Practitioner’s Training Guide

North Carolina Department of Health and Human Services

Controlled Substance Reporting System

April 2017

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1 Document Overview

Purpose and Contents

The *RxSentry® Practitioner's Training Guide*, designed for North Carolina 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

Note: An electronic copy of this guide is also available for viewing or downloading on the RxSentry website.

RxSentry Update

In February 2015, the RxSentry system underwent an extensive update designed to improve the user experience. The new user interface is more intuitive and visually pleasing, and also provides some new functionality.

Here are the most significant new features:

- Retrieve User Name – this function allows you to retrieve a forgotten user name.
- Retrieve Password – this function allows you to retrieve a forgotten password.
- Query Tab – this tab provides direct links to every query you are allowed to access.
- Prescriber DEA Query – this report allows you to use your prescriber DEA number to view your prescribing history for a specified timeframe.
- Report Queue Tab – this tab (previously the View Query Status link) allows you to view all of your available reports quickly.
- User Management Tab – this tab allows you to update your user profile information and change your password, as needed. If you are a master account holder, you can also manage your delegate accounts from this tab.
- Help Tab – this tab provides resources that may answer any questions you have about using RxSentry, such as creating a query. These resources include online help and an electronic version of the *Practitioner's Training Guide*.
- Quick Links Tab – this tab provides links to websites that you may frequently access, such as the North Carolina Department of Health and Human Services website.

As you will see, this guide has been restructured to correspond with the new interface. The table below provides a quick reference for existing topics in this guide that have been moved or changed:

<table>
<tr><th>If you are looking for…</th><th>It is now called…</th></tr>
<tr><td>Linking Delegate Accounts</td><td>The delegate accounts function is now located under the User Management tab. This function will only display if you are a master account holder.</td></tr>
<tr><td>Practitioner/Pharmacist Query</td><td rowspan="2">The Practitioner/Pharmacist Query function has been replaced with direct links to each query you are allowed to perform. Instead of clicking Practitioner/Pharmacist Query and then clicking a check box for the Search History Query, the Query tab now contains a direct link to the Recipient Query and Search History Query.</td></tr>
<tr><td>Search History</td></tr>
<tr><td>View Query Status</td><td>The View Query Status function and the corresponding topic in this guide are now called Report Queue.</td></tr>
</table>

Table 1 – New/changed topics

2 System Overview

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 Accessing RxSentry

About This Chapter

This chapter provides the steps you must follow to request an RxSentry account, log in to the system, retrieve system messages, retrieve a forgotten user name or password, and log out of the system.

Request Access to RxSentry

The North Carolina Controlled Substance Reporting System (CSRS) grants system accounts to medical practitioners and prescribers, and their delegates, so that they may look up controlled substance information on their patients directly via user name and password.

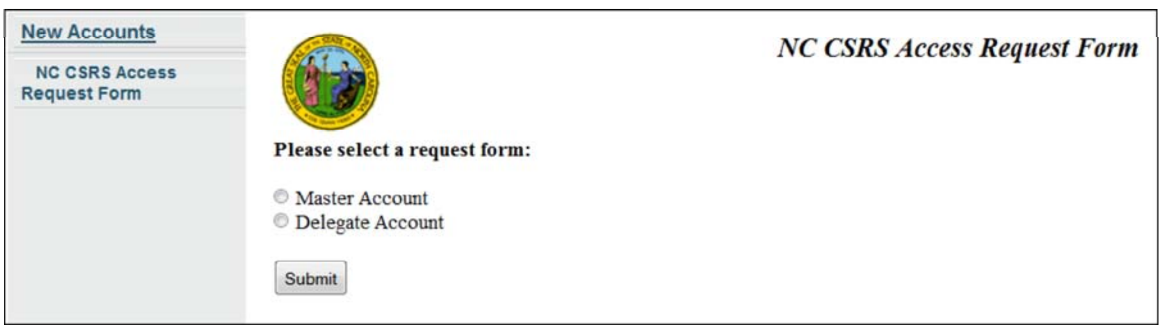
Perform the following steps to request an RxSentry account:

1. Open an Internet browser window and type the following URL in the address bar: https://nccsrs2.hidinc.com/ncsignup.html.

   A login window is displayed.

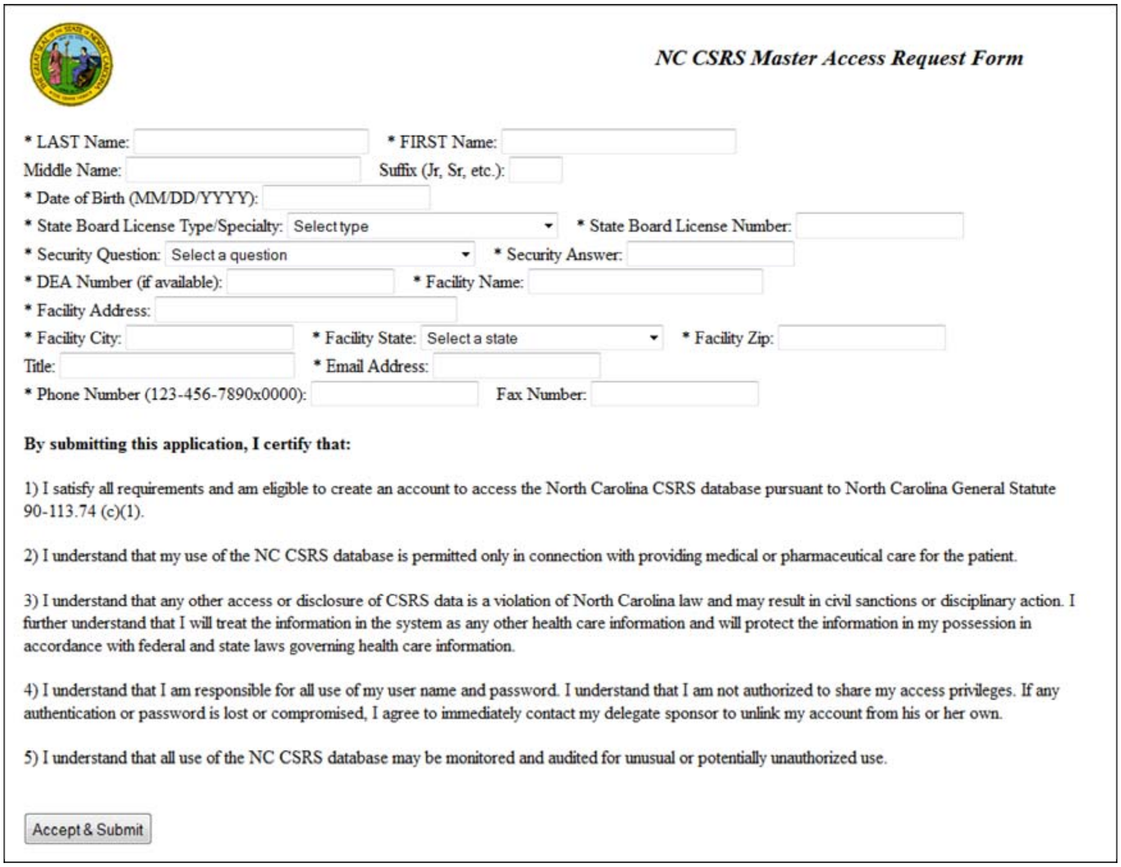
2. Type *newacct* in the **User Name** field.
3. Type *welcome* in the **Password** field.
4. Click **OK**.

   A window similar to the following is displayed:

5. Click the radio button to select the appropriate account type (**Master Account** or **Delegate Account**), and then click **Submit**.

   The CSRS Access Request Form that corresponds to the selected account type is displayed. A sample Access Request Form is shown on the following page.



NC CSRS Master Access Request Form

* LAST Name: * FIRST Name:
Middle Name: Suffix (Jr, Sr, etc.):
* Date of Birth (MM/DD/YYYY):
* State Board License Type/Specialty: Select type * State Board License Number:
* Security Question: Select a question * Security Answer:
* DEA Number (if available): * Facility Name:
* Facility Address:
* Facility City: * Facility State: Select a state * Facility Zip:
Title: * Email Address:
* Phone Number (123-456-7890x0000): Fax Number:

By submitting this application, I certify that:

1) I satisfy all requirements and am eligible to create an account to access the North Carolina CSRS database pursuant to North Carolina General Statute 90-113.74 (c)(1).

2) I understand that my use of the NC CSRS database is permitted only in connection with providing medical or pharmaceutical care for the patient.

3) I understand that any other access or disclosure of CSRS data is a violation of North Carolina law and may result in civil sanctions or disciplinary action. I further understand that I will treat the information in the system as any other health care information and will protect the information in my possession in accordance with federal and state laws governing health care information.

4) I understand that I am responsible for all use of my user name and password. I understand that I am not authorized to share my access privileges. If any authentication or password is lost or compromised, I agree to immediately contact my delegate sponsor to unlink my account from his or her own.

5) I understand that all use of the NC CSRS database may be monitored and audited for unusual or potentially unauthorized use.

Accept & Submit

Note: In the screenshot above, the user selected **Master Account** as the account type.

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

7. Click **Accept & Submit**.

   If 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 account registration form is displayed, along with a prompt to print the form. Print the form if desired.

   If 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 you are denied access to the system, you will be notified by the North Carolina CSRS program staff.

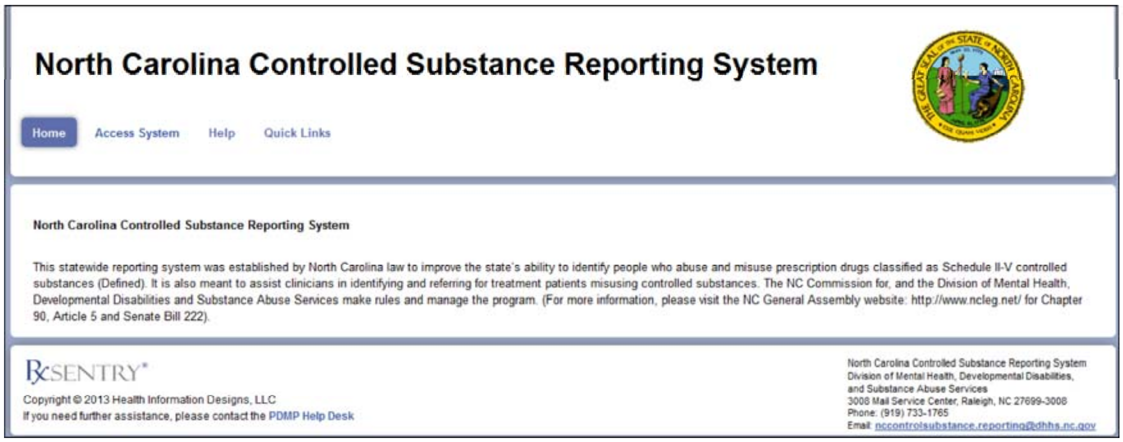
Note: If you are requesting a delegate account, a master account holder will need to activate your account before you can request data from the PDMP database. See the Delegate Accounts topic for more information.

Log In to RxSentry

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

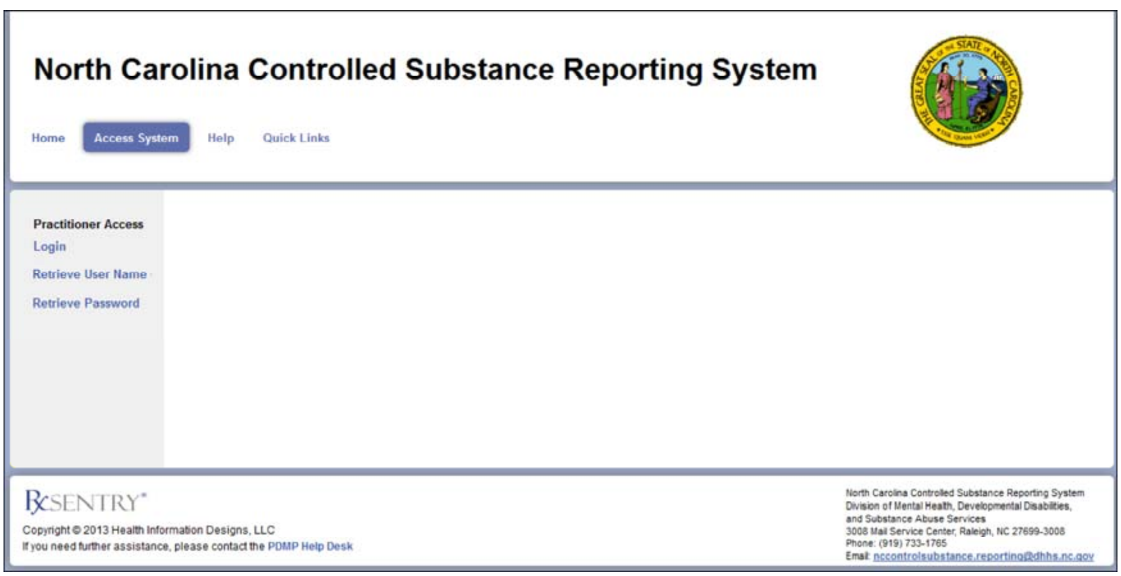
Perform the following steps to log in to RxSentry:

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



2. Click **Access System**.

   A window similar to the following is displayed:



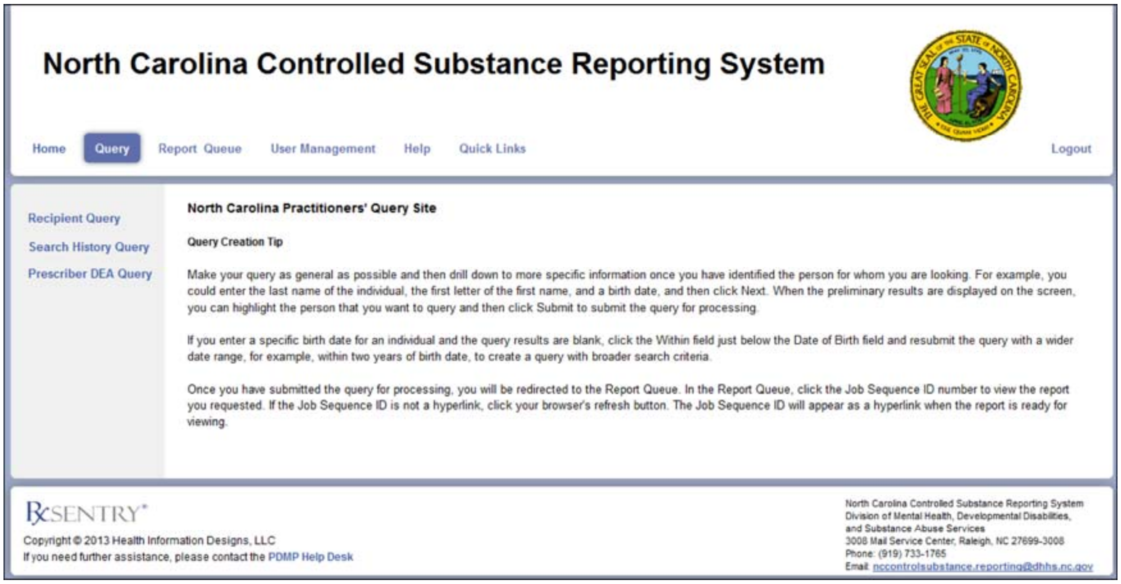
3. Click **Login**.

   A login window is displayed.

4. Type your user name in the **User Name** field.
5. Type your password in the **Password** field.
6. Click **OK**.

Note: If you are an existing NC PDMP user and this is your first time logging in to the updated system, the Update User Profile window will display. Enter any missing required information (required fields are indicated with an asterisk [*]), and then click **Update**.

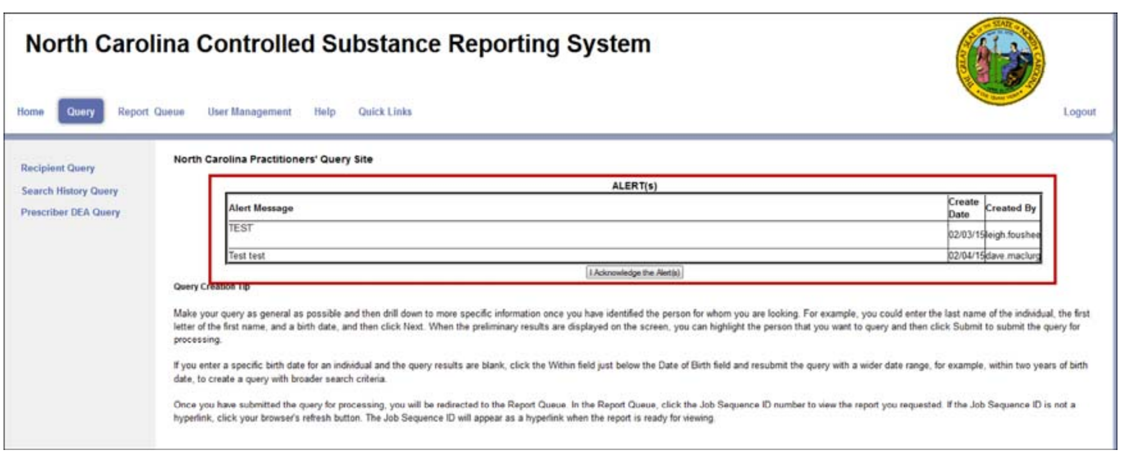
The RxSentry query site home page is displayed similar to the following:



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.

System Message and Alerts

Periodically, the North Carolina DHHS office may wish to share information with you, such as new legislation or information about changes to the controlled substances reporting system. When such alerts are posted to your RxSentry account, the alert message is displayed on the RxSentry home page, as shown below:

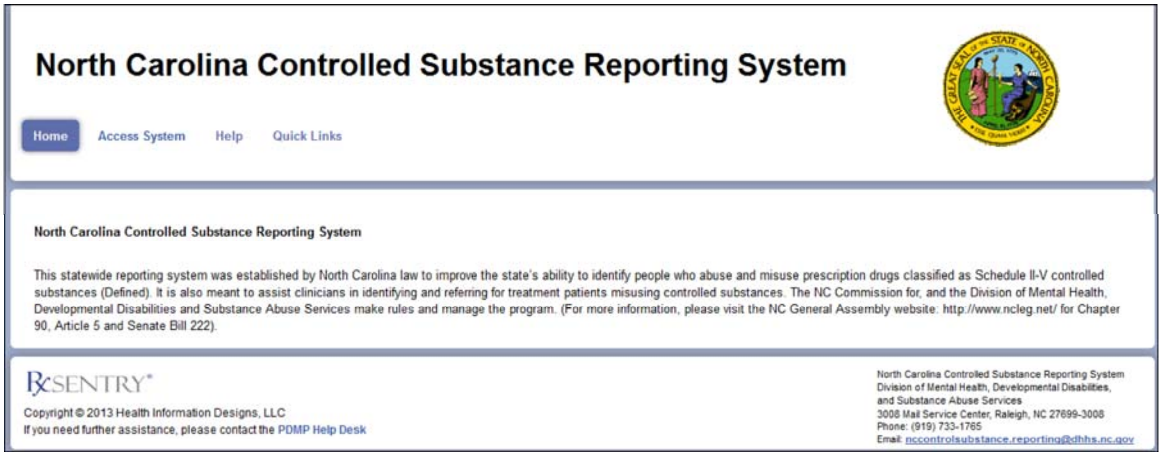


Once you have read the alert(s), click the **I Acknowledge the Alert(s)** button. The alert message box will not display again until there are new alerts.

Retrieve User Name

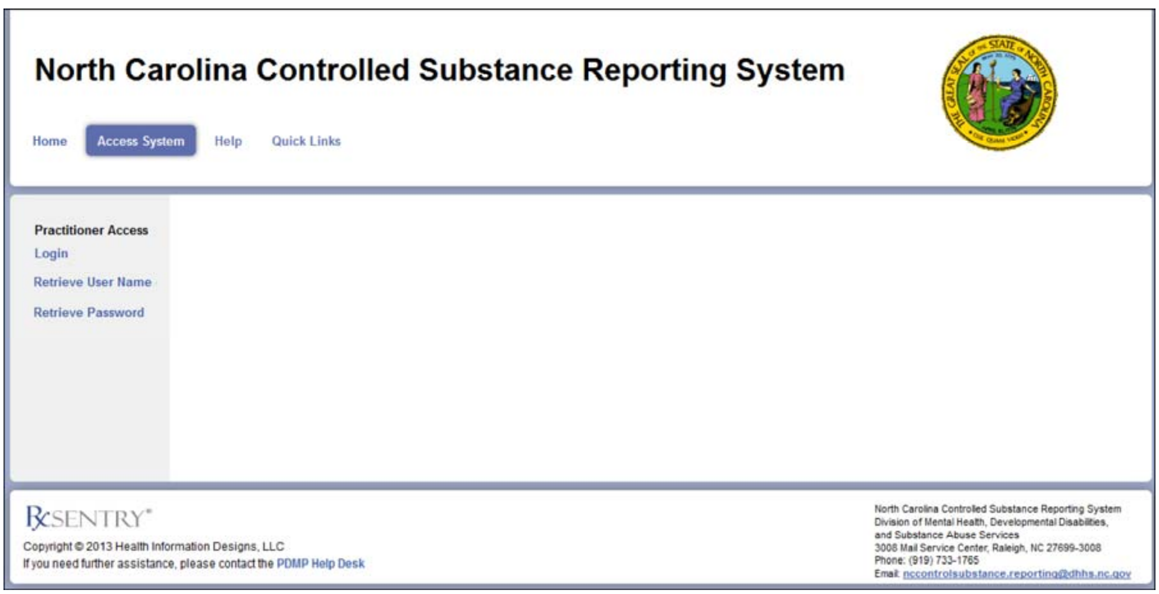
If you have forgotten your RxSentry user name, perform the following steps to retrieve it:

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



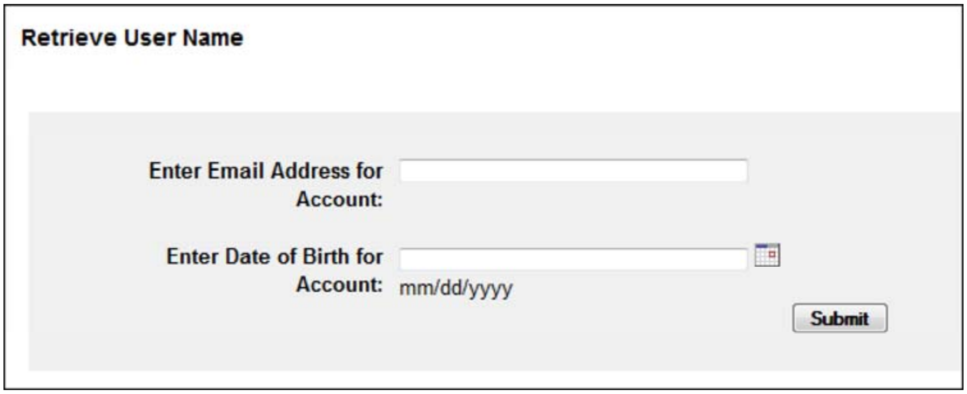
2. Click **Access System**.

   A window similar to the following is displayed:



3. Click **Retrieve User Name**.

A window similar to the following is displayed:



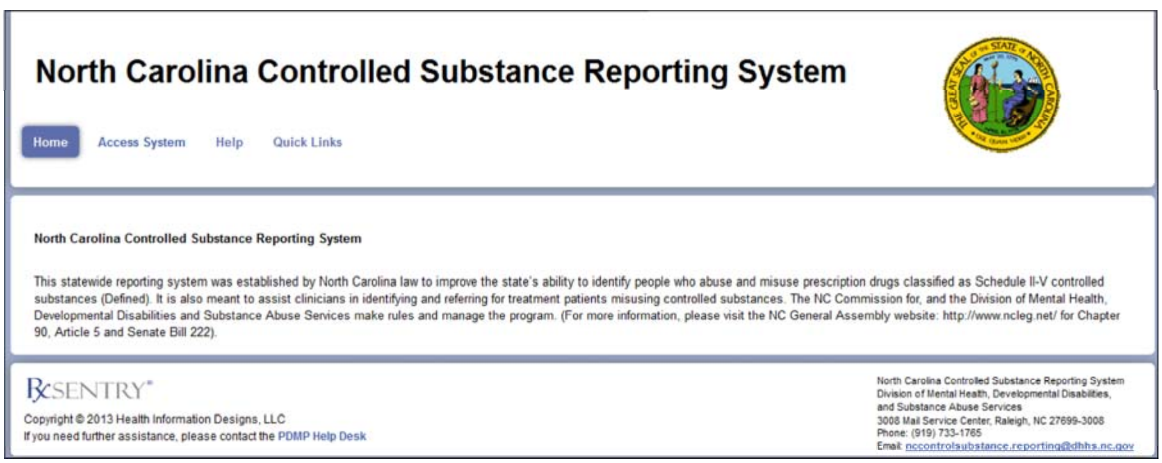
4. Type the e-mail address associated with your account in the **Enter Email Address for Account** field.
5. Type your date of birth in the **Enter Date of Birth for Account** field.
6. Click **Submit**.

   A message providing your user name is displayed.

Retrieve Password

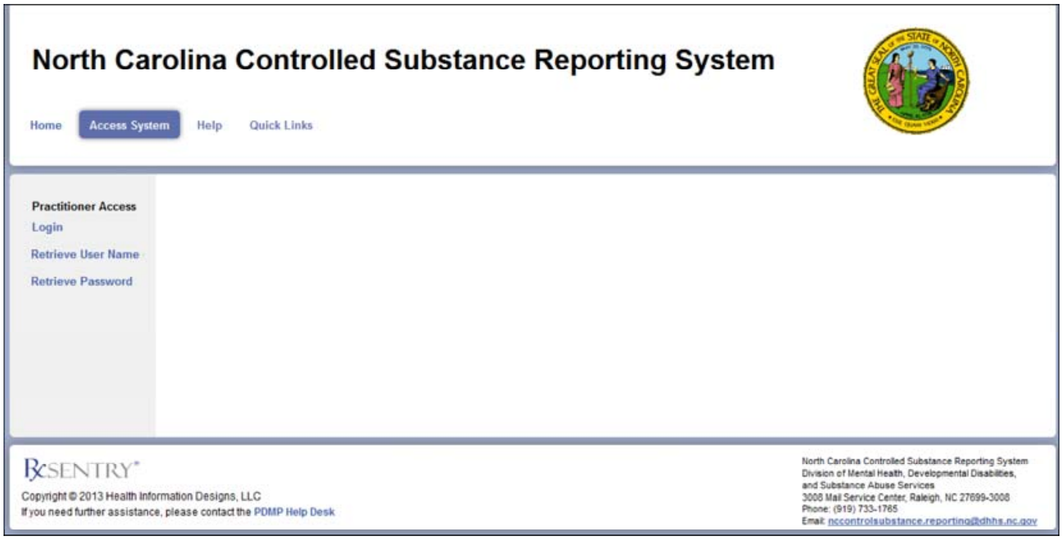
If you have forgotten your RxSentry password, perform the following steps to retrieve it:

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



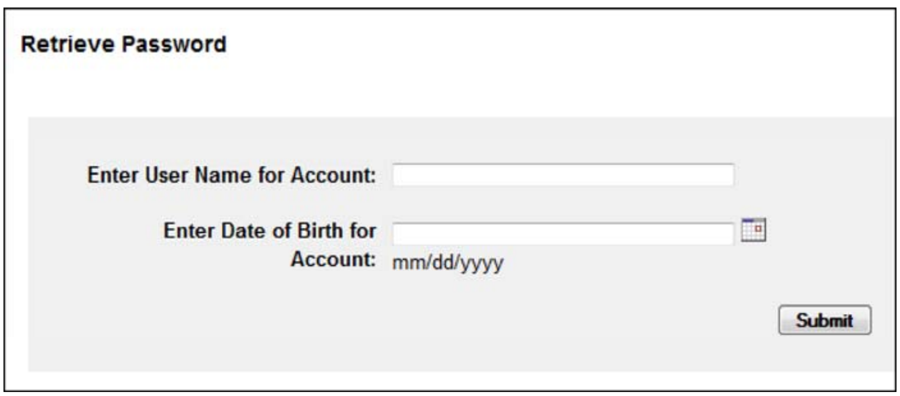
2. Click **Access System**.

A window similar to the following is displayed:

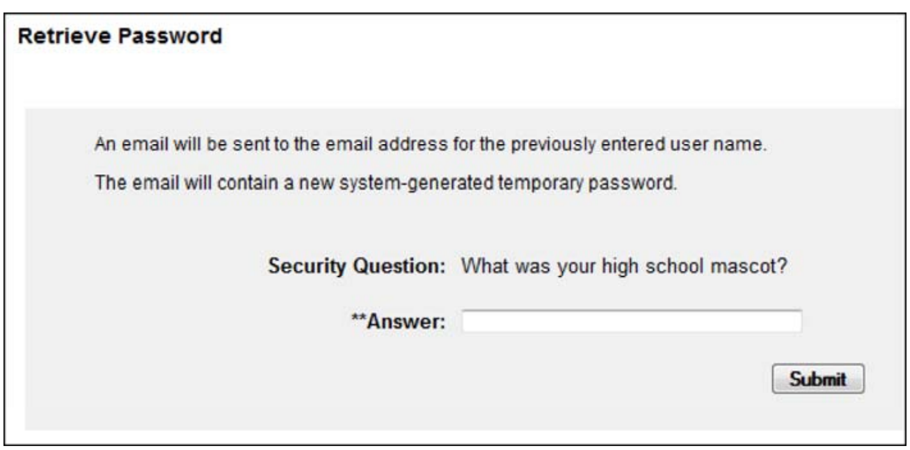


3. Click **Retrieve Password**.

   A window similar to the following is displayed:



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



7. Type the answer to your security question in the **Answer** field.
8. Click **Submit**.

   Note: If you have forgotten the e-mail address associated with your account or the answer to your security question, contact 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 **North Carolina Controlled Substance Reporting System – INFO (nccsrs-info@apprisshealth.com)** containing your temporary password.

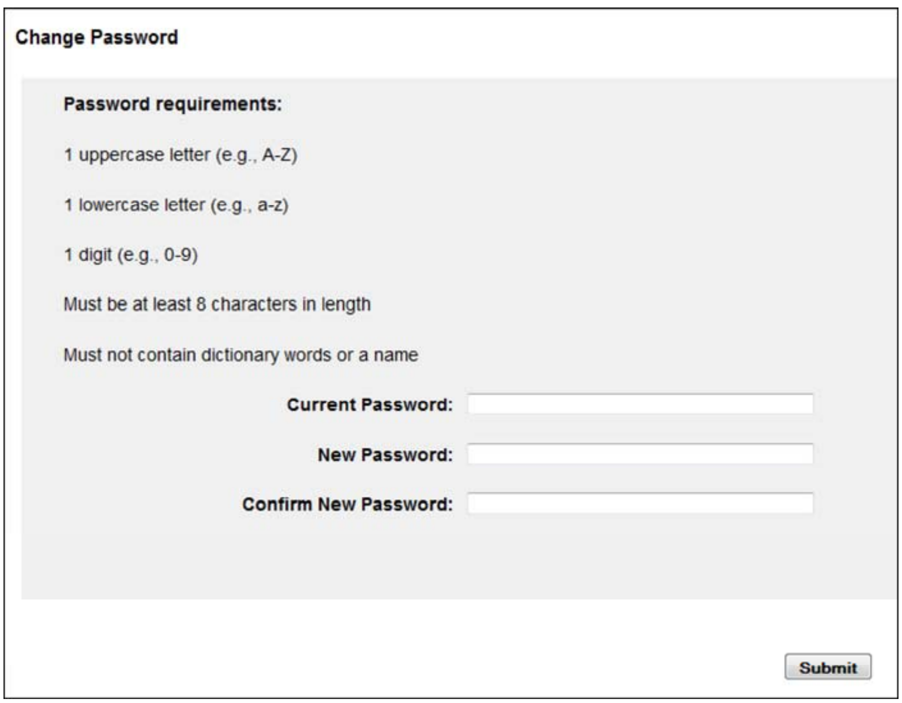
9. Once you have received your temporary password, and you know your user name, click **Login**.

   A login window is displayed.

10. 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:



11. Type your temporary password in the **Current Password** field.
12. Type your new password in the **New Password** field, using the information displayed in this window as a password selection guideline.
13. Type your new password again in the **Confirm New Password** field.
14. 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.

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

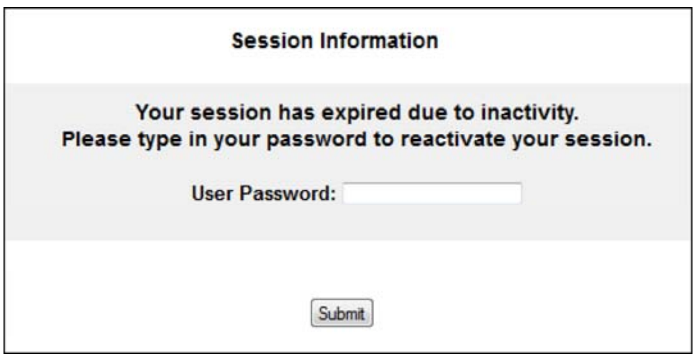
    A login window is displayed.

16. Type your user name in the **User Name** field.
17. Type your new password in the **Password** field.
18. Click **OK**.

    The RxSentry home page is displayed.

Session Timeouts

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



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.

Log Out of RxSentry

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

If you logged out by mistake, click **Access System** to log in again.

4 RxSentry Queries

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
- Search 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
- Prescriber DEA Query – used by practitioners to view a history of all dispensed prescriptions attributed to their DEA number

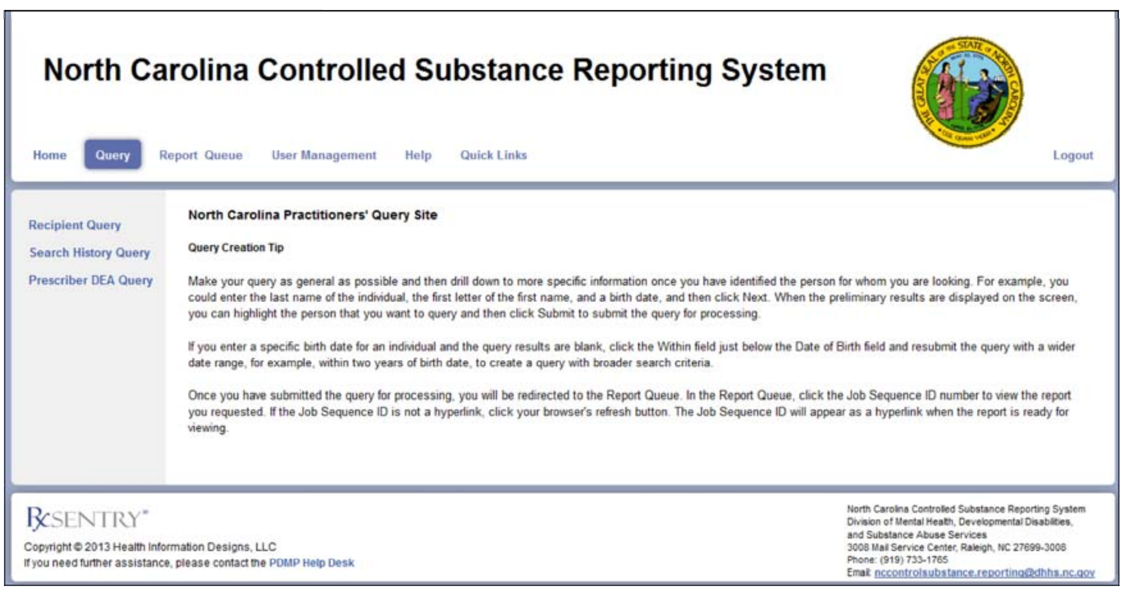
Recipient Query

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

Perform the following steps to create a query:

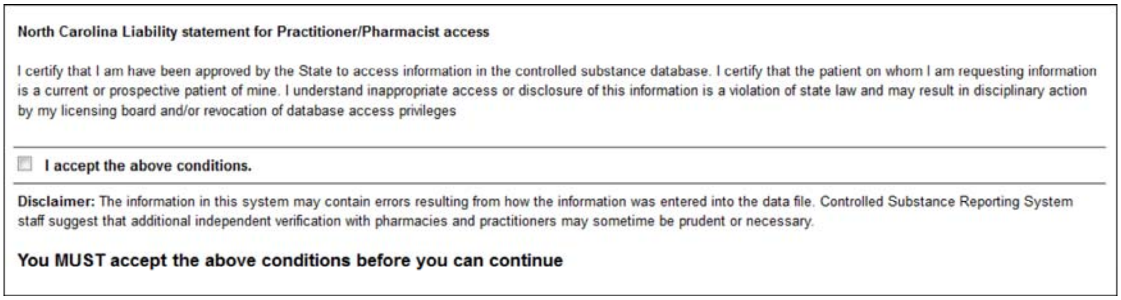
1. Log in to RxSentry.

   A window similar to the following is displayed:



2. Click **Recipient Query**.

A window similar to the following is displayed:


North Carolina Liability statement for Practitioner/Pharmacist 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. 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

☐ **I accept the above conditions.**

Disclaimer: The information in this system may contain errors resulting from how the information was entered into the data file. Controlled Substance Reporting System staff suggest that additional independent verification with pharmacies and practitioners may sometime be prudent or necessary.

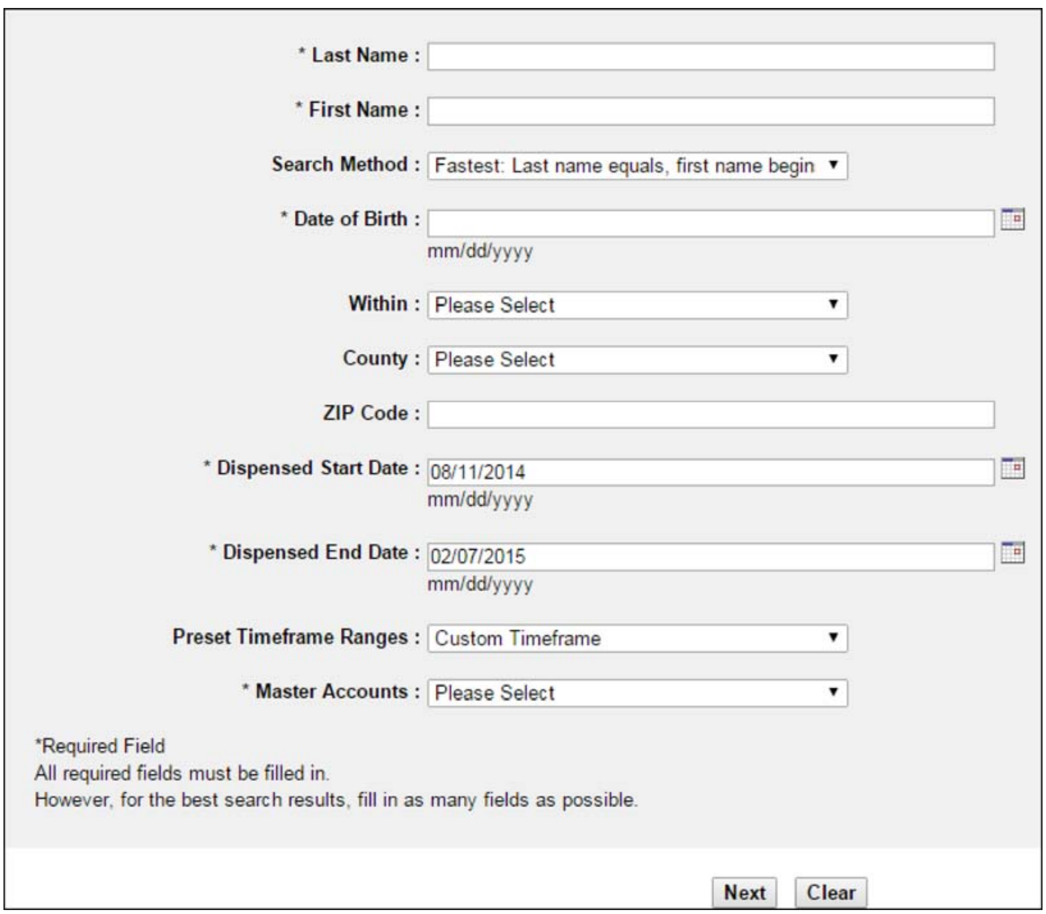
You MUST accept the above conditions before you can continue

You may query any recipient name, 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 whose name is being queried.

Notes:

- 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 window.
- You will be required to accept the terms and conditions each time you start a new session in RxSentry; however, you will not be required to accept the terms and conditions each time you create a query in that session.

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


* Last Name :	
* First Name :	
Search Method :	Fastest: Last name equals, first name begin
* Date of Birth :	mm/dd/yyyy
Within :	Please Select
County :	Please Select
ZIP Code :	
* Dispensed Start Date :	08/11/2014 mm/dd/yyyy
* Dispensed End Date :	02/07/2015 mm/dd/yyyy
Preset Timeframe Ranges :	Custom Timeframe
* Master Accounts :	Please Select

*Required Field
All required fields must be filled in.
However, for the best search results, fill in as many fields as possible.

Next Clear

4. Complete the information on the request window, using the field descriptions in the following table as a guideline. Note the required fields, which are marked with an asterisk (*); if these fields are not populated, a message displays that includes a list of fields that must be populated before the query can be submitted.

Field Name	Usage
Last Name	**(Required)** 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.
First Name	**(Required)** 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.
Search Method	Select one of the following search methods: ▪ **Fastest: Last Name Equals, First Name Begins** – 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. ▪ **Begins With** – Allows you to search by the first few letters of the recipient's last and first names. ▪ **Sounds Like** – Allows you to search by a name, and the system will find names that sound similar to the one you entered. If you are unsure of the recipient's first and last name, or are unsure of the spelling, use the **Begins With** or **Sounds Like** option.
Date of Birth	Type the recipient's date of birth using the *mm/dd/yyyy* format, or you may click the calendar icon ( ) and select a specific start date from the calendar.
Within	Used in conjunction with the **Date of Birth** field to specify a time range within which to match the date of birth.
County	Click the down arrow to select a specific county name, or leave this field blank to produce a wider range of results.
ZIP Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Start Date	**(Required)** Use this field to enter a specific start date for the dispensing timeframe, for example, *01/01/2015*; Or You may click the calendar icon ( ) and select a specific start date from the calendar.
Dispensed End Date	**(Required)** Use this field to enter a specific end date for the dispensing timeframe, for example, *01/31/2015*; Or You may click the calendar icon ( ) and select a specific end date from the calendar.

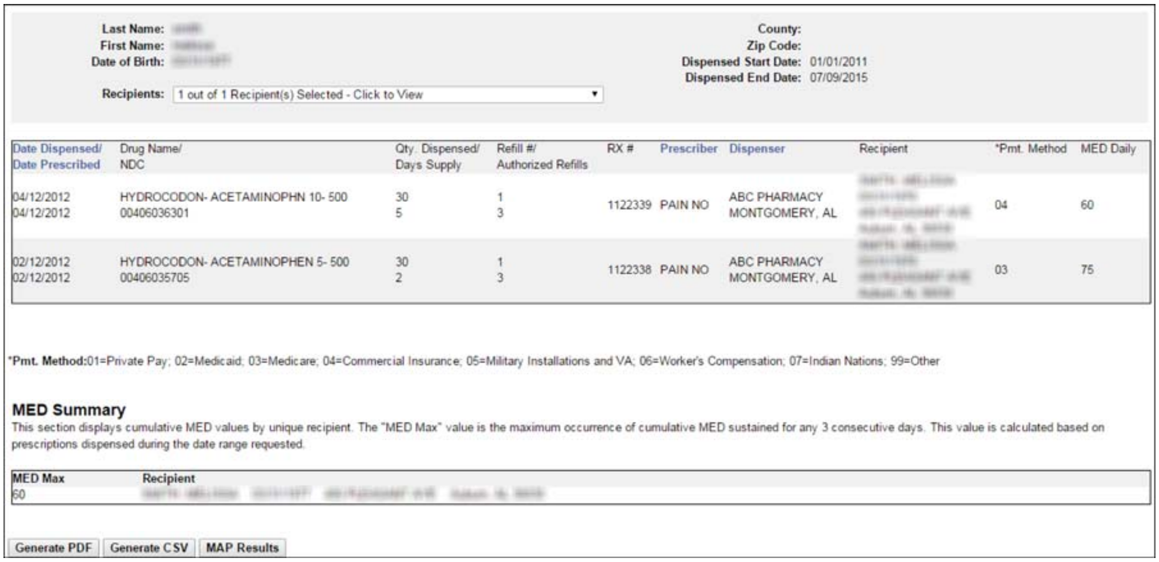
Field Name	Usage
Preset Timeframe Ranges	Use this field to select from a list of predefined timeframe ranges. If this function is used, any values supplied in the **Dispensed Start Date** and **Dispensed End Date** fields are ignored.
Master Accounts **Note**: This field is only displayed if you are a **delegate account** holder.	**(Required)** Click the down arrow to select the master account holder on whose behalf you are performing the query.

Table 2 – Recipient Query Window Field Descriptions

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 specific recipients from the list:
   - Select a single value by clicking the value.
   - Select multiple values, listed consecutively, by clicking the first value, holding down the **[Shift]** key, and then clicking the last value.
   - Select multiple values, not listed consecutively, by holding down the **[Ctrl]** key while clicking each value.
7. Select one of the following sort options:
   - **By Date Only**: this option sorts by prescription dispense date (newest to oldest)
   - **By Recipient by Date**: this option sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)
8. Click **Submit**.

   Your report results are displayed as shown on the following page.



Last Name: [illegible]
First Name: [illegible]
Date of Birth: [illegible]
Recipients: 1 out of 1 Recipient(s) Selected - Click to View

County:
Zip Code:
Dispensed Start Date: 01/01/2011
Dispensed End Date: 07/09/2015

Date Dispensed/ Date Prescribed	Drug Name/ NDC	Qty. Dispensed/ Days Supply	Refill #/ Authorized Refills	RX #	Prescriber	Dispenser	Recipient	*Pmt. Method	MED Daily
04/12/2012 04/12/2012	HYDROCODON- ACETAMINOPHN 10- 500 00406036301	30 5	1 3	1122339	PAIN NO	ABC PHARMACY MONTGOMERY, AL	[illegible]	04	60
02/12/2012 02/12/2012	HYDROCODON- ACETAMINOPHEN 5- 500 00406035705	30 2	1 3	1122338	PAIN NO	ABC PHARMACY MONTGOMERY, AL	[illegible]	03	75

***Pmt. Method:** 01=Private Pay; 02=Medicaid; 03=Medicare; 04=Commercial Insurance; 05=Military Installations and VA; 06=Worker's Compensation; 07=Indian Nations; 99=Other

MED Summary
This section displays cumulative MED values by unique recipient. The "MED Max" value is the maximum occurrence of cumulative MED sustained for any 3 consecutive days. This value is calculated based on prescriptions dispensed during the date range requested.

MED Max	Recipient
60	[illegible]

Generate PDF | Generate CSV | MAP Results

Notes about the report results window:

- 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 classification codes are listed beneath the 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 a 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 display in a spreadsheet.

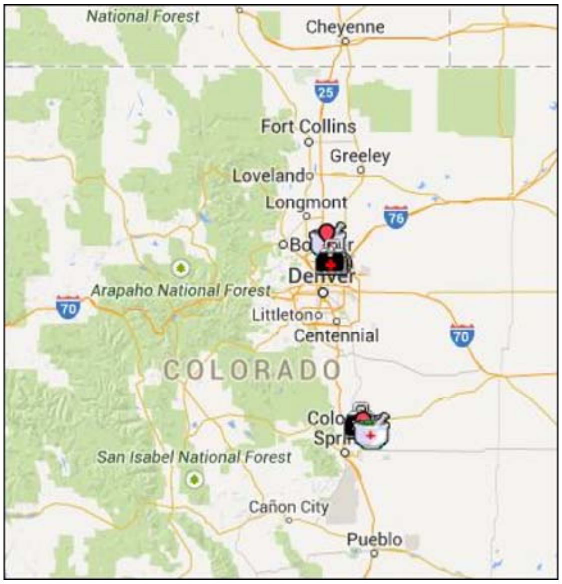
   Your report will begin to process, and a window similar to the following is displayed:

   Query 533 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:

- **Red pushpin** – Represents the recipient's address; clicking a pushpin displays the total number of prescriptions for the recipient
- **Doctor bag** – Represents the physician's address; clicking a doctor bag displays the physician's name and number of prescriptions written for the recipient
- **Mortar and pestle** – Represents the pharmacy's address; clicking a mortar and pestle displays the pharmacy's name and phone number

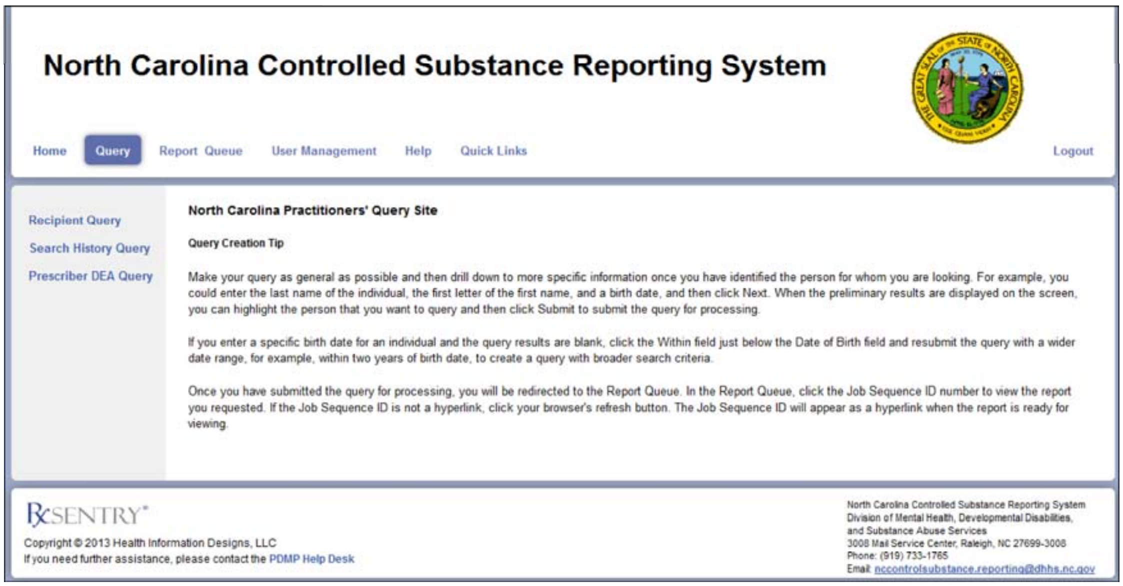
Search History Query

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, you may also use this function to view an audit trail of all the queries performed by your delegates.

Perform the following steps to view this report:

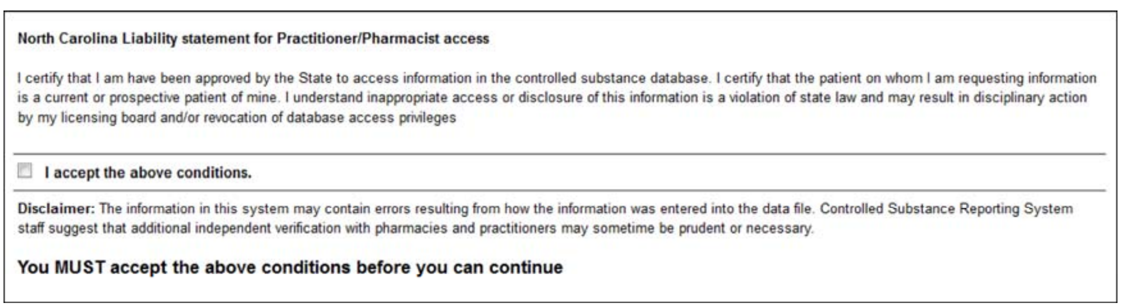
1. Log in to RxSentry.

   A window similar to the following is displayed:



2. Click **Search History Query**.

   A window similar to the following is displayed:



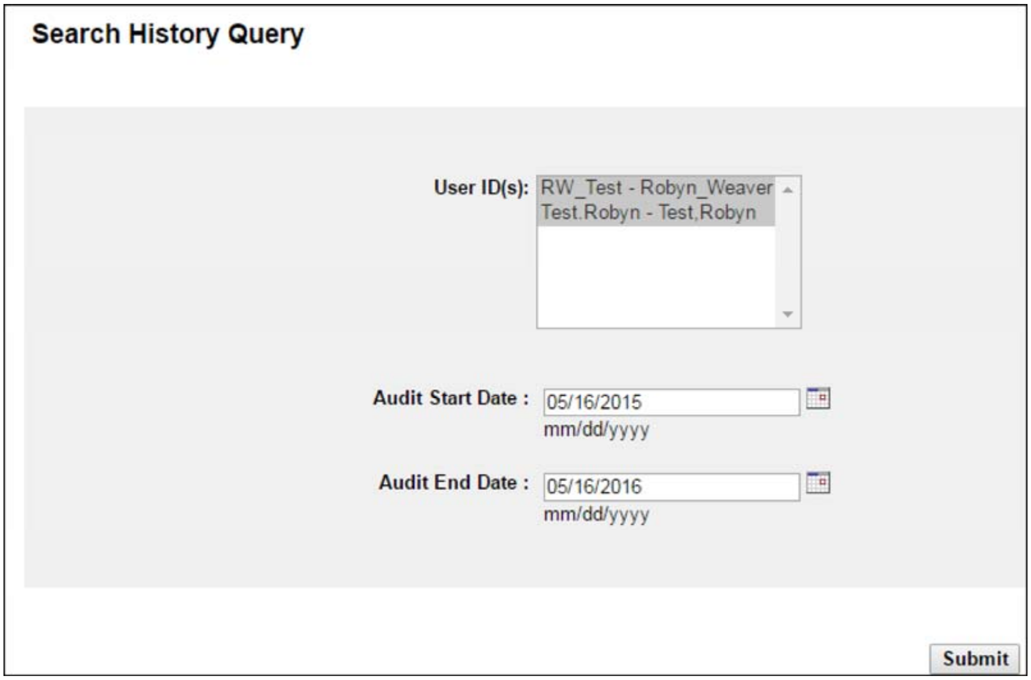
   You must authenticate the query by indicating that the query is for a valid reason and that you are authorized to submit the query.

   Notes:

   - Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Search History Query window.
   - You will be required to accept the terms and conditions each time you start a new session in RxSentry; however, you will not be required to accept the terms and conditions each time you create a query in that session.

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

The Search History Query window is displayed similar to the following:



4. If you are master account holder, your user ID and that 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.

   If you are a delegate account holder, your user ID is the only available option in the **User ID** field. Continue to step 5.

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 as shown on the following page.

Search History Query

User ID(s): RW_Test,Test.Robyn
Audit Start Date: 02/07/15
Audit End Date: 02/07/15

Seq #	Date	ID	Source	Type	By	Detail	Network Addr
11019594	02/07/15		Q	A	phphysasst - RW_Test	Audit Query 1847 Online. (details) [RW_Test,Test.Robyn]	[illegible]
11019591	02/07/15	RW_Test	M	IC	pmqsubaccounts - RW_Test	Subaccount linkage added by RW_Test to Test.Robyn RW_Test	[illegible]
11019588	02/07/15		Q	A	pdadhocrpt - RW_Test	Ad Hoc Query 1844 Queued Practitioner/Pharmacist Query Approved Query Number 85 (details) [illegible]	[illegible]
11019586	02/07/15		Q	A	pdadhocrpt - RW_Test	Ad Hoc Query 1843 Online (details) [illegible]	[illegible]
11019578	02/07/15	RW_Test	DB	A	pmqupdateuserpref - RW_Test	Change:User RW_Test changed by RW_Test--changes: userpref.userpref-name,userpref.pt_dob,userpref.pt_addrs1,userpref.pt_addrs2,userpref.pt_city,userpref.pt_zip,userpref.pt_email_address,userpref.phone-number,userpref.pt_fax-number,userpref.pt_cell-number,userpref.code-word-question,userpref.user-code-word,userpref.pt_state From: To:	[illegible]
11019577	02/07/15	RW_Test	DB	A	Set-Single-Field-Value pmqupdateuserpref.p - RW_Test	Change:pdm.userpref.PT_email_address From: [illegible] To [illegible]	[illegible]
11019593	02/07/15		Q	A	pdadhocrpt - Test.Robyn	Ad Hoc Query 1846 Queued Practitioner/Pharmacist Query Approved Query Number 86 (details) [illegible]	[illegible]
11019592	02/07/15		Q	A	pdadhocrpt - Test.Robyn	Ad Hoc Query 1845 Online (details) [E,smith,melissa,033177,730,A,,,2,1,17]	[illegible]
11019590	02/07/15	Test.Robyn	DB	A	pmqupdateuserpref - Test.Robyn	Change:User Test.Robyn changed by Test.Robyn--changes: userpref.userpref-name,userpref.pt_dob,userpref.pt_addrs1,userpref.pt_addrs2,userpref.pt_city,userpref.pt_zip,userpref.pt_email_address,userpref.phone-number,userpref.pt_fax-number,userpref.pt_cell-number,userpref.code-word-question,userpref.user-code-word,userpref.pt_state From: To:	[illegible]
11019589	02/07/15	Test.Robyn	DB	A	Set-Single-Field-Value pmqupdateuserpref.p - Test.Robyn	Change:pdm.userpref.PT_email_address From: [illegible] To: [illegible]	[illegible]

Generate PDF | Generate Web

7. From this window, you may perform the following functions:

   a) Click the **details** link next to a query to view the details of that query.

   b) Click **Generate PDF** to generate a PDF version of your report, or click **Generate Web** to generate an HTML version of your report. Your report will begin to process, and a window similar to the following is displayed:

   Query 533 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.

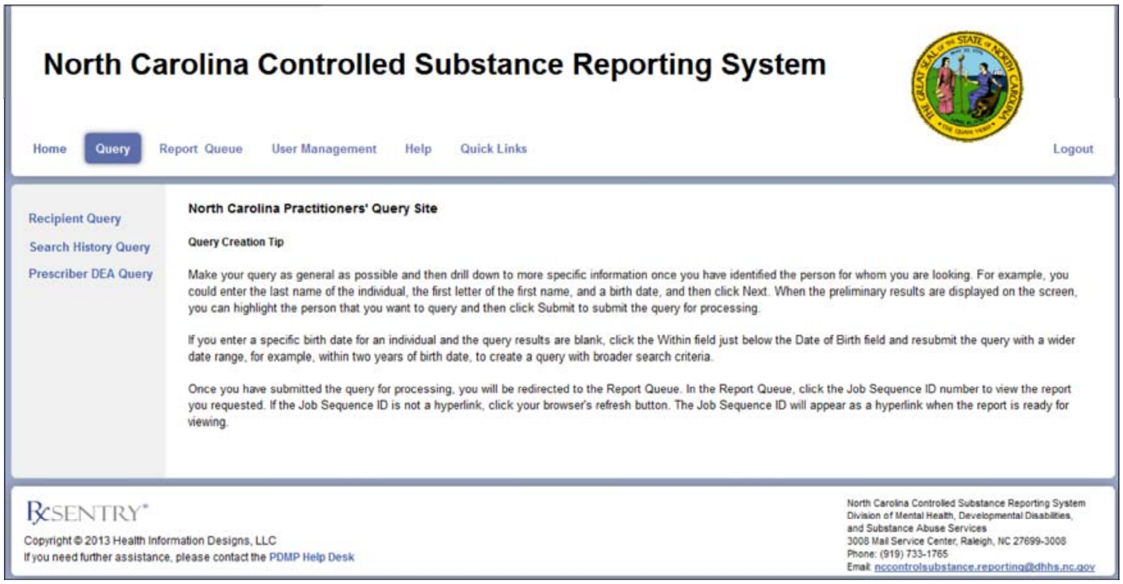
Prescriber DEA Query

This function allows you to use your prescriber DEA number to view your prescribing history for a specified timeframe.

Perform the following steps to view your prescribing history:

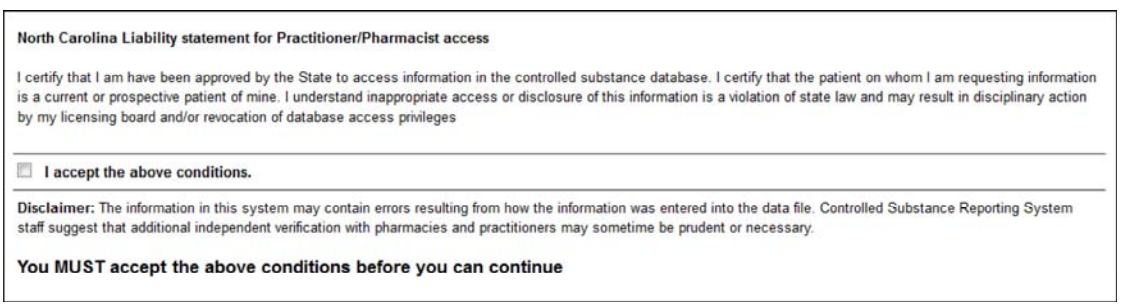
1. Log in to RxSentry.

   A window similar to the following is displayed:



2. Click **Prescriber DEA Query**.

   A window similar to the following is displayed:



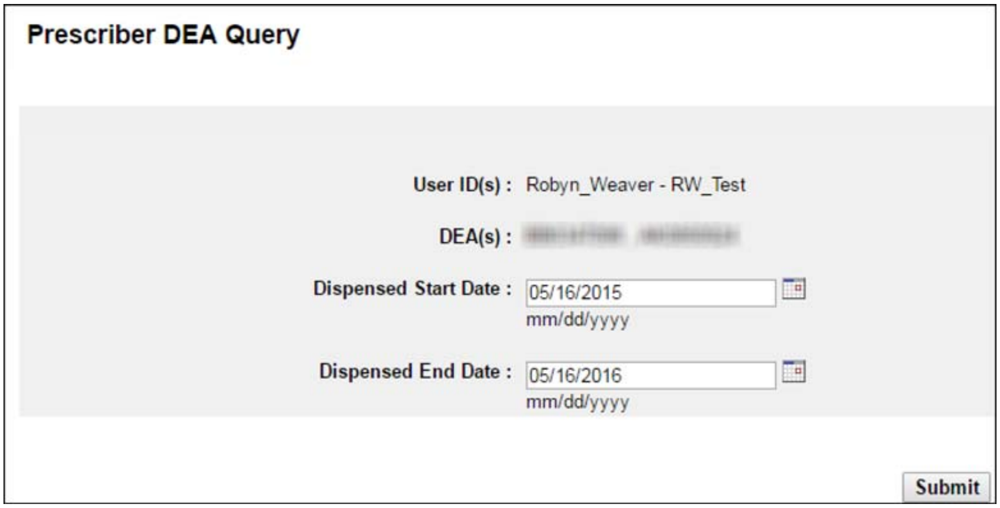
   You must authenticate the query by indicating that the query is for a valid reason and that you are authorized to submit the query.

   Notes:

   - 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 window.
   - You will be required to accept the terms and conditions each time you start a new session in RxSentry; however, you will not be required to accept the terms and conditions each time you create a query in that session.

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

A window similar to the following is displayed:



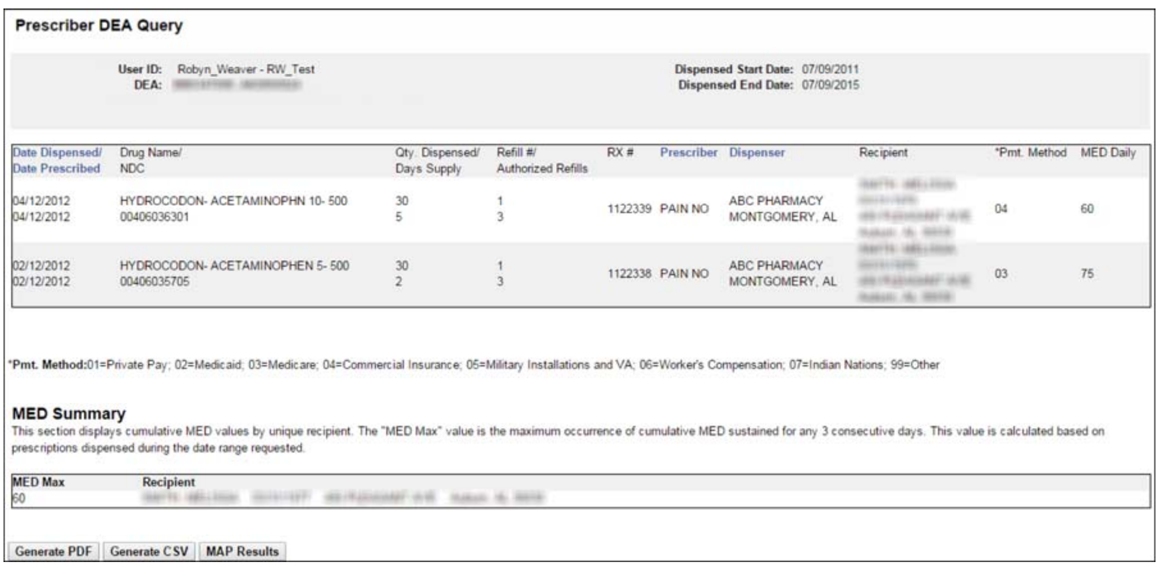
4. The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated to generate your prescribing history for one year based on the current date. If you are using this date to generate your report, you may continue to the next step;

   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**.

   A window similar to the following is displayed:



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.

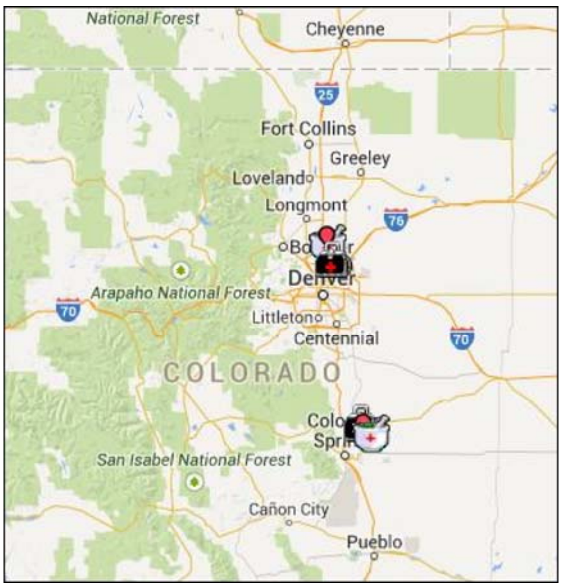
6. From this window, you may perform the following tasks:
   a) Click a column header to sort your results by the information contained in that column.
   b) Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to display in a spreadsheet.

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

      Query 536 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 elements are visible:

      - **Red pushpin** – Represents the recipient's address; clicking a pushpin displays the total number of prescriptions for the recipient
      - **Doctor bag** –Represents the physician's address; clicking a doctor bag displays the physician's name and number of prescriptions written for the recipient
      - **Mortar and pestle** – Represents the pharmacy's address; clicking a mortar and pestle displays the pharmacy's name and phone number

Report Queue

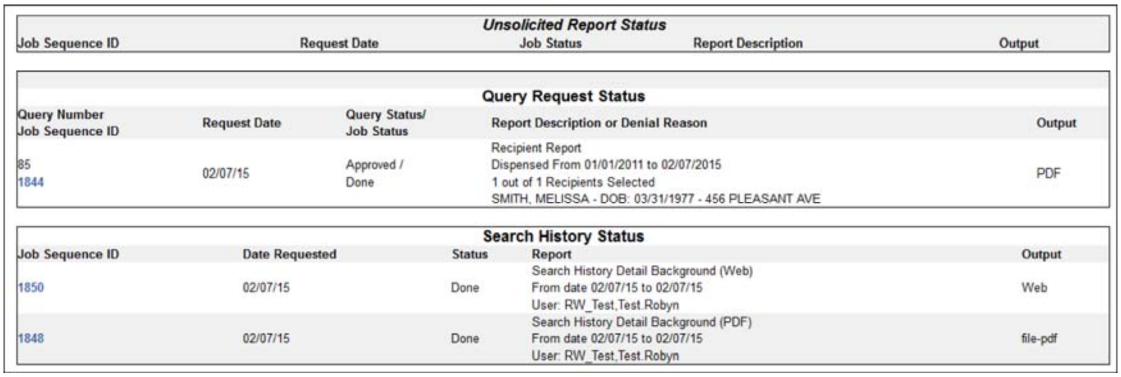
The Report Queue allows you to check the status of a submitted query and view your reports once they have generated. The **Query Status/Job Status** column on the **Report Queue** window displays one of the following query statuses:

- **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 the status of a query or several queries:

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

   A window similar to the following is displayed:



Unsolicited Report Status

Job Sequence ID	Request Date	Job Status	Report Description	Output

Query Request Status

Query Number Job Sequence ID	Request Date	Query Status/ Job Status	Report Description or Denial Reason	Output
85 1844	02/07/15	Approved / Done	Recipient Report Dispensed From 01/01/2011 to 02/07/2015 1 out of 1 Recipients Selected SMITH, MELISSA - DOB: 03/31/1977 - 456 PLEASANT AVE	PDF

Search History Status

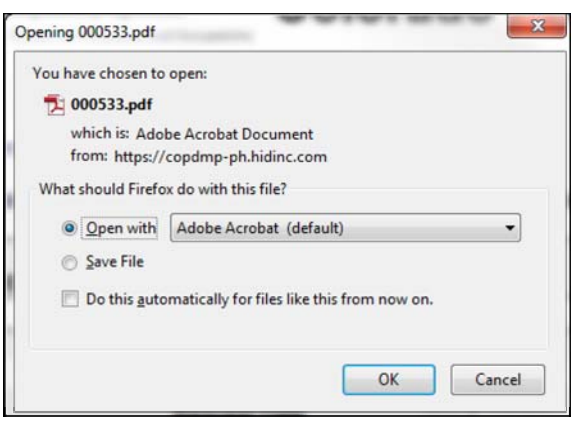
Job Sequence ID	Date Requested	Status	Report	Output
1850	02/07/15	Done	Search History Detail Background (Web) From date 02/07/15 to 02/07/15 User: RW_Test,Test Robyn	Web
1848	02/07/15	Done	Search History Detail Background (PDF) From date 02/07/15 to 02/07/15 User: RW_Test,Test Robyn	file-pdf

Notes:

- The North Carolina CSRS staff has the ability to alert you of recipients who have exceeded specific threshold levels. If a patient report is made available to you, you will be notified via e-mail and the report will be available in the ***Unsolicited Report Status*** section of this window.
- Your Search History reports are located in the **Search History Status** section of this window.

3. If the report is ready for viewing, the **Job Sequence ID** column contains a hyperlink for the report. Click the hyperlink for the desired report.

   A window similar to the following is displayed:



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.

5 User Management

About this Chapter

This chapter explains how to update your PDMP 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 NC PDMP has on file for you, as needed.

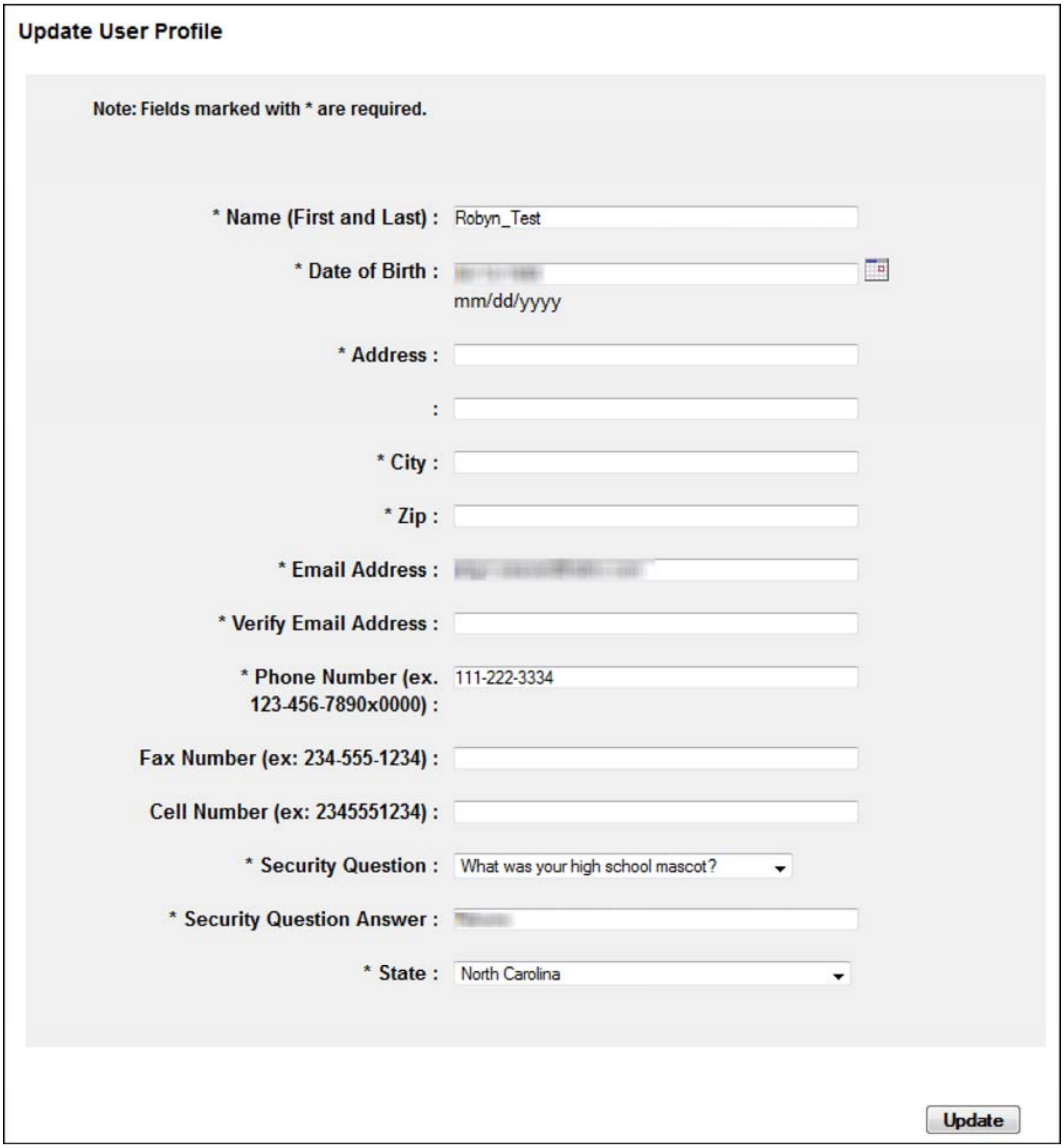
Perform the following steps to update your PDMP profile:

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

   A window similar to the following is displayed:

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.

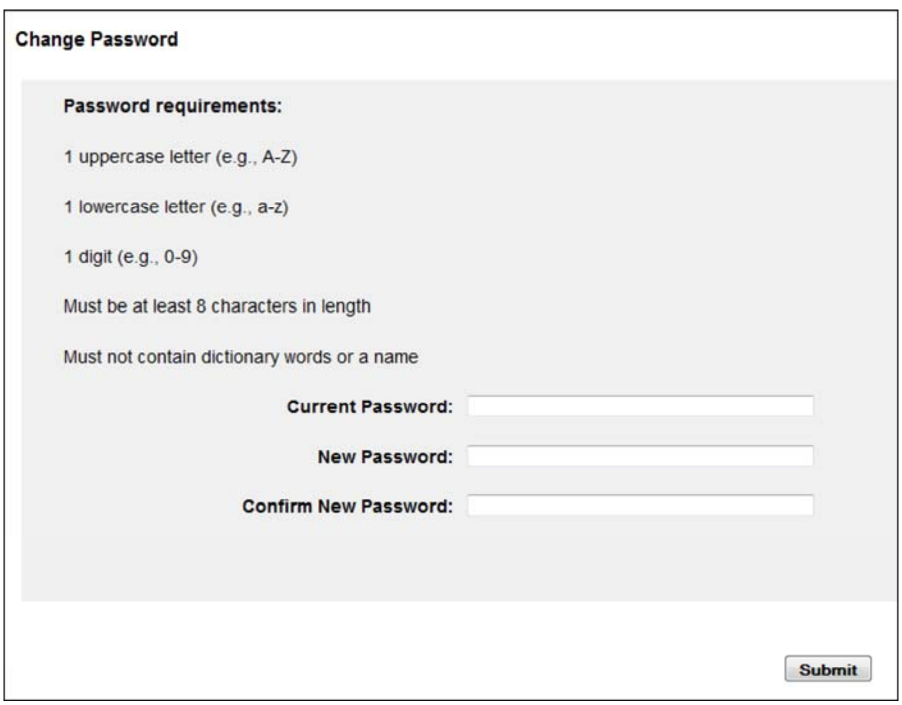
Perform the following steps to change your password:

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**. A message displays indicating that your password was accepted and that you are required to log in using your new password.
8. Click any function, such as **Query**.

   A login window is displayed.
9. Enter your user name and new password, and then 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.

Activating 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.

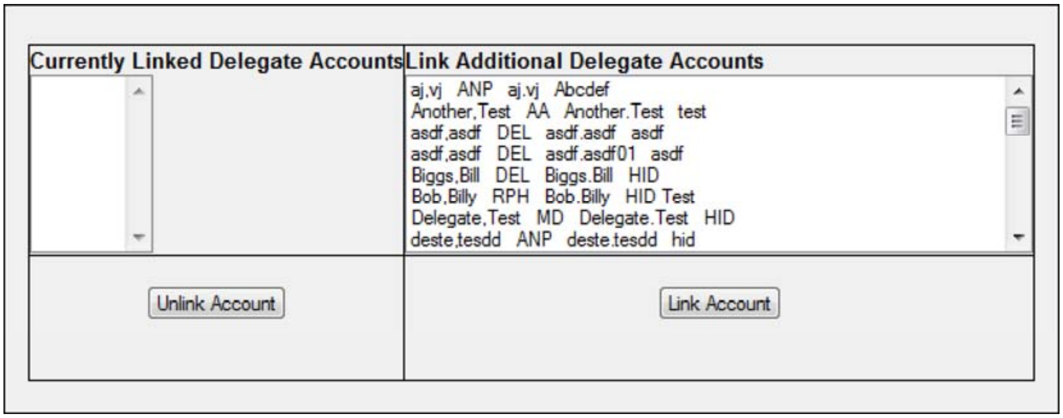
Perform the following steps to link a delegate account to your master account:

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

   A window similar to the following is displayed:

3. Click **Delegate Accounts**.

A window similar to the following is displayed:



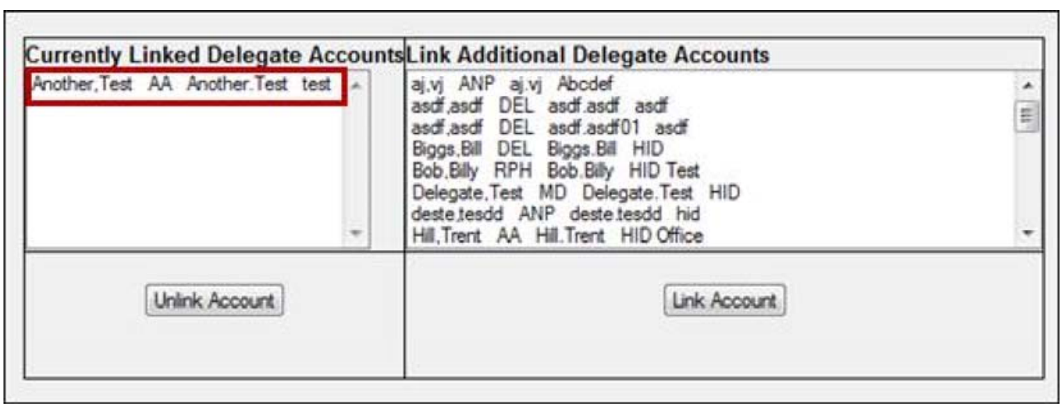
All delegate accounts currently linked to your master account are displayed in the **Currently Linked Delegate Accounts** section of this window.

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 select multiple delegate accounts by holding down the **[Ctrl]** key and clicking each user you wish to link.

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 NC PDMP database, which can be done using the Search History Query; and removing any delegate accounts that should no longer be associated with the master account.

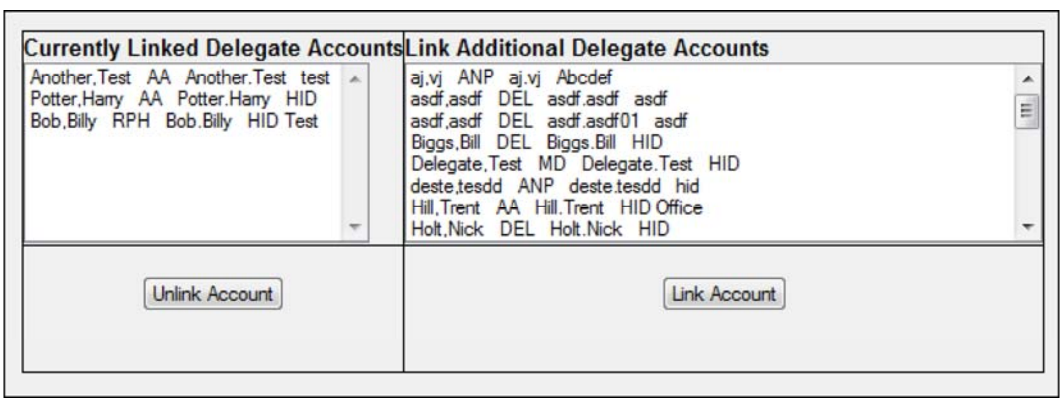
Perform the following steps to remove a delegate account from your master account:

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:

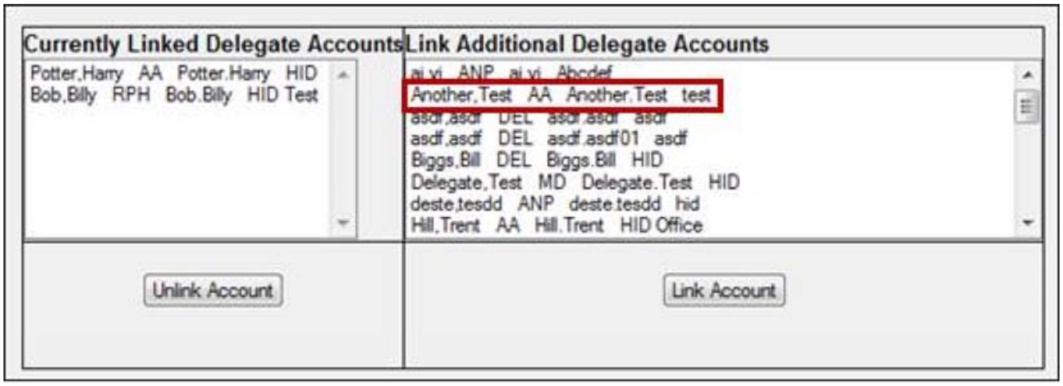


4. All delegate accounts currently linked to your master account are displayed in the **Currently Linked Delegate Accounts** section of this window.
5. Click to select the name of the delegate account holder you wish to remove from your account.

Notes:

- You may select multiple delegate accounts by holding down the **[Ctrl]** key and clicking each user you wish to unlink.
- Once you unlink a delegate account, that user will no longer be able to query the PDMP database.

6. 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 require additional help with providing this information, please e-mail Appriss Health at nccsrs-info@apprisshealth.com;

Or

Call 1-855-962-4767.

Technical assistance is available from 9:00 a.m. – 5:00 p.m. Eastern Standard Time (EST).

Administrative Assistance

If you have any non-technical questions regarding the North Carolina prescription drug monitoring program, please contact:

North Carolina Controlled Substances Reporting System
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
3008 Mail Service Center
Raleigh, North Carolina 27699-3008

Phone: (919) 733-1765

E-mail: nccontrolsubstance.reporting@dhhs.nc.gov

7 Document Information

Version History

The Version History records the publication history of this document.

Publication Date	Version Number	Comments
07/01/2007	1.0	Initial delivery
11/22/2010	1.1	Contact information updated
02/14/2011	1.2	Updated publication
03/07/2012	1.3	Updated publication
01/23/2014	1.4	Updated publication
08/18/2014	1.5	Updated publication
02/07/2015	2.0	Updated publication
07/09/2015	2.1	Updated publication
05/16/2016	2.2	Updated publication
08/02/2016	2.3	Updated publication
04/18/2017	2.4	Updated publication

Table 3 – Version History

Change Log

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

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Assistance and Support	Updated contact information
1.2	Chapter 3/Log Off RxSentry	Added new topic
	Chapter 3/System Messages and Alerts	Added new topic
	Chapter 3/ Practitioner – Pharmacist Query	Added preset timeframe date ranges to query creation window

Version Number	Chapter/Section	Change
1.3	Chapter 3/Practitioner-Pharmacist Query	Removed "State" and "County" options from search criteria
		Changed the "Gender" search criteria option to reflect that the only available option is now "All"
1.4	Chapter 4/ Administrative Assistance	Updated e-mail address
1.5	Chapter 3	Separated into two chapters: Chapter 3 – Accessing RxSentry and Chapter 4 – Using RxSentry
	Chapter 3/Linking Delegate Accounts	Added instructions for linking a delegate to a master account
	Chapter 4/Search History Query	Added instructions for master account holders to view their search history and that of their delegates
2.0	Global	Reorganized topics and updated screen shots and language to match the new RxSentry interface
		Updated document to new HID template
	Chapter 1/RxSentry Update	Added new topic
	Chapter 3/Request Access to RxSentry	Added new topics
	Chapter 3/Retrieve User Name	
	Chapter 3/Retrieve Password	
	Chapter 4/ Prescriber DEA Query	Added new topic
	Chapter 5/Update User Profile	Added new topics
	Chapter 5/Change Password	
2.1	Chapter 4: ▪ Recipient Query ▪ Prescriber DEA Query	▪ Updated screenshot of report results to show updated MED information ▪ Updated MED Daily and MED Summary descriptions
	Chapter 6/Technical Assistance	Updated HID Help Desk e-mail address

Version Number	Chapter/Section	Change
2.2	Chapter 4: ▪ Search History Query ▪ Prescriber DEA Query	Changed the default search timeframe from the current date to one year from the current date
2.3	Chapter 3/Request Access to RxSentry	Updated the registration site URL
2.4	Global	Removed HID references and replaced with Appriss Health

Table 4 – Document Change Log