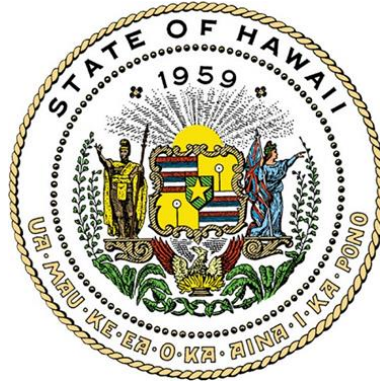




APPRISS[®]
HEALTH

PMP
Awarxe[™]



Requestor User Support Manual

Hawaii Prescription Drug Monitoring Program

HI-PDMP

July 2020
Version 2.1

Table of Contents

1	Document Overview	1
1.1	What is a Requestor?	1
1.2	Appropriate Use of the PDMP	1
2	Registration	2
2.1	Registration Overview	2
2.2	Registering for an Account	2
2.3	Verifying Your Email Address	13
2.4	Account Approval	14
3	Basic System Functions	15
3.1	Log In to PMP AWARe	15
3.2	My Dashboard	16
3.2.1	Patient Alerts	16
3.2.2	Recent Requests	17
3.2.3	Delegates/Supervisors	17
3.2.4	Announcements and Quick Links	17
3.3	Log Out of PMP AWARe	18
4	RxSearch	19
4.1	Creating a Patient Request	19
4.1.1	Multiple Patients Identified	22
4.1.2	Partial Search Results	23
4.1.3	No Results Found	24
4.2	Viewing a Patient Report	25
4.2.1	Basic Report Functions	25
4.2.2	Patient Information	26
4.2.3	Summary	26
4.2.4	Prescriptions	27
4.2.5	Veterinarian /Animal Prescriptions Dispensed to Owner	27
4.2.6	Prescribers	28
4.2.7	Dispensers	28
4.3	Requests History	28
4.4	Bulk Patient Search	29

4.4.1	Viewing Bulk Patient Search Results	33
4.4.2	Incomplete Bulk Patient Search Results	35
4.4.3	No Prescriptions Found in Bulk Patient Search.....	36
4.5	My Rx	36
4.6	Patient Alerts	38
5	User Profile.....	39
5.1	My Profile.....	39
5.2	Setting Default PMP InterConnect States	41
5.2.1	Using PMP InterConnect with a Patient Rx Search	41
5.3	Delegate Management	42
5.3.1	Approving and Rejecting Delegates	42
5.3.2	Removing Delegates.....	43
5.4	Password Management	43
5.4.1	Updating a Current Password	43
5.4.2	Resetting a Forgotten Password	44
6	Assistance and Support	47
6.1	Technical Assistance	47
6.2	Administrative Assistance	47
7	Document Information.....	48
7.1	Disclaimer.....	48
7.2	Change Log.....	48

1 Document Overview

The PMP AWAxE *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals and other users requesting data from the Hawaii 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 AWAxE account type held those who use PMP AWAxE 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, including law enforcement. A complete list of available roles that fall into the requestor category is provided below:

Healthcare Professionals

- Dentist
- Nurse Practitioner/ Clinical Nurse Specialist
- Pharmacist
- Pharmacist Delegate
- Physician (MD, DO)
- Medical Resident with Prescriptive Authority
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate
- Veterinarian

1.2 Appropriate Use of the PDMP

Patient queries are only permitted for the purpose of providing medical/pharmaceutical care to a patient, which includes evaluating a patient for treatment. Inappropriate access and query (i.e., "fishing" for information, etc.) or disclosure of patient profile information received from the HI-PDMP database is a violation and may be subject to both administrative and criminal fines and penalties.

2 Registration

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

2.1 Registration Overview

PMP AWARxE 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 for whom they run the report.

If you believe that you have created an account in the past (even if you have not accessed it) or you have forgotten your password, do **not** create a new account. Please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account.

If you already have an HI-PDMP (PMP AWARxE) account and the email address, which also serves as your username, needs to be changed, please contact us via email at hirxmonitor@hawaii.gov. Please include your name and phone number, and you will be asked several questions to verify your identity during the return phone call.

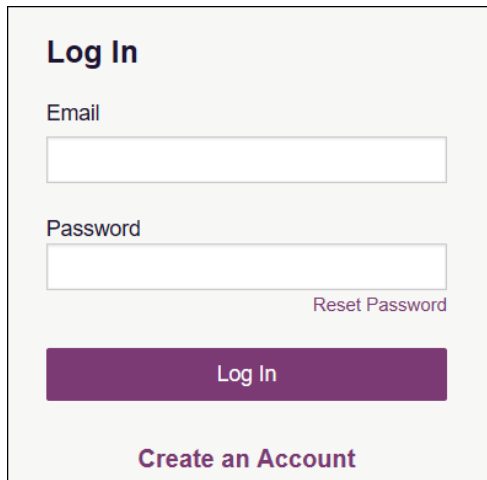
The registration process is comprised of four pages: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All pages must be completed before your registration is successfully submitted for processing.

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 AWARxE after you have completed the registration pages.

2.2 Registering for an Account

To request a new account in PMP AWARxE:

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



Log In

Email

Password

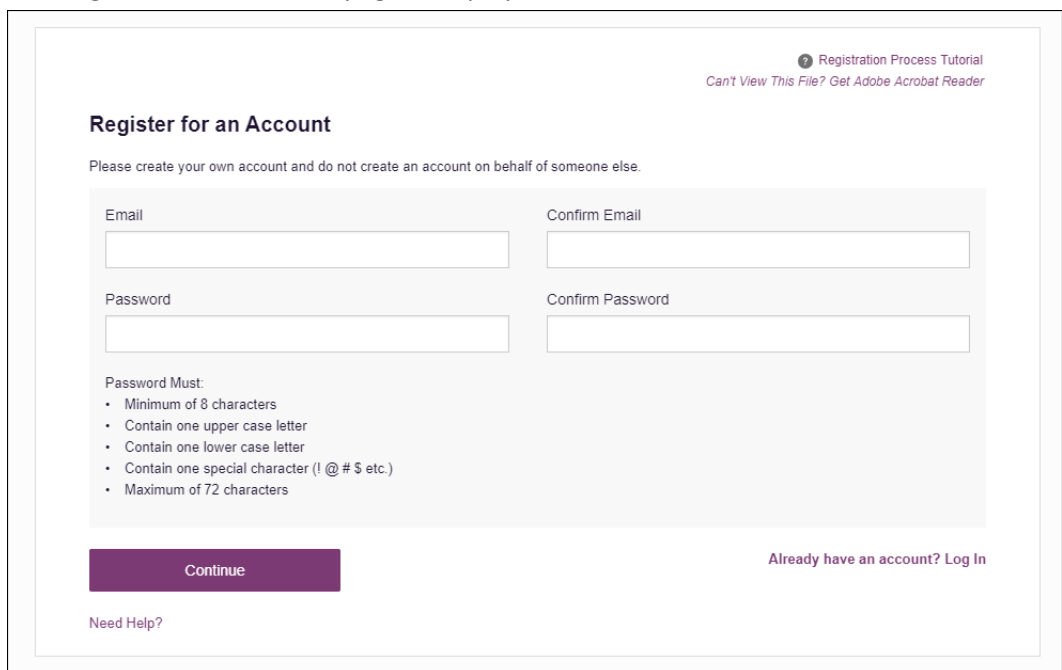
[Reset Password](#)

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

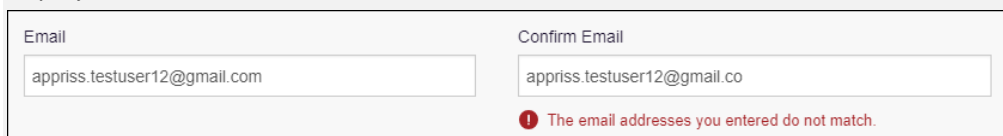
Continue [Already have an account? Log In](#)

[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. 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.



Email Confirm Email

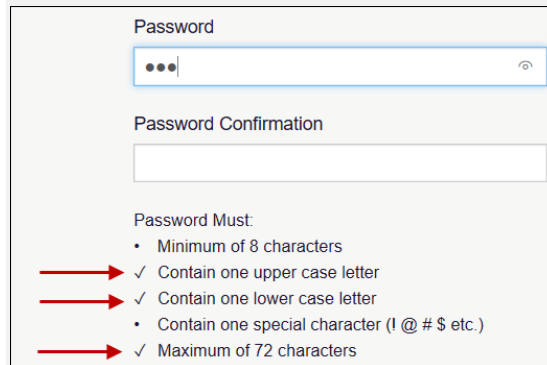
The email addresses you entered do not match.

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:

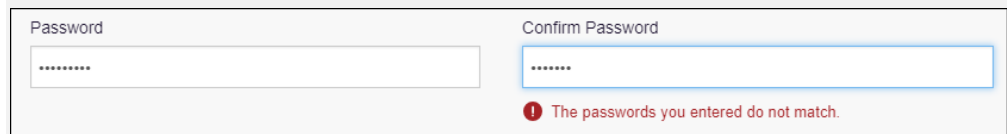
- At least eight (8) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) special character such as !, @, #, \$, etc.

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



A screenshot of a registration form. It features two input fields: "Password" and "Password Confirmation". Below these fields is a section titled "Password Must:" with a list of requirements. Each requirement has a checkmark to its left, and a red arrow points from the checkmark to the requirement text. The requirements are: "Minimum of 8 characters", "Contain one upper case letter", "Contain one lower case letter", "Contain one special character (! @ # \$ etc.)", and "Maximum of 72 characters".

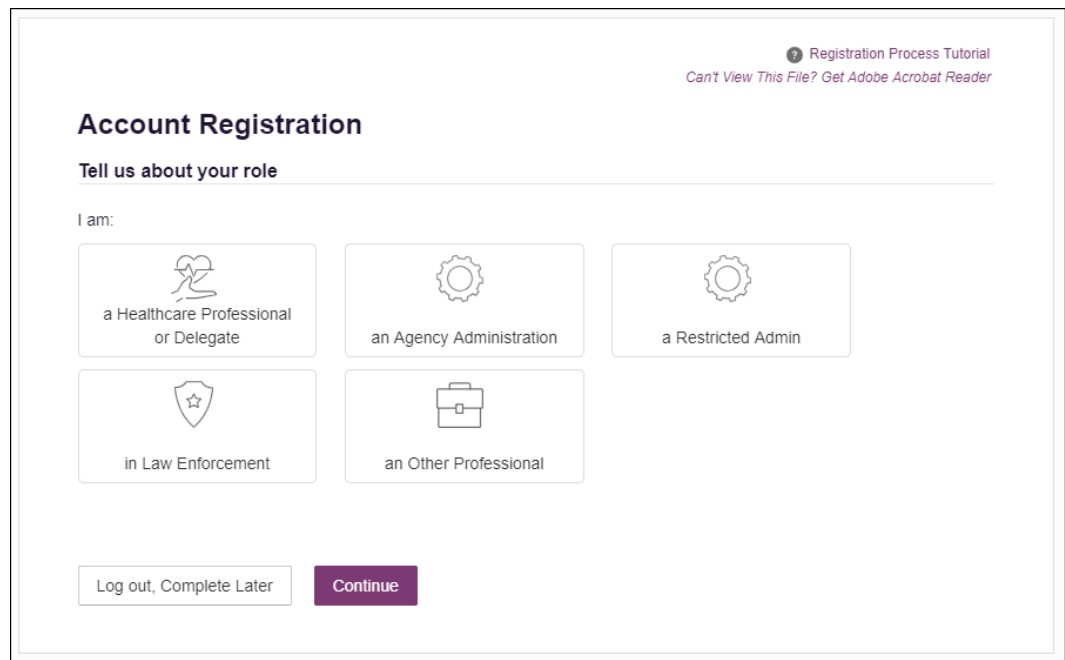
Note: If the passwords you entered do not match, an error message is displayed.



A screenshot of a registration form showing a password mismatch error. The "Password" and "Confirm Password" fields are visible, both containing asterisks. A red error message is displayed below the fields: "The passwords you entered do not match."

5. Click **Continue**.

The Account Registration: User Role Selection page is displayed.



A screenshot of the "Account Registration" page. The page title is "Account Registration" and the subtitle is "Tell us about your role". Below the subtitle is a section titled "I am:" with five selectable options, each represented by an icon and text: "a Healthcare Professional or Delegate" (with a person icon), "an Agency Administration" (with a gear icon), "a Restricted Admin" (with a gear icon), "in Law Enforcement" (with a shield icon), and "an Other Professional" (with a briefcase icon). At the bottom of the page 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. You will receive a reminder email to complete your registration.

When you are ready to complete your registration, navigate to <https://hawaii.pmpaware.net/>, then enter the username and password you established in the previous steps. If you do not complete your registration, it may be automatically rejected.

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

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

The screenshot displays the 'Account Registration' page. At the top, it says 'Tell us about your role'. Below this, there are five buttons with icons and text: 'a Healthcare Professional or Delegate' (with a stethoscope icon), 'an Agency Administration' (with a gear icon), 'a Restricted Admin' (with a gear icon), 'in Law Enforcement' (with a shield icon), and 'an Other Professional' (with a briefcase icon). The 'a Healthcare Professional or Delegate' button is highlighted with a blue border. Below these buttons, there is a section titled 'Select a specific role from below' with a list of roles in a scrollable menu: 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](#)

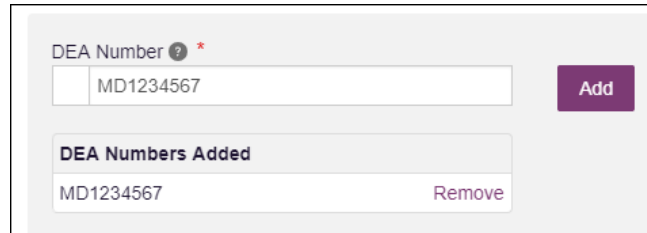
Professional License Number ? * License Type *

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

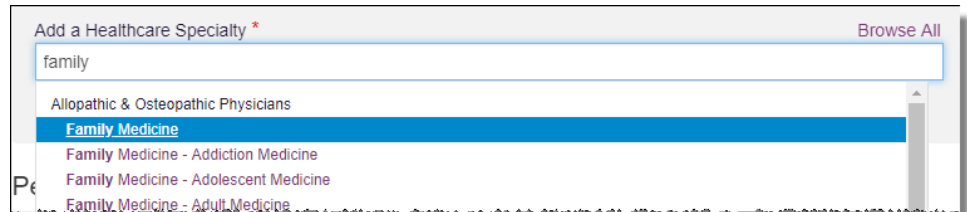
★ Designates Primary Specialty

- 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.



- 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.



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 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.

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"/>
------------------------	----------------------	------------------------------------

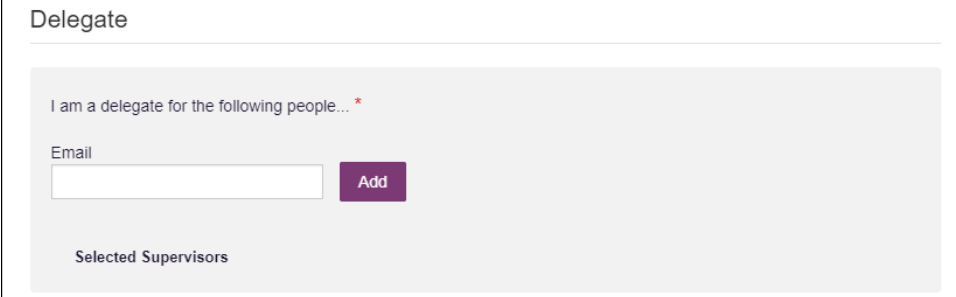
Employer National Provider ID(s)	<input type="text"/>	<input type="button" value="Add"/>
----------------------------------	----------------------	------------------------------------

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"/>	

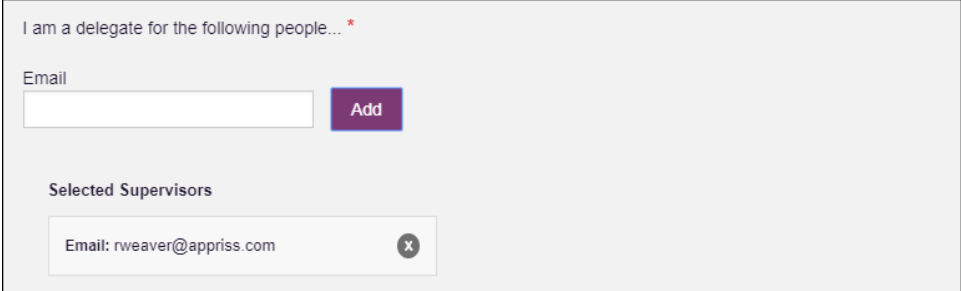
- To add your employer’s DEA or NPI number, enter it in the appropriate field, and then click **Add**. You may add multiple DEA and/or NPI numbers, if permitted by your state, by repeating this process for each DEA/NPI number you wish to add. Once you click **Add**, the DEA/NPI number is displayed beneath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



- 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.



Notes:

- *The supervisor must already have a registered account with your state's PDMP.*
 - *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. You will receive a reminder email to complete your registration.

When you are ready to complete your registration, navigate to <https://hawaii.pmpaware.net/>, then enter the username and password you established in the previous steps. If you do not complete your registration, it may be automatically rejected.

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 ([Access Granted](#), [Pending Approval](#), or [Not Complete – Additional Documents Needed](#)) and instructed to [verify your email address](#).

- a. **Access Granted:** Certain user roles will be immediately granted access to the application provided their personal DEA numbers and professional license numbers as entered are valid and found within the registry. If you are approved, you will be presented with the End User License Agreement that you must review and accept.

End User License Agreement

TERMS AND CONDITIONS FOR USE OF THE Appriss PMP AWARxE Demo (APAD)
(Test Updated 09/22/2018)

By logging in to and using the Appriss PMP AWARxE Demo ("APAD"), you agree to abide by the requirements governing the Prescription Monitoring Program at 105 CMR 700.012 and any other applicable requirements, including, but not necessarily limited to:

- 1) Where applicable - You attest that you are a duly licensed practitioner, pharmacist or other licensed health care professional authorized to prescribe or dispense controlled substances in the Commonwealth of Kentucky.
- 2) Where applicable - You further attest that you are duly registered with the Kentucky Department of Public Health, Office of Prescription Monitoring and Drug Control, to prescribe controlled substances in at least one of the Schedules II through V or duly registered with the Board of Registration in Pharmacy to dispense controlled substances in at least one of the Schedules II through V. You also agree to promptly notify the Department of any change or proposed change in licensure or registration status.
- 3) Where applicable – You attest that you are a member of law enforcement authorized by your state or federal agency and the Kentucky Department of Public Health to access APAD, and that you are aware of and intend to comply with the restrictions on


After accepting, you will be routed to your dashboard and can begin using the application.

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

- b. **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 that your information may not be edited at this time.* Refer to [Account Approval](#) for more information.

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

Account Registration

 **Status: Your Account is Pending Approval**

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.

Email Verification: Not Complete - Please check your email and verify. [Resend Email](#)

- c. **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.

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

Account Registration

Status: Registration Not Complete - Additional Documents Needed

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.

Required Documents

Download the required documents if needed and upload below

Required Documents	Uploaded File
Notarized Document	No file uploaded

[Max File Size: 10MB]

- 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://hawaii.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 that your information may not be edited at this time.* Refer to [Account Approval](#) for more information.

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

Account Registration

Status: Your Account is Pending Approval

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.

Email Verification: Not Complete - Please check your email and verify. [Resend Email](#)

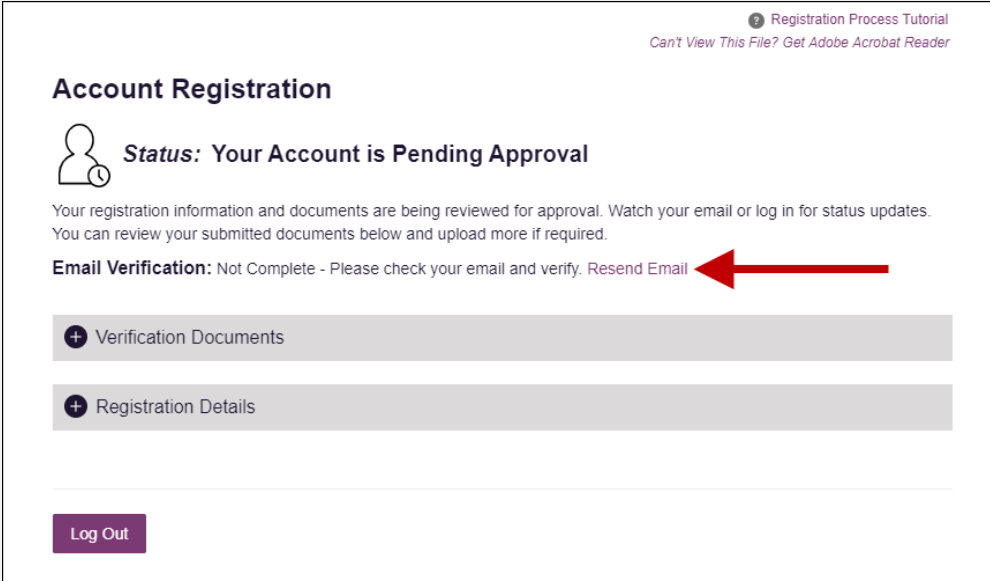
Verification Documents

Registration Details

2.3 Verifying Your Email Address

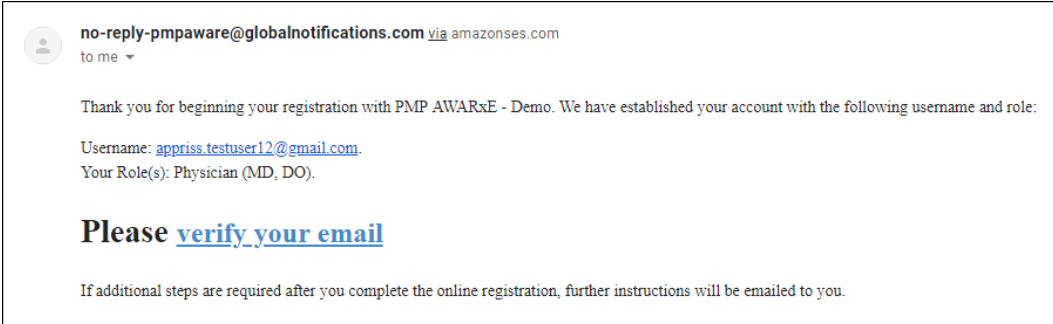
Once you have submitted your registration, PMP AWARe sends an email to the supplied email address for verification of an active email address.

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



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.' Underneath, it says 'Email Verification: Not Complete - Please check your email and verify. Resend Email', with a red arrow pointing to the 'Resend Email' text. There are two expandable sections: 'Verification Documents' and 'Registration Details'. At the bottom left, there is a 'Log Out' button.

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



The screenshot shows an email notification. The sender is 'no-reply-pmpaware@globalnotifications.com via amazonses.com' and it is addressed 'to me'. The body of the email says: 'Thank you for beginning your registration with PMP AWARe - Demo. We have established your account with the following username and role: Username: appriss.testuser12@gmail.com. Your Role(s): Physician (MD, DO). Please [verify your email](#)'. At the bottom, it says: 'If additional steps are required after you complete the online registration, further instructions will be emailed to you.'

Notes:

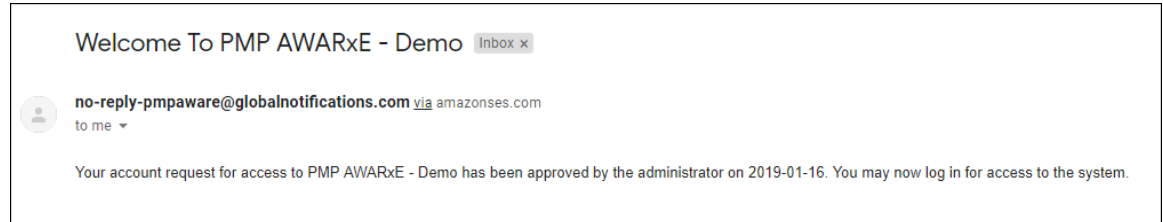
- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted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

Once you click the link, you are directed to PMP AWARe, 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 AWARe functionality, including performing patient requests, until your account is approved. Please refer to [Account Approval](#) for more information.

2.4 Account Approval

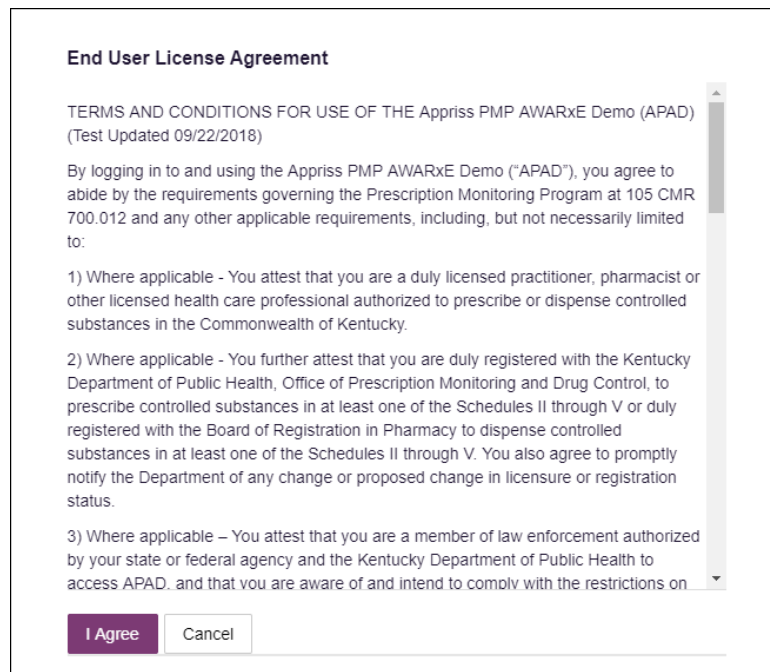
Once the State Administrator has determined that you have met all account requirements and has approved your account, you will receive an email stating that your account has been approved and is now active.



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

Note: If you no longer have the password, you can reset it by following the instructions in the [Reset Password](#) section of this document.

Upon logging in, you will be presented with the End User License Agreement that you must review and accept.



After accepting, you will be routed to your dashboard and can begin using the application.

Note: If you are a delegate, you must be approved by any supervisors you have selected before you can perform a Patient Request. You must only perform patient requests for practitioners who have approved you as a delegate.

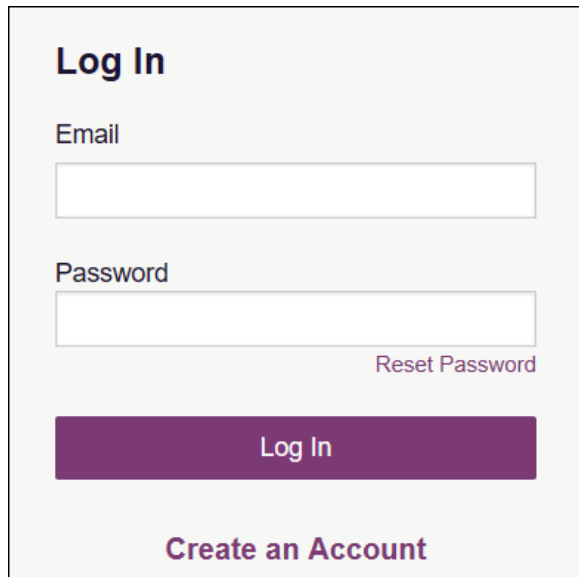
3 Basic System Functions

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

3.1 Log In to PMP AWARxE

1. Navigate to <https://hawaii.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 ALERTS

Patient Full Name	DOB	Alert Date	Alert Letter
DAVE PATIENT	01/01/1985	11/08/2017	Download PDF

Recent Requests

RECENT REQUESTS

Patient Name	DOB	Status	Request Date	Delegate
test one	01/01/1901	Complete	11/28/2017 6:08 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

DELEGATES

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

My Favorites

[RxSearch - 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.

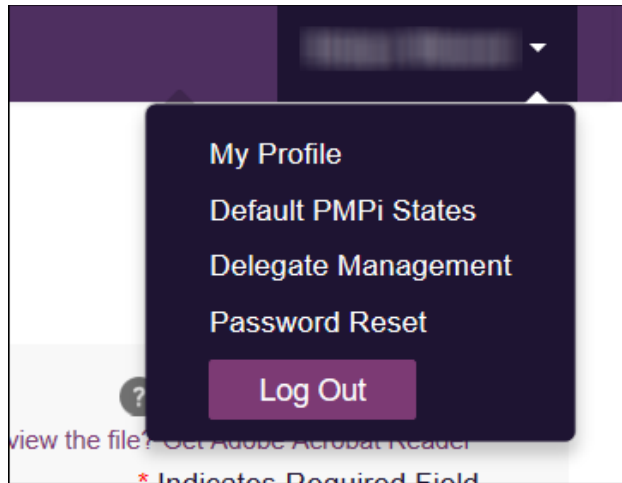
3.2.4 Announcements and Quick Links

This section displays announcements from your State Administrator as well as links to webpages outside of AWARe 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**.

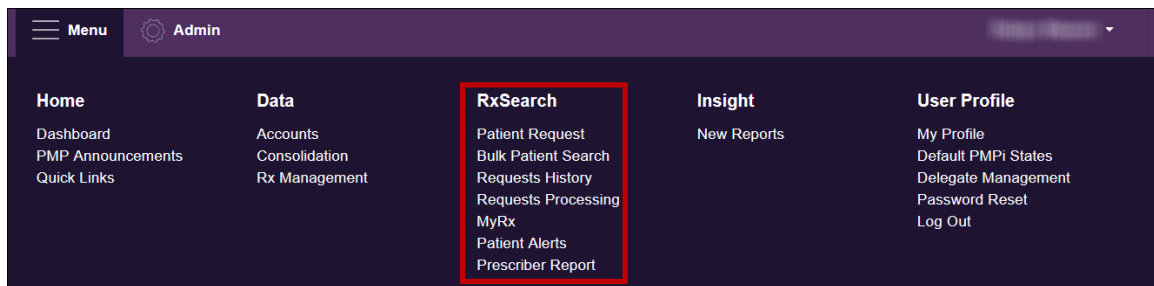


4 RxSearch

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 reports 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 in the PMP AWARxE application. The page title is 'RxSearch > Patient Request'. In the top right corner, there is a logo for 'PMP DEMO AWARxE™' with 'Powered by AWARxE™' and 'Support: 1-866-Appriss' below it. The form itself has a light gray background and is titled 'Patient Request'. Below the title, there is a link for 'Patient Rx Request Tutorial' and a note 'Can't view the file? Get Adobe Acrobat Reader'. A legend indicates that an asterisk (*) denotes a required field. The form is divided into two main sections: 'Patient Info' and 'Prescription Fill Dates'. The 'Patient Info' section contains four input fields: 'First Name*', 'Last Name*', 'Date of Birth*' (with a placeholder 'MM/DD/YYYY'), and two checkboxes for 'Partial Spelling'. The 'Prescription Fill Dates' section has a note 'No earlier than 2 years and 6 months from today' and two input fields for 'From*' and 'To*'. There are also some small icons and text at the bottom 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." 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.
Last Name	
Date of Birth	Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in this field.
Prescription Fill Dates	
From	Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in these fields.
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. For the purpose of a patient query, a supervisor is the practitioner or pharmacist on whose behalf the patient query is performed. Delegate patient queries should only be performed using supervisors who are involved with that patient's care.

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.

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.*
 - The requested state determines which roles are permitted to share data. Some states do not allow sharing for certain roles such as delegates.*
- 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.

Patient Report Refine Search

Report Prepared: 05/24/2018
Date Range: 05/24/2017 – 05/24/2018

Download PDF
 Download CSV

+ Test Patient

- Summary

Summary	Opioids* (excluding buprenorphine)	Buprenorphine*
Total Prescriptions:	1 Current Qty:	17.89 Current Qty: 0.0
Total Prescribers:	1 Current MME/day:	2.77 Current mg/day: 0.0
Total Pharmacies:	1 30 Day Avg MME/day:	1.38 30 Day Avg mg/day: 0.0

- Prescriptions

Filled	ID	Written	Drug	QTY	Days	Prescriber	Rx #	Pharmacy *	Refills	Daily Dose	Pymt Type	PMP
03/20/2018	3	03/20/2018	TRAMADOL HCL 50 MG TABLET	3.0	3	LA HAM	12345	HAMMA (4086)	0	5.0 MME	Private Pay	DO

*Pharmacy is created using a combination of pharmacy name and the last four digits of the pharmacy license number.

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

1. 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.

Patient 2614

Name	DOB	Gender	Address
Test Patient	1900-01-01	male	9701 MONROVIA ST, OVERLAND PARK, KS 66215
test patient	1901-01-01	male	10401 LINN STATION RD, LOUISVILLE, KY 40223
test patient	1900-01-01	unknown	10401 LINN STATION RD, LOUISVILLE, KY 40223
TEST PATIENT	1900-01-01	unknown	555 FAKE DR, PHOENIX, AZ 85001
Test Patient	1900-01-01	male	10401 LINN STATION RD, LOUISVILLE, KY 40223

Patient 2615

Name	DOB	Gender	Address
Test Patient	1900-01-01	male	123 Main Street , Maineville, MN 12345

Refine Search Criteria
Run Report

2. 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.

Patient Report Refine Search

Report Prepared: 05/24/2018
Date Range: 05/24/2017 – 05/24/2018

Download PDF
Download CSV

+ Test Patient

- Summary

Summary	Opioids* (excluding buprenorphine)		Buprenorphine*	
Total Prescriptions:	1	Current Qty:	17.89	Current Qty:
Total Prescribers:	1	Current MME/day:	2.77	Current mg/day:
Total Pharmacies:	1	30 Day Avg MME/day:	1.38	30 Day Avg mg/day:
			0.0	0.0

- Prescriptions

Filled	ID	Written	Drug	QTY	Days	Prescriber	Rx #	Pharmacy	Refills	Daily Dose	Pymt Type	PMP
05/10/2018	5	05/10/2018	OXYCODONE HCL 30 MG TABLET	18.81	306	Ju Lon	VetRx1	Tagch (1119)	0	2.77 MME	Medicaid	DO

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.

Patient Report [Refine Search](#)

Report Prepared: 05/24/2018
Date Range: 05/24/2017 – 05/24/2018

 Download PDF
 Download CSV

+	Test Patient	DOB: 01/01/1900	Gender: unknown	Patient Address One: MELODY JUNCTION 4
-	Test Patient	DOB: 01/01/1900	Gender: male	Patient Address One: 10401 LINN STATION RD

Linked Records

Name	DOB	ID	Gender	Address
test patient	01/01/1900	1	unknown	10401 LINN STATION RD LOUISVILLE KY 40223
Test Patient	01/01/1900	4	male	10401 LINN STATION RD LOUISVILLE KY 40223

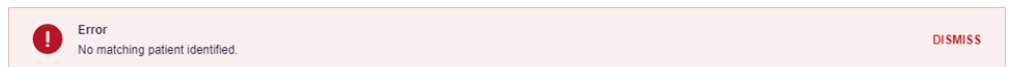
Report Criteria

First Name	Last Name	DOB
Tes	Pat	01/01/1900

[Summary](#)

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.



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 Patient Report

If your search results return a single patient, the Patient Report is automatically displayed. You may also access your previously requested patient reports at any time by clicking **Menu > Requests History**. Refer to the [Requests History](#) section for more information.

The Patient Report page consists of the following sections:

- [Patient Information](#)
- [Summary](#)
- [Prescriptions](#)
- [Prescribers](#)
- [Dispensers](#)

4.2.1 Basic Report Functions

- The top of the report displays the date the request was run and the date range used to create the request. Depending on your user role type, the **Download PDF** and **Download CSV** buttons may be available, allowing you to save the report as a PDF document or as a CSV data file.

RxSearch > Patient Request



← Back

Patient Report Refine Search

Report Prepared: 05/29/2018
Date Range: 05/29/2017 - 05/29/2018

Download PDF Download CSV

PMP DEMO Awarxē™
Powered by Awarxē™
Support: 1-866-Appriss

- You can expand or collapse each section of the report. Click the plus sign () next to a section to expand it, or click the minus sign () to collapse it.

- You can resize the tables in each section of the report to show more or fewer records. To resize a table, click and drag the bottom of the table with your mouse.

Note: A minimum of two rows are required to be displayed.

- You can sort the columns in each section of the report. Clicking on a column header will allow the results to be sorted in ascending or descending order based on the column selected.

Note: If you choose to export the report, your column sorting will be saved.

4.2.2 Patient Information

The Patient Information section displays the search criteria used to search for the patient as well as all known patient names, birthdates, and addresses that have been linked to the patient for whom you searched.

Bob TestPatient				
Linked Records				
Name	DOB	ID	Gender	Address
Testpatient Bob	01/01/1900	10	male	606 OPIODPATIENT DR OPIODPATIENT ND 43677
BOB TESTPATIENT	01/01/1900	3	male	1023 NOT REAL ST WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	7	male	1023 NOT REAL STREET WITCHITA KS 67203
ROBERT TESTPATIENT	01/01/1900	9	male	1023 NOT REAL ST WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	4	male	1023 NOT REAL STREET WITCHITA KS 67203
Bob Testpatient	01/01/1900	2	unknown	1023 NOT REAL STREET WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	5	female	1023 NOT REAL ST WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	6	male	1023 NOT REAL ST WITCHITA KS 67203
BOBBY TESTPATIENT	01/01/1900	8	male	1023 NOT REAL ST WITCHITA KS 67203
Bob Testpatient	01/01/1900	1	male	101 Main St City OH 30897

Report Criteria		
First Name	Last Name	DOB
Bob	TestPatient	01/01/1900

- The Linked Records table can represent instances of a patient with multiple addresses, misspellings of names, etc.
- The **ID** column of the Linked Records table provides an ID number that corresponds to the **ID** column in the Prescriptions section of the report, allowing you to match the patient in the Linked Records table with the appropriate prescription.

4.2.3 Summary

The Summary section provides an overview of the total number of prescriptions, prescribers, and pharmacies for the patient for the specified timeframe, including opioid and buprenorphine intake.

Note: Opioid and buprenorphine counts only include prescriptions that are current and active on the date the report is generated.

Summary			
Summary	Opioids* (excluding buprenorphine)	Buprenorphine*	
Total Prescriptions:	18	Current Qty:	86.8
Total Prescribers:	7	Current MME/day:	9.33
Total Pharmacies:	7	30 Day Avg MME/day:	19.0
		Current Qty:	132.0
		Current mg/day:	5.89
		30 Day Avg mg/day:	0.0

4.2.4 Prescriptions

The Prescriptions section displays information related to each prescription issued to the patient within the specified timeframe.

Prescriptions												
Filed	ID	Written	Drug	QTY	Days	Prescriber	Rx #	Pharmacy *	Refills	Daily Dose	Pymt Type	PMP
05/27/2018	5	05/27/2018	ENDOCET 10-325 MG TABLET	8.0	30	BO TES	B00003	Alice (4567)	1	5.33 MME	Private Pay	DO
05/22/2018	1	05/21/2001	BUPRENORPHINE-NALOXONE	250.0	14	Ca TES	M457896321	KANSA (9159)	1		Private Pay	DO
04/29/2018	5	04/29/2018	ZOLPIDEM TART ER 12.5 MG TAB	30.0	30	AL TES	B00001	Alice (4567)	1		Private Pay	DO
04/26/2018	5	04/26/2018	ACETAMINOPHEN-COD #3 TABLET	120.0	30	AL TES	B00002	Alice (4567)	0	12.0 MME	Private Pay	DO
04/23/2018	7	04/21/2018	HYDROCODON-ACETAMINOPHN 10-325	30.0	10	Pa Doc	152847	Appri (1119)	0	18.0 MME	Indian Nat	DO
04/20/2018	6	04/20/2018	ACETAMINOPHEN-COD #3 TABLET	3.0	3	MU PHA	AT1152500	HOMEC (4642)	0	4.5 MME	Private Pay	DO
04/13/2018	6	04/13/2018	ACETAMINOPHEN-COD #3 TABLET	3.0	3	WA CO.	AT1152500	RANDA (0426)	0	4.5 MME	Private Pay	DO
04/09/2018	10	04/09/2018	HYDROCODONE-ACETAMIN 10-325 MG	100.0	250	SE PHA	5571544411	DIPLO (6244)	1	4.0 MME	Private Pay	DO
04/09/2018	10	04/09/2018	BUTRANS 5 MCG/HR PATCH	100.0	150	SE PHA	5571547441	DIPLO (6244)	1	0.56 mg	Private Pay	DO



*Pharmacy is created using a combination of pharmacy name and the last four digits of the pharmacy license number.

*Per CDC guidance, the MME conversion factors prescribed or provided as part of medication-assisted treatment for opioid use disorder should not be used to benchmark against dosage thresholds meant for opioids prescribed for pain. Buprenorphine products have no agreed upon morphine equivalency, and as partial opioid agonists, are not expected to be associated with overdose risk in the same dose-dependent manner as doses for full agonist opioids. MME = morphine milligram equivalents. mg = dose in milligrams.

- The **ID** column corresponds with the **ID** column in the Linked Records table in the Patient Information section of the report, allowing you to match the patient with the appropriate prescription.

4.2.5 Veterinarian /Animal Prescriptions Dispensed to Owner

For veterinary prescriptions (those prescriptions that were submitted to the PDMP with a non-human species code) that were dispensed to the animal's owner, an icon will be displayed next to the drug name to distinguish those prescriptions.

Prescriptions							
Fill Date	ID	Written	Drug	Qty	Days	Prescriber	PMP
04/17/2019	1	04/16/2019	Fentanyl 12 Mcg/hr Patch 	120	30	De Ent	3
04/12/2019	1	04/10/2019	Fentanyl 12 Mcg/hr Patch 	120	30	De Ent	3

A (Active) - Indicates whether a prescription is active (A) based on the date filled and the days supply provided

4.2.6 Prescribers

The Prescribers section displays information for all prescribers who issued a prescription to the patient within the specified timeframe.

Name	Address	City	State	Zip	Phone
CO., WALGREEN CO. Doctor, Paul	301 W MAIN ST	INDEPENDENCE	KS	67301	
PHARMACY, MULVANE	1008 SE LOUIS DR	MULVANE	KS	67110	
PHARMACY, SEDAN	129 E MAIN ST	SEDAN	KS	67361	
TESTPRESCRIBER, ALICE	1111 FAKE ST	WICHITA	KS	67203	
TESTPRESCRIBER, BOB	8888 NOWHERE ST	WICHITA	KS	67203	
TESTPRESCRIBER, Carol	2910 HIGH ST	WICHITA	KS	67203	

4.2.7 Dispensers

The Dispensers section displays information for all dispensers who filled a prescription for the patient within the specified timeframe.

Pharmacy	Address	City	State	Zip	Phone
WALGREEN CO. (7516)	301 W MAIN ST	INDEPENDENCE	KS	67301	
RANDALL, DANIEL C DVM (0426)	20 RAYFORD LN	GREENVILLE	SC	29609	
KANSAS CVS PHARMACY, L.L.C. (9159)	2011 E SANTA FE ST	OLATHE	KS	66062	
HOMECARE PLUS INC (4642)	864 WILSON DR	RIDGELAND	MS	39157	
DIPLOMAT SPECIALTY PHARMACY (6244)	4100 S SAGINAW ST	FLINT	MI	48507	6144841207
Dave's Pharmacy (1119)	123 N MAIN ST	WICHITA	KS	67202	5028151000
Alice's PHARMACY (4567)	1111 FAKE ST	WICHITA	KS	67202	3165555555

4.3 Requests History

- To view a previously created Patient Report, click **Menu > Requests History**.

The Requests History page is displayed.

Advanced Options REQUESTOR NAME Yes PATIENT NAME Yes Search

Requests History

Select a patient to review details about the request.
 Download PDF
 Download CSV

Patient First Name	Patient Last Name	Requestor	Requested For	Request Type	Status	Date Requested
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 3:04 PM
Test	Patient	You		AWARxE	Complete	05/29/2018 2:44 PM
Bob	TestPatient	You		AWARxE	Complete	05/29/2018 2:44 PM
Test	Patient	You		AWARxE	Pending	05/29/2018 2:14 PM
Bob	Testpatient	You		AWARxE	Pending	05/29/2018 2:14 PM
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 1:10 PM

Notes:

- You can only view Patient Reports you or your delegate(s) have created.
- Reports are available in your Reports History for 30 days. After 30 days, they are automatically removed from your history.

2. From this page, you can:
 - a. Click **Advanced Options** to filter the list of requests.

type	Status	Date Requested
	Complete	04/10/2018 10:47 AM
	Complete	04/10/2018 10:47 AM
	Complete	04/10/2018 10:47 AM
	Complete	04/10/2018 10:47 AM

- 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.

- 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.

The Manual Entry search is displayed.

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.

- Once you have entered the patient's information, click **Add** to add an additional patient.
- Repeat steps 2-3 until all patients have been entered.

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

- Click the **File Upload** radio button 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 File Upload search is displayed.

File Upload

Upload a CSV file that includes patients by first name, last name and date of birth. [View Sample file](#)

Choose a file

- Click **View Sample File** to download the sample CSV file.
- Open the sample CSV file and complete the required fields.

	A	B	C	D	E	F	G
1	first_name	last_name	birthdate mm/dd/yyyy	postal_code			
2							
3							
4							
5							
6							
7							
8							

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:

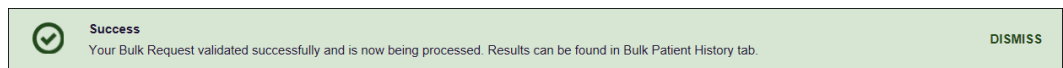
first_name	last_name	birthdate	postal_code	errors
john	smith	1/1/1950		
adam	smith	1/1/1960		
sally	smith	1/1/1970		

- 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.
- 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.

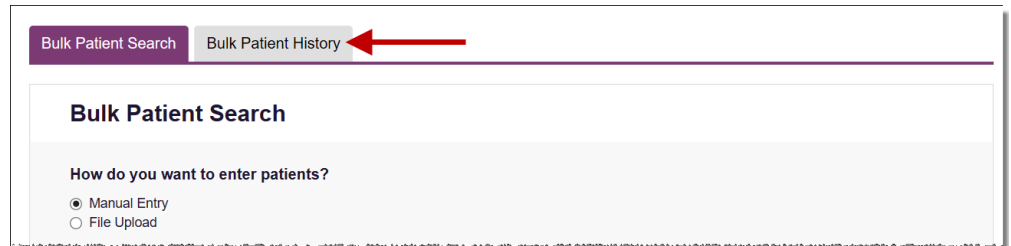
- Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.
- If you wish to include other states in your search, click the checkbox next to the desired state(s) in the PMP Interconnect Search section of the page.
- Click **Search**.

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



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**).



The Bulk Search History page is displayed.

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.

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.

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.

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

(a)

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

(b)

To resolve this and view the patient report:

- 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

- Click **Try Again**.
The Patient Request page is displayed.
- Refer to [Multiple Patients Identified](#) to run the report.

4.4.2 Incomplete Bulk Patient Search Results

The **Status** column for an individual patient may indicate **Incomplete** for two reasons: **No Matching Patient Identified** or **Multiple Patient**. Upon clicking the patient's name, the reason is listed in the **Reason** field of the search details.

Bulk Patient Summary
Select a patient to view the report

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
adam doe	01/01/1900	0	0	0		Incomplete
dave testpatient	01/01/1900	7	6	26		Ready

adam doe Try Again

Date of Birth: 01/01/1900
Location:
PMPi States:
Reason: No Matching Patient Identified
Prescription Fill Dates: July 13, 2017 until July 13, 2018

1. **No Matching Patient Identified.** The system was not able to locate a patient matching your search criteria. Click **Try Again** to open the Patient Request page where you can perform a partial search or modify your search criteria.
2. **Multiple Patient.** The system identified multiple patients matching your search criteria. Click **Try Again** to open the Patient Request page, then click **Search** at the bottom of the page. The Multiple Patients Found window will display prompting you to select the patients for whom you wish to run a report. The Multiple Patients Found window is shown on the following page.

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.

Patient 2786

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203

Patient 2787

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST , WITCHITA, KS 67203
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203
Bob Testpatient	1900-01-01	unknown	1023 NOT REAL STREET , WITCHITA, KS 67203

Refine Search Criteria Run Report

Select the correct patient(s), and then click **Run Report** to view the Patient Report. For more information on viewing report results, please refer to [Viewing a Patient Report](#).

4.4.3 No Prescriptions Found in Bulk Patient Search

If the **Status** column indicates **No RXs Found** for a patient, the patient exists in the database, but no prescriptions were reported for the patient in your report timeframe. Upon clicking the patient's name, **No Prescriptions Found in Date Range** will be indicated in the **Reason** field.

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
bob testpatient	01/01/1900	6	6	11		Ready
john doe	01/01/1900	0	0	0		No RXs Found

john doe	Refresh	View
Date of Birth: 01/01/1900		
Location:		
PMPI States:		
Reason: No Prescriptions Found in Date Range		
Prescription Fill Dates: January 13, 2018 until July 13, 2018		

You may click **View** if you need to export the blank report, or you may click **Refresh** to display the Patient Request page where you can change the date range and run a new report.

4.5 My Rx

If you have a DEA number associated with your AWARe 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.

My Rx

* Indicates Required Field

Prescriptions Written
No earlier than 2 years from today

From* To*

DEA Numbers

MD1234568

Generic Drug Name (Optional)

Drug Name

[Search](#)

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. If configured by your PMP Administrator, you may click **Download PDF** or **Download CSV** to export your report results.

Menu
Doctor Jordan ▾

RxSearch > MyRx

← Back

POWERED BY NarxCare™

MyRx

Report Prepared: 10/14/2017
Date Range: 10/13/2016 – 10/13/2017

[Download PDF](#) [Download CSV](#)

DEA Numbers

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

Prescriptions

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

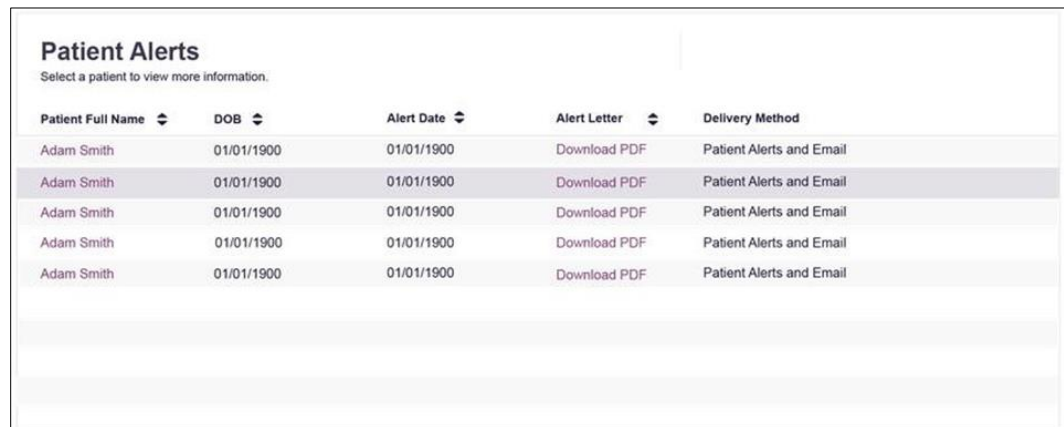
4.6 Patient Alerts

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 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, 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.

My Profile

Profile Info [Edit](#)

Name: Robyn Weaver	Employer DEA(s):
Position/Rank:	Employer:
DOB:	Employer Phone:
Primary Contact:	Employer Fax:
DEA Number(s):	Primary Work Location:
Controlled Substance #:	Roles:
Professional License #: Type:	

Specialty

Add a Healthcare Specialty [Browse All](#)

★ Designates Primary Specialty

Setting

Time Zone

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: Robyn Weaver@int

New Email Address	Re-enter New Email Address
<input type="text"/>	<input type="text"/>

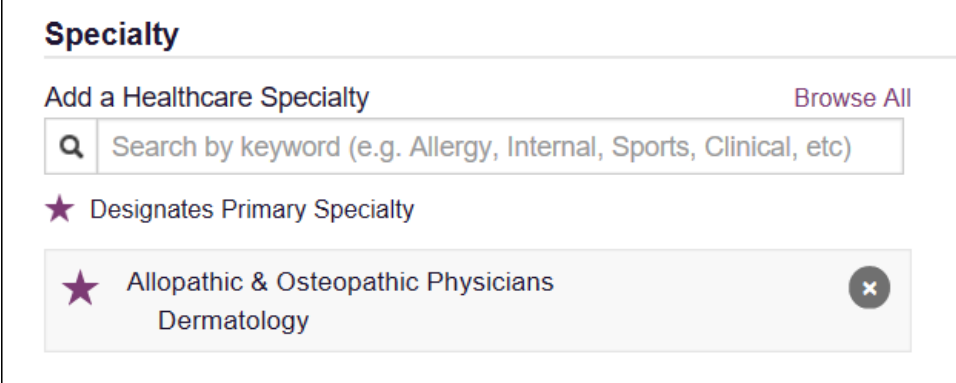
Current Mobile Phone Number:

New Mobile Phone Number	Re-enter New Mobile Phone Number
<input type="text" value="### ##-####"/>	<input type="text" value="### ##-####"/>

Supervisors

I am a delegate for the following people...

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

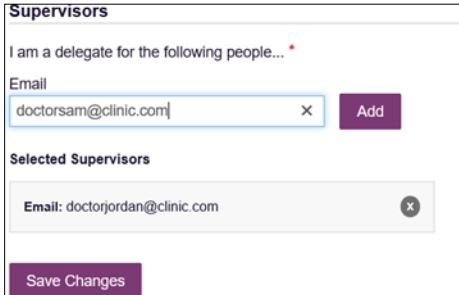
Add a Healthcare Specialty Browse All

★ Designates Primary Specialty

★ Allopathic & Osteopathic Physicians x

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

x Add

Selected Supervisors

Email: doctorjordan@clinic.com x

Save Changes

- **Email Address:** 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. *Note that the verification link is only valid for 20 minutes. If you click the verification link after it has expired, you will be sent a new link.*
3. Once you have made all necessary changes, click **Save Changes**.

5.2 Setting Default PMP InterConnect States

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.



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.



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.

- 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:

- [Log in to PMP AWARe](#).
- 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."

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

Jordan Delegate Approve Reject

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

Delegate (pending)
Personal DEA
National provider (invalid)

4 Supervisors

- Jordan Crawford (pending)
jrcrawford@appriss.com
- Jordan Admin (rejected)
jrcrawford+admin2@appriss.com

- 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](#).

5.4.1 Updating a Current Password

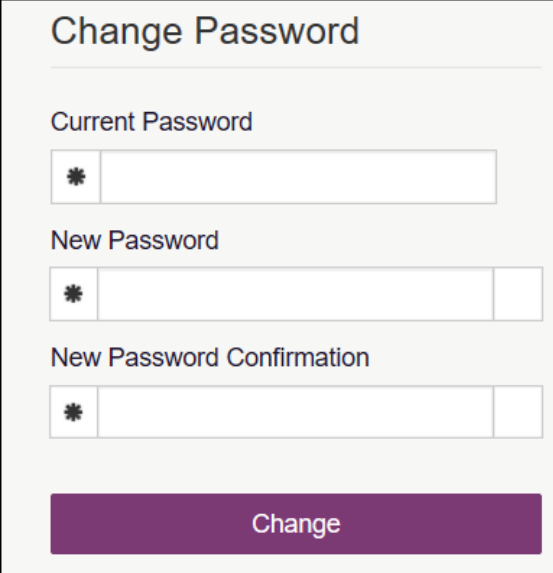
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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.



Change Password

Current Password

New Password

New Password Confirmation

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.*

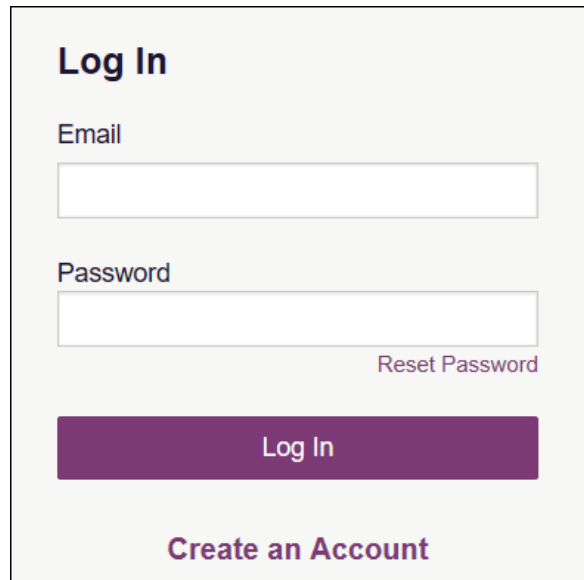
4. Click **Change**.

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

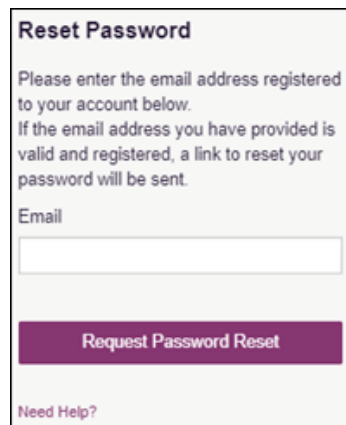
1. If you have forgotten your password or your password has expired, navigate to <https://hawaii.pmpaware.net>.

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 **Request Password Reset**.
4. If 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.

The Change Password page is displayed.

5. 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.*

6. Click **Change**.

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

Notes:

- *The password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1-3 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 Appriss Health at 1-844-5HI-4PMP (1-844-544-4767);
OR
- Create a support request at the following URL:
<https://apprisspmp.zendesk.com/hc/en-us/requests/new>.

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 Hawaii PDMP, please contact:

NED PMP Director

Email: hixmonitor@hawaii.gov

7 Document Information

7.1 Disclaimer

Appriss 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
2.0	03/20/2019	Global	Updated to current document template
		7.2/Administrative Assistance	Updated email address
2.1	07/10/2020	Global	Added clarification for delegates regarding for whom delegates should be performing patient searches and the definition of a “supervisor”
		1.1/What is a Requestor?	Updated list of available user roles
		1.2/Appropriate Use of the PDMP	Added new section
		2/Registration	Replaced registration instructions with updated registration process
		4.2.3/Summary	Added a note clarifying opioid and buprenorphine counts included on the Patient Report
		4.2.5/Veterinarian/Animal Prescriptions Dispensed to Owner	Added new section
		5/Rx Management	Removed chapter, as that functionality is not currently enabled for HI