



PMP  
AWARxE

# Patient Rx Request Tutorial



# Patient Rx Request Tutorial – 1 of 8

## Access Patient Requests

To request a patient's prescription history, navigate to the **Patient Request** page in the **RxSearch** section of the navigation menu.

## Search for a Patient

To make a request for patient prescription history, search for the patient.

- ⚙ Required fields are indicated by red asterisks (\*).
- ⚙ At a minimum, First Name, Last Name, Date of Birth, and Prescription Fill Dates are required.
- ⚙ A search can be improved by including other information like Zip Code.
- ⚙ Prescription fill dates default to the search range previously determined by your state's PMP. These dates can be adjusted to any date range that is no earlier than 2 years.

Log In



Support: 5022165722

### Log In

Email

Password

[Reset Password](#)

Log In

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# Patient Rx Request Tutorial – 2 of 8

## Request a Patient Rx Report and access your previous patient requests

In this tutorial you will learn to:

- 🔗 Access Patient Reports
- 🔗 Search for a Patient
- 🔗 Search for a Patient as a Delegate
- 🔗 Search other PMP Interconnect States
- 🔗 View Results
- 🔗 Interpret System Messages
- 🔗 Access Patient Requests History

Log in to begin

The screenshot shows the 'Patient Request' form in a web application. The header includes a navigation menu, 'Admin' role, 'Support Menu', and the user 'John Smith'. The breadcrumb is 'RxSearch > Patient Request'. The form is titled 'Patient Request' and includes a help icon and a note: 'Patient Rx Request Tutorial Can't view the file? Get Adobe Acrobat Reader Required fields are marked with an asterisk \* Required format for date fields is MM/DD/YYYY'. The form fields are: 'Patient Info' section with 'First Name\*' and 'Last Name\*' text boxes, 'Partial Spelling' checkboxes, 'Date of Birth\*' (MM/DD/YYYY) with a calendar icon, 'Phone Number', 'Social Security Number', 'Drivers License Number', and 'State' (dropdown menu with 'Select State'). Below these are 'Case Number' and 'Case Comments' (text area). The 'Upload Documentation' section has a note: 'Upload documents associated with this search request (e.g. subpoena, consent form)' and a 'Choose files...' button with '[Max File Size: 15MB]'. There is a 'Run on behalf of...' checkbox. The 'Prescription Fill Dates' section has a note: 'No earlier than 4 years from today' and 'From\*' (01/12/2020) and 'To\*' (01/11/2022) fields with calendar icons.

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## Search for a Patient as a Delegate

If you are a delegate, you must select the supervisor for whom you are making the request.

The supervisor selection field is required and prohibits you from going further until you choose a supervisor.

## How to Add/Remove a Supervisor

You can request to add or remove a supervisor from list from the **My Profile** page found under the **User Profile** section in the navigation menu.

**NOTE:** You are not the supervisor's official delegate until the supervisor approves you from their account.

## How a Supervisor Approves Delegates

If you are a supervisor, you can manage your delegates from the **Delegate Management** page found under the **User Profile** section in the navigation menu. Delegate requests can be approved or rejected from this list.

RxSearch > Patient Request



### Patient Request

Supervisor\*  
Select Supervisor

#### Patient Info

First Name\* Last Name\*

Date of Birth\*  
MM/DD/YYYY

Phone Number

#### Prescription Fill Dates

No earlier than 2 years from today

From\* To\*  
09/13/2016 09/13/2017

● Patient Rx Request Tutorial  
Can't view the file? Get Adobe Acrobat Reader  
\* Indicates Required Field

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## Search Other PMP Interconnect States

To search in other states, as well as your home state for patient information, check the corresponding box of the states you wish to include under the PMP Interconnect Search section.

Once all pertinent patient information is entered, click the **Search** button.

**PMP Interconnect Search**

To search in other states as well as your home state for patient information, select the states you wish to include in your search.

<b>A</b>	<input type="checkbox"/> Alabama	<input type="checkbox"/> Alaska	<input type="checkbox"/> Arizona			
<b>C</b>	<input type="checkbox"/> California	<input type="checkbox"/> Colorado	<input type="checkbox"/> Connecticut			
<b>D</b>	<input type="checkbox"/> Delaware					
<b>F</b>	<input type="checkbox"/> Florida					
<b>G</b>	<input type="checkbox"/> Georgia					
<b>H</b>	<input type="checkbox"/> Hawaii					
<b>I</b>	<input type="checkbox"/> Idaho	<input type="checkbox"/> Illinois	<input type="checkbox"/> Iowa			
<b>K</b>	<input type="checkbox"/> Kansas	<input type="checkbox"/> Kentucky				
<b>L</b>	<input type="checkbox"/> Louisiana					
<b>M</b>	<input type="checkbox"/> Maine	<input type="checkbox"/> Maryland	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> Michigan	<input type="checkbox"/> Minnesota	<input type="checkbox"/> Mississippi
<b>N</b>	<input type="checkbox"/> Nebraska	<input type="checkbox"/> Nevada	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> New Jersey	<input type="checkbox"/> New Mexico	<input type="checkbox"/> New York
	<input type="checkbox"/> North Carolina	<input type="checkbox"/> North Dakota				

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## Viewing Results

When a match is found, the **Patient Report** is automatically displayed.

## Report Sections

1. **Patient Information:** An expandable section containing a cluster of patients whose records were linked to make up this **Patient Rx History**, as well as the criteria to run the report.

*Note: Linked records are provided when the search cannot definitively determine a single patient match. Therefore, the linked records section is displayed with additional (potential) patients. In these cases, patient information (first name, last name, DOB, etc.) is similar enough to warrant a potential or partial match.*

2. **Summary:** Total number of **Prescriptions**, **Prescribers**, **Pharmacies**, and **Private Pay**, as well as the Active Daily MME.
3. **Prescriptions:** Prescriptions filled within the **Date Range** requested.
4. **Prescribers:** Prescribers who wrote the prescriptions shown.
5. **Dispensers:** Dispensers (Pharmacies) that filled the prescriptions shown.

Certain sections have mouse over hints that provide explanations or further information.

**Jones, Christopher, 29M** Refine Search

Date of Birth: 08/11/1985    Recent Address: 123 Christopher Street Louisville, KY 40212    Status of States Queried: Error for 1 or more states. [View Details](#)    [View Linked Records \(5\)](#) ▾

Report generated on 11/20/2014. Report Date Range: 05/22/2012 - 11/20/2014

### RX Summary

Summary	Opioids <sup>1</sup> (excluding Buprenorphine)	Buprenorphine <sup>2</sup>
Total Prescriptions	70	137
Total Private Pay	3	2.00
Total Prescribers	8	30 Day Avg MME/day
Total Pharmacies	8	30 Day Avg mg/day

### State Indicators (2)

- 1 Patient is participating in a specialized docket to address a diagnosed substance use disorder.
- 1 Hx of previous overdose (3)

[Details](#)

### Prescriptions

Total: 70 | Private Pay: 3

Showing 1-15 of 70 items    View 15 items    1 of 5 ▾


Filed	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pynt Type	PMP
11/13/2014	11/08/2014	2	Oxycodone-Acetaminophen 5-325	60.00	40	Sy Mos	1062358	Kro (3827)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	2	Hydrocodone-Acetamin 10-325 Mg	90.00	30	El Rob	91530349	Cva (2435)	1	30.00 MME	-	CO
10/01/2014	10/26/2014	2	Vyvanse 60 Mg Capsule	30.00	30	El Rob	1421141	Cva (7789)	0	-	-	CO
10/10/2014	10/10/2014	2	Buprenorphine 2 Mg Tablet Sl	90.00	90	Ju Car	1238449	Wal (8891)	0	2.00 mg	-	IN
10/06/2014	10/05/2014	2	Hydrocodone-Acetamin 10-325 Mg	90.00	90	El Rob	1536049	Cva (2435)	0	10.00 MME	-	CO
08/17/2014	08/17/2014	2	Oxycodone-Acetaminophen 5-325	30.00	3	El Rob	1400792	Cva (7789)	0	75.00 MME	-	CO
08/17/2014	08/17/2014	2	Phentermine 37.5 Mg Tablet	30.00	30	El Rob	1400799	Cva (7789)	0	-	-	CO
08/13/2014	08/08/2014	2	Oxycodone-Acetaminophen 5-325	30.00	10	Da Far	1062358	Kro (3827)	0	22.50 MME	-	CO
08/12/2014	08/10/2014	2	Slx-Oxycodone/lipap 5/325 Tab	90.00	22	Fr Gea	135523a	Wal (4728)	1	30.68 MME	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	As Ham	02808788	Cva (2238)	0	8.00 mg	Private Pay	CO
07/30/2014	07/30/2014	2	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Moo	1062358	Kro (3827)	0	15.00 MME	Military/VA	CO
07/12/2014	07/12/2014	2	Oxycodone-Acetaminophen 5-325	30.00	30	El Rob	1373005	Wal (4728)	0	7.50 MME	-	CO
07/02/2014	06/29/2014	2	Hydrocodone-Acetaminophen 10-325	90.00	15	El Rob	1368922	Wal (4728)	0	60.00 MME	Indian Nat	CO
06/30/2014	06/08/2014	2	Vyvanse 60 Mg Capsule	30.00	30	El Rob	1367987	Wal (4728)	0	-	Other	CO
06/07/2014	05/08/2014	2	Hydrocodone-Acetaminophen 10-325	90.00	15	El Rob	1347592	Wal (4728)	1	60.00 MME	Comm Ins	CO

Disclaimer

Showing 1-15 of 70 items    View 15 items    1 of 5 ▾

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## Interpret System Messages

When a match is found, the **Patient Report** is automatically displayed.

### Messages you may encounter:

- ⚙️ **Your Request Requires Review** – Depending on your role, requests may require review by the state PMP admin. Further instructions are provided.
- ⚙️ **No Matching Patient Identified** – indicates that no patient was found matching the criteria entered.

**Possible Solutions:** Check accuracy of the patient information entered or enter other criteria, e.g., Zip Code, to enhance the search.

- ⚙️ **Patients Found But No Prescriptions Found** – indicates the patient was found but had no prescription history within the fill date.

**Possible Solution:** Change the prescription **File Date** range.

The screenshot shows a search results page with a white modal box in the center. The modal box contains the following text: "Patients found but no prescriptions found." followed by "We were able to find this patient. However, there are no prescription records within the prescription fill dates provided. Please try a longer date range." Below the text is a blue button labeled "Change Date Range". The background of the page is a dark grey form with various input fields and a "State" dropdown menu.

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## Interpret System Messages Continued

- ❁ **Multiple Patients Found** – indicates that more than one patient matched the search criteria provided.
- ❁ An interim selection window will display the patients found who matched the criteria entered along with instructions.
- ❁ Select one or more patients. Then click **Run Report** to continue to the **Patient Rx History Report**.

*Note: The **Multiple Patients Found** picklist is only available in AWA RxE at this time.*

- ❁ If you prefer to change your search criteria, simply select **Refine Search Criteria**. You will return to the search criteria prepopulated with the previous search information.

**Multiple Patients Found** Why do I see this?

We identified multiple patients who match the criteria you provided. You have the following options:

- Refine your search by providing additional search information.
- Select any patient group to run a report.
- If you believe more than one group identifies your patient, select them to run a report.

Patient 930

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203

Patient 931

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203

Make a Suggestion



# Patient Rx Request Tutorial – 8 of 8

## Access Patient Requests History

View results of any previously requested **Patient Request** by navigating to the **Requests History** page in the **RxSearch** section of the navigation menu.

- 🌱 **Patient Rx Reports** viewed in **Requests History** show the same information as the day they were first prepared. They do not automatically refresh when viewed.
- 🌱 In **Requests History**, click anywhere on a patient's row to populate the patient's card information at the bottom of the screen.
- 🌱 To view the saved **Patient Rx History Report**, click **View**.
- 🌱 **Refresh** opens the **Patient Rx Search** with the selected report criteria populated. This allows a fresh search of the same patient information, or changes to criteria for a new report. In both cases, searching will create a new request in **Requests History**.

The screenshot displays the 'Requests History' page in the RxSearch application. The page has a dark blue header with navigation links for 'Menu', 'Admin', and 'System Admin'. The user 'John Smith' is logged in. The breadcrumb trail shows 'RxSearch > Requests History'. There is a search bar with 'Advanced Options' and filters for 'REQUESTOR NAME' and 'PATIENT NAME'. Below the search bar is a table titled 'Requests History' with the following data:

Patient First Name	Patient Last Name	Requestor	Requestor Role	Requested For	Request Type	Status	Date Requested
bob	testpatient	You	Apprias Admin		AWARxE	Complete	01/11/2022 4:28 PM
peter	parker	Mutaal Qaizzada	Apprias Admin		AWARxE	Complete	01/10/2022 8:41 PM
Peter	Parker	Another Marjorie Doctor	Physician (MD, DO)		Gateway	Complete	01/10/2022 6:15 PM
peter	parker	Denise Michael Doctor	Physician (MD, DO)		Gateway	Complete	01/10/2022 6:12 PM
peter	parker	Another Marjorie Doctor	Physician (MD, DO)		AWARxE	Complete	01/10/2022 6:09 PM

Below the table is a patient card for 'Peter Parker' with the following details:

- DOB: 01/01/1950
- Location: Columbus, OH 67337
- Other States:
- Reason:
- Prescription Fill Dates: January 10, 2020 until January 10, 2022



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