Florida Department of Health
Prescription Drug Monitoring Program

Electronic Health Recordkeeping System Integration
Implementation Guide

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Version 1

Contents

What is the Florida Prescription Drug Monitoring System (E-FORCSE®)?

E-F ORCSE is an online tool used to track scheduled II through V controlled substances. E-FORCSE enables providers to review their patients' schedules II through V controlled substance prescription history and assesses patient risk. The system is also used to prevent drug abuse and diversion at the prescriber, pharmacy, and patient levels.

Please visit the E-FORCSE website for more information.

Below is a screenshot of the patient request screen within the E-FORCSE PMP AWARxE web application.

Patient Request   Ca

Patient Info

First Name*   Last Name*

☐ Partial Spelling   ☐ Partial Spelling

Date of Birth*

MM/DD/YYYY

☐ Run on behalf of...

Prescription Fill Dates

No earlier than 2 years from today

From*   To*

04/06/2017   04/06/2018

Patient Location

Search accuracy can be improved by including the address

Zip Code

PMP Interconnect Search

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

No States have been enabled for interconnect search

Search

What is Electronic Health Record (EHR) Integration?

The Florida Department of Health, Prescription Drug Monitoring Program, E-FORCSE® is partnering with Appriss Health, the service provider of E-FORCSE, to provide this integration option to all health care providers in the state utilizing a service called PMP Gateway. PMP Gateway is a multi-state query system that provides access to a majority of state PDMPs. PMP Gateway facilitates communication, information transfer, integration, and support for the state approval process and the EHR vendor development process. NarxCare, an Appriss Health developed product, will also be included. This tool equips prescribers and pharmacists in identifying drug misuse or abuse through additional analytics of the PMP data. Integrating E-FORCSE data within an EHR provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to pull-up the E-FORCSE browser, successfully log-in, and enter their patient's name and date of birth. Instead, the EHR or Pharmacy Management System (PMS) automatically initiates a patient query, validates the provider's credentials in E-FORCSE and returns the patient's prescription record directly within the provider's EHR or PMS.

What is the integration process?

1. The eligible entity must complete the **Integration Request Form**.
   a. Please ensure a primary contact (the person leading the project within the organization) as well as a software vendor contact is included.
2. Review, sign, and return the Integration Request Form to E-FORCSE at e-forcse@flhealth.gov for review.
3. E-FORCSE will review the request and notify the eligible entity whether the request has been approved or denied. If approved, E-FORCSE will send a copy of the approved Integration Request Form to the eligible entity and notify the Appriss Integration Specialist the request has been approved.
4. An Appriss Project Manager will contact the approved entity to confirm the details within Integration Request Form and to discuss next steps.
5. The approved entity must complete the Gateway License Agreement and execute with Appriss Health. Pricing is negotiated directly with Appriss Health.
6. Many EHR vendors have completed the integration development work to deliver PDMP data within the clinical workflow. If the entity's EHR vendor has completed this step, the following process will be initiated.
   a. Appriss creates production credentials for the Healthcare Entity (HCE).
      i. This process should take 2-3 business days
   b. Once created, E-FORCSE will need to approve the request for credentials.
      i. The approved entity should receive an automated email once E-FORCSE has approved the
         request for credentials.
   c. Credentials will then be sent to the EHR vendor to start the process.
      i. Appriss recommends the approved entity contact the EHR vendor to let them know a request to be integrated has been submitted.

d. The approved entity's EHR vendor will initiate communication to start the testing process.

e. The approved entity will work their EHR vendor to ensure all prescriber roles are mapped correctly to the appropriate PMP Gateway role and all prescribers have active E-FORCSE accounts.

f. Once complete, the approved entity will work with their EHR vendor to determine the final roll-out schedule.

7. If your EHR vendor has not completed the necessary integration development:

a. An Appriss Integration Specialist (IS) will reach out to the point of contact as listed on the approved Integration Request Form and schedule a meeting with Appriss IS, Appriss technical resource, approved entity point of contact, and EHR vendor/PMS vendor.

b. *Appriss will provide the EHR vendor with API documentation as well as the PDMP Integration and Implementation Guide.* Note: Depending on the engagement level of the vendor or existing project backlog, this process can take up to several months.

c. Appriss will provide testing instructions and test patients to the EHR vendor and will provide technical support as needed.

d. The approved entity will work with their EHR vendor to ensure all prescriber roles are mapped correctly to the appropriate PMP Gateway role and all prescribers have active E-FORCSE accounts.

e. Before moving any clients to production, Appriss requests that the EHR vendor demo the PMP Gateway integration with their product(s) so that they may provide any additional recommendations or changes. This demo will also include representatives from E-FORCSE.

f. Once the integration has been approved by Appriss and E-FORCSE, the entity's EHR vendor will set a Production date and you will work with your EHR vendor on the roll-out.

Clinical Workflow

When determining where in the clinical workflow the EHR will query the E-FORCSE system, it is important to note that there are key functional differences between the E-FORCSE's web portal and EHR integration. The goal for integration is to provide the key data elements to providers in a streamlined workflow.

EHR integration removes the need for a user to:

1. Exit the EMR and go to https://florida.pmpaware.net/login
2. Enter username & password
3. Navigate to a patient request
4. Enter a patient's first name, last name, and date of birth
5. Determine the date range to search
6. Select which states to query
7. Click 'search'

Instead, the integration allows the above detail to perform an automated query to deliver a patient report. E-FORCSE integration is focused on delivering a streamlined workflow for providers to access a patient report.

This program requires that all providers keep an active user license with the E-FORCSE web portal to ensure access to additional functionality such as the following.

E-F ORCSE functionality not included in EHR integration:

1. Delegate access to conduct E-FORCSE searches

2. Partial name search

3. Searches that return multiple records

4. MyRx

5. Search history (including delegate search history)

6. Bulk patient search

7. Delegate management

8. User profile

9. All interstate data sharing options

10. Announcements

11. Password reset (every 90 days)

12. Patient alerts

13. Prescriber trend notifications

There are a few scenarios where EHR users will encounter a "disallowed message" from the PMP Gateway and users will have to complete the search via the E-FORCE's web portal. These scenarios are:

• When multiple patients meet the search criteria;

• If the user does not have an active account in E-FORCSE.

Role Mapping

When the EHR sends a query to E-FORCSE, there are a few key data elements about the requesting provider included in that query. In addition to the facility identifiers, the query will include the provider's credentials: DEA, NPI, or Professional License Number and type (vary by role). E-FORCSE then validates that the provider requesting the data has an active account within E-FORCSE.

Designees, both unlicensed and licensed, are not able to access E-FORCSE data via EHR integration. Instead, designees will continue to access E-FORCSE via the web application.

Each HCE will need to map their EHR roles to the PMP Gateway and E-FORCSE roles. The complete list of roles and the associated credential that is passed with each request is listed below. The crosswalk below is to help clarify that some E-FORCSE users will not be able to have access via the EMR. If someone is improperly registered within E-FORCSE, there should be no impact provided the appropriate credentials are passed.

When accessing E-FORCSE using PMP Gateway, your EHR or pharmacy management system will pull one of the following identifiers into the PMP Gateway request: DEA #, NPI # and/or Professional license #. The number populated in the request to identify the requestor must also match one of those three identifiers registered within E-FORCSE. Please note: If your EHR is sending Professional license # in the request, then license type must also be provided. Both the Professional license # and type must match exactly to what is listed in the E-FORCSE user profile. Dashes, leading zeroes or spaces will not be stripped out during the matching process.

PMP Gateway Role	E-FORCSE Role	Credential passes with search request
Physician (MD, DO)	Physician (MD, DO) Podiatrist IHS Prescriber VA Prescriber DOD Prescriber	Personal DEA #, and/or Professional License Number
Dentist	Dentist	Personal DEA #, and/or Professional License Number
Nurse Practitioner	Nurse Practitioner	Personal DEA #, NPI and/or Professional License Number
Physician Assistant	Physician Assistant	Personal DEA #, NPI and/or Professional License Number
Medical Resident	Medical Resident	NPI and or Professional License Number
Optometrist with prescriptive authority	Optometrist	Personal DEA #, NPI, and or Professional License Number
Pharmacist	Pharmacist IHS Dispenser VA Dispenser DOD Dispenser	Professional License Number
Not applicable	Any delegate role	No Integration Option

System Issues

If users are experiencing an issue when attempting to access E-FORCSE data via the EMR, please first contact the approved entity's IT helpdesk for assistance. Please note: Appriss does not control any aspect of your EMR/EHR or Pharmacy Management System. Any issues related to your EMR/EHR vendor's application should be directed to the EMR/EHR vendor contact.

If it is determined that the PMP Gateway service is non-operational, please submit a support request form here. This will create a service ticket with the Appriss helpdesk to troubleshoot the issue. Please allow up to 24 hours for Appriss to acknowledge your issue.

In the event there is a disruption in the PMP Gateway integration service, providers should login to the E-FORCSE portal to request patient reports.