

# PENNSYLVANIA PDMP INTEGRATION GUIDE

Integrating your health IT system with the Pennsylvania Prescription  
Drug Monitoring Program (PDMP)

**Version 2.1**

Pennsylvania PDMP Integration Guide

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## Contents

What is the Pennsylvania Prescription Drug Monitoring Program (PDMP) system? .....	2
What is PDMP integration?.....	2
Cost .....	2
Integration partners.....	3
Data security .....	3
What is the integration process? .....	3
Clinical workflow .....	4
Post implementation technical assistance.....	5
Relevant hyperlinks.....	5

## What is the Pennsylvania Prescription Drug Monitoring Program (PDMP) system?

The PDMP system is an online tool that helps increase the quality of patient care by giving prescribers and dispensers access to their patients' controlled substance prescription medication history, as well as giving them the information they need to make sound clinical decisions and to refer patients to treatment.

The PDMP system also aids regulatory and law enforcement agencies in the detection and prevention of fraud, drug abuse and the criminal diversion of controlled substances.

Please visit the PDMP website for more information: [www.doh.pa.gov/pdmp](http://www.doh.pa.gov/pdmp).

## What is PDMP integration?

The Pennsylvania Department of Health (DOH) seeks to facilitate integrations between the PDMP system and electronic health records (EHR) and pharmacy management systems (PMS) across the commonwealth. The goal is to minimize any workflow disruption by providing near-instant and seamless access to critical prescription history information to both prescribers and pharmacists.

All health care entities in Pennsylvania that are legally authorized to prescribe, administer or dispense controlled substances are eligible to apply for integration. This includes ambulatory care units, acute care facilities, emergency care units, physician practices, pharmacies, drug treatment facilities and others.

DOH is partnering with multiple organizations to provide different integration service options to health care providers in the commonwealth.

Integrating PDMP data within an EHR/PMS provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to load the browser, log-in to the PDMP, and enter their patient's name and date of birth. Instead, with the click of a button, the EHR/PMS automatically initiates a patient query and returns the patient's prescription record directly within the provider's EHR/PMS.

### Cost

DOH does not charge a fee to integrate with the PDMP system. However, some integration partners may have costs associated with their solutions. See the Integration Partners chart below for more information.

### Integration partners

There are multiple organizations facilitating PDMP integration in Pennsylvania. Healthcare entities and their EHR/PMS may contact these organizations directly to begin discussions on integration. The following is a list of organizations facilitating integrations with the Pennsylvania PDMP:

Name	Email/Contact information	Website	Cost
RxCheck	<a href="mailto:Bob.may@ijis.com">Bob.may@ijis.com</a>	<a href="#">Click here</a>	No
Logicoy Inc.	<a href="mailto:pdmp@logicoy.com">pdmp@logicoy.com</a>	<a href="#">Click here</a>	Yes
Prescription Advisory Systems and Technology	<a href="mailto:rcassidy@pastrx.com">rcassidy@pastrx.com</a> <a href="mailto:mahesh@pastrx.com">mahesh@pastrx.com</a>	<a href="#">Click here</a>	Yes
Appriss	<a href="#">Click here</a>	<a href="#">Click here</a>	Yes
Public Health Gateway / PA Patient & Provider Network (P3N)	<a href="#">Click here</a>	<a href="#">Click here</a>	Yes

The inclusion of information on organizations facilitating PDMP integration in Pennsylvania is not intended to reflect approval by the Department of Health, nor is it intended to endorse products or services offered.<sup>1</sup>

### Data security

PDMP data contains both personally identifiable information (PII) and protected health information (PHI). To protect patient rights, the highest standard of data security must be applied to PDMP data. To ensure that patient data is protected, it is required that HCEs comply with security measures, which are outlined in the Terms and Conditions. Specific requirements associated with each of the integration partners will be provided during the integration process.

### What is the integration process?

The integration process consists of the following steps:

1. Complete the [Integration Request Form](#).  
Note: Only authorized decision makers should fill out the form.
2. Review, sign and return the [Terms and Conditions Agreement](#).
3. Wait for your request to be approved for integration by DOH.
4. A project manager (PM) from DOH will reach out to the point of contact as listed on your integration request form and schedule a meeting.
5. You will work with your chosen integration partner to facilitate integration and testing. The process for this will vary based on the integration partner chosen and your EHR/PMS.
6. Once testing is complete, you or your integration partner must send an email to DOH ([c-nmunasa@pa.gov](mailto:c-nmunasa@pa.gov)) confirming that testing was successful. Once this is received, DOH will approve your access. You should receive an email once you are approved.

7. Once integration is in production and verified, DOH will provide confirmation email/certificate to the HCE.

Throughout the process, DOH requires that HCEs provide bi-weekly status updates containing the following:

- a. Updated timeline with estimated go-live date; and
- b. Any barriers or roadblocks encountered

## Clinical workflow

When determining where in the clinical workflow the EHR/PMS will query the PDMP system, it is important to note that there are key functional differences between the PDMP web portal and EHR/PMS integration. The goal for integration is to provide the key data elements to providers in a streamlined workflow.

EHR/PMS integration removes the need for a user to:

1. Exit the EHR/PMS and navigate to the PDMP web portal;
2. Enter a username and password;
3. Navigate to a patient request screen;
4. Enter a patient's first name, last name and date of birth;
5. Determine the date range to search;
6. Select which states to query; and
7. Click "search."

Instead, the integration allows the above detail to perform an automated query with the click of a button to deliver a patient report. PDMP integration is focused on delivering a streamlined workflow for providers to access a patient report.

DOH requires that all providers have a validated and active user account with the PDMP web portal for security purposes and to ensure access to additional functionality not included in EHR/PMS integration.

PDMP functionality not included in EHR/PMS integration:

1. Delegation of access to conduct PDMP searches
2. Partial name search
3. Searches that return multiple records
4. Ability for prescribers to view dispensations associated with their DEA
5. Search history (including delegate search history)
6. Bulk patient search
7. User profile
8. Important announcements
9. Ability to select interstate data sharing options. Each HCE can choose which specific state(s) they would like to automatically query as part of the integration. Typically, HCEs select one or two neighboring states. However, on the PDMP web portal, your providers will still be able to

select from all states currently connected with Pennsylvania.

There are a few scenarios in which EHR/PMS users will encounter a “disallowed message” from the PDMP. These scenarios are:

1. When multiple patients meet the search criteria
  - a. If this occurs, the user must complete the search via the PDMP web portal.
2. If the user does not have an active account with the PDMP
  - a. If this occurs, the user will need to register an account on the PDMP web portal before proceeding.

## Post implementation technical assistance

If users are experiencing an issue when attempting to access PDMP data via the EMR/PMS, please first contact your internal IT helpdesk for assistance. Please note: the integration vendor does not control any aspect of your EMR/PMS. Any issues related to your EMR/PMS vendor’s application should be directed to your EMR/PMS vendor contact.

If it is determined that the data sharing hub service is non-operational or not functioning properly, please contact the project manager or the support number the project manager provided you.

If you have not received adequate support above, or need to escalate an issue, you can reach the PDMP Office directly by calling 844-377-7367 (844-377-PDMP) from Monday through Friday 9 a.m. to 5 p.m. EST or by emailing us at [RA-DH-PDMP@pa.gov](mailto:RA-DH-PDMP@pa.gov).

## Relevant hyperlinks

- [Pennsylvania PDMP Website](#)
- [Pennsylvania PDMP System](#)

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<sup>i</sup> This document includes information on and links to public and private organizations. This information is provided for convenience. The inclusion of this information is not intended to reflect approval by the Department of Health, nor is it intended to endorse products or services offered. The Department of Health makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of the information. The Pennsylvania Department of Health expressly disclaims liability for errors and omissions in the contents of this information. No endorsement or warranty of any kind, implied, expressed, or statutory, including but not limited to the warranties of merchantability, fitness for a particular purpose or freedom from computer virus, is given with respect to the contents of this information or the linked websites. The information is for general informational purposes only and is not intended to provide legal or ethics-related advice to any individual or entity. Consult with legal or ethics advisors before taking any action based on information appearing on these links. The Department of Health disclaims responsibility for the content of the linked websites. Reference to these linked websites and to any specific commercial product, process, or service, or the use of any trade, firm or corporation name is for the information and convenience of the public, and does not constitute endorsement, recommendation, or favoring by the Department of Health. The Department of Health does not control or guarantee the accuracy, relevance, timeliness, or completeness of information contained on a linked website; does not endorse the organizations sponsoring linked websites; does not endorse the views they express or the products/services they offer; and cannot authorize the use of copyrighted materials contained in linked websites.