



MPDR DELEGATE ACCESS For FACILITY 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 FACILITY 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. See [Page 2](#) for more information.
- Each MPDR Facility must identify the method of managing Delegate Relationships that best suits the individual facility. See [Page 2](#) for more information.
- MPDR Facility Managers must be Registered Users and are responsible for ensuring that all MPDR Registered Users identified as Facility-based Supervising Providers are willing to accept 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. The Supervising Provider always has the final authority 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 Facility Manager cannot monitor Delegates on behalf of another Supervising Provider.
- MPDR Facility Managers are responsible for promptly terminating a Facility-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.
- An MPDR Facility Manager may also be identified as a Department Manager and as a Supervising Provider, and can manage more than one MPDR Facility or Department.
- MPDR Facility 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

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HOW TO ESTABLISH AN MPDR FACILITY ACCOUNT

To become an MPDR Facility, go to www.MPDRInfo.mt.gov and complete the MPDR Facility Application Form.

- The application must identify at least one but not more than two MPDR Registered Users who will act as Facility Managers.
- Facility Managers identified on the application must already be MPDR Registered Users before the form is submitted. To become an MPDR Registered User, go to www.MPDR.mt.gov and follow the on-screen instructions for searching patient history.
- The application must be notarized and signed by all MPDR Facility Managers, and the notarized original of the application must be submitted to the MPDR (refer to instructions at the top of the form).

HOW TO ORGANIZE DEPARTMENTS IN AN MPDR FACILITY

Each MPDR Facility must identify the method of managing Delegate Relationships that best suits the individual facility and its business practices:

- An MPDR Facility Manager can manage all of the Delegate Relationships for an MPDR Facility; these are called **Facility-based Relationships**.
- Alternatively, an MPDR Facility Manager can create Departments within the MPDR 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.

CAUTION: If pharmacists will act as Supervising Providers in an MPDR Facility, the MPDR Facility Manager should establish a separate Department just for Pharmacy staff.

Pharmacists are only authorized to delegate their MPDR 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 authorized staff member; there is no restriction on the type of Delegate whom a prescriber may identify as his or her authorized agent.

MPDR Facility Managers will be notified once the MPDR Facility Account has been established; MPDR Facility Management activities can then begin, as described in the remainder of this document.

HOW TO MODIFY AN MPDR FACILITY ACCOUNT

To make changes to an existing MPDR Facility (i.e., change of Facility Managers, change of address, etc.), go to www.MPDRInfo.mt.gov and complete the MPDR Facility Change Request Form.

- The form must be signed and notarized, and the notarized original of the change form must be submitted to the MPDR (refer to instructions at the top of the form).

MPDR Facility Managers will be notified once the requested change(s) have been processed.

The following examples of MPDR Facility organization are presented as suggestions, and do not represent a definitive structure for any MPDR Facility.

Example 1: Sample Hospital

Facility-based relationships: Supervising Providers (prescribers only) and Delegates who frequently rotate between multiple Departments.

- Department 1: Emergency Room
- Department 2: Outpatient Surgery
- Department 3: Pharmacy
- Department 4: Cardiac Care
- Department 5: Oncology
- Department 6: Behavioral Health

Example 2: Sample Clinic with satellite offices

Facility-based relationships: None

- Department 1: Main Clinic
- Department 2: Main Clinic – Pharmacy
- Department 3: Satellite Office #1
- Department 4: Satellite Office #1 - Pharmacy
- Department 5: Satellite Office #2
- Department 6: Satellite Office #2 – Pharmacy



OVERVIEW OF THE FACILITY 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."
3. Using the drop-down box at the top of the page, select the MPDR Facility to be managed. The Facility Manager Main Screen, shown to the right, will open.

If an expected MPDR Facility is not listed, review the original application for an MPDR Facility Account. If needed, submit a change form, as described on [Page 2](#).

The top part of the screen allows the Manager to identify email notifications to be received, to order reports, and to create and modify MPDR Departments. Refer to [Pages 4, 5, 6 and 10](#) for details.

The middle portion of the screen allows the Manager to identify Facility-based Supervising Providers. Refer to [Pages 7 and 9](#) for details.

The bottom portion of the screen allows the Manager to identify Facility-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 Facility, regardless of any individual or Department-based relationships that may also be created. Refer to [Pages 7 and 9](#) and to "MPDR Delegate Access for Supervising Providers" for details.

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

Refer to [Page 2](#) for information about modifying an MPDR Facility account, identifying new Facility Managers, etc.

Select Delegate Type
I want to enroll/manage delegates for: March Facility 1

CC: Me on these System Emails

Relationships Report
Facility Relationships Report
Facility Relationships Report with details

Add/Manage Departments for March Facility 1

Add Department
Note: Click the name of the department to modify the name of the Department. To add or change Department Managers, select the Department from the dropdown box at the top of the screen.

Department Name	Department Manager 1	Department Manager 2	
Department 1	PAC, TEST (MED-PAC-LIC-43801)	PODIATRIST, TEST (MED-POD-LIC-43802)	Delete

Add/Manage Supervising Providers

Name	License	Email	Manager	
DENTIST, TEST	DEN-DEN-LIC-9744	dlibsdtestmpdr1@mt.gov	Manager	
NATUROPATH, TEST	AHC-NAT-LIC-1298	dlibsdtestmpdr2@mt.gov	Manager	
OPTOMETRIST, TEST	OPT-OPT-LIC-2511	dpeterson3@mt.gov		Remove
TEST, TEST	MED-PHYS-LIC-43805	dpeterson3@mt.gov		Remove

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:

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

View Delegate Relationships for March Facility 1

Show Inactive Show Blocked Search

Delegate Name	Delegate Id	Delegate Type	DOB	Email	Status	Start date	End date	Personal Data Changed	
Dameron, Poe	18	Certified Nursing Assistant (CNA)	01/01	dlibsdmpdr@mt.gov	Active	3/19/2016 8:01:32 AM	9/18/2016 10:00:00 PM	No	Edit
Organa, Leia	25	Health Unit Coordinator (HUC)	01/01	dlibsdmpdr@mt.gov	Active	3/11/2016 1:00:19 PM	9/10/2016 11:00:00 PM	No	Edit
Solo, Han	27	Medication Aide	01/01	dlibsdmpdr@mt.gov	Active	3/11/2016 1:09:43 PM	9/14/2016 10:00:00 PM	No	Edit

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, Talla	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



ABOUT SYSTEM-GENERATED EMAIL MESSAGES

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

- A facility-based or department-based relationship has been created with a new Delegate and/or a new Supervising Provider.
- An active facility-based or 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 facility-based or department-based relationship has expired or been terminated.
- An inactive facility-based or department-based relationship has been re-activated.
- The Delegate's MPDR access has been blocked by the Board of Pharmacy.

The MPDR Facility 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 Facility or Department identified in the drop-down box at the top of the page. Users who manage more than one MPDR Facility, or who manage Departments within their Facility must enter their email preferences for each Facility and Department.

ABOUT FACILITY-BASED RELATIONSHIP END DATES

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

Once a reminder email has been received, the MPDR Facility Manager can either extend the relationship, or can remove the Supervising Provider or the Delegate from the MPDR Facility. See [Page 9](#) for instructions on how to extend or deactivate a relationship.

If a relationship has not been changed from the default 6-month or other assigned end date, the MPDR service will automatically deactivate the relationship at midnight on the end date. The Supervising Provider, Delegate and Facility Manager will receive email notification that the relationship is no longer active.

The Facility 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 Facility Manager can enter the desired end date at the time the Facility-based relationship is created so that the relationship is automatically terminated when the employee leaves or is reassigned.
- When an employee gives advance notice that he or she is leaving the MPDR Facility or taking an extended leave of absence, the Facility Manager can enter the employee's last date of work at the time notice is given so that the Facility-based relationship will automatically terminate 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



MPDR DELEGATE ACCESS

For FACILITY MANAGERS



MONTANA PRESCRIPTION
DRUG REGISTRY
Check the history. It matters.

HOW TO CREATE NEW MPDR DEPARTMENTS

Note that MPDR Facilities are not required to have MPDR Departments. As discussed on [Page 2](#), **each MPDR Facility must identify the method of managing Delegate Relationships that best suits the individual facility and its business practices.**

1. To create a new MPDR Department, click “Add Department” on the Facility Manager Main Screen. The “Create Department” screen will open.
2. Enter the name of the Department.
3. Identify at least one but not more than two Department Managers who are MPDR Registered Users. Note that a Facility Manager can also be a Department Manager within the Facility.
 - a. Search for eligible Registered Users by entering a full or partial last name. The system will display a list of possible matches. Add the first name to search parameters if the list of possible matches is too long.
 - b. Click on the individual whose name and Montana license number match those of the new Department Manager.
 - c. When the screen shows the selection as a Department Manager, click the plus sign next to their name to confirm the selection.
4. Click “Save” to finalize the new Department.

Add Department

Note: Click the name of the department to modify the name of the Department. To add or change Department Managers, select the Department from the dropdown box at the top of the screen.

Show entries per page: 5

Department Name	Department Manager 1	Department Manager 2	
Department 1	PAC, TEST (MED-PAC-LIC-43801)	PODIATRIST, TEST (MED-POD-LIC-43802)	Delete

Create Department

Create Department

Name:

Managers (click the plus sign to confirm manager selection, then save changes)

test

- TEST PHYSICIAN (MED-PHYS-LIC-26047)
- Test MD (MED-PHYS-LIC-18884)
- Test NRV 3 (DEN-DNV-LIC-4253)
- Test PHA (PHA-PHA-LIC-11640)
- Test Physician (MED-PHYS-LIC-18923)
- Test Physician (MED-PHYS-LIC-18923)
- test test (MED-PHYS-LIC-21347)
- testing endorsement asi table required (NUR-RN-LIC-69296)

Notice that the appearance of the Department Manager's name and license number change after the plus sign has been clicked to confirm selection.

To remove a selected Department Manager before saving changes, click the minus sign next to their name and license number.

Create Department

Create Department

Name:

Managers (click the plus sign to confirm manager selection, then save changes)

1. Test PHA (PHA-PHA-LIC-11640) -

Test NRV 3 (DEN-DNV-LIC-4253) +

Previous Save



HOW TO MODIFY EXISTING MPDR DEPARTMENTS

To change the name of an MPDR Department:

1. Go to the Add/Manage Departments section of the Facility Manager Main Screen.
2. Click the name of the MPDR Department to be modified.
3. Enter and save the change.

Add Department
Note: Click the name of the department to modify the name of the Department. To add or change Department Managers, select the Department from the dropdown box at the top of the screen.

Show entries per page: 5

Department Name	Department Manager 1	Department Manager 2	
Department 1	PAC, TEST (MED-PAC-LIC-43801)	PODIATRIST, TEST (MED-POD-LIC-43802)	Delete

To remove a Department from an MPDR Facility:

1. Go to the Add/Manage Departments section of the Facility Manager Main Screen.
2. Click the “Delete” button on the row containing information about the MPDR Department to be removed.
3. The system will immediately close all established Department-based Delegate Relationships and will permanently remove the MPDR Department from the MPDR Facility.

Add/Manage Supervising Providers

Show entries per page: 5

Name	License	Email	Manager	
NRV 3, Test	DEN-DNV-LIC-4253		Manager	
PHA, Test	PHA-PHA-LIC-11640			Remove Promote

To change the identified Department Manager(s):

1. Locate the department to be modified by clicking the MPDR Department Name in the dropdown box at the top of the Facility Manager Main Screen. The Department Manager's main screen will open.
2. Review entries in the Add/Manage Supervising Providers portion of the Department Manager screen. Note that existing Department Managers are identified on the right side of the page.
3. To remove an MPDR Department Manager, click “Demote” on the row that identifies the Manager.

Note that the ‘demoted’ MPDR Department Manager will still be identified as a Department-based Supervising Provider, and none of his or her existing Delegate Relationships will be affected by this change.
4. To identify a new MPDR Department Manager, click “Promote” next to the name of an existing Department-based Supervising Provider.

The system requires that each MPDR Department have at least one but not more than two active Department Managers.

- If the MPDR Department only has one Manager, a new Manager must be added before the existing Manager can be demoted
- If the MPDR Department already has two Managers, one Manager must be demoted before a new Manager can be identified.



HOW TO ADD FACILITY-BASED SUPERVISING PROVIDERS

NOTE: MPDR Facilities may elect to not have any Facility-based Relationships. Refer to [Page 2](#) for information about organizing an MPDR Facility.

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

Using the middle portion of the Facility Manager’s Main Screen (see [Page 3](#)), take the following steps to add a Facility-based Supervising Provider:

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

Note that Facility Managers are automatically identified as Supervising Providers in their MPDR Facility.

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 MPDR Facility, the MPDR service will automatically create 1 to 1 supervisory relationships with each of the Facility-based Delegates. See [Page 8](#) for more information about Facility-based Delegates.

NOTE: MPDR Facility Managers can manage relationships within a Department, even though they are not listed as Department Managers or Department-based Supervisors. Using the dropdown box at the top of the page, click the MPDR Department to be managed.

Add/Manage Supervising Providers

Show entries per page: 5

Name	License	Email	Manager	
DENTIST, TEST	DEN-DEN-LIC-9744	dlibsdttestmpdr1@mt.gov	Manager	
NATUROPATH, TEST	AHC-NAT-LIC-1298	dlibsdttestmpdr2@mt.gov	Manager	
OPTOMETRIST, TEST	OPT-OPT-LIC-2511	dpeterson3@mt.gov		Remove
TEST, TEST	MED-PHYS-LIC-43805	dpeterson3@mt.gov		Remove

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
DEV, TEST	DEN-DEV-LIC-9745	Add Supervisor
MD, TEST	MED-PHYS-LIC-43803	Add Supervisor
NRV3, TEST	DEN-DNV-LIC-9746	Add Supervisor
PAC, TEST	MED-PAC-LIC-43801	Add Supervisor
PHA, TEST	PHA-PHA-LIC-35176	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 Facility-based Supervising Provider if Facility-based Relationships will include any type of Delegates other than certified Pharmacy Technicians and licensed Pharmacy Interns.

Pharmacists are only authorized to delegate their MPDR 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 authorized 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 FACILITY MANAGERS



MONTANA PRESCRIPTION DRUG REGISTRY
Check the history. It matters.

HOW TO ADD FACILITY-BASED DELEGATES

NOTE: MPDR Facilities may elect to not have any Facility-based Relationships. Refer to [Page 2](#) for information about organizing an MPDR Facility.

The bottom portion of the Facility 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 Facility 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 Facility, 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 4](#) for related information.

As soon as a Delegate is associated with the Facility, the MPDR service will automatically create active 1 to 1 Delegate Relationships with each of the Facility-based Supervising Providers.

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

The Facility 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 his or her MPDR account once it has been created

View Delegate Relationships for March Facility 1

Show Inactive Show Blocked Search

Delegate Name	Delegate Id	Delegate Type	DOB	Email	Status	Start date	End date	Personal Data Changed	
Dameron, Poe	18	Certified Nursing Assistant (CNA)	01/01	dlibsdmpdr@mt.gov	Active	3/19/2016 8:01:32 AM	9/18/2016 10:00:00 PM	No	Edit
Organa, Lisa	25	Health Unit Coordinator (HUC)	01/01	dlibsdmpdr@mt.gov	Active	3/11/2016 1:00:19 PM	9/10/2016 11:00:00 PM	No	Edit
Solo, Han	27	Medication Aide	01/01	dlibsdmpdr@mt.gov	Active	3/11/2016 1:09:43 PM	9/14/2016 10:00:00 PM	No	Edit

Showing 1 to 3 of 3 entries
First Previous 1 of 1 Next Last

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

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

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 FACILITY MANAGERS



**MONTANA PRESCRIPTION
DRUG REGISTRY**
Check the history. It matters.

HOW TO MANAGE EXISTING FACILITY-BASED RELATIONSHIPS

To remove a Supervising Provider from the MPDR Facility:

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

Add/Manage Supervising Providers

Show entries per page: 5

Name	License	Email	Manager	
DENTIST, TEST	DEN-DEN-LIC-9744	dlibsdttestmpdr1@mt.gov	Manager	
NATUROPATH, TEST	AHC-NAT-LIC-1298	dlibsdttestmpdr2@mt.gov	Manager	
OPTOMETRIST, TEST	OPT-OPT-LIC-2511	dpeterson3@mt.gov		Remove
TEST, TEST	MED-PHYS-LIC-43805	dpeterson3@mt.gov		Remove

- The MPDR service will detach all of the Supervising Provider’s 1 to 1 relationships from the Facility, effective immediately.
- The Facility Manager will no longer see the Supervising Provider on the Facility Manager screen.
- The Supervising Provider can still view their inactive 1 to 1 relationships on his or her individual Supervising Provider screen.

To remove a Delegate from the Facility 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 Facility-based 1 to 1 relationships will be deactivated as soon as this change has been saved. However, the Delegate will still be associated with the Facility and can be viewed by selecting “Show Inactive” and clicking “Search.”

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

1. Locate the Delegate’s name on the list of active Facility-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 1 to 1 Facility-based relationships at midnight on the assigned end date, and will send email notifications to the Facility Manager, all Supervising Providers and the Delegate.

To extend active relationships that will expire in the near future (i.e., the Facility 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 1 to 1 Facility-based relationships (i.e., the change will affect the Delegate’s relationships with all of the Facility’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 1 to 1 relationships with Facility-based Supervising Providers. This reinstatement will be effective immediately.



MPDR DELEGATE ACCESS For FACILITY MANAGERS



MONTANA PRESCRIPTION
DRUG REGISTRY
Check the history. It matters.

HOW TO CREATE FACILITY RELATIONSHIP REPORTS

MPDR Facility Managers can obtain statistical information about Facility-based Relationships, and can also view the details of all Facility-based Relationships.

Relationships Report

- Facility Relationships Report
- Facility Relationships Report with details

From the Facility Manager Main Screen, select the desired report format. The example shown to the right includes details, which means the individual Facility-based Relationships are listed. Note that the relationship details will not be displayed unless the “with details” option is selected.

The About The Facility portion of the report lists information contained in the MPDR Facility Record and identifies the Facility Managers. If any of this information needs to be updated, the Facility Managers must submit a notarized “MPDR Facility Change Form” to MPDR staff. This form is posted on the MPDR’s Information Page at www.MPDRInfo.mt.gov.

The Facility/Department Relationship Summary gives summary statistics for the MPDR Facility. Relationship statistics are given for each Department and for the Facility as a whole.

Facility/Department Relationships Report

About The Facility

Name: March Facility 1
Full name: March Facility 1
Facility Type: Hospital
Level: Facility
Address: 123 Anystreet
Created at: 3/11/2016 11:56:07 AM

FACILITY MANAGERS

Manager Id:	Name	License Number
58	TEST DENTIST	DEN-DEN-LIC-9744
63	TEST NATUROPATH	AHC-NAT-LIC-1298

Facility/Department Relationships Summary

Show entries per page: 5

Department Name	Full Name	Level	# All	# Active	# Inactive	# Blocked	Manager Name	Manager License
March Facility 1	March Facility 1	Facility	20	12	8	0	NATUROPATH, TEST	AHC-NAT-LIC-1298
March Facility 1	March Facility 1	Facility	-	-	-	-	DENTIST, TEST	DEN-DEN-LIC-9744
Department 1	March Facility 1 - Department 1	Department	16	8	8	0	PODIATRIST, TEST	MED-POD-LIC-43802
Department 1	March Facility 1 - Department 1	Department	-	-	-	-	PAC, TEST	MED-PAC-LIC-43801

Showing 1 to 4 of 4 entries

First Previous 1 of 1 Next Last

Facility/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
55		Yar Tasha	20	1/1	dlibsdmpdr@mt.gov	Inactive	03/11/2016 12:59:45	03/12/2016 22:00:00	TEST TEST	MED-PHYS-LIC-43805
55		Yar Tasha	20	1/1	dlibsdmpdr@mt.gov	Inactive	03/11/2016 12:59:45	03/12/2016 22:00:00	DENTIST TEST	DEN-DEN-LIC-9744
55		Yar Tasha	20	1/1	dlibsdmpdr@mt.gov	Inactive	03/11/2016 12:59:45	03/12/2016 22:00:00	NATUROPATH TEST	AHC-NAT-LIC-1298
55		Yar Tasha	20	1/1	dlibsdmpdr@mt.gov	Inactive	03/11/2016 12:59:45	03/12/2016 22:00:00	OPTOMETRIST TEST	OPT-OPT-LIC-2511
56		Organa Leia	25	1/1	dlibsdmpdr@mt.gov	Active	03/11/2016 13:00:19	09/10/2016 23:00:00	NATUROPATH TEST	AHC-NAT-LIC-1298

Showing 1 to 5 of 36 entries

First Previous 1 of 8 Next Last

Reporting Menu

Relationships Report

Refer to “MPDR Delegate Access for Department Managers” for examples of how the MDPR service processes different types of relationship management transactions. The same principles apply to managing Facility-based relationships.

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

Note that the MPDR service has created 1 to 1 relationships between each of the Facility-based Supervising Providers and the Facility-based Delegates.

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 Facility.



TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS, PART 1 OF 3

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 their licensing board for assistance.

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

When a Supervising Provider is removed from an MPDR Facility, the MDPDR service detaches all of the Supervisor's active and inactive relationships from the Facility and converts them into individual relationships having a status of "Inactive." This is done so that the individual Supervising Provider will retain the ability to monitor search activity conducted by his or her former Delegates.

Although these relationships are no longer part of the Facility, your screens and reports should still show other 1 to 1 relationship activity for the same Delegates in your Facility.

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

Supervising Providers who were previously removed from an MPDR Facility must be added again as though they had never been part of the Facility. Follow the instructions on [Page 8](#) to add the Supervising Provider. You must search for the Supervising Provider and add them to your Facility. The MDPDR service will create new 1 to 1 relationships between the Supervisor you identify and all of the Delegates in your Facility.

How do I reactivate a Delegate whose relationships has expired?

1. Go to the Main Screen and view the list of Facility-based Delegates.
2. Click "Show Inactive" and "Show Blocked" to view a list of all Facility-based relationships, regardless of their current status, and then click "Search."

Delegate Name	Delegate Id	Delegate Type	DOB	Email	Status	Start date	End date	Personal Data Changed
Dameron, Poe	18	Certified Nursing Assistant	01/01	dlbsdmpdr@mt.gov	Active	3/19/2016 8:01:32 AM	9/18/2016 10:00:00 PM	No

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

The MPDR service will reactivate the previously-terminated 1 to 1 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 Facility Managers cannot reactivate these relationships. Board of Pharmacy staff are the only ones who can reinstate the Delegate's MDPDR privileges.

How do I change the name of an MPDR Department?

1. Locate the department to be modified on the Facility Manager Main Screen.
2. Click the "Edit" button to change the name of the Department.



TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS, PART 2 OF 3

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 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	#####	#####

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

1. If you added the wrong Delegate, you should immediately remove the Delegate from your Facility by following the instructions on [Page 8](#) 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 their MPDR account to correct the error. A Department Manager cannot modify a Delegate's account once it has been created.

I'm having trouble changing an assigned Department Manager. What should I do?

The MPDR service requires that an MPDR Department must have at least one but not more than two active Department Managers at all times.

1. Using the dropdown box at the top of your Manager screen, select the name of the Department to be modified.
2. The new Manager must already be identified as a Supervising Provider in the MPDR Department he or she will be managing. Refer to MPDR Delegate Access for Department Managers to add a Department-based Supervising Provider.
3. If the Department already has two Managers, you must demote one Manager before you can identify a new one. Refer to [Page 6](#) of this document for more information.
4. If the Department only has one Manager, you must promote the new Manager before you demote the old one. Refer to [Page 6](#) of this document for more information.

Demoted Managers will remain active as Department-based Supervisors unless they are also removed from the MPDR Department, as described on [Page 8](#) of this document.

My "Facility Relationships With Details" Report shows that one particular Delegate has Facility-based Relationships with most of the Facility-based Supervising Providers. However, no relationship exists with one of the Facility-based Supervising Providers, and I cannot create a new relationship between these two individuals. What's wrong?

Supervising Providers always have the final authority about their Authorized Agents, or Delegates. Any Supervising Provider can override a Facility Manager's creation of a Facility-based 1 to 1 Relationship with someone to whom they do not want grant their MPDR search authority.

If a Supervising Provider has deactivated a Facility-based 1 to 1 relationship, the MPDR Facility Manager cannot override that deactivation. The MPDR system converts the deactivated relationship from Facility-based to an individual relationship, which means that the Supervising Provider is responsible for all future actions regarding this relationship.



TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS, PART 3 OF 3

Why can't my Delegate do all of the data entry for Facility-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.