# DISTRICT OF COLUMBIA PRESCRIPTION DRUG MONITORING PROGRAM ELECTRONIC HEALTH RECORD INTEGRATION WELCOME PACKET

Version 2.1

Introductory DC PDMP EHR Integration guide
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# DC PDMP EHR Integration
## Welcome Packet

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# What is the DC Prescription Drug Monitoring Program?

The Prescription Drug Monitoring Program (PDMP) aims to improve the District's ability to identify and reduce diversion of prescription drugs in an efficient and cost effective manner that will not impede the appropriate medical utilization of controlled substances; and to enhance patient care by providing prescription monitoring information that will ensure legitimate use of controlled substances in health care, including palliative care, research and other medical and pharmacological uses.

Please visit the DC PDMP website for more information.

# What is EHR Integration?

The DC Health (DC Department of Health) is partnering with Bamboo Health, the service provider of DC PDMP, to provide options to all Healthcare Entities (HCE) in the District of Columbia to integrate DC PDMP data into their clinical workflow utilizing a service called PMP Gateway. PMP Gateway is a web service that performs automated, multi-state queries to integrate patient-controlled substance prescription history within Electronic Health Record (EHR) systems. PMP Gateway facilitates communication, information transfer, integration, and support for the state approval process and the EHR vendor development process.

Integrating DC PDMP data within an EHR provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to leave their workflow to access the DC PDMP web portal to request a patient's-controlled substance prescription history. Instead, the EHR or Pharmacy Management System automatically initiates a patient query using PMP Gateway and returns the patient's prescription history directly within the provider's EHR or Pharmacy Management System.

# What is the integration request process?

1. Navigate your web browser to https://connect.bamboohealth.com/
2. Click "Create an Account".
3. Follow the prompts to input the necessary information for your healthcare organization's integration request.
4. Once all steps are complete on Customer Connect, your request is forwarded to the DC PDMP administrators for review.
5. If approved, a confirmation email is sent to you, and the credentials to activate the integration are sent according to your EHR vendor's instructions.
   a. The credentials could be sent to you or to your EHR vendor.
6. To complete integration setup, please contact your EHR vendor.

# What is the implementation process?

Many EHR vendors have completed the PMP Gateway integration development work to deliver controlled substance prescription data within their products/service offerings. If your vendor has not yet completed integration, Bamboo will work with you and your vendor to initiate that process.

**\*Please note:** If you are using Epic as your EHR vendor, the implementation process will vary from what is outlined above. The implementation process is more involved at the healthcare organization level. Bamboo Health will contact you directly to coordinate the implementation for Epic sites.

# Benefits of Integration

It is important to note that there are key functional differences between a patient query in the DC PDMP web portal and via EHR integration. DC PDMP integration is focused on delivering a streamlined workflow for providers to access a patient report.

EHR integration removes the need for a provider to:

1. Exit the EHR and log in to the DC PDMP web portal
2. Enter username & password
3. Navigate to the patient search screen
4. Enter a patient's demographics
5. Determine the date range to search
6. Select which states to query
7. Click 'search'

Instead, behind the scenes the integration collects the above detail to perform an *automated* query to deliver a patient report. This allows the provider to have access to the prescription data within seconds of accessing the patient's record within the EHR without unnecessary data entry or excessive clicks.

This initiative requires that all providers still maintain an active account with the DC PDMP web portal to ensure continued access to additional administrative type functionality such as patient alerts, user profile management, search history, etc.

# Who will have access?

When the EHR sends a query to DC PDMP, there are a few key data elements about the provider requesting the data that must be included in that query. In addition to the facility identifiers, the query will include the provider's credentials: DEA, NPI, or Professional License Number and type (vary by role). PMP Gateway then validates that the provider requesting the data has an active account within DC PDMP.

Each HCE will need to map their EHR roles to the PMP Gateway and DC PDMP roles. The complete list of roles and the associated credential that is passed with each request is listed below. The chart on the following page is to help clarify that some DC PDMP users will not be able to have access via the EHR. If someone is improperly registered within DC PDMP with the wrong role, there should be no impact so long as the appropriate credentials are passed.

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The following is a list of provider roles that may have access to DC PDMP data via EHR integration and which identifier should be passed on the PMP Gateway request.

| DC PDMP Role | PMP Gateway Role | Credential passed with Gateway search request |
|---|---|---|
| Physician (MD, DO) | Physician (MD, DO) | Personal DEA # |
| Dentist | Dentist | Personal DEA # |
| Nurse Practitioner / Clinical Nurse Specialist | Nurse Practitioner | Personal DEA # |
| Midwife with Prescriptive Authority | Nurse Practitioner | Personal DEA # |
| Physician Assistant | Physician Assistant with Prescriptive Authority | Personal DEA # |
| Podiatrist (DPM) | Physician (MD, DO) | Personal DEA # |
| Pharmacist | Pharmacist | Professional License # |
| Pharmacy Technician | No integration option | No integration option |
| Naturopathic Physician with prescriptive authority | No integration option | No integration option |
| Physician without DEA | Medical Resident with prescriptive authority | Professional License # |
| Medical Intern with prescriptive authority | No integration option | No integration option |
| Prescriber Delegate – unlicensed* | No integration option | No integration option |

*Delegates, both unlicensed and licensed, are not able to access DC PDMP data via EHR integration. Instead, delegates will continue to access DC PDMP via the web portal.*

# Post go-live technical support

If providers are experiencing an issue when attempting to access DC PDMP data via EHR integration, please first contact your internal IT helpdesk for assistance.

- ❖ ***Please note***: Bamboo Health does not control any aspect of the EHR or Pharmacy Management System. Any issues related to your EHR vendor's application should be directed to your EHR vendor contact.

If it is determined that the PMP Gateway service is non-operational, please submit a support request to Bamboo Health by clicking here or by visiting this web address: https://pmpgateway.zendesk.com/hc/en-us/

This will create a service ticket with the Bamboo Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Bamboo Health to acknowledge your issue.

**In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the DC PDMP web portal to request patient reports.**

# Relevant Hyperlinks

- DC PDMP Integration Request Site
  - o https://dchealth.dc.gov/service/pdmp-gateway-integration
- DC PDMP web portal
  - o https://districtofcolumbia.pmpaware.net/login
- Bamboo Health
  - o https://bamboohealth.com/solutions/pmp-gateway/