Bamboo | PMP *Health | AWARXE

Patient Rx Request Tutorial



Patient Rx Request Tutorial – 1 of 8

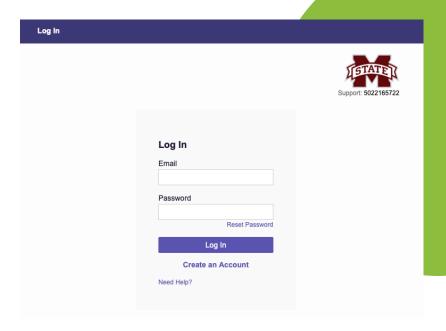
Access Patient Requests

To request a patient's prescription history, navigate to the **Patient Request** page in the **RxSearch** section of the navigation menu.

Search for a Patient

To make a request for patient prescription history, search for the patient.

- Required fields are indicated by red asterisks (*).
- At a minimum, First Name, Last Name, Date of Birth, and Prescription Fill Dates are required.
- A search can be improved by including other information like Zip Code.
- Prescription fill dates default to the search range previously determined by your state's PMP. These dates can be adjusted to any date range that is no earlier than 2 years.







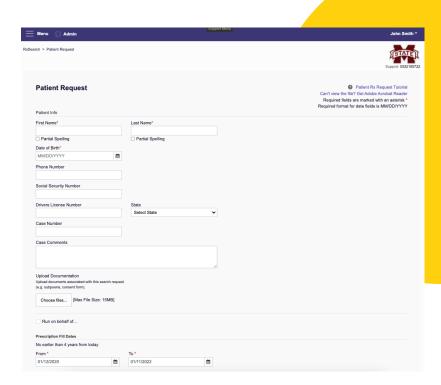
Patient Rx Request Tutorial – 2 of 8

Request a Patient Rx Report and access your previous patient requests

In this tutorial you will learn to:

- Access Patient Reports
- Search for a Patient
- Search for a Patient as a Delegate
- Search other PMP Interconnect States
- View Results
- Interpret System Messages
- Access Patient Requests History

Log in to begin





Patient Rx Request Tutorial – 3 of 8

Search for a Patient as a Delegate

If you are a delegate, you must select the supervisor for whom you are making the request.

The supervisor selection field is required and prohibits you from going further until you choose a supervisor.

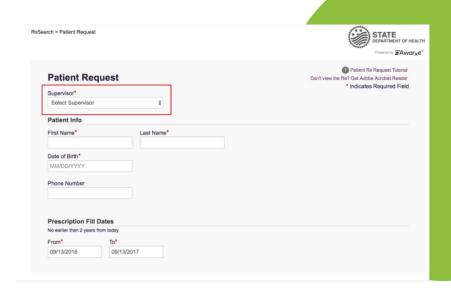
How to Add/Remove a Supervisor

You can request to add or remove a supervisor from list from the **My Profile** page found under the **User Profile** section in the navigation menu.

NOTE: You are not the supervisor's official delegate until the supervisor approves you from their account.

How a Supervisor Approves Delegates

If you are a supervisor, you can manage your delegates from the **Delegate Management** page found under the **User Profile** section in the navigation menu. Delegate requests can be approved or rejected from this list.





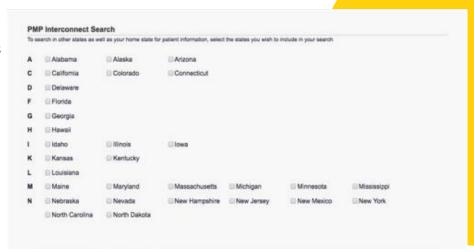


Patient Rx Request Tutorial – 4 of 8

Search Other PMP Interconnect States

To search in other states, as well as your home state for patient information, check the corresponding box of the states you wish to include under the PMP Interconnect Search section.

Once all pertinent patient information is entered, click the **Search** button.





Patient Rx Request Tutorial - 5 of 8

Viewing Results

When a match is found, the **Patient Report** is automatically displayed.

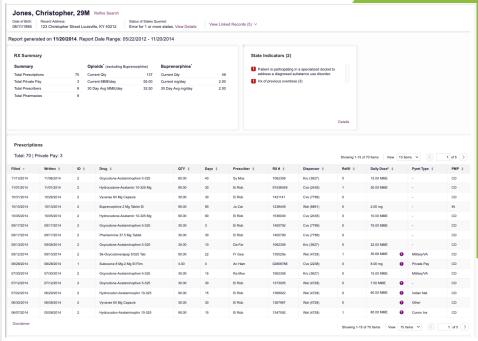
Report Sections

 Patient Information: An expandable section containing a cluster of patients whose records were linked to make up this Patient Rx History, as well as the criteria to run the report.

Note: Linked records are provided when the search cannot definitively determine a single patient match. Therefore, the linked records section is displayed with additional (potential) patients. In these cases, patient information (first name, last name, DOB, etc.) is similar enough to warrant a potential or partial match.

- Summary: Total number of Prescriptions, Prescribers, Pharmacies, and Private Pay, as well as the Active Daily MME.
- **3. Prescriptions:** Prescriptions filled within the **Date Range** requested.
- 4. **Prescribers:** Prescribers who wrote the prescriptions shown.
- **5. Dispensers:** Dispensers (Pharmacies) that filled the prescriptions shown.

Certain sections have mouse over hints that provide explanations or further information.





Patient Rx Request Tutorial – 6 of 8

Interpret System Messages

When a match is found, the **Patient Report** is automatically displayed.

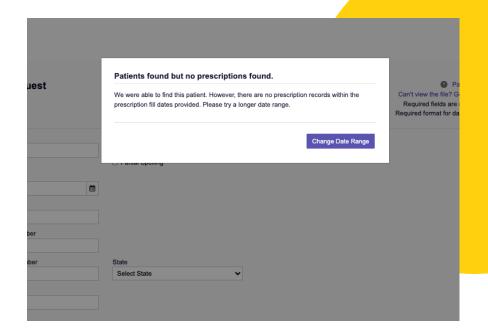
Messages you may encounter:

- Your Request Requires Review Depending on your role, requests may require review by the state PMP admin. Further instructions are provided.
- No Matching Patient Identified indicates that no patient was found matching the criteria entered.

Possible Solutions: Check accuracy of the patient information entered or enter other criteria, e.g., Zip Code, to enhance the search.

Patients Found But No Prescriptions Found – indicates the patient was found but had no prescription history within the fill date.

Possible Solution: Change the prescription Fille Date range.





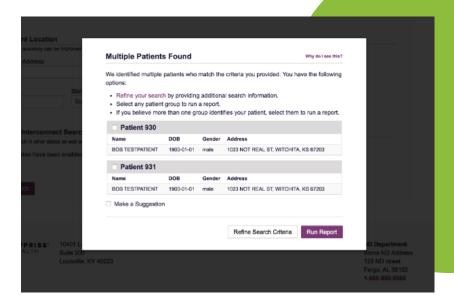
Patient Rx Request Tutorial – 7 of 8

Interpret System Messages Continued

- Multiple Patients Found indicates that more than one patient matched the search criteria provided.
- An interim selection window will display the patients found who matched the criteria entered along with instructions.
- Select one or more patients. Then click Run Report to continue to the Patient Rx History Report.

Note: The **Multiple Patients Found** picklist is only available in AWARXE at this time.

If you prefer to change your search criteria, simply select Refine Search Criteria. You will return to the search criteria prepopulated with the previous search information.



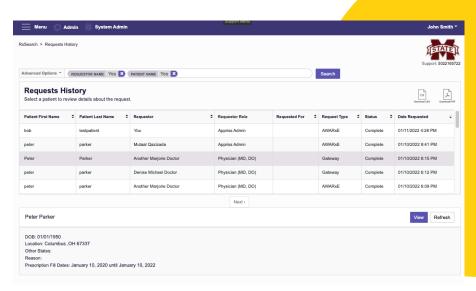


Patient Rx Request Tutorial – 8 of 8

Access Patient Requests History

View results of any previously requested **Patient Request** by navigating to the **Requests History** page in the **RxSearch** section of the navigation menu.

- Patient Rx Reports viewed in Requests History show the same information as the day they were first prepared. They do not automatically refresh when viewed.
- In Requests History, click anywhere on a patient's row to populate the patient's card information at the bottom of the screen.
- To view the saved Patient Rx History Report, click View.
- Refresh opens the Patient Rx Search with the selected report criteria populated. This allows a fresh search of the same patient information, or changes to criteria for a new report. In both cases, searching will create a new request in Requests History.







Thanks For Joining Us

