ADMINISTRACIÓN DE SERVICIOS DE
SALUD MENTAL Y CONTRA LA ADICCIÓN

ASSMCA

PUERTO RICO PRESCRIPTION MONITORING PROGRAM WELCOME KIT

Version 1.0

Introductory PR PMP EHR Welcome Kit

PR PMP EHR Welcome Kit

Contents

August 2, 2021

PR PMP EHR Welcome Kit

What is the PR Prescription Drug Monitoring Program?

The Puerto Rico Prescription Monitoring Program (PMP) is a database of information regarding the controlled substance prescriptions that were dispensed to patients in Puerto Rico. The database is an online tool that allows prescribers and dispensers access to a patient's controlled substance prescription medication history. The PMP is an important tool that helps practitioners determine if prescribing a controlled substance is medically necessary and appropriate. The PMP also aids regulatory and law enforcement agencies in the detection and prevention of fraud, drug abuse and the criminal diversion of controlled substances.

Please visit the PR PMP website for more information.

What is EHR Integration?

The PR Administration of Mental Health and Addiction Services (PR ASSMCA) is partnering with Appriss Health, the service provider of PR PMP, to provide options to all Healthcare Entities (HCE) in Puerto Rico to integrate PR PMP data into their clinical workflow utilizing a service called PMP Gateway. PMP Gateway is a web service that performs automated, multi-state, queries to integrate patient controlled substance prescription history within Electronic Health Record (EHR) systems. PMP Gateway facilitates communication, information transfer, integration, and support for the state approval process and the EHR vendor development process.

Integrating PR PMP data within an EHR provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to leave their workflow to access the PR PMP web portal to request a patient's controlled substance prescription history. Instead, the EHR or Pharmacy Management System automatically initiates a patient query using PMP Gateway and returns the patient's prescription history directly within the provider's EHR or Pharmacy Management System.

What is the integration request process?

Applying for state funding is now quick and easy!
1.   Visit the Customer Connect portal at: https://connect.hc.appriss.com/
    a.   Click Create an Account in the top righthand corner
    b.   Login and follow the on-screen prompts to provide the needed information for your integration request.
    c.   Sign all necessary agreements within the portal and complete your application
2.   Upon receipt of your completed application, Appriss Health will submit your request to the state for final approval.
3.   Upon state approval, credentials will be sent to your organization's primary contact and/or your EHR/PMS vendor, per their onboarding process.
4.   A confirmation email will be sent to your healthcare organization's primary point of contact

What is the implementation process?

Several EHR vendors have already completed the PMP Gateway integration development work to deliver controlled substance prescription data within their products/service offerings. If your vendor has not yet completed integration, Appriss will work with you and your vendor to initiate that process.

If your EHR vendor has completed integration:

a. Appriss Health will create production PMP Gateway credentials for your Healthcare Entity.
   i. This process should take 4-5 business days
b. Once created, the PR PMP will need to approve the request for credentials.
   i. The contact provided on your Integration Request Form will receive an automated email once PR PMP has approved the request for credentials.
c. Credentials will then be sent to your EHR vendor (or directly to you, depending upon your vendor) to start the process.
   i. Appriss Health recommends you contact your EHR vendor to let them know you have submitted a request to be integrated under the PR PMP EHR Integration project.
d. Your EHR vendor will reach out to you to start the testing process.
e. Once complete, you will work with your EHR vendor to determine the final roll-out schedule.

*Please note: If you are using Epic as your EHR vendor, the implementation process will vary from what is outlined above. The implementation process is more involved at the HCE level and Appriss Health will contact the HCE directly to coordinate the implementation for Epic sites.

If your EHR vendor has **not** completed the necessary integration development:

a. An Appriss representative will reach out to the point of contact listed on your Integration Request Form and schedule a meeting with:
   i. Appriss Health Sales Engineer
   ii. Appriss Health technical resource
   iii. HCE Point of Contact
   iv. EHR Vendor contact
b. Appriss Health will provide the EHR vendor with the technical Application Programing Interface (API) documentation.
   ❖ **Please note:** *Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several months.*
c. Appriss Health will provide testing instructions and test patients to the EHR vendor and will provide technical support as needed.
d. You will work with your EHR vendor to ensure all provider roles are mapped correctly to the appropriate PMP Gateway role.
e. Before deploying to production, Appriss Health requests that the EHR vendor demo the PMP Gateway integration so that they may provide any additional recommendations or changes. This demo may also include representatives from PR PMP.
f. Once the integration has been approved by Appriss Health, your EHR vendor will set a production deployment date and you will work with your EHR vendor on the roll-out.

Benefits of Integration

It is important to note that there are key functional differences between a patient query in the PR PMP web portal and via EHR integration. PR PMP integration is focused on delivering a streamlined workflow for providers to access a patient report.

EHR integration removes the need for a provider to:

1. Exit the EMR and log in to the PR PMP web portal
2. Enter username & password
3. Navigate to the patient search screen
4. Enter a patient's demographics
5. Determine the date range to search
   a. The default search is two years
6. Select which states to query
7. Click 'search'

Instead, integration works behind the scenes to perform an ***automated*** query to deliver a patient report in to your EHR system. This allows the provider to have access to the prescription data within seconds of accessing the patient's record within the EHR without unnecessary data entry or excessive clicks.

This initiative requires that all providers still maintain an active account with the PR PMP web portal to ensure continued access to additional administrative type functionality such as patient alerts, user profile management, search history, etc.

Who will have access?

The following is a list of provider roles that may have access to PR PMP data via EHR integration.

- Physician
- Pharmacist
- Nurse Practitioner
- Physician Assistant with prescriptive authority
- Dentist
- Optometrist with prescriptive authority
- Medical Resident with prescriptive authority
- Medical Intern with prescriptive authority

All of the listed provider roles must be registered with the PR PMP web portal in order to access PR PMP data via EHR integration.

Delegates, both unlicensed and licensed, are not able to access PR PMP data via EHR integration. Instead, delegates will continue to access PR PMP via the web portal.

Provider authorization

The PR PMP requires that every patient query submitted to the gateway contain the requesting provider's first and last name, professional license number, DEA number (if applicable) and NPI number (if applicable). If the provider is not registered with the PMP, they will not be allowed to retrieve any patient reports.

Post go-live technical support

If providers are experiencing an issue when attempting to access PR PMP data via EHR integration, please first contact your internal IT helpdesk for assistance.

❖ ***Please note***: Appriss Health does not control any aspect of the EHR or Pharmacy Management System. Any issues related to your EHR vendor's application should be directed to your EHR vendor contact.

If the PMP Gateway service is non-operational, please submit a support request form to Appriss Health. This will create a service ticket with the Appriss Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Appriss Health to acknowledge your issue.

In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the PR PMP web portal to request patient reports.

Relevant Hyperlinks

- Integration Request Form
- PR PMP web portal
- Appriss Health