input type="checkbox"/> I accept the above conditions  |  |
| <b>Disclaimer:</b> The information in this system may contain errors resulting from how the information was entered into the data file. Controlled Substance Reporting System staff suggests that additional independent verification with pharmacies and practitioners may sometime be prudent or necessary.   |  |
| <b>You MUST accept the above conditions before you can continue</b>   |  |

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:

| <i>Practitioner/Pharmacist Query</i>   |                            |                                   |   |  |
|--|----------------------------|-----------------------------------|---|--|
| <b>Report Format:</b> Recipient Query  |                            |                                   |   |  |
|  | <b>Name Selection</b>      | <b>Demographic Focus</b>          | <b>County Selection</b>                         | <b>Zipcode Selection (blank for all)</b> |
|  | Begins with<br>Sounds like | Sex: All                          | Statewide<br>Alamance<br>Alexander<br>Alleghany |  |
| <b>Recipient</b>   | *Last Name                 | *Target DOB                       | Select statewide for best results               |  |
|  | *First Name                | mm/dd/yyyy                        |   |  |
|  |                            | Within: Exact Match               |   |  |
| <b>Primary Address:</b>  |                            | <b>City:</b>                      |   |  |
| <b>Other Address 1:</b>  |                            | <b>City:</b>                      |   |  |
| <b>Other Address 2:</b>  |                            | <b>City:</b>                      |   |  |
| <b>*Dispensed Timeframe From:</b> ?  |                            | <b>*Dispensed Timeframe To:</b> ? |   |  |
| mm/dd/yyyy   |                            | mm/dd/yyyy                        |   |  |
| *Required Field<br>All required fields must be filled in.<br>However, for the best search results, fill in as many fields as possible. |                            |                                   |   |  |
| <input type="button" value="Submit"/>  |                            |                                   |   |  |

- 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<br>Last      | 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 recipients by using partial text, for example, type <i>Smi</i> to display a list of recipients containing "Smi" in the first three letters of their last name.   |
| Recipient Name<br>First     | 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 <i>Tho</i> 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                  | Type the recipient's date of birth using the <i>mm/dd/yyyy</i> format.   |
| Within                      | Used in conjunction with the <b>Date of Birth</b> field to specify a time range within which to match the date of birth.   |
| County Selection            | Narrow your search by selecting a specific county name, or accept the default option of "Statewide" to produce a wider range of results.   |
| Zipcode selection           | Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.   |
| Dispensed Timeframe<br>From | Use this field to enter a specific dispensing time frame start date, for example: <i>01/01/11</i> .  |
| Dispensed Timeframe To      | Use this field to enter a specific dispensing time frame end date, for example: <i>01/31/11</i> .  |

- 5 Once all criteria has been entered or selected, click **Submit**. A window similar to the following is displayed:

The screenshot shows a window titled "Practitioner/Pharmacist Query" with a help icon. The window is divided into two main sections: "Report Format" and "Recipient Report".

**Report Format:**

- Recipient Name Begins *smi, tho*
- Born *04/04/65*
- For Zip codes beginning
- Dispensed Timeframe From:
- Primary Address:
- Other Address 1:
- Other Address 2:

**Recipient Report:**

| DOB      | Age | City                               |
|----------|-----|------------------------------------|
| 10/16/63 | 1   | Lexington NC 27292 (Davidson)      |
| 01/19/64 | 1   | Charlotte NC 28269 (Mecklenburg)   |
| 02/10/64 | 1   | Mooreville NC 28115 (Iredell)      |
| 02/29/64 | 1   | Fayetteville NC 28312 (Cumberland) |
| 04/19/64 | 1   | Rocky Mount NC 27801 (Edgecombe)   |
| 09/28/64 | 1   | North Wilkesboro NC 28659 (Wilkes) |

Dispensed Timeframe To:

City:

City:

City:

**Note:** If a recipient has a medical marijuana card, the indicator (MMC) will display next to the recipient's name:

| Recipient Report |                 |          |   |     |
|------------------|-----------------|----------|---|-----|
| MMC              | KOROSEC, MARY   | 02/07/61 | 2 | 172 |
|                  | KOROSEC, MARY F | 02/07/61 | 2 | 1   |

If a recipient with an MMC is selected for the query/report, the MMC indicator also displays on the online and printed reports.

- 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:

| Recipient Report                               |                 |                    |                |                    |             |   |                              |                     |                                |                |                     |                      |               |
|--|-----------------|--------------------|----------------|--------------------|-------------|---|------------------------------|---------------------|--------------------------------|----------------|---------------------|----------------------|---------------|
| SMITH, [REDACTED] DOB: 04/13/1963 - [REDACTED] |                 |                    |                |                    |             |   |                              |                     |                                |                |                     |                      |               |
| Dispensed From 01/01/2007 to 12/30/2007        |                 |                    |                |                    |             |   |                              |                     |                                |                |                     |                      |               |
| <input type="button" value="Map Results"/>     |                 |                    |                |                    |             |   |                              |                     |                                |                |                     |                      |               |
| 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 |
| 07/19/07                                       | ?               | 30                 | 0              | 0                  | 66993071602 | ZOLPIDEM UNC<br>TARTRATE<br>10 MG<br>TABLET | HOSPITALS<br>AND<br>PHARMACY | 0000205             | RITE AID<br>PHARMACY<br>#11366 | CHAPEL<br>HILL | SMITH               | LINDA B              | 04/13/63      |

- 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:

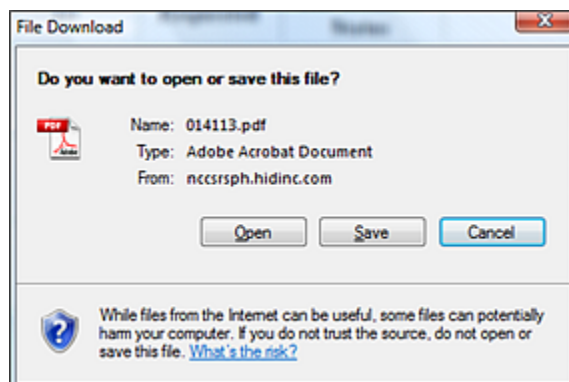
- Log on to RxSentry.
- From the home page, click **View Query Status**.

A window similar to the following is displayed:

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

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

- 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:



- 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 [azpdm-info@hidinc.com](mailto:azpdm-info@hidinc.com)

Or

Call 1-866-792-3149

Technical assistance is available from 8:00 am – 5:00 pm CT (Central Time).

### Administrative Assistance

If you have any non-technical questions regarding the Arizona Controlled Substance Prescription Monitoring Program, please contact:

Dean Wright

Arizona State Board of Pharmacy

1616 W. Adams, suite 120

Phoenix, AZ 85007

(602) 771-2744; fax (602) 771-2749

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## 5 Document Information

### Copyright Notice and Trademarks

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### Disclaimer

HID has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.

### Formatting Conventions

The following formatting conventions are used throughout this document.

| Format                               | Used to Designate...  |
|--------------------------------------|---|
| <b>Bold</b>                          | References to execution buttons, windows, file names, menus, icons, or options                                      |
| <i>Times New Roman Italic</i>        | Text you must type in a field or window, for example, <code>\\server_name\printer_name</code> for a network printer |
| <a href="#">Blue underlined text</a> | Hyperlinks to other sections of this document or external websites  |
| <i>Italic text</i>                   | Reference to this document, external document, or external resource   |

**Table 1 – 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            |
|------------------|----------------|---------------------|
| 09/01/2008       | 1.0            | Initial delivery    |
| 08/10/2010       | 1.1            | Revised publication |
| 09/06/2011       | 1.2            | Revised publication |
| 04/13/2012       | 1.3            | Revised publication |

**Table 2 – Document Version History**

## Change Log

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

| Version Number | Chapter/Section                         | Change  |
|----------------|---|---|
| 1.0            | N/A                                     | N/A   |
| 1.1            | Chapter 4/Assistance and Support        | “Technical Assistance” topic modified to change support hours to 8:00 am – 5:00 pm CT |
| 1.2            | Chapter 3/Practitioner-Pharmacist Query | Added information about medical marijuana card (MMC) indicators                       |
| 1.3            | Chapter 4/Administrative Assistance     | Updated ASBP physical address and added mailing address                               |

**Table 3 – Document Change Log**