NC HEALTHCONNEX CLINICAL PORTAL

Controlled Substance Reporting System Quick Reference Guide

NORTH CAROLINA
HEALTH INFORMATION EXCHANGE AUTHORITY (NC HIEA)

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Overview

The scope of this document is a high-level overview of the workflow between the NC HealthConnex clinical portal and the NC Controlled Substances Reporting System (CSRS) managed by the N.C. Department of Health and Human Services Division of Mental Health and hosted by Appriss Health. CSRS enables NC HealthConnex users to view controlled substance reports through the NC HealthConnex clinical portal.

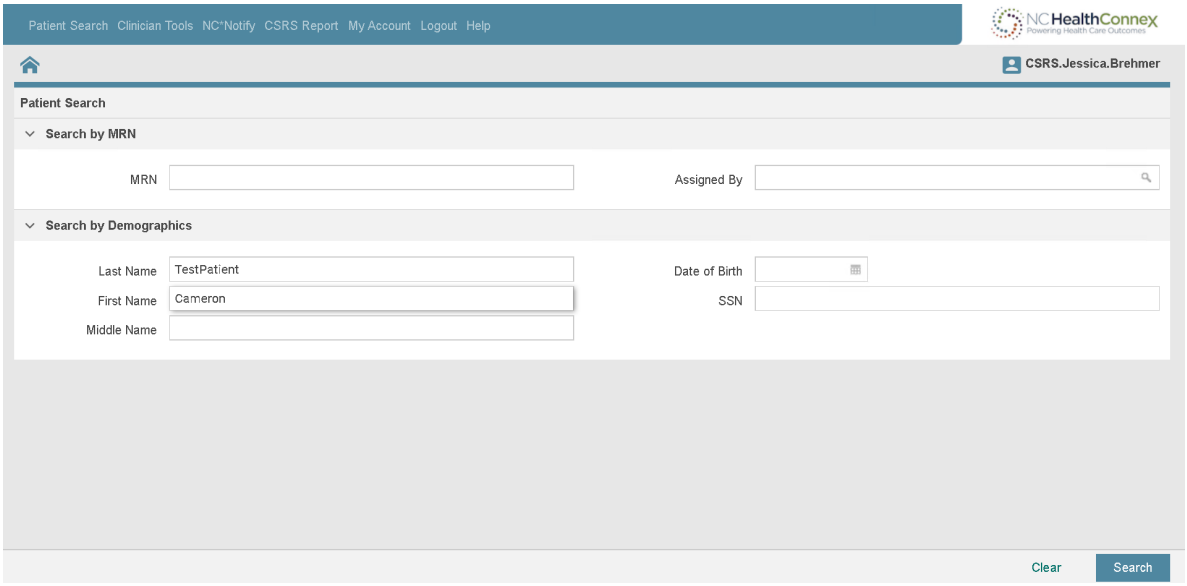
User Experience

This integration allows NC HealthConnex clinical portal users to access CSRS reports within the clinical viewer. Portal users are able to access CSRS reports for patients within the clinical viewer.

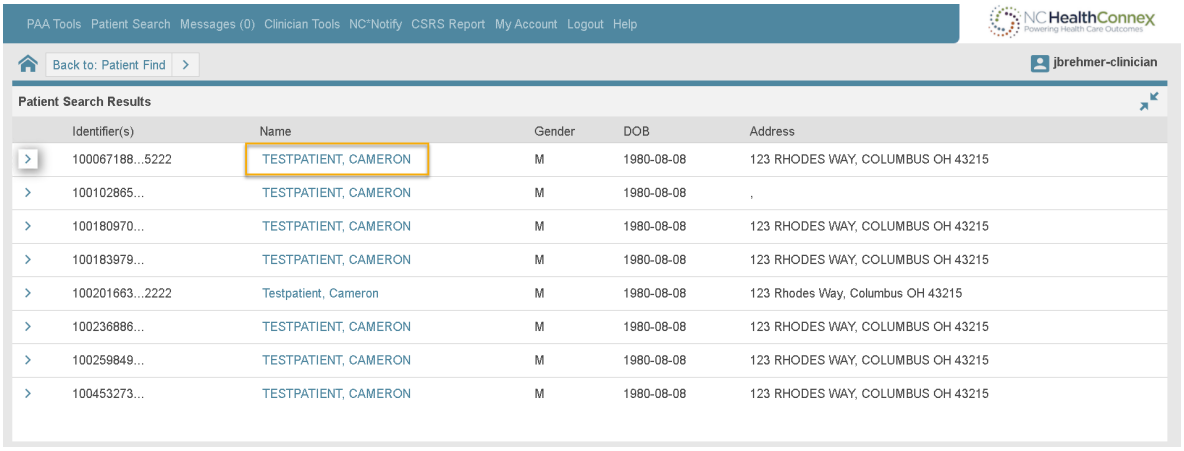
Workflow

Accessing Patients Through Their Clinical Record

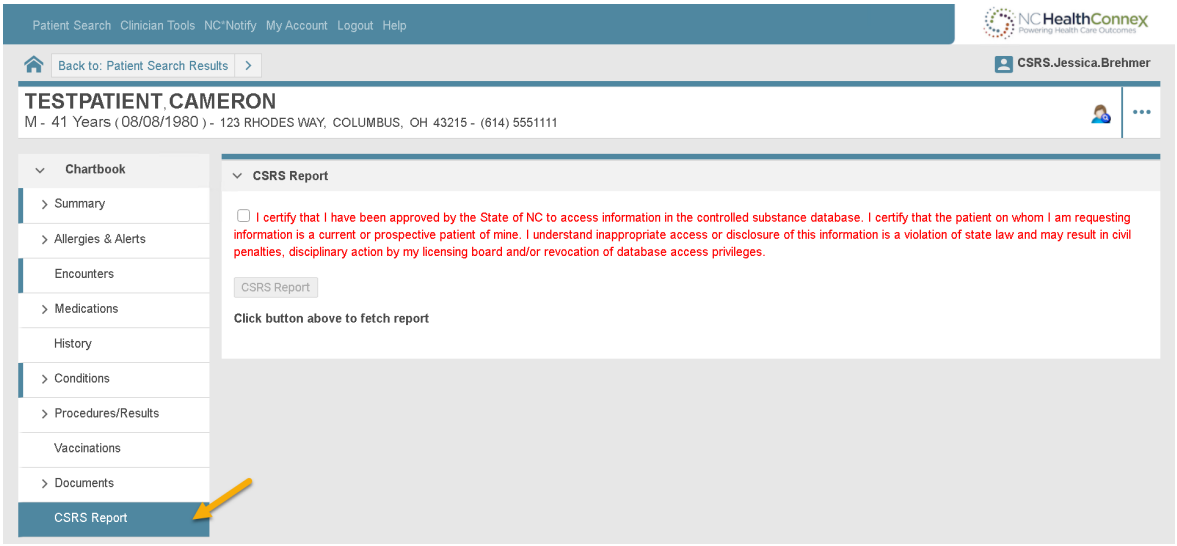
1. A portal user with a CSRS role searches for a patient and requests to view a patient record. As part of the patient search, a secondary request is automatically sent to search the CSRS system.



2. The user selects a patient to view the patient record.

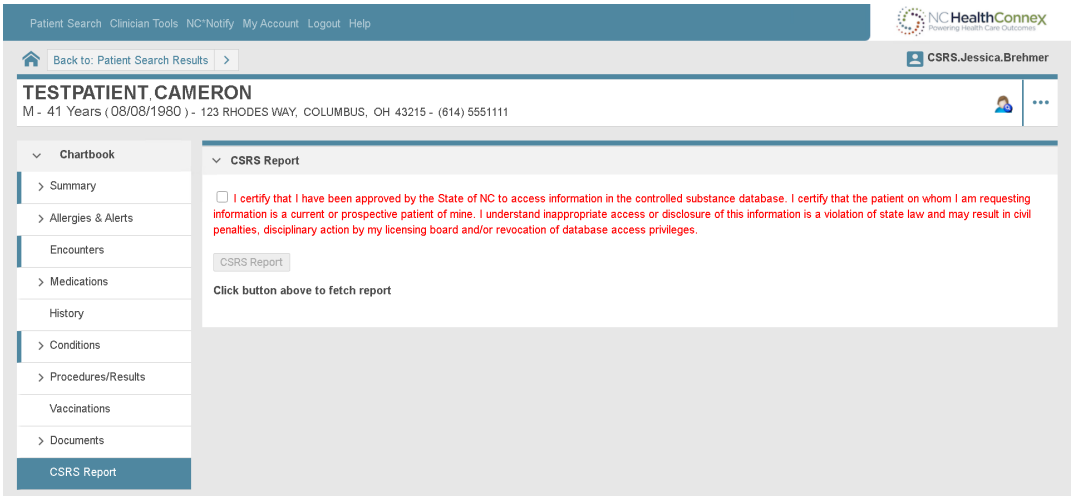


3. From the Patient View screen, the user navigates to the "CSRS Report" tab.

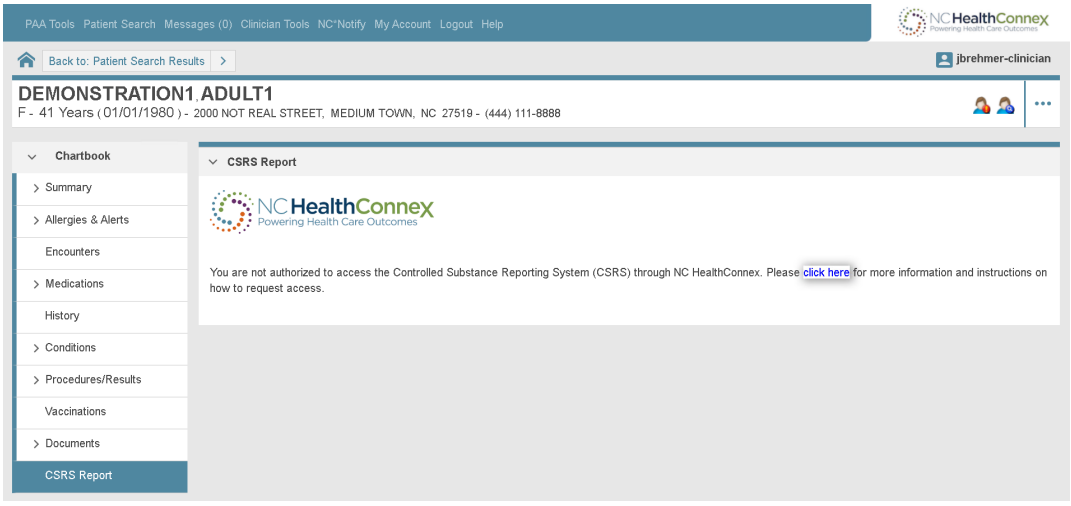


4. Once the user clicks the CSRS Report tab, they see one of the following screens:

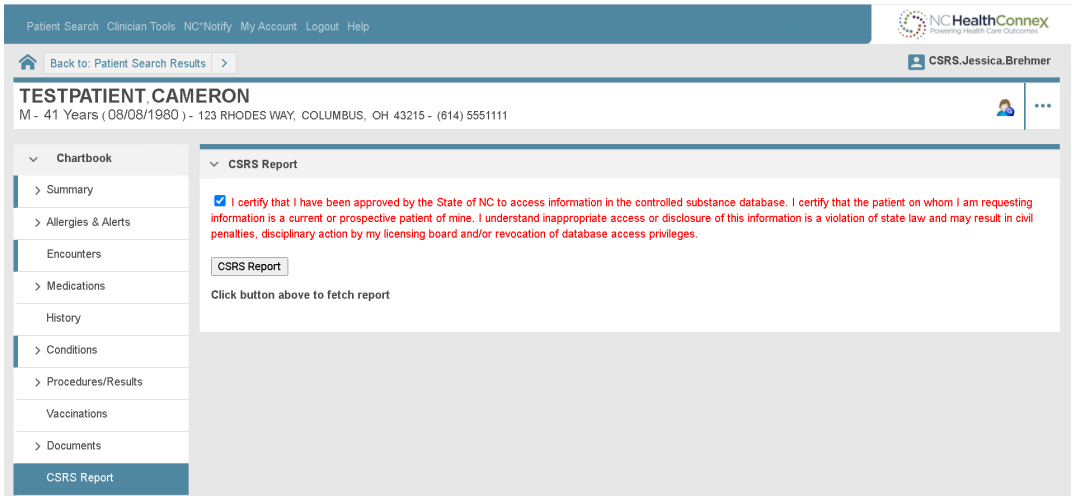
a. Access Granted



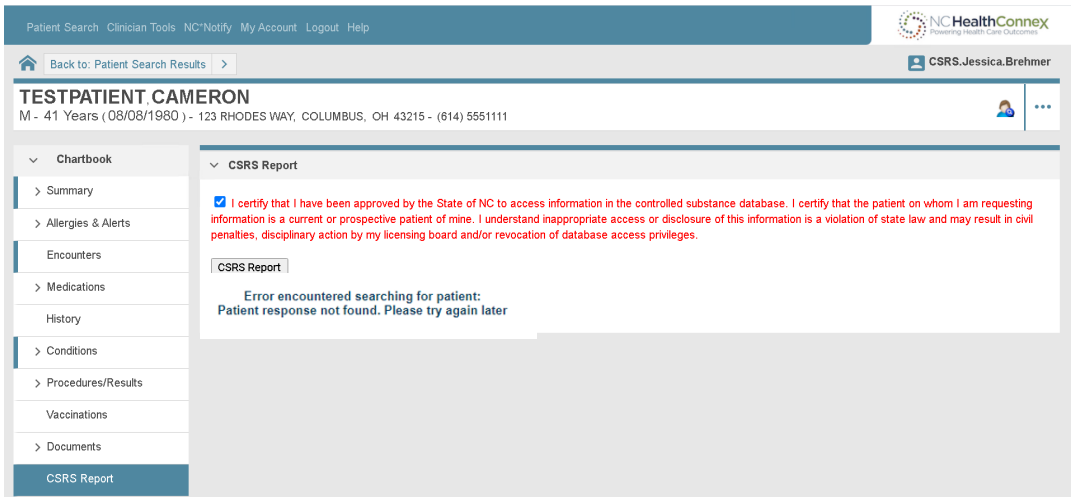
b. Access Denied



5. To initiate the process of retrieving a CSRS Report, the user must:
    a. Confirm that they want to access the CSRS Report by checking the consent box, which enable the CSRS Report buttons.
    b. Click the CSRS Report button to fetch the report for this patient.

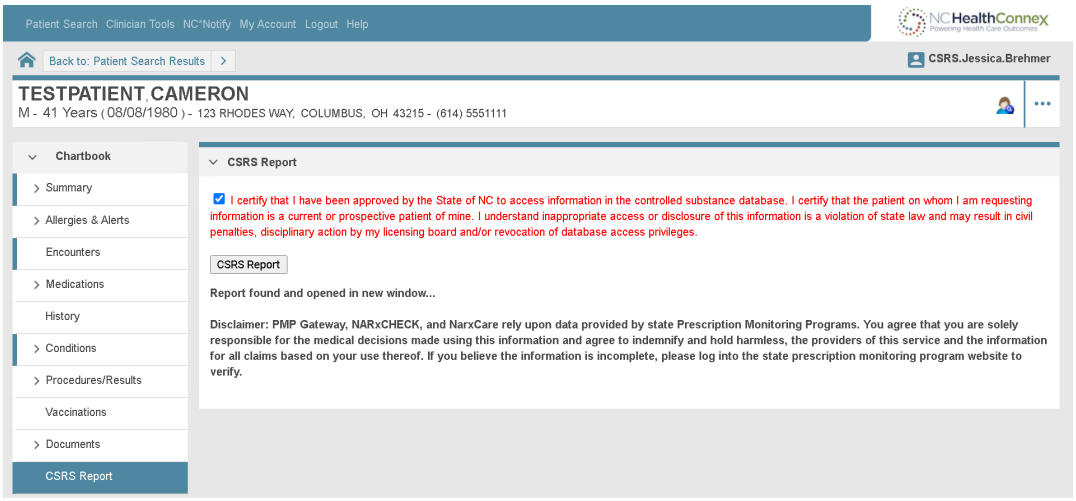


    c. If the CSRS Report search returns an error, it will display within the CSRS REPORT window. (See Appendix A for a list of errors.)



    d. If the CSRS Report request prefetch was successful, retrieval of the CSRS Report will be initiated.
    e. If report retrieval returned an error in the response, it will display within the CSRS REPORT window. (See Appendix B.)

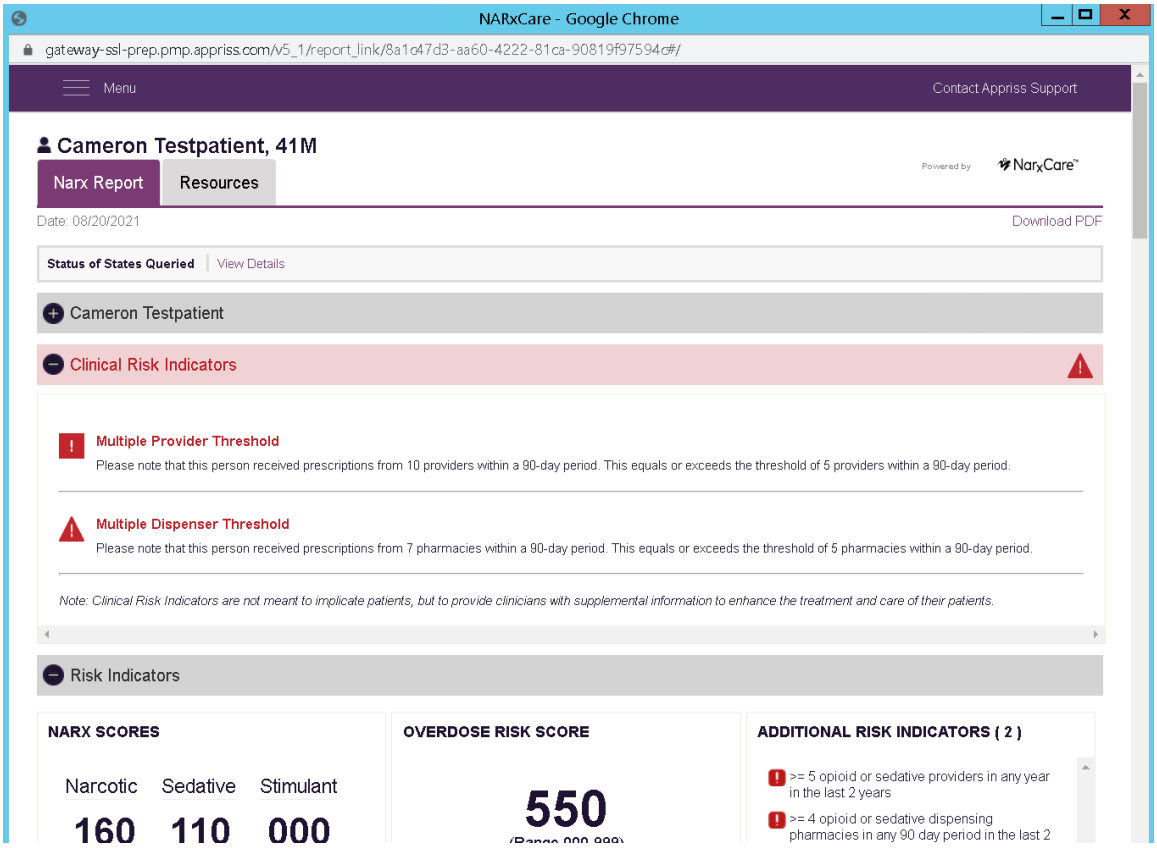
f. If report retrieval was successful:



i. A message will display within the CSRS REPORT window stating: "*Report found and opened in new window*".

ii. The disclaimer information from CSRS will be displayed: *"Disclaimer: PMP Gateway, NARxCHECK, and NarxCare rely upon data provided by state Prescription Monitoring Programs. You agree that you are solely responsible for the medical decisions made using this information and agree to indemnify and hold harmless, the providers of this service and the information for all claims based on your use thereof. If you believe the information is incomplete, please log into the state prescription monitoring program website to verify."*

6. A new window will launch displaying the CSRS Report.



   a. If there is an error with the Report Link an error message will be displayed in the new window. (See Appendix C)

   b. To download the PDF report, click, “Download PDF” in the top right-hand corner. The download toolbar with document will display at the bottom of webpage.

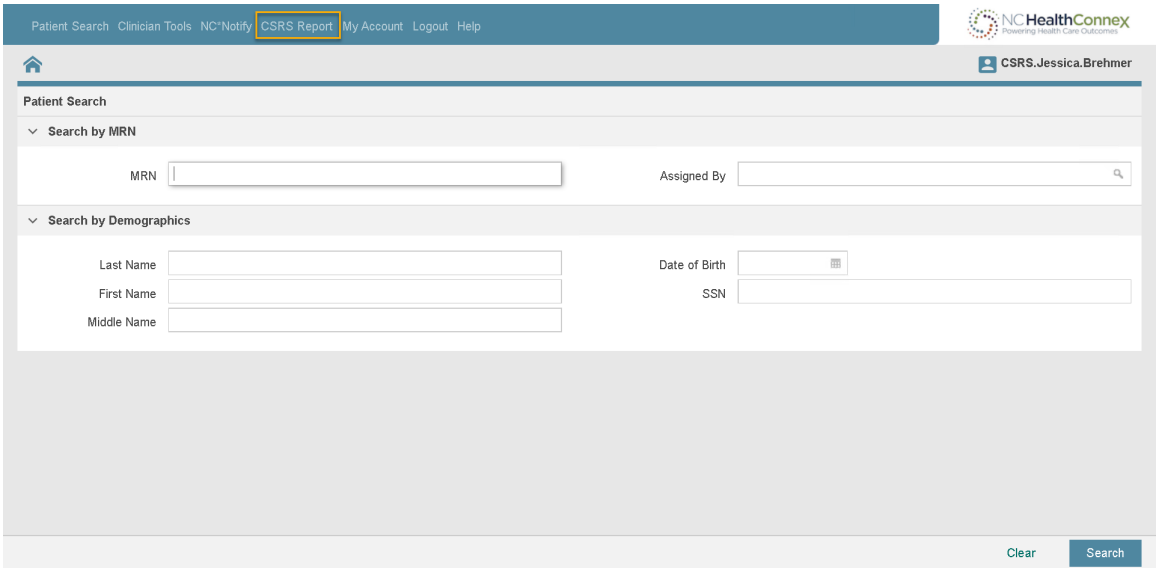
7. If a user closes the popup window, they may view the report again using the CSRS Report button. This creates a subsequent Report Request to CSRS.

Accessing Patients Without a Clinical Record

Note: Under state law, patients who have opted out of NC HealthConnex cannot opt out of CSRS and can be search through this method.

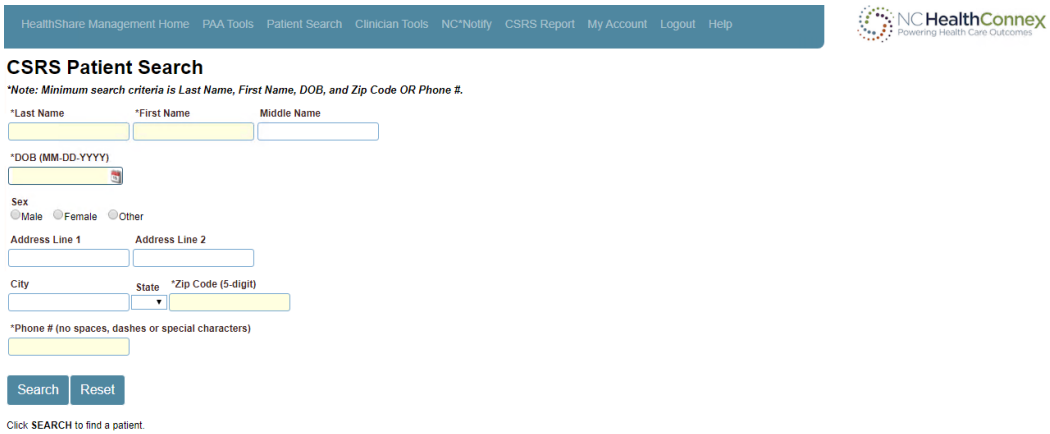
In some instances, a provider might search for a patient who does not have clinical records stored in the HIE. In this situation, a portal user may still access the CSRS report for that patient through the following steps.

1. A portal user with a CSRS role selects the CSRS Report tab in the top menu.

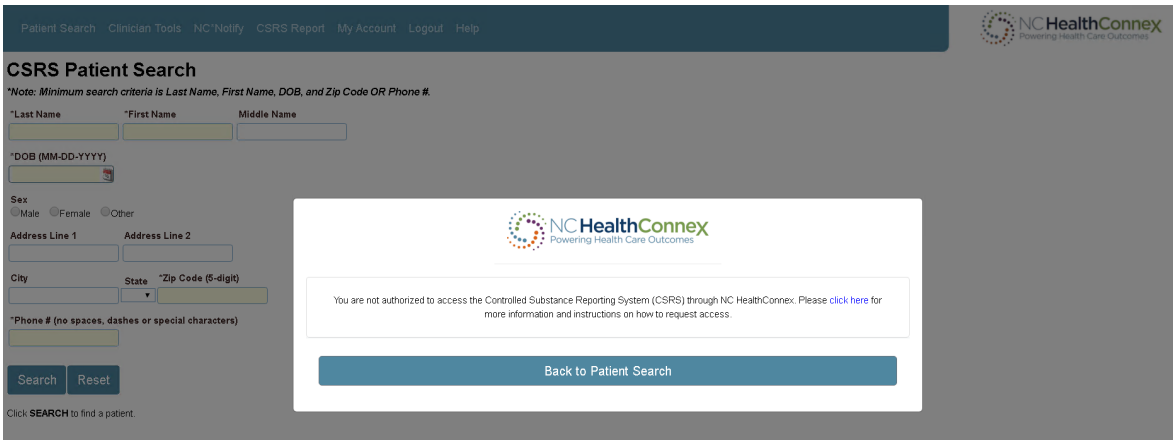


2. The user is presented with one of the following screens.

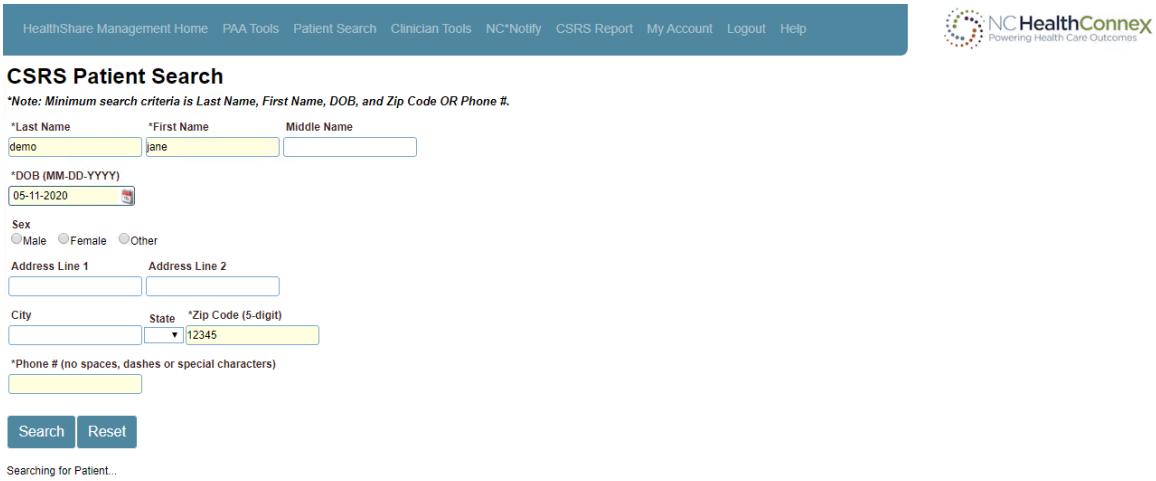
   a. Access Granted



b. Access Denied

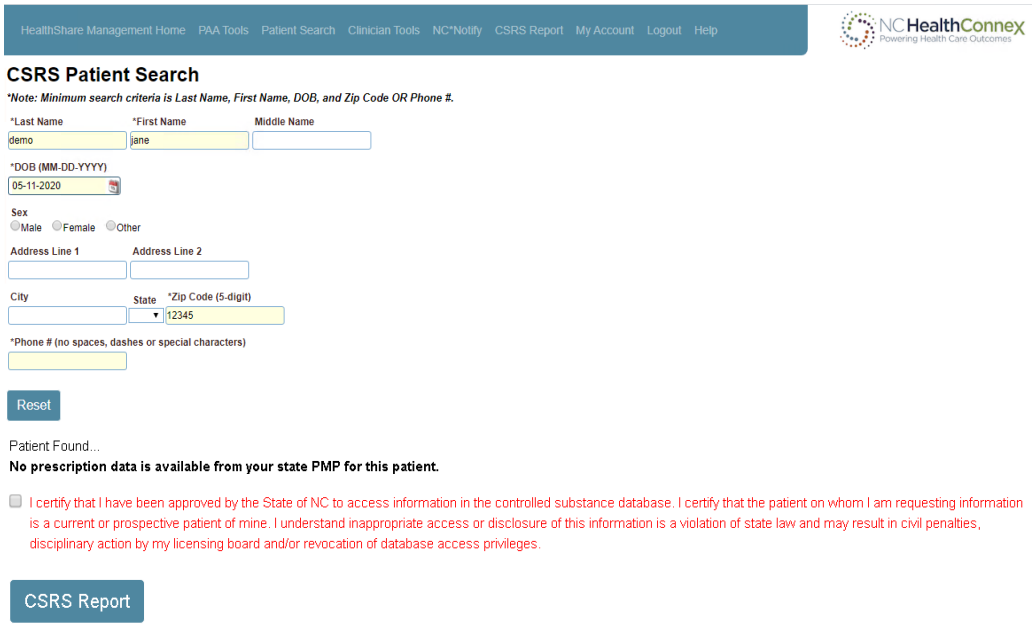


3. The user fills out the form, entering at least the following minimum required fields:
    a. Last name
    b. First name
    c. Date of birth
    d. Zip code or phone #
4. The user clicks on the Search button.
5. If minimum required fields are not populated, the user will receive an error message. (See Appendix D).
6. The CSRS screen displays a message "Searching for patient…"

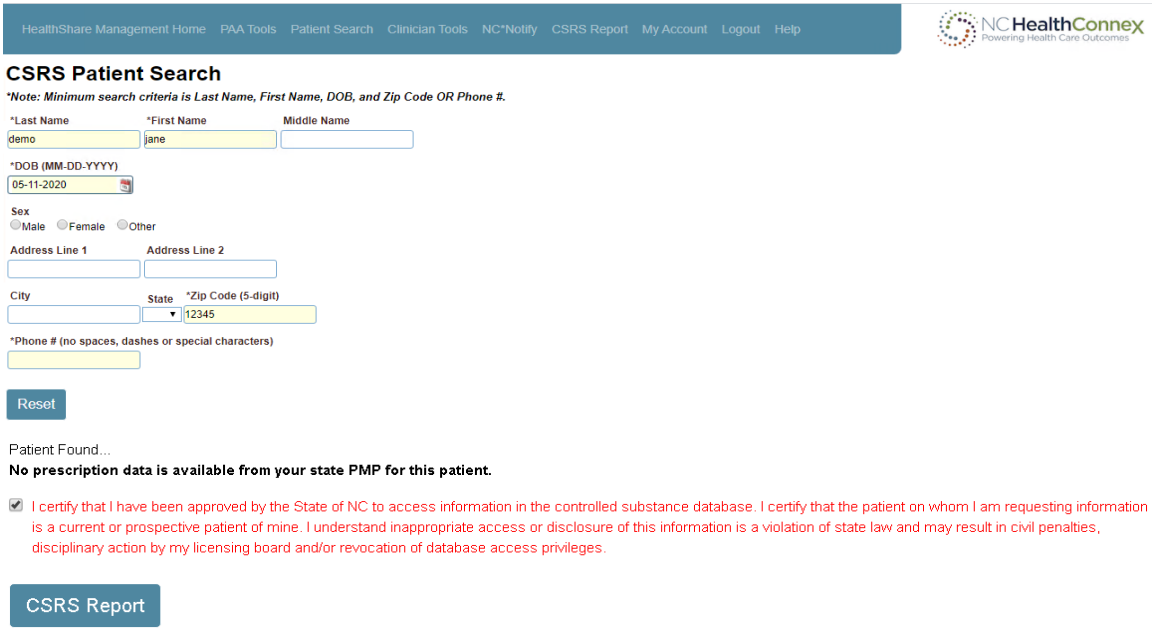


7. Once the patient search has completed, the response is returned to the CSRS screen. If an error is returned the Error Message is displayed. (See Appendix A.)

8. Once a patient is found, the user initiates retrieval of the CSRS report. They confirm they want to access the CSRS report by checking the consent box, which enables the CSRS Report button. They click that button.



9. The CSRS screen displays “Fetching Report …”

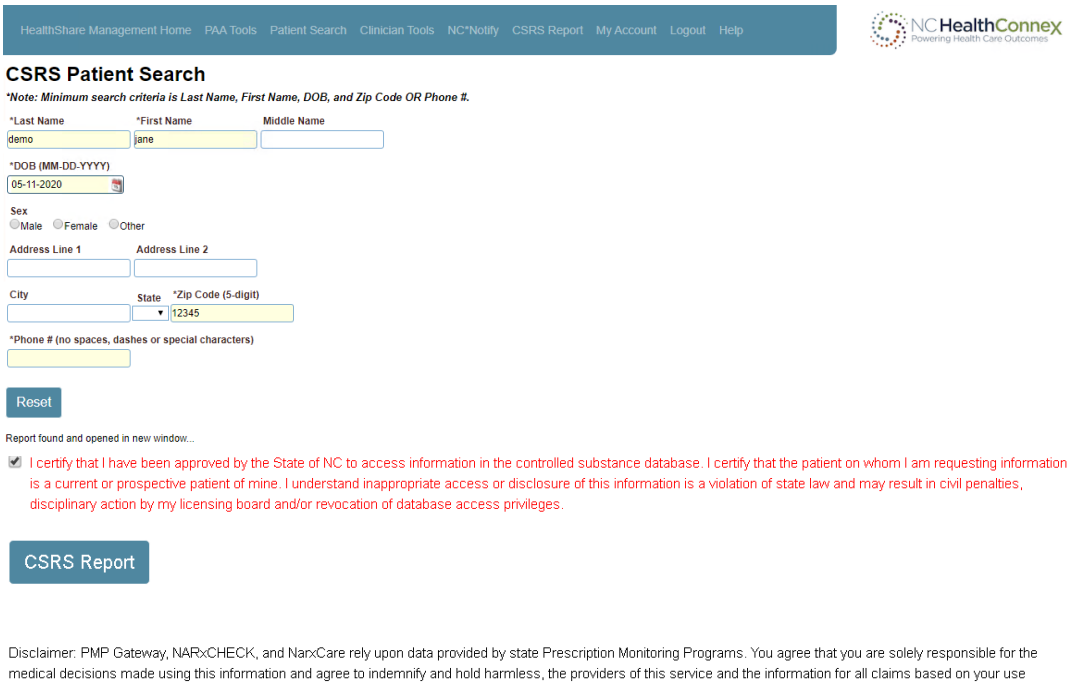


10. If report retrieval returns an error in the response, it displays within the CSRS screen. (See Appendix B.)

11. If report retrieval was successful:

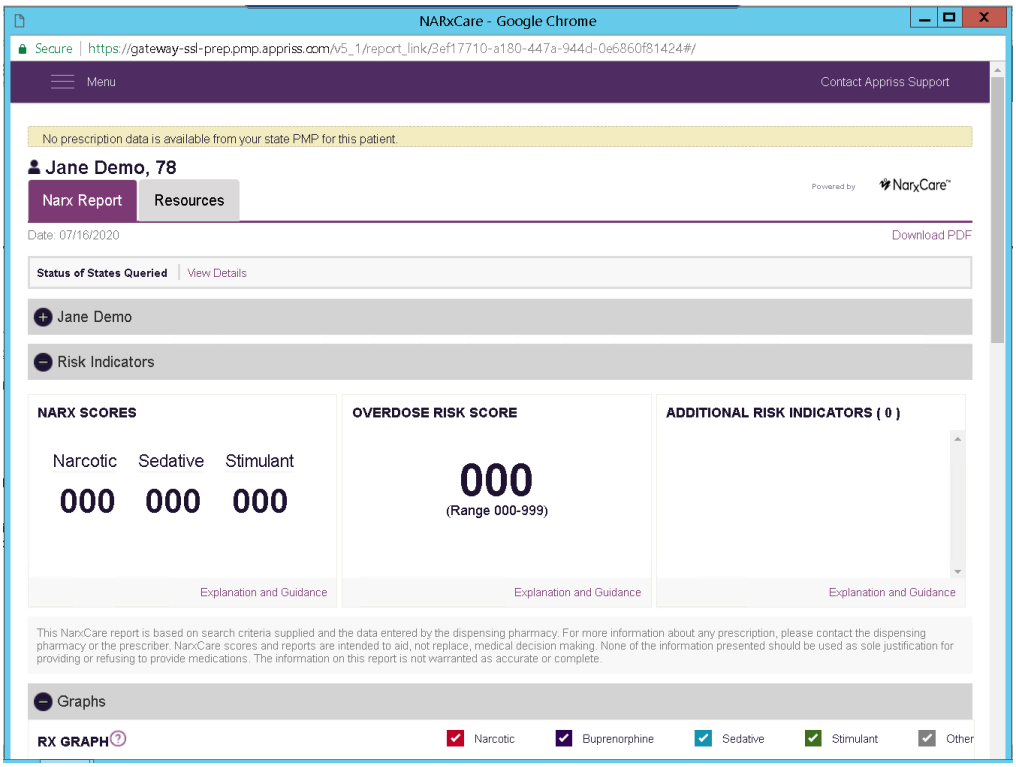
    a. A message will display within the CSRS Report window stating: "*Report found and opened in new window.*"

    Note: Pop-up blocker must be disabled.



    b. The disclaimer information from the CSRS is displayed: *"Disclaimer: PMP Gateway, NARxCHECK, and NarxCare rely upon data provided by state Prescription Monitoring Programs. You agree that you are solely responsible for the medical decisions made using this information and agree to indemnify and hold harmless, the providers of this service and the information for all claims based on your use thereof. If you believe the information is incomplete, please log into the state prescription monitoring program website to verify."*

c. A new window launches, displaying the CSRS Report:



d. If there is an error with the Report Link, an error message is displayed in the new window. (See Appendix C.)

e. To download the PDF report, click, “Download PDF” in the top right-hand corner. The download toolbar with document displays at the bottom of the webpage.

12. If a user closes the popup window, they can view the report again using the CSRS Document button. This creates a subsequent Report Request to CSRS.

Appendix A — Patient Request Errors

400 - Bad Request

Request parsing error

Invalid xml request

401 - Unauthorized

Unauthorized

HTTP Custom Auth: Access denied

5XX - Server Error

Internal Server Error

Service Unavailable

Gateway Timeout

Appendix B — Report Request Errors

400 - Bad Request

Request parsing error

Invalid xml request

401 - Unauthorized

Unauthorized

HTTP Custom Auth: Access denied.

403 - Forbidden

Report with id 1234567890 belongs to another user.

404 - Not Found

Report with id 1234567890 not found.

410 - Gone

Report with id 1234567890 has expired.

5XX - Server Error

Internal Server Error

Service Unavailable

Gateway Timeout

Appendix C — Report Link Errors

404 – Not Found

No report found at that link.

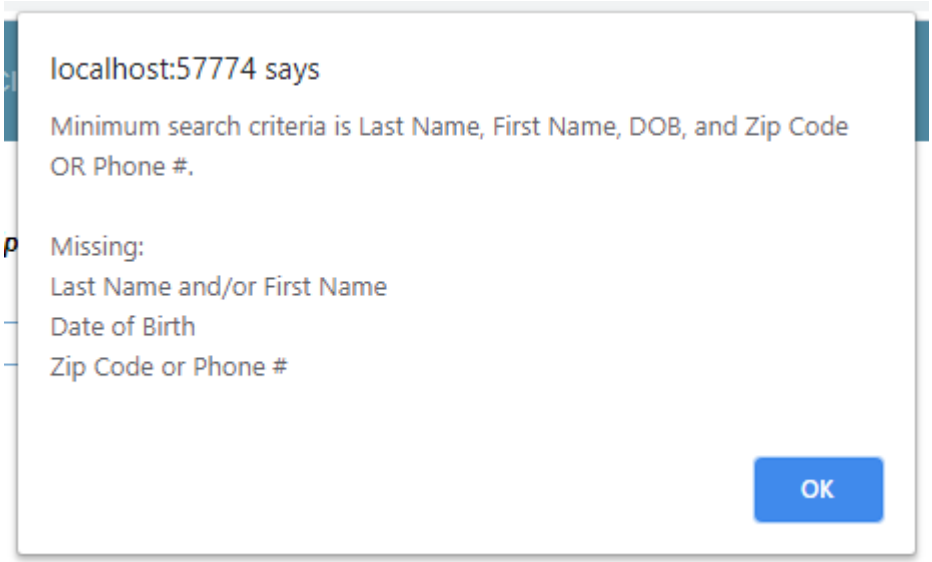
Report Request not found

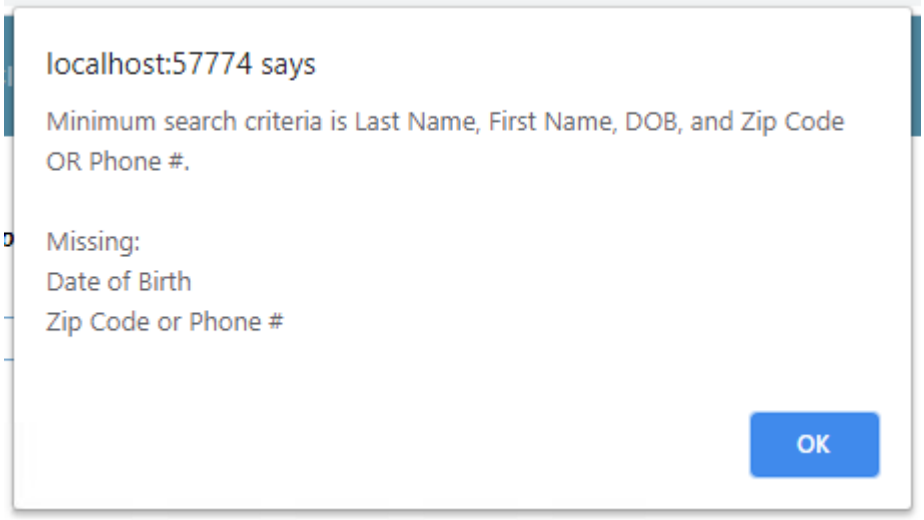
410 – Gone

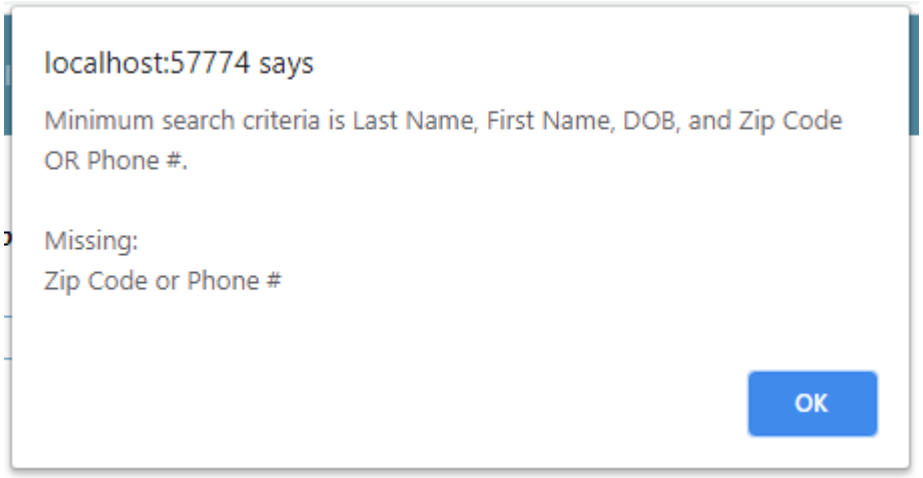
Report has already been delivered. Report links can only be used once.

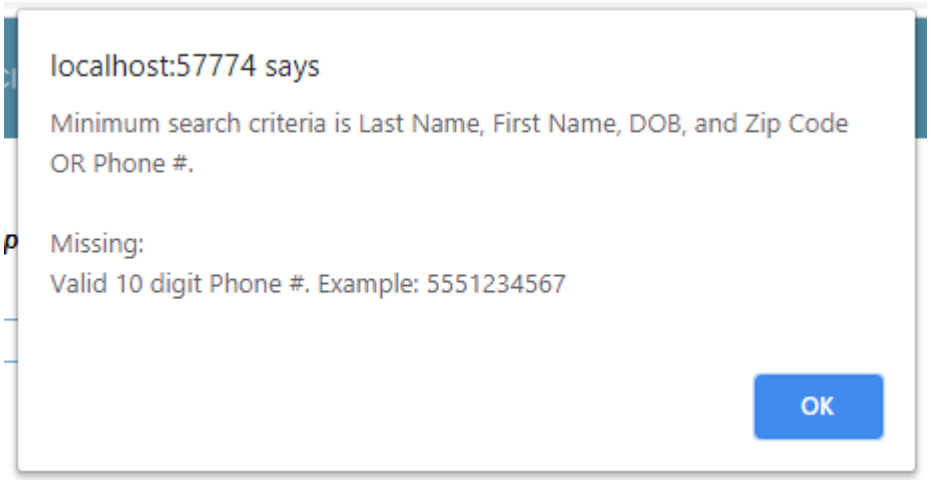
Report already delivered

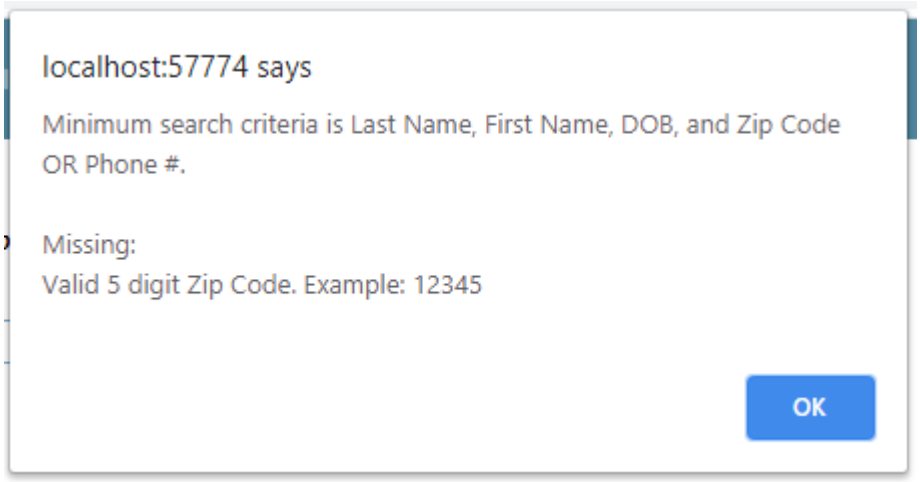
Appendix D — Manual Patient Search Errors








localhost:57774 says
Minimum search criteria is Last Name, First Name, DOB, and Zip Code OR Phone #.
Missing:
Valid 10 digit Phone #. Example: 5551234567
OK


localhost:57774 says
Minimum search criteria is Last Name, First Name, DOB, and Zip Code OR Phone #.
Missing:
Valid 5 digit Zip Code. Example: 12345
OK