Bamboo Health

Gateway Integration Welcome Packet

Arkansas Prescription Drug Monitoring Program (PDMP)

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What is Arkansas PMP AWARxE?

The Arkansas Prescription Drug Monitoring Program (AR PDMP) is an electronic database of all the controlled prescriptions dispensed at Arkansas pharmacies, mail order pharmacies delivered into Arkansas, and other dispensaries such as a veterinary or medical clinic. Pharmacies are required to report the dispensation of a controlled prescription next business day, while veterinary clinics are required to report every 30 days. A controlled substance is a substance that is scheduled II – V on the Arkansas list of controlled substances. Examples of medications on the controlled substance list are hydrocodone, morphine, alprazolam, zolpidem, and methylphenidate.

The purpose of the AR PDMP is 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 pharmacological uses.
- Help to curtail the misuse and abuse of controlled substances.
- Assist in combating illegal trade in and diversion of controlled substances.
- Enable access to prescription information by practitioners, law enforcement agents, and other authorized individuals and agencies.

If not already registered, go to: https://arkansas.pmpaware.net/login
For more information, visit https://www.healthy.arkansas.gov/programs-services/topics/prescription-monitoring-program

What is Electronic Health Record/Pharmacy Management Systems Integration?

The **Arkansas Department of Health** has partnered with **Bamboo Health** to provide this integration option to Arkansas prescribers and pharmacists utilizing the service called PMP Gateway. PMP Gateway is a multi-state query system that provides access to a majority of state PMPs. Bamboo Health, through its PMP Gateway product facilitates communication, information transfer, integration, support for the state approval process, and the Electronic Health Record (EHR)/Pharmacy Management System (PMS) vendor development process.

Integrating access to the Arkansas PDMP database within an EHR/PMS provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to have to log in separately to the PDMP. Instead, the EHR/PMS automatically initiates a patient search and returns a view of the patient's controlled substance prescription history report directly within the provider's EHR/PMS.

It is important to note that not all EHR/PMS vendors are currently integrated at this time. Please reach out to pdmpintegrations@bamboohealth.com if you do not see your vendor in Customer Connect. Your integration process and duration time is dependent upon your vendor.

What is the integration process?

Applying for state funding is now quick and easy!

1. Visit the Customer Connect portal at: (https://connect.bamboohealth.com/)
   a. Click **Create an Account** in the top righthand corner.

      b.   Login and follow the on-screen prompts to provide the needed information for your integration request.

      c.   Sign all necessary agreements within the portal and complete your application.

2. Upon receipt of your completed application, Bamboo Health will submit your request to the state for final approval.

3. Upon state approval, credentials will be sent to your organization's primary contact and/or your EHR/PMS vendor, per their onboarding process.

4. A confirmation email will be sent to your healthcare organization's primary point of contact.

Many EHR/PMS vendors have previously completed the integration development work to deliver patient PMP history reports within the clinical workflow.

The process for an integrated EHR/PMS is as follows:

1. Bamboo Health creates production credentials for your Healthcare Entity (HCE).
   a. This process can take up to 5 business days.
2. The Arkansas PDMP Administrator will need to review and approve the request for credentials.
   a. This process can take approximately 2-3 business days.
   b. The person identified as the primary point of contact on your integration request form will receive an automated email once your organization is approved.
3. Credentials will then be sent to your EHR/PMS vendor or directly to you, based upon the vendor's onboarding process.
   a. Bamboo Health recommends you contact your EHR/PMS vendor to let them know you submitted a request for integration under the Arkansas statewide integration project.
   b. You will work directly with your vendor on your roll-out schedule. Bamboo Health is not involved with this process.

PLEASE NOTE: If you are using Epic as your EHR/PMS vendor, the implementation process will vary from what is outlined above. The implementation process is more involved at the HCE level and Bamboo Health will contact the HCE directly to coordinate the implementation for Epic sites.

If your software vendor has not completed the integration:

1. Your vendor information will be forwarded to a Bamboo Health Sales Engineer to prioritize the request and to assist with the integration.
   a. The sales engineer will provide your IT software vendor with API documentation.
   b. The sales engineer will provide the necessary testing materials and provide technical support, as needed, to help facilitate your IT software vendor's development work.
2. Once Bamboo Health has approved the integration, your IT software vendor will set a production deployment date and then follow-up when they are ready to deploy.

PLEASE NOTE: Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several weeks or months.

Clinical Workflow

When determining where in the clinical workflow the EHR/PMS will query the AR PMP AWARxE data, it is important to note that there are key functional differences between the AR PMP AWARxE web portal and EHR/PMS integration. The goal for integration is to provide the key data elements to providers in a streamlined workflow.

EHR/PMS integration removes the need for a user to:
1. Exit the EHR/PMS and go to https://arkansas.pmpaware.net/login
2. Enter username and password
3. Navigate to a patient request
4. Enter a patient's first name, last name, and date of birth
5. Determine a date range to search
6. Select which states to query
7. Click 'search'

Instead, the integration allows the above detail to perform an automated query to deliver a current patient history report. AR PMP AWARxE integration is focused on delivering a streamlined workflow for providers to access a patient report.

Important to note: The following functionalities are only available in the AR PMP AWARxE web portal and not available within the EHR/PMS integration:

- Delegate access to conduct searches
- Partial name search
- Searches that return multiple records
- MyRx
- Search history (including delegate search history)
- Delegate management
- User profile
- All interstate data sharing options
- Announcements
- Password reset
- Patient alerts
- Prescriber Comparison Report

Potential User Errors

There are a few scenarios where EHR/PMS users will encounter a "disallowed message" from PMP Gateway and users will have to complete the search via the AR PMP AWARxE web portal. These scenarios are:
- When multiple patients meet the search criteria
- If the user is not a role authorized to access data via the integration, such as delegates.

Role Mapping for Authorized Access

When the EHR/PMS sends a query to the AR PMP AWARxE, there are a few key data elements about the requesting provider included in that query. In addition to facility identifiers, the query will include the provider's credentials: DEA, or Professional License Number and type (vary by role). AR PMP AWARxE then validates that the provider requesting the data has an active AR PMP AWARxE account. The credentials populated in the request to identify the requestor must match the credential used in the AR PMP AWARxE web portal.

PLEASE NOTE: If your EHR/PMS is sending Professional License Number (PLN) in the request, then license type must also be provided, and BOTH must match exactly to what is listed in the AR PMP AWARxE web portal user profile. Dashes, leading zeroes, or spaces will not be stripped out during the matching process.

PLEASE NOTE: Delegates, both unlicensed and licensed, are not able to access AR PMP AWARxE data via EHR/PMS integration. Instead, delegates will continue to access AR PMP AWARxE data via the web portal at https://arkansas.pmpaware.net/login.

Each HCE will need to map their EHR/PMS roles to the PMP Gateway and AR PMP AWARxE roles. The complete list of roles and the associated credential that is passed with each request is listed in the table below, which helps to clarify that some users will not have access via the EHR/PMS.

Roles Table

PMP Gateway Role	AR PMP AWARxE Role	Identifier Passed with Search Request
Dentist	Dentist	Personal DEA #/PLN/NPI
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Institutional DEA #/NPI
Nurse Practitioner	Nurse Practitioner or Clinical Nurse Specialist w/prescriptive authority	Personal DEA #/PLN/NPI
Optometrist with prescriptive authority	Optometrist	Personal DEA #/PLN/NPI
Physician	Physician	Personal DEA #/PLN/NPI
Physician Assistant with prescriptive authority	Physician Assistant	Personal DEA #/PLN/NPI
Pharmacist	Pharmacist	PLN

Post Go-Live Technical Support

If providers are experiencing an issue when attempting to access Arkansas PMP AWARxE data via EHR/PMS integration, please have them first contact your internal IT helpdesk for assistance.

PLEASE NOTE: Bamboo Health does not control any aspect of the EHR/PMS or the state PDMP. Any issues related to these applications should be directed to your respective contact.

If it is determined that the PMP Gateway service is non-operational, please submit a support request form to Bamboo Health. The link to this form can also be found on the PMP Gateway Report. 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.

PLEASE NOTE: In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the Arkansas PMP AWARxE web portal to request patient reports at https://arkansas.pmpaware.net/login.

Questions about the Arkansas Gateway Welcome Packet?
Please email pdmpintegrations@bamboohealth.com.