Montana Prescription Drug Registry (MPDR)
Patient Matching Information

The Montana Prescription Drug Registry (MPDR) combines controlled substance prescription information submitted by Montana licensed pharmacies. Matching patient information can be difficult when different pharmacies submit a patient's name differently. Below are the methods the MDPR utilizes to recognize and merge duplicate patient profiles, how multiple patient profiles display to users, and ways pharmacy staff can help decrease multiple profiles.

MPDR Patient Matching Methods

- Bamboo Health's Patient Matching Algorithm
  - If a patient's information submitted by different pharmacies matches closely, they can automatically be merged by Bamboo Health. For example, if one pharmacy submits Robert Jones and another pharmacy submits Bob Jones, but the date of birth, address and phone number match, these patients could be automatically merged.
- Manual Consolidation by MPDR Program Manager
  - Patients that could not be automatically merged but have some indicators in common are placed into a queue for manual review by the MPDR Program Manager. If there is enough information to determine the patients are the same, they will be manually merged. Healthcare providers can also contact the MPDR Program Manager for patients to be manually merged.

Multiple Patient Profile Display

- In AWARxE, the MPDR on-line portal, a patient pick list is presented if multiple patients match the search criteria. The provider can pick one patient to see only that patient's report, multiple patients to see multiple profiles in one report, or refine the search criteria if none of profiles appear to be the correct patient. See Bamboo Health Support Desk Article, Multiple Patients Identified , for more details.

- With integration into an electronic health record (EHR) or pharmacy dispensing system (PDS), a pick list is not available. If a single patient profile cannot be identified from the patient information sent from the EHR/PDS, an error will result asking you to log on to AWARxE to view the patient pick list. Please see Bamboo Health's Patient Matching for detailed information.

Recommendations for Pharmacy Data Entry Staff
- The more information entered about the patient, the easier it is to match patients. Full middle names, updated addresses and phone numbers help the patient matching process.
- Do not use special characters, such as *, ( ), or -. These characters disrupt the algorithm and make it harder to search for a patient in the registry.

Resources
- MPDR Homepage – Registration information, statutes and regulations, and FAQ.
  - 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