

# Montana Prescription Drug Registry (MPDR)

## October 2024 Survey Results

The Montana Department of Public Health and Human Services (DPHHS) provided a survey to all Montana licensees authorized to access the MPDR in October 2024. There were 642 survey completions, and the actionable items have been addressed below. The full results compiled by DPHHS are available [here](#).

### Request for information and education:

- [Interstate Data Sharing Information](#)
- [Multiple Patient/Patient Matching Information](#)
- Recorded webinars will be available at [www.mpdr.mt.gov](http://www.mpdr.mt.gov) soon.

### Frequently Asked Questions on the Survey:

#### **What are the password requirements?**

The MPDR must abide by the state of Montana's technology service division policy for passwords. This includes changing a password every 60 days. This policy will be updated in May 2025 and the requirements may change. Your MPDR account will remain active even if your password expires, you will just need to reset your password the next time you log in to the MPDR.

#### **What do I do if I identify possible misuse or diversion of controlled substances?**

The MPDR program cannot take action against a prescriber, pharmacy or patient that is misusing or diverting medication. Please contact the local police department, Drug Enforcement Administration (DEA) or file a complaint with the Department of Labor and Industry if the offender is a licensee.

#### **Where does the prescription information come from?**

Montana licensed pharmacies, including mail order pharmacies, are required to upload controlled substances dispensed by the end of the next business day. The Veterans Health Administration and Indian Health Service also submit prescription information dispensed by their facilities in Montana.

### **Resources**

- MPDR Homepage – Registration information, statutes and regulations, and FAQ.
  - [www.mpdr.mt.gov](http://www.mpdr.mt.gov)
- Bamboo Health Support Desk – Support articles and ticket submission.
  - <https://bamboohealth.zendesk.com>
  - 1-833-307-0309
- MPDR Program Manager Contact Information
  - DLIBSDMPDR@MT.GOV
  - 406-841-2240