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**For password resets and uploader technical support please call: 866-205-1222.**

**For all other PDMP related questions: 971-673-0741**

## DELEGATE ACCOUNTS ARE HERE!!

- Delegates can be any member of a providing prescriber's or pharmacist's staff.
- Delegates follow the same registration process as provider.
- A delegate can be linked to as many providers as necessary and a provider can have as many delegates as they need.
- Providers MUST link delegate accounts to their account before delegate staff can use their PDMP account.

### To Link a Delegate Account:

- Select "User Management" from the option menu then "Delegate Accounts". Once you find your delegate(s) from the drop down menu, select "Link Account".

**Have you completed the OR PDMP Satisfaction Survey?** If not, please do. Your feedback matters as we look to the future of the Prescription Drug Monitoring Program. Please let us know how we are doing. If you did not receive a survey link and want to, e-mail us at [pdmp.health@state.or.us](mailto:pdmp.health@state.or.us).

## PDMP Frequently Asked Questions

### **Which prescriptions are reported to the PDMP?**

All Schedule II-IV Controlled Substances (and pseudoephedrine) prescriptions dispensed by Oregon retail pharmacies and mail order pharmacies serving Oregon.

### **Which prescriptions are not reported to the PDMP?**

Prescriptions for Schedule II-IV Controlled Substances dispensed on a wholesale or per-dose basis within long-term care, palliative care, as well as in-office administration of medications such as injections or daily doses dispensed at Methadone clinics.

### **Does a patient's method of payment affect reporting to the PDMP?**

No. All reporting pharmacies are required to submit data on dispensed prescriptions, regardless of method of payment.

### **How long is data kept within the PDMP?**

The PDMP retains data for 3 years. When running a query the system defaults to 1 year, however you can request data back the full 3 years from the day.

### **Which e-mail should I use with my PDMP account?**

Your PDMP account belongs to you. We request that you use an e-mail that only you can check, rather than a group e-mail. If you leave employment, change your e-mail address within the PDMP as soon as possible. Your PDMP account can travel with you to a new practice.

### **-Maintaining your account-**

Signing into your account at least once a month will ensure your account stays active. If an account goes 90 days without having been accessed, it will be put into an inactive status. To re-activate your account call: 971-673-0741.

We recently started asking our system users to provide the type of practice or specialty they work in so we can better understand who is using the PDMP. Please update your practice setting specialty in your account.

**Did you know? Oregon prescribers can request accounts with the Washington and California PDMP programs. Please visit the states' websites for more information.**

**For Washington:** <http://www.wapmp.org/practitioner/pharmacist/>

**For California:** <https://oag.ca.gov/cures>