



PMP
AWARxE

Patient Rx Request Tutorial



Patient Rx Request Tutorial – 1 of 8

Access Patient Requests

To request a patient's prescription history, navigate to the **Patient Request** page in the RxSearch section of the navigation menu.

Search for a Patient

To make a request for patient prescription history, search for the patient.

- 🌿 Required fields are indicated by red asterisks (*).
- 🌿 At a minimum, First Name, Last Name, Date of Birth, and Prescription Fill Dates are required.
- 🌿 A search can be improved by including other information like Zip Code.
- 🌿 Prescription fill dates default to the search range previously determined by your state's PMP. These dates can be adjusted to any date range that is no earlier than 2 years.

Log In

Support: 844-364-4767

MAPS

Log In

Email

Password

Reset Password

Log In

Create an Account

Need Help?

Browsers Supported

Powered By

Bamboo Health
PMP AwarxE®

PMP AwarxE - MAPS
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Patient Rx Request Tutorial – 2 of 8

Request a Patient Rx Report and access your previous patient requests

In this tutorial you will learn to:

- 🌿 Access Patient Reports
- 🌿 Search for a Patient
- 🌿 Search for a Patient as a Delegate
- 🌿 Search other PMP Interconnect States
- 🌿 View Results
- 🌿 Interpret System Messages
- 🌿 Access Patient Requests History

Log in to begin

The screenshot shows a web application interface for a 'Patient Request' form. The header includes a navigation menu with 'Menu', 'Admin', and 'System Admin' options, and a user profile for 'Rachel Hoskins'. The main content area is titled 'Patient Request' and contains the following fields and sections:

- Patient Info:** Includes 'First Name*' and 'Last Name*' text input fields, each with a 'Partial Spelling' checkbox below it.
- Date of Birth*:** A date input field with a dropdown arrow and a 'Required format for date fields is MM/DD/YYYY' note.
- Phone Number:** A text input field.
- Social Security Number:** A text input field.
- Drivers License Number:** A text input field.
- State:** A dropdown menu with 'Select State' as the current selection.
- Case Number:** A text input field.
- Case Comments:** A large text area for notes.
- Run on behalf of...:** A checkbox.
- Prescription Fill Dates:** A section with the instruction 'No earlier than 2 years and 6 months from today'. It includes 'From*' and 'To*' date input fields, both with dropdown arrows. The 'From' field is pre-filled with '01/06/2021' and the 'To' field with '01/06/2023'.

A notification in the top right corner reads: 'Patient Rx Request Tutorial Can't view the file? Get Adobe Acrobat Reader Required fields are marked with an asterisk * Required format for date fields is MM/DD/YYYY'.

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Search for a Patient as a Delegate

If you are a delegate, you must select the supervisor for whom you are making the request.

The supervisor selection field is required and prohibits you from going further until you choose a supervisor.

How to Add/Remove a Supervisor

You can request to add or remove a supervisor from list from the **My Profile** page found under the **User Profile** section in the navigation menu.

NOTE: You are not the supervisor's official delegate until the supervisor approves you from their account.

How a Supervisor Approves Delegates

If you are a supervisor, you can manage your delegates from the **Delegate Management** page found under the **User Profile** section in the navigation menu. Delegate requests can be approved or rejected from this list.

The screenshot shows the 'Patient Request' form in the MAPS system. The header includes 'Menu', 'Admin', 'System Admin', and the user name 'Rachel Hoskins'. The breadcrumb trail is 'RxSearch > Patient Request'. The MAPS logo and support number '844-364-4767' are in the top right. A help icon and link 'Patient Rx Request Tutorial' are also present, along with a note: 'Can't view the file? Get Adobe Acrobat Reader' and 'Required fields are marked with an asterisk *'. Below this, it says 'Required format for date fields is MM/DD/YYYY'. The form fields are: 'Supervisor*' (a dropdown menu with 'Select Supervisor' selected), 'Patient Info' section with 'First Name*', 'Last Name*', 'Date of Birth*' (with a calendar icon and 'MM/DD/YYYY' format), 'Date of Birth Range' (with a dropdown menu set to 'Search using exact DOB'), and 'Phone Number'. The 'Prescription Fill Dates' section includes the instruction 'No earlier than 2 years and 9 months from today' and two date fields: 'From *' (01/06/2021 with a calendar icon) and 'To *' (01/06/2023 with a calendar icon).

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Search Other PMP Interconnect States

To search in other states, as well as your home state for patient information, check the corresponding box of the states you wish to include under the PMP Interconnect Search section.

Once all pertinent patient information is entered, click the **Search** button.

Also Search

PMP Interconnect RxCheck None

To search in other states as well as your home state for patient information, select the states you wish to include in your search.

C

Colorado

D

Delaware

G

Guam PMP

I

Iowa PMP

K

Kansas

M

Massachusetts

Michigan

N

New Jersey

O

Ohio PMP

P

Pennsylvania

T

Tennessee CSMD

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Viewing Results

When a match is found, the **Patient Report** is automatically displayed.

Report Sections

1. **Patient Information:** An expandable section containing a cluster of patients whose records were linked to make up this **Patient Rx History**, as well as the criteria to run the report.

Note: Linked records are provided when the search cannot definitively determine a single patient match. Therefore, the linked records section is displayed with additional (potential) patients. In these cases, patient information (first name, last name, DOB, etc.) is similar enough to warrant a potential or partial match.

2. **Summary:** Total number of **Prescriptions, Prescribers, Pharmacies,** and **Private Pay**, as well as the Active Daily MME.
3. **Prescriptions:** Prescriptions filled within the **Date Range** requested.
4. **Prescribers:** Prescribers who wrote the prescriptions shown.
5. **Dispensers:** Dispensers (Pharmacies) that filled the prescriptions shown.

Certain sections have mouse over hints that provide explanations or further information.



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Interpret System Messages

When a match is found, the **Patient Report** is automatically displayed.

Messages you may encounter:

- 🌿 **Your Request Requires Review** – Depending on your role, requests may require review by the state PMP admin. Further instructions are provided.
- 🌿 **No Matching Patient Identified** – indicates that no patient was found matching the criteria entered.

Possible Solutions: Check accuracy of the patient information entered or enter other criteria, e.g., Zip Code, to enhance the search.

- 🌿 **Patients Found But No Prescriptions Found** – indicates the patient was found but had no prescription history within the fill date.

Possible Solution: Change the prescription **File Date** range.

The screenshot shows a search results page with a modal message. The message text is: "Patients found but no prescriptions found. We were able to find this patient. However, there are no prescription records within the prescription fill dates provided. Please try a longer date range." Below the message is a blue button labeled "Change Date Range". The background shows a search form with fields for "Number", "State" (a dropdown menu with "Select State" selected), and "File Date".

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Interpret System Messages Continued

- ❁ **Multiple Patients Found** – indicates that more than one patient matched the search criteria provided.
- ❁ An interim selection window will display the patients found who matched the criteria entered along with instructions.
- ❁ Select one or more patients. Then click **Run Report** to continue to the **Patient Rx History Report**.
*Note: The **Multiple Patients Found** picklist is only available in AWARxE at this time.*
- ❁ If you prefer to change your search criteria, simply select **Refine Search Criteria**. You will return to the search criteria prepopulated with the previous search information.

Multiple Patients Found Why do I see this?

We identified multiple patients who match the criteria you provided. You have the following options:

- Refine your search by providing additional search information.
- Select any patient group to run a report.
- If you believe more than one group identifies your patient, select them to run a report.

Patient 930

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203

Patient 931

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203

Make a Suggestion

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Access Patient Requests History

View results of any previously requested **Patient Request** by navigating to the **Requests History** page in the RxSearch section of the navigation menu.

- ❁ **Patient Rx Reports** viewed in **Requests History** show the same information as the day they were first prepared. They do not automatically refresh when viewed.
- ❁ In **Requests History**, click anywhere on a patient's row to populate the patient's card information at the bottom of the screen.
- ❁ To view the saved **Patient Rx History Report**, click **View**.
- ❁ **Refresh** opens the **Patient Rx Search** with the selected report criteria populated. This allows a fresh search of the same patient information, or changes to criteria for a new report. In both cases, searching will create a new request in **Requests History**.

The screenshot shows the 'Requests History' page in the MAPS system. At the top, there's a navigation bar with 'Menu', 'Admin', and 'System Admin' options, and a user profile for 'Rachel Hoskins'. The page title is 'RxSearch > Requests History'. Below the title, there are search filters for 'REQUESTOR NAME' and 'PATIENT NAME', both set to 'Yes', and a 'Search' button. The main content is a table with the following data:

Patient First Name	Patient Last Name	Requestor	Requestor Role	Requested For	Request Type	Status	Date Requested
karl	gooden	Daniel Barszcowski	Pharmacist		AWARxE	Pending	01/06/2023 9:54 PM
bradley	patrick	Jennifer O'Neill	Physician Assistant		AWARxE	Complete	01/06/2023 9:54 PM
alexander	xayamongkhon	Gabriela L Benavidez	Prescriber Delegate - Unlicensed	Martin Berent (Physician (MD, DO))	AWARxE	Complete	01/06/2023 9:54 PM
richard	dierickx	Karen Elaine Young	Prescriber Delegate - Unlicensed	WILLIAM PENN (Physician (MD, DO))	AWARxE	Complete	01/06/2023 9:53 PM
Debra	Sliding	Christina Lynn Verhulst	Prescriber Delegate - Unlicensed	Peter Salvia (Physician (MD, DO))	AWARxE	Complete	01/06/2023 9:53 PM

Below the table, there's a 'Next' button and a patient card for 'karl gooden'. The card shows 'DOB: 06/09/1994', 'Location:', 'Other States:', 'Reason:', and 'Prescription Fill Dates: January 06, 2021 until January 06, 2023'. There are 'View' and 'Refresh' buttons on the card.



Thanks For Joining Us

