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

Florida
HEALTH

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

Ron DeSantis
Governor

Scott A. Rivkees, MD
State Surgeon General

MEMORANDUM

DATE   December 14, 2021

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

SUBJECT: E-FORSCE 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 AWARxE Service Interruptions

Date	Start	End	Description/Impact
Tuesday, July 3, 2018	9:58 AM ET	10:10 AM ET	PMP AWARxE offline – access to state PDMP data is not available.
Tuesday, July 3, 2018	2:46 PM ET	3:39 PM ET	PMP AWARxE offline – access to state PDMP data is not available.
Tuesday, October 2, 2018	9:48 AM ET	10:21 AM ET	PMP AWARxE offline – access to state PDMP data is not available.
Monday, November 19, 2018	8:47 AM ET	9:36 AM ET	PMP AWARxE offline – access to state PDMP data is not available.
Wednesday, January 16, 2019	7:10 AM ET	7:17 AM ET	PMP AWARxE offline – access to state PDMP data is not available.
Monday, March 25, 2019	6:42 PM ET	6:45 PM ET	PMP AWARxE offline – access to state PDMP data is not available.
Monday, May 13, 2019	2:08 PM ET	4:11 PM ET	PMP AWARxE degradation - service is responding very slow and as a result, the majority of searches are not processing.
Wednesday, June 5, 2019	9:35 AM ET	11:00 AM ET	PMP AWARxE degradation - service is responding very slow and as a result, the majority of searches are not processing.
Wednesday, June 19, 2019	6:47 AM ET	10:28 AM ET	PMP AWARxE degradation - service is responding very slow and as a result, the majority of searches are not processing.

Florida Department of Health
Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16 • Tallahassee, FL 32399
PHONE: 850/245-4797 • FAX: 850/617-6430
FloridaHealth.gov

PHAB   **Accredited Health Department**
Public Health Accreditation Board

Monday, December 9, 2019	11:59 AM ET	6:30 PM ET	PMP AWARxE degradation - service is responding very slow and as a result, the majority of searches are not processing.
Wednesday, February 26, 2020	6:52 AM ET	7:08 AM ET	PMP AWARxE offline – access to state PDMP data is not available.
Tuesday, May 19, 2020	4:00 AM ET	6:00 AM ET	PMP AWARxE platform maintenance – access to state PDMP data is not available.
Tuesday, June 23, 2020	4:00 AM ET	6:00 AM ET	PMP AWARxE platform maintenance – access to state PDMP data is not available.
Wednesday, December 23, 2020	2:04 PM ET	3:19 PM ET	PMP AWARxE emergency maintenance – access to state PDMP data is not available.
Wednesday, January 6, 2021	11:45 AM ET	12:02 PM ET	PMP AWARxE Emergency maintenance – access to state PDMP data is not available.
Tuesday, December 7, 2021	12:48 PM ET	Wednesday, December 8, 2021 11:41 AM ET	PMP AWARxE platform impacted by AWS outage resulting in application abnormalities.

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.
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.
Wednesday, June 5, 2019	9:35 AM ET	11:00 AM ET	PMP Gateway degradation – users may experience intermittent performance while accessing state PDMP data within clinical workflow.
Wednesday, June 19, 2019	6:47 AM ET	?	PMP Gateway degradation – users may experience intermittent performance while accessing state PDMP data within clinical workflow.

Saturday, August 24, 2019	4:01 AM ET	4:20 AM ET	PMP Gateway is offline and access to state PDMP data within clinical workflow is not available.
Monday, December 9, 2019	11:59 AM ET	6:30 PM ET	PMP Gateway degradation – users may experience intermittent performance while accessing state PDMP data within clinical workflow.
Sunday, June 27, 2021	12:01 AM ET	6:00 AM ET	PMP Gateway offline for extended maintenance.
Monday, July 12, 2021	2:32 PM ET	3:00 PM ET	PMP Gateway degradation. – users may experience slower report response times due to this degradation.
Thursday, August 19, 2021	10:59 AM ET	1:32 PM ET	PMP Gateway degradation - users may experience intermittent performance while accessing state PDMP data within clinical workflow.
Tuesday, September 7, 2021	11:08 AM ET	11:49 AM ET	PMP Gateway degradation impacting patient report response times.
Tuesday, December 7, 2021	12:48 PM ET	Wednesday, December 8, 2021 11:41 AM ET	PMP Gateway impacted by AWS outage resulting in application abnormalities.

PMP Interconnect (Interstate Data Sharing)

Date	Start	End	Description/Impact
Saturday, August 24, 2019	4:01 AM ET	4:20 AM ET	PMP Interconnect is offline and interstate data sharing is not available.
Wednesday, January 8, 2020	8:40 AM ET		PMP InterConnect service is currently degraded. Patient searches via PMP InterConnect may be slow or err out.