# OREGON PDMP

# INTEGRATION GUIDE

Integrating your health IT system with the Oregon Prescription Drug Monitoring Program (PDMP)

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The PDMP Integration Guide has been created in partnership between the Oregon Health Leadership Council (OHLC) and the Oregon Health Authority (OHA) as part of the Oregon PDMP Integration initiative, and provides comprehensive information specific to Prescription Drug Monitoring Program (PDMP) integrations for the following health information technology (HIT) systems:

→ Electronic Health Records (EHRs)
→ Pharmacy Management Systems (PMSs)
→ Emergency Department Information Exchange (EDIE)
→ Health Information Exchanges (HIE)

## Oregon PDMP Integration Initiative

For the first time, authorized prescribers and pharmacists can access controlled substance prescription data from PDMP registries within their electronic workflow. This initiative aligns with broader state and federal efforts to increase the use of PDMP's to reduce inappropriate prescriptions, improve patient outcomes and promote more informed prescribing practices.

**PDMP integration will allow authorized prescribers and pharmacists to:**

- Retrieve PDMP data from within their current electronic workflow (without the need to memorize passwords or log into a different system)

- Save time with one-click access to patient data (average savings 2.5 - 4 min/patient)

- Use PDMP data at the point of care, encouraging the use of a patient's prescription history in clinical decision making

- Contribute to reducing Oregon's opioid prescribing/drug overdose death rate

The Oregon PDMP Integration initiative is sponsored by HIT Commons, a shared public/private governance model formed between OHLC and the OHA. It is being guided by the expertise of the members of the PDMP Integration Steering Council.

## HIT System Integration

OHLC has partnered with OHA under the HIT Commons to contract for Appriss Health on a statewide subscription to allow PDMP integration into HIT systems (EHR, PMS, HIEs, EDIE) across the state. This integration allows controlled substance, Schedules II-IV, reporting data to be directly pulled into a provider's electronic workflow from their patient's chart.

**PDMP Integration will provide:**

- Automated, multi-state queries to integrate patient controlled substance prescription history within HIT systems

- The ability to manually enter patient search criteria, bypassing the need to navigate to the state's PDMP database web portal.

- Streamlined clinical workflows by providing one-click access to critical prescription history information to both prescribers and pharmacists

## Eligibility Criteria for PDMP Access

The following can legally access Oregon PDMP data once authorized:

- Prescribers of controlled substances (Schedule II-IV)
- Pharmacists
- Medical and Pharmacy Directors
- Delegates of prescribers, pharmacists, and delegates of medical or pharmacy directors.

    *Note: delegates will not be able to access HIT systems integrated PDMP data but may continue to access via the state's web portal.*

Entities who would like to integrate PDMP data into their HIT system must meet the following criteria to be eligible:

- An entity must employ authorized users
- Users must have a use case consistent with the PDMP terms and conditions
- All prescribers and pharmacists must have an active, valid PDMP user account

Prior to submitting a request, please verify all employed prescribers and pharmacists have an active, valid PDMP user account.  As of July 2018, Oregon law requires PDMP registration for all Oregon prescribers.

- **Organizations** can request a list of all active, registered providers by completing the PDMP Enrollment Data Request Form and sending to PDMP.health@state.or.us.

- **Individual prescribers and pharmacists** can register for a PDMP account by visiting https://oregon.pmpaware.net/login and selecting '*Create an Account.'*

## PDMP Integrated Access

The following providers may gain access (as authorized) to integrated PDMP data: prescribers of controlled substances (Schedule II through IV), pharmacists and dentists. Delegates**,** both unlicensed and licensed, **are not able to access integrated PDMP data**. Instead, delegates will continue to access PDMP data via the state PDMP web portal.

## Integration Request Process

1. Complete the online PDMP Integration Request Form.
2. Sign and return **all** pages of the two required contractual agreements (see below) to pdmp@hitcommons.org.

   a. Oregon PDMP Gateway User Agreement
   This agreement is entered between your organization and the Oregon Health Authority to establish access to Oregon Prescription Drug Monitoring (PDMP) data through your health information technology system.

   b. Appriss End User License Agreement (Prescribers)
   ***or***
   Appriss End User License Agreement (Retail Pharmacists)
   This agreement is entered between your organization and Appriss to access information and analysis services provided by their gateway service.

3. OHLC will email your primary contact (identified in your request form) once all steps above have been completed to discuss next steps.

*Note: The required agreements are standard for all entities completing them. We are not inviting a redline of the agreements, however, if there are provisions that will prevent you from signing or moving forward please submit your concerns to pdmp@hitcommons.org for review and consideration.*

## Implementation Process

Once approved for go-live, Appriss will begin communicating with your identified technical contact to partner on next steps. The process will vary depending on whether your vendor has already completed integration development work with Appriss in another state.

**If your vendor has already integrated with Appriss in another state:**
Appriss will send production credentials to you or your vendor, depending on the vendor. You will then be guided to work with your vendor to start the testing process and determine a go-live schedule.

**If your integrated vendor is Epic:**
A kickoff call will be scheduled before test credentials/technical documents are sent. Once the entity determines their go live date, Appriss will send production credentials.

**If your vendor has not yet integrated with Appriss in another state:**

- An Appriss representative will reach out to your identified point of contact to schedule a meeting with key parties, including your vendor

- Appriss will provide testing instructions and test patients to the vendor and will provide technical support as needed

- You will work with your vendor to ensure all provider roles are mapped correctly to the appropriate PMP Gateway role

- Before moving to production, Appriss requests that the vendor demo the integration so that they may provide any additional recommendations or changes

- Once integration has been approved by Appriss and OHLC, your vendor will set a production date, and you will work with your vendor on the roll-out

*Note: This process can take up to several months, depending upon the engagement level of the vendor or existing project backlog.*

## PDMP Integration Funding

Most Appriss subscription costs (82%) are supported by 90% federal and 10% state funding secured by OHA. The remaining costs are shared by hospitals, health plans, and retail pharmacies using the shared funding model of HIT Commons.

There are grants available for Oregon critical access Type A and B hospitals to integrate EDIE and/or PDMP into their EHRs. The funding was made available by the Oregon Association of Hospitals Research and Education Foundation (OREF). For more information and qualifying criteria, contact Katie Harris, OAHHS Director of Rural Health & Program Management, at kharris@oahhs.org.

## Post Go-live Technical Support

If providers are experiencing an issue when attempting to access PDMP data via their vendor, please direct them to first contact your internal IT help desk for assistance.

> *Note: Appriss does not control any aspect of entity vendor systems. Any issues related to your vendor's application should be directed to your vendor contact.*

If determined that the PDMP integration service is non-operational, please submit a support request form to Appriss. Within 24-hours Appriss will acknowledge your help desk service ticket and direct clinical users to access the PDMP web portal to request patient reports.

## General Implementation Support

OHLC will be available for support throughout the integration process, including assisting in the following ways:

- Communications between your organization and implementation-related technical vendors (including Appriss and your vendor)

- Tracking technical issues reported and addressing any undue delays in response times with the vendor. The PDMP Steering Council will review matters identified for recommendations.

- Remove implementation project barriers, including directly communicating with vendors on your behalf (as requested)

- Assist in coordinating and leading meetings that facilitate vendor-specific implementation process, workflows, and training

## Integration FAQs

### What is the Oregon PDMP Integration initiative?

For the first time, prescribers and pharmacists can access PDMP information within their electronic workflow via an embedded Application Programming Interface (API). This initiative aligns with broader state and federal efforts to increase the use of PDMPs to reduce inappropriate prescriptions, improve patient outcomes and promote more informed prescribing practices.

### Who is responsible for the Oregon PDMP Integration initiative?

The Oregon PDMP Integration initiative is sponsored by HIT Commons, a shared public/private governance model formed between OHLC (Oregon Health Leadership Council) and OHA (Oregon Health Authority). This initiative is guided by the expertise of the members of the PDMP Integration Steering Council.

OHLC partnered with Appriss Health to create a statewide subscription to allow PDMP integration into health IT systems across the state.

### What is Oregon's PDMP program?

The Oregon PDMP is a statewide program managed by the Department of Human Services that collects information on dispensed controlled substance prescription drugs (Schedules II-IV). The program is a key partner in the statewide PDMP Integration initiative, integral in designing, monitoring and reporting on progress towards statewide integration goals.

**Is there a mass enrollment option for PDMP?**

Each provider must sign up for individual accounts. Now that PDMP registration is mandatory in Oregon, the majority of providers at your facility should already have accounts.  We can verify which providers do and do not already have accounts so that organizations can do targeted outreach to those that need to register.

If you need assistance verifying accounts, please complete the PDMP Enrollment Data Request Form and send a spreadsheet, with names of the providers to be verified, and if available, include the state license number or NPI to drew.r.simpson@dhsoha.state.or.us.

**What are the advantages of PDMP integration?**

PDMP integration will allow prescribers and pharmacists to:

- Retrieve PDMP data from within their current electronic workflow (without the need to memorize passwords or log into a different system).

- Save time with 'one-click' access to patient data (average savings reported between 2.5 - 4 min/patient).

- Utilize PDMP data at the point of care, encouraging the use of a patient's prescription history in clinical decision making.

**Am I required to integrate my health IT system?**

No, integrating PDMP with your health IT system is not required. Prescribers will continue to have access to PDMP data via the web portal.

**Will delegates have access to PDMP Integration data?**

No. Delegates, both licensed and unlicensed, are not able to access PDMP data via EHR integration. Instead, delegates will continue to access PDMP data via the web portal.

Note: Other states that have implemented PDMP Integration have noted that the use of delegates is typically minimized when the data is readily accessible by prescribers 'one-click' secure access from within their clinical workflow.

**What information is available from the Oregon PDMP?**

Information collected includes patient name, address, date of birth, sex, pharmacy, prescriber information, specific prescription information including the drug name and dosage, when prescribed and when dispensed. This information is only for prescriptions that are classified as controlled substances (Schedules II, III and IV).

**How can authorized prescribers and pharmacists access Oregon's PDMP database?**

| PDMP Access Options | Who can access? | How and when do I get access? | What does it cost? |
|---|---|---|---|
| PDMP Web Portal | All authorized prescribers, pharmacists and delegates | Web portal accounts may be established through the state PDMP office at any time. For more info: www.orpdmp.com | • No additional cost • A percentage of provider licensing fee goes to this service. |
| EDIE* Health IT Integration | All authorized users at hospital emergency departments who have implemented EDIE into their electronic workflow | Interested hospitals can work directly with our contracted vendor to enable PDMP integration at any time. For information contact: Justin Keller, Collective Medical Technologies (CMT) justin.keller@collectivemedicaltech.com | • Federal and state funding covers the majority of the cost (82%). Remaining costs will be managed by shared funding with Oregon hospitals, health plans, pharmacies. For more info, contact OHLC. • Funding is available for rural hospitals through OAHHS. For more information, contact Katie Harris, kharris@oahhs.org |
| PDMP Health IT Integration | Any organization with health IT and authorized prescribers, pharmacists and delegates | Full details on how to apply for PDMP integration is available on the PDMP Integration website. | |

**Will pharmacists see the same information seen by prescribers?**
Yes, PDMP data is not filtered for pharmacists.

**Will we see PDMP data from other states with PDMP integration?**
Yes, we currently have Interstate data sharing with Idaho, Kansas, Nevada and North Dakota; Alaska, Washington, and California are in progress.

There are six questions at the end of the PDMP Request Form that is required by Appriss for interstate data sharing. We hope the following information is helpful when completing the first three questions:

- First question: Example of a response: "Our organization has a Medical Staff Office who perform credentialing and verification for all applicable staff in accordance with all federal, state and local laws and regulations."
- Second and third questions: Users for role-based access include prescribers, pharmacists, and dentists. Oregon statue allows PDMP data to be copied and pasted into the legal medical record. Once stored in the medical records, all staff with access rights to medication/notes data in the EHR can view the PDMP data.

**How do Community Connect organizations apply for PDMP Integration?**

Community Connect organizations affiliated with your organization must complete their integration request form and legal documents.

**For more information, please visit:**
Oregon Health Leadership Council PDMP Integration Initiative

**Additional Resources:**
Oregon PDMP Website
Appriss Health PDMP Gateway