Oregon Prescription Drug Monitoring Program Fall 2016

Frequently Asked Questioned about Delegates

What do delegates do? Delegates are able to run patient queries in the OR PDMP system.

How do delegate accounts differ from Prescriber Accounts? Delegates only have access within the PDMP to run patient queries. Prescribers Pharmacists can run queries on the prescriptions filled under their DEA number, histories of queries run by themselves and their delegates, and access to the Prescriber Dashboard.

Who can be a delegate? Delegates can be any staff member that you designate to run a PDMP report on your behalf. Often times they are MA's, RN's, and office staff that work closely with their clinic's prescribers. Delegates are also pharmacy technicians and staff.

What do I have to do to get a delegate? Select the office staff you work closely with and if they have not already registered for their unique PDMP user name and password have them follow the registration instructions listed on our website at www.orpdmp.com. Ask them to tell you once they have received their confirmation e-mails with user name and password. Prescribers may have more than one delegate and delegates may be linked to multiple providers. Delegates with multiple providers will have a drop-down menu before conducting a patient query to select the patients own provider.

What are my responsibilities once I have one, or more, delegates? You must periodically check to make sure your delegates are only looking up your patients. The rules governing the PDMP, OAR 333-023-0800, state "**practitioners and pharmacists with delegates must conduct monthly audits of delegate use to monitor for potential misuse of the system**". If any potential unauthorized use of the system or its data by a delegate is discovered you are required to contact the PDMP Office at 971-673-0741 and revoke the delegates link to your account.

How do I link a delegate to my account or check which staff members are already linked delegates to my PDMP account?

- Sign in using your DEA user ID, and password through our provider portal
- Select "User Management" from the menu at the top of the screen
- Select "Delegate Accounts" from the options on the left side of the screen.
- Confirm the names in the left side box "Currently Linked Delegate Accounts"
    - Remove any delegates no longer working in your office
    - Add any new delegates

How do I check my delegates activity within the PDMP:

- Sign in using your DEA user ID, and password through our provider portal
- Select "Provider History Query"
- Accept the Terms and Conditions of Use of the PDMP
- From the "User ID(s)" box select the name of one or more delegates
- Adjust the "Audit Start Date" and "Audit End Date" to reflect the last 30 days
- Select "Submit"
- Review the report column "By" to see which delegates have been running reports as linked to your account and the "Details" column to review which patients reports have been viewed by the delegate to ensure these are active patients and there has been misuse or abuse of the system.
- If you suspect misuse:
    - Please remove the delegates link to your account
    - Please discuss PDMP use with the delegate to determine if use was accidental, intentional, or appropriate
    - If use was inappropriate or determined to be misuse please notify PDMP staff at 971-673-1058

For additional information on the Prescription Drug Monitoring Program:

Please visit our website at www.orpdmp.com where we have an extensive frequently asked questions section at http://www.orpdmp.com/healthcare-provider-faq.html and training videos http://www.orpdmp.com/training.html with step-by-step instructions for running reports and other system features.

For a password reset:

- Self-Service: Please visit our provider portal and follow the instructions for password reset at: https://orpdmp-ph.hidinc.com/orlogappl/bdorpdmqlog/pmqaccess.html
- For phone assistance for password reset please call: 866-205-1222.