



health information
designs

Training Guide for Practitioners

Washington State Department of Health
Washington State Prescription Monitoring Program



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1 Document Overview

Purpose and Contents

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

- Requesting an account
- Creating query requests
- Viewing query request status
- Generating reports

Note: RxSentry is a proprietary system for prescription monitoring provided by Health Information Designs, LLC for use by the Washington Prescription Monitoring Program, Prescription Review.

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:

- Retrieve User Name – this function allows you to retrieve a forgotten user name.
- View Alert Messages – the WA PMP staff now has the ability to post an alert to your RxSentry home page. If the WA PMP has posted an alert, it will be displayed on your home page upon logging in.
- Query Tab – this tab provides direct links to every query you are allowed to access.
- Multiple Recipient Query – this function allows you to query up to 20 recipients at once.
- 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 password, as needed. If you are a master account holder, you will also manage your delegate accounts from this tab.
- System 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, an electronic version of the *Training Guide for Practitioners*, and system tutorial videos.
- Resources Tab – this tab provides links to PMP resources, such as the Washington State Department of Health PMP website, factsheets, and frequently asked questions.

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...
Update or Confirm Account Information	Chapter 3, Accessing RxSentry	Chapter 5, User Management, Update User Profile
Subaccounts	Chapter 4, Using RxSentry	Chapter 5, User Management, Delegate Accounts
Practitioner/Pharmacist Query	The Practitioner/Pharmacist Query function and the corresponding topic in this guide are now called Recipient Query.	
Search History	The Search History function and the corresponding topic in this guide are now called Prescriber History Query.	
Prescriber Search by DEA	The Prescriber Search by DEA function and the corresponding topic in this guide are now called Prescriber DEA Query.	
View Query Status	The View Query Status function and the corresponding topic in this guide are now called Report Queue.	

2 System Overview

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

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

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

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

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

3 Accessing RxSentry

About This Chapter

This chapter contains instructions for Washington practitioners and pharmacists about how to request an RxSentry account and log in to RxSentry.

Initial Access through SecureAccess Washington

Beginning April 28, 2015, all WA PMP users must access RxSentry through the SecureAccess Washington (SAW) security portal.

If you were granted access to RxSentry prior to April 28, 2015, you will use your existing WA PMP user name and password to link your PMP account to your SAW account using the steps provided in the **Existing Users** topic in this document.

If you do not have an RxSentry account, you can apply for WA PMP access through the SAW portal using the steps provided in the **New Users** topic in this document.

The initial steps to link your account or request PMP access will only need to be performed once. If you have already linked your WA PMP account to your SAW account, follow the steps provided in the **Log In to RxSentry** topic to log in through the SAW portal.

Important Notes:

- Your WA PMP user name and password are *not* the same as your SAW user name and password.
- If you have not registered for a SecureAccess Washington account, click the **Create one** link on the SAW home page (<https://secureaccess.wa.gov>) and follow the steps to set up your SAW account. For help establishing your SAW account, you may refer to <http://support.secureaccess.wa.gov/>.
- If you are not able to sign up for an SAW account or are not a U.S. citizen, you must call the SAW Help Desk (888-241-7597) to access Prescription Review through the SAW portal.

Existing Users

Before you can access RxSentry through the SAW portal, you must add Prescription Review as a service on your “My Services” tab and provide your WA PMP user name and password. Note that you will only have to perform these steps one time. If you have already added Prescription Review to your “My Services” tab, refer to the **Log In to RxSentry** topic in this document.

Important Note: The WA PMP is a secure service, meaning that it can only be accessed through SAW by entering a service code. The service code for WA PMP practitioners and pharmacists is **PMP-PR**.

Perform the following steps to add Prescription Review to your SAW services:

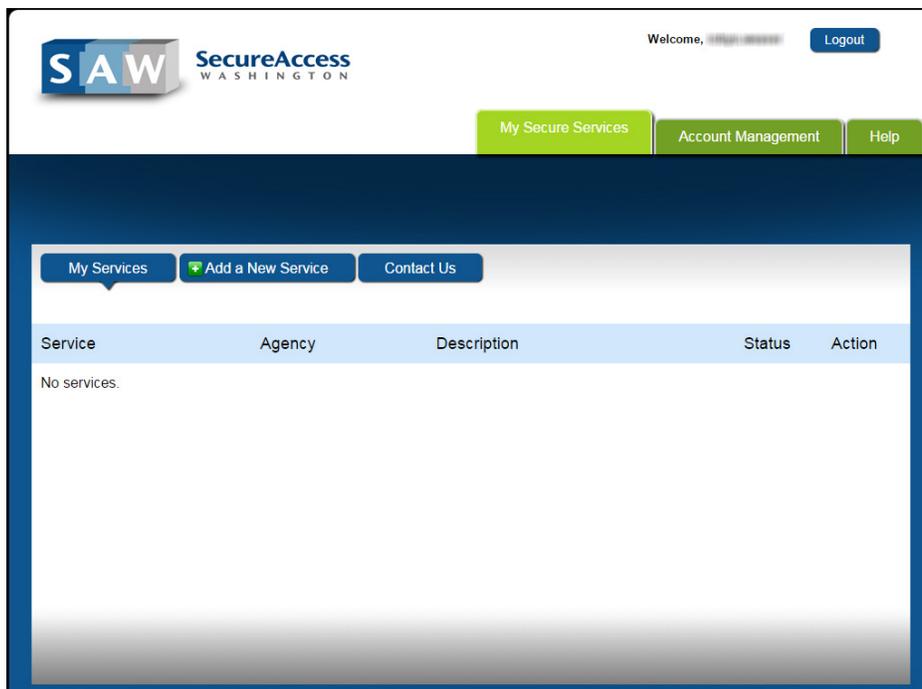
1. Open an Internet browser window and enter the following URL:
<https://secureaccess.wa.gov>.

The SecureAccess Washington login window is displayed:



2. Enter your SAW user name in the **User ID** field.
3. Enter your SAW password in the **Password** field.
4. Click **Login**.

A window similar to the following is displayed:



5. Click **Add a New Service** to add Prescription Review to your “My Services” tab. A window similar to the following is displayed:

My Services Add a New Service Contact Us

Service code:
If you have been given a service code, enter it below to apply for access to the service.

APPLY

Search services by keywords:
Enter keyword(s) below to find related services. Leave field blank to display all services.

AT LEAST ONE of the words

SEARCH

Select an agency below to see a list of services:

- [Board for Volunteer Fire Fighters](#)
- [Community, Trade and Economic Development](#)
- [Consolidated Technology Services](#)
- [Criminal Justice Training Commission](#)
- [Department of Archaeology and Historic Preservation](#)
- [Department of Commerce](#)
- [Department of Ecology](#)
- [Department of Fish and Wildlife](#)
- [Department of Health](#)
- [Department of Information Services](#)
- [Department of Natural Resources](#)
- [Department of Revenue](#)
- [Department of Social and Health Services](#)
- [Department of Transportation](#)
- [Developer Testing Only](#)
- [DIS DEMO DOMAIN](#)
- [Enterprise Services](#)
- [Labor & Industries](#)
- [Liquor Control Board](#)
- [Military Department Headquarters](#)
- [Office of Financial Management](#)
- [Washington State Board of Accountancy](#)

6. Enter *PMP-PR* in the **Service code** field.

Note: Prescription Review is a secure service and can only be added by entering the service code provided above. Prescription Review will not be found in the list or by using the search function.

7. Click **Apply**.

Note: If this is your first time using the SAW portal, you will be prompted to answer several questions to verify your identity (this service is called Knowledge Based Authentication).

Knowledge Based Authentication (KBA) is an Internet security tool. KBA works to authenticate the identity of the user by asking questions that match existing public record information with the name and address you provide. The information you provide to the system, including your name and address, is encrypted. Once the system has authenticated you, everything but your name is deleted. The Prescription Monitoring Program Security Policy does not allow for bypassing KBA.

- As stated above, these questions may include any information of public record. Because the questions come from public record, you need to provide a complete address and your full legal name as it appears on your driver’s license or birth certificate.
- **You may find you have to enter a former address, especially if your address has changed recently (within the past 1-2 years) to get the right questions that pertain to your identity.**

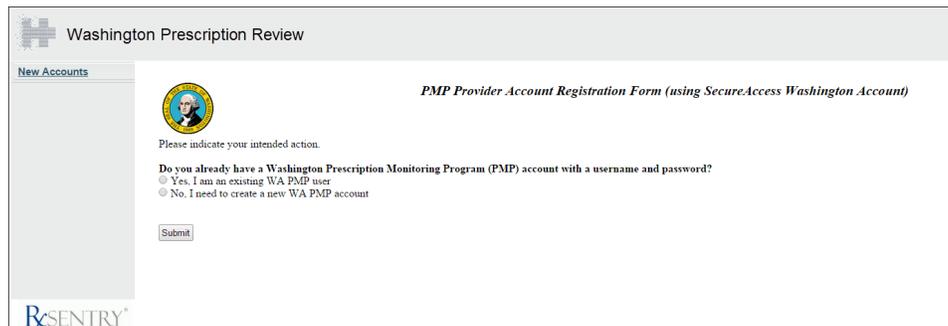
Once you have answered these questions and successfully verified your identity, you will be prompted to enroll in Adaptive Authentication.

- You must first establish your security questions and answers. Special characters are not permitted when answering the security questions.

- You will then provide phone numbers (the country code for USA is at the top of the drop-down list) and e-mail addresses. Phone numbers should be direct lines, as you may get a call from the system when you attempt to login.

You will only be required to perform these steps the first time you add a service to your SAW account.

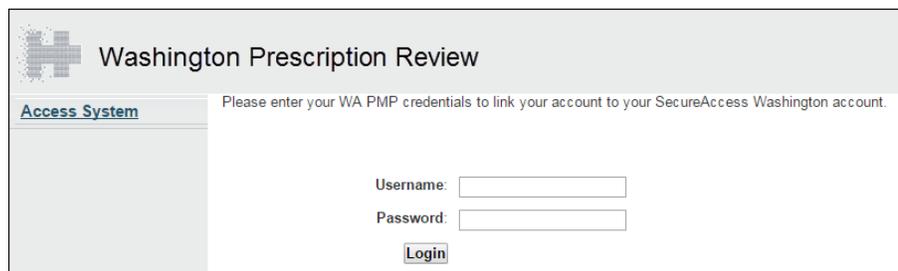
A window similar to the following is displayed:



The screenshot shows a web page titled "Washington Prescription Review" with a "New Accounts" tab. The main heading is "PMP Provider Account Registration Form (using SecureAccess Washington Account)". Below this, there is a circular logo and the instruction "Please indicate your intended action." A question asks, "Do you already have a Washington Prescription Monitoring Program (PMP) account with a username and password?" with two radio button options: "Yes, I am an existing WA PMP user" and "No, I need to create a new WA PMP account". A "Submit" button is located below the options. The RxSENTRY logo is in the bottom left corner.

8. Click to select **Yes, I am an existing WA PMP user**.
9. Click **Submit**.

A window similar to the following is displayed:



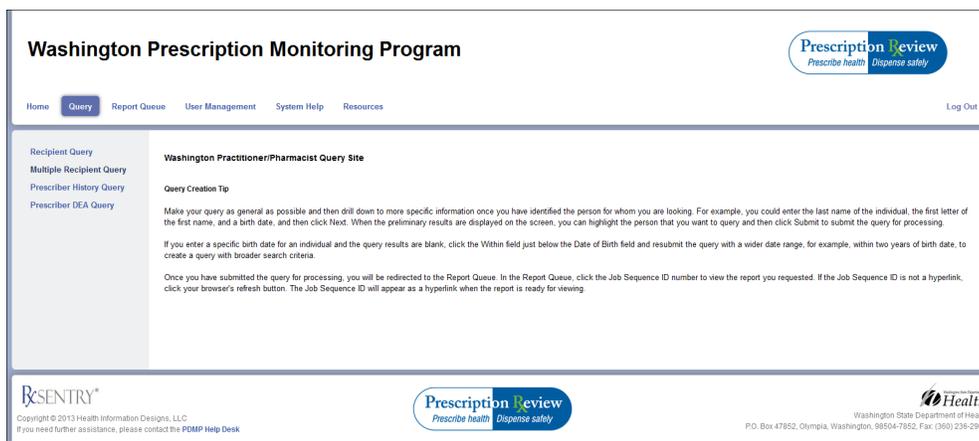
The screenshot shows a web page titled "Washington Prescription Review" with an "Access System" tab. The main heading is "Please enter your WA PMP credentials to link your account to your SecureAccess Washington account." Below this, there are two input fields: "Username:" and "Password:". A "Login" button is located below the password field.

10. Enter your *WA PMP* user name in the **Username** field.
11. Enter your *WA PMP* password in the **Password** field.
12. Click **Login**.

Notes:

- You will only have to enter your existing WA PMP user name and password the first time you access RxSentry through the SAW portal.
- If you cannot remember your WA PMP user name or password, please contact the HID Help Desk by e-mail at wapmp-info@hidinc.com or by phone at 877-719-3121.

The RxSentry home page is displayed:



New Users

Before you can access RxSentry through the SAW portal, you must request access to the WA PMP. Once your request has been approved, you will be notified by e-mail and you will be able to access Prescription Review from your “My Services” tab. Note that you will only have to perform these steps one time. If your account request has already been approved, refer to the **Log In to RxSentry** topic in this document.

Important Note: The WA PMP is a secure service, meaning that it can only be accessed through SAW by entering a service code. The service code for WA PMP practitioners and pharmacists is **PMP-PR**.

Perform the following steps to request access to the Prescription Review database:

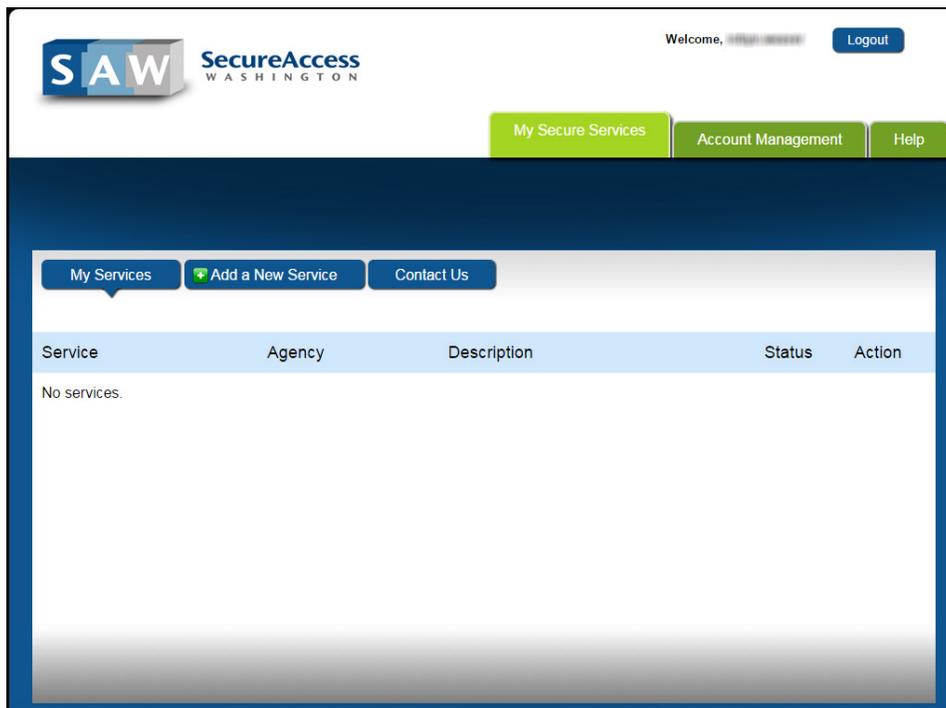
1. Open an Internet browser window and enter the following URL:
<https://secureaccess.wa.gov>.

The SecureAccess Washington login window is displayed as shown on the following page.



2. Enter your SAW user name in the **User ID** field.
3. Enter your SAW password in the **Password** field.
4. Click **Login**.

A window similar to the following is displayed:



5. Click **Add a New Service** to add Prescription Review to your “My Services” tab. A window similar to the following is displayed:

The screenshot shows a web interface for adding a new service. At the top, there are three buttons: "My Services", "Add a New Service" (highlighted with a blue arrow), and "Contact Us". Below the buttons, the interface is split into two columns. The left column has a "Service code:" label, a text input field, and an "APPLY" button. Below that is a "Search services by keywords:" label, another text input field, and a "SEARCH" button. The right column has a "Select an agency below to see a list of services:" label and a list of 18 agencies, each with a blue link. The agencies listed are: Board for Volunteer Fire Fighters, Community, Trade and Economic Development, Consolidated Technology Services, Criminal Justice Training Commission, Department of Archaeology and Historic Preservation, Department of Commerce, Department of Ecology, Department of Fish and Wildlife, Department of Health, Department of Information Services, Department of Natural Resources, Department of Revenue, Department of Social and Health Services, Department of Transportation, Developer Testing Only, DIS DEMO DOMAIN, Enterprise Services, Labor & Industries, Liquor Control Board, Military Department Headquarters, Office of Financial Management, and Washington State Board of Accountancy.

6. Enter *PMP-PR* in the **Service code** field.

Note: Prescription Review is a private service and can only be added by entering the service code provided above. Prescription Review will not be found in the list or by using the search function.

7. Click **Apply**.

Note: If this is your first time using the SAW portal, you will be prompted to answer several questions to verify your identity (this service is called Knowledge Based Authentication).

Knowledge Based Authentication (KBA) is an Internet security tool. KBA works to authenticate the identity of the user by asking questions that match existing public record information with the name and address you provide. The information you provide to the system, including your name and address, is encrypted. Once the system has authenticated you, everything but your name is deleted. The Prescription Monitoring Program Security Policy does not allow for bypassing KBA.

- As stated above, these questions may include any information of public record. Because the questions come from public record, you need to provide a complete address and your full legal name as it appears on your driver’s license or birth certificate.
- **You may find you have to enter a former address, especially if your address has changed recently (within the past 1-2 years) to get the right questions that pertain to your identity.**

Once you have answered these questions and successfully verified your identity, you will be prompted to enroll in Adaptive Authentication.

- You must first establish your security questions and answers. Special characters are not permitted when answering the security questions.

- You will then provide phone numbers (the country code for USA is at the top of the drop-down list) and e-mail addresses. Phone numbers should be direct lines, as you may get a call from the system when you attempt to login.

You will only be required to perform these steps the first time you add a service to your SAW account.

A window similar to the following is displayed:

Washington Prescription Review

New Accounts

PMP Provider Account Registration Form (using SecureAccess Washington Account)

Please indicate your intended action.

Do you already have a Washington Prescription Monitoring Program (PMP) account with a username and password?

Yes, I am an existing WA PMP user

No, I need to create a new WA PMP account

Submit

RxSENTRY

8. Click to select **No, I need to create a new WA PMP account.**

9. Click **Submit.**

The PMP Provider Account Registration Form is displayed:

PMP Provider Account Registration Form (using SecureAccess Washington Account)

* LAST Name: * FIRST Name: Middle Initial:

* Date of Birth (MM/DD/YYYY): * Last 4 Digits of SSN:

Business Name (if applicable):

* Street Address:

* City: * State: * Zip Code:

* Health Profession License Type (Example: M.D., PA, etc.):

* State License Number (WA licenses only: without prefix - ex. 12345678): * License State Code:

* Phone # (123-456-7890x0000): Fax:

* DEA Number (for prescribers only, ex. AB1234567): DEA Suffix: * Email:

* Security Question: * Security Answer:

PMP Provider Account Liability Statement

I agree that by accessing this system, I affirm that I am:

1. Currently licensed and authorized to prescribe or dispense controlled substances; or
2. Currently licensed as a health care practitioner AND I am currently authorized to access this system by a prescriber who meets the requirements in paragraph (1).

I understand that my use of this system is permitted only in connection with:

- providing medical or pharmaceutical care for my patients.
- providing my patient his or her own prescription monitoring information contained in the system, so long as I am sure of the patient's identity.

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

I understand that I am responsible for all use of my user name and password, and any use of the system by a provider I have authorized. I will never share my password with anyone, including co-workers. If any authentication or password is lost or compromised, or if a provider who I have authorized to access the system no longer needs that access, I agree to notify the Department of Health immediately.

I understand that the PMP will conduct auditing activities to monitor for unusual or potentially unauthorized use of the system.

Accept & Submit

10. Complete the fields on the account registration form, noting that required fields are indicated with an asterisk (*).
11. Click **Accept & Submit**.

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

If all information has been properly supplied, a completed account request form is displayed, along with a prompt to print the form.
12. Print the form and save a copy of it for your own records. If Program staff are not able to easily verify your information you may be required to have the form notarized and mail it in.

The Washington Prescription Review Program staff will review your request 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 e-mail. The e-mail will contain your approval confirmation, as well as your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk.

If you are denied access to the system, or if there was an error in your application, you will be notified by the Washington Prescription Review Program staff.

Important Notes:

- Once you have applied for WA PMP access, you will see **PMP – Provider** on your “My Services” tab. However, you will not be able to access the practitioner query site until you have received your approval notification. Until your account has been approved, an error message will display upon clicking the **PMP – Provider** link.
- Once you have been approved for WA PMP access, follow the steps in the **Log In to RxSentry** topic in this document.

Log In to RxSentry

Perform the following steps to access RxSentry through the SecureAccess Washington portal.

Note: If you have not added Prescription Review to your SAW services, refer to the **Initial Access through SecureAccess Washington** topic in this document.

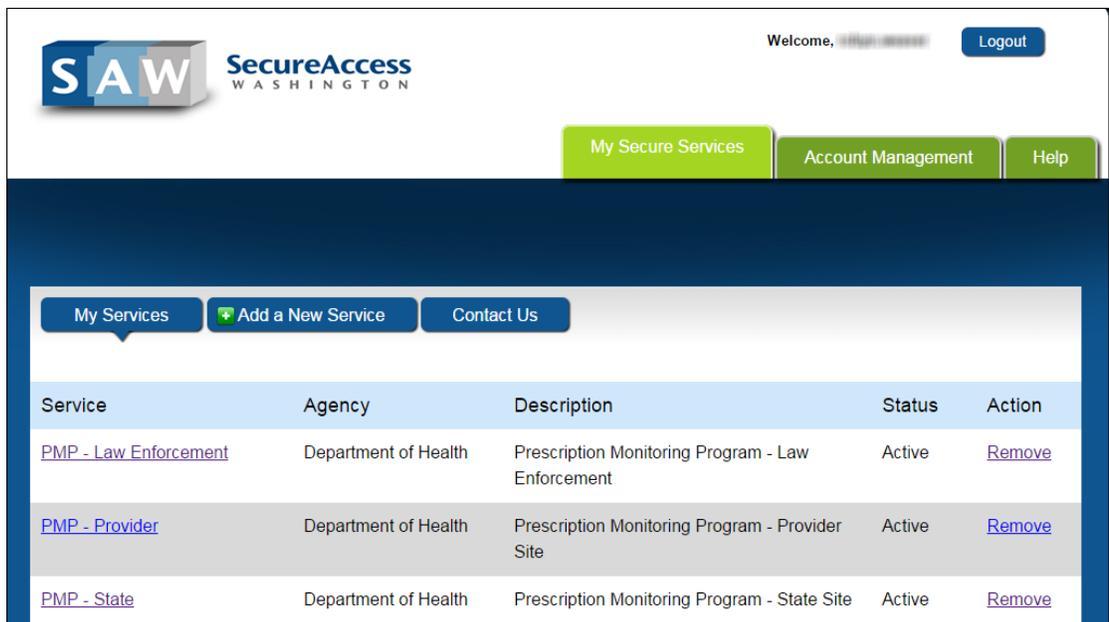
1. Open an Internet browser window and enter the following URL:
<https://secureaccess.wa.gov>.

The SAW login window is displayed as shown on the following page.



2. Enter your SAW user name in the **User ID** field.
3. Enter your SAW password in the **Password** field.
4. Click **Login**.

A window similar to the following is displayed:



5. Click **PMP – Provider**.

Note: SAW will give you the opportunity to update your Adaptive Authentication information (e.g., e-mail address, phone number, and security questions) prior to accessing your service. If you do not need to update your information, click **Continue** on the window

that is displayed. If you wish to update this information, click **Change** and follow the steps to update your information.

If you are accessing the system from a different computer, or if your computer does not retain information in your browser that SAW uses to determine risk for verifying the identity of a returning user, SAW may also ask you a security question or require you to validate your identity through phone call or e-mail.

The RxSentry home page is displayed:



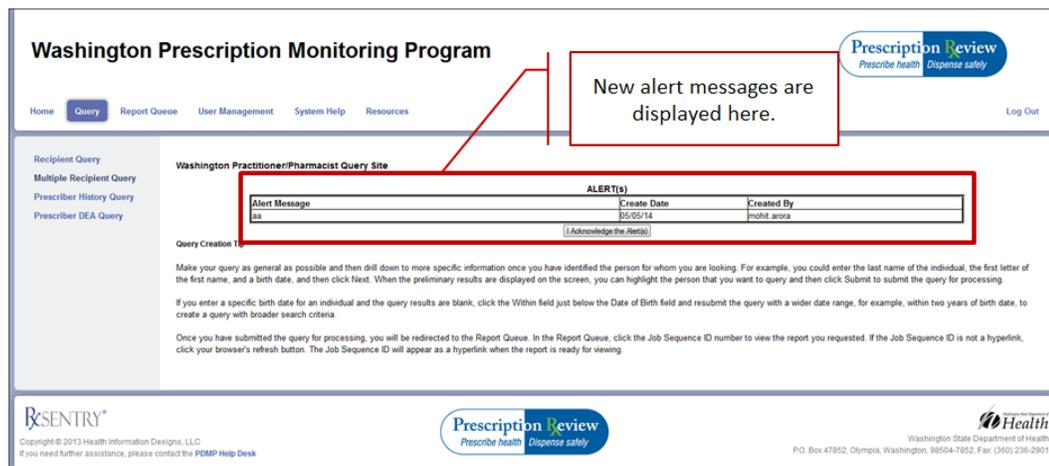
View Alert Messages

The WA PMP staff has the ability to send you alert messages.

Perform the following steps to view alert messages:

1. Log in to RxSentry.

If you have a new message from the WA Department of Health, it will be displayed on the RxSentry home page, as illustrated below:



2. After you have read the message(s), click **I Acknowledge the Alert(s)** to confirm that you have received and read the alert.

Note: If you need to make any notes regarding the alert(s), please do so before clicking the **I Acknowledge the Alert(s)** button. Once you have clicked this button, the alert message window will not display again until the WA Department of Health sends you another message.

Log Out of RxSentry

To log out of RxSentry, you may click **Log Out** from the RxSentry home page, or you may return to SAW and log out from the SAW home page.

Note: Clicking **Log Out** on the RxSentry site logs you out of both the RxSentry and SAW applications. If you need to access RxSentry again, you will be required to enter your SAW user name and password.

4 RxSentry Queries

About This Chapter

This chapter explains how to create queries regarding recipient usage of controlled substances, view a history of searches, and search by prescriber DEA number.

Note: Pharmacists can create patient queries; prescribers can create patient queries and queries regarding prescribing history using their own DEA number.

The following types of queries are available:

- **Recipient Query** – used by practitioners and pharmacists to create queries regarding recipient usage of controlled substances
- **Multiple Recipient Query** – used by practitioners to query up to 20 recipients at once and generate a recipient report for each recipient
- **Prescriber 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
- **Prescriber DEA Query** – used by practitioners to view a history of all dispensed prescriptions attributed to their DEA number

Recipient Query

Perform the following steps to create a query on recipient controlled substance usage:

1. **Log in to RxSentry.**

A window similar to the following is displayed:

Washington Prescription Monitoring Program

Home **Query** Report Queue User Management System Help Resources Log Out

Recipient Query
Multiple Recipient Query
Prescriber History Query
Prescriber DEA Query

Washington Practitioner/Pharmacist Query Site

Query Creation Tip

Make your query as general as possible and then drill down to more specific information once you have identified the person for whom you are looking. For example, you could enter the last name of the individual, the first letter of the first name, and a birth date, and then click Next. 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.

If you enter a specific birth date for an individual and the query results are blank, click the Within field just below the Date of Birth field and resubmit the query with a wider date range, for example, within two years of birth date, to create a query with broader search criteria.

Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink when the report is ready for viewing.

RxSENTRY
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If you need further assistance, please contact the PDMP Help Desk

Prescription Review
Prescribe health. Dispense safely.

Health
Washington State Department of Health
P.O. Box 47852, Olympia, Washington, 98504-7852, Fax: (360) 236-2901

2. **Click Recipient Query.**

A window similar to the following is displayed:

Washington PDMP Certification Statement for Provider/Pharmacist

I agree that by accessing this system, I affirm that I am
Currently licensed and authorized to prescribe or dispense controlled substances; or
Currently licensed as a health care practitioner AND I am currently authorized to access this system by a prescriber who meets the the requirements in paragraph (1).

I understand that my use of this system is permitted only in connection with:
providing medical or pharmaceutical care for my patients.
providing my patient his or her own prescription monitoring information contained in the system, so long as I am sure of the patient's identity.

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

I understand that I am responsible for all use of my user name and password, and any use of the system by a provider I have authorized. I will never share my password with anyone, including co-workers. If any authentication or password is lost or compromised, or if a provider who I have authorized to access the system no longer needs that access, I agree to notify the Department of Health immediately.

I understand that the PMP will conduct auditing activities to monitor for unusual or potentially unauthorized use of the system.

I accept the above conditions

You must accept the above conditions before you can continue.

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

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

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

*Last Name:

*First Name:

Search Method:

*Date of Birth: 

mm/dd/yyyy

Within:

Gender:

County:

ZIP Code:

*Dispensed Start Date: 

mm/dd/yyyy

*Dispensed End Date: 

mm/dd/yyyy

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

4. Complete the information on the Recipient Query 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.

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 <i>Smi</i> 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 <i>Tho</i> 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: <ul style="list-style-type: none"> 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 enter a name, and the system will find names that sound similar to the one you entered. <p>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.</p>
Date of Birth	(Required) Type the recipient's date of birth using the <i>mm/dd/yyyy</i> 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, <i>12/01/2013</i> ; Or You may click the calendar icon () and select a specific start date from the calendar.

Field Name	Usage
Dispensed End Date	<p>(Required) Use this field to enter a specific end date for the dispensing timeframe, for example, <i>12/31/2013</i>;</p> <p>Or</p> <p>You may click the calendar icon () and select a specific end date from the calendar.</p> <p>Note: The Dispensed End Date cannot be greater than 14 days ago.</p>
Master Accounts Note: This field only displays if you are a delegate account holder.	<p>(Required) Select the master account holder for whom the query is being created.</p>

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

Search Criteria

Last Name: smith	County:
First Name: a	ZIP Code:
Date of Birth: <input type="text"/>	Dispensed Start Date: 12/20/2012
Gender: All	Dispensed End Date: 12/20/2013

Search Results

To select a name, click on the desired name. To select multiple names, hold down [Ctrl] while clicking the desired names.

Last Name	First Name	DOB	County	Address	City	State	ZIP
SMITH		08-11-1988				ME	04240
SMITH		08-11-1988				ME	04009
SMITH		08-11-1988				ME	04062
SMITH		08-11-1988				ME	04090
SMITH		08-11-1988				ME	04488
SMITH		08-11-1988				ME	04544
SMITH		08-11-1988				ME	04024

Sort:

- From the **Search Results** section of this window, click the desired recipient's name. To select multiple recipients from the list:
 - If the recipients are listed consecutively, click the first value, hold down the **[Shift]** key, and then click the last value.
 - If the recipients are not listed consecutively, hold down the **[Ctrl]** key while clicking each value.
- Select one of the following sort options:
 - 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 Date Only:** this option sorts by prescription dispense date (newest to oldest)
- Click **Submit**.

Your report results are displayed similar to the following:

Recipient Report

Last Name: Doe
First Name: John
Date of Birth: 01/01/1980
Gender: All

County:
Zip Code:
Dispensed Start Date: 01/01/2012
Dispensed End Date: 03/12/2013

Recipients: 1 out of 1 Recipients Selected - Click to View

Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient	*Payment Method
03/23/2012	ANDROGEL	75				DOE JOHN	
03/23/2012	00051846233	30	1122332	Baker Philip	Acme Pharmacy Auburn AL	DOE JOHN Auburn AL-36830	
02/26/2012	HYDROCODONE- ACETAMINOPHEN	30				DOE JOHN	
02/26/2012	00406036301	5	1122331	Baker Philip	Acme Pharmacy Auburn AL	DOE JOHN Auburn AL-36830	
02/13/2012	HYDROCODONE- ACETAMINOPHEN	30				DOE JOHN	
02/13/2012	00406035705	2	1122330	Baker Philip	Acme Pharmacy Auburn AL	DOE JOHN Auburn AL-36830	

*Pmt. Method:01=Private Pay, 02=Medicaid, 03=Medicare, 04=Commercial Insurance, 05= Military Installations and VA, 06=Worker's Compensation, 07= Indian Nations, 99=Other

[Generate PDF](#) [Map Results](#)

Note: 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 the patients you chose to include in your report.

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

- Click the column headers that are hyperlinks (**Date Dispensed/Date Prescribed**, **Prescriber**, and **Dispenser**) to sort your results.
- 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 276 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.

- 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:

- **Red pushpin** – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient
- **Doctor bag** – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient
- **Mortar and pestle** – Represents the pharmacy’s address; clicking a mortar and pestle displays the pharmacy’s name and phone number

Multiple Recipient Query

This function allows you to query up to 20 recipients at once and generate a recipient report for each recipient. For your convenience, all reports are compiled in to a single PDF file.

Perform the following steps to create a multiple recipient query:

1. **Log in to RxSentry.**

A window similar to the following is displayed:

Washington Prescription Monitoring Program

Home **Query** Report Queue User Management System Help Resources Log Out

Recipient Query
Multiple Recipient Query
Prescriber History Query
Prescriber DEA Query

Washington Practitioner/Pharmacist Query Site

Query Creation Tip

Make your query as general as possible and then drill down to more specific information once you have identified the person for whom you are looking. For example, you could enter the last name of the individual, the first letter of the first name, and a birth date, and then click Next. 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.

If you enter a specific birth date for an individual and the query results are blank, click the Within field just below the Date of Birth field and resubmit the query with a wider date range, for example, within two years of birth date, to create a query with broader search criteria.

Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink when the report is ready for viewing.

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Prescription Review
Prescribe health. Dispense safely.

Health
Washington State Department of Health
P.O. Box 47852, Olympia, Washington, 98504-7852, Fax: (360) 236-2901

2. **Click Multiple Recipient Query.**

A window similar to the following is displayed:

Washington PDMP Certification Statement for Provider/Pharmacist

I agree that by accessing this system, I affirm that I am
Currently licensed and authorized to prescribe or dispense controlled substances; or
Currently licensed as a health care practitioner AND I am currently authorized to access this system by a prescriber who meets the requirements in paragraph (1).

I understand that my use of this system is permitted only in connection with:
providing medical or pharmaceutical care for my patients.
providing my patient his or her own prescription monitoring information contained in the system, so long as I am sure of the patient's identity.

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

I understand that I am responsible for all use of my user name and password, and any use of the system by a provider I have authorized. I will never share my password with anyone, including co-workers. If any authentication or password is lost or compromised, or if a provider who I have authorized to access the system no longer needs that access, I agree to notify the Department of Health immediately.

I understand that the PMP will conduct auditing activities to monitor for unusual or potentially unauthorized use of the system.

I accept the above conditions

You must accept the above conditions before you can continue.

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

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

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

The screenshot shows a web application window titled "Query/Report Claims". At the top, there are two date fields: "*Dispersed Start Date:" with the value "06/03/2013" and "*Dispersed End Date:" with the value "06/03/2014". Below these are four recipient sections, each labeled "Recipient 1" through "Recipient 4". Each recipient section contains three text input fields: "*Last Name:", "First Name:", and "*DOB:". The DOB fields have a calendar icon to their right. Below each set of name and DOB fields is a "Within:" dropdown menu, all of which are currently set to "Exact Match".

4. Type a specific start date for the dispensing timeframe in the **Dispersed Start Date** field, or you may click the calendar icon and select a specific start date from the calendar.
5. Type a specific end date for the dispensing timeframe in the **Dispersed End Date** field, or you may click the calendar icon and select a specific end date from the calendar.

6. For each recipient you wish to query, complete the following information in the **Recipient #** fields, beginning with **Recipient 1**:
 - a) Type the recipient's last name in the **Last Name** field. Note that this field is required for each recipient you query.
 - b) Type the recipient's first name in the **First Name** field.
 - c) Type the recipient's date of birth in the **DOB** field, or you may click the calendar icon and select a date from the calendar. Note that this field is required for each recipient you query.
 - d) Select a timeframe within which to match the date of birth in the **Within** field.
7. Click **Next**.

Your search results are displayed similar to the following:

Query/Report Claims

Search Criteria
 Dispersed Start Date: 01/01/2012 Dispersed End Date: 06/03/2014
 Last Name: doe DOB:
 First Name: Within: 365

Recipient 1 Results

Last Name	First Name	DOB	County	Address	City	State	ZIP
DOE			Lee		Auburn	AL	36830
DOE			Lee		Auburn	AL	36830

Search Criteria
 Dispersed Start Date: 01/01/2012 Dispersed End Date: 06/03/2014
 Last Name: doe DOB:
 First Name: Within: 365

Recipient 2 Results

Last Name	First Name	DOB	County	Address	City	State	ZIP
DOE			Lee		Auburn	AL	36830
DOE			Lee		Auburn	AL	36830

Search Criteria
 Dispersed Start Date: 01/01/2012 Dispersed End Date: 06/03/2014
 Last Name: Murphy DOB:
 First Name: Within: 365

Recipient 3 Results

Last Name	First Name	DOB	County	Address	City	State	ZIP
MURPHY			Lee		Auburn	AL	36830
MURPHY			Lee		Auburn	AL	36830
MURPHY			Lee		Auburn	AL	36830
MURPHY			Lee		Auburn	AL	36830

Search Criteria
 Dispersed Start Date: 01/01/2012 Dispersed End Date: 06/03/2014
 Last Name: Smith DOB:
 First Name: Within: 365

Recipient 4 Results

Last Name	First Name	DOB	County	Address	City	State	ZIP
SMITH			Lee		Auburn	AL	36830
SMITH			Lee		Auburn	AL	36830

- By default, all recipients displayed are selected. You may leave all recipients selected;
Or
If you wish to generate a report for a specific recipient, click the desired recipient's name.
- Click **Request**.

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.

Prescriber History Query

This function allows you to view an audit trail of all queries performed using your user ID for a specified timeframe.

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:

- Log in to RxSentry.

A window similar to the following is displayed:



- Click **Prescriber History Query**.

A window similar to the following is displayed:

Washington PDMP Certification Statement for Provider/Pharmacist

I agree that by accessing this system, I affirm that I am
Currently licensed and authorized to prescribe or dispense controlled substances; or
Currently licensed as a health care practitioner AND I am currently authorized to access this system by a prescriber who meets the the requirements in paragraph (1).

I understand that my use of this system is permitted only in connection with:
providing medical or pharmaceutical care for my patients.
providing my patient his or her own prescription monitoring information contained in the system, so long as I am sure of the patient's identity.

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

I understand that I am responsible for all use of my user name and password, and any use of the system by a provider I have authorized. I will never share my password with anyone, including co-workers. If any authentication or password is lost or compromised, or if a provider who I have authorized to access the system no longer needs that access, I agree to notify the Department of Health immediately.

I understand that the PMP will conduct auditing activities to monitor for unusual or potentially unauthorized use of the system.

I accept the above conditions

You must accept the above conditions before you can continue.

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

Note: Without selecting the check box indicating that you understand and agree to the terms and conditions, you will not be able to access the Prescriber History Query window.

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

Prescriber History Query

User ID(s): 123Robyn - Robyn

Audit Start Date: 12/20/2013
mm/dd/yyyy

Audit End Date: 12/20/2013
mm/dd/yyyy

Submit

4. The **Audit Start Date** and **Audit End Date** fields are automatically populated with the current date. If you are using the current 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. If you are a master account holder, you may select multiple users in the **User ID(s)** field by holding down the **[Ctrl]** key while clicking each user ID.
6. Click **Submit**.

Your report results are displayed similar to the following:

Seq #	Date	ID	Source Type	By	Detail	Network Address
967162	12/20/13		Q A	phphysasst -	Audit Query 68795 Online. (details) [Viewing audits for users:]	10.80.0.46
967153	12/20/13		DB A	pmqupdateuserpref -	Change:User -changes: .pt_addr1.pt_city.pt_zip.pt_email_address.phone-number	10.80.0.46
967152	12/20/13		DB A	pmqupdateuserpref.p	Change: pdm.userpref.PT_email_address From: To:	10.80.0.46

7. 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.

Perform the following steps to view your prescribing history:

1. [Log in to RxSentry](#).

A window similar to the following is displayed:

Washington Prescription Monitoring Program

Prescription Review
Prescribe health Dispense safely

Home **Query** Report Queue User Management System Help Resources Log Out

Recipient Query
Multiple Recipient Query
Prescriber History Query
Prescriber DEA Query

Washington Practitioner/Pharmacist Query Site

Query Creation Tip

Make your query as general as possible and then drill down to more specific information once you have identified the person for whom you are looking. For example, you could enter the last name of the individual, the first letter of the first name, and a birth date, and then click Next. 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.

If you enter a specific birth date for an individual and the query results are blank, click the Within field just below the Date of Birth field and resubmit the query with a wider date range, for example, within two years of birth date, to create a query with broader search criteria.

Once you have submitted the query for processing, you will be redirected to the Report Queue. In the Report Queue, click the Job Sequence ID number to view the report you requested. If the Job Sequence ID is not a hyperlink, click your browser's refresh button. The Job Sequence ID will appear as a hyperlink when the report is ready for viewing.

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2. Click **Prescriber DEA Query**.

A window similar to the following is displayed:

Washington PDMP Certification Statement for Provider/Pharmacist

I agree that by accessing this system, I affirm that I am
Currently licensed and authorized to prescribe or dispense controlled substances; or
Currently licensed as a health care practitioner AND I am currently authorized to access this system by a prescriber who meets the the requirements in paragraph (1).

I understand that my use of this system is permitted only in connection with:
providing medical or pharmaceutical care for my patients.
providing my patient his or her own prescription monitoring information contained in the system, so long as I am sure of the patient's identity.

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

I understand that I am responsible for all use of my user name and password, and any use of the system by a provider I have authorized. I will never share my password with anyone, including co-workers. If any authentication or password is lost or compromised, or if a provider who I have authorized to access the system no longer needs that access, I agree to notify the Department of Health immediately.

I understand that the PMP will conduct auditing activities to monitor for unusual or potentially unauthorized use of the system.

I accept the above conditions

You must accept the above conditions before you can continue.

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

Note: Without selecting the 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.

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

Prescriber DEA Query

User ID(s): Robyn_MD - Robyn_MD

DEA(s): AW1234567

Dispensed Start Date: 12/03/2013 
mm/dd/yyyy

Dispensed End Date: 12/03/2013 
mm/dd/yyyy

4. The **Dispensed Start Date** and **Dispensed End Date** fields are automatically populated with the current date. If you are using the current 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:

Prescriber DEA Query							
User ID: Tom Test - tom.beard_test DEA: [REDACTED]				Dispensed Start Date: 02/01/2013 Dispensed End Date: 03/12/2013			
Date Dispensed/ Date Prescribed	Drug Name/ NDC	Quantity Dispensed/ Days Supply	RX#	Prescriber	Dispenser	Recipient	*Payment Method
02/08/2013 12/07/2012	ZOLPIDEM TARTRATE ER 00955170310	30 30	1420204	(MD)	(MD) ANCHORAGE AK	A [REDACTED] [REDACTED] [REDACTED]	01
02/08/2013 02/07/2013	ALPRAZOLAM 67253090210	100 25	1431703	(MD)	(MD) ANCHORAGE AK	F [REDACTED] [REDACTED] [REDACTED]	01
02/08/2013 02/08/2013	OXYCODONE HCL 00406851501	120 20	1078625	(MD)	(MD) ANCHORAGE AK	[REDACTED] [REDACTED] [REDACTED]	01
02/08/2013 02/07/2013	HYDROCODONE- ACETAMINOPHEN 00406036701	100 16	1431701	(MD)	(MD) ANCHORAGE AK	F [REDACTED] [REDACTED] [REDACTED]	01

6. From this window, you may perform the following tasks:
 - a) Click the column headers that are hyperlinks (**Date Dispensed/Date Prescribed**, **Prescriber**, and **Dispenser**) to sort your results.
 - 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 276 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 elements are visible:

- **Red pushpin** – Represents the recipient’s address; clicking a pushpin displays the total number of prescriptions for the recipient

- **Doctor bag** – Represents the physician’s address; clicking a doctor bag displays the physician’s name and number of prescriptions written for the recipient
- **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. The **Query Status/Job Status** column on the **Report Queue** window 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 your reports:

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

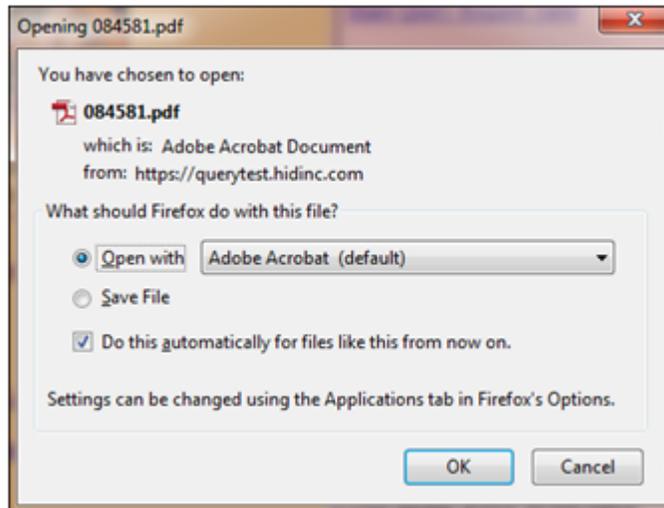
A window similar to the following is displayed:

Query Number Job Sequence ID	Request Date	Query Status/ Job Status	Report Description or Denial Reason	Output
111 106	03/11/13	Approved / Done	3 out of 3 Recipients Selected - Click to View SMATH 000000 - DOB 00000000 - 0000000000 SMATH 000000 - DOB 00000000 - 0000000000 SMATH 000000 - DOB 00000000 - 0000000000	CSV
110 105	03/11/13	Approved / Done	3 out of 3 Recipients Selected - Click to View SMATH 000000 - DOB 00000000 - 0000000000 SMATH 000000 - DOB 00000000 - 0000000000 SMATH 000000 - DOB 00000000 - 0000000000	PDF
109 104	03/11/13	Approved / Done	3 out of 3 Recipients Selected - Click to View SMATH 000000 - DOB 00000000 - 0000000000 SMATH 000000 - DOB 00000000 - 0000000000 SMATH 000000 - DOB 00000000 - 0000000000	PDF
108 103	03/11/13	Approved / Done	3 out of 3 Recipients Selected - Click to View SMATH 000000 - DOB 00000000 - 0000000000 SMATH 000000 - DOB 00000000 - 0000000000 SMATH 000000 - DOB 00000000 - 0000000000	PDF
107 101	03/11/13	Approved / Done	Prescriber Report Dispensed From 03/11/2013 to 03/11/2013 ID: tom beard_year DFA: JANDP21102	PDF

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

Note: If the **Job Sequence ID** for your report is not a hyperlink, simply click the refresh button on your browser to update the Report Queue.

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.

Notes:

- 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.

5 User Management

About This Chapter

This chapter explains how to update your PMP user profile, how to change your password, and, if you are a master account holder, how to manage your delegate accounts.

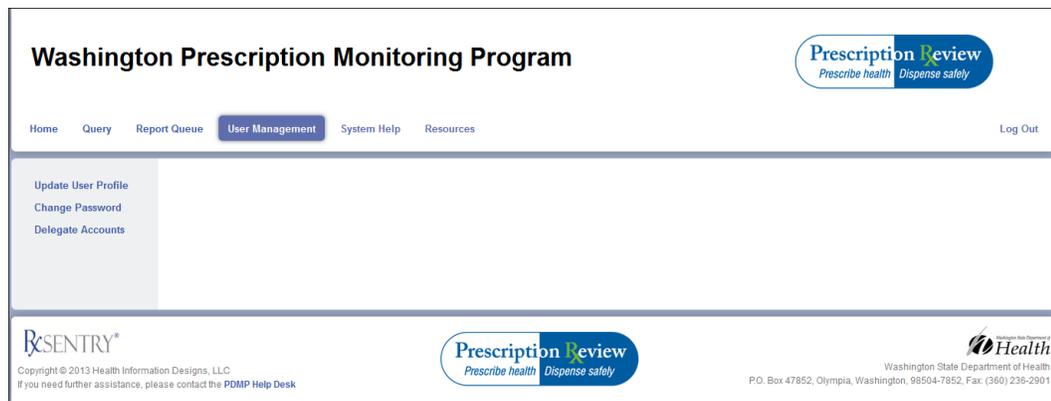
Update User Profile

This function allows you to update the information the WA Prescription Review program has on file for you, as necessary.

Perform the following steps to update your PMP profile:

1. [Log in to RxSentry](#).
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.

*Facility Name: ABC Clinic

*Name (First and Last): [Redacted]

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

*Address: 391 Industry Dr.
[Redacted]

*City: Auburn

*State: Alabama

*ZIP: 12345

*Email Address: [Redacted]@hidinc.com

*Verify Email Address: [Redacted]

*Phone Number (ex. 123-456-7890x0000): 111-222-4576

Fax Number (ex: 234-555-1234): [Redacted]

Cell Number (ex: 234-555-1234): [Redacted]

*Security Question: What was your junior high/middle school

*Security Question Answer: Smith

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.

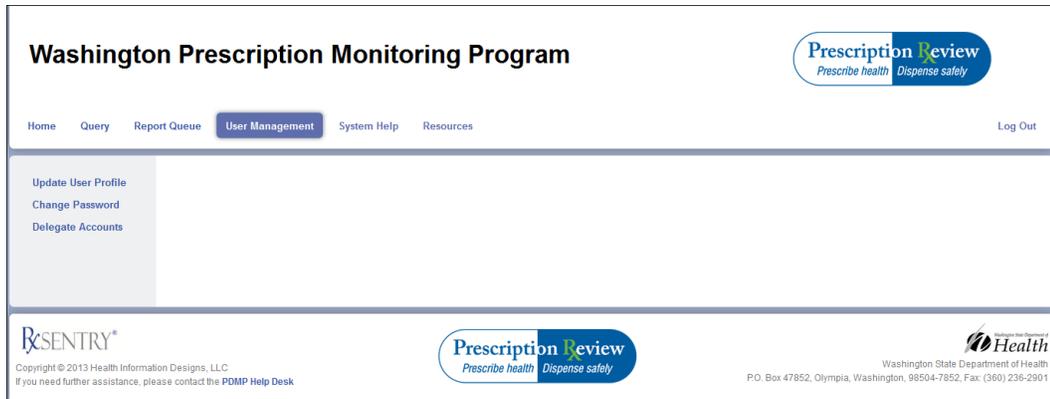
Change Password

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 **User Management**.

A window similar to the following is displayed:



3. Click **Change Password**.

A window similar to the following is displayed:

The 'Change Password' form displays the following password requirements:

- 1 uppercase letter (e.g., A-Z), 1 lowercase letter (e.g., a-z), 1 digit (e.g., 0-9) and at least 10 characters in length
- Password must not contain dictionary words or a name
- Password must not contain the characters | & ; \$ % ' " \ ~ < > () + ! ? , ^ *

Below the requirements are three input fields:

- Current Password:
- New Password:
- Confirm New Password:

A 'Submit' button is located at the bottom right of the form.

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 password selection guidelines.
6. Type your new password again in the **Confirm New Password** field.
7. Click **Submit**. If the new password is accepted, a message indicates that the password change was successful. If the new password is *not* accepted, the message indicates that another password must be selected.

Once your password has been accepted, a message displays indicating that you are required to log in using your new password.

8. Click any function, such as **Query**.
A login window is displayed.
9. Log in using your new password.

Delegate Accounts

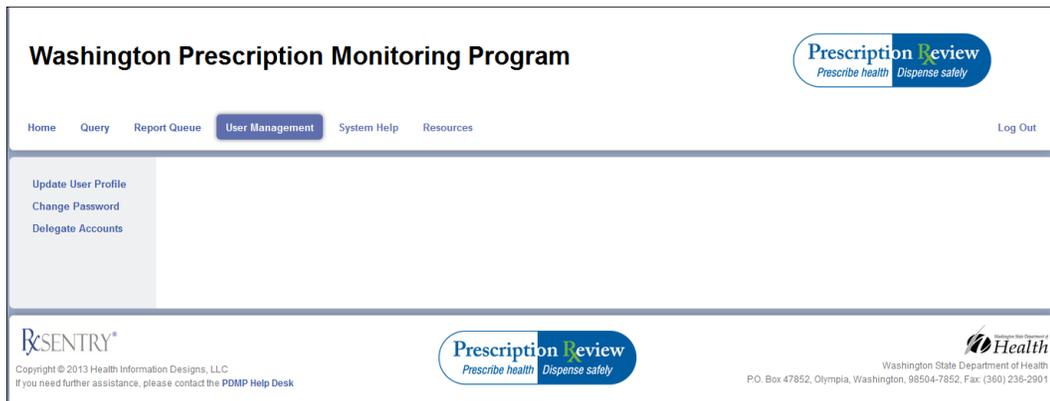
Linking Delegate Accounts

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

Perform the following steps to link delegate accounts:

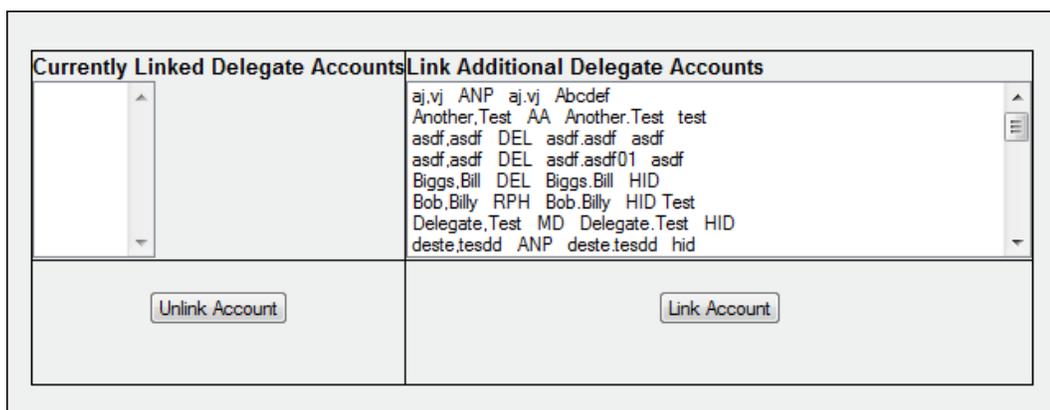
1. Log in to RxSentry.
2. Click **User Management**.

A window similar to the following is displayed:



3. Click **Delegate Accounts**.

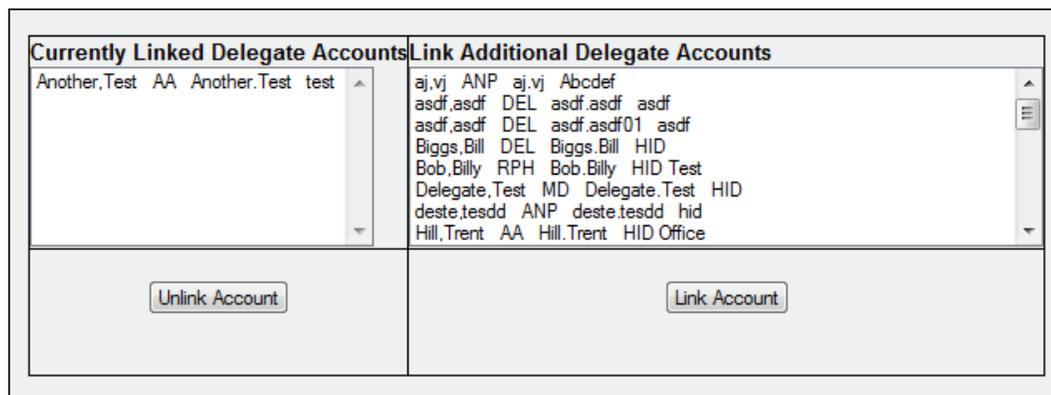
A window similar to the following is displayed:



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

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

5. Click to select the name of the delegate account holder you wish to link to your account.
6. Click **Link Account**. A window similar to the following is displayed, illustrating that the delegate account was linked:



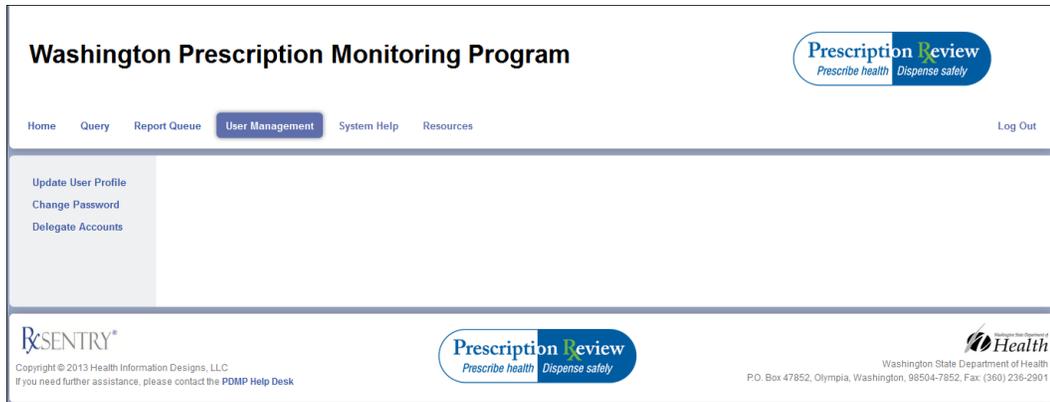
Managing Delegate Accounts

It is the responsibility of the master account holder to manage delegate accounts associated with his or her master account. This includes activating delegate accounts, which is described in the [Linking Delegate Accounts](#) topic, monitoring the delegate account holder's use of the WA PMP database, 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:

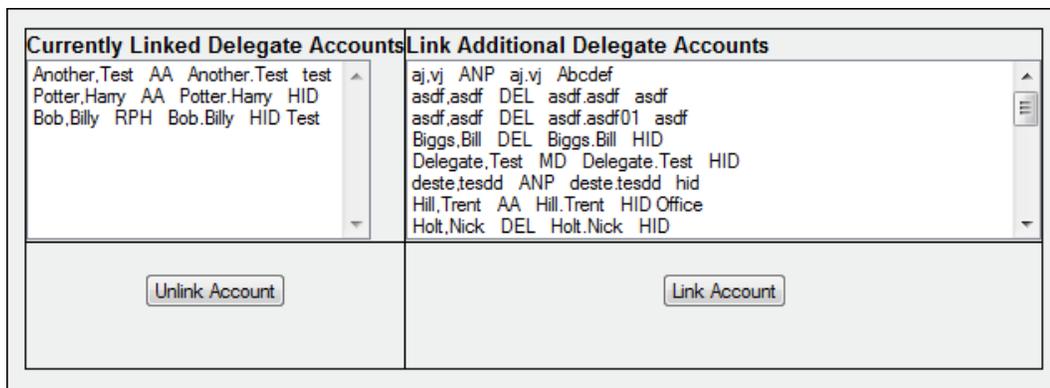
1. [Log in to RxSentry](#).
2. Click **User Management**.

The User Management menu is displayed as shown on the following page.



3. Click **Delegate Accounts**.

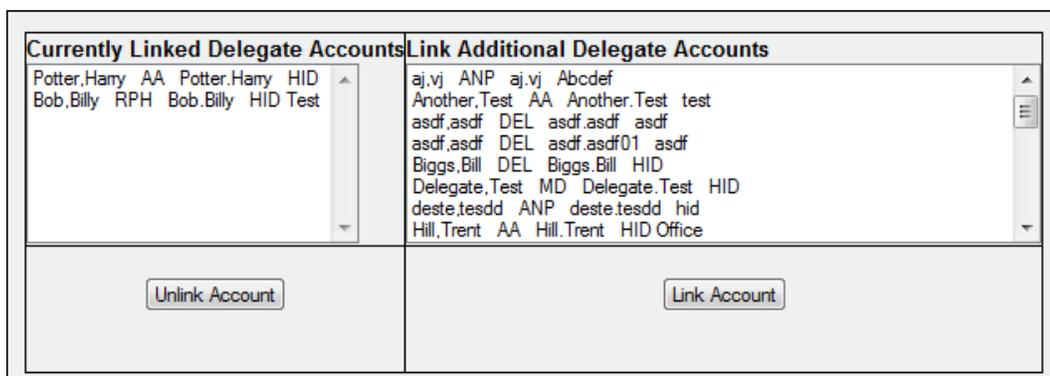
A window similar to the following is displayed:



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 name of the delegate account holder you wish to remove from your account.

6. Click **Unlink Account**. A window similar to the following is displayed, illustrating that the delegate account holder 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 by e-mail at wampmp-info@hidinc.com;

OR

Call the HID Help Desk at 1-877-719-3121.

Technical assistance is available Monday through Friday (except for holidays) from 8:00 a.m. – 5:00 p.m. PST (Pacific Standard Time).

Administrative Assistance

If you have non-technical questions regarding the Washington Prescription Review, please contact:

Chris Baumgartner, PMP Director
Washington Department of Health
P.O. Box 47852
Olympia, WA 98504-7852

Phone: 360.236.4806

Fax: 360.236.2901

E-mail: prescriptionmonitoring@doh.wa.gov

Web:

<http://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/HealthcareProfessionsandFacilities/PrescriptionMonitoringProgramPMP>

7 Document Information

Version History

The Version History records the publication history of this document.

Publication Date	Version Number	Comments
01/04/2012	1.0	Initial publication
01/30/2012	1.1	Revised publication
10/15/2012	1.2	Revised publication
11/05/2012	1.3	Revised publication
12/20/2012	1.4	Revised publication
02/27/2013	1.5	Revised publication
05/24/2013	1.6	Revised publication
07/09/2014	2.0	Revised publication
04/20/2015	2.1	Revised publication

Change Log

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

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Chapter 4/Practitioner Pharmacy Query overview	Added note to distinguish the types of queries that can be run by the pharmacists and practitioners/prescribers user groups
1.2	Chapter 4/Search History	Removed PDF output option for this report
1.3	Chapter 3/Retrieve Password Information	Added new topic
1.4	Chapter 3/Update or Confirm Account Information	Added new topic
1.5	Chapter 3/Update or Confirm Account Information	Removed information concerning the forced update

Version Number	Chapter/Section	Change
1.6	Chapter 3/Enrolled User Login	Added a note explaining that the user will be locked out of his/her account for 20 minutes after 5 unsuccessful login attempts
2.0	Global	Reorganized topics and updated screen shots and language to match the new RxSentry interface
	Chapter 1/RxSentry Update	Added new topic
	Chapter 3/Retrieve User Name	Added new topic
	Chapter 3/View Alert Messages	Added new topic
	Chapter 4/Multiple Recipient Query	Added new topic
	Chapter 5/Change Password	Added new topic
2.1	Chapter 3/Accessing RxSentry	Replaced instructions for accessing RxSentry using two-factor authentication with instructions for accessing RxSentry through the SAW portal

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