RxGov Prescriber

User Guide

State of West Virginia Board of Pharmacy
Controlled Substance Monitoring Program (CSMP)
1207 Quarrier Street, 4th Floor
Charleston, WV 25301

Release Date: November 2025

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 dangerous substance (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.

Prescribers and RxGov

RxGov is utilized by prescribers and their delegates to manage the Prescription Drug Monitoring Program (PDMP) workflow. It provides prescribers the ability to search and view patient dispenses, track their own prescribing history, manage, and receive notifications of patient prescription activity, and view their compliance with PDMP mandates.

Getting Started

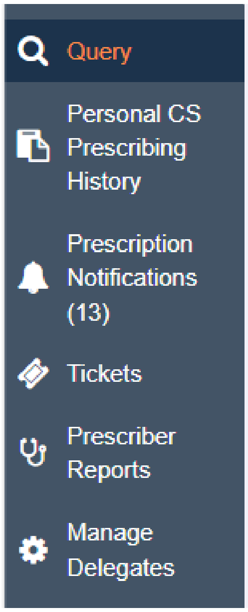
The purpose of this document is to provide an overview of the system for users of RxGov with **Prescriber** role permissions enabled. It outlines the features of the system and provides instructions for use of the features available to Prescriber users.

***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 you will be able to log in and access RxGov: **https://pmpwv.rxgov.com/**

The Prescriber Engine



The **Prescriber Engine** provides users with the Prescriber 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 Patient 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, Prescribers 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:

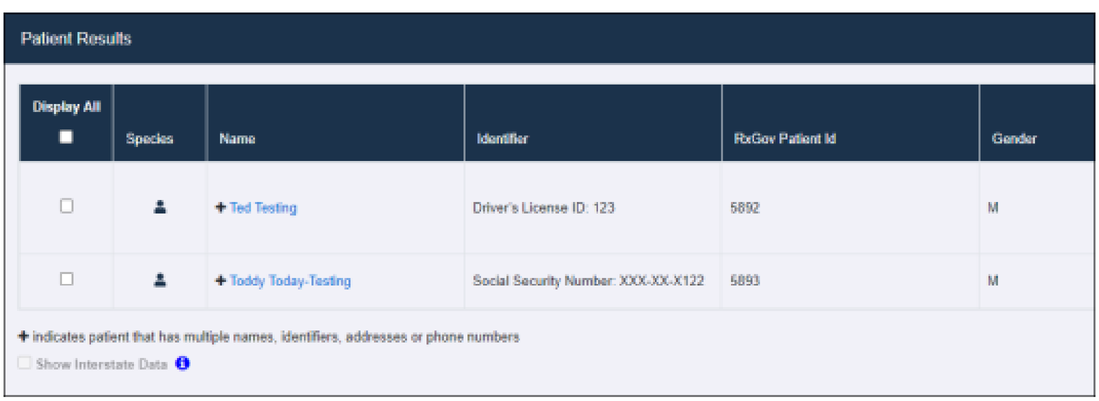
****Note:*** *Required fields are marked with a red asterisk.*

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

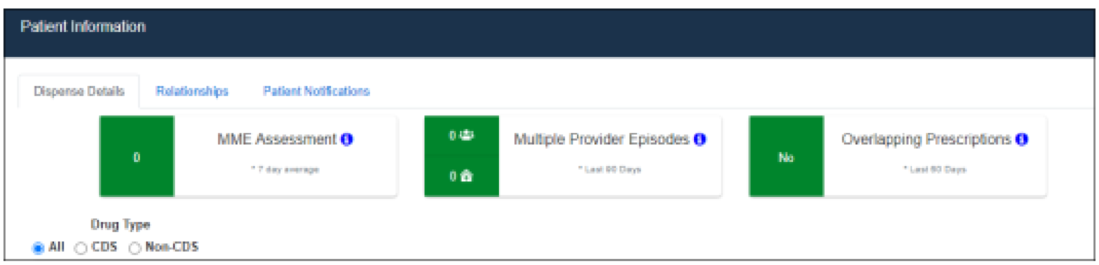
Show Interstate Data

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 Dangerous Substances
- **Non-CDS** - Non-Controlled Dangerous Substances
- **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.*

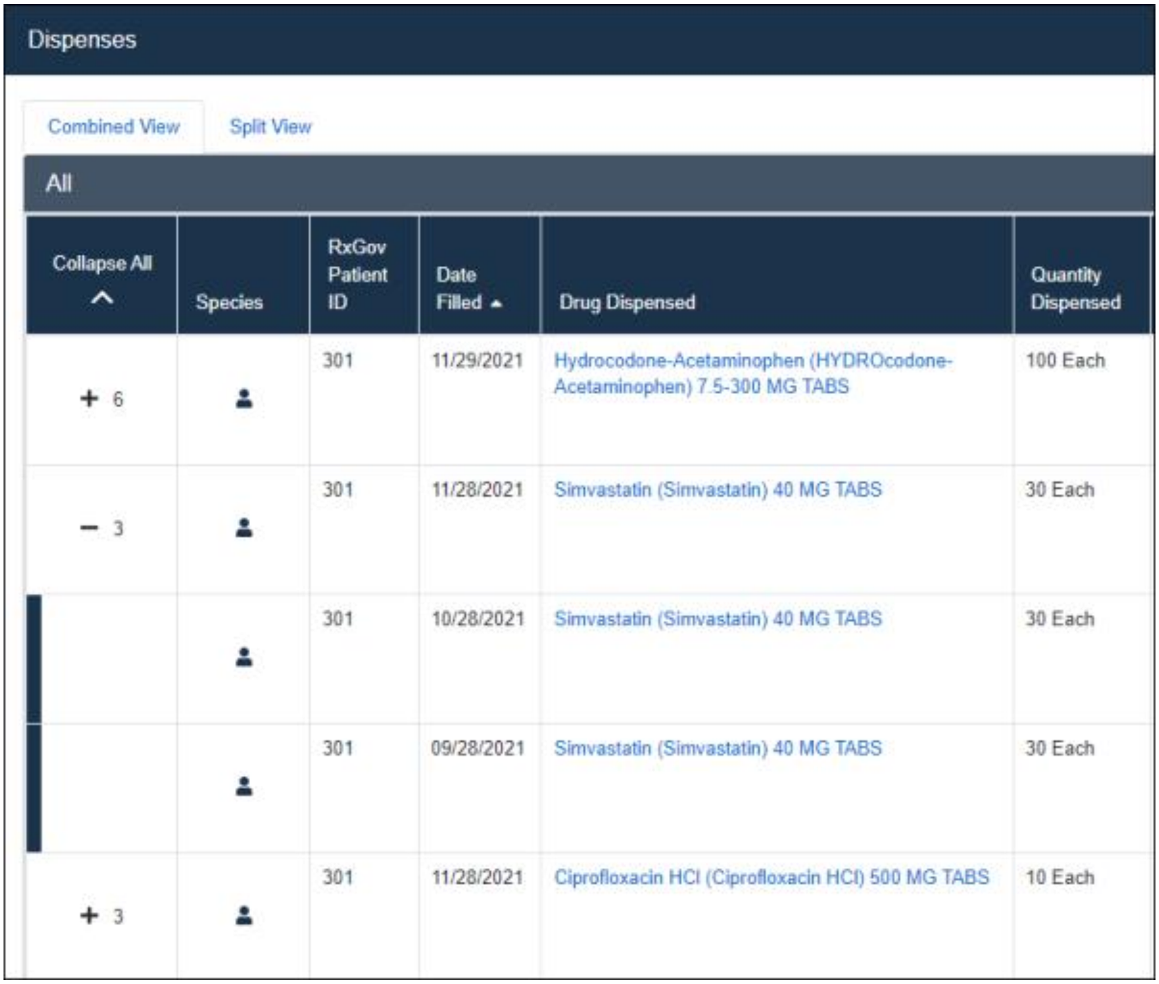
*The number indicates the number of dispenses in each group. Click the minus (**-**) sign to collapse the group back to one row.*

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

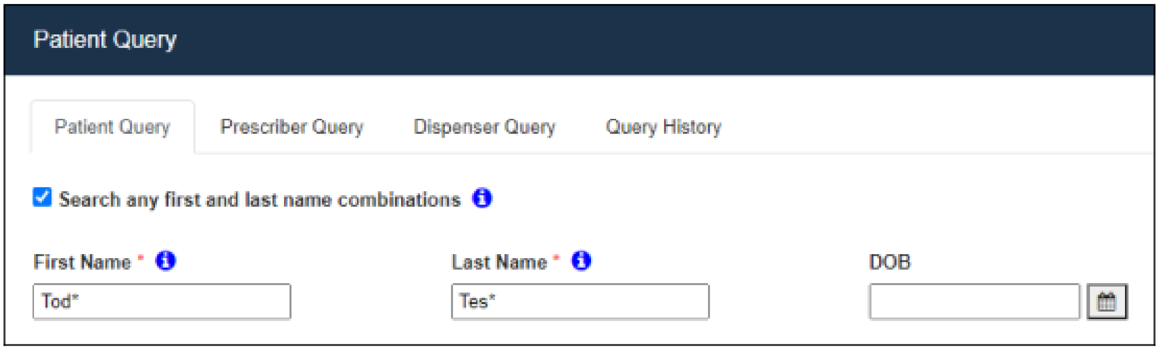
Collapse All	Species	RxGov Patient ID	Date Filled	Drug Dispensed	Quantity Dispensed
+ 6		301	11/29/2021	Hydrocodone-Acetaminophen (HYDROcodone-Acetaminophen) 7.5-300 MG TABS	100 Each
− 3		301	11/28/2021	Simvastatin (Simvastatin) 40 MG TABS	30 Each
		301	10/28/2021	Simvastatin (Simvastatin) 40 MG TABS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

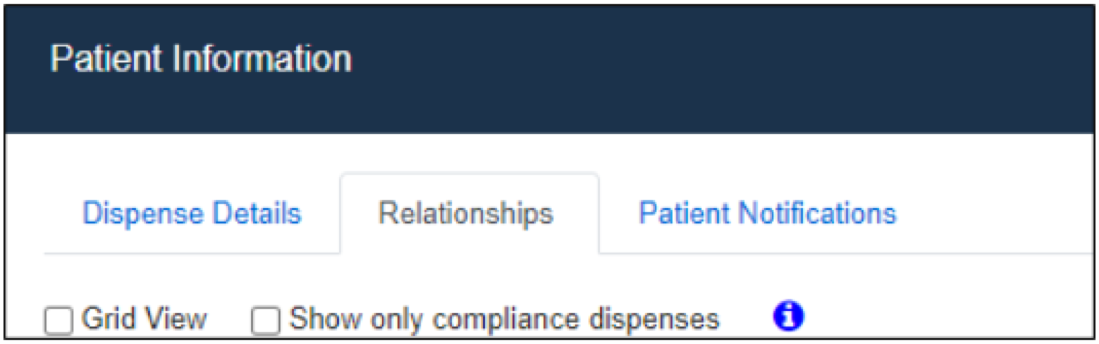
Patient Relationships

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.

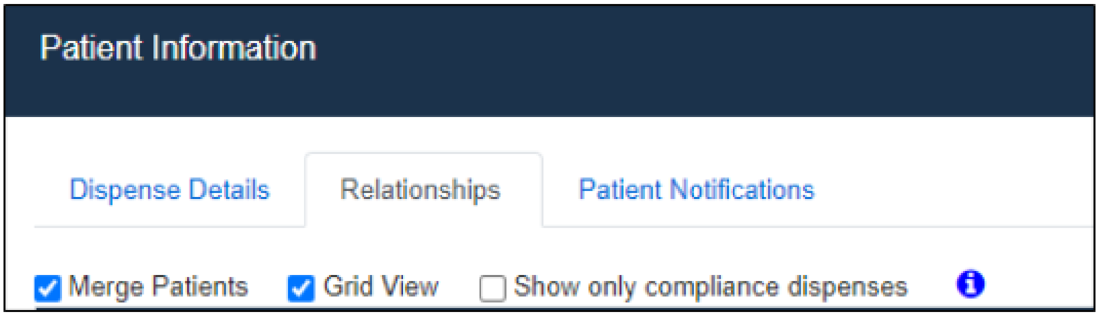


3. In the pie chart view, hover over a color to see Dispenser or Prescriber details.
4. (Optional) Select the **Show only compliance dispenses** checkbox to change the pie chart view to display only compliance dispenses.
5. (Optional) Select the **Grid View** checkbox to view the relationship data in 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

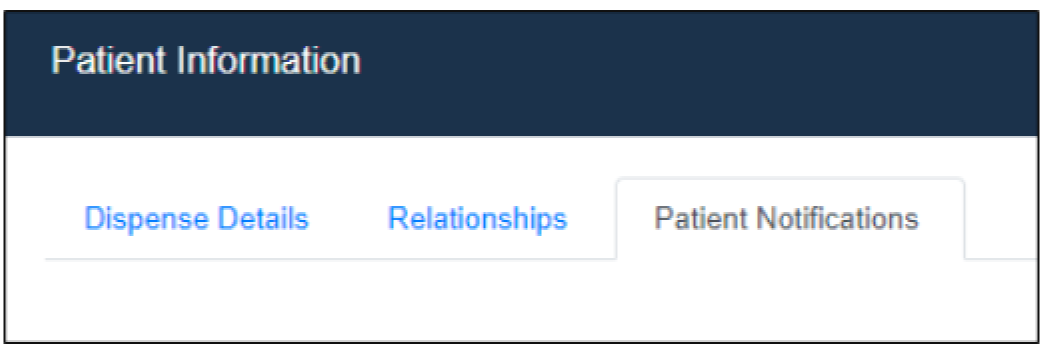
+ indicates patient that has multiple names, identifiers, addresses or phone numbers



7. View the displayed pie charts.
   ****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.*

Patient Notifications

Notifications for prescriptions dispensed to the patient selected from the query results are available to view in the **Patient Notifications** tab under the **Patient Information** section.



Patient Management

Once a patient query has been run, a Prescriber can perform the actions described in the following sections for the selected patient by using the buttons in the **Patient Results** section:

<u>Create New Prescription Notification</u>

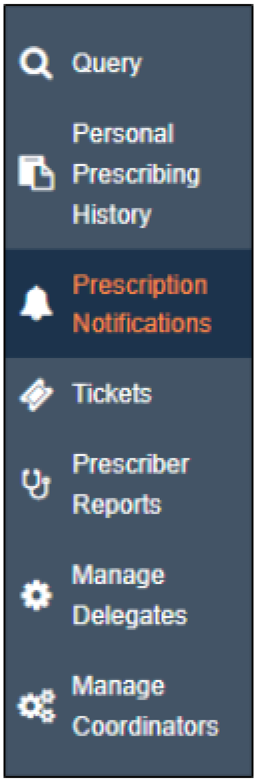
Prescription Notifications alert a Prescriber to patients with four prescription dispensing activity notification types listed below. This assists Prescribers in monitoring both their own prescribing as well as patient activity for easier oversight of prescribing within their patient population.

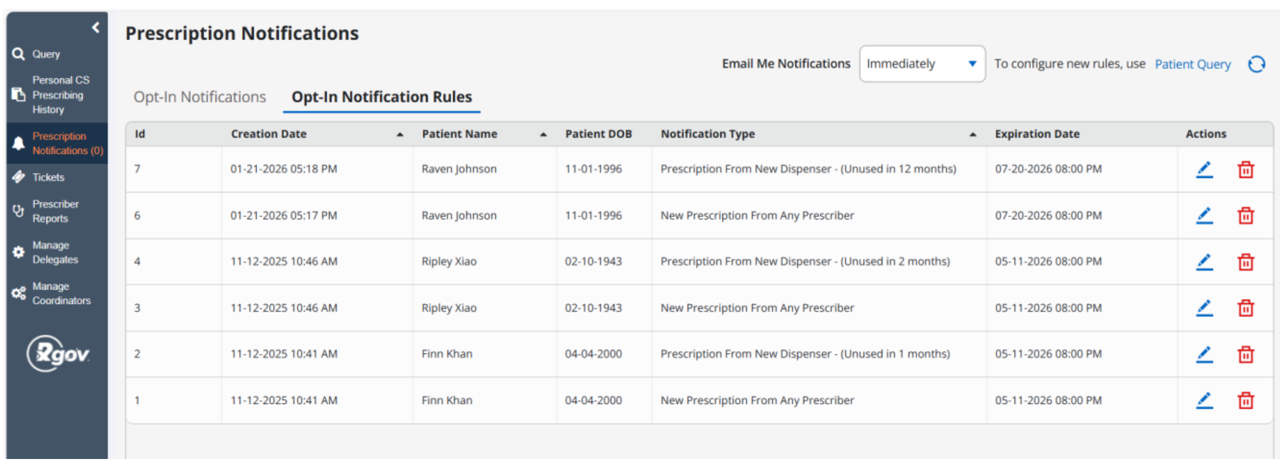
Notification Types:

- New Prescription From Any Prescriber.
- New Prescription From Me.
- New Prescription From Any Prescriber Except Me.
- Prescription From New Dispenser.

Complete the following steps to create a notification for the patient:

1. In the **Patient Results** section of the query, click **Create New Prescription Notification**.
2. Enter the following content in the **Subscribe to receive notifications on your patient's prescription activity** window:
    a. Select the notification type from the **Notification Type** drop-down menu.
    b. Set the number of months for the notification in the **Expires In (Months)** field. The default number of months is 6.
    c. Click **Add Notification**.
3. (Optional) View the notifications on the main RxGov Prescriber Engine window, under the **Prescription Notifications** menu.





Report Patient Issue

Prescribers can submit a **Report Patient Issue** ticket to the state Prescription Drug Monitoring Program (PDMP) Administration.

Complete the following steps to submit a **Report Patient Issue** ticket:

1. In the **Patient Results** section of the query, click **Report Patient Issue**.

2. On the **Create Patient Ticket** window, in the **Comment** section, enter the message in the text field.

3. Click **Submit**.

4. Review the displayed **Success** window.

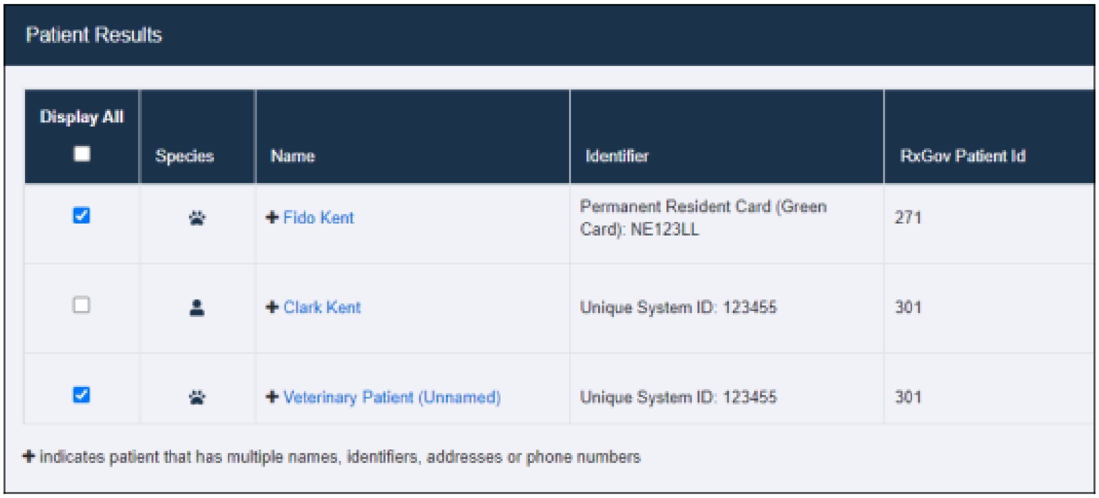
5. (Optional) To view tickets, open the **Tickets** menu on the main **Prescriber Engine** page.

<u>Flag for Merge</u>

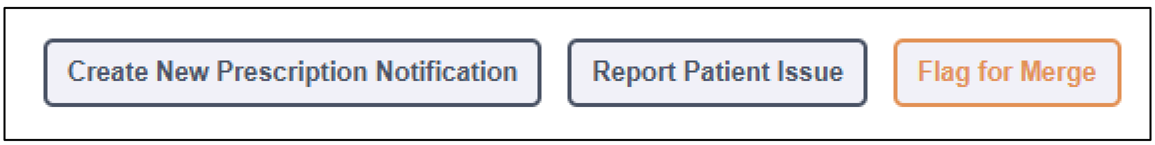
Prescribers can submit a **Flag for Merge** ticket in cases where duplicate patient records in RxGov are identified. Upon submission of **Flag for Merge** tickets, PDMP Administration reviews and merges the patient records to consolidate the dispense data.

Complete the following steps to submit a **Flag for Merge** ticket:

1. In the **Patient Results** section of the query, select the checkbox to the left of the patient record(s) for all associated records to flag the record(s) for merge.



2. Click **Flag for Merge** on the bottom right-hand corner.



3. On the **Create Merge Patients Ticket** window, in the **Comment** section, enter any additional details in the text field for the PDMP Administrator to review.

4. (Optional) Select the *Please Select a RxGov Patient Id for Merged Patient Date of Birth* checkbox.

5. Click **Submit**.

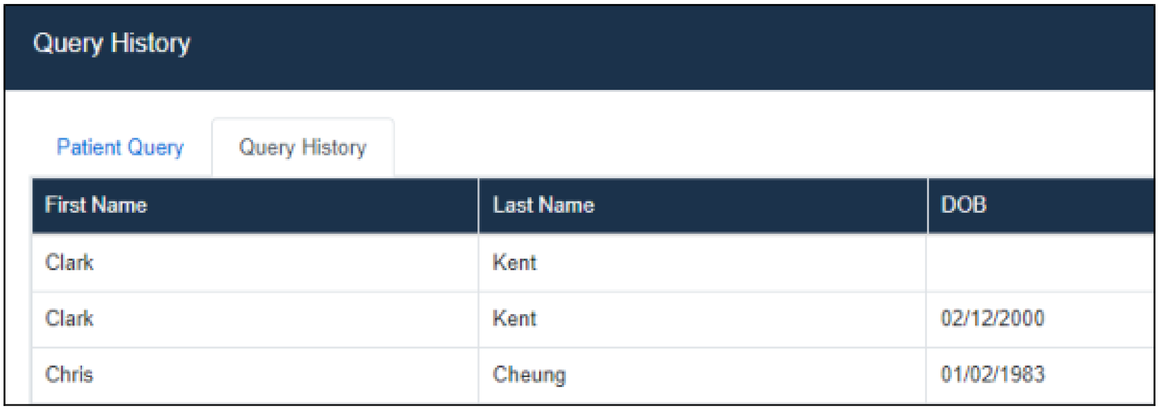
6. Review the displayed **Success** window.

7. (Optional) To view tickets, open the **Tickets** menu on the main **Prescriber Engine** page.

****Note:*** *Patients are not merged until the merge ticket is approved by a PDMP Administrator.*

Query History

A query history is available for all queries performed by a Prescriber. On the main **Prescriber Engine** page, in the **Query** section, select the **Query History** tab to access historical queries.



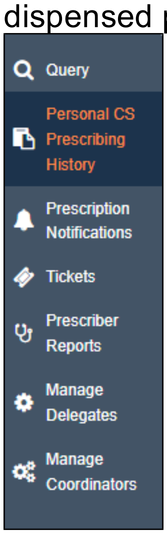
First Name	Last Name	DOB
Clark	Kent	
Clark	Kent	02/12/2000
Chris	Cheung	01/02/1983

<u>Rerun a Query</u>

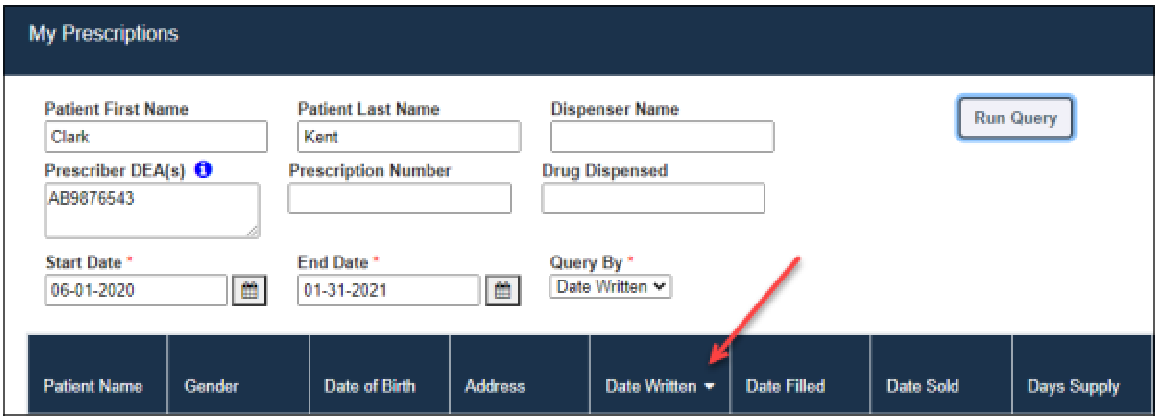
To rerun a query, click anywhere in the row of the displayed historical queries. When the historical query is clicked, the original query screen is displayed with the original parameters pre-populated. Click **Submit** to rerun the query.

Personal CS Prescribing History (Self-Audit)

The Personal CS Prescribing History screen displays a list of a prescriber's dispensed prescriptions.



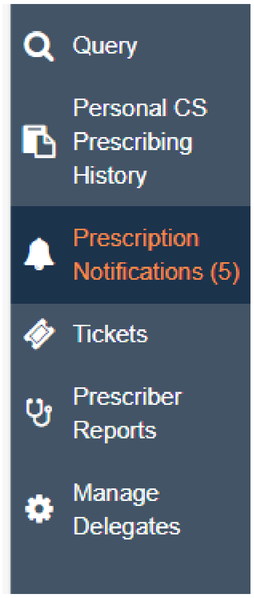
The default view on the **Personal CS Prescribing History** page in the **My Prescriptions** section displays the most recent 30 days of dispenses. Use the calendar menus for **Start Date** and **End Date** or enter a new date for either of those fields to filter dispenses. Click the column header, then click the white arrow to sort column data.



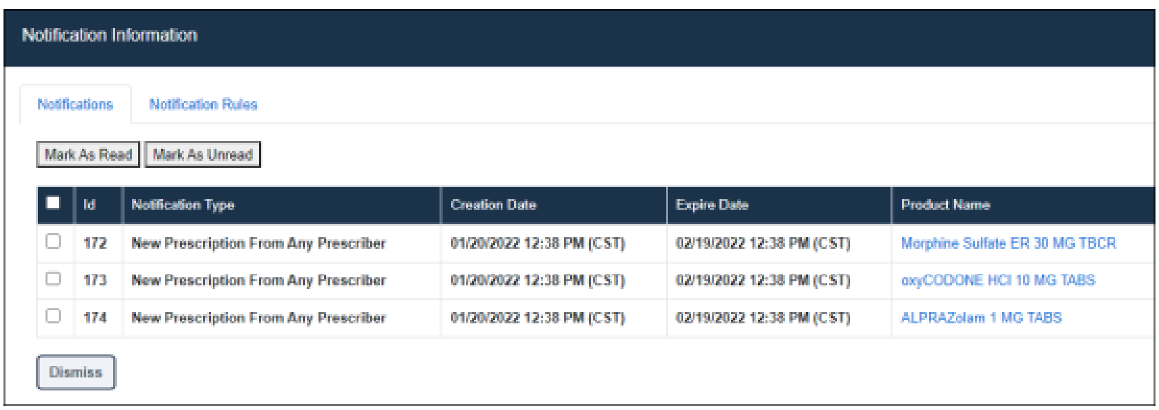
Each line provides basic details of the prescription. Click the row displaying a dispensed prescription to display the **Dispense Details** window and view additional patient and dispense details.

Prescription Notifications

Prescription notifications allow Prescribers to view and manage notifications and notification alerts for individual patient dispense activity.



The default view on the **Prescription Notifications** page displays the **Notification** tab content of all notifications received within the past 30 days for active patient prescription notifications.


Notification Information

Notifications | Notification Rules

Mark As Read | Mark As Unread

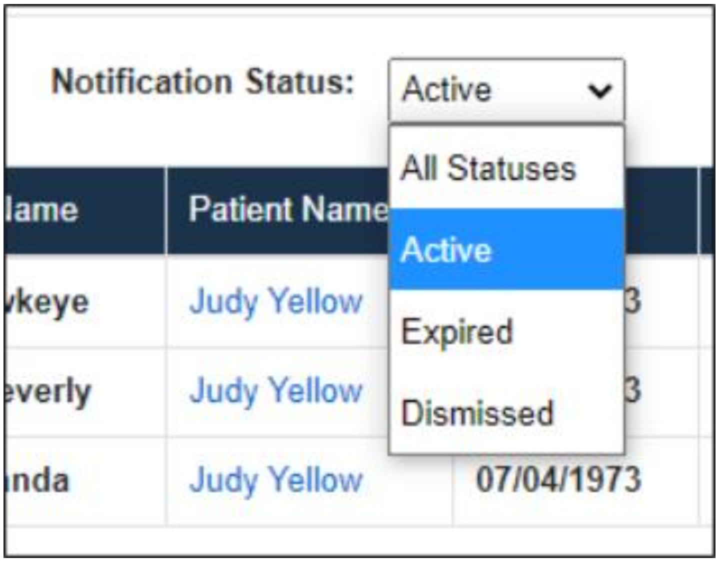
	Id	Notification Type	Creation Date	Expire Date	Product Name
	172	New Prescription From Any Prescriber	01/20/2022 12:38 PM (CST)	02/19/2022 12:38 PM (CST)	Morphine Sulfate ER 30 MG TBCR
	173	New Prescription From Any Prescriber	01/20/2022 12:38 PM (CST)	02/19/2022 12:38 PM (CST)	oxyCODONE HCl 10 MG TABS
	174	New Prescription From Any Prescriber	01/20/2022 12:38 PM (CST)	02/19/2022 12:38 PM (CST)	ALPRAZolam 1 MG TABS

Dismiss

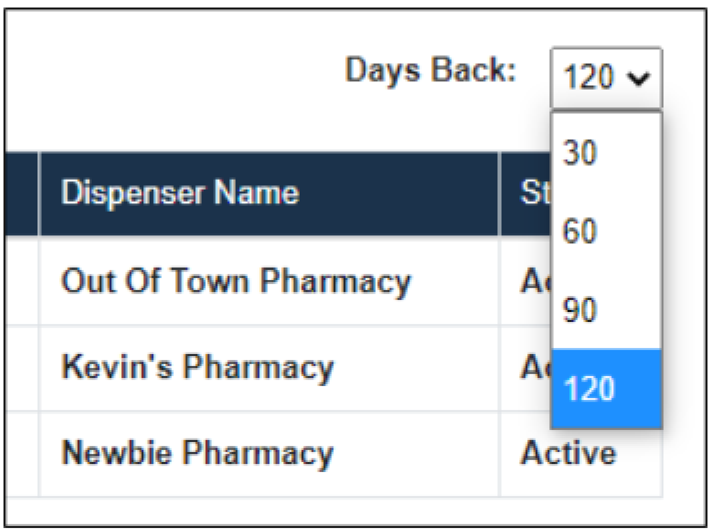
Complete the following steps to view or manage prescription notifications:

Notifications

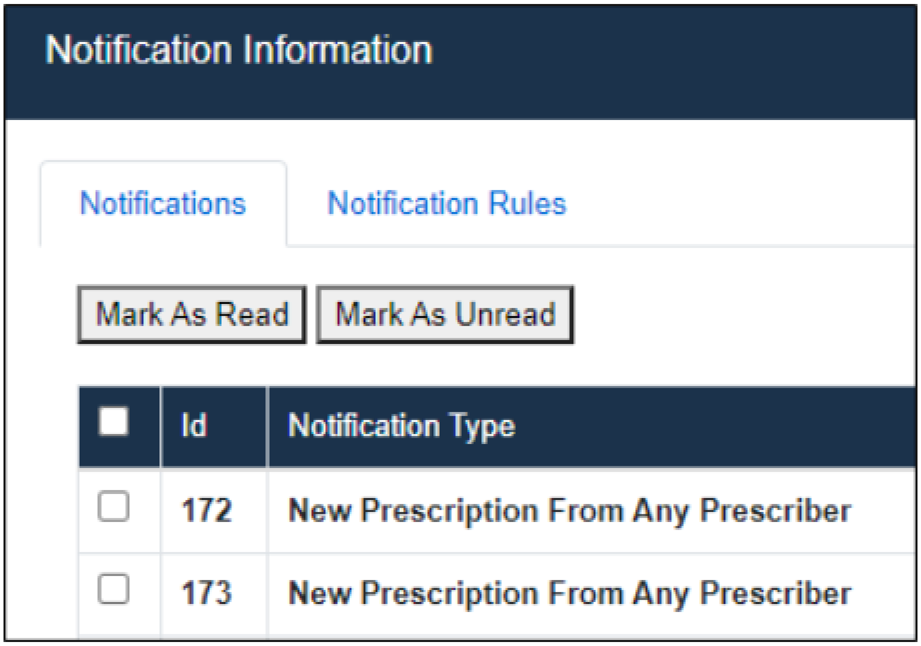
1. On the **Notification Information** page, under the **Notifications** tab, select either **All Statuses**, **Active**, **Expired**, or **Dismissed** from the **Notification Status** drop-down menu to filter notifications.



2. Select the **30**, **60**, **90**, or **120** day option from the **Days Back** drop-down menu to refine the recent number of notifications displayed.



3. (Optional) Select the checkbox to the left of the notification(s), then click **Mark As Read** or **Mark As Unread** to change the status of the selected notification(s).



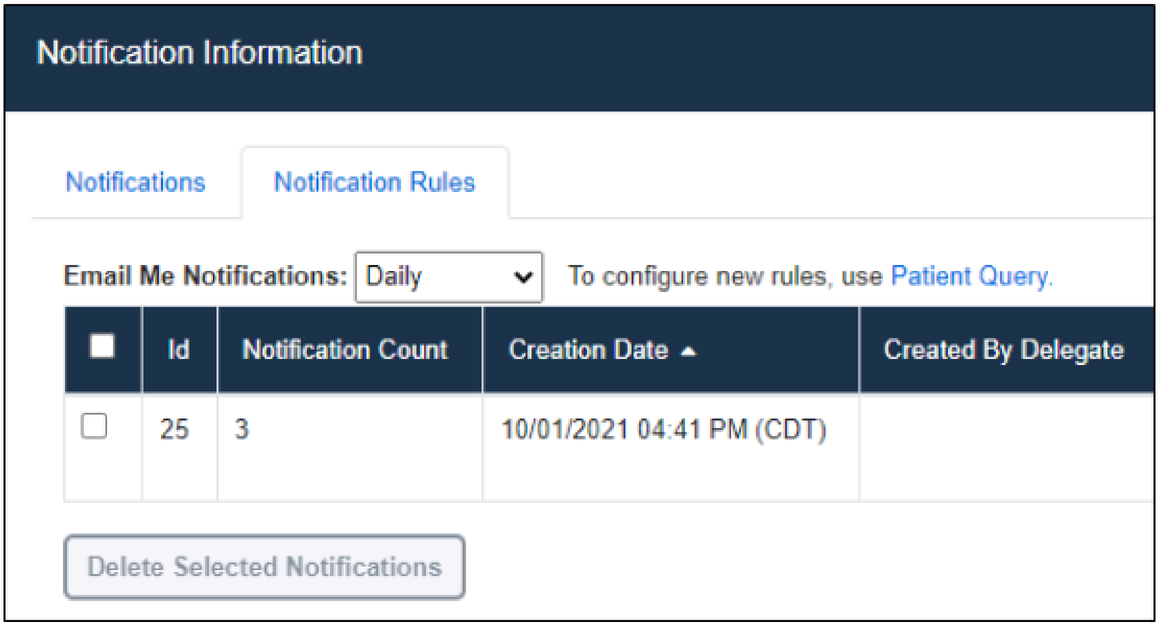
4. (Optional) Select the checkbox to the left of the notification(s), then click **Dismiss** to dismiss the selected notification(s).

   ****Note**: Click the checkbox on the top row above the list of notifications to select all visible notifications for inclusion in the actions described above.*

5. Review the message in the displayed **Confirm** window and click either **Yes** or **No** to complete the dismissal process or to cancel the dismissal.

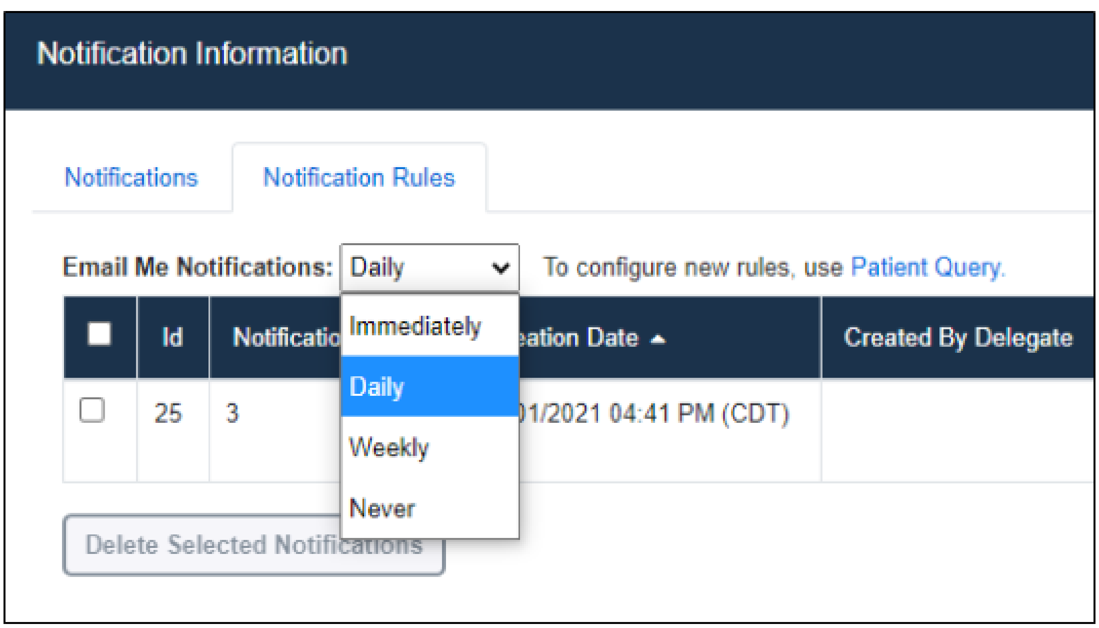
Notification Rules

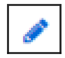
The Notification Rules tab provides the ability to view and manage patient prescription notifications created through **Patient Query**.

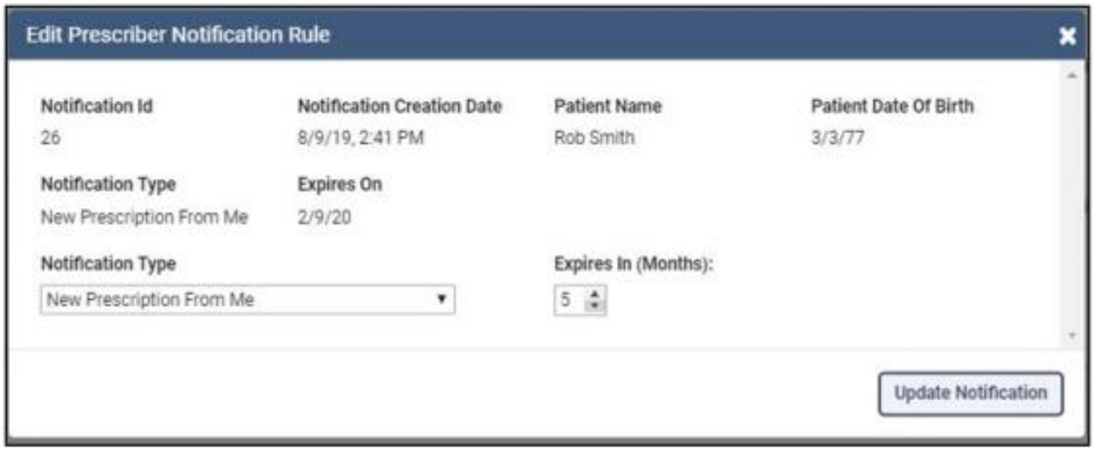


Complete the following steps to manage notification rules under the **Notifications Rules** tab:

1. On the **Notification Information** page, under the **Notifications Rules** tab, select either **Immediately**, **Daily**, **Weekly**, or **Never** from the **Email Me Notifications** drop-down menu.

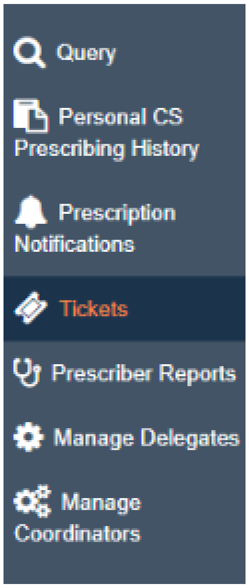


2. (Optional) Click the pencil icon  at the end of the notification row to edit the notification. Update the following content in the displayed **Edit Prescriber Notification Rule** window:



- Select an option from the **Notification Type** drop-down menu to change the **Notification Type**.
- Select a duration for the notification by entering a different number in the **Expires in (Months)** field or use the directional arrows to set a different length of time for the notification.
- Click **Update Notification** to complete the edit process.

Tickets



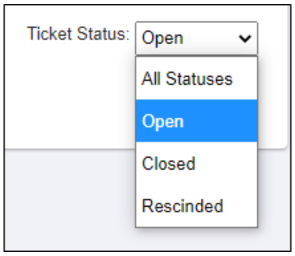
The **Tickets** menu displays all Prescriber tickets sent to Prescription Drug Monitoring Program (PDMP) Administration for approval. For example, user identifier change requests, patient issues, and patient merge requests.

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.

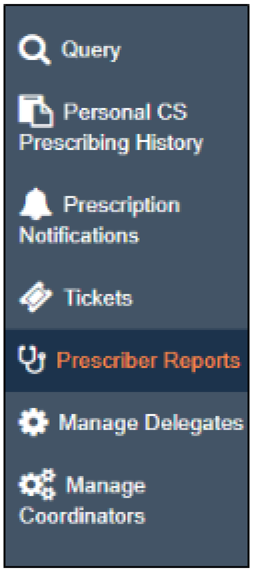
Tickets can also be sorted by status. Select an option from the **Ticket Status** drop-down menu to sort the displayed tickets by status.



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

View Prescriber Reports

The **Prescriber Reports** menu provides prescribers the ability to view their compliance with Prescription Drug Monitoring Program (PDMP) mandates and determine their performance compared to peer compliance for any month prior to the current month.



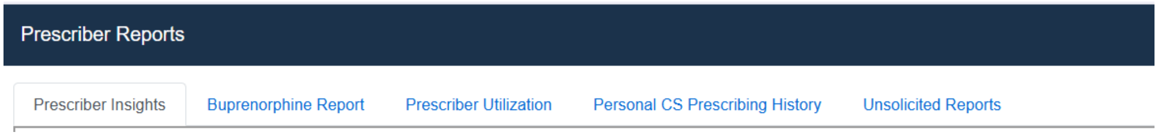
****Note:** Access of the **Prescriber Reports** menu is dependent upon configuration established by system administrators. Not all options represented are displayed in every configuration.*

View a Prescriber Dashboard Report

Complete the following steps to view **Prescriber Insights**, **Unsolicited Reports**, **Personal CS Prescribing History**, **Buprenorphine Report**, or **Prescriber Utilization**:

On the **Prescriber Reports** menu, click the appropriate tab for the type of report you would like to view.

- **Prescriber Insights**
- **Buprenorphine Report**
- **Prescriber Utilization**
- **Personal CS Prescribing History**
- **Unsolicited Reports**



Prescriber Insights

The **Prescriber Insights Report** feature displays details regarding dispenses submitted to patients. Prescribers may select variables such as **Drug Type**, **Date Range**, and **Comparison Type** to view refine the report details. Complete the following steps to view a **Prescriber Insights** report:

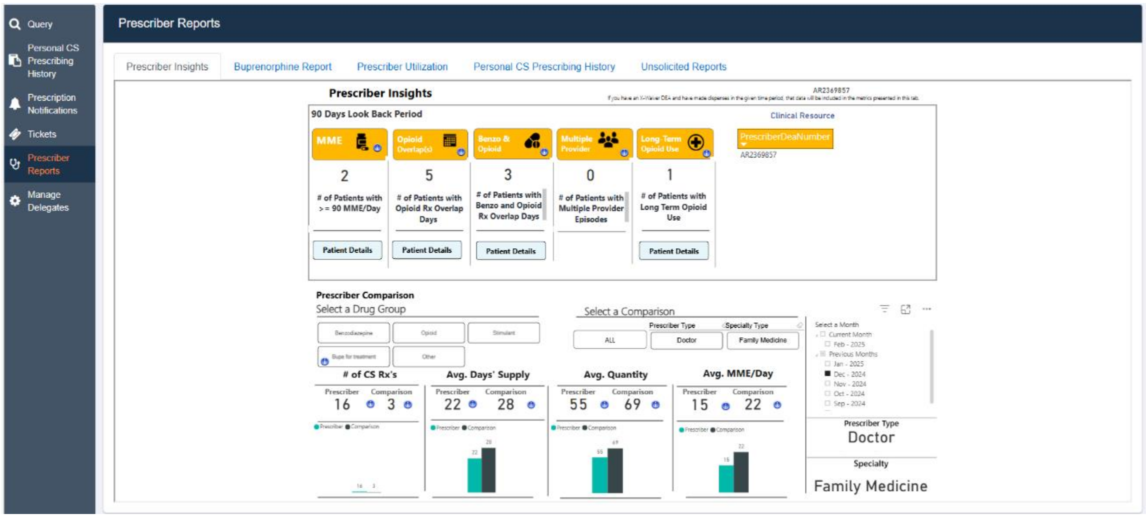
1. On the **Prescriber Dashboard**, in the **Prescriber Reports** section, open the **Prescriber Insights** tab.
2. Review the following patient metrics:

- **Morphine Milligram Equivalent (MME)**
- **Opioid Overlap**
- **Benzo & Opioid**
- **Multiple Provider**

  ***Note:** When a Prescriber or a Pharmacy has both DEA and XDEA number dispenses prescribed under XDEA, the numbers are combined into a single DEA number.*

- **Long-Term Opioid Use**
- **Prescriber Comparison**
    - **Drug Group**
    - **Month/Date**
    - **Comparison Type**
- **Number of Controlled Substances Rx's**

- **Average Day’s Supply**
- **Average Quantity**
- **Average MME**



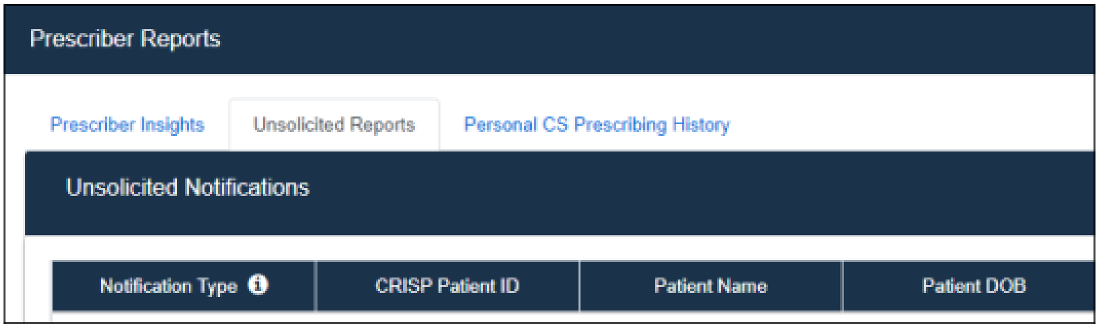
Unsolicited Reports

The **Unsolicited Reports** feature displays a list of unsolicited notifications received. When patients under a prescriber's care have any of the following unsolicited notification events, prescribers are notified via an email notification containing no personal health information (PHI):

- *High Daily MME Notification*
- *Multiple Provider Alert Notification*
- *Dangerous Drug Combination Notification*
- *Early Controlled Substance Refill Notification*

Complete the following steps to view **Unsolicited Notifications**:

1. On the **Prescriber Dashboard**, in the **Prescriber Reports** section, open the **Unsolicited Reports** tab.



2. Review the following displayed notification data for each patient:

    - **Notification Type**
    - **Patient ID**
    - **Patient Name**
    - **Patient DOB**
    - **Email Notification Status**
    - **Survey Number**
    - **Letter Generated Date**
    - **Time Range**
    - **Letter Viewed Status**

<u>Personal CS Prescribing History</u>

The **Personal CS Prescribing History** feature displays a list of a prescriber's dispensed prescriptions up to a specified range of (X) days.

Complete the following steps to initiate a self-audit of prescriber dispenses:

1. On the **Prescriber Reports** menu, under the **Prescriber Dashboard** tab, open the **Personal CS Prescribing History** tab.

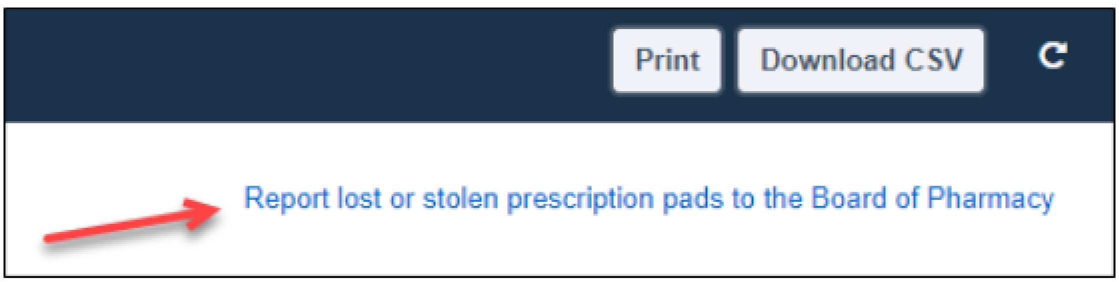
2. (Optional) Refine the report by selecting the **Query By** field options, the **Start Date**, and the **End Date**.

***Note:** The date range parameters entered for* **Start Date** *and* **End Date** *must be within the range established in the configuration. If a date range which exceeds that configuration is entered, an error message is displayed.*

3. (Optional) Click **Run Query**.

4. Review the displayed data for each dispense for accuracy.

   ***Note:** An external link may be displayed on the Self-Audit report if this feature has been configured by the Admin. When clicked, the link directs the user to an external URL allowing the user access to information relevant to the content on the report.*

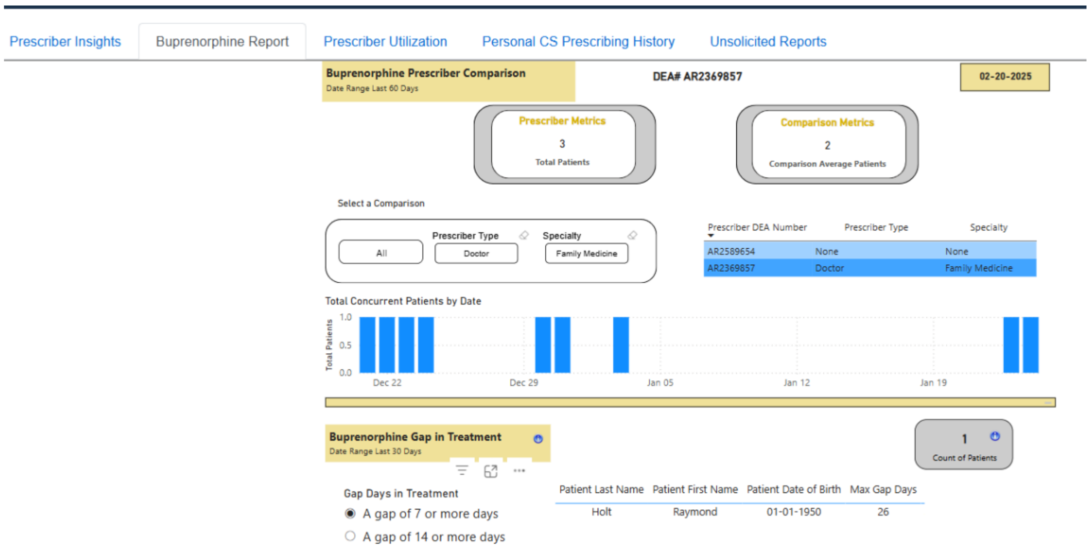


<u>Buprenorphine Report</u>

A Prescriber user may view the **Buprenorphine Report** to observe how many patients a prescriber has on an active buprenorphine prescription and evaluate peer comparison metrics.

Complete the following steps to view a **Buprenorphine Report**:

1. On the **Prescriber Reports** menu, under the **Prescriber Dashboard** tab, open the **Buprenorphine Report** tab.



2. Review the displayed data for number of patients on buprenorphine prescriptions in the previous 60 days.

3. (Optional) Refine the report by selecting the **Comparison Prescriber Type** and **Specialty** field options.

4. Use the Buprenorphine Gap in Treatment section to identify patients that have experienced a gap of 7 or more days, or 14 or more days in buprenorphine prescriptions in the previous 30 days.

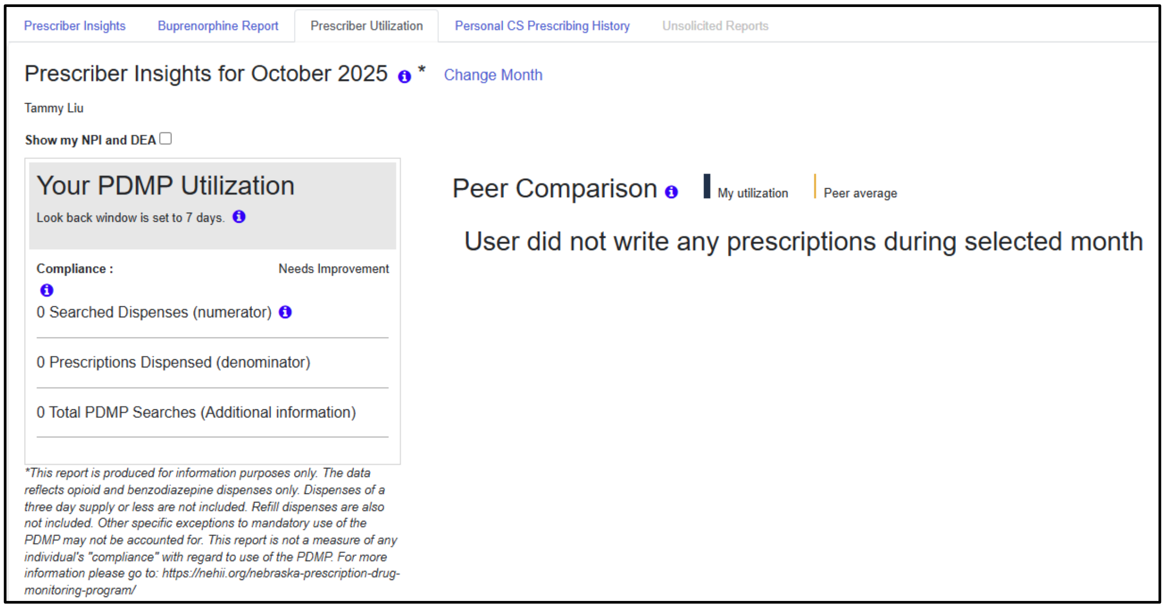
Prescriber Utilization

Complete the following required steps and any optional steps as necessary to run and view a **Prescriber Utilization** report:

***Note:** The **Prescriber Utilization** and **Prescriber Dashboard** tabs are displayed only when enabled and configured for the individual tenant.*

1. On the **Prescriber Reports** menu, click the **Prescriber Utilization** tab to display the **Prescriber Insights** content for the default month.

   ***Note:** Click the **Change Month** link to select a different month of data to review.*

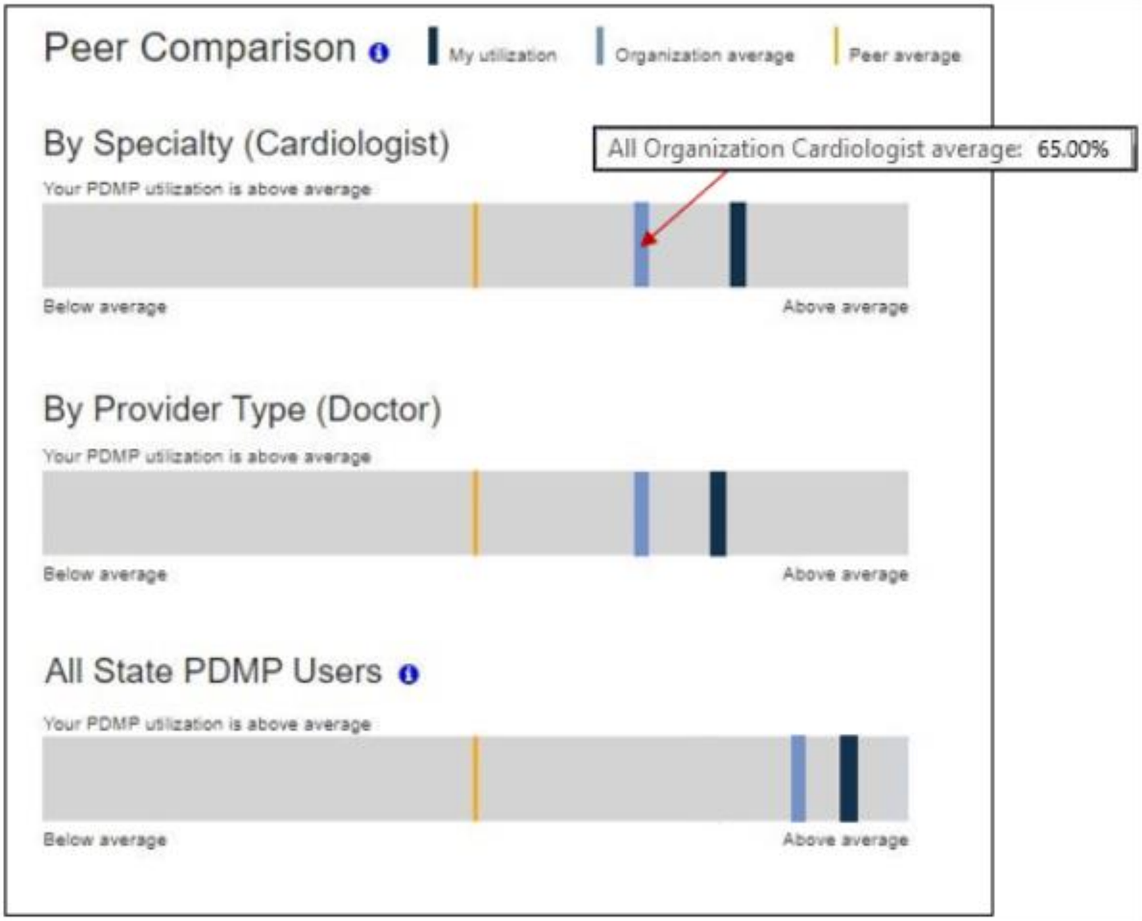


3. On the **Prescriber Utilization** tab, click **Run** to display the **Prescriber Utilization** report details.

The **Peer Comparison** displays PDMP utilization data for the prescriber relative to others in their organization by **Specialty**, **Provider Type**, and **All State PDMP Users**. The calculation is based on the average number of searched dispenses compared to average number of searched dispenses by the peer group. The **Peer Comparison** allows the prescriber to assess how effectively they are utilizing the PDMP compared to their peers.

The mid-point of each bar is the average use of your calculation based on the queried dispenses compared to the peer group. The mid-point of each chart is the average utilization of the peer group. The ends of the bar are two standard deviations from the average (two standard deviations below, two standard deviations above).

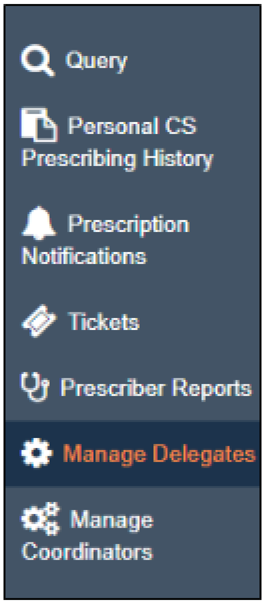
Hold the pointer over the bar in each section to view the utilization percentages for that group (See example: *All Organization Cardiologist average: 65.00%*).



Manage Delegates

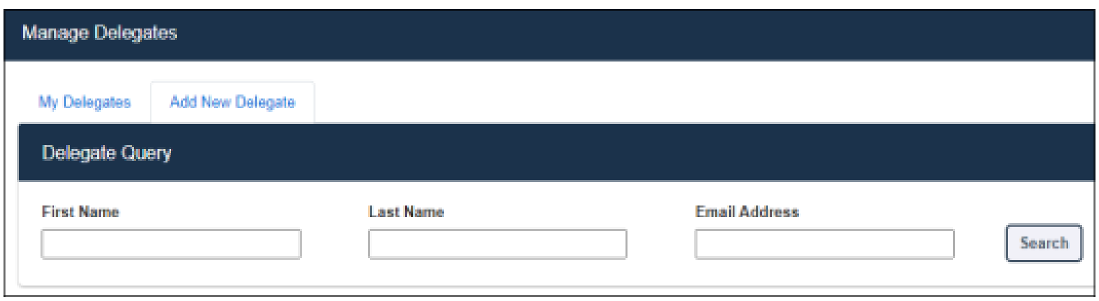
Prescribers have the option to establish **Prescriber Delegates** who can manage patient queries and patient prescription notifications on the prescriber's behalf. When enabled by Prescription Drug Monitoring Program (PDMP) Administration, **Prescriber Delegates** can create prescription notifications,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

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



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

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

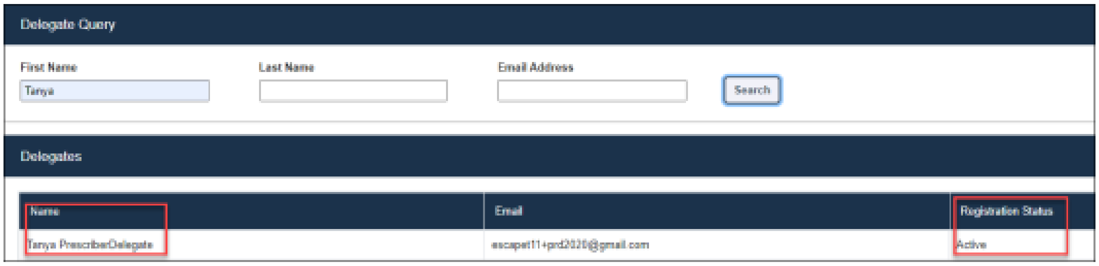


2. In the **Delegate Query** section, enter criteria in one or more of the following fields to search for a delegate:

   - **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.*

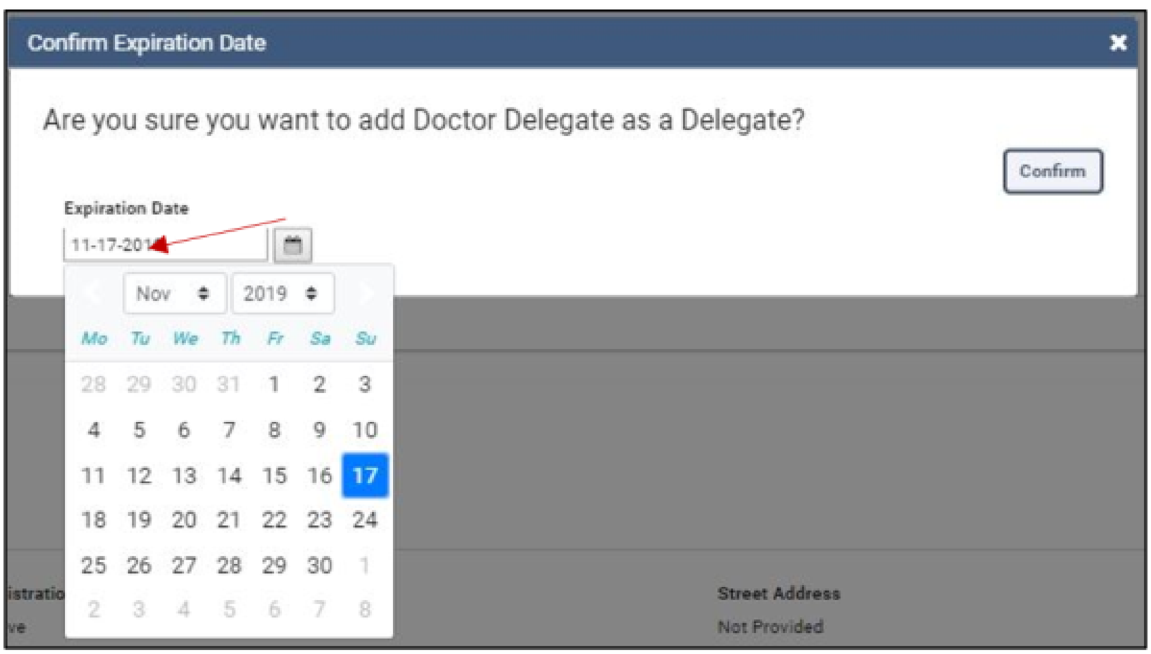
3. Select the desired delegate from the results returned and verify that the delegate's RxGov registration status is active.



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.

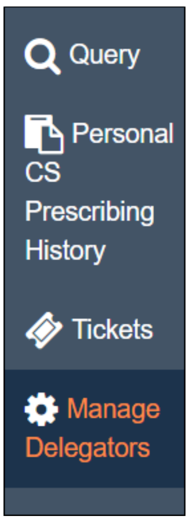
7. Review the content of the displayed **Status Changed** window.

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.

9. (Optional) As a Prescriber, use **Edit Expiration Date** or **Deactivate** options from the **My Delegates** window to edit the expiration date for a delegate relationship or to deactivate delegates.

The Prescriber Delegate Engine

The **Prescriber Delegate Engine** provides **Prescriber Delegate** users access to RxGov tools for managing Prescription Drug Monitoring Program (PDMP) compliance and PDMP prescriptions on behalf of prescribers with whom they have established a relationship in RxGov. When opened, the **Prescriber Delegate Engine** defaults to the **Patient Query** screen. All menu options are located on the left side of the page.



***Note:** For optimal results, run RxGov on a PC with the window maximized to full screen.*

Manage Delegators

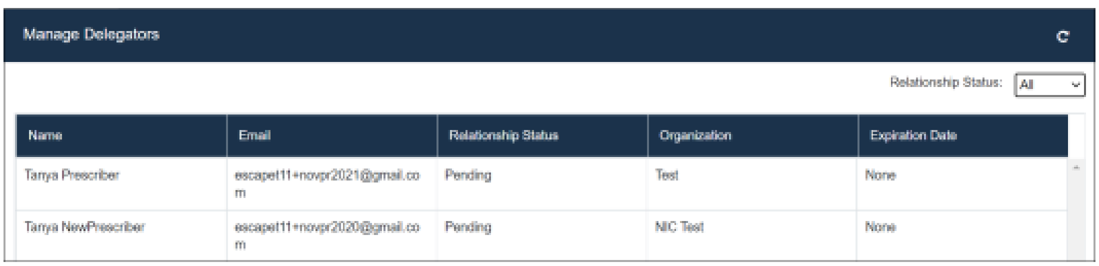
Prescriber Delegators must have an established active relationship with a Prescriber prior to gaining access to any of the available features in their dashboard. When there are no delegator (prescriber) relationships present, a warning message is displayed for the delegate when they log in, indicating that there are no active delegators.

Before a delegate can gain access to the features available, a prescriber must first request the relationship with a delegate. To establish the relationship, the **Prescriber Delegate** must then activate the requested connection.

Complete the following steps to activate the **Prescriber Delegate** relationship connection:

1. On the **Prescriber Delegate Engine**, select the **Manage Delegates** menu.

2. In the **Manage Delegates** section, review the displayed list of all prescribers with whom the delegate currently has, or has had a relationship. The **Relationship Status** column indicates if the relationship is active.



3. Select the desired **Prescriber** from the list. The relationship status should display as **Pending**.

4. Review the **Prescriber Details** displayed on the bottom half of the screen.

5. Click **Activate**.

6. Review the displayed **Confirm** window to verify the successful activation of the relationship.

7. (Optional) In the **Confirm** window, select **Yes** or **No** to set the **Delegator** as the current **Delegator**.

*__Note:__ When more than one Delegator is associated with the Delegate User, the **Set As Current Delegator** option is displayed.*

- If **Yes** is selected, a message is displayed to confirm the Prescriber's status as current Delegator.
- If **No** is selected, a message is displayed advising that there is no current Delegator.

8. (Optional) Click **Deactivate** in the **Prescriber Details** section to deactivate a relationship with a Delegator.
9. Review the displayed **Status Changed** window to verify the successful deactivation.

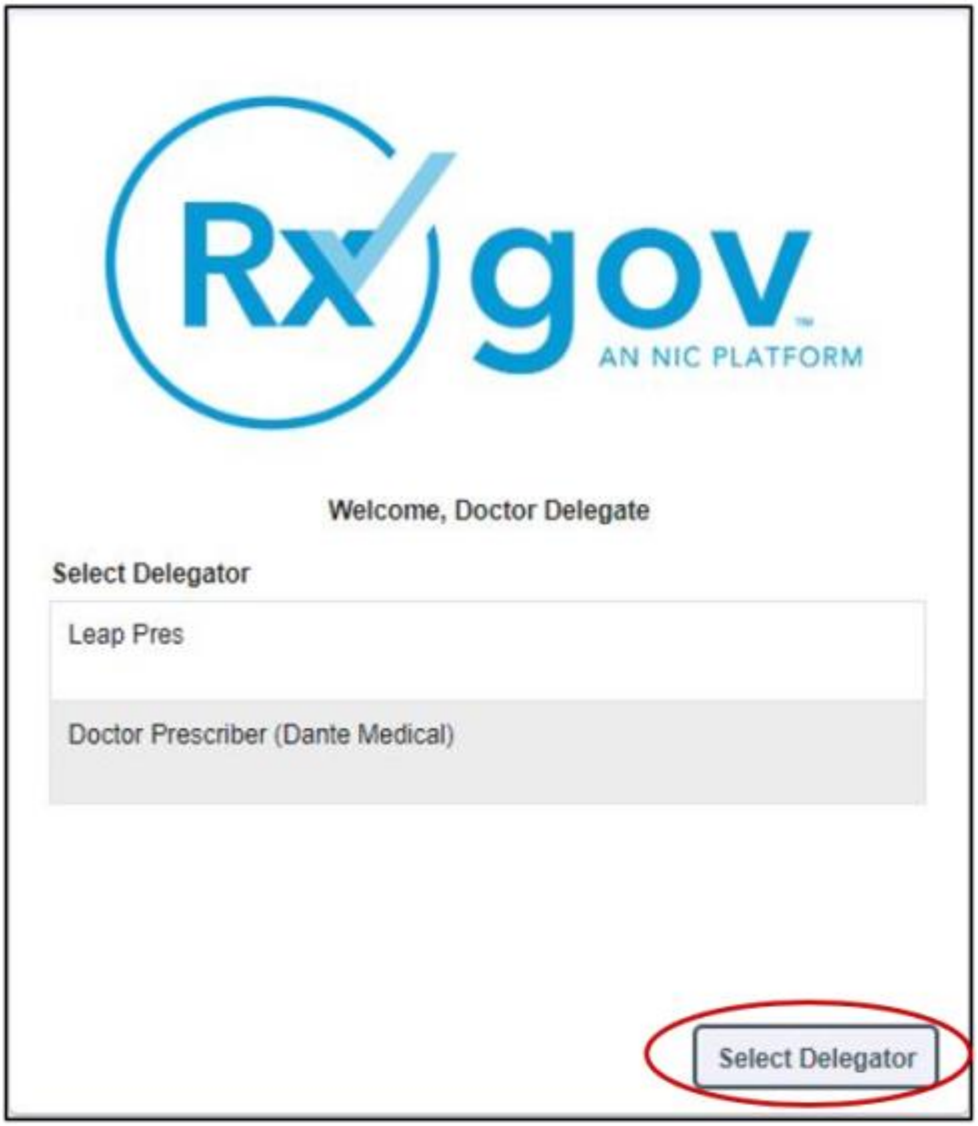
Switch Between Delegators

Prescriber Delegates can have more than one prescriber relationship. Prescriber Delegates can change to a different prescriber relationship if needed.

Complete the following steps to switch the current prescriber relationship to another prescriber relationship:

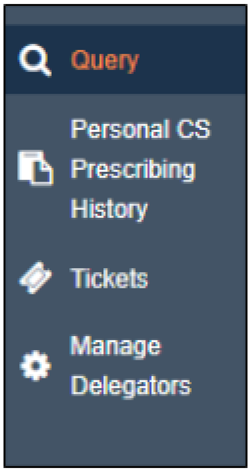
1. On the top menu bar, click the **Prescriber** name displayed to the right of ***on behalf of***.

2. On the displayed **Select Delegator** window, highlight the desired prescriber, then click **Select Delegator**.



3. Verify that the new Prescriber name is displayed in the top menu to the right of ***on behalf of***.

Performing Patient Queries



Prescriber Delegates can run a query on patients on behalf of a Prescriber to comply with state Prescription Drug Monitoring Program (PDMP) mandates. Dispense detail results are available to view for each query.

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

Depending on the requirements of your state PDMP, submittal of a patient query request may require the following fields:

- **First Name**
- **Last Name**
- **DOB**

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

Complete the following steps to perform a **Patient Query**:

1. On the **Prescriber Engine**, in the **Query** menu, 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

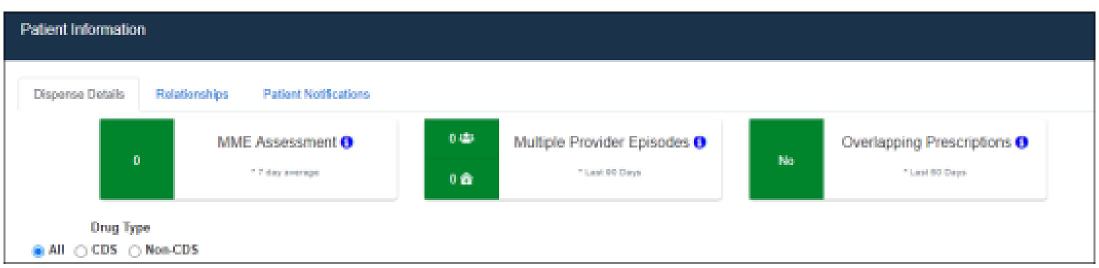
+ indicates patient that has multiple names, identifiers, addresses or phone numbers

Show Interstate Data

5. 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.*

6. In the **Patient Information** section, click the **Dispense Details** tab to display further information about the patient dispense.

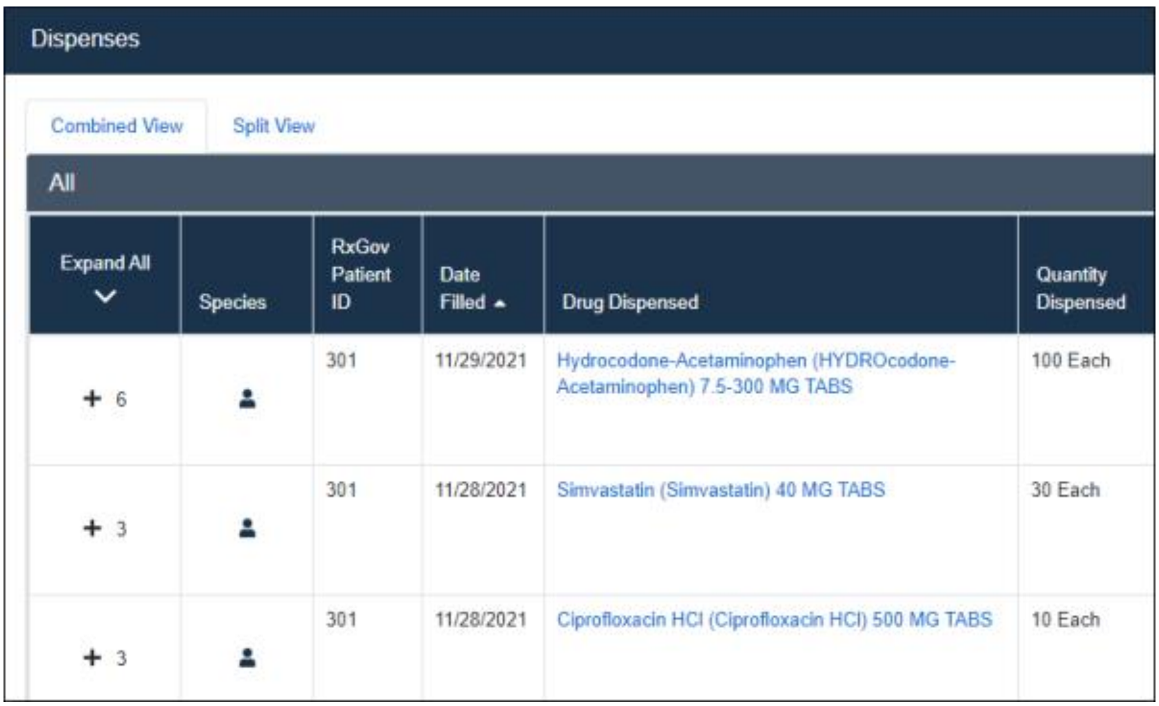


7. (Optional) Your state PDMP may be configured to display patient-level alerts when a patient is selected. View the following 3 patient-level alerts to provide at-a-glance guidance on potential risks:

- **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.
  ***Note:** When a Prescriber or a Pharmacy has both DEA and XDEA number dispenses prescribed under XDEA, the numbers are combined into a single DEA number.*
- **Overlapping Prescriptions** – Displays the number of overlapping prescriptions for opioid and benzodiazepine dispenses within a lookback period.

8. 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.
9. Select a **Drug Type** option to filter dispenses by drug type. The following options may be selected in the **Drug Type** field:
   - **CDS** - Controlled Dangerous Substances
   - **Non-CDS** - Non-Controlled Dangerous Substances
   - **All** - (Default setting) The default view is for All dispenses.
10. Click **Search**. 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.*

11. 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. ***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 how many dispenses are in the group. Click the minus (**-**) sign to collapse the group back to one row.*

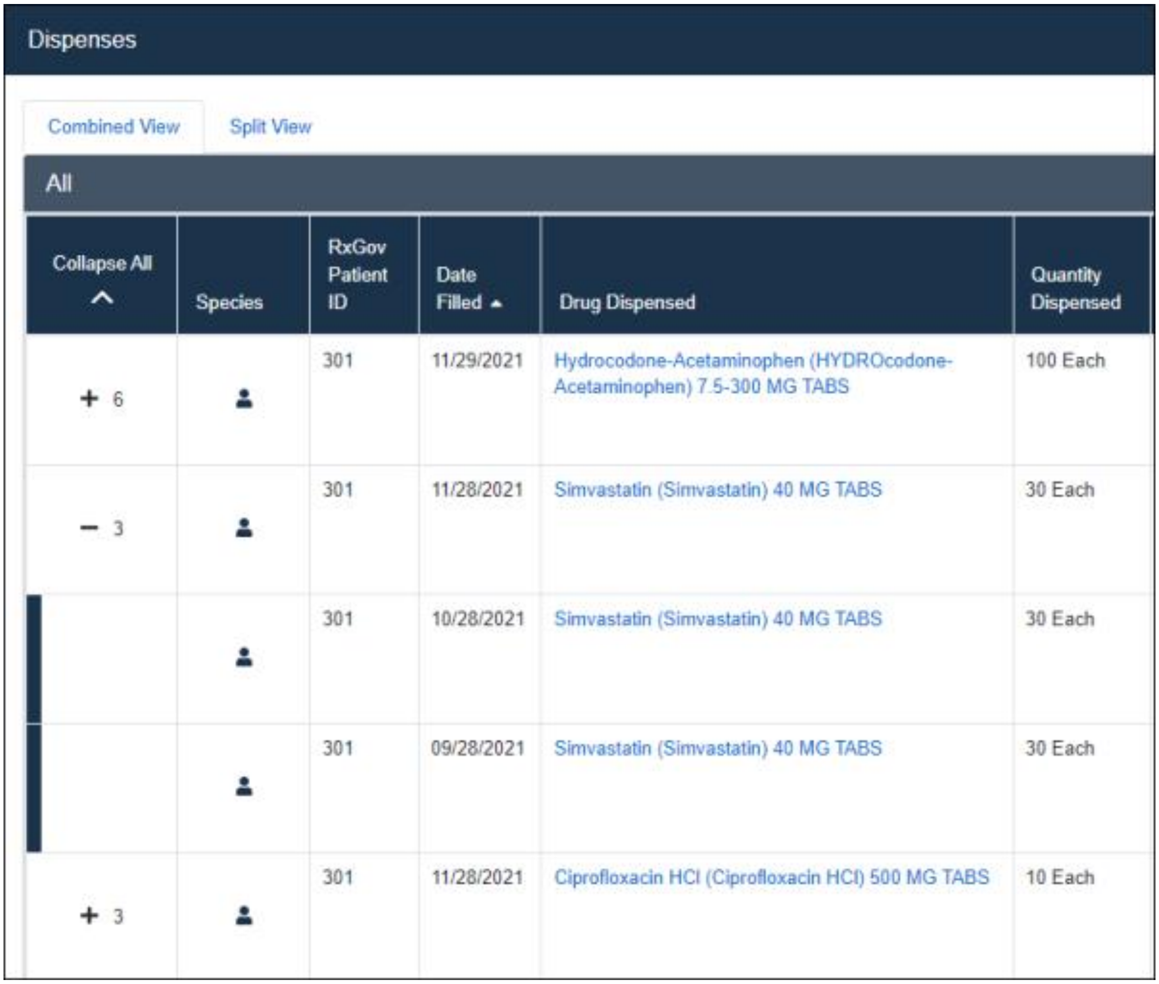


Dispenses

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

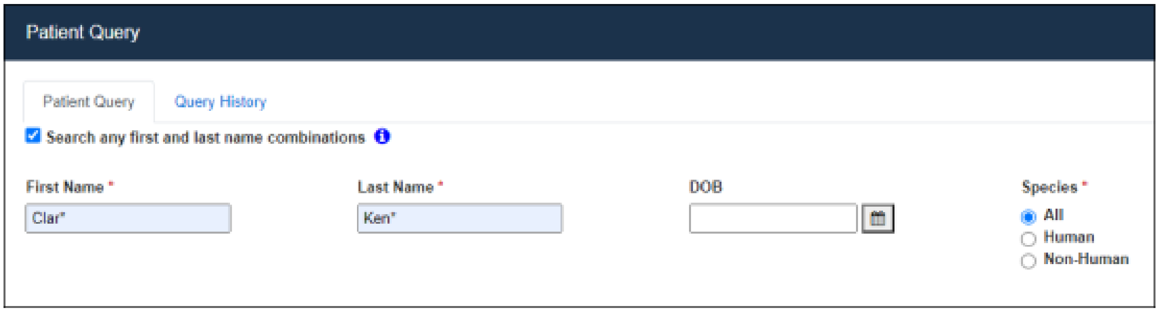
12. To view details for a single dispense, click the name of the drug displayed in the **Drug Dispensed** column to display the **Dispense Details**.

13. 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 name is uncertain, the query can be submitted to search for the name 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.*

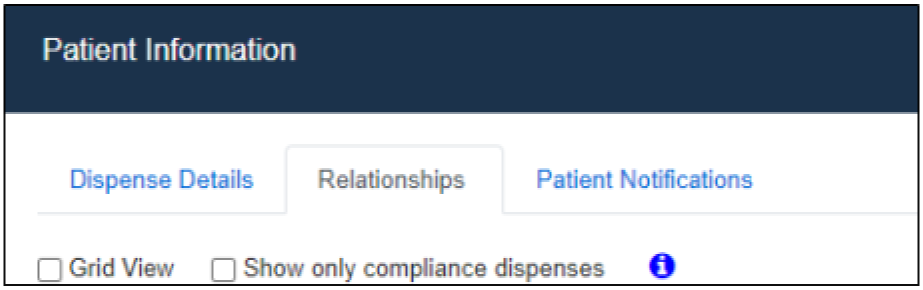
Patient Relationships

Once a query is run, the relationship information between **Dispensers** and **Prescribers** is viewable in the **Relationships** tab in the **Patient Query** 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.

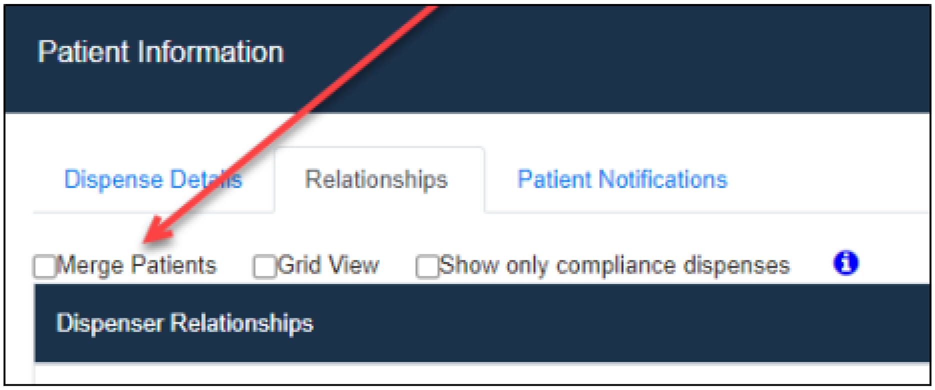


3. In the pie chart view, hover over a color to see **Dispenser** or **Prescriber** details.

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 vet dispenses are also returned), select the **Merge Patients** checkbox to combine records displayed in the pie charts.



7. View the displayed pie charts.
   ***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.*

Patient Notifications

Notifications for prescriptions dispensed to the patient selected from the query results are available to view in the **Patient Notifications** tab under the **Patient Information** section.

Report Patient Issue

Prescribers can submit a **Report Patient Issue** ticket to the state Prescription Drug Monitoring Program (PDMP) Administration.

Complete the following steps to submit a **Report Patient Issue** ticket:

1. In the **Patient Results** section of the query, click **Report Patient Issue**.

2. On the **Create Patient Ticket** window, in the **Comment** section, enter the message in the text field.

3. Click **Submit**.

4. Review the displayed **Success** window.

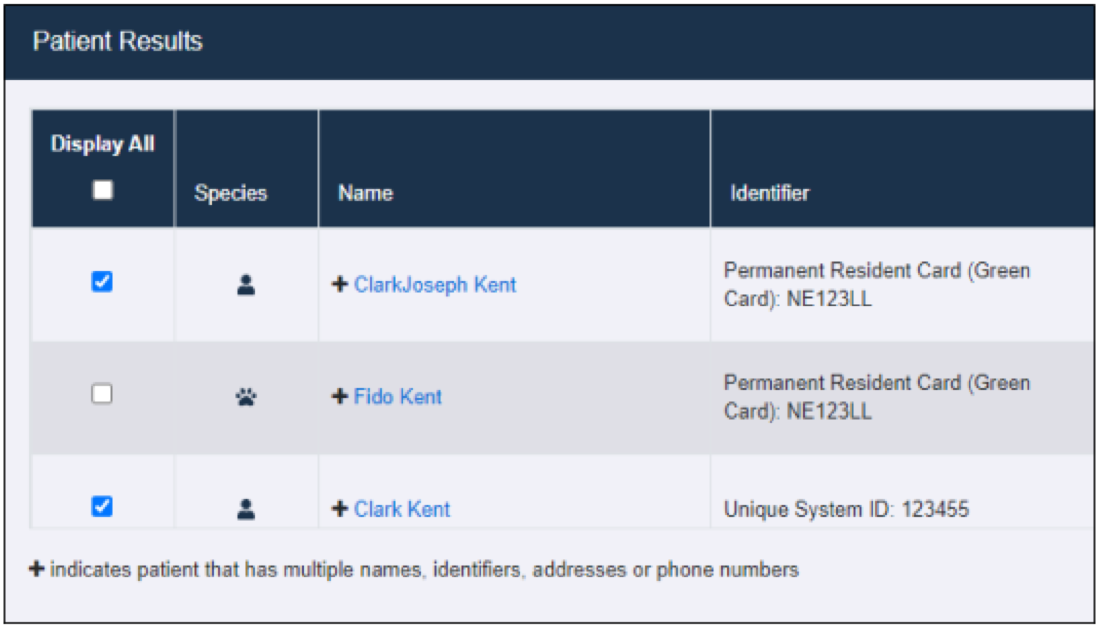
5. (Optional) To view tickets, open the **Tickets** menu on the main **Prescriber Engine** page.

Flag for Merge

Prescribers can submit a **Flag for Merge** ticket in cases where duplicate patient records in RxGov are identified. Upon submission of **Flag for Merge** tickets, PDMP Administration reviews and merges the patient records to consolidate the dispense data.

Complete the following steps to submit a **Flag for Merge** ticket:

1. In the **Patient Results** section of the query, select the checkbox to the left of the patient record(s) for all associated records to flag the record(s) for merge.



2. Click **Flag for Merge**.

3. On the **Create Merge Patients Ticket** window, in the **Comment** section, enter the message in the text field.

4. Click **Submit**.

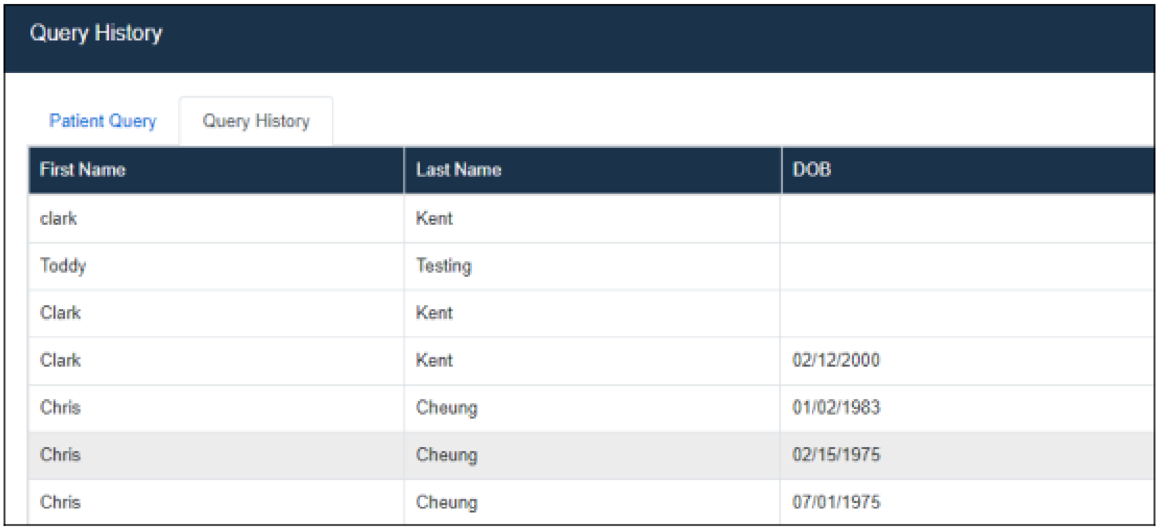
5. Review the displayed **Success** window.

6. (Optional) To view tickets, open the **Tickets** menu on the main **Prescriber Engine** page.

   ****Note:** Patient Merge tickets are not viewable by Prescriber Delegates once submitted. Submitted tickets are only visible to the Prescriber.*

Query History

A query history is available for all queries performed by a Prescriber. On the main **Prescriber Engine** page, in the **Query** section, select the **Query History** tab to access historical queries.



Query History

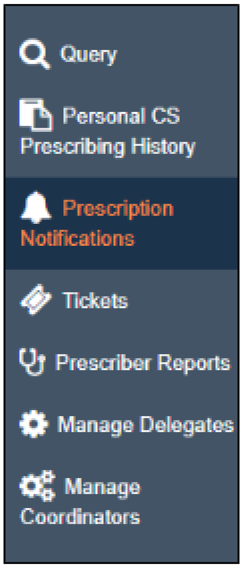
Patient Query | Query History

First Name	Last Name	DOB
clark	Kent	
Toddy	Testing	
Clark	Kent	
Clark	Kent	02/12/2000
Chris	Cheung	01/02/1983
Chris	Cheung	02/15/1975
Chris	Cheung	07/01/1975

<u>Rerun a Query</u>

To rerun a query, click anywhere in the row of the displayed historical query. When the historical query is clicked, the original query screen is displayed with the original parameters pre-populated. Click **Submit** to rerun the query.

Prescription Notifications



Prescription Notifications alerts a prescriber to patients with the four prescription dispensing activity notification types listed. This assists prescribers in monitoring both their own prescribing as well as patient activity for easier oversight of prescribing within their patient population.

Notification Types:

- New prescriptions dispensed from ***any Prescriber, including the Prescriber.***
- New prescriptions dispensed by the ***Prescriber only.***
- New prescriptions dispensed from ***any other Prescriber only.***
- New prescriptions dispensed from ***a new Dispenser.***

Complete the following steps to create a notification for the patient:

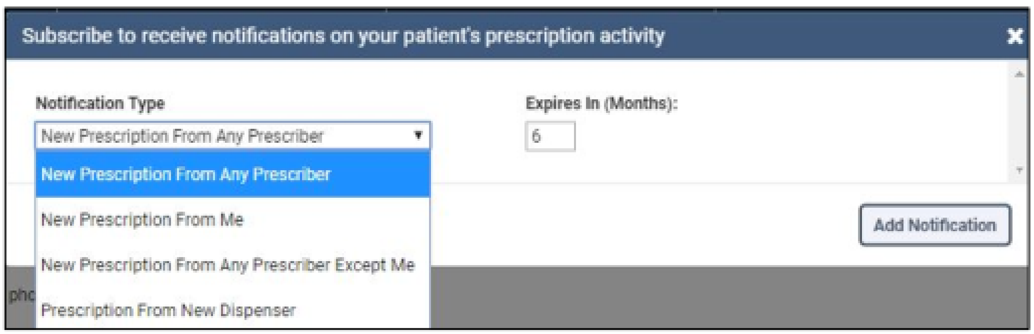
1. In the **Patient Results** section of the query, click **Create New Prescription Notification**.

2. Enter the following content in the **Subscribe to receive notifications on your patient's prescription activity** window:

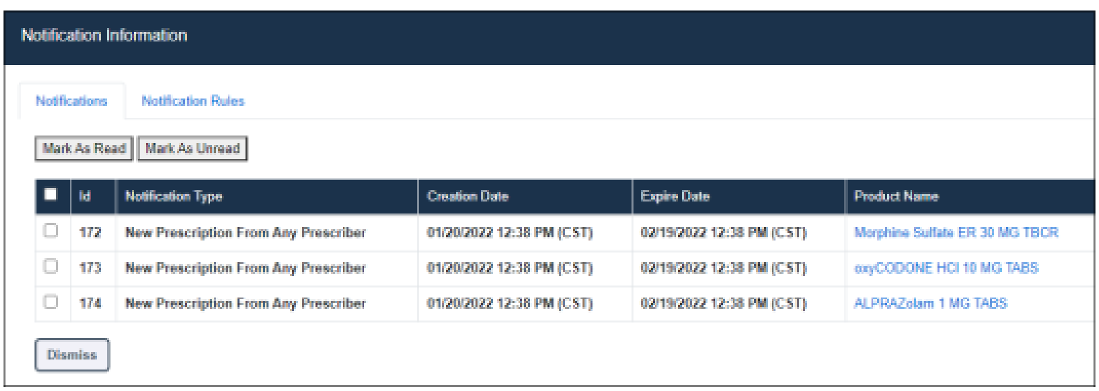
   a. Select the notification type from the **Notification Type** drop-down menu.

   b. Set the number of months for the notification in the **Expires In (Months)** field. The default number of months is **6**.

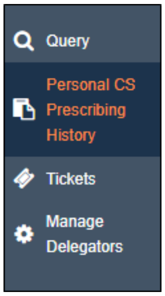
   c. Click **Add Notification**.



3. (Optional) View the notifications on the main RxGov **Prescriber Engine** window, under the **Prescriber Notifications** menu.



Personal CS Prescribing History



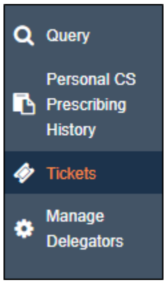
The **Personal CS Prescribing History** feature displays a list of a Prescriber's dispensed prescriptions up to a range of 120 days.

The default view on the **Personal CS Prescribing History** page in the **My Prescriptions** section displays thirty days of dispenses. Use the calendar menus for **Start Date** and **End Date** or enter a new date for either of those fields to filter dispenses. Click **Run Query** to generate query results.

***Note:** *The date range parameters entered for* **Start Date** *and* **End Date** *must be within the range established in the configuration. If a date range which exceeds that configuration is entered, an error message is displayed.*

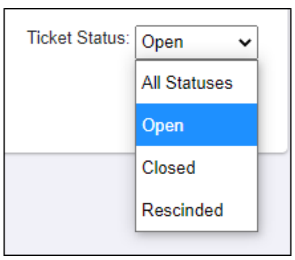
Select an option from the **Past:** drop-down menu to filter the query range. Each line provides basic details of the prescription. Click the row displaying a dispensed prescription to display the **Dispense Details** window and view additional patient and dispense details. Click the column header, then click the white arrow to sort column data.

Tickets



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

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 arrow to sort the contents of a column.

Note: *Any tickets submitted on behalf of a Prescriber are not viewable by the Prescriber Delegate once submitted and are not displayed in the* **Tickets** *query.*

Account Assistance

The main RxGov menu bar and main login window provides useful tools to update user profile details, update passwords, recover forgotten passwords, and to view account lockout and system notifications.

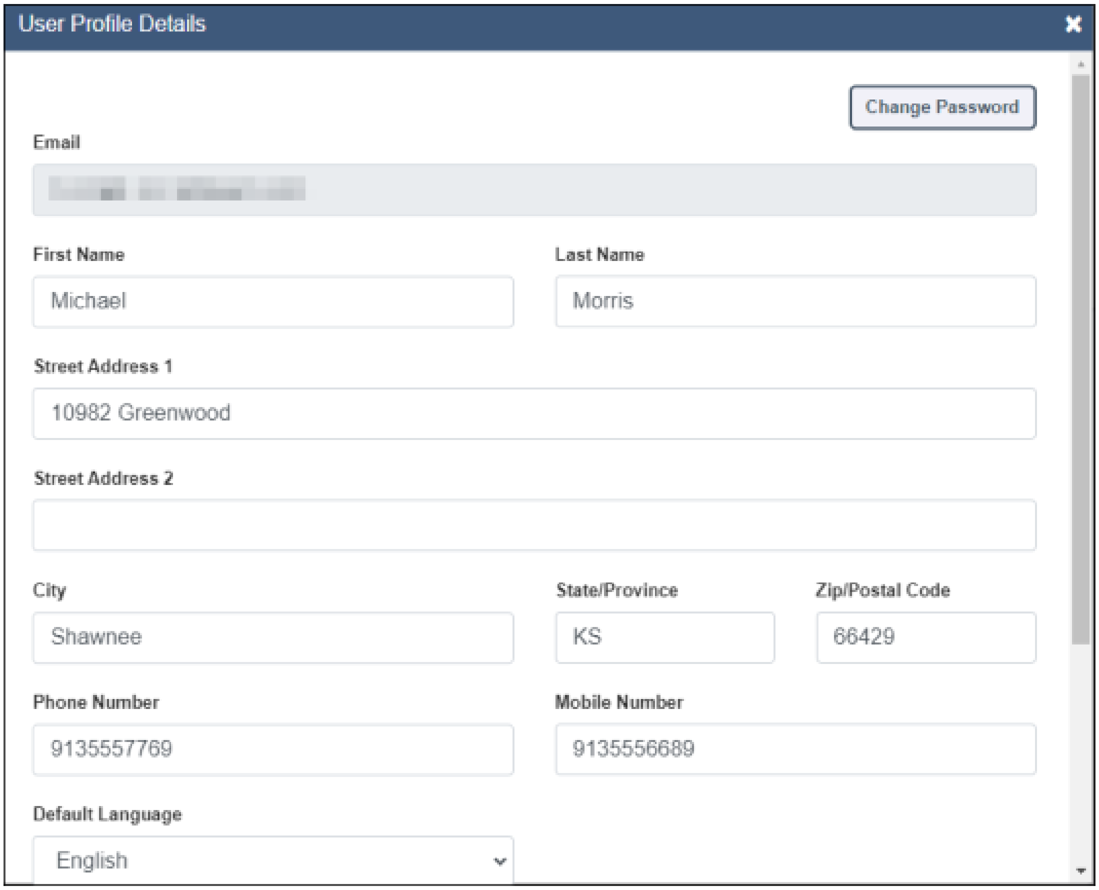
Update User Profile Details

Complete the following steps to update user profile details:

1. On the RxGov menu bar, select the displayed **username**.

2. On the displayed **User Profile Details** page, make necessary changes to existing content.

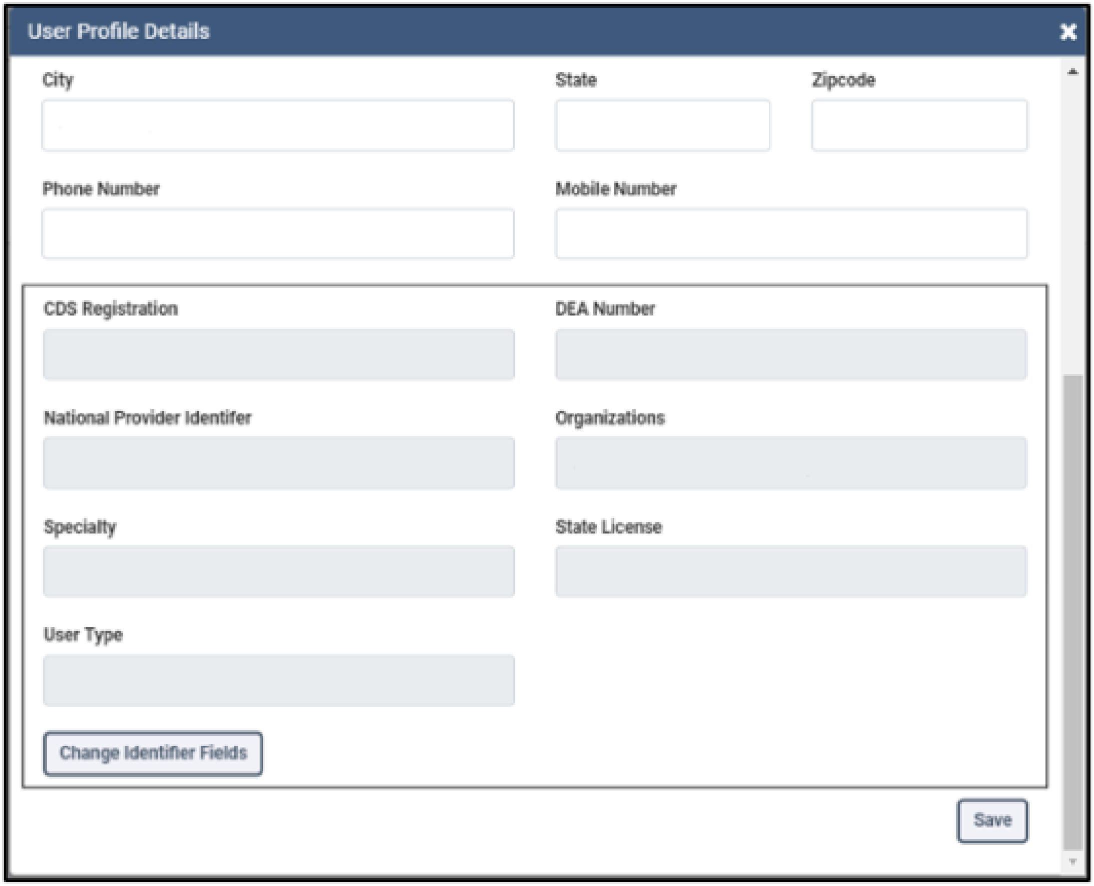
   ****Note:*** The **Email** field content cannot be changed.*



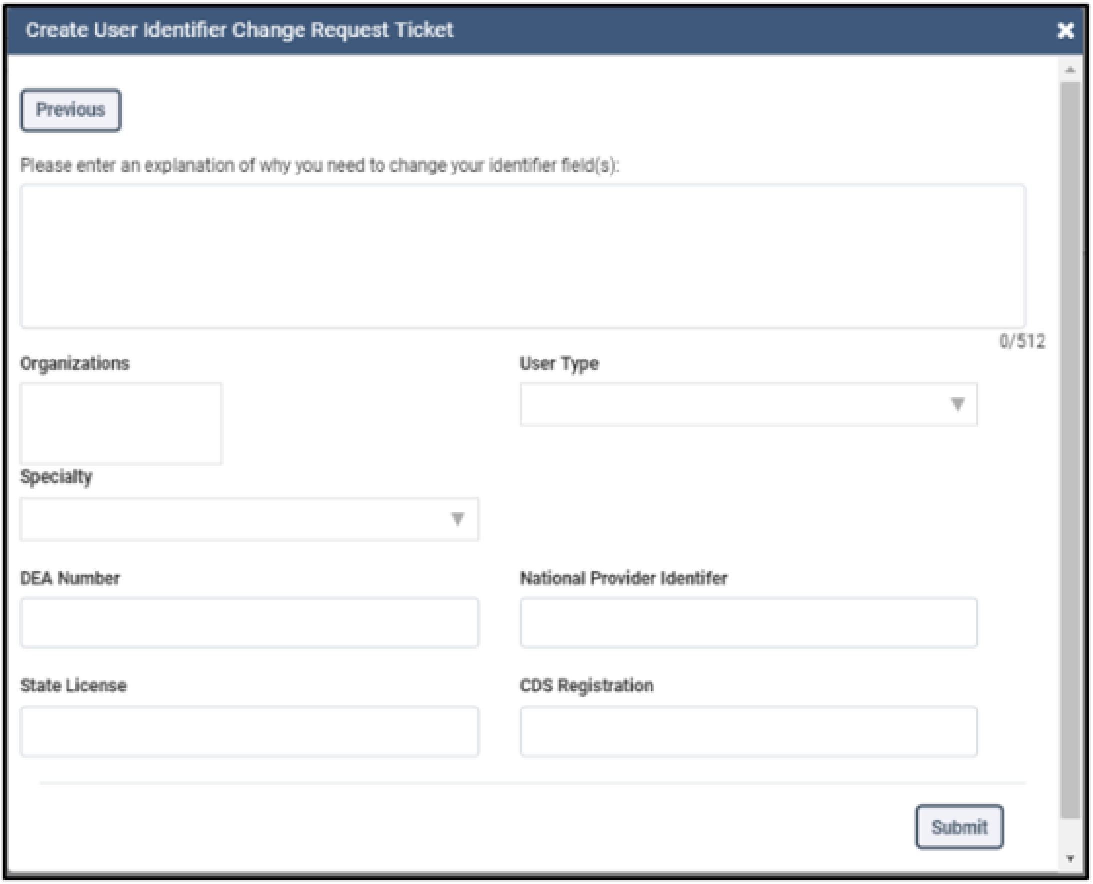
****Note:** The user can select which language to use in RxGov as the default language if the Config Admin has enabled this feature. Use the drop-down menu on the* **User Profile Details** *window to select the appropriate language, then click* **Save**.

3. Click **Save**.

4. (Prescribers Only): Changes to the **Prescriber Identifier** fields (**CDS, DEA, NPI, Organizations, Specialty, State License,** and **User Type**) must go through PDMP Administration. To initiate the process, click **Change Identifier Fields** in the **User Profile Details** window



5. Enter an explanation and other necessary criteria for the change in the displayed **Create User Identifier Change Request Ticket** window. ***Note:*** *DEA number format and DEA file validation is automatically verified upon number entry during a profile edit. Incorrect format entry disables the* **Submit** *button until a correctly formatted number is entered. If the DEA file validation fails, an error is displayed, but profile updating may continue.*



6. Click **Submit**.
7. View the message in the displayed **Success** window to verify that the change was successfully submitted.

When the requested change is approved by an Admin, an email is sent to the email address associated with the account profile.

Updating Your Password

Passwords may be updated when a user is logged into the system. For security, it is highly encouraged to change passwords every three months. Also, the password used for the RxGov account should not be the same as the password used for any other account.

Complete the following steps to change a password:

1. On the RxGov menu bar, select the displayed **username**.

2. On the **User Profile Details** page, click **Change Password**.
3. In the **Current Password** field, enter your current password.
4. In the **New Password** field, enter the new password.

   ***Note:** Password cannot be the same as any of the previous six passwords used.*

5. In the **Confirm New Password** field, confirm the new password.
6. Click **Change Password** to confirm the update.
7. In the displayed **Success** window, confirm the successful password change.

Forgot Password

If a user forgets their password and cannot continue with the login process, a password change must be requested.

Complete the following steps to request a new password when a current password is forgotten:

1. On the main RxGov login window, select the **Forgot password?** link.
2. Review the email that is sent to the email address associated with the user account. Click the link provided in the email message to reset the password for RxGov.
3. In the **Password** field, enter the new password.

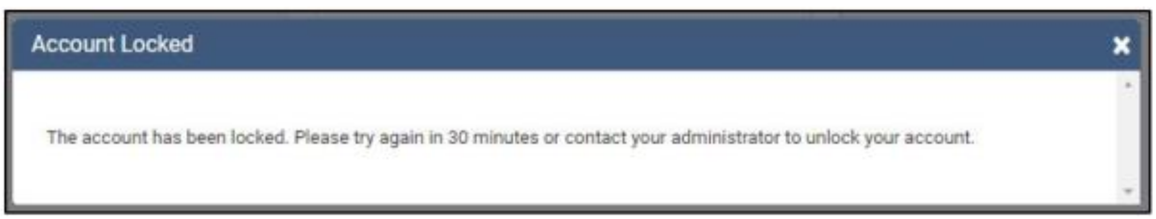
   ***Note:** Passwords must be at least eight characters in length, contain* *uppercase and lowercase characters, and contain at least one special character, and one digit.*

4. In the **Confirm Password** field, enter the same password entered in the **Password** field.
5. Click **Enter**.
6. Review the displayed **Success** window to confirm the successful password change.

Account Lockout

After five failed login attempts, the user account is locked out. Locked accounts remain locked for 30 minutes, or until the user contacts the state PDMP Admin to unlock the account.

When an account is locked out, the following **Account Locked** window is displayed:

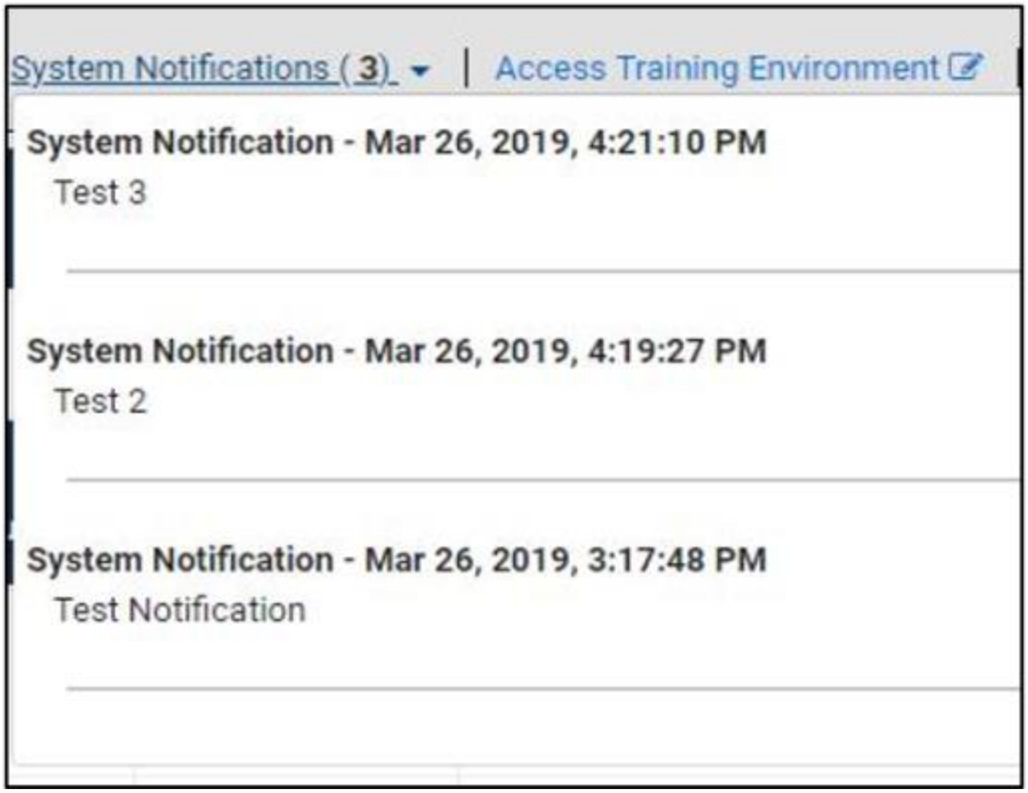


System Notifications

System notifications are set by System Administrators, visible to all users, and usually contain information about updates, system outages, or planned downtime. The notifications may also contain information relevant to use of the system.

View System Notifications

Select **System Notifications** on the top menu bar to view system notifications.


System Notifications (3)
Access Training Environment
System Notification - Mar 26, 2019, 4:21:10 PM
Test 3
System Notification - Mar 26, 2019, 4:19:27 PM
Test 2
System Notification - Mar 26, 2019, 3:17:48 PM
Test Notification

Change Log

Date	Change Description
11/12/2025	Revisions/updates throughout