



Bamboo Health

# Gateway Integration Welcome Packet

Idaho Prescription Drug Monitoring Program (PDMP)

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## What is Idaho PDMP AWAReE?


Dispensers are required to enter prescription information for Schedule II, III, IV, V controlled substances no later than the next business day after the prescription is filled. This provides prescribers more efficient access to information with less wait time as they make the best clinical decisions possible for their patients.

All prescribers are required to register with the Idaho PDMP.

- To register, go to <https://idaho.pmpaware.net/login>
- For more information, visit <https://bop.idaho.gov/idaho-pmp/>

## Sample Patient Request from within AWAReE:

### Patient Request

[Patient Rx Request Tutorial](#)  [Get Adobe Acrobat Reader](#)

Patient Info	Patient Location	PMP Interconnect Search
First Name* <input type="checkbox"/> Partial spelling <input type="text"/>	Street Address <input type="text"/>	
Last Name* <input type="checkbox"/> Partial spelling <input type="text"/>	City <input type="text"/>	
DOB* <input type="text" value="MM/DD/YYYY"/>	State/Province <input type="text" value="State Select"/>	
Phone Number <input type="text"/>	Zip Code <input type="text"/>	
Social Security Number <input type="text"/>	Prescription Fill Dates	
Drivers License Number <input type="text"/>	From* No earlier than 5 years from today <input type="text" value="09/26/2016"/>	
Case Number <input type="text"/>	To* <input type="text" value="09/26/2017"/>	
Case Comments <input type="text"/>		

## What is Electronic Health Record (EHR) Integration?

The **Idaho Board of Pharmacy** has partnered with **Bamboo Health** to provide this integration option to Idaho prescribers utilizing the service called PMP Gateway. PMP Gateway is a multi-state query system that provides access to a majority of state PMPs. PMP Gateway facilitates communication, information transfer, integration, and support for the state approval process, and the EHR vendor development process.

Integrating Idaho PDMP AWAReE data within an EHR provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to have to log in separately to the PDMP. Instead, the EHR automatically initiates a patient query and returns the patient's controlled substance prescription record directly within the provider's EHR.

It is important to note that not all EHR vendors are currently integrated. Please reach out to [pdmpintegrations@bamboohealth.com](mailto:pdmpintegrations@bamboohealth.com) if you do not see your vendor in Customer Connect. Your integration process and duration time is dependent upon your vendor.

Many EHR vendors have completed the integration development work to deliver PDMP data within the clinical workflow.

## What is the integration process?

1. Click Create an Account in the top righthand corner of the page in the Customer Connect Portal (<https://connect.bamboohealth.com/>)
2. Follow the on-screen prompts to gather the needed information for your integration request.
3. Within Customer Connect, you will be asked to e-sign the End User License Agreement (EULA).
4. Bamboo Health will contact you and/or your EHR system vendor with next steps. Please allow up to 5 business days for Bamboo Health to contact you.

For integration related questions, please email: [pdmpintegrations@Bamboohealth.com](mailto:pdmpintegrations@Bamboohealth.com)

## The process for an integrated EHR is as follows:

1. Bamboo Health creates production credentials for your Healthcare Entity (HCE).
  - a. This process can take up to 5 business days.
2. Once created, the Idaho PDMP AWAxE Administrator will need to approve the request for credentials.
  - a. The person identified as the primary point of contact on your integration request form will receive an automated email once your organization is approved.
3. Credentials will then be sent to your EHR vendor or directly to you, based upon the vendor's onboarding process.
  - a. Bamboo Health recommends you contact your EHR vendor to let them know you have submitted a request for integration under the Idaho statewide integration project.
  - b. You will work directly with your vendor on your roll-out schedule. Bamboo Health is notinvolved with this process.

**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.

### If your software vendor has not completed the integration:

1. Your vendor information will be forwarded to a Bamboo Health Sales Engineer to prioritize the request and to assist with the integration.
  - a. The sales engineer will provide your IT software vendor with API documentation.
  - b. The sales engineer will provide the necessary testing materials and provide technical support, as needed, to help facilitate your IT software vendor's development work.
2. Once Bamboo Health has approved the integration, your IT software vendor will set a production deployment date and then follow-up when they are ready to deploy.

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

### Clinical Workflow

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

EHR integration removes the need for a user to:

1. Exit the EHR and go to <https://idaho.pmpaware.net/login>
2. Enter username and password
3. Navigate to a patient request
4. Enter a patient's first name, last name, and date of birth
5. Determine a date range to search
6. Select which states to query
7. Click 'search'

Instead, the integration allows the above detail to perform an automated query to deliver a patient report. ID PDMP AWA Rx E integration is focused on delivering a streamlined workflow for providers to access a patient report.

**Important to note:** ID PDMP AWA Rx E functionality not included in EHR integration:

- Delegate access to conduct searches
- Partial name search
- Searches that return multiple records
- MyRx
- Search history (including delegate search history)
- Bulk patient search
- Delegate management
- User profile
- All interstate data sharing options
- Announcements
- Password reset
- Patient alerts
- Prescriber trend notifications

## Potential User Errors

There are a few scenarios where EHR users will encounter a “disallowed message” from PMP Gateway and users will have to complete the search via the ID PDMP AWARe web portal. These scenarios are:

- When multiple patients meet the search criteria
- If the user is not a role authorized to access data via the integration

## Role Mapping for Authorized Access

When the EHR sends a query to the ID PDMP AWARe, there are a few key data elements about the requesting provider included in that query. In addition to facility identifiers, the query will include the provider’s credentials: DEA, NPI, or Professional License Number and type (vary by role). ID PDMP AWARe then validates that the provider requesting the data has an active account. The number populated in the request to identify the requestor must match the credential used in the ID PDMP AWARe portal.

**PLEASE NOTE:** If your EHR is sending Professional License Number in the request, then license type must also be provided, and BOTH must match exactly to what is listed in the ID PDMP AWARe portal user profile. Dashes, leading zeroes or spaces will not be stripped out during the matching process.

**PLEASE NOTE:** Delegates, both unlicensed and licensed, are not able to access ID PDMP AWARe data via EHR or Pharmacy Management System integration. Instead, delegates will continue to access ID PDMP AWARe data via the web portal at <https://idaho.pmpaware.net/login>.

Each HCE will need to map their EHR roles to the PMP Gateway and ID PDMP AWARe roles. The complete list of roles and the associated credential that is passed with each request is listed in the table below, which helps to clarify that some users will not have access via the EHR.

PMP Gateway Role	ID PDMP AWARe Role	Identifier Passed with Search Request
Dentist	Dentist	Personal DEA #, Professional License #/Type
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Personal DEA #, Professional License #/Type
Nurse Practitioner	Nurse Practitioner Clinical Nurse Specialist	Personal DEA #, Professional License #/Type
Optometrist with prescriptive authority	Optometrist	Personal DEA #, Professional License #/Type
Physician	Physician	Personal DEA #, Professional License #/Type
Physician Assistant with prescriptive authority	Physician Assistant	Personal DEA #, Professional License #/Type
Pharmacist	Pharmacist	Professional License #/Type
Not applicable	Any delegate role	No integration option

## Post Go-Live Technical Support

If providers are experiencing an issue when attempting to access Idaho PDMP AWARe 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 the state PDMP. Any issues related to these applications should be directed to your respective contact.

If it is determined that the PMP Gateway service is non-operational, please submit a [support request form](#) to Bamboo Health. The link to this form can also be found on the PMP Gateway Report. 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.

**PLEASE NOTE:** In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the Idaho PDMP AWARe to request patient reports at <https://idaho.pmpaware.net/login>.

Questions about the Idaho Gateway Welcome Packet?  
Please email [pdmpintegrations@bamboohealth.com](mailto:pdmpintegrations@bamboohealth.com).