



health information
designs

Training Guide for Florida Practitioners and Pharmacists

Florida Department of Health
Prescription Drug Monitoring Program



January 2015

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1 Program Overview

The Electronic-Florida Online Reporting of Controlled Substances Evaluation program (E-FORCSE) is Florida's Prescription Drug Monitoring Program (PDMP). The PDMP was created by the 2009 Florida Legislature in an initiative to encourage safer prescribing of controlled substances and to reduce drug abuse and diversion within the State of Florida. The purpose of the PDMP is to provide the information that will be collected in the database to healthcare practitioners to guide their decisions in prescribing and dispensing these highly-abused prescription drugs.

E-FORCSE has selected Health Information Designs, LLC (HID) to develop a database that will collect and store prescribing and dispensing data for controlled substances in Schedules II, III, and IV. HID's RxSentry® is a Web-based program that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of controlled substance prescription drugs. RxSentry leads the industry in flexibility, functionality, and ease of use.

Section 893.055, Florida Statutes (F.S.) requires healthcare practitioners to report to the PDMP each time a controlled substance is dispensed to an individual. This information is to be reported through the electronic system as soon as possible but not more than seven (7) days after dispensing. This reporting timeframe ensures that healthcare practitioners have the most up-to-date information available.

Healthcare practitioners are not required to access the database prior to prescribing or dispensing a controlled substance; however, physicians and pharmacists are encouraged to use the Patient Advisory Report (PAR), available in RxSentry, as a tool to improve patient care, confirm the patient's prescription drug history, document compliance with a therapeutic regimen, and identify potentially hazardous or fatal drug interactions. The PAR may also assist the healthcare practitioner in determining if a patient is "doctor shopping" or trying to obtain multiple prescriptions for controlled substances from multiple healthcare practitioners, which is a felony in the State of Florida.

E-FORCSE will comply with the Health Insurance Portability and Accountability Act (HIPAA) as it pertains to protected health information (PHI), electronic protected health information (EPHI), and all other relevant state and federal privacy and security laws and regulations. The information collected in the system will be used by the PDMP to encourage safer prescribing of controlled substances and reduce drug abuse and diversion within the State of Florida.

2 Document Overview

Purpose and Contents

The *RxSentry® Training Guide for Florida Practitioners and Pharmacists* serves as a step-by-step training guide for practitioners and pharmacists using RxSentry for querying purposes. It includes such topics as:

- Requesting an account
- Creating query requests
- Viewing query request status
- Generating reports
- Viewing patient reports

Note: RxSentry is a proprietary system for prescription monitoring provided by Health Information Designs for use by the Florida Prescription Drug Monitoring Program, E-FORCSE.

RxSentry Update

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

Here are the most significant new features:

- Retrieve User Name – this function allows you to retrieve a forgotten user name.
- Retrieve Password – this function allows you to retrieve a forgotten password.
- Query Tab – this tab provides direct links to every query you are allowed to access.
- Search History Query – this function allows you to view an audit trail of all queries performed using your ID for a specified timeframe.
- Prescriber DEA Query – if you have a DEA number, this function allows you to generate a report that displays your prescribing history (all prescriptions in the RxSentry database attributed to your DEA number) for a specified timeframe.
- Report Queue Tab – this tab (previously the View Query Status link) allows you to view all of your available reports quickly.
- User Management Tab – this tab allows you to update your user profile information and change your password, as needed.
- Help Tab – this tab provides resources that may answer any questions you have about using RxSentry, such as creating a query. These resources include online help and an electronic version of the *Training Guide for Florida Practitioners and Pharmacists*.
- Quick Links Tab – this tab provides links to websites that you may frequently access, such as the Florida Department of Health website.

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

If you are looking for...	Previously located in...	It is now found in...
Change Password	Chapter 3, Using RxSentry	Chapter 5, User Management
Update User Profile	Chapter 3, Using RxSentry	Chapter 5, User Management
Practitioner/Pharmacist Query	The Practitioner/Pharmacist Query function and the corresponding topic in this guide are now called Recipient Query.	
View Query Status	The View Query Status function and the corresponding topic in this guide are now called Report Queue.	

Table 1 – New/changed topics

3 Accessing RxSentry

About This Chapter

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

Request an Account

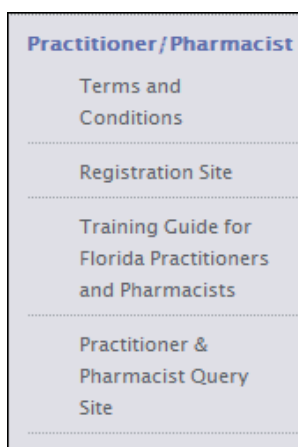
E-FORCSE grants system access accounts to practitioners and pharmacists so that they may look up, view, and print controlled substance dispensing information on their specific patients directly via user name and password.

Practitioners and pharmacists licensed in Florida may request a user account to access information in the system. Access is granted to individuals only— not to clinics, hospitals, pharmacies, or any other healthcare facility.

Note: Once your account request is approved, you will receive e-mails from **flpdmp-info@hidinc.com (FLPDMINFO)** containing your account login information. Please ensure your e-mail system is configured to receive e-mails from this address.

Perform the following steps to request an account:


1. Open an Internet browser window and type the following URL in the address bar:
www.hidinc.com/flpdmp.
2. Click the **Practitioner/Pharmacist** link located on the left menu. A window similar to the following is displayed:



3. Click the **Terms and Conditions** link to open and read.
4. After reading the terms and conditions, click the **Registration Site** link.
A login window is displayed.
5. Type *newacct* in the **User Name** field.
6. Type *welcome* in the **Password** field.

7. Click **OK**.

The Practitioner/Pharmacist Access Request Form is displayed:



Practitioner/Pharmacist E-FORCSE Access Request Form

Please complete the form below to request access to the E-FORCSE database to request Patient Advisory Reports (PARs). The information provided below will be used to verify your licensure with your health care regulatory board. If the information provided below matches the health care regulatory board licensure record, your request for access will be approved and you will receive two e-mail notifications that will include instructions for accessing the database. If the information provided below does not match the health care regulatory board licensure record, your request will be denied and you will receive an email notification of the reason for denial.

To ensure that you receive the e-mails containing your user name and password and all future system-generated notifications, please add flpdmp-info@hidinc.com to your email address book or configure your e-mail system to receive emails from this address. Failure to do so will result in your not receiving these important messages.

If you have questions or concerns, please email the FL PDMP Help Desk at flpdmp-info@hidinc.com or call (877) 719-3120.

As used for licensure and DEA registration:

* FIRST Name: * LAST Name: * DO NOT include middle initials, suffixes, or credentials

* Date of Birth (MM/DD/YYYY): * Last 4 Digits of SSN:

* State License Number (without prefix - ex. 12345): * License Type:

* Date Licensure Expires (MM/DD/YYYY):

DEA Number (If applicable): NPI (If applicable):

Facility/Practice Name:

* Mailing Address:

* City: * State: * Zip Code:

* County:

* Email Address: * Phone #: Fax #:

I acknowledge that by registering to access the Florida Prescription Drug Monitoring Program (PDMP) FL Rx Sentry database, I am informing the Florida Department of Health that I wish to receive Patient Advisory Reports, as defined by Section 893.055(2)(a), Florida Statutes

I certify that I meet the requirements to be eligible for access to the Florida Prescription Drug Monitoring Program (PDMP) FL Rx Sentry database pursuant to section 893.0551, Florida Statutes

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

9. Click **Accept & Submit**.

If any information is incomplete or missing, a message is displayed indicating which fields must be corrected before your access request form can be submitted.

If all information has been properly supplied, a completed access request form is displayed, along with a prompt to print the form. Print the form if desired.

The E-FORCSE program staff will review your application and verify the information. You may be contacted if additional information is required.

If you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain a temporary password and instructions for accessing the system; the second e-mail will contain your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk. You will be required to change the temporary password immediately when you first attempt to access the system.

If you are denied access to the system, you will be notified in writing.

Log In to RxSentry

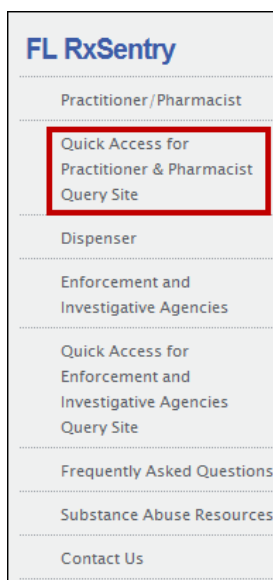
Note: If you have forgotten your RxSentry user name or password, see one of the following topics:

- [Retrieve User Name](#)
- [Retrieve Password](#)

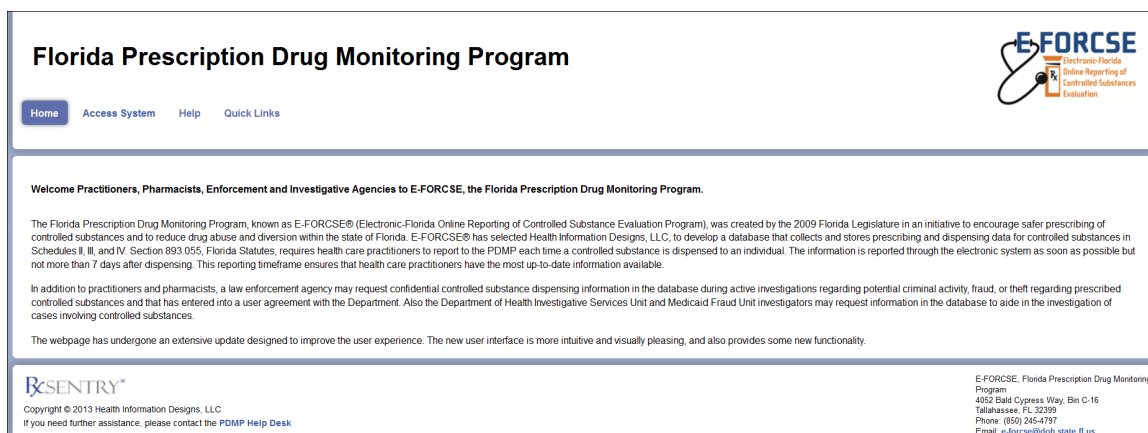
After three (3) unsuccessful login attempts, your account will be locked for 30 minutes.

Perform the following steps to log in to RxSentry:

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



2. Click the **Quick Access for Practitioner & Pharmacist Query Site** link located on the left menu. A window similar to the following is displayed:



3. Click **Access System**.

A window similar to the following is displayed:

Florida Prescription Drug Monitoring Program

Home **Access System** Help Quick Links

Practitioner Access
Login
Retrieve User Name
Retrieve Password

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If you need further assistance, please contact the PDMP Help Desk

E-FORCSE
Electronic-Florida
Online Reporting of
Controlled Substances
Evaluation
E-FORCSE, Florida Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, FL 32399
Phone: (850) 245-4797
Email: e-forcse@doh.state.fl.us

4. Click **Login**.

A window similar to the following is displayed:

Login

Username:

Password:

Login

5. Type your user name in the **Username** field.

6. Type your password in the **Password** field.

7. Click **Login**.

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

The RxSentry home page is displayed as shown on the following page.

Florida Prescription Drug Monitoring Program

Home **Query** Report Queue User Management Help Quick Links Logout

Recipient Query
Search History Query
Prescriber DEA Query

Florida Practitioners' Query Site

Query Creation Tip

Make your query as general as possible and then drill down to more specific information once you have identified the person for whom you are looking. For example, you could enter the last name of the individual, the first letter of the first name, and a birth date, and then click Next. When the preliminary results are displayed on the screen, you can highlight the person that you want to query and then click Submit to submit the query for processing.

If you enter a specific birth date for an individual and the query results are blank, click the Within field just below the Date of Birth field and resubmit the query with a wider date range, for example, within two years of birth date, to create a query with broader search criteria.

Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink when the report is ready for viewing.

RxSENTRY
Copyright © 2013 Health Information Designs, LLC.
If you need further assistance, please contact the PDMP Help Desk

E-FORCSE, Florida Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, FL 32399
Phone: (850) 245-4797
Email: e.forcse@doh.state.fl.us

The main menu, located at the top of the page, contains the RxSentry functions. If available, a sub-menu is displayed on the left side of the window. For example, in the screen shot above, the user clicked Query from the main menu, and the Query sub-menu was displayed on the left.

Retrieve User Name

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

1. Open an Internet browser window and type the following URL in the address bar:
www.hidinc.com/flpdmp.
2. Click the **Practitioner/Pharmacist** link located on the left menu. A window similar to the following is displayed:

Practitioner/Pharmacist

Terms and Conditions

Registration Site

Training Guide for Florida Practitioners and Pharmacists

Practitioner & Pharmacist Query Site

3. Click the **Practitioner & Pharmacist Query Site** link.

A window similar to the following is displayed:

The screenshot shows the homepage of the Florida Prescription Drug Monitoring Program (E-FORCSE). The header includes the program name and a navigation bar with links: Home, Access System, Help, and Quick Links. The main content area contains a welcome message for practitioners, pharmacists, and enforcement agencies, followed by a detailed paragraph about the program's purpose and a note about a recent website update. The footer includes the RxSENTRY logo, copyright information for Health Information Designs, LLC, and contact details for the PDMP Help Desk. The E-FORCSE logo is also present in the top right corner.

4. Click **Access System**.

A window similar to the following is displayed:

The screenshot shows the 'Access System' page of the Florida Prescription Drug Monitoring Program (E-FORCSE). The header is identical to the previous screenshot. The main content area features a sidebar with links for 'Practitioner Access', 'Login', 'Retrieve User Name', and 'Retrieve Password'. The 'Retrieve User Name' link is highlighted. The footer contains the same copyright and contact information as the previous screenshot. The E-FORCSE logo is in the top right corner.

5. Click **Retrieve User Name**.

A window similar to the following is displayed:

The screenshot shows the 'Retrieve User Name' form. It has a title 'Retrieve User Name' at the top. Below the title, there are two input fields: 'Enter Email Address for Account:' and 'Enter Date of Birth for Account:'. The date field includes a calendar icon and a placeholder 'mm/dd/yyyy'. A 'Submit' button is located at the bottom right of the form.

6. Type the e-mail address associated with your account in the **Enter Email Address for Account** field.

7. Type your date of birth in the **Enter Date of Birth for Account** field.
8. Click **Submit**.

A message providing your user name is displayed.

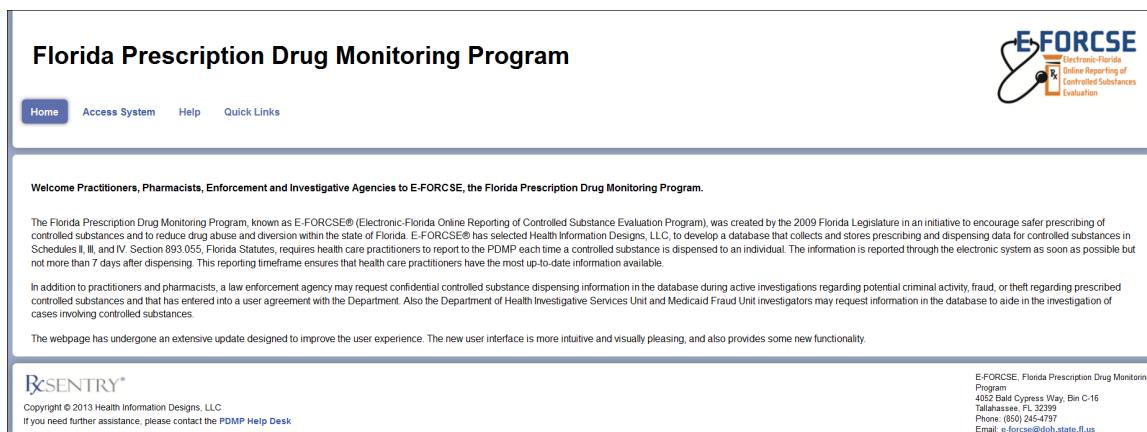
Retrieve Password

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

1. Open an Internet browser window and type the following URL in the address bar:
www.hidinc.com/flpdmp.
2. Click the **Practitioner/Pharmacist** link located on the left menu. A window similar to the following is displayed:



3. Click the **Practitioner & Pharmacist Query Site** link. A window similar to the following is displayed:



4. Click **Access System**.

A window similar to the following is displayed:

The screenshot shows the Florida Prescription Drug Monitoring Program (PDMP) login page. At the top, the title "Florida Prescription Drug Monitoring Program" is displayed. To the right is the E-FORCSE logo, which stands for Electronic-Florida Online Reporting of Controlled Substances Evaluation. Below the title, there are navigation links: "Home", "Access System" (highlighted), "Help", and "Quick Links". On the left side, under "Practitioner Access", there are links for "Login", "Retrieve User Name", and "Retrieve Password". The bottom of the page features the RxSENTRY logo and copyright information: "Copyright © 2013 Health Information Designs, LLC. If you need further assistance, please contact the PDMP Help Desk". On the right side of the bottom, contact information for E-FORCSE is provided: "E-FORCSE, Florida Prescription Drug Monitoring Program, 4052 Bald Cypress Way, Bin C-16, Tallahassee, FL 32399, Phone: (850) 245-4797, Email: e-forcse@doh.state.fl.us".

5. Click **Retrieve Password**.

A window similar to the following is displayed:

The screenshot shows the "Retrieve Password" form. It has a title "Retrieve Password" at the top. Below the title, there are two input fields: "Enter User Name for Account:" and "Enter Date of Birth for Account:". The date field has a calendar icon and a placeholder "mm/dd/yyyy". A "Submit" button is located at the bottom right of the form.

6. Type your user name in the **Enter User Name for Account** field.
7. Type your date of birth in the **Enter Date of Birth for Account** field.
8. Click **Submit**.

A window similar to the following is displayed, prompting you to answer the security question established when you created your account:

The screenshot shows the "Retrieve Password" form after the user has entered their username and date of birth. It displays a message: "An email will be sent to the email address for the previously entered user name. The email will contain a new system-generated temporary password." Below this message, there is a "Security Question:" field with the text "What is your grandmother's maiden name?". A "**Answer:" field with a text input box is located below the security question. A "Submit" button is at the bottom right.

9. Type the answer to your security question in the **Answer** field.

10. Click **Submit**.

Note: If you have forgotten the e-mail address associated with your account or the answer to your security question, contact the HID Help Desk.

A message displays indicating that an e-mail containing a temporary password was sent to the e-mail address associated with your user name.

You will receive an e-mail from **flpdmp-info@hidinc.com (FLPDMINFO)** containing your temporary password.

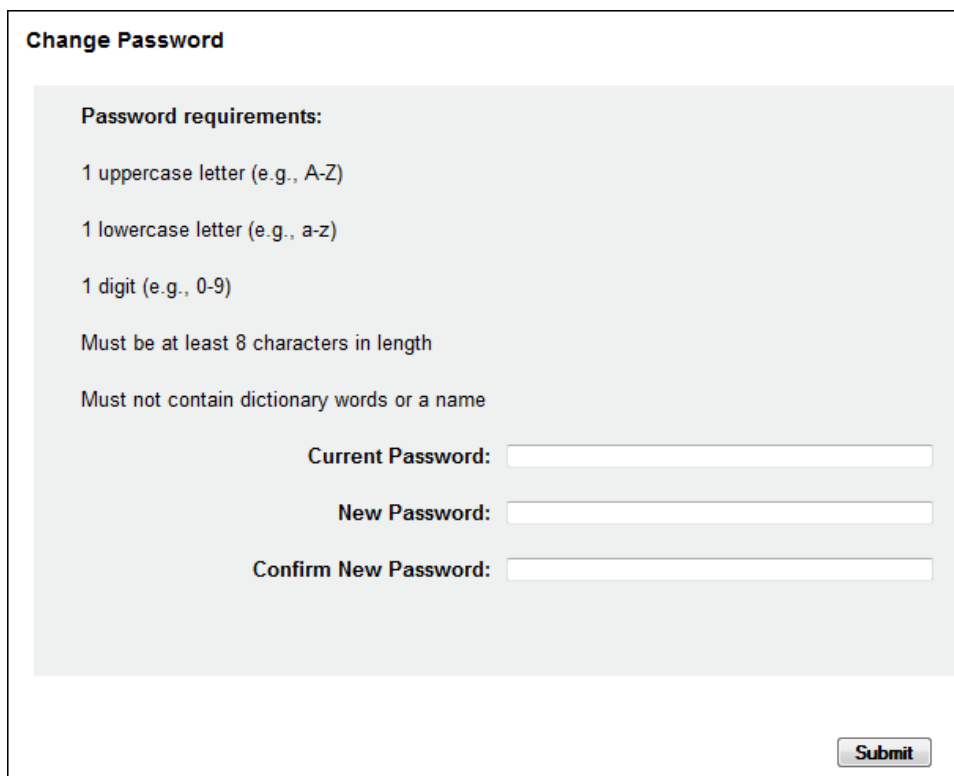
11. Once you have received your temporary password, and you know your user name, click **Login**.

A login window is displayed.

12. Enter your user name and temporary password, and then click **OK**.

Note: At this point, you will be required to change your temporary password.

A window similar to the following is displayed:

A screenshot of a 'Change Password' window. The window has a title bar 'Change Password'. Inside, there is a section titled 'Password requirements:' with a list of rules: '1 uppercase letter (e.g., A-Z)', '1 lowercase letter (e.g., a-z)', '1 digit (e.g., 0-9)', 'Must be at least 8 characters in length', and 'Must not contain dictionary words or a name'. Below these requirements are three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. Each field has a corresponding text input box. At the bottom right of the window is a 'Submit' button.

13. Type your temporary password in the **Current Password** field.

14. Type your new password in the **New Password** field, using the information displayed in this window as a password selection guideline.

15. Type your new password again in the **Confirm New Password** field.

16. Click **Submit**.

If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

If the new password is *not* accepted, the message indicates that another password must be selected.

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

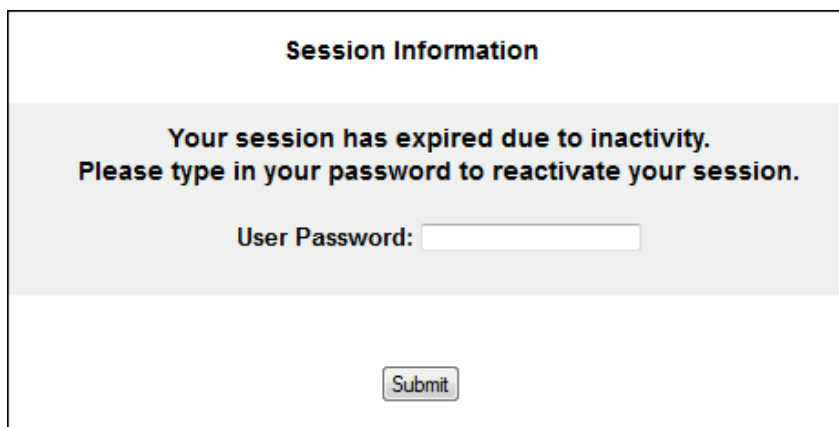
A login window is displayed.

18. Enter your user name and new password, and then click **OK**.

The RxSentry home page is displayed.

Session Timeouts

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

A screenshot of a web-based message box titled "Session Information". The box has a light gray header and a white body. The main text in the header reads: "Your session has expired due to inactivity. Please type in your password to reactivate your session." Below this text is a label "User Password:" followed by a text input field. At the bottom of the box is a "Submit" button.

Session Information

**Your session has expired due to inactivity.
Please type in your password to reactivate your session.**

User Password:

Perform one of the following actions:

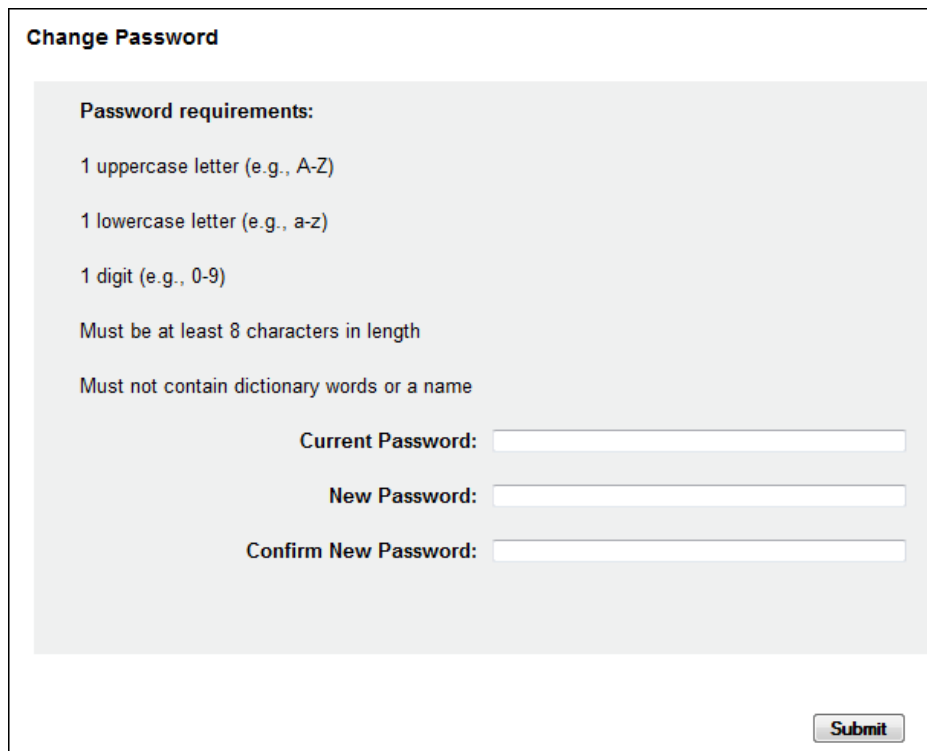
If you wish to log in with the same user name, type your password in the **User Password** field, and then click **Submit**;

OR

If you wish to log in with a different user name, *close ALL open Internet browser windows*, and then log in again. You will be prompted to enter both your user name and password.

Password Expirations

RxSentry passwords expire every ninety (90) days. When the expiration date is reached, a message will display indicating that you must change your password. Once you click **OK** on this message window, the following window will display:

A screenshot of a 'Change Password' window. The window has a title bar 'Change Password'. Inside, there is a section titled 'Password requirements:' with a light gray background. This section lists four requirements: '1 uppercase letter (e.g., A-Z)', '1 lowercase letter (e.g., a-z)', '1 digit (e.g., 0-9)', and 'Must be at least 8 characters in length'. Below these requirements, it states 'Must not contain dictionary words or a name'. At the bottom of this section are three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. Each field has a corresponding text input box. At the bottom right of the window is a 'Submit' button.

Perform the following steps:

1. Type your current password in the **Current Password** field.
2. Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.
3. Type your new password again in the **Confirm New Password** field.
4. Click **Submit**.

If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

If the new password is *not* accepted, the message indicates that another password must be selected.

5. Once your password has been accepted, click any function, such as **Query**.
A login window is displayed.
6. Type your user name in the **User Name** field.
7. Type your new password in the **Password** field.
8. Click **OK**.

The RxSentry home page is displayed.

Log Out of RxSentry

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

Note: Clicking **Log Out** closes your session and allows you to re-enter the system by simply supplying your password. If you do not plan to use the system for a period of time, click **Log Out** and then **close ALL open Internet browser windows** to prevent another user from inadvertently attempting to access your session.

4 RxSentry Queries

About This Chapter

This chapter explains how to create queries that can be used to report information about recipient usage of controlled substances and how to create queries to report information about your prescribing history.

The following types of queries are available:

- **Recipient Query** – used by practitioners and pharmacists to create queries regarding recipient usage of controlled substances
- **Search History Query** – used by practitioners to view a history of all queries performed using their user ID
- **Prescriber DEA Query** – used by practitioners to view a history of all dispensed prescriptions attributed to their DEA number

Recipient Query

This function is used by practitioners and pharmacists to create queries that will generate a Patient Advisory Report (PAR), which contains controlled substance dispensing information for a specific patient.

Perform the following steps to create a query:

1. **Log in to RxSentry.**

A window similar to the following is displayed:

Florida Prescription Drug Monitoring Program

Home **Query** Report Queue User Management Help Quick Links Logout

Recipient Query
Search History Query
Prescriber DEA Query

Florida Practitioners' Query Site

Query Creation Tip

Make your query as general as possible and then drill down to more specific information once you have identified the person for whom you are looking. For example, you could enter the last name of the individual, the first letter of the first name, and a birth date, and then click Next. When the preliminary results are displayed on the screen, you can highlight the person that you want to query and then click Submit to submit the query for processing.

If you enter a specific birth date for an individual and the query results are blank, click the Within field just below the Date of Birth field and resubmit the query with a wider date range, for example, within two years of birth date, to create a query with broader search criteria.

Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink when the report is ready for viewing.

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If you need further assistance, please contact the PDMP Help Desk

E-FORCSE
Electronic Florida
Online Reporting of
Controlled Substances
Evaluation
Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, FL 32399
Phone: (850) 245-4797
Email: e.forcse@doh.state.fl.us

2. **Click Recipient Query.**

A window similar to the following is displayed:

Florida Liability statement for Practitioner/Pharmacist access

I certify that I have been approved by the State of Florida to access the information in the Florida Prescription Drug Monitoring Program (PDMP) FL RxSentry Database.

I certify that the person for whom I am requesting a Patient Advisory Report for is under my care.

I understand that inappropriate access or disclosure of PDMP data is a violation of section 893.0551, Florida Statutes, and a third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

☐ I accept the above conditions and certify that I have met the requirements to be eligible to access the PDMP RxSentry database.

Disclaimer: The Department of Health makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report, and expressly disclaims liability for errors and omissions in the contents of this report. The records herein are based on information submitted by pharmacies and dispensing health care practitioners. Records on this report should be verified before any clinical decisions are made or actions are taken

You MUST accept the above conditions before you can continue

You may query any recipient who is a current or prospective patient, but you must first authenticate the query by indicating that it is for a valid reason and that you have the potential to provide a service to the recipient who is being queried.

Notes:


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

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

* Last Name :

* First Name :

Search Method :


* Date of Birth : 


Within :

Gender :

County :



ZIP Code :

* Dispensed Start Date : 

* Dispensed End Date : 

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

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

Field Name	Usage
Last Name	(Required) Type the recipient's last name. You may also search for a specific recipient by using partial text, for example, type <i>Smi</i> to display a list of recipients containing "Smi" in the first three letters of their last name.
First Name	(Required) Type the recipient's first name. You may also search for a specific recipient by using partial text, for example, type <i>Tho</i> to display a list of recipients containing "Tho" in the first three letters of their first name.
Search Method	Select one of the following search methods: <ul style="list-style-type: none"> ▪ Fastest: Last Name Equals, First Name Begins – Allows you to search by a recipient's complete last name and partial first name. The more information you can provide, the more specific your search results will be. ▪ Begins With – Allows you to search by the first few letters of the recipient's last and first names. ▪ Sounds Like – Allows you to search by a name, and the system will find names that sound similar to the one you entered. If you are unsure of the recipient's first and last name, or are unsure of the spelling, use the Begins With or Sounds Like option.
Date of Birth	(Required) Type the recipient's date of birth using the <i>mm/dd/yyyy</i> format, or click the calendar icon () to select a date from the calendar.
Within	Used in conjunction with the Date of Birth field to specify a time range within which to match the date of birth.
Gender	Click the down arrow and select the gender of the recipients to include in your search.
County	Click the down arrow to select a specific county name, or leave this field blank to produce a wider range of results.
ZIP Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Start Date	(Required) Use this field to enter a specific start date for the dispensing timeframe, for example, <i>12/01/2014</i> ; Or You may click the calendar icon () and select a specific start date from the calendar.


Field Name	Usage
Dispensed End Date	<p>(Required) Use this field to enter a specific end date for the dispensing timeframe, for example, <i>12/31/2014</i>;</p> <p>Or</p> <p>You may click the calendar icon () and select a specific end date from the calendar.</p> <p>Note: Dispensers are required to report every seven (7) days; query results contain the most current information available in the database.</p>

Table 2 – Recipient Query Window Field Descriptions

- Once all criteria have been entered or selected, click **Next**. A list of recipients matching the criteria you entered is displayed similar to the following:

Search Criteria

Last Name:
First Name:
Date of Birth:
Gender: All

County:
ZIP Code:
Dispensed Start Date: 01/01/2012
Dispensed End Date: 12/01/2014

Search Results

To select a name, click on the desired name. To select multiple names, hold down [Ctrl] while clicking the desired names.

Last Name	First Name	DOB	County	Address	City	State	ZIP
Lee			Lee		Auburn	AL	36830
Lee			Lee		Auburn	AL	36830

Note: Information for recipients 16 years of age and younger is not available for viewing. Section 893.055(5)(e), Florida Statutes exempts the reporting by a health care practitioner when administering or dispensing a controlled substance to a person under the age of 16.

Sort:

- From the **Search Results** section of this window, click the desired recipient's name.

Note: Information for recipients 16 years of age and younger is not available for viewing. Section 893.055(5)(e), Florida Statutes exempts the reporting by a healthcare practitioner when administering or dispensing a controlled substance to a person under the age of 16.

To select specific recipients from the list:

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

8. Click **Submit**.

Your report results are displayed similar to the following:

Last Name: [REDACTED]
First Name: [REDACTED]
Date of Birth: [REDACTED]
Gender: All

County:
Zip Code:
Dispensed Start Date: 01/01/2012
Dispensed End Date: 01/22/2015

Recipients: 2 out of 2 Recipient(s) Selected - Click to View

Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient	Payment Method	MED
07/17/2014	OXYCODONE- ACETAMINOPHEN 5- 325	12	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	04	0
07/17/2014	00406051201	3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		
07/09/2014	OXYCODONE- ACETAMINOPHEN 5- 325	30	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	04	0
07/09/2014	00228298150	3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		

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

MED Summary

MED Max	Recipient
0	[REDACTED]
0	[REDACTED]

Generate PDF
Generate CSV
MAP Results

Notes:

- Your search criteria and the recipient names you selected are located above your report. You may click the down arrow in the **Recipients** field to view a list of the patients you chose to include in your report.
- The **MED** column identifies the morphine equivalent dosage for each opioid-containing prescription. The **MED Summary** section, located at the bottom of the report, displays the maximum MED sustained over a three-day period for each recipient in the report.

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

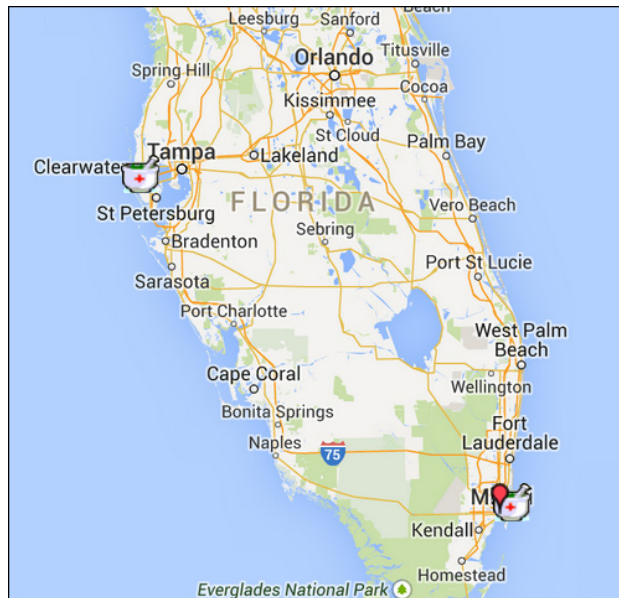
- Click the column headers that are hyperlinks (**Date Dispensed/Date Prescribed**, **Prescriber**, and **Dispenser**) to sort your results.
- Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to display in a spreadsheet. Your report will begin to process, and a window similar to the following is displayed:

Query 803 has been created. Go to [Report Queue](#) in the navigation menu to retrieve report when query finishes running.

Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the [Report Queue](#) topic in this document for more information.

- Click **Map Results** to view a graphical depiction of your results.

A window similar to the following is displayed:



If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (–) symbols. When the map is expanded, the following icons are visible:

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

Search History Query

This function allows you to view an audit trail of all queries performed using your user ID for a specified timeframe.

Perform the following steps to view this report:

1. **Log in to RxSentry.**

A window similar to the following is displayed:

Florida Prescription Drug Monitoring Program

Home **Query** Report Queue User Management Help Quick Links Logout

Florida Practitioners' Query Site

Query Creation Tip

Make your query as general as possible and then drill down to more specific information once you have identified the person for whom you are looking. For example, you could enter the last name of the individual, the first letter of the first name, and a birth date, and then click Next. When the preliminary results are displayed on the screen, you can highlight the person that you want to query and then click Submit to submit the query for processing.

If you enter a specific birth date for an individual and the query results are blank, click the Within field just below the Date of Birth field and resubmit the query with a wider date range, for example, within two years of birth date, to create a query with broader search criteria.

Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink when the report is ready for viewing.

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If you need further assistance, please contact the PDMP Help Desk

E-FORCSE, Florida Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, FL 32399
Phone: (850) 245-4797
Email: e_forcse@doh.state.fl.us

2. **Click Search History Query.**

A window similar to the following is displayed:

Florida Liability statement for Practitioner/Pharmacist access

I certify that I have been approved by the State of Florida to access the information in the Florida Prescription Drug Monitoring Program (PDMP) FL RxSentry Database.

I certify that the person for whom I am requesting a Patient Advisory Report for is under my care.

I understand that inappropriate access or disclosure of PDMP data is a violation of section 893.0551, Florida Statutes, and a third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

☐ I accept the above conditions and certify that I have met the requirements to be eligible to access the PDMP RxSentry database.

Disclaimer: The Department of Health makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report, and expressly disclaims liability for errors and omissions in the contents of this report. The records herein are based on information submitted by pharmacies and dispensing health care practitioners. Records on this report should be verified before any clinical decisions are made or actions are taken

You MUST accept the above conditions before you can continue

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

Notes:

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

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

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

- The **Audit Start Date** and **Audit End Date** fields are automatically populated with the current date. If you are using the current date to generate your report, you may continue to the next step;

Or

You may change the **Audit Start Date** and **Audit End Date** by typing the desired dates or by clicking the calendar icon (📅) and selecting a date from the calendar.

- Click **Submit**.

Your report results are displayed similar to the following:

User ID(s): robyn.weaver.test Audit Start Date: 12/08/14 Audit End Date: 12/08/14							
Seq #	Date	ID	Source	Type	By	Detail	Network Addr
28616477	12/08/14		Q	A	phphysasst - ME12345678	Audit Query 15392298 Online. (details)	192.168.1.10
28616432	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15392253 Queued Practitioner/Pharmacist Query Approved Query Number 3673690 (details)	192.168.1.10
28616379	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15392200 Online (details)	192.168.1.10
28612925	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15389052 Online (details)	192.168.1.10
28605133	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15381383 Online (details)	192.168.1.10
28601197	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15377503 Queued Practitioner/Pharmacist Query Approved Query Number 3670148 (details)	192.168.1.10
28600965	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15377273 Online (details)	192.168.1.10

- From this window, you may click the **details** link next to a query to view the details of that query.

Prescriber DEA Query

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

Perform the following steps to view your prescribing history:

1. **Log in to RxSentry.**

A window similar to the following is displayed:

Florida Prescription Drug Monitoring Program

Home **Query** Report Queue User Management Help Quick Links Logout

Florida Practitioners' Query Site

Query Creation Tip

Make your query as general as possible and then drill down to more specific information once you have identified the person for whom you are looking. For example, you could enter the last name of the individual, the first letter of the first name, and a birth date, and then click Next. When the preliminary results are displayed on the screen, you can highlight the person that you want to query and then click Submit to submit the query for processing.

If you enter a specific birth date for an individual and the query results are blank, click the Within field just below the Date of Birth field and resubmit the query with a wider date range, for example, within two years of birth date, to create a query with broader search criteria.

Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink when the report is ready for viewing.

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If you need further assistance, please contact the PDMP Help Desk

E-FORCSE: Florida Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, FL 32399
Phone: (850) 245-4797
Email: e_forcse@doh.state.fl.us

2. **Click Prescriber DEA Query.**

A window similar to the following is displayed:

Florida Liability statement for Practitioner/Pharmacist access

I certify that I have been approved by the State of Florida to access the information in the Florida Prescription Drug Monitoring Program (PDMP) FL RxSentry Database.

I certify that the person for whom I am requesting a Patient Advisory Report for is under my care.

I understand that inappropriate access or disclosure of PDMP data is a violation of section 893.0551, Florida Statutes, and a third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

☐ I accept the above conditions and certify that I have met the requirements to be eligible to access the PDMP RxSentry database.

Disclaimer: The Department of Health makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report, and expressly disclaims liability for errors and omissions in the contents of this report. The records herein are based on information submitted by pharmacies and dispensing health care practitioners. Records on this report should be verified before any clinical decisions are made or actions are taken

You MUST accept the above conditions before you can continue

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


Notes:


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

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

User ID(s) : Robyn Weaver Test - robyn.weaver_test

DEA(s) :

Dispensed Start Date : 
mm/dd/yyyy

Dispensed End Date : 
mm/dd/yyyy

- Or

5. Click **Submit**.

Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient	*Payment Method	MED Summary
07/17/2014 07/17/2014	OXYCODONE- ACETAMINOPHEN 5- 325 00406051201	12 3		PATRICIA ANN JONES DOWNS MD	TRUSTEES OF INDIAN NATIONS OF TRUSTEES INDIAN NATIONS LLC	00406051201 00406051201 Trusted - US Bank	04	0
07/09/2014 07/09/2014	OXYCODONE- ACETAMINOPHEN 5- 325 00228298150	30 3		JORDAN LISA REYES DOWNS MD	TRUSTEES OF INDIAN NATIONS OF TRUSTEES INDIAN NATIONS LLC	00406051201 00406051201 Trusted - US Bank	04	0

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

MED Max	Recipient
0	00406051201 00406051201 Trusted - US Bank
0	00406051201 00406051201 Trusted - US Bank

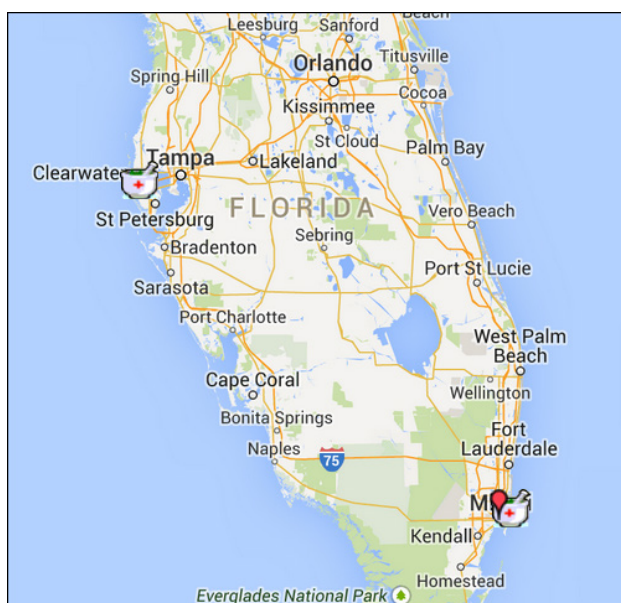
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6. From this window, you may perform the following tasks:
- Click the column headers that are hyperlinks (**Date Dispensed/Date Prescribed**, **Prescriber**, and **Dispenser**) to sort your results.
 - Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to display in a spreadsheet. Your report will begin to process, and a window similar to the following is displayed:

Query 807 has been created. Go to [Report Queue](#) in the navigation menu to retrieve report when query finishes running.

Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the [Report Queue](#) topic in this document for more information.

- Click **Map Results** to view a graphical depiction of your results. A window similar to the following is displayed:



If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (–) symbols. When the map is expanded, the following elements are visible:

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

Report Queue

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

- **Approved/Queued** – the parameters for the query have been correctly supplied, and the query is processing.
- **Approved/Done** – the parameters for the query have been correctly supplied, the query has processed, and it is available for viewing.

Perform the following steps to view the status of a query or several queries:

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

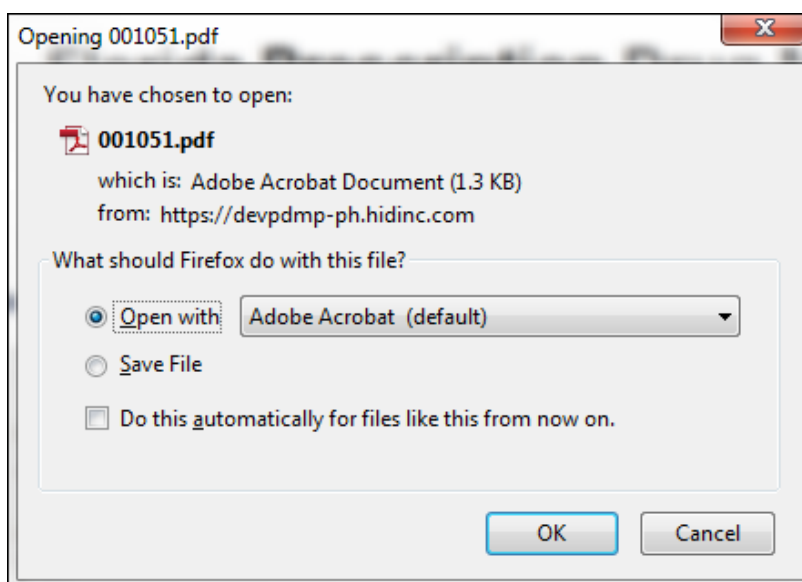
A window similar to the following is displayed:

Query Number Job Sequence ID		Request Date	Query Status/ Job Status	Query Request Status Report Description or Denial Reason	Output
464 1051		12/04/14	Approved / Done	Prescriber Report Dispensed From 01/01/2012 to 12/04/2014 ID: robyn.weaver_test DEA: [REDACTED]	PDF
460 1040		12/04/14	Approved / Done	Recipient Report Dispensed From 01/01/2012 to 12/04/2014 2 out of 2 Recipients Selected	CSV
401 807		12/01/14	Approved / Done	Prescriber Report Dispensed From 12/01/2014 to 12/01/2014 ID: robyn.weaver_test DEA: [REDACTED]	PDF
400 803		12/01/14	Approved / Done	Recipient Report Dispensed From 01/01/2012 to 12/01/2014 2 out of 2 Recipients Selected	CSV

Shared Query Status					
Job Sequence ID	Date Requested	Job Creation Status	Report Desc	Output	Shared
NO MORE DATA AVAILABLE					

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

A window similar to the following is displayed:



4. Perform one of the following actions:
 - Select **Open with** and select the program you would like to use to open the report for viewing.
 - Select **Save File** to save the report to a specific location for viewing at a later time.
5. Click **OK**, or click **Cancel** to return to the previous window.

Note:

- By default, queries are available for viewing only by the user who submitted the query request.
- The **Payment Type** column identifies the method of payment used for the prescription. The classification codes are as follows:
 - 01 Private Pay
 - 02 Medicaid
 - 03 Medicare
 - 04 Commercial Insurance
 - 05 Military Installations and VA
 - 06 Workers' Compensation
 - 07 Indian Nations
 - 99 Other

If you print the query, protect patient confidentiality by filing or destroying the document after it has been reviewed. Be sure to follow your facility's protocols and policies regarding the destruction of confidential records.

5 User Management

About this Chapter

This chapter explains how to update your PDMP user profile and how to change your password.

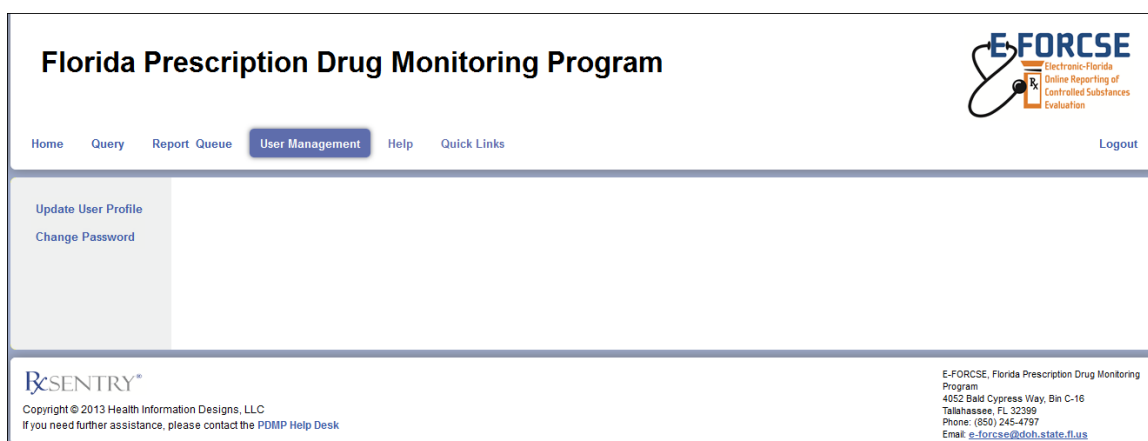
Update User Profile

This function allows you to update the information the FL PDMP has on file for you, as needed.

Perform the following steps to update your PDMP profile:

1. [Log in to RxSentry](#).
2. Click **User Management**.

A window similar to the following is displayed:




3. Click **Update User Profile**.

The Update User Profile window is displayed as shown on the following page.

Update User Profile

Note: Fields marked with * are required.

* Name (First and Last) :

* Date of Birth : 
mm/dd/yyyy

* Address :
:

* City :

* Zip :

* Email Address :

* Verify Email Address :

* Phone Number (ex. 123-123-1234
123-456-7890x0000) :

Fax Number (ex: 234-555-1234) :

Cell Number (ex: 2345551234) :

* Security Question :

* Security Question Answer :

* State :

4. Update your information, as necessary, noting that required fields are marked with an asterisk (*).
5. Click **Update**.

A message displays confirming that your record has been updated.

Change Password

This function allows you to change your RxSentry password, as needed.

Perform the following steps to change your password:

1. [Log in to RxSentry](#).
2. Click **User Management**.

A window similar to the following is displayed:

The screenshot shows the E-FORCSE (Electronic-Florida Online Reporting of Controlled Substances Evaluation) interface. The title is "Florida Prescription Drug Monitoring Program". The navigation bar includes "Home", "Query", "Report Queue", "User Management" (highlighted), "Help", and "Quick Links". A "Logout" link is in the top right. On the left, there are links for "Update User Profile" and "Change Password". The footer contains the RxSENTRY logo, copyright information for Health Information Designs, LLC, and contact details for the PDMP Help Desk. On the right, it lists the E-FORCSE program details, address (4052 Bald Cypress Way, Bin C-16, Tallahassee, FL 32309), phone number ((850) 245-4797), and email (e-forcse@doh.state.fl.us).

3. Click **Change Password**.

A window similar to the following is displayed:

The screenshot shows the "Change Password" form. It lists password requirements: 1 uppercase letter (e.g., A-Z), 1 lowercase letter (e.g., a-z), 1 digit (e.g., 0-9), must be at least 8 characters in length, and must not contain dictionary words or a name. Below these requirements are three input fields: "Current Password:", "New Password:", and "Confirm New Password:". A "Submit" button is located at the bottom right of the form.

4. Type your current password in the **Current Password** field.
5. Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.
6. Type your new password again in the **Confirm New Password** field.
7. Click **Submit**.

If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

If the new password is *not* accepted, the message indicates that another password must be selected.

8. Click any function, such as **Query**.
A login window is displayed.
9. Enter your user name and new password, and then click **OK**.
The RxSentry home page is displayed.

6 Assistance and Support

Technical Assistance

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

Contact HID at flpdmp-info@hidinc.com;

Or

Call the HID Help Desk at 877-719-3120.

Administrative Assistance

If you have any non-technical questions regarding E-FORCSE, please contact:

E-FORCSE, Florida's Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, Florida 32399

Phone: 850-245-4797

E-mail: e-forcse@flhealth.gov

Website: www.e-forcse.com

7 Document Information

Version History

The Version History records the publication history of this document.

Publication Date	Version Number	Comments
10/05/2011	1.0	Initial publication
10/14/2011	1.1	Updated publication
11/22/2011	1.2	Updated publication
01/26/2012	1.3	Updated publication
09/18/2012	1.4	Updated publication
10/17/2012	1.5	Updated publication
11/14/2012	1.6	Updated publication
05/24/2013	1.7	Updated publication
03/05/2014	1.8	Updated publication
12/19/2014	2.0	Updated publication
01/09/2015	2.1	Updated publication
01/22/2015	2.2	Updated publication

Table 3 – Version History

Change Log

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

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Chapter 3/Request an Account	Added additional information about the content of the e-mails received upon access request approval.
	Chapter 3/Practitioner-Pharmacist Query	Added note the information for recipients age 16 years or younger is not available via E-FORCSE.
1.2	Cover Page	<ul style="list-style-type: none"> Updated note to state that the document may be periodically updated and to check the site for the most current version of the document. Updated the link to the FL PDMP website in the note.

Version Number	Chapter/Section	Change
1.3	Chapter 3/Request an Account	Added note about configuring practitioner/pharmacist e-mail systems to accept e-mails from <i>flpdmp-info@hidinc.com</i> .
1.4	Chapter 3 <ul style="list-style-type: none"> Request an Account Log In to RxSentry 	Updated screen shots and steps to reflect new link names on the public website
	Chapter 3/ Practitioner/ Pharmacist Query	Removed reference to delegate accounts
	Global	Updated screen shots
1.5	Chapter 3/View Query Status	Added payment method key
1.6	Chapter 3: <ul style="list-style-type: none"> Change Password Update User Profile 	Added new topics
1.7	Chapter 3/Log In to RxSentry	Added a note explaining that the user will be locked out of his/her account for 30 minutes after 3 unsuccessful login attempts
1.8	Chapter 3/ Practitioner/ Pharmacist Query	Added instructions for actions that may be performed from the Recipient Report window, including the “Map Results” function
	Chapter 3/Log Out of RxSentry	Added a note explaining that in Internet Explorer the user may log back in to the system by starting a new session rather than closing all open browser windows
	Global	Updated screen shots for clarity

Version Number	Chapter/Section	Change
2.0	Global	<ul style="list-style-type: none"> Reorganized topics and updated screen shots and language to match the new RxSentry interface Updated document to new HID template
	Chapter 2/RxSentry Update	Added new topic
	Chapter 3: <ul style="list-style-type: none"> Retrieve User Name Retrieve Password 	Added new topics
	Chapter 4: <ul style="list-style-type: none"> Search History Query Prescriber DEA Query 	Added new topics
2.1	Chapter 3/Password Expirations	Changed password expiration time from 60 days to 90 days
2.2	Chapter 4: <ul style="list-style-type: none"> Recipient Query Prescriber DEA Query 	Added MED information to the report results

Table 4 – Document Change Log

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