NC HEALTHCONNEX CLINICAL PORTAL

Controlled Substance Reporting System (CSRS) QUICK REFERENCE GUIDE

NC HealthConnex
Powering Health Care Outcomes

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 NC DHHS Division of Mental Health and hosted by Appriss Health. This will enable NC HealthConnex users to view controlled substance reports through the NC HealthConnex clinical portal.

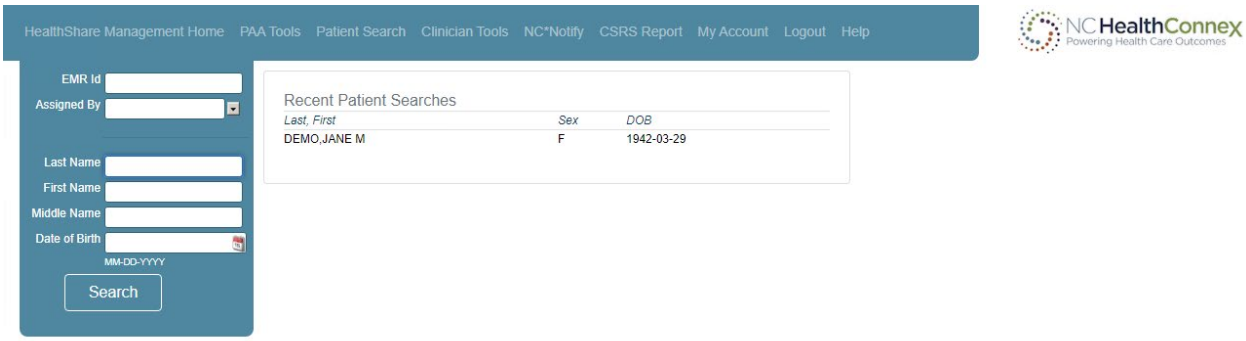
User Experience

This integration will allow NC HealthConnex clinical portal users to access CSRS reports within the clinical viewer. Portal users will be able to access CSRS reports for patients within the clinical viewer.

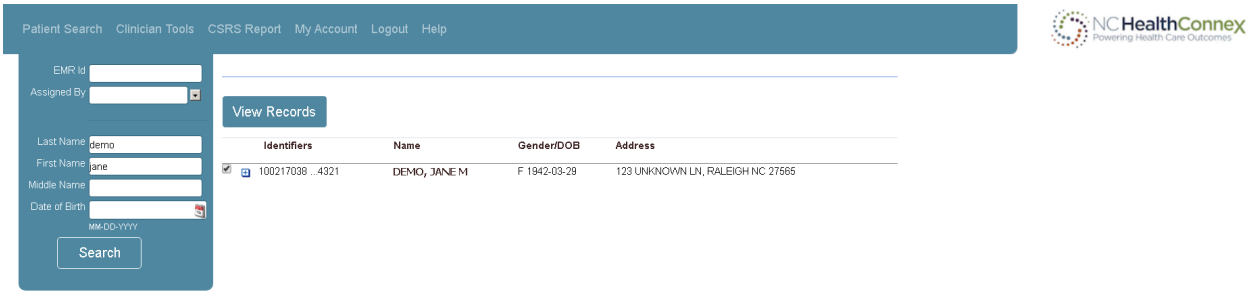
Workflow

Accessing A Patient 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. User selects Patient to view patient record



3. Once at the **Patient View** screen, navigate to the "CSRS Report" tab.

4. User clicks the CSRS Report tab and is presented with 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. First confirm that they want to access the CSRS Report. This is done by checking the consent box, which will enable the CSRS Report button.
   b. User will then need to click the CSRS Report button to fetch the report for this patient.

NC HealthConnex
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Patient Search
Messages (0)
Clinician Tools
NC*Notify
CSRS Report
My Account
Logout
Help
view timeline
Summary
Allergies & Alerts
Encounters
Medications
History
Conditions
Procedures/Results
Vaccinations
Documents
CSRS Report
CSRS REPORT
I certify that I have been approved by the State of NC to access information in the controlled substance database. I certify that the patient on whom I am requesting information is a current or prospective patient of mine. I understand inappropriate access or disclosure of this information is a violation of state law and may result in civil penalties, disciplinary action by my licensing board and/or revocation of database access privileges.
CSRS Report
Click button above to fetch report

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.

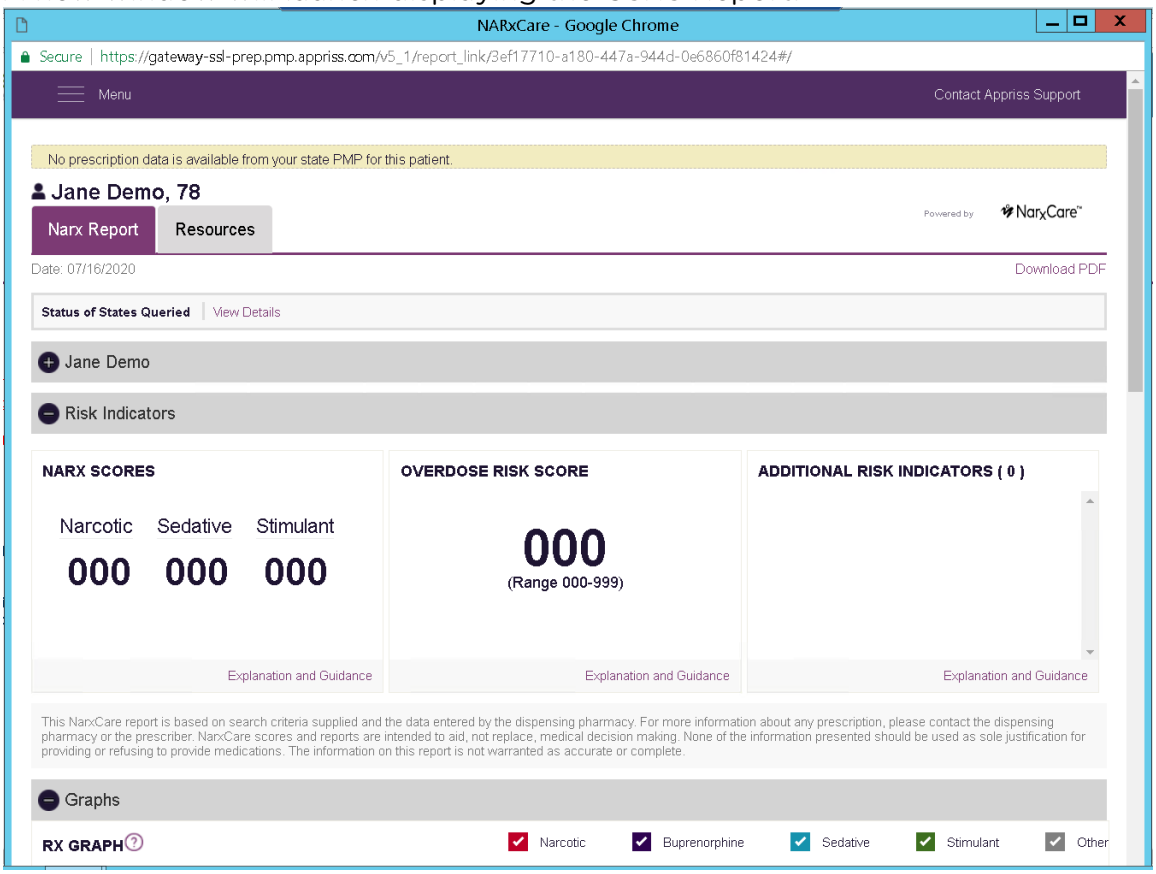
e. If report retrieval returned an error in the response, it will display within the CSRS REPORT window. (See Appendix B)

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:



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

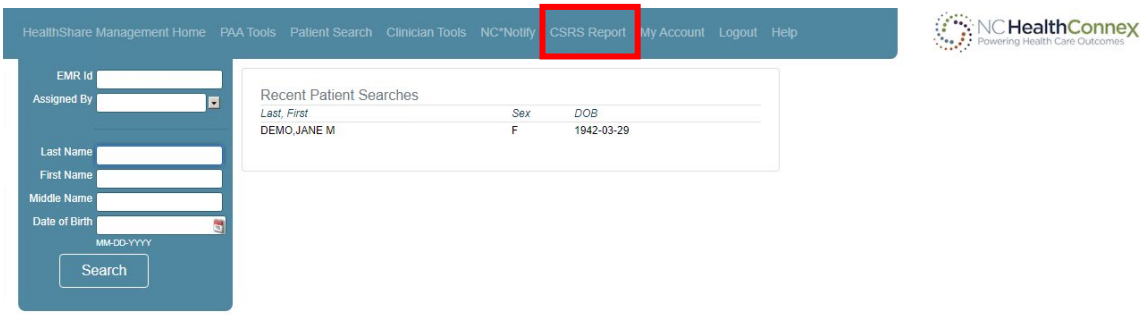
7. If a user closes the popup window, they may view the report again using the CSRS Report button. This will create a subsequent Report Request to CSRS.

Accessing Patients Without A Clinical Record

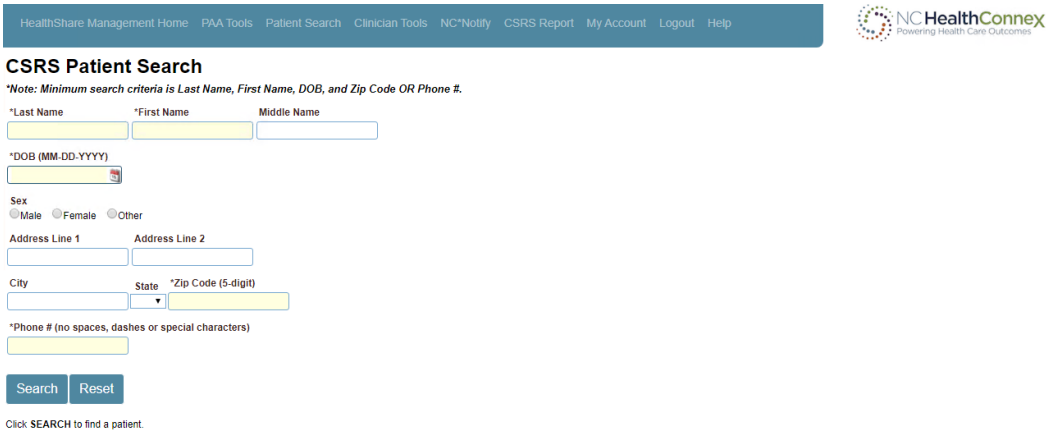
Note: Patients who have opted out of the HIE cannot opt out of CSRS pursuant to state law and can be search through this method.

There may be instances in which a provider is searching for a patient that may not have clinical records stored in the HIE. In this situation, a portal user may still access the CSRS report for that patient by using the steps below:

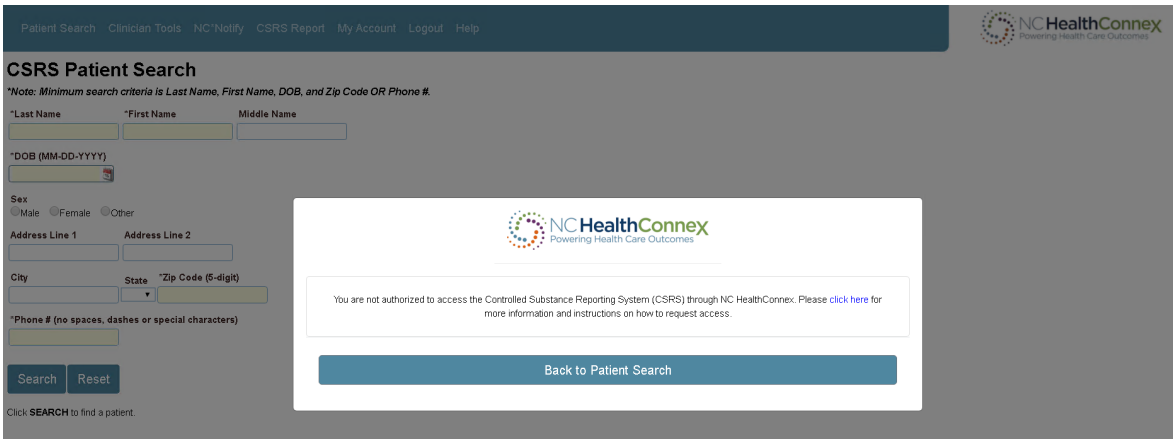
1. A portal user with a CSRS role selects the CSRS Report tab in the top menu.



2. User is presented with one of the following screens:
    a. Access Granted:



3. Access Denied:

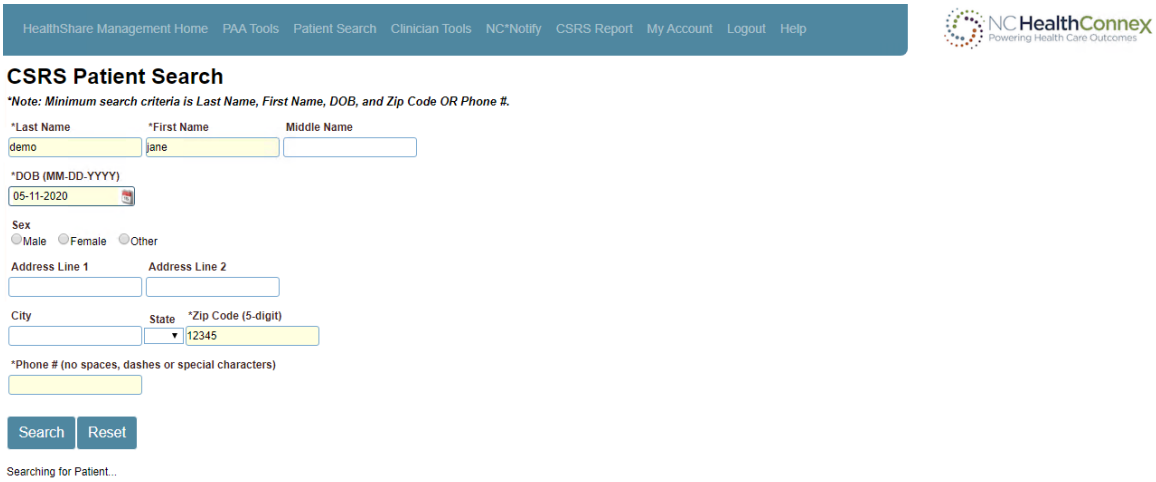


4. User fills out the form, entering at least the following (minimum required fields):
    a. Last Name
    b. First Name
    c. Date of Birth

d. Zip Code or Phone #

5. User clicks on the Search button.
    a. If minimum required fields are not populated, the user will receive an error message. (See Appendix D).

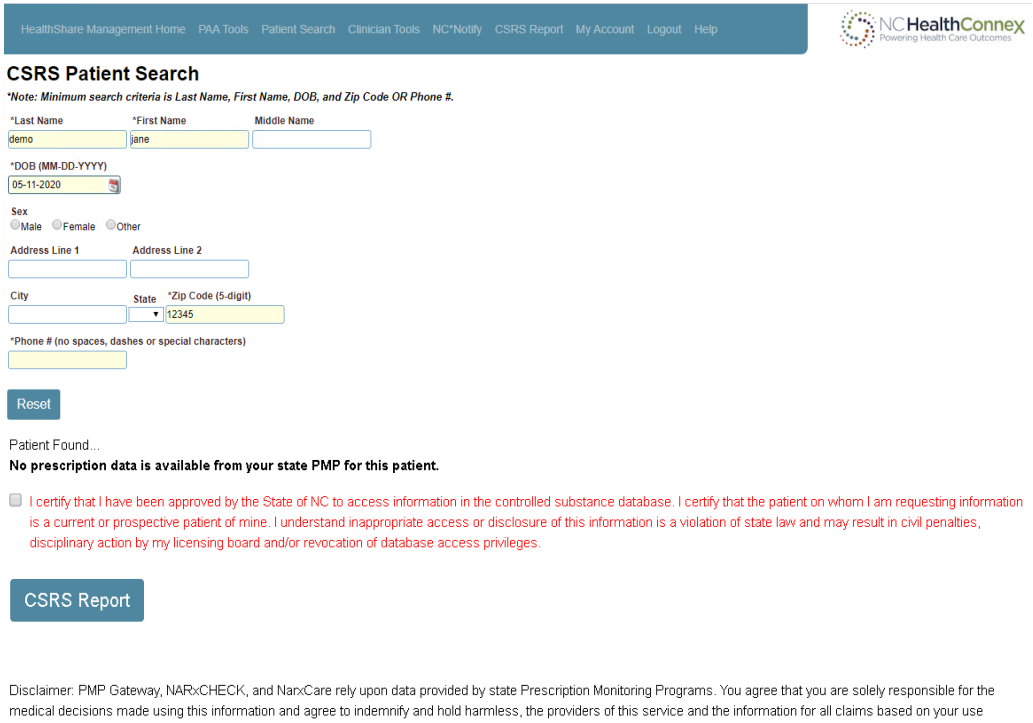
6. The CSRS screen will display a message “Searching for patient…”



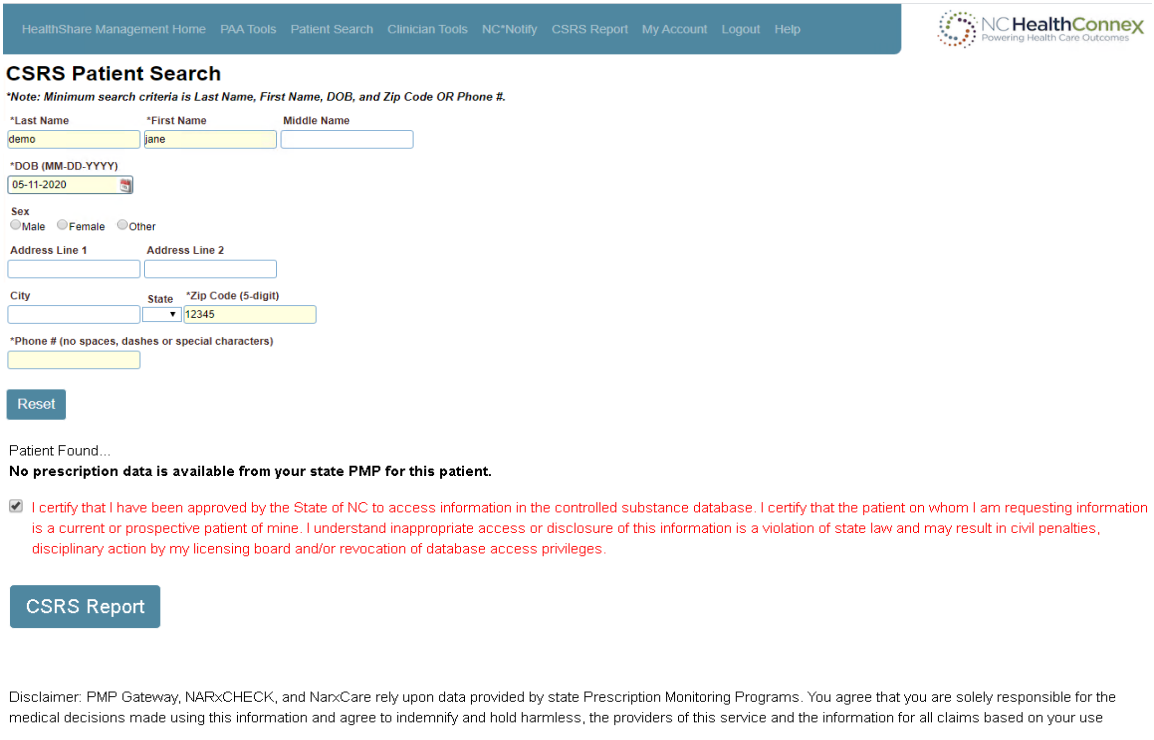
7. Once the patient search has completed, the response will be returned to the CSRS screen.
    a. If an error is returned the Error Message will be displayed. (See Appendix A)

8. Once a patient has been found, the user can initiate the process of retrieving the CSRS report by:
    a. First confirming that they want to access the report from the CSRS. This is done by checking the consent box, which will enable the CSRS Report button.

b. User will then need to click the CSRS Report button.



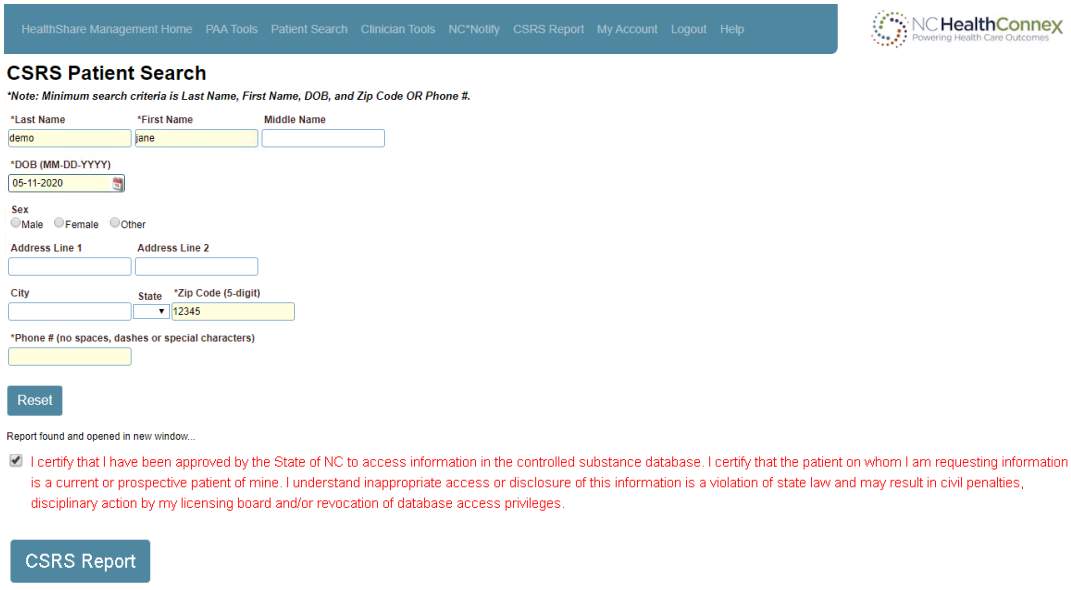
9. The CSRS screen will display "Fetching Report..."



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

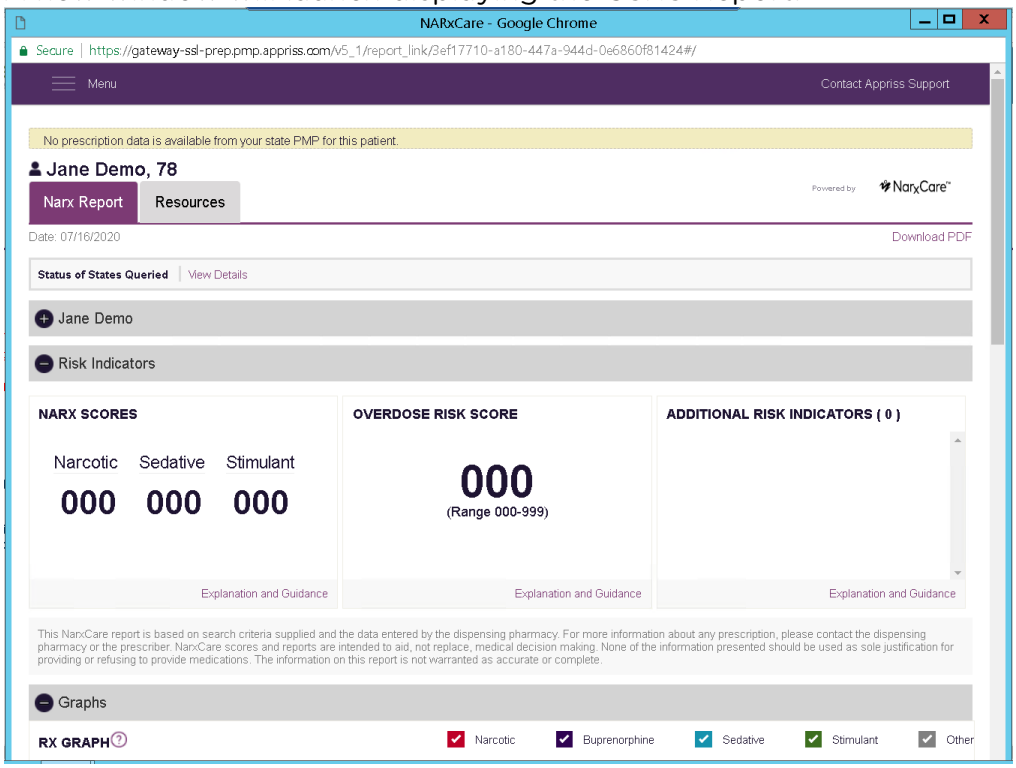
11. If report retrieval was successful:
    a. A message will display within the CSRS Report window stating: "*Report found and opened in new window*".

Note: Pop-up blocker must be disabled.



b. The disclaimer information from the CSRS 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.

c. A new window will launch displaying the CSRS Report:



d. If there is an error with the Report Link an error message will be 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 will display at the bottom of webpage.

12. If a user closes the popup window, they may view the report again using the CSRS Document button. This will create 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.

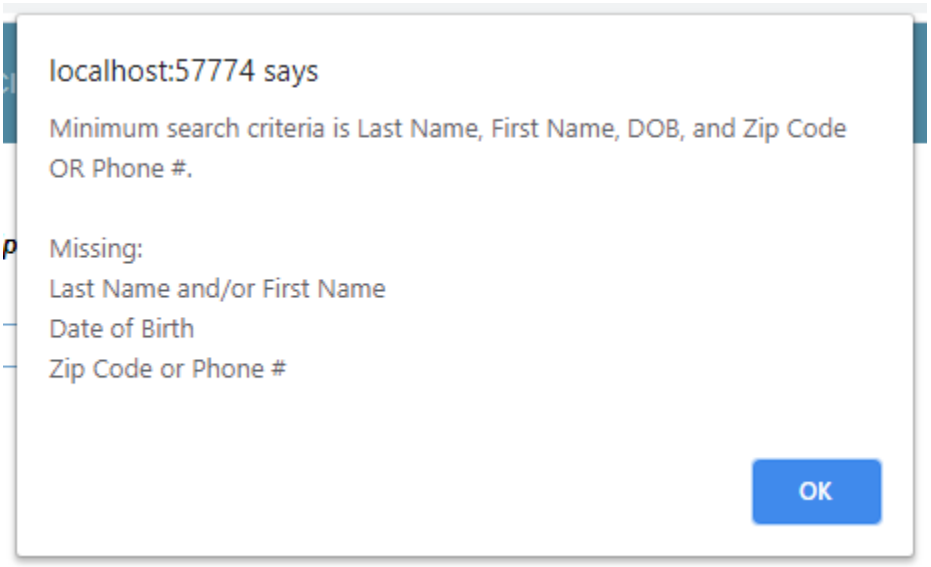
Report Request not found

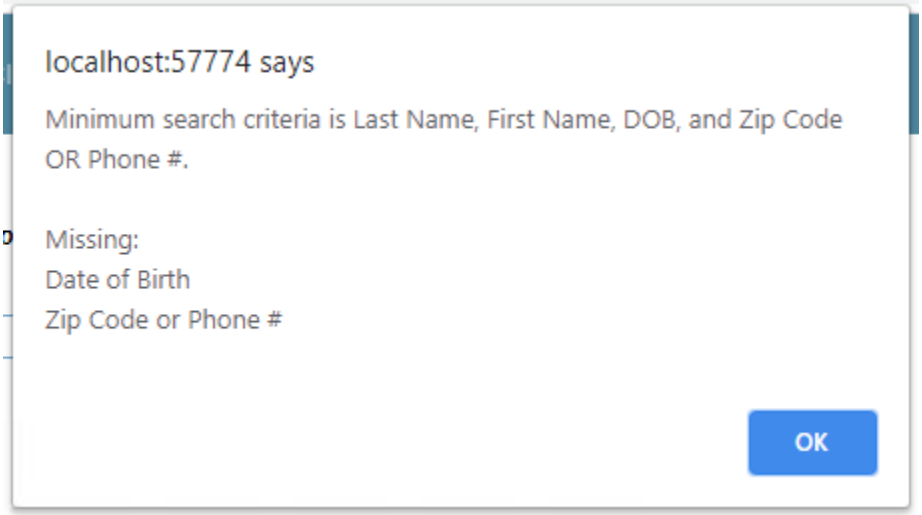
410 – Gone

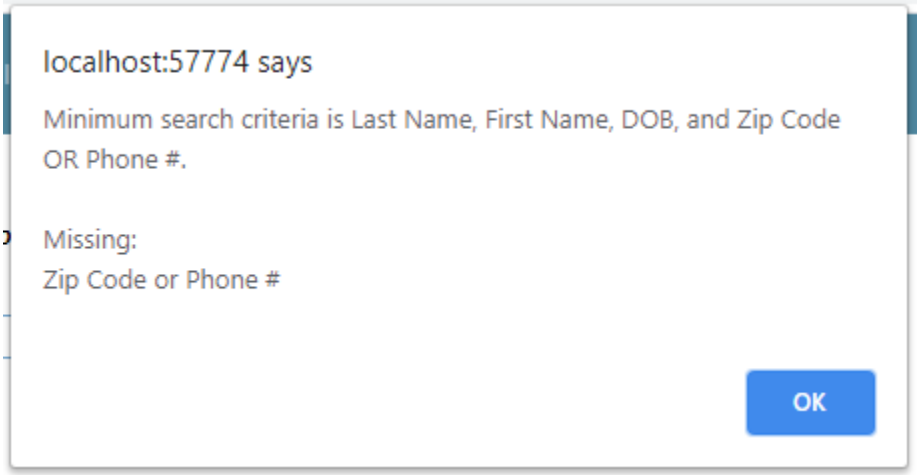
Report has already been delivered. Report links can only be used once.

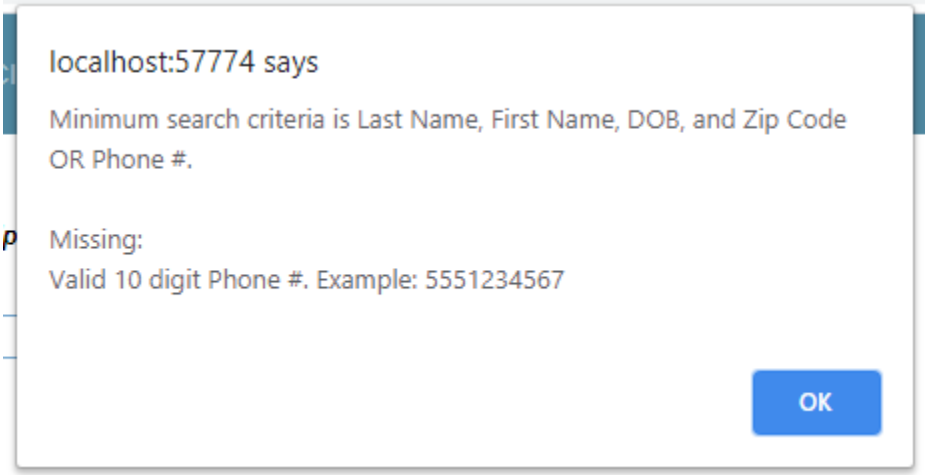
Report already delivered

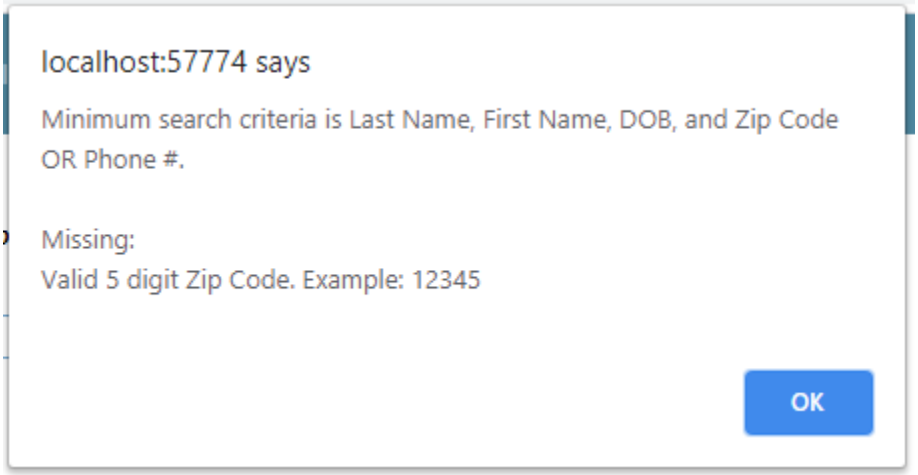
Appendix D – Manual Patient Search Errors




localhost:57774 says
Minimum search criteria is Last Name, First Name, DOB, and Zip Code OR Phone #.
Missing:
Date of Birth
Zip Code or Phone #
OK


localhost:57774 says
Minimum search criteria is Last Name, First Name, DOB, and Zip Code OR Phone #.
Missing:
Zip Code or Phone #
OK


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