Ohio Automated Rx Reporting System (OARRS) E-Newsletter - Spring 2024
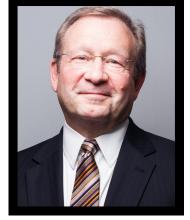
A Message from our Executive Director

Dear OARRS User,

The Ohio Board of Pharmacy is pleased to present the new quarterly newsletter from the Ohio Automated Rx Reporting System. This newsletter will be used to educate users on new OARRS features, provide technical assistance, and answer some of your most frequently asked questions.

As a reminder, if you have any questions or need assistance, please contact the Board's OARRS Department at: **support@pharmacy.ohio.gov**.

Thank you for all that you do to keep Ohioans safe and healthy.

Sincerely,

Steven W. Schierholt
Executive Director
Ohio Board of Pharmacy

988 SUICIDE & CRISIS LIFELINE | Ohio

People call, text, and chat the 988 Lifeline to talk about a lot of emotional needs—not just thoughts of suicide. Whatever your reason, the #988Lifeline is there to help. There is hope.

OARRS Updates

New Version of Overdose Risk Score

In November of 2023, the Ohio Board of Pharmacy in collaboration with Bamboo Health implemented a new version of the Unintentional Overdose Risk Score (ORS). The ORS is available as part of NarxCare to users accessing Patient Reports via both PMP AWARxE (web portal) and PMP Gateway® (integrated directly into the electronic medical records and pharmacy dispensing systems).

NarxCare is a tool available in both PMP AWARxE and PMP Gateway® that provides information to assist clinicians with making medical decisions about prescribing and dispensing controlled substances*. The ORS uses factors available in the patient's dispensing record to understand prescribing patterns associated with unintentional overdose deaths. Along with the ORS, the new version of the tile displays additional risk indicators, including controlled substance-specific exposures. The tile also graphically shows if the ORS score is below average, average, or above average. As shown in the figure below, key contributing factors to the unintentional overdose risk model are listed on the righthand slide of the tile.

<u>*Note: NarxCare is intended to aid, not replace, medical decision-making. None of the information presented should be used as sole justification for providing or refusing to provide medications.</u>

 For more information on the ORS risk score, please visit: **www.pharmacy.ohio.gov/ORS**.

Improving Data Quality

The Ohio Automated Rx Reporting System (OARRS) is a tool to help prescribers and pharmacists make informed decisions about the safe and appropriate prescribing and dispensing of controlled substances. As patients commonly receive medications from more than one pharmacy over the course of their lifetime, Prescription Drug Monitoring Programs (PDMPs) such as OARRS use computer programming and algorithms to identify and match dispensing information for an individual patient.

To maintain accuracy of the information provided in the OARRS report, it is important that the patient information is properly documented when being entered into the dispensing system. OARRS uses information such as name, Date of Birth (DOB), gender, telephone number, and address to match patient information. Entering an incorrect DOB, a nickname instead of a legal name, or including notes, codes or other inappropriate information in reported fields can keep the program from fully identifying and compiling all relevant data for a patient, potentially leaving holes in the patient record. This missing information could result in a dangerous combination of medications being prescribed/dispensed and potentially lead to patient harm or delay the time to receive the OARRS report as patients with multiple potential results must be manually reviewed by OARRS staff.

If you have specific questions for OARRS staff, please email **support@pharmacy.ohio.gov**.

Free Continuing Education for Pharmacists and Pharmacy Technicians

The National Association of State Controlled Substances Authorities (NASCSA), in conjunction with 12 state prescription drug monitoring program (PDMP) administrators, has published a free continuing pharmacy education (CPE) activity for pharmacists and pharmacy technicians. The course provides information about how information entered and reported to PDMP impacts PDMP data, clinical decision making, and downstream data analysis. This course is intended to help pharmacists and pharmacy technicians understand the critical role they play in ensuring the quality and integrity of PDMP data that is used to improve patient safety across the nation.

The online CPE activity, titled "Data Quality in Prescription Monitoring Programs," offers one hour of CPE credit and analyzes the importance and value of complete, accurate data reported by dispensers to PDMPs and assesses the impact of intentional or non-intentional data entry errors and data omissions on patient safety. It also discusses the downstream impact of pharmacy reported PDMP data on clinical decision-making processes and helps pharmacy staff identify and implement changes that can be made in their practice setting to improve PDMP data integrity.

This application-based activity is hosted on the Talem Health website, which is a continuing education provider accredited by the Accreditation Council for Continuing Medical Education, the Accreditation Council for Pharmacy Education, and the American Nurses Credentialing Center.

For general questions, please call 800-913-9370 or email **cme@cmeruralhealth.com**. Full details about the activity, including learning objectives and activity requirements, are available at **https://ce.talemhealth.com/a/HLQIJS**.

Integration of OARRS with Electronic Health Records and Pharmacy Dispensing Systems

The Ohio Automated Rx Reporting System (OARRS) can be integrated directly into electronic health records and pharmacy dispensing systems. Integration allows a patient's OARRS report to be generated within seconds as part of the provider's workflow, eliminating the need to manually log into the web based OARRS application. Integration is available for multiple healthcare settings including hospital systems, clinics, and prescriber practices. Currently more than 1,300 healthcare entities are integrated with OARRS. Information on how to request and begin the integration process for a healthcare site is available at **www.pharmacy.ohio.gov/integration**.

Frequently Asked Questions about OARRS Integration

What product is being used to conduct the integration?

The State is utilizing an integration service called PMP Gateway® that is operated by Bamboo Health. More information about the service can be accessed here: **https://bamboohealth.com/**.

What is being provided as part of the integration service?

The agreement will cover the ongoing maintenance fees for every Ohio prescriber and pharmacist connecting to OARRS via the PMP Gateway service.

Is PMP Gateway the same as NarxCare?

No. PMP Gateway is an integration service that instantly provides a patient's OARRS report within the electronic system used by the prescriber or pharmacist. It also provides an automated prescription drug abuse assessment and management through patented analytics called NarxCare. It can quickly identify those patients who may be at heightened risk for misuse of controlled substances.

Does the use of this integration service satisfy the mandatory requirements to review a patient's information in OARRS?

Yes. Please be advised that the Ohio Board of Pharmacy requires Bamboo Health to be able to provide the identification of the prescriber or pharmacist who accessed a patient's report. Therefore, use of this service satisfies the mandatory use requirements in the Ohio Revised Code and Ohio Administrative Code. Prescribers and pharmacists are required to have their own OARRS account regardless of if they access OARRS reports for patients through integrated records systems or the web based application. Prescribers and pharmacists can use the web based application in the event there is a disruption in the integration service.

OARRS Support and Assistance

Visit **https://www.ohiopmp.gov/FAQ** for a list of frequently asked questions. Below are some of the most frequently asked questions.

Q: I need assistance with my OARRS account. How do I best get help?

A: The best and quickest way to receive assistance is to email OARRS at **support@pharmacy.ohio.gov**.

Q: I have new information. Should I create a new OARRS account?

A: No. OARRS accounts can be updated to accommodate information changes such as contact information (including email address), changes to your role (such as Medical Resident to Physician, Pharmacy Intern to Pharmacist, etc.), and changes to your employer. If you are unable to make changes to your OARRS account, please contact OARRS support at **support@pharmacy.ohio.gov** and specify what changes need to be made.

Q: Why am I not receiving an email for my password reset?

A: There are several reasons why you may not receive an email for a password reset. First, check your spam folders. Your email server may not be identifying it as a valid email. If not in your spam folder, then it could be due to the email address on your account is different than the email address you are checking. Be sure to check the inbox of the email address you use as your username when logging into your OARRS account. If you need help updating your email address on your profile, you can contact **support@pharmacy.ohio.gov**. You could also not receive an email for password reset if you've never verified the email address on your OARRS account. Some email vendors, such as used by larger corporations, may block the email from coming through. In this case, you will be able to use your OARRS account, but will need to contact **support@pharmacy.ohio.gov** if you need assistance updating information on your account or resetting your password.

Q: The quiz I had to take was not associated with my information. Can you fix this?

A: The quiz is generated through a 3rd party vendor that pulls questions from public records. The Board of Pharmacy does not control which questions/answers are generated.

Q: Why do I have to take a quiz when signing up for an OARRS account and/or when trying to reset my password?

A: This quiz is generated to help validate your information and verify your identity. It is intended to allow you to continue with account creation or password reset without having to contact the Board of Pharmacy for support. If you do require assistance, please email OARRS at **support@pharmacy.ohio.gov**.

Q: Why do I have to submit a notarized form to register for an OARRS account?

A: When registering for an OARRS account, a quiz is typically generated from a 3rd party vendor to help authenticate your identity. The quiz is generated from publicly available information. In the case of being unable to answer the questions correctly (ex. questions generated are not associated with you) a notarized form to verify your identity is required.

Q: *What information do I need to submit when requesting assistance with my OARRS account?*

A: To help find your account and validate your identity, please be sure to include what type of assistance you are needing along with the following information:

- Full name (or prior name on the account)
- Date of birth
- DEA number (if you have one)
- NPI (if you have one)
- License number
- Last 4 digits of your SS#
- E-mail address you want us to use for your OARRS account. Use an email that only you access, not a general office email address.

Q: Can our office set up an "office account" for multiple users to access or establish a single point of contact for all account holders within an office?

A: No. Each user needs to establish their own individual account, with their own private name and password. Prescribers and pharmacists can have delegates who can run OARRS reports on their behalf, but individual accounts are required.

Q: I am trying to obtain a patient OARRS report and was told that my request was

sent to the administrator for review. What is wrong?

A: This message means that your search has generated more than one possible result. These requests are sent to OARRS staff to review to determine if the results are for the same patient or different patients. Once reviewed, OARRS staff will release a report. In some cases, a request may be rejected if the search criteria does not match any patient profiles, or if the search criteria is too vague to make a determination such as partial spelling of a name.

Q: There are results on my patient's OARRS report that do not belong to them. What do we need to do?

A: There are a couple of things to consider when an OARRS report generates results that do not belong to your patient:
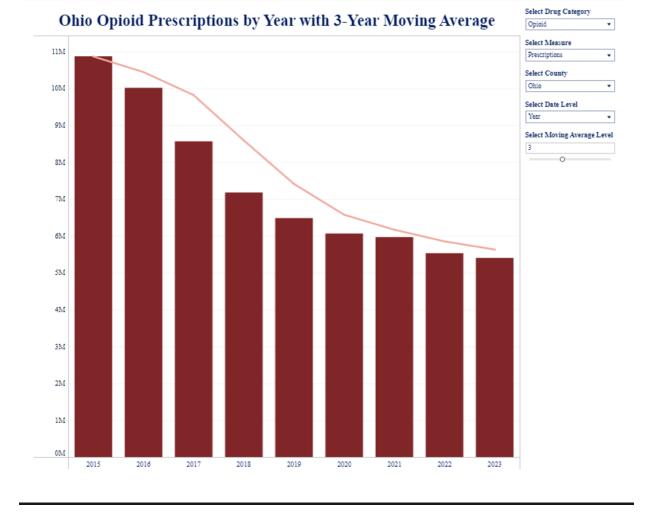
- Did your OARRS search include additional states? If so, you will need to determine if these dispensations belong to your patient or not. If they do not belong to your patient, you can have them removed from the report by excluding that state from your OARRS search. This does not mean that the patients' profiles are merged. It simply means that multiple states were able to provide information that matched your search criteria. OARRS only has access to Ohio data and cannot make any adjustments to any other states' PDMP information.
- If your patient is merged with another Ohio patient, please email **support@pharmacy.ohio.gov** with the names, DOBs, and addresses of each separate patient. OARRS administrators will need to manually review and separate these patients.
- If it appears that there is an error on the patient OARRS report, you will need to contact that dispensing pharmacy for all clarifications/corrections. Only the dispensing pharmacy can make corrections to patient information. The correction on the prescription must then also be reported by that pharmacy to OARRS. If you need further assistance after working with the dispensing pharmacy, email **support@pharmacy.ohio.gov**.

OARRS Data

Have you ever wondered how the data reported to OARRS is used?

The data collected in OARRS is used to assist with providing a better understanding of prescribing and dispensing patterns of controlled substances dispensed in the State of Ohio. The "PDMP Interactive Data Tool" is available at **www.pharmacy.ohio.gov/data**.

This interactive tool allows you to access visualizations that combine data collected in OARRS for answering questions and reviewing trends for various controlled substances, as well as gabapentin and naltrexone.

Ohio Opioid Prescriptions by Year with 3-Year Moving Average

Year	Prescriptions
2015	10.8M
2016	10.0M
2017	8.6M
2018	7.2M
2019	6.5M
2020	6.05M
2021	5.95M
2022	5.5M
2023	5.4M

Ohio Board of Pharmacy
Mike DeWine, *Governor* | **Steven W. Schierholt**, *Executive Director*

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Constant Contact Data Notice

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