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

Access to some features is based on your role. If you need assistance, please contact your PMP Administrator.
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, List 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 a two-year search range from the current date. These dates can be adjusted to any date range that is no earlier than 2 years.
Search for a Patient as a Delegate

If you are a delegate, you must select the supervisor for whom you make 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 modifications to this supervisor list from the My Profile page found under User Profile section in the navigation.

You can remove or add a supervisor. 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 User Profile section in the navigation. Delegate requests can be approved or rejected from this list.
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.
Viewing Results

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

Report Sections

1. **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 entered to run the report.

2. **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.

Each section has mouse over hints that provide explanations or further information.
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 i.e., 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 Fill Date range.
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.

- 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.
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 that 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.