



PMP AWA^Rx^E®

Requestor User Support Manual

Missouri Prescription Drug Monitoring Program



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1 Document Overview

The PMP AWARxE *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals requesting data from the Missouri Prescription Drug Monitoring Program (PDMP) database. It includes such topics as:

- Registering for an account
- Creating patient requests
- Viewing request status
- Viewing patient reports
- Appointing a delegate to request and receive information on behalf of a prescriber or dispenser
- Managing your account

1.1 What is a Requestor?

A requestor is a PMP AWARxE account type held by those who use PMP AWARxE to review patients' prescription history. A requestor's primary task within the application is to determine if a patient should be given or dispensed a prescription based on their prescription history. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacists are the most common type of requestor. However, there are a number of roles that can be classified as a requestor. A complete list of available roles that fall into the requestor category is provided below:

Prescribers and Dispensers

- Advanced Practice Registered Nurse
- Assistant Physician
- Dentist
- Optometrist
- Pharmacist
- Physician
- Physician Assistant
- Podiatrist

Other Health Care Providers or Delegates

- Clinical Nurse Specialist
- Dental Hygienist
- Licensed Practical Nurse
- Medical Assistant
- Medical Intern
- Medical Resident
- Pharmacy Intern
- Pharmacy Technician
- Register Nurse

2 Registration

This chapter provides an overview of the PMP AWARe registration process as well as detailed instructions for registering for an account and registering for a delegate account.

2.1 Registration Overview

PMP AWARe requires that every individual register as a separate user, using their email address as their username within the system. A user can register as a delegate, a role that is designed to allow the user to generate reports on the behalf of another, current user; for example, a nurse at a small doctor's office could be assigned to act as a delegate to the physician to create Patient Reports for the patients whom the physician would be seeing that day. All queries run by the delegate are attributed to the prescriber/dispenser for whom they run the report.

***Note:** If you had an account with the previous system, you may already have an account in PMP AWARe. Please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account. Please utilize the email address associated with your previous account.*

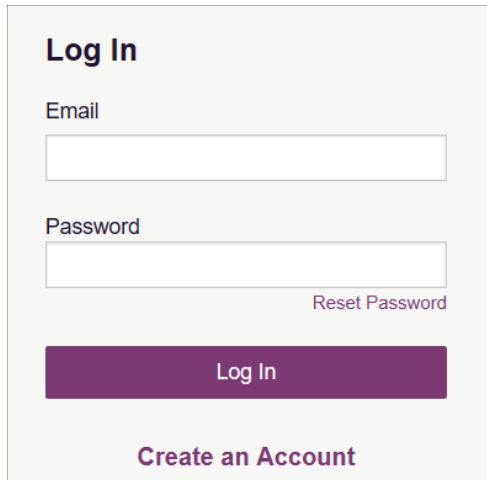
The registration process is comprised of four sections: **Register for an Account**, **User Role Selection**, **User Demographics**, and **Review Profile Details**. All sections must be completed before your registration is successfully submitted for processing.

Some requestor roles may also require you to upload of a copy of a current government-issued photo ID, such as a driver's license or a passport, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can be submitted through PMP AWARe after you have completed the registration pages.

2.2 Registering for an Account

To request a new account in PMP AWARe:

1. Navigate to <https://missouri.pmpaware.net>.
The **Log In** page is displayed.



Log In

Email

Password

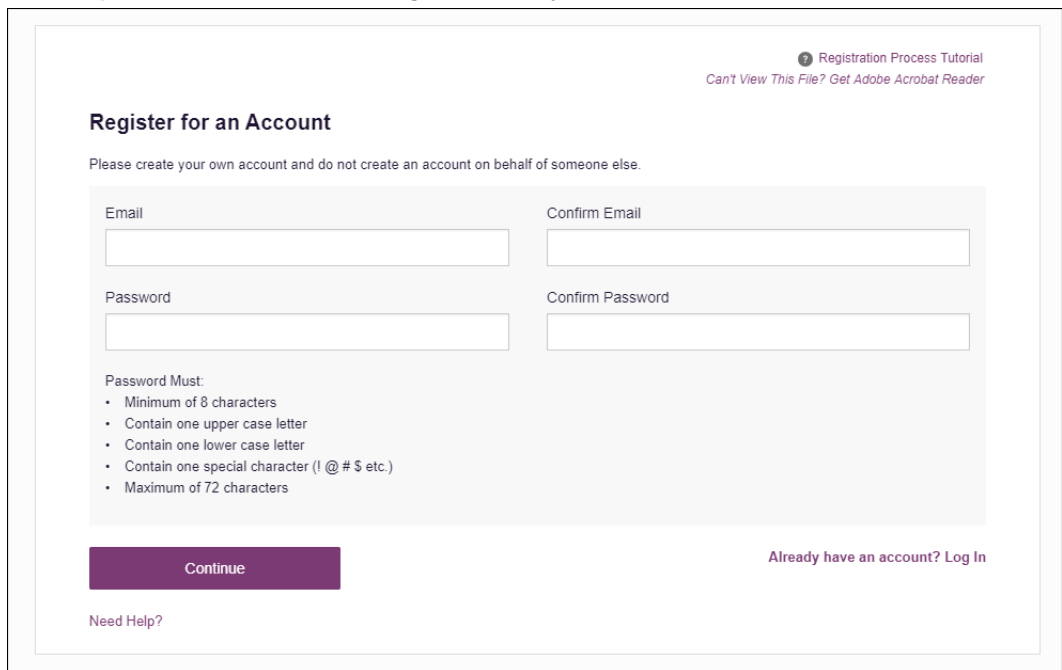
[Reset Password](#)

Log In

[Create an Account](#)

2. Click **Create an Account**.

The **Register for an Account** page is displayed.



[Registration Process Tutorial](#)
Can't View This File? Get Adobe Acrobat Reader

Register for an Account

Please create your own account and do not create an account on behalf of someone else.

Email

Confirm Email

Password

Confirm Password

Password Must:

- Minimum of 8 characters
- Contain one upper case letter
- Contain one lower case letter
- Contain one special character (! @ # \$ etc.)
- Maximum of 72 characters

Continue

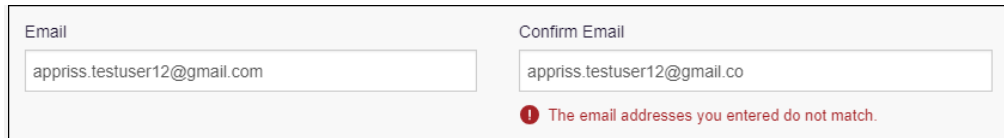
[Already have an account? Log In](#)

[Need Help?](#)

Note: A tutorial describing the complete registration process is available by clicking the **Registration Process Tutorial** link located in the top right corner of the page.

3. Enter your current, valid email address in the **Email** field, then re-enter it in the **Confirm Email** field. The email address you provide will be your username for logging in to the system.

Note: If the email addresses you entered do not match, an error message is displayed.



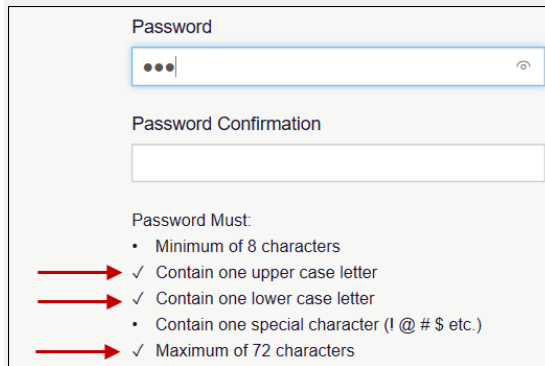
The screenshot shows a registration form with two input fields: "Email" and "Confirm Email". Both fields contain the text "appriss.testuser12@gmail.com". Below the fields, a red error message reads: "The email addresses you entered do not match."

4. Enter a password in the **Password** field, using the password requirements provided below, then re-enter it in the **Password Confirmation** field.

Passwords must contain:

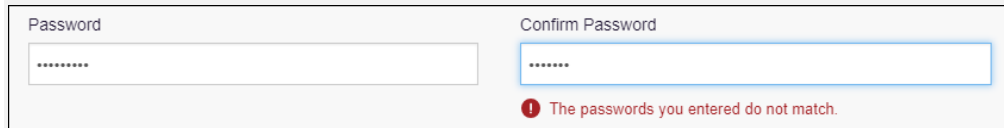
- *At least eight (8) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, \$, etc.*
- *No more than 72 characters*

Note that a checkmark appears next to each requirement as it is met.



The screenshot shows a password registration form. It has two input fields: "Password" and "Password Confirmation". Below the fields is a checklist titled "Password Must:" with four items, each preceded by a checkmark and a red arrow pointing to it: "Minimum of 8 characters", "Contain one upper case letter", "Contain one lower case letter", and "Contain one special character (! @ # \$ etc.)". A fifth item, "Maximum of 72 characters", is also present with a checkmark.

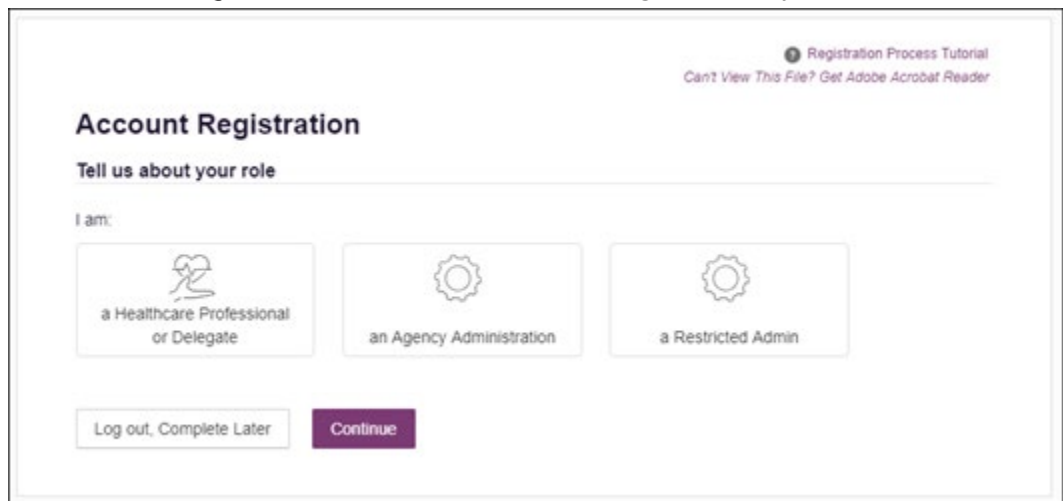
If the passwords you entered do not match, an error message is displayed.



The screenshot shows a registration form with two input fields: "Password" and "Confirm Password". Both fields contain a series of dots. Below the fields, a red error message reads: "The passwords you entered do not match."

5. Click **Continue**.

The **Account Registration: User Role Selection** page is displayed.



The screenshot shows the "Account Registration" page. At the top right, there is a link for "Registration Process Tutorial" and a note "Can't View This File? Get Adobe Acrobat Reader". The main heading is "Account Registration" followed by the sub-heading "Tell us about your role". Below this is a section labeled "I am:" with three selectable options: "a Healthcare Professional or Delegate" (with a person icon), "an Agency Administration" (with a gear icon), and "a Restricted Admin" (with a gear icon). At the bottom, there are two buttons: "Log out, Complete Later" and "Continue".

Note: At this point in the registration process, you may click **Log Out, Complete Later** to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to <https://missouri.pmpaware.net>, then enter the username and password you established in the previous steps.

6. Click to select the user role category that best describes your user role type (e.g., Healthcare Professional or Delegate).

The list of available user roles in that category is displayed.

The screenshot shows the 'Account Registration' page with the heading 'Tell us about your role'. Under 'I am:', there are three buttons: 'a Healthcare Professional or Delegate' (selected), 'an Agency Administration', and 'a Restricted Admin'. Below this, under 'Select a specific role from below', there is a list of roles: Physician (MD, DO), Homeopathic Physician, Naturopathic Physician, Dispensing Physician, Prescriber without DEA, and Prescriber Delegate.

Notes:

- The roles displayed on this page may vary depending on your state's configurations.
- If you are registering as a delegate, please ensure that you select the appropriate delegate user role (e.g., Prescriber Delegate, Pharmacist Delegate, etc.).
- If you do not see an applicable role for your profession, the State Administrator has not configured a role of that type and potentially may not allow users in that profession access to PMP AWARe. Please contact your State Administrator for more information.

7. Click to select your user role, then click **Continue**.

The **Account Registration: User Demographics** page is displayed as shown on the following page.

Account Registration

Role category: **Healthcare Professional**
Role: **Physician (MD, DO)** | [Change](#)

Professional Details * Indicates Required Field

DEA Number ? *
 [Add](#)

National Provider ID **Autofill Form**
Autofill the remainder of this form with the information associated with your national provider id number.
[AutoFill Form](#)

Notes:

- If you selected the wrong user role, you may click **Change**, located at the top of the page next to the user role you selected, at any time to return to the previous page and select the correct user role. Please be aware that changing your user role will cause you to lose any information you entered on the registration form.
 - The information you are required to enter on this page may vary by state. Required fields for your state are marked with a red asterisk (*). You may use the information provided below as a guideline; however, the same fields will not be displayed or required for every user role.
- a. The Professional Details section of this page allows you to enter such information as your DEA number, NPI number, professional license number, license type, and healthcare specialty.

Professional Details * Indicates Required Field

DEA Number ? *
 [Add](#)

National Provider ID **Autofill Form**
Autofill the remainder of this form with the information associated with your national provider id number.
[AutoFill Form](#)

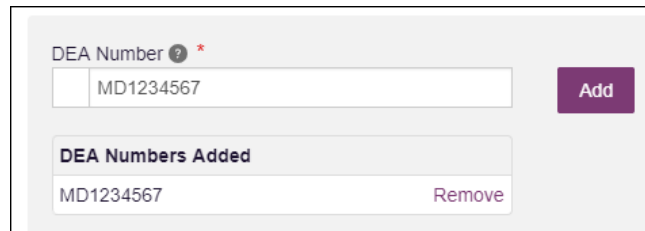
Professional License Number ? *

License Type *

Add a Healthcare Specialty * [Browse All](#)
 Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)

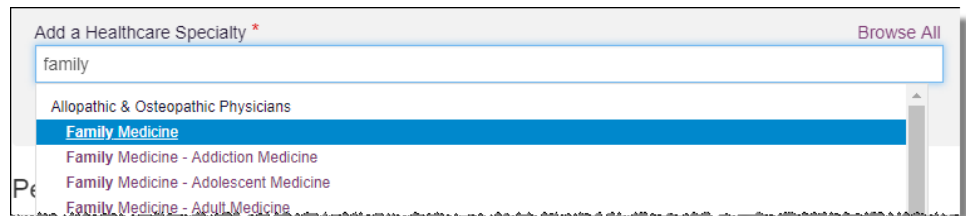
★ Designates Primary Specialty

- To add your DEA number, enter it in the **DEA Number** field, and then click **Add**. You may add multiple DEA numbers, if permitted by your state, by repeating this process for each DEA number you wish to add. Once you click **Add**, the DEA number is displayed beneath the **DEA Number** field. If necessary, you may click **Remove** next to a DEA number to remove it.



The screenshot shows a form with a text input field labeled "DEA Number" containing the value "MD1234567". To the right of the field is a purple "Add" button. Below the input field is a section titled "DEA Numbers Added" which contains a list item with the value "MD1234567" and a "Remove" button next to it.

- If you have an NPI number, you can enter it in the **National Provider ID** field, then click **Autofill Form** to auto-populate the form with the demographic information associated with your NPI number.
- To search for your specialty, begin typing it in the **Add a Healthcare Specialty** field. A list of specialties matching your search criteria is displayed. Click to select your specialty from the list. You may repeat this process to select multiple specialties.



The screenshot shows a search dropdown menu titled "Add a Healthcare Specialty". The search input contains the word "family". The dropdown list shows several options: "Allopathic & Osteopathic Physicians", "Family Medicine" (highlighted in blue), "Family Medicine - Addiction Medicine", "Family Medicine - Adolescent Medicine", and "Family Medicine - Adult Medicine". A "Browse All" link is visible in the top right corner of the dropdown.

Once you have selected your specialty from the list, it is displayed beneath the **Add a Healthcare Specialty** field. If necessary, you may click the "x" to remove it.



The screenshot shows the "Add a Healthcare Specialty" field with a search input containing "Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)". Below the input field, there is a list of selected specialties, each preceded by a star icon: "Allopathic & Osteopathic Physicians" and "Family Medicine". A small "x" icon is visible to the right of the list, indicating a remove function.

- b. The Personal Information section of this page allows you to enter your personal contact information such as first and last name, date of birth, last four digits of your Social Security Number (SSN), primary contact phone number, and mobile phone number.

Notes:

- *If **Mobile Phone Number** is a required field for your state and you do not have a mobile phone number, enter ten 5s in that field; for example, (555) 555-5555.*

- *If your state utilizes the mobile password reset feature, you must enter a mobile phone number in order to utilize this feature. Otherwise, your password can be reset via email.*

Personal Information

First Name *	Middle Name	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date of Birth *	Last 4 digits of SSN ⓘ *
<input type="text"/>	<input type="text"/>

Primary Contact Phone	Mobile Phone Number ⓘ *
<input type="text"/>	<input type="text"/>

This may be used for password reset

- c. The Employer Information section of this page allows you to enter information about your employer such as DEA number, NPI number, name, address, phone number, and fax number.

Employer Information

Employer DEA Number(s)	<input type="text"/>	<input type="button" value="Add"/>
------------------------	----------------------	------------------------------------

Employer National Provider ID(s)	<input type="text"/>	<input type="button" value="Add"/>
----------------------------------	----------------------	------------------------------------

Employer Name	<input type="text"/>	
Address	<input type="text"/>	
	Address Line 2	<input type="text"/>
City	State	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone	Fax	
<input type="text"/>	<input type="text"/>	

- To add your employer's DEA or NPI number, enter it in the appropriate field, and then click **Add**. You may add multiple DEA and/or NPI numbers, if permitted by your state, by repeating this process for each DEA/NPI number you wish to add. Once you click **Add**, the DEA/NPI number is displayed beneath the appropriate field. If necessary, you may click **Remove** next to a DEA/NPI number to remove it.

Employer DEA Number(s)	
<input type="text" value="MD0000000"/>	<input type="button" value="Add"/>
DEA Numbers Added	
MD9876543	<input type="button" value="Remove"/>
MD0000000	<input type="button" value="Remove"/>

- d. If you selected a delegate user role (e.g., Prescriber Delegate, Pharmacist Delegate, etc.), you must add your supervisor(s) in the Delegate section of this page. *Note that this section is only displayed if you selected a delegate user role.*

Delegate

I am a delegate for the following people... *

Email

Selected Supervisors

- To add a supervisor, enter their current, valid email address in the **Email** field, and then click **Add**. You may add multiple supervisors by repeating this process. Once you click **Add**, the supervisor’s email address is displayed beneath the **Email** field. If necessary, you may click the “x” to remove it.

I am a delegate for the following people... *

Email

Selected Supervisors

Email: rweaver@appriss.com

Notes:

- *The supervisor must already have a registered account with your state’s PMP.*
- *Ensure that you enter the supervisor’s email address correctly and that it is a valid email address.*
- *You will not be able to perform Patient Requests on behalf of a supervisor until that supervisor has approved you as a delegate.*

8. Once you have entered all required information, click **Continue**.

Note: *At this point in the registration process, you may click **Log Out, Complete Later** to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to*

<https://missouri.pmpaware.net>, then enter the username and password you established in the previous steps.

The **Account Registration: Review Profile Details** page is displayed.

← Back

Registration Process Tutorial
Can't View This File? Get Adobe Acrobat Reader

Account Registration

Review Profile Details

Please take a moment to review the information below before submitting.

Role category: **Healthcare Professional**
Role: **Physician (MD, DO)** | Change

DEA Number(s): MD1234567
National Provider ID:
Professional License Number: 12345 License Type: MD
Healthcare Specialty: Allopathic & Osteopathic Physicians(Family Medicine)

Personal Information [Edit](#)

First Name: TEST
Middle Name:
Last Name: USER
Date of Birth: 02/03/1983
Last 4 digits of SSN: 1234
Primary Contact Phone:
Mobile Phone Number: (555) 555-5555
Employer DEA Number(s): MD9876543, MD0000000
Employer National Provider ID(s):
Employer Name:
Address:
Address Line 2:
City:
State:
Zip Code:
Phone:
Fax:

Log out, Complete Later Submit & Continue

9. Review your information to ensure it is correct before submitting your registration.
 - a. If you need to change your user role, click **Change**, located at the top of the page next to the role you selected. *Note that changing your user role will cause you to lose any information you entered on the registration form.*
 - b. If you need to edit your personal information, click **Edit** next to the **Personal Information** section header.
10. If all information is correct, click **Submit & Continue**.

Once you have submitted your registration, you will be notified of your account status ([Pending Approval](#) or [Not Complete – Additional Documents Needed](#)) and instructed to [verify your email address](#).

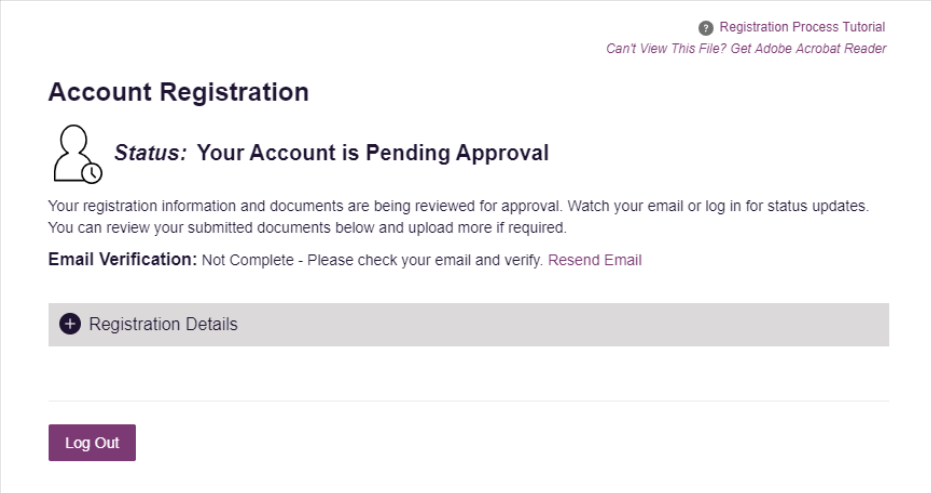
Note: *If you are a delegate, you must also be approved by any supervisors you have selected before you can perform a Patient Request.*

- a. **Pending Approval:** If your account requires manual approval to complete your registration, your registration status will be "*Pending Approval*." You

may click the plus sign (+) next to **Registration Details** to view the information you submitted.

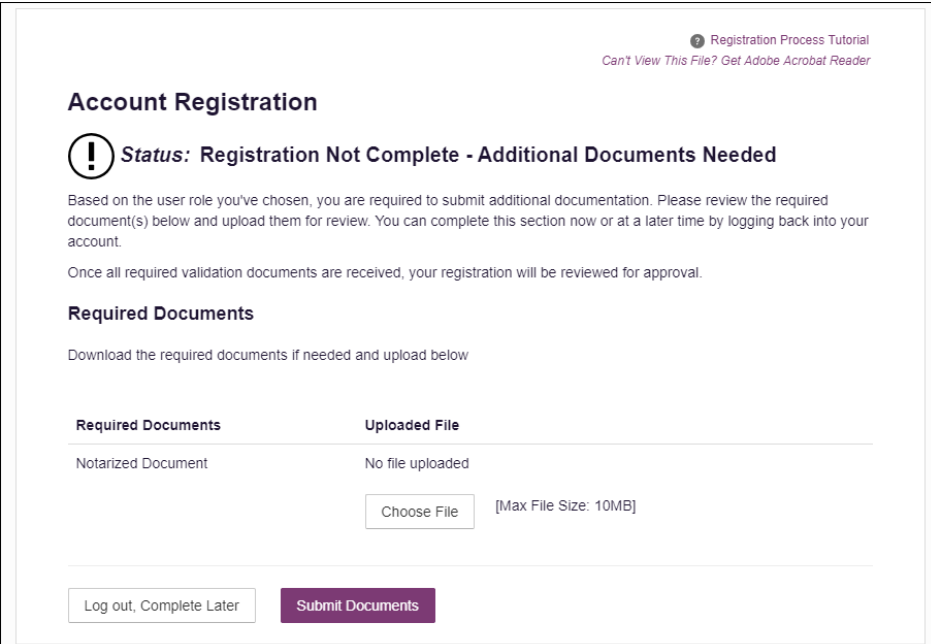
Note: *Your information may not be edited at this time.*

Refer to [Account Approval](#) for more information.



The screenshot shows the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it is a user icon and the status: 'Status: Your Account is Pending Approval'. A message states: 'Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates. You can review your submitted documents below and upload more if required.' Below this is an 'Email Verification' section: 'Email Verification: Not Complete - Please check your email and verify. Resend Email'. A button with a plus sign and the text 'Registration Details' is visible. At the bottom left, there is a 'Log Out' button.

- b. **Not Complete – Additional Documents Required:** If your user role requires that you upload validation documents to complete your registration, your registration status will be "*Not Complete – Additional Documents Required;*" and the **Account Registration** page displays the list of required documents.



The screenshot shows the 'Account Registration' page with a warning icon and the status: 'Status: Registration Not Complete - Additional Documents Needed'. A message states: 'Based on the user role you've chosen, you are required to submit additional documentation. Please review the required document(s) below and upload them for review. You can complete this section now or at a later time by logging back into your account. Once all required validation documents are received, your registration will be reviewed for approval.' Below this is a 'Required Documents' section with the instruction: 'Download the required documents if needed and upload below'. A table is shown with two columns: 'Required Documents' and 'Uploaded File'. The first row shows 'Notarized Document' under 'Required Documents' and 'No file uploaded' under 'Uploaded File'. Below the table is a 'Choose File' button and a note '[Max File Size: 10MB]'. At the bottom, there are two buttons: 'Log out, Complete Later' and 'Submit Documents'.

- Click **Choose File** to upload the required document(s) to your account, then click **Submit Documents**.

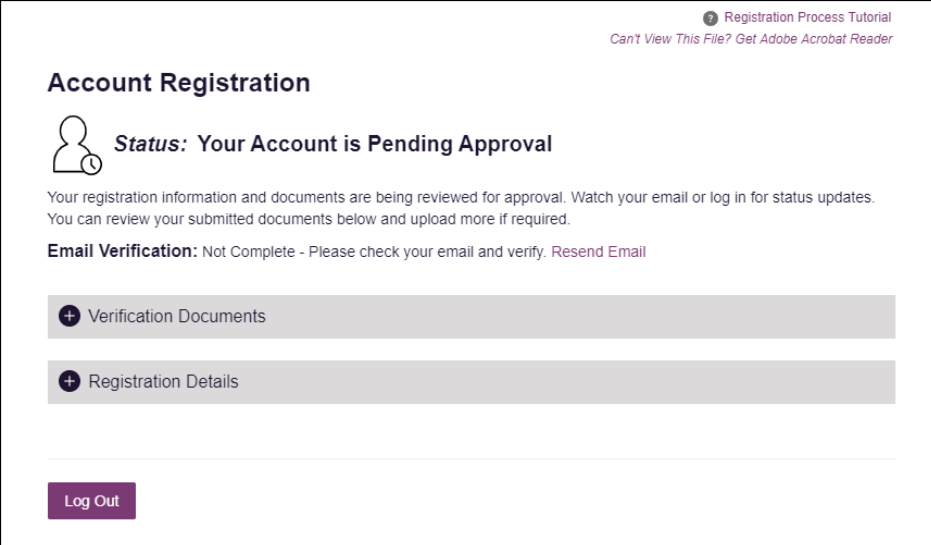
Or

- Click **Log Out, Complete Later** to return at a later time and upload the required document(s). When you are ready to complete your registration, navigate to <https://missouri.pmpaware.net>, then enter the username and password you established in the previous steps.

Once you have submitted your documents, you will be notified that your account is pending approval and instructed to [verify your email address](#). You may click the plus sign (+) next to **Verification Documents** and **Registration Details** to view the information you submitted.

Note: *Your information may not be edited at this time.*

Refer to [Account Approval](#) for more information.

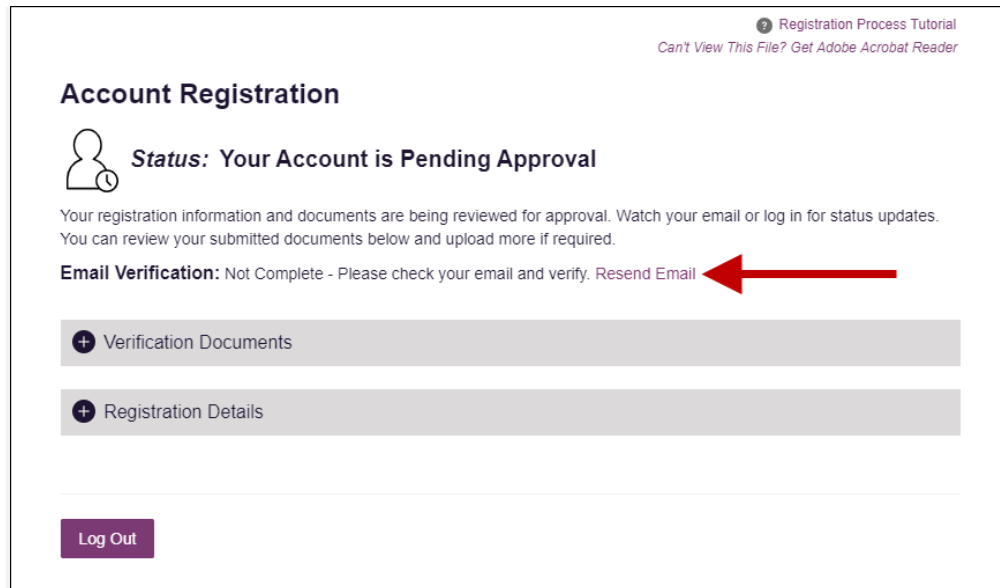


The screenshot displays the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it is a user icon and the status: 'Status: Your Account is Pending Approval'. A message states: 'Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates. You can review your submitted documents below and upload more if required.' Underneath, it says 'Email Verification: Not Complete - Please check your email and verify. Resend Email'. There are two expandable sections: '+ Verification Documents' and '+ Registration Details'. At the bottom left, there is a 'Log Out' button.

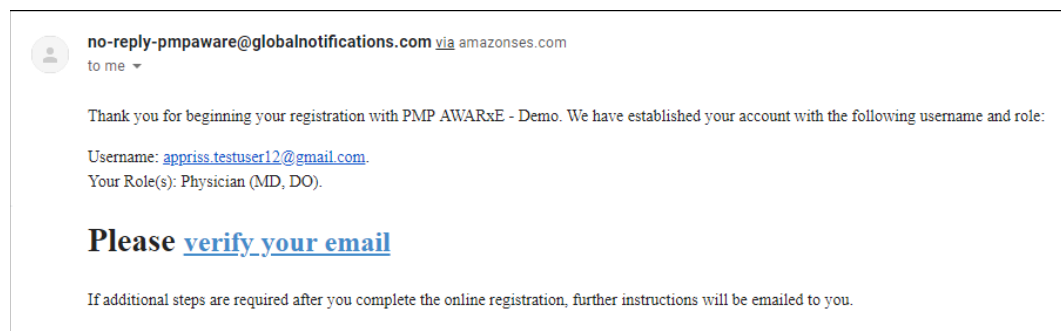
2.3 Verifying Your Email Address

Once you have submitted your registration, PMP AWARe sends an email to the supplied email address for verification of an active email address.

Note: *If you did not receive the email containing the verification link, you may click **Resend Email** from the Account Registration page.*



When you receive the email, it will contain a link to verify your email address. Click the **verify your email** link.



Notes:

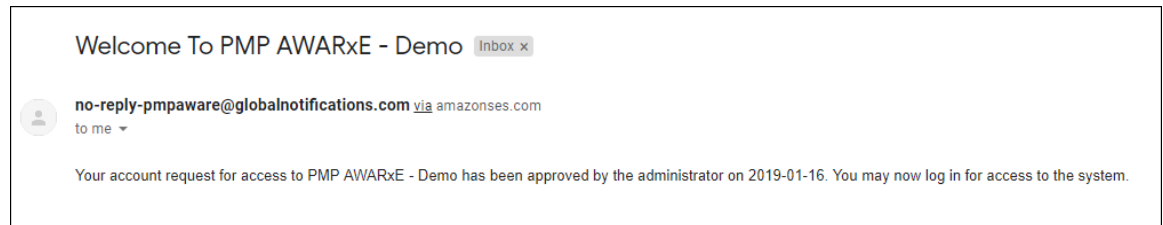
- *The link contained within the email is only valid for 20 minutes. In the event time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.*
- *If you are not able to receive HTML-formatted emails or emails with hyperlinks, please contact the help desk.*

Once you click the link, you are directed to PMP AWARDx, and a message is displayed indicating that your email address has been validated.

Note: *If your account requires approval, you will not have full access to PMP AWARDx functionality, including performing patient requests, until your account is approved. Please refer to [Account Approval](#) for more information.*

2.4 Account Approval

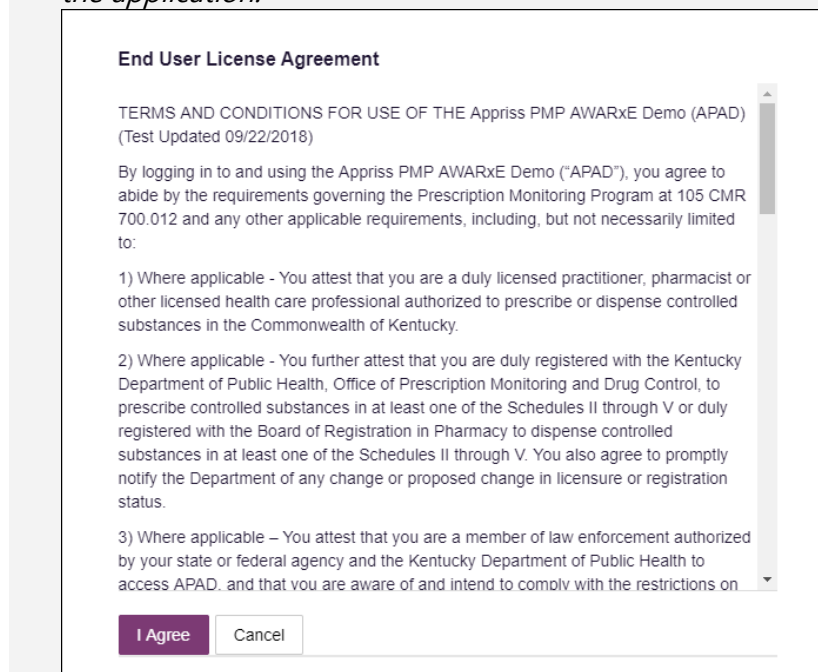
Once the State Administrator has determined that all you have met all account requirements and has approved your account, you will receive an email stating that your account has been approved and is now active.



Once you receive the account approval email, you can log in to PMP AWARe using the email address and password you created when you registered.

Notes:

- *If you no longer have the password, you can reset it by following the instructions in the [Reset Password](#) section of this document.*
- *If you are a delegate, you must be approved by any supervisors you have selected before you can perform a Patient Request.*
- *If configured by your state, upon logging in, you may be presented with the End User License Agreement that you must review and accept prior to using the application.*



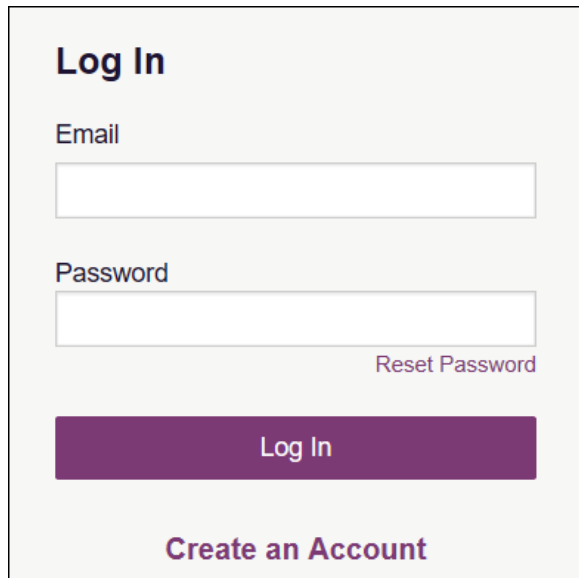
3 Basic System Functions

This chapter describes how to log in to PMP AWARe, the **Requestor Dashboard** that is displayed upon logging in, and how to log out.

3.1 Log In to PMP AWARe

1. Navigate to <https://missouri.pmpaware.net>.

The **Log In** page is displayed.



2. Enter the email address you provided when you registered in the **Email** field.
3. Enter your password in the **Password** field.

Note: If you have forgotten your password, click **Reset Password**. You will be prompted to enter the email address registered to your account. Once you have entered a valid, registered email address, you will receive an email with a link to reset your password.

4. Click **Log In**.

The **My Dashboard** page is displayed. Please refer to the [My Dashboard](#) section for a complete description of the dashboard.

3.2 My Dashboard

Upon logging in to PMP AWARxE with an approved account, the requestor dashboard (My Dashboard) is displayed. This dashboard provides a quick summary of pertinent items within PMP AWARxE, including State Administrator announcements, your recent patient searches, patient alerts, and, if applicable, your delegate's or supervisor's status. My Dashboard can be accessed at any time by clicking **Menu > Dashboard** (located under **Home**).

My Dashboard

Patient Alerts

Patient Full Name	DOB	Alert Date	Alert Letter
DAVE PATIENT	01/01/1985	11/09/2017	Download PDF

Recent Requests

Patient Name	DOB	Status	Request Date	Delegate
test one	01/01/1901	Complete	11/28/2017 5:08 PM	Jordan Delegate
DAVE PATIENT	01/01/1985	Complete	11/27/2017 4:16 PM	
test patient	01/01/1900	Complete	10/31/2017 2:23 PM	James Delegate
bob testpatient	01/01/1900	Complete	10/31/2017 2:10 PM	
mic_jor	01/05/1941	Complete	10/27/2017 2:08 PM	

[View Requests History](#)

Delegates

Delegate Name	Status	Request Date
NEW James Delegate	pending	12/01/2017
Jordan Delegate	approved	04/25/2017

My Favorites

[Rx Search - Patient Request](#)

PMP Announcements

Message for Physicians 10/13/2017
Test announcement

Exciting changes are coming to AWARxE! 09/20/2017
We are pleased to announce that later this year, we will be performing a systemwide update on AWARxE.
When you log in to AWA... [more](#)

[View all Announcements](#)

Quick Links

[PMP Support](#)

3.2.1 Patient Alerts

This section displays the most recent patient alerts.

Note: This section is user role dependent, meaning that certain roles will be unable to view this section.

- New alerts (i.e., those that have not been viewed) are displayed in **bold** with the word **"NEW"** next to them.
- You can download the letter associated with the alert by clicking **Download PDF**.
- You can view the Patient Request associated with a patient by clicking the patient's name.

- You can click **Patient Alerts**, located at the top of the section, to access a full listing of patient alerts. You can also access patient alerts at any time by clicking **Menu > Patient Alerts** (located under **Rx Search**).

3.2.2 Recent Requests

This section displays your most recent patient searches, including those performed by one of your delegates.

- You can view the Patient Report by clicking the patient's name.
- You can view a list of all past requests by clicking **View Requests History**. You can also access your request history at any time by clicking **Menu > Requests History** (located under **Rx Search**).

***Note:** The report that is displayed when you click the patient's name is a historical report, meaning that it contains the data that was viewed when the report was initially run. For instructions on performing new patient Rx history searches, please refer to the [Creating a Patient Request](#) section.*

3.2.3 Delegates/Supervisors

This section displays your delegates or supervisors, depending on your user role.

- If you are a supervisor, you can quickly change a delegate's status from the dashboard by clicking the delegate's name. Once you click the delegate's name, the Delegate Management page is displayed, and you can approve, reject, or remove a delegate from your profile.
- You can click **Delegates**, located at the top of the section, to access the Delegate Management page. The Delegate Management page can also be accessed at any time by clicking **Menu > Delegate Management** (located under **My Profile**). For additional information regarding delegate management, please refer to the [Delegate Management](#) section.

3.2.4 Announcements and Quick Links

This section displays announcements from your State Administrator as well as links to webpages outside of AWAxE that may be of use to you.

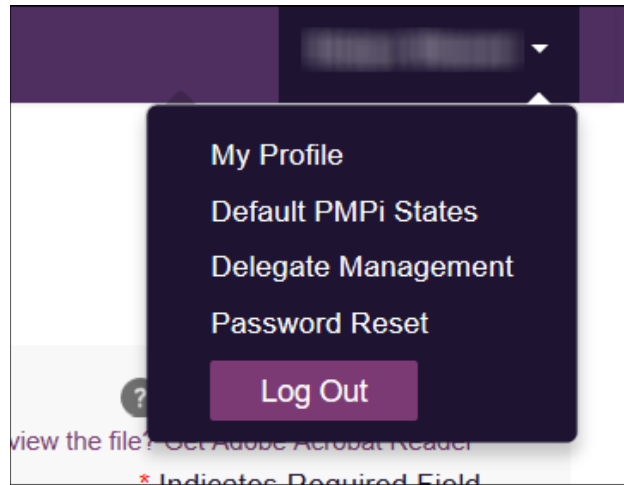
- The quick view only displays the first few lines of text; however, you can click **PMP Announcements**, located at the top of the section, to display the full announcement text. You can access the Announcements page at any time by clicking **Menu > Announcements** (located under **Home**).
- The announcements displayed in this section are configured by your State Administrator. Announcements can be configured as role-

specific, meaning that a user whose role is “physician” may have an announcement, whereas a user whose role is “delegate” may not.

- Quick links are also configured by your State Administrator. Any links configured will be visible toward the bottom right of the dashboard in the Quick Links section.

3.3 Log Out of PMP AWARxE

To log out of the system, click the arrow next to your username (located in the top right corner of the page), and then click **Log Out**.

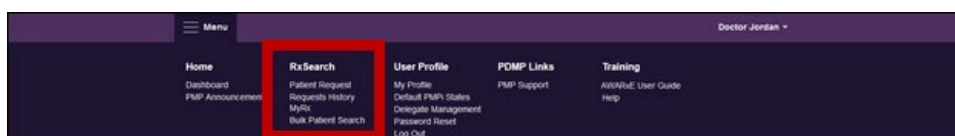


4 RxSearch

The RxSearch section of the PMP AWARxE menu contains the query functions available to you. These functions may include:

- [Creating a patient request](#)
- [Viewing a patient request](#)
- [Performing a bulk patient search](#)
- [Viewing historical requests](#)
- [Viewing a report of prescriptions attributed to you](#)
- [Viewing patient alerts](#)

Note: You may not have access to all of the functions listed above. The functions available under **RxSearch** may vary depending on your user role and the settings enabled by your State Administrator. If you do not have access to a report and you think you should, please contact your State Administrator.



4.1 Creating a Patient Request

The Patient Request allows you to create a report that displays the prescription drug activity for a specific patient for the specified timeline.

1. [Log in to PMP AWARxE](#).
2. Click **Menu > Patient Request**.

The **Patient Request** page is displayed.

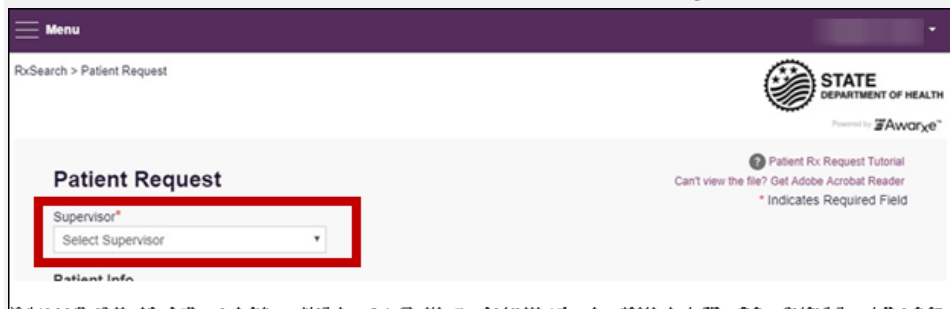
A screenshot of the 'Patient Request' form. The form is white with a dark purple header. The title 'Patient Request' is in the top left. In the top right, there is a link for 'Patient Rx Request Tutorial' and a note: 'Can't view the file? Get Adobe Acrobat Reader. Required fields are marked with an asterisk *. Required format for date fields is MM/DD/YYYY'. The form is divided into two main sections: 'Patient Info' and 'Prescription Fill Dates'. The 'Patient Info' section has fields for 'First Name*' and 'Last Name*', each with a 'Partial Spelling' checkbox. Below these is a 'Date of Birth*' field with a calendar icon. The 'Prescription Fill Dates' section has a note: 'No earlier than 11 years and 10 months from today'. It has 'From *' and 'To *' fields, both with calendar icons. The 'From' field contains '06/23/2019' and the 'To' field contains '06/22/2021'. A purple 'Search' button is at the bottom left of the form.

Note: A tutorial describing the complete patient request creation process is available by clicking the **Patient Rx Request Tutorial** link located in the top right corner of the page.

3. Enter the required information, noting that required fields are marked with a red asterisk (*). At a minimum, you must complete the following fields:

Field Name	Notes
Patient Info	
First Name	Enter the patient's complete first and last name; Or Click the Partial Spelling checkbox to search by a partial first and/or last name. This option can be helpful when searching hyphenated names or names that are often abbreviated, such as "Will" vs. "William." <i>Note: The Partial Spelling function requires at least three letters. If the patient's name contains only one or two letters, please do not attempt a partial search.</i>
Last Name	
Date of Birth	Use the <i>MM/DD/YYYY</i> format or click the calendar icon to select a date.
Prescription Fill Dates	
From	Use the <i>MM/DD/YYYY</i> format or click the calendar icon to select a date.
To	

Note: If you are a delegate, you must select a supervisor from the **Supervisor** field, located above the **Patient Info** section of the page.



If no supervisors are available, please contact your supervisor(s) to approve your account or add the supervisor under My Profile. Current supervisors and their statuses are displayed on your dashboard. Refer to the [Delegates/Supervisors](#) section of My Dashboard or the [My Profile](#) section for further instructions.

- If you require information from other states, click the checkbox next to the desired state(s) in the PMP InterConnect Search section of the page.

Note: *At this time, Missouri is unable to utilize this feature due to statutory requirements found in 195.600, RSMo.*

PMP Interconnect Search (Optional)

To search in other states as well as your home state for patient information, select the states you wish to include in your search.

Select All

A Alabama Alaska Arizona

C California Colorado Connecticut

D Delaware

F Florida

G Georgia

H Hawaii

I Idaho Illinois Indiana Iowa

K Kansas Kentucky

L Louisiana

M Maine Maryland Massachusetts Michigan Minnesota Mississippi

N Nebraska Nevada New Hampshire New Jersey New Mexico New York

North Carolina North Dakota

Notes:

- Partial search is not available when searching other states. If you have selected partial search, the PMP InterConnect Search section will be removed from the bottom of the page.*
 - If a state is not included on the list, data sharing with that state is not currently in place, or your user role does not allow for data sharing.*
- Once you have entered all the required search criteria, click **Search**.
 - If your search results return a single patient, the Patient Report is displayed. Refer to the [Viewing a Patient Report](#) section for more details regarding the patient report.

RxSearch > Patient Request

██████████, ██████████, 42F [Refine Search](#)

Date of Birth: ██████████ Recent Address: Atlanta, GA 30341 [View Linked Records \(2\)](#) ^

Report Criteria	Linked Records	
First Name: ██████████ Last Name: ██████████ DOB: ██████████	Name: ██████████ DOB: ██████████ ID: 1 Gender: Female Address: ██████████ Louisville, MS 40229	Name: ██████████ DOB: ██████████ ID: 2 Gender: Female Address: ██████████ Atlanta, GA 30341

[NarxCare®](#)

Report generated on 06/09/2022. Report Date Range: 06/09/2018 - 06/09/2022

Narx Scores

Narcotic	Sedative	Stimulant
000	000	000

[Explanation and Guidance](#)

Overdose Risk Score

000
(Range 000-999)

[Explanation and Guidance](#)

State Indicators (5)

- Below Daily Active Methadone Threshold
- Below Daily Active MME Threshold
- Below Opioid & Benzodiazepine Threshold
- Below Opioid Consecutive Day Threshold
- Below Prescriber & Dispensary Threshold

[Details](#)

RX Graph

Narcotic Buprenorphine Sedative Stimulant Other

Note: If you need a PDF or CSV version of the report, you can click [Download PDF](#) or [Download CSV](#), located in the top right corner of the report.

- b. If the search could not determine a single patient match, a message is displayed indicating that multiple patients were found.
 - If you searched for an exact patient name and multiple patients were found, refer to the [Multiple Patients Identified](#) section.
 - If you searched for a partial patient name and multiple patients were found, refer to the [Partial Search Results](#) section.
- c. If your search does not return any results, a message is displayed indicating that either no patient matching your search criteria could be identified or the patient was identified but no prescriptions were found. Refer to the [No Results Found](#) section for more information.

4.1.1 Multiple Patients Identified

If you searched for an exact patient name and multiple patients were found, a message is displayed indicating that multiple patients

matching your search criteria have been identified.

Multiple Patients Found [Why do I see this?](#)

We identified multiple patients who match the criteria you provided. You have the following options:

- [Refine your search](#) by providing additional search information.
- Select any patient group to run a report.
- If you believe more than one group identifies your patient, select them to run a report.

<input type="checkbox"/> Patient 5474			
Name	DOB	Gender	Address
[REDACTED]	[REDACTED]	female	[REDACTED] LOUISVILLE, MS 40229

<input type="checkbox"/> Patient 5475			
Name	DOB	Gender	Address
[REDACTED]	[REDACTED]	female	[REDACTED], ATLANTA, GA 30341

Make a Suggestion

[Refine Search Criteria](#) [Run Report](#)

1. From this window, you can:

a. Click **Refine Search Criteria** to return to the Patient Request page, refine your search criteria, and re-run the report;

Or

b. Select one or more of the patient groups displayed, and then click **Run Report**.

The Patient Report for the patient group(s) you selected is displayed.

RxSearch > Patient Request

42F Refine Search

Date of Birth: [REDACTED] Recent Address: Atlanta, GA 30341 View Linked Records (2) ^

Report Criteria	Linked Records
First Name: [REDACTED] Last Name: [REDACTED] DOB: [REDACTED]	Name: [REDACTED] DOB: [REDACTED] ID: 1 Gender: Female Address: [REDACTED] Louisville, MS 40229
	Name: [REDACTED] DOB: [REDACTED] ID: 2 Gender: Female Address: [REDACTED] Atlanta, GA 30341

NarxCare®

Report generated on 06/09/2022. Report Date Range: 06/09/2018 - 06/09/2022

Narx Scores			Overdose Risk Score	State Indicators (5)
Narcotic 000	Sedative 000	Stimulant 000	000 (Range 000-999)	<input checked="" type="checkbox"/> Below Daily Active Morphine Threshold <input checked="" type="checkbox"/> Below Daily Active MME Threshold <input checked="" type="checkbox"/> Below Oxycod & Buprenorphine Threshold <input checked="" type="checkbox"/> Below Oxycod Consecutive Day Threshold <input checked="" type="checkbox"/> Below Prescriber & Dispensary Threshold

RX Graph

Narcotic Buprenorphine Sedative Stimulant Other

4.1.2 Partial Search Results

1. If you searched for a partial patient name and multiple patients were found, a message is displayed indicating that multiple patients match your search criteria.

Results

4 matching patient records found [Refine Search](#)

Select patient(s) to include in the report

<input type="checkbox"/>	Test Patient	DOB: 1900-01-01	Gender: unknown	MELODY JUNCTION 4 LA VERNE CO 1307005
<input type="checkbox"/>	Test Patient	DOB: 1900-01-01	Gender: male	10401 LINN STATION RD LOUISVILLE KY 40223
<input type="checkbox"/>	Test Patient	DOB: 1900-01-01	Gender: male	10401 Linn Station Road Louisville KY 40223
<input type="checkbox"/>	Test Patient	DOB: 1900-01-01	Gender: male	123 Main Street Maineville MN 12345

[Run Report](#)

2. From this window, you can:
 - a. Click **Refine Search** to return to the Patient Request page, refine your search criteria, and re-run the report;
Or
 - b. Select one or more of the patients displayed, and then click **Run Report**.

The Patient Report for the patient(s) you selected is displayed.

RxSearch > Patient Request

42F [Refine Search](#)

Date of Birth: Recent Address: Atlanta, GA 30341 [View Linked Records \(2\)](#)

Report Criteria

First Name:
Last Name:
DOB:

Linked Records

Name: <input type="text"/>	Name: <input type="text"/>
DOB: <input type="text"/>	DOB: <input type="text"/>
ID: 1	ID: 2
Gender: Female	Gender: Female
Address: Louisville, MS 40229	Address: Atlanta, GA 30341

NarxCare®

Report generated on 06/09/2022. Report Date Range: 06/09/2018 - 06/09/2022

Narx Scores

Narcotic	Sedative	Stimulant
000	000	000

[Explanation and Guidance](#)

Overdose Risk Score

000
(Range 000-999)

[Explanation and Guidance](#)

State Indicators (5)

- Below Daily Active Methadone Threshold
- Below Daily Active MME Threshold
- Below Oxycod & Benzodiazepine Threshold
- Below Oxycod Consecutive Day Threshold
- Below Prescriber & Dispensary Threshold

[Details](#)

RX Graph

Narcotic Buprenorphine Sedative Stimulant Other

4.1.3 No Results Found

1. If your search criteria could not be matched to any patient records, a message is displayed indicating that no matching patient could be identified.

 Error
No matching patient identified. [DISMISS](#)

Or

2. If your search criteria matches a patient record but the patient has no prescriptions within the specified timeframe, a message is displayed indicating that the patient was found but no prescriptions were found.

Patients found but no prescriptions found.

We were able to find this patient. However, there are no prescription records within the prescription fill dates provided. Please try a longer date range.

[Change Date Range](#)

3. Click **Change Date Range** to return to the Patient Request page, enter a different date range, and re-run the report.

Notes:

- *Be sure to verify that all information entered on the request was entered correctly (e.g., verify that the first and last names were entered in the correct fields, verify the patient's birthdate, etc.).*
- *If **Partial Search** was not originally selected, you can click the **Partial Search** checkbox to expand your search results.*
- *You can enter additional demographic information, such as a ZIP code, to perform a fuzzy search.*

4.2 Viewing a Narx Report

Once your search results are returned, the Narx Report is automatically displayed. For complete information on the Narx Reports, and for more information on the NarxCare system, please refer to [Appendix A: NarxCare](#).

You may also access your previously requested Narx Reports at any time by clicking **Menu > Requests History**. Refer to the [Requests History](#) section for more information.

4.3 Requests History

1. To view a previously created Patient Report, click **Menu > Requests History**.
The Requests History page is displayed.

Patient First Name	Patient Last Name	Requestor	Requestor Role	Requested For	Request Type	Status	Date Requested
John	Smith	J.P. Johnson			AWARxE	Complete	06/17/2021 7:25 PM
John	Smith	J.P. Johnson			AWARxE	Complete	06/17/2021 3:54 AM
John	Smith	J.P. Johnson			AWARxE	Complete	06/17/2021 3:53 AM
John	Smith	J.P. Johnson			AWARxE	Complete	06/16/2021 9:16 PM
John	Smith	J.P. Johnson			AWARxE	Complete	06/15/2021 4:51 AM

Notes:

- The Requests History page lists patient requests created by you or delegate(s) in the past 30 days.
- You can only view Patient Reports you or your delegate(s) have created.

2. From this page, you can:

- a. Click **Advanced Options** to filter the list of requests.

Advanced Options REQUESTOR NAME Yes PATIENT NAME Yes Search

Common Search Options:

Common Search Options:

First Name

Last Name

Search for: Requestor Name Patient Name

Patient Date of Birth

Request Begin Date

Request End Date

Requestor Role

- b. Click **Download PDF** or **Download CSV** to export your search history, if this functionality has been configured by your State Administrator.

- c. Click a patient name to view the details of that request in a detail card at the bottom of the page.

Bob TestPatient View Refresh

DOB: 01/01/1900

Location:

Other States:

Reason: Multiple Patient

Prescription Fill Dates: May 29, 2017 until May 29, 2018

- Click **View** to display the results of the previously submitted request. Refer to [Viewing a Patient Report](#) for details regarding Patient Reports.

Note: The results of previous requests are not updated with new information. The results displayed are the results at the time the original search was performed.

- Click **Refresh** to generate a new Patient Report for the selected patient. The Patient Request page will be displayed with the patient's

information automatically populated. Refer to [Creating a Patient Request](#) for complete instructions on generating new requests.

4.4 Bulk Patient Search

The **Bulk Patient Search** functionality is similar to the **Patient Request** functionality. However, it allows you to enter multiple patients at once rather than one at a time. You can enter patient names manually or via CSV file upload.

To perform a **Bulk Patient Search**:

1. Click **Menu > Bulk Patient Search**.

The **Bulk Patient Search** page is displayed.

Bulk Patient Search Bulk Patient History

Bulk Patient Search Required fields are marked with an asterisk *
Required format for date fields is MM/DD/YYYY

How do you want to enter patients?

Manual Entry
 File Upload

Manual Entry

First Name* Last Name* Date of Birth* (MM/DD/YYYY) Zip Code Add +

Name Grouping
Enter a name for this search session. This will make it easy to distinguish between searches in the history
Group Name*

Prescription Fill Dates
No earlier than 11 years and 10 months from today
From * (06/23/2019) To * (06/22/2021)

Search

- a. If you wish to enter patients manually, continue to step 2.

Or

- b. If you wish to enter patients via CSV file upload, continue to step 6.

2. Ensure that **Manual Entry** is selected in the **How do you want to enter patients?** field at the top of the page.

Bulk Patient Search

How do you want to enter patients?

Manual Entry
 File Upload

The **Manual Entry** search is displayed.

The screenshot shows the 'Manual Entry' search form. It has a title 'Manual Entry' and a subtitle 'Manual Entry'. Below the title are four input fields: 'First Name*', 'Last Name*', 'Date of Birth*' (with a calendar icon and 'MM/DD/YYYY' placeholder), and 'Zip Code'. To the right of the 'Zip Code' field is a purple 'Add +' button. Below these fields is a section titled 'Name Grouping' with the instruction 'Enter a name for this search session. This will make it easy to distinguish between searches in the history'. There is a 'Group Name*' input field. Below that is a section titled 'Prescription Fill Dates' with the instruction 'No earlier than 11 years and 10 months from today'. There are two date input fields: 'From *' (with '06/23/2019' and a calendar icon) and 'To *' (with '06/22/2021' and a calendar icon).

3. Complete the following required fields:

- **First Name** – enter the patient’s complete first name
- **Last Name** – enter the patient’s complete last name
- **DOB** – enter the patient’s date of birth using the *MM/DD/YYYY* format, or select a date from the calendar that is displayed when you click in this field

Note: You may also enter the patient’s ZIP code; however, it is not recommended.

4. Once you have entered the patient’s information, click **Add** to add an additional patient.

5. Repeat steps 2-3 until all patients have been entered.

Note: Once you have finished entering patients, continue to step 14.

6. Click the **File Upload** radio button in the **How do you want to enter patients?** field at the top of the page.

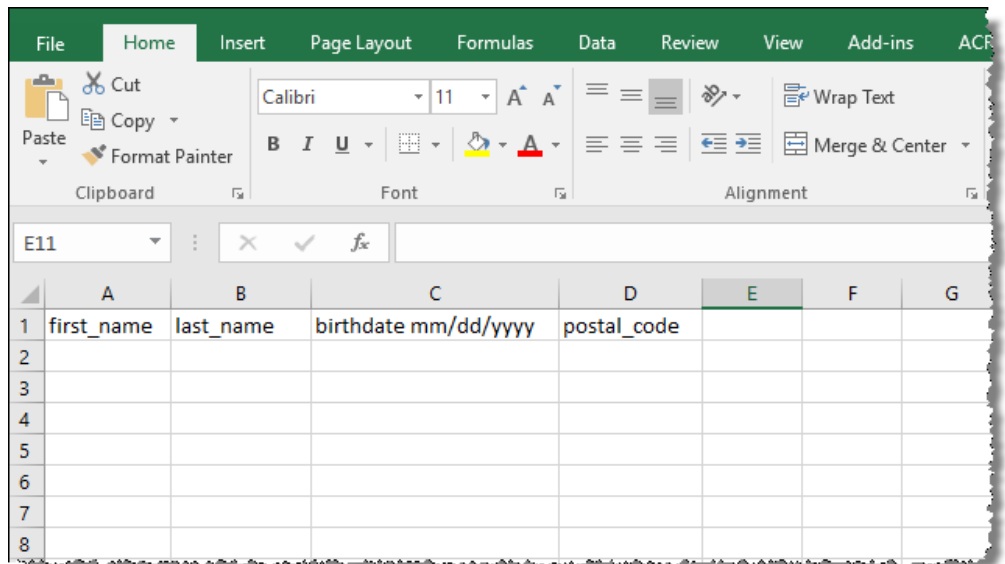
The screenshot shows the 'Bulk Patient Search' form. It has a title 'Bulk Patient Search'. Below the title is a section titled 'How do you want to enter patients?' with two radio buttons: 'Manual Entry' and 'File Upload'. The 'File Upload' radio button is selected.

The **File Upload** search is displayed.

The screenshot shows the 'File Upload' search form. It has a title 'File Upload' and a subtitle 'File Upload'. Below the title is the instruction 'Upload a CSV file that includes patients by first name, last name and date of birth. View Sample file'. There are three buttons: 'Choose a file', 'Choose File', and 'Clear'. Below these buttons is a purple 'Validate Format' button.

7. Click **View Sample File** to download the sample CSV file.

- Open the sample CSV file and complete the required fields.



Notes:

- The patient's complete first name, last name, and date of birth (using the MM/DD/YYYY format) are required.
- You may enter the patient's ZIP code. However, it is not recommended.

- Once you have entered all patient information, save the file to your computer.

Note: When naming your file, do not include spaces.

- Click **Choose File**, then select the file you created in step 9.
- Click **Validate Format** to download a validation report and ensure all records were entered correctly.
- Once you open the validation report, any errors in your data will be listed in the **Errors** column. Please correct the errors and resubmit the corrected file. Note that if the **Errors** column is blank, the data is acceptable.

Examples:

- File with errors:

first_name	last_name	birthdate	postal_code	errors
john		1/1/1950		Last name can't be blank
	smith	1/1/1960		First name can't be blank
sally	smith			Birthdate can't be blank
ronald	smith	1/1/1970		

- *File with no errors:*

first_name	last_name	birthdate	postal_cod	errors
john	smith	1/1/1950		
first_name	last_name	birthdate	postal_cod	errors
adam	smith	1/1/1960		
first_name	last_name	birthdate	postal_cod	errors
sally	smith	1/1/1970		

13. Repeat steps 10-12 until all errors have been corrected. Once all errors have been corrected and your file is validated, or if your file has no errors, continue to step 14.

14. Enter a name for your search session in the **Group Name** field.

Note: *Providing a group name will help you more easily distinguish between searches in the Bulk Patient History tab.*

15. Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.

16. If you wish to include other states in your search, click the checkbox next to the desired state(s) in the PMP Interconnect Search section of the page.

17. Click **Search**.

A message is displayed indicating that your search is being processed.

✓

Success

Your Bulk Request validated successfully and is now being processed. Results can be found in Bulk Patient History tab.

DISMISS

4.4.1 Viewing Bulk Patient Search Results

1. To obtain the results of a Bulk Patient Search, or to view previous searches, click the **Bulk Search History** tab (**Menu > Bulk Patient Search > Bulk Patient History**).

Bulk Patient Search
Bulk Patient History

Bulk Patient Search

How do you want to enter patients?

Manual Entry

File Upload

The **Bulk Search History** page is displayed.

Bulk Patient Search
Bulk Patient History

Bulk Search History

Select a group name to view reports run in that session.

Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
Test Group 2 052918	2	05-29-2018	2	0	0
Test Group 52918	2	05-29-2018	0	0	0

Notes:

- The **Number of Patients** column provides the total number of patients included in your search.
- The **Processing** column provides the total number of searches remaining to be processed. If the number is "0," your search is complete.
- The **Incomplete** column provides the number of patient records that could not be found.
- The **Ready** column provides the number of patient search results available.

2. Click the **Bulk Search Name** to view the results of that search.

The screenshot shows a 'Bulk Patient Summary' page for a group named 'test group'. It includes a 'Back' button, the group name, prescription fill dates (10/14/2015 - 10/14/2017), PMP InterConnect States, and a report preparation time (10/14/2017 12:08 AM). Below this is a table with columns for Patient Full Name, DOB, Prescribers, Dispensers, Prescriptions, Supervisor, and Status. Two patients are listed: 'bob testpatient' and 'dave testpatient', both with a status of 'Ready'.

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
bob testpatient	01/01/1900	3	2	5		Ready
dave testpatient	01/01/1900	5	4	12		Ready

3. Click a patient name to display that patient's search details.

The search details are displayed below the table.

The screenshot shows the search details for 'bob testpatient'. It includes a 'Refresh' button and a 'View' button. The details listed are: Date of Birth: 01/01/1900, Location: PMPI States: Reason: Prescription Fill Dates: October 14, 2015 until October 14, 2017.

bob testpatient	Refresh	View
Date of Birth: 01/01/1900		
Location:		
PMPI States:		
Reason:		
Prescription Fill Dates: October 14, 2015 until October 14, 2017		

4. From this page, you can:

- Click **View** to display the Patient Report.

Note: For more information on viewing report results, please refer to [Viewing a Patient Report](#).

- Click **Refresh** if you are reviewing a previous report and wish to run a current report.

Note: If the Bulk Search History page indicates that all patient records are ready (screenshot a), but you click the search results and a patient's status is displayed as "incomplete" (screenshot b), it is likely that the search returned multiple results for that patient.

(a)

Bulk Search History
Select a group name to view reports run in that session.

Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
Test Group 2 052918	2	05-29-2018	0	0	2
Test Group 52918	2	05-29-2018	0	0	0

(b)

← Back Download PDF

Group Name
Test Group 2 052918

Prescription Fill Dates: 05/29/2017 - 05/29/2018
PMP InterConnect States:
Report Prepared: 05/29/2018 02:44 PM

Bulk Patient Summary
Select a patient to view the report

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
Bob TestPatient	01/01/1900	8	8	19		Incomplete
Test Patient	01/01/1900	5	4	5		Incomplete

To resolve this and view the patient report:

1. Click the patient's name.

The patient search details are displayed.

Bob TestPatient Try Again

Date of Birth: 01/01/1900
Location:
PMPi States:
Reason: Multiple Patient
Prescription Fill Dates: May 29, 2017 until May 29, 2018

2. Click **Try Again**.

The Patient Request page is displayed.

3. Refer to [Multiple Patients Identified](#) to run the report.

4.5 My Rx

If you have a DEA number associated with your AWARxE account, My Rx allows you to run a report that displays the filled prescriptions for which you were listed as the prescriber.

Note: This functionality is only available if you have a DEA number associated with your user profile.

To run the **My Rx** report:

1. Click **Menu > My Rx**.

The **My Rx** search page is displayed.

2. Enter the date range for your search in the **From** and **To** fields using the *MM/DD/YYYY* format.
3. Click the checkbox next to the DEA number(s) for which you wish to run a report.
4. If you wish to search for a specific drug, enter the generic drug name in the **Drug Name** field.
5. Click **Search**.

Your report results are displayed as shown on the following page. If configured by your PMP Administrator, you may click **Download PDF** or **Download CSV** to export your report results.

DEA Number	Prescriber Name	Address	City	State	Zip
JC111119	JORDAN, DOCTOR	456 MAIN ST	LYNDON	KY	40242

Date Written	DEA (Last 4)	Patient	Year of Birth	Drug Name	Days Supply	Pharmacy	Pharmacy Address
10/11/2017	1119	PATIENT, JOSEPH	1972	HYDROCODON-ACETAMINOPHEN 5-325	30	GENERIC PHARMACY	123 PORTER ST LOUISVILLE KY 40202
10/11/2017	1119	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	30	APPRISS PHARMACY	123 MAIN ST LYNDON KY 40242
10/11/2017	1119	PATIENT, DAVE	1985	HYDROCODON-ACETAMINOPHEN 5-325	30	HEALTHY PHARMACY	123 STOUT ST LOUISVILLE KY 40202
10/11/2017	1119	PATIENT, SALLY	1970	HYDROCODON-ACETAMINOPHEN 5-325	30	ONE PHARMACY	123 HOLSOPPLE LYNDON KY 40242
10/11/2017	1119	PATIENT, MALLORY	1980	HYDROCODON-ACETAMINOPHEN 5-325	30	FIRST PHARMACY	123 1ST ST LYNDON KY 40242
10/11/2017	1119	PATIENT, STEVEN	1975	HYDROCODON-ACETAMINOPHEN 5-325	30	ANOTHER PHARMACY	444 HOP ST LOUISVILLE KY 40211

4.6 Patient Alerts

This function displays your available patient alerts.

Note: This section is user role dependent, meaning that certain roles will be unable to view this section.

To access these alerts, click **Menu > Patient Alerts**.

The **Patient Alerts** page is displayed.



Patient Alerts
Select a patient to view more information.

Patient Full Name	DOB	Alert Date	Alert Letter	Delivery Method
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email

- New alerts (i.e., those that have not been viewed) are displayed in **bold** with the word **"NEW"** next to them.
- You can download the letter associated with the alert by clicking **Download PDF**.
- You can view the Patient Request associated with a patient by clicking the patient's name.

5 User Profile

The User Profile section of the PMP AWARxE menu allows you to manage your AWARxE user profile, including:

- [Viewing and updating your profile information](#)
- [Set your default PMP InterConnect states](#)
- [Managing your delegate account\(s\)](#)
- [Updating or resetting your password](#)

5.1 My Profile

My Profile allows you to view your account demographics, including user role, license numbers, etc. as well as update your email address, mobile phone number, healthcare specialty, time zone, and supervisor(s) (if you are a delegate).

Note: If you need to update your personal or employer information (including DEA/NPI/NCPDP numbers), please contact your State Administrator.

To update your account:

1. Click **Menu > My Profile**.

The **My Profile** page is displayed.

The screenshot displays the 'My Profile' page with the following sections and fields:

- My Profile** (Section Header)
- Profile Info** (Section Header) with an **Edit** link.
- Profile Info** fields: Name: Robyn Weaver, Position/Rank, DOB, Primary Contact, DEA Number(s), Controlled Substance #, Professional License #, Type, Employer DEA(s), Employer, Employer Phone, Employer Fax, Primary Work Location, Roles.
- Specialty** (Section Header) with an **Add a Healthcare Specialty** link and a **Browse All** link.
- Specialty** search field: Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc).
- Specialty** checkbox: ★ Designates Primary Specialty.
- Setting** (Section Header) with a **Time Zone** dropdown menu (UTC).
- Contact Information** (Section Header) with a note: Change email address or mobile phone number associated with this profile.
- Contact Information** fields: Current Email: Robyn.Weaver@int, New Email Address, Re-enter New Email Address, Current Mobile Phone Number, New Mobile Phone Number, Re-enter New Mobile Phone Number.
- Supervisors** (Section Header) with a checkbox: I am a delegate for the following people...
- Save Changes** button.

2. Update your information as necessary. The following notes may be helpful in updating your information:

- **Healthcare Specialty:** You can add or update your healthcare specialty in the Specialty section of the page. Search for your specialty by typing a few characters into the **Healthcare Specialty** field or click **Browse All** to view all available specialties and select yours from the list. If you have multiple specialties, you can designate your primary specialty by clicking the star icon to the left of the specialty. To remove a specialty, click the "x" button to the right of the specialty.



Specialty

Add a Healthcare Specialty Browse All

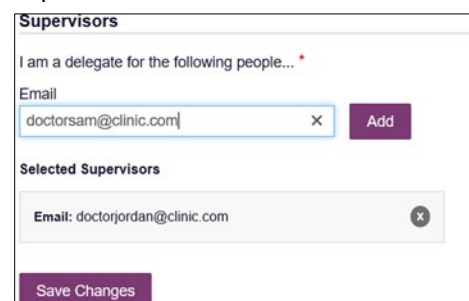
Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)

★ Designates Primary Specialty

★ Allopathic & Osteopathic Physicians

Dermatology

- **Updating Time Zone:** To update your time zone, select the correct time zone from the **Time Zone** drop-down.
- **Adding Supervisors:** If you are a delegate, you may add supervisors to or remove supervisors from your account in the Supervisors section of the page. To add a supervisor, enter the supervisor's email address, and then click **Add**. To remove a supervisor, click the "x" button next to the supervisor.



Supervisors

I am a delegate for the following people... *

Email

doctorsam@clinic.com

Add

Selected Supervisors

Email: doctorjordan@clinic.com

Save Changes

- **Contact Information:** You may update the email address and mobile phone number associated with your account in the Contact Information section of the page.

To update the email address associated with your account, enter the new email address in the **New Email Address** field, then re-enter it in the **Re-enter Email Address** field. Once your changes have been saved, you will receive an email asking you to verify the new email address. Please ensure that you click the link in the verification email to verify your new email address.

To update the mobile phone number associated with your account, enter the new phone number in the **New Mobile Phone Number** field, then re-enter it in the **Re-enter New Mobile Phone Number** field.

Note: You must have a mobile phone number on file to utilize the mobile password reset functionality.

The screenshot shows a form titled "Contact Information" with the subtitle "Change email address or mobile phone number associated with this profile". The current email is "apprisstester+peer_reviewer@gmail.com". There are two columns of input fields: "New Email Address" and "Re-enter New Email Address" on the top row, and "New Mobile Phone Number" and "Re-enter New Mobile Phone Number" on the bottom row. The mobile phone number fields have a placeholder "(###) ###-####".

3. Once you have made all necessary changes, click **Save Changes**.

5.2 Setting Default PMP InterConnect States

Note: At this time, Missouri is unable to utilize this feature due to statutory requirements found in 195.600 RSMo.

PMP AWARxE is configured to integrate with PMP InterConnect to expand your search capabilities when researching a patient's prescription history. This feature allows you to configure states to be selected by default when performing a Patient Request. To set your default PMP InterConnect states:

1. Click **Menu > Default PMPi States**.

The Default InterConnect PMPs page is displayed.

The screenshot shows a page titled "Default InterConnect PMPs". It features a list of states with checkboxes: Alabama, Alaska, California, Delaware, Florida, and Kentucky. A purple "Update Defaults" button is located at the bottom right of the list.

2. Click the checkbox next to the state(s) you would like to be selected by default when performing a Patient Request.
3. Click **Update Defaults**.

Your selections are saved and will be selected by default when you create a Patient Request.

Note: You can de-select default states as necessary—selecting default states does not require you to search for those states every time.

5.2.1 Using PMP InterConnect with a Patient Rx Search

1. When creating a new Patient Request, the list of available PMP InterConnect states is provided at the bottom of the page.

PMP InterConnect Search
To search in other states as well as your home state for patient information, select the states you wish to include in your search

A Arizona
C Colorado Connecticut
I Idaho
K Kansas
M Massachusetts Michigan Minnesota
N New York
O Ohio PMP
R Rhode Island
T Tennessee CSMD
V Vermont

Note: Available states are dependent upon your state's configurations and your user role.

2. Click to select the state(s) from which you wish to obtain results. You may also click **Select All** to select all available states.
3. Once you click **Search**, PMP AWARe submits the request to the selected states' PMP InterConnect systems. Results from those states are then blended into the final Patient Report.

Notes:

- The report does not separate prescription information on a state-by-state basis. It incorporates all information from all sources into a single report.
- Only an exact name match will return results from interstate searches. There will not be a multiple patient pick list displayed for patients who do not have an exact name match.

5.3 Delegate Management

If you are a supervisor, the Delegate Management function allows you to approve or reject new delegates or remove existing delegates from your account.

5.3.1 Approving and Rejecting Delegates

If a user registers as a delegate and selects you as their supervisor, you will receive email notification that a delegate account is pending your approval.

Note: If the request is not acted upon, the system will send follow-up emails advising you that action is still required.

Once you have received the email notification:

1. [Log in to PMP AWARxE](#).
2. Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	04/06/2018	
Adam	Delegate	Prescriber Delegate - Unlicensed	Approved	04/06/2018	04/11/2018

Note: New delegates are identified with a status of "Pending."

3. Click the delegate's name to display their information in the detail card at the bottom of the page.

Jordan Delegate Approve Reject

<p>Role: Prescriber Delegate - Unlicensed Phone: 5028155584 Email: jrcrawford23@yahoo.com (Unverified) Address: 10401 Linn Station Rd Louisville, KY 40223 Date of Birth: 01/01/1901</p>	<p>Delegate (pending)</p> <p>Personal DEA</p> <p>National provider (invalid)</p>	<p>4 Supervisors</p> <ul style="list-style-type: none"> Jordan Crawford (pending) jrcrawford@appriss.com Jordan Admin (rejected) jrcrawford+admin2@appriss.com
--	---	---

4. Click **Approve** to approve the delegate;
- Or
5. Click **Reject** to reject the delegate. If rejected, the delegate will be removed.

5.3.2 Removing Delegates

If you need to remove a delegate from your account:

1. Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	04/06/2018	
Adam	Delegate	Prescriber Delegate - Unlicensed	Approved	04/06/2018	04/11/2018

2. Click the delegate's name to display their information in the detail card at the bottom of the page.
3. Click **Remove**.

Upon removal, the delegate's status will be returned to "Pending." The delegate is not removed from your delegate list.

Notes:

- If you need to add the user again at a later date, select the former delegate, then click **Approve** to add them to your account.
- If you need to completely dissociate a delegate from your account, select the former delegate, then click **Reject**. Rejecting a delegate will remove them from your account.
- It is your responsibility to regularly maintain your delegate list and remove access if it is no longer necessary.

5.4 Password Management

Your AWARe password expires every 90 days. There are two ways you can manage your password:

1. You can proactively change your password within the application before it expires by [updating your current password](#).
2. If your password has already expired, or if you have forgotten your password, you can [reset your password](#). Note that you can reset your password via email or mobile phone (if you have a mobile phone number on file; please refer to the [My Profile](#) section of this document for instructions on adding a mobile phone number to your account).

5.4.1 Updating a Current Password

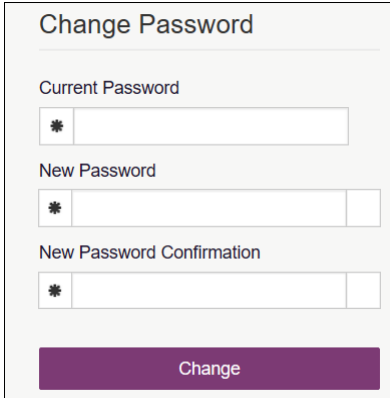
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

Note: This functionality requires that you know your current password and are logged into PMP AWARe.

To update your password:

1. Click **Menu > Password Reset**.

The Change Password page is displayed.



The screenshot shows a 'Change Password' form with the following fields:

- Current Password: [input field with asterisk icon]
- New Password: [input field with asterisk icon]
- New Password Confirmation: [input field with asterisk icon]

At the bottom of the form is a purple button labeled 'Change'.

2. Enter your current password in the **Current Password** field.

3. Enter a new password in the **New Password** field, then re-enter it in the **New Password Confirmation** field. The password guidelines are provided below.

Passwords must contain:

- *At least eight (8) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) number*
- *One (1) special character such as !, @, #, \$, etc.*

You may not use any of your last 12 passwords.

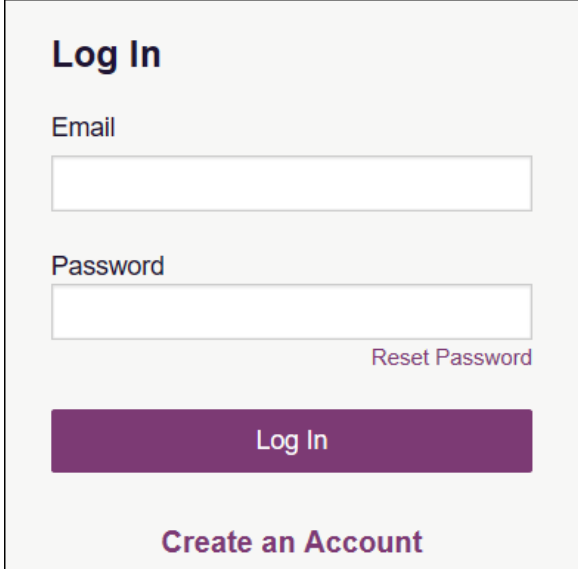
4. Click **Change**.

Your password is updated, and you will use the new password the next time you log in to the system.

5.4.2 Resetting a Forgotten Password

1. If you have forgotten your password or your password has expired, navigate to <https://missouri.pmpaware.net>.

The Log In page is displayed.



2. Click **Reset Password**.

The Reset Password page is displayed.

3. Enter the email address associated with your account, then click **Continue**.

You will be prompted to select how you want to reset your password.

4. Select whether you would like to reset your password via a code texted to your mobile phone or via an email containing a link to reset the password.

Note: Resetting your password via mobile phone requires that you have a mobile phone number stored in the system. Please refer to [My Profile](#) for information on adding your mobile phone number to your account. If you do not have a mobile phone number stored in the system, and you cannot remember your password or it has expired, please select the email option.

5. Click **Continue**.
 - a. If you selected the mobile phone option, a verification code is sent to your mobile phone, and you are prompted to enter that code.

Once you have received the verification code, enter it, then click **Continue**.

OR

- b. If you selected the email option and the email address you provided is valid and registered, you will receive an email containing a link to reset your password. Once you have received the email, click the link.

Once you have entered the verification code or clicked the link in the email, the Change Password page is displayed.

6. Enter a new password in the **New Password** field, then re-enter it in the **New Password Confirmation** field. The password guidelines are provided below.

Passwords must contain:

- *At least eight (8) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, \$, etc.*

You may not use any of your last 12 passwords.

7. Click **Change**.

Your password is updated, and you will use the new password the next time you log in to the system.

Notes:

- *If you use the mobile reset option, the validation code is only active for 20 minutes. In addition, only the most recent code is valid (e.g., if you requested a validation code twice, only the second code would be valid).*
- *If you use the email option, the password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1–5 to generate a new password reset email.*
- *Per our security protocol, PMP AWARe will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:*
 1. *Ensure you entered a valid email address.*
 2. *Check your Junk, Spam, or other filtered folders for the email.*
 3. *If the email address is correct but you have not received the email, contact your PMP Administrator to request a new password or determine what email address is associated with your account.*
 4. *Add the following email addresses and domains to your contacts list, or contact your organization's IT support to have them added as safe senders:*
 - (a) no-reply-pmpaware@globalnotifications.com
 - (b) globalnotifications.com
 - (c) amazonses.com

6 Assistance and Support

6.1 Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

- Contact Bamboo Health at 1-844-947-8526;
OR
- Create a support request at the following URL:
<https://pmpawarxe.zendesk.com/hc/en-us/>

Technical assistance is available 24 hours per day, 7 days per week, 365 days per year.

6.2 Administrative Assistance

If you have non-technical questions about the Missouri PDMP, please contact:

PDMP Executive Director

Phone: 573-526-9848

Email: dean.linneman@oa.mo.gov

7 Document Information

7.1 Disclaimer

Bamboo Health has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information is subject to change.

7.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0		N/A	N/A; initial publication

Appendix A: NarxCare

Introduction to NarxCare

All authorized users have access to an advanced patient support tool called NarxCare. In addition to the existing functionality and the current patient PMP report, NarxCare offers a representation of the PMP data in an interactive format to help physicians, pharmacists, and care teams access and more quickly and easily comprehend the data to aid in clinical decisions and provide improved patient safety and outcomes. NarxCare also provides tools and resources that support patients' needs and connects them to treatment, when appropriate.

With this platform, healthcare providers have access to all of the features and functions of NarxCare with a consistent look and feel for users who access the solution through the web portal. It also enables delivery of NarxCare within Electronic Health Records (EHR) and Pharmacy Management Systems for those prescribers and dispensers who choose to access NarxCare through integration within their healthcare IT system.

This appendix is intended to provide an overview of the NarxCare platform and provides a breakdown of the report.

Why NarxCare?

NarxCare is a platform that helps clinicians identify, prevent, and manage substance use disorder (SUD). We know that safe prescribing practices must be part of a multi-dimensional response to this public health crisis. The NarxCare platform assists providers and pharmacies with identifying patients who may be at risk for prescription drug addiction and provides resources that clinicians can utilize to ensure that patients can be provided with the care they need. The NarxCare platform is user friendly, fast, easily integrated into a patient's electronic medical record, and interoperable with other states. We view NarxCare as an important component in our response to the current opioid crisis.

How Does NarxCare Work?

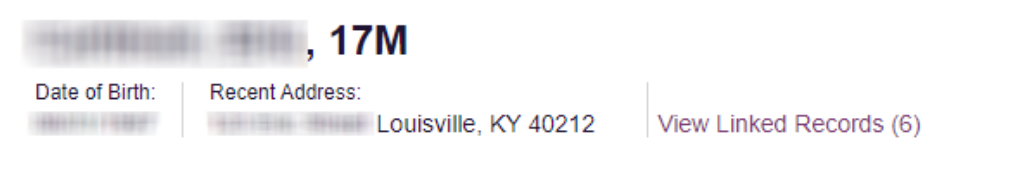
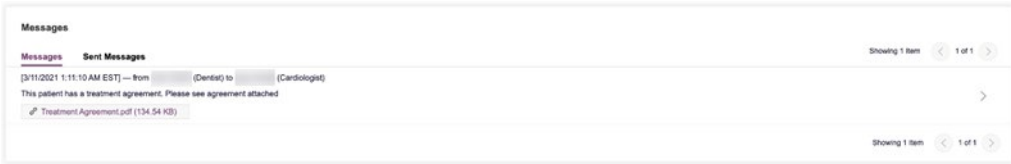
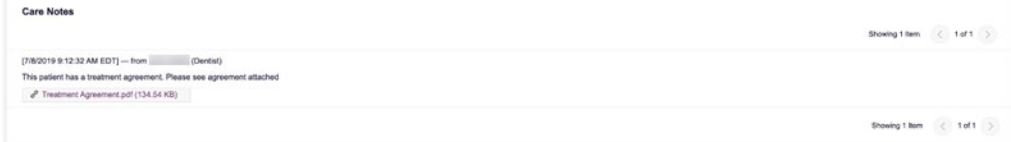

NarxCare aggregates historical and active PMP prescription data and presents color-coded, interactive, visual representations of the data. In addition, the NarxCare report has a **Resources** section that includes a Medical Assistance Treatment (MAT) locator and CDC educational resources. These resources can be used to help patients who are in need, in a meaningful way.

Who Has Access to NarxCare?

NarxCare is available to authorized end users, whether they are accessing NarxCare via the web portal or an integrated EHR system or pharmacy software.

NarxCare Layout

The NarxCare report interface is displayed as tiles containing specific prescription information. The tiles displayed may vary depending on the display configured by your PMP administrator. The following overview provides common tiles you may see on your report.

Header	
Messages	
Care Notes	
Scores & Indicators	

RX Graph

RX Graph

Narcotic
 Buprenorphine
 Sedative
 Stimulant
 Other
 [Learn how to use graph](#)

All Prescribers

Prescribers

- 9 - Sharon Marsh
- 7 - Trey Parker
- 6 - Wendy Testaburger
- 5 - Trey Parker
- 4 - Matt Stone
- 3 - Kenny McCormick
- 2 - Mikay Mackey, MD
- 1 - Randy Marsh

Timeline: 11/20 2m 6m 1y 2y

Disclaimer

RX Summary

Morphine Milligram Equivalent Prescribed Over Time

Last 30 Days Last 60 Days Last 90 Days Last 1 Year Last 2 Years

34 MME per Day Avg
340 MME per Rx

Disclaimer

Lorazepam MgEq (LME) Prescribed Over Time

Last 30 Days Last 60 Days Last 90 Days Last 1 Year Last 2 Years

0.5 LME Per Day Avg
15 LME mg Per Rx

Disclaimer

Buprenorphine (mg) Prescribed Over Time

Last 30 Days Last 60 Days Last 90 Days Last 1 Year Last 2 Years

2 mg Per Day Avg
60 Avg mg Per Rx

Disclaimer

RX Summary

Summary	Opioids* (excluding Buprenorphine)	Buprenorphine*
Total Prescriptions	70	137
Total Private Pay	3	55.00
Total Prescribers	8	30
Total Pharmacies	8	8

RX Summary Expanded

Narcotics (excluding Buprenorphine)		Buprenorphine		Sedatives		Stimulants	
30 Day Avg. MME	34.00	30 Day Avg. mg/day	2.00	30 Day Avg. LME	0.50	30 Day Avg. mg/day	0.00
90 Day Avg. MME	25.72	90 Day Avg. mg/day	1.29	90 Day Avg. LME	0.50	90 Day Avg. mg/day	0.00
Rx Count/12 Months	3	Rx Count/12 Months	1	Rx Count/12 Months	1	Rx Count/12 Months	1
Prescriber #/6 Months	3	Prescriber #/6 Months	1	Prescriber #/6 Months	1	Prescriber #/6 Months	1
Pharmacy #/6 Months	2	Pharmacy #/6 Months	1	Pharmacy #/6 Months	1	Pharmacy #/6 Months	1
Current Quantity	137	Current Quantity	48	Current Quantity	22	Current Quantity	9

Prescription Detail

Prescriptions

Total: 70 | Private Pay: 3

Showing 1-15 of 70 Items | View 15 Items | 1 of 5

Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	90.00	40	We Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO
10/31/2014	10/28/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0	-	-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0	-	-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc		Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sl-Oxycodone/amp 5/325 Tab	90.00	22	Ma Sto		Wal (0992)	1	30.68 MME	Military/VA	CO

Providers	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Providers Column Settings</p> <p>Total: 8 Showing 1-8 of 8 Items View 15 Items < 1 of 1 ></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Name</th> <th>Address</th> <th>City</th> <th>State</th> <th>Zipcode</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Wegmans (2682)</td> <td>1501 N. Hwy 160 (2682)</td> <td>North Park</td> <td>CO</td> <td>41113</td> <td>(225) 212-4800</td> </tr> <tr> <td>Wegmans (2682)</td> <td>1701 (2682) (2682) (2682)</td> <td>South Park</td> <td>CO</td> <td>80134</td> <td>(225) 212-4800</td> </tr> <tr> <td>Wegmans (2682)</td> <td>1228 (2682) (2682)</td> <td>South Park</td> <td>CO</td> <td>80134</td> <td>-</td> </tr> <tr> <td>Wegmans (2682)</td> <td>1701 (2682) (2682)</td> <td>North Park</td> <td>CO</td> <td>85134</td> <td>-</td> </tr> <tr> <td>Wegmans (2682)</td> <td>1501 (2682) (2682)</td> <td>South Park</td> <td>CO</td> <td>80434</td> <td>-</td> </tr> <tr> <td>Wegmans (2682)</td> <td>1501 (2682) (2682)</td> <td>South Park</td> <td>CO</td> <td>80134-4321</td> <td>-</td> </tr> <tr> <td>Wegmans (2682)</td> <td>1228 (2682) (2682)</td> <td>South Park</td> <td>CO</td> <td>80134</td> <td>(225) 212-4800</td> </tr> <tr> <td>Wegmans (2682)</td> <td>1501 (2682) (2682)</td> <td>South Park</td> <td>CO</td> <td>80134</td> <td>-</td> </tr> </tbody> </table> <p style="text-align: right;">Showing 1-8 of 8 Items View 15 Items < 1 of 1 ></p> </div>	Name	Address	City	State	Zipcode	Phone	Wegmans (2682)	1501 N. Hwy 160 (2682)	North Park	CO	41113	(225) 212-4800	Wegmans (2682)	1701 (2682) (2682) (2682)	South Park	CO	80134	(225) 212-4800	Wegmans (2682)	1228 (2682) (2682)	South Park	CO	80134	-	Wegmans (2682)	1701 (2682) (2682)	North Park	CO	85134	-	Wegmans (2682)	1501 (2682) (2682)	South Park	CO	80434	-	Wegmans (2682)	1501 (2682) (2682)	South Park	CO	80134-4321	-	Wegmans (2682)	1228 (2682) (2682)	South Park	CO	80134	(225) 212-4800	Wegmans (2682)	1501 (2682) (2682)	South Park	CO	80134	-
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NarxCare helps providers make better-informed decisions when it comes to identifying, preventing, and managing substance use disorders. An overview of each section can be found below.

NarxCare Report Details

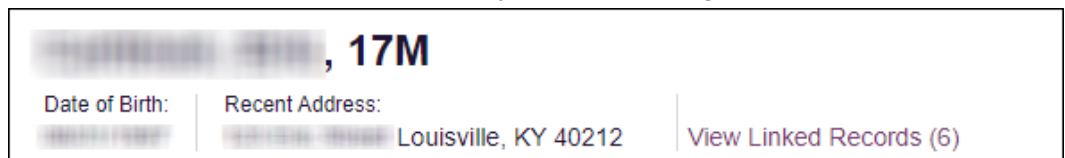
Report Header

The NarxCare Report page heading contains several report and account-level controls:

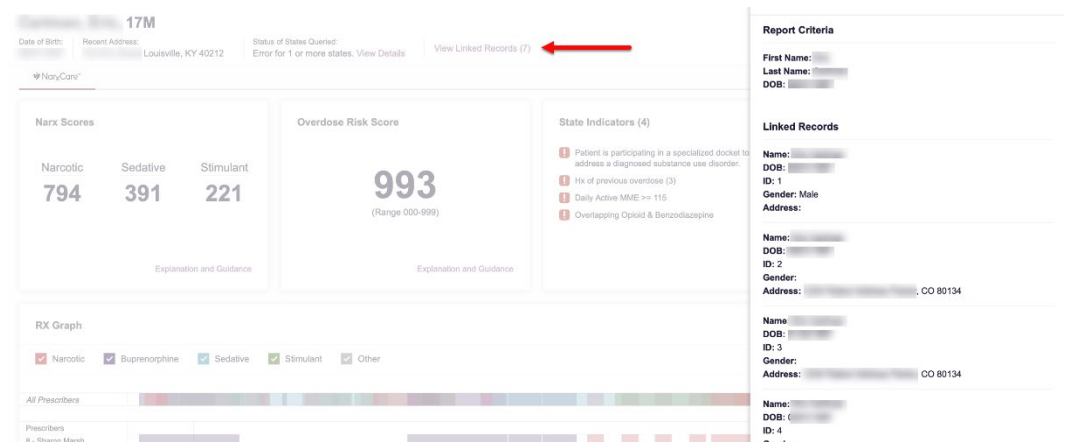
- Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWARe. For NarxCare users, the menu, which is shown on the following page, contains additional training links as well as a link to the NarxCare user guide. You can click your username for quick access to account management options such as **My Profile**, **Delegate Management**, and **Password Reset**.

Home Dashboard PMP Announcements Quick Links	Data Consolidation Rx Management Account	RxSearch Patient Request Bulk Patient Search Requests History Requests Processing Requests Approval MyRx Prescriber Report Patient Alerts	Insight New Reports Reports History Reports Processing	User Profile My Profile Default PMPI States Delegate Management Password Reset Log Out
Training NarxCare Overview Narx Scores Overdose Risk Score Communications User Guide Communications Quick Start AWA/Rx/E/NarxCare User Guide Lorazepam Milligram Equivalents Help	PDMP Links Become a Buprenor... Applying for your...			

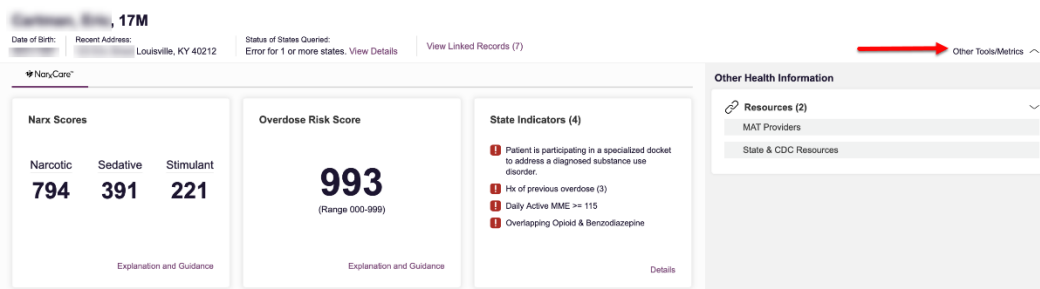
- Patient identifying information:** The patient’s name, age in years, and gender are displayed as the report header above the report tiles. Additional patient information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through the report.



You can click **View Linked Records** to display all records linked to the selected patient.



- **Other Tools/Metrics:** You can click on the **Other Tools/Metrics** drop-down, located on the right side of the page, to display the **Resources** link, which contains links to MAT providers and State & CDC resources that may be useful in managing patient referrals or reviewing CDC guidelines. Please refer to the [Other Tools/Metrics](#) section of this appendix for more information on these resources.



Report Body

The information in the body of the NarxCare Report is aimed at rapidly raising awareness of potential risk and prescription use patterns, and when required, individual prescription detail. This information is presented as tiles, many of which are interactive and will display additional information upon clicking or hovering over links and graphs within the individual tiles.

Note: The list of tiles described below is not comprehensive; it provides a list of the most common tiles. You may not see all of the tiles described below; however, you may also see additional tiles not described below. The tiles displayed to you are configured by your PMP administrator.

- **Scores and additional risk indicators:** The NarxCare Report includes a series of type- specific use scores, NarxCare Scores, Overdose Risk Score, and Additional Risk Indicators, which are located in the Risk Indicators section of the report. These scores and other elements are often automatically returned to the requesting system as discrete data. Requesting systems receiving such data can choose to display the scores within the native electronic health record or pharmacy management system, and many systems choose to display this data in the patient header, face sheet, or alongside patient vital signs.

Note: Please refer to the *NarxCare Scores* and *Additional Risk Indicators* sections of this document for more information on those scores and indicators.



- **State Indicators:** The State Indicators tile displays Clinical Alerts as configured by your PMP Administrator. The Clinical Alerts feature delivers custom alerts and notifications to prescribers to alert them when patients meet or exceed the specified thresholds.

***Note:** The alerts that are available to you and the thresholds associated with those alerts are configured by your PMP Administrator. The Clinical Alerts that may be displayed in this section are listed in the table below.*

Alert Type	Description
Prescriber & Dispenser Thresholds	Generates an alert when the number of prescribers and dispensers specified by your PMP Administrator is met or exceeded within a set time period
Daily Active MME Threshold	Generates an alert when the daily active morphine milligram equivalent (MME) is greater than or equal to the value specified by your PMP Administrator
Opioid & Benzodiazepine Threshold	Generates an alert when opioids and benzodiazepines are prescribed within the time period set by your PMP Administrator
Daily Active Methadone Threshold	Generates an alert when the daily active MME for methadone is greater than or equal to the value specified by your PMP Administrator
Opioid Consecutive Days Threshold	Generates an alert when opioids have been received daily for longer than the time period set by your PMP Administrator

- If configured by your PMP Administrator, this section may also display below-threshold alerts indicating that the patient has not met or exceeded the thresholds associated with that alert.
- Alerts for thresholds that have been met or exceeded are displayed in **red**.
- Alerts for thresholds that have not been met (below-threshold alerts) are displayed in **gray**.

State Indicators (4)

- ! Patient is participating in a specialized docket to address a diagnosed substance use disorder.
- ! Hx of previous overdose (3)
- ! Daily Active MME >= 115
- ! Overlapping Opioid & Benzodiazepine

[Details](#)

You can view a detailed description of the Clinical Alerts displayed in this section by clicking the **Details** link located below the alerts. Once you click this link, the alert details module is displayed.

Additional Indicators Print

An additional risk indicator assessment reveals the following concerns for [REDACTED]

! Exceeds Daily Active MME Threshold	Description Please note that this person has received controlled substances prescriptions equal to or greater than 115 MME/D. This equals or exceeds the threshold of 45 MME/D. Patient's Counts 115 Alert Thresholds 45 Alert Date: 8/23/2021
! Exceeds Opioid & Benzodiazepine Threshold	Description Please note that this person has received controlled substances prescriptions for both an Opioid and a Benzodiazepine within the same time period. Below Daily Active Methadone Threshold Prescription Counts Opioid: 4 Benzodiazepine: 1 Alert Date: 8/23/2021

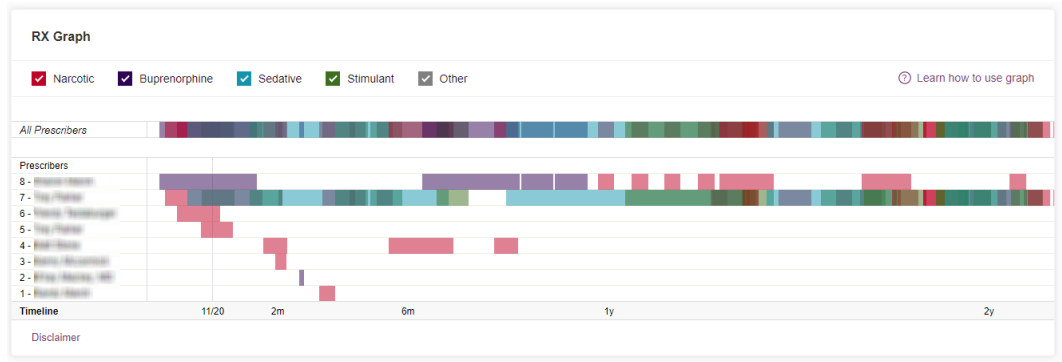
[Close](#)

Notes:

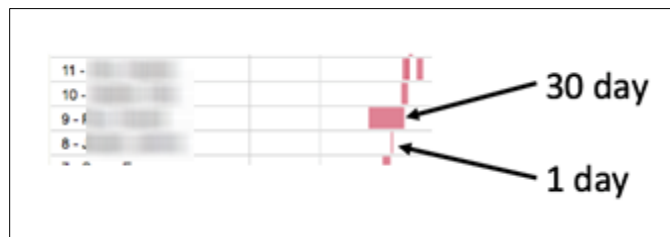
If configured by your PMP Administrator, this module may also display an Explanation section containing additional information, provided by the PMP Administrator, about why you are receiving this alert.

These alerts and indicators may corroborate any concerns raised by the patient's prescription information. In all cases, if a provider determines that inappropriate risk exists for a patient, they should seek additional information, discuss the risk concern with the patient, and choose appropriate medical care options that are in the best interest of the patient.

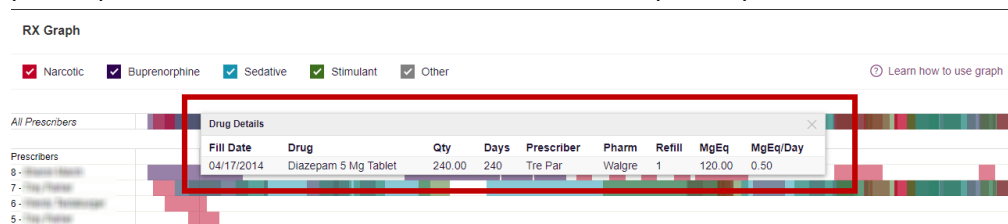
- **Rx Graph:** The Rx Graph tile allows you to rapidly see important patterns and levels of use.



- Prescriptions are color coded and can be selected or deselected at the top of the graph.
 8. Narcotics (opioids) = red
 - Buprenorphines = purple
 - Sedatives (benzodiazepines, sleep aids, etc.) = blue
 - Stimulants = green
 - Other = grey
- The Rx Graph is reverse time ordered, meaning that the most recent prescriptions are displayed on the left side of the graph and the oldest are displayed on the right.
- Each pixel in the graph represents one day; therefore, a 30-day prescription is represented by a rectangle about 1 cm wide and a 1–3-day prescription appears as a narrow vertical bar.

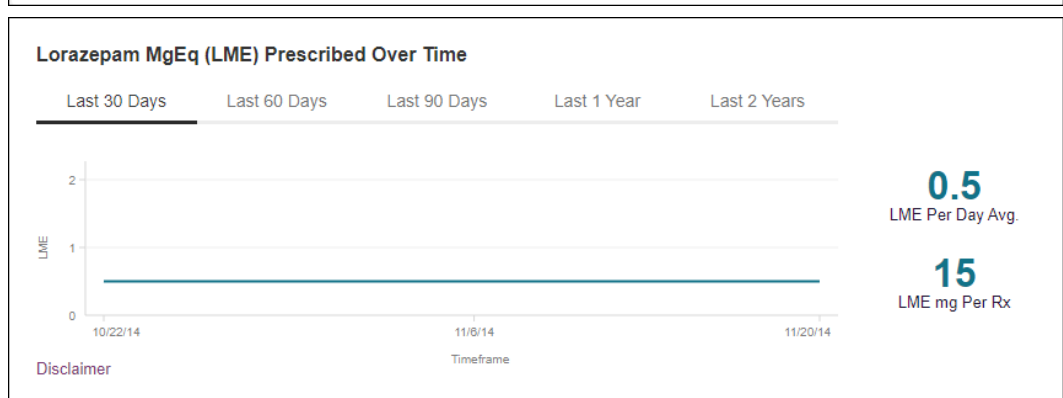
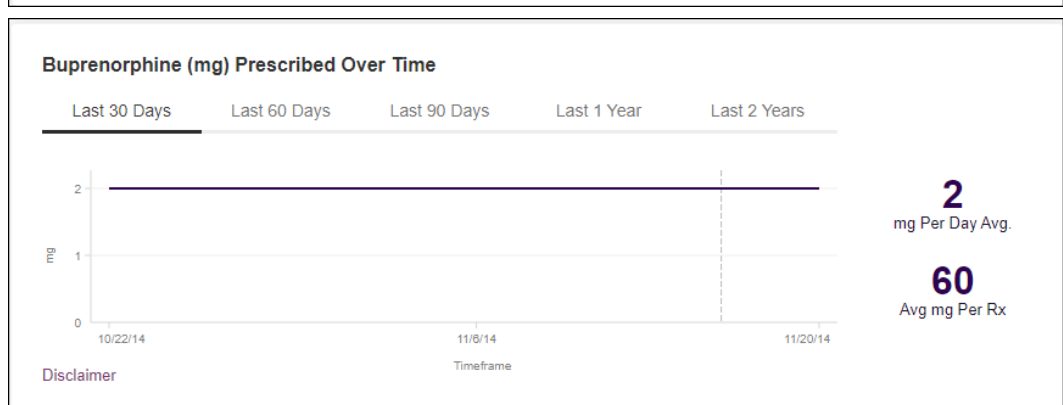
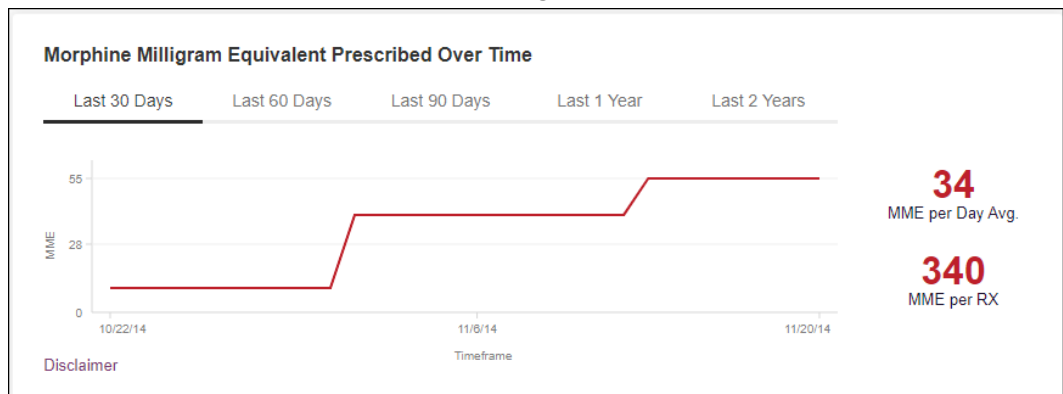


- The Rx Graph is interactive. You can click on a prescription to view information for that prescription, or you can click and drag over multiple prescriptions to view information for the selected prescriptions.

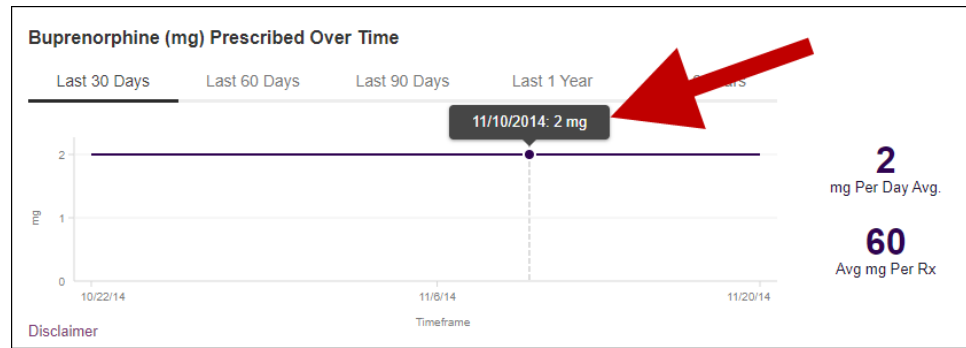


- **Other graphs:** If configured by your PMP administrator, the Morphine Milligram Equivalent Prescribed Over Time, Buprenorphine (mg) Prescribed Over Time, and Lorazepam MgEq (LME) Prescribed Over Time tiles may also

be included on the report. These tiles contain graphs that provide a quick longitudinal view of daily MME, buprenorphine, and LME. Abrupt changes in these factors are often due to overlapping prescriptions.



- You can hover over the timeline in all of these graphs to display information for a specific day.



- You can customize the length of time for which you wish to view information by clicking **Last 30 Days** (displayed by default), **Last 60 Days**, **Last 90 Days**, **Last 1 Year**, or **Last 2 Years** at the top of each graph.

Prescription Detail

Each prescription dispensed to the patient is presented in the Prescriptions tile. If desired, you can use the arrows next to each column header (↕) to sort the table by that column. You can also hover your cursor over a prescriber or pharmacy to view additional information such as prescriber or pharmacy full name, address, and DEA number.

Prescriptions													Column Settings		
Total: 70 Private Pay: 3													Showing 1-15 of 70 Items	View 15 Items	1 of 5
Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP			
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes	11/13/2014	Cos (3475)	0	15.00 MME	-	CO			
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par	11/01/2014	Wai (2435)	1	30.00 MME	-	CO			
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	10/31/2014	Wai (2435)	0	-	-	CO			
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar	10/10/2014	Kp (F123)	0	2.00 mg	-	IN			
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par	10/05/2014	Wai (2435)	0	10.00 MME	-	CO			
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par	09/17/2014	Wai (2435)	0	75.00 MME	-	CO			
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par	09/17/2014	Wai (2435)	0	-	-	CO			
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc	09/13/2014	Cos (3475)	0	22.50 MME	-	CO			
09/12/2014	09/10/2014	2	Sk-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto	09/12/2014	Wai (6992)	1	30.68 MME	Military/VA	CO			
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac	08/28/2014	Som (2682)	0	8.00 mg	Private Pay	CO			
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar	07/30/2014	Cos (3475)	0	15.00 MME	Military/VA	CO			
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par	07/12/2014	Wai (6992)	0	7.50 MME	-	CO			
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophin 10-325	90.00	15	Tr Par	07/02/2014	Wai (6992)	0	60.00 MME	Indian Nat	CO			
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	06/30/2014	Wai (6992)	0	-	Other	CO			
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophin 10-325	90.00	15	Tr Par	06/07/2014	Wai (6992)	1	60.00 MME	Comm Ins	CO			

Provider and Pharmacy Detail

Provider and pharmacy information, including full name, address, and DEA number (if applicable), is presented in the Providers and Pharmacies tiles.

Providers Column Settings

Total: 8 Showing 1-8 of 8 Items View 15 Items < 1 of 1 >

Name	Address	City	State	Zipcode	Phone
[Redacted]	1801 N. [Redacted]	North Park	CO	41113	[Redacted]
[Redacted]	1700 S. [Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	1200 E. [Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	North Park	CO	85134	[Redacted]
[Redacted]	100 N. [Redacted]	South Park	CO	80434	[Redacted]
[Redacted]	1000 E. [Redacted]	South Park	CO	80134-4321	[Redacted]
[Redacted]	1200 E. [Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	-

Showing 1-8 of 8 Items View 15 Items < 1 of 1 >

Pharmacies Column Settings

Total: 8 Showing 1-8 of 8 Items View 15 Items < 1 of 1 >

Name	Address	City	State	Zipcode	Phone
[Redacted]	100 [Redacted]	North Park	CO	43621	[Redacted]
[Redacted]	1000 [Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	100 [Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	1000 [Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	1000 [Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	100 [Redacted]	East Park	CO	80444	[Redacted]
[Redacted]	100 [Redacted]	East Park	CO	80441	[Redacted]
[Redacted]	[Redacted]	Sodosopa	CO	80445	-

Showing 1-8 of 8 Items View 15 Items < 1 of 1 >

Other Tools/Metrics

Resources

The **Resources** link provides easy access to treatment locators and State & CDC documents.

The screenshot shows the NarxCare interface for a patient with 17M prescriptions. It includes sections for Narx Scores (Narcotic: 794, Sedative: 391, Stimulant: 221) and State Indicators (4). A dropdown menu titled 'Resources (2)' is open, showing 'MAT Providers' and 'State & CDC Resources' (highlighted with a red box).

- **MAT Providers:** The MAT Providers pop-up window locates the 30 closest providers who are listed in the Substance Abuse and Mental Health Services Administration (SAMHSA) buprenorphine treatment locator database.

MAT Providers ✕

Find the 30 closest MAT providers for this patient. The patient's zip code is pre-populated if available.
[View more information about the treatment locator.](#)

Zip Code







The patient's zip code is pre-populated but can be edited. Click **Submit** to generate a PDF that can be viewed and printed.

This data is provided by the Substance Abuse and Mental Health Services Administration (SAMHSA). View more information about the treatment locator [here](#).

- **State & CDC Resources:** The State & CDC Resources pop-up window, which is shown on the following page, provides a series of State & CDC documents pertaining to both providers and patients that can be referenced quickly.

State & CDC Resources ✕

Click the associated link and print.
View more information about resources.

<p>What You Need to Know</p>  <p>Prescription Opioids: What You Need to Know (PDF)</p> <p>Pocket Guide: Tapering</p> 	<p>Opioids and Chronic Pain</p>  <p>Promoting Safer and More Effective Pain Management (PDF)</p> <p>Fact Sheet</p> 	<p>Pregnancy and Opioids</p>  <p>Pregnancy and Opioids Pain Management (PDF)</p> <p>Checklist *</p> 
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To assist providers in educating their patients, printable CDC pamphlets are also available. In addition to CDC-provided resources in coordination with the Bureau of Substance Addiction Services (BSAS), will also be available. More information about the CDC resources can be found [here](#).

Appendix B: Communications Module

Clinicians need the ability to recognize and call attention to important medical events, such as mitigating or exacerbating factors, on a patient's PMP report. The NarxCare system's Communications Module is designed to meet this need. When this module is enabled, clinician-to-clinician messaging and the ability to add Care Notes to a record are available within the Narx Report.

- Clinician-to-clinician messaging allows clinicians to securely communicate and share information regarding a patient in their care. This direct messaging feature is available only in NarxCare, not in the PMPs themselves, and permits the exchange of information between verified PMP users regarding a single patient under the care of multiple clinicians.
- Care Notes is a clinician-only feature that allows specific, clinically relevant notes or events to be appended to a patient's PMP record. These notes are visible only on the PMP report and to clinicians who have the Communications Module enabled.

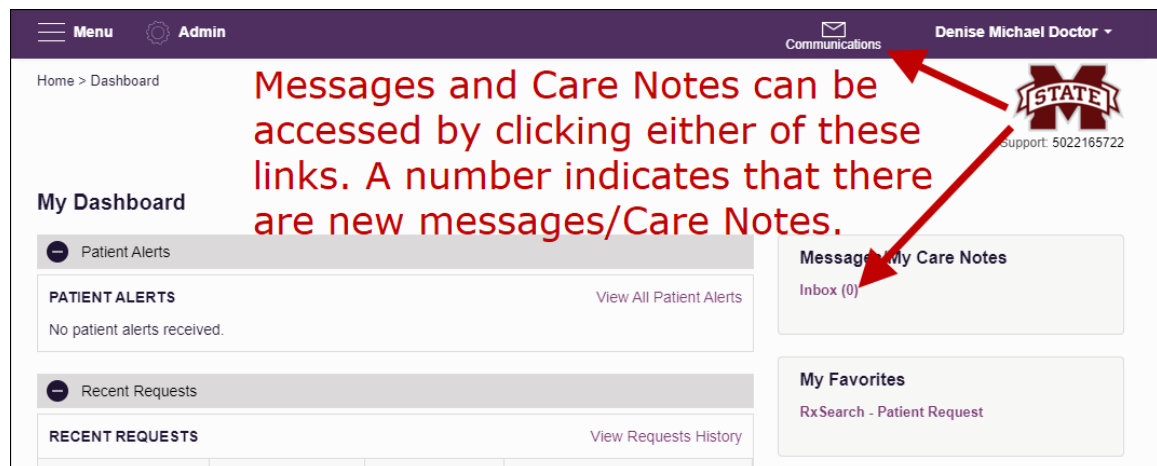
Note: To have the Communications Module enabled, clinicians must meet specific requirements such as having a unique personal ID (e.g., DEA number) and not sharing that ID with other clinicians (e.g., within an institutional setting).

This appendix describes how to create and view Care Notes and clinician-to-clinician messages within the Narx Report.

Accessing Your Inbox

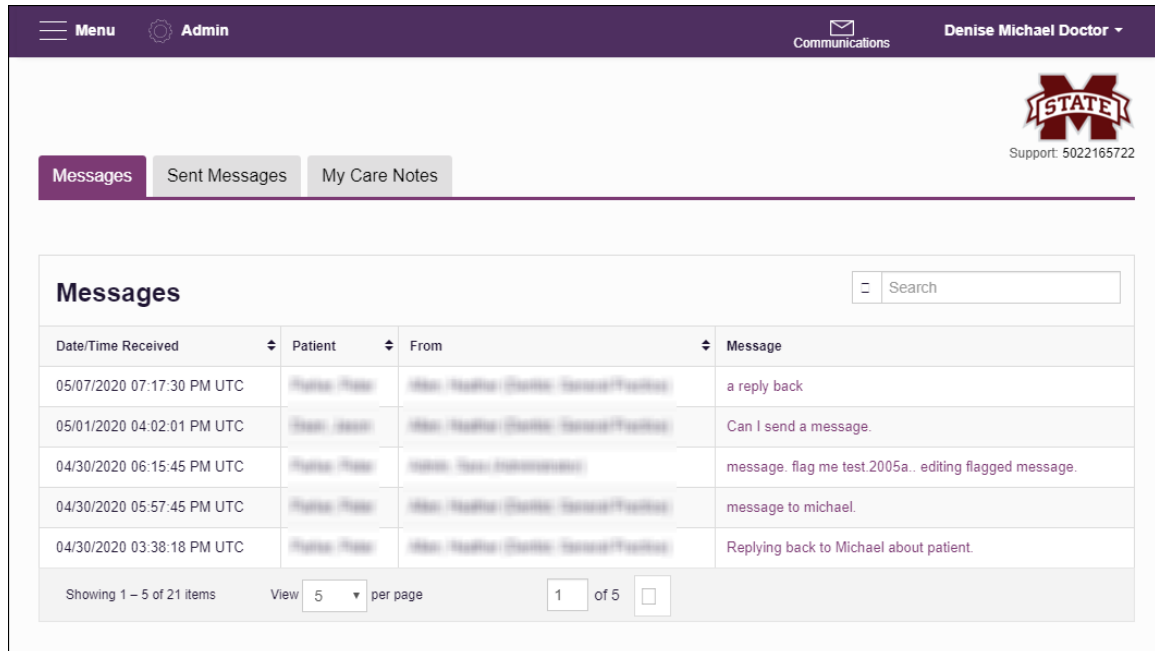
Clinician-to-clinician messages and Care Notes are stored in your inbox, which can be accessed by:

- Clicking **Inbox** from the Messages/My Care Notes section of your dashboard;
- Clicking the **Messages** link on the menu bar.



New messages and/or Care Notes are indicated by a number (i.e., the number of new messages) next to the **Inbox** link in the Messages/My Care Notes section of your dashboard and on the **Messages** link on the menu bar.

Once you have clicked either link, your inbox is displayed.



Your inbox contains two tabs: [Messages](#) and [My Care Notes](#). The **Messages** tab is displayed by default. Note that both messages and Care Notes are contained within the Narx Report; therefore, when viewing messages/Care Notes, you are accessing the Narx Report for the patient indicated in the **Patient** column.

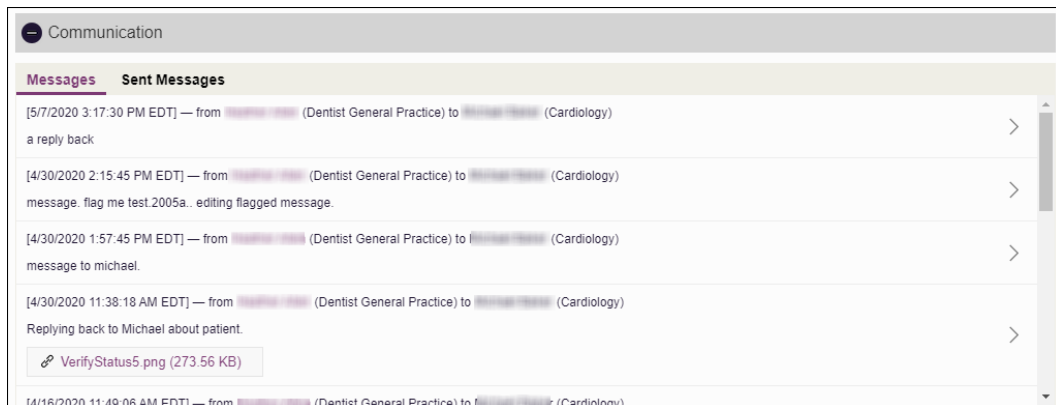
You can manage how many messages or Care Notes are displayed at any given time by changing the number in the **View** field at the bottom of the list. You can also use the arrows to navigate through your messages/Care Notes.



- **Messages.** The **Messages** tab displays the date and time the message was received, the patient who is the subject of the message, the user who sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top. New messages are displayed in **bold** until viewed.

Click the link in the **Message** column to view the message.

The Narx Report for that patient is displayed, and you are automatically directed to the Messages section of the report.

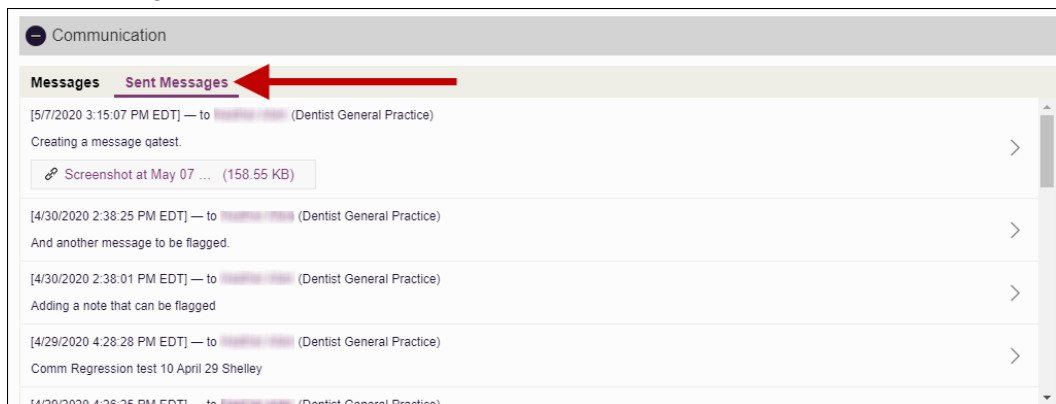


Refer to [Clinician-to-Clinician Messaging](#) for information on responding to messages and creating new messages.

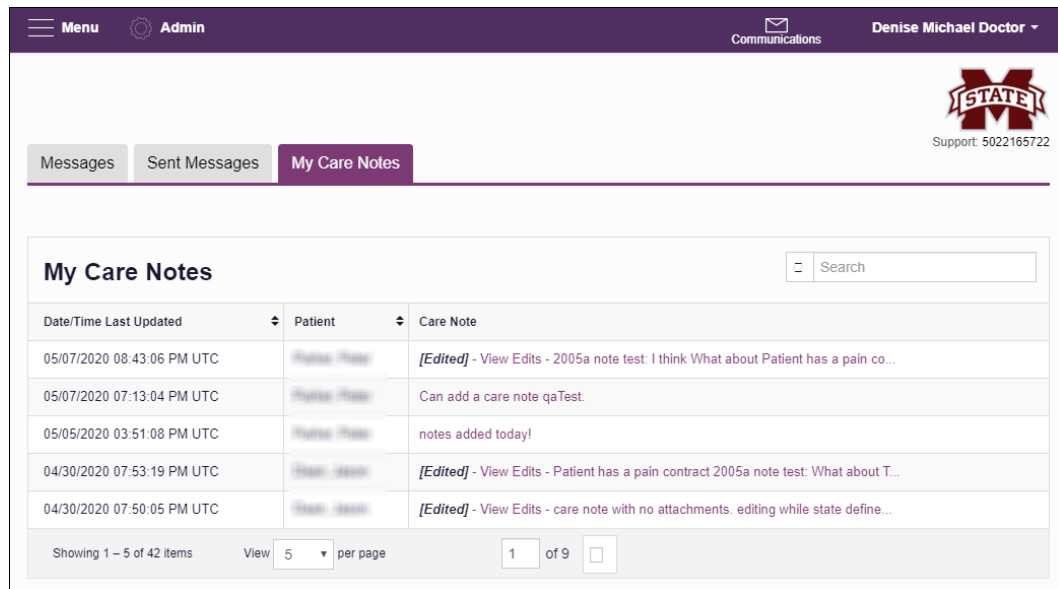
- **Sent Messages.** Click the **Sent Messages** tab to display a list of messages you sent to other clinicians. This tab displays the date and time the message was received, the patient who is the subject of the message, the user to whom you sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top.

Click the link in the **Message** column to view the message.

The Narx Report for that patient is displayed, and you are automatically directed to the Communication section of the report. Click **Sent Messages** to view your list of sent messages.



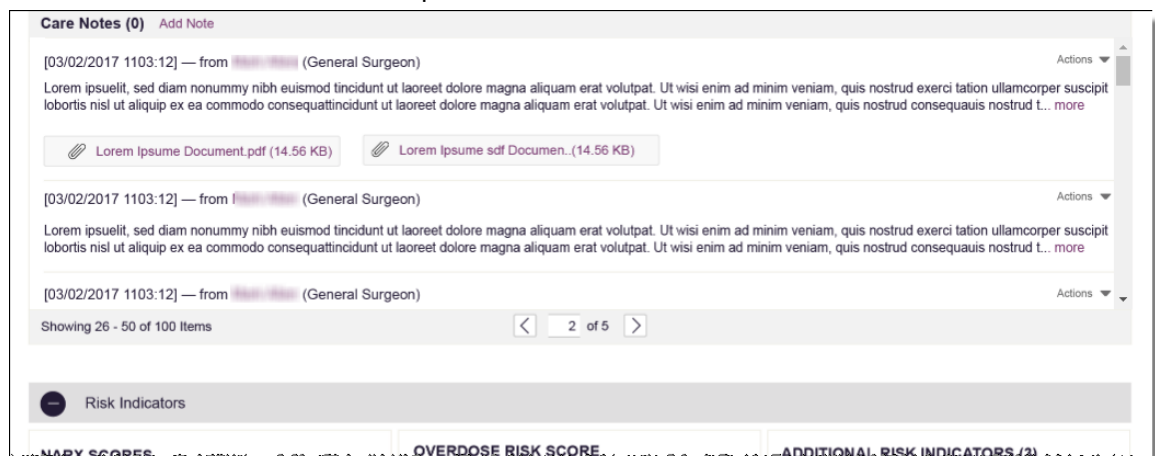
- **My Care Notes.** Click the **My Care Notes** tab to display your Care Notes.



The **My Care Notes** tab displays the date and time the care note was last updated, the patient who is the subject of the note, and a preview of the note text. Care Notes are displayed in descending order, with the most current notes at the top. New Care Notes are displayed in **bold** until viewed.

Click the link in the **Care Note** column to view the note.

The Narx Report for that patient is displayed, and you are automatically directed to the Care Notes section of the report.



Refer to [Care Notes](#) for information on adding new Care Notes to a patient record.

Clinician-to-Clinician Messaging

Creating a New Message

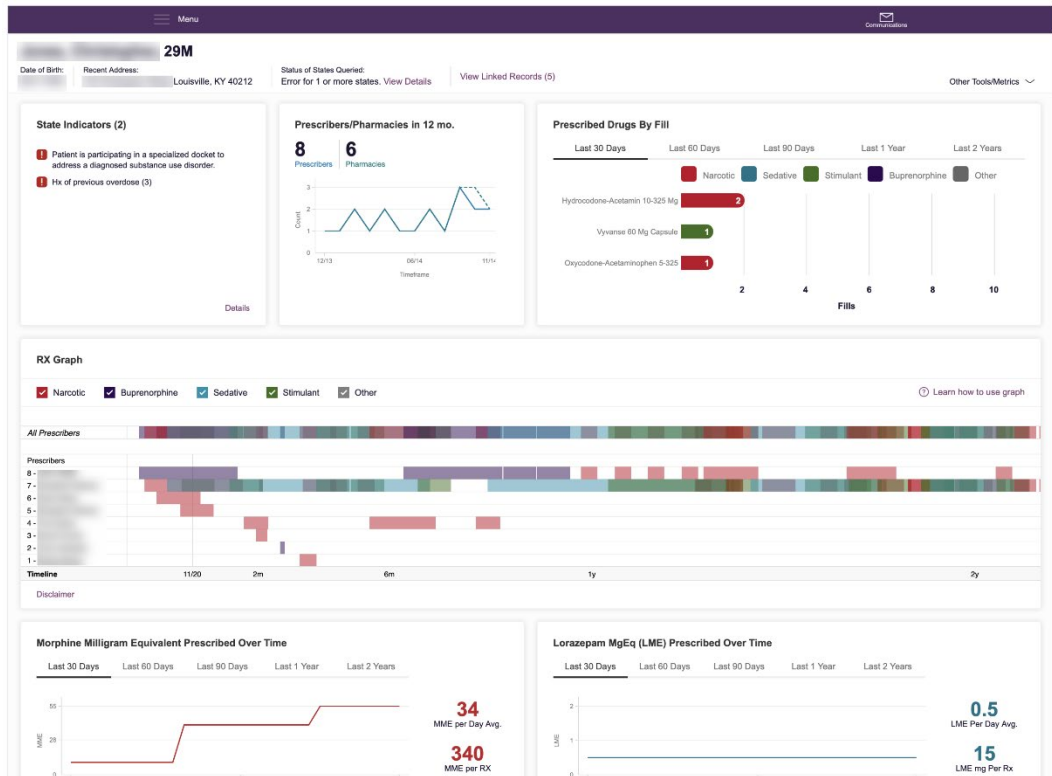
You can send a message regarding a specific patient to another clinician who is also treating that patient from within the Narx Report.

Note: This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Bamboo Health recommends direct communication with the desired recipient outside of the PMP.

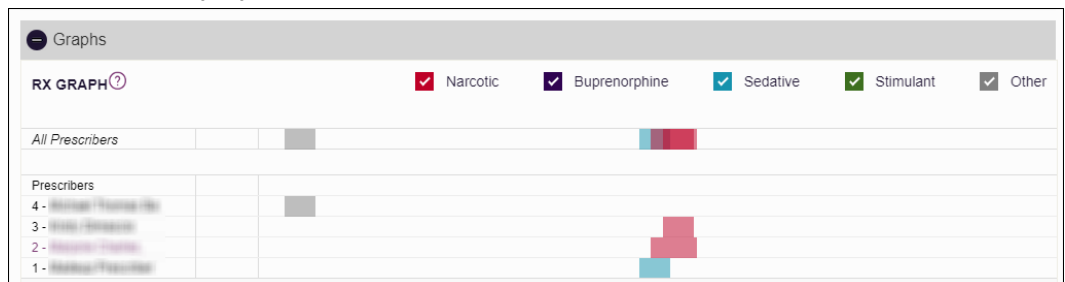
To send a new message:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

The Narx Report is displayed as shown on the following page.



2. Scroll down to the Prescribers section of the Rx Graph. Available prescribers are indicated by hyperlinked names.



3. Click the prescriber's name to send a message regarding the patient.

Note: If the prescriber's name is not a hyperlink, that prescriber is not available for messages. Prescribers may be unavailable for messages based on a number of factors, including being located out of state or having an invalid identifier.

The Message Creation window is displayed.

New Message to [Redacted]

This patient report includes multiple demographics. Communications must be appended to a specific patient demographic. Please make the appropriate selection to append this communication to an accurate patient record.

Search criteria:
Name: [Redacted] **DOB:** [Redacted]

What's the most recent and accurate address for this patient?

[Redacted] Atlanta, GA 30341
 [Redacted] Louisville, KY 40029
 [Redacted] Atlanta, GA 30341

From: [Redacted] (Cardiology) - [Redacted] Nashville, TN 37232
To: [Redacted] (Nurse Practitioner Family Health) - [Redacted] New York, NJ 10014

Message...

[Add Attachments](#) Characters Left: 1000

Messaging Guidelines: This message function allows prescription drug monitoring program (PDMP) users to communicate with each other through the NarxCare interface. This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, direct communication with the desired recipient is recommended.

4. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

Note: *If multiple demographics do not exist, you can skip this step.*

5. Type your message in the **Message** field.
6. If you need to add an attachment to the message, click **Add Attachments** and select the file(s) you wish to attach.
7. Click **Send**.

The message is sent, and the prescriber will be able to view it the next time they log in to AWARxE.

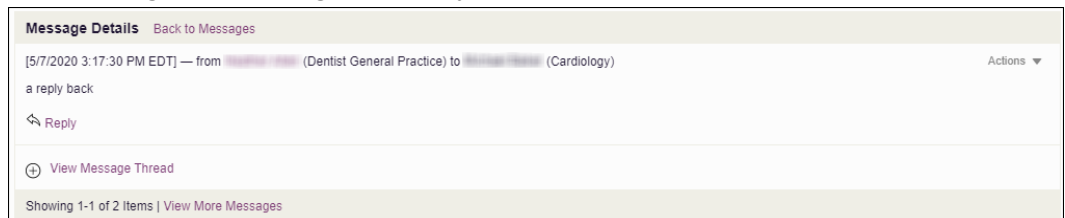
View a Message Thread

The Communication section of the Narx Report organizes your messages into threads. To view a message thread:

1. Navigate to the Communication section of the Narx Report using the instructions provided in the [Accessing Your Inbox](#) section of this guide.



2. Click the arrow icon (>) located to the right of the message you wish to view. The Message Details page is displayed.



3. Click **View Message Thread** to view all messages in this conversation.



4. From this page, you can:
 - c. Click **Reply** to add another message to the thread (see [Responding to an Existing Message](#) for more details);
 - d. Click **View More Messages** to view more messages in the thread; or
 - e. Click **Back to Messages** to return to the **Messages** tab.

Responding to an Existing Message

If a prescriber has sent you a message, it will be available in your inbox. To read and respond to a message:

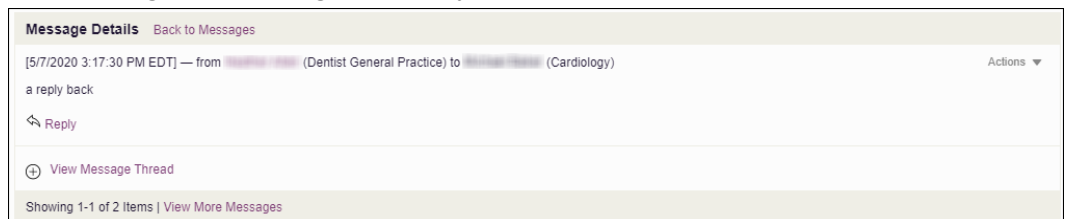
1. Open the message using the instructions provided in the [Accessing Your Inbox](#) section of this guide.

The Narx Report is generated and displayed, and you are automatically directed to the Messages section of the report.



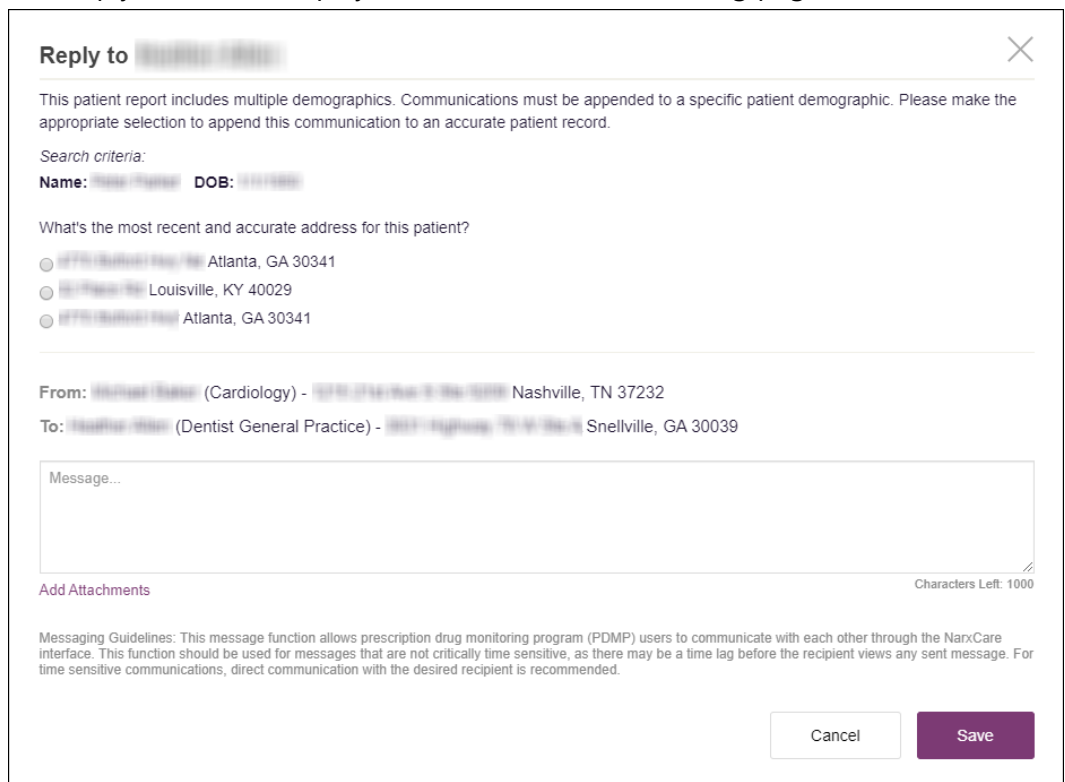
2. Click the arrow icon (>) located to the right of the message to which you are responding.

The Message Details page is displayed.



3. Click Reply.

The Reply window is displayed as shown on the following page.



4. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

Note: If multiple demographics do not exist, you can skip this step.

5. Type your response in the **Message** field.
6. If you need to add an attachment to the message, click **Add Attachments** and select the file(s) you wish to attach.
7. Click **Send**.
The message is sent, and the prescriber will be able to view it the next time they log in to AWA Rx E.

Care Notes

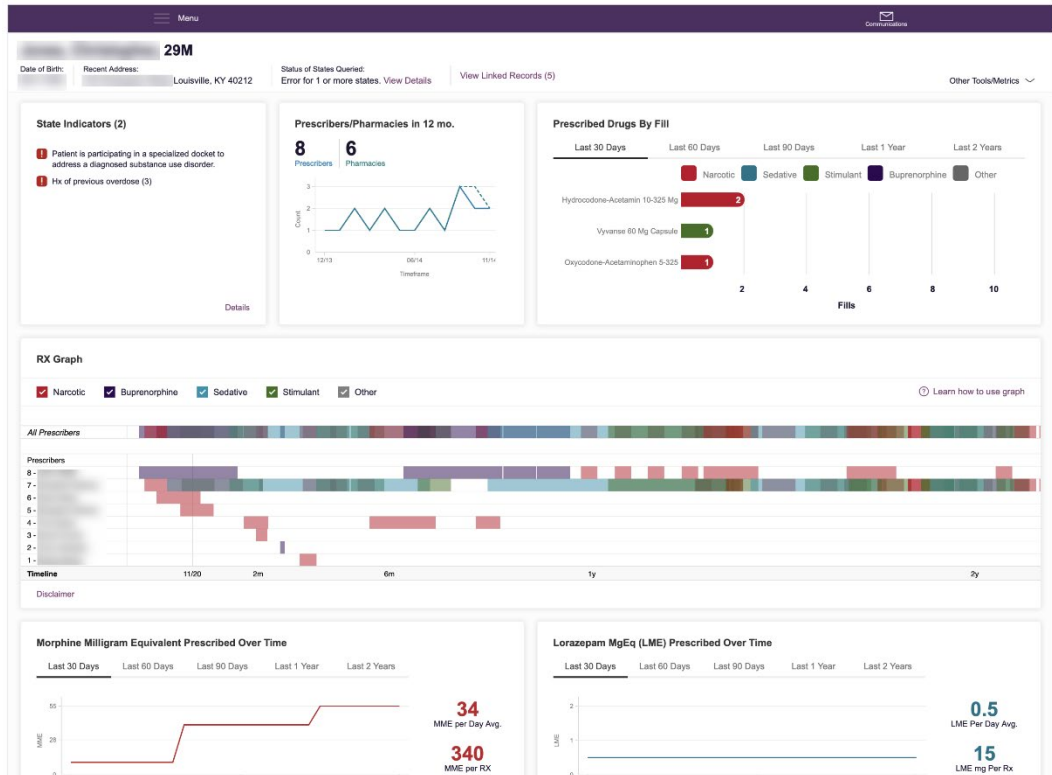
The Care Notes feature allows you to add specific, clinically relevant notes or events to a patient's PMP record (e.g., "the patient has a pain contract") to be viewed by any provider who views the patient's record. You can also edit and/or delete Care Notes that *you* added to the patient's record.

Note: *This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Bamboo Health recommends direct communication with the desired recipient outside the PMP.*

Adding a New Care Note

To add a new Care Note to a patient's record:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.
The Narx Report is displayed.



2. Click **Add Note** in the Care Notes section of the page. The Care Note creation window is displayed.

The screenshot shows the "Care Note for [REDACTED]" creation window. It includes a text area for writing the note, an "Add Attachment" button, and an "Expiration" dropdown menu set to "never expire". There are also radio buttons for "Share Note" options: "Externally with any authorized user of the PDMP" and "Internal to my organization only" (selected). A "Care Note Guidelines" section provides instructions on when to use the feature. At the bottom, there are "Cancel" and "Save" buttons.

Note: If configured by your PMP administrator, you may be required to select from a list of pre-defined Care Notes. These notes are defined by your PMP administrator and will vary by PMP. In this case, your Care Note creation window will display similar to the following example:

Care Note for Peter Parker

This patient report includes multiple demographics. Communications must be appended to a specific patient demographic. Please make the appropriate selection to append this communication to an accurate patient record.

Search criteria:
Name: Peter Parker **DOB:** 1/1/1950

What's the most recent and accurate address for this patient?

- 4770 Buford Hwy Ne Atlanta, GA 30341
- 32 Place Rd Louisville, KY 40029
- 4770 Buford Hwy Atlanta, GA 30341

Create a care note that will remain with the patient's report. A care note shared by you can only be edited/deleted by you or a PMP Administrator.

Type of Care Note
Select ?

Patient has a pain contract
 Another note
 2005a note test

[Add Attachments](#)

Expiration
This care note should

Care Note Guidelines: This care note function allows prescription drug monitoring program (PDMP) users to communicate with each other through the NarxCare interface. This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, direct communication with the desired recipient is recommended.

*To create a Care Note, select the type of note from the **Type of Care Note** field, then click the checkbox next to the Care Note that should be added to the patient's record. If you have questions regarding the available Care Notes, please contact your PMP administrator.*

3. Type your note in the **Write a Care Note** field. Note that Care Notes are limited to 1000 characters.
4. If you need to attach a document to the Care Note (e.g., care plans, pain contracts, etc.), click **Add Attachment** and select the file you wish to attach. Note that HTML attachments cannot be accepted for security purposes. In addition, inappropriate content, either in text form or document or photo attachments, should not be posted. If you notice inappropriate use of the Communications Module, you can flag inappropriate content by following the instructions in the [Flagging a Message/Care Note as Inappropriate](#) section of this document.
5. In the **Expiration** field, use the drop-down menu to select when the Care Note should expire.

The screenshot shows a form titled "Expiration" with the text "This care note should" followed by a dropdown menu currently set to "expire after custom months". Below this is a text input field for "Expire after" followed by "Months". A dropdown menu is open, showing options: "never expire", "expire after 3 months", "expire after 6 months", "expire after 12 months", and "expire after custom months".

- You can choose to have the Care Note never expire or to expire after 3 months, 6 months, 12 months, or a custom number of months.
- If you choose the **expire after custom months** option, you will be prompted to enter the number of months after which the Care Note should expire. The maximum allowed is 99 months.

The screenshot shows the "Expiration" form with the dropdown menu set to "expire after custom months". The "Expire after" text input field contains a number, and the text "Months. (Maximum allowed is 99 months)" is displayed next to it.

6. If you are adding a Care Note to a patient report via an EHR integration, the **Share Note** field will be displayed. Use this field to indicate whether the Care Note should be shared externally with any authorized PMP user or internally with your organization only.
7. Click **Save**.
The Care Note is saved and immediately appended to the patient's record.

Editing a Care Note

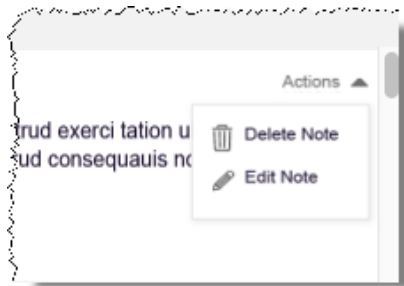
Note: You can only edit Care Notes added by you. Your State Administrator may also edit your Care Note, if necessary.

To edit your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the Creating a Patient Request section of this document.
The Narx Report is displayed.



2. In the Care Notes section of the page, locate the note you wish to edit.
3. Click the **Actions** drop-down for the note and select **Edit Note**. *Note that this option is only available on notes created by you. You cannot edit Care Notes created by other clinicians.*



The **Edit Care Note** window is displayed.

4. Edit the Care Note as necessary. You may refer to steps 3-6 of the [Adding a New Care Note](#) section of this document for more information about the fields displayed on this window.
5. Once you have finished editing the Care Note, select the reason for editing the note in the **Reason for Edit** field. You may add any additional comments regarding the edit in the **Additional Comments** field. *Note that if you select **Other** as the reason for your edit, you must complete the **Additional Comments** field.*

6. Click **Save**.
 - Your edits are saved, and the Care Note is immediately updated on the patient's record.
 - Care Notes that have been edited by you or by the State Administrator are indicated with **[Edited]** next to the Care Note description in your inbox.

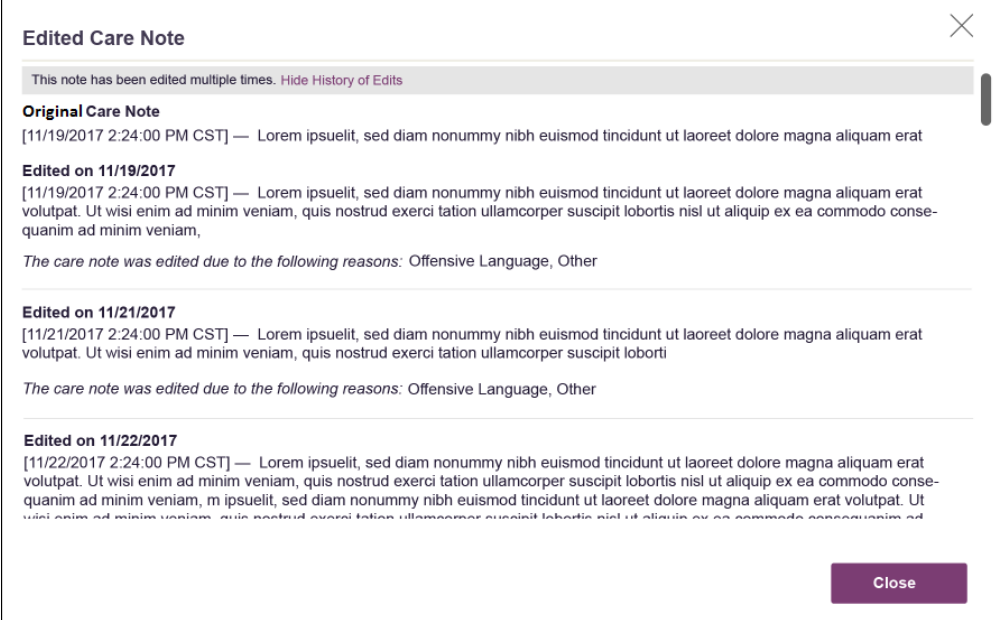
The screenshot shows a web interface with a top navigation bar containing 'Messages' and 'My Care Notes'. Below this is a section titled 'My Care Notes' with a search box on the right. A table lists care notes with columns for 'Date/Time Last Updated', 'Patient', and 'Care Note'. The table contains eight rows. The fifth row is highlighted, and a red arrow points to the text '[Edited] - View Edits' in the 'Care Note' column. Other rows show statuses like '[Deleted] - View Reason' and '[Expired] - View Note'.

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur cletuer adipiscing elit,adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Deleted] -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer adipiscing elit,ed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sectetuer adipiscing elit,d diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Edited] - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Expired] - View Note -Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elitctetuer adipiscing elit., sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing cletuer adipiscing elit,elit, sed diam....

You may click **View Edits** to view the Care Note’s edit history. Note that the edit history is only viewable by you and your State Administrator.

The screenshot shows a modal dialog box titled 'Edited Care Note' with a close button (X) in the top right corner. The dialog contains a message: 'This note has been edited multiple times. View History of Edits'. Below this, there are two edit history entries. The first entry is 'Edited on 11/21/2017' with a timestamp and a paragraph of Lorem Ipsum text, followed by the reason: 'The care note was edited due to the following reasons: Offensive Language, Other'. The second entry is 'Edited on 11/22/2017' with a timestamp and a longer paragraph of Lorem Ipsum text, followed by the reason: 'The care note was edited due to the following reasons: Offensive Language, Other'. At the bottom, there is an 'Additional Comments' section with a single line of Lorem Ipsum text. A purple 'Close' button is located in the bottom right corner.

If the Care Note has been edited multiple times, you can click **View History of Edits** to view the entire edit history.



The screenshot shows a modal window titled "Edited Care Note" with a close button (X) in the top right corner. At the top, a grey bar contains the text "This note has been edited multiple times. Hide History of Edits". Below this, the "Original Care Note" is displayed, followed by three "Edited on" entries. Each entry includes a timestamp, a date, and a reason for the edit. The reasons listed are "Offensive Language" and "Other". A "Close" button is located at the bottom right of the modal.

Edited Care Note

This note has been edited multiple times. Hide History of Edits

Original Care Note
[11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Edited on 11/19/2017
[11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

The care note was edited due to the following reasons: Offensive Language, Other

Edited on 11/21/2017
[11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

The care note was edited due to the following reasons: Offensive Language, Other

Edited on 11/22/2017
[11/22/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Close

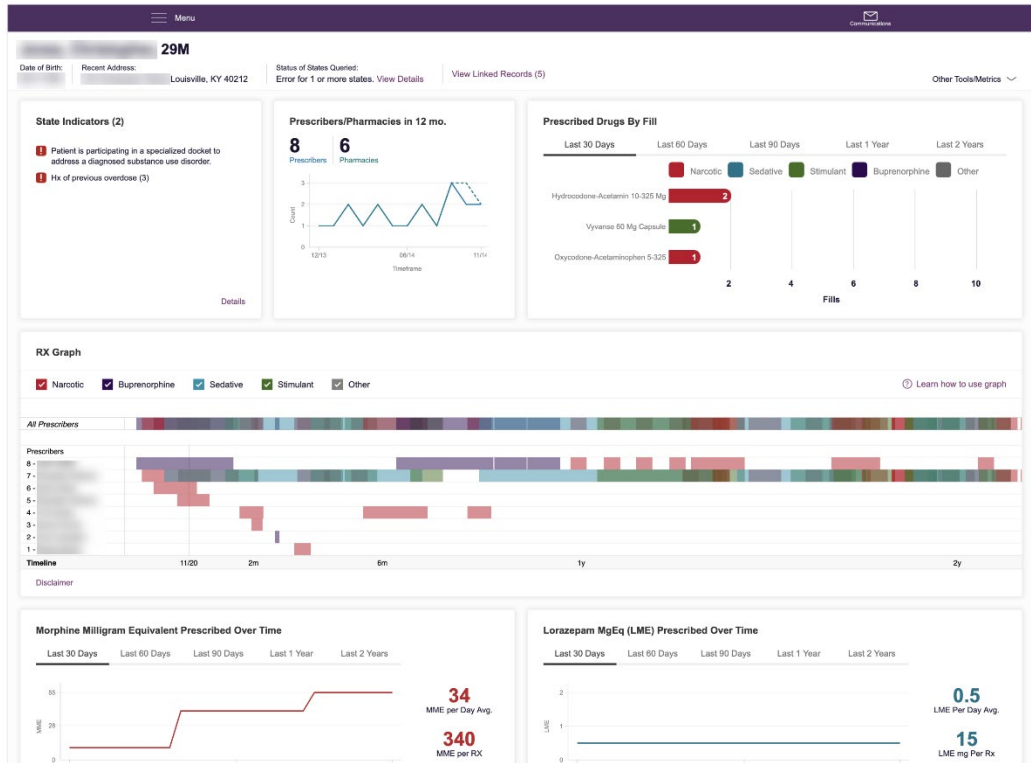
Deleting a Care Note

Note: You can only delete Care Notes added by you. Your State Administrator may also delete your Care Note, if necessary.

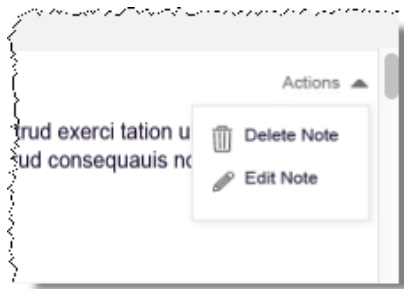
To delete your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

The Narx Report is displayed as shown on the following page.



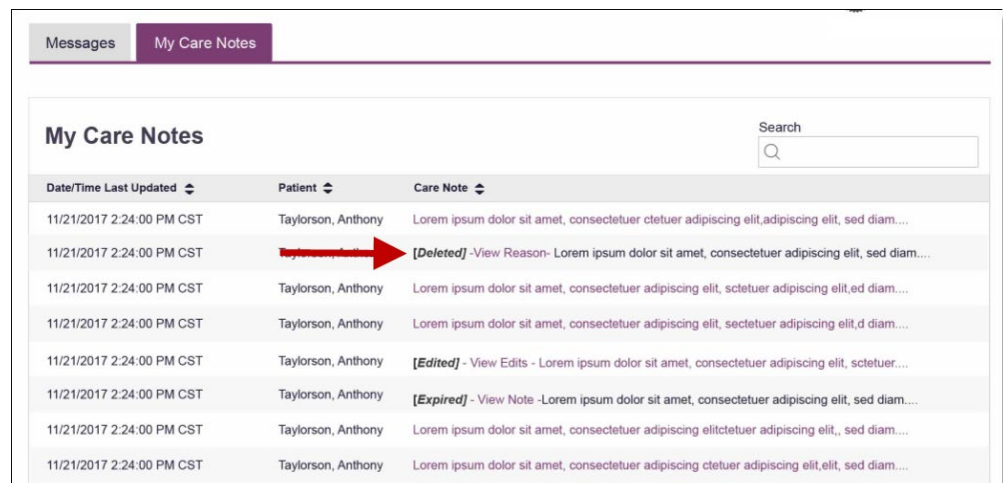
2. In the Care Notes section of the page, locate the note you wish to delete.
3. Click the **Actions** drop-down for the note and select **Delete Note**. *Note that this option is only available on notes created by you. You cannot delete Care Notes created by other clinicians.*



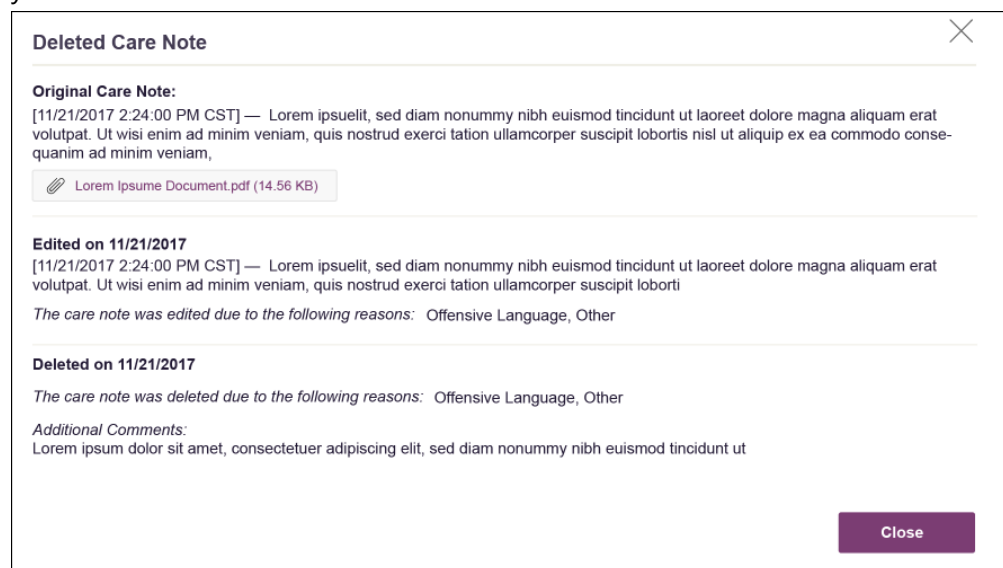
The Delete Care Note window is displayed.

The 'Delete Care Note' dialog box prompts the user to share their reason for deleting the note. It includes two radio button options: 'Outdated Information/ No Longer Relevant' and 'Other'. Below these is a text input field for 'Additional Comments'. The dialog features 'Cancel' and 'Submit' buttons at the bottom right.

4. Select the reason you are deleting the Care Note. You may add any additional comments regarding the deletion in the **Additional Comments** field. *Note that if you select **Other** as the reason for your deletion, you must complete the **Additional Comments** field.*
5. Click **Submit**.
 - The Care Note is immediately removed from the patient’s record and will no longer be visible to you or any other prescriber.
 - Care Notes that have been deleted by you or by the State Administrator are indicated with **[Deleted]** next to the Care Note description in your inbox.



- You may click **View Reason** to view the Care Note’s edit history and reason for deletion. Note that the edit history is only viewable by you and your State Administrator.



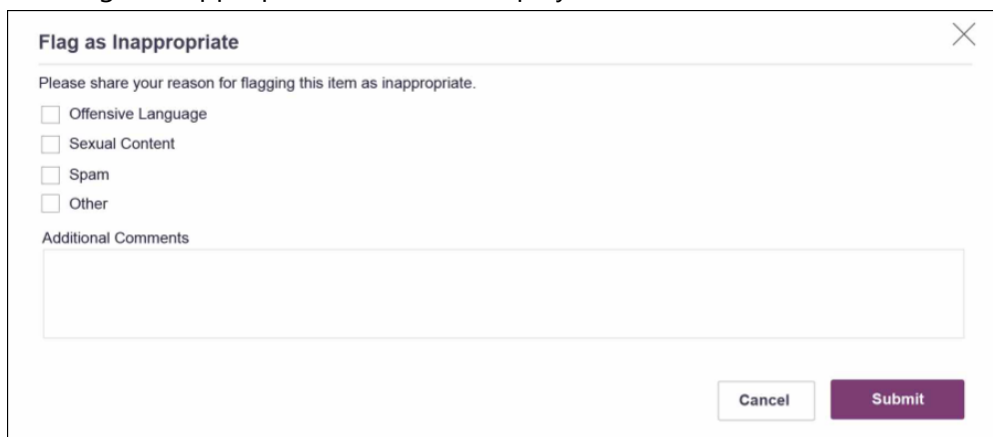
Flagging a Message/Care Note as Inappropriate

If you have received an inappropriate message and/or Care Note, you can flag it for review by the State Administrator. To flag a message or Care Note for review:

1. From the **Messages** or **Care Notes** section of the Narx Report, click the **Actions** drop-down and select **Flag as Inappropriate**.



The Flag as Inappropriate window is displayed.

A screenshot of a dialog box titled 'Flag as Inappropriate'. The dialog box has a close button (X) in the top right corner. Below the title, there is a text prompt: 'Please share your reason for flagging this item as inappropriate.' Below this prompt are four radio button options: 'Offensive Language', 'Sexual Content', 'Spam', and 'Other'. Below the radio buttons is a text input field labeled 'Additional Comments'. At the bottom right of the dialog box are two buttons: 'Cancel' and 'Submit'.

2. Select the reason you are flagging the message or Care Note as inappropriate. You may add any additional comments regarding your reason in the **Additional Comments** field. *Note that if you select **Other** as the reason for flagging the message or Care Note, you must complete the **Additional Comments** field.*
3. Click **Submit**.

The message or Care Note is flagged and sent to the State Administrator for review.