

Delegate Audits – FAQ

I have removed/rejected my delegate(s), how can I audit their searches?

- A. All searches performed under your authority, by your delegate(s) will appear in Request History, even after your delegate(s) are no longer attached to your account. After 120 days, those requests will be gone.

I have preformed my audit, what do I do now?

- A. It is highly recommended that you develop a system to track auditing. Currently MN PMP is exploring options to help track audits.

I have the “remove” delegate function, but cannot located “reject” delegate to permanently delete, can the MN PMP staff do this for me?

- A. Please refer to the “Delegate management” tip sheet *notes* located at the bottom of the document. Once a delegate is **removed** that delegate is placed back into **pending status**, go back to delegate management screen, select the removed delegate then select “**reject**”

Can someone other than the supervisor help perform the audit?

- A. No. Delegate audits must be performed by the supervisor of the delegate(s). This legislation was NOT brought forward by the Board of Pharmacy or the PMP, rather law makers that have interest in protecting the health data that is stored in the PMP database.

My delegate used my name to preform a patient request, a patient I do not recognize. MN recommends the following:

- A. If the delegate is a mutual delegate of other providers in your practice and the patient is a patient of the practice, it is likely the delegate accidently associated the wrong provider with the search. It is recommended you discuss with the delegate the importance of associating the correct provider with each search to avoid potential repercussions
- B. If the delegate was not searching on behalf of another provider in your practice, and the patient is not one of your patients, you must immediately remove the delegate’s access **AND** notify the Board (PMP) via email minnesota.pmp@state.mn.us within 7 days of the alleged impermissible access. Click the link provided to assist with delegate management, [Delegate Management Tip Sheet](#).
- C. You may reactivate the delegate, it is recommended to discuss permissible use prior to allowing access. Searches preformed are the responsibility of the supervising account holder. Future instances could result in consequences to you, including referral to your licensing board for review.

The board is required to notify all primary account holders associated with the delegate of the impermissible access.