



## Healthcare Facility Role in Improving Access to Prescription Monitoring Program (PMP) for Healthcare Providers

Healthcare facilities such as hospitals, clinics, pharmacies, emergency departments, have an extremely important role in making sure healthcare providers (HCP) have barrier free access to the [Prescription Monitoring Program \(PMP\)](#) portal for providing medical and pharmaceutical care to their patients.

[Secure Access Washington \(SAW\)](#) is used for user sign in, security, and user authentication before allowing access to the PMP query site. Check out [SAW FAQs](#) to learn more.

The PMP gives HCPs access to the information they need to ensure they can follow [guidelines for safe prescribing](#). HCP interest in PMP data has been on the rise. Increasing HCP registrations have highlighted issues that make accessing the PMP system (online web portal) in some facilities difficult or impossible. It's essential HCP access to the PMP to be as easy and efficient as possible.

Please ensure your facility is properly supporting HCPs with tools and resources needed to access this important patient safety tool by reviewing the list of barrier-issues and suggested interventions for improvement that follow:

- Limited access to necessary online resources to authenticate and access PMP
  - Direct access is needed to the SAW URL: <https://secureaccess.wa.gov>
    - SAW is used for user authentication before access to the PMP query portal is granted
  - IT systems must allow access to the necessary PMP query portal URL: <https://wapmp-ph.hidinc.com/waaplsign/bdwapdmq/pmupdateuserpref.html> (This URL **will change** as the PMP is migrated to a new system in 2018)
  - Accessing the PMP through the secure web portal requires access to **multiple** online resources including access, at times, to personal email accounts (gmail, outlook, hotmail etc)
  - Email filters sometimes [block or “junk” authentication email from SAW](#)
    - Support easier access by making changes to organizational level email settings, and by supporting HCPs with their personal email settings
  - Settings that clear browsing data delete cookies used to ease PMP access

- SAW uses cookies as one level of authentication. IT can ease HCP access to PMP via SAW by ensuring cookies for SAW aren't removed with other browsing data.
- Personal browser settings may also clear these. HCP staff may need IT support to adjust these settings at a user level to [enable cookies in the browser](#) and ensure they aren't deleted with other browsing data.
- No direct-answer phone line available to HCP staff for receiving identity verification phone call from SAW-PMP system.
  - The authentication process to access PMP requires, at times, the participant to **answer** a phone call. Healthcare facility phone systems frequently route inbound calls through a voice menu before the call can be answered/picked up. System phone calls for user authentication must be directly answered. In this way phone system voice menus inhibit access to PMP for the HCP attempting to access.
- In some cases HCPs are willing to use their own internet access (via personal cellular device) when proper access to needed PMP resources hasn't been otherwise available only to find the location and building blocks cellular signals.
  - HCP staff access to WiFi will help ensure data and communication routes are available when needed.

Accidental drug overdoses have killed more people each year in our state than traffic accidents every year since 2008. The PMP is an essential patient safety tool for HCPs in battling this tragic epidemic. HCPs need IT resources and other tools (email, direct-answer phone lines, and WiFi) to complete authentication processes via SAW and allow them quick, easy access to the PMP. Please ensure your facility IT systems, policies, and settings allow staff members to successfully access the PMP, and periodically review and verify PMP accessibility for your healthcare staff.

### **More PMP information**

[www.doh.wa.gov/pmp](http://www.doh.wa.gov/pmp)

**If you have questions or need assistance contact the program directly**

[prescriptionmonitoring@doh.wa.gov](mailto:prescriptionmonitoring@doh.wa.gov)

**Video tutorials for account registration and managing delegate accounts on the system**

[PMP Educational Videos for Providers](#)

**Locations and resources for safe medication disposal**

[www.takebackyourmeds.org](http://www.takebackyourmeds.org)

**Additional helpful information and resources for opioid misuse**

[www.stopoverdose.org](http://www.stopoverdose.org)