



Bamboo Health

Gateway Integration Welcome Packet

South Dakota (SD) Prescription Drug Monitoring Program (PDMP)

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What is the SD Prescription Drug Monitoring Program?

The PDMP originated when a bill was passed by the South Dakota Legislature and signed by the Governor during the 2010 session. The purpose was to improve patient care by providing prescribers and pharmacists with a controlled substance dispensing history for their patients. An additional goal is to reduce drug diversion and inappropriate use of controlled substances by assisting in the investigation of specific cases. The SD PDMP is designed to focus on better patient care. Gathering data from dispensers and making it available to prescribers and pharmacists will enable them to make better decisions when providing controlled substances to their patients. Providing information to law enforcement is an important tool in reducing doctor-shopping, prescription forgery and the resulting diversion of prescription medications into illegitimate channels.

Please visit the [SD PDMP website](#) for more information.

What is EHR Integration?

The SD Board of Pharmacy (SD BOP) is partnering with Bamboo Health, the service provider of the SD PDMP, to provide options to all Healthcare Entities (HCE) in South Dakota to integrate SD PDMP data into their clinical workflow utilizing a service called PMP Gateway. PMP Gateway is a web service that performs automated, multi-state, queries to integrate patient controlled substance prescription history within Electronic Health Record (EHR) systems. PMP Gateway facilitates communication, information transfer, integration, and support for the state approval process and the EHR vendor development process.

Integrating SD PDMP data within an EHR provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to leave their workflow to access the SD PDMP web portal to request a patient's controlled substance prescription history. Instead, the EHR or Pharmacy Management System automatically initiates a patient query using PMP Gateway and returns the patient's prescription history directly within the provider's EHR or Pharmacy Management System.

What is the integration request process?

1. Navigate your web browser to: <https://connect.bamboohealth.com/>
2. Click "Create an Account"
3. Follow the prompts to input the necessary information for your healthcare organization's integration request.
4. Once all steps are complete on Customer Connect, your request is forwarded to the SD PDMP Administrators for review.
5. If approved, a confirmation email is sent to you, and the credentials to activate the integration are sent according to the EHR vendor's onboarding instructions.
 - a. The credentials could be sent to you or your EHR vendor depending on the vendor's instructions.
6. To complete integration setup, please contact your EHR vendor.

What is the Implementation Process?

Several EHR vendors have already completed the PMP Gateway integration development work to deliver controlled substance prescription data within their products/service offerings. If your vendor has not yet completed integration, Bamboo Health will work with you and your vendor to initiate that process.

If your EHR vendor has completed integration:

- a. Bamboo Health will create production PMP Gateway credentials for your Healthcare Entity.
 - i. This process should take 4-5 business days
- b. Once created, the SD BOP will need to approve the request for credentials.
 - i. The contact provided on your Integration Request Form will receive an automated email once the SD BOP has approved the request for credentials.
- c. Credentials will then be sent to your EHR vendor (or directly to you, depending upon your vendor) to start the process.
 - i. Bamboo Health recommends you contact your EHR vendor to let them know you have submitted a request to be integrated under the SD PDMP/EHR integration project.
- d. Your EHR vendor will reach out to you to start the testing process.
- e. Once complete, you will work with your EHR vendor to determine the final roll-out schedule.

***Please note:** If you are using Epic as your EHR vendor, the implementation process will vary from what is outlined above. The implementation process is more involved at the HCE level and Bamboo Health will contact the HCE directly to coordinate the implementation for Epic sites.

If your EHR vendor has **not** completed the necessary integration development:

- a. A Bamboo Health representative will reach out to the point of contact listed on your Integration Request Form and schedule a meeting with:
 - i. Bamboo Health Sales Engineer
 - ii. Bamboo Health Technical Resource
 - iii. HCE Point of Contact
 - iv. EHR Vendor Contact
- b. Bamboo Health will provide the EHR vendor with the technical API documentation.
❖ **Please note:** *Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several months.*
- c. Bamboo Health will provide testing instructions and test patients to the EHR vendor and will provide technical support as needed.
- d. You will work with your EHR vendor to ensure all provider roles are mapped correctly to the appropriate PMP Gateway role.

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- e. Before deploying to production, Bamboo Health requests that the EHR vendor demo the PMP Gateway integration so that they may provide any additional recommendations or changes. This demo may also include representatives from the SD BOP.
- f. Once the integration has been approved by Bamboo Health, your EHR vendor will set a production deployment date and you will work with your EHR vendor on the roll-out.

Benefits of Integration

It is important to note that there are key functional differences between a patient query in the SD PDMP web portal and via EHR integration. SD PDMP integration is focused on delivering a streamlined workflow for providers to access a patient report.

EHR integration removes the need for a provider to:

1. Exit the EHR and log in to the SD PDMP web portal
2. Enter username & password
3. Navigate to the patient search screen
4. Enter a patient's demographics
5. Determine the date range to search
6. Select which states to query
7. Click 'search'

Instead, behind the scenes the integration collects the above detail to perform an **automated** query to deliver a patient report. This allows the provider to have access to the prescription data within seconds of accessing the patient's record within the EHR without unnecessary data entry or excessive clicks.

* Please note: This initiative requires that all providers maintain an active account with the SD PDMP web portal to ensure continued access to additional administrative type functionality such as patient alerts, user profile management, search history, etc.

Who will have access?

The following is a list of provider roles that may have access to SD PDMP data via EHR integration.

- Physician (MD, DO, DPM)
- Pharmacist
- Nurse Practitioner (CNP, CNM)
- Optometrist
- Physician Assistant
- Medical Resident with prescriptive authority
- Dentist

Licensed delegates are not able to access SD PDMP data via EHR integration. Instead, delegates will continue to access the SD PDMP via the web portal.

Provider authorization

The SD BOP requires that every patient query submitted to the PMP Gateway contain the requesting provider's first and last name, professional license number, DEA number (if applicable) and NPI number

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(if applicable). If the provider is not registered with the SD PDMP, they will not be allowed to retrieve any patient reports.

Post go-live technical support

If providers are experiencing an issue when attempting to access SD PDMP data via EHR integration, please first contact your internal IT helpdesk for assistance.

- ❖ **Please note:** Bamboo Health does not control any aspect of the EHR or Pharmacy ManagementSystem. Any issues related to your EHR vendor's application should be directed to your EHR vendor contact.

If it is determined that the PMP Gateway service is non-operational, please [submit a support request form](#) to Bamboo Health. This will create a service ticket with the Bamboo Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Bamboo Health to acknowledge your issue.

In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the SD PDMP web portal to request patient reports.

Relevant Hyperlinks

- [SD PDMP web portal](#)
- [South Dakota BOP PDMP Integration](#)
- [Bamboo Health](#)