



DELAWARE PRESCRIPTION MONITORING PROGRAM INTEGRATION GUIDE

Version 1.2

Introductory Delaware PMP EHR integration guide

Delaware PMP EHR Integration Guide

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What is the Delaware Prescription Monitoring Program?

The Delaware Prescription Monitoring Program (PMP) is a database containing information on all controlled substance prescriptions that were dispensed to patients in Delaware. Delaware-licensed pharmacies and prescribers who dispense controlled substances report prescription data to the PMP daily. The database is an online tool that allows prescribers and dispensers 24/7 access to a patient's controlled substance prescription medication history. The PMP is an important tool that helps to reduce misuse of controlled substances in Delaware and to promote improved professional practice and patient care.

Please visit the [DE PMP website](#) for more information.

What is EHR Integration?

The Delaware Division of Professional Regulation is partnering with [Bamboo Health](#), the service provider of the Delaware PMP, to provide options to all Healthcare Entities (HCE) in Delaware to integrate Delaware PMP data into their clinical workflow utilizing a service called PMP Gateway. PMP Gateway is a web service that performs automated, multi-state, queries to integrate patient controlled substance prescription history within Electronic Health Record (EHR) systems. PMP Gateway facilitates communication, information transfer, integration, and support for the state approval process and the EHR vendor development process.

Integrating Delaware PMP data within an EHR provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to leave their workflow to access the Delaware PMP web portal to request a patient's controlled substance prescription history. Instead, the EHR or Pharmacy Management System automatically initiates a patient query using PMP Gateway and returns the patient's prescription history directly within the provider's EHR or Pharmacy Management System.

- ❖ It is important to note that not all EHR vendors are currently integrated. Your integration process and duration time is dependent upon your vendor.

What is the integration request process?

1. Click Create an Account in the top righthand corner of the page in the [Customer Connect Portal](#).
2. Follow the on-screen prompts to gather the needed information for your integration request.
3. You must complete ALL documents before the Delaware Division of Professional Regulation will review your request.

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4. If your software is not integrated, you will be notified via Customer Connect during the sign-up process. If your vendor is not integrated, have them reach out to [Bamboo Health Support](#) to request API specifications to determine the level of effort and how long the implementation will take.
5. Upon fully executed EULA and receipt of all completed documents, a Bamboo Health Project Manager will contact you or your EHR vendor to discuss next steps.

What is the implementation process?

Several EHR vendors have already completed the PMP Gateway integration development work to deliver controlled substance prescription data within their products/service offerings. If your vendor has not yet completed integration, Bamboo will work with you and your vendor to initiate that process.

If your EHR vendor has completed integration:

- a. Bamboo Health will create production PMP Gateway credentials for your Healthcare Entity.
 - i. This process should take 4-5 business days
- b. Once created, the Delaware Division of Professional Regulation will need to approve the request for credentials.
 - i. The contact provided on your Integration Request Form will receive an automated email once Delaware Division of Professional Regulation has approved the request for credentials.
- c. Credentials will then be sent to your EHR vendor (or directly to you, depending upon your vendor) to start the process.
 - i. Bamboo Health recommends you contact your EHR vendor to let them know you have submitted a request to be integrated under the Delaware PMP EHR Integration project.
- d. Your EHR vendor will reach out to you to start the testing process.
- e. Once complete, you will work with your EHR vendor to determine the final roll-out schedule.

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

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If your EHR vendor has **not** completed the necessary integration development:

- a. A Bamboo representative will reach out to the point of contact listed on your Integration Request Form and schedule a meeting with:
 - i. Bamboo Health Sales Engineer
 - ii. Bamboo Health technical resource
 - iii. HCE Point of Contact
 - iv. EHR Vendor contact
- b. Bamboo Health will provide the EHR vendor with the technical Application Programming Interface (API) documentation.
- c. Bamboo Health will provide testing instructions and test patients to the EHR vendor and will provide technical support as needed.
- d. You will work with your EHR vendor to ensure all provider roles are mapped correctly to the appropriate PMP Gateway role.
- e. Before deploying to production, Bamboo Health requests that the EHR vendor demo the PMP Gateway integration so that they may provide any additional recommendations or changes. This demo may also include representatives from Delaware Division of Professional Regulation.
- f. Once the integration has been approved by Bamboo Health, your EHR vendor will set a production deployment date and you will work with your EHR vendor on the roll-out.

❖ **Please note:** Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several months.

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Benefits of Integration

It is important to note that there are key functional differences between a patient query in the Delaware PMP web portal and via EHR integration. Delaware PMP integration is focused on delivering a streamlined workflow for providers to access a patient report.

EHR integration removes the need for a provider to:

1. Exit the EMR and log in to the Delaware PMP web portal
2. Enter username & password
3. Navigate to the patient search screen
4. Enter a patient's demographics
5. Determine the date range to search
 - a. The default search is two years
6. Select which states to query
7. Click 'search'

Instead, integration works behind the scenes to perform an *automated* query to deliver a patient report in to your EHR system. This allows the provider to have access to the prescription data within seconds

of accessing the patient's record within the EHR without unnecessary data entry or excessive clicks.

This initiative requires that all providers still maintain an active account with the Delaware PMP web portal to ensure continued access to additional administrative type functionality such as patient alerts, user profile management, search history, etc.

Who will have access?

The following is a list of provider roles that may have access to Delaware PMP data via EHR integration.

- Physician
- Pharmacist

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- Nurse Practitioner
- Physician Assistant with prescriptive authority
- Dentist
- Optometrist with prescriptive authority • Medical Resident with prescriptive authority

All of the listed provider roles must be registered with the Delaware PMP web portal in order to access

Delaware PMP data via EHR integration.

Delegates, both unlicensed and licensed, are not able to access Delaware PMP data via EHR integration. Instead, delegates will continue to access Delaware PMP via the web portal.

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Provider authorization

The Delaware Division of Professional Regulation requires that every patient query submitted to the gateway contain the requesting provider's first and last name, professional license number, DEA number (if applicable) and NPI number (if applicable). If the provider is not registered with the PMP, they will not be allowed to retrieve any patient reports.

Post go-live technical support

If providers are experiencing an issue when attempting to access DE PMP data via EHR integration, please first contact your internal IT helpdesk for assistance.

- ❖ ***Please note:*** Bamboo Health does not control any aspect of the EHR or Pharmacy Management System. Any issues related to your EHR vendor's application should be directed to your EHR vendor contact.

If the PMP Gateway service is non-operational, please [submit a support request form](#) to Bamboo Health. This will create a service ticket with the Bamboo Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Bamboo Health to acknowledge your issue.

In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the Delaware PMP web portal to request patient reports.

Relevant Hyperlinks

- [INTEGRATION REQUEST LANDING PAGE](#)
- [Delaware PMP web portal](#)
- [Bamboo Health](#)