Training Guide for Wisconsin Law Enforcement Officers

Pharmacy Examining Board
Wisconsin Department of Safety and Professional Services

May 2013

Contents

1 Document Overview

Purpose and Contents

The *RxSentry® Training Guide for Wisconsin Law Enforcement Officers* serves as a step-by-step training guide for law enforcement officers using RxSentry for querying purposes. It includes such topics as:

- Registering for PDMP database accounts
- Creating requests for data
- Viewing the status of a request
- Obtaining reports

2 System Overview

About the Prescription Drug Monitoring Program

In June 2010, the Legislature directed the Pharmacy Examining Board (PEB) to create a Prescription Drug Monitoring Program, commonly referred to as a PDMP (see Wis. Stat. § 450.19). The PEB created the PDMP through the administrative rule-writing process. The administrative rules are codified as Chapter Phar 18 of the Wisconsin Administrative Code. The PEB governs the PDMP, and the Wisconsin Department of Safety and Professional Services (DSPS) oversees the operation of the PDMP in accordance with the policies established by the PEB.

RxSentry is the prescription drug monitoring program used by the Wisconsin Department of Safety and Professional Services (DSPS) to collect data on monitored prescription drugs that are dispensed in the State of Wisconsin or for patients residing in Wisconsin.

Monitored prescription drugs are:

- State controlled substances in Schedule II, III, IV, or V that require a prescription order to be lawfully dispensed;
- Federally controlled substances in Schedule II, III, IV, or V that require a prescription order to be lawfully dispensed; and
- Tramadol, a drug identified by the Pharmacy Examining Board as having a substantial potential for abuse.

Note: The Pharmacy Examining Board may amend the list of monitored prescription drugs in accordance with the law. All changes are made through the administrative rule-writing process, which includes several requirements for public notice.

Policy Regarding Law Enforcement Requests for PDMP Data

In accordance with Chapter Phar 18.11(10):

The board shall disclose the minimum amount of PDMP information to designated staff of a law enforcement authority in the same or similar manner, and for the same or similar purposes, as those persons are authorized to access similar confidential patient health care records under ss. 146.82 and 450.19, Stats., this chapter, and other state or federal laws and regulations relating to the privacy of patient health care records if the designated staff does all of the following:

a) *Creates an account with the board on a form provided by the board.*
b) *Provides a lawful order of a court of record under s. 146.82 (2) (a) 4., Stats.,or provides evidence satisfactory to the board that the law enforcement agency is entitled to the information under s. 146.82 (2) (a) 11., Stats.*
c) *Makes a request for PDMP information through its account with the board.*

3 Account Registration

Prior to a law enforcement officer being able to create and submit requests for PDMP data, two types of accounts must be created. The first type of account is called a “Master Account” and must be created by the chief or department head, or a designee of the chief or department head. The second type of account is called a “Delegate Account” and may be created by any officer designated by the chief or department head to request PDMP information.

Creating Master Accounts

The first step that must be completed in order for a law enforcement entity to obtain PDMP data is the creation of a master account. The master account must be created by the chief or department head, or a designee of the chief or department head. Once the master account has been created, delegate accounts may be linked to it. See the Activating Delegate Accounts topic.

Note: If you are creating a master account for your department or agency as a designee of the chief or department head, you must submit a letter (on your department’s letterhead) that expressly states that he or she is designating you to create the master account on his or her behalf and bears the signature of the chief or department head.

Perform the following steps to create a master account:

1 Open an Internet browser window and type the following URL in the address bar: http://dsps.wi.gov/pdmp/access.

A window similar to the following is displayed:

2 Click **Law Enforcement**.

A window similar to the following is displayed:

3 Click **Registration Site**.

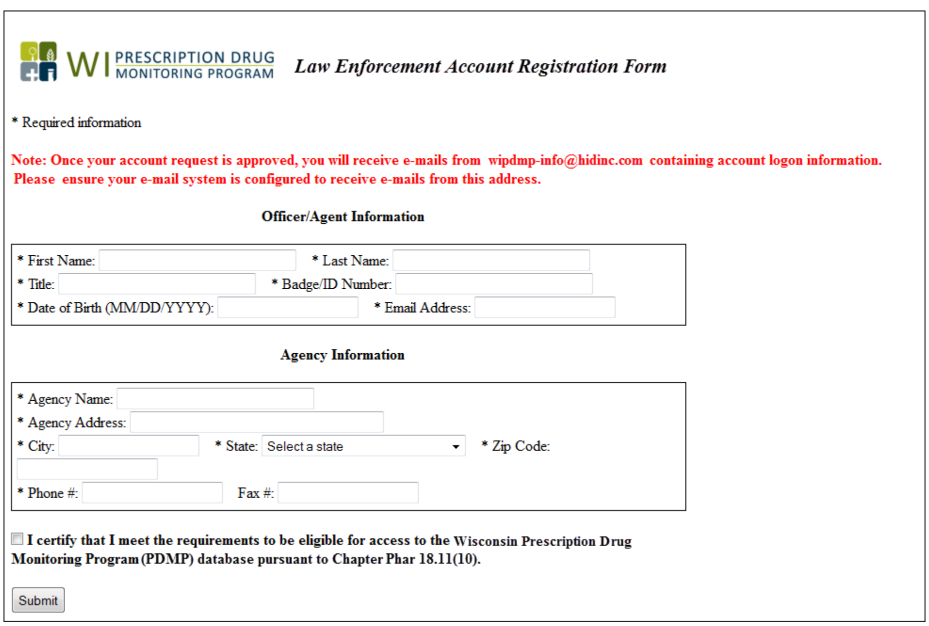
A login window is displayed.

4 Type *newacct* in the **User Name** field.

5 Type *welcome* in the **Password** field.

6 Click **OK**.

The Law Enforcement Account Registration Form is displayed:



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

8 Click **Accept & Submit**.

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

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

9 Print the form, have it notarized, and then mail it to the Wisconsin Prescription Drug Monitoring Program:

Wisconsin Prescription Drug Monitoring Program
Department of Safety and Professional Services
PO Box 8935
Madison, WI 53708-8935

Note: If you are creating a master account for your department or agency as a designee of the chief or department head, you must also submit a letter on your department's letterhead that expressly states that he or she is designating you to create the master account on his or her behalf and bears the signature of the chief or department head.

10 The WI PDMP staff will review your application and verify the information. You may be contacted if additional information is required.

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

If you are denied access to the system, you will be notified by the WI PDMP staff.

11 After you are approved for a master account, you may link it to delegate accounts by activating delegate accounts. See the Activating Delegate Accounts topic.

Creating Delegate Accounts

The second step that must be completed in order for a law enforcement entity to obtain PDMP data is the creation of a delegate account(s) for the individual(s) designated by the chief or department head to request data from the WI PDMP. Delegate accounts must be activated by a master account holder after they are created. See the Activating Delegate Accounts topic.

Perform the following steps to create a delegate account:

1 Open an Internet browser window and type the following URL in the address bar: http://dsps.wi.gov/pdmp/access.

A window similar to the following is displayed:

2 Click **Law Enforcement**.

A window similar to the following is displayed:

3 Click **Registration Site**.

A login window is displayed.

4 Type *newacct* in the **User Name** field.

5 Type *welcome* in the **Password** field.

6 Click **OK**.

The Law Enforcement Account Registration Form is displayed:


WI PRESCRIPTION DRUG MONITORING PROGRAM *Law Enforcement Account Registration Form*

* Required information

Note: Once your account request is approved, you will receive e-mails from wipdmp-info@hidinc.com containing account logon information. Please ensure your e-mail system is configured to receive e-mails from this address.

Officer/Agent Information

* First Name: * Last Name:
* Title: * Badge/ID Number:
* Date of Birth (MM/DD/YYYY): * Email Address:

Agency Information

* Agency Name:
* Agency Address:
* City: * State: Select a state * Zip Code:
* Phone #: Fax #:

I certify that I meet the requirements to be eligible for access to the Wisconsin Prescription Drug Monitoring Program (PDMP) database pursuant to Chapter Phar 18.11(10).

Submit

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

8 Click **Accept & Submit**.

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

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

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

If you are denied access to the system, you will be notified by the WI PDMP staff.

11 After you are approved for a delegate account, a master account holder will need to activate your account before you can request data from the PDMP database. See the Activating Delegate Accounts topic.

Log In to RxSentry

Note: If you have forgotten your RxSentry user name or password, please refer to the Retrieve User Name or Retrieve Password topics in this document. After three (3) unsuccessful login attempts, your account will be locked for 30 minutes.

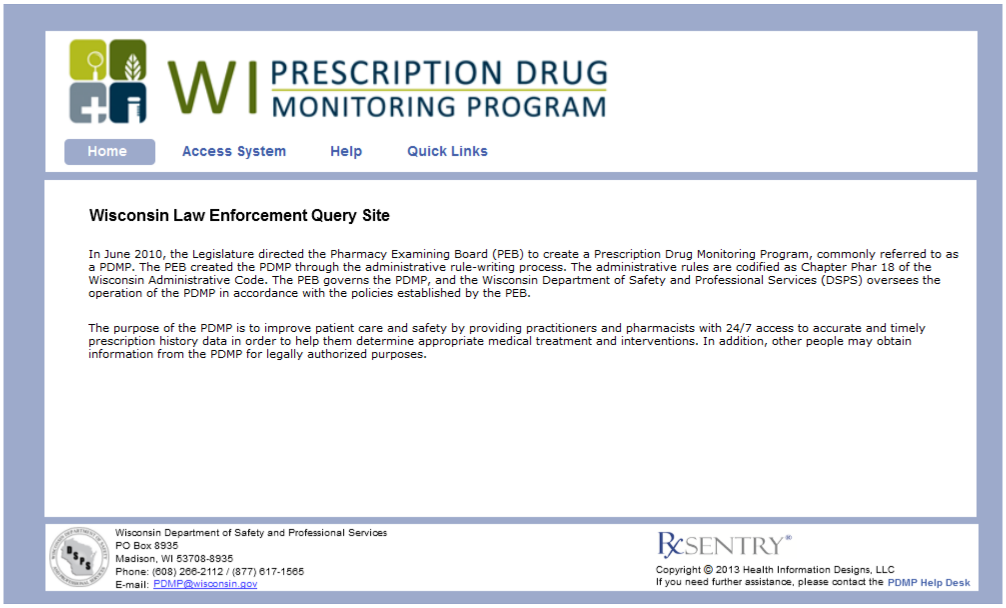
Perform the following steps to log in to RxSentry:

1 Open an Internet browser window and type the following URL in the address bar: http://dsps.wi.gov/pdmp/access. A window similar to the following is displayed:

2 Click **Law Enforcement**. A window similar to the following is displayed:

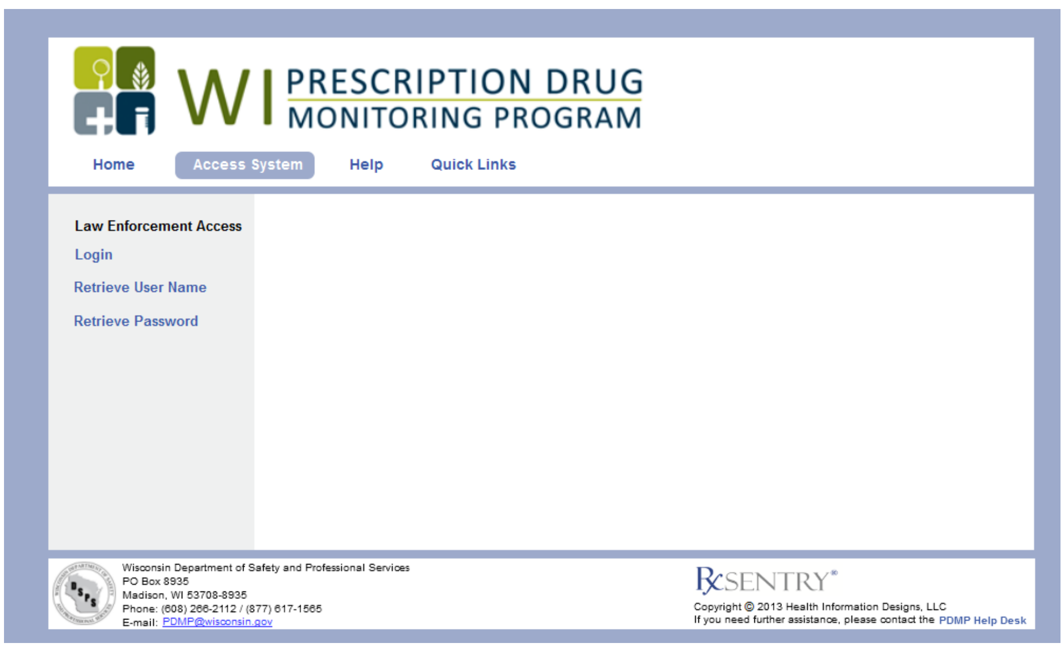
3 Click **Query Site**.

A window similar to the following is displayed:



4 Click **Access System**.

A window similar to the following is displayed:



5 Click **Login**.

A login window is displayed.

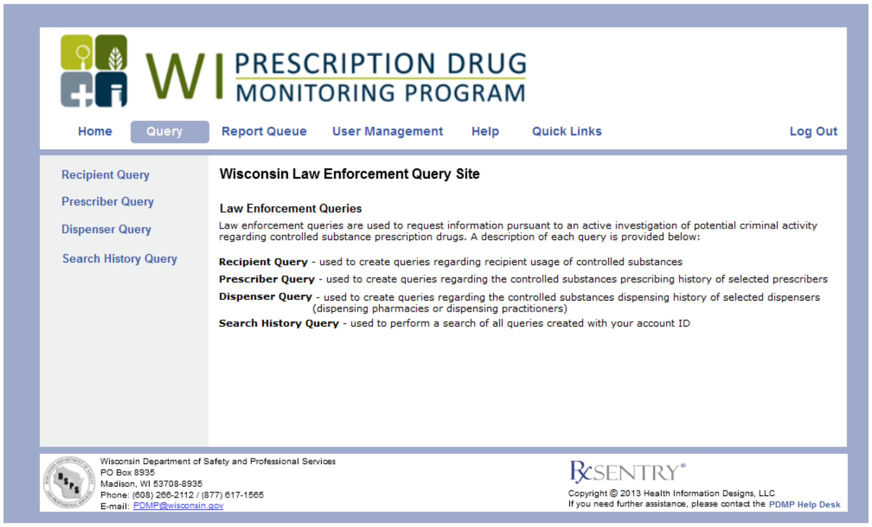
6 Type your user name in the **User Name** field.

Note: If you have forgotten your user name, see the Retrieve User Name topic.

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

Note: If you have forgotten your password, see the Retrieve Password topic.

Click **OK**. The RxSentry home page is displayed:



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

Retrieve User Name

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

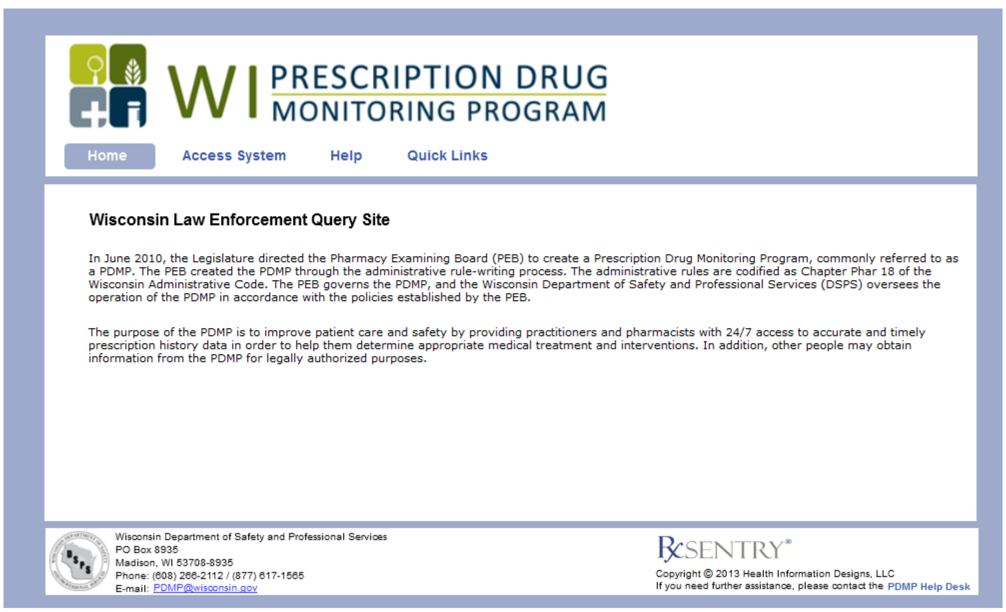
1 Open an Internet browser window and type the following URL in the address bar: http://dsps.wi.gov/pdmp/access. A window similar to the following is displayed:

2 Click **Law Enforcement**.

A window similar to the following is displayed:

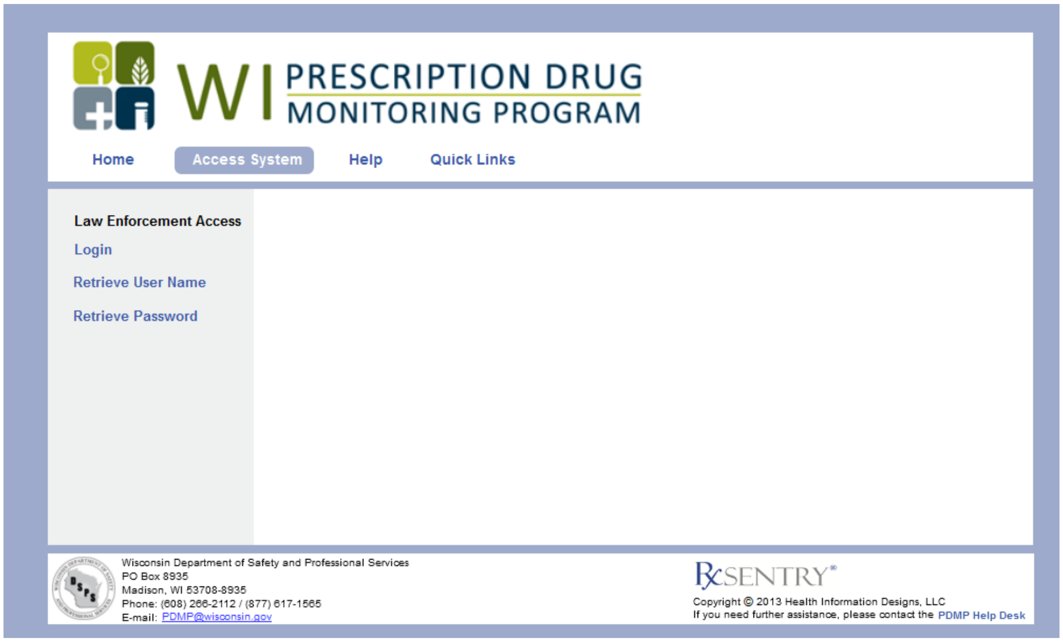
3 Click **Query Site**.

A window similar to the following is displayed:



4 Click **Access System**.

A window similar to the following is displayed:



5 Click **Retrieve User Name**.

A window similar to the following is displayed:

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

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

8 Click **Submit**.

A message providing your user name is displayed.

Retrieve Password

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

1 Open an Internet browser window and type the following URL in the address bar: http://dsps.wi.gov/pdmp/access.

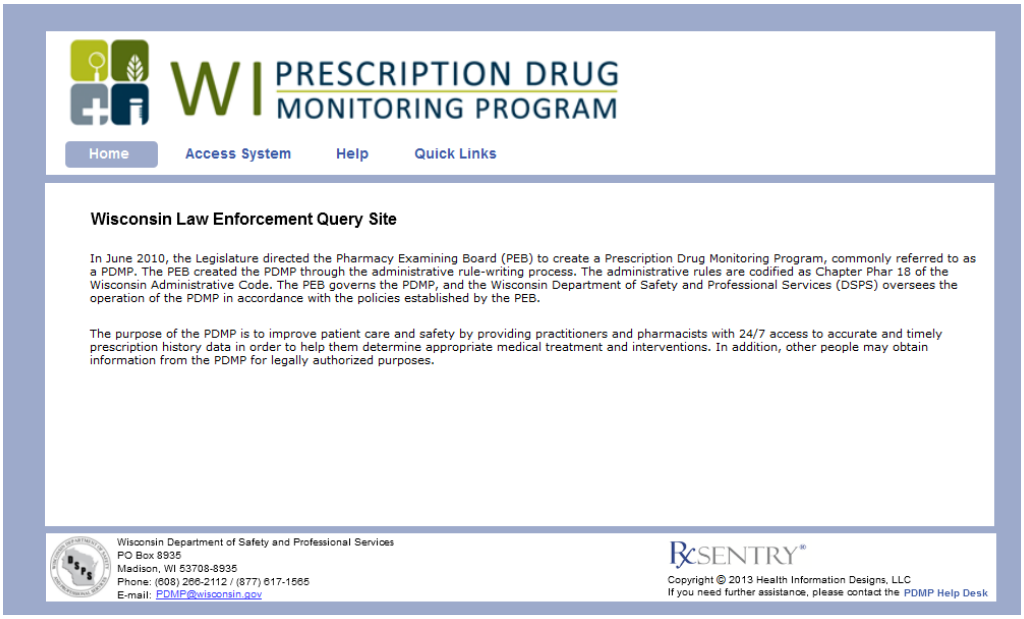
A window similar to the following is displayed:

2 Click **Law Enforcement**.

A window similar to the following is displayed:

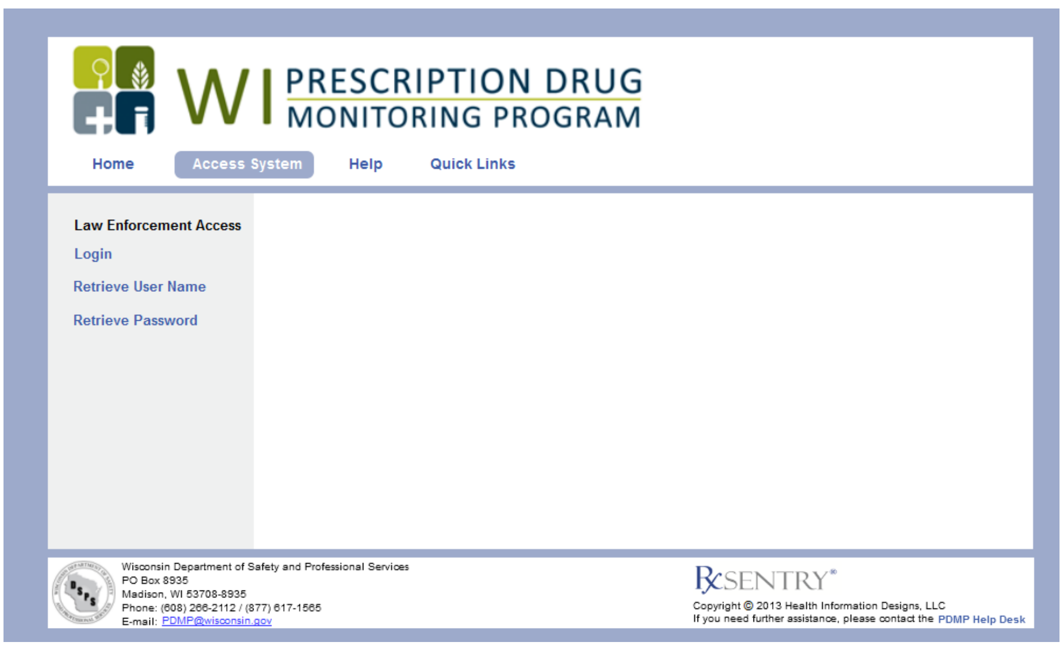
3 Click **Query Site**.

A window similar to the following is displayed:



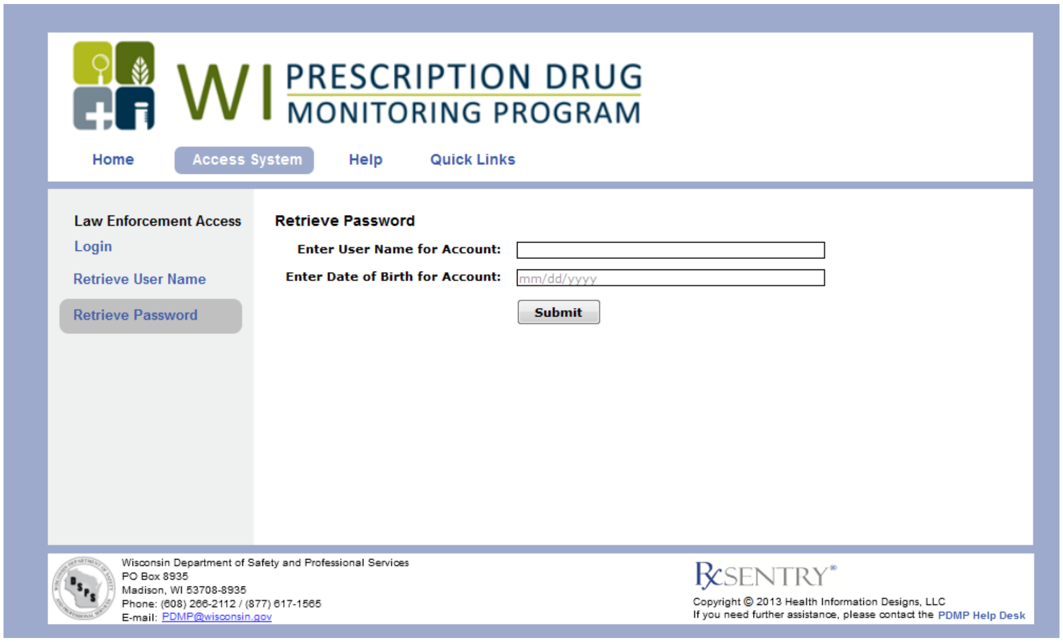
4 Click **Access System**.

A window similar to the following is displayed:



5 Click **Retrieve Password**.

A window similar to the following is displayed:



6 Type your user name in the **Enter User Name for Account** field.

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

8 Click **Submit**.

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

You will receive an e-mail from **WI-PDMP Info** containing your temporary password.

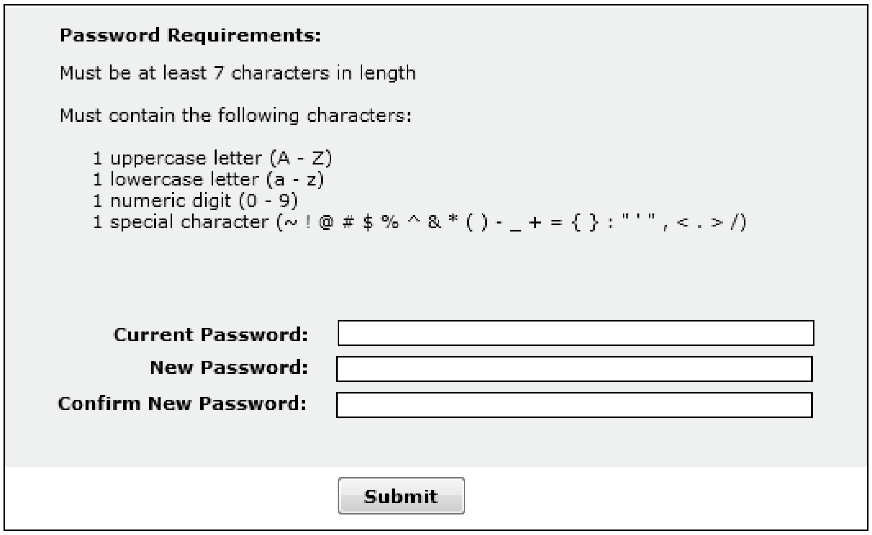
Note: You will be required to change your temporary password immediately after you log in.

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

The RxSentry home page is displayed.

10 Click **Log Out**.

A window similar to the following is displayed:



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

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

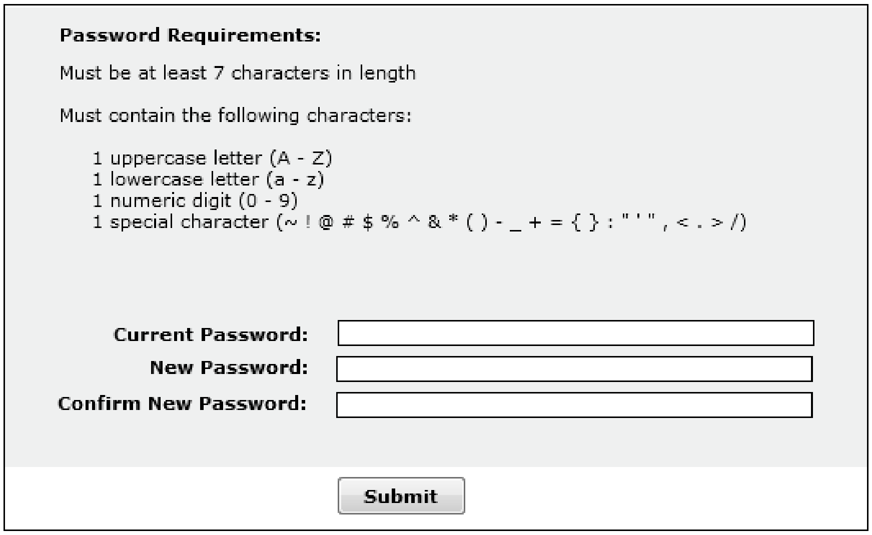
13 Type your new password again the in **Confirm New Password** field.

14 Click **Submit**. A message displays indicating that your password was accepted and that you are required to log in using your new password.

15 Click **Log Out**, and then perform the steps in the Log In to RxSentry topic to log in using your new password.

Password Expirations

RxSentry passwords expire every sixty (60) days. When the expiration date is reached, a message will display indicating that you must change your password. Once you click **OK** on this message window, the following window is displayed:



Perform the following steps to change your password:

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

Log Out of RxSentry

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

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

Session Timeouts

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

Perform one of the following actions:

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

OR

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

4 User Management

Update User Profile

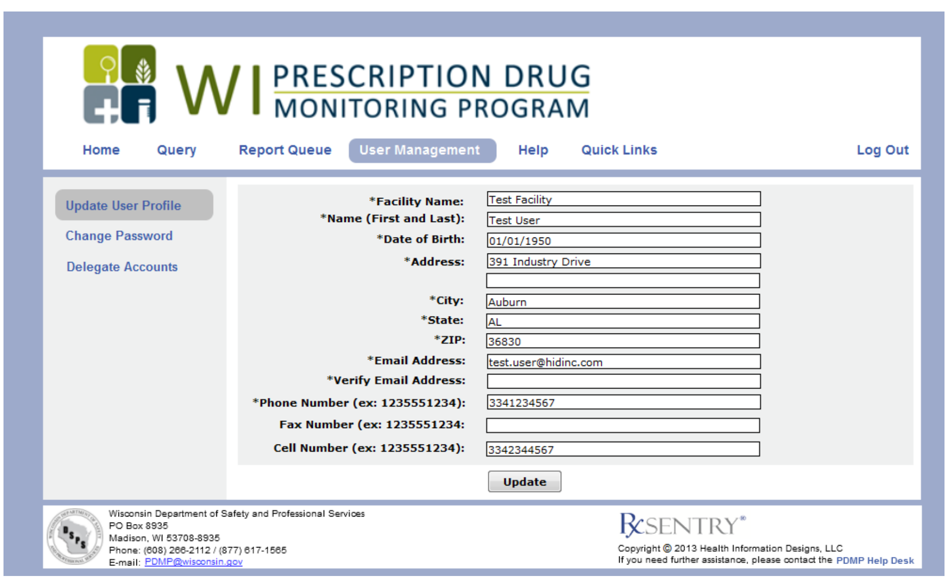
This function allows you to update the information the WI PDMP has on file for you, as needed.

Perform the following steps to update your PDMP profile:

1 Log in to RxSentry.

1 Click **User Management**. A window similar to the following is displayed:

2 Click **Update User Profile**. A window similar to the following is displayed:



3 Update your information, as necessary, noting that required fields are marked with an asterisk.

4 Click **Update**.

A message displays confirming that your record has been updated.

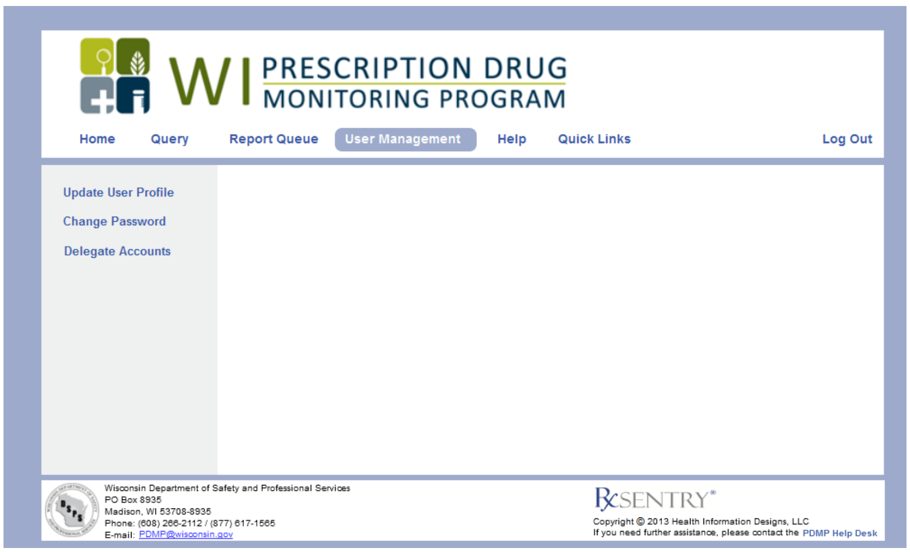
Change Password

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

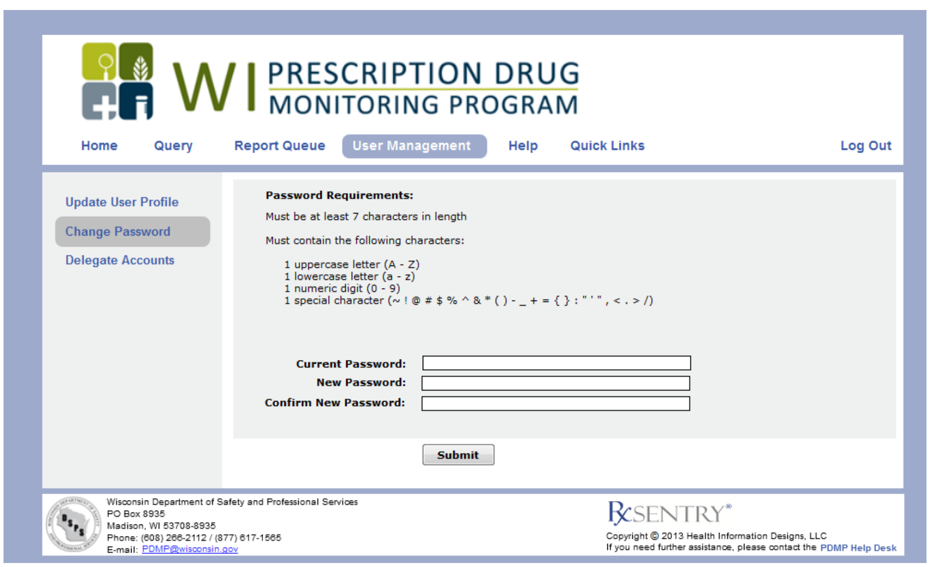
Perform the following steps to change your password:

1 Log in to RxSentry.

2 Click **User Management**. A window similar to the following is displayed:



3 Click **Change Password**. A window similar to the following is displayed:



4 Type your current password in the **Current Password** field.

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

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

7 Click **Submit**. A message displays that your password was accepted and that you are required to log in using your new password.

8 Click **Log Out**, and then perform the steps in the Log In to RxSentry topic to log in using your new password.

Activating Delegate Accounts

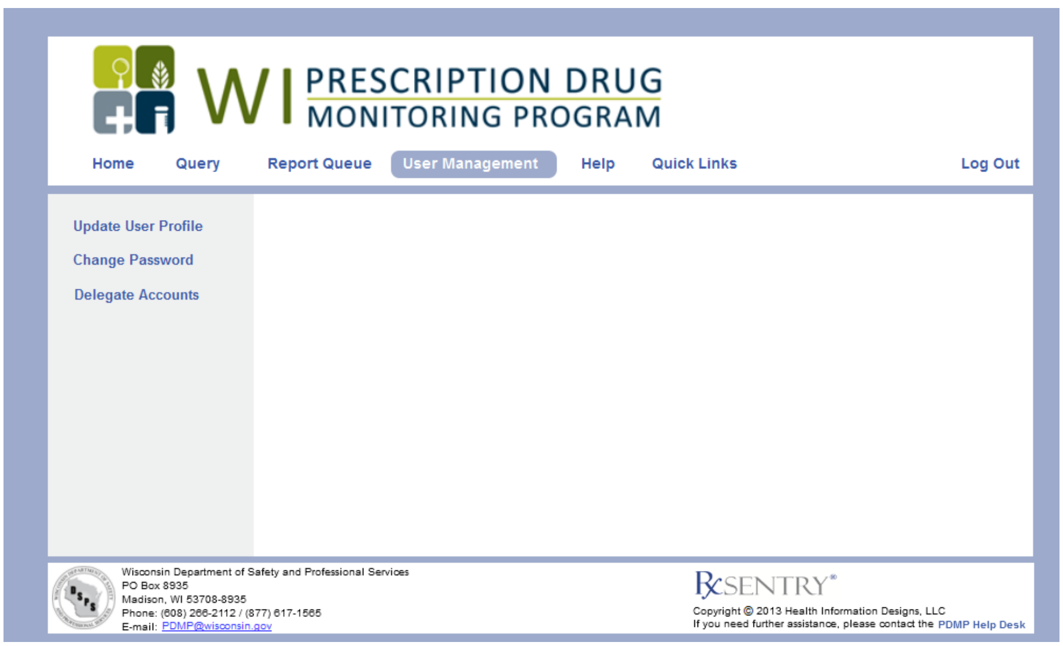
It is the responsibility of the master account holder to activate delegate accounts and associate them with the master account. These steps can only be completed by master account holders authorized to select and activate associated delegate accounts.

Perform the following steps to link a delegate account to your master account:

1 Log in to RxSentry.

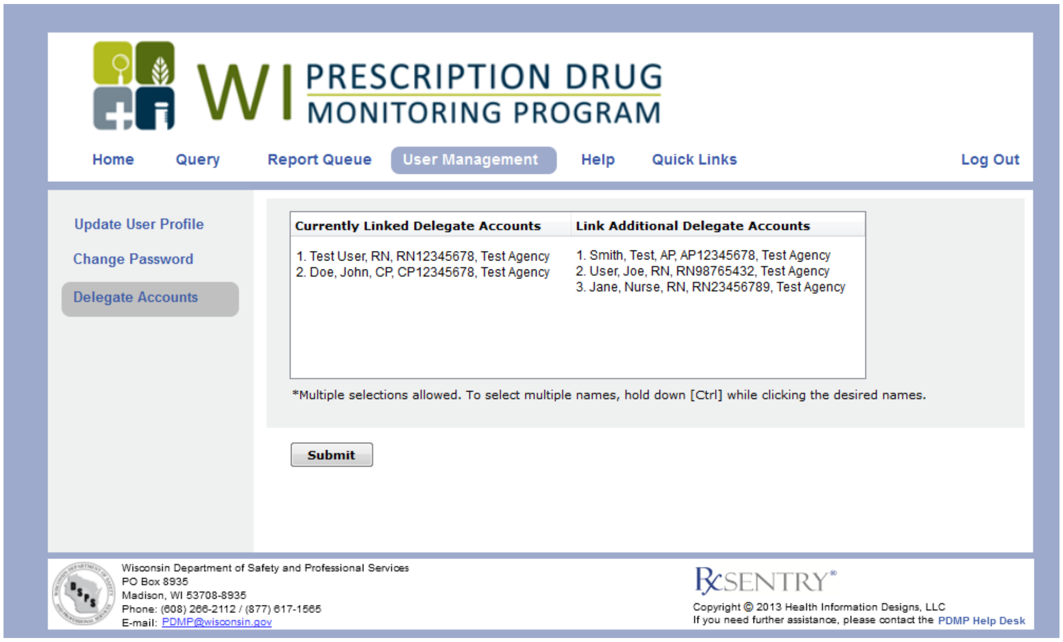
2 Click **User Management**.

A window similar to the following is displayed:



3 Click **Delegate Accounts**.

A window similar to the following is displayed:



All delegate accounts currently linked to your master account are displayed in the **Currently Linked Delegate Accounts** section of this window.

Delegate accounts that have been approved and are awaiting master account holder association are displayed in the **Link Additional Delegate Accounts** section of this window. For each delegate account holder, the last/first name, user group, user ID, and agency are displayed.

Note: To quickly locate a delegate account holder, type the first letter of the delegate account holder's last name.

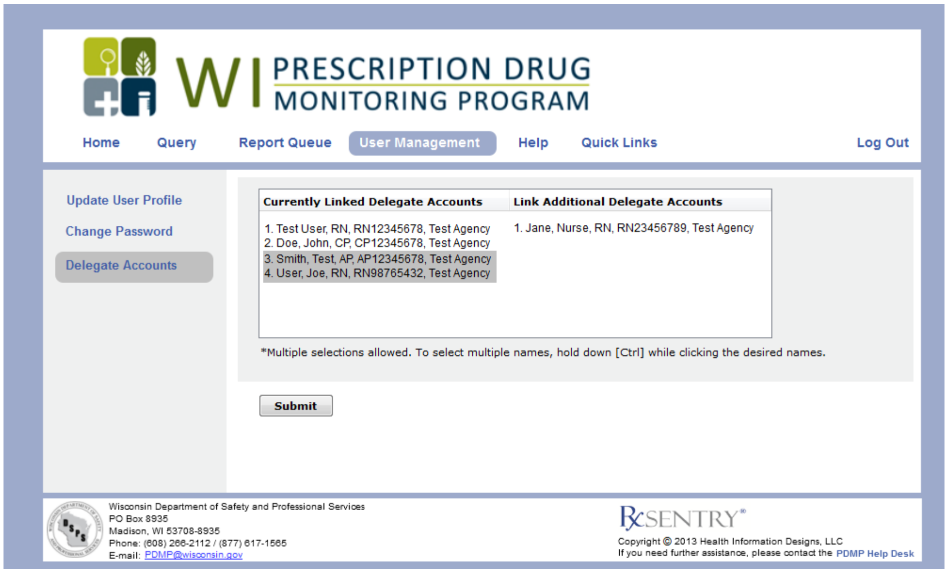
4 Click to select the desired delegate account holder;

Or

Select multiple delegate account holders by holding down the **[Ctrl]** key while clicking each name.

5 Click **Submit**.

A window similar to the following is displayed, illustrating that the delegate account holders were linked:



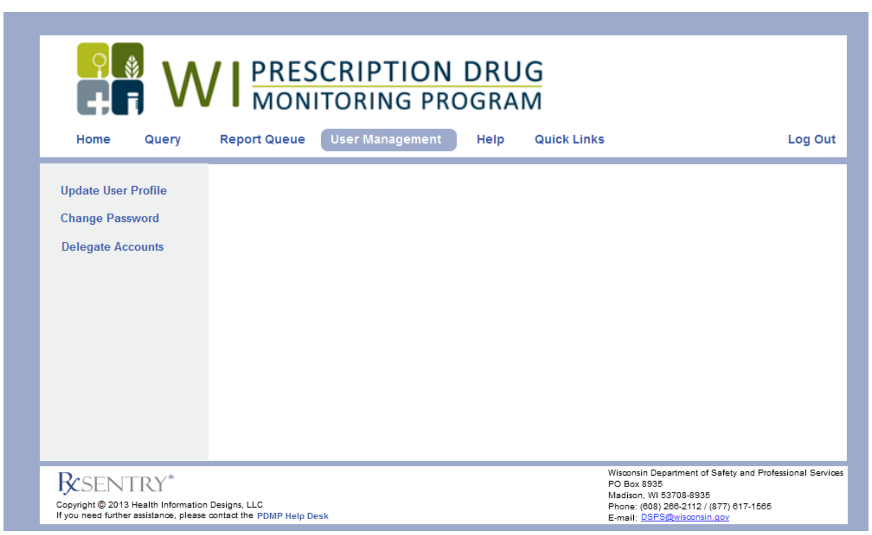
Managing Delegate Accounts

It is the responsibility of the master account holder to manage delegate accounts associated with his or her master account. This includes activating delegate accounts, which is described above, monitoring the delegate account holder's use of the WI PDMP database, and removing any delegate accounts that should no longer be associated with the master account.

Perform the following steps to remove a delegate account from your master account:

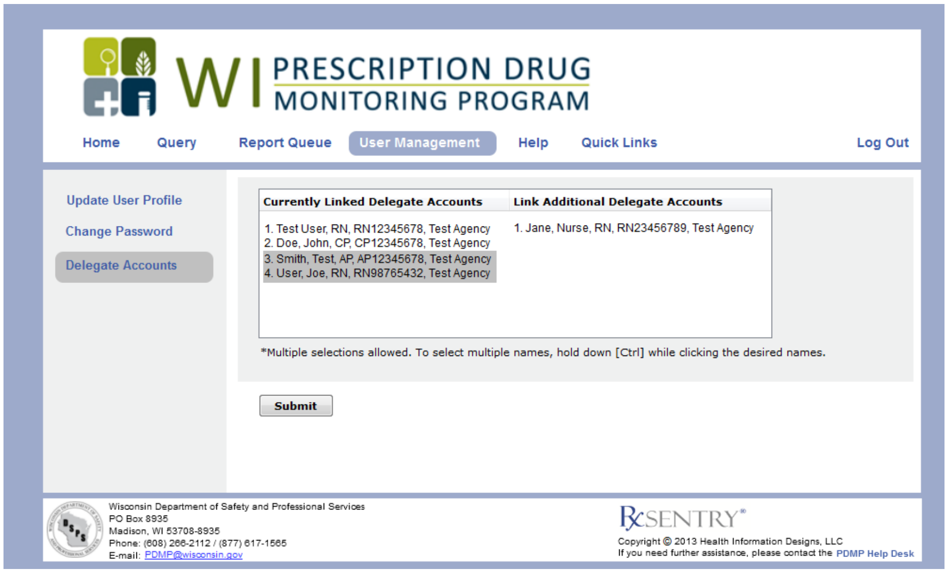
1 Log in to RxSentry.

Click **User Management**. A window similar to the following is displayed:



2 Click **Delegate Accounts**.

A window similar to the following is displayed:



All delegate accounts currently linked to your master account are displayed in the **Currently Linked Delegate Accounts** section of this window.

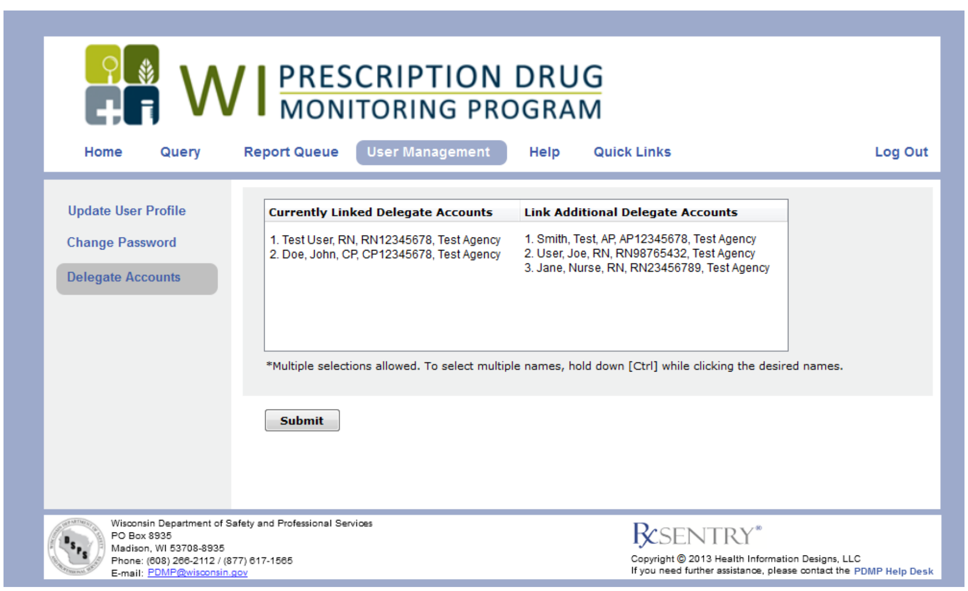
3 Click to select the desired delegate account holder;

Or

Select multiple delegate account holders by holding down the **[Ctrl]** key while clicking each name.

4 Click **Submit**.

The delegate accounts you selected to be removed from your master account will appear in the **Link Additional Delegate Accounts** section of this window:



5 Using RxSentry

Query

This section explains how to create requests for PDMP information about a recipient, prescriber, or dispenser. In general, all requests for PDMP information from law enforcement agents and officers must be made pursuant to an order of a lawful court of record. Therefore, once you have followed the steps to create a request, you will be prompted to attach a digital copy of the court order.

Law enforcement entities can create the following types of requests for information, referred to as "queries":

- Recipient Query – used to create queries regarding recipient usage of controlled substances
- Prescriber Query – used to create queries regarding the controlled substances prescribing history of prescribers
- Dispenser Query – used to create queries regarding the controlled substances dispensing history of dispensers (dispensing pharmacies or dispensing practitioners)
- Search History Query – used to perform a search of all queries created with your account ID

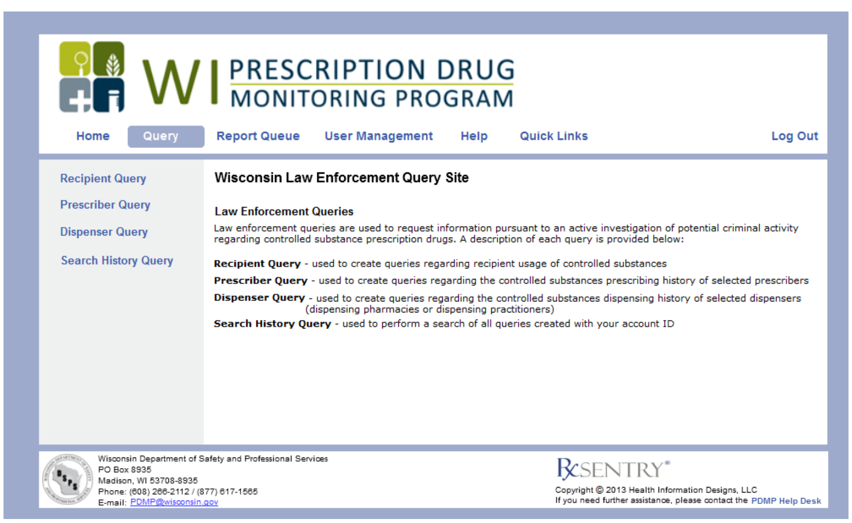
The steps for performing these functions are provided in the following topics.

Recipient Query

This function is used to create queries that can be used to report information about recipient usage of controlled substances.

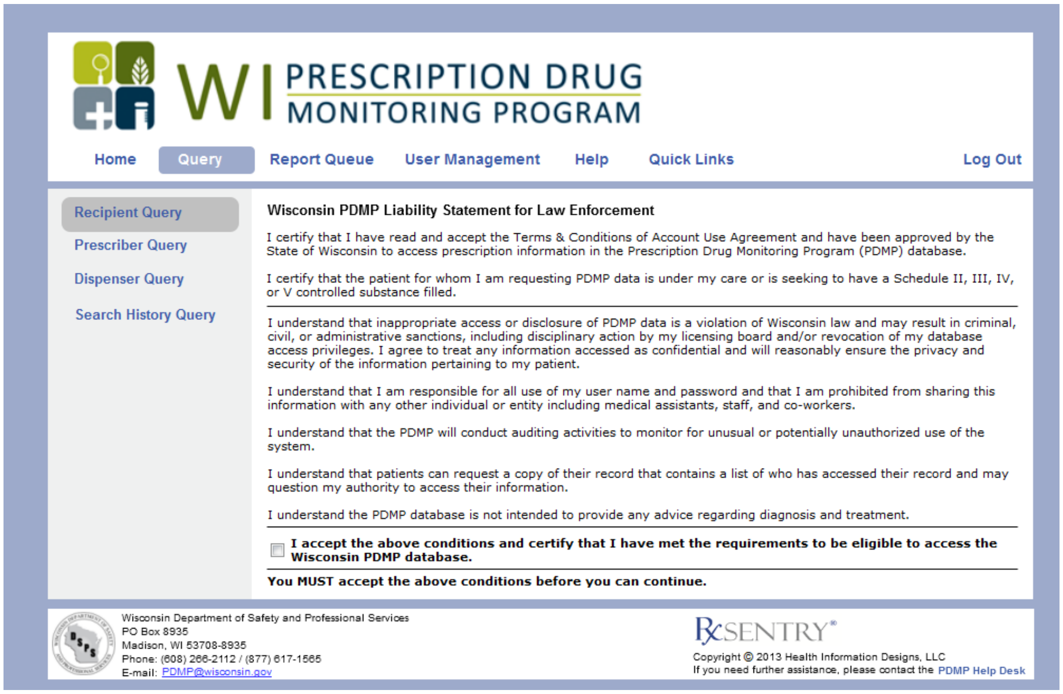
Perform the following steps to create a recipient query:

1 Log in to RxSentry. A window similar to the following is displayed:



2 Click **Recipient Query**.

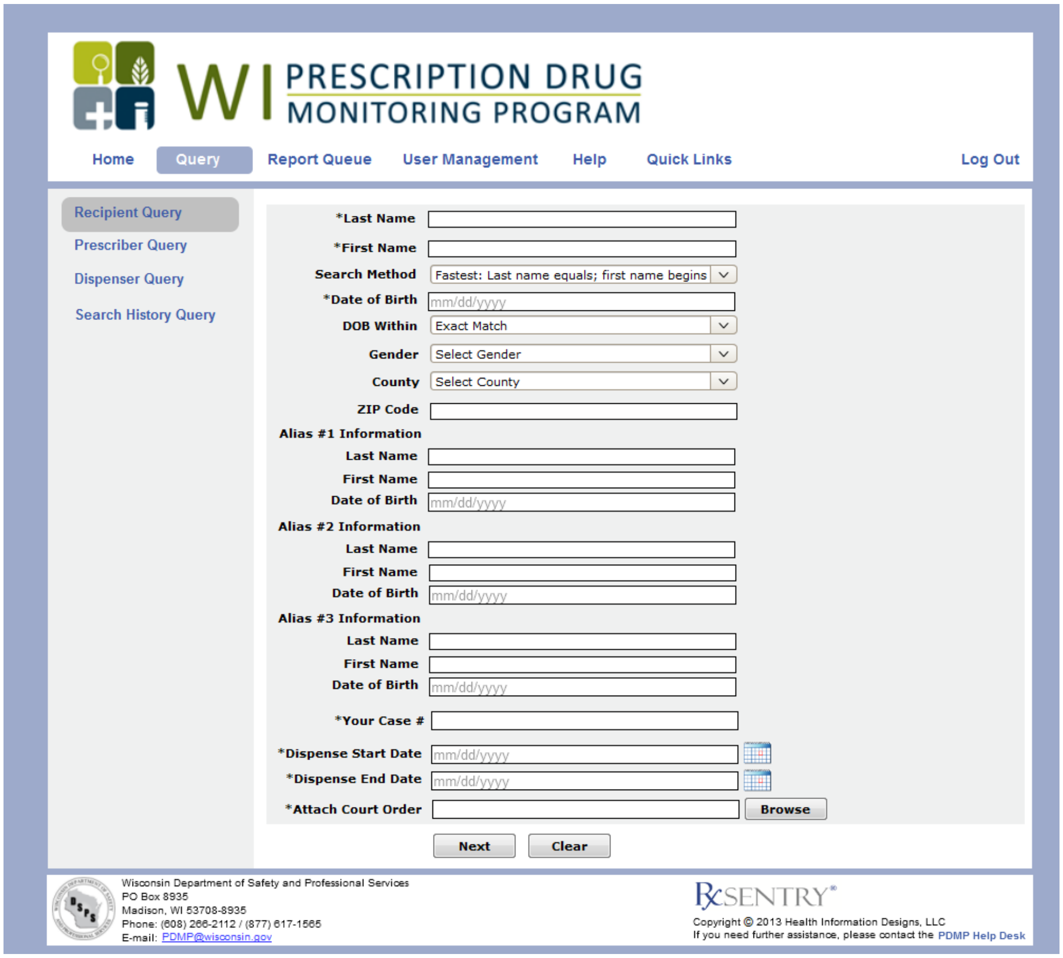
A window similar to the following is displayed:



3 Select the check box indicating that you are requesting information for a lawful purpose, and that you will provide the required documentation to complete your request.

Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Recipient Query screen.

The recipient query window is displayed as shown on the following page.



4 Complete the information on the request window, using the field descriptions in the following table as a guideline:

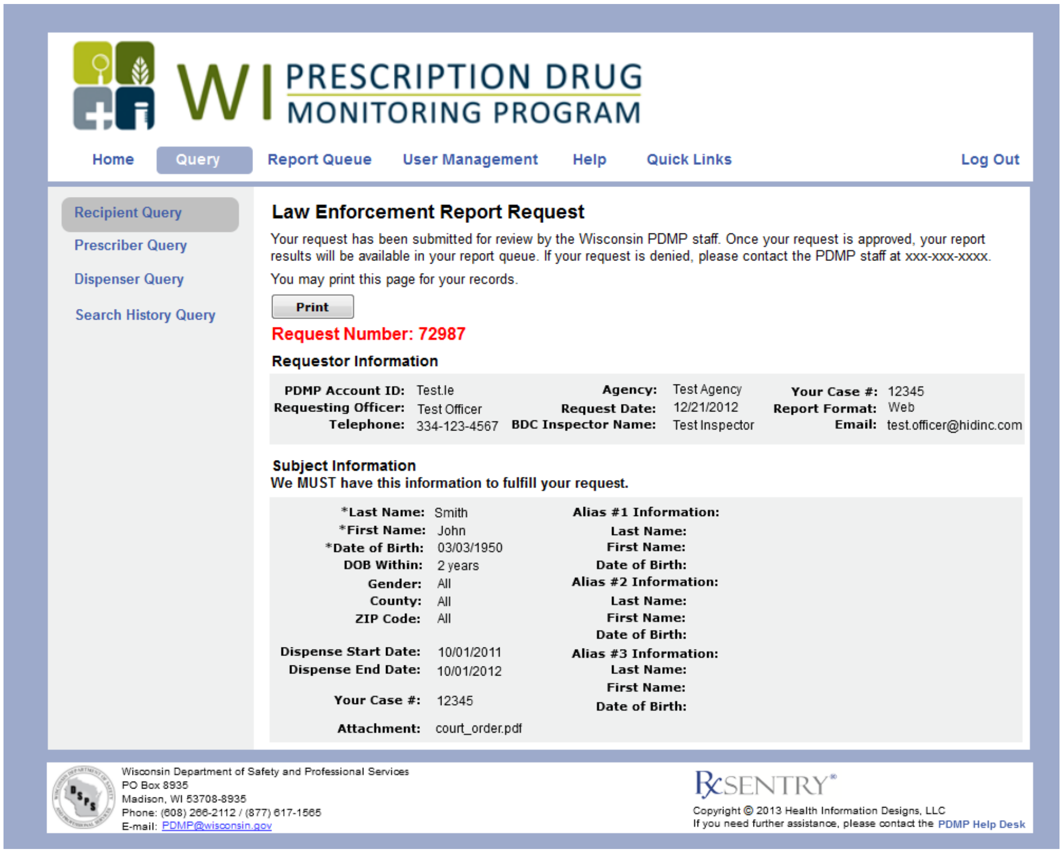
Field Name	Usage
Last Name	(Required) Type the recipient's last name.
First Name	(Required) Type the recipient's first name.
Search Method	Select one of the following search methods: ▪ **Fastest: Last Name Equals, First Name Begins** – Allows you to search by a recipient's complete last name and partial first name. The more information you can provide, the more specific your search results will be. ▪ **Begins With** – Allows you to search by the first few letters of the recipient's last and first names. ▪ **Sounds Like** – Allows you to search by a name, and the system will find names that sound similar to the one you entered. If you are unsure of the recipient's first and last name, or are unsure of the spelling, use the **Begins With** or **Sounds Like** option.

Field Name	Usage
Date of Birth	(Required) Type the recipient's date of birth using the *mm/dd/yyyy* format, or click the calendar icon to select a date from the calendar.
DOB Within	Used in conjunction with the **Date of Birth** field to specify a time range within which to match the date of birth.
Gender	Click the down arrow and select the gender of the recipient to include in your search.
County	Narrow your search by selecting a specific county name, or leave this field blank to produce a wider range of results.
ZIP Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Alias #1 Information Alias #2 Information Alias #3 Information	Use this field to perform a query on a subject who may be using more than one name. You may also perform a wildcard search using partial text, for example, type *Tho* in the Alias #1 **Last Name** field to display a list of aliases containing "Tho" in the first three letters of the alias last name. In the **Date of Birth** field, type the alias's date of birth using the *mm/dd/yyyy* format.
Your Case #	(Required) Type the reference number used by your agency to identify this case.
Dispense Start Date	(Required) Use this field to enter a specific start date for the dispensing time frame, for example, *06/01/2013*; Or You may click the calendar icon and select a specific start date from the calendar.
Dispense End Date	(Required) Use this field to enter a specific end date for the dispensing time frame, for example, *06/30/2013*; Or You may click the calendar icon and select a specific end date from the calendar.
Attach Court Order	(Required) Click **Browse** to select the file that contains an electronic copy of the lawful order of a court of record. Select the file, and then click **OK** to attach your search warrant to your query request. **Note**: A court order is **required** in order to complete your query request.

Table 1 – Recipient Query Request Window Field Descriptions

5 Once all criteria have been entered or selected, and you have attached the required documentation, click **Submit**.

A window similar to the following is displayed:



Your request must be approved by the WI PDMP staff. Once approved, the information will be available in the Report Queue. You may view the Report Queue at any time to check the status of a query request.

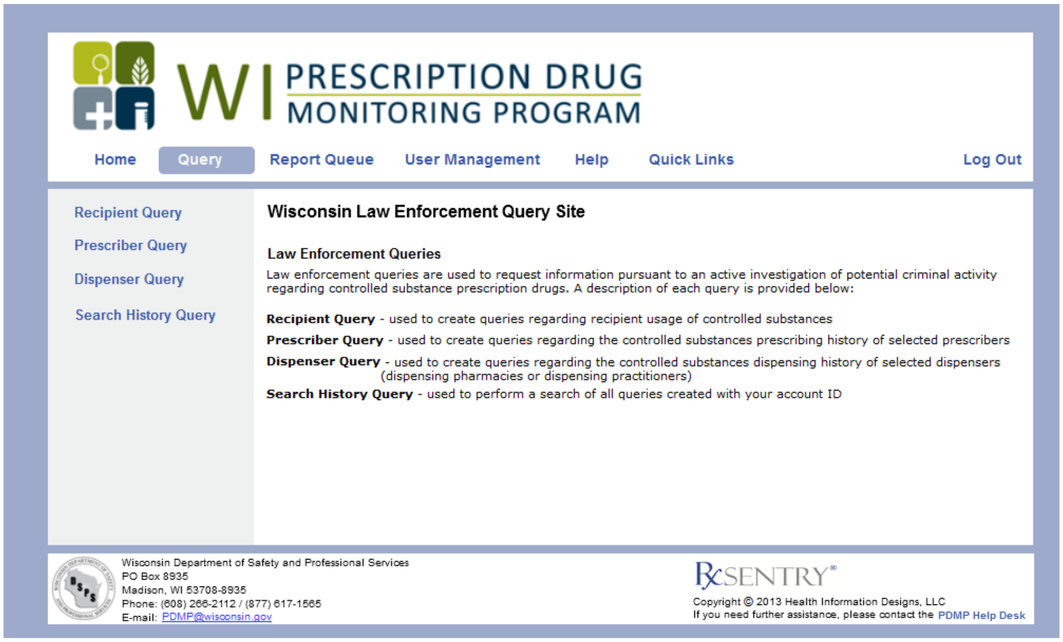
If your request is denied, the denial reason will display in the Report Queue.

Prescriber Query

This function is used to create queries regarding the controlled substances prescribing history of selected prescribers.

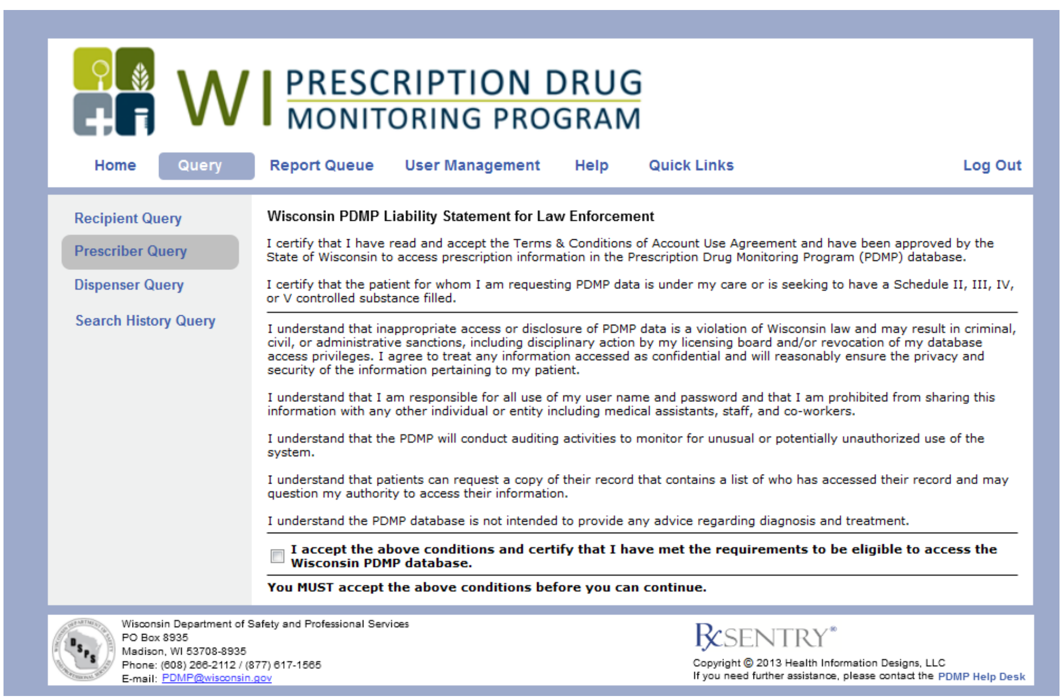
Perform the following steps to create a prescriber query:

1 Log in to RxSentry. A window similar to the following is displayed:



2 Click **Prescriber Query**.

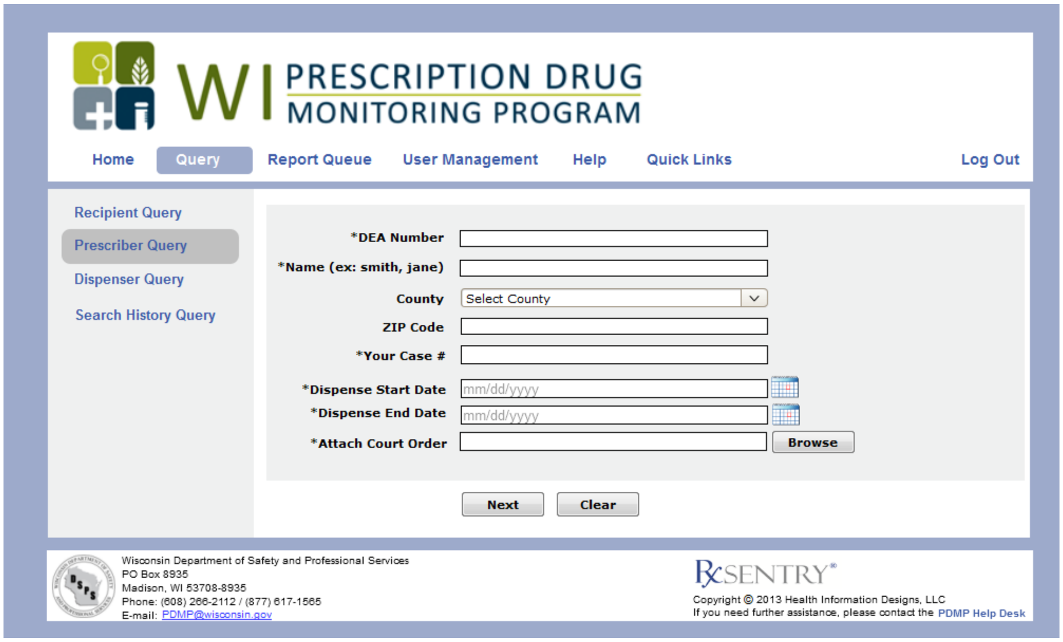
A window similar to the following is displayed:



3 Select the check box indicating that you are requesting information for a lawful purpose, and that you will provide the required documentation to complete your request.

Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Prescriber Query screen.

A window similar to the following is displayed:



4 Complete the information on the request window, using the field descriptions in the following table as a guideline:

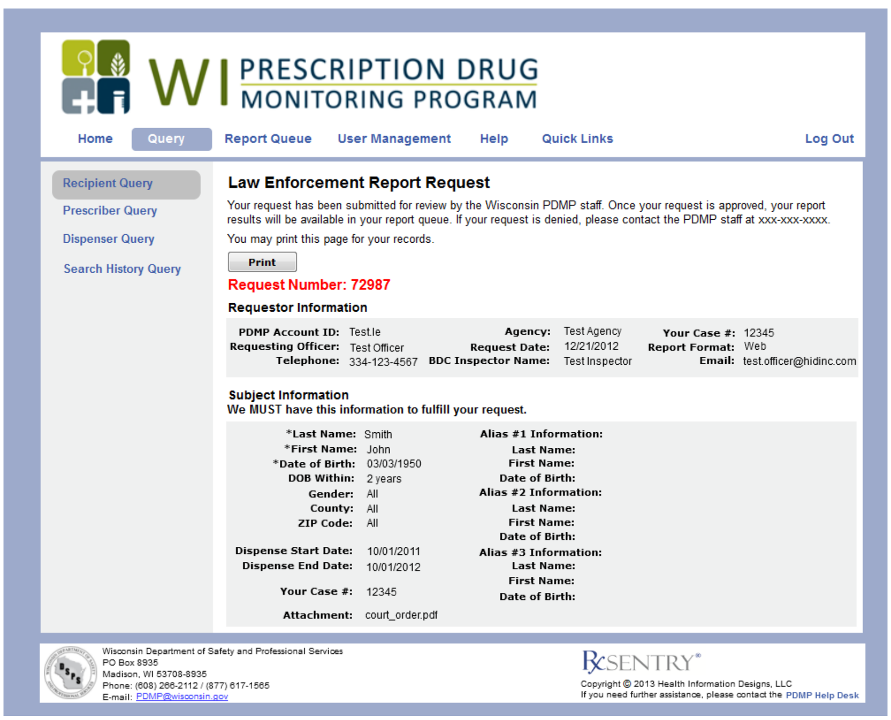
Field Name	Usage
DEA Number	(Required) Type the prescriber's DEA number **Note**: The prescriber's DEA number is not required if the prescriber's last name is supplied.
Name	(Required) Type the prescriber's last and first name using the *smith, jane* format. If the full name is not known, the system will search prescriber names using the characters you type in this field. **Note**: The prescriber's last name is not required if the prescriber's DEA number is supplied.
County	Narrow your search by selecting a specific county name, or leave this field blank to produce a wider range of results.
ZIP Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.

Field Name	Usage
Your Case #	(Required) Type the reference number used by your agency to identify this case.
Dispense Start Date	(Required) Use this field to enter a specific start date for the dispensing time frame, for example, *06/01/2013*; Or You may click the calendar icon and select a specific start date from the calendar.
Dispense End Date	(Required) Use this field to enter a specific end date for the dispensing time frame, for example, *06/30/2013*; Or You may click the calendar icon and select a specific end date from the calendar.
Attach Court Order	(Required) Click **Browse** to select the file that contains an electronic copy of the lawful order of a court of record. Select the file, and then click **OK** to attach your court order to your query request. **Note**: A court order is **required** in order to complete your query request.

Table 2 – Prescriber Query Request Window Field Descriptions

5 Once all criteria have been entered or selected, and you have attached the required documentation, click **Submit**.

A window similar to the following is displayed:



Your query request must be approved by the WI PDMP staff. Once approved, the information will be available in the Report Queue. You may view the Report Queue at any time to check the status of a query request.

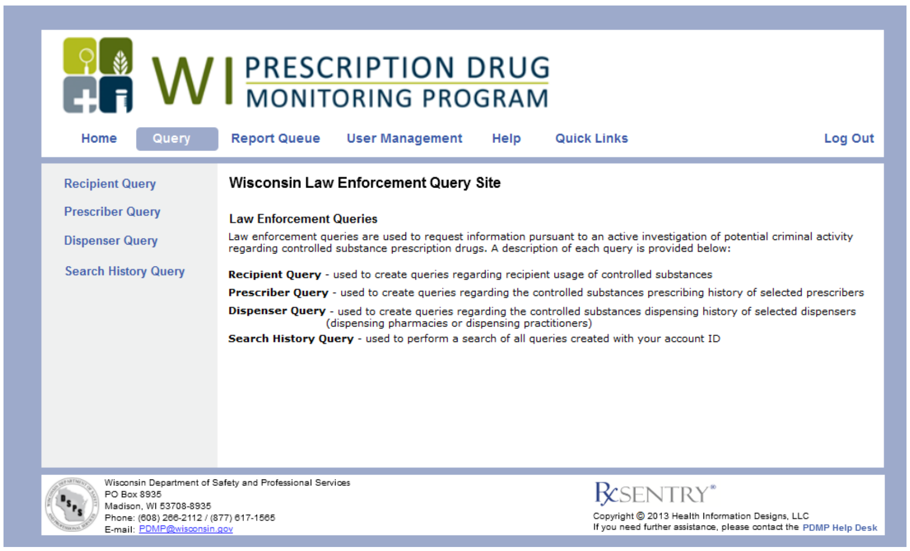
If your request is denied, the denial reason will display in the Report Queue.

Dispenser Query

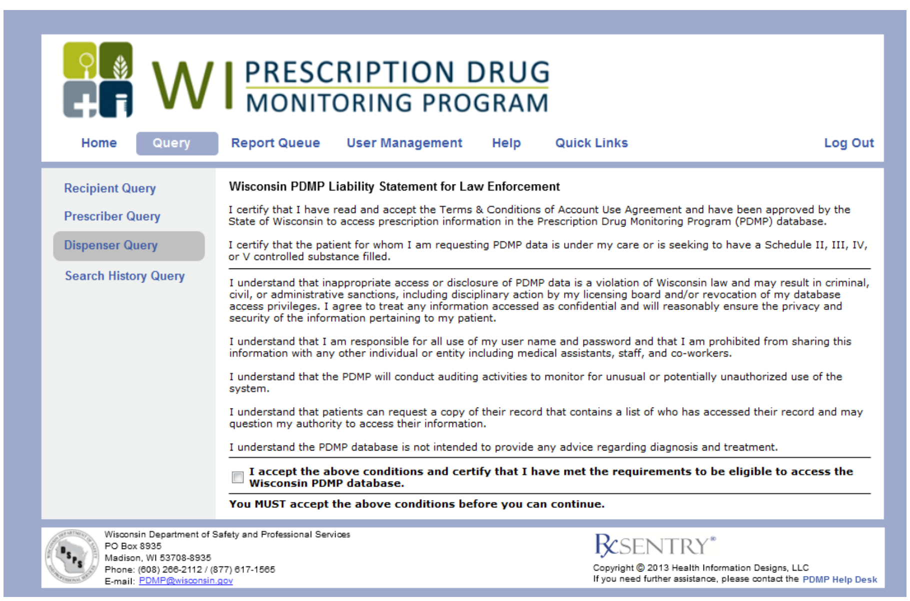
This function is used to create queries regarding the controlled substances dispensing history of selected dispensers (dispensing pharmacies or dispensing practitioners).

Perform the following steps to create a dispenser query:

1 Log in to RxSentry. A window similar to the following is displayed:



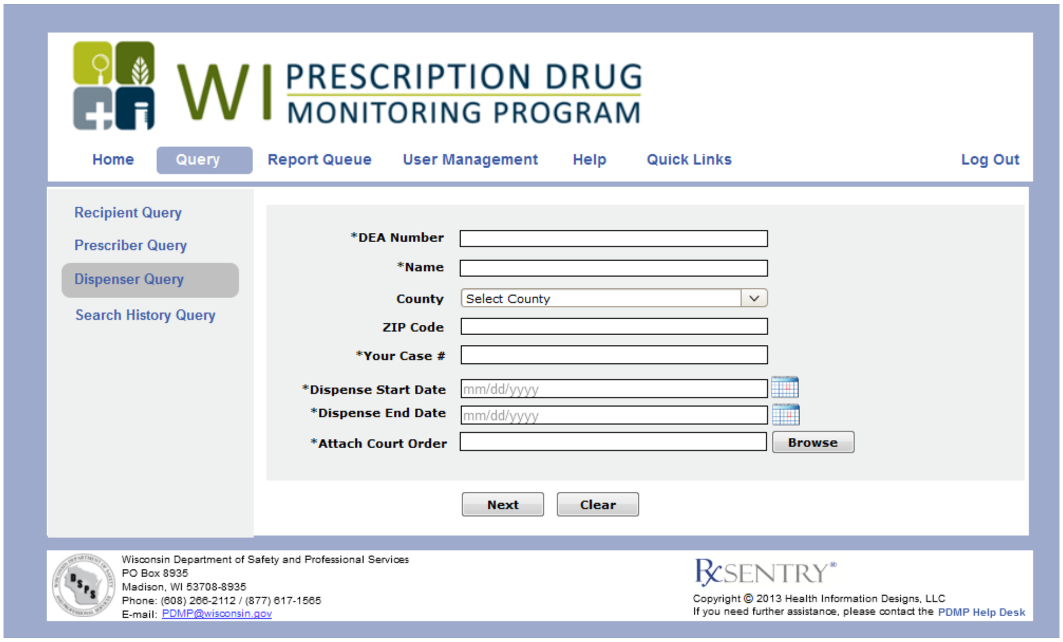
2 Click **Dispenser Query**. A window similar to the following is displayed:



3 Select the check box indicating that you are requesting information for a lawful purpose, and that you will provide the required documentation to complete your request.

Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Dispenser Query screen.

A window similar to the following is displayed:



4 Complete the information on the request window, using the field descriptions in the following table as a guideline:

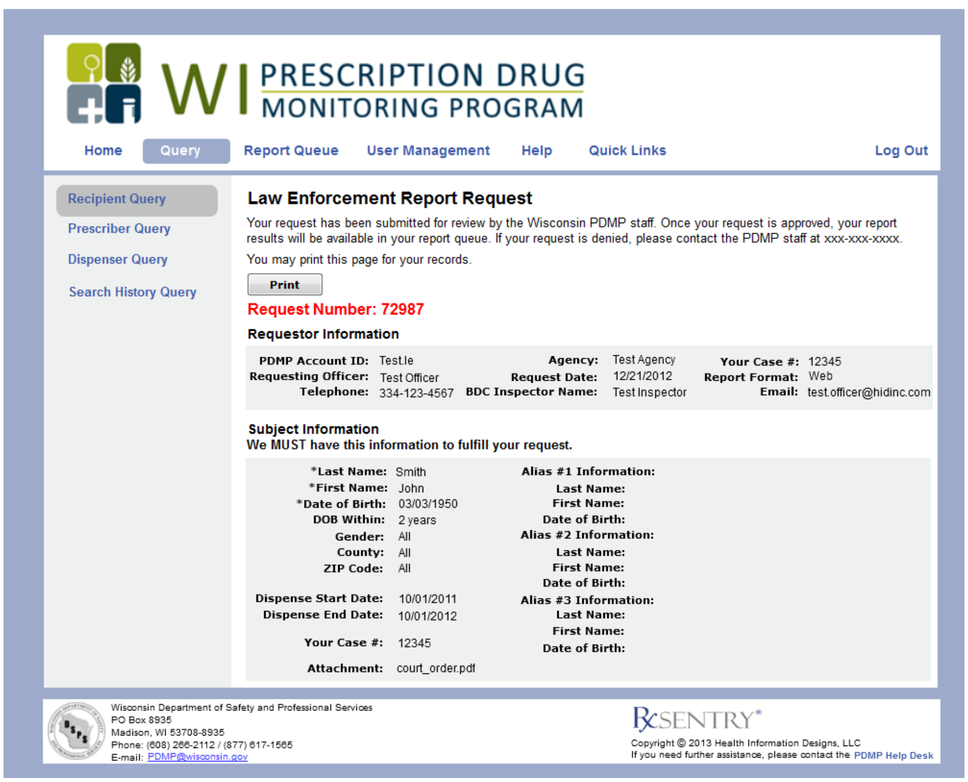
Field Name	Usage
DEA Number	(Required) Type the dispenser's DEA number.
Name	(Required) If searching for a dispensing pharmacy, type the pharmacy name. If searching for a dispensing practitioner, type the dispensing practitioner's name using the *smith, jane* format. If the full name is not known, the system will search names using the characters you type in this field.
County	Narrow your search by selecting a specific county name, or leave this field blank to produce a wider range of results.
ZIP Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Your Case #	(Required) Type the reference number used by your agency to identify this case.

Field Name	Usage
Dispense Start Date	(Required) Use this field to enter a specific start date for the dispensing time frame, for example, *06/01/2013*; Or You may click the calendar icon and select a specific start date from the calendar.
Dispense End Date	(Required) Use this field to enter a specific end date for the dispensing time frame, for example, *06/30/2013*; Or You may click the calendar icon and select a specific end date from the calendar.
Attach Court Order	(Required) Click **Browse** to select the file that contains an electronic copy of the lawful order of a court of record. Select the file, and then click **OK** to attach your court order to your query request. **Note**: A court order is **required** in order to complete your query request.

Table 3 – Dispenser Query Request Window Field Descriptions

5 Once all criteria have been entered or selected, and you have attached the required documentation, click **Submit**.

A window similar to the following is displayed:



Your query request must be approved by the WI PDMP staff. Once approved, the information will be available in the Report Queue. You may view the Report Queue at any time to check the status of a query request.

If your request is denied, the denial reason will display in the Report Queue.

Search History Query

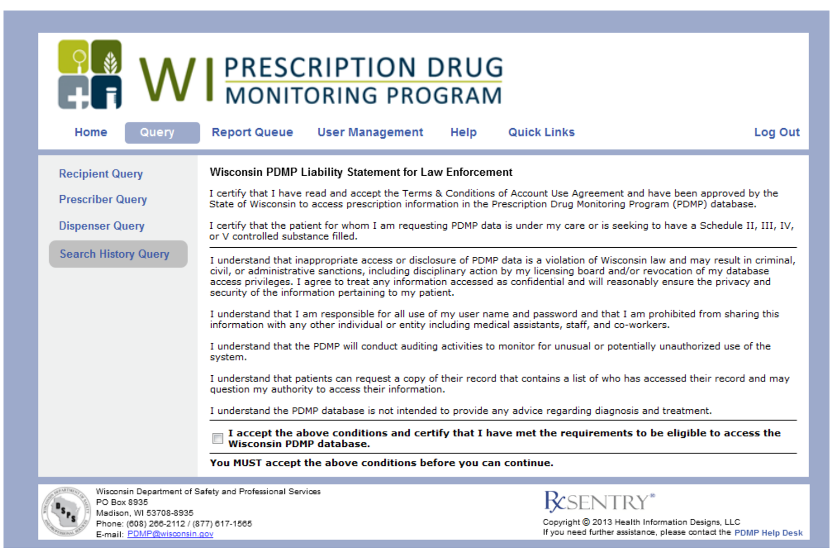
Use this function to perform a search of all queries created with your account ID.

Note: If you are a master account holder, you may use this function to perform a search of all queries created with your account ID and those created by your delegate account holders.

1 Log in to RxSentry. A window similar to the following is displayed:

2 Click **Search History Query**.

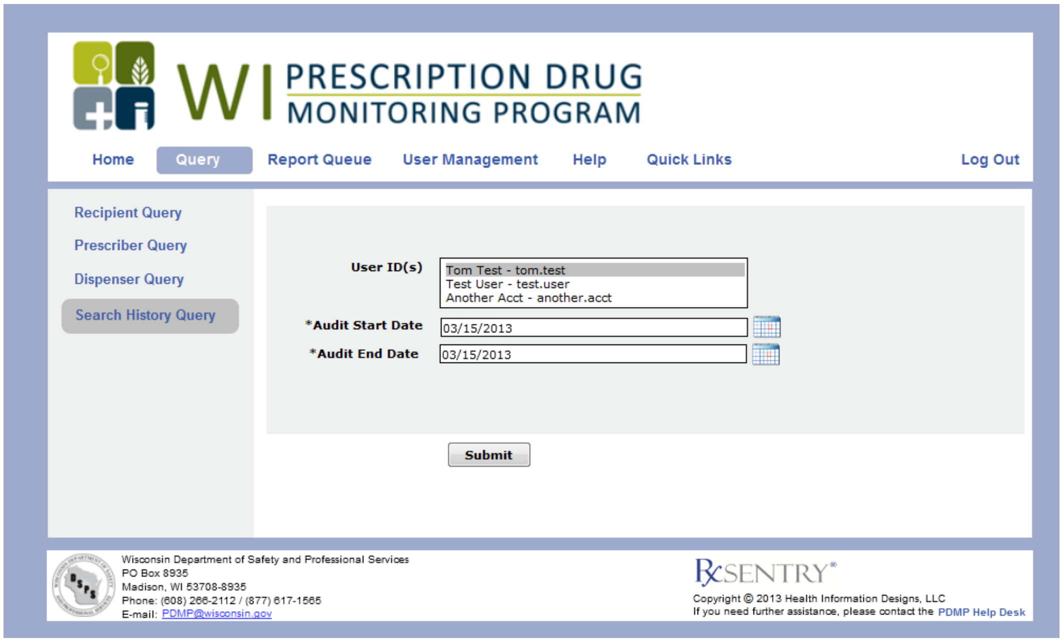
A window similar to the following is displayed:



3 Select the check box indicating that the query is for a valid reason and that you are authorized to submit the query.

Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Search History Query screen.

A window similar to the following is displayed:



4 If you are a delegate account holder, ensure your user ID is highlighted in the **User ID** field;

Or

If you are a master account holder, you may select multiple users in the **User ID** field by holding down the **[Ctrl]** key while clicking each user ID.

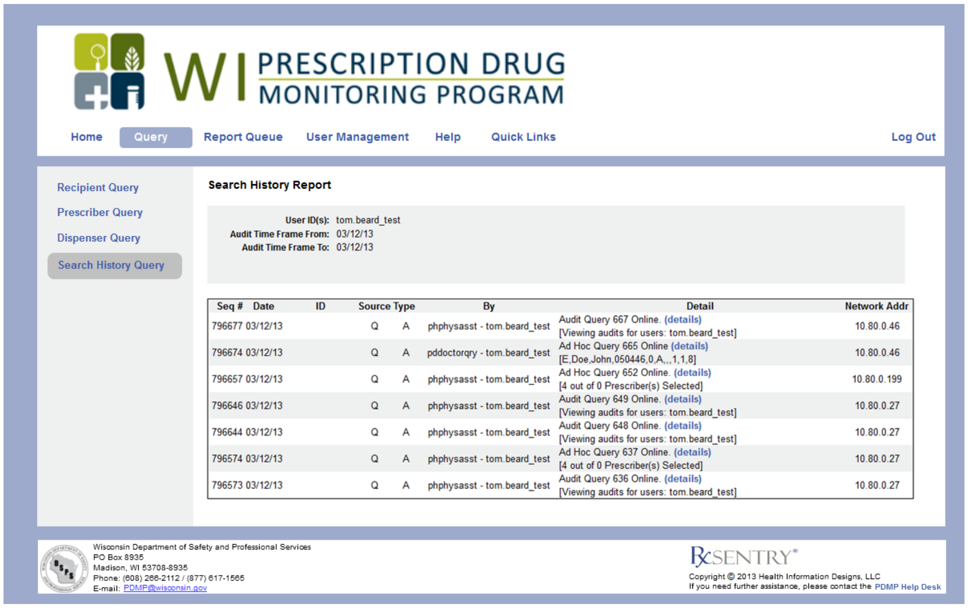
5 The **Audit Time Frame From** and **Audit Time Frame To** fields are automatically populated with the current date. If you are using the current date to generate your report, you may continue to the next step;

Or

You may change the **Audit Time Frame From** and **Audit Time Frame To** by typing the desired dates or by clicking the calendar icon and selecting a date from the calendar.

6 Click **Submit**.

Your report results are displayed similar to the following:



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

Report Queue

The Report Queue allows you to check the status of a submitted request for information and view your reports. The **Query Status/Job Status** column on the **Report Queue** window displays one of the following query statuses:

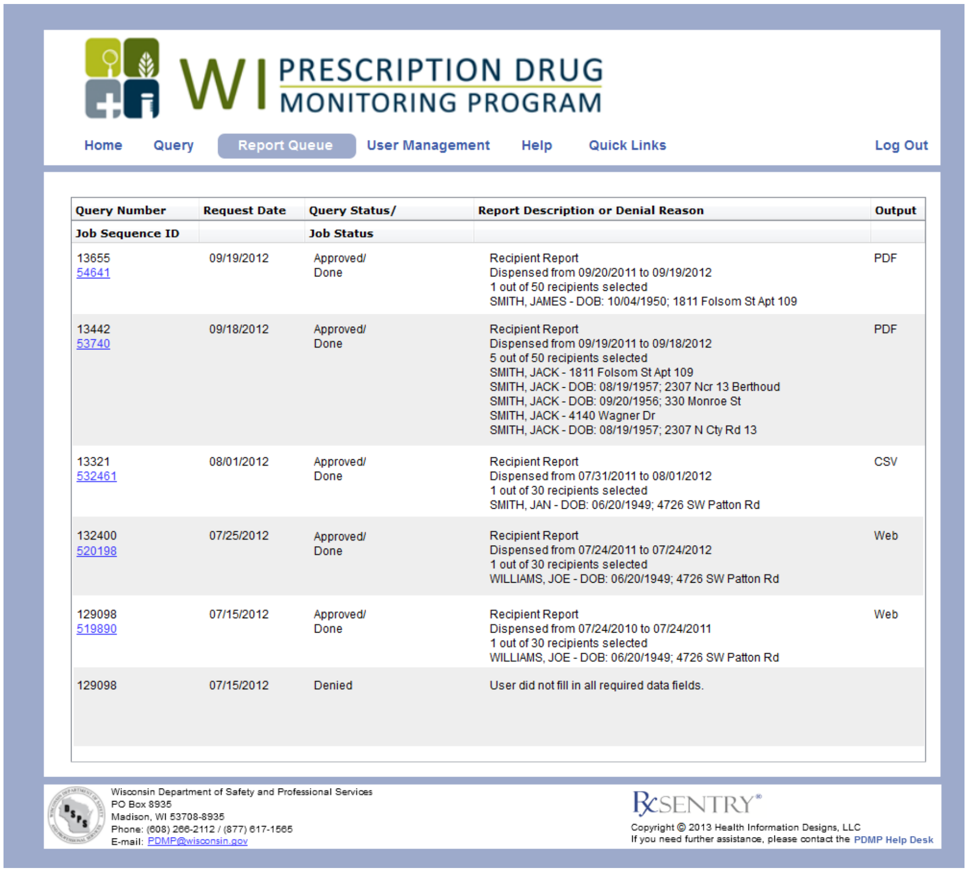
- **Submitted/Pending** – the query has been submitted and is awaiting review.
- **Approved/Done** – the query has been approved and processed, and is available for viewing.
- **Denied** – the query request was denied, and a reason for the denial is provided.

Perform the following steps to view your reports:

1 Log in to RxSentry.

2 Click **Report Queue**.

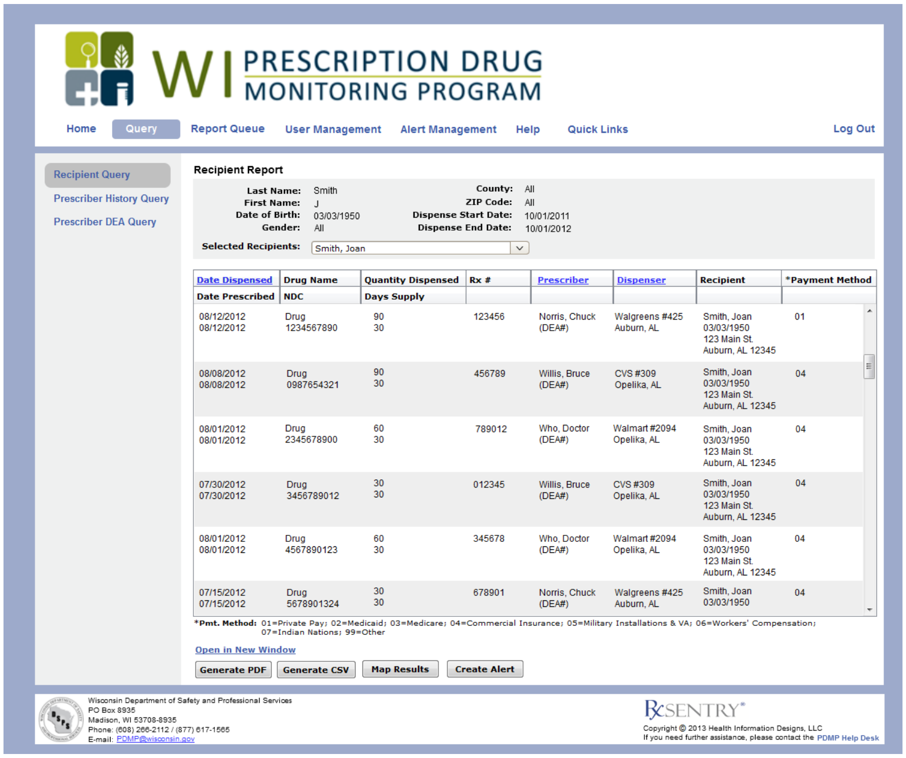
A window similar to the following is displayed:



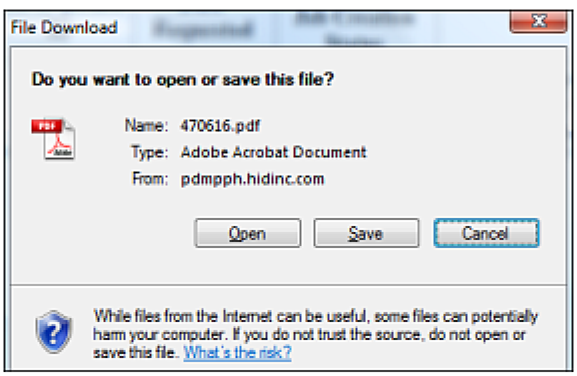
Query Number / Job Sequence ID	Request Date	Query Status/ Job Status	Report Description or Denial Reason	Output
13655 54641	09/19/2012	Approved/ Done	Recipient Report Dispensed from 09/20/2011 to 09/19/2012 1 out of 50 recipients selected SMITH, JAMES - DOB: 10/04/1950; 1811 Folsom St Apt 109	PDF
13442 53740	09/18/2012	Approved/ Done	Recipient Report Dispensed from 09/19/2011 to 09/18/2012 5 out of 50 recipients selected SMITH, JACK - 1811 Folsom St Apt 109 SMITH, JACK - DOB: 08/19/1957; 2307 Ncr 13 Berthoud SMITH, JACK - DOB: 09/20/1956; 330 Monroe St SMITH, JACK - 4140 Wagner Dr SMITH, JACK - DOB: 08/19/1957; 2307 N Cty Rd 13	PDF
13321 532461	08/01/2012	Approved/ Done	Recipient Report Dispensed from 07/31/2011 to 08/01/2012 1 out of 30 recipients selected SMITH, JAN - DOB: 06/20/1949; 4726 SW Patton Rd	CSV
132400 520198	07/25/2012	Approved/ Done	Recipient Report Dispensed from 07/24/2011 to 07/24/2012 1 out of 30 recipients selected WILLIAMS, JOE - DOB: 06/20/1949; 4726 SW Patton Rd	Web
129098 519890	07/15/2012	Approved/ Done	Recipient Report Dispensed from 07/24/2010 to 07/24/2011 1 out of 30 recipients selected WILLIAMS, JOE - DOB: 06/20/1949; 4726 SW Patton Rd	Web
129098	07/15/2012	Denied	User did not fill in all required data fields.	

3 If the report is ready for viewing, the **Job Sequence ID** column contains a hyperlink to the report. If the **Job Sequence ID** for your report is not a hyperlink, simply click the refresh button on your browser to update the **Report Queue**. Click the hyperlink for the desired report.

If your report is output as a Web page, your report results will display similar to the report shown on the following page.



If your report is output as a PDF or CSV file, a window similar to the following is displayed:



4 Perform one of the following actions:

- Click **Open** to open the report for viewing.
- Click **Save** to save the report to a specific location for viewing at a later time.
- Click **Cancel** to return to the previous window.

Notes:

- Queries are available for viewing only by the user who submitted the query request.
- Queries are automatically removed from the report queue after 14 days.

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

6 Assistance and Support

Technical Assistance

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

Contact HID at wipdmp-info@hidinc.com

Or

Call the HID Help Desk at 855-729-8918.

Technical assistance is available from 8:00 a.m. – 5:00 p.m. CT (Central Time).

Administrative Assistance

If you have any non-technical questions regarding the Wisconsin Prescription Drug Monitoring Program, please contact the PDMP staff at:

E-mail: PDMP@wisconsin.gov
Phone: 608-266-2112

7 Document Information

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Health Information Designs, LLC
391 Industry Drive
Auburn, AL 36832

Disclaimer

HID has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.

Formatting Conventions

The following formatting conventions are used throughout this document.

Format	Used to Designate…
Bold	References to execution buttons, windows, file names, menus, icons, or options
Arial Italic	Text you must type in a field or window, for example, "type *Tho* to display a list of recipients…"
Blue underline	Hyperlinks to other sections of this document or external websites

Table 4 – Text Formats

Version History

The Version History records the publication history of this document. See the Change Log for more details regarding the changes and enhancements included in each version.

Publication Date	Version Number	Comments
05/15/2013	1.0	Initial publication
05/30/2013	1.1	Updated publication

Table 5 – Document Version History

Change Log

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

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Chapter 2/About the Prescription Drug Monitoring Program	Added language provided by the state regarding monitored prescription drugs

Table 6 – Document Change Log