



MPDR DELEGATE ACCESS For DEPARTMENT MANAGERS

Please read the following documents before proceeding:

1. Introduction to MPDR Delegate Access
2. MPDR Delegate Access for Supervising Providers

HOW TO USE THIS DOCUMENT

Please review this entire document before logging in to the MPDR. Individual pages can be used as reference sheets or checklists while completing tasks in the MPDR's online service. Each task is illustrated with screen shots, and screen functions are explained.

IMPORTANT FACTS FOR MPDR DEPARTMENT MANAGERS:

- MPDR Registered Users who work in large facilities may want to grant MPDR Delegate access to a variety of staff members. Large facilities can apply to be set up as an MPDR Facility, which streamlines Delegate Relationship data entry, delegate management, and related staffing changes. Each MPDR Facility will have at least one and not more than two MPDR Facility Managers.
- Each MPDR Facility must identify the method of managing Delegate Relationships that best suits the individual facility:
 - A Facility Manager can manage all of the Delegate Relationships for an MPDR Facility; these are called **Facility-based Relationships**.
 - Alternatively, a Facility Manager can create MPDR Departments within the Facility. Each Department must have at least one but not more than two Department Managers who are MPDR Registered Users.
 - The identified Department Managers are then responsible for managing Delegate Relationships within their own Department; these are called **Department-based Relationships**.
 - Users can also establish a combination of Facility-based and Department-based Relationships.
- Department Managers are responsible for ensuring that all MPDR Registered Users identified as Department-based Supervising Providers are willing to accept legal responsibility for their Delegates' use of the MPDR.
 - Supervising Providers can override a Delegate Relationship that was created by an MPDR Facility or Department Manager. In other words, the Supervising Provider always has the final say about who is authorized to search the MPDR on his or her behalf.
 - Supervising Providers are responsible for monitoring the MPDR searches their Delegates make, including Facility-based and Department-based Relationships.
 - An MPDR Department Manager cannot monitor Delegates on behalf of another Supervising Provider.
- Department Managers are responsible for promptly terminating a Department-based Delegate Relationship when a staff member leaves employment, takes an extended leave of absence, or transfers to a position that does not require access to the MPDR.
- A Department Manager may also be identified as a Facility Manager and as a Supervising Provider, and can manage more than one MPDR Facility or Department.
- Department Managers can contact the MPDR for assistance by emailing pdassistance@egovmt.com or by calling 406-449-3468, Option 0.

ADDITIONAL CONTENTS OF THIS DOCUMENT

Click on links below to view the related sections:

Page 2: [Overview of the Department Manager Main Screen](#)

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OVERVIEW OF THE DEPARTMENT MANAGER MAIN SCREEN

1. Sign in to the Enroll/Manage Delegates portal at www.MPDR.mt.gov.
2. The Supervisor's Main Screen will be displayed, as described in "MPDR Delegate Access for Supervising Providers."

Select Delegate Type

I want to enroll/manage delegates for:

- March Facility 1
- My Personal Delegates
- March Facility 1
- March Facility 1 - Department 1

CC: Me on these System Emails

This drop-down box will list all MPDR Facilities and/or Departments the user is authorized to manage.

3. Using the drop-down box at the top of the page, select the MPDR Department to be managed. The Department Manager Main Screen, shown to the right, will open.

Select Delegate Type

I want to enroll/manage delegates for: Donna's Test Hospital - Critical Care

CC: Me on these System Emails

- Delegate enrollment
- Enrollment expiring
- Delegate status changed
- Department removed

Update Email Notifications

Relationships Report

Department Relationships Report

If an expected MPDR Department is not listed, contact the MPDR Facility Manager. The Facility Manager is the only person who can identify Department Managers.

The top part of the screen allows the Manager to identify email notifications to be received and to order reports. Refer to [Page 3](#) for more information.

Add/Manage Supervising Providers

Show entries per page: 5

Name	License	Email	Manager	
MD, TEST	MED-PHYS-LIC-43803	dpeterson3@mt.gov		Remove
PAC, TEST	MED-PAC-LIC-43801	dlibsdtestmpdr3@mt.gov	Manager	Demote
PHYSICIAN2, TEST	MED-PHYS-LIC-43804	dpeterson3@mt.gov		Remove
PODIATRIST, TEST	MED-POD-LIC-43802	dlibsdmpdr@mt.gov	Manager	Demote

Showing 1 to 4 of 4 entries

First Previous 1 of 1 Next Last

The middle portion of the screen allows the Manager to identify Department-based Supervising Providers. Refer to [Page 4](#) for more information.

Search for Supervisor by:

Find MPDR Registered User By

To add a new Supervisor, Search Registered MPDR Users by name or by license number. Partial name searches are allowed.

Last Name:

First Name:

License Number:

Possible Matches:

Show entries per page: 10

MPDR Registered Users	License Number	
APRN, TEST	NUR-RN-LIC-101662	Add Supervisor
DENTIST, TEST	DEN-DEN-	Add Supervisor

The bottom portion of the screen allows the Manager to identify Department-based Delegates. This portion of the screen functions much like the screen Supervising Providers use to managing their individual relationships. However, any Delegate Relationships created on this screen will apply to the entire MPDR Department, regardless of any individual relationships that may also be created. Refer to [Page 5](#) and to "MPDR Delegate Access for Supervising Providers" for more information.

View Delegate Relationships for March Facility 1 - Department 1

Show Inactive Show Blocked Search

Show entries per page: 10

Delegate Name	Delegate Id	Delegate Type	DOB	Email	Status	Start date	End date	Personal Data Changed	
Kenobi, Obi-Wan	29	Medical Assistant (MA)	01/01	dlibsdmpdr@mt.gov	Active	3/11/2016 1:48:02 PM	9/10/2016 11:00:00 PM	No	Edit
Ren, Kylo	28	Registered Nurse (RN)	01/01	dlibsdmpdr@mt.gov	Active	3/11/2016 1:32:22 PM	9/14/2016 10:00:00 PM	No	Edit

Showing 1 to 2 of 2 entries

First Previous 1 of 1 Next Last

If the MPDR Department has two Department Managers, one Department Manager can view and manage the Relationships created by the other Department Manager.

Contact the MPDR Facility Manager if the Department's name should be changed or if a Department Manager should be added or removed.

Create A New Relationship

Search for Existing Delegate Account by:

1. Find Your Delegate by Searching:

Partial name searches are allowed.

Delegate Id:

Month/Day of Birth:

Last Name:

First Name:

Middle Initial or Name:

Search

Possible Matches:

Show entries per page: 10

Delegate Id	Delegate Name	DOB	
12	Winters, Talia	1/1	Add
13	Windu, Mace	1/1	Add
14	Fett, Boba	1/1	Add
15	Calrissian, Lando	1/1	Add
16	Amidala, Padme	1/1	Add
17	Tano, Ahsoka	1/1	Add
19	Ivanova, Susan	1/1	Add
20	Var, Tasha	1/1	Add
22	Nolan, Joshua	1/1	Add
23	Prince, Diana	1/1	Add

Showing 11 to 20 of 25 entries

First Previous 2 of 4 Next Last

2. Or click here if your Delegate is not in the search results.
[Create new delegate account](#)



ABOUT SYSTEM-GENERATED EMAIL MESSAGES

By default, Department Managers will receive all of the following email notifications from the MPDR's online service:

- A department-based relationship has been created with a new Delegate and/or a new Supervising Provider.
- An active department-based relationship will expire in 30 days or in 7 days. (Log in to the Delegate Management portal and either renew or de-activate the relationship.)
- An active department-based relationship has expired or been terminated.
- An inactive department-based relationship has been re-activated.
- The Delegate's MPDR access has been blocked by the Board of Pharmacy.

The Department Manager is given an on-screen choice to opt out of receiving most of these emails

NOTE: Any changes made to this portion of the screen will only affect the Department identified in the drop-down box. Users who manage more than one MPDR Department must enter their email preferences for each Department.

ABOUT RELATIONSHIP END DATES

All new and reactivated relationships will automatically expire after 6 months. The MPDR service will send reminder emails to the Department Manager, the Supervising Provider and to the Delegate. Reminder emails state that the relationship will expire in 30 days, or that the relationship will expire in 7 days.

Once a reminder email has been received, the Department Manager can either extend the relationship, or can remove the Supervising Provider or the Delegate from the MPDR Department if an individual is no longer authorized for MPDR access. See [Page 6](#) for instructions on how to extend or deactivate a relationship.

If a relationship has not been extended by the assigned end date, the MDPR service will automatically deactivate the relationship at midnight on the end date. The Supervising Provider, Delegate and Department Manager will receive email notification that the relationship is no longer active.

The Department Manager cannot remove the relationship's end date; however, the default end date may be altered to streamline relationship management:

- When the Delegate is a temporary employee or will only be assigned MPDR-related duties for a short time, the Department Manager can enter the desired end date at the time the relationship is created so that the relationship automatically terminates when the employee leaves or is reassigned.
- When an employee gives advance notice that he or she is leaving the Department or taking an extended leave of absence, the Department Manager can enter the employee's last date of work at the time notice is given so that the relationship automatically terminates when the employee leaves.

Examples of relationship end dates:

	Organization Name	Delegate Name	Delegate ID	Delegate DOB	Delegate email address	Status	Start date	End date
4								
8	S's Pilot Facility - Emergency Department	Nyira Irisa	77	1/1	testemail	Active	9/28/2015 4:43:30 PM	3/28/2016 12:00:00 AM
		Nyira Irisa	77	1/1	testemail	Active	11/6/2015 11:09:23 AM	3/6/2016 12:00:00 AM
9	C's Pilot Facility	Nyira Irisa	77	1/1	testemail	Inactive	11/6/2015 4:12:32 PM	11/28/2015 12:00:00 AM
11	D's Nov. Test Hospital	Nyira Irisa	77	1/1	testemail	Active	11/30/2015 11:58:46 AM	5/30/2016 12:00:00 AM
12		Ivanova Susan	78	1/1	testemail	Blocked	9/28/2015 3:01:36 PM	10/8/2015 3:20:38 PM
13		Wayne Bruce	79	1/1	testemail	Inactive	11/6/2015 2:27:49 PM	11/6/2015 2:27:49 PM
14	D's Test Hospital - Critical Care	Prince Diana	80	1/1	testemail	Inactive	10/19/2015 4:43:53 PM	10/19/2015 4:44:17 PM



HOW TO ADD DEPARTMENT-BASED SUPERVISING PROVIDERS

Managing Department-based Relationships is similar to managing individual Delegate Relationships, as described in “MPDR Delegate Access for Supervising Providers.” The primary difference is that a Department Manager must identify Department-based Supervising Providers in addition to identifying Department-based Delegates.

Using the middle portion of the Department Manager’s Main Screen (see [Page 2](#)), take the following steps to add a Department-based Supervising Provider:

1. Review the list of current Department-based Supervising Providers to ensure that another Facility Manager or Department Manager has not yet added the individual.

Note that Department Managers are automatically identified as Supervising Providers in their Departments.

2. Enter one or more search parameters (including a partial name) and click “Search.” The screen will display a list of all MPDR Registered Users who match the search criteria.

If an individual does not appear on the list of eligible Supervising Providers, he or she probably has not completed the full process for becoming an MPDR Registered User and is, therefore, not eligible to be an MPDR Supervising Provider.

3. Click “Add Supervisor” next to the individual’s name; the MPDR service will add the person to the list of Department-based Supervisors.

Once a Supervising Provider has been added to the Department, the MPDR service will automatically create separate supervisory relationships with each of the Department-based Delegates whose status within the Department is Active. See [Page 5](#) for more information about Department-based Delegates.

NOTE: MPDR Facility Managers can manage relationships within a Department, even though they are not listed as Department Managers or Supervisors.

Add/Manage Supervising Providers

Show entries per page: 5

Name	License	Email	Manager	
MD, TEST	MED-PHYS-LIC-43803	dpeterson3@mt.gov		Remove
PAC, TEST	MED-PAC-LIC-43801	dlibsdttestmpdr3@mt.gov	Manager	Demote
PHYSICIAN2, TEST	MED-PHYS-LIC-43804	dpeterson3@mt.gov		Remove
PODIATRIST, TEST	MED-POD-LIC-43802	dlibsmpdr@mt.gov	Manager	Demote

Showing 1 to 4 of 4 entries
First Previous 1 of 1 Next Last

Search for Supervisor by:

Find MPDR Registered User By
To add a new Supervisor, Search Registered MPDR Users by name or by license number. Partial name searches are allowed.

Last Name:

First Name:

License Number:

Search

Possible Matches:

Show entries per page: 10

MPDR Registered Users	License Number	
APRN, TEST	NUR-RN-LIC-101662	Add Supervisor
DENTIST, TEST	DEN-DEN-LIC-9744	Add Supervisor
DEV, TEST	DEN-DEV-LIC-9745	Add Supervisor
NATUROPATH, TEST	AHC-NAT-LIC-1298	Add Supervisor
NRV3, TEST	DEN-DNV-LIC-9746	Add Supervisor
OPTOMETRIST, TEST	OPT-OPT-LIC-9747	Add Supervisor

Note: if you cannot find a Supervisor on the above list, they may not be an MPDR Registered User. The individual must register with the MPDR before he or she can delegate search authority.

CAUTION: Do not identify a licensed Pharmacist as a Department-based Supervising Provider if the Department will include any type of Delegates other than certified Pharmacy Technicians and licensed Pharmacy Interns.

Pharmacists are only authorized to delegate their MDPDR search authority to certified Pharmacy Technicians and licensed Pharmacy Interns (ARM 24.174.1708 (2) (c) (ii)).

Prescribers can delegate their search authority to any HIPAA-trained staff member, so there is no restriction on the type of Delegate whom a prescriber may identify as his or her authorized agent.



MPDR DELEGATE ACCESS

For DEPARTMENT MANAGERS



MONTANA PRESCRIPTION DRUG REGISTRY
Check the history. It matters.

HOW TO ADD DEPARTMENT-BASED DELEGATES

The bottom portion of the Department Manager’s main screen functions much like the bottom portion of a Supervising Provider’s main screen. Refer to “MPDR Delegate Access for Supervising Providers” for detailed information about identifying Delegates. Following is a summary of the steps to be taken:

1. Find out if the Delegate has already been added to the Department, but currently has a status of Inactive or Blocked.
Click “Show Inactive” and/or “Show Blocked”, and then click Search.
2. If the Delegate has not yet been added to the Department, find out if he or she already has an MPDR Account with an existing Delegate ID.
Search for an existing Delegate Record; click “Add” by the Delegate’s name if he or she appears on the list of possible matches. Otherwise, click “Create new delegate account” to open the next screen.
3. Fill in any blank fields on the screen and proofread carefully; click “Save”.
All fields are required except Middle Name or Initial.
Refer to “About Relationship End Dates” on [Page 3](#) for related information.

As soon as a Delegate is associated with the Department, the MPDR service will automatically create an active Delegate Relationship with each of the Department-based Supervising Providers.

If a Department Manager discovers that a typographical error has been made after the information on this screen has been saved:

The Department Manager must request that the Delegate log in to the MPDR and click “Edit My Account”. The Delegate is the only person who can revise information on their MPDR account once it has been created.

View Delegate Relationships for March Facility 1 - Department 1

Show Inactive Show Blocked Search

Delegate Name	Delegate Id	Delegate Type	DOB	Email	Status	Start date	End date	Personal Data Changed
Kenobi, Obi-Wan	29	Medical Assistant (MA)	01/01	dlibsdpdr@mt.gov	Active	3/11/2016 1:48:02 PM	9/10/2016 11:00:00 PM	No
Ren, Kyo	28	Registered Nurse (RN)	01/01	dlibsdpdr@mt.gov	Active	3/11/2016 1:32:22 PM	9/14/2016 10:00:00 PM	No

Showing 1 to 2 of 2 entries

Create A New Relationship

Search for Existing Delegate Account by:

1. Find Your Delegate by Searching:
Partial name searches are allowed.

Delegate Id

Month/Day of Birth

Last Name

First Name

Middle Initial or Name

Search

Possible Matches:

Delegate Id	Delegate Name	DOB	
12	Winters, Talia	1/1	Add
13	Windu, Mace	1/1	Add
14	Fett, Boba	1/1	Add
15	Calrissian, Lando	1/1	Add
16	Amidala, Padme	1/1	Add

2. Or click here if your Delegate is [Create new delegate account](#)

Create a new Supervisory Relationship with the following Delegate:

Delegate Information

Enter the delegate's month/day of birth in combination with their last and first name. Entering this data enables the system to search for existing delegate records with matching data. If the delegate is already enrolled, existing data (except End Date) fills in automatically.

Month/Day of Birth

Last Name

First Name

Middle Initial or Name

The delegate's job type

Enter the delegate's job type, to enable MPDR staff to track delegates by type for statistical purposes. If the delegate's job is not included in the list, choose "Other".

Delegate Type

Email Correspondence

Enter the email address at which the delegate should receive notification emails.

Email Address

Access Status

Status

End Date

Previous Save



MPDR DELEGATE ACCESS For DEPARTMENT MANAGERS



MONTANA PRESCRIPTION
DRUG REGISTRY
Check the history. It matters.

HOW TO MANAGE EXISTING DEPARTMENT-BASED RELATIONSHIPS

To remove a Supervising Provider from the Department:

Click “Remove” next to the individual’s name, as shown below.

Name	License	Email	Manager	
NRV 3, Test	DEN-DNV-LIC-4253		Manager	Demote
PHA, Test	PHA-PHA-LIC-11640			Remove
Physician, Test Resident	MED-PHYS-LIC-18923		Manager	Demote

- The MPDR service will detach all of the Supervising Provider’s relationships from the Department, effective immediately.
- The Department Manager will no longer see the Supervising Provider on the Department Manager screen.
- The Supervisor can still view their inactive relationships on his or her individual Supervising Provider screen.

To remove a Delegate from the Department immediately:

1. Locate the Delegate’s name on the list of active relationships and click “Edit.”
2. Change the Status to “Inactive.”
3. Do not modify the end date.

All of the Delegate’s Department-based relationships will be deactivated as soon as this change has been saved. However, the delegate will still be associated with the department and can be viewed by selecting “Show Inactive” and clicking “Search.”

To remove a Delegate from the Department as of a future date:

1. Locate the Delegate’s name on the list of active Department-based Delegates and click “Edit.”
2. Enter the desired future end date.

3. Do not modify the status – the relationship will remain active until the assigned end date.

The MPDR service will automatically deactivate all of the Delegate’s Department-based relationships at midnight on the assigned end date, and will send email notifications to the Department Manager, Supervising Providers and Delegate.

To extend active relationships that will expire in the near future (i.e., the Department Manager received an email saying a relationship will expire):

1. Locate the Delegate’s name on the list of active relationships and click “Edit.”
2. Enter a new end date no more than 6 months in the future.
3. Save changes.

The MPDR service will modify the end date on all of the Delegate’s Department-based relationships (i.e., the change will affect the Delegate’s relationships with all of the Department’s Supervising Providers).

To reactivate expired relationships or reinstate a previously-removed Delegate:

1. Locate the inactive Delegate by selecting “Show Inactive” and clicking “Search” on the main screen.
2. Click “Edit” on the row with the Delegate’s name.
3. Change the Status to “Active” and enter a new end date no more than 6 months in the future.
4. Save changes.

The MPDR service will reactivate previously-terminated relationships with Department-based Supervising Providers. This reinstatement will be effective immediately.



MPDR DELEGATE ACCESS

For DEPARTMENT MANAGERS



MONTANA PRESCRIPTION DRUG REGISTRY
Check the history. It matters.

HOW TO CREATE A DEPARTMENT REPORT

MPDR Department Managers can obtain statistical information about Department-based Relationships, and can also view the details of all Department-based Relationships. From the Department Manager Main Screen, select the report option.



The About the Department section lists information contained in the MPDR Department Record and identifies Department Managers. Contact the MPDR Facility Manager if any of this information needs to be updated.

The Facility/Department Relationships Summary gives relationship summary statistics for the MPDR Department.

The Department Relationship Details section lists all of the Department-based Relationships, including ones that have been deactivated.

Note that the MPDR service has created individual relationships between each of the Department-based Supervising Providers and the Department-based Delegates.

Using the example shown here, if the Department Manager removes Test MD as a Department Supervisor, the MPDR service will deactivate his active relationships, and will detach all inactive relationships from the Department. If the Department Manager removes Kylo Ren as a Department Delegate, the MPDR service will deactivate all of her active relationships. In each case, the affected Supervising Providers, Delegates and Department Managers will receive email notification that the relationships are no longer active.

Users can download this report in a variety of formats to facilitate printing or to maintain an ongoing record of Delegate Relationship activity within the MPDR Department.

Facility/Department Relationships Report

About The Department

Name: Department 1
Full name: March Facility 1 - Department 1
Level: Department
Address:
Created at: 3/11/2016 3:25:22 PM

DEPARTMENT MANAGERS

Manager Id:	Name	License Number
62	TEST PAC	MED-PAC-LIC-43801
65	TEST PODIATRIST	MED-POD-LIC-43802

Facility/Department Relationships Summary

Show entries per page: 5

Department Name	Full Name	# All	# Active	# Inactive	# Blocked
Department 1	March Facility 1 - Department 1	16	8	8	0

Showing 1 to 1 of 1 entries
First Previous 1 of 1 Next Last

Department Relationships Details

Show entries per page: 5

Enrollment ID	Department Name	Delegate Name	Delegate ID	Delegate DOB	Delegate email address	Status of the relationship	Start date of the relationship	End date of the relationship	Supervisor name	Supervisor License Number
62	Department 1	Dameron Poe	18	1/1	dlibsmpdr@mt.gov	Inactive	03/11/2016 13:31:49	03/15/2016 12:31:49	PHYSICIAN2 TEST	MED-PHYS-LIC-43804
62	Department 1	Dameron Poe	18	1/1	dlibsmpdr@mt.gov	Inactive	03/11/2016 13:31:49	03/15/2016 12:31:49	PAC TEST	MED-PAC-LIC-43801
62	Department 1	Dameron Poe	18	1/1	dlibsmpdr@mt.gov	Inactive	03/11/2016 13:31:49	03/15/2016 12:31:49	PODIATRIST TEST	MED-POD-LIC-43802
62	Department 1	Dameron Poe	18	1/1	dlibsmpdr@mt.gov	Inactive	03/11/2016 13:31:49	03/15/2016 12:31:49	MD TEST	MED-PHYS-LIC-43803
63	Department 1	Ren Kylo	28	1/1	dlibsmpdr@mt.gov	Active	03/15/2016 12:29:04	09/14/2016 22:00:00	MD TEST	MED-PHYS-LIC-43803

Showing 1 to 5 of 16 entries
First Previous 1 of 4 Next Last

Reporting Menu

Relationships Report PDF XLS DOC



TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS, PART 1 OF 2

Why can't I find the person I'm looking for on the list of eligible Supervising Providers?

1. If you have confirmed the accuracy of your search parameters, the person you are looking for is probably not an MPDR Registered User. Licensed prescribers and pharmacists must complete all four of the required steps for MPDR registration before they can be a Supervising Provider. Refer the individual to the registration instructions given in "Introduction to MPDR Delegate Management."
2. The other possibility is that the individual's Montana license is no longer active. Individuals with inactive licenses cannot access the MPDR and are not eligible to be Supervising Providers. Refer the individual to his or her licensing board for assistance.

I removed a Supervising Provider from my Department last month, but I can't find her deactivated relationships on my screens or on my Department Report. What happened to those relationships?

When a Supervising Provider is removed from an MPDR Department, his or her former Department-based relationships are no longer visible to a Department Manager or a Facility Manager. The MDPR service detaches the removed Supervisor's active and inactive relationships from the Department and converts them into individual relationships having a status of "Inactive." This is done so that the individual Supervisor will retain the ability to monitor search activity conducted by his or her former Delegates.

Although these relationships are no longer part of the Department, your screens and reports should still show other relationship activity for the same Delegates and the remaining Supervising Providers in your Department.

How do I reactivate a Supervisor who was removed from my Department?

Supervising Providers who were previously removed from a Department must be added again as though they had never been part of the Department. Follow the instructions on [Page 4](#) to add the Supervising Provider. The MDPR service will create new relationships between the Supervisor and all Delegates in your Department.

How do I reactivate a Delegate who transferred back in to my Department or whose relationships have expired?

1. Locate the inactive Delegate by selecting "Show Inactive" and clicking "Search" on the main screen.

Delegate Name	Delegate Id	Delegate Type	DOB	Email	Status	Start date	End date	Personal Data Changed	Edit
Kenobi,	29	Medical	01/01	dlibsdpdr@mt.gov	Active	3/11/2016	9/10/2016	No	Edit

2. Click "Edit" on the row with the Delegate's name.
3. Change the Status to "Active" and enter a new end date no more than 6 months in the future.
4. Save changes.

The MPDR service will reactivate the previously-terminated relationships with each of the Department-based Supervising Providers. This reinstatement will be effective immediately.

Why can't I reactivate a Delegate whose relationship status says, "Blocked?"

If a relationship's status is "Blocked," this means that the Board of Pharmacy has revoked the Delegate's MPDR access privileges. This individual is no longer eligible to be a Delegate, so Department Managers cannot reactivate these relationships. Board of Pharmacy staff are the only ones who can reinstate the Delegate's MDPR privileges.

How do I change the name of my MPDR Department?

Departments cannot be renamed by Department Managers. Contact the MPDR Facility Managers, who are the only ones authorized to rename a Department.



TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS, PART 2 OF 2

I downloaded a report, but I can't read the dates. What's wrong?

If your Excel download shows hashtags (###) in the date fields, expand the width of the two date columns until the full date and time are displayed.

To expand a column's width, click and drag the line to the right of the column to be expanded (see the arrow on the illustration below). In newer versions of Excel, you can also double click this dividing line and Excel will automatically set the correct column width.

Organization Name	Delegate Name	Delegate ID	Delegate DOB	Delegate email address	Status	Start date	End date
Donna's Test Hospital - Critical Care	Ivanova Susan	78	1/1	testemail	Blocked	#####	#####
	Prince Diana	80	1/1	testemail	Inactive	#####	#####
	Wayne Bruce	79	1/1	testemail	Inactive	#####	#####
	Test J Fisher	123	1/1	testemail	Inactive	#####	#####

Why can't my Delegate do all of the data entry for Department-based relationships?

The administrative act of creating an online MPDR Delegate relationship means that the user is a licensed prescriber or pharmacist who is an MPDR Registered User and is delegating their search authority to an authorized agent (Delegate). Such Delegate relationships are determined individually as 1 to 1 relationships by the Registered User and/or through the participation in MPDR Facility Management to manage multiple 1 to 1 relationships on behalf of the Registered Users in a participating facility.

Authorized agents (Delegates) do not have their own authority to search the MPDR. They must search on behalf of their Supervising Provider (a prescriber or pharmacist registered with the MPDR) by selecting the Supervising Provider in order to conduct a search. Therefore, Delegates are not authorized to apply or administer relationships for anyone else to conduct searches.

The system won't let me fix an error I made when I added a new Delegate to my Department. What should I do?

1. If you added the wrong Delegate, you should immediately remove the Delegate from your Department by following the instructions on [Page 6](#) of this document.
2. If you made a typographical error on the Delegate's name or email address, you must ask the Delegate to log in and edit his or her MPDR account to correct the error. A Department Manager cannot modify a Delegate's account once it has been created.