

**Mission:**

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.

**Rick Scott**

Governor

**Celeste Philip, MD, MPH**

Surgeon General and Secretary

**Vision:** To be the **Healthiest State** in the Nation**MEMORANDUM**

**DATE** April 11, 2019

**FROM:** Rebecca R. Poston, BPharm, MHL  
Program Manager  
E-FORCSE, Florida Prescription Drug Monitoring Program

**SUBJECT:** E-FORCSE Service Interruptions

Pursuant to Section 893.055(8)(a)-(b), Florida Statutes, below is a list of the dates and times where the Prescription Drug Monitoring Program system (system) was nonoperational. During these times, a prescriber or dispenser or a designee or a prescriber or dispenser is exempt from the duty to consult the system to review a patient's controlled substance dispensing information. If the system is nonoperational, no more than a 3-day supply may be prescribed or dispensed and a notation must be made in the patient record.

**PMP AWARe Service Interruptions**

| Date                        | Start       | End         | Description/Impact  |
|-----------------------------|-------------|-------------|---|
| Tuesday, July 3, 2018       | 9:58 AM ET  | 10:10 AM ET | PMP AWARe offline – access to state PDMP data is not available. |
| Tuesday, July 3, 2018       | 2:46 PM ET  | 3:39 PM ET  | PMP AWARe offline – access to state PDMP data is not available. |
| Tuesday, October 2, 2018    | 9:48 AM ET  | 10:21 AM ET | PMP AWARe offline – access to state PDMP data is not available. |
| Monday, November 19, 2018   | 8:47 AM ET  | 9:36 AM ET  | PMP AWARe offline – access to state PDMP data is not available. |
| Wednesday, January 16, 2019 | 7:10 AM ET  | 7:17 AM ET  | PMP AWARe offline – access to state PDMP data is not available. |
| Monday, March 25, 2019      | 6:242 PM ET | 6:45 PM ET  | PMP AWARe offline – access to state PDMP data is not available. |

**PMP Gateway Service Interruptions (workflow integrations)**

| Date                     | Start       | End         | Description/Impact  |
|--------------------------|-------------|-------------|---|
| Monday, October 22, 2018 | 11:03 AM ET | 4:04 PM ET  | PMP Gateway degradation – users may experience intermittent performance while accessing state PDMP data within clinical workflow. |
| Monday, October 29, 2018 | 8:50 AM ET  | 11:45 AM ET | PMP Gateway offline - access to state PDMP data within clinical workflow is not available.  |

**Florida Department of Health****Prescription Drug Monitoring Program**

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**FloridaHealth.gov**
**Accredited Health Department**  
Public Health Accreditation Board

|                             |            |             |  |
|-----------------------------|------------|-------------|--|
| Monday, November 19, 2018   | 8:47 AM ET | 9:36 AM ET  | Access to state PDMP data within clinical workflow is not available.                       |
| Wednesday, January 16, 2019 | 7:10 AM ET | 7:17 AM ET  | Access to state PDMP data within clinical workflow is not available.                       |
| Thursday, April 10, 2019    | 9:52 AM ET | 10:11 AM ET | PMP Gateway offline - access to state PDMP data within clinical workflow is not available. |