RxGov Dispenser

User Guide

State of West Virginia Board of Pharmacy

Controlled Substance Monitoring Program (CSMP)

1207 Quarrier Street, 4th Floor

Charleston, WV 25301

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Disclaimer

The content represented within this document is current upon the date of publication. Some material may or may not apply to the user's individual circumstances due to differences in user role options enabled, and the user's specific client setup. Refer to the latest release notes for additional updates.

Contents

About RxGov

RxGov is a comprehensive Prescription Drug Monitoring Program (PDMP) technology that provides data transparency along with a unique patient matching algorithm as part of a suite of tools designed to assist healthcare providers, pharmacists, governments, and law enforcement in monitoring prescription drug and controlled medications (CDS) usage.

Misuse or abuse of CDS presents a hazard to the public. Most states have PDMPs that seek to reduce the misuse or abuse of CDS. PDMP users can use RxGov to monitor the prescribing and dispensing of CDS in their state.

RxGov is a complete system. It facilitates communication between multiple user groups to ensure patient confidentiality, data security, and the presentation of accurate information. RxGov operates entirely in an online environment that does not

require any special hardware or software, allowing a user to access their account anywhere access to the Internet is available.

How Does RxGov Work?

RxGov records and monitors dispensed prescription drugs and is a central access point for all stages of the dispensing process.

When a patient visits a health care provider who considers prescribing a CDS for a patient, the provider must first review the Prescription Drug Monitoring Program (PDMP) to manage the benefits and risks of controlled substance medications and identify potentially harmful drug interactions.

By submitting data for a dispenser or group of dispensers, a data submitter keeps the RxGov database current and ensures that the data reviewed by health care providers and dispensers is accurate.

Finally, an investigative user can query a patient's, prescriber's, or dispenser's PDMP records in RxGov if the investigator is credentialed and the request is for an active, bona fide, individual investigation.

Dispensers and RxGov

RxGov is utilized by dispensers and their delegates to manage the Prescription Drug Monitoring Program (PDMP) workflow. It provides dispensers the ability to search and view patient dispenses and view their compliance with PDMP mandates.

Getting Started

The purpose of this document is to provide an overview of the system for users of RxGov with **Dispenser** role permissions enabled. It outlines the features of the system and provides instructions for use of the features available to Dispenser users.
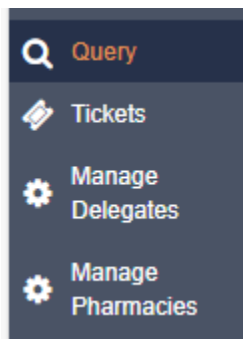
Note: For optimal results, RxGov should be run on a PC with the window maximized to full screen.

Creating an Account

Your RxGov account will automatically be created from your legacy CSAPP account. You will receive an automated email from RxGov with a link to set/reset your password, after which will be able to log in and access RxGov:

https://pmpwv.rxgov.com/

The Dispenser Engine

The **Dispenser Engine** provides users with the Dispenser role permissions enabled access to RxGov tools for managing Prescription Drug Monitoring Program (PDMP) compliance and PDMP prescriptions. When opened, the Prescriber Engine defaults to the Query dashboard. All menu options are located on the left side of the screen. Available menu options displayed depend on which clinician features are enabled.

Patient Query

On the Patient Query dashboard, Dispensers can run queries to determine if patients comply with state Prescription Drug Monitoring Program (PDMP) mandates. Dispense detail results are available to view for each query. If no dispenses are found, RxGov

displays the **Query returned no results** message. For individuals not found in RxGov, the **No patients found for State** message is displayed.

Performing Queries

Depending on the requirements of your state Prescription Drug Monitoring Program (PDMP), submitting a patient query request may require the following fields:

- **First Name**

- **Last Name**

- **DOB**

Complete the following steps to perform a query:

*Note: Required fields are marked with a red asterisk.

1. On the Prescriber Engine, in the Query menu, on the Patient Query page, under the **Patient Query** tab, enter the required fields and any optional fields as necessary.

2. Select the **Species** option to filter patient dispenses to view only **Human** or **Non-Human** dispenses. The default setting is to view **All**.

3. Click **Submit**.

4. View the query results displayed in the **Patient Results** section.

Patient Results					
Display All ☐	Species	Name	Identifier	RxGov Patient Id	Gender
☐	👤	+ Ted Testing	Driver's License ID: 123	5892	M
☐	👤	+ Toddy Today-Testing	Social Security Number: XXX-XX-X122	5893	M

+ indicates patient that has multiple names, identifiers, addresses or phone numbers
☐ Show Interstate Data ⓘ
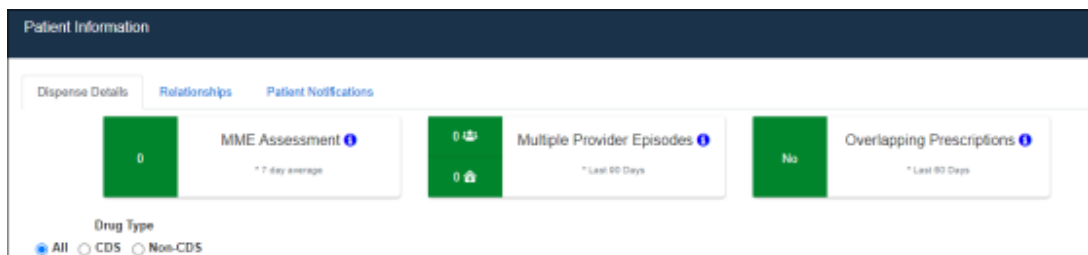
5. (If configured and allowed by the state PDMP Admin) Click **Print** in the upper right corner of the displayed window to print query results.

    *Note: If the Patient Query returns multiple patient records, and only some of those patient records are to be printed, select the checkbox of the patient record(s) to be printed. Click **Print**. Only the selected patient records are sent to the printer.*

6. Select the checkbox to the left of a patient name to display details about that patient dispense.
    *Note: The icon in the Species column indicates if the patient is a veterinary patient or a human patient. Patients with multiple names, identifiers, addresses, or phone numbers are indicated in the results by a plus (**+**) sign.*

7. In the Patient Information section, further information about the patient dispense is displayed in the **Dispense Details** tab.

8. (Optional) Your state PDMP may be configured to display patient-level alerts when a patient is selected. View one of the following three patient-level alerts to provide at-a-glance guidance on potential risks:

- **MME Assessment** – Morphine Milligram Equivalent (MME) Assessment evaluates the amount of morphine to which an opioid dose is equivalent and provides an average for patient dosage.

- **Multiple Provider Episodes** – Displays the number of prescribers and dispensers visited by the patient within a designated lookback period resulting in opioid dispenses.

- **Overlapping Prescriptions** – Displays the number of overlapping prescriptions for opioid and benzodiazepine dispenses within a lookback period.

9. Select an option from the **Filter** drop-down menu to filter the number of months of patient query to display. The default filter setting displays the state-mandated period of months for review in patient queries.

10. Select a **Drug Type** option to filter dispenses by drug type. The following options may be selected in the Drug Type field:

- **CDS** - Controlled medications

- **Non-CDS** - Non-Controlled medications

- **All** - (Default setting) The default view is for All dispenses.

11. Dispenses are displayed under the **Controlled Substance Dispenses** or **Non-Controlled Substance Dispenses** labels under **Dispenser Dispense Details** according to type when filtered.
    *Note: When no dispenses for the selected filter are found, a **Query returned no results** message is displayed.*

12. Click the plus (**+**) sign in the left column to expand the group and view the individual dispenses. Click again to collapse the group back to one row. Alternatively, click the **Expand All** or **Collapse All** arrow to expand or collapse all results.

    *Note: The state PDMP may be configured to display grouped dispenses with a plus sign (**+**) and a number in the left-hand column. The plus (**+**) sign indicates a group of dispenses of the same drug, defined as any dispenses where the generic ingredient, strength and dosage are the same. For example, identical prescriptions and prescriptions with refills. The number indicates the number of dispenses in each group. Click the minus (**-**) sign to collapse the group back to one row.*

Dispenses

Combined View   Split View

All

Expand All ⌄	Species	RxGov Patient ID	Date Filled ▲	Drug Dispensed	Quantity Dispensed
+ 6	👤	301	11/29/2021	Hydrocodone-Acetaminophen (HYDROcodone-Acetaminophen) 7.5-300 MG TABS	100 Each
+ 3	👤	301	11/28/2021	Simvastatin (Simvastatin) 40 MG TABS	30 Each
+ 3	👤	301	11/28/2021	Ciprofloxacin HCl (Ciprofloxacin HCl) 500 MG TABS	10 Each

Dispenses

Combined View   Split View

All

Collapse All ⌃	Species	RxGov Patient ID	Date Filled ▲	Drug Dispensed	Quantity Dispensed
+ 6	👤	301	11/29/2021	Hydrocodone-Acetaminophen (HYDROcodone-Acetaminophen) 7.5-300 MG TABS	100 Each
− 3	👤	301	11/28/2021	Simvastatin (Simvastatin) 40 MG TABS	30 Each
	👤	301	10/28/2021	Simvastatin (Simvastatin) 40 MG TABS	30 Each
	👤	301	09/28/2021	Simvastatin (Simvastatin) 40 MG TABS	30 Each
+ 3	👤	301	11/28/2021	Ciprofloxacin HCl (Ciprofloxacin HCl) 500 MG TABS	10 Each

13. To view details for a single dispense, click the name of the drug displayed in the **Drug Dispensed** column to display the dispense details.

14. Click the **X** to return to the Dispense Results screen. If no dispenses are found, RxGov displays the **Query returned no results** message. For individuals not found in RxGov, the **No patients found for State** message is displayed.

⚠️ Query parameters can be broadened to capture expanded results. In cases where the order of the patient names is uncertain, the query can be submitted to search for the names in any order. For example, if the patient name is listed as "Mason Morgan", but could also be listed as "Morgan Mason", the query can be configured to find all combinations.

To have the query search for names in any order, select the **Search for any first and last name combinations** checkbox in the **Patient Query** section.

An additional search option, **Search by Partial Name**, may be available, subject to the configuration determined by the state PDMP.

To search by partial name for **First Name**, **Last Name**, or both, type the known letters in each field, followed by an asterisk, and click **Submit** (The minimum number of letters required for a search is determined by your state PDMP.).
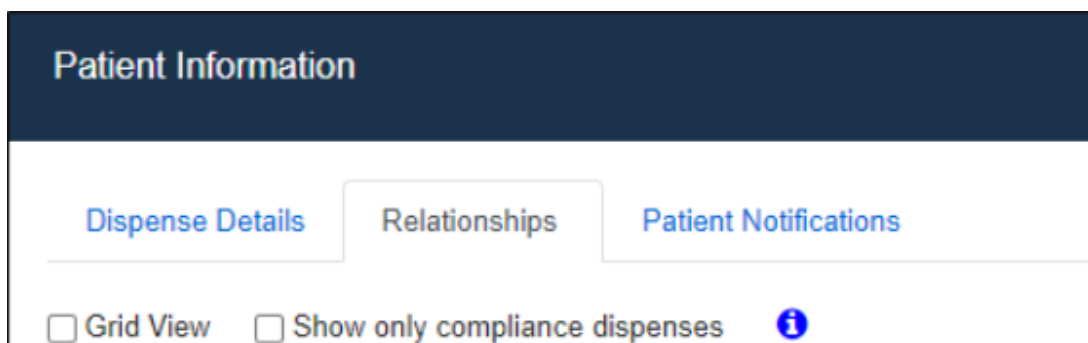*Note: If the number of letters entered is too few, a message is displayed, indicating the minimum number of letters required for the search.*

Patient Relationships

Once a query is run, the relationship information between Dispensers and Prescribers is viewable in the results section.

Complete the following steps to view the relationships between Dispensers and Prescribers:

1. In the **Patient Results** section of the query, select the checkbox to the left of a patient name to display details about that patient dispense.

2. In the **Patient Information** section, click the **Relationships** tab to display further information. This tab defaults to the pie chart view and the number of past months selected in the **Dispense Details** filter.

3. In the pie chart view, hover over a color to see Dispenser or Prescriber details.

4. (Optional) Select the **Show only compliance dispenses** checkbox to change the pie chart view to display only compliance dispenses.

5. (Optional) Select the **Grid View** checkbox to view the relationship data in a table format.

6. (Optional) When viewing multiple records for the same patient (for example, when Veterinarian dispenses are also returned), select the **Merge Patients** checkbox to combine records displayed in the pie charts.

Patient Results

Display All ☑	Species	Name	Identifier	RxGov Patient Id
☑	👤	➕ ClarkJoseph Kent	Permanent Resident Card (Green Card): NE123LL	271
☑	🐾	➕ Fido Kent	Permanent Resident Card (Green Card): NE123LL	271
☑	👤	➕ Clark Kent	Unique System ID: 123455	301

➕ indicates patient that has multiple names, identifiers, addresses or phone numbers
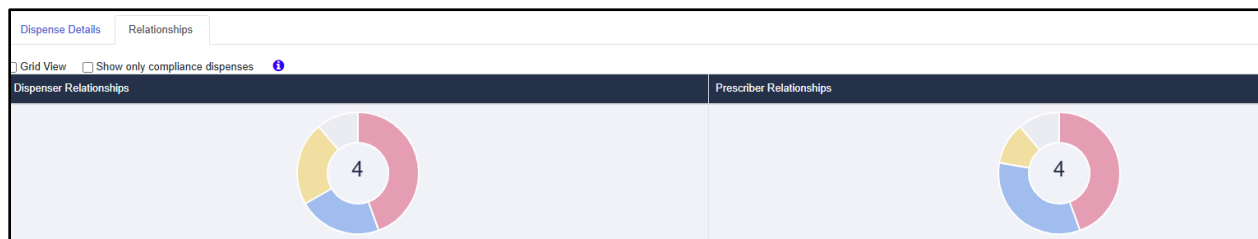
Patient Information

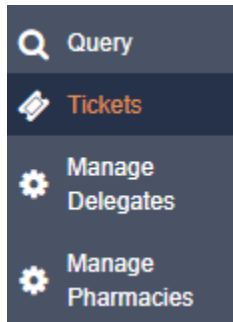| Dispense Details	**Relationships**	Patient Notifications

☑ Merge Patients   ☑ Grid View   ☐ Show only compliance dispenses   ❶

7. View the displayed pie charts.

Dispense Details	Relationships

☐ Grid View   ☐ Show only compliance dispenses   ❶

Dispenser Relationships	Prescriber Relationships

Note: All dispenses found for the associated patient records are displayed in one Dispenser and one Prescriber pie chart to provide a single visual for each set of relationships.
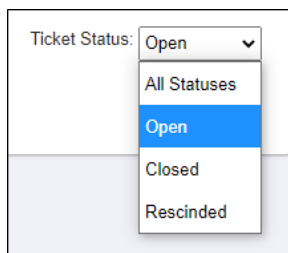
Tickets

The **Tickets** menu displays all Dispenser tickets sent to Prescription Drug Monitoring Program (PDMP) Administration for approval. For example, user identifier change requests, patient issues, and patient merge requests.

If a change request is submitted incorrectly, it can be rescinded. To rescind a request, click the **Rescind** checkbox next to the Ticket ID, then click **Rescind**.

*Note: Tickets may be rescinded as soon as they are displayed in the Tickets menu. However, once a ticket has been resolved by an Admin, it can no longer be rescinded.

Once a ticket is rescinded, a **Success** window is displayed to confirm that the process has completed.

Tickets can also be sorted by status. Select an option from the **Ticket Status** drop-down menu to sort the displayed tickets by status.
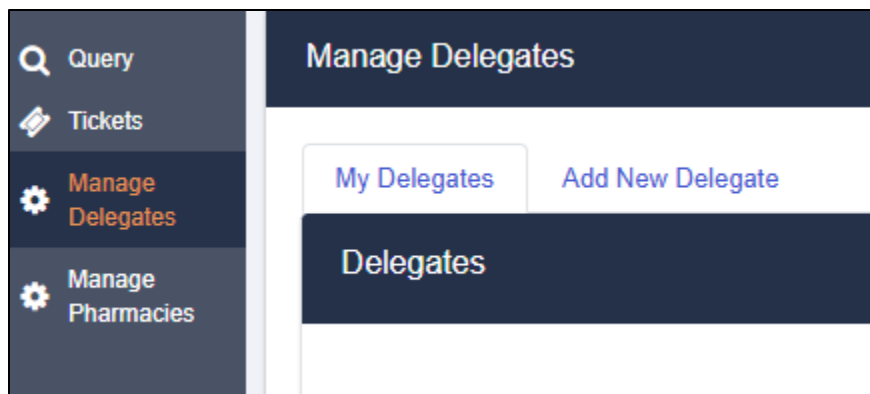

Tickets can also be sorted by column content. Click a column header, then click the white arrow to sort the contents of a column.

Manage Delegates

Dispensers have the option to establish **Dispenser Delegates** who can manage patient queries on the dispenser's behalf. When enabled by Prescription Drug Monitoring Program (PDMP) Administration, **Dispenser Delegates** can perform and view patient dispense queries, report patient issues, and flag duplicate patient records for merging.

When selected, the **Manage Delegates** menu defaults to the **My Delegates** tab.

Complete the following steps to manage **Dispenser Delegates**:

1. On the **Manage Delegates** menu, in the **Manage Delegates** section, click the **Add New Delegate** tab to add a new delegate.

2. In the **Delegate Query** section, enter criteria in one or more of the following fields to search for a delegate:

- **First Name**

- **Last Name**

- **Email Address**

   *Note: Partial entries in any of the **Delegate Query** fields return results based on the content entered. For example, when **Mi** is entered into the First Name field, results are displayed to include all first names beginning with **Mi**: **Michael**, **Michelle**, **Mitch**, etc.*

3. Select the desired delegate from the results returned and verify that the delegate's RxGov registration status is active.
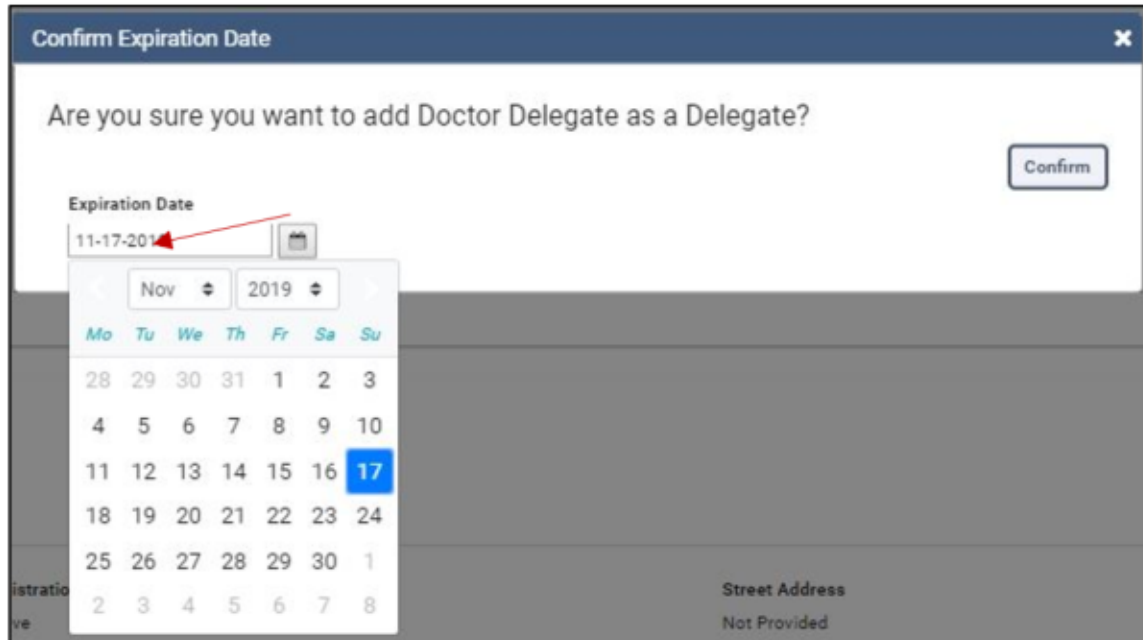
   ⚠ Note that the Delegate must have completed their user registration in RxGov before being visible/eligible to be shown in search results.

4. Click **Make Delegate** to create the new delegate.

5. Review the content of the displayed **Confirm Expiration Date** window.

Note: An expiration date for the delegate relationship is required. To change the default date, select a new date in the calendar menu or enter a new date in the Expiration Date field.
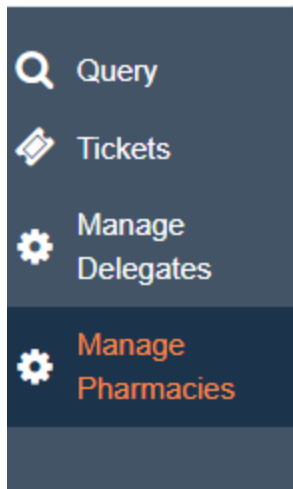

6. Click **Confirm** to request the delegate relationship.

7. Review the content of the displayed **Status Changed** window.

8. On the **Manage Delegates** page, under the **My Delegates** tab, review the **Relationship Status** of the new delegate. The requested delegate status is displayed as **Pending** until the delegate activates the relationship.
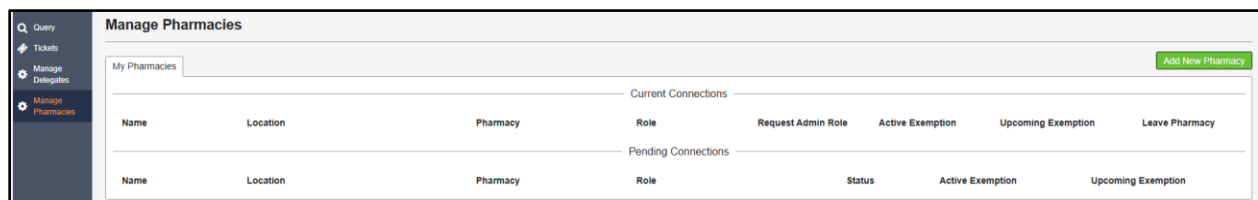
Manage Pharmacies

Dispensers may now grant access to other individuals to assist with error correction. All users that have a role type of Submitter, Submitting Prescriber, Dispenser, Dispenser Delegate, Submitting Dispenser, and Admin will have a "Manage Pharmacies" menu item on the main menu of RxGov.

1. Click on Manage Pharmacies to view the "My Pharmacies" tab and the green "Add New Pharmacy" button.

2. To request access to the errors from a pharmacy, click on the Add New Pharmacy button in the upper right corner.

Pharmacies may be searched by name, DEA number, or NPI number. Only pharmacies provided by the state are available to search; therefore, if you are unable to locate your pharmacy, please check with your state administrators. Names are case sensitive so if you are unable to locate the pharmacy by name, please use the DEA or NPI number. Once a valid entry is detected, the matching Pharmacy will display. Choose a pharmacy by clicking the open box to the left and choose the requested role. Click the desired role and the Submit button will be available to submit the request.

Pending requests will appear on the Pharmacy Admin page.

Dispense Correction

Once approved by the Store Admin, the Dispense Correction menu item will appear on the main menu and you will gain access to the errors and warnings for that pharmacy.

Once you click on Dispense Correction, you will be able to see dispenses with Errors and Warnings. If you have access for more than one pharmacy, there is a drop-down box at the top of the Dispense Correction page that you can use to just choose the pharmacy you wish to work on at that time. Leaving it on ALL will show all dispenses with Errors/Warnings from all your associated pharmacies.

Once you select a pharmacy or multiple pharmacies, you will see all dispenses displayed. There are also filters at the top for Start and End Dates, as well as an option to have only dispenses with open (noncorrected) errors displayed.

If a dispense has no errors or warnings, the Dispenses button will be grayed out. Only dispenses with errors or warnings will allow you to open them.

File Name	Submitter	Submission Date	Dispenses With Errors / Warnings	
Oliver Ambulatory MPE 05072022.txt	Christie Rx MD	05/07/2024 07:42 AM (3 days ago)	0 / 0	Dispenses
Damon MyChart 05072024 Lot of errors multiple pharmcaies.txt	Christie Rx MD	05/07/2024 07:42 AM (3 days ago)	4 / 0	Dispenses
Peg Carter 042924.txt	Christie's Drug	04/29/2024 02:33 PM (11 days ago)	0 / 0	Dispenses
Virginia Sparks suboxone 0402 test.txt	Christie's Drug	04/29/2024 11:16 AM (11 days ago)	0 / 0	Dispenses
Virginia Sparks suboxone 04052022.txt	Christie's Drug	04/29/2024 11:10 AM (11 days ago)	0 / 4	Dispenses
Peggy Carter suboxone 0401 and 0416.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0	Dispenses
william taylor suboxone 0417 and 0423.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0	Dispenses
william taylor suboxone 0401 and 0416.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0	Dispenses

Clicking on the Dispenses button will display each dispense with an error or warning individually allowing you to correct them one at a time and submit them individually if you don't have time to correct all of them in a single session.

#	ID	Dispenser	Pharmacy ID #s	Rx Info	Errors / Warnings	
1	9757	Big Box Pharmacy	NPI: 9999999994 DEA: ZZ9999994	Rx: 55 Refills: 00	1 / 0	Correct
2	9758	Fill It Quick Pharmacy	NPI: 9999999932 DEA: BC9991111	Rx: 347 Refills: 00	1 / 0	Correct
3	9759	Kevin's Perfect Pharmacy	NPI: 9999999992 DEA: ZZ9999992	Rx: 5289 Refills: 00	1 / 0	Correct

Dispense 9757
Dispenser: Big Box Pharmacy
Submitted Date: 05/07/2024 07:42 AM

Errors Remaining: 1
Warnings Remaining: 0

☑ Show Only Errors

▼ Next Issue

DSP09 - Quantity Dispensed	Amended Value enter corrected value	Segment: DSP, Error Type: MissingRequiredField, Description: ASAP validation error in segment DSP, field 9, value ""

Back

Cancel   💾 Submit Corrections