
Florida Prescription Drug Monitoring Program E-FORCSE Survey Results

Florida Department of Health

March 22, 2013 – April 15, 2013

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Prepared April 2013



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Introduction

On January 17, 2013, the Department of Health (DOH) and its prescription drug monitoring program (PDMP) created a focus group upon the request of the Board of Pharmacy's Prescription Drug Abuse Committee to brainstorm tools and strategies for increasing registration and utilization of the PDMP. Subsequently, the focus group tasked the PDMP with creating a survey to gather information from registered users and non-users of the PDMP to identify barriers to PDMP utilization and opportunities for improvement. To accomplish this task, Program Manager of the PDMP Rebecca Poston, requested that an electronic survey be developed and disseminated to a sampling of Florida licensed health care professionals.

Methods

The Strategic Planning Services (SPS) project manager and SPS manager met with the Program Outreach Director of the PDMP Erika Marshall, to discuss the information and outcomes desired from the requested survey. Following this discussion, the SPS project manager developed an electronic survey using the survey items provided by Erika Marshall and approved by Rebecca Poston. Survey items were developed using PDMP surveys conducted by other states.

On March 22, 2013 and again on March 29, 2013, the electronic survey link was sent by e-mail to 2,000 registered users of the PDMP and 2,000 non-registered health care professionals by the SPS project manager via the DOH Bulk Mailer system. The survey was open for responses until 8:00 a.m. on Monday, April 15, 2013.

Results

Responses were received from 1,610 of the sample group of 4,000 Florida licensed health care providers contacted, resulting in an overall response rate of 40 percent. Of the 1,610 valid responses received to the survey, 564 responses were from the sample group of 2,000 non-users of the PDMP (28 percent) and 1,046 were from the sample group of 2,000 registered users of the PDMP (52 percent). The following tables show a breakdown of the response rate by health care profession, age, gender, practice type and county:

Health Care Profession	Registered Users			Non-Users		
	Number Contacted	Number Responded	%	Number Contacted	Number Responded	%
Advanced Registered Nurse Practitioner	125	43	34.40%	125	41	32.80%
Dentist	75	17	22.67%	75	39	52.00%
Medical Doctor	500	171	34.20%	500	203	40.60%
Osteopathic Physician	400	81	20.25%	400	20	5.00%
Pharmacist	750	700	93.33%	750	217	28.93%
Physician Assistant	100	31	31.00%	100	35	35.00%
Podiatric Physician	50	2	4.00%	50	6	12.00%
Unknown	0	1	-	0	3	-
Total:	2000	1046		2000	564	

E-FORCSE Survey Results

What is your age?	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Under 30	57	5.45%	11	1.95%
30 – 39	220	21.03%	61	10.82%
40 – 49	265	25.33%	94	16.67%
50 – 59	288	27.53%	184	32.62%
60 or older	211	20.17%	210	37.23%
<i>No Response</i>	5	0.48%	4	0.71%
Total	1046	100.00%	564	100.00%

What is your gender?	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Male	632	60.42%	351	62.23%
Female	394	37.67%	198	35.11%
<i>No Response</i>	20	1.91%	15	2.66%
Total	1046	100.00%	564	100.00%

What best characterizes your practice?	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Large private office (6+ practitioners)	50	4.66%	46	8.29%
Small private office (5 or fewer practitioners)	176	16.42%	143	25.77%
Academic practice	26	2.43%	28	5.05%
Emergency room	72	6.72%	21	3.78%
Hospital-based clinic	26	2.43%	27	4.86%
Hospital: inpatient primarily	37	3.45%	79	14.23%
Chain pharmacy store	431	40.21%	44	7.93%
Independent pharmacy	203	18.94%	32	5.77%
Institutional pharmacy (hospital, nursing home, etc)	21	1.96%	33	5.95%
Other	30	2.80%	102	18.38%
Total	1072*	100.00%	555	100.00%

***Note:** The total frequency is more than the number of respondents because some respondents selected more than one practice type.

What county do you practice in?	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Alachua	16	1.53%	9	1.60%
Baker	4	0.38%	0	0.00%
Bay	7	0.67%	11	1.95%
Bradford	1	0.10%	0	0.00%

E-FORCSE Survey Results

What county do you practice in?	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Brevard	31	2.96%	13	2.30%
Broward	98	9.37%	52	9.22%
Charlotte	11	1.05%	3	0.53%
Citrus	10	0.96%	3	0.53%
Clay	12	1.15%	1	0.18%
Collier	10	0.96%	6	1.06%
Columbia	3	0.29%	3	0.53%
Dixie	1	0.10%	0	0.00%
Duval	65	6.21%	19	3.37%
Escambia	19	1.82%	10	1.77%
Flagler	4	0.38%	1	0.18%
Gulf	2	0.19%	0	0.00%
Hardee	1	0.10%	0	0.00%
Hendry	1	0.10%	0	0.00%
Hernando	12	1.15%	5	0.89%
Highlands	3	0.29%	0	0.00%
Hillsborough	76	7.27%	28	4.96%
Indian River	13	1.24%	1	0.18%
Jackson	1	0.10%	1	0.18%
Jefferson	0	0.00%	1	0.18%
Lake	11	1.05%	7	1.24%
Lee	34	3.25%	11	1.95%
Leon	14	1.34%	7	1.24%
Levy	1	0.10%	1	0.18%
Madison	1	0.10%	0	0.00%
Manatee	13	1.24%	5	0.89%
Marion	11	1.05%	7	1.24%
Martin	10	0.96%	2	0.35%
Miami-Dade	70	6.69%	52	9.22%
Monroe	8	0.76%	5	0.89%
Nassau	3	0.29%	0	0.00%
Okaloosa	11	1.05%	4	0.71%
Okeechobee	1	0.10%	0	0.00%
Orange	53	5.07%	25	4.43%
Osceola	11	1.05%	3	0.53%
Palm Beach	77	7.36%	41	7.27%
Pasco	30	2.87%	5	0.89%
Pinellas	66	6.31%	21	3.72%
Polk	30	2.87%	6	1.06%
Putnam	6	0.57%	2	0.35%

What county do you practice in?	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Saint Johns	15	1.43%	1	0.18%
Saint Lucie	21	2.01%	4	0.71%
Santa Rosa	10	0.96%	1	0.18%
Sarasota	20	1.91%	5	0.89%
Seminole	26	2.49%	11	1.95%
Sumter	3	0.29%	1	0.18%
Suwannee	1	0.10%	1	0.18%
Taylor	1	0.10%	0	0.00%
Union	1	0.10%	0	0.00%
Volusia	27	2.58%	6	1.06%
Walton	4	0.38%	1	0.18%
Practicing Outside of Florida	4	0.38%	100	17.73%
No response	51	4.88%	62	10.99%
Total	1046	100.00%	502	100.00%

Conclusions

Non-Users ONLY *Please note:* Non-users of the PDMP were asked to respond to survey items one through three only. Registered users were asked to skip survey item one and proceed with the rest of the survey.

Survey Item 1: Why haven't you registered as a user?

Response: Most of the respondents indicated that were not aware that they could register as a user (37 percent) of the PDMP and/or that they rarely, if ever, prescribe/dispense controlled substances (30 percent).

1. Why haven't you registered as a user?	Frequency	Percent
There is no internet access at work	12	1.90%
I'm not aware that I could register as a user	233	36.98%
I'm too busy	24	3.81%
I don't think there would be any benefits	41	6.51%
I'm not allowed to share the account with my support staff	7	1.11%
I rarely, if ever, prescribe/dispense controlled substances	186	29.52%
Other	30	4.76%
Not Practicing	97	15.40%
Total	630	100.00%

Program Knowledge/Perception

Survey Item 2: Have you heard about the Prescription Drug Monitoring Program (PDMP), also known as E-FORCSE?

Response: About half (54 percent) of *non-users* indicated that they have heard about the PDMP. The majority (82 percent) of *registered users* surveyed indicated that they have heard of the PDMP.

2. Have you heard about the Prescription Drug Monitoring Program (PDMP), also known as E-FORCSE?	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Yes	854	81.64%	305	54.08%
No	12	1.15%	243	43.09%
<i>No Response</i>	180	17.21%	16	2.84%
Total	1046	100.00%	564	100.00%

Survey Item 3a: This program is likely to improve management of patient's controlled substance prescriptions.

Response: The majority of *non-users* (74 percent) and *registered users* (79 percent) *agreed* with this statement.

3a. This program is likely to improve management of patient's controlled substance prescriptions.	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Strongly Agree	574	54.88%	170	30.14%
Agree	253	24.19%	245	43.44%
Disagree	19	1.82%	31	5.50%
Strongly Disagree	81	7.74%	38	6.74%
Don't Know	14	1.34%	60	10.64%
<i>No Response</i>	105	10.04%	20	3.55%
Total	1046	100.00%	564	100.00%

Survey Item 3b: Over time, I think most providers and pharmacists will be interested in registering to access and use this data system.

Response: The majority of *non-users* (71 percent) and *registered users* (80 percent) *agreed* with this statement.

3b. Over time, I think most providers and pharmacists will be interested in registering to access and use this data system.	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Strongly Agree	528	50.48%	165	29.26%
Agree	304	29.06%	234	41.49%
Disagree	22	2.10%	39	6.91%
Strongly Disagree	63	6.02%	32	5.67%
Don't Know	22	2.10%	66	11.70%
No Response	107	10.23%	28	4.96%
Total	1046	100.00%	564	100.00%

Survey Item 3c: This program will likely increase communication between providers.

Response: Over half of *non-users* (64 percent) and *registered users* (72 percent) *agreed* with this statement.

3c. This program will likely increase communication between providers.	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Strongly Agree	379	36.23%	112	19.86%
Agree	374	35.76%	249	44.15%
Disagree	64	6.12%	67	11.88%
Strongly Disagree	57	5.45%	24	4.26%
Don't Know	62	5.93%	80	14.18%
No Response	110	10.52%	32	5.67%
Total	1046	100.00%	564	100.00%

Survey Item 3d: This prescription drug monitoring program will not have much impact.

Response: Over half of *non-users* (65 percent) and the majority of *registered users* (81 percent) *disagreed* with this statement.

3d. This prescription drug monitoring program will not have much impact.	Registered Users		Non-Users	
	Frequency	Percent	Frequency	Percent
Strongly Agree	31	2.96%	21	3.72%
Agree	36	3.44%	67	11.88%
Disagree	390	37.28%	243	43.09%
Strongly Disagree	455	43.50%	122	21.63%
Don't Know	26	2.49%	79	14.01%
No Response	108	10.33%	32	5.67%
Total	1046	100.00%	564	100.00%

Survey Item 4: How did you learn about your responsibilities and rights under the PDMP?

Response: Most of the respondents indicated that they learned about their responsibilities and rights under the PDMP from a colleague and/or employer (28 percent), from the PDMP website (26 percent), and/or from a professional association (20 percent).

4. How did you learn about your responsibilities and rights under the PDMP?	Frequency	Percent
Professional Association	314	20.12%
Information Pamphlet	99	6.34%
PDMP Website	400	25.62%
Mailing	151	9.67%
Training Session	137	8.78%
Threshold Reports	9	0.58%
Colleague / Employer	438	28.06%
Not familiar with program / NA	7	0.45%
Other	6	0.38%
Total	1561*	100.00%

***Note:** The total frequency is more than the number of respondents because some respondents selected more than one choice.

Survey Item 5: In your experience, how have the benefits of the PDMP compared to the drawbacks?

Response: Most of the respondents (77 percent) indicated that the benefits of the PDMP exceed the drawbacks.

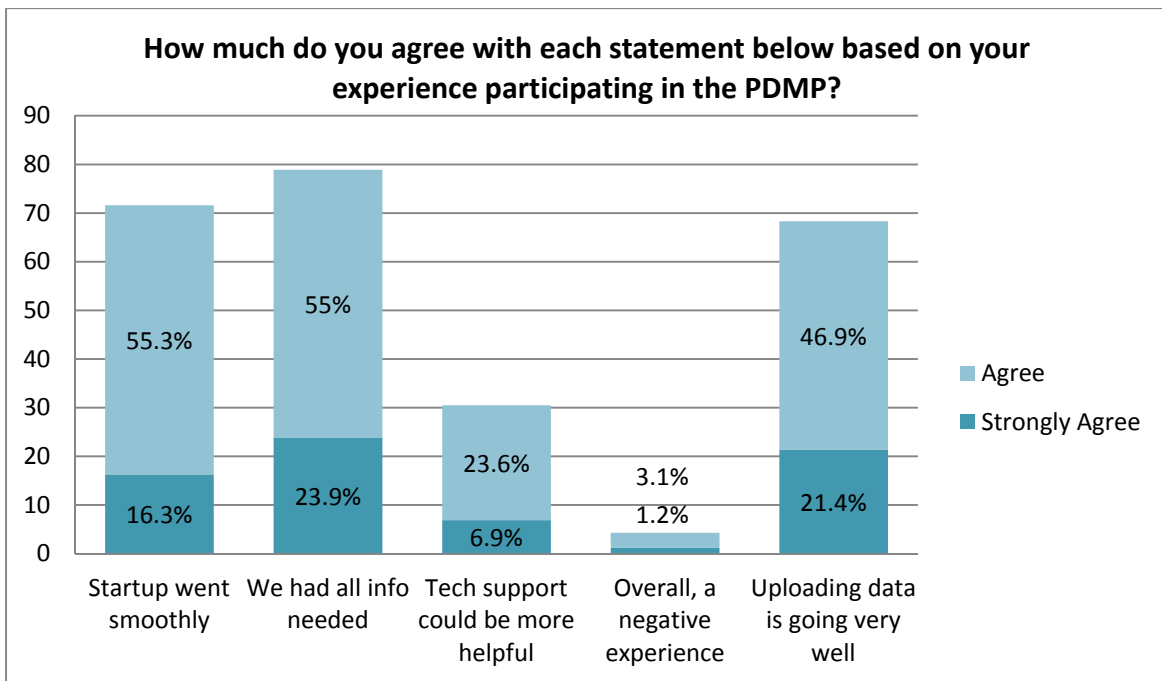
5. In your experience, how have the benefits of the PDMP compared to the drawbacks?	Frequency	Percent
Benefits exceed the drawbacks	810	77.44%
Benefits and drawbacks are about equal	88	8.41%
Drawbacks exceed the benefits	27	2.58%
I have no idea	42	4.02%
No Response	79	7.55%
Total	1046	100.00%

Survey Item 6: In your experience, how useful has the PDMP been so far in helping to control “doctor shopping” by patients seeking to access or abuse controlled substances?

Response: Over half of the respondents (66 percent) indicated that the PDMP has been *very useful* in helping to control “doctor shopping”.

6. In your experience, how useful has the PDMP been so far in helping to control “doctor shopping” by patients seeking to access or abuse controlled substances?	Frequency	Percent
Very useful	688	65.77%
Somewhat useful	215	20.55%
Not useful	26	2.49%
Don't know	43	4.11%
No Response	74	7.07%
Total	1046	100.00%

Survey Item 7: Thinking about your experience participating in the PDMP, how much do you agree or disagree with each statement?



Survey Item 7a: PDMP startup went very smoothly.

Response: The majority of respondents (72 percent) *agreed* with this statement.

7a. PDMP startup went very smoothly.	Frequency	Percent
Strongly Agree	170	16.25%
Agree	578	55.26%
Disagree	123	11.76%
Strongly Disagree	43	4.11%
Don't Know	55	5.26%
No Response	77	7.36%
Total	1046	100.00%

Survey Item 7b: We had all the information we needed to register and utilize the PDMP.

Response: The majority of respondents (79 percent) *agreed* with this statement.

7b. We had all the information we needed to register and utilize the PDMP.	Frequency	Percent
Strongly Agree	250	23.90%
Agree	575	54.97%
Disagree	83	7.93%
Strongly Disagree	42	4.02%
Don't Know	19	1.82%
No Response	77	7.36%
Total	1046	100.00%

Survey Item 7c: I wish technical support could be more helpful.

Response: Only about a third of respondents (31 percent) *agreed* with this statement.

7c. I wish technical support could be more helpful.	Frequency	Percent
Strongly Agree	72	6.88%
Agree	247	23.61%
Disagree	302	28.87%
Strongly Disagree	84	8.03%
Don't Know	261	24.95%
No Response	80	7.65%
Total	1046	100.00%

Survey Item 7d: Overall, this has been a negative experience.

Response: Most of the respondents (86 percent) *disagreed* with this statement.

7d. Overall, this has been a negative experience.	Frequency	Percent
Strongly Agree	13	1.24%
Agree	32	3.06%
Disagree	406	38.81%
Strongly Disagree	494	47.23%
Don't Know	23	2.20%
<i>No Response</i>	78	7.46%
Total	1046	100.00%

Survey Item 7e: Our current experience uploading data is going very well.

Response: Over half of the respondents (68 percent) *agreed* with this statement.

7e. Our current experience uploading data is going very well.	Frequency	Percent
Strongly Agree	224	21.41%
Agree	491	46.94%
Disagree	58	5.54%
Strongly Disagree	24	2.29%
Don't Know	73	6.98%
<i>No Response</i>	176	16.83%
Total	1046	100.00%

Survey Item 8: Should all prescribers and dispensers use the PDMP to inform their clinical decisions related to controlled substances?

Response: Most of the respondents (83 percent) indicated that all prescribers and dispensers should use the PDMP to inform their clinical decisions related to controlled substances.

8. Should all prescribers and dispensers use the PDMP to inform their clinical decisions related to controlled substances?	Frequency	Percent
Yes	866	82.79%
No	50	4.78%
Don't Know	46	4.40%
<i>No Response</i>	84	8.03%
Total	1046	100.00%

System Use

Survey Item 9: How would you characterize your use of the PDMP system?

Response: The majority of respondents indicated they are either active/regular users (58 percent) or moderate users (21 percent) of the PDMP system.

9. How would you characterize your use of the PDMP system?	Frequency	Percent
I have never used it	23	2.20%
Very minimal user	144	13.77%
Moderate user	220	21.03%
Active and regular user	602	57.55%
<i>No Response</i>	57	5.45%
Total	1046	100.00%

Survey Item 10: How easy was it to register as a user?

Response: The majority of respondents indicated that it was easy (80 percent) to register as a user of the PDMP.

10. How easy was it to register as a user?	Frequency	Percent
Very easy	411	39.29%
Somewhat easy	422	40.34%
Somewhat difficult	125	11.95%
Very difficult	25	2.39%
<i>No Response</i>	63	6.02%
Total	1046	100.00%

Survey Item 11: How easy has it been to utilize the PDMP system to get information about your patients?

Response: The majority of respondents indicated that it has been easy (83 percent) to utilize the system to get information about their patients.

11. How easy has it been to utilize the PDMP system to get information about your patients?	Frequency	Percent
Very easy	449	42.93%
Somewhat easy	414	39.58%
Somewhat difficult	92	8.80%
Very difficult	25	2.39%
<i>No Response</i>	66	6.31%
Total	1046	100.00%

Survey Item 12: In the last 30 days, about how many unique patients have you accessed the PDMP to monitor or check on prescription medication?

Response: A little over a third of respondents (36 percent) indicated they have accessed the PDMP to monitor or check on six to 25 unique patients' prescription medication. Twenty-three percent of respondents have accessed the PDMP for either less than six or more than 25 unique patients, and 13 percent have not accessed the system at all in the last 30 days.

12. In the last 30 days, about how many unique patients have you accessed the PDMP to monitor or check on prescription medication?	Frequency	Percent
None	132	12.62%
1 to 5	239	22.85%
6 to 25	376	35.95%
More than 25	237	22.66%
<i>No Response</i>	62	5.93%
Total	1046	100.00%

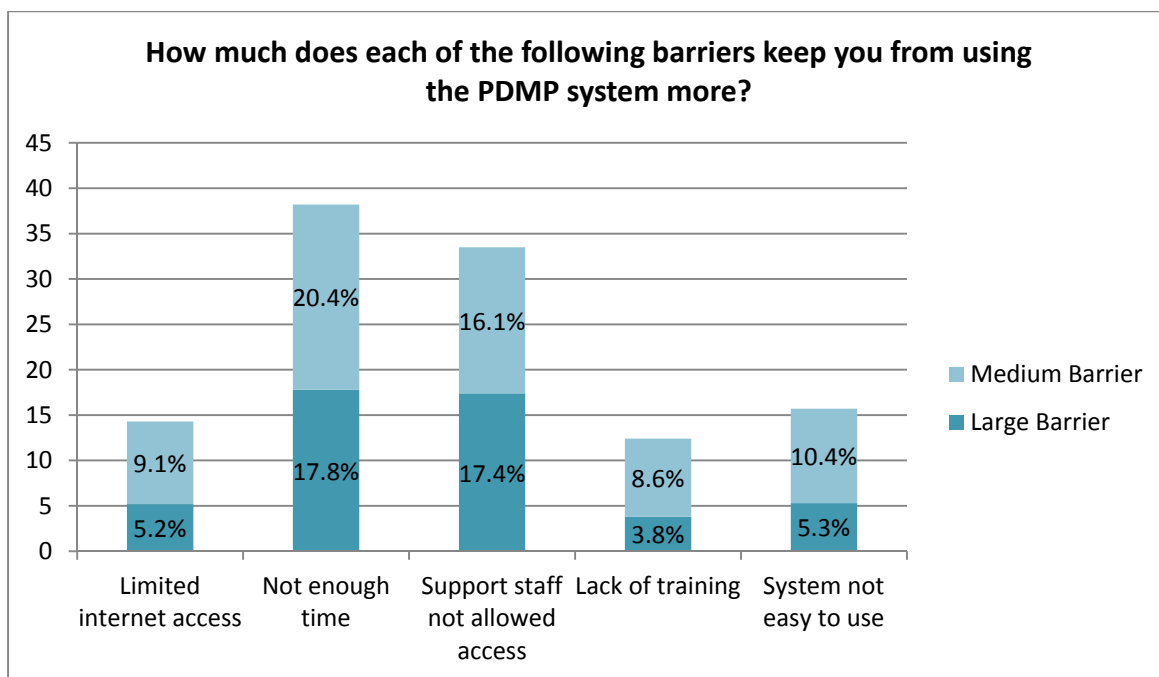
Survey Item 13: In the last 30 days, for which of the following reasons have you used the PDMP system?

Response: About a third of respondents indicated they have used the PDMP to assess controlled substance use of new patients (35 percent) and/or existing patients (33 percent). Twenty-three percent of respondents indicated they have used the PDMP in the last 30 days when a patient has requested an early refill of a controlled substance.

13. In the last 30 days, for which of the following reasons have you used the PDMP system?	Frequency	Percent
Assess controlled substance use of new patients before prescribing or dispensing	783	35.33%
Assess controlled substance use for existing patients who might be over-using	721	32.54%
When a patient requests an early refill on a controlled substance	514	23.19%
Other	57	2.57%
Have not used the PDMP system in the past 30 days	28	1.26%
<i>No Response</i>	113	5.10%
Total	2216*	100.00%

***Note:** The total frequency is more than the number of respondents because some respondents selected more than one choice.

Survey Item 14: How much does each of the following barriers keep you from using the PDMP system more?



Survey Item 14a: How much does the following barrier keep you from using the PDMP system more: Limitations with internet access at work?

Response: Less than 15 percent of the respondents indicated that limitations with internet access at work are either a **large barrier** (5 percent) or a **medium barrier** (9 percent) to using the PDMP system. The majority of respondents (63 percent) indicated that it was **not a barrier** at all.

14a. Limitations with internet access at work	Frequency	Percent
Large barrier	54	5.2%
Medium barrier	95	9.1%
Small barrier	170	16.3%
Not a barrier	656	62.7%
No Response	71	6.8%
Total	1046	100.00%

Survey Item 14b: How much does the following barrier keep you from using the PDMP system more: Not enough time?

Response: Twenty percent or less of the respondents indicated that not having enough time is either a **large barrier** or a **medium barrier** to using the PDMP system. Approximately 30 percent of respondents indicated that it was either a **small barrier** or **not a barrier** at all.

14b. Not enough time	Frequency	Percent
Large barrier	186	17.8%
Medium barrier	213	20.4%
Small barrier	293	28.0%
Not a barrier	284	27.2%
<i>No Response</i>	70	6.7%
Total	1046	100.00%

Survey Item 14c: How much does the following barrier keep you from using the PDMP system more: Support staff not being allowed to access the system under my account?

Response: Less than 20 percent of the respondents indicated that support staff not being allowed to access the system under their account is either a *large barrier* or a *medium barrier* to using the PDMP system. Almost half of respondents (43 percent) indicated that it **was not a barrier** at all.

14c. Support staff not being allowed to access the system under my account	Frequency	Percent
Large barrier	182	17.4%
Medium barrier	168	16.1%
Small barrier	164	15.7%
Not a barrier	454	43.4%
<i>No Response</i>	78	7.5%
Total	1046	100.00%

Survey Item 14d: How much does the following barrier keep you from using the PDMP system more: Lack of training on how to access the PDMP?

Response: Less than 10 percent of the respondents indicated that lack of training on how to access the PDMP is either a *large barrier* or a *medium barrier* to using the PDMP system. Over half of the respondents (63 percent) indicated that it was *not a barrier* at all.

14d. Lack of training on how to access the PDMP	Frequency	Percent
Large barrier	40	3.8%
Medium barrier	90	8.6%
Small barrier	182	17.4%
Not a barrier	660	63.1%
<i>No Response</i>	74	7.1%
Total	1046	100.00%

Survey Item 14e: How much does the following barrier keep you from using the PDMP system more: The system is not easy to use?

Response: Ten percent or less of respondents indicated that the lack of system ease of use is either a **large barrier** or a **medium barrier** to using the PDMP system. Over half of the respondents (55 percent) indicated that it was **not a barrier** at all.

14e. The system is not easy to use	Frequency	Percent
Large barrier	55	5.3%
Medium barrier	109	10.4%
Small barrier	235	22.5%
Not a barrier	575	55.0%
No Response	72	6.9%
Total	1046	100.00%

Survey Item 15: What else would you rate as a large or medium barrier keeping you from using the PDMP system more often?

Response: The top three large or medium barriers submitted by respondents are:

- Frequency of password changes – it occurs too often
- PDMP system is frequently down or too slow
- Not enough time in their work day to access and/or work in PDMP system

See [Appendix A](#) for a complete list of responses to this survey item.

Survey Item 16: Are patient advisory reports (PARs) easy to understand?

Response: The majority of respondents indicated that PARs are easy (82 percent) to understand.

16. Are patient advisory reports (PARs) easy to understand?	Frequency	Percent
Very easy	404	38.6%
Somewhat easy	449	42.9%
Somewhat difficult	81	7.7%
Very difficult	12	1.1%
No Response	100	9.6%
Total	1046	100.00%

Survey Item 17: In the past 30 days, which of the following actions have you taken as a result of using the PDMP system to monitor controlled substance prescription medications for your patients?

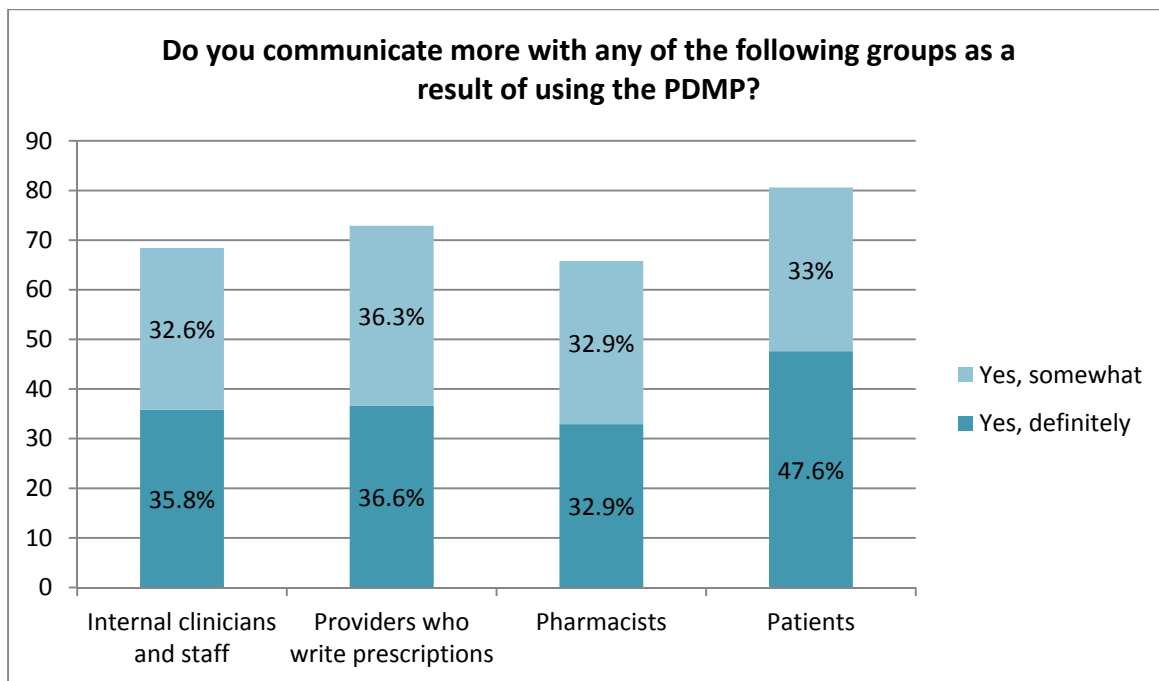
Response: The top four actions taken by respondents in the last 30 days as a result of using the PDMP are: (1) speaking with a patient about his/her controlled substance use (20 percent);

(2) confirming a patient is not misusing prescriptions (19 percent); (3) contacting other providers or pharmacies (14 percent); and (4) confirming that a patient is “doctor shopping” (14 percent).

17. In the past 30 days, which of the following actions have you taken as a result of using the PDMP system to monitor controlled substance prescription medications for your patients?	Frequency	Percent
Spoken with a patient about his/her controlled substance use	682	19.54%
Contacted other providers or pharmacies	505	14.47%
Confirmed patient not misusing prescriptions	669	19.16%
Confirmed patient was doctor shopping	480	13.75%
Established a controlled substance agreement ("narcotics contract" with patient)	103	2.95%
Reduced or eliminated controlled substance prescriptions for a patient	338	9.68%
Changed controlled substance prescriptions to non-controlled substance prescriptions for a patient	144	4.12%
Dismissed patient from practice	239	6.85%
Referred or recommended for substance abuse treatment	92	2.64%
Referred or recommended for pain management	149	4.27%
Referred or recommended for anxiety (or other psychiatric disorder) management	70	2.01%
Other	5	0.14%
Report to Law Enforcement	6	0.17%
Refused to fill a prescription	9	0.26%
Totals	3491*	100.00%

***Note:** The total frequency is more than the number of respondents because some respondents selected more than one choice.

Survey Item 18: Do you communicate more with any of the following groups as a result of using the PDMP?



Survey Item 18a: Do you communicate more with clinicians and staff inside your practice?

Response: Only 25 percent of the respondents indicated that they do not communicate more with clinicians and staff inside their practice as a result of using the PDMP system. The majority of respondents (68 percent) indicated that they do communicate more with internal clinicians and staff.

18a. Do you communicate more with clinicians and staff inside your practice?	Frequency	Percent
Yes, definitely	374	35.76%
Yes, somewhat	341	32.60%
No	256	24.47%
No Response	75	7.17%
Total	1046	100.00%

Survey Item 18b: Do you communicate more with providers who write prescriptions?

Response: Only 20 percent of the respondents indicated that they do not communicate more with providers who write prescriptions as a result of using the PDMP system. The majority of respondents (73 percent) indicated that they do communicate more with providers who write prescriptions.

18b. Do you communicate more with providers who write prescriptions?	Frequency	Percent
Yes, definitely	383	36.62%
Yes, somewhat	380	36.33%
No	210	20.08%
<i>No Response</i>	73	6.98%
Total	1046	100.00%

Survey Item 18c: Do you communicate more with pharmacists?

Response: Only 26 percent of the respondents indicated that they do not communicate more with pharmacists as a result of using the PDMP system. The majority of respondents (66 percent) indicated that they do communicate more with pharmacists.

18c. Do you communicate more with pharmacists?	Frequency	Percent
Yes, definitely	344	32.89%
Yes, somewhat	344	32.89%
No	273	26.10%
<i>No Response</i>	85	8.13%
Total	1046	100.00%

Survey Item 18d: Do you communicate more with patients?

Response: Only 13 percent of the respondents indicated that they do not communicate more with patients as a result of using the PDMP system. The majority of respondents (81 percent) indicated that they do communicate more with patients.

18d. Do you communicate more with patients?	Frequency	Percent
Yes, definitely	498	47.61%
Yes, somewhat	345	32.98%
No	131	12.52%
<i>No Response</i>	72	6.88%
Total	1046	100.00%

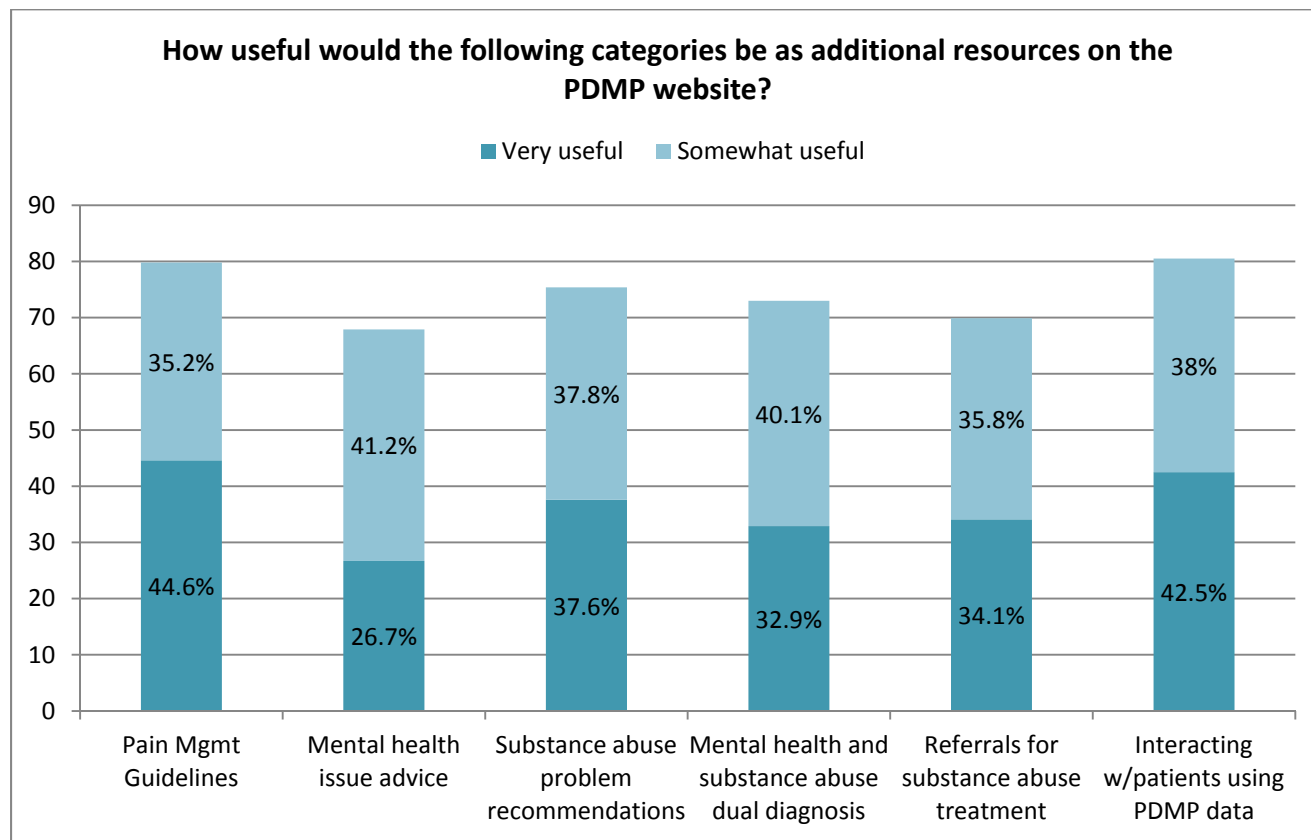
Survey Item 19: Which of the following topics do you communicate more about with other health care providers?

Response: The top two topics respondents communicate more about with other health care providers are: (1) “doctor shopping” (33 percent); and (2) pain management (26 percent).

19. Which of the following topics do you communicate more about with other health care providers?	Frequency	Percent
I don't communicate more	145	8.39%
Drug Interactions	267	15.45%
Substance abuse treatment	251	14.53%
Pain management	448	25.93%
Doctor shopping	576	33.33%
Other	41	2.37%
Totals	1728*	100.00%

***Note:** The total frequency is more than the number of respondents because some respondents selected more than one choice.

Survey Item 20: How useful would the following categories be as additional resources on the PDMP website?



Survey Item 20a: How useful would the following category be as an additional resource on the PDMP website: Guidelines around pain management?

Response: The majority of respondents (80 percent) indicated that “guidelines around pain management” would be a *useful* additional resource on the PDMP website.

20a. Guidelines around pain management	Frequency	Percent
Very useful	467	44.65%
Somewhat useful	368	35.18%
Not useful	129	12.33%
No Response	82	7.84%
Total	1046	100.00%

Survey Item 20b: How useful would the following category be as an additional resource on the PDMP website: Advice for dealing with mental health issues?

Response: The majority of respondents (68 percent) indicated that “advice with dealing with mental health issues” would be a *useful* additional resource on the PDMP website.

20b. Advice with dealing with mental health issues	Frequency	Percent
Very useful	279	26.67%
Somewhat useful	431	41.20%
Not useful	254	24.28%
No Response	82	7.84%
Total	1046	100.00%

Survey Item 20c: How useful would the following category be as an additional resource on the PDMP website: Recommendations for seeing patients with substance abuse problems?

Response: The majority of respondents (75 percent) indicated that “recommendations for seeing patients with substance abuse problems” would be a *useful* additional resource on the PDMP website.

20c. Recommendations for seeing patients with substance abuse problems	Frequency	Percent
Very useful	393	37.57%
Somewhat useful	395	37.76%
Not useful	173	16.54%
No Response	85	8.13%
Total	1046	100.00%

Survey Item 20d: How useful would the following category be as an additional resource on the PDMP website: Advice for seeing patients dually diagnosed with mental health and substance abuse issues?

Response: The majority of respondents (73 percent) indicated that “advice for seeing patients dually diagnosed with mental health and substance abuse issues” would be a *useful* additional resource on the PDMP website.

20d. Advice for seeing patients dually diagnosed with mental health and substance abuse issues	Frequency	Percent
Very useful	344	32.89%
Somewhat useful	419	40.06%
Not useful	196	18.74%
No Response	87	8.32%
Total	1046	100.00%

Survey Item 20e: How useful would the following category be as an additional resource on the PDMP website: Making referrals for substance abuse treatment?

Response: The majority of respondents (70 percent) indicated that “making referrals for substance abuse treatment” would be a *useful* additional resource on the PDMP website.

20e. Making referrals for substance abuse treatment	Frequency	Percent
Very useful	357	34.13%
Somewhat useful	374	35.76%
Not useful	222	21.22%
No Response	93	8.89%
Total	1046	100.00%

Survey Item 20f: How useful would the following category be as an additional resource on the PDMP website: Interacting with patients using PDMP data?

Response: The majority of respondents (81 percent) indicated that “interacting with patients using PDMP data” would be a *useful* additional resource on the PDMP website.

20f. Interacting with patients using PDMP data	Frequency	Percent
Very useful	445	42.54%
Somewhat useful	398	38.05%
Not useful	117	11.19%
No Response	86	8.22%
Total	1046	100.00%

Survey Item 20g: What other useful categories could be an additional resource on the PDMP website?

Response: Some of the additional resource categories recommended by respondents are:

- Reporting a patient for “doctor shopping” to law enforcement
- Non-medication pain management techniques
- Weeding out abusers, dealers, and bad practitioners

See [Appendix A](#) for a complete list of responses to this survey item.

Accuracy of PDMP Data

Survey Item 21: In general, to what degree do you find Patient Advisory Reports (PARs) to be accurate or inaccurate?

Response: The majority of respondents (75 percent) indicated that in general, PARs are accurate.

21. In general, to what degree do you find Patient Advisory Reports (PARs) to be accurate or inaccurate?	Frequency	Percent
Very accurate	415	39.67%
Somewhat accurate	368	35.18%
Neutral	149	14.24%
Somewhat inaccurate	18	1.72%
Very inaccurate	6	0.57%
No Response	90	8.60%
Total	1046	100.00%

Survey Item 22: In your opinion, do you believe the data from PARs reflects an individual’s scheduled drug use?

Response: The majority of respondents (75 percent) indicated that they believe PARs reflect an individual’s scheduled drug use.

22. In your opinion, do you believe the data from PARs reflects an individual’s scheduled drug use?	Frequency	Percent
Yes, always	181	17.30%
Yes, usually	599	57.27%
Sometimes	153	14.63%
Seldom	11	1.05%
Almost never	3	0.29%
Never	7	0.67%
No Response	92	8.80%
Total	1046	100.00%

Impact of PDMP on Practice

Survey Item 23: In the past three years, have you been prescribing fewer Schedule II controlled substances?

Response: Almost half of respondents (40 percent) indicated that they have been prescribing fewer Schedule II controlled substances in the past three years.

23. In the past three years, have you been prescribing fewer Schedule II controlled substances?	Frequency	Percent
Yes	422	40.34%
No	305	29.16%
No Response	319	30.50%
Total	1046	100.00%

Survey Item 24: What factors have resulted in you prescribing fewer Schedule II controlled substances?

Response: Almost half of respondents (42 percent) indicated that enactment of the PDMP have resulted in them prescribing fewer Schedule II controlled substances.

24. What factors have resulted in you prescribing fewer Schedule II controlled substances?	Frequency	Percent
Intense media coverage	171	19.91%
Increased law enforcement activity	251	29.22%
Enactment of the PDMP	362	42.14%
Other	75	8.73%
Totals	859	100.00%

Survey Item 25: Has prescribing fewer Schedule II controlled substances impacted your ability to help your patients manage their pain?

Response: For those respondents who answered “yes” to prescribing fewer Schedule II controlled substances, about a third of respondents (33 percent) indicated that there has been a *positive impact* on their ability to help their patients manage their pain, and half (51 percent) indicated that has been *no impact* at all.

25. Has prescribing fewer Schedule II controlled substances impacted your ability to help your patients manage their pain?	In the past three years, have you been prescribing fewer Schedule II controlled substances?	
	YES	
	Frequency	Percent
Yes, there has been a positive impact	131	31.04%
Yes, there has been a negative impact	63	14.93%
No, there has been no impact	203	48.10%
No response	25	5.92%
Total	422	100%

Survey Item 26: As a result of prescribing fewer Schedule II controlled substances have you prescribed more Schedule III and IV controlled substances?

Response: For those respondents who answered “yes” to prescribing fewer Schedule II controlled substances, over half of respondents (59 percent) indicated that it **has not** resulted in them prescribing more Schedule III or IV controlled substances.

26. As a result of prescribing fewer Schedule II controlled substances have you prescribed more Schedule III and IV controlled substances?	In the past three years, have you been prescribing fewer Schedule II controlled substances?	
	YES	
	Frequency	Percent
Yes	161	38.15%
No	228	54.03%
No response	33	7.82%
Total	422	100%

Suggested Improvements

Survey Item 27: What one thing would improve the PDMP, if anything?

Response: Some suggestions for improvement to the PDMP made by respondents include:

- Decreasing the frequency of password changes
- Increasing the amount of time you can be in the system before it “times out”
- Making the system faster and easier to use and navigate

E-FORCSE Survey Results

- Making reports easier to print
- Uploading data into the system faster
- Decreasing the lag time between when a controlled substance is dispensed and when it is reported
- Making the system accessible using other technologies (i.e., smart phones)
- Adding the ability to “flag” abusers and/or put notes in the system
- Improving and expanding the “search” capabilities of the system

See [Appendix A](#) for a complete list of responses to this survey item.

Please note: there is NO survey item 28 in the PDMP survey.

Survey Item 29: Would you recommend others to use the PDMP Database website?

Response: Most of the respondents (81 percent) indicated that they would recommend using the PDMP Database website to others.

29. Would you recommend others to use the PDMP database website?	Frequency	Percent
Yes	845	80.78%
No	30	2.87%
No Response	171	16.35%
Total	1046	100.00%

Survey Item 30: What do you like most about the website?

Response: Respondents indicated that what they **like most** about the website is the information it provides.

See [Appendix A](#) for a complete list of responses to this survey item.

Survey Item 31: What do you like least about the website?

Response: Please note that responses to this survey item are very similar to responses received to survey item 27. Respondents indicated that what they **like least** about the website are:

- Password changes are required too often
- System “times out” too soon
- System is too slow and/or is “down”
- Reports being hard to view or print
- Slow data uploads

E-FORCSE Survey Results

- Too much lag time between when a controlled substance is dispensed and when it is reported
- Not being able to access the system using other technologies (i.e., smart phones)

See [Appendix A](#) for a complete list of responses to this survey item.

APPENDIX A

Survey Comments

15. What else would you rate as a large or medium barrier keeping you from using the PDMP system more often?

- not all pharmacies using site for registering pt use of narcotics, some pts fall through the system due to this-**Advanced Registered Nurse Practitioner-Emergency room-Hillsborough**
- Having to reenter password too often. System shuts out too quickly-**Advanced Registered Nurse Practitioner-Emergency room-Lake**
- The frequent resetting of passwords.-**Advanced Registered Nurse Practitioner-Emergency room-Pasco**
- Continual changing of password-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-Bay**
- Frequent changing of password-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-Escambia**
- take time to access-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-Palm Beach**
- just time-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-Seminole**
- Too many sign on screens to get to report-**Advanced Registered Nurse Practitioner-Other (please specify): CMHC-Alachua**
- NPs in Florida are not permitted to prescribe controlled substances.-**Advanced Registered Nurse Practitioner-Other (please specify): community based primary care-Palm Beach and Broward**
- Not having prescribing privileges for controlled drugs as ARNP.-**Advanced Registered Nurse Practitioner-Other (please specify): community mental health center-Duval**
- In the Urgent Care I work, a lot of patients pay cash to be seen - they demand refunds if they do not get what they want. Since I have access to the PDMP - I check people out. The doctors have DISCOURAGED my use because they feel fewer people will come to the facility if they are "checked out".-**Advanced Registered Nurse Practitioner-Other (please specify): Urgent Care-Broward**
- one more thing you have to check besides their chart-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Lake**
- The frequent need to change my password.-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Pinellas**
- Since I have used the PDMP only a couple of times, each time I access my ID has expired, and I have to re-contact technical assistance to get a new password. Because of this time expenditure, unless I specifically am suspicious of a patient abusing medications, I will not bother with the PDMP.-**Dentist-Other (please specify): Independent contractor, multi-office-Orange and Osceola**
- It was hard to find it when I was looking for it on the website. You should have a clear link to it on the eforcse home page. -**Dentist-Small private office (5 or fewer practitioners)-Indian River**

- Limited time to access in timely manner due to clinical duties.-**Dentist-Small private office (5 or fewer practitioners)-Pinellas**
- The PDMP does not influence my dispensing decisions. I do lot of invasive/painful procedures. If the procederes would hurt me, they would hurt someone else whether they are drug abusers or not. I have not had any experience lately with people shopping to obtain prescriptions. I have had lots of people in pain with swelling/abscesses. -**Dentist-Small private office (5 or fewer practitioners)-Saint Lucie**
- Had problems with passwords. System is not easy enough.-**Dentist-Small private office (5 or fewer practitioners)-**
- The initial search user interface could be redesigned to read easier-**Medical Doctor (Allopathic Physician)-Academic practice-**
- Password is often timed out. Inconvenient to call during business hours for reset. please make an online password reset option-**Medical Doctor (Allopathic Physician)-Academic practice, Emergency room-Duval**
- Password changes are way too often without evidence it helps. It probably hurts security since its so often I need to write it down somewhere. passwords are way to complicated--must simplify this process. I have to do password resets way too often.-**Medical Doctor (Allopathic Physician)-Academic practice, Hospital: inpatient primarily-Palm Beach**
- Having to change my password to frequently.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- Would like to see longer periods between password expiration-**Medical Doctor (Allopathic Physician)-Emergency room-Gulf**
- My password keeps not working. This is my primary frustration with the system, is I constantly have to reset my password, and do not have the time in a busy ED.-**Medical Doctor (Allopathic Physician)-Emergency room-Hillsborough and Pinellas**
- Changing passwords and no way to reset the password electronically if it is forgotten.-**Medical Doctor (Allopathic Physician)-Emergency room-Lake**
- Uploading website-**Medical Doctor (Allopathic Physician)-Emergency room-Leon**
- Time constraints in patient care-**Medical Doctor (Allopathic Physician)-Emergency room-Polk**
- The biggest thing is if you could eliminate a few of the steps for accessing a patient's profile, that would be great, it can definitely be time consuming to access a pt profile due to the multi-step process. Strongly recommend trying to streamline the process for busy physicians, otherwise I can't say enough good things about it, it has given me "ammunition" on many occasions to discuss patients' narcotic drug use with them. Thank you!!-**Medical Doctor (Allopathic Physician)-Emergency room-Saint Johns**
- Frequent changing of passwords and difficulty signing on to the system. Not allowing support staff to sign on prior to physician assessment of the patient so that the report is already with the triage information in the ER for each patient.-**Medical Doctor (Allopathic Physician)-Emergency room-Volusia**
- Once registered in the system it works well.-**Medical Doctor (Allopathic Physician)-Emergency room-Walton**

- It seems hard to set up a desk top link to the system. When I set up a link when I open the link it comes up as a frozen page with 2 pictures of the capital on it. I then have to reenter the address in the search bar.-**Medical Doctor (Allopathic Physician)-Emergency room-**
- Now that Darvon is off the market the only acceptable analgesics are narcotics. They are prescribed too often. Nothing will overcome this liability.-**Medical Doctor (Allopathic Physician)-Hospital: inpatient primarily-Martin**
- forgot my password, need help-**Medical Doctor (Allopathic Physician)-Hospital-based clinic-Broward**
- Large-**Medical Doctor (Allopathic Physician)-Institutional pharmacy (hospital, nursing home, etc.), Other (please specify): Hospice-Hillsborough, Pinellas, Sarasota, Polk**
- There is so much ancillary work already; I am not interested in ANY additional work related to prescribing. I would like something seamless and invisible.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Duval**
- Very cumbersome login process, not able to delegate this responsibility, does not work well with multiple providers using same machines (caches login names but not passwords from prior log ins and requires clearing caches every time)-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Hillsborough**
- I use it on every patient visit but with significant frequency the PMDP website in down or non-responsive-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Hillsborough**
- biggest barrier is lack of time-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Sarasota**
- Cannot login in spite of spending literally hours on hold eventually talking to support, checking my user name and password, and IT STILL WON'T LET ME LOGIN!-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-**
- we use it ALL the time-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-**
- need a user name and password and need links to be able to rapidly access site-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners), Other (please specify): urgent care-Broward**
- Sometimes impossible to find sealed information about patients who started using pain and psychiatric medicine , including methadone, before 16-18 years old-**Medical Doctor (Allopathic Physician)-Other (please specify): Corporation S/One Physician Medical Clinic with multidisciplinary subspecialties-Alachua**
- Quit practice and left the state last year, so info given is based on use until then and not current, including some apparently added features-**Medical Doctor (Allopathic Physician)-Other (please specify): Sold practice and relocated out of state-Osceola**
- in VHA need to get written patient consent to access database-**Medical Doctor (Allopathic Physician)-Other (please specify): veterans administration-Lee and Charlotte**

- Printouts are somewhat difficult to interpret with the identifiers for providers.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Bay**
- Need to be able to print reports more easily-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Broward**
- the data is not current, usually 3-4 weeks old-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Collier**
- Password not working. I have to call the HIS department several times to have it reset.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Duval and Clay**
- So frequent need to change password-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Escambia**
- it is slow, hard to access, inconsistent in info, it is a REAL PAIN to use-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- Data should be entered live in PDMP if possible to get maximum usefulness as data has FEW DAYS of LAG time. With technology that should be eliminated if possible.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- TIME-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- I have a small practice and have a really controlled group.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Indian River**
- Date of birth too long. Frequent password changes. frequent server issues-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Manatee**
- Info from military and VA not provided-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Okaloosa**
- My employers have not yet put policies in place to deal with the results-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Palm Beach**
- System is frequently down, not able to access records, Frequency of password change is too often, not easy to access webpage without knowing exact address which is time consuming in a busy office with multiple computer work stations, Time consuming to generate reports to print-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**
- I do not think any barrier .I use all the time in my office .It is very helpful and screen the patient a drug seeker-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Polk**
- Information not up to date, I have pts getting narcotics and I don't find them in the system-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Saint Lucie**
- not an easy on intuitive system to navigate.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Sarasota**

- System is very clumsy to use. having to constantly change passwords is a nuisance.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Seminole**
- I know my patients and don't usually feel the need to check. (I don't like having to change the password so often)-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Volusia**
- Not able to access other state rx refills since we are a transient state.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Volusia**
- frequent password changes required-**Osteopathic Physician-Academic practice-Orange**
- Difficulty with logging on. Very jumbled display of prescriptions. a simpler more streamlined display would be very helpful. should be easily read so an 8th grader could understand it-**Osteopathic Physician-Academic practice, Emergency room-Hillsborough**
- Site times out and is unable to access the information-**Osteopathic Physician-Emergency room-Broward**
- having to sign in and if I spell the name wrong, going back to the beginning-**Osteopathic Physician-Emergency room-Broward**
- interoperability-**Osteopathic Physician-Emergency room-Escambia**
- System Internal Errors, Hyphenated names-**Osteopathic Physician-Emergency room-Escambia**
- forget password and takes a long time to reset-**Osteopathic Physician-Emergency room-Pinellas**
- smart phone access-**Osteopathic Physician-Hospital: inpatient primarily-**
- many times the system is not up to date-**Osteopathic Physician-Hospital-based clinic-Hillsborough**
- I am not able to use it on my iPad!!!-**Osteopathic Physician-Large private office (6+ practitioners)-Hillsborough, Pinellas, Manatee**
- Limited duration of past prescription use-**Osteopathic Physician-Large private office (6+ practitioners)-Pinellas**
- Time is the biggest barrier-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- The site and data input just aren't very smooth to use-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Charlotte**
- Takes a lot of time and it is a slow and awkward system. It is inconsistently running and sometimes doesn't have accurate information.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Duval**
- Integration with other pharmacy programs would allow practitioners only one place to access ALL medications. Why should there be separate programs for controlled vs uncontrolled meds. This requires TOO MUCH TIME when the work time already is busy enough for other EMR requirements-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Duval**

- renewal of pass word every 30 days-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Highlands**
- No out of state data available-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Lee**
- Small, local pharmacies are NOT always complying making assessment difficult at best. We have to call for a pharmacy printout and that is time consuming with many non-compliant requests. One pharmacy was entering the date PRESCRIBED as the date FILLED and this was a mismatch with the patient's actual pill count and ability to maintain proper scheduling of medication for safe use. A few problems, overall it helps tremendously!-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Miami-Dade**
- the system is cumbersome to log on and to get pt info. Needs to be more streamlined-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pinellas**
- At times access to system very slow-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pinellas**
- None. It is an EXCELLENT aide in pain management.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Santa Rosa**
- process for password retrieval-**Pharmacist-Academic practice-Duval**
- It is cumbersome and pharmacists are confused as to their responsibility if they find that someone is doctor shopping. Many employers discourage use-**Pharmacist-Academic practice, Hospital-based clinic-Seminole**
- system is down-**Pharmacist-Academic practice, Hospital-based clinic, Chain pharmacy store-Duval and Clay**
- too many steps to access it though my employer internet system-**Pharmacist-Chain pharmacy store-Alachua**
- have repeated problems getting on system. gave up on it.-**Pharmacist-Chain pharmacy store-Bay**
- Not very user friendly-**Pharmacist-Chain pharmacy store-Bay**
- Having to click to multiple screens to look at each individual patient.... being able to look at more patients at once or in a more productive way would be great.-**Pharmacist-Chain pharmacy store-Brevard**
- having to change password so often.... logging on time and waiting for patient info to load too long-**Pharmacist-Chain pharmacy store-Brevard**
- I use it on every control rx-it should be mandated by the useless board of pharmacy on every new control rx. it is amazing the abuse of drugs and none of the chains care-**Pharmacist-Chain pharmacy store-Brevard**
- time-**Pharmacist-Chain pharmacy store-Brevard**
- TAKES SOME TIME PULLING UP GENERATED REPORTS-**Pharmacist-Chain pharmacy store-Broward**
- It is a great system. The information it provides is extremely helpful. It allows us to help to those Patients who are control substance abuser, has polypharmacies, doctor shoppers, to reduce the health risk and it saves all providers a lot of time because we

can see information in PDMP which allows us to make our decision without worry what else patient has been getting from what other doctors has been getting , calling other office if patient willing to provide . PDMP solves a lot of our nightmare and reduces our professional liability. It is absolutely not a barrier.-**Pharmacist-Chain pharmacy store-Broward**

- I use it all the time, several times data is not in the system at all and pts have been FL residents and have been on meds for a long time. Also I think update should be instant, it has 10 lag of days and we have several pts using multiple pharmacies-**Pharmacist-Chain pharmacy store-Broward**
- The fact that it is only uploaded/update every 7 days.-**Pharmacist-Chain pharmacy store-Broward**
- system giving problem always busy-**Pharmacist-Chain pharmacy store-Broward**
- user is logged off too quickly when idling in between patients-**Pharmacist-Chain pharmacy store-Broward**
- Long process to go, hence taking much time.-**Pharmacist-Chain pharmacy store-Broward**
- Time needed in large volume store-**Pharmacist-Chain pharmacy store-Broward**
- The only difficulty I've had is sometimes not being able to log in the web page (I guess technical difficulties with the website)-**Pharmacist-Chain pharmacy store-Broward**
- some times (not often though) the system goes down when you need it-**Pharmacist-Chain pharmacy store-Broward**
- system down too often-**Pharmacist-Chain pharmacy store-Broward**
- Work internet (very slow) could be better which has nothing to do with the PDMP system. Not all doctors use the system. The day the controlled substance is dispensed or picked up this should register in system and not have a lag time. I think each time a controlled substance is dispensed that the system should be utilized.-**Pharmacist-Chain pharmacy store-Citrus**
- There is none. Want to use it whenever needed to do so.-**Pharmacist-Chain pharmacy store-Clay**
- Medium barrier "internal server error"...several attempts may be needed to access info-**Pharmacist-Chain pharmacy store-Collier**
- Needs to be easier to navigate-**Pharmacist-Chain pharmacy store-Collier**
- the time to update information is too long-**Pharmacist-Chain pharmacy store-Collier**
- pharmacy technicians/medical assistants should be able to access this system on our behaves.-**Pharmacist-Chain pharmacy store-Columbia**
- large prescription volume per a day-**Pharmacist-Chain pharmacy store-Duval**
- Just the 'not enough time'-**Pharmacist-Chain pharmacy store-Duval**
- Should be able to access quickly with User name and password and not have to click certification statement each time to log on.-**Pharmacist-Chain pharmacy store-Duval**
- System times out very quickly and have to re-enter password frequently-**Pharmacist-Chain pharmacy store-Duval**

- having to enter my password again once the system times out.-**Pharmacist-Chain pharmacy store-Duval**
- It is not in Real-Time. It does not give information on patients receiving medications/prescriptions in OTHER states. Once you have discovered a patient is doctor shopping, pharmacy shopping, or the report shows that they are possibly abusing in some way, and then you have to decide how to precede. This is often uncomfortable for the pharmacist and patient and almost always leads to customers contacting the manager/district office and filing complaints. In my mind, this is a very large barrier for a pharmacist.-**Pharmacist-Chain pharmacy store-Duval**
- It is mandatory at our work-site. Our work flow complicates workflow, especially when pharmacists are alone! Pharmacist needs support!!!! i.e.. ring cash registers, taking in rx's typing scripts etc.... impact wait times-**Pharmacist-Chain pharmacy store-Duval**
- Most of negative views appear to stem from technical/computer issues. Server errors inability to connect to PDMP, Incredibly SLOW & often NO responses to passwords (seemingly occurs during periods of high computer volume. I'm guessing). The technology end of it is not up to a useful level. Please coordinate with the Various IT departments (Walgreens, Target etc...) to improve access (often we may try 3-4 times & never can connect--AN INCREDIBLE WASTE of TIME and it makes PDMP completely useless in these situations. If this does not improve, you'll lose users & never get practitioners to "buy in". Thank you for the survey and the Efforts to improve.-**Pharmacist-Chain pharmacy store-Duval and Saint Johns**
- System slowness and requirement to sign in often-**Pharmacist-Chain pharmacy store-Escambia**
- company allows only access thru its account-**Pharmacist-Chain pharmacy store-Escambia**
- The link is down very frequently.-**Pharmacist-Chain pharmacy store-Flagler**
- Hard to find patient-**Pharmacist-Chain pharmacy store-Flagler**
- Does not work for some patients and have no way of knowing how to fix it-**Pharmacist-Chain pharmacy store-Hardee**
- Lots of steps to get the result in printed form.-**Pharmacist-Chain pharmacy store-Hendry**
- Hard to log in-**Pharmacist-Chain pharmacy store-Hernando**
- it is slow need to get on faster & look up patients faster-**Pharmacist-Chain pharmacy store-Hernando**
- too many steps to log in the system-**Pharmacist-Chain pharmacy store-Hernando**
- Time-**Pharmacist-Chain pharmacy store-Hillsborough**
- Lack of time-**Pharmacist-Chain pharmacy store-Hillsborough**
- Patient's history of dispense is not fast enough. It takes 1 to 2 weeks before the dispense gets registered.-**Pharmacist-Chain pharmacy store-Hillsborough**
- It seems to be down for periods of time from time to time-**Pharmacist-Chain pharmacy store-Hillsborough, Pasco, Hernando**
- time consuming-**Pharmacist-Chain pharmacy store-Indian River**

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- log in and password steps are a time constraint, changing password often is not necessary, system being down is a large barrier.-**Pharmacist-Chain pharmacy store-Lee**
- wait time before report can be printed-**Pharmacist-Chain pharmacy store-Lee**
- It is only needed with "Pain Management Doctors" Forget this system an monitor those doctors having them substantiate why drugs are the only answer for their patients that they have turned into attacks.-**Pharmacist-Chain pharmacy store-Lee**
- Time-**Pharmacist-Chain pharmacy store-Lee**
- Required password reset occurs far too often and usually fails to work without a call to support. Therefore the system "fails" when you need it most. The website is clumsy and poorly laid out. Too much extemporaneous data. It could be much more streamlined and simplified.-**Pharmacist-Chain pharmacy store-Lee**
- Too many clicks to get to site!.... time issue-**Pharmacist-Chain pharmacy store-Leon**
- Increased work load-**Pharmacist-Chain pharmacy store-Leon**
- As a pharmacist, I like to print a copy of the query I've made and attach it to the hard copy as evidence of effort. The entire process from log in to print out takes a little longer than I'd like. Ideally, I'd like to query every patient, but feel the process requires too many key strokes and different screens. I currently use it only when I have a suspicion that something might be out of order. If it was easier to get that report in my hands, I'd use it more-**Pharmacist-Chain pharmacy store-Manatee**
- Work Pressure-**Pharmacist-Chain pharmacy store-Manatee**
- The amount of time that lapses between loading the information-**Pharmacist-Chain pharmacy store-Martin**
- Passwords-**Pharmacist-Chain pharmacy store-Martin**
- Not up to the minute reporting. Perhaps it is 3 weeks behind?-**Pharmacist-Chain pharmacy store-Miami-Dade**
- User Interface is simple but not user friendly. Takes time to login, check the box to attest to the legal agreement, then must click the Query Link, then begin data entry of the patient in the search screen, then click a secondary button to confirm patient choice to get to the results. Can take more than 5 minutes if the system is busy or slow. Should be a better way to speed up access. By registering for the account and being verified as eligible, users should be permitted to check off on the legal requirements once and be required to renew that agreement every 2 years or when the legality updates or changes.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- I wish PDMP was more comprehensive. It does not register everything. I have pts that I see are on controlled substances but is not in PDMP. Wish it was mandatory for all pharmacies dispensing controlled substance to report to PDMP. Also, you should update the system that is more user friendly. We really have no time in the pharmacies. And this system is very slow.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Sometimes the web site is down , we are not able sign in-**Pharmacist-Chain pharmacy store-Miami-Dade**
- There are too many steps to enter/click to get to the final information needed.-**Pharmacist-Chain pharmacy store-Miami-Dade**

- The Many log-ins and re-clicking the terms when I am already logged in and actively searching for patients-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Time it takes to load each page. . Can be slow...-**Pharmacist-Chain pharmacy store-Miami-Dade**
- insufficient time.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- The amount of time it takes to navigate through the screens to get to the data you need when checking a prescription is a bit long.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- It's somewhat slow and cumbersome. I'm sure the system will get better. It would be fantastic if it could somehow be integrated in with our proprietary software where we can view the pdmp by hitting F8 or something to that effect. It takes an avg of a couple minutes to get a report printed from start to finish, multiply this by 20-30 patients and you have an hour of just computer time. The system also logs you off pretty quick, I always have to re log in for the next patient by the time I need it.-**Pharmacist-Chain pharmacy store-Monroe**
- It is very difficult to look up reports for multiple patients at once. once logged on I have to "agree" before accessing every patient, and then it takes too many clicks to print up the report - i.e. 5 or 6 steps per patient.-**Pharmacist-Chain pharmacy store-Monroe**
- cannot access other states-**Pharmacist-Chain pharmacy store-Monroe**
- Lack of support help in pharmacy-**Pharmacist-Chain pharmacy store-Okaloosa**
- Low volume of need.-**Pharmacist-Chain pharmacy store-Orange**
- Constant changing of password-**Pharmacist-Chain pharmacy store-Orange**
- I would like to have technicians being able to have a universal sign on/passwords specific to one particular pharmacy and having them generate and print report when rph is overloaded. Just so that it becomes a team effort-**Pharmacist-Chain pharmacy store-Orange**
- Slow system-**Pharmacist-Chain pharmacy store-Orange**
- Password requirements are a bit much-**Pharmacist-Chain pharmacy store-Orange**
- The website is often very slow or unavailable. it needs some technical enhancements to operate quicker.-**Pharmacist-Chain pharmacy store-Orange**
- sometimes the system is down or its very slow-**Pharmacist-Chain pharmacy store-Orange**
- Multiple profiles returned when search is conducted-**Pharmacist-Chain pharmacy store-Orange, Brevard, Seminole**
- The interface and password requirements are just hard to keep up with-**Pharmacist-Chain pharmacy store-Palm Beach**
- No barriers, except for it being time consuming since there is no major change in prescribers' habits. The issue is the prescribers don't check it regularly, so the Pharmacists are left to police and argue with physicians and patients. That is the time consuming piece-**Pharmacist-Chain pharmacy store-Palm Beach**
- Change password too much--I can't remember them all.-**Pharmacist-Chain pharmacy store-Palm Beach**

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- time and having the exact spelling of a name-**Pharmacist-Chain pharmacy store-Palm Beach**
- The dates for fills for patients are delayed they don't all show up right away so we can miss potential control substance early fills or dr shopping-**Pharmacist-Chain pharmacy store-Palm Beach**
- sometimes not possible to log on-**Pharmacist-Chain pharmacy store-Palm Beach**
- Nothing, just too busy at work at times.-**Pharmacist-Chain pharmacy store-Palm Beach**
- System is slow when work load is heavy-**Pharmacist-Chain pharmacy store-Palm Beach**
- Please if you could increase your bandwidth with your site's servers because load times are too long a lot of the time.-**Pharmacist-Chain pharmacy store-Palm Beach**
- the system is slow at times, and the password changing is too frequent both large barriers (it takes a long time to view a query status)-**Pharmacist-Chain pharmacy store-Palm Beach**
- I really do not see barriers, very easy to use-**Pharmacist-Chain pharmacy store-Palm Beach**
- The system is very slow. Get many searches cancelled due to system error-**Pharmacist-Chain pharmacy store-Palm Beach**
- System downtimes - pages won't load.-**Pharmacist-Chain pharmacy store-Palm Beach**
- Sometimes the system is either down/not working properly or it is very slow-**Pharmacist-Chain pharmacy store-Palm Beach**
- Mostly not enough time --specially when we are busy and have to check 3-4 at a time.-**Pharmacist-Chain pharmacy store-Palm Beach**
- Slowness of system-**Pharmacist-Chain pharmacy store-Palm Beach**
- the time it takes to sign into system-**Pharmacist-Chain pharmacy store-Palm Beach**
- note that each user should have his/her own sign on to access pdmp.-**Pharmacist-Chain pharmacy store-Palm Beach**
- It would be nice not having to check the box each time after signing into the system and for it to have a longer idle time so one doesn't have to sign in so often. If one makes a typo mistake one should be able to go back, correct and keep going not start all over again-**Pharmacist-Chain pharmacy store-Palm Beach**
- system appears to go down/time out frequently-**Pharmacist-Chain pharmacy store-Palm Beach**
- Logs off to quickly, makes me change password too often-**Pharmacist-Chain pharmacy store-Pasco**
- System down time-**Pharmacist-Chain pharmacy store-Pasco**
- Server crashes and/or increased server response times to queries-**Pharmacist-Chain pharmacy store-Pasco and Pinellas**

- Takes kind of long for the system to load, have to change passwords too often.-
Pharmacist-Chain pharmacy store-Pinellas
- System is slow in loading-**Pharmacist-Chain pharmacy store-Pinellas**
- For any controlled Rx, the system should automatically be forwarded to the data base.-
Pharmacist-Chain pharmacy store-Pinellas
- Not applicable, use it all the time. only drawback is when system is down-**Pharmacist-Chain pharmacy store-Pinellas**
- Never was allowed past the firewall in the system, had to register at home. Others working at the same company were able to access. Called 6 times to IT and no help.-
Pharmacist-Chain pharmacy store-Pinellas
- if the system could be updated more often with current information. found some patient information not updated for almost 30 days which causes a problem for those jumping from pharmacy to pharmacy within a 2 week period.-**Pharmacist-Chain pharmacy store-Pinellas**
- Not all controlled RXs filled by patient show on PDMP.-**Pharmacist-Chain pharmacy store-Pinellas**
- Not enough time is the biggest barrier-**Pharmacist-Chain pharmacy store-Pinellas**
- slow internet response time, unable to connect in the final steps requiring resubmitting data several times-**Pharmacist-Chain pharmacy store-Polk**
- Too slow, too too slow, too too too slow. did I mention it's slow.-**Pharmacist-Chain pharmacy store-Polk**
- It should be updated daily-**Pharmacist-Chain pharmacy store-Polk**
- Many pharmacists report the site being down at the same time. Not sure if that is an issue with our pharmacies' server or the site itself.-**Pharmacist-Chain pharmacy store-Polk**
- resetting the password every 90 days is complicated issue , sometimes we forget the password if we are so busy at work when we try to reset password and it taking 7 days to update the system , this is a loop hole for dr. shoppers to purchase narcotics on the same day, by using different pharmacies and doctors , we need to find an idea how we can stop this .-**Pharmacist-Chain pharmacy store-Polk**
- medium-**Pharmacist-Chain pharmacy store-Putnam**
- The "view query table" takes TOO TOO long to upload. One has to wait for over a minute!!!!-**Pharmacist-Chain pharmacy store-Saint Johns**
- Sometimes it will be "down" or take a long time for me to get in or signs me out too quickly. Would like it to stay on my whole shift.-**Pharmacist-Chain pharmacy store-Saint Johns**
- pt hostility of being tracked-**Pharmacist-Chain pharmacy store-Saint Johns**
- Not totally up to date, seems to be a few days or a week behind with reporting-
Pharmacist-Chain pharmacy store-Saint Lucie
- Accessing the intranet at work is very slow and doesn't allow multitasking of filling prescriptions/conducting normal pharmacy tasks, so bringing up the PDMP takes more time out of the day.-**Pharmacist-Chain pharmacy store-Saint Lucie**

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- Had to change password multiple times, need easier password retrieval. Times out frequently-**Pharmacist-Chain pharmacy store-Saint Lucie**
- time-**Pharmacist-Chain pharmacy store-Saint Lucie**
- the site is down or too slow to respond too often-**Pharmacist-Chain pharmacy store-Sarasota**
- No info on questionable doctors-**Pharmacist-Chain pharmacy store-Seminole**
- The company I work for, e.g., Winn Dixie, has just made it mandatory for all C2 Rxs to be checked at PDMP without any extra help. It is basically redundant to check the same patients every month and it will force us to turn away basically all legitimate patients being treated for chronic pain.-**Pharmacist-Chain pharmacy store-Seminole**
- Too many screens to get through before we can actually enter the patient info. Takes nearly a full minute just to sign in. That's too long. Information display is poor and hard to read.-**Pharmacist-Chain pharmacy store-Seminole**
- I keep forgetting my password. No easy way to reset it without calling.-**Pharmacist-Chain pharmacy store-Volusia**
- Don't know the patient's date of birth or exact spelling of name-**Pharmacist-Chain pharmacy store-Volusia**
- slashes in the birthdate field should be automatic like xx/xx/xxxx-**Pharmacist-Chain pharmacy store-Volusia**
- The system needs to keep the user logged in longer.-**Pharmacist-Chain pharmacy store-**
- busy work flow-**Pharmacist-Chain pharmacy store-**
- Changing / resetting password is nearly impossible, does not include most recent information-**Pharmacist-Chain pharmacy store-**
- sometimes the PDMP site is down...perhaps from multi users being on at the same time.-**Pharmacist-Chain pharmacy store-**
- I use it all the time, all day at work-**Pharmacist-Chain pharmacy store-**
- data entry is cumbersome.-**Pharmacist-Chain pharmacy store-**
- Not logging off so quickly-**Pharmacist-Chain pharmacy store-**
- I use it regardless.-**Pharmacist-Chain pharmacy store-**
- Many a times I run into internet server not responding..etc..-**Pharmacist-Chain pharmacy store-**
- when system is down and/or cannot get access-**Pharmacist-Chain pharmacy store-**
- Not easy to initially get access and figure out system, but once access is acquired and report has been generated once or twice, it becomes easy-**Pharmacist-Emergency room-Duval**
- The password requires changes much too often. Have to look it up every time I need to use the program.-**Pharmacist-Emergency room-Polk**
- I would like pharmacy students to be able to access the database.-**Pharmacist-Hospital: inpatient primarily-Duval**

- difficult to follow initial links and cumbersome sign up process-**Pharmacist-Hospital: inpatient primarily-Polk**
- the links do not work, the set up was a mess-**Pharmacist-Hospital: inpatient primarily-Sarasota**
- having to change password every 2 months-**Pharmacist-Hospital: inpatient primarily-**
- I use often; however, I feel that there are two issues that could be better. 1. there are a few too many "clicks" to make in between patients. Once finishing a patient, could there be a "next query" button so it goes right back to the search data fields, bypassing the multiple clicks to get back to that screen? 2. There seem to be quite a few "down" times when the system is unavailable (1 or 2 times per week)-**Pharmacist-Hospital-based clinic-Alachua**
- small barrier - time factor-**Pharmacist-Independent pharmacy-Baker**
- I've had reoccurring log on issues, support fixes it but its inconvenient waiting on their hours-**Pharmacist-Independent pharmacy-Brevard**
- the retail pharmacy culture is too hectic and sometimes makes it difficult to access pdmp during busy hours-**Pharmacist-Independent pharmacy-Brevard**
- no barrier at all, except when system is down-**Pharmacist-Independent pharmacy-Broward**
- The continual changing of passwords. Time consuming, tedious, requires writing down of current password. Also the time out requiring re-entering of the information over and over.-**Pharmacist-Independent pharmacy-Broward**
- Time-**Pharmacist-Independent pharmacy-Broward**
- Patients show up under multiple addresses. Screen can be hard to read. Potential of disciplinary action if I access info, don't fill a Rx because of info received, but decide not to confiscate Rx or notify police of my suspicions My password keeps outdated and I have to call to renew it, by the time I can access info, the patient is gone or I have no need again. -**Pharmacist-Independent pharmacy-Broward**
- System not always available or very slow-**Pharmacist-Independent pharmacy-Broward**
- Too many steps to get to the info-**Pharmacist-Independent pharmacy-Broward**
- The information does not appear to be 100% accurate.-**Pharmacist-Independent pharmacy-Broward**
- Changing password frequently.-**Pharmacist-Independent pharmacy-Clay**
- When I input information there is no info to review. The patient states they had controls filled last month.-**Pharmacist-Independent pharmacy-Duval**
- System is very slow or is unavailable (down)-**Pharmacist-Independent pharmacy-Duval**
- the website is down often-**Pharmacist-Independent pharmacy-Duval**
- Logging into the PDMP website multiple times a day takes time. If I could keep an open window with my account already logged in and ready on the website, then it would be faster to search patient profiles.-**Pharmacist-Independent pharmacy-Escambia**

- changing of password-**Pharmacist-Independent pharmacy-Flagler**
- it take a little time to populate the report, it also take time to print the report-**Pharmacist-Independent pharmacy-Hillsborough**
- When site isn't available for some reason...usually when I need to search someone right away.-**Pharmacist-Independent pharmacy-Hillsborough**
- Patient privacy and avoidance of prejudice or bias-**Pharmacist-Independent pharmacy-Hillsborough**
- I find the PDMP system very useful and I use it-**Pharmacist-Independent pharmacy-Hillsborough**
- clocking-**Pharmacist-Independent pharmacy-Hillsborough**
- if the pharmacy is very busy-**Pharmacist-Independent pharmacy-Miami-Dade**
- I use it all the time. Every patient using a controlled substance is checked. No exceptions. It reduces risk and liability. It's foolish that its voluntary to use it yet mandatory to report data. It should be mandatory for prescribers to document its use before prescribing a controlled substance period!!-**Pharmacist-Independent pharmacy-Miami-Dade**
- more training-**Pharmacist-Independent pharmacy-Miami-Dade**
- Md name who prescribes-**Pharmacist-Independent pharmacy-Miami-Dade**
- None, is the best thing for preventing drug abuse and crime, but most doctors are not using the system and they all have silly excuses.-**Pharmacist-Independent pharmacy-Miami-Dade**
- the need to change your password very often-**Pharmacist-Independent pharmacy-Nassau**
- need to make it point of sale-**Pharmacist-Independent pharmacy-Orange**
- I use it easily with no barrier.-**Pharmacist-Independent pharmacy-Orange**
- time out on the system slows the process down and last name and first name boxes not clear-**Pharmacist-Independent pharmacy-Orange**
- the program is not hard to use at all.-**Pharmacist-Independent pharmacy-Osceola**
- We should have a general user l'd and password for pharmacy.-**Pharmacist-Independent pharmacy-Palm Beach**
- Lack of available support staff-**Pharmacist-Independent pharmacy-Palm Beach**
- easy access while I'm filling rx's-**Pharmacist-Independent pharmacy-Palm Beach**
- Site is down often or very slow. the website should be improved-**Pharmacist-Independent pharmacy-Palm Beach**
- the password system stinks-**Pharmacist-Independent pharmacy-Palm Beach**
- Password does not work; I have had to call support several times. They are very helpful though.-**Pharmacist-Independent pharmacy-Pasco**
- There are occasions that the system is down.-**Pharmacist-Independent pharmacy-Pinellas**

- doctors over prescribing controlled substances-**Pharmacist-Independent pharmacy-Pinellas and Pasco**
- Passwords expire TOO SOON-**Pharmacist-Independent pharmacy-Putnam**
- constant password change-**Pharmacist-Independent pharmacy-Saint Lucie**
- PDMP system is sometimes down and no access possible at such times. Stop auto password reset-**Pharmacist-Independent pharmacy-Saint Lucie**
- not sure how to look up a patient-**Pharmacist-Independent pharmacy-Santa Rosa**
- change of passwords-**Pharmacist-Independent pharmacy-Volusia**
- constantly changing password and having to contact support to get the password set-**Pharmacist-Independent pharmacy-Walton**
- It would be helpful to be able to search the patient using the first 3-4 letter of the last name. (Sometimes I worry that a name may be spelled incorrectly or intentionally changed and my search is not complete)-**Pharmacist-Independent pharmacy-**
- All doctors not using it and the PDMP sometimes does not have things up to date.-**Pharmacist-Independent pharmacy-**
- password changes too often-**Pharmacist-Independent pharmacy-**
- sometimes system is really busy and does not respond enough .also we need to expand the options of search especially if the patient can change the last name we need option to search with the just the first name and the birthdate-**Pharmacist-Independent pharmacy-**
- None - 7days can be challenging especially for holiday and vacations-**Pharmacist-Institutional pharmacy (hospital, nursing home, etc.)-Broward**
- I was a user for a long time. The VA discouraged use until recently when it was reviewed by their lawyers. I am trying to get back on the system but it has made it difficult/impossible for me to. I need someone to walk me through to find out exactly what is being done incorrectly.-**Pharmacist-Institutional pharmacy (hospital, nursing home, etc.)-Pasco**
- Not usually applicable in our area of practice dealing with nursing home residents.-**Pharmacist-Institutional pharmacy (hospital, nursing home, etc.)-Polk**
- Where I practice, we do not dispense narcotics-**Pharmacist-Institutional pharmacy (hospital, nursing home, etc.)-Volusia**
- System down, server time-**Pharmacist-Large private office (6+ practitioners), Hospital: inpatient primarily, Chain pharmacy store-Duval**
- Don't Dispense Controls-**Pharmacist-Other (please specify): Community Permit within a hospital-Leon**
- just the layout of the website itself could use some tweaking-**Pharmacist-Other (please specify): grocery chain-Volusia**
- The interface is a bit counter intuitive. Could be more natural given today's technology.-**Pharmacist-Other (please specify): MTM practice plus retail, part-time-Lee**

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- Some of my pharmacies have no need of using the program, prison pharmacy, hospice, etc.-**Pharmacist-Other (please specify): relief pharmacist retail pharmacies-Lake, Orange, Seminole, Marion**
- Constant change of password and if you forget it trying to access a new one-**Physician Assistant-Emergency room-Brevard**
- Frequency to change password and inability to reuse previous passwords-**Physician Assistant-Emergency room-Orange**
- Providers don't know it exists or are too lazy to look-**Physician Assistant-Emergency room-Polk**
- Consistently difficult. Log out too quickly. not user friendly-**Physician Assistant-Emergency room-Santa Rosa**
- pt page to input date, name, age and search should be all together, so not to have to scroll all over the page.-**Physician Assistant-Large private office (6+ practitioners)-Duval**
- not enough pharmacies/prescribers are using to make the information reliable-**Physician Assistant-Other (please specify): military clinic-Monroe**
- Can't use with iPad, iPhone - FIX THAT-**Physician Assistant-Small private office (5 or fewer practitioners)-Pinellas**
- I phone-**Physician Assistant-Small private office (5 or fewer practitioners)-Pinellas**

20g. What other useful categories could be an additional resource on the PDMP website?

- Out of state info-**Advanced Registered Nurse Practitioner-Emergency room-Lake**
- once NPs in Florida can prescribe controlled substances we will be issued DEA numbers which adds another layer of patient protection on clinician prescribing practices.-**Advanced Registered Nurse Practitioner-Other (please specify): community based primary care-Palm Beach and Broward**
- Legalities - such as when you or can you report a patient for doctor shopping-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Duval and Clay**
- system is fine, we do not need to expand its scope-**Medical Doctor (Allopathic Physician)-Academic practice-Volusia**
- Having a national database or interstate cooperation to monitor patients-**Medical Doctor (Allopathic Physician)-Academic practice-**
- see comments about password reset-last night everyone in our ER had their account locked out for password issues and no way to reset at night-**Medical Doctor (Allopathic Physician)-Academic practice, Emergency room-Duval**
- It seems to take a month or so before recent prescriptions show up in the database. More timely results would be helpful.-**Medical Doctor (Allopathic Physician)-Emergency room-Lake**
- too bureaucratic...the new medicine. no time for patients-**Medical Doctor (Allopathic Physician)-Hospital: inpatient primarily-Martin**
- finding out how to login-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-**
- It helps to me stay on the top of new diversion tendencies, new products, generic for a example "suboxone" to help selfpay pts, knowing new state and federal regulations for prescribing controlled substances, helps to get feedback from Medical Board and DEA-**Medical Doctor (Allopathic Physician)-Other (please specify): Corporation S/One Physician Medical Clinic with multidisciplinary subspecialties-Alachua**
- Doctors who prescribe more than rec by FDA- i.e. 45 Ambien 10mg every 30 days- more than accepted dose- should be flagged!!!-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- Every new control mandate PDMP and make Tramadol a control-**Pharmacist-Chain pharmacy store-Brevard**
- phone numbers to pharmacies listed, fill history in other states-**Pharmacist-Chain pharmacy store-Brevard**
- Weeding out Bad practitioners-**Pharmacist-Chain pharmacy store-Broward**
- Alert DEA to high volume cII prescribers-**Pharmacist-Chain pharmacy store-Citrus**
- Use system to monitor doctor and pharmacy shopping along with overuse of controls-**Pharmacist-Chain pharmacy store-Citrus**

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- local referral for management of withdrawal and treatment of addiction-**Pharmacist-Chain pharmacy store-Duval**
- weeding out the abusers, dealers, and script doctors-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Would be helpful if search results listed the physical address of the pharmacies, not just doing business as.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Adding prescriber DEA verification field-**Pharmacist-Chain pharmacy store-Miami-Dade**
- why patient's filled at different pharmacies (i.e. out of stock, refusal to fill)-**Pharmacist-Chain pharmacy store-Monroe**
- notification of prescriber issues-**Pharmacist-Chain pharmacy store-palm beach county**
- Non medication pain management techniques-**Pharmacist-Chain pharmacy store-Pinellas**
- The biggest barrier and the biggest help are the same for me, using the pdmp with Walgreens new good faith dispensing guidelines is very time consuming, but has helped tremendously in containing inappropriate dispensing.-**Pharmacist-Chain pharmacy store-Pinellas**
- would like phone # for md and pharmacy for each fill-**Pharmacist-Chain pharmacy store-Pinellas**
- Md not giving other options only pain pills-**Pharmacist-Chain pharmacy store-Seminole**
- phone number of pharmacy where filled-**Pharmacist-Chain pharmacy store-Volusia**
- Wonderful resource. Thank you-**Pharmacist-Hospital: inpatient primarily-Duval**
- mandatory inquiries to all suspect patients-**Pharmacist-Hospital-based clinic-Broward**
- The ability to put any notes in a profile-**Pharmacist-Independent pharmacy-Brevard**
- Need phone numbers of both pharmacies and physicians on the print out-**Pharmacist-Independent pharmacy-Broward**
- require doctors use pdmp prior to prescribing and require state id issuers inquire how many state id's with local addresses exist-**Pharmacist-Independent pharmacy-Duval**
- phone numbers and addresses of pharmacies for listed dispensed controlled substances.-**Pharmacist-Independent pharmacy-Escambia**
- I personally fill as few class II narcotics as I can-**Pharmacist-Independent pharmacy-Flagler**
- print information in date order...too hard to read quickly-**Pharmacist-Independent pharmacy-Hillsborough**
- more information on appropriate referrals-**Pharmacist-Independent pharmacy-Miami-Dade**
- Making prescribers aware the system exists-**Pharmacist-Independent pharmacy-Miami-Dade**
- I still feel most physicians do not understand the controlled substances agreement and THEIR responsibility after signing the agreement.-**Pharmacist-Independent pharmacy-**

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- I'm not on board with police action making clinical decisions-**Pharmacist-Independent pharmacy-**
- Communicating with providers and pharmacy through PDMP website or more contact information for them, notations about patients' treatment to be posted on website without necessarily filling a prescription-**Pharmacist-Other (please specify): Community Pharmacy-Volusia**
- I think the prescribers should take a more active role in using the system-**Pharmacist-Other (please specify): grocery chain-Volusia**
- off topic, but would use to refer to treatment if affordable programs more available-**Pharmacist-Other (please specify): MTM practice plus retail, part-time-Lee**
- iPhone!!!-**Physician Assistant-Small private office (5 or fewer practitioners)-Pinellas**

27. What one thing would improve the PDMP, if anything?

- all pharmacy to document narcotic dispensing for all pts.-**Advanced Registered Nurse Practitioner-Emergency room-Hillsborough**
- Quicker reporting... Some pts get meds in previous couple of days which do not show up on your site-**Advanced Registered Nurse Practitioner-Emergency room-lake**
- if more providers would access it-**Advanced Registered Nurse Practitioner-Emergency room-Polk**
- Make printing results easier-**Advanced Registered Nurse Practitioner-Hospital: inpatient primarily-Brevard**
- Would like patients enrolled in Methadone maintenance programs also listed in the data base-**Advanced Registered Nurse Practitioner-Hospital: inpatient primarily-Orange**
- I think the site is great-**Advanced Registered Nurse Practitioner-Hospital-based clinic-Broward**
- Easier access to log in from DOH website. Googling EFORCSE takes you to DOH and there is no direct link.-**Advanced Registered Nurse Practitioner-Hospital-based clinic-Duval**
- Report does not completely print, even in landscape, even with change in font/zoom.-**Advanced Registered Nurse Practitioner-Hospital-based clinic-Lake**
- Frequency of password changes-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-Escambia**
- speed up the access-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-palm beach**
- more accuracy-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-Seminole**
- Ensure pharmacies are reporting rx, the Publix in Lakeland on harden rd never was doing so, even when we issued the rx from our clinic and it was filled at that Publix it was never profiled. Also none of the rx issued on a military base are profiled either so if a base is in your area you would never know if the pt had narcotics at the time or in the past. I have had these pts tell me they have had narcotics but from the base and there is nothing in the system so I cannot verify same.-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners), Emergency room-Orange and Hillsborough**
- # of refills does not always make sense-**Advanced Registered Nurse Practitioner-Other (please specify): Community Mental Health Center-Pinellas**
- Update the system MORE OFTEN!!!!-**Advanced Registered Nurse Practitioner-Other (please specify): Urgent Care-Broward**
- Uploaded into system faster. Seems to take several days for new prescriptions to "show up".-**Advanced Registered Nurse Practitioner-Other (please specify): Urgent Care-Escambia**
- allow ARNP a DEA number and independent practice-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-COLLIER**

- color code different providers to make doctor shopping more obvious-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Palm Beach**
- Remembering me when I log into the site with the same computer.-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Pinellas**
- would be nice when we find a patient who is doctor shopping and getting multiple RX filled to be able to just click on a button or link so that that information is flagged to other providers, pharmacies or narcotics division of sheriff dept.-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Pinellas**
- Easier to re-access the website if you have not accessed in over a month.-**Dentist-Other (please specify): Independent contractor, multi-office-Orange and Osceola**
- Ability to search all prescriptions filled under my own DEA number. To determine if DEA number is being used fraudulently. This has happened to me.-**Dentist-Small private office (5 or fewer practitioners)-BREVARD**
- quicker access and easier use on web site-**Dentist-Small private office (5 or fewer practitioners)-Pinellas**
- Do not change password so often-**Dentist-Small private office (5 or fewer practitioners)-Santa Rosa**
- Since signing up with this program approx. two years ago, I have seen nothing from it and forgot it even existed until now. I have not received any correspondence from it since. -**Dentist-Small private office (5 or fewer practitioners)-St. Lucie**
- easier log in access web site is confusing customer service sucks-**Dentist-Small private office (5 or fewer practitioners)-**
- passwords, overall easier to get to correct page when doing search-**Dentist-Small private office (5 or fewer practitioners)-**
- Easier printing of a report-**Medical Doctor (Allopathic Physician)-Academic practice-Dixie**
- Have it be connected world wide-**Medical Doctor (Allopathic Physician)-Academic practice-**
- online password reset without calling in-**Medical Doctor (Allopathic Physician)-Academic practice, Emergency room-Duval**
- Registration process was a nightmare. also, the website is fairly archaic- aim for a smoother user interface.-**Medical Doctor (Allopathic Physician)-Academic practice, Hospital: inpatient primarily-Alachua**
- passwords...too complicated and too many changes-**Medical Doctor (Allopathic Physician)-Academic practice, Hospital: inpatient primarily-Palm Beach**
- Some mechanism to alert me to go into the system and look someone up. Some alert system to raise my level of suspicion for possible substance abuse/doctor shopping.-**Medical Doctor (Allopathic Physician)-Emergency room-Broward**
- quicker to use, assigned staff be able to use-**Medical Doctor (Allopathic Physician)-Emergency room-charlotte**

- A few things, actually: 1. Would like user default search criteria. I nearly always search statewide, and for the past 6 months. Would like to set that as my standard search and not have to put it in every time. 2. Maybe this is picky, but it's common for a search to fail due to "internal server error". If that happens, I have to start over from the very beginning (with pt name, birthdate, statewide, 6 months). Would help if I could back-arrow to the input page and the system had retained whatever was there. I'm not an IT person so don't know if that's technically possible, but in a busy ER practice the extra input time adds up. 3. I wonder if, as this system develops more, controlled med dispensing can show up in the system real-time rather than a few days later. In ER I sometimes see pts who I suspect of making the rounds of primary docs and other ERs prior to seeing me, and I don't know if the system shows no new meds because there aren't any, or if it's because the ones that were dispensed over the past couple days just haven't made it to the database yet.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- Access to other states data-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- Don't require password be changed so frequently.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- provide easy link to access site on Florida medical board website-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- There is a lag time between when prescriptions get filled and when they appear on the site.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval County**
- Living near state border means report don't always reflect all Rx's filled by a pt, would be nice if this were a report reflecting prescriptions filled in other states and not just Florida-**Medical Doctor (Allopathic Physician)-Emergency room-Gulf**
- Require the pharmacies to input their data...unscrupulous pharmacists will attract narcotic seekers, and the information won't make it to us. Improve the IT part, so that passwords are not continually failing and needing to be reset, making the entire system harder to use.-**Medical Doctor (Allopathic Physician)-Emergency room-Hillsborough and Pinellas**
- Nationwide database-**Medical Doctor (Allopathic Physician)-Emergency room-Indian River**
- Allow for electronic password reset if forgotten.-**Medical Doctor (Allopathic Physician)-Emergency room-Lake**
- There is a lag in updating to recently filled rx's-**Medical Doctor (Allopathic Physician)-Emergency room-LEE**
- Upload speed-**Medical Doctor (Allopathic Physician)-Emergency room-Leon**
- Password access too complicated and restricted. Takes too long to look up a patient, this significantly limits utility in the emergency department.-**Medical Doctor (Allopathic Physician)-Emergency room-Sarasota**
- streamline the process for physicians conducting a query-**Medical Doctor (Allopathic Physician)-Emergency room-St Johns**
- Easier sign on and less frequent changing of passwords.-**Medical Doctor (Allopathic Physician)-Emergency room-Volusia**
- Less lag in data entry-**Medical Doctor (Allopathic Physician)-Emergency room-**

- Have an analgesic alternative to narcotics-**Medical Doctor (Allopathic Physician)-Hospital: inpatient primarily-Martin**
- Mandate all physicians to register with and check PDMP before prescribing scheduled drugs-**Medical Doctor (Allopathic Physician)-Hospital: inpatient primarily, Other (please specify): Outpatient substance abuse-Pinellas**
- allow staff to access the system to save time.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Alachua**
- The lag time is more like 2 weeks. Get data up quicker.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Brevard**
- Florida State should ask all dispensers to register, to check the patient history of drug dispensing from PDMP. Pharmacists should NOT dispense the drug in case they found the patient is doctor shopping. Based on what I see from PDMP, currently many pharmacists are still dispensing the controlled substance even there is clear evidence that the patients are doctor shopping. FL State should establish a law to punish such pharmacists who dispense the controlled substance, disregarding the evidence of patient doctor-shopping.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Columbia, Alachua, Marion and lake County**
- More user friendly interface-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Escambia**
- improved connectivity / reduced server downtimes Improved website layout / user interface-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Hillsborough**
- Logins for support staff-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Hillsborough**
- Make the map function more useable-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Lee**
- Integration in Department of Health's Health Management System's Clinician Portal. I work for Sarasota Cty Health Dept and will be using the State's electronic health record. Integration into the e-prescribing software of EHR would be a powerful tool to improve patient safety.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Sarasota**
- Make the login easier.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-**
- as already noted-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners), Other (please specify): urgent care-Broward**
- Faster access and ability to stay on site longer without signing in after each pts report. Some help with may be suggestion to check "bad" patients through email.-**Medical Doctor (Allopathic Physician)-Other (please specify): Corporation S/One Physician Medical Clinic with multidisciplinary subspecialties-Alachua**
- Clearer presentation when patient is NOT listed.-**Medical Doctor (Allopathic Physician)-Other (please specify): non-profit clinic-Palm Beach**
- Prevent unauthorized viewing of an individual's records by any registered person who just needs to know their name and dob. I always got the impression I could look up anyone I

wanted - does not HIPAA apply to you?-**Medical Doctor (Allopathic Physician)-Other (please specify): Sold practice and relocated out of state-Osceola**

- I work in Pensacola. Would be extremely useful for physicians to be able to access both Alabama and Florida systems as many patients we see live and/or use clinics in both FL and AL. I would think the circumstances are similar with Georgia for those practicing in north central and northeast Florida. I currently can't access the AL system because I do not have AL license.-**Medical Doctor (Allopathic Physician)-Other (please specify): Urgent care-Escambia**
- Make printouts easier for patients to read - we would give them a copy showing their usage.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Bay**
- Easier printing of reports!!-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Broward**
- Make the interface less technical looking-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Broward**
- Run report for more than one patient at a time, upload today's schedule-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Broward**
- needs to be more current-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-collier**
- problem with access because password was not working and I need to call HIS to reset password (only available during office hours).-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Duval and Clay**
- Allow active passwords for longer periods of time-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Escambia**
- Easier use. At times I can get on easily and other times I can't get on at all.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- Easier access-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- Options for finding a patient faster in the data base, especially if name is entered differently by the dispensing pharmacy/pharmacist.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- Make it easier to print the patient profiles, right now you have to open it in a new windows, then use print preview, switch it to landscape format, then you can finally print it. otherwise it prints in portrait format and cuts off half of the information-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Lee County**
- easier / smooth access-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Leon**
- Better info from methadone clinics. shorter date of birth-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-manatee**
- Faster access, less glitches and delays, less frequent password changes-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Martin**

- **Mandatory reporting for DoD pharmacy-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Okaloosa**
- **Delete the prescribing physician's mailing address from the report. Easier selection of the items you want included in the printed report.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Osceola**
- **The password renewal process is confusing and cumbersome.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Palm Beach**
- **Force pharmacies to enter data like they are currently mandated or fine them. Only 20% currently enter data.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pasco**
- **frequency of password change-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**
- **If system is down, the person answering the phone should be better trained-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**
- **It should retain the last entry you put in. I will search something and maybe have a misspelling. I have to go back and type everything again.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**
- **No suggestions at this time. Hopefully you have gotten this survey out to many physicians. I have found this to be most useful. I just recently knew of this website from a Pharmacist. I did write to you about this. I am hoping that my previous suggestions resulted in this survey. A paper survey might also be sent as some physicians don't have access to office email.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**
- **Continue this on-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Polk**
- **More user friendly.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Sarasota**
- **Being more current, up to date with recent prescriptions.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-SEMINOLE**
- **Update pt information, flag pts with known irregularities .-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-St Lucie**
- **add more states to the database-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Volusia**
- **Don't require frequent change of password.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Volusia**
- **Faster posting of prescriptions-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Walton**
- **Guarantee part of full funding for the program somehow rather than depending on totally on donation-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-**
- **If you could show us the intervals between prescriptions, that is, when the prescriptions were picked up from the pharmacy, so we could tell if the patient is overusing the**

medication, and the intervals/#of days between prescriptions written.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-**

- easier access-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners), Hospital: inpatient primarily-Okaloosa**
- Quicker online listing of meds filled. 24 hr turnaround-**Osteopathic Physician-Academic practice-Broward**
- Decreasing the frequency in which one has to change the password. this slows down our ability to do our work in a timely fashion.-**Osteopathic Physician-Academic practice-Orange**
- Create a print-friendly version of the reports. When I print the current report, information is cut-off-**Osteopathic Physician-Academic practice-Pinellas**
- see comment above-**Osteopathic Physician-Academic practice, Emergency room-Hillsborough**
- changing passwords regularly , signing in and out-**Osteopathic Physician-Emergency room-Broward**
- Include Government/VA patients' information. Reduce Internal system errors or problems accessing PDMP-**Osteopathic Physician-Emergency room-Escambia**
- Interoperability. This data should be integrated into the Florida HIE and or the local Health information exchanges. If this data is not embedded into our workflow, we don't find it that useful to use, no matter how good the data is. I would be happy to work with you one this.-**Osteopathic Physician-Emergency room-Escambia**
- Have shorter turnaround time to update recent filled prescriptions. Require ALL pharmacies, i.e. Publix, to have to report.-**Osteopathic Physician-Emergency room-Miami-Dade**
- Website-**Osteopathic Physician-Emergency room-Palm Beach**
- Easier input screen for patients information i.e. the patients last name input area is offset-**Osteopathic Physician-Emergency room-Pinellas**
- Easier access. I need to find my password every time... and then it changes. 2. Simplify the data entry. Name, DOB, Statewide search (done). Then have an advanced tab where one can enter more information if desired. The data entry page is too busy!-**Osteopathic Physician-Emergency room-St. Johns**
- More up to date data. sometimes, not all use is recorded.-**Osteopathic Physician-Emergency room-Volusia**
- Smart phone app for health care professionals. -**Osteopathic Physician-Hospital: inpatient primarily-**
- up to date information-**Osteopathic Physician-Hospital-based clinic-Hillsborough**
- I am a Florida-licensed physician who practices in Maine but who has patients who spend time in Florida. I a daily user of our state database, and am glad I can sometimes use the Florida database to make sure my patients aren't getting opiates there as well. All states should utilize this, and have a system to flag providers if it appears that their patient has obtained prescriptions in another state.-**Osteopathic Physician-Hospital-based clinic-Non-Florida Practice**

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- Everyone who prescribes scheduled medications should use this info. It would be nice to have info from other states and the gov't. It seems as anything given from the VA does not make the website.-**Osteopathic Physician-Large private office (6+ practitioners)-Duval**
- Easier user interface, work on ipads, ability to change parameters (dates) without having to reenter all the information-**Osteopathic Physician-Large private office (6+ practitioners)-Hillsborough, Pinellas, Manatee**
- Longer viewable timeframe for prescription history Possible cross-reference w/ VA-**Osteopathic Physician-Large private office (6+ practitioners)-Pinellas**
- Please, fix the bug! When one provider logs out the page goes in the mode to log in as the same provider and not a new screen. -**Osteopathic Physician-Large private office (6+ practitioners)-**
- ability to sort by date prescribed and resort by prescriber-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- Be able to sort the list of people who match by DOB or address.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- For other doctors and pharmacies listed on the Query Reports, it would be nice to add their fax and office numbers. As it stands now, we only have addresses and then we have to Google docs and pharmacies which add to the limited time that providers have. This would facilitate communication.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- To flag doctors who overprescribe! Also to track Tramadol-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- Loosen search parameters-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Charlotte**
- See all of my notes above regarding the incorrect or misinformation that I encounter. I am glad for this opportunity to share my concerns with you. Thank you for asking us.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Dade**
- Faster and easier...allow staff to do it. Reports need to make more sense.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Duval**
- Integration of ALL medications into ONE large database that interfaces with EMRs will make physician work easier.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Duval**
- renewal of password-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Highlands**
- Access to other state data bases-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Lee**
- Speed of access-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Palm beach**
- Less server "freezes".-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pasco**
- Make use of PDMP mandatory especially for pain management prescribers-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pinellas**

- The ability to view my personal prescribing habits and the ability to compare to local, state, regional, national norms.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pinellas**
- It would be great if we could have it linked to other state databases in case we need to check a neighboring state or a relocated patient.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Santa Rosa**
- good program-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Sarasota**
- That it be mandatory for ALL prescribers and pharmacies to report.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Sarasota**
- password retrieval and gaining access-**Pharmacist-Academic practice-Duval**
- Rebecca...in your email you state "Evidence of its (PDMP) effectiveness is documented in the 2011 Medical Examiner's Drugs Identified in Deceased Persons Report which shows that deaths caused by oxycodone plunged by almost 18% in 2011, and overall drug deaths fell by 6.3%." What evidence are you referring to? I would be interested to hear more. I think the reduction in oxycodone is more likely a result of "negative press" on oxycodone and the change in prescriber dispensing of controlled substances, DEA actions (intimidation of pharmacies dispensing oxycodone) and not the PDMP alone. I think the PDMP is a great tool, but I'm unaware of any "evidence" that the PDMP has saved any lives.-**Pharmacist-Academic practice-Hillsborough**
- easier access for pharmacists and doctors-**Pharmacist-Academic practice, Hospital-based clinic-Seminole**
- Easier access-**Pharmacist-Chain pharmacy store-Alachua**
- Easier access!!!!!!-**Pharmacist-Chain pharmacy store-Bay**
- The search engine. It is only by not identifying sex of the patient can keep the system from omitting some patients-**Pharmacist-Chain pharmacy store-Bay**
- doctors that are excessive CII writers (don't know out of county) doctors specialty-**Pharmacist-Chain pharmacy store-Brevard**
- get information on there faster-**Pharmacist-Chain pharmacy store-Brevard**
- It should be mandated by law. The chain I work for mandates it be used on oxycodone 30mg rx's only. How ridiculous. The pharmacists tell the MDs to write for 15mg and they never do PDMPs-**Pharmacist-Chain pharmacy store-Brevard**
- less screens, boxes to fill out -**Pharmacist-Chain pharmacy store-Brevard**
- Other state fill information. Phone numbers to pharmacies patients have fill history at.-**Pharmacist-Chain pharmacy store-Brevard**
- Should make this as a requirement for all prescribers. They must check pt pdmp before prescribe any control prescription to patient-**Pharmacist-Chain pharmacy store-Brevard**
- 48 hour reporting instead of every 7 or 10 days resulting in a more real-time report. communication with other states' databases.-**Pharmacist-Chain pharmacy store-Broward**
- Data update should be instant not have a lag of 10 days, every single pharmacy should have to report control filling which is not happening-**Pharmacist-Chain pharmacy store-BROWARD**

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- data website sometimes not working-**Pharmacist-Chain pharmacy store-Broward**
- Don't ask us to change passwords.-**Pharmacist-Chain pharmacy store-Broward**
- Easier and faster accessibility-**Pharmacist-Chain pharmacy store-broward**
- Easy accessibility,-**Pharmacist-Chain pharmacy store-Broward**
- faster reporting-**Pharmacist-Chain pharmacy store-broward**
- Faster reporting-**Pharmacist-Chain pharmacy store-Broward**
- Faster updates-**Pharmacist-Chain pharmacy store-Broward**
- Have reports generate faster-**Pharmacist-Chain pharmacy store-BROWARD**
- How can we make PDMP mandatory in Florida in future? It will save many lives, save healthcare providers time, and focus on real healthcare.-**Pharmacist-Chain pharmacy store-Broward**
- It would be very useful if the patient information is updated faster -**Pharmacist-Chain pharmacy store-Broward**
- Make it a requirement for prescribers to use the pdmp before prescribing any controlled substances more than 5 day supply and provide them with an id number that they must record on the prescription order. This will ensure that the prescriber is aware of the patient's current and past medication use before prescribing more.-**Pharmacist-Chain pharmacy store-Broward**
- password issues, more convenient-**Pharmacist-Chain pharmacy store-Broward**
- Quicker report time by pharmacies.-**Pharmacist-Chain pharmacy store-Broward**
- reliable connection at all times-**Pharmacist-Chain pharmacy store-Broward**
- Reporting by pharmacies with 4 days-**Pharmacist-Chain pharmacy store-Broward**
- Sometimes you can't log in but probably will be fixed in time-**Pharmacist-Chain pharmacy store-BROWARD**
- Speed of system could be improved. Improving the timeliness of data addition into the system.-**Pharmacist-Chain pharmacy store-Broward**
- The system is often down. it would be helpful if the system was running without interruption more often-**Pharmacist-Chain pharmacy store-Broward**
- Update more frequently. Too many gaps in report (patient's complete control substance profile often not accurate, especially when dealing with poly-pharmacy rx's).-**Pharmacist-Chain pharmacy store-Broward**
- faster upload time for controlled meds-**Pharmacist-Chain pharmacy store-Broward county**
- simplify process for obtaining report-**Pharmacist-Chain pharmacy store-Charlotte**
- Access for support staff-**Pharmacist-Chain pharmacy store-citrus**
- No lag time when a controlled is dispensed.-**Pharmacist-Chain pharmacy store-Citrus**
- Country wide not limited to state.-**Pharmacist-Chain pharmacy store-clay**
- I am not sure if the site is always up to date. How often is it updated-**Pharmacist-Chain pharmacy store-Collier**

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- Update the information asap. It seems to take up to 2 weeks for prescriptions to show up on the site.-**Pharmacist-Chain pharmacy store-collier**
- Layout-**Pharmacist-Chain pharmacy store-Collier county**
- Most current information available (needs to be updated faster, a few weeks ago dispensed rxs not showing on current search)-**Pharmacist-Chain pharmacy store-Dade**
- Simplify the steps to get access to data results faster.-**Pharmacist-Chain pharmacy store-Dade**
- #1 stay online longer and with longer period between time out. #2 better searching, with last name only and DOB. #3 be able to share the information more with other professionals #4 Removing drug dispensing because it was return to stock. #5 Pharmacy and Doctors phone numbers on the report. -**Pharmacist-Chain pharmacy store-Duval**
- Better formatting for easier internet readability (e.g. horizontal vs. vertical frames or drop-down menus so patient results can be read all on one page without having to constantly scroll to the right)-**Pharmacist-Chain pharmacy store-Duval**
- Having the info more quickly. 7 days is sometimes too long--you do not know what drugs the patients have received most recently-**Pharmacist-Chain pharmacy store-Duval**
- Immediate report of a controlled substance that was dispensed instead of delayed report based on when a pharmacy reported to PDMP.-**Pharmacist-Chain pharmacy store-DUVAL**
- Need to be more accurate, if possible, whether or not a prescription was picked up or not. Have come across it being filled but not actually ever picked up at pharmacy because did customer could not afford it .-**Pharmacist-Chain pharmacy store-Duval**
- Requiring all pharmacies to report dispensing information more quickly.-**Pharmacist-Chain pharmacy store-Duval**
- Shared Pain management plans that: a. Outline the acute or short-term goal(s) including non-medication modalities b. Reassessment with multidisciplinary input from physicians, pharmacist, and behavioral practitioners as to compliance with initial regimens C. Diagnosis to match intensity of need with assessment-**Pharmacist-Chain pharmacy store-Duval**
- Technical/computer issues. Server errors occur every day, it's frustrating! Inability to connect to PDMP, Incredibly SLOW & often NO responses to passwords (seemingly occurs during periods of high computer volume. I'm guessing). The technology end of it is not up to a useful level. Please coordinate with the Various IT departments (Walgreens, Target etc...) to improve access (often we may try 3-4 times & never can connect--AN INCREDIBLE WASTE of TIME and it makes PDMP completely useless in these situations. If this does not improve, you'll lose users & never get practitioners to "buy in". Thank you for the survey and the Efforts to improve.-**Pharmacist-Chain pharmacy store-Duval and St. Johns County**
- Speed of the system-**Pharmacist-Chain pharmacy store-Escambia**
- Make the website more reliable (less "page cannot be loaded" messages), Also we get logged out too quickly and have to log back in for each patient.-**Pharmacist-Chain pharmacy store-Flagler**
- Increase use by clinicians. They still call the pharmacy for drug history reports which are only valid at my pharmacy. If they would use pdmp they would have a bigger picture-**Pharmacist-Chain pharmacy store-Gulf**

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- Support to help when issues occur like not locating a patient you know fills control substance-**Pharmacist-Chain pharmacy store-Hardee**
- Improved searching criteria-**Pharmacist-Chain pharmacy store-Hendry**
- make it faster-**Pharmacist-Chain pharmacy store-Hernando**
- mandatory for physicians to access before prescribing-**Pharmacist-Chain pharmacy store-Hernando**
- stop system for kicking out my sign on a regular basis-**Pharmacist-Chain pharmacy store-Hernando**
- to be easier to log in ,,and be up date with all patient records, and not to wait few days for new updates-**Pharmacist-Chain pharmacy store-Hernando**
- ability to see which Physicians are accepting or not accepting FLMED or Physicians that are cash clinics.-**Pharmacist-Chain pharmacy store-Hillsborough**
- enforcement by the boards-**Pharmacist-Chain pharmacy store-Hillsborough**
- In case of a need to reset password, please allow this this done be over phone or via fax , it is not possible to access personal emails from work.-**Pharmacist-Chain pharmacy store-Hillsborough**
- Please continue the program, wish it would take less time for control rxs to show up on report.-**Pharmacist-Chain pharmacy store-Hillsborough**
- Requires prescribers to check the PDMP before prescribing controlled substances.-**Pharmacist-Chain pharmacy store-Hillsborough**
- The information from the pharmacies should be uploaded daily to the system-**Pharmacist-Chain pharmacy store-HILLSBOROUGH**
- way of knowing all control substances filled are actually being reported and accounted for-**Pharmacist-Chain pharmacy store-Hillsborough**
- Give us more info on the pharmacy that does the dispensing and quicker update on patients dispense. Patient could get multiple fills before it gets registered. Also in order for this program to work, it has to be mandatory for pharmacies to be registered and the state has to make sure all pharmacies are and that all prescribers need to register-**Pharmacist-Chain pharmacy store-Hillsborough county**
- Need to upload information in days.-**Pharmacist-Chain pharmacy store-Hillsborough county**
- shorter lag time loading information into the system.-**Pharmacist-Chain pharmacy store-Hillsborough, Pasco, Hernando**
- Interface with other states' control rx registries. No way to tell if snow birds are doctor shopping/abusing.-**Pharmacist-Chain pharmacy store-Indian River**
- This information should be integrated into the patients' whole medical profile for clinical use. Instead, this system was set up for law-enforcement use and does not allow us to share complete information,-**Pharmacist-Chain pharmacy store-Indian River**
- Ease of access.-**Pharmacist-Chain pharmacy store-Lee**
- if you are going to do a survey and profession of pharmacy is a choice, then direct your questions to pharmacy and not prescribing. Last time I checked we do not prescribe. Chang

laws that Md's must prescribe in writing (their own handwriting) and that all prescriptions must be verified via telephone calls to the doctors personally, not his girlfriend or secretary or nurse. Watch how he/she will change their attitude about all their patients have a drug need.-**Pharmacist-Chain pharmacy store-lee**

- Less down time-**Pharmacist-Chain pharmacy store-Lee**
- speed of report printing and details needed to log in-**Pharmacist-Chain pharmacy store-lee**
- easier and quicker access on prescription input screen!-**Pharmacist-Chain pharmacy store-Leon**
- mandatory use-**Pharmacist-Chain pharmacy store-Leon**
- Highlight pill-mills. Patients social security number or other ID option should be available.-**Pharmacist-Chain pharmacy store-manatee**
- I'd like to have a link that took me directly to the patient query page. Then when I hit the submit button, I'd like the report to automatically come up, rather than having to go into the jobs menu and find the report I've requested-**Pharmacist-Chain pharmacy store-manatee**
- Patient name match does not come up if patient use different last name or first name. some people may be able to use middle name or last name in different doctor office.-**Pharmacist-Chain pharmacy store-Manatee**
- There seems to be a one week time lapse before filled rx's are reported in the PDMP database.-**Pharmacist-Chain pharmacy store-Marion**
- Guidelines as to what constitutes 'questionable prescribing'-**Pharmacist-Chain pharmacy store-Martin**
- Make all reporting daily all sources-**Pharmacist-Chain pharmacy store-Martin**
- Shorter length of time that the information is uploaded-**Pharmacist-Chain pharmacy store-Martin**
- Update it so works faster and this system has to be more comprehensive.-**Pharmacist-Chain pharmacy store-MIAMI**
- Decrease the amount of lag time between when a control substance is dispensed and when it shows up on the PDMP(right now I think there is a week lag time)-**Pharmacist-Chain pharmacy store-Miami Dade**
- Improve the Interface, find a way to manage the 5 to 7 day delay for reports to show up on the PDMP, add specific pharmacy location identifiers to the results page (ex. Pharmacy store #1234 with tel# (XXX-XXX-XXX).-**Pharmacist-Chain pharmacy store-MIAMI DADE**
- less delay time in reporting-**Pharmacist-Chain pharmacy store-Miami Dade**
- More up to date data-**Pharmacist-Chain pharmacy store-Miami Dade**
- Everyday reporting from the pharmacies. Doctors must use PDMP before writing c2 rx's.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- I noticed that if I misspell a patient's name by one letter, the search would not work. This should be fixed. I also tried searching a patient with an apostrophe in his name and he was not found in the search, while I know he has gotten control meds in Florida recently. Something needs to be improved in the name search.-**Pharmacist-Chain pharmacy store-Miami-Dade**

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- I would not require a new acknowledgement of the terms of use between each inquiry.-
Pharmacist-Chain pharmacy store-Miami-Dade
- listing of prescribers who write Rx's for large amount of C-II's on regular basis and usually for same patient-**Pharmacist-Chain pharmacy store-Miami-Dade**
- More easy.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Speed of loading-**Pharmacist-Chain pharmacy store-Miami-Dade**
- fewer steps to get too reports, shorter wait times for reports to generate, please connect to other states as well.-**Pharmacist-Chain pharmacy store-Monroe**
- Make it faster, integrate it with pharmacy software so it's easier to get profiles.-**Pharmacist-Chain pharmacy store-Monroe**
- Nationwide search via driver's license. Practicing in a vacation town limits the pdmp effectiveness when many visitors reside states outside of Florida.-**Pharmacist-Chain pharmacy store-Monroe**
- Pharmacy info downloaded daily-**Pharmacist-Chain pharmacy store-Okaloosa**
- Currently, after selecting prescriber/practitioner query, then log on then select query again. Instead, go directly to query after login. Also 1 check for confidentiality for time logged in instead of each time-**Pharmacist-Chain pharmacy store-Orange**
- Finding link to access site easier from home page-**Pharmacist-Chain pharmacy store-Orange**
- Include tramadol, gabapentin-**Pharmacist-Chain pharmacy store-Orange**
- Speed-**Pharmacist-Chain pharmacy store-Orange**
- speed of website-**Pharmacist-Chain pharmacy store-orange**
- Wish more people were using. wish there was more word on it!-**Pharmacist-Chain pharmacy store-orange**
- post new data needs more faster.-**Pharmacist-Chain pharmacy store-orange county**
- Wish the reporting can be linked somehow to the PDMP-**Pharmacist-Chain pharmacy store-ORANGE COUNTY**
- push more providers to put all information about controlled substances so it will make database more powerful without loopholes.-**Pharmacist-Chain pharmacy store-Osceola**
- 100 percent of controlled substances show on profile. Some fills do not show up.-
Pharmacist-Chain pharmacy store-Palm beach
- An algorithm that would help us determine potential "red flags" for quicker decisions on whether to dispense or not-**Pharmacist-Chain pharmacy store-Palm Beach**
- immediate process by system instead of delayed so the transaction can be seen with minutes-**Pharmacist-Chain pharmacy store-palm beach**
- Interface. And password requirements-**Pharmacist-Chain pharmacy store-Palm beach**
- integrate it with Walgreens system so it's more streamline for us-**Pharmacist-Chain pharmacy store-palm beach**
- Maybe make it a little faster-**Pharmacist-Chain pharmacy store-Palm beach**

- Site load times (bandwidth)-**Pharmacist-Chain pharmacy store-Palm Beach**
- the time it takes for system to load-**Pharmacist-Chain pharmacy store-palm beach**
- Update daily and make online access quicker-**Pharmacist-Chain pharmacy store-Palm beach**
- do not change password so much-**Pharmacist-Chain pharmacy store-palm beach county**
- Faster-**Pharmacist-Chain pharmacy store-palm beach county**
- Quicker turnaround time for data information into system-**Pharmacist-Chain pharmacy store-Palm beach county**
- Keep me logged in. The fact that it logs me off so often makes me less likely to use it-**Pharmacist-Chain pharmacy store-Pasco**
- registered pharmacy technicians should have access-**Pharmacist-Chain pharmacy store-Pasco**
- Mandatory use by prescribing physicians. Many if not ALL the practices I've contacted concerning doctor shopping, inappropriate use, or other clinically relevant issue, the practices are "surprised" by my discoveries and "will look into" that issue or patient. Although prescribing physicians have access, what would compel them to use a data base that could potentially give them information/reason to discharge a "cash paying" patient? Not using the PDMP system is part of the "due diligence" required by State and Federal Law. Yet, prescribing physicians are exempt from performing this basic and necessary function.-**Pharmacist-Chain pharmacy store-Pasco/Pinellas**
- Add phone # of md and pharmacy for each fill to allow contact information for those providers be more readily available.-**Pharmacist-Chain pharmacy store-Pinellas**
- Allowing technicians access-**Pharmacist-Chain pharmacy store-Pinellas**
- Decreasing the delay in information availability for recent prescriptions-**Pharmacist-Chain pharmacy store-Pinellas**
- ease of changing password-**Pharmacist-Chain pharmacy store-Pinellas**
- if physicians would use it-**Pharmacist-Chain pharmacy store-Pinellas**
- it seems sometimes that the most recent dispensing is missing.-**Pharmacist-Chain pharmacy store-Pinellas**
- It's fine right now-**Pharmacist-Chain pharmacy store-Pinellas**
- Let support staff / pharmacy technicians log in and print reports for us to review when they are under the direct supervision of the pharmacist-**Pharmacist-Chain pharmacy store-Pinellas**
- Let support staff / pharmacy technicians log in and print reports for us to review when they are under the direct supervision of the pharmacist-**Pharmacist-Chain pharmacy store-Pinellas**
- nothing, just keeping system accessible-**Pharmacist-Chain pharmacy store-Pinellas**
- The ability to look up doctors, not just patients. For example, chronic pain patient presents and you want to help them, however, you have no knowledge about the legitimacy of their doctor-**Pharmacist-Chain pharmacy store-Pinellas**

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- The one thing would for eventually the system to become national. Being in Florida we have so many snow birds and people who vacation for months at a time where we can only see what they get while in Florida-**Pharmacist-Chain pharmacy store-Pinellas**
- access to other states-**Pharmacist-Chain pharmacy store-Polk**
- If prescription is filled recently or patient paid cash (without insurance) doesn't show up. Not all pharmacies show up in patient profile (only major chain pharmacies, no private pharmacies). under 18 years not showing up.-**Pharmacist-Chain pharmacy store-Polk**
- it should be mandatory and updated daily-**Pharmacist-Chain pharmacy store-Polk**
- make it mandatory for doctors to use the system and notate on their prescriptions date and time that they accessed system. This could be useful when we see pt has used multiple doctors/pharmacies in the past and I believe it would hold the doctor more accountable.-**Pharmacist-Chain pharmacy store-Polk**
- Posting info about current guidelines of pain mgmt may make pharmacists more comfortable in accepting or denying prescriptions. I have been working with mgmt to try to get more education out there for pharmacists, so they can gain knowledge and confidence and play a more active role in addressing the appropriateness of a pt's therapy.-**Pharmacist-Chain pharmacy store-Polk**
- speed up the website, don't require that user acknowledge the terms of use each time-**Pharmacist-Chain pharmacy store-Polk**
- too slow. there have been occasions when I've been on the phone w/ an md office, we both access at same time and we get different results-**Pharmacist-Chain pharmacy store-Polk**
- It is working good the way it is.-**Pharmacist-Chain pharmacy store-Saint Lucie**
- all practitioners using system faithfully-**Pharmacist-Chain pharmacy store-Sarasota**
- Reporting to system by prescribers should be mandatory whenever they write a control substance and the information then could be compared to rx presented. Patients have told me they have had rxs filled at independent pharmacies but I don't see the information on their profile-**Pharmacist-Chain pharmacy store-Sarasota**
- Access to mail order prescription data for Florida residents-**Pharmacist-Chain pharmacy store-Seminole**
- Advance to identify pain mills and md that have questionable reputation like md pizza-**Pharmacist-Chain pharmacy store-Seminole**
- have one, and only one login screen before accessing data-**Pharmacist-Chain pharmacy store-Seminole**
- Faster access to view query table-**Pharmacist-Chain pharmacy store-St Johns**
- Upload "view query table" faster than NORMAL-**Pharmacist-Chain pharmacy store-St Johns**
- get information in real time and require all pharmacies to report-**Pharmacist-Chain pharmacy store-St. Lucie**
- If possible, incorporation into pharmacy system for faster access.-**Pharmacist-Chain pharmacy store-St Lucie**

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- Pharmacies should be required to report dispensed medications sooner than the current requirement, because some patient's pay cash.-**Pharmacist-Chain pharmacy store-St Lucie**
- up to the minute reporting-**Pharmacist-Chain pharmacy store-St Lucie**
- faster internet communication.-**Pharmacist-Chain pharmacy store-St. Lucie**
- Easier password reset. Mandatory registration. All doctors and pharmacists should be required to at least register in order to renew their license. Often I encounter physicians and pharmacists who have no idea what I am talking about or how to access the information to which I am referring.-**Pharmacist-Chain pharmacy store-Volusia**
- Put the phone number of the pharmacy where drugs were filled and update faster.-**Pharmacist-Chain pharmacy store-Volusia**
- Ability to search simply by date of birth only. Some Doctor / pharmacy shopping people I have come across uses several different last names (or hyphenate their last names at some places and then uses only one part of their hyphenated name in other places)....making them hard to find. I would LOVE, absolutely love seeing that the Florida PDMP link to other states'. So many patients cross the state line. I love using the PDMP system - it gives me knowledge so I can approach the patient realistically, and not just on a hunch that they are misusing. Also, if we are able to sort report several different ways. I like that it sorts by date now, by would be great if we can click on one button and it sorts data by pharmacy or by doctor.-**Pharmacist-Chain pharmacy store-**
- Access to the system, updating your password, ways of changing your password. I have never been able to get into the system. It just shows how incompetent government is in general and Florida is specifically.-**Pharmacist-Chain pharmacy store-**
- collect information faster and be more up to date-**Pharmacist-Chain pharmacy store-**
- Easier Navigation-**Pharmacist-Chain pharmacy store-**
- I would not focus on the "doctor shopping" aspect. I would focus on "legit pain mgmt doctors/clinics" and their history of cocktailing and excessive qty prescribing. The ability to input driver license info or identification info to cross reference to DMV in real time for current, active ids, and maybe cross reference to a central police data base to get "offenders" off the street.-**Pharmacist-Chain pharmacy store-**
- Include more recent information (within the past 2 weeks)-**Pharmacist-Chain pharmacy store-**
- Less than weekly updates-**Pharmacist-Chain pharmacy store-**
- More updated time of patient receiving last medication. One profile for the patient-**Pharmacist-Chain pharmacy store-**
- Please keep the user logged into the system longer.-**Pharmacist-Chain pharmacy store-**
- quicker entries, user is taking about 5 days to see entry when rx purchased elsewhere-**Pharmacist-Chain pharmacy store-**
- The speed and remove the requirement that I accept the terms every time that I look someone up.-**Pharmacist-Chain pharmacy store-**
- Updating data, takes 2 weeks to update very current fills of prescriptions-**Pharmacist-Chain pharmacy store, Institutional pharmacy (hospital, nursing home, etc.)-Orange, Volusia, Seminole**

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- Password requires changes too often.-**Pharmacist-Emergency room-Polk**
- allow pharm D student access-**Pharmacist-Hospital: inpatient primarily-Duval**
- Very hard to use program, would clean it up to make easier to read-**Pharmacist-Hospital: inpatient primarily-Hillsborough**
- Linking the Florida Database with other states-**Pharmacist-Hospital: inpatient primarily-Polk**
- make it more user friendly and faster to access data-**Pharmacist-Hospital: inpatient primarily-Sarasota**
- Providing frequency meds are prescribed-**Pharmacist-Hospital: inpatient primarily-Sarasota**
- Faster times between screens, less "clicks" to perform a search.-**Pharmacist-Hospital-based clinic-Alachua**
- Password reset is a pain. Hopefully this has been resolved but it did not let me know my password was expired and needed to be changed. System let me try multiple times to sign in and never indicated it was a password expiration issue. We also have seen different results depending on how you enter the first name of the patient. There is also concern with pulling up different patients with same name and DOB.-**Pharmacist-Hospital-based clinic-Alachua**
- let the pharmacy technicians sign on with access-**Pharmacist-Hospital-based clinic-Broward**
- the user friendliness of the site overall.-**Pharmacist-Hospital-based clinic-Pinellas**
- Identify if prescriptions are being filled by a healthcare facility.-**Pharmacist-Hospital-based clinic, Independent pharmacy, Institutional pharmacy (hospital, nursing home, etc.)-Duval**
- Improve communication between pharmacist and staff-**Pharmacist-Independent pharmacy-BAKER**
- Make DOB easier to input. Allow for longer look up than 1 year-**Pharmacist-Independent pharmacy-BREVARD**
- And phone numbers-**Pharmacist-Independent pharmacy-Broward**
- Doesn't always show data I have uploaded/-**Pharmacist-Independent pharmacy-Broward**
- Easier sign on, Perhaps store ID instead of individual. Assurance of no prosecution after referring to PDMP,-**Pharmacist-Independent pharmacy-Broward**
- It would be nice if this system can be in place for the wholesalers also-**Pharmacist-Independent pharmacy-BROWARD**
- Make the PARS easier to read, ensure all data is correct.-**Pharmacist-Independent pharmacy-Broward**
- maybe put spot for driver's license number or FL id number as a faster look up.-**Pharmacist-Independent pharmacy-Broward**
- permanent passwords and eliminate time outs-**Pharmacist-Independent pharmacy-Broward**
- quicker-**Pharmacist-Independent pharmacy-Broward**

- Quicker access to website and sign on. Keep same password-**Pharmacist-Independent pharmacy-Broward**
- report view better instead of having a big column to left, make that smaller, so more of pt info visible without having to scroll to sides.-**Pharmacist-Independent pharmacy-Broward**
- Require all pharmacies and drs to report to pdmp. also require patients to give social security card to provider to guarantee that the patient is who they say they are.-**Pharmacist-Independent pharmacy-Broward**
- So far is working good-**Pharmacist-Independent pharmacy-BROWARD**
- speed-**Pharmacist-Independent pharmacy-Broward**
- As a pharmacist I find MDs do not routinely use the PDMP-**Pharmacist-Independent pharmacy-Charlotte**
- I think the PDMP is a great program. I personally believe addiction to be a social disease and the pain clinics are the only way many of these clients see a doctor. I wish the pain clinics would screen these clients for diseases associated with their drug use, to protect the rest of society and their families. The program limits the drug availability to these clients, and to a large extent limits the sale of these products to the general public -**Pharmacist-Independent pharmacy-Dade**
- At times I don't see the complete profile of patients because of variations in the name entered. Some pharmacist add middle name initial JR,SR after the name to identify. The PDMP should link all name variations under one account so proper identification can be made. Also there is no audit to make sure everyone is entering the data and at times I don't find the record online.-**Pharmacist-Independent pharmacy-Duval**
- Ease of use & Quicker access-**Pharmacist-Independent pharmacy-DUVAL**
- easy printable summaries to fax md if asked-**Pharmacist-Independent pharmacy-Duval**
- I don't know if it's my internet but I do not get information on patients that have admitted to receiving controls.-**Pharmacist-Independent pharmacy-Duval**
- more timely updates-**Pharmacist-Independent pharmacy-Duval**
- speed and availability-**Pharmacist-Independent pharmacy-Duval**
- Create some easy to share data with neighboring states. Especially in the counties that border these states.-**Pharmacist-Independent pharmacy-Escambia**
- Make checking the PDMP website mandatory for prescribers when prescribing controlled substances for a patient. As a pharmacist, I have seen the scenario a thousand times where the same prescribers are prescribing controlled substances for patients who are seeing other prescribers and receiving controlled substances from them. As I understand correctly, these prescribers are collecting office visit fees and, as a pharmacist, I catch these patients and call the prescriber who then cancels the prescriptions and keeps the office visit fees. Where is any compensation for me as the prescriptions have now been cancelled?-**Pharmacist-Independent pharmacy-Escambia**
- Need more information on how to correct errors in the prescription file reporting system - ways to overwrite errors submitted incorrectly - now shows up as duplicate file information.-**Pharmacist-Independent pharmacy-Hernando**
- Ability to edit submitted data-**Pharmacist-Independent pharmacy-Hillsborough**

- Daily updates. Enforcing prescribers to use system before prescribing.-**Pharmacist-Independent pharmacy-Hillsborough**
- Date of birth search that shows all patients and medication report profile-**Pharmacist-Independent pharmacy-Hillsborough**
- having all pharmacies participate-**Pharmacist-Independent pharmacy-Hillsborough**
- I LIKE IT-**Pharmacist-Independent pharmacy-HILLSBOROUGH**
- make it mandatory for all prescribers with DEA# to use prior to prescribing a controlled substance of any class.-**Pharmacist-Independent pharmacy-Hillsborough**
- Make sure site is never down...at least during regular pharmacy hours. As I said prior...print the information in date order...it jumps around too much and is difficult to get true picture easily.-**Pharmacist-Independent pharmacy-Hillsborough**
- Make usage mandatory by physicians and pharmacists-**Pharmacist-Independent pharmacy-Hillsborough**
- Need to have upload done on a regular basis. Sometimes information is transmitted by pharmacy but not uploaded at PDMP level-**Pharmacist-Independent pharmacy-Hillsborough**
- Since it's not updated regularly, we just had a patient drop off 2 narcotic and a controlled rx's which insurance told us that they paid for the exact medications from Wal-Mart 8 days ago but the report did not have any record of that... Disappointed with the result... We might have missed that intervention if it's a "cash" patient...-**Pharmacist-Independent pharmacy-Hillsborough**
- to spend less time to log in-**Pharmacist-Independent pharmacy-Hillsborough**
- Each pharmacy send data everyday instead of every 7 days-**Pharmacist-Independent pharmacy-LEE**
- proper information of prescriber and patient-**Pharmacist-Independent pharmacy-levy**
- don't make us change the password-**Pharmacist-Independent pharmacy-manatee**
- Would like to stay longer period of time, after first login. Right Now it does not give much time after first login. Need more time after login in the PDMP main page.-**Pharmacist-Independent pharmacy-MARION**
- Currently I see a lack of up to date information on patient's controlled substance utilization in these reports. I feel not too many pharmacies are reporting their utilization or it is taking too long (even months) for the PDMP website to reflect correct patient's utilization. I find that refills we have dispensed and reported to the pdmp website do not show up when we do a report for that patient. PDMP will be a great tool to control doctor shopping and controlled substance abuse when reporting becomes mandatory and concurrent. thanks-**Pharmacist-Independent pharmacy-Miami Dade**
- Make it mandatory and with fines for doctors who do not use it. reason is patient doctor shop for their cocktail of drugs from different doctors....-**Pharmacist-Independent pharmacy-Miami Dade**
- simplify-**Pharmacist-Independent pharmacy-Miami Dade**
- easier Access-**Pharmacist-Independent pharmacy-MIAMI-DADE**
- Alert provider about misuse-**Pharmacist-Independent pharmacy-Orange**

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- make it more user friendly-**Pharmacist-Independent pharmacy-orange**
- make it point Of sale-**Pharmacist-Independent pharmacy-orange**
- To find a way to make provision to supply all the cancer and chronic ill patients their pain medications.-**Pharmacist-Independent pharmacy-Orange County**
- no recommendations-**Pharmacist-Independent pharmacy-Osceola**
- saving patients information in system after checking pdmp for first time.-**Pharmacist-Independent pharmacy-palm beach**
- Make it easier to use.-**Pharmacist-Independent pharmacy-palm beach county**
- arrest information-**Pharmacist-Independent pharmacy-Pasco**
- Please add serial numbers for prescriptions for better tracking and allow doctors to only use pads purchased from the government.-**Pharmacist-Independent pharmacy-POLK**
- longer expiration dates for passwords-**Pharmacist-Independent pharmacy-Putnam**
- mandatory use by pharmacists and physicians-**Pharmacist-Independent pharmacy-Sarasota**
- PAR format-**Pharmacist-Independent pharmacy-Seminole**
- should be mandatory for all providers-**Pharmacist-Independent pharmacy-Seminole**
- For prescriptions that are not picked up by the patient, have a mechanism in place that would allow the pharmacy to remove the prescription from the PDMP once the prescription had been voided at the pharmacy.-**Pharmacist-Independent pharmacy-st johns**
- Stop auto password reset -**Pharmacist-Independent pharmacy-ST LUCIE**
- stop passwords from expiring-**Pharmacist-Independent pharmacy-st.lucie**
- make Alabama report on ours also-**Pharmacist-Independent pharmacy-Walton**
- Hard to navigate.-**Pharmacist-Independent pharmacy-**
- have a reasonable formulary of the drugs you think you need to monitor - pain meds for cats and dogs and hormones for women should be exempt-**Pharmacist-Independent pharmacy-**
- longer password effective times-**Pharmacist-Independent pharmacy-**
- Reporting quicker would be helpful. Sometimes there is a delay of up to one week.-**Pharmacist-Independent pharmacy-**
- weekly report format-**Pharmacist-Independent pharmacy-**
- Easier for return users-**Pharmacist-Institutional pharmacy (hospital, nursing home, etc.)-Pasco**
- Faster upload of data into the database (perhaps real-time, or at least same-day) to reduce pharmacy shopping-**Pharmacist-Other (please specify): Community Pharmacy-Volusia**
- There doesn't appear to be anyone monitoring which pharmacies are reporting vs not reporting. If a pharmacy doesn't report there is no follow up by the PDMP, therefore no consequences to not reporting-**Pharmacist-Other (please specify): Corp. Management-Broward, Miami-Dade, St Petersburg**

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- the ease of using the site could use some evaluation to decrease keystrokes and save time-**Pharmacist-Other (please specify): grocery chain-Volusia**
- Real time data. Prescriber input when the controlled substance is actually prescribed-**Pharmacist-Other (please specify): hospital-outpatient-**
- Improving format of reports and printouts.-**Pharmacist-Other (please specify): MTM practice plus retail, part-time-Lee**
- somewhat cumbersome-**Pharmacist-Other (please specify): relief pharmacist retail pharmacies-Lake, Orange, Seminole, Marion**
- quicker access-**Pharmacist-Small private office (5 or fewer practitioners)-Orange**
- The data should be updated almost every day I have notice at least a week of data is being reported late during which the pts can actually fill without popping on the website. also children's profiles should also be updated no age restriction because I have pts who are kids and cannot actually confirm if the parents are doctor shopping with the kids names-**Pharmacist- -Osceola**
- make it automatic with patient sign in-**Physician Assistant-Emergency room-Brevard County**
- Reporting to the PDMP should be immediate or same day. There are people who get Rx from multiple sites within a few days' time and they are not getting caught because of the 7 day lag time in reporting to the DB.-**Physician Assistant-Emergency room-Lake**
- Change requirements for password changes-**Physician Assistant-Emergency room-Orange**
- stop the server downtimes-**Physician Assistant-Emergency room-palm beach**
- Ease of website to use-**Physician Assistant-Emergency room-Polk**
- The system is great. I wish it were national because of our large tourist base. I only wish more providers would quit hiding and use it more often because they are afraid of confrontation. Thank you for this resource.-**Physician Assistant-Large private office (6+ practitioners)-Palm Beach**
- More practitioner involvement/participation, ability to add personal case notes on patients. Cross with information from other states possibly?-**Physician Assistant-Other (please specify): military clinic-Monroe**
- automatically flag to providers when excessive amounts are being prescribed or have pharmacists contact prescriber when excessive amounts are being reached, not weeks after the incidents-**Physician Assistant-Small private office (5 or fewer practitioners)-Leon**
- iPad iPhone -**Physician Assistant-Small private office (5 or fewer practitioners)-Pinellas**
- iPhone.-**Physician Assistant-Small private office (5 or fewer practitioners)-Pinellas**
- If there was some way to cover state to state-**Physician Assistant-Small private office (5 or fewer practitioners)-Putnam**
- reports need to be update more often, unable to see past week of prescriptions-**Physician Assistant-Small private office (5 or fewer practitioners), Emergency room-Okaloosa**

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30. What do you like MOST about the website?

- That I can verify if pt has got narcotics dispensed from a provider recently and how much and of what type. Working in the ER this allows me to determine if the pt may have a pain management doctor and if the patient may or may not be abusing narcotics.-**Advanced Registered Nurse Practitioner-Emergency room-Hillsborough**
- Ability to confirm abuse patterns. able to show pts that there is a record of their medications-**Advanced Registered Nurse Practitioner-Emergency room-Lake**
- access to information-**Advanced Registered Nurse Practitioner-Emergency room-Polk**
- easy to use-**Advanced Registered Nurse Practitioner-Hospital: inpatient primarily-Orange**
- Easy to access-**Advanced Registered Nurse Practitioner-Hospital-based clinic-Broward**
- After logging in, accessing the date is easy.-**Advanced Registered Nurse Practitioner-Hospital-based clinic-Duval**
- The fact that we have one now.-**Advanced Registered Nurse Practitioner-Hospital-based clinic-Lake**
- relatively easy to use-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-Seminole**
- The fact that I am no longer flying blind with pts, I have also noticed a dramatic decrease in pts doctor and/or narcotic seeking which has been very nice as this was a big challenge in the past!!!-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners), Emergency room-Orange and Hillsborough**
- Helps me identify patients who are doctor shopping.-**Advanced Registered Nurse Practitioner-Other (please specify): Urgent Care-Broward**
- It is rarely down or inaccessible.-**Advanced Registered Nurse Practitioner-Other (please specify): Urgent Care-Escambia**
- That it covers the entire state of FL. We have some patients who travel to/from other counties for care. Some are legitimate, do to job, but others are "shopping" for drugs!-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Pinellas**
- It's a start-**Dentist-Large private office (6+ practitioners)-Saint Lucie**
- Comprehensive information.-**Dentist-Other (please specify): Independent contractor, multi-office-Orange and Osceola**
- Access to data including doctors prescribing and pharmacies filling prescriptions.-**Dentist-Small private office (5 or fewer practitioners)-Indian River**
- It gives me a quick reference to the prescription history of my patients, when prescribing narcotic analgesics. As a dentist, this category of drug is prescribed often.-**Dentist-Small private office (5 or fewer practitioners)-Manatee**
- don't know-**Dentist-Small private office (5 or fewer practitioners)-Pinellas**
- I haven't seen it. It does not make an impact anyway. If a person has severe pain, I'm supposed to pay attention to it and attempt to manage it. I do lots of painful procedures so I

write prescriptions for the pain. While I understand the backlash against "pill mills" it does not change what legitimate prescribers have to do and what they face. I have the feeling that clever abusers will find ways to get around what we are trying to do anyway. The people that present to me in pain have pretty clear cut symptoms both clinically and radiographically.-

Dentist-Small private office (5 or fewer practitioners)-Saint Lucie

- Easy to use and information about pt. prescriptions history.-**Dentist-Small private office (5 or fewer practitioners)-Santa Rosa**
- Gives background info on patients drug use.-**Dentist-Small private office (5 or fewer practitioners)-**
- nothing how about an eforcse main page with a simple log in like my online bank has-**Dentist-Small private office (5 or fewer practitioners)-**
- ease of use, quick access to data-**Medical Doctor (Allopathic Physician)-Academic practice-Volusia**
- Access is on web not program-based. Limited to only practitioners-**Medical Doctor (Allopathic Physician)-Academic practice-**
- fast access to critically important information-**Medical Doctor (Allopathic Physician)-Academic practice, Hospital: inpatient primarily-Alachua**
- PAR-**Medical Doctor (Allopathic Physician)-Academic practice, Hospital: inpatient primarily-Palm Beach**
- It's accuracy.-**Medical Doctor (Allopathic Physician)-Emergency room-Broward**
- ease of typing info-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- I like the fact that the name search picks up names that are similar to the one I'm searching.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- The info it provides.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- The info. about when prescription was filled and how many pills were prescribed.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- Has more frequently identified a patient as non-abuser rather than the reverse-**Medical Doctor (Allopathic Physician)-Emergency room-Gulf**
- Since I am an Emergency physician, almost every patient is a new patient. The database has been an amazing resource that allows me to determine if my patient really needs medication, or if I am the 4th doctor they have seen this week asking for drugs. I actually print out the report, sit down with the patient, and go over it. When they say "I didn't get that prescription for 120 Percocet from Dr. Feelgood yesterday, someone must be using my name!". My response is, "Let's call the police to investigate". They politely decline, and leave with a prescription for Motrin and a referral to our local mental health clinic.-**Medical Doctor (Allopathic Physician)-Emergency room-Indian River**
- Easy-**Medical Doctor (Allopathic Physician)-Emergency room-Lee**
- FAIRLY EASY-**Medical Doctor (Allopathic Physician)-Emergency room-Lee**
- Very useful-**Medical Doctor (Allopathic Physician)-Emergency room-Leon**
- Gives a lot of information in a small amount of space.-**Medical Doctor (Allopathic Physician)-Emergency room-Okaloosa**

- Ease of use-**Medical Doctor (Allopathic Physician)-Emergency room-Palm Beach**
- availability and ease of use-**Medical Doctor (Allopathic Physician)-Emergency room-Saint Johns**
- Provides accurate consolidated information.-**Medical Doctor (Allopathic Physician)-Emergency room-Volusia**
- The info-**Medical Doctor (Allopathic Physician)-Emergency room-**
- Irrelevant-**Medical Doctor (Allopathic Physician)-Hospital: inpatient primarily-Martin**
- Provides very valuable information especially when dealing with a substance abusing patient population-**Medical Doctor (Allopathic Physician)-Hospital: inpatient primarily, Other (please specify): Outpatient substance abuse-Pinellas**
- Really, fairly easy to use once established-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Alachua**
- This is a fantastic tool to stop patient doctor shopping and provide appropriate care to real pain patients.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Columbia, Alachua, Marion and Lake County**
- The map is cool-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Escambia**
- Good data, when I can actually login-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Hillsborough**
- having access to the information it provides-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Hillsborough**
- That u can put in date ranges-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Lee**
- That the data is available in a centralized location.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Sarasota**
- Can't say, I can't login-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-**
- its existence-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners), Other (please specify): urgent care-Broward**
- Ability to know about diversions and prevent patients from overdose , dealing, and help us to be more couscous and preventive in taking care about patients and us/physicians protect from patients scamming and getting us in trouble-**Medical Doctor (Allopathic Physician)-Other (please specify): Corporation S/One Physician Medical Clinic with multidisciplinary subspecialties-Alachua**
- Names of other doctors listed.-**Medical Doctor (Allopathic Physician)-Other (please specify): non-profit clinic-Palm Beach**
- Data on dates filled, pharmacies, dispense amounts, etc-**Medical Doctor (Allopathic Physician)-Other (please specify): Non-Profit clinic-Sarasota**
- I know exactly what someone is getting, and from who else, too-**Medical Doctor (Allopathic Physician)-Other (please specify): Sold practice and relocated out of state-Osceola**

E-FORCSE Survey Results

- Accuracy-**Medical Doctor (Allopathic Physician)-Other (please specify): Urgent care-Escambia**
- Ease of use-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Broward**
- It's got many options-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Broward**
- great to have the data-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Collier**
- Availability-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Duval**
- I can check how my patients fill their meds-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- easy to use-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- It provides details about ant single script filled by the patient.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- Seeing patient's prescription history-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- simplicity-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Lee**
- accuracy of information-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Lee**
- Complete report by patient.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Leon**
- data-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Manatee**
- easy to navigate-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Okaloosa**
- The maps and the detailed information.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Osceola**
- ability to monitor patients outside use of other providers or doctor shopping.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Palm Beach**
- Information provided-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Palm Beach**
- quick access to the information-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pasco**
- Easy-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**
- PAR access-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**

- **Simple-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**
- **Easy, fast and up-to-date-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Polk**
- **that it exists-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Saint Johns**
- **contains very important information that may not be relayed by the patient correctly.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Seminole**
- **Easy access and better understanding at first hand-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Seminole**
- **The accuracy and ability to rule out prescription abuse-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Seminole**
- **ability to see what was filled by other providers-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Volusia**
- **Info i get-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Walton**
- **It's easy to access, easy to use, very available.-Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-**
- **Assumed accuracy & ease of use-Medical Doctor (Allopathic Physician)- -**
- **Information. Basically everything.-Osteopathic Physician-Academic practice-Broward**
- **Ability to check patient's script history.-Osteopathic Physician-Academic practice-Orange**
- **speed of access-Osteopathic Physician-Emergency room-Escambia**
- **ability to see all prescriptions from all prescribers-Osteopathic Physician-Emergency room-Pinellas**
- **The available information-Osteopathic Physician-Emergency room-Saint Johns**
- **its existence-Osteopathic Physician-Emergency room-Volusia**
- **the fact that it is there. Being a hospitalist, i see many patients return again and again, requesting narcotics. Having the database and actually having a leg to stand on when confronting a patient about abuse potential really helps. I hope that the patients that are actually "doctor shopping" and coming to the ER's complaining of "chest pain" and requesting dilaudid will realize that we now have a database that tracks their "habits" and they will stop abusing drugs-Osteopathic Physician-Hospital: inpatient primarily-**
- **the information provided-Osteopathic Physician-Large private office (6+ practitioners)-Duval**
- **I like the ability to verify the drug history before I prescribe.-Osteopathic Physician-Large private office (6+ practitioners)-Hillsborough, Pinellas, Manatee**
- **Knowledge obtained-Osteopathic Physician-Large private office (6+ practitioners)-Pinellas**
- **Ease of use-Osteopathic Physician-Large private office (6+ practitioners)-**

E-FORCSE Survey Results

- Being able to have a slightly broader search than just the exact name and DOB.-
Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward
- ease of use-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- fast efficient user friendly-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- Info available to confront patients with when they ask for narcotics-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- Ease of logon.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Charlotte**
- its available-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Charlotte**
- Did not use it. Only once-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Duval**
- Easy use-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Lee**
- I have an insider view of my patient's compliance and feel more comfortable in my practice using this database. I have been able to identify and refer problem patients to addiction centers and psychotherapies as well as deal with contract infractions (multiple prescribers).-
Osteopathic Physician-Small private office (5 or fewer practitioners)-Miami-Dade
- Easy and quick-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Orange**
- The ability to track narcotic prescriptions by doctor, location of narcotic pickup.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Palm Beach**
- It saves patient data for future reference.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pasco**
- Easy access-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pinellas**
- The fact that it exists.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pinellas**
- Ease of interpreting the reports.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Santa Rosa**
- That it is correct and reliable 99% of the time.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Santa Rosa**
- easy access-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Sarasota**
- Getting accurate picture of patient's use of medication.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Sarasota**
- It is easy to use.-**Pharmacist-Academic practice, Chain pharmacy store-Hillsborough**
- law enforcement is using it-**Pharmacist-Academic practice, Hospital-based clinic-Seminole**
- accuracy of information-**Pharmacist-Chain pharmacy store-Alachua**

E-FORCSE Survey Results

- being able to assess pt drug use-**Pharmacist-Chain pharmacy store-Alachua, Bradford, Putnam, Marion**
- Florida is a large state with multiple shyster physicians who will prescribe anything for the right money. -**Pharmacist-Chain pharmacy store-Bay**
- Ability to see fills history at pharmacies other than mine-**Pharmacist-Chain pharmacy store-Brevard**
- address and phone number of pharmacies used all entries of possible addresses for patient nice big fonts-**Pharmacist-Chain pharmacy store-Brevard**
- give you a report of all control med pt obtained at any pharmacies, qty, date, and amount-**Pharmacist-Chain pharmacy store-Brevard**
- reliable for history beyond last 30 days-**Pharmacist-Chain pharmacy store-Brevard**
- the detailed results of last fill date and doctor name-**Pharmacist-Chain pharmacy store-Brevard**
- Ability to see if patients are pharmacy shopping and doctor shopping.-**Pharmacist-Chain pharmacy store-Broward**
- Allows its participants to make more informative decisions.-**Pharmacist-Chain pharmacy store-Broward**
- ease of use-**Pharmacist-Chain pharmacy store-Broward**
- easy access-**Pharmacist-Chain pharmacy store-Broward**
- Easy and fast access to support, very helpful-**Pharmacist-Chain pharmacy store-Broward**
- Easy to access-**Pharmacist-Chain pharmacy store-Broward**
- easy to use and generate report to see pt history.-**Pharmacist-Chain pharmacy store-Broward**
- finding doctor shopping-**Pharmacist-Chain pharmacy store-Broward**
- Improves pt care by limiting over prescribing of narcotics-**Pharmacist-Chain pharmacy store-Broward**
- It's easy to use , secured and also gives a fair idea of drug use patterns of each patient-**Pharmacist-Chain pharmacy store-Broward**
- statewide information-**Pharmacist-Chain pharmacy store-Broward**
- The details it provides about prescription use at other pharmacies-**Pharmacist-Chain pharmacy store-Broward**
- the information-**Pharmacist-Chain pharmacy store-Broward**
- The report for the patient, it's a great help-**Pharmacist-Chain pharmacy store-Broward**
- You can see the patient control activities, if all things being equal.-**Pharmacist-Chain pharmacy store-Broward**
- when it works I can find abuse or overuse-**Pharmacist-Chain pharmacy store-Broward**
- ease of use-**Pharmacist-Chain pharmacy store-Citrus**
- The ability to verify what is being dispensed for this patient.-**Pharmacist-Chain pharmacy store-Citrus**

E-FORCSE Survey Results

- Being to look up the patients history, in order to provide them better service.-**Pharmacist-Chain pharmacy store-Clay**
- Able to see all control mess prescribed.-**Pharmacist-Chain pharmacy store-Clay**
- quick access-**Pharmacist-Chain pharmacy store-Collier**
- Being able to make better professional decisions for patients who come in with controlled substances, being able to know when someone is truly doctor hopping-**Pharmacist-Chain pharmacy store-Duval**
- being there-**Pharmacist-Chain pharmacy store-Duval**
- It is a source of data that can be readily utilized as a management tool to monitor compliance behaviors and data that can be used by law enforcement and healthcare practitioners. This data dispels "emotional" judgment. It is a vital step in justifying the need for a shared health platform to safeguard and improve care. I believe data will indicate we need to do more!-**Pharmacist-Chain pharmacy store-Duval**
- Just being able to track patients ... Especially if seeing other doctors-**Pharmacist-Chain pharmacy store-Duval**
- Very easy to navigate and use.-**Pharmacist-Chain pharmacy store-Duval**
- Having access to info-**Pharmacist-Chain pharmacy store-Escambia**
- Ability to track controlled substance scripts so that less of the liability is my own license-**Pharmacist-Chain pharmacy store-Flagler**
- The accuracy and solid facts to print. Patients know that we are tracking use.-**Pharmacist-Chain pharmacy store-Gulf**
- Completeness of info-**Pharmacist-Chain pharmacy store-Hardee**
- organized report-**Pharmacist-Chain pharmacy store-Hendry**
- give me up dated information on my patient use miss use of narcotics and if patient is dr shopping-**Pharmacist-Chain pharmacy store-Hernando**
- nothing-**Pharmacist-Chain pharmacy store-Hernando**
- the access to mds and medications filled and what pharmacies-**Pharmacist-Chain pharmacy store-Hernando**
- the rest of the story-**Pharmacist-Chain pharmacy store-Highlands**
- accessibility-**Pharmacist-Chain pharmacy store-Hillsborough**
- Being able to access and view a patient's controlled substance usage and look for abuse/doctor shopping.-**Pharmacist-Chain pharmacy store-Hillsborough**
- ease of use.-**Pharmacist-Chain pharmacy store-Hillsborough**
- easy to use-**Pharmacist-Chain pharmacy store-Hillsborough**
- Learning about the patients usage of controlled medications-**Pharmacist-Chain pharmacy store-Hillsborough**
- provides some sense of potential abuse-doctor/shopping, refilling too soon, etc shopping-**Pharmacist-Chain pharmacy store-Hillsborough**

E-FORCSE Survey Results

- The site loads quickly allowing me to access up to date information for my patients quickly so it does not interrupt the workflow of the day.-**Pharmacist-Chain pharmacy store-Hillsborough**
- Easy and accurate information.-**Pharmacist-Chain pharmacy store-Hillsborough**
- It exists now-**Pharmacist-Chain pharmacy store-Hillsborough**
- easy to use-**Pharmacist-Chain pharmacy store-Hillsborough, Pasco, Hernando**
- quick response-**Pharmacist-Chain pharmacy store-Indian River**
- Seeing patient's old addresses listed as well.-**Pharmacist-Chain pharmacy store-Indian River**
- speed, accuracy-**Pharmacist-Chain pharmacy store-Indian River**
- As means to monitor patient s drug habit-**Pharmacist-Chain pharmacy store-Lee**
- covers all Doctors and Pharmacies-**Pharmacist-Chain pharmacy store-Lee**
- the ability to see whole state of Florida and all pharmacy providers.-**Pharmacist-Chain pharmacy store-Lee**
- The patient reports are well laid out.-**Pharmacist-Chain pharmacy store-Lee**
- Control substance monitoring!-**Pharmacist-Chain pharmacy store-Leon**
- ease of use-**Pharmacist-Chain pharmacy store-Leon**
- Timely, accurate, easy to understand-**Pharmacist-Chain pharmacy store-Manatee**
- usually quick and easy access.-**Pharmacist-Chain pharmacy store-Manatee**
- Access of seeing the patients fill history outside of my own pharmacy.-**Pharmacist-Chain pharmacy store-Marion**
- warning signs on individuals-**Pharmacist-Chain pharmacy store-Marion**
- Gives you the past history of when, where, what, how many, of a controlled drug a patient has filled, saving me time from having to make multiple phone calls.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- This website has helped me to decide if controlled substance being abused by the pt or not.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Being able to see a more complete picture of where and when a patient is getting a controlled substance. This has helped me to feel more comfortable in making decisions on the appropriateness of dispensing controls.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- It shows addresses the patient has used, Shows the qty and day supply of the drug filled, the doctors they have used. The map function is interesting but can be awkward to navigate.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- easy use-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Provides up to date information and detailed information like which pharmacy they used to fill each medication.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- the information on narcotic drug use-**Pharmacist-Chain pharmacy store-Miami-Dade**
- The result chart and the reliability-**Pharmacist-Chain pharmacy store-Miami-Dade**

E-FORCSE Survey Results

- Tracking patient behavior-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Specifics, pharmacy, MD office etc-**Pharmacist-Chain pharmacy store-Monroe**
- Ease of use-**Pharmacist-Chain pharmacy store-Okaloosa**
- ability to see what and where patients are filling narcotics to make sound dispensing decisions-**Pharmacist-Chain pharmacy store-Orange**
- Access-**Pharmacist-Chain pharmacy store-Orange**
- Comprehensive.-**Pharmacist-Chain pharmacy store-Orange**
- Informed dispensing-**Pharmacist-Chain pharmacy store-Orange**
- it is easy.-**Pharmacist-Chain pharmacy store-Orange**
- I like this PDMP system very much. this website provide me more information about patient.-**Pharmacist-Chain pharmacy store-Orange**
- The ability to check first before filling prescriptions-**Pharmacist-Chain pharmacy store-Orange**
- compilation of information-**Pharmacist-Chain pharmacy store-Orange, Brevard, Seminole**
- I like the overall about website.-**Pharmacist-Chain pharmacy store-Osceola**
- additional resource in the fight against drug abuse-**Pharmacist-Chain pharmacy store-Palm Beach**
- Catching abusers-**Pharmacist-Chain pharmacy store-Palm Beach**
- convenient and easy-**Pharmacist-Chain pharmacy store-Palm Beach**
- I don't like the website its self .it's not modern-**Pharmacist-Chain pharmacy store-Palm Beach**
- informing the provider where and when the patient filled their rxs-**Pharmacist-Chain pharmacy store-Palm Beach**
- it's basic-**Pharmacist-Chain pharmacy store-Palm Beach**
- its information in general-**Pharmacist-Chain pharmacy store-Palm Beach**
- seeing md, pharmacy shopping, controlling 28 day supplies-**Pharmacist-Chain pharmacy store-Palm Beach**
- Shows pattern of prescription use and prescribers-**Pharmacist-Chain pharmacy store-Palm Beach**
- Simplicity-**Pharmacist-Chain pharmacy store-Palm Beach**
- the available info-**Pharmacist-Chain pharmacy store-Palm Beach**
- Access to patient's narcotics/prescribers/pharmacies-**Pharmacist-Chain pharmacy store-Palm Beach**
- Ease of use-**Pharmacist-Chain pharmacy store-Palm Beach**
- it gives me information related to all scheduled drug purchases regardless of pharmacy & doctor--the total picture is great-**Pharmacist-Chain pharmacy store-Palm Beach**

E-FORCSE Survey Results

- all patient history including all addresses patient used-**Pharmacist-Chain pharmacy store-Pasco**
- Easy to read reports-**Pharmacist-Chain pharmacy store-Pasco**
- linked info from other rxs-**Pharmacist-Chain pharmacy store-Pasco**
- Simple chart form, gives options for dob-**Pharmacist-Chain pharmacy store-Pasco**
- Educating the prescribing physicians about what some of their patients are "up to". I have to wonder why it ever has to get this far.-**Pharmacist-Chain pharmacy store-Pasco/Pinellas**
- accurate data-**Pharmacist-Chain pharmacy store-Pinellas**
- accurate information-**Pharmacist-Chain pharmacy store-Pinellas**
- An increased level of comfort dispensing-**Pharmacist-Chain pharmacy store-Pinellas**
- Easy to use-**Pharmacist-Chain pharmacy store-Pinellas**
- easy to use, accuracy-**Pharmacist-Chain pharmacy store-Pinellas**
- Everything-**Pharmacist-Chain pharmacy store-Pinellas**
- Improved patient safety-**Pharmacist-Chain pharmacy store-Pinellas**
- Improved patient safety-**Pharmacist-Chain pharmacy store-Pinellas**
- Sounds like option for hard to spell names-**Pharmacist-Chain pharmacy store-Pinellas**
- all info in one place and able to print out report-**Pharmacist-Chain pharmacy store-Polk**
- Easy to navigate-**Pharmacist-Chain pharmacy store-Polk**
- Easy to use and seems to be updated on a regular basis so you can evaluate patients-**Pharmacist-Chain pharmacy store-Polk**
- it gives all the information you need-**Pharmacist-Chain pharmacy store-Polk**
- some idea of what's going on outside my store-**Pharmacist-Chain pharmacy store-Polk**
- sometimes it takes longer to open page.-**Pharmacist-Chain pharmacy store-Polk**
- I can find out if patients are lying!!!-**Pharmacist-Chain pharmacy store-Saint Johns**
- Really helpful as far as decision making whether or not to fill a controlled medication specially with new patients we are not familiar with.-**Pharmacist-Chain pharmacy store-Saint Lucie**
- gives you the important info without having to look to hard-**Pharmacist-Chain pharmacy store-Saint Lucie**
- help me when the patients get medication-**Pharmacist-Chain pharmacy store-Saint Lucie**
- The ability to see a patients entire fill history, in the state of Florida at least.-**Pharmacist-Chain pharmacy store-Saint Lucie**
- The accuracy of the detailed reports and having hard evidence on fill dates versus the word of the patient-**Pharmacist-Chain pharmacy store-Saint Lucie**
- giving good feedback info.-**Pharmacist-Chain pharmacy store-Saint Lucie**
- the ability to verify patients history of controlled substances-**Pharmacist-Chain pharmacy store-Sarasota**

E-FORCSE Survey Results

- Nothing-**Pharmacist-Chain pharmacy store-Seminole**
- Quick upload of patient data-**Pharmacist-Chain pharmacy store-Seminole**
- Shows if patients are using multiple addresses as well as pharmacies and prescribers-**Pharmacist-Chain pharmacy store-Seminole**
- Data on the website assists pharmacist in helping prevent drug abuse, diversion, and doctor shopping.-**Pharmacist-Chain pharmacy store-Volusia**
- Overall ease of use with one exception (see what I like least)-**Pharmacist-Chain pharmacy store-Volusia**
- Proof in writing when and where drugs were filled.-**Pharmacist-Chain pharmacy store-Volusia**
- Access-**Pharmacist-Chain pharmacy store-**
- easy to access-**Pharmacist-Chain pharmacy store-**
- gives date of purchase, day supply-**Pharmacist-Chain pharmacy store-**
- Nothing-**Pharmacist-Chain pharmacy store-**
- organization by date.-**Pharmacist-Chain pharmacy store-**
- That it exists!!-**Pharmacist-Chain pharmacy store-**
- You can predict who is a doctor shopper and who is a problem-**Pharmacist-Chain pharmacy store-**
- Patient Controlled Substance History reports-**Pharmacist-Chain pharmacy store, Independent pharmacy-Broward**
- Data access-**Pharmacist-Chain pharmacy store, Institutional pharmacy (hospital, nursing home, etc.)-Orange, Volusia, Seminole**
- fast-**Pharmacist-Hospital: inpatient primarily-Duval**
- Ability to identify controlled substances and discuss use with patients-**Pharmacist-Hospital: inpatient primarily-Polk**
- Ability to customize time frame-**Pharmacist-Hospital: inpatient primarily-Sarasota**
- The fact that it exists and is dependable. It is making a HUGE difference in our practice.-**Pharmacist-Hospital-based clinic-Alachua**
- Very useful is seeing patterns.-**Pharmacist-Hospital-based clinic-Alachua**
- seamless, quick results with basic info-**Pharmacist-Hospital-based clinic-Broward**
- timely/up to date cs usage report-**Pharmacist-Hospital-based clinic-Duval**
- Information available-**Pharmacist-Hospital-based clinic, Independent pharmacy, Institutional pharmacy (hospital, nursing home, etc.)-Duval**
- easy accessible-**Pharmacist-Independent pharmacy-Baker**
- ability monitor patient drug usage - as compared to assuming in the past when there was no pdmp-**Pharmacist-Independent pharmacy-Brevard**
- NDC numbers are all included as are rx numbers-**Pharmacist-Independent pharmacy-Brevard**

E-FORCSE Survey Results

- accuracy & wide range-**Pharmacist-Independent pharmacy-Broward**
- Easy-**Pharmacist-Independent pharmacy-Broward**
- Exposing patients that may be abusing controlled substances-**Pharmacist-Independent pharmacy-Broward**
- Indication of doctor shopping, indication of narcotic over use-**Pharmacist-Independent pharmacy-Broward**
- information it gives-**Pharmacist-Independent pharmacy-Broward**
- MAPS-**Pharmacist-Independent pharmacy-Broward**
- Prompt access and complete information-**Pharmacist-Independent pharmacy-Broward**
- simplicity-**Pharmacist-Independent pharmacy-Broward**
- The accuracy of the info-**Pharmacist-Independent pharmacy-Broward**
- the information it provides-**Pharmacist-Independent pharmacy-Broward**
- To be able to see if patients are using their pain meds correctly, ie 1fill/month for 30 day supply.-**Pharmacist-Independent pharmacy-Broward**
- History of patient drug use. Doctors they have been to and pharmacies they have been using. -**Pharmacist-Independent pharmacy-Clay**
- I like the fact that when I have new patients and they say they never used this medication before I have the facts right before me.-**Pharmacist-Independent pharmacy-Duval**
- its whole purpose - assists us in making sound judgments regarding therapy-**Pharmacist-Independent pharmacy-Duval**
- The ability to search by time line and the ability to map the results-**Pharmacist-Independent pharmacy-Duval**
- The fact that it's available for use. Some consistent way of following up on the pain med seekers.-**Pharmacist-Independent pharmacy-Duval**
- the security and easy readability-**Pharmacist-Independent pharmacy-Duval**
- very useful information-**Pharmacist-Independent pharmacy-Duval**
- that it exists.-**Pharmacist-Independent pharmacy-Escambia**
- the quick availability of accurate drug usage history-**Pharmacist-Independent pharmacy-Flagler**
- Access to information - prevents doctor and pharmacy shopping, stops early refills on prescriptions, and improves patient care.-**Pharmacist-Independent pharmacy-Hernando**
- everything-**Pharmacist-Independent pharmacy-Hillsborough**
- accuracy of data with usage, prescriber, and pharmacy filled at.-**Pharmacist-Independent pharmacy-Hillsborough**
- Almost clear picture of patient's drug utilization.-**Pharmacist-Independent pharmacy-Hillsborough**
- being able to see patient habits-**Pharmacist-Independent pharmacy-Hillsborough**
- ease of use-**Pharmacist-Independent pharmacy-Hillsborough**

- easy to use-**Pharmacist-Independent pharmacy-Hillsborough**
- Generally easy to use and straightforward. Easy to navigate. Definitely helps to make more informed decisions regarding the dispensing of controlled substances - I consider the website invaluable in my practice.-**Pharmacist-Independent pharmacy-Hillsborough**
- Quick availability-**Pharmacist-Independent pharmacy-Hillsborough**
- That it exists. Reg. customers are rechecked at least every 6 months. New ones immediately.-**Pharmacist-Independent pharmacy-Hillsborough**
- That it's there but definitely not up to date-**Pharmacist-Independent pharmacy-Hillsborough**
- The simplicity-**Pharmacist-Independent pharmacy-Hillsborough**
- We can check the controlled prescriptions for our patients-**Pharmacist-Independent pharmacy-Hillsborough**
- when it's working its great-**Pharmacist-Independent pharmacy-Hillsborough**
- Access!-**Pharmacist-Independent pharmacy-Indian River**
- Help in judgment about dispensing control substances to patients-**Pharmacist-Independent pharmacy-Lee**
- nothing-**Pharmacist-Independent pharmacy-Levy**
- easy use-**Pharmacist-Independent pharmacy-Marion**
- Tell everything-**Pharmacist-Independent pharmacy-Miami-Dade**
- That it let us know who prescribe more c2 and you can call the doctor-**Pharmacist-Independent pharmacy-Miami-Dade**
- It's easy to use and has potential for a great tool-**Pharmacist-Independent pharmacy-Miami-Dade**
- knowing who the patient sees and what they are getting, helps us make better decisions, and recommendations.-**Pharmacist-Independent pharmacy-Miami-Dade**
- Clear-**Pharmacist-Independent pharmacy-Miami-Dade**
- Information.-**Pharmacist-Independent pharmacy-Miami-Dade**
- Its comprehensive-**Pharmacist-Independent pharmacy-Non-Florida Practice**
- About medicine usage of patient and possible misuse -**Pharmacist-Independent pharmacy-Orange**
- get a good idea if patient is doctor shopping-**Pharmacist-Independent pharmacy-Orange**
- it is definitely a good tool-**Pharmacist-Independent pharmacy-Orange**
- The website has helped to solve a lot of drug abuse problems, particularly doctor shopping, overdose incidents because of restrictions on quantity that are now prescribed for individual patients. I also like it that access to relevant information is very easy.-**Pharmacist-Independent pharmacy-Orange**
- ease of use-**Pharmacist-Independent pharmacy-Osceola**
- very useful to keep a track on pt's controlled drug profile-**Pharmacist-Independent pharmacy-Palm Beach**

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- The integrative nature.-**Pharmacist-Independent pharmacy-Palm Beach**
- easy to use and accessible-**Pharmacist-Independent pharmacy-Pasco**
- Ability to check for Doctor shopping and early refill-**Pharmacist-Independent pharmacy-Pinellas**
- fast, accurate-**Pharmacist-Independent pharmacy-Pinellas**
- ease of use-**Pharmacist-Independent pharmacy-Pinellas, Pasco**
- Please increase the speed of the website.-**Pharmacist-Independent pharmacy-Polk**
- User friendly-**Pharmacist-Independent pharmacy-Polk**
- data-**Pharmacist-Independent pharmacy-Putnam**
- The ability to access information about a particular patient's controlled substance usage to aid in a dispensing decision-**Pharmacist-Independent pharmacy-Saint Johns**
- The ability to help manage control medications with my patients. Knowing they are not doctor shopping.-**Pharmacist-Independent pharmacy-Sarasota**
- very easy to use and very helpful to monitor drug usage.-**Pharmacist-Independent pharmacy-Seminole**
- Accurate information, easy to monitor, not very easy to send weekly report. very confusing about the format. May be we need more explanation.-**Pharmacist-Independent pharmacy-**
- data-**Pharmacist-Independent pharmacy-**
- I can make an informed decision about dispensing when I am unfamiliar with a patient or a doctor.-**Pharmacist-Independent pharmacy-**
- Easy to use-**Pharmacist-Independent pharmacy, Institutional pharmacy (hospital, nursing home, etc.)-Lee**
- Ability to determine when/where patient is going for other narcotics-**Pharmacist-Institutional pharmacy (hospital, nursing home, etc.)-Pasco**
- Detailed information for a long period of time-**Pharmacist-Other (please specify): Community Pharmacy-Volusia**
- ability to see patients usage.-**Pharmacist-Other (please specify): Corp. Management-Broward, Miami-Dade, St Petersburg**
- it exists-**Pharmacist-Other (please specify): grocery chain-Volusia**
- That is finally up and running. Thank you for trying to improve-**Pharmacist-Other (please specify): MTM practice plus retail, part-time-Lee**
- quite accurate reporting-**Pharmacist-Other (please specify): relief pharmacist retail pharmacies-Lake, Orange, Seminole, Marion**
- The ability to retrieve information.-**Pharmacist-Other (please specify): retired-Pinellas**
- data-**Pharmacist-Small private office (5 or fewer practitioners)-Orange**
- reliability-**Pharmacist- -Osceola**
- easy access-**Physician Assistant-Emergency room-Brevard**
- most things-**Physician Assistant-Emergency room-Lake**

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- ease of use-**Physician Assistant-Emergency room-Palm Beach**
- Large database-**Physician Assistant-Emergency room-Polk**
- Easy to use, easy to address with patients-**Physician Assistant-Large private office (6+ practitioners)-Palm Beach**
- ease of use-**Physician Assistant-Large private office (6+ practitioners)-Saint Johns**
- information available in one database-**Physician Assistant-Other (please specify): military clinic-Monroe**
- easy access-**Physician Assistant-Small private office (5 or fewer practitioners)-Duval**
- quick answers-**Physician Assistant-Small private office (5 or fewer practitioners)-Leon**
- Stops doc shop-**Physician Assistant-Small private office (5 or fewer practitioners)-Pinellas**
- I have not used it. I think I'm registered??? I am filling this out as if I am registered.-**Podiatric Physician-Small private office (5 or fewer practitioners)-Polk**

31. What do you like LEAST about the website?

- it does not appear to me that all narcotic prescriptions and dispensing are recorded and registered on website.-**Advanced Registered Nurse Practitioner-Emergency room-Hillsborough**
- I have to reenter password too frequently.-**Advanced Registered Nurse Practitioner-Emergency room-Lake**
- time delay regarding recent prescriptions-**Advanced Registered Nurse Practitioner-Emergency room-Polk**
- Changing my password often. Print out not complete.-**Advanced Registered Nurse Practitioner-Hospital-based clinic-Lake**
- getting in and out-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners)-Seminole**
- Its ease of use, it's not perfect but I can get what I need, I don't like the password change requirements, they are to frequent and complex.-**Advanced Registered Nurse Practitioner-Large private office (6+ practitioners), Emergency room-Orange and Hillsborough**
- Takes a while to get on and get information.-**Advanced Registered Nurse Practitioner-Other (please specify): Urgent Care-Broward**
- Too many steps to log on. Once you are a registered user, you should not have to sign the disclaimer every time you log on to website.-**Advanced Registered Nurse Practitioner-Other (please specify): Urgent Care-Escambia**
- Dual interface.-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Pinellas**
- not nationally linked. because we are highly rated specialists we have patients coming from outside of FL to get RX from us-**Advanced Registered Nurse Practitioner-Small private office (5 or fewer practitioners)-Pinellas**
- See #15 and #27-**Dentist-Other (please specify): Independent contractor, multi-office-Orange and Osceola**
- don't know-**Dentist-Small private office (5 or fewer practitioners)-Pinellas**
- access-**Dentist-Small private office (5 or fewer practitioners)-**
- everything-**Dentist-Small private office (5 or fewer practitioners)-**
- Delays in updates...-**Medical Doctor (Allopathic Physician)-Academic practice-**
- Quick auto log off, I sit on one computer all day, my medical records system is logged in there as well, yet every couple of minutes I get logged out, but i cannot store my password because other physicians use the workstation as well. gets frustrating and reduces use.-**Medical Doctor (Allopathic Physician)-Academic practice, Emergency room-Alachua**
- user unfriendly-**Medical Doctor (Allopathic Physician)-Academic practice, Hospital: inpatient primarily-Alachua**
- Passwords!!-**Medical Doctor (Allopathic Physician)-Academic practice, Hospital: inpatient primarily-Palm Beach**

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- It only goes back one year for use of controlled substances.-**Medical Doctor (Allopathic Physician)-Emergency room-Broward**
- as already noted-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- Having to re-enter my password after a short interval of non-use. In the ER, the timeout interval is shorter than the time I take to see a patient, so I have to re-enter password about 20 times a shift. Pain in the ass.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- time to generate report, frequent password changes.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- That the system isn't nationwide.-**Medical Doctor (Allopathic Physician)-Emergency room-Duval**
- Not a thing. This is the most useful data innovation I have seen in my practice. Ever. Way more useful than the electronic medical record, Medscape, and eppocrates.-**Medical Doctor (Allopathic Physician)-Emergency room-Indian River**
- Log on process that always requires an agreement to terms before accessing it. This is redundant and should only be required at the initial use of the site.-**Medical Doctor (Allopathic Physician)-Emergency room-Lake**
- I had a hard time getting my access straight but I think it was my fault-**Medical Doctor (Allopathic Physician)-Emergency room-Lee**
- I had some difficulty with log in, not a fault of the web site.-**Medical Doctor (Allopathic Physician)-Emergency room-Lee**
- Speed of upload-**Medical Doctor (Allopathic Physician)-Emergency room-Leon**
- takes too long to get to a patient profile-**Medical Doctor (Allopathic Physician)-Emergency room-Saint Johns**
- steps to sign on-**Medical Doctor (Allopathic Physician)-Emergency room-Saint Johns**
- Dislike sign on process.-**Medical Doctor (Allopathic Physician)-Emergency room-Volusia**
- easier domain name to link directly to physician query page-**Medical Doctor (Allopathic Physician)-Emergency room-**
- awkward government interference with medical practice.-**Medical Doctor (Allopathic Physician)-Hospital: inpatient primarily-Martin**
- Takes too long to access information, have to repeat the entire process if there is any error-**Medical Doctor (Allopathic Physician)-Hospital: inpatient primarily, Other (please specify): Outpatient substance abuse-Pinellas**
- Changing the password every two months. ?????why not at least every six months.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Alachua**
- Sometime it is not working. But it is getting better-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Columbia, Alachua, Marion and Lake County**
- Interface is clumsy.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Escambia**

- downtimes-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Hillsborough**
- Login process and that I can't delegate these duties to support staff-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Hillsborough**
- Hard to page back and you have to reenter data over and over-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Lee**
- No time to access it.-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-Sarasota**
- Can't login-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners)-**
- as noted difficulty in accessing-**Medical Doctor (Allopathic Physician)-Large private office (6+ practitioners), Other (please specify): urgent care-Broward**
- Screen to sign in patients not well done.-**Medical Doctor (Allopathic Physician)-Other (please specify): non-profit clinic-Palm Beach**
- Visual graphics somewhat dated appearing and busy-**Medical Doctor (Allopathic Physician)-Other (please specify): Non-Profit clinic-Sarasota**
- It's entire premise is flawed - it's totally unconstitutional and none of the government or anyone else's business what people take. Why is there not a similar site for alcohol purchases, that harms far more people.-**Medical Doctor (Allopathic Physician)-Other (please specify): Sold practice and relocated out of state-Osceola**
- Too long to login each time.-**Medical Doctor (Allopathic Physician)-Other (please specify): Urgent care-Escambia**
- Printouts harder to read than screenshots - we print out the usage and store in patients chart.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Bay**
- Looks too technical-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Broward**
- Printing problem-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Broward**
- Sometimes it is very slow to access.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Citrus**
- not current-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Collier**
- no comment-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Duval**
- Frequent need to change password-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Escambia**
- difficulty in use-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**
- Could not access it from I-phone/ I-pad-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Hillsborough**

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- frequency of password changes-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Lee**
- that it takes 4 steps to print out a profile-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Lee**
- Difficulty of use (not user friendly).-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Leon**
- server issues-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Manatee**
- time to sign up-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Okaloosa**
- The printed reports and the inclusion of the prescriber's mailing address in the database.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Osceola**
- it's not always intuitive-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Palm Beach**
- no comment-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Palm Beach**
- the physicians addresses are not updated-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pasco**
- see above-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Pinellas**
- time-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Saint Johns**
- It is fine-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Seminole**
- clumsy system.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Seminole**
- Just that it is an added time user.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Seminole**
- Not being able to see what was filled in other states. we have snowbirds.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Volusia**
- Lag time in reporting and no other stat info.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-Walton**
- The actual final print-out. It's too compact, and hard to read to tell if there is overlap in the dates of prescriptions, overlap in providers, if the patient picked up the prescriptions too soon.-**Medical Doctor (Allopathic Physician)-Small private office (5 or fewer practitioners)-**
- I find no issues.-**Osteopathic Physician-Academic practice-Broward**
- too frequent changing of the password-**Osteopathic Physician-Academic practice-Orange**
- being logged off quickly-**Osteopathic Physician-Emergency room-Escambia**

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- The process of logging in and entering patient data.-**Osteopathic Physician-Emergency room-Saint Johns**
- too many steps to get the info-**Osteopathic Physician-Emergency room-Volusia**
- It's not that aesthetically pleasing.-**Osteopathic Physician-Hospital: inpatient primarily-**
- Difficult to navigate. Poor user interface.-**Osteopathic Physician-Large private office (6+ practitioners)-Hillsborough, Pinellas, Manatee**
- Limited history availability-**Osteopathic Physician-Large private office (6+ practitioners)-Pinellas**
- Please, fix the bug! When one provider logs out the page goes in the mode to log in as the same provider and not a new screen. -**Osteopathic Physician-Large private office (6+ practitioners)-**
- down time, trouble logging on to the system from time to time-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- Having to repeat a search that yields a large amount of results instead of just refining the current large search-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- updating passwords-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- when I cannot find the patient in database, or when I see the quantities of meds other doctors are rxings-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Broward**
- Could be more user friendly-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Charlotte**
- Entry Data delayed about few weeks-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Charlotte**
- I depend more on pain management specialists. I feel ONLY pain management specialists should prescribe these meds.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Duval**
- Slow and inconsistently functioning-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Duval**
- Any down time-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Lee**
- It is not always reliable when local pharmacies do not enter medication fills, or ER visits and hospital centers patients may have visited will not show up on the database for medications filled, additionally VA patients have been caught with multiple physician prescribers only after requesting and receiving medical records because they are a closed system and they do not seem to be reporting their in house narcotics prescribing and filling. The VA should report into the database mandatorily as should ALL pharmacies !-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Miami-Dade**
- Not the most navigable website overall.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Palm Beach**

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- Server "freezes".-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pasco**
- Not mandatory-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pinellas**
- The limited data provided about pharmacists. At a time when they can limit the dispensing of medications, we know nothing of their post-graduate training.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Pinellas**
- I like it all!-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Santa Rosa**
- Delay in report generation.-**Osteopathic Physician-Small private office (5 or fewer practitioners)-Sarasota**
- I can't think of anything right now.-**Pharmacist-Academic practice, Chain pharmacy store-Hillsborough**
- it is cumbersome with too many steps to download data. Very few of the pharmacist I know are using it because they are afraid that they will get in trouble if they don't act if they find out someone is doctor shopping. They are busy and don't want to spend hours filling out police reports-**Pharmacist-Academic practice, Hospital-based clinic-Seminole**
- too many steps to get a result-**Pharmacist-Chain pharmacy store-Alachua**
- changing passwords so frequently-**Pharmacist-Chain pharmacy store-Alachua, Bradford, Putnam, Marion**
- Too many steps to access.-**Pharmacist-Chain pharmacy store-Bay**
- changing password so often 24 hour lag time-**Pharmacist-Chain pharmacy store-Brevard**
- having to input login almost every single time and website not that easy to use.-**Pharmacist-Chain pharmacy store-Brevard**
- Having to sign back on after already using it. I might not do a pdmp for 1 hour and then it makes me sign on again. I will enter the patient name and birthdate first and then it makes me sign on and re-enter all pt info again-**Pharmacist-Chain pharmacy store-Brevard**
- No out of state fill information-**Pharmacist-Chain pharmacy store-Brevard**
- System is not reliable for most recent 30 days history-**Pharmacist-Chain pharmacy store-Brevard**
- always busy, system issues-**Pharmacist-Chain pharmacy store-Broward**
- delay time in reporting-**Pharmacist-Chain pharmacy store-Broward**
- Information is not the most updated-**Pharmacist-Chain pharmacy store-Broward**
- it is not real-time information-**Pharmacist-Chain pharmacy store-Broward**
- It is slow-**Pharmacist-Chain pharmacy store-Broward**
- It may not contain medications that the patient has filled in the last few days-**Pharmacist-Chain pharmacy store-Broward**
- Little slow.-**Pharmacist-Chain pharmacy store-Broward**
- not totally up to date-**Pharmacist-Chain pharmacy store-Broward**

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- Slow to access -**Pharmacist-Chain pharmacy store-Broward**
- Sometimes, it does not show all control activities, and the reason is not known to me. I searched the central profile for one lady and I saw all her C11, but when I did the PDMP, I saw nothing.-**Pharmacist-Chain pharmacy store-Broward**
- when system is down or doesn't take my password-**Pharmacist-Chain pharmacy store-Broward**
- when the system is down when you need it most-**Pharmacist-Chain pharmacy store-Broward**
- would like to see this nationwide.-**Pharmacist-Chain pharmacy store-Broward**
- most of the people that we look up are drug shoppers, the system is too slow to keep pace with a busy retail setting, a lot of the time the system is down and forgotten passwords take too long to recover-**Pharmacist-Chain pharmacy store-Broward**
- The format that that the information is displayed.-**Pharmacist-Chain pharmacy store-Citrus**
- Time lag to report fills-**Pharmacist-Chain pharmacy store-Citrus**
- Takes a little while to look up-**Pharmacist-Chain pharmacy store-Clay**
- Website is "down" fairly often-**Pharmacist-Chain pharmacy store-Clay**
- pt query site could be improved-**Pharmacist-Chain pharmacy store-Collier**
- the time to update prescriptions on patients profile-**Pharmacist-Chain pharmacy store-Collier**
- Better patient medication management and/or diversion.-**Pharmacist-Chain pharmacy store-Duval**
- Constantly having to log in, even between two consecutive patients who drop off controlled substances, formatting is simple, but needs updating for easier readability, printout of results for patient is more difficult to read than results shown online-**Pharmacist-Chain pharmacy store-Duval**
- Having to change password so often-**Pharmacist-Chain pharmacy store-Duval**
- It requires additional time and employees are not supporting practitioners with enough technical support! It is not the website. The website is a good tool.-**Pharmacist-Chain pharmacy store-Duval**
- Names for searching to exact!! and no phone numbers to the pharmacies and doctor's offices. explain payment codes at the bottom of the report.-**Pharmacist-Chain pharmacy store-Duval**
- Not having all pharmacies' report information as quickly as necessary.-**Pharmacist-Chain pharmacy store-Duval**
- Technical problems accessing info, Slow or no responses see #27-**Pharmacist-Chain pharmacy store-Duval and St. Johns County**
- Have to sign in every time between patients-**Pharmacist-Chain pharmacy store-Escambia**
- Technical difficulties-**Pharmacist-Chain pharmacy store-Flagler**
- Somewhat hard to use-**Pharmacist-Chain pharmacy store-Hardee**

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- website error-**Pharmacist-Chain pharmacy store-Hendry**
- it's too slow-**Pharmacist-Chain pharmacy store-Hernando**
- takes too many steps to log in and being not up dated on recent patient history records-**Pharmacist-Chain pharmacy store-Hernando**
- Being unable to reset forgotten passwords over phone or via fax.-**Pharmacist-Chain pharmacy store-Hillsborough**
- Inaccuracy of the information because the information is not correct always.-**Pharmacist-Chain pharmacy store-Hillsborough**
- system being slow sometimes-**Pharmacist-Chain pharmacy store-Hillsborough**
- that exact patient name must be used-**Pharmacist-Chain pharmacy store-Hillsborough**
- website is not always up and running.-**Pharmacist-Chain pharmacy store-Hillsborough**
- Everyone needs to use it including doctors-**Pharmacist-Chain pharmacy store-Hillsborough**
- Information is about a week old.-**Pharmacist-Chain pharmacy store-Hillsborough**
- sometimes long wait for reports to be ready for printing-**Pharmacist-Chain pharmacy store-Hillsborough, Pasco, Hernando**
- sometimes it is down-**Pharmacist-Chain pharmacy store-Indian River**
- takes a little time to sign in-**Pharmacist-Chain pharmacy store-Indian River**
- The system signs itself off and passwords expires much too quickly. Keeping up is a huge burden.-**Pharmacist-Chain pharmacy store-Indian River**
- log in-**Pharmacist-Chain pharmacy store-Lee**
- no guarantee that all pharmacies are reporting the scripts to the pdmp website.-**Pharmacist-Chain pharmacy store-Lee**
- Requiring change of passwords too soon-**Pharmacist-Chain pharmacy store-Lee**
- The initial site clutter. The difficulty logging in. The need for regular password changes. Difficulty resetting the password.-**Pharmacist-Chain pharmacy store-Lee**
- Time consuming-**Pharmacist-Chain pharmacy store-Leon**
- Often not available-**Pharmacist-Chain pharmacy store-Manatee**
- too many key strokes to get the report I need-**Pharmacist-Chain pharmacy store-Manatee**
- Timeout of system seems too short.-**Pharmacist-Chain pharmacy store-Marion**
- 5 day lag time for data to be uploaded to the site. Sometimes the record doesn't show up at all for a patient even though there's proof they filled something.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- slow and not comprehensive -**Pharmacist-Chain pharmacy store-Miami-Dade**
- Delay time.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- The website often moves slow.-**Pharmacist-Chain pharmacy store-Miami-Dade**

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- User interface and multiple steps to navigate to obtain results. Not very speedy if you are working in a retail setting.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- logging on-**Pharmacist-Chain pharmacy store-Miami-Dade**
- The multiple confirmations and checking the box to indicate we agree to the terms-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Too many steps to get to the information needed.-**Pharmacist-Chain pharmacy store-Miami-Dade**
- Speed-**Pharmacist-Chain pharmacy store-Monroe**
- State specific-**Pharmacist-Chain pharmacy store-Monroe**
- if patient has multiple addresses , sometimes it doesn't work. you have to pick and choose addresses-**Pharmacist-Chain pharmacy store-Orange**
- It's a little confusing when you first start using it.-**Pharmacist-Chain pharmacy store-Orange**
- Lag time of data-**Pharmacist-Chain pharmacy store-Orange**
- more doctors need to view this site and monitor patient drug use prior to prescribing narcotics-**Pharmacist-Chain pharmacy store-Orange**
- Passwords/ closing of window when not in use-**Pharmacist-Chain pharmacy store-Orange**
- see 27.-**Pharmacist-Chain pharmacy store-Orange**
- Takes me a long time to navigate to where I can put in the name of patient wanting information on. Need direct link from home page-**Pharmacist-Chain pharmacy store-Orange**
- the system is slow and it logs you out when not in use-**Pharmacist-Chain pharmacy store-Orange**
- It will be easy to find out patient using medication information.-**Pharmacist-Chain pharmacy store-Orange**
- When it goes down during office hours and we still have pts coming in with different issues and pbs and we have no way of verifying-**Pharmacist-Chain pharmacy store-Orange**
- How it times out so quickly -**Pharmacist-Chain pharmacy store-Orange, Brevard, Seminole**
- not much-**Pharmacist-Chain pharmacy store-Osceola**
- A little slow and cannot click on back button without starting all over.-**Pharmacist-Chain pharmacy store-Palm Beach**
- can't always log on or get info...system too slow-**Pharmacist-Chain pharmacy store-Palm Beach**
- changing passwords too frequently-**Pharmacist-Chain pharmacy store-Palm Beach**
- Interface...And the site should be an easy one ...not hidden or whatever...the domain should be easier to remember .and a smart phone application would make it really accessible .-**Pharmacist-Chain pharmacy store-Palm Beach**
- It's not updated daily-**Pharmacist-Chain pharmacy store-Palm Beach**

E-FORCSE Survey Results

- Lag time for pharmacies to report (update) the PDMP. Since many diversion groups hit multiple pharmacies in one day (up to 20), if more than one fills it, then we dont know until weeks later.-**Pharmacist-Chain pharmacy store-Palm Beach**
- Lag time of prescriptions showing on report.-**Pharmacist-Chain pharmacy store-Palm Beach**
- Load times-**Pharmacist-Chain pharmacy store-Palm Beach**
- password case sensitive, exact name spelling-**Pharmacist-Chain pharmacy store-Palm Beach**
- sometimes it's slow-**Pharmacist-Chain pharmacy store-Palm Beach**
- trouble accessing with high traffic on website-**Pharmacist-Chain pharmacy store-Palm Beach**
- I love it has really helped a lot in deterring control drug abuse-**Pharmacist-Chain pharmacy store-Palm Beach**
- it takes too long to log in and the password changes too much-**Pharmacist-Chain pharmacy store-Palm Beach**
- jams up and is slow when work load is high-**Pharmacist-Chain pharmacy store-Palm Beach**
- Logs off too much, some data inaccurate-**Pharmacist-Chain pharmacy store-Pasco**
- Only for Florida, I wish I can use it for all states-**Pharmacist-Chain pharmacy store-Pasco**
- sometimes doesn't work properly and have it reset password-**Pharmacist-Chain pharmacy store-Pasco**
- time consuming to access-**Pharmacist-Chain pharmacy store-Pasco**
- SLOW-**Pharmacist-Chain pharmacy store-Pasco/Pinellas**
- difficulty of changing passwords-**Pharmacist-Chain pharmacy store-Pinellas**
- Having to change the password so often-**Pharmacist-Chain pharmacy store-Pinellas**
- slow-**Pharmacist-Chain pharmacy store-Pinellas**
- Time consuming to use-**Pharmacist-Chain pharmacy store-Pinellas**
- Time consuming to use-**Pharmacist-Chain pharmacy store-Pinellas**
- User information has stopped giving me access a couple of times requiring assistance-**Pharmacist-Chain pharmacy store-Pinellas**
- Very slow to load each page-**Pharmacist-Chain pharmacy store-Pinellas**
- Definitely help reducing drug abuse.-**Pharmacist-Chain pharmacy store-Polk**
- Having to start over with the waiver on each patient-**Pharmacist-Chain pharmacy store-Polk**
- I work at a large chain pharmacy; I use the website multiple times every day. I was wondering if there is a delay for the smaller independent pharmacies to input their data or is it all automatic. I am sometime unsure of the accuracy of the report if pts are also using the independent pharmacies.-**Pharmacist-Chain pharmacy store-Polk**
- it is not updated daily-**Pharmacist-Chain pharmacy store-Polk**

E-FORCSE Survey Results

- slow, slow, slow tech do not have access-**Pharmacist-Chain pharmacy store-Polk**
- Cannot "get in" fast enough when need to-**Pharmacist-Chain pharmacy store-Saint Johns**
- Occasionally the site has run very slow or not let me on at all. not sure if it is the site or my internet connection.-**Pharmacist-Chain pharmacy store-Saint Lucie**
- inability to print report from the inquiry result screen and slow response time-**Pharmacist-Chain pharmacy store-Saint Lucie**
- Not being able to see if the patient has filled the medication in another state.-**Pharmacist-Chain pharmacy store-Saint Lucie**
- not up to date-**Pharmacist-Chain pharmacy store-Saint Lucie**
- The number of times we have to change our password- hard to remember the most current!!-**Pharmacist-Chain pharmacy store-Saint Lucie**
- sometimes slow or down-**Pharmacist-Chain pharmacy store-Saint Lucie**
- changing passwords-**Pharmacist-Chain pharmacy store-Sarasota**
- Frequency in which I need to change password-**Pharmacist-Chain pharmacy store-Seminole**
- It logs you off too quickly! If we are expected to be on the website very often during the work day, the logged in time needs to be expended.-**Pharmacist-Chain pharmacy store-Seminole**
- takes too long and too many different login screens to get to application-**Pharmacist-Chain pharmacy store-Seminole**
- Time consuming no help from employers-**Pharmacist-Chain pharmacy store-Seminole**
- Not updated fast enough.-**Pharmacist-Chain pharmacy store-Volusia**
- PASSWORD RESET IS TIME CONSUMING UNLESS I AM MISSING SOMETHING.-**Pharmacist-Chain pharmacy store-Volusia**
- dob field should have automatic slashes xx/xx/xxxx-**Pharmacist-Chain pharmacy store-Volusia**
- Cannot get access-**Pharmacist-Chain pharmacy store-**
- Difficulty in resetting passwords-**Pharmacist-Chain pharmacy store-**
- does not give specific pharmacy only dea #-**Pharmacist-Chain pharmacy store-**
- need to change password too often-**Pharmacist-Chain pharmacy store-**
- Not recent information, resetting password is not user-friendly-**Pharmacist-Chain pharmacy store-**
- Nothing. Keep up the good work!-**Pharmacist-Chain pharmacy store-**
- Time needed for actual updates-**Pharmacist-Chain pharmacy store, Institutional pharmacy (hospital, nursing home, etc.)-Orange, Volusia, Seminole**
- found it is not always accurate due to retail pharmacy underreporting-**Pharmacist-Hospital: inpatient primarily-Duval**

E-FORCSE Survey Results

- Ability to identify controlled substances only in Florida.-**Pharmacist-Hospital: inpatient primarily-Polk**
- difficulty to use-**Pharmacist-Hospital: inpatient primarily-Sarasota**
- having to change password frequently-**Pharmacist-Hospital: inpatient primarily-**
- A bit too slow when searching multiple successive patients.-**Pharmacist-Hospital-based clinic-Alachua**
- password... :(-**Pharmacist-Hospital-based clinic-Alachua**
- not real time-pts have a 7 day window to slip thru the cracks-**Pharmacist-Hospital-based clinic-Broward**
- navigation needs to be streamlined-**Pharmacist-Hospital-based clinic-Pinellas**
- lack of context to the information provided lack of disclosure of the legal duty assumed by accessing the information on the website lack of disclosure of the entities entitled to use the information provided by the website -**Pharmacist-Independent pharmacy-Brevard**
- not user friendly, took time to learn,-**Pharmacist-Independent pharmacy-Broward**
- report view format-**Pharmacist-Independent pharmacy-Broward**
- re-signing in-**Pharmacist-Independent pharmacy-Broward**
- see above-**Pharmacist-Independent pharmacy-Broward**
- Sign on process.-**Pharmacist-Independent pharmacy-Broward**
- Sometimes information is uploaded and attached to the wrong patient or not reported at all.-**Pharmacist-Independent pharmacy-Broward**
- the time limit on line. If several minutes pass you have to sign on again.-**Pharmacist-Independent pharmacy-Broward**
- Upload tricky-**Pharmacist-Independent pharmacy-Broward**
- Not the easiest thing to access. Also the data is like a week behind.-**Pharmacist-Independent pharmacy-Duval**
- same as 27-**Pharmacist-Independent pharmacy-Duval**
- sometime do not receive PAR-**Pharmacist-Independent pharmacy-Duval**
- speed and availability, steps needed to get to the information needed-**Pharmacist-Independent pharmacy-Duval**
- the print out of information does not fit on one page.-**Pharmacist-Independent pharmacy-Duval**
- Takes time to log in each time to search a patient. It's not mandatory for prescribers.-**Pharmacist-Independent pharmacy-Escambia**
- Need more information on how to correct errors in the prescription file reporting system - ways to overwrite errors submitted incorrectly - now shows up as duplicate file information.-**Pharmacist-Independent pharmacy-Hernando**
- Goes off too quickly if not used for several minutes. Should be extended to at least 4 hours.-**Pharmacist-Independent pharmacy-Hillsborough**
- Not mandatory-**Pharmacist-Independent pharmacy-Hillsborough**

E-FORCSE Survey Results

- Sometimes when sys is unavailable and patient comes in for first time. It makes it difficult to make a sound decision-**Pharmacist-Independent pharmacy-Hillsborough**
- The server frequently goes down, too slow program-**Pharmacist-Independent pharmacy-Hillsborough**
- Time consuming and not up to date-**Pharmacist-Independent pharmacy-Hillsborough**
- Trying to fully understand a customer's pattern when the dates jump around....especially since we use it so often. Takes time that we don't always have.-**Pharmacist-Independent pharmacy-Hillsborough**
- when it goes down-**Pharmacist-Independent pharmacy-Hillsborough**
- A little difficult to read the "flow" on the printout versus what can be seen on the main page before generating report.-**Pharmacist-Independent pharmacy-Indian River**
- No way to leave a logged in window open without having to log back in after a certain time period-**Pharmacist-Independent pharmacy-Lee**
- slow process, tough to change password-**Pharmacist-Independent pharmacy-Levy**
- changing the pass word-**Pharmacist-Independent pharmacy-Manatee**
- short time after login-**Pharmacist-Independent pharmacy-Marion**
- Currently it does not reflect the reality of controlled substance utilization and doctor shopping.-**Pharmacist-Independent pharmacy-Miami-Dade**
- Changing passwords. Too much is made about security in regards to getting in.-**Pharmacist-Independent pharmacy-Miami-Dade**
- The input fields could be simplified.-**Pharmacist-Independent pharmacy-Non-Florida Practice**
- Fix box for last name and first name-**Pharmacist-Independent pharmacy-Orange**
- it is a lot of work-**Pharmacist-Independent pharmacy-Orange**
- When it does not work!!!-**Pharmacist-Independent pharmacy-Orange**
- The greatest problem I have encountered with this program is that certain very ill patients, for example, those cancer or very chronic ill patients suffer a lot when they cannot find their pain medications. Some might continue to hunt for their medications for weeks, without success. I hate it when I have to turn such patients away most of the time on the phone or wheelchair and they begin to cry. For younger men and women I always advice the doctor to try them on none narcotics.-**Pharmacist-Independent pharmacy-Orange**
- changing the password so often-**Pharmacist-Independent pharmacy-Osceola**
- not saving pt's info in system for ex: we have to keep looking for pts date of birth every time we need check pdmp-**Pharmacist-Independent pharmacy-Palm Beach**
- down time-**Pharmacist-Independent pharmacy-Pasco**
- Does not prevent over prescribing or abuse by patient or diversion and distribution by patient. need to adopt triplicate prescription forms that are state monitored.-**Pharmacist-Independent pharmacy-Pinellas and Pasco**
- Its usefulness and concept.-**Pharmacist-Independent pharmacy-Polk**
- password expiration-**Pharmacist-Independent pharmacy-Putnam**

E-FORCSE Survey Results

- a little difficult to access-**Pharmacist-Independent pharmacy-Sarasota**
- 2 to 3 weeks delay in some cases. -**Pharmacist-Independent pharmacy-Seminole**
- password-**Pharmacist-Independent pharmacy-**
- Prompt reporting would be helpful.-**Pharmacist-Independent pharmacy-**
- Sending report weekly is hard thing to do, it's not users friendly. it needed to be make it easier to report. Too many times problem with format.-**Pharmacist-Independent pharmacy-**
- I cant access it any longer-**Pharmacist-Institutional pharmacy (hospital, nursing home, etc.)-Pasco**
- Data not provided for minors less than 16 years old, data cannot be uploaded more frequently, which causes patients to shop pharmacies with multiple prescriptions-**Pharmacist-Other (please specify): Community Pharmacy-Volusia**
- I don't believe reports are compete.-**Pharmacist-Other (please specify): Corp. Management-Broward, Miami-Dade, St Petersburg**
- the prescribers don't seem to want to take the time to use it-**Pharmacist-Other (please specify): grocery chain-Volusia**
- Need to implement a system of easily capturing RXs that are not received or credited and run again for insurance processing reasons. Currently this is inflating the reported use of controlled RXs. That creates embarrassments.-**Pharmacist-Other (please specify): MTM practice plus retail, part-time-Lee**
- not very user friendly-**Pharmacist-Other (please specify): relief pharmacist retail pharmacies-Lake, Orange, Seminole, Marion**
- The amount of time it sometimes takes to actually fill the RX.-**Pharmacist-Other (please specify): retired-Pinellas**
- time it takes sometimes-**Pharmacist-Small private office (5 or fewer practitioners)-Orange**
- delay in updating-**Pharmacist- -Osceola**
- multiple log-ins-**Physician Assistant-Emergency room-Brevard**
- 7 day lag in reporting-**Physician Assistant-Emergency room-Lake**
- server downtimes-**Physician Assistant-Emergency room-Palm Beach**
- Somewhat clumsy template for the website-**Physician Assistant-Emergency room-Polk**
- lack of participation-**Physician Assistant-Other (please specify): military clinic-Monroe**
- not always 100% accurate-**Physician Assistant-Small private office (5 or fewer practitioners)-Duval**
- having to use it-**Physician Assistant-Small private office (5 or fewer practitioners)-Leon**
- iPhone!!!!!!! Come on!-**Physician Assistant-Small private office (5 or fewer practitioners)-Pinellas**
- I have trouble with the passwords.-**Podiatric Physician-Small private office (5 or fewer practitioners)-Polk**

APPENDIX B

Data Tables Segmented by Profession

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Non-User								
What is your age?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Under 30	0	0	2	1	5	3	0	11
30 - 39	5	8	15	2	26	5	0	61
40 - 49	5	6	33	5	37	7	1	94
50 - 59	16	12	69	7	67	10	3	184
60 or older	15	13	84	5	81	10	2	210
Totals	41	39	203	20	216	35	6	560

Registered User								
What is your age?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Under 30	2	0	1	1	51	2	0	57
30 - 39	7	2	20	22	162	7	0	220
40 - 49	10	2	47	17	179	9	1	265
50 - 59	18	9	59	18	177	7	0	288
60 or older	6	4	43	22	129	6	1	211
Totals	43	17	170	80	698	31	2	1041

E-FORCSE Survey Results

Non-User								
What is your gender?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Male	5	28	150	14	126	22	6	351
Female	35	11	47	6	86	13	0	198
Totals	40	39	197	20	212	35	6	549

Registered User								
What is your gender?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Male	10	16	126	67	390	22	1	632
Female	33	1	42	13	295	9	1	394
Totals	43	17	168	80	685	31	2	1026

E-FORCSE Survey Results

Non-User								
What best characterizes your practice?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Large Private Office (6+ practitioners)	7	2	23	2	2	8	2	46
Small Private Office (5 or fewer practitioners)	10	28	83	8	1	9	4	143
Academic Practice	4	3	17	3	1	0	0	28
Emergency Room	0	0	12	3	1	5	0	21
Hospital-based Clinic	4	1	12	1	8	1	0	27
Hospital: Inpatient Primarily	8	0	23	0	40	8	0	79
Chain Pharmacy Store	1	0	0	0	43	0	0	44
Independent Pharmacy Store	0	0	0	0	32	0	0	32
Institutional Pharmacy (Hospital, Nursing Home, etc)	2	1	0	0	30	0	0	33
Other	7	5	29	2	54	5	0	102
Totals	43	40	199	19	212	36	6	555

Registered User								
What best characterizes your practice?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Large Private Office (6+ practitioners)	11	1	21	7	0	10	0	50
Small Private Office (5 or fewer practitioners)	13	14	89	47	3	8	2	176
Academic Practice	0	0	12	7	6	1	0	26
Emergency Room	6	0	33	16	4	13	0	72
Hospital-based Clinic	5	1	5	3	12	0	0	26
Hospital: Inpatient Primarily	3	0	9	5	20	0	0	37
Chain Pharmacy Store	0	0	0	0	431	0	0	431
Independent Pharmacy Store	0	0	0	0	203	0	0	203
Institutional Pharmacy (Hospital, Nursing Home, etc)	0	0	0	0	20	0	0	20

E-FORCSE Survey Results

Other	6	1	8	2	13	1	0	31
Totals	44	17	177	87	712	33	2	1072

Non-User								
County	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Alachua	1	0	4	0	2	2	0	9
Bay	1	2	3	0	4	1	0	11
Brevard	2	1	5	0	3	1	1	13
Broward	3	9	16	1	20	3	0	52
Charlotte	1	0	1	0	1	0	0	3
Citrus	0	0	2	1	0	0	0	3
Clay	0	0	0	0	0	1	0	1
Collier	0	1	2	1	1	1	0	6
Columbia	0	0	1	0	2	0	0	3
Duval	1	3	9	1	3	2	0	19
Escambia	0	0	5	0	5	0	0	10
Flagler	0	0	0	1	0	0	0	1
Hernando	1	1	1	0	2	0	0	5
Hillsborough	1	0	10	0	17	0	0	28
Indian River	0	0	1	0	0	0	0	1
Jackson	0	0	0	0	1	0	0	1
Jefferson	0	1	0	0	0	0	0	1
Lake	0	1	1	0	3	2	0	7
Lee	0	2	2	0	5	2	0	11
Leon	1	0	4	0	2	0	0	7
Levy	0	1	0	0	0	0	0	1
Manatee	0	0	1	1	2	1	0	5
Marion	0	2	2	1	1	1	0	7
Martin	1	0	0	0	1	0	0	2

E-FORCSE Survey Results

Non-User								
County	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Miami-Dade	4	4	28	3	12	1	0	52
Monroe	1	1	1	0	1	1	0	5
Okaloosa	0	0	2	1	1	0	0	4
Orange	3	0	8	0	12	2	0	25
Osceola	0	0	2	0	1	0	0	3
Palm Beach	4	5	18	3	10	1	0	41
Pasco	0	0	5	0	0	0	0	5
Pinellas	4	2	5	2	8	0	0	21
Polk	0	0	3	0	2	1	0	6
Putnam	0	0	2	0	0	0	0	2
Saint Johns	0	0	0	0	1	0	0	1
Saint Lucie	0	0	2	0	2	0	0	4
Santa Rosa	0	0	1	0	0	0	0	1
Sarasota	0	0	4	0	1	0	0	5
Seminole	3	0	2	0	5	0	1	11
Sumter	0	0	1	0	0	0	0	1
Suwannee	0	0	0	0	1	0	0	1
Volusia	0	0	2	0	3	1	0	6
Walton	1	0	0	0	0	0	0	1
Practicing Outside of Florida	5	4	24	3	55	5	3	99
Total	38	40	180	19	190	29	5	501

Registered User								
County	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Alachua	1	0	8	0	7	0	0	16
Baker	0	0	1	0	3	0	0	4
Bay	1	0	3	0	3	0	0	7
Bradford	0	0	0	0	1	0	0	1
Brevard	1	2	4	0	22	2	0	31
Broward	3	3	10	10	72	0	0	98
Charlotte	0	0	3	2	5	0	1	11
Citrus	0	0	1	2	7	0	0	10
Clay	1	0	1	0	10	0	0	12
Collier	2	0	2	1	5	0	0	10
Columbia	0	0	1	0	2	0	0	3
Dixie	0	0	1	0	0	0	0	1
Duval	4	0	12	6	41	2	0	65
Escambia	2	1	5	2	9	0	0	19
Flagler	0	0	0	0	4	0	0	4
Gulf	0	0	1	0	1	0	0	2
Hardee	0	0	0	0	1	0	0	1
Hendry	0	0	0	0	1	0	0	1
Hernando	0	0	2	1	9	0	0	12
Highlands	0	0	1	1	1	0	0	3
Hillsborough	2	1	15	5	51	2	0	76
Indian River	0	1	5	0	7	0	0	13
Jackson	0	0	0	0	0	1	0	1
Lake	3	0	2	0	5	1	0	11
Lee	3	0	7	3	19	2	0	34
Leon	0	0	4	0	8	2	0	14

E-FORCSE Survey Results

Registered User								
County	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Levy	0	0	0	0	1	0	0	1
Madison	0	0	0	0	0	1	0	1
Manatee	1	1	1	2	8	0	0	13
Marion	0	0	1	1	8	1	0	11
Martin	0	0	2	0	8	0	0	10
Miami-Dade	0	0	4	4	62	0	0	70
Monroe	1	0	0	1	5	1	0	8
Nassau	0	0	0	0	3	0	0	3
Okaloosa	0	0	4	0	4	3	0	11
Okeechobee	0	0	0	0	1	0	0	1
Orange	5	1	4	5	37	1	0	53
Osceola	0	1	4	0	6	0	0	11
Palm Beach	7	0	10	8	50	2	0	77
Pasco	2	0	3	1	23	1	0	30
Pinellas	4	1	10	11	36	4	0	66
Polk	1	0	6	0	20	2	1	30
Putnam	0	0	0	0	4	2	0	6
Saint Johns	0	0	3	1	10	1	0	15
Saint Lucie	0	2	3	0	14	2	0	21
Santa Rosa	0	2	0	3	4	1	0	10
Sarasota	0	0	8	2	10	0	0	20
Seminole	1	0	7	1	17	0	0	26
Sumter	0	0	1	0	2	0	0	3
Suwannee	0	0	0	0	1	0	0	1
Taylor	0	0	0	0	0	1	0	1
Union	0	0	0	0	1	0	0	1

Registered User								
County	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Volusia	0	0	7	2	18	0	0	27
Walton	0	0	2	0	2	0	0	4
Practicing Outside of Florida	0	0	1	1	2	0	0	4
Total	45	16	170	76	651	35	2	995

Non-User								
1. Why haven't you registered as a user?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
There is no internet access at work	1	2	2	0	6	1	0	12
I'm not aware that I could register as a user	15	25	89	9	70	22	1	231
I'm too busy	2	1	12	1	8	0	0	24
I don't think there would be any benefits	2	3	17	3	14	2	0	41
I'm not allowed to share the account with my support staff	0	0	0	1	6	0	0	7
I rarely, if ever, prescribe/dispense controlled substances	20	7	75	5	64	12	2	185
Other	0	2	8	0	19	1	0	30
Not Practicing	6	4	27	2	53	2	3	97
Totals	46	44	230	21	240	40	6	627

E-FORCSE Survey Results

Non-User								
2. Have you heard about the PDMP, also known as E-FORCSE?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes	23	10	99	11	144	13	4	304
No	17	29	97	9	66	22	1	241
Totals	40	39	196	20	210	35	5	545

Registered User								
2. Have you heard about the PDMP, also known as E-FORCSE?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes	33	14	138	67	573	27	1	853
No	1	0	7	0	4	0	0	12
Totals	34	14	145	67	577	27	1	865

Non-User								
3a. This program is likely to improve management of patient's controlled substance prescriptions?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	5	7	54	4	86	12	2	170
Agree	18	19	101	8	79	16	2	243
Disagree	6	1	13	2	9	0	0	31
Strongly Disagree	3	4	8	4	15	3	1	38
Don't Know	7	7	21	2	18	3	1	59
Totals	39	38	197	20	207	34	6	541

E-FORCSE Survey Results

Registered User								
3a. This program is likely to improve management of patient's controlled substance prescriptions?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	24	11	95	43	376	23	1	573
Agree	9	2	44	21	175	2	0	253
Disagree	1	0	0	0	17	1	0	19
Strongly Disagree	4	1	9	8	56	3	0	81
Don't Know	1	2	1	1	9	0	0	14
Totals	39	16	149	73	633	29	1	940

Non-User								
3b. Over time, I think most providers and pharmacists will be interested in registering to access and use this data system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	6	5	47	6	84	15	2	165
Agree	15	20	93	8	79	14	2	231
Disagree	7	6	14	1	9	1	1	39
Strongly Disagree	4	2	6	5	14	1	0	32
Don't Know	6	4	35	0	17	3	1	66
Totals	38	37	195	20	203	34	6	533

Registered User								
3b. Over time, I think most providers and pharmacists will be interested in registering to access and use this data system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	16	8	82	46	357	19	0	528
Agree	17	5	51	20	203	7	0	303
Disagree	1	0	3	1	16	0	1	22

Registered User								
3b. Over time, I think most providers and pharmacists will be interested in registering to access and use this data system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Disagree	4	0	6	3	47	3	0	63
Don't Know	1	3	6	2	10	0	0	22
Totals	39	16	148	72	633	29	1	938

Non-User								
3c. This program will likely increase communication between providers?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	4	3	26	1	67	10	1	112
Agree	12	23	104	8	86	11	2	246
Disagree	9	6	27	5	14	4	2	67
Strongly Disagree	3	0	4	5	10	2	0	24
Don't Know	10	5	33	1	24	6	1	80
Totals	38	37	194	20	201	33	6	529

Registered User								
3c. This program will likely increase communication between providers?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	14	8	54	34	255	14	0	379
Agree	15	5	61	26	257	10	0	374
Disagree	1	2	11	4	43	2	1	64
Strongly Disagree	2	0	6	2	44	3	0	57
Don't Know	1	3	6	2	10	0	0	22
Totals	33	18	138	68	609	29	1	896

Non-User								
3d. This prescription drug monitoring program will not have much impact?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	1	1	7	2	7	1	2	21
Agree	7	6	31	1	20	1	1	67
Disagree	19	22	88	12	83	14	2	240
Strongly Disagree	5	2	31	3	70	10	1	122
Don't Know	6	5	37	2	22	7	0	79
Totals	38	36	194	20	202	33	6	529

Registered User								
3d. This prescription drug monitoring program will not have much impact?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	6	0	4	2	18	1	0	31
Agree	1	2	6	4	23	0	0	36
Disagree	11	8	53	33	276	8	0	389
Strongly Disagree	18	6	78	33	300	20	0	455
Don't Know	3	0	6	1	15	0	1	26
Totals	39	16	147	73	632	29	1	937

E-FORCSE Survey Results

4. How did you learn about your responsibilities and rights under the PDMP?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Professional Association	4	5	40	28	231	6	0	314
Information Pamphlet	3	1	18	5	71	1	0	99
PDMP Website	15	6	59	25	283	12	0	400
Mailing	12	8	23	9	95	2	2	151
Training Session	4	1	10	4	116	2	0	137
Threshold Reports	0	0	0	0	8	1	0	9
Colleague / Employer	21	1	55	17	330	14	0	438
Not familiar with program / NA	1	0	2	1	3	0	0	7
Other	0	0	1	2	3	0	0	6
Totals	60	22	208	91	1140	38	2	1561

5. In your experience, how have the benefits of the PDMP compared to the drawbacks?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Benefits exceed drawbacks	35	11	123	60	554	26	1	810
Benefits and drawbacks are about equal	3	2	12	7	62	2	0	88
Drawbacks exceed the benefits	1	1	6	1	17	1	0	27
I have no idea	2	2	14	2	20	1	1	42
Totals	41	16	155	70	653	30	2	967

E-FORCSE Survey Results

6. In your experience, how useful has the PDMP been so far in helping to control “doctor shopping” by patients seeking to access or abuse controlled substances?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very useful	28	8	103	52	478	19	0	688
Somewhat useful	9	4	33	15	144	10	0	215
Not useful	0	1	5	0	19	1	0	26
Don't know	4	2	14	4	17	0	2	43
Totals	41	15	155	71	658	30	2	972

7a. PDMP startup went very smoothly.	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	9	6	32	15	100	8	0	170
Agree	23	7	85	33	416	13	1	578
Disagree	5	2	17	11	84	4	0	123
Strongly Disagree	1	0	12	5	24	1	0	43
Don't Know	3	1	7	8	31	4	1	55
Totals	41	16	153	72	655	30	2	969

7b. We had all the information we needed to register and utilize the PDMP.	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	11	6	38	18	171	6	0	250
Agree	23	9	87	43	393	20	0	575
Disagree	2	1	17	3	56	2	2	83
Strongly Disagree	2	0	9	5	25	1	0	42
Don't Know	2	0	2	3	11	1	0	19
Totals	40	16	153	72	656	30	2	969

E-FORCSE Survey Results

7c. I wish technical support could be more helpful.	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	0	2	11	6	52	1	0	72
Agree	7	3	35	12	184	6	0	247
Disagree	17	4	54	27	190	9	1	302
Strongly Disagree	4	0	12	4	61	3	0	84
Don't Know	13	7	40	23	166	11	1	261
Totals	41	16	152	72	653	30	2	966

7d. Overall, this has been a negative experience.	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	0	0	5	1	7	0	0	13
Agree	1	2	4	0	23	2	0	32
Disagree	12	7	64	27	284	11	1	406
Strongly Disagree	25	7	73	42	330	17	0	494
Don't Know	2	0	7	1	12	0	1	23
Totals	40	16	153	71	656	30	2	968

7e. Our current experience uploading data is going very well.	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Strongly Agree	13	7	35	11	150	8	0	224
Agree	17	4	52	37	367	14	0	491
Disagree	2	2	10	3	38	3	0	58
Strongly Disagree	2	0	7	0	15	0	0	24
Don't Know	3	3	15	8	42	2	0	73
Totals	37	16	119	59	612	27	0	870

E-FORCSE Survey Results

8. Should all prescribers and dispensers use the PDMP to inform their clinical decisions related to controlled substances?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes	34	10	124	64	605	28	1	866
No	3	3	14	3	26	1	0	50
Don't Know	3	3	12	4	22	1	1	46
Totals	40	16	150	71	653	30	2	962

9. How would you characterize your use of the PDMP system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
I have never used it	2	2	5	3	9	0	2	23
Very minimal user	8	10	35	14	72	5	0	144
Moderate user	16	2	46	20	127	9	0	220
Active and regular user	15	2	69	37	463	16	0	602
Totals	41	16	155	74	671	30	2	989

10. How easy was it to register as a user?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very easy	13	8	61	32	285	12	0	411
Somewhat easy	21	4	66	34	282	13	2	422
Somewhat difficult	7	3	20	8	82	5	0	125
Very difficult	0	1	5	0	19	0	0	25
Totals	41	16	152	74	668	30	2	983

E-FORCSE Survey Results

11. How easy has it been to utilize the PDMP system to get information about your patients?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very easy	15	6	63	23	326	16	0	449
Somewhat easy	19	3	64	40	278	10	0	414
Somewhat difficult	4	6	20	8	52	2	0	92
Very difficult	3	1	5	2	12	2	0	25
Totals	41	16	152	73	668	30	0	980

12. In the last 30 days, about how many unique patients have you accessed the PDMP to monitor or check on prescription medication?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
None	7	8	29	8	76	2	2	132
1 to 5	15	8	53	21	134	8	0	239
6 to 25	10	0	45	29	277	15	0	376
More than 25	9	0	27	14	182	5	0	237
Totals	41	16	154	72	669	30	2	984

13. In the past 30 days, for which of the following reasons have you used the PDMP system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Assess controlled substance use of new patients before prescribing or dispensing	29	5	105	56	561	27	0	783
Assess controlled substance use for existing patients who might be over-using	25	6	102	47	518	23	0	721
When a patient requests an early refill on a controlled substance	20	3	70	37	373	11	0	514

E-FORCSE Survey Results

Other	1	1	6	6	43	0	0	57
Have not used the PDMP system in the past 30 days	2	1	7	1	17	0	0	28
Totals	77	16	290	147	1512	61	0	2103

14a. How much does the following barrier keep you from using the system more: Limitations with internet at work?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Large barrier	0	1	6	0	45	2	0	54
Medium barrier	1	1	4	8	80	1	0	95
Small barrier	6	0	14	15	129	6	0	170
Not a barrier	33	14	126	50	410	21	2	656
Totals	40	16	150	73	664	30	2	975

14b. How much does the following barrier keep you from using the system more: Not enough time?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Large barrier	11	2	22	12	134	3	2	186
Medium barrier	4	6	23	13	164	3	0	213
Small barrier	16	2	55	25	183	12	0	293
Not a barrier	9	6	51	24	182	12	0	284
Totals	40	16	151	74	663	30	2	976

14c. How much does the following barrier keep you from using the system more: Support staff not being allowed to access the system under my account?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Large barrier	7	2	31	10	125	5	2	182
Medium barrier	8	1	25	15	114	5	0	168
Small barrier	3	3	22	14	119	3	0	164

E-FORCSE Survey Results

14c. How much does the following barrier keep you from using the system more: Support staff not being allowed to access the system under my account?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Not a barrier	22	9	72	33	301	17	0	454
Totals	40	15	150	72	659	30	2	968

14d. How much does the following barrier keep you from using the system more: Lack of training on how to access the PDMP?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Large barrier	2	1	5	1	30	0	1	40
Medium barrier	3	5	13	8	57	3	1	90
Small barrier	6	0	29	18	124	5	0	182
Not a barrier	29	10	104	46	449	22	0	660
Totals	40	16	151	73	660	30	2	972

14e. How much does the following barrier keep you from using the system more: The system is not easy to use?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Large barrier	2	2	10	4	34	3	0	55
Medium barrier	4	3	21	11	69	0	1	109
Small barrier	8	2	32	17	166	9	1	235
Not a barrier	26	9	86	41	395	18	0	575
Totals	40	16	149	73	664	30	2	974

E-FORCSE Survey Results

16. Are patient advisory reports (PARs) easy to understand?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very easy	14	6	60	23	284	17	0	404
Somewhat easy	17	8	75	40	299	10	0	449
Somewhat difficult	4	2	10	4	58	2	1	81
Very difficult	2	0	2	0	7	1	0	12
Totals	37	16	147	67	648	30	1	946

17. In the past 30 days, which of the following actions have you taken as a result of using the PDMP system to monitor controlled substance prescription medications for your patients?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Spoken with a patient about his/her controlled substance use	32	5	111	51	459	24	0	682
Contacted other providers or pharmacies	15	2	52	17	411	8	0	505
Confirmed patient not misusing prescriptions	24	3	103	41	477	21	0	669
Confirmed patient was doctor shopping	18	2	76	36	328	20	0	480
Established a controlled substance agreement ("narcotics contract" with patient)	5	0	30	17	48	3	0	103
Reduced or eliminated controlled substance prescriptions for a patient	14	6	69	30	201	18	0	338
Changed controlled substance prescriptions to non-controlled substance prescriptions for a patient	10	3	46	24	52	9	0	144
Dismissed patient from practice	8	1	37	22	162	9	0	239
Referred or recommended for substance abuse treatment	7	0	35	17	28	5	0	92
Referred or recommended for pain	12	1	47	29	44	16	0	149

E-FORCSE Survey Results

management								
Referred or recommended for anxiety (or other psychiatric disorder) management	7	0	23	14	21	5	0	70
Other	0	0	1	0	4	0	0	5
Report to Law Enforcement	0	1	1	0	2	2	0	6
Refused to fill a prescription	0	0	0	0	9	0	0	9
Totals	152	24	631	298	2246	140	0	3491

18a. Do you communicate more with clinicians and staff inside your practice as a result of using the PDMP system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes, definitely	17	2	63	28	254	10	0	374
Yes, somewhat	9	3	39	26	255	9	0	341
No	14	11	48	18	154	10	1	256
Totals	40	16	150	72	663	29	1	971

18b. Do you communicate more with providers who write prescriptions as a result of using the PDMP system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes, definitely	14	1	40	21	297	10	0	383
Yes, somewhat	14	6	47	27	276	9	1	380
No	13	8	64	23	91	11	0	210
Totals	41	15	151	71	664	30	1	973

E-FORCSE Survey Results

18c. Do you communicate more with pharmacists as a result of using the PDMP system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes, definitely	8	4	46	20	259	7	0	344
Yes, somewhat	11	8	49	22	246	8	0	344
No	21	4	53	29	150	15	1	273
Totals	40	16	148	71	655	30	1	961

18d. Do you communicate more with patients as a result of using the PDMP system?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes, definitely	19	6	82	41	336	14	0	498
Yes, somewhat	16	6	47	20	244	11	1	345
No	5	4	23	11	83	5	0	131
Totals	40	16	152	72	663	30	1	974

19. Which of the following topics do you communicate more about with other health care providers?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
I don't communicate more	10	5	33	18	69	9	1	145
Drug Interactions	6	0	17	8	231	5	0	267
Substance abuse treatment	11	2	45	21	168	4	0	251
Pain management	19	4	54	32	326	13	0	448
Doctor shopping	25	7	87	35	403	19	0	576
Other	1	1	1	1	37	0	0	41
Totals	72	19	237	115	1234	50	1	1728

E-FORCSE Survey Results

20a. How useful would the following category be as an additional resource on the PDMP website: Guidelines around pain management?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very useful	16	5	60	22	351	11	2	467
Somewhat useful	16	6	62	31	240	13	0	368
Not useful	9	5	27	16	66	6	0	129
Totals	41	16	149	69	657	30	2	964

20b. How useful would the following category be as an additional resource on the PDMP website: Advice for dealing with mental health issues?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very useful	11	6	51	20	186	4	1	279
Somewhat useful	19	6	65	27	297	17	0	431
Not useful	11	4	31	24	174	9	1	254
Totals	41	16	147	71	657	30	2	964

20c. How useful would the following category be as an additional resource on the PDMP website: Recommendations for seeing patients with substance abuse problems?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very useful	19	8	62	27	268	8	1	393
Somewhat useful	15	5	58	29	274	13	1	395
Not useful	6	3	27	13	116	8	0	173
Totals	40	16	147	69	658	29	2	961

E-FORCSE Survey Results

20d. How useful would the following category be as an additional resource on the PDMP website: Advice for seeing patients dually diagnosed with mental health and substance abuse issues?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very useful	16	7	59	24	231	6	1	344
Somewhat useful	17	5	59	30	292	15	1	419
Not useful	8	3	29	14	133	9	0	196
Totals	41	15	147	68	656	30	2	959

20e. How useful would the following category be as an additional resource on the PDMP website: Making referrals for substance abuse treatment?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very useful	19	4	74	35	212	11	2	357
Somewhat useful	17	8	48	22	267	12	0	374
Not useful	4	3	25	10	173	7	0	222
Totals	40	15	147	67	652	30	2	953

20f. How useful would the following category be as an additional resource on the PDMP website: Interacting with patients using PDMP data?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very useful	17	7	70	35	304	11	1	445
Somewhat useful	15	8	61	26	273	14	1	398
Not useful	6	1	17	8	80	5	0	117
Totals	38	16	148	69	657	30	2	960

E-FORCSE Survey Results

21. In general, to what degree do you find Patient Advisory Reports (PARs) to be accurate or inaccurate?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Very accurate	19	7	73	28	276	12	0	415
Somewhat accurate	12	4	46	29	266	11	0	368
Neutral	8	4	25	9	98	5	0	149
Somewhat inaccurate	0	1	3	1	12	1	0	18
Very inaccurate	0	0	2	0	4	0	0	6
Totals	39	16	149	67	656	29	0	956

22. In your opinion, do you believe the data from PARs reflects an individuals scheduled drug use?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes, always	6	1	24	9	135	6	0	181
Yes, usually	25	12	96	46	400	19	1	599
Sometimes	6	3	25	12	103	3	1	153
Seldom	0	0	1	0	9	1	0	11
Almost never	0	0	1	0	2	0	0	3
Never	1	0	1	0	5	0	0	7
Totals	38	16	148	67	654	29	2	954

23. In the past three years, have you been prescribing fewer Schedule II controlled substances?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes	21	8	95	50	225	22	1	422
No	15	8	55	19	200	7	1	305
Totals	36	16	150	69	425	29	2	727

24. What factors have resulted in you prescribing fewer Schedule II controlled substances?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Intense media coverage	5	3	50	15	89	9	0	171
Increased law enforcement activity	8	2	39	22	168	12	0	251
Enactment of the PDMP	16	7	65	41	218	15	0	362
Other	3	3	22	15	24	7	1	75
Totals	32	15	176	93	499	43	1	859

25. Has prescribing fewer Schedule II controlled substances impacted your ability to help your patients manage their pain?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes, there has been a <i>positive impact</i>	7	1	25	10	114	6	0	163
Yes, there has been a <i>negative impact</i>	3	1	22	13	41	5	1	86
No, there has been <i>no impact</i>	19	13	84	39	172	19	1	347
Totals	29	15	131	62	327	30	2	596

26. As a result of prescribing fewer Schedule II controlled substances have you prescribed more Schedule III and IV controlled substances?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes	4	5	42	33	116	12	2	214
No	25	10	83	29	201	17	0	365
Totals	29	15	125	62	317	29	2	579

E-FORCSE Survey Results

29. Would you recommend others to use the PDMP Database website?	ARNP	Dentist	Medical Doctor	Osteopathic Physician	Pharmacist	PA	Podiatric Physician	Totals
Yes	36	14	142	67	556	28	2	845
No	2	2	6	0	19	1	0	30
Totals	38	16	148	67	575	29	2	875

APPENDIX C

Survey

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Florida Department of Health Prescription Drug Monitoring Program: E-FORCSE

The Florida Department of Health (DOH) strives to provide quality customer service and is continually looking for ways to improve. Your feedback is important to us. We welcome the opportunity to hear your concerns or suggestions about our prescription drug monitoring program (PDMP) and how it can be improved. Please take a moment to give us your thoughts by completing this survey. The survey takes about 15 minutes.

Unless you choose to provide contact information or identify yourself in comments, all responses are anonymous and cannot be linked back to you. If you have questions about the reasons for or content of the survey please contact the DOH PDMP at (850) 245-4797.

Select the profession that applies to you:

Advanced Registered Nurse Practitioner
Dentist
Medical Doctor (Allopathic Physician)
Osteopathic Physician
Pharmacist
Physician Assistant
Podiatric Physician

What is your age?

Under 30
30-39
40-49
50-59
60 or older

What is your gender?

Male
Female

What best characterizes your practice? (check all that apply)

Large private office (6+ practitioners)
Small private office (5 or fewer practitioners)
Academic practice
Emergency room
Hospital-based clinic
Hospital: inpatient primarily
Chain pharmacy store
Independent pharmacy
Institutional pharmacy (hospital, nursing home, etc.)
Other (please specify): _____

What county do you practice in? _____

VERY IMPORTANT - PLEASE READ

If you have **NOT registered** as a user of the PDMP, please respond to survey items #1 through #3 below and then skip to the bottom of the survey and hit the "Submit" button.

If you are **a registered user** of the PDMP, please skip to survey item #2.

Non-Users ONLY

1. Why haven't you registered as a user? (check all that apply)

- There is no internet access at work
- I'm not aware that I could register as a user
- I'm too busy
- I don't think there would be any benefits
- I'm not allowed to share the account with my support staff
- I rarely, if ever, prescribe/dispense controlled substances
- Some other reason (please specify):

Program Knowledge/Perception

2. Have you heard about the Prescription Drug Monitoring Program (PDMP), also known as E-FORCSE?

- Yes
- No (please read summary below)

PDMP Summary:

This monitoring program was created by the 2009 legislature in an initiative to encourage safer prescribing of controlled substances and to reduce drug abuse and diversion within the state of Florida. The purpose of the PDMP is to provide the information that will be collected in the database to health care practitioners to guide their decisions in prescribing and dispensing these highly-abused prescription drugs. Section 893.055, Florida Statutes, requires health care practitioners to report to the PDMP each time a controlled substance is dispensed to an individual. This information is to be reported through the electronic system as soon as possible but not more than 7 days after dispensing. This reporting timeframe ensures that health care practitioners have the most up-to-date information available. Visit the [DOH PDMP Website](#) for more information.

3. Considering this program summary, and from your own knowledge of the program and its goals, please indicate how much you agree or disagree with the following statements.

a. This program is likely to improve management of patient's controlled substance prescriptions.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Don't Know

b. Over time, I think most providers and pharmacists will be interested in registering to access and use this data system.

- Strongly Disagree

E-FORCSE Survey Results

Disagree
Agree
Strongly Agree
Don't Know

c. This program will likely increase communication between providers.

Strongly Disagree
Disagree
Agree
Strongly Agree
Don't Know

d. This prescription drug monitoring program will not have much impact.

Strongly Disagree
Disagree
Agree
Strongly Agree
Don't Know

STOP - Please read: If you are ***NOT currently registered*** as a user of the PDMP, you have completed your portion of the survey. Please scroll to the bottom of the webpage and click the "**Submit**" button.

4. How did you learn about your responsibilities and rights under the PDMP? (check as many as apply)

Professional Association
Information Pamphlet
PDMP Website
Mailing
Training Session
Threshold Reports
Colleague/ employer
Not familiar with program / NA
Other (please specify):

5. In your experience, how have the benefits of the PDMP compared to the drawbacks?

Benefits exceed the drawbacks
Benefits and drawbacks are about equal
Drawbacks exceed the benefits
I have no idea

6. In your experience, how useful has the PDMP been so far in helping to control "doctor shopping" by patients seeking to access or abuse controlled substances?

Very useful
Somewhat useful
Not useful
Don't Know

7. Please think about your experience participating in the PDMP. Consider the statements below and indicate how much you agree or disagree with each.

E-FORCSE Survey Results

a. PDMP startup went very smoothly.

Strongly Disagree
Disagree
Agree
Strongly Agree
Don't Know

b. We had all the information we needed to register and utilize the PDMP.

Strongly Disagree
Disagree
Agree
Strongly Agree
Don't Know

c. I wish technical support could be more helpful.

Strongly Disagree
Disagree
Agree
Strongly Agree
Don't Know

d. Overall, this has been a negative experience.

Strongly Disagree
Disagree
Agree
Strongly Agree
Don't Know

e. Our current experience uploading data is going very well.

Strongly Disagree
Disagree
Agree
Strongly Agree
Don't Know
Not Applicable

8. Should all prescribers and dispensers use the PDMP to inform their clinical decisions related to controlled substances?

Yes
No
Don't Know

System Use

9. How would you characterize your use of the PDMP system?

I have never used it
Very minimal user
Moderate user
Active and regular user

10. How easy was it to register as a user?

Very easy

Somewhat easy
Somewhat difficult
Very difficult

11. How easy has it been to utilize the PDMP system to get information about your patients?

Very easy
Somewhat easy
Somewhat difficult
Very difficult

12. In the last 30 days, about how many unique patients have you accessed the PDMP to monitor or check on prescription medication?

None
1 to 5
6 to 25
More than 25

13. In the past 30 days, for which of the following reasons have you used the PDMP system (check all that apply)

Assess controlled substance use of new patients before prescribing or dispensing
Assess controlled substance use for existing patients who might be over-using
When a patient requests an early refill on a controlled substance
Some other reason (please specify):

14. Some providers have reasons for not using the PDMP system more often. How much do each of the following barriers keep you from using the system more?

a. Limitations with internet access at work

Large barrier
Medium barrier
Small barrier
Not a barrier

b. Not enough time

Large barrier
Medium barrier
Small barrier
Not a barrier

c. Support staff not being allowed to access the system under my account

Large barrier
Medium barrier
Small barrier
Not a barrier

d. Lack of training on how to access the PDMP

Large barrier
Medium barrier
Small barrier
Not a barrier

e. The system is not easy to use

Large barrier

E-FORCSE Survey Results

Medium barrier
Small barrier
Not a barrier

15. What else would you rate as a large or medium barrier keeping you from using the PDMP system more often? _____

16. Are patient advisory reports (PARs) easy to understand?

Very easy
Somewhat easy
Somewhat difficult
Very difficult

17. In the past 30 days, which of the following actions have you taken as a result of using the PDMP system to monitor controlled substance prescription medications for your patients? (check all that apply)

Spoken with a patient about his/her controlled substance use
Contacted other providers or pharmacies
Confirmed patient not misusing prescriptions
Confirmed patient was doctor shopping
Established a controlled substance agreement ("narcotics contract" with patient)
Reduced or eliminated controlled substance prescriptions for a patient
Changed controlled substance prescriptions to non-controlled substance prescriptions for a patient
Dismissed patient from practice
Referred or recommended for substance abuse treatment
Referred or recommended for pain management
Referred or recommended for anxiety (or other psychiatric disorder) management
Something else (please specify):

18. As a result of using the PDMP system, do you communicate more with any of the following groups?

a. Do you communicate more with clinicians and staff inside your practice?

Yes, definitely
Yes, somewhat
No

b. Do you communicate more with providers who write prescriptions?

Yes, definitely
Yes, somewhat
No

c. Do you communicate more with pharmacists?

Yes, definitely
Yes, somewhat
No

d. Do you communicate more with patients?

Yes, definitely
Yes, somewhat
No

19. Which of the following topics do you communicate more about with other health care providers? (check all that apply)

- I don't communicate more
- Drug interactions
- Substance abuse treatment
- Pain management
- Doctor shopping
- Something else (please specify):

20. How useful would any of the following categories be as additional resources on the PDMP website?

a. Guidelines around pain management

- Very useful
- Somewhat useful
- Not useful

b. Advice for dealing with mental health issues

- Very useful
- Somewhat useful
- Not useful

c. Recommendations for seeing patients with substance abuse problems

- Very useful
- Somewhat useful
- Not useful

d. Advice for seeing patients dually diagnosed with mental health and substance abuse issues

- Very useful
- Somewhat useful
- Not useful

e. Making referrals for substance abuse treatment

- Very useful
- Somewhat useful
- Not useful

f. Interacting with patients using PDMP data

- Very useful
- Somewhat useful
- Not useful

g. Anything else (please specify):

Accuracy of PDMP Data

21. In general, to what degree do you find Patient Advisory Reports (PARs) to be accurate or inaccurate?

- Very accurate
- Somewhat accurate

Neutral
Somewhat inaccurate
Very inaccurate

22. In your opinion, do you believe the data from PARs reflects an individuals scheduled drug use?

Yes, always
Yes, usually
Sometimes
Seldom
Almost never
Never

Impact of PDMP on Practice

23. In the past three years, have you been prescribing fewer Schedule II controlled substances?

Yes
No

24. What factors have resulted in you prescribing fewer Schedule II controlled substances? (check all that apply)

Intense media coverage
Increased law enforcement activity
Enactment of the PDMP
Other (please specify):

25. Has prescribing fewer Schedule II controlled substances impacted your ability to help your patients manage their pain?

Yes, there has been a positive impact on my ability to help my patients manage their pain.
Yes, there has been a negative impact on my ability to help my patients manage their pain.
No, there has been no impact on my ability to help my patients manage their pain.

26. As a result of prescribing fewer Schedule II controlled substances have you prescribed more Schedule III and IV controlled substances?

Yes
No

Suggested Improvements

27. What one thing would improve the PDMP, if anything? _____

29. Would you recommend others to use the PDMP Database website?

Yes
No

30. What do you like most about the website? _____

31. What do you like least about the website? _____

Other

32. May we contact you?

Name: _____

Address: _____

Phone Number: _____

Email Address: _____