Practitioner's Training Guide

North Carolina Department of Health and Human Services
Controlled Substance Reporting System

August 2014

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1 Document Overview

Purpose and Contents

The *RxSentry® Training Guide for North Carolina Practitioners* serves as a step-by-step training guide for medical practitioners and prescribers using RxSentry for querying purposes. It includes such topics as:

- Creating query requests
- Viewing query request status
- Generating reports

Note: An electronic copy of this guide is also available for viewing or downloading on the RxSentry website.

2 System Overview

About the RxSentry Prescription Drug Monitoring Program

The RxSentry Prescription Drug Monitoring Program is a Web-based system that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs.

The system materially assists state regulators and practitioners authorized to prescribe and dispense controlled substances in the prevention of diversion, abuse, and misuse of controlled substance prescription medication.

The use of data collected through RxSentry allows for the provision of education and information, early intervention, prevention of diversion, investigation, and enforcement of existing laws governing the use of controlled substances.

This state-of-the-art system serves as a valuable tool in the effort to protect the health and welfare of our citizens by reducing the abuse of prescription drugs.

Note: For the purposes of this document, the RxSentry Prescription Drug Monitoring Program is referred to as RxSentry.

3 Accessing RxSentry

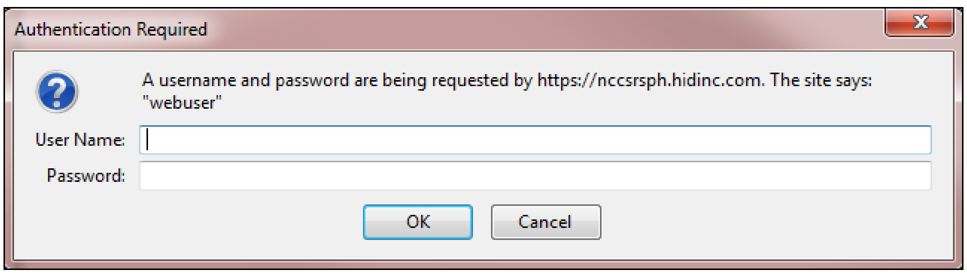
About This Chapter

This chapter provides the steps you must follow to log in to RxSentry, retrieve system messages, register for a delegate account, and link delegate accounts.

Log In to RxSentry

Perform the following steps to log in to RxSentry:

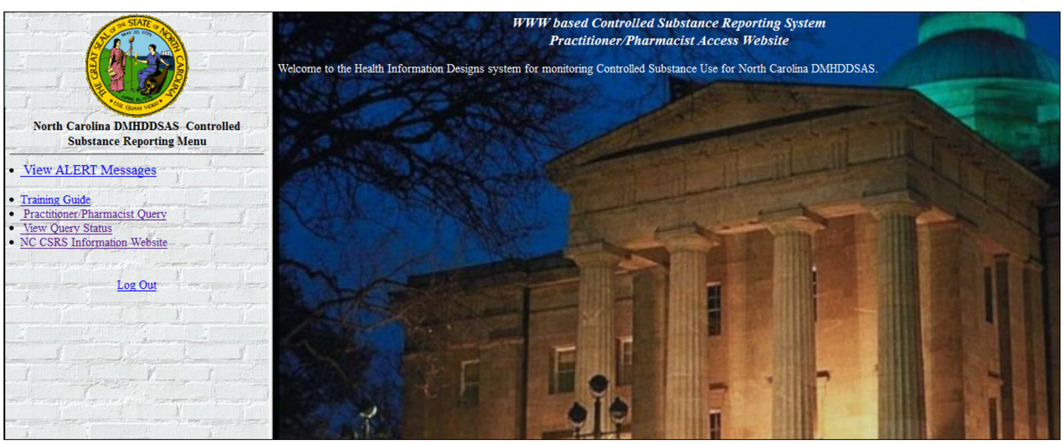
1 Open an Internet browser window and type the following URL in the address bar: https://nccsrsph.hidinc.com. A login window is displayed:



2 Type your user name in the **User Name** field.

3 Type your password in the **Password** field.

4 Click **OK**. The RxSentry home page is displayed:



The left side of window contains the RxSentry menu, and the right side of the window contains the results of the menu function selected.

Note: If desired, click the **NC CSRS Information Website** link on the RxSentry home page for more information about the North Carolina Controlled Substance Reporting System.

System Message and Alerts

Periodically, the North Carolina DHHS office may wish to share information with you, such as new legislation or information about changes to the controlled substances reporting system. When this information is posted to your RxSentry account, the **View Alert Messages** function is displayed on the RxSentry home page. Once you open the alert, read it, and click the option to confirm the alert was read, the **View Alert Messages** function does not display again until a new alert is received.

Delegate Accounts

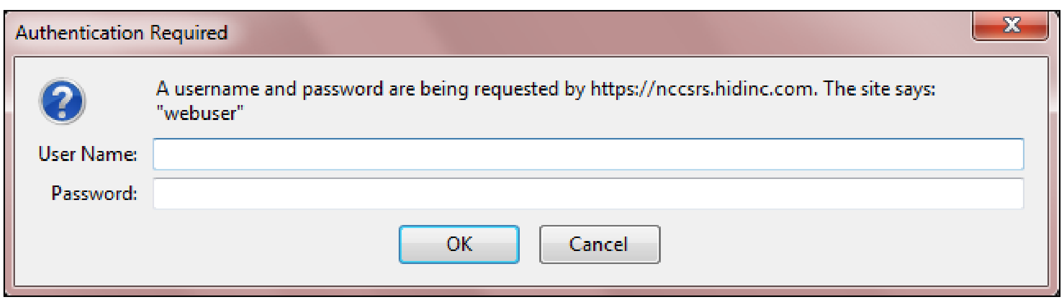
Request Access

Note: If you have controlled substance prescribing authority, you must register by following the instructions provided at http://www.ncdhhs.gov/MHDDSAS/controlledsubstance/csrs-applicationform12-13-12.pdf. You may NOT register as a delegate account holder.

Perform the following steps to request a delegate account:

1 Open an Internet browser window and type the following URL in the address bar: https://nccsrs.hidinc.com/ncsignup.html.

A login window is displayed:



2 Type *newacct* in the **User Name** field.

3 Type *welcome* in the **Password** field.

4 Click **OK**.

The Delegate Access Request Form is displayed as shown on the following page.

NC CSRS Delegate Access Request Form

* LAST Name: ___ * FIRST Name: ___
* Date of Birth (MM/DD/YYYY): ___ State License Number (if available): ___
Licensing State: Select a state
* Security Question: Select a question * Security Answer: ___
* Physical Address: ___
* City: ___ * State: Select a state * Zip Code: ___
Mailing Address (if different): ___
City: ___ State: Select a state Zip Code: ___
* Name of Employer: ___ * Job Title: ___
* Email Address: ___

Please provide your sponsor's information:

* LAST Name: ___ * FIRST Name: ___
* North Carolina License Number: ___ DEA Number (if available): ___

By submitting this application, I certify that:

1) I satisfy all requirements and am eligible to create an account to access the North Carolina CSRS database pursuant to North Carolina General Statute 90-113.74 (c)(1).

2) I understand that my use of the NC CSRS database is permitted only in connection with providing medical or pharmaceutical care for the patient.

3) I understand that any other access or disclosure of CSRS data is a violation of North Carolina law and may result in civil sanctions or disciplinary action. I further understand that I will treat the information in the system as any other health care information and will protect the information in my possession in accordance with federal and state laws governing health care information.

4) I understand that I am responsible for all use of my user name and password. I understand that I am not authorized to share my access privileges. If any authentication or password is lost or compromised, I agree to immediately contact my delegate sponsor to unlink my account from his or her own.

5) I understand that all use of the NC CSRS database may be monitored and audited for unusual or potentially unauthorized use.

Delegate Account Holder:

I agree to immediately notify the practitioner(s), who have granted me delegated access to act on their behalf, to remove authorization, when my access to the database is no longer required.

I understand that the NC CSRS is authorized to conduct auditing activities to monitor for unusual or potentially unauthorized use of the system.

I certify under penalty of perjury under the laws of the State of North Carolina that the foregoing is true and correct.

*If you have controlled substance prescribing authority, you must register by following the instructions provided at http://www.ncdhhs.gov/MHDDSAS/controlledsubstance/csrs-applicationform12-13-12.pdf. You may NOT register as a delegate account holder.

Accept & Submit

5 Complete the fields on this form, noting that required fields are indicated with an asterisk (*).

6 Click **Accept & Submit**.

If information is incomplete or missing, a message is displayed indicating which fields must be corrected before your access request form can be submitted.

If all information has been properly supplied, a completed access request form is displayed, along with a prompt to print the form. Print the form if desired.

The North Carolina Controlled Substance Reporting System (CSRS) program staff will review your application and verify the information. You may be contacted if additional information is required.

If you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and the steps to follow to log in to the system. You will be required to change the temporary password immediately when you first attempt to access the system.

Once your account has been approved, you must notify the master account holder on whose behalf you will be accessing the system. You will not be able to perform any queries until your account has been linked with that of your master account holder.

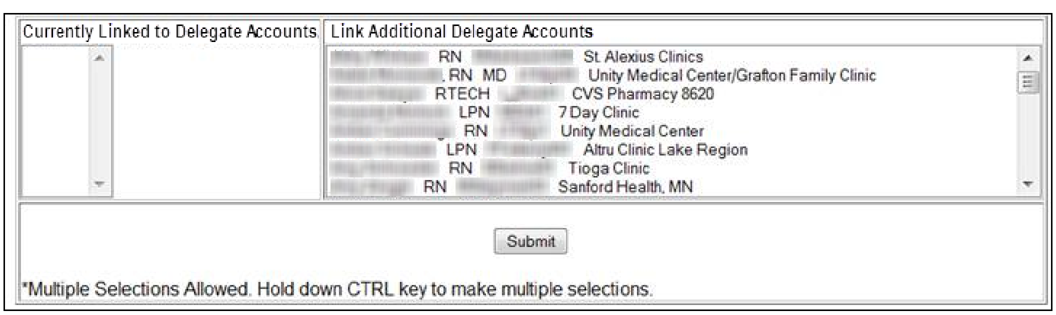
Linking Delegate Accounts

This function is used only by master account holders to select and activate associated delegate account holders.

Perform the following steps to link delegate accounts:

1 Log in to RxSentry.

2 From the home page, click **Delegate Accounts**. A window similar to the following is displayed:



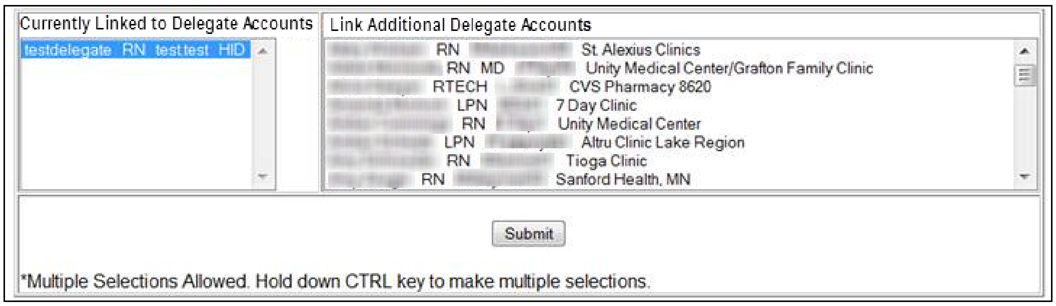
All delegate accounts currently associated with your master account are displayed in the **Currently Linked to Delegate Accounts** section of this window.

Delegate accounts that have been approved and are awaiting master account holder association are displayed in the **Link Additional Delegate Accounts** section of this window. For each delegate account holder, the last/first name, user group, user ID, and agency are displayed. To quickly locate a delegate account holder, type the first letter of the delegate account holder's last name.

3 Click to select the desired delegate account or select multiple delegate account holders by holding down the **[Ctrl]** key while clicking each name.

4 Click **Submit**.

A window similar to the following is displayed, illustrating that the delegate account holders were linked:



Note: It is the responsibility of the master account holder to remove any delegate account holders no longer associated with the master account. To perform this action, hold down the **[Ctrl]** key while clicking the delegate account name(s) in the **Currently Linked to Delegate Accounts** section of this window, and then click **Submit**.

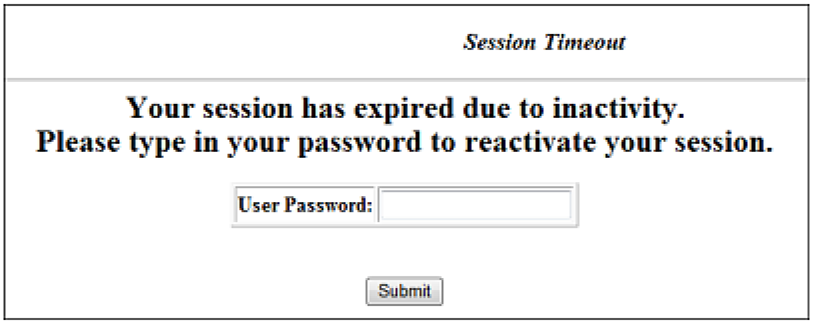
Log Off RxSentry

To ensure your login credentials (user name and password) are not used by an unauthorized individual to access RxSentry, it is important that you log out of the system when you have completed your session. To do so, click **Log Out** from the RxSentry menu, and then close your Internet browser.

Note: Clicking **Log Out** closes your session and allows you to re-enter the system by simply supplying your password. If you do not plan to use the system for a period of time, click **Log Out**, and then ***close ALL open Internet browser windows*** to prevent another user from inadvertently attempting to access your session.

Session Timeouts

Session timeouts occur following fifteen (15) minutes of inactivity in the system, and the following message is displayed:



Perform one of the following actions:

If you wish to log in with the same user ID, type your password in the **User Password** field, and then click **Submit**.

Or

If you wish to log in with a different user ID, ***close ALL open Internet browser windows***, and then log in again. You will be prompted to enter both your user ID and password.

4 Using RxSentry

About This Chapter

This chapter explains how to create queries regarding recipient usage of controlled substances and view your query history. Master account holders may also view the query history of their delegates.

Practitioner/Pharmacist Query

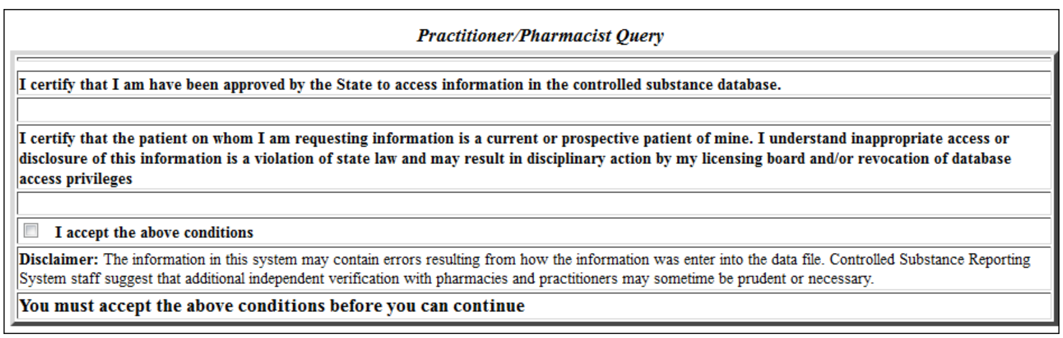
This function is used to create queries that are used to report information about recipient usage of controlled substances.

Perform the following steps to create a query:

1 Log in to RxSentry.

2 From the home page, click **Practitioner/Pharmacist Query**.

A window similar to the following is displayed:


Practitioner/Pharmacist Query

I certify that I am have been approved by the State to access information in the controlled substance database.

I certify that the patient on whom I am requesting information is a current or prospective patient of mine. I understand inappropriate access or disclosure of this information is a violation of state law and may result in disciplinary action by my licensing board and/or revocation of database access privileges

I accept the above conditions

Disclaimer: The information in this system may contain errors resulting from how the information was enter into the data file. Controlled Substance Reporting System staff suggest that additional independent verification with pharmacies and practitioners may sometime be prudent or necessary.

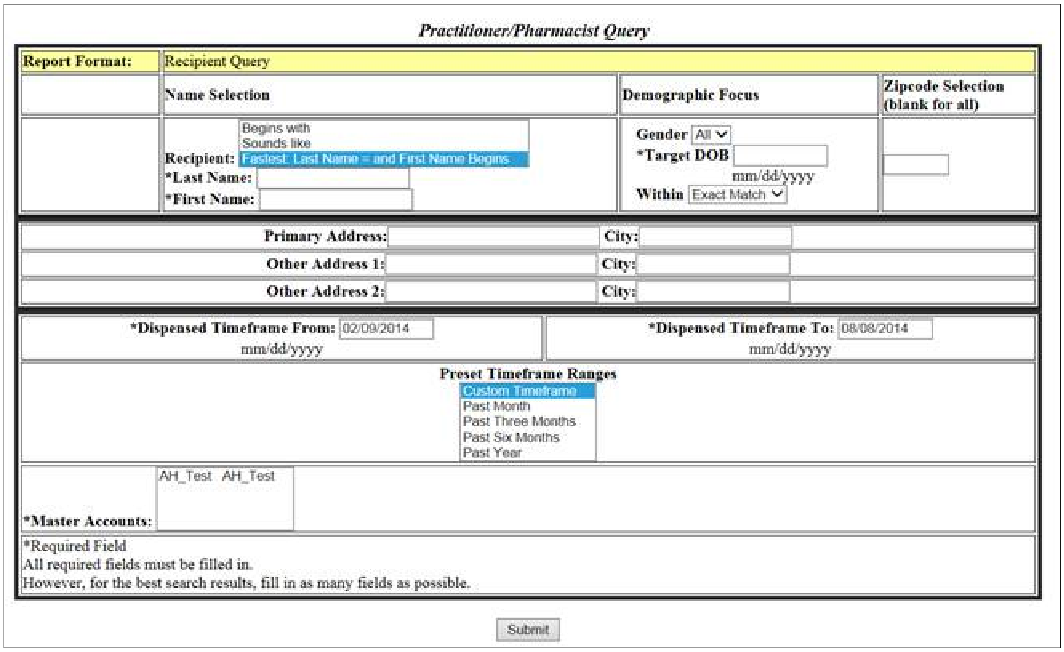
You must accept the above conditions before you can continue

You may query any recipient name, but before you can view the results of the query, you must authenticate the query by indicating that the query is for a valid reason and that you have the potential to provide a service to the recipient whose name is being queried.

Note: Without selecting the **I accept the above conditions** check box, you will not be able to access the Practitioner/Pharmacist Query window.

3 Select the **I accept the above conditions** check box.

A window similar to the following is displayed:

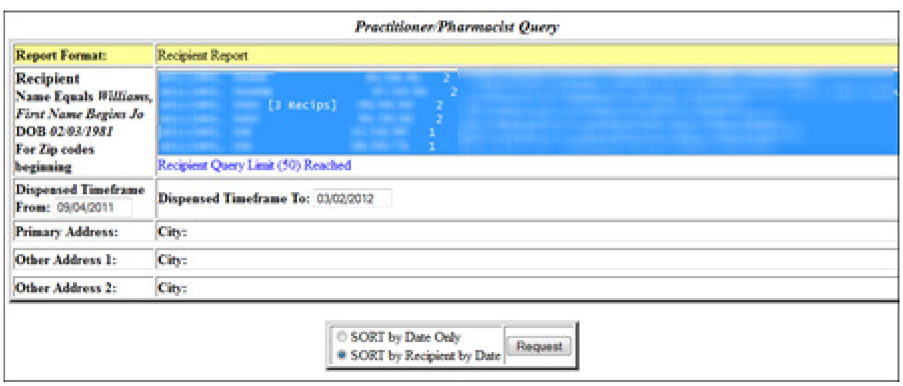


4 Complete the information on the **Practitioner/Pharmacist Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Recipient Name Last	(Required) Type the recipient's last name. You may use the "Begins with" or "Sounds like" options if the actual last name is not known. You may also search for a specific recipient by using partial text, for example, type *Smi* to display a list of recipients containing "Smi" in the first three letters of their last name.
Recipient Name First	(Required) Type the recipient's first name. You may use the "Begins with" or "Sounds like" options if the actual first name is not known. You may also search for a specific recipient by using partial text, for example, type *Tho* to display a list of recipients containing "Tho" in the first three letters of their first name.
Gender	This field is automatically populated with "All" and cannot be changed.
Target DOB	(Required) Type the recipient's date of birth using the *mm/dd/yyyy* format.
Within	Used in conjunction with the **Target DOB** field to specify a time range within which to match the date of birth.

Field Name	Usage
Zipcode selection	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Primary Address City	Narrow your search by typing the recipient's primary address and city of residence, if known, or you may leave these fields blank to produce a wider range of results.
Other Address 1 City Other Address 2 City	Use these fields to enter any other known addresses and cities for the recipient, or you may leave these fields blank to produce a wider range of results.
Dispensed Timeframe From	Use this field to enter a specific dispensing start date, for example, *01/01/07*.
Dispensed Timeframe To	Use this field to enter a specific dispensing end date, for example, *01/31/07*.
Preset Timeframe Ranges	Use this field to select from a list of predefined time frame ranges. If this function is used, any values supplied in the **Dispensed Timeframe From** and **Dispensed Timeframe To** fields are ignored.
Master Accounts **Note**: This field only displays if you are a delegate account holder.	Select the master account holder for whom the query is being created.

5 Once all criteria have been entered or selected, click **Submit**. A window similar to the following is displayed:



6 From the **Recipient Report** section of this window, click the desired recipient's name.

7 Select one of the following sort options:

- **Sort by Date Only**: this option sorts by prescription dispense date (newest to oldest)
- **Sort by Recipient by Date**: this option sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date

8 Click **Request**.

A window similar to the following is displayed:

Open in new window

Generate Report

Recipient Report
Dispensed From 09/21/2011 to 09/20/2012
5 out of 5 Recipients Selected
DUMMY, D - DOB: 09/08/1948 - 442 Anywhere St
DUMMY, D - DOB: 09/08/1948 - 123 Anywhere St
DUMMY, D - DOB: 09/08/1948 - 123 Anywhere St Apt A3
DUMMY, D - DOB: 09/08/1948 - 123 Anywhere St Apt A1
DUMMY, D - DOB: 09/08/1948 - 123 Anywhere

Date Dispensed	Date Prescribed	Days of Supply	Authorized Refills	Drug Name	Prescriber	City	State	Prescription Number	Dispenser	Store Address	Dispenser City	Recipient Last Name	Recipient First Name	Date of Birth	Recipient Street Address	Recipient City
12/14/11	01/04/10	15	2	HYDROCODON-ACETAMINOPH 7.5- 750	FROZEN I.M.	MINNEAPOLIS	MN	1224321	EZ DISCOUNT DRUG	123 EASY ST	MINNEAPLOIS	DUMMY	D	09/08/48	442 ANYWHERE ST	Minneapolis
12/22/11	01/23/10	30	0	ALPRAZOLAM 1 MG TABLET	permission to display is not on file	MINNEAPOLIS	MN	88972	ACME APOTHECARY	321 MEDICAL PLACE PLAZA	ST. PAUL	DUMMY	D	09/08/48	123 ANYWHERE ST	Minneapolis
12/20/11	01/06/10	15	2	HYDROCODON-ACETAMINOPHN 10- 500	HOPE I. THAW	MINNEAPOLIS	MN	4677641	GOPHER PHARAMCY	88 UNIVERSITY LANE	MINNEAPOLIS	DUMMY	D	09/08/48	123 ANYWHERE ST	Minneapolis
12/20/11	01/20/10	15	1	HYDROCODON-ACETAMINOPHN 10- 500	HOPE I. THAW	MINNEAPOLIS	MN	4677641	GOPHER PHARAMCY	88 UNIVERSITY LANE	MINNEAPOLIS	DUMMY	D	09/08/48	123 ANYWHERE ST	Minneapolis
12/06/11	01/06/10	15	1	HYDROCODON-ACETAMINOPHN 10- 500	HOPE I. THAW	MINNEAPOLIS	MN	4677641	GOPHER PHARAMCY	88 UNIVERSITY LANE	MINNEAPOLIS	DUMMY	D	09/08/48	123 ANYWHERE ST	Minneapolis

9 From this window, you may perform the following functions:

- Click **Open in new window** to view a full-screen version of the report.
- Click **Date Dispensed**, **Prescriber**, or **Dispenser** to sort the recipient's information in ascending or descending order.
- Click **Generate Report** to generate a PDF version of your report. A message similar to the following is displayed:

  Query 14121 has been created. View Query Status to retrieve report when query finishes running.

  Note: The query will remain in the database for 14 days, after which it will be automatically removed.

  Continue to View Query Status to retrieve your report.

Search History

If you are a master account holder, you may use this function to perform a search of all queries created with your account ID and those created by your delegates.

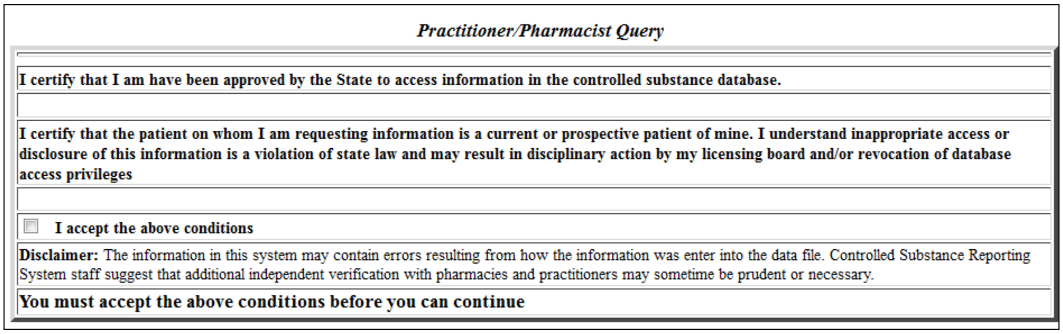
Note: This function is only available to master account holders.

Perform the following steps to view your search history:

1 Log in to RxSentry.

2 From the home page, click **Practitioner/Pharmacist Query**.

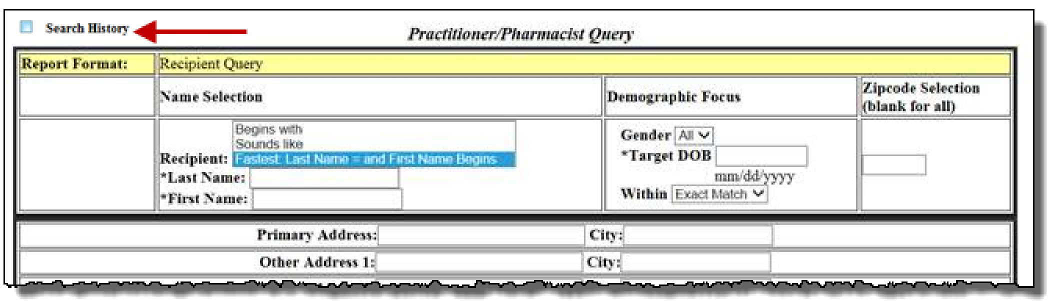
A window similar to the following is displayed:



You must authenticate the query by indicating the query is for a valid reason and that you are authorized to submit the query.

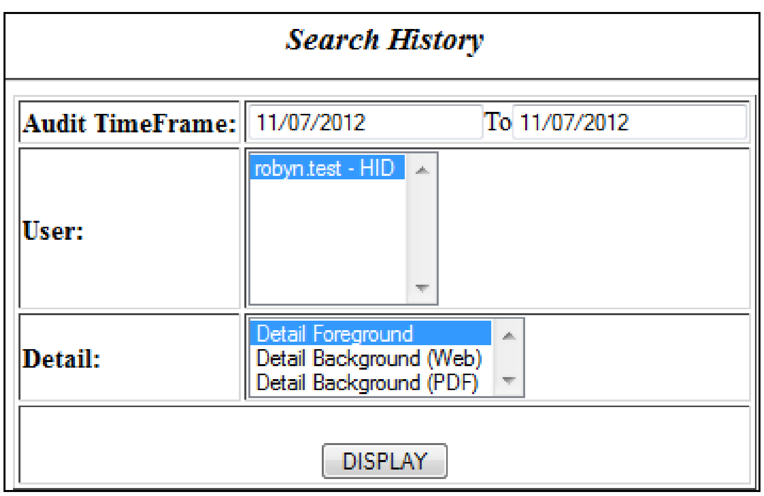
Note: Without selecting the **I accept the above conditions** check box, you will not be able to access the Practitioner/Pharmacist Query window.

3 Select the **I accept the above conditions** check box. A window similar to the following is displayed:



4 Select the **Search History** check box.

A window similar to the following is displayed:



5 In the **Audit TimeFrame** fields, accept the default start and end dates (current date), or type the desired dates.

6 In the User field, select your user ID or the user ID(s) of the delegate(s) whose search history you wish to view. You may select multiple users by holding down the **[Ctrl]** key while clicking each user ID.

7 In the **Detail** field, select the desired output method for your report:

- **Detail Foreground** – Displays your report as a Web page.
- **Detail Background (Web)** – Allows your report to generate in the background as a Web page. Once your report has generated, it will be available in your report queue. Use the **View Query Status** option to view the results of your query.
- **Detail Background (PDF)** – Allows your report to generate in the background and print to a PDF file when it has completed. Once your report has generated, it will be available in your report queue. Use the **View Query Status** option to view the results of your query.

8 Click **Display**.

If you selected **Detail Foreground** in step 7, your search results are displayed similar to the following:

Search History

You have selected user(s): Robyn_Test,Betty.Boop,Random.Example

From date 04/18/14 to 04/18/14

Seq #	Date	ID	Source	Type	By	Detail	Network Addr
37928	04/18/14		Q	A	phphysasst - Robyn_Test	Audit Query 46 Online. (details) [Viewing audits for users: Robyn_Test,Betty.Boop,Random.Example]	10.80.0.11
37926	04/18/14	Robyn_Test	M	IC	pdsubaccounts - Robyn_Test	Subaccount linkage removed by Robyn_Test to Marsha.Brady Robyn_Test	10.80.0.11
37925	04/18/14	Robyn_Test	M	IC	pdsubaccounts - Robyn_Test	Subaccount linkage removed by Robyn_Test to Teddy.Bear Robyn_Test	10.80.0.11
37924	04/18/14	Robyn_Test	M	IC	pdsubaccounts - Robyn_Test	Subaccount linkage added by Robyn_Test to Random.Example Robyn_Test	10.80.0.11
37923	04/18/14	Random.Example	DB	A	pdsubaccounts - Robyn_Test	Change:User Random.Example linked to master account Robyn_Test From: To:	10.80.0.11
37922	04/18/14	Robyn_Test	M	IC	pdsubaccounts - Robyn_Test	Subaccount linkage added by Robyn_Test to Marsha.Brady Robyn_Test	10.80.0.11
37921	04/18/14	Marsha.Brady	DB	A	pdsubaccounts - Robyn_Test	Change:User Marsha.Brady linked to master account Robyn_Test From: To:	10.80.0.11

Or

If you selected either of the **Detail Background** options, a message displays indicating that your report has been sent to the job queue. Continue to View Query Status to view the results of your query.

View Query Status

This function allows you to check the status of a submitted query. The **Status** column on the **View Report Queue** window displays one of the following query statuses:

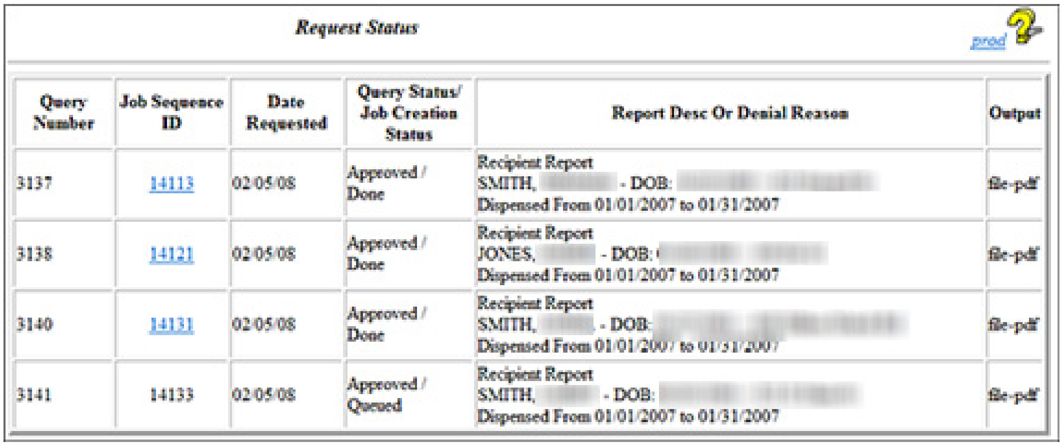
- **Approved/Queued** – the query has been approved and is processing.
- **Approved/Done** - the query has been approved and processed, and is available for viewing.

Perform the following steps to view the status of a query or several queries:

1 Log in to RxSentry.

2 From the home page, click **View Query Status**.

A window similar to the following is displayed:

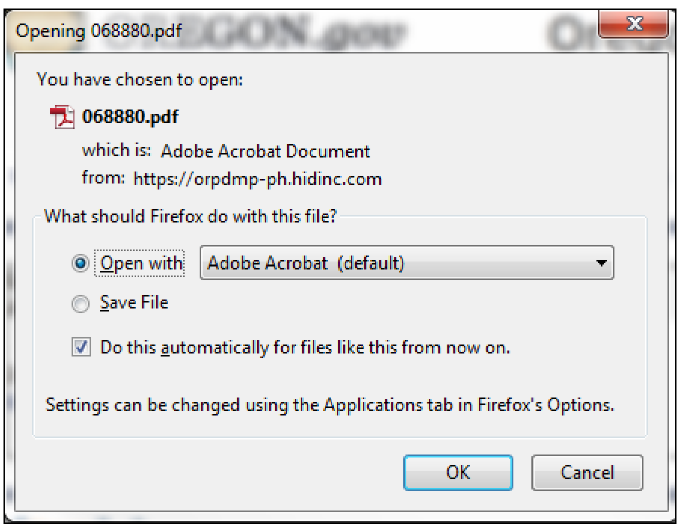


Request Status prod

Query Number	Job Sequence ID	Date Requested	Query Status/ Job Creation Status	Report Desc Or Denial Reason	Output
3137	14113	02/05/08	Approved / Done	Recipient Report SMITH, [illegible] - DOB: [illegible] Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3138	14121	02/05/08	Approved / Done	Recipient Report JONES, [illegible] - DOB: [illegible] Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3140	14131	02/05/08	Approved / Done	Recipient Report SMITH, [illegible] - DOB: [illegible] Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3141	14133	02/05/08	Approved / Queued	Recipient Report SMITH, [illegible] - DOB: [illegible] Dispensed From 01/01/2007 to 01/31/2007	file-pdf

Note: The output format for all reports is portable document format (PDF).

3 If the report is ready for viewing, the **Job Sequence ID** column contains a hyperlink to the report. Click the hyperlink for the desired report. A window similar to the following is displayed:



4 Perform one of the following actions:

- Select **Open with** and select the program you would like to use to open the report for viewing.
- Select **Save File** to save the report to a specific location for viewing at a later time.

5 Click **OK**, or click **Cancel** to return to the previous window.

5 Assistance and Support

Technical Assistance

If you require additional help with providing this information, please e-mail HID at nccsrs-info@hidinc.com

Or

Call 1-866-792-3149

Technical assistance is available from 9:00 a.m. – 5:00 p.m. Eastern Standard Time (EST).

Administrative Assistance

If you have any non-technical questions regarding the North Carolina prescription drug monitoring program, please contact:

North Carolina Controlled Substances Reporting System
3008 Mail Service Center
Raleigh, North Carolina 27699-3008

Phone: (919) 733-1765
E-mail: nccontrolsubstance.reporting@dhhs.nc.gov

6 Document Information

Copyright Notice and Trademarks

Health Information Designs, LLC
391 Industry Drive
Auburn, AL 36832

Disclaimer

HID has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.

Formatting Conventions

The following formatting conventions are used throughout this document.

Format	Used to Designate…
Bold	References to execution buttons, windows, file names, menus, icons, or options
Times New Roman Italic	Text you must type in a field or window, for example, *\\server_name\printer_name for a network printer*
Blue underlined text	Hyperlinks to other sections of this document or external websites

Table 1 – Text Formats

Version History

The Version History records the publication history of this document. See the Change Log for more details regarding the changes and enhancements included in each version.

Publication Date	Version Number	Comments
07/01/2007	1.0	Initial delivery
11/22/2010	1.1	Contact information updated
02/14/2011	1.2	Updated publication
03/07/2012	1.3	Updated publication
01/23/2014	1.4	Updated publication
08/12/2014	1.5	Updated publication

Table 2 – Document Version History

Change Log

The Change Log records the changes and enhancements included in each version.

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Assistance and Support	Contact information updated
1.2	Chapter 3/Log Off RxSentry	New topic added
	Chapter 3/System Messages and Alerts	New topic added
	Chapter 3/ Practitioner – Pharmacist Query	Preset timeframe date ranges added to query creation window
1.3	Chapter 3/Practitioner-Pharmacist Query	▪ Removed "State" and "County" options from search criteria ▪ Changed the "Gender" search criteria option to reflect that the only available option is now "All"
1.4	Chapter 4/ Administrative Assistance	Updated e-mail address
1.5	Chapter 3	Separated into two chapters: Chapter 3 – Accessing RxSentry and Chapter 4 – Using RxSentry

Version Number	Chapter/Section	Change
	Chapter 3/Delegate Accounts	Added instructions for requesting a delegate account and linking a delegate to a master account
	Chapter 4/Recipient Query	Added the Master Accounts field, which delegates will use to select a master account holder when requesting a query
	Chapter 4/Search History Query	Added instructions for master account holders to view their search history and that of their delegates

Table 3 – Document Change Log