



 Bamboo Health

Gateway Integration Welcome Packet

Oklahoma Prescription Monitoring Program (PMP)

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What is Oklahoma PMP AWARe?

Effective November 1, 2015: Mandatory PMP check for new patients or after 180 days elapsed since PMP check for patient prior to physician prescribing one of the following: opiates, synthetic opiates, semi-synthetic opiates, benzodiazepine, or carisoprodol (exclusions for Hospice or end-of-life, or patients residing in nursing facility). House Bill 1948 in full text can be found [here](#).

All prescribers are required to register with the OK PMP. To register, go to <https://oklahoma.pmpaware.net/login>.

For more information, visit (<http://pmp.obn.ok.gov/>).

What is Electronic Health Record (EHR) Integration?

The Oklahoma Bureau of Narcotics and Dangerous Drugs Control has partnered with Bamboo Health to provide this integration option to Oklahoma 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 OK PMP AWARe 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 PMP. 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. Your integration process and duration time is dependent upon your vendor.**

What is the Integration Process?

1. Create an Account in the top right-hand 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. Within Customer Connect, you will be asked to e-sign the End User License Agreement (EULA) via HelloSign.
4. Bamboo Health will contact you and/or your EHR system vendor with next steps. Please allow up to 5 business days for Bamboo to contact you.

- ❖ **Many EHR vendors have completed the integration development work to deliver PMP data within the clinical workflow.**

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 OK PMP AWA Rx E 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 recommends you contact your EHR vendor to let them know you have submitted a request for integration under the Oklahoma statewide integration project.
 - b. You will work directly with your vendor on your roll-out schedule. Bamboo is not involved with this process.
4. If your software vendor has **not** completed the integration:
 - a. Your vendor information will be forwarded to a Bamboo Health Sales Engineer to prioritize the request and to assist with the integration.
 - i. The sales engineer will provide your IT software vendor with API documentation.
 - ii. 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.
 - iii. Once Bamboo has approved the integration, your IT software vendor will set a production deployment date. Your vendor will follow-up when they are ready to deploy the integration to your facility.

❖ **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 OK PMP 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 EMR and go to <https://oklahoma.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.

OK PMP AWARe integration is focused on delivering a streamlined workflow for providers to access a patient report.

Important to note: OK PMP AWARe functionality not included in EHR integration:

1. Delegate access to conduct searches
2. Partial name search
3. Searches that return multiple records
4. MyRx
5. Search history (including delegate search history)
6. Bulk patient search
7. Delegate management
8. User profile
9. All interstate data sharing options
10. Announcements
11. Password reset
12. Patient alerts
13. Prescriber trend notifications

Potential User Errors

There are a few scenarios where EHR users will encounter a “disallowed message” from the PMP Gateway and users will have to complete the search via the OK PMP 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 OK PMP AWARe, there are a few key data elements about the requesting provider included in that query.

Each HCE will need to map their EHR roles to the PMP Gateway and OK PMP AWARe roles. The complete list of roles and the associated credential that is passed with each request is listed below. **The crosswalk below is to help clarify that some users will not have access via the EMR.**

- ❖ **Please Note:** Delegates, both unlicensed and licensed, are not able to access OK PMP AWARe data via EHR or Pharmacy Management System integration. Instead, delegates will continue to access OK PMP AWARe data via the web portal at <https://oklahoma.pmpaware.net/login>.

PMP Gateway Role	OK PMP AWARe Role	Identifier Passed with SearchRequest
Dentist	Dentist	Personal DEA # and/or OBNDLicense #
Nurse Practitioner	Nurse Practitioner	Personal DEA # and/or OBNDLicense #
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Personal DEA # and/or OBNDLicense #
Optometrist with prescriptive authority	Optometrist with prescriptive authority	Personal DEA # and/or OBNDLicense #
Physician	Physician	Personal DEA # and/or OBNDLicense #
Physician Assistant with prescriptive authority	Physician Assistant with prescriptive authority	Personal DEA # and/or OBNDLicense #
Physician	Veterinarian	Personal DEA # and/or OBNDLicense #
Not applicable	Any delegate role	No integration option

Post Go-Live Technical Support

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

PLEASE NOTE: Bamboo Health does not control any aspect of the EHR/PMS or the state PMP. Any issues related to these applications should be directed to your respective contract.

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 NTOE: In the event that there is a disruption in the PMP Gateway integration service, providers should log into the Oklahoma PMP AWAxR web portal to request patient reports at <https://oklahoma.pmpaware.net/login>.

Questions about the Oklahoma Gateway Welcome Packet?

Please email pdmpintegrations@bamboohealth.com.