# OREGON PDMP INTEGRATION GUIDE

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

## TABLE OF CONTENTS

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.

It provides comprehensive information specific to 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

Since 2018 authorized prescribers and pharmacists practicing in Oregon 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.

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 Committee.

## HIT System Integration

OHLC has partnered with OHA under the HIT Commons to contract with **Bamboo 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, prescription data to be directly pulled into a provider's electronic workflow from the PDMP without leaving their patient's chart.

**Advantages for authorized prescribers and pharmacists:**

- 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

- Improve coordination between providers prescribing and dispensing to patients.

## PDMP Integration Funding

Most of the Bamboo subscription cost (82%) is 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.

## Eligibility Criteria for PDMP Access

As of July 2018, Oregon law requires PDMP registration for all Oregon prescribers. The following can legally access Oregon PDMP data once authorized:

- All prescribers of controlled substances (Schedule II-IV)
- Pharmacists
- Medical, dental, and Pharmacy Directors
- Delegates of prescribers, pharmacists, and delegates of medical, dental, or pharmacy directors.
  *Note: Delegates will only have access to the state's web portal, not to the integrated PDMP.*

Entities wishing to integrate the PDMP into their HIT system must meet the following criteria to be eligible:

1. Must employ authorized users
2. Users must have a use case consistent with the PDMP terms and conditions.
3. All prescribers and pharmacists must have an active, valid PDMP user account

**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.

## Integration Request Process

1. To apply for integrated PDMP access for your organization, first Click Create an Account in the top righthand corner of the page in the Customer Connect Portal.
2. Follow the on-screen prompts to gather the needed information for your integration request.
3. Within Customer Connect, you will be sent an email to e-sign Oregon PDMP Gateway User Agreement via HelloSign.
4. The OHLC will review your request and if approved, the state will countersign the Oregon PDMP Gateway User Agreement and you will be emailed information on next steps.
5. If your software is not integrated, you will be notified via Customer Connect during the sign-up process.

> *Note: The required agreements are standard for all entities. 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, Bamboo 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 Bamboo.

**If your vendor IS INTEGRATED with Bamboo:**

Bamboo 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, Bamboo will send production credentials

**If your vendor IS NOT integrated with Bamboo:**

Bamboo will initiate a meeting with your team and your vendor to provide testing instructions and technical support as needed.

## 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 Bamboo 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

## 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: Bamboo 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 Bamboo. Within 24-hours Bamboo will acknowledge your help desk service ticket and direct clinical users to access the PDMP web portal to request patient reports.

**Oregon PDMP Integration Initiative FAQs**

## PDMP Background

### What is the Oregon PDMP Integration initiative?

For the first time, prescribers and pharmacists can access PDMP information from 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 Committee.

Additionally, OHLC partnered with Bamboo Health as the IT vendor to create a statewide subscription to allow PDMP integration in Oregon.

### 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.

## PDMP Benefits

### What are the advantages of PDMP integration?

PDMP integration will allow prescribers and pharmacists to:

- Retrieve PDMP data from within their current electronic workflow
- Save time with 'one-click' access to patient data
- Utilize PDMP data at the point of care

### 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 drug name, dosage, when prescribed and dispensed (only for prescriptions that are classified as controlled substances (Schedules II, III and IV)

## Eligibility Criteria and Application

### 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<br><br>A percentage of provider licensing fee goes to this service. |
| EDIE and 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.<br><br>Technical questions: Support@collectivemedical.com<br><br>Strategic, Policy or partnership questions: Rachel Leiber, rachel.leiber@collectivemedical.co m<br><br>Full details on how to apply for PDMP integration is available on the PDMP Integration website. | Federal and state funding covers the majority of the cost associated with the licensing of the PDMP integration gateway . Remaining costs are covered by HIT Commons.  Individual organizations are responsible for any costs that their vendor may charge for this functionality.<br><br>For more info, contact HIT Commons. |
| PDMP Health IT Integration | Any organization with health IT and authorized prescribers, pharmacists, and delegates | | |

### How do Community Connect organizations apply for PDMP Integration?
Community Connect organizations affiliated with your organization must complete their own application for integration.

### 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.

## Delegate Access to PDMP

### Do delegates have access to the integrated PDMP?
No. Delegates, both licensed and unlicensed, do not have access to PDMP data via health IT integration. Delegates will continue to access PDMP data via the web portal.

### How will delegates access the PDMP?
OHA provides a non-integrated PDMP web portal where prescribers, pharmacists, and their delegates can access the PDMP. Delegates are authorized to access the PDMP once their PDMP user accounts are linked to an authorized prescriber or pharmacist. A record of all use by prescribers, pharmacists, and their delegates is retained for auditing purposes.

## Interstate Data

### Will we see PDMP data from other states with PDMP integration?
Currently integrated PDMP has access to the following state databases:  Idaho, Nevada, Arizona, Texas. Washington data can be viewed from within the web portal and California will begin participating in data sharing late 2021.

### What are the requirements for accessing interstate data?
There are six questions at the end of the PDMP Request Form that is required by Bamboo for interstate data sharing. The following information might be helpful when completing the questionnaire:

Question #1: 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."

Questions #2 -3: Users for role-based access include prescribers, pharmacists, and dentists. Oregon statute 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.

## PDMP Passwords and Access

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

### Why do still get password reminders for the state PDMP portal if I have integrated access?
While you are not required to update your password to continue accessing the PDMP via your EHR, there are functions that can only be accessed from within the web portal.

## Why should I access the PDMP web portal on a regular basis?

There are a number of reasons for prescribers to access the portal including:

- Personal Prescribing Record:  As necessary for participation in Meaningful Use when required to produce use history for pre/post payment audit.

- Patient Prescription History:  Important when patient whose information is not available in EHR due to name change/mis-spelling/different spelling, or concerns about missing data where a portal search may reveal multiple profiles.

- Patient Alert dashboard access:  Indicates which patients you have prescribed to and are meeting one or more risk indicators.

- Account Updates:  Update personal profile information including: email, add/remove DEA registration numbers, address, phone number

- Delegate audit: Any prescriber working with delegates is required to review use history on a monthly basis.  This is also where you can add or remove delegate access from your account.

## 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.

\

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