Query and Reports Tutorial

Minnesota Board of Pharmacy
Prescription Monitoring Program

April 2015
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1 Document Overview

Purpose and Contents

The *RxSentry® Query and Reports Tutorial* serves as a step-by-step training guide for prescribers and pharmacists using *RxSentry* for querying purposes. It includes such topics as:

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

RxSentry Update

The *RxSentry* system recently 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:

- Query Tab – this tab provides direct links to every query you are allowed to access.
- Report Queue Tab – this tab (previously the View Query Status link) allows you to view all of your available reports quickly.
- Account Management Tab – this tab allows you to update your account profile information and change your password, as needed. If you are a master account holder, you can also manage your delegate accounts from this tab.
- Help Tab – this tab provides resources that may answer any questions you have about using *RxSentry*, such as creating a query. These resources include online help and an electronic version of the *Query and Reports Tutorial*.
- Quick Links Tab – this tab provides links to websites that you may frequently access, such as the Minnesota Board of Pharmacy 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:

<table>
<thead>
<tr>
<th>If you are looking for...</th>
<th>It is now located...</th>
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<tbody>
<tr>
<td>Change Password</td>
<td>You can change your password by clicking the Change Password link under the Account Management tab.</td>
</tr>
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<td>Linking Delegate Accounts</td>
<td>You can manage your delegate accounts by clicking the Delegate Accounts link under the Account Management tab.</td>
</tr>
<tr>
<td>Multiple State Query</td>
<td>The Multiple State Query is located under the Query tab.</td>
</tr>
<tr>
<td>RxQuery</td>
<td>The queries associated with the RxQuery link (Recipient Query Search History Query, and Prescriber DEA Query) are now available as individual links under the Query tab.</td>
</tr>
<tr>
<td>If you are looking for...</td>
<td>It is now located...</td>
</tr>
<tr>
<td>---------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Update User Profile</td>
<td>You can update your user profile by clicking the Update Account Profile link under the Account Management tab.</td>
</tr>
<tr>
<td>View Query Status</td>
<td>The View Query Status function and the corresponding topic in this guide are now called Report Queue and can be accessed by clicking the Report Queue tab.</td>
</tr>
</tbody>
</table>

Table 1 – New/changed topics
2 Accessing RxSentry

Request an Account

The Minnesota Board of Pharmacy Prescription Monitoring Program (PMP) grants system access accounts to prescribers and pharmacists so that they may look up, view, and print controlled substance dispensing information on their specific patients directly via user name and password. Access is granted to individuals only—not to clinics, hospitals, pharmacies, or any other healthcare facility. The following user groups may request access to the PMP database:

- Prescriber/Pharmacist Master Accounts
- Prescriber/Pharmacist Delegate Accounts
- Medical Examiner and Coroner Master Accounts
- Medical Examiner and Coroner Delegate Accounts

Prescriber/Pharmacist Master Accounts

Perform the following steps to request an account:

1. Open an Internet browser window. In the address bar, type www.pmp.pharmacy.state.mn.us, and then press [Enter]. A window similar to the following is displayed:

   ![Welcome to the PMP website](image)

2. Click Access Request Forms.
A window similar to the following is displayed:

### Access Request Forms

**ATTENTION VETERINARIANS**
Applications for access to the MN PMP for veterinarians are available by contacting our office at 651-201-2836 or by email at minnesota.pmp@state.mn.us. We apologize for the inconvenience.

**ATTENTION APRN (ADVANCED PRACTICE REGISTERED NURSES)**
Please use your RN license number (no dashes or letters) in the space for license number on the application.

- Prescriber RxSentry Access Form
- Pharmacist RxSentry Access Form
- Prescriber/Pharmacist Delegate RxSentry Access Form
- ME/Coroner Access Request Form
- ME/Coroner Delegate Access Request Form

3. Click to select the access request form that corresponds to your user type (Prescriber RxSentry Access Form or Pharmacist RxSentry Access Form). Based on your selection, a window similar to the following is displayed:

### Prescriber RxSentry Access Form

**Prescribers Requesting Access to MN Prescription Monitoring Program (PMP)
Terms of Use & Instructions**

Access to the Minnesota Prescription Monitoring Program (MN PMP) is granted only with the authority and rights allowed under M.S. 152.125. Access to this data is granted to prescribers, dispensers and agents approved to access the information on their behalf, to the extent the information relates specifically to a current patient.

**Terms of Use of MN PMP Database:**
- The data obtained from the MN PMP is protected health information and disclosure of MN PMP patient profile data in violation of state or federal laws relating to the privacy of health care data is grounds for disciplinary action by the appropriate health-related licensing board and may also subject the authorized user to civil penalties.
- If the license of the authorized user is restricted by his or her regulatory (licensing) board, their access to the MN PMP database may be immediately terminated, in addition to those of their agents. Additionally, should any violations of these terms of use be identified, the MN PMP staff may make an unenforceable revocation of the authorized user’s direct access to the MN PMP database.
- Authorized users are responsible for all use of their User ID and password. These credentials are issued to the individual and are not to be used as a “group” account. There are no “group accounts” for access to the MN PMP database.
- Master account holders are responsible for all use of the system by other staff under their direction, who have an approved MN PMP Delegate account and have been authorized by the master account holder to access the MN PMP database on their behalf.
- Master account holders are responsible for reviewing all requests made on their behalf to ensure appropriate use of the MN PMP by their approved delegates.
- Master account holders must remove authorization for those delegated to access the MN PMP on their behalf, when their access to the database is no longer required.

**Instructions:**

Step 1. Access the online account registration form, (using the link below) and when prompted enter the following:

- **Username:** newacct
- **Password:** welcome

Step 2. Complete the online account registration form. The email address you provide will be used to notify you of your personal account log-in information. Please refrain from providing an email address that can be accessed by others.

Step 3. When prompted, print a copy of the form for your records.

All information is electronically transmitted. Your credentials will be verified and notification will be sent via email upon receipt.

If you do not receive an email from the MN PMP office within 5 business days after you have submitted your request, check your spam folder to see if the email was classified as spam; if no response is located, contact the MN PMP office at 651-201-2836 for assistance.
4. Read the Terms of Use of MN PMP Database and Instructions for accessing the database, and then click the link for the Access Request Form, located at the bottom of this window.

A login window is displayed.

5. Type newacct in the User Name field.

6. Type welcome in the Password field.

7. Click OK.

A window similar to the following is displayed:

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

9. Click Accept & Submit.

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

If all information has been properly supplied, a completed account registration form is displayed, along with a prompt to print the form. Print a copy of the form for your records.

All application data is electronically submitted. The Minnesota PMP staff will review your application and verify your credentials. You may be contacted if additional information is required. You should receive e-mail notification within two (2) business days.
If you are approved for an account, you will be notified via two separate e-mails. One e-mail will contain your approval notification and user name information. The other 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.

If you do not receive an e-mail from the MN PMP office within five (5) business days of submitting your request, check your SPAM folder to see if the e-mail was classified as SPAM. If no response is located, contact the MN PMP office at (651) 201-2836 for assistance.

Prescriber/Pharmacist Delegate Accounts

1. Open an Internet browser window. In the address bar, type www.pmp.pharmacy.state.mn.us, and then press [Enter]. A window similar to the following is displayed:

   ![MN PMP Window](image)

   - **Welcome**
   - **Minnesota Prescription Monitoring Program**
   - **Home**
   - **Access Request Forms**
   - **FAQ**
   - **PMP Data Uploaders**
   - **MN PMP Advisory Task Force**
   - **Reports and Statistics**

2. Click Access Request Forms.
A window similar to the following is displayed:

### Access Request Forms

**ATTENTION VETERINARIANS**
Applications for access to the MN PMP for veterinarians are available by contacting our office at 651-201-2836 or by email at minnesota.pmp@state.mn.us. We apologize for the inconvenience.

**ATTENTION APRN (ADVANCED PRACTICE REGISTERED NURSE)**
Please use your RN license number (no dashes or letters) in the space for license number on the application.

- Prescriber RxSentry Access Form
- Pharmacist RxSentry Access Form
- Prescriber/Pharmacist Delegate RxSentry Access Form
- ME/Coroner Access Request Form
- ME/Coroner Delegate Access Request Form

3. Click **Practitioner/Pharmacist Delegate RxSentry Access Form**. A window similar to the following is displayed:

#### Prescriber/Pharmacist Delegate RxSentry Access Form

**Delegate Requesting Access to MN Prescription Monitoring Program (PMP) Terms of Use & Instructions**

Access to the Minnesota Prescription Monitoring Program (MN PMP) is granted only with the authority and rights allowed under Minn. Stat. 152.13. Access to the data is granted to prescribers, dispensers and agents approved to access the information on their behalf, to the extent the information relates specifically to a current patient to whom the practitioner is prescribing or dispensing or considering prescribing or dispensing any controlled substance.

**Terms of Use of MN PMP Database:**

- The data obtained from the MN PMP is protected health information and disclosure of MN PMP patient profile data in violation of state or federal laws relating to the privacy of health care data is grounds for disciplinary action by the appropriate health-related licensing board and may also subject the authorized user to civil penalties.
- If the licensee of the master account holder is restricted by his or her regulatory licensing board, their access to the MN PMP database may be immediately terminated, in addition to those of their agents. Additionally, should any violation of these terms of use be identified, the MN PMP staff may make an unreasonable revocation of the authorized user’s direct access to the MN PMP databases.
- Authorized users are responsible for all use of their User ID and password.
- Delegate account holders must immediately notify the practitioner(s) who have granted delegate access to act on their behalf to remove authorization, when their access to the database is no longer required.

**Instructions:**

**Step 1.** Access the account registration form, saving the link and send when prompted enter the following:

- **User name:** newacct
- **Password:** welcome

**Step 2.** Complete the account registration form. The email address you provide will be used to notify you of your personal account log in information. Please refrain from providing an email address that can be accessed by others.

**Step 3.** When prompted, print the form.

**Step 4.** Sign and date the form in the presence of a Notary Public, ensuring the Notary signs that he/she witnessed your signature. Your signature must be notarized as an added precaution against identity theft. Forms that have not been signed in the presence of a Notary Public will be returned to the applicant.

**Step 5.** Return a copy of the account registration form for your records.

**Step 6.** Submit the completed form to the MN PMP office via the following:

- **Fax:** (651) 201-2807
- **Scan & email:** (minnesota.pmp@state.mn.us)
- **Mail:** (the address shown on the account registration form)

Upon receipt, your credentials will be verified and email notification will be sent within 2 business days.

Once you have received your User ID and password, you will need to contact each master account holder you wish to access the database on behalf of, to obtain their access to your approved user account status.

The master account holder(s) will need to log into the MN PMP database and authorize your delegated authority.

If you do not receive notification by email or email from the MN PMP office within 14 business days after you’ve mailed in your notarized request form, check your Spam folder to see if the email was classified as Spam. If no response is received, contact the MN PMP Office at 651-201-2836 for assistance.

DELIGATE ACCOUNT REGISTRATION FORM
4. Read the Terms of Use of MN PMP Database and Instructions for accessing the database, and then click the link for the Delegate Account Registration Form, located at the bottom of this window.

A login window is displayed.

5. Type newacct in the User Name field.

6. Type welcome in the Password field.

7. Click OK.

A window similar to the following is displayed:

![Delegate Account Registration Form]

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

9. Click Accept & Submit.

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

If all information has been properly supplied, a completed account registration form is displayed, along with a prompt to print the form.

10. Print the form, have it notarized, and fax it to 651-201-2837; or

Mail the form to:

Minnesota Prescription Monitoring Program
2829 University Ave. SE, Suite 530
Minneapolis, MN 55414
Upon receipt, the Minnesota PMP staff will review your application and verify your credentials. 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. One e-mail will contain your approval notification and user name information. The other 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.

If you do not receive an e-mail from the MN PMP office within 14 business days of submitting your request, check your SPAM folder to see if the e-mail was classified as SPAM. If no response is located, contact the MN PMP office at (651) 201-2836 for assistance.

Medical Examiner/Coroner Master Accounts

1. Open an Internet browser window. In the address bar, type www.pmp.pharmacy.state.mn.us, and then press [Enter]. A window similar to the following is displayed:

2. Click Access Request Forms.
A window similar to the following is displayed:

### Access Request Forms

**ATTENTION VETERINARIANS**
Applications for access to the MN PMP for veterinarians are available by contacting our office at 651-201-2836 or by email at minnesota.pmp@state.mn.us. We apologize for the inconvenience.

**ATTENTION APRN (ADVANCED PRACTICE REGISTERED NURSES)**
Please use your RN license number (no dashes or letters) in the space for license number on the application.

- Prescriber RxSentry Access Form
- Pharmacist RxSentry Access Form
- Prescriber/Pharmacist Delegate RxSentry Access Form
- ME/Coroner Access Request Form
- ME/Coroner Delegate Access Request Form

3. **Click ME/Coroner Access Request Form.**

A window similar to the following is displayed:

### Medical Examiners / Coroners

**Chief Medical Examiner/Coroner-Master Account**

**Requesting Access to MN Prescription Monitoring Program (PMP)**

**Terms of Use & Instructions**

Applications for Master accounts must be made by the elected or appointed Chief Medical Examiner or Chief Coroner.

Access to the Minnesota Prescription Monitoring Program (MN-PMP) is granted only with the authority and rights outlined in M.S. Section 390.71.

**Terms of Use of MN PMP Database:**

- Authorized users will access the MN PMP database only for official activity in connection with a bona fide specific investigation to determine cause of death as outlined in M.S. Section 390.71, subdivision 7 (d).
- Non-official, unauthorized access or disclosure of MN PMP data is a violation of Minnesota law and may result in immediate termination of access and possible legal action.
- Authorized users are responsible for all use of their user name and password.
- Master account holders are responsible for all use of the system by other staff under their direction, which have approved delegations and have been authorized by the master account holder to access the MN PMP database on their behalf.
- Master account holders are responsible for reviewing all requests made on their behalf to ensure appropriate use of the MN PMP by their approved delegates.
- Master account holders must remove authorization for those delegated to access the MN PMP on their behalf, when their access to the database is no longer required.

**Instructions:**

Step 1: Access the account registration form. Using the link below and when prompted enter the following:

- User name: newacc
- PASSWORD: welcome

Step 2: Complete the account registration form. The email address you provide will be used to notify you of any personal account log in order. Please refrain from providing any email address that can be accessed by others.

Step 3: When prompted, print the form.

Step 4: Sign and date the form in the presence of a Notary Public, ensuring the Notary signs that he/she witnessed your signature. Your signature must be notarized as an added precaution against identity theft. Forms that have not been signed in the presence of a Notary Public will be returned to the applicant.

Step 5: Return a copy of the account registration form for your records.

Step 6: Submit the completed form to the MN PMP office via the following:

- Fax: 651/201-2835
- Scan e-mail (Minnesota.pmp@state.mn.us)
- Mail to the address shown on the account registration form

Upon receipt, your credentials will be verified and email notification will be sent within 2 business days.

If you do not receive notification within 14 business days after you have mailed your notarized request form, check your spam folder to see if the email was classified as spam. If no response is received, contact the MN PMP office at 651-201-2835 for assistance.
4. Read the Terms of Use of MN PMP Database and Instructions for accessing the database, and then click the ME/Coroner Master Account Registration Form link, located at the bottom of this window.

A login window is displayed.

5. Type newacct in the User Name field.

6. Type welcome in the Password field.

7. Click OK.

A window similar to the following is displayed:

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

9. Click Accept & Submit.

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

If all information has been properly supplied, a completed account registration form is displayed, along with a prompt to print the form.

10. Print the form, have it notarized, and fax it to 651-201-2737;

Or

Mail the form to:

Minnesota Prescription Monitoring Program
2829 University Ave. SE, Suite 530
Minneapolis, MN 55414

Upon receipt, the Minnesota PMP staff will review your application and verify your credentials. 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. One e-mail will contain your approval notification and user name information. The other 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.

If you do not receive an e-mail from the MN PMP office within 14 business days of submitting your request, check your SPAM folder to see if the e-mail was classified as SPAM. If no response is located, contact the MN PMP office at (651) 201-2836 for assistance.

**Medical Examiner/Coroner Delegate Accounts**

1. Open an Internet browser window. In the address bar, type [www.pmp.pharmacy.state.mn.us](http://www.pmp.pharmacy.state.mn.us), and then press [Enter]. A window similar to the following is displayed:

![MN PMP Welcome Screen](image)

2. Click **Access Request Forms**.
A window similar to the following is displayed:

### Access Request Forms

**ATTENTION VETERINARIANS**
Applications for access to the MN PMP for veterinarians are available by contacting our office at 651-201-2388 or by email at minnesota.pmp@health.state.mn.us. We apologize for the inconvenience.

**ATTENTION APRN (ADVANCED PRACTICE REGISTERED NURSE)**
Please use your RN license number (no dashes or letters) in the space for license number on the application.

- Prescriber RxSentry Access Form
- Pharmacist RxSentry Access Form
- Prescriber/Pharmacist Delegate RxSentry Access Form
- ME/Coroner Access Request Form
- ME/Coroner Delegate Access Request Form

3. Click **ME/Coroner Delegate Access Request Form**. A window similar to the following is displayed:

### Medical Examiner / Coroner Delegates

**Medical Examiner/Coroner-Delegate Account**
Requesting Access to MN Prescription Monitoring Program (PMP)

**Terms of Use & Instructions**

Access to the Minnesota Prescription Monitoring Program (MN PMP) is granted only with the authority and right outlined in Minnesota Statute M.N. 336.11.

**Terms of Use of MN PMP Database**:
- Authorized users will access the MN PMP database only for official activity in connection with bona fide medical or related research involving the determination of cause of death as outlined in Minnesota Statute M.N. 336.11, subsection 9 (a).
- Non-official, unauthorized access of or disclosure of MN PMP data is a violation of Minnesota law and may result in immediate termination of access and possible legal action.
- Authorized users are responsible for all use of their user name and password.
- Delegate account holders must immediately notify the master account holder(s) who have granted delegate access to act on their behalf to remove authorization when their access to the database is no longer required.

**Instructions**:

**Step 1.** Access the account registration form, using the link below, and when prompted enter the following:

- User name: newacct
- Password: welcome

**Step 2.** Complete the account registration form. The email address you provide will be used to notify you of your personal account log-in information. Please refrain from providing an email address that can be accessed by others.

**Step 3.** When prompted, print the form.

**Step 4.** Sign and date the form in the presence of a Notary Public, assuring the Notary signs that he/she witnessed your signature. Your signature must be witnessed as an added precaution against identity theft. Forms that have not been signed in the presence of a Notary Public will be returned to the applicant.

**Step 5.** Retain a copy of the account registration form for your records.

**Step 6.** Submit the completed form to the MN PMP office via the following:

- Fax (651-207-2867)
- Scan/email (Minnesota.pmp@health.state.mn.us)
- Mail (the address shown on the account registration form)

Upon receipt, your credentials will be verified and email notification will be sent within 2 business days.

4. Read the **Terms of Use of MN PMP Database** and **Instructions** for accessing the database, and then click the link for the **ME/Coroner Delegate Account Registration Form**, located at the bottom of this window.

A login window is displayed.
5. Type newacct in the **User Name** field.
6. Type welcome in the **Password** field.
7. Click **OK**.

A window similar to the following is displayed:

![MN PMP Medical Examiner/Coroner Delegate Account Registration Form](image)

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

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

If all information has been properly supplied, a completed account registration form is displayed, along with a prompt to print the form.

10. Print the form, have it notarized, and fax it to 651-201-2737;
Or
Mail the form to:

Minnesota Prescription Monitoring Program
2829 University Ave. SE, Suite 530
Minneapolis, MN 55414

Upon receipt, the Minnesota PMP staff will review your application and verify your credentials. 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. One e-mail will contain your approval notification and user name information. The other 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.

If you do not receive an e-mail from the MN PMP office within 14 business days of submitting your request, check your SPAM folder to see if the e-mail was classified as SPAM. If no response is located, contact the MN PMP office at (651) 201-2836 for assistance.

Log In to RxSentry

This section describes how to log in to RxSentry. If you are a first-time user, you will be required to change your temporary password and establish a new one upon logging in to the system.

Note: If you have forgotten your RxSentry user name or password, refer to the Retrieve User Name or Reset Password topics in this document.

Perform the following steps to log in to RxSentry:

1. Open an Internet browser window. In the address bar, type www.pmp.pharmacy.state.mn.us, and then press [Enter]. A window similar to the following is displayed:
2. **Click Login to RxSentry® PMP Database.**
   
   A window similar to the following is displayed:

   ![Authentication Required](image)

   **Note:** If you are an existing MN PMP user and this is your first time logging in to the updated system, the Update Account Profile window will display. Enter any missing required information (required fields are indicated with an asterisk [*]), and then click **Update.**
The RxSentry query site home page is displayed similar to the following:

![RxSentry Main Menu](image)

The main menu, located at the top of the page, contains the RxSentry 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.

**Notes:**

- User account passwords are valid for six (6) months. When the password expiration date is met, a message appears stating that your password must be changed. See the **Password Expirations** topic in this document for more information.
- The MN Board of Pharmacy PMP staff has the ability to send you alert messages. If you have an alert message, it will display on the RxSentry home page. Continue to the **View Alert Messages** topic for more information about alert messages.
- The MN PMP requires you to update or confirm your account information once per year, based on the date you created your account. When you are required to update or confirm your account information, you will be notified upon logging in to RxSentry. If you receive this notification, see the **Update or Confirm Account Information** topic in this document for instructions on updating your information.
Retrieve User Name

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

1. Open an Internet browser window. In the address bar, type www.pmp.pharmacy.state.mn.us, and then press [Enter]. A window similar to the following is displayed:

   ![Image of the RxSentry login page]

   Click **Login to RxSentry® PMP Database**.

   A window similar to the following is displayed:

   ![Image of the RxSentry login page displaying user name retrieval option]

   Click **Retrieve User Name**.

2. Click **Login to RxSentry® PMP Database**.

   A window similar to the following is displayed:

   ![Image of the RxSentry login page displaying user name retrieval option]

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

4. Enter the e-mail address you provided when your account was created in the **Enter Email Address for Account** field.

   **Note:** In the event that you cannot supply the correct e-mail address, contact the HID Help Desk at 1-866-792-3149. For identification purposes, you will need to have the PIN that was sent to you by e-mail when you registered.

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

6. Click **Submit**.

A message providing your user name is displayed.

**Reset Password**

If you have forgotten your RxSentry password, perform the following steps to reset it:

1. Open an Internet browser window. In the address bar, type **www.pmp.pharmacy.state.mn.us**, and then press **[Enter]**. A window similar to the following is displayed:
2. Click **Login to RxSentry® PMP Database.**

   A window similar to the following is displayed:

3. Click **Reset Password.**

   A window similar to the following is displayed:

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

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

   **Note:** If you have forgotten your user name, refer to the **Retrieve User Name** topic in this document.

6. Click **Submit.** A window similar to the following is displayed, prompting you to answer the security question established when you created your account:
7. Type the answer to your security question in the **Answer** field.

   **Note:** If you have forgotten the answer to your security question, contact the HID Help Desk at 1-866-792-3149. For identification purposes, you will need to have the PIN that was sent to you by e-mail when you registered.

8. Click **Submit**.

   A message providing your temporary password is displayed:

   ![Reset Password Window](image)

9. Before navigating away from this window, write down your temporary password or highlight it and press **Ctrl C** to copy it.

10. Click **Login**.

    A login window is displayed.

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

12. Type or paste your temporary password in the **Password** field.

13. 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 Window](image)
14. Type or paste your temporary password in the **Current Password** field.

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

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

17. 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.

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

   A login window is displayed.

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

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

21. Click **OK**.

   The RxSentry home page is displayed.

**View Alert Messages**

The MN Board of Pharmacy PMP staff has the ability to send you alert messages. When such alerts are posted to your RxSentry account, the alert message is displayed on the RxSentry home page, as shown below:

![Alert Message](image)

After you have read the message(s), click **I Acknowledge the Alert(s)** to confirm that you have received and read the alert. The alert message box will not display again until there are new alerts.
Update or Confirm Account Information

The MN PMP requires you to update or confirm your account information once per year, based on the date you created your account. When you are required to update or confirm your account information, you will receive the following notice upon logging in to RxSentry:

The Minnesota PDMP Staff would like you to take a moment to update your PDMP Profile. Update or Confirm Account Information Not Now

If your account is not updated or confirmed within 45 days of the notice, your account will be marked “Inactive.”

Perform the following steps to update or confirm your PMP profile:

1. Click Update or Confirm Account Information.

   Note: If you would like to update or confirm your information at a later date, you may click Not Now; however, you may only select this option one time. The next time you log in to RxSentry, you will be required to update or confirm your information before performing any other tasks.

A window similar to the following is displayed:
2. Update your information, as necessary, noting that required fields are marked with an asterisk (*).

**Note**: You must re-type your e-mail address in the **Verify Email Address** field, even if it has not changed.

3. Click **Update**.

A message displays confirming that your record has been updated.

### Session Timeouts

Session timeouts occur after five (5) minutes of system inactivity, and the following message is displayed:

![Session Information](image)

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

RxSentry passwords expire every six (6) months. 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:

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 password in the **Password** field.
8. Click **OK**.
   
   The RxSentry home page is displayed.
Log Out of RxSentry

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.
3  RxSentry Queries

Query on Recipient Usage of Controlled Substances

This function is used to create queries regarding recipient usage of controlled substances, query all records for your prescriber DEA number for a specified date range, and review your query search history.

The following types of queries are available:

- **Recipient Query** – used by practitioners and pharmacists to create queries regarding recipient usage of controlled substances
- **Multiple State Query** – used by practitioners and pharmacists to create queries regarding recipient usage of controlled substances in multiple states
- **Prescriber DEA Query** – used by practitioners to view a history of all dispensed prescriptions attributed to their DEA number
- **Search History Query** – used by practitioners to view a history of all queries performed using their user ID, as well as all queries performed by their delegates, if applicable

**Tips for first time users:**

Make your query as general as possible, and then drill down to more specific information once you have identified the person that are looking for. For example, you could enter the first three letters of the last name of the individual, the first three letters of the first name, and a target birth date (required field), and then submit your query. When the preliminary results are displayed on the screen, you can highlight the person that you want to query and then click **Submit** to submit the query for processing. *(Note: If you enter a specific birth date for an individual and the query results are blank, click the **Within** field just below the **Target DOB** field and resubmit the query with a wider date range, for example, within two years of the birth date, to create a query with a broader search criteria.)*

**Recipient Query**

This function is used by practitioners and pharmacists, and their delegates, to create queries that can be used to report information about recipient usage of controlled substances.

Perform the following steps to create this query:

1. **Log in to RxSentry.**

   The RxSentry query site home page is displayed as shown on the following page.
2. **Click Recipient Query.**

A window similar to the following is displayed:

![Recipient Query Window](image)

You must authenticate the query by indicating 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 Recipient Query window.
- You will be required to accept the liability statement each time you start a new session in RxSentry; however, you will only be required to accept the liability statement the first 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 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, an error message is displayed.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>(Required) Type the recipient’s last name.</td>
</tr>
<tr>
<td></td>
<td>You may also search for a specific recipient by using partial text,</td>
</tr>
<tr>
<td></td>
<td>for example, type Smi to display a list of recipients containing</td>
</tr>
<tr>
<td></td>
<td>“Smi” in the first three letters of their last name.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Usage</td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>First Name</strong></td>
<td><em>(Required)</em> Type the recipient’s first name. You may also search for a specific recipient by using partial text, for example, type <em>Tho</em> to display a list of recipients containing “Tho” in the first three letters of their first name.</td>
</tr>
<tr>
<td><strong>Search Method</strong></td>
<td>Select one of the following search methods:</td>
</tr>
<tr>
<td></td>
<td>• <em>Begins With</em> – Allows you to search by the first few letters of the recipient’s last and first names.</td>
</tr>
<tr>
<td></td>
<td>• <em>Sounds Like</em> – Allows you to enter a name, and the system will find names that sound similar to the one you entered.</td>
</tr>
<tr>
<td></td>
<td>• <em>Fastest: Last Name Equals, First Name Begins</em> – 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.</td>
</tr>
<tr>
<td></td>
<td>If you are unsure of the recipient’s first and last name, or are unsure of the spelling, use the <em>Begins With</em> or <em>Sounds Like</em> option.</td>
</tr>
<tr>
<td><strong>Date of Birth</strong></td>
<td><em>(Required)</em> Type the recipient’s date of birth using the <em>mm/dd/yyyy</em> format; Or You may click the calendar icon ( ) and select a specific date of birth from the calendar.</td>
</tr>
<tr>
<td><strong>Within</strong></td>
<td>Used in conjunction with the <strong>Date of Birth</strong> field to specify a time range within which to match the date of birth. Note: Even if the exact DOB is known, it can be helpful to also select “1 Year” or “2 Years” in the <strong>Within</strong> field.</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td>Click the down arrow and select the gender of the recipient(s) to include in your search.</td>
</tr>
<tr>
<td><strong>County</strong></td>
<td>Click the down arrow to select a specific county name, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td><strong>ZIP Code</strong></td>
<td>Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td><strong>Dispensed Start Date</strong></td>
<td><em>(Required)</em> Use this field to enter a specific start date for the dispensing timeframe, for example, <em>01/01/2015</em>; Or You may click the calendar icon ( ) and select a specific start date from the calendar.</td>
</tr>
<tr>
<td><strong>Dispensed End Date</strong></td>
<td><em>(Required)</em> Use this field to enter a specific end date for the dispensing timeframe, for example, <em>01/31/2015</em>; Or You may click the calendar icon ( ) and select a specific end date from the calendar.</td>
</tr>
</tbody>
</table>
### Field Name | Usage
---|---
Preset Timeframe Ranges | Use this field to select from a list of predefined timeframe ranges. If this function is used, any values supplied in the *Dispensed Start Date* and *Dispensed End Date* fields are overridden.

Master Accounts

**Note:** This field is only displayed if you are a delegate account holder.

*(Required)* Click the down arrow to select the master account holder on whose behalf you are performing the query.

Alias #1

- Last Name
- First Name
- DOB

If desired, use these fields to enter first and last name aliases in your search. If known, you may also type a date of birth associated with the aliases in the associated DOB field.

Primary Address

Narrow your search by typing the recipient’s primary address, or leave this field blank to produce a wider range of results.

City

Narrow your search by typing the city in which the recipient resides, or leave this field blank to produce a wider range of results.

Other Address 1

- City

Use these fields to enter any additional addresses for the recipient, or leave these fields blank to produce a wider range of results.

### Table 2 – Recipient Query Window Field Descriptions

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

![Search Criteria](image)

![Search Results](image)

6. From the **Search Results** section of this window, click the desired recipient’s name. 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.
7. Select one of the following sort options:
   - **By Date Only**: this option sorts by prescription dispense date (newest to oldest)
   - **By Recipient by Date**: this option sorts first by recipients (patient IDs, in numerical order) and then by prescription dispense date (newest to oldest)
   - **By Prescriber by Date**: this option sorts by prescribers (DEA numbers in alphabetical order) and then 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 actions:
   a) Click any column header to sort your results by the information contained in that column.
   b) Click Generate PDF to generate a PDF version of your report. Your report will begin to process, and a window similar to the following is displayed:

   "Query 533 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.

Multiple State Query

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

**Note:** The Multiple State Query should not be used if the only data needed is from the home state.

Perform the following steps to create a Multiple State Query:

1. Log in to RxSentry.
   
   A window similar to the following is displayed:

   ![Multiple State Query Window](image)

2. Click Multiple State Query.
   
   A window similar to the following is displayed:

   ![Multiple State Query Details](image)
You must authenticate the query by indicating 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 Multiple State Query window.
- You will be required to accept the liability statement each time you start a new session in RxSentry; however, you will only be required to accept the liability statement the first time you create a query in that session.

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

The Multiple State Query window is displayed similar to the following:
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, an error message is displayed.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Information</td>
<td></td>
</tr>
<tr>
<td>Disclosing State(s)</td>
<td>(Required) Select the state(s) you wish to include in the query.</td>
</tr>
<tr>
<td>Notes:</td>
<td>- The Multiple State Query should always include the home state.</td>
</tr>
<tr>
<td></td>
<td>- You may select multiple states by holding down the [Ctrl] key</td>
</tr>
<tr>
<td></td>
<td>while clicking each value.</td>
</tr>
<tr>
<td>Requestor Role</td>
<td>This field is automatically populated with your RxSentry user role,</td>
</tr>
<tr>
<td></td>
<td>for example, “Physician” or “Unlicensed Prescriber’s Delegate.”</td>
</tr>
<tr>
<td>Master Account</td>
<td>(Required) Click to select the master account holder on whose</td>
</tr>
<tr>
<td>Note:</td>
<td>behalf you are performing the query.</td>
</tr>
<tr>
<td></td>
<td>This field is only displayed if you are a delegate account holder.</td>
</tr>
</tbody>
</table>

<p>| 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.       |
| Date of Birth      | (Required) Type the recipient’s date of birth using the mm/dd/yyyy format;  |
|                    | Or                                                                          |
|                    | Click the calendar icon ( ) and select a specific date of birth from the  |
| Gender             | Click the down arrow and select the gender of the recipients to include   |
|                    | in your search. If in doubt, select the “All” option.                     |</p>
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dispensed Timeframe</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Dispensed Start Date</strong></td>
<td><em>(Required)</em> Use this field to enter a specific start date for the dispensing timeframe, for example, 01/01/2015; Or You may click the calendar icon ( ) and select a specific start date from the calendar.</td>
</tr>
<tr>
<td><strong>Dispensed End Date</strong></td>
<td><em>(Required)</em> Use this field to enter a specific end date for the dispensing timeframe, for example, 01/31/2015; Or You may click the calendar icon ( ) and select a specific end date from the calendar.</td>
</tr>
<tr>
<td><strong>Preset Timeframe Ranges</strong></td>
<td>Use this field to select from a list of predefined timeframe ranges. If this function is used, any values supplied in the <strong>Dispensed Start Date</strong> and <strong>Dispensed End Date</strong> fields are ignored.</td>
</tr>
</tbody>
</table>

### Sorting Options

<table>
<thead>
<tr>
<th>Sorting Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort by Date Only</td>
<td>Select this option to sort your report results by prescription dispensed date (newest to oldest).</td>
</tr>
<tr>
<td>Sort by Recipient by Date</td>
<td>Select this option to sort your report results first by recipient (patient IDs in numerical order) and then by prescription dispensed date (newest to oldest).</td>
</tr>
<tr>
<td>Group results by state</td>
<td>Select this option to sort results by state, or leave blank to view all results in one table.</td>
</tr>
</tbody>
</table>

### Table 3 – Multiple State Query Window Field Descriptions

5. Once all criteria have been entered or selected, click **Submit**.

A Recipient Report is displayed for each state you included in your query, as shown on the following page.
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:

   **Note:** In the screenshot above, the Group results by state option was selected.

   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.
Prescriber DEA Query

If you are logged in to RxSentry as a prescriber, this function allows you to use your prescriber DEA number to view your prescribing history for a specified timeframe.

Perform the following steps to view your prescribing history:

1. **Log in to RxSentry.**

   A window similar to the following is displayed:

   ![Prescriber DEA Query Window](image)

2. **Click Prescriber DEA Query.**

   A window similar to the following is displayed:

   ![Prescriber DEA Query Form](image)

   You must authenticate the query by indicating 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 liability statement each time you start a new session in RxSentry; however, you will only be required to accept the liability statement the first 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:

![Prescriber DEA Query](image)

4. In the **Dispensed Start Date** and **Dispensed End Date** fields, enter specific start and end dates for the dispensing timeframe using the **mm/dd/yyyy** format;

   Or

   You may click the calendar icon ( ) and select specific start and end dates from the calendar.

5. Click **Submit**.

Your report results are displayed similar to the following:

![Prescriber DEA Query Table](image)

**MED Summary**

This section displays cumulative MED values by unique recipient. The “MED Max” value is the maximum occurrence of cumulative MED sustained for any 3 consecutive days. This value is calculated based on prescriptions dispensed during the date range requested.

<table>
<thead>
<tr>
<th>MED Max</th>
<th>Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>Solo, Han 11/03/1960 1986 Tattouine Pkwy, Afton, MN 55001</td>
</tr>
<tr>
<td>100</td>
<td>Vader, Darth 12/15/1945 1996 Tattouine Pkwy, Afton, MN 55001</td>
</tr>
<tr>
<td>0</td>
<td>Skywalker, Luke 01/12/1977 1986 Tattouine Pkwy, Afton, MN 55001</td>
</tr>
</tbody>
</table>
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 actions:
   a) Click any column header to sort your results by the information contained in that column.
   b) Click Generate PDF to generate a PDF version of your report. Your report will begin to process, and a window similar to the following is displayed:

   Query 533 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.

Search History Query

Use this function to perform a search of all queries created with your account ID.

Note: 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 delegate account holders.

Perform the following steps to view this report:

1. Log in to RxSentry.

   A window similar to the following is displayed:

   ![MN Prescription Monitoring Program](image)

2. Click Search History 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.

**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 Search History Query window.
- You will be required to accept the liability statement each time you start a new session in RxSentry; however, you will only be required to accept the liability statement the first time you create a query in that session.

3. Select the check box indicating that you accept the terms and conditions. The Search History Query window is displayed similar to the following:
4. If you are master account holder, your user ID and that of any delegate 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.

If you are a delegate account holder, your user ID is the only available option in the User ID field. Continue to step 5.

5. 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.

6. Click Submit.

Your report results are displayed similar to the following:

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

   a) Click the details link next to a query to view the details of that query.

   b) Click Generate PDF to generate a PDF version of your report, or click Generate Web to generate an HTML version of your report. Your report will begin to process, and a window similar to the following is displayed:

   Query 533 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.
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 in the *Query Request Status* section of the 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 it is available for viewing.

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

1. **Log in to RxSentry.**
2. **Click Report Queue.**

   A window similar to the following is displayed:

   ![Report Queue Window](image)

3. If the report is ready for viewing, the **Job Sequence ID** column contains a hyperlink for the report. Click the hyperlink for the desired report.

   A window similar to the following is displayed:

   ![Report Download Window](image)
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:**
- Queries are available for viewing only by the user who submitted the query request.
- Queries are automatically removed from the report queue after 14 days.
- 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.
4  Account Management

Update Account Profile

This function allows you to update the information the MN PMP has on file for you, as needed. Perform the following steps to update your PMP profile:

1. Log in to RxSentry.
2. Click Account Management.
   A window similar to the following is displayed:

   ![MN PMP Account Management Window]

3. Click Update Account Profile.
   The Update Account Profile window is displayed as shown on the following page.
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 RxSentry password, as needed.

Perform the following steps to change your password:

1. Log in to RxSentry.
2. Click Account 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**. A message displays indicating that your password was accepted and that you are required to log in using your new password.

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 RxSentry home page is displayed.

---

### Delegate Accounts

This section describes how to activate a delegate account by linking it to your master account and how to unlink delegate accounts that should no longer be associated with your master account.

**Note:** The **Delegate Accounts** function is only available to master account holders.

---

### Activating 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. **Click** **Account Management**.

   A window similar to the following is displayed:

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

All delegate accounts currently linked to your master account are displayed in the **Currently Linked 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.

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

5. Click **Link Account**. A window similar to the following is displayed, illustrating that the delegate account has been linked to your account:
Managing Delegate Accounts

It is the responsibility of the master account holder to manage delegate accounts associated with his or her master account, including activating delegate accounts, which is described in the previous section; monitoring the delegate account holder’s use of the MN PMP database, which can be done using the Search History Query; and removing any delegate accounts that should no longer be associated with the master account.

Perform the following steps to remove a delegate account from your master account:

1. Log in to RxSentry.
2. Click Account Management.
   
   A window similar to the following is displayed:

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

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

5. Click to select the desired delegate account or select multiple delegate account holders by holding down the [Ctrl] key while clicking each name.
6. Click **Unlink Account**. A window similar to the following is displayed, illustrating that the delegate account holder has been removed from your account:

![Unlink Account Window]

**Note:** Once you unlink a delegate account, that user will no longer be able to query the PMP database.
5 Assistance and Support

Technical Assistance

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

Contact HID by e-mail at mnpdm-info@hidinc.com;

Or

Call the HID Help Desk at 1-866-792-3149.

Technical assistance is available Monday through Friday (except for holidays) from 9:00 a.m. – 5:00 p.m. CT (Central Time).

Administrative Assistance

If you have non-technical questions regarding the Minnesota PMP, please contact:

MN Prescription Monitoring Program
E-mail: minnesota.pmp@state.mn.us.
Phone: 612-617-2261
6 Document Information

Version History

The Version History records the publication history of this document.

<table>
<thead>
<tr>
<th>Publication Date</th>
<th>Version Number</th>
<th>Comments</th>
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<tbody>
<tr>
<td>04/09/2010</td>
<td>1.0</td>
<td>Initial publication</td>
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<tr>
<td>07/19/2010</td>
<td>1.1</td>
<td>Revised publication</td>
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<td>08/09/2010</td>
<td>1.2</td>
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<td>02/14/2011</td>
<td>1.3</td>
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<td>1.4</td>
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<td>01/18/2012</td>
<td>1.5</td>
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<td>07/27/2012</td>
<td>1.6</td>
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<tr>
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<td>1.7</td>
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</tr>
<tr>
<td>11/08/2012</td>
<td>1.8</td>
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<tr>
<td>11/28/2012</td>
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<td>1.16</td>
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<td>04/02/2015</td>
<td>2.0</td>
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Table 4 – Version History

Change Log

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

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<thead>
<tr>
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<th>Chapter/Section</th>
<th>Change</th>
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<td>1.0</td>
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<tr>
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<td>Chapter 1/Log Off RxSentry</td>
<td>Added topic</td>
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<td>Version Number</td>
<td>Chapter/Section</td>
<td>Change</td>
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<tr>
<td>1.2</td>
<td>Chapter 1/Log in to RxSentry</td>
<td>Added new website screen shot</td>
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<tr>
<td></td>
<td>Chapter 1/Log Off RxSentry</td>
<td>Changed inactivity timeout to 5 minutes</td>
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<tr>
<td>1.3</td>
<td>Chapter 1/Query on Recipient Usage of Controlled Substances</td>
<td>Added ability to select from predefined time ranges to Rx Query function</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added option to search by up to three (3) aliases and their dates of birth</td>
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<tr>
<td>1.4</td>
<td>Chapter 1/Password Expirations</td>
<td>Added topic</td>
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<tr>
<td>1.5</td>
<td>Chapter 1</td>
<td>Updated “Login to RxSentry” topic</td>
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<tr>
<td></td>
<td></td>
<td>Added “Retrieve Password” topic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added “Change Password” topic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added “Search by Prescriber DEA” topic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added “Search by Dispenser DEA” topic</td>
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</table>
| 1.6            | Chapter 1/Query on Recipient Usage of Controlled Substances | Updated liability statements in the following topics: 
  - Search by Recipient 
  - Search by Prescriber DEA 
  - Search by Dispenser DEA |
<p>|                | Chapter 1/View Alert Messages | Added new topic |
|                | Chapter 1/Update User Profile | Added new topic |
|                | Global | Updated cover page and screen shots to show new logo |
| 1.7            | Chapter 1/Request an Account | Added new topics |
|                | Chapter 1/Delegate Accounts | |
|                | Chapter 1/Search by Recipient | Updated the Recipient Report screen shot to show that the Quantity Dispensed and NDC are no longer included in the report |
|                |                  | Added a note to step 7 explaining that a prescriber’s name will not appear on the report results unless they have indicated “will participate” in their user profile |
| 1.8            | Chapter 1/Search History | Added new topic |</p>
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<th>Chapter/Section</th>
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<td>Global</td>
<td>Changed document name to “Query and Reports Tutorial” per MN's request&lt;br&gt;Split Chapter 1 into two chapter: “Chapter 1: Accessing RxSentry” and “Chapter 2: Using RxSentry”</td>
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<td>1.10</td>
<td>Chapter 1/Update or Confirm Account Information</td>
<td>Added new topic</td>
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<tr>
<td>1.11</td>
<td>Chapter 1/Retrieve User Name</td>
<td>Added new topic</td>
</tr>
<tr>
<td>1.12</td>
<td>Chapter 1/Request an Account</td>
<td>Updated screen shots for all registration processes to show that Medicaid users are no longer to register through the public website&lt;br&gt;Updated registration process to show that Medicaid users must use a direct URL, rather than the public website, to register for an account</td>
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<tr>
<td></td>
<td>Chapter 1/Medicaid Restricted Recipient Program Master Accounts</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chapter 1/Medicaid Restricted Recipient Program Delegate Accounts</td>
<td></td>
</tr>
<tr>
<td>1.13</td>
<td>Chapter 1/Update or Confirm Account Information</td>
<td>Added the option to select “Not Now” and update/confirm account information upon the next login</td>
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<td>1.14</td>
<td>Chapter 2/Multiple State Query</td>
<td>Added new topic</td>
</tr>
<tr>
<td>1.15</td>
<td>Chapter 2/Search by Recipient</td>
<td>Added a note explaining how to identify a name that has been clustered</td>
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<tr>
<td>1.16</td>
<td>Chapter 2/Multiple State Query</td>
<td>Updated the screen shot in step 2 to show the updated liability statement for the Multiple State Query</td>
</tr>
<tr>
<td>2.0</td>
<td>Global</td>
<td>Reorganized topics and updated screen shots and language to match the new RxSentry interface&lt;br&gt;Updated document to new HID template</td>
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<tr>
<td></td>
<td>Chapter 1/RxSentry Update</td>
<td>Added new topic</td>
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*Table 5 – Document Change Log*
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Corporate Address

Health Information Designs, LLC
391 Industry Drive
Phone: 334.502.3262
Fax: 866.664.9189
Website: www.hidesigns.com