Training Guide for Practitioners

Washington State Department of Health
Washington State Prescription Monitoring Program

May 2013
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1 Document Overview

Purpose and Contents

The RxSentry® Training Guide for Practitioners serves as a step-by-step training guide for State of Washington medical practitioners and prescribers using RxSentry for querying purposes. It includes such topics as:

- Requesting an account
- Creating query requests
- Viewing query request status
- Generating reports

**Note:** RxSentry is a proprietary system for prescription monitoring provided by Health Information Designs, LLC for use by the Washington Prescription Monitoring Program, Prescription Review.
2 System Overview

About the RxSentry Prescription Monitoring Program

The RxSentry Prescription Monitoring Program is a Web-based system that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs.

The system materially assists state regulators and practitioners authorized to prescribe and dispense controlled substances in the prevention of diversion, abuse, and misuse of controlled substance prescription medication.

The use of data collected through RxSentry allows for the provision of education and information, early intervention, prevention of diversion, investigation, and enforcement of existing laws governing the use of controlled substances.

This system serves as a valuable tool in the effort to protect the health and welfare of our citizens by reducing the abuse of prescription drugs.

Note: For the purposes of this document, the RxSentry Prescription Monitoring Program is referred to as RxSentry.
3 Accessing RxSentry

Request an Account

The Washington State Department of Health Prescription Review program grants system access accounts to practitioners and pharmacists so that they may look up, view, and print controlled substance dispensing information on their specific patients directly via user name and password.

In-State Practitioners

Practitioners and pharmacists licensed in Washington may request a user account to access information in the system. Access is granted to individuals only—not to clinics, hospitals, pharmacies, or any other healthcare facility.

Perform the following steps to request an account:

1. Open an Internet browser window and type the following URL in the address bar: www.wapmp.org.
2. Click the Practitioner/Pharmacist link located on the left menu. A window similar to the following is displayed:

3. Click the Terms and Conditions link to open and read.
4. After reading the terms and conditions, click the Access Registration Site link. A login window is displayed.
5. Type newacct in the User name field.
6. Type welcome in the Password field.
7 Click OK.

The **PMP Provider Account Registration Form** is displayed:

![PMP Provider Account Registration Form](image)

8 Complete the fields on this form, noting that required fields are indicated with an asterisk (*).

9 Click **Accept & Submit**.

If information is incomplete or missing, a message is displayed indicating which fields must be corrected before your access request form can be submitted.

If all information has been properly supplied, a completed access request form is displayed, along with a prompt to print the form. Print the form if desired.

The Washington Prescription Review program staff will review your application and verify the information. You may be contacted if additional information is required.

If you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and the steps to follow to log in to the system. You will be required to change the temporary password immediately when you first attempt to access the system.
If you are denied access to the system, you will be notified by the Washington Prescription Review program staff.

Out-of-State Practitioners

Practitioners and pharmacists licensed outside the State of Washington may request a user account to access information in the system. Access is granted to individuals only—not to clinics, hospitals, pharmacies, or any other healthcare facility.

Perform the following steps to request an account:

1. Open an Internet browser window and type the following URL in the address bar: www.wapmp.org.
2. Click Practitioner/Pharmacist link located on the left menu.

   The following window is displayed:

   Practitioner/Pharmacist
   Terms and Conditions
   Access Registration Site
   Training Guide for Practitioners and Pharmacists
   Practitioner & Pharmacist Query Site

3. Click the Terms & Conditions link located on the left menu to open and read.
4. After reading the Terms and Conditions of Account Use, click the Access Registration Site link on the left menu.

   A login window is displayed.

5. Type newacct in the User name field.
6. Type welcome in the Password field.
7 Click **OK**. The **PMP Provider Account Registration Form** is displayed:

![PMP Provider Account Registration Form](image)

8 Complete the fields on this form, noting that required fields are indicated with an asterisk (*).

9 Click **Accept & Submit**.

   If all information has been properly supplied, a completed access request form is displayed, along with a prompt to print the form.

   If information is incomplete or missing, a message is displayed indicating which fields must be corrected before your access request form can be submitted.

10 Print a hard copy of the completed access request form.

11 Sign the printed access request form and have it notarized.

12 Mail the completed, signed, and notarized access request form to:
   
   Washington Prescription Review Program
   PO Box 47852
   Olympia, WA 98054-7852
The Washington Prescription Review program staff will review your application and verify the information. You may be contacted if additional information is required.

If you are approved for an account, you will be notified via two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and the steps to follow to log in to the system. You will be required to change the temporary password immediately when you first attempt to access the system.

If you are denied access to the system, you will be notified by the Washington Prescription Review program staff.

First-Time Users

Once you are approved for system access, you will receive two e-mail notifications. The first e-mail informs you that you have been approved to access the Prescription Review database and contains your user name; the second e-mail provides your temporary password and personal identification number (PIN).

Once you receive these e-mails, perform the following steps to complete your registration:

- Make sure “cookies” are enabled in your Internet browser
- Enroll your login device
- Log in to RxSentry and establish your permanent password

The steps for performing these actions are provided in the following topics.

Enable “Cookies”

Before you attempt to log in to RxSentry and enroll your device for first-time use, you must first ensure that “cookies” are enabled in your Internet browser.

Click one of the following hyperlinks for instructions for enabling cookies within the browser you use:

- Internet Explorer®
- Firefox®

Internet Explorer

1. Open Internet Explorer.
2. Click Tools, Internet Options, and then click the Privacy tab.
3. Click the Advanced button.
Click to select the **Override automatic cookie handling** and **Always allow session cookies** check boxes:

![Cookie Handling Screen](image)

5 Click **OK**.

**Firefox**

1 Open Firefox.

2 Click the down arrow by Firefox at the top left corner of the window, click **Options**, and then click **Options** again.

3 Click the **Privacy** tab.

4 Click the **Exceptions** button.

A window similar to the following is displayed:

![Exceptions Window](image)

5 In the **Address of web site** field, type the address you use to log in to RxSentry, [https://wapmp-ph.hidinc.com](https://wapmp-ph.hidinc.com), and then click **Allow**.

6 Click **Close** to close the window, and then click **OK**.
Enroll Your Login Device

This section provides the steps you must use to enroll your “device” (i.e., desktop computer, laptop computer) to access RxSentry. These steps are performed only once for each device.

**Notes:**

- If you use multiple Internet browsers or devices, for example Internet Explorer and Firefox, please see the Enroll an Additional Device or Internet Browser topic in this document that describes how to enroll for RxSentry access using different devices or Internet browsers.
- If you clear “cookies” from your Internet browser, you must re-enroll your device OR use the bookmark you will create in this section to access RxSentry.

1. Open an Internet browser window, type the following address, and then press [Enter]: http://www.wapmp.org.

2. Click Practitioner/Pharmacist.

3. Click Practitioner & Pharmacist Query Site.

The following window is displayed:

4. Click Login. A window similar to the following is displayed:

5. Type your user name in the User name field.

6. Type your temporary password in the Password field.
The following window is displayed:

7 Read the information displayed, and then click the hyperlink at the bottom of this window.

The following window is displayed:

8 Type a name for the device or browser you are using to log in, for example, Laptop, and then click Save and Continue.
The following window is displayed:

9 Verify that the e-mail address and telephone number are correct.

10 Click I am finished and wish to continue. The following window is displayed:

11 Using your Internet browser’s bookmark functionality, create a bookmark for this page:
   - If you are using Firefox, click the down arrow by Firefox, click Bookmarks, and then click Bookmark This Page.
   - If you are using Internet Explorer, click OK to accept the bookmark auto-created by Internet Explorer.

12 Once you have created a bookmark, click Continue.

13 Click Yes – I bookmarked this page to confirm that you created your bookmark.
The following window is displayed:

![Authentication Required window](image)

14 Enter your user name and temporary password, and then click **OK**.

The RxSentry home page is displayed.

15 Follow the steps in the **First-Time User Login** topic to complete your registration.

**First-Time User Login**

Perform the following steps to log in to RxSentry and establish your permanent password. These steps need to be performed only once—upon first-time log in.

**Note:** If this is not your first time accessing RxSentry, please see the **Enrolled User Login** topic.

1 Complete the steps detailed in the **Enable “Cookies”** and **Enroll Your Login Device** topics.

The RxSentry home page is displayed.

2 Click any function on the RxSentry menu, such as **View Query Status**.

A window similar to the following is displayed:

![Password window](image)

3 Type your temporary password in the **Current Password** field.

4 Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.

5 Type your new password again in the **Confirm New Password** field.
6 Click **Submit**. A message displays that your password was accepted and that you are required to log in using your new password.

7 Click **Log Out**. The log in window is displayed.

8 Type your user name in the **User name** field.

9 Type your password in the **Password** field.

10 Click **OK**. The RxSentry home page is displayed.

---

**Enrolled User Login**

*Note:* If you have forgotten your RxSentry user name or password, please call the HID help desk or refer to the [Retrieve Password Information](#) topic in this document. After five (5) unsuccessful login attempts, your account will be locked for 20 minutes.

Perform the following steps to log in to RxSentry once you have enrolled your device and established your permanent password.

*Note:* If this is your first time accessing RxSentry, please see the [First-Time Users](#) topic.

1 Open an Internet browser window and type the following URL in the address bar: [http://www.wapmp.org](http://www.wapmp.org).

2 Click **Practitioner/Pharmacist**.

3 Click **Practitioner & Pharmacist Query Site**.

   The 2-Factor Authentication window displays.

   *Note:* You will not be required to re-enroll your device.

4 Click the link at the bottom of the window. The following window is displayed:

   ![Washington Prescription Review Menu](image)

   • **Login**
   • **Retrieve Password Information**

5 Click **Login**.

   The RxSentry login window displays.

6 Type your user name in the **User name** field.
7 Type your password in the **Password** field.

8 Click **OK**.

A window similar to the following is displayed:

![RxSentry Menu](image)

The left side of window contains the RxSentry menu, and the right side of the window contains the results of the menu function selected.

### Enroll an Additional Device or Internet Browser

If you use a different device (i.e., desktop computer, laptop computer, mobile phone) or a different Internet browser, you must enroll each new device and browser for use with RxSentry by performing the following steps:

1. Open an Internet browser window, type the following address, and then press [Enter]: [http://www.wapmp.org](http://www.wapmp.org).

2. Click **Practitioner/Pharmacist**.

3. Click **Practitioner & Pharmacist Query Site**.

The following window is displayed:
4 Click **Login**.

A window similar to the following is displayed:

![Login Window](image)

5 Type your user name in the **User name** field.

6 Type your password in the **Password** field.

7 Click **OK**.

The following window is displayed:

![2-Factor Authentication Window](image)

8 Read the information displayed, and then click the hyperlink at the bottom of this window.

If this is the first time you are logging in with an additional device or browser, a window similar to the following is displayed:

![Welcome Window](image)

9 Click the **If you do not have a bookmark registered for this device, click here** option at the bottom of the window.
A window similar to the following is displayed:

10 If you are attempting to log in using a different device or browser, click the **Enroll this ADDITIONAL device** option. If this option is selected, a window similar to the following is displayed:

11 Click **Send my Virtual Token now**.
A window similar to the following is displayed, indicating that an e-mail was generated to your e-mail address containing your 6-digit virtual token:

12 Once you receive your token via e-mail, either type or copy/paste the token in the **Enter Virtual Token** field.

13 Click **Validate Virtual Token**.

The following window is displayed:

14 Click **Yes** to enroll this device.

15 Perform steps 8 – 14 in the **Enroll Your Login Device** topic to complete the device enrollment and create the bookmark you will use to access RxSentry.

**Retrieve Password Information**

If you have forgotten your RxSentry password, perform the following steps to retrieve it:

1 Open an Internet browser window, type the following address, and then press [Enter]: [http://www.wapmp.org](http://www.wapmp.org).

2 Click **Practitioner/Pharmacist**.
3 Click **Practitioner & Pharmacist Query Site**.

The following window is displayed:

![Login window](image)

4 Click **Retrieve Password Information**.

The following window is displayed:

![Password information window](image)

5 Enter your RxSentry user name in the **User Name for Account** field.

6 Enter the PIN you received when you registered for your account in the **PIN for Account Holder** field.

7 Enter the e-mail address associated with your account in the **Email Address for the Account** field.

8 Click **Submit**.

A message displays that an e-mail containing a temporary password was sent to the e-mail address associated with your user name.

9 Click **Login**. A login window is displayed.

10 When you receive the e-mail from **WAPDMINFO** containing your temporary password, enter your user name and the temporary password you received via e-mail, and then click **OK**.

The RxSentry home page is displayed. At this point, you will be required to establish a permanent password.

11 Click **Practitioner/Pharmacist Query**.
A window similar to the following is displayed:

```
Current Password: 
New Password: 
Confirm New Password: 
```

12 Type your temporary password in the **Current Password** field.

13 Type your new password in the **New Password** field, using the information displayed in this window as a password selection guideline.

14 Type your new password again in the **Confirm New Password** field.

15 Click **Submit**. A message displays that your password was accepted and that you are required to log in again using your new password.

16 Click **Practitioner/Pharmacist Query**. A login window is displayed.

17 Type your user name in the **User Name** field.

18 Type your password in the **Password** field.

19 Click **OK**. The RxSentry home page is displayed.

**Update or Confirm Account Information**

The Update/Confirm Account Info menu option allows you to update or confirm your account information as necessary.

Perform the following steps to update your PDMP profile:

1. Log in to RxSentry.

2. Click **Update/Confirm Account Info**.
3 Update your information, as necessary, noting that required fields are marked with an asterisk.

**Note:** The **Verify Email Address** field is only required if you change your e-mail address.

4 Click **Update**.

A window similar to the following is displayed, confirming that your record has been updated:

```
Record for [User] has been confirmed.
Please [Click Here] to return to the main menu.
```

5 Click the link to return to the RxSentry home page.
4 Using RxSentry

Practitioner/Pharmacist Query

This function is used to:

- Create queries regarding recipient usage of controlled substances
- View a history of searches
- Search by prescriber DEA number

Note: Pharmacists can create patient queries; prescribers can create patient queries and queries regarding prescribing history using their own DEA number.

Recipient Query

Perform the following steps to create a query on recipient controlled substance usage:

1. Log in to RxSentry.
2. From the home page, click **Practitioner/Pharmacist Query**. The following window is displayed:

   ![Practitioner/Pharmacist Query Window]

   You may query any recipient name, but before you can view the results of the query, you must authenticate the query by indicating the query is for a valid reason and that you have the potential to provide a service to the recipient’s name that is being queried.

   Note: Without selecting the **I accept the above conditions** check box, you will not be able to access the provider query screen.

3. Select the **I accept the above conditions** check box.
A window similar to the following is displayed:

4 Complete the information on the Practitioner/Pharmacist Query window, using the field descriptions in the following table as a guideline:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipient Name</td>
<td>(Required) Type the recipient’s last name. You may use the “Begins with” or “Sounds like” options if the actual last name is not known. You may also search for a specific recipient by using partial text, for example, type &quot;KEL&quot; to display a list of recipients with &quot;KEL&quot; as the first three letters of their last name. Note: Using either the &quot;Begins with&quot; or &quot;Sounds like&quot; options may produce better results, particularly if alternate spellings for a name exist, or if the name contains a suffix such as Jr. or Sr.</td>
</tr>
<tr>
<td>Last</td>
<td></td>
</tr>
<tr>
<td>First</td>
<td>(Required) Type the recipient’s first name. You may use the “Begins with” or “Sounds like” options if the actual first name is not known. You may also search for a specific recipient by using partial text, for example, type “Tho” to display a list of recipients containing &quot;Tho&quot; in the first three letters of their first name.</td>
</tr>
<tr>
<td>Sex</td>
<td>Click the down arrow and select the gender of the recipients to include in your search. If in doubt, choose the “All” option.</td>
</tr>
<tr>
<td>Target DOB</td>
<td>(Required) Type the recipient’s date of birth using the mm/dd/yyyy format. Note: Even if the exact DOB is known, it can be helpful to also select “1 Year” or “2 Years” in the Within field.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Usage</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Within</td>
<td>Used in conjunction with the <strong>Target DOB</strong> field to specify a time range within which to match the date of birth.</td>
</tr>
<tr>
<td>County Selection</td>
<td>Narrow your search by selecting a specific county name, or accept the default option of “Statewide” to produce a wider range of results.</td>
</tr>
<tr>
<td>Zipcode selection</td>
<td>Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.</td>
</tr>
<tr>
<td>Dispensed Timeframe From</td>
<td>Use this field to enter a specific start date for the dispensing time frame, for example, 01/10/11.</td>
</tr>
<tr>
<td>Dispensed Timeframe To</td>
<td>Use this field to enter a specific end date for the dispensing time frame, for example, 01/31/11.</td>
</tr>
<tr>
<td>Master Accounts</td>
<td>Select the master account for which the query is being created.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> This field only displays if you are a subaccount holder.</td>
</tr>
</tbody>
</table>

5. Once all criteria has been entered or selected, click **Submit**. A window similar to the following is displayed:

![Practitioner/Pharmacist Query](image)

6. From the **Recipient Report** section of this window, click the desired recipient’s name.

7. Select either the **Sort by Date Only** or the **Sort by Recipient by Date** option, and then click **Request**.
A window similar to the following is displayed:

If desired, you may sort the results by clicking the column headers that are blue hyperlinks (Date Dispensed, Prescriber, and Dispenser).

If you wish to print the report, click Generate Report to begin the report processing. A message similar to the following is displayed:

*Query 14121 has been created. View Query Status to retrieve report when query finishes running.*

**Note:** The query will remain in the database for 14 days, after which it will be automatically removed.

Continue to View Query Status to access and print your report.

**Search History**

Use this function to perform a search of all queries created with your account ID.

**Note:** If you are a master account holder, you may use this function to perform a search of all queries created with your account ID and those created by your subaccount holders.

1. Log in to RxSentry.
2. From the home page, click Practitioner/Pharmacist Query.
A window similar to the following is displayed:

![Practitioner/Pharmacist Query](image)

You must authenticate the query by indicating the query is for a valid reason and that you are authorized to submit the query.

**Note:** Without selecting the **I accept the above conditions** check box, you will not be able to access the provider query screen.

3 Select the **I accept the above conditions** check box.

4 Select the **Search History** check box. The following window is displayed:

![Search History](image)

5 In the **Audit TimeFrame** fields, accept the default start and end dates (current date), or type the desired dates.

6 If you are a subaccount holder, ensure your user ID is highlighted in the **User** field; OR

   If you are a master account holder, you may select multiple users in the **User** field by holding down the **[Ctrl]** key while clicking each user ID.

7 Click **Display**. Your search results are displayed.
Prescriber Search by DEA

This function is used to by prescribers to perform a search of claims submitted to RxSentry on the prescriber's own DEA number.

1. Log in to RxSentry.
2. From the home page, click **Practitioner/Pharmacist Query**.

   A window similar to the following is displayed:

   ![Practitioner/Pharmacist Query](image)

   You must authenticate the query by indicating the query is for a valid reason and that you are authorized to submit the query.

   **Note:** Without selecting the **I accept the above conditions** check box, you will not be able to access the provider query screen.

3. Select the **I accept the above conditions** check box.
4. Select the **Prescriber Search by DEA** check box.

   The following window is displayed:

   ![Prescriber Prescription History](image)

5. In the **Dispensed TimeFrame** fields, accept the default start and end dates (current date), or type the desired dates.

6. Click **Submit**.

   Your search results are displayed. Clicking the blue hyperlinks in the column headings allows you to sort by that field.

   If desired, click **Generate Report** to create a PDF of your search results, and then continue to **View Query Status**.
View Query Status

This function allows you to check the status of a submitted query. The Status column on the View Report Queue window displays one of the following query statuses:

- **Approved/Queued** – the parameters for the query have been correctly supplied, and the query is processing.
- **Approved/Done** - the parameters for the query have been correctly supplied, the query has processed, and it is available for viewing.

Perform the following steps to view the status of a query or several queries:

1. Log in to RxSentry.
2. From the home page, click **View Query Status**.

A window similar to the following is displayed:

![View Report Queue Window](image)

**Note**: The output format for all reports is portable document format (PDF).

3. If the report is ready for viewing, the **Job Sequence ID** field contains a hyperlink to the report. Click the hyperlink for the desired report.

A window similar to the following is displayed:

![File Download Window](image)

4. Perform one of the following actions:
   - Click **Open** to open the report for viewing.
   - Click **Save** to save the report to a specific location for viewing at a later time.
   - Click **Cancel** to return to the previous window.
Subaccounts

This function is used only by master account holders to select and activate associated subaccount holders.

1  Log in to RxSentry.

2  From the home page, click Subaccounts. A window similar to the following is displayed:

![Subaccounts Window]

All subaccounts currently associated to your master account are displayed in the Currently Linked to Subaccounts section of this window.

Subaccounts that have been approved and are awaiting master account holder association are displayed in the Link Additional Subaccounts section of this window. For each subaccount holder, the last/first name, user group, user ID, and agency are displayed. To quickly locate a subaccount holder, type the first letter of the subaccount holder's last name.

3  Click to select the desired subaccount or select multiple subaccount holders by holding down the [Ctrl] key while clicking each name.

4  Click Submit. A window similar to the following is displayed, illustrating that the subaccount holders were linked:

![Submit Window]

**Note:** It is the responsibility of the master account holder to remove any subaccount holders no longer associated with the master account. To perform this action, hold down the [Ctrl] key while clicking the subaccount name(s) in the Currently Linked to Subaccounts section of this window, and then click Submit.
5 Assistance and Support

Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact HID by e-mail at wapmp-info@hidinc.com

OR

Call the HID Help Desk at 1-877-719-3121

Technical assistance is available Monday through Friday (except for holidays) from 8:00 a.m. – 5:00 p.m. PST (Pacific Standard Time).

Administrative Assistance

If you have non-technical questions regarding the Washington Prescription Review, please contact:

Chris Baumgartner, PMP Director
Washington Department of Health
P.O. Box 47852
Olympia, WA 98504-7852
Phone: 360.236.4806
Fax: 360.236.2901
E-mail: prescriptionmonitoring@doh.wa.gov
Web: http://www.doh.wa.gov/hsga/PMP/default.htm
6 Document Information

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Auburn, AL 36832

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Formatting Conventions

<table>
<thead>
<tr>
<th>Format</th>
<th>Used to Designate…</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>References to execution buttons, windows, file names, menus, icons, or options</td>
</tr>
<tr>
<td><em>Times New Roman Italic</em></td>
<td>Text you must type in a field or window, for example, \server_name\printer_name for a network printer</td>
</tr>
<tr>
<td><strong>Blue underlined text</strong></td>
<td>Hyperlinks to other sections of this document or external websites</td>
</tr>
</tbody>
</table>
Version History

The Version History records the publication history of this document. See the Change Log for more details regarding the changes and enhancements included in each version.

<table>
<thead>
<tr>
<th>Publication Date</th>
<th>Version Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/04/2012</td>
<td>1.0</td>
<td>Initial publication</td>
</tr>
<tr>
<td>01/30/2012</td>
<td>1.1</td>
<td>Revised publication</td>
</tr>
<tr>
<td>10/15/2012</td>
<td>1.2</td>
<td>Revised publication</td>
</tr>
<tr>
<td>11/05/2012</td>
<td>1.3</td>
<td>Revised publication</td>
</tr>
<tr>
<td>12/20/2012</td>
<td>1.4</td>
<td>Revised publication</td>
</tr>
<tr>
<td>02/27/2013</td>
<td>1.5</td>
<td>Revised publication</td>
</tr>
<tr>
<td>05/24/2013</td>
<td>1.6</td>
<td>Revised publication</td>
</tr>
</tbody>
</table>

Change Log

The Change Log records the changes and enhancements included in each version.

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Chapter/Section</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>1.1</td>
<td>Chapter 4/Practitioner Pharmacy Query overview</td>
<td>Added note to distinguish the types of queries that can be run by the pharmacists and practitioners/prescribers user groups</td>
</tr>
<tr>
<td>1.2</td>
<td>Chapter 4/Search History</td>
<td>Removed PDF output option for this report</td>
</tr>
<tr>
<td>1.3</td>
<td>Chapter 3/Retrieve Password Information</td>
<td>Added new topic</td>
</tr>
<tr>
<td>1.4</td>
<td>Chapter 3/Update or Confirm Account Information</td>
<td>Added new topic</td>
</tr>
<tr>
<td>1.5</td>
<td>Chapter 3/Update or Confirm Account Information</td>
<td>Removed information concerning the forced update</td>
</tr>
<tr>
<td>1.6</td>
<td>Chapter 3/Enrolled User Login</td>
<td>Added a note explaining that the user will be locked out of his/her account for 20 minutes after 5 unsuccessful login attempts</td>
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