

PREPARED BY:

Nebraska Department of Health and Human Services and  
Nebraska Health Information Initiative

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NEBRASKA

# PDMP Clinician User Guide



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## About RxGov

RxGov is software that records and tracks medication dispenses including controlled and non-controlled prescriptions. Due to the possibility of misuse or abuse, controlled substances can present a hazard to the public. Most states have Prescription Drug Monitoring Programs (PDMPs) that seek to reduce the misuse or abuse of controlled substance prescriptions. PDMPs can use RxGov to monitor the prescribing and dispensing of controlled substances in their state. Nebraska requires pharmacies and other dispensers to submit information on all dispensed prescriptions daily to provide a comprehensive medication history to improve patient safety.

RxGov is designed to be a comprehensive system. It facilitates communication between multiple user groups to ensure patient confidentiality, data security and the presentation of accurate information. It does all this in an online environment that does not require any special hardware or software, allowing a user to access their account anywhere they have access to the internet.

## How Does RxGov Work?

RxGov works by being a universal point of contact at all steps of the prescription dispensing process.

When a patient visits a health care provider and the provider considers prescribing a controlled substance or other prescription for a patient, the provider may first review the PDMP to manage the benefits and risks of controlled substance medications and identify potentially harmful drug interactions.

Before dispensing a prescribed controlled substance, a pharmacist may review the PDMP and verify that there is not a likelihood of misuse or abuse by the patient.

By submitting data for a dispenser or group of dispensers daily, a data submitter keeps the RxGov database current and ensures that the data reviewed by health care providers and dispensers is accurate.

## Program Overview

The Nebraska PDMP is authorized by Nebraska Rev. Statutes §§ 71-2454 through 71-2455 to monitor the care and treatment of patient medications, provide information to improve the health and safety of our patients and help prevent the misuse of prescribed controlled substances.

The Nebraska PDMP is administered in collaboration between the Nebraska Department of Health and Human Services (DHHS) and the Nebraska Health Information Initiative (NEHII) to provide a medication query functionality available to all prescribers and dispensers in Nebraska at no cost to providers.

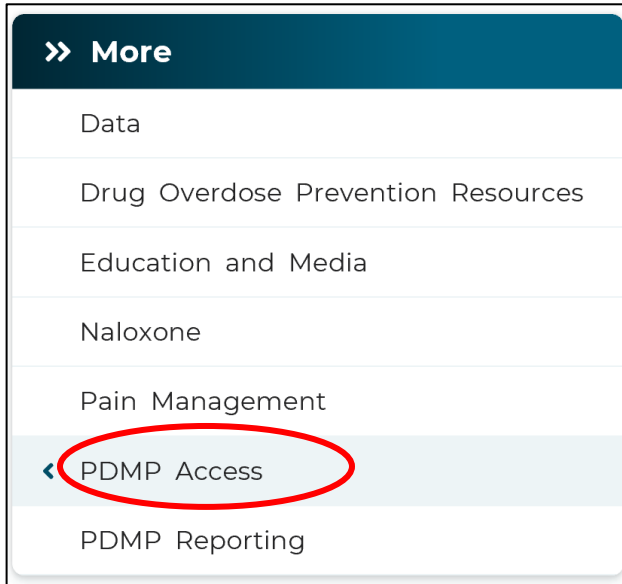
Patients cannot opt out of the Nebraska PDMP functionality, maintaining the most comprehensive medication data set possible. The data is available through a separate application tile on the NEHII HIE 2.0 dashboard.

Those who submit or receive information from the Nebraska PDMP must provide reasonable privacy protections in accordance with the Health Information Portability and Accountability Act (HIPAA).

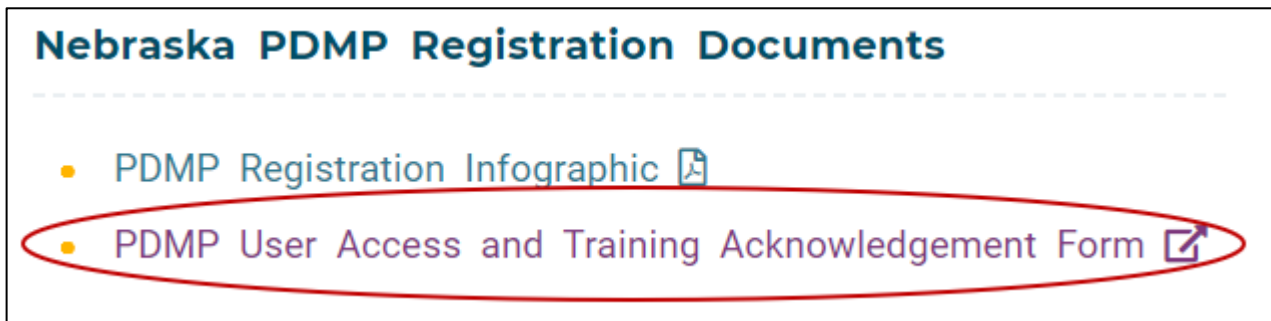
## Request PDMP Access

For prescribers, dispensers (i.e. pharmacists) or designees to gain access to view the PDMP, they must complete the steps below.

1. Visit the Nebraska DHHS website: <http://dhhs.ne.gov/Pages/Drug-Overdose-Prevention-PDMP-Access.aspx>.
2. Select *PDMP Access*.



3. Watch the training video.
4. Complete the *PDMP User Access and Training Acknowledgement Form*.



5. This access request will be reviewed and, when approved, the prescriber, dispenser or designee will receive an email from [noreply\\_provisioning@optum.com](mailto:noreply_provisioning@optum.com) to complete their account setup.
6. Please bookmark <https://nehii.org/> and select *PDMP Login*.

Access the Nebraska Prescription Drug Monitoring Program (PDMP) login or uploader, or learn more about the program.

**PDMP LOGIN**

**PDMP UPLOADER**

**LEARN MORE ABOUT PDMP**

### Sign In With Your Optum ID

Optum ID or email address

Password

Sign In

[Forgot Optum ID](#) | [Forgot Password](#)

**Additional options:**

[Manage your Optum ID](#)

[What is an Optum ID?](#)

## Logging In

To access the PDMP, select the *Nebraska PDMP* tile from the *Optum link*.

Link

Optum™ Data Exchange HIE 2.0

Nebraska PDMP

**nehii**

**CONTACT US:**

Phone: 402-506-9900

Email: [support@nehii.org](mailto:support@nehii.org)

## Manage Delegates

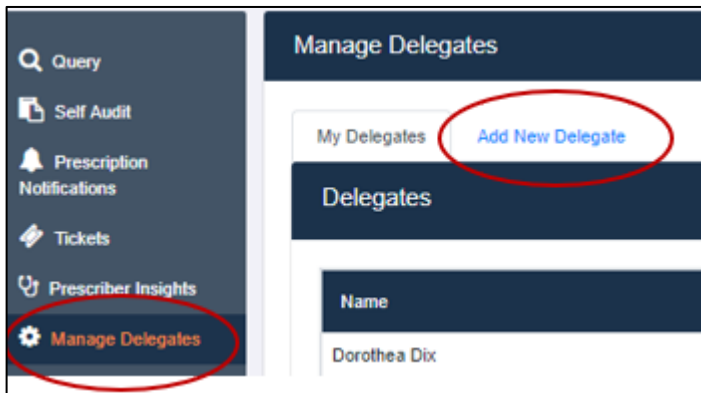
Prescribers and dispensers (i.e. pharmacists) can view patient dispense records within the PDMP but may also delegate this task to a designee. Nebraska statute uses the terms designator and designee, but RxGov uses the terms delegator and delegate. For the purposes of this document:

**Designator = Delegator**  
**Designee = Delegate**

To set up a relationship, both the delegator and delegate must be registered and authorized to use the PDMP. The delegator may then create a relationship with the delegate within RxGov. The delegator may set a time limit for the relationship (i.e. clinical rotation) or have an ongoing relationship.

### Prescriber/Dispenser Adds a Delegate

1. Select *Manage Delegates*.
2. Select *Add New Delegate*.



3. Search for the delegate by *partial or complete first and last name* or *email*. If the delegate is not found in this search, make sure he/she has completed the PDMP registration process before proceeding.

Manage Delegates

My Delegates Add New Delegate

Delegate Query

First Name Last Name Email Address Search

dor di

Manage Delegates

My Delegates Add New Delegate

Delegate Query

First Name Last Name Email Address Search

nursedd@rxgov.org

- Select the intended delegate from the list by clicking anywhere in the row. The delegate's information will display below.

| Delegates    |                   |                     |
|--------------|-------------------|---------------------|
| Name         | Email             | Registration Status |
| Dorothea Dix | nursedd@nrgov.org | Active              |

- Select *Make Delegate* in the right-hand corner.



- Select a date for the relationship to end or leave blank to make the relationship ongoing.
- Select *Confirm*.

**Confirm Expiration Date** ✕

Are you sure you want to add Dorothea Dix as a Delegate?

Expiration Date

- The delegate request must be accepted by the delegate to complete the process. The delegate can then view the PDMP on the delegator's behalf. Patients viewed by the delegate can be seen in the delegator's Query History.

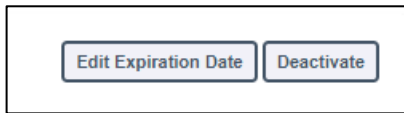
| Query History |           |               |                        |                  |                 |  |
|---------------|-----------|---------------|------------------------|------------------|-----------------|--|
| Patient Query |           | Query History |                        |                  |                 |  |
| First Name    | Last Name | DOB           | Additional Information | Date Run         | Run By Delegate |  |
| victoria      | windsor   | 4/21/26       | -                      | 8/28/19, 3:59 PM | Dorothea Dix    |  |
| peter         | parker    | 1/2/00        | -                      | 8/28/19, 3:59 PM | Dorothea Dix    |  |

## Prescriber/Dispenser Deactivates a Delegate

1. Select *Manage Delegates*.
2. Delegate relationship can be sorted by selecting the row header.
3. Select the intended delegate request by clicking anywhere in the row.

| My Delegates <a href="#">Add New Delegate</a> |                   |                     |                 |
|---|-------------------|---------------------|-----------------|
| Delegates                                     |                   |                     |                 |
| Name  | Email             | Relationship Status | Expiration Date |
| Dorothea Dix                                  | nursedd@rxgov.org | Active              | 12/31/19        |

4. Select either *Edit Expiration Date* or *Deactivate* to terminate the delegate relationship.



5. Confirm the deactivation or enter a new expiration date and the relationship will automatically deactivate after that day.

**Confirm**

Are you sure you want to deactivate Dorothea Dix

**Confirm Expiration Date**

Enter new Expiration Date.

Expiration Date  
11-26-2019

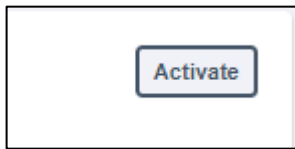
## Delegate Accepts Invitation

1. Select *Manage Delegates*.
2. Delegate relationship can be sorted by selecting the row header.
3. Select the intended delegate request by clicking anywhere in the row.

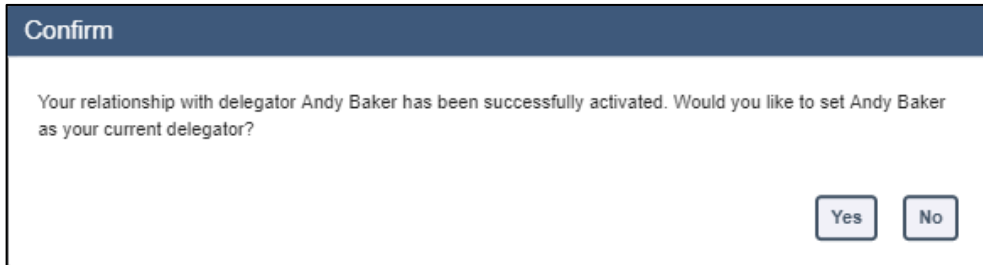
| Manage Delegates |                        |                     |               |                 |
|------------------|------------------------|---------------------|---------------|-----------------|
| Name             | Email                  | Relationship Status | Organization  | Expiration Date |
| Andy Belter      | mbaker@yahoo.com       | Pending             | Test Clinic 2 | 12/31/19        |
| Beverly Crusher  | prescriberbc@rxgov.org | Inactive            | Test Clinic 1 | None            |



4. Select *Activate* in the right-hand corner.



5. Confirm your decision to activate the relationship.



## Performing Queries

Clinicians can view medications dispensed to individual patients by performing a query within the PDMP. Dispense detail results are available to view, download or print. If no dispenses are found, RxGov will display the message “Query returned no results.” For individuals not found in RxGov, the message displayed will be “No patients found.”

### Patient Query

The *User Dashboard* defaults to the *Patient Query* tab.

1. First and last names are required.
  - a. A search of partial names is allowed; however, full names are encouraged to provide the most accurate results. To enter a partial name search, a *wildcard* (i.e. asterisk (\*)) must be entered.
  - b. Date of birth is optional for search criteria but is highly encouraged to provide the most accurate results.
  - c. Selecting the option of *Search any first and last name combinations* will search for first and last names that may be entered by dispensers in reverse order (i.e. Clark Kent and Kent Clark).
  - d. Enter required fields and select *Submit*.

2. If multiple patients potentially meet your search criteria, they are displayed in a picklist.
  - a. Select *Display All* to choose all the listed patients in the search.
  - b. Select specific patients within the list to restrict the view to only certain patients.

| Display All              | Species | Name              | Identifier             | RxGov Patient Id |
|--------------------------|---------|-------------------|------------------------|------------------|
| <input type="checkbox"/> |         | + Dick Grimes     | Unique System ID: 2345 | 291              |
| <input type="checkbox"/> |         | + DOG Grimes      | Unique System ID: 2345 | 291              |
| <input type="checkbox"/> |         | Rick (Dog) Grimes | Unique System ID: 2345 | 311              |

+ indicates patient that has multiple names, identifiers, addresses or phone numbers

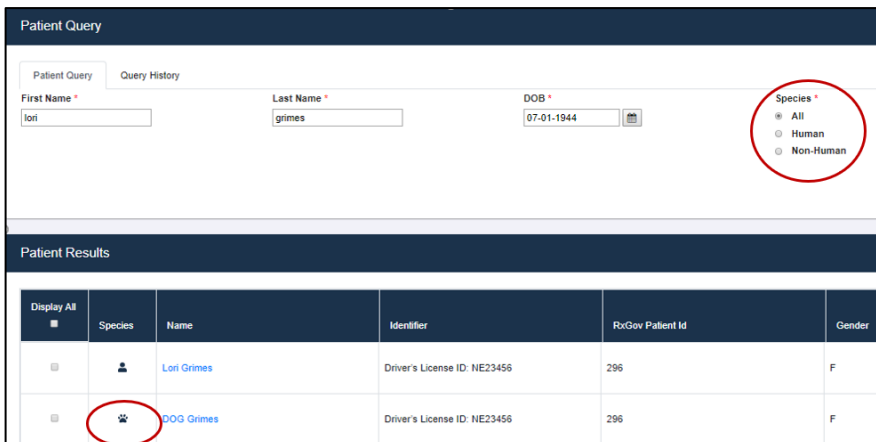
- c. If the clinician feels the patients displayed in the picklist are the same person, the clinician may request that the patients be merged. To do this, select the desired patients from the picklist and then select *Flag for Merge*.



If desired, the clinician may provide a comment to be reviewed by the administrator; then select *Submit*.

The form is titled 'Create Merge Patients Ticket'. It features a 'Comment:' label above a large text input area. A character count '0/512' is visible at the bottom right of the input area. A 'Submit' button is located at the bottom right of the form.

- 3. Patients who have dispenses for pets
  - a. The pet may be listed within the patient picklist or you may need to search by the pet's name depending on how the pharmacy enters the pet's first name.
  - b. If the patient is an animal, the *Species* field will display a paw print (shown below).
  - c. Clinicians can choose to include or exclude veterinarian dispenses by selecting *All*, *Human* or *Non-Human* under *Species* (shown below).







- 4. When variations of patient information exist but the identity of the patient has been confirmed, these accounts will be automatically linked. This is indicated by a “+” plus sign beside the patient’s name.

Select patient’s name to expand the patient detail screen where you will see a list of any previously-linked/merged patient information.

The screenshot displays a software interface for patient management. On the left, a 'Patient Results' table lists patient entries. The entry for 'Petre Parker' is highlighted with a red circle around a plus sign (+) next to the name. A red arrow points from this plus sign to the 'Patient Details' panel on the right. The 'Patient Details' panel is divided into several sections: Names, Identifiers, Addresses, and Phone Numbers. Each section contains a table of data.



| Patient Details        |                  |               |                  |        |                  |                  |
|------------------------|------------------|---------------|------------------|--------|------------------|------------------|
| Names                  |                  |               |                  |        |                  |                  |
| First Name             | Last Name        | Middle Name   | Prefix           | Suffix | Creation Date    |                  |
| Petre                  | Parker           |               |                  |        | 8/14/19, 3:03 PM |                  |
| Peter                  | Parker           |               |                  |        | 8/14/19, 2:49 PM |                  |
| Peter                  | Parker-Kent      |               |                  |        | 8/14/19, 2:49 PM |                  |
| Peter                  | Parker           |               |                  |        | 8/14/19, 2:49 PM |                  |
| Identifiers            |                  |               |                  |        |                  |                  |
| Identifier Type        | Value            | Issuing State | Creation Date    |        |                  |                  |
| Social Security Number | 1223             | US            | 8/14/19, 3:05 PM |        |                  |                  |
| Social Security Number | 5522             | US            | 8/14/19, 2:49 PM |        |                  |                  |
| Social Security Number | 122334444        | US            | 8/14/19, 2:49 PM |        |                  |                  |
| Addresses              |                  |               |                  |        |                  |                  |
| Address Line 1         | Address Line 2   | City          | State            | Zip    | County           | Creation Date    |
| 12 Metropolis          |                  | Metropolis    | NE               | 68111  | Douglas          | 8/14/19, 2:49 PM |
| 12 Smallville St       |                  | Smallville    | NE               | 69111  |                  | 8/14/19, 2:49 PM |
| 12 Metropolis Blvd     |                  | Metropolis    | NE               | 68111  | Douglas          | 8/14/19, 2:49 PM |
| Phone Numbers          |                  |               |                  |        |                  |                  |
| Phone Number           | Creation Date    |               |                  |        |                  |                  |
| 1111111123             | 8/14/19, 2:49 PM |               |                  |        |                  |                  |

5. Results are displayed in the *Patient Information* section.
  - a. The default timeframe displays the last six months of dispenses. Clinicians may filter the timeframe to three, six or 12 months.
  - b. Collapse/expand
    - i. Dispenses that match generic name, strength and dosage form are grouped together to collapse to yield more concise and readable results.
    - ii. Dispenses collapsed into one line are indicated by a + to the left of the medication dispense line.
    - iii. To review all dispenses of this medication, select the + sign.

|   | Species  | RxGov Patient ID | Date Filled | Drug Dispensed                    |
|---|--|------------------|-------------|-----------------------------------|
|   |   | 755              | 03/01/2019  | Pregabalin (Lyrica) 300 MG CAPS   |
|  |   | 755              | 04/11/2019  | Alprazolam (ALPRAZolam) 1 MG TABS |
|   |  | 755              | 05/01/2019  | Alprazolam (Xanax XR) 1 MG TB24   |

|   |   |     |            |                                   |
|---|---|-----|------------|-----------------------------------|
|  |  | 755 | 04/11/2019 | Alprazolam (ALPRAZolam) 1 MG TABS |
|  |  | 755 | 04/01/2019 | Alprazolam (ALPRAZolam) 1 MG TABS |
|   |  | 755 | 03/11/2019 | Alprazolam (Xanax) 1 MG TABS      |
|   |  | 755 | 03/01/2019 | Alprazolam (Xanax) 1 MG TABS      |

c. You can sort the column by selecting the arrow next to *Date Dispensed*.

| Patient Information   |                  |                  |                         |
|---|------------------|------------------|-------------------------|
| Dispense Details  |                  | Relationships    | Patient Notifications   |
| Interstate Request Complete.  |                  |                  |                         |
| Species   | RxGov Patient ID | Date Dispensed ▲ | Drug Dispensed          |
|  | 97               | 04/12/2019       | Kadian 20 MG CP24       |
|  | 97               | 03/01/2019       | traMADol HCl 50 MG TABS |

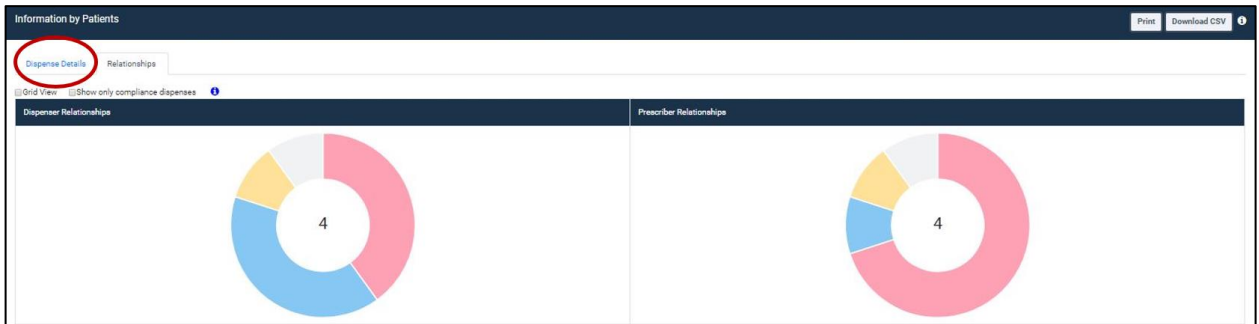
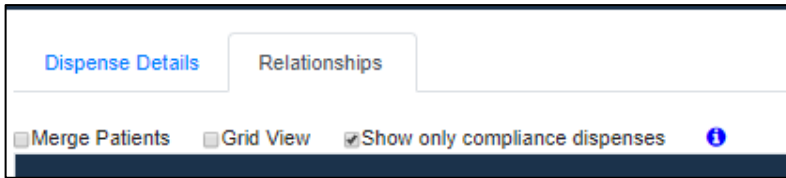
6. To view/see more detailed information, select anywhere on a dispense row to open the *Dispense Details*. This displays the information reported by the pharmacy or other dispenser.

| Dispense Details                           |   |  |   |
|--|---|--|---|
| <b>Drug Name:</b><br>Celecoxib 200 MG CAPS | <b>Date Written:</b><br>3/1/19          | <b>Date Filled:</b><br>3/1/19                  | <b>Quantity Dispensed:</b><br>30                    |
| <b>Days Supplied:</b><br>30                | <b>Refill Number:</b><br>0              | <b>Refills Authorized:</b><br>5                | <b>Payment Type:</b><br>Commercial Insurance        |
| <b>Prescriber:</b><br>Bailey, Miranda      | <b>Prescriber DEA:</b><br>ZZ9999885     | <b>Prescriber Organizations:</b>               |   |
| <b>Dispenser:</b><br>Newbie Pharmacy       | <b>Dispenser DEA:</b><br>ZZ9999998      | <b>Dispenser Address:</b><br>8303 Dodge Street | <b>Dispenser City:</b><br>Omaha                     |
| <b>Dispenser State:</b><br>NE              | <b>Dispenser Zip:</b><br>68114          | <b>Dispenser County:</b><br>DOUGLAS            | <b>Dispenser Phone:</b><br>4025599992               |
| <b>Patient First Name:</b><br>Captain      | <b>Patient Last Name:</b><br>Marvel     | <b>Patient Middle Name:</b>                    | <b>Patient DOB:</b><br>3/21/06                      |
| <b>Patient Gender:</b><br>F                | <b>Patient Address:</b><br>Shazam Drive | <b>Patient City:</b><br>Kreeville              | <b>Patient State:</b><br>NE                         |
| <b>Patient Zip:</b><br>68178               | <b>Patient County:</b>                  | <b>Patient Phone Number:</b><br>4025559980     | <b>Patient Identifier Type:</b><br>Unique System ID |
| <b>Patient Identifier Value:</b><br>897867 |   |  |   |

7. Select the *Print* or *Download* button on the upper right-hand corner to print or download the query results.



8. The *Relationships* tab displays how many prescriber and dispensers the patient has visited within the timeframe selected within the *Patient Query*.
  - a. To restrict the view to only controlled substance dispenses, check the box next to *Show only compliance dispenses* above *Dispenser Relationships*.

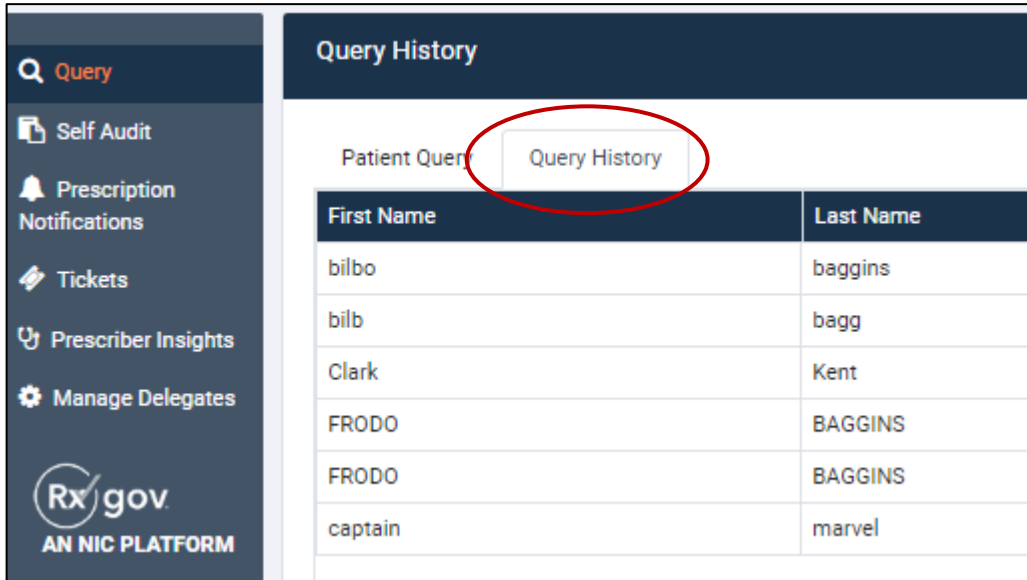


- b. Check the box next to *Grid View* to view the information in a table format.

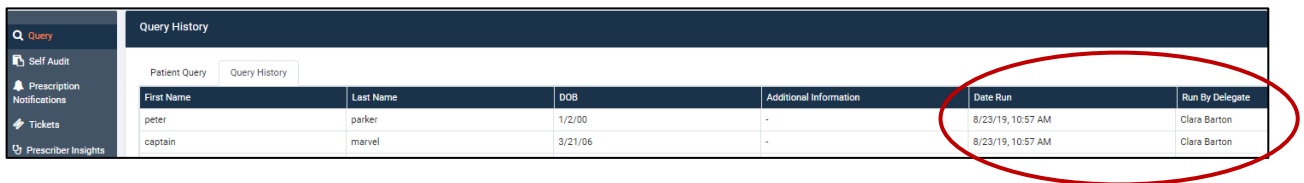
| Dispenser Name                       | # of Dispenses |
|--------------------------------------|----------------|
| PHARMACY PHARMACY                    | 4              |
| LOCAL PHARMACY                       | 4              |
| LARGE PHARMACY                       | 1              |
| DRUGS R US                           | 1              |
| Total count of pharmacies visited: 4 |                |

## Query History

1. *Query History* displays the most recent patient searches performed.



2. This history will also show queries performed on behalf of the clinician by their delegate.



3. A clinician can easily repeat a search by selecting the patient from *Query History* by selecting anywhere on that patient's row.
4. This returns the clinician to the *Patient Query* screen.
5. Select *Submit* to run the query.

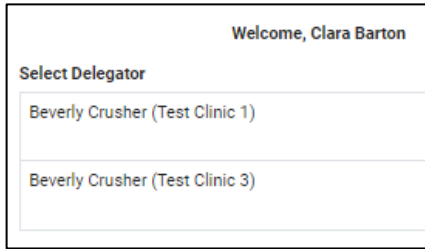
## Patient Query by a Delegate

1. The delegate must have an existing and active relationship with the delegator. See the section on *Managing Delegates*.
2. If the delegate is associated with only one delegator, the logon screen will default to *Patient Query* with the delegator indicated in the top right by the user's name.

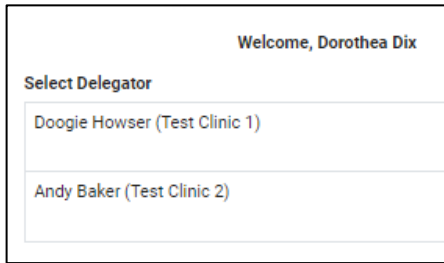




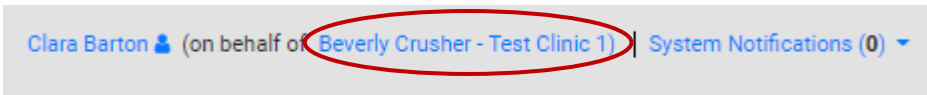
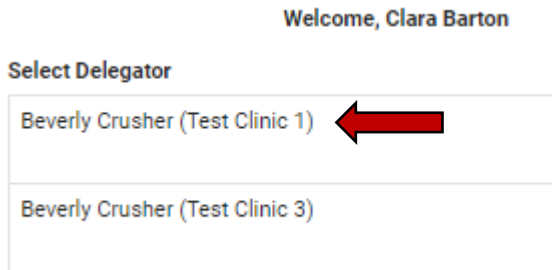
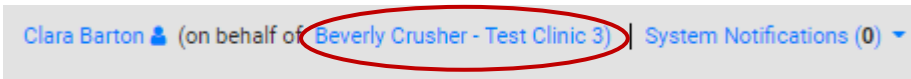
- 3. If the delegate is associated with one delegator at multiple locations, the logon screen will ask the delegate to select the delegator and practice location for whom they are accessing the PDMP.



- 4. If the delegate is associated with more than one delegator, the logon screen will ask the delegate to select the clinician for whom they are querying the PDMP.



- 5. The delegate can switch between delegators and/or delegator locations by selecting the current delegator at the top right to toggle between delegators.



## Support

If you have questions regarding the Nebraska PDMP, please email [pdmp@nehii.org](mailto:pdmp@nehii.org) or call 402.506.9900 x1.

## Document Information

### Version History

The version history records the publication history of this document.

| Publication Date | Version Number | Comments            |
|------------------|----------------|---------------------|
| 9/30/2019        | 1.0            | Initial publication |

### 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    |