Training Guide for Florida Practitioners and Pharmacists

Florida Department of Health
Prescription Drug Monitoring Program

E-FORCSE
Electronic-Florida
Online Reporting of
Controlled Substances
Evaluation

November 2016

Contents

1   Program Overview

The Electronic-Florida Online Reporting of Controlled Substances Evaluation program (E-FORCSE) is Florida's Prescription Drug Monitoring Program (PDMP). The PDMP was created by the 2009 Florida 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 healthcare practitioners to guide their decisions in prescribing and dispensing these highly-abused prescription drugs.

In 2016, sections 893.055 and 893.0551, Florida Statutes (F.S.), were amended to authorize access to the E-FORCSE database by a designee of a prescriber, pharmacist, or pharmacy. Rule 64K-1.003, Florida Administrative Code (F.A.C.), requires that a designee review this training guide and the *Information Security and Privacy Training Course for Designees* (available at *URL TBD*), prior to registering. A designee will not have access to the database until the designating prescriber or dispenser affirmatively accepts responsibility for the designee and links the designee to a pharmacy, prescriber, or dispenser's E-FORCSE® account, as described in the Designee Accounts section in Chapter 5. The linking process will require the prescriber or dispenser to certify that the designee has reviewed the *Training Guide for Florida Practitioners and Pharmacists* and the *Information Security and Privacy Training Course for Designees*, using the Certification form provided in Appendix A. The designating prescriber or dispenser shall maintain printed copies of the certification of these reviews and make them available to the program manager upon request.

Healthcare practitioners are not required to access the database prior to prescribing or dispensing a controlled substance; however, physicians and pharmacists are encouraged to use the Patient Advisory Report (PAR), available in the E-FORCSE database, as a tool to improve patient care, confirm the patient's prescription drug history, document compliance with a therapeutic regimen, and identify potentially hazardous or fatal drug interactions. The PAR may also assist the healthcare practitioner in determining if a patient is "doctor shopping" or trying to obtain multiple prescriptions for controlled substances from multiple healthcare practitioners, which is a felony in the State of Florida.

E-FORCSE complies with the Health Insurance Portability and Accountability Act (HIPAA) as it pertains to protected health information (PHI), electronic protected health information (ePHI), and all other relevant State and federal privacy and security laws and regulations. The information collected in the system will be used by the PDMP to encourage safer prescribing of controlled substances and reduce drug abuse and diversion within the State of Florida.

2   Document Overview

Purpose and Contents

The *Training Guide for Florida Practitioners and Pharmacists* serves as a step-by-step training guide for practitioners and pharmacists, or a designee of a prescriber or dispenser, for the purposes of requesting or receiving information from RxSentry® (the E-FORSCE database) for querying purposes. It includes such topics as:

- Requesting an account
- Creating query requests
- Viewing query request status
- Generating reports
- Viewing patient reports
- Appointing a designee to request and receive information on behalf of a prescriber or dispenser

Note: RxSentry is a proprietary system for prescription monitoring provided by Health Information Designs for use by the Florida Prescription Drug Monitoring Program, E-FORCSE.

E-FORSCE Database Update

In December 2014, the E-FORSCE database underwent an extensive update designed to improve the user experience. The new user interface is more intuitive and visually pleasing, and also provides some new functionality.

Here are the most significant new features:

- Retrieve User Name – this function allows you to retrieve a forgotten user name.
- Retrieve Password – this function allows you to retrieve a forgotten password.
- Query Tab – this tab provides direct links to every query you are allowed to access.
- Search History Query – this function allows you to view an audit trail of all queries performed using your ID for a specified timeframe.
- Prescriber DEA Query – if you have a DEA number, this function allows you to generate a report that displays your prescribing history (all prescriptions in the E-FORSCE database attributed to your DEA number) for a specified timeframe.
- Report Queue Tab – this tab (previously the View Query Status link) allows you to view all of your available reports quickly.
- User Management Tab – this tab allows you to update your user profile information and change your password, as needed.
- Help Tab – this tab provides resources that may answer any questions you have about using the E-FORSCE database, such as creating a query. These resources include online help and an electronic version of the *Training Guide for Florida Practitioners and Pharmacists*.

- Quick Links Tab – this tab provides links to websites that you may frequently access, such as the Florida Department of Health website.

As you will see, this guide has been restructured to correspond with the new interface. The table below provides a quick reference for existing topics in this guide that have been moved or changed:

If you are looking for…	Previously located in…	It is now found in…
Change Password	Chapter 3, Using RxSentry	Chapter 5, User Management
Update User Profile	Chapter 3, Using RxSentry	Chapter 5, User Management
Practitioner/Pharmacist Query	The Practitioner/Pharmacist Query function and the corresponding topic in this guide are now called Recipient Query.	
View Query Status	The View Query Status function and the corresponding topic in this guide are now called Report Queue.	

Table 1 – New/changed topics

3   Accessing the E-FORSCE Database

About This Chapter

This chapter provides the steps you must follow to establish an E-FORSCE account, log in to the system, and retrieve a forgotten user name or password.

Request an Account

E-FORCSE grants system access accounts to practitioners and pharmacists, and their designees, so that they may look up, view, and print controlled substance dispensing information on their specific patients directly via user name and password.

Florida-licensed practitioners and pharmacists, and their designees, may request a user account to access information in the system. Access is granted to individuals only— not to clinics, hospitals, pharmacies, or any other healthcare facility.

Note: Once your account request is approved, you will receive e-mails from **flpdmp-info@hidinc.com (FLPDMINFO)** containing your account login information. Please ensure your e-mail system is configured to receive e-mails from this address.

Perform the following steps to request an account:

1. Open an Internet browser window and type the following URL in the address bar: www.hidesigns.com/flpdmp.

2. Click the **Practitioner/Pharmacist & Designee** link located on the left menu. A window similar to the following is displayed:
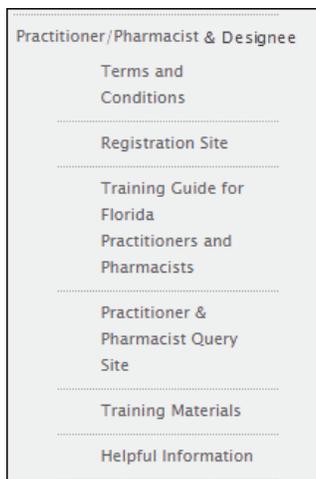
3. Click the **Terms and Conditions** link to open and read.

4. After reading the terms and conditions, click the **Registration Site** link.

    A login window is displayed.

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

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

7. Click **OK**.

   The Practitioner/Pharmacist Access Request Form is displayed:

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

   Notes:
   - If you are applying for a designee account, select **Designee** in the **License Type** field.
   - Designees are not required to complete the State License Number, **Date Licensure Expires**, **DEA Number**, and **NPI Number** fields.

9. Click **Accept & Submit**.

   If any 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 E-FORCSE 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 a temporary password and instructions for accessing the system; the second e-mail will contain your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk. You will be required to change the temporary password immediately when you first attempt to access the system.

If you are denied access to the system, you will be notified in writing.

Notes:

- If you are approved for a designee account, you will be able to log in to the system, but you will not be able to query the PDMP database until your account has been linked to a prescriber or dispenser's account. It is your responsibility to notify the prescriber or dispenser when you are approved for an account.
- If you are a prescriber or dispenser, refer to the Linking Designee Accounts topic in this document for instructions on linking designee accounts.

Log In to the E-FORSCE Database

Note: If you have forgotten your E-FORSCE user name or password, see one of the following topics:

- Retrieve User Name
- Retrieve Password

After three (3) unsuccessful login attempts, your account will be locked for 30 minutes.

Perform the following steps to log in to the E-FORSCE database:

1. Open an Internet browser window and type the following URL in the address bar: www.hidesigns.com/flpdmp. A window similar to the following is displayed:


2. Click the **Quick Access for Practitioner & Pharmacist Query Site** link located on the left menu.

A window similar to the following is displayed:
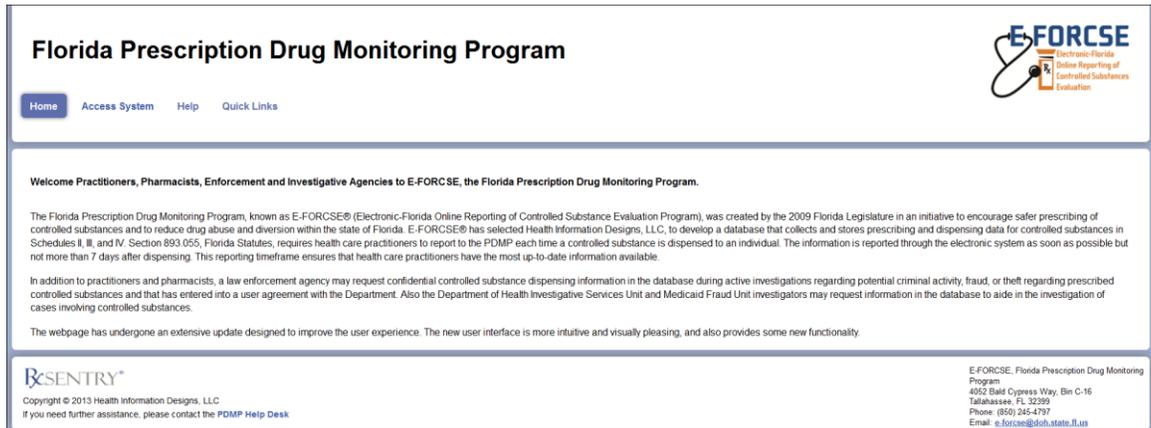
3. Click **Access System**.

A window similar to the following is displayed:
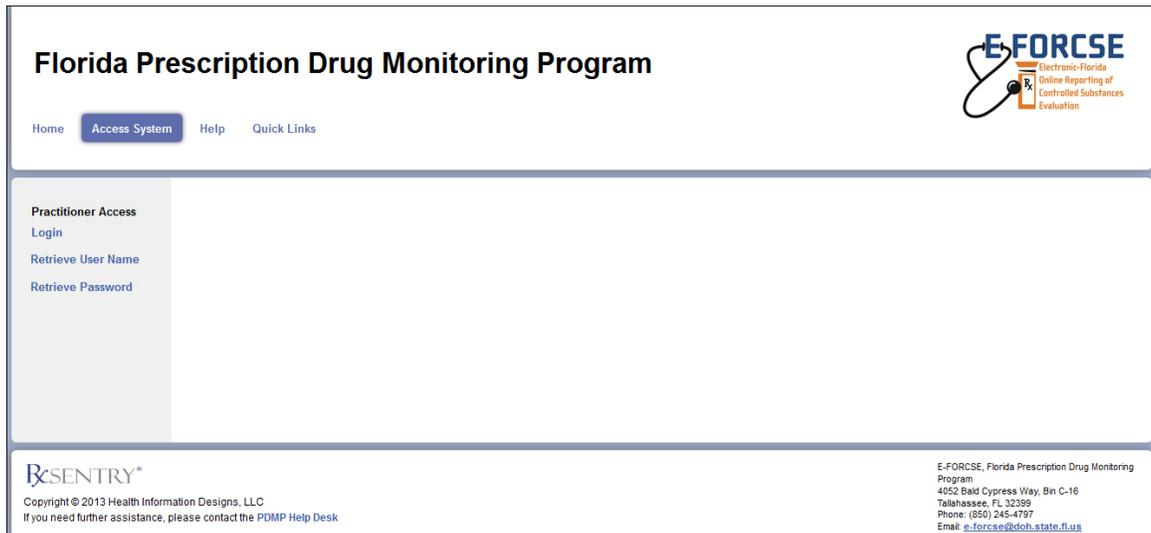
4. Click **Login**.

A window similar to the following is displayed:
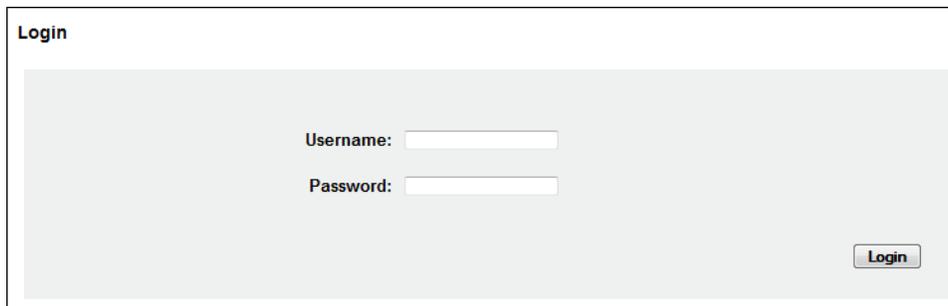
5. Type your user name in the **Username** field.

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

7. Click **Login**.

> **Note**: If you are an existing FL PDMP user and this is your first time logging in to the updated system, the Update User Profile window will display. Enter any missing required information (required fields are indicated with an asterisk [*]), and then click **Update**.

The E-FORSCE database home page is displayed as shown on the following page.
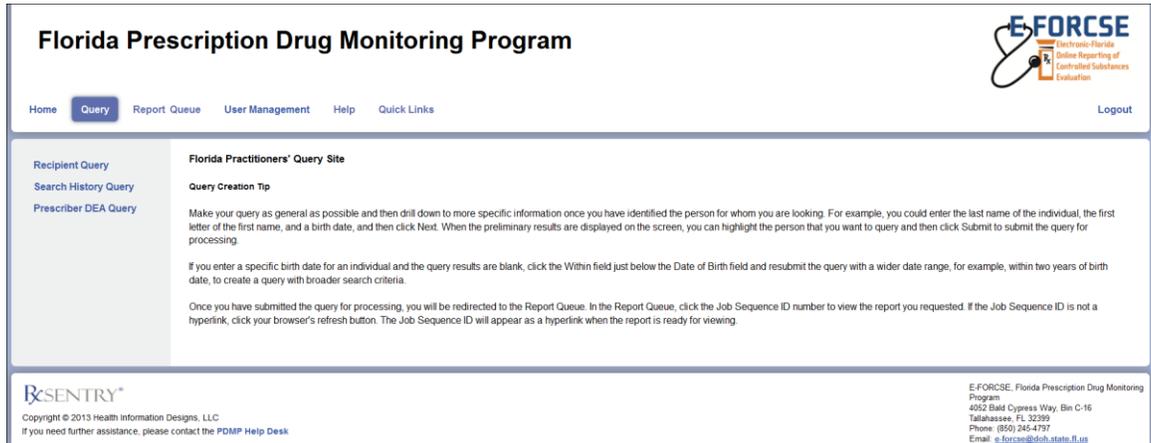
The main menu, located at the top of the page, contains the E-FORSCE database functions. If available, a sub-menu is displayed on the left side of the window. For example, in the screenshot above, the user clicked Query from the main menu, and the Query sub-menu was displayed on the left.

Retrieve User Name

If you have forgotten your E-FORSCE user name, perform the following steps to retrieve it:

1. Open an Internet browser window and type the following URL in the address bar: www.hidesigns.com/flpdmp.

2. Click the **Practitioner/Pharmacist & Designee** link located on the left menu. A window similar to the following is displayed:
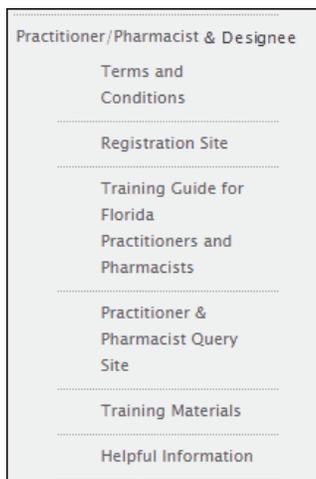

3. Click the **Practitioner & Pharmacist Query Site** link.

A window similar to the following is displayed:

4. Click **Access System**.

    A window similar to the following is displayed:
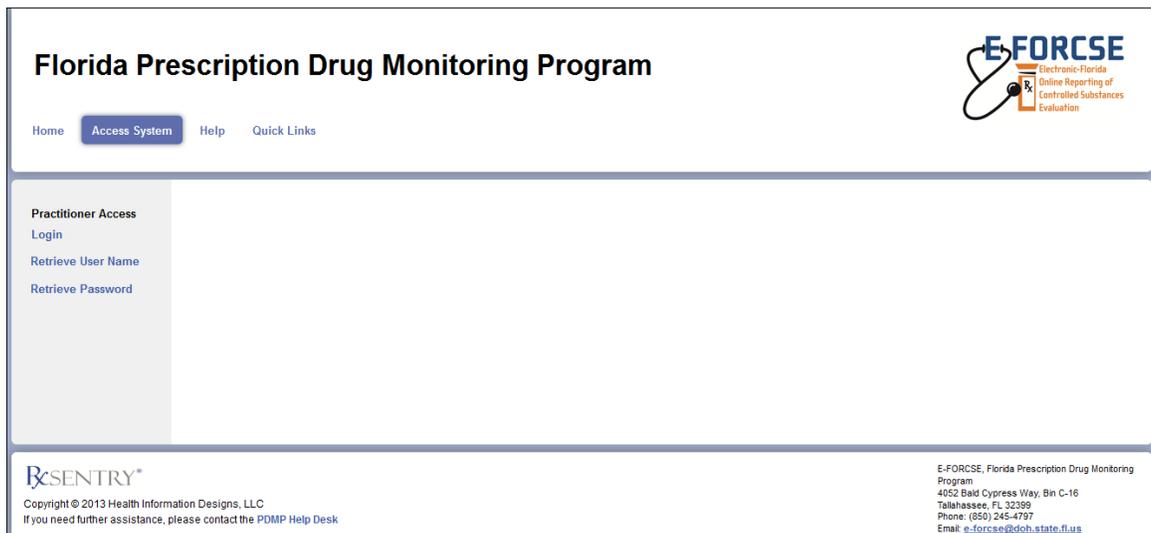
5. Click **Retrieve User Name**.

    A window similar to the following is displayed:

6. Type the e-mail address associated with your account in the **Enter Email Address for Account** field.

7. Type your date of birth in the **Enter Date of Birth for Account** field.

8. Click **Submit**.

    A message providing your user name is displayed.

Retrieve Password

If you have forgotten your E-FORSCE password, perform the following steps to retrieve it:

1. Open an Internet browser window and type the following URL in the address bar: www.hidesigns.com/flpdmp.

2. Click the **Practitioner/Pharmacist & Designee** link located on the left menu.

    A window similar to the following is displayed:

3. Click the **Practitioner & Pharmacist Query Site** link.

    A window similar to the following is displayed:

4. Click **Access System**.

A window similar to the following is displayed:

5. Click **Retrieve Password**.

   A window similar to the following is displayed:

6. Type your user name in the **Enter User Name for Account** field.

7. Type your date of birth in the **Enter Date of Birth for Account** field.

8. Click **Submit**.

   A window similar to the following is displayed, prompting you to answer the security question established when you created your account:

9. Type the answer to your security question in the **Answer** field.

10. Click **Submit**.

> **Note**: If you have forgotten the e-mail address associated with your account or the answer to your security question, contact the HID Help Desk using the information provided in the Technical Assistance topic in this document.

A message displays indicating that an e-mail containing a temporary password was sent to the e-mail address associated with your user name.

You will receive an e-mail from **flpdmp-info@hidinc.com (FLPDMINFO)** containing your temporary password.

11. Once you have received your temporary password, and you know your user name, click **Login**.

A login window is displayed.

12. Enter your user name and temporary password, and then click **OK**.

> **Note**: At this point, you will be required to change your temporary password.

A window similar to the following is displayed:

Change Password

Password requirements:

1 uppercase letter (e.g., A-Z)

1 lowercase letter (e.g., a-z)

1 digit (e.g., 0-9)

Must be at least 8 characters in length

Must not contain dictionary words or a name

Current Password: _____

New Password: _____

Confirm New Password: _____

Submit

13. Type your temporary password in the **Current Password** field.

14. Type your new password in the **New Password** field, using the information displayed in this window as a password selection guideline.

15. Type your new password again in the **Confirm New Password** field.

16. Click **Submit**.

    If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

    If the new password is *not* accepted, the message indicates that another password must be selected.

17. Once your password has been accepted, click any function, such as **Query**.

    A login window is displayed.

18. Enter your user name and new password, and then click **OK**.

    The E-FORSCE database home page is displayed.

Session Timeouts

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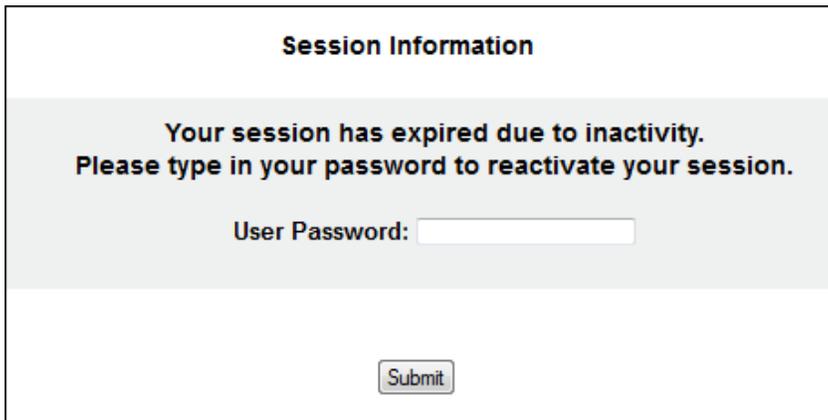
Session Information

**Your session has expired due to inactivity.
Please type in your password to reactivate your session.**

User Password: [   ]

Submit

Perform one of the following actions:

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

OR

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

Password Expirations

E-FORSCE passwords expire every ninety (90) days. When the expiration date is reached, a message will display indicating that you must change your password. Once you click **OK** on this message window, the following window will display:
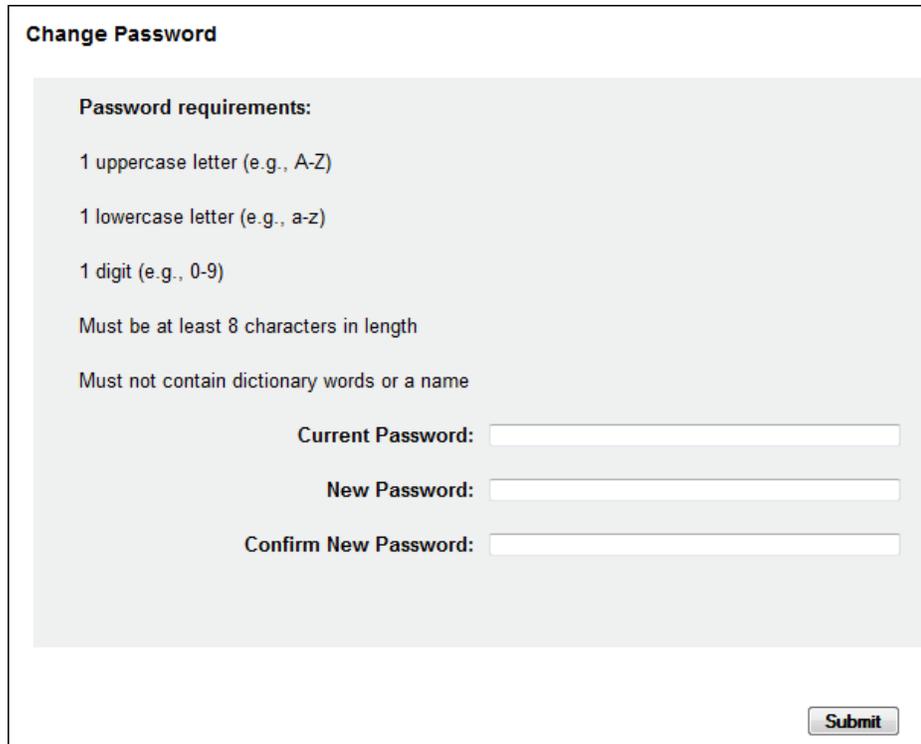
Change Password

Password requirements:

1 uppercase letter (e.g., A-Z)

1 lowercase letter (e.g., a-z)

1 digit (e.g., 0-9)

Must be at least 8 characters in length

Must not contain dictionary words or a name

Current Password:

New Password:

Confirm New Password:

Submit

Perform the following steps:

1. Type your current password in the **Current Password** field.

2. Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

3. Type your new password again in the **Confirm New Password** field.

4. Click **Submit**.

   If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

   If the new password is *not* accepted, the message indicates that another password must be selected.

5. Once your password has been accepted, click any function, such as **Query**.

   A login window is displayed.

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

7. Type your new password in the **Password** field.

8. Click **OK**.

   The E-FORSCE database home page is displayed.

Log Out of the E-FORCSE Database

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

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4 E-FORSCE Database Queries

About This Chapter

This chapter explains how to create queries that can be used to report information about recipient usage of controlled substances and how to create queries to report information about your prescribing history.

The following types of queries are available:

- Recipient Query – used by practitioners and pharmacists, or their designees, to create queries regarding recipient usage of controlled substances
- Other State Query –used by practitioners and pharmacists, or their designees to create queries regarding recipient usage of controlled substances in other states
  Note: This function is not available for designees.
- Search History Query – used by practitioners and pharmacists, or their designees, to view a history of all queries performed using their user ID
- Prescriber DEA Query – used by practitioners to view a history of all dispensed prescriptions attributed to their DEA number
  Note: This function is not available for pharmacists or designees.

Recipient Query

This function is used by practitioners and pharmacists, or their designees, to create queries that will generate a Patient Advisory Report (PAR), which contains controlled substance dispensing information for a specific patient.

Perform the following steps to create a query:

1. Log in to the E-FORSCE database.

   A window similar to the following is displayed:

2. Click **Recipient Query**.

A window similar to the following is displayed:

Florida Liability statement for Practitioner/Pharmacist access

I certify that I have been approved by the State of Florida to access the information in the Florida Prescription Drug Monitoring Program (PDMP) FL RxSentry Database.

I certify that the person for whom I am requesting a Patient Advisory Report for is under my care.

I understand that inappropriate access or disclosure of PDMP data is a violation of section 893.0551, Florida Statutes, and a third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

☐ **I accept the above conditions and certify that I have met the requirements to be eligible to access the PDMP RxSentry database.**

Disclaimer: The Department of Health makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this report, and expressly disclaims liability for errors and omissions in the contents of this report. The records herein are based on information submitted by pharmacies and dispensing health care practitioners. Records on this report should be verified before any clinical decisions are made or actions are taken
You MUST accept the above conditions before you can continue

You may query any recipient who is a current or prospective patient, but you must first authenticate the query by indicating that it is for a valid reason and that you have the potential to provide a service to the recipient who is being queried.

Notes:

- Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Recipient Query window.

- You will be required to accept the terms and conditions each time you start a new session in the E-FORSCE database; however, you will not be required to accept the terms and conditions each time you create a query in that session.

3. Select the check box indicating that you accept the terms and conditions. The Recipient Query window is displayed similar to the following:

* Last Name :	
* First Name :	
Search Method :	Fastest: Last name equals, first name begins ▾
* Date of Birth :	🗓
	mm/dd/yyyy
Within :	Please Select ▾
Gender :	All ▾
County :	Please Select ▾
ZIP Code :	
* Dispensed Start Date :	06/15/2015 🗓
	mm/dd/yyyy
* Dispensed End Date :	06/15/2016 🗓
	mm/dd/yyyy
* Master Accounts :	Please Select ▾

*Required Field
All required fields must be filled in.
However, for the best search results, fill in as many fields as possible.

[Next] [Clear]

4. Complete the information on the request window, using the field descriptions in the following table as a guideline. Note the required fields, which are marked with an asterisk (*); if these fields are not populated, a message displays that includes a list of fields that must be populated before the query can be submitted.

Field Name	Usage
Last Name	**(Required)** Type the recipient's last name. 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.
First Name	**(Required)** Type the recipient's first name. 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.
Search Method	Select one of the following search methods: ▪ **Fastest: Last Name Equals, First Name Begins** – Allows you to search by a recipient's complete last name and partial first name. The more information you can provide, the more specific your search results will be. ▪ **Begins With** – Allows you to search by the first few letters of the recipient's last and first names. ▪ **Sounds Like** – Allows you to search by a name, and the system will find names that sound similar to the one you entered. If you are unsure of the recipient's first and last name, or are unsure of the spelling, use the **Begins With** or **Sounds Like** option.
Date of Birth	**(Required)** Type the recipient's date of birth using the *mm/dd/yyyy* format, or click the calendar icon (🗓️) to select a date from the calendar.
Within	Used in conjunction with the **Date of Birth** field to specify a time range within which to match the date of birth.
Gender	Click the down arrow and select the gender of the recipients to include in your search.
County	Click the down arrow to select a specific county name, or leave this field blank to produce a wider range of results.
ZIP Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Start Date	**(Required)** Use this field to enter a specific start date for the dispensing timeframe, for example, *12/01/2014*; Or You may click the calendar icon (🗓️) and select a specific start date from the calendar.

Field Name	Usage
Dispensed End Date	**(Required)** Use this field to enter a specific end date for the dispensing timeframe, for example, *12/31/2014*; Or You may click the calendar icon (▦) and select a specific end date from the calendar.
	Note: Dispensers are required to report every seven (7) days; query results contain the most current information available in the database.
Master Accounts **Note:** This field is only displayed to designee account holders.	**(Required for designee accounts)** Click the down arrow to select the practitioner or pharmacist on whose behalf you are performing the query.

Table 2 – Recipient Query Window Field Descriptions

5. Once all criteria have been entered or selected, click **Next**. A list of recipients matching the criteria you entered is displayed similar to the following:

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

Note: Information for recipients 16 years of age and younger is not available for viewing. Section 893.055(5)(e), Florida Statutes exempts the reporting by a healthcare practitioner when administering or dispensing a controlled substance to a person under the age of 16.

To select specific recipients from the list:

- Select a single value by clicking the value.
- Select multiple values, listed consecutively, by clicking the first value, holding down the **[Shift]** key, and then clicking the last value.
- Select multiple values, not listed consecutively, by holding down the **[Ctrl]** key while clicking each value.

7. Select one of the following sort options:

   ▪ **By Recipient by Date** – sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)

   ▪ **By Date Only** – sorts by prescription dispense date (newest to oldest)

8. Click **Submit**.

   Your report results are displayed similar to the following:

   Notes:

   ▪ Your search criteria and the recipient names you selected are located above your report. You may click the down arrow in the **Recipients** field to view a list of the patients you chose to include in your report.

   ▪ The **MED Daily** column identifies the morphine equivalent dosage for each opioid-containing prescription. The **MED Summary** section, located at the bottom of the report, displays the maximum occurrence of MED sustained for any three consecutive days for each recipient in the report. This value is calculated based on prescriptions dispensed during the date range requested.

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

   a) Click any column header to sort your results by the information in that column.

   b) Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to display in a spreadsheet.

      Your report will begin to process, and a window similar to the following is displayed:

      Query 803 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.

      Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.

c) Click **Map Results** to view a graphical depiction of your results.

A window similar to the following is displayed:
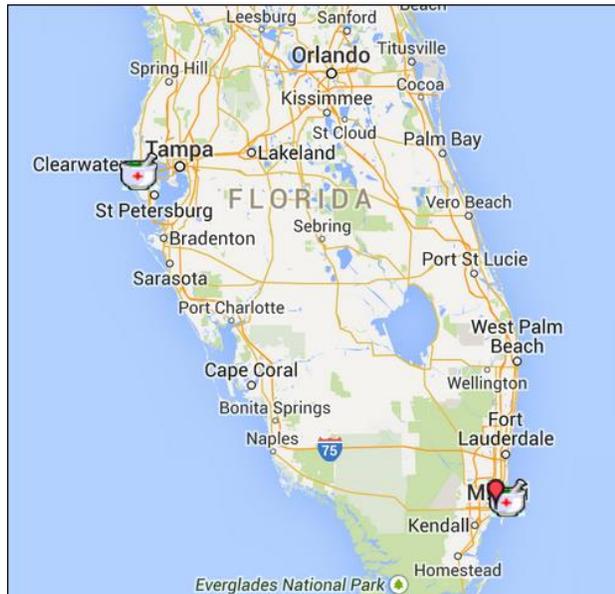
If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (–) symbols. When the map is expanded, the following icons are visible:

o **Doctor bag** – Represents the physician's address; clicking a doctor bag displays the physician's name and number of prescriptions written for the recipient

o **Mortar and pestle** – Represents the pharmacy's address; clicking a mortar and pestle displays the pharmacy's name and phone number

Other State Query

This function allows you to create reports regarding a recipient's usage of controlled substances in other states.

Notes:

▪ The Other State Query should not be used if the only data needed is from the home state.

▪ This function is not available for designees.

Perform the following steps to create an Other State Query:

1. Log in to the E-FORSCE database.

A window similar to the following is displayed:

2. Click **Other State Query**.

A window similar to the following is displayed:

Notes:
- Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Other State Query window.
- You will be required to accept the terms and conditions each time you start a new session in the E-FORSCE database; however, you will not be required to accept the terms and conditions each time you create a query in that session.

3. Click the check box indicating that you accept the terms and conditions.

The Other State Query window is displayed as shown on the following page.

4. Complete the information on the request window, using the field descriptions in the following table as a guideline. Note the required fields, which are marked with an asterisk (*); if these fields are not populated, a message displays that includes a list of fields that must be populated before the query can be submitted.

Field Name	Usage
Requestor Information	
Disclosing State(s)	**(Required)** Select the state you wish to include in the query.

Field Name	Usage
Requestor Role	This field is automatically populated with your RxSentry user role, for example, "Physician."
Recipient Information	
Last Name	(Required) Type the recipient's exact last name. Unlike standard recipient queries, multiple state queries do not allow partial name matching.
	Note: Although multiple state queries do not support partial name matching, the system will return clustered results. For example, if you create a query for John Smith, DOB 01/01/1970, and there is a matching name that has been clustered with Johnny Smith, DOB 01/01/1970, both names will be returned in your report results.
First Name	(Required) Type the recipient's exact first name. Unlike standard recipient queries, multiple state queries do not allow partial name matching.
Identifier	Type the recipient's identification number (social security number, driver's license number, etc.), if available.
Date of Birth	(Required) Type the recipient's date of birth using the *mm/dd/yyyy* format; Or You may click the calendar icon (▦) and select a specific date of birth from the calendar.
Gender	Click the down arrow and select the gender of the recipients to include in your search. If in doubt, select the "All" option.
Street Address	Type the recipient's street address, if known, or leave this field blank to produce a wider range of results.
City	Type the recipient's city, if known, or leave this field blank to produce a wider range of results.
State	Click the down arrow and select the recipient's state, or select "All States" to produce a wider range of results.
Zip Code	Narrow your search by entering a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Timeframe	
Dispensed Start Date	(Required) Use this field to enter a specific start date for the dispensing timeframe, for example, *11/01/2016*; Or You may click the calendar icon (▦) and select a specific start date from the calendar.

Field Name	Usage
Dispensed End Date	**(Required)** Use this field to enter a specific end date for the dispensing timeframe, for example, *11/30/2016*; Or You may click the calendar icon (▦) and select a specific end date from the calendar.
Sorting Options	
Sort by Date Only	Select this option to sort your report results by prescription dispensed date (newest to oldest).
Sort by Recipient by Date	Select this option to sort your report results first by recipient (patient IDs in numerical order) and then by prescription dispense date (newest to oldest).

Table 3 – Other State Query Window Field Descriptions

5. Once all criteria have been entered or selected, click **Submit**. Your report results are displayed similar to the following:

6. From this window, you may perform the following actions:

   a) Click the column headers that are hyperlinks (**Date Dispensed**, **Prescriber**, and **Dispenser**) to sort your results.

   b) Click **Generate Report** to generate a PDF version of your report. Your report will begin to process, and a window similar to the following is displayed:

   Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.

Search History Query

This function allows you to view an audit trail of all queries performed using your user ID for a specified timeframe. If you are a master account holder, this function also allows you to view an audit trail of queries performed by your designees.

Perform the following steps to view this report:

1. Log in to the E-FORSCE database.

   A window similar to the following is displayed:

2. Click **Search History Query**.

   The Search History Query window is displayed similar to the following:

3. If you are a prescriber or pharmacist, your user ID and that of any designee accounts linked to your account are displayed in the **User ID** field. All user IDs are selected by default. Click to select the user(s) whose audit information you wish to view.

   Or

   If you are a designee account holder, your user ID is the only available option in the **User ID** field. Continue to step 4.

4. The **Audit Start Date** and **Audit End Date** fields are automatically populated to generate your search history for one year based on the current date. If you are using this date to generate your report, you may continue to the next step;

   Or

   You may change the **Audit Start Date** and **Audit End Date** by typing the desired dates or by clicking the calendar icon (🗓) and selecting a date from the calendar.

5. Click **Submit**.

   Your report results are displayed similar to the following:

   Search History Query

User ID(s):	▓▓▓▓▓▓
Audit Start Date:	12/08/14
Audit End Date:	12/08/14

Seq #	Date	ID	Source	Type	By	Detail	Network Addr
28616477	12/08/14		Q	A	phphysasst - ME12345678	Audit Query 15392298 Online. (details) [▓▓▓▓▓▓]	▓▓▓▓▓▓
28616432	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15392253 Queued Practitioner/Pharmacist Query Approved Query Number 3673690 (details) [▓▓▓▓▓▓]	▓▓▓▓▓▓
28616379	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15392200 Online (details) [▓▓▓▓▓▓]	▓▓▓▓▓▓
28612925	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15389052 Online (details) [▓▓▓▓▓▓]	▓▓▓▓▓▓
28605133	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15381383 Online (details) [▓▓▓▓▓▓]	▓▓▓▓▓▓
28601197	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15377503 Queued Practitioner/Pharmacist Query Approved Query Number 3670148 (details) [▓▓▓▓▓▓]	▓▓▓▓▓▓
28600965	12/08/14		Q	A	pdadhocrpt - ME12345678	Ad Hoc Query 15377273 Online (details) [▓▓▓▓▓▓]	▓▓▓▓▓▓

6. From this window, you may click the **details** link next to a query to view the details of that query.

Prescriber DEA Query

This function allows you to use your prescriber DEA number to view your prescribing history for a specified timeframe.

Note: This function is not available for pharmacists and designee account holders.

Perform the following steps to view your prescribing history:

1. Log in to the E-FORSCE database.

   A window similar to the following is displayed:

2. Click **Prescriber DEA Query**.

   A window similar to the following is displayed:

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

   Notes:
   - Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Prescriber DEA Query window.
   - You will be required to accept the terms and conditions each time you start a new session in the E-FORSCE database; however, you will not be required to accept the terms and conditions each time you create a query in that session.

3. Select the check box indicating that you accept the terms and conditions.

A window similar to the following is displayed:

4. The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated to generate your prescribing history for one year based on the current date. If you are using this date to generate your report, you may continue to the next step;

    Or

    You may change the **Dispensed Start Date** and **Dispensed End Date** by typing the desired dates or by clicking the calendar icon (⊞) and selecting a date from the calendar.

5. Click **Submit**.

    A window similar to the following is displayed:

> **Note**: The **MED Daily** column identifies the morphine equivalent dosage for each opioid-containing prescription. The **MED Summary** section, located at the bottom of the report, displays the maximum occurrence of MED sustained for any three consecutive days for each recipient in the report. This value is calculated based on prescriptions dispensed during the date range requested.

6. From this window, you may perform the following tasks:

c) Click any column header to sort your results by the information contained in that column.

d) Click **Generate PDF** to generate a PDF version of your report, or click **Generate CSV** to generate a comma separated values version of your report to display in a spreadsheet.

Your report will begin to process, and a window similar to the following is displayed:

> Query 807 has been created. Go to Report Queue in the navigation menu to retrieve report when query finishes running.

Click the **Report Queue** link to navigate to the Report Queue and view your report. Continue to the Report Queue topic in this document for more information.

e) Click **Map Results** to view a graphical depiction of your results.

A window similar to the following is displayed:
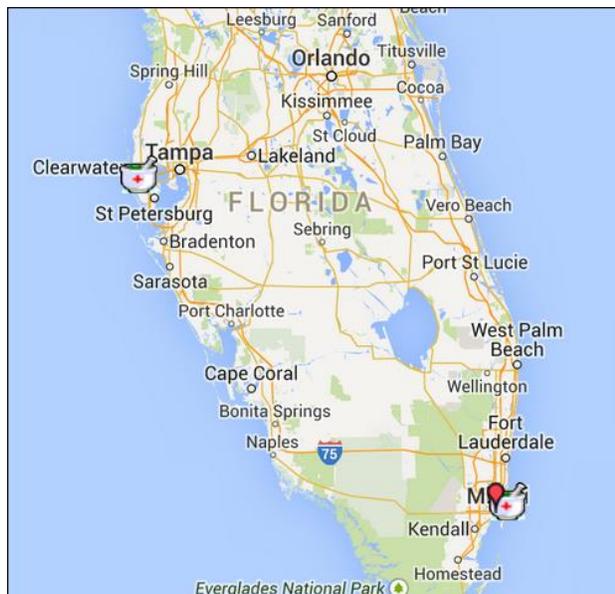
If desired, click the direction arrows in the top left corner of this window to scroll to different sections of the map.

You may also expand or reduce the detail included in the map by clicking the plus (+) or minus (–) symbols. When the map is expanded, the following elements are visible:

o **Doctor bag** –Represents the physician's address; clicking a doctor bag displays the physician's name and number of prescriptions written for the recipient

o **Mortar and pestle** – Represents the pharmacy's address; clicking a mortar and pestle displays the pharmacy's name and phone number

Report Queue

The Report Queue allows you to check the status of a submitted query and view your reports once they have generated. The **Query Status/Job Status** column displays one of the following query statuses:

- **Approved/Queued** – the parameters for the query have been correctly supplied, and the query is processing.

- **Approved/Done** – the parameters for the query have been correctly supplied, the query has processed, and it is available for viewing.

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

1. Log in to the E-FORSCE database.

2. Click **Report Queue**.

   A window similar to the following is displayed:

Query Request Status				
Query Number Job Sequence ID	Request Date	Query Status/ Job Status	Report Description or Denial Reason	Output
464 1051	12/04/14	Approved / Done	Prescriber Report Dispensed From 01/01/2012 to 12/04/2014 ID: robyn.weaver_test DEA:	PDF
460 1040	12/04/14	Approved / Done	Recipient Report Dispensed From 01/01/2012 to 12/04/2014 2 out of 2 Recipients Selected	CSV
401 807	12/01/14	Approved / Done	Prescriber Report Dispensed From 12/01/2014 to 12/01/2014 ID: robyn.weaver_test DEA:	PDF
400 803	12/01/14	Approved / Done	Recipient Report Dispensed From 01/01/2012 to 12/01/2014 2 out of 2 Recipients Selected	CSV

Shared Query Status					
Job Sequence ID	Date Requested	Job Creation Status	Report Desc	Output	Shared
NO MORE DATA AVAILABLE					

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:
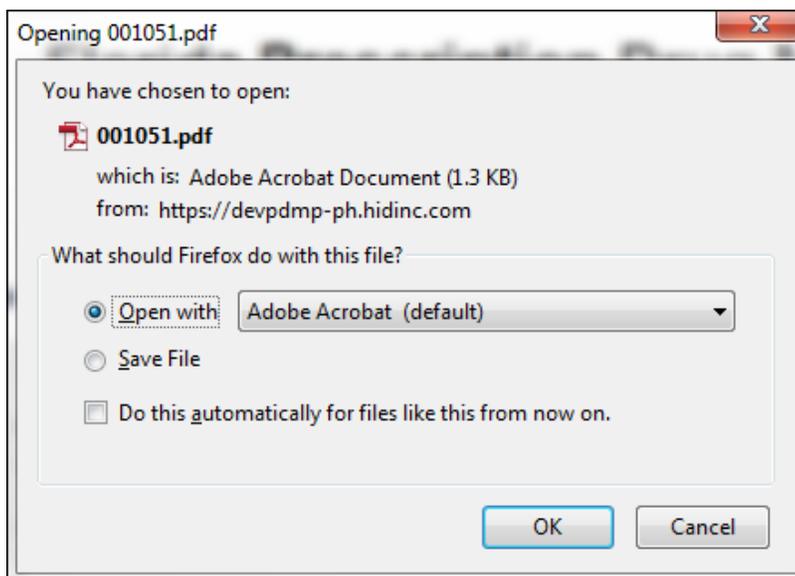
4. Perform one of the following actions:

- 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.

Note:

- By default, queries are available for viewing only by the user who submitted the query request.

- The **Payment Type** column identifies the method of payment used for the prescription. The classification codes are as follows:
  - 01   Private Pay
  - 02   Medicaid
  - 03   Medicare
  - 04   Commercial Insurance
  - 05   Military Installations and VA
  - 06   Workers' Compensation
  - 07   Indian Nations
  - 99   Other

- If you print the query, protect patient confidentiality by filing or destroying the document after it has been reviewed. Be sure to follow your facility's protocols and policies regarding the destruction of confidential records.

5   User Management

About this Chapter

This chapter explains how to update your PDMP user profile and how to change your password. It also describes the steps prescribers and pharmacists should follow to link and unlink designee accounts.

Update User Profile

This function allows you to update the information the FL PDMP has on file for you, as needed.

Perform the following steps to update your PDMP profile:

1.   Log in to the E-FORSCE database.

2.   Click **User Management**.

A window similar to the following is displayed:
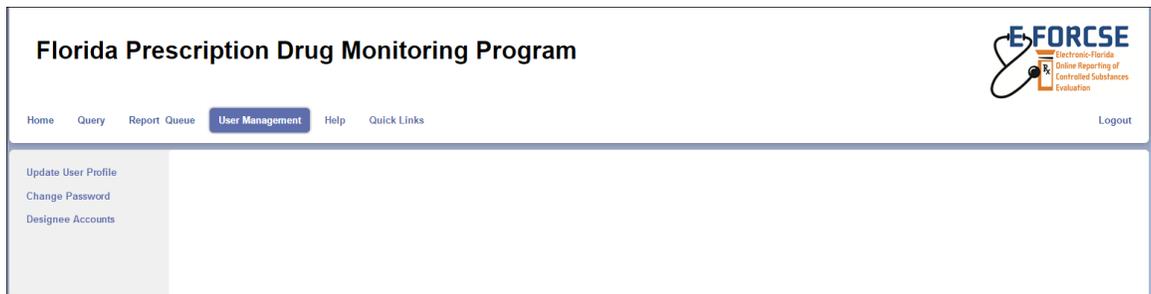
3.   Click **Update User Profile**.

The Update User Profile window is displayed as shown on the following page.

Update User Profile

Note: Fields marked with * are required.

* Name (First and Last) : [blurred] Test

* Date of Birth : [blurred]
mm/dd/yyyy

* Address : 391 Industry Drive

: [blank]

* City : Auburn

* Zip : 36832

* Email Address : [blurred]

* Verify Email Address : [blank]

* Phone Number (ex. 123-456-7890x0000) : 123-123-1234

Fax Number (ex: 234-555-1234) : 123-123-1234

Cell Number (ex: 2345551234) : 123-123-1234

* Security Question : What was your high school mascot?

* Security Question Answer : [blurred]

* State : Florida

[Update]

4. Update your information, as necessary, noting that required fields are marked with an asterisk (*).

5. Click **Update**.

A message displays confirming that your record has been updated.

Change Password

This function allows you to change your E-FORSCE password, as needed.

Perform the following steps to change your password:

1. Log in to the E-FORSCE database.

2. Click **User Management**.

   A window similar to the following is displayed:

3. Click **Change Password**.

   A window similar to the following is displayed:
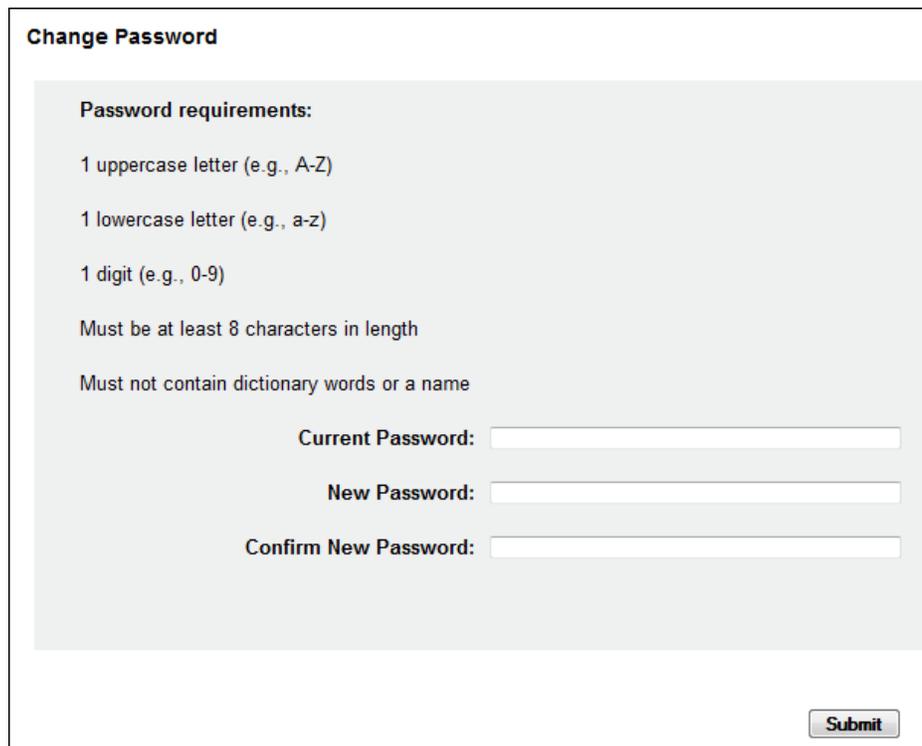
4. Type your current password in the **Current Password** field.

5. Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

6. Type your new password again in the **Confirm New Password** field.

7. Click **Submit**.

   If the new password is accepted, a message is displayed indicating that your password was accepted and that you are required to log in using your new password.

   If the new password is *not* accepted, the message indicates that another password must be selected.

8. Click any function, such as **Query**.

   A login window is displayed.

9. Enter your user name and new password, and then click **OK**.

   The E-FORSCE database home page is displayed.

Designee Accounts

This section describes how to activate a designee account by linking it to your prescriber or dispenser account and how to unlink designee accounts that should no longer be associated with your account.

Note: The **Designee Accounts** function is only available to prescribers and dispensers.

Linking Designee Accounts

A registered designee will not have access to E-FORSCE until the designating prescriber or dispenser affirmatively accepts responsibility for the designee and links the designee to a pharmacy, prescriber, or dispenser E-FORCSE account. It is the responsibility of the prescriber or dispenser to activate designee accounts and associate them with the prescriber or dispenser account. These steps can only be completed by prescribers and dispensers.

Perform the following steps to link a designee account to your prescriber or dispenser account:

1. Log in to the E-FORSCE database.

2. Click **User Management**.

   A window similar to the following is displayed:

3. Click **Designee Accounts**.

   A window similar to the following is displayed:

   All designee accounts currently linked to your master account are displayed in the **Currently Linked Designee Accounts** section of this window.
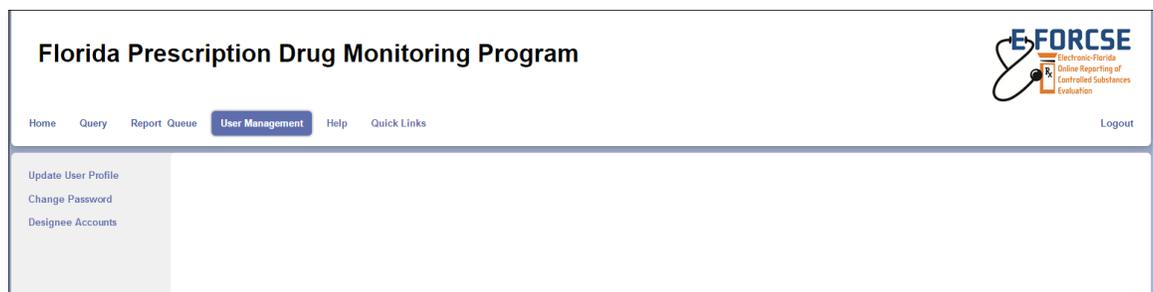
   Designee accounts that have been approved and are awaiting master account holder association are displayed in the **Link Additional Designee Accounts** section of this window. For each designee account, the last/first name, user group, user ID, and agency are displayed.

4. Click to select the name of the designee account holder you wish to link to your account.

   Note: You may search for a specific user by entering a full or partial name in the **Last Name** and/or **First Name** fields, and then clicking **Search**. To clear your search results, delete the text entered in the **Last Name** and **First Name** fields, and then click **Search**.

5. Click **Link Account**.

   A window similar to the following is displayed, illustrating that the designee account has been linked to your account:

Managing Designee Accounts

It is the responsibility of the prescriber or dispenser to manage designee accounts associated with his or her account, including activating designee accounts, which is described in the previous section; monitoring the designee account holder's use of the FL PDMP database, which can be done using the Search History Query; and removing any designee accounts that should no longer be associated with the prescriber or dispenser account.

Perform the following steps to remove a designee account from your account:

1. Log in to the E-FORSCE database.

2. Click **User Management**.

    A window similar to the following is displayed:
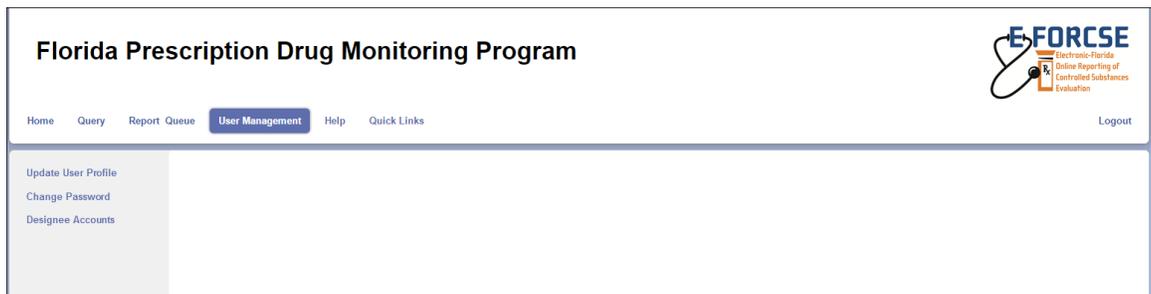
3. Click **Designee Accounts**.

    A window similar to the following is displayed:
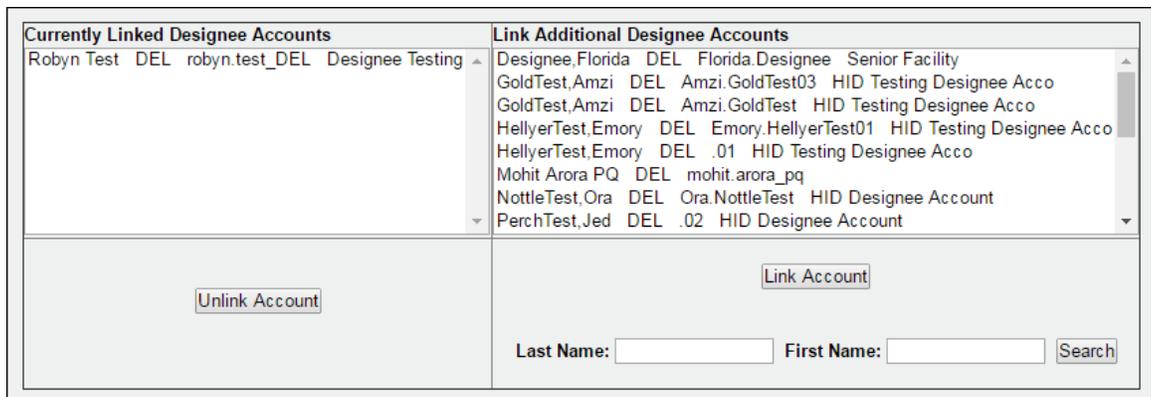
    All designee accounts currently linked to your master account are displayed in the **Currently Linked Designee Accounts** section of this window.

4. Click to select the name of the designee account you wish to remove from your account.

    Note: Once you unlink a designee account, that user will no longer be able to query the PDMP database.

5. Click **Unlink Account**.

A window similar to the following is displayed, illustrating that the designee account has been removed from your account:

6   Assistance and Support

Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact HID at flpdmp-info@hidesigns.com;

Or

Call the HID Help Desk at 877-719-3120.

Administrative Assistance

If you have any non-technical questions regarding E-FORCSE, please contact:

E-FORCSE, Florida's Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, Florida 32399

Phone: 850-245-4797
E-mail: e-forcse@flhealth.gov
Website: www.e-forcse.com

7   Document Information

Version History

The Version History records the publication history of this document.

Publication Date	Version Number	Comments
10/05/2011	1.0	Initial publication
10/14/2011	1.1	Updated publication
11/22/2011	1.2	Updated publication
01/26/2012	1.3	Updated publication
09/18/2012	1.4	Updated publication
10/17/2012	1.5	Updated publication
11/14/2012	1.6	Updated publication
05/24/2013	1.7	Updated publication
03/05/2014	1.8	Updated publication
12/19/2014	2.0	Updated publication
01/09/2015	2.1	Updated publication
01/22/2015	2.2	Updated publication
02/23/2015	2.3	Updated publication
07/10/2015	2.4	Updated publication
12/09/2015	2.5	Updated publication
05/25/2016	2.6	Updated publication
06/15/2016	2.7	Updated publication
06/27/2016	2.8	Updated publication
11/02/2016	2.9	Updated publication

Table 4 – Version History

Change Log

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

Version Number	Chapter/Section	Change
1.0	N/A	N/A

Version Number	Chapter/Section	Change
1.1	Chapter 3/Request an Account	Added additional information about the content of the e-mails received upon access request approval.
	Chapter 3/Practitioner-Pharmacist Query	Added note the information for recipients age 16 years or younger is not available via E-FORCSE.
1.2	Cover Page	▪ Updated note to state that the document may be periodically updated and to check the site for the most current version of the document. ▪ Updated the link to the FL PDMP website in the note.
1.3	Chapter 3/Request an Account	Added note about configuring practitioner/pharmacist e-mail systems to accept e-mails from *flpdmp-info@hidinc.com*.
1.4	Chapter 3 ▪ Request an Account ▪ Log In to RxSentry	Updated screenshots and steps to reflect new link names on the public website
	Chapter 3/ Practitioner/ Pharmacist Query	Removed reference to delegate accounts
	Global	Updated screenshots
1.5	Chapter 3/View Query Status	Added payment method key
1.6	Chapter 3: ▪ Change Password ▪ Update User Profile	Added new topics
1.7	Chapter 3/Log In to RxSentry	Added a note explaining that the user will be locked out of his/her account for 30 minutes after 3 unsuccessful login attempts
1.8	Chapter 3/ Practitioner/ Pharmacist Query	Added instructions for actions that may be performed from the Recipient Report window, including the "Map Results" function
	Chapter 3/Log Out of RxSentry	Added a note explaining that in Internet Explorer the user may log back in to the system by starting a new session rather than closing all open browser windows
	Global	Updated screenshots for clarity

Version Number	Chapter/Section	Change
2.0	Global	▪ Reorganized topics and updated screenshots and language to match the new RxSentry interface ▪ Updated document to new HID template
	Chapter 2/RxSentry Update	Added new topic
	Chapter 3: ▪ Retrieve User Name ▪ Retrieve Password	Added new topics
	Chapter 4: ▪ Search History Query ▪ Prescriber DEA Query	Added new topics
2.1	Chapter 3/Password Expirations	Changed password expiration time from 60 days to 90 days
2.2	Chapter 4: ▪ Recipient Query ▪ Prescriber DEA Query	Added MED information to the report results
2.3	Chapter 4: ▪ Recipient Query ▪ Prescriber DEA Query	Updated report results to display the Refill #/Authorized Refills column
2.4	Global	Updated public site URL
	Chapter 4: ▪ Recipient Query ▪ Prescriber DEA Query	▪ Updated screenshot of report results to show updated MED information ▪ Updated MED Daily and MED Summary descriptions
	Chapter 6/Technical Assistance	Updated HID help desk e-mail address
2.5	Chapter 4/Search History Query	Removed the liability statement from this query
2.6	Chapter 4: ▪ Search History Query ▪ Prescriber DEA Query	Changed the default search timeframe from the current date to one year from the current date

Version Number	Chapter/Section	Change
2.7	Chapter 3/Request an Account	Added information regarding designee accounts
	Chapter 4/Recipient Query	▪ Updated Recipient Query window screenshot to show Master Accounts field ▪ Added Master Accounts field description
	Chapter 4/Search History Query	Added information regarding designee accounts
	Chapter 5/Designee Accounts	Added new topic
2.8	Global	Updated language regarding designee accounts with language provided by the state
	Appendix A/Certification	Added Certification form
2.9	Chapter 4/Other State Query	Added new topic

Table 5 – Document Change Log

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Appendix A: Certification

Florida's Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, FL 32399
Phone: (850) 245-4797
Fax: (850) 617-6430
e-forcse@flhealth.gov

CERTIFICATION

Rule 64K-1.003(a), Florida Administrative Code, Accessing the Database, requires the ***Training Guide for Practitioners and Pharmacists, Form DH8009-PDMP, effective July 2016*** to be reviewed by designees, prior to registering for access to the E-FORCSE database. It also requires Designees to complete the ***Information Security and Privacy Training Course for Designees, DH####-PDMP (form number TBD), effective July 2016***. This form is part of the required documentation that the Designee must complete in order to register for access to the E-FORCSE.

Please sign and return the completed form to the designating prescriber or dispenser. It is the responsibility of the designating prescriber or dispenser to maintain printed copies of the certification of these reviews and make them available to the PDMP program manager upon request.

Designee Name	
Telephone Number	Email Address
I certify that I have read and understand the information contained in the *Training Guide for Florida Practitioners and Pharmacists* and have completed the *Information Security and Privacy Training Course for Designees*.	

Designee Signature:	Date:
I affirmatively accept responsibility for the designee and link the designee to a prescriber or dispenser account as described in the *Training Guide for Florida Practitioners and Pharmacists.* Designating Prescriber or Dispenser Signature:	Date: