Ohio Automated Rx Reporting System (OARRS) E-Newsletter - Autumn 2024

A Message from our Executive Director

Dear OARRS User,

Pharmacists and prescribers have a duty to check OARRS at specific times throughout a patient's care.

In addition to the specific requirements set forth by each board, the rules also state that OARRS should be reviewed any time a red flag is present. Examples of red flags are laid out in each rule and may include (but are not limited to) a patient that is/has:

- Known to be selling their prescription drugs
- Forged or altered prescriptions
- Stealing or borrowing of reported drugs
- Taking more medication than prescribed
- Frequently refilling medications early
- Suffered an overdose – intentional or unintentional
- A drug screen that is inconsistent with the treatment plan
- Receiving reported medications from multiple prescribers
- Traveling from outside the normal practice geographic area
- Appearing at the practice overly sedated or impaired
- Requesting specific medications, names, markings, etc.
- Frequently visiting non-coordinated sites of care (ex. emergency department, urgent care, walk-in clinics, etc.)

For specifics regarding your area of practice and OARRS requirements, please see the following Ohio Administrative Code rules:

Pharmacy Board: **4729:5-5-08**
Medical Board: **4731-11-11**, **4730-2-10**
Nursing Board: **4723-9-12**
Dental Board: **4715-6-01**
Ohio Vision Professionals Board: **4725-16-04**

Additionally, the Board developed a pocket card on mandatory OARRS use for both prescribers and pharmacists, which can be accessed by visiting: **www.pharmacy.ohio.gov/check**.

Thank you for all that you do to keep Ohioans safe and healthy.

Sincerely,

Steven W. Schierholt
Executive Director
Ohio Board of Pharmacy

People call, text, and chat the 988 Lifeline to talk about a lot of emotional needs—not just thoughts of suicide. Whatever your reason, the #988Lifeline is there to help. There is hope.

OARRS Updates

Linked Records

A patient OARRS report may have a banner that indicates: *"One or more patients do not exactly match the search patient demographic information that was sent during search. The report displayed is for the next best possible match. Please verify the report is for the intended patient before proceeding."*

> One or more patients do not exactly match the search patient demographic information that was sent during search: **Testpatient, Betty, 01/01/1970**.
>
> The report displayed is for the next best possible match. Please verify the report is for the intended patient before proceeding.

In this instance, the OARRS report will display all linked records pulled into the report. A patient may have multiple records because of:

- Using multiple pharmacies
- Changing of name
- Using a nickname or shortened name vs. a given name (ex. Elizabeth vs. Betty, William vs. Bill, etc.)
- Changing addresses
- Differences in data entry from the dispenser (ex. ST vs. Street, misspelling of name, abbreviations, etc.)

OARRS utilizes complex algorithms to identify and merge patient records into a single report. Because it is not uncommon for multiple people to have the same name and date of birth, it is imperative that any questions derived from an OARRS report be discussed with the patient and/or the prescriber. Having an open dialogue ensures the patient receives the appropriate medication and is not denied treatment due to potential discrepancies.

TIP: Each linked record is assigned an ID number. When reviewing the dispenses, the ID number for each dispense will be visible to allow you to discern which profile the medication belongs to. This is helpful if multiple patient records are combined in a single report.

Report Criteria

First Name: Betty
Last Name: Testpatient
DOB: 01/01/1970

Linked Records ⓘ

Name: Betty Testpatient	Name: Betty Testpatient	Name: Betty Testpatient	Name: Betty Testpatient
DOB: 01/01/1970	DOB: 01/01/1970	DOB: 01/01/1970	DOB: 01/01/1970
ID: 1	ID: 2	ID: 3	ID: 4
Gender: Female	Gender: Unknown	Gender: Female	Gender: Female
Address: 123 Broadway C-Bus, OH 42315	Address: 123 Broad Way Columbus, OH 43215	Address: 123 Broadway Columbus, OH 43215	Address: 123 Broadway Cols, OH 43215

Filled ▾	Written ⇕	ID ⇕
06/14/2022	06/14/2022	`3*`
06/14/2022	06/14/2022	`3*`

If you come across an OARRS report that has multiple patient records combined in a single report incorrectly, or if you have a single patient that has multiple records that need combined into one report, contact **support@pharmacy.ohio.gov** for assistance.

Personal OARRS Accounts

We encourage you to take a moment to review your OARRS account and make any necessary updates to your personal details and employer information. If you need assistance in updating your OARRS account, please contact **support@pharmacy.ohio.gov**.

Section 4729.86 of the Ohio Revised Code specifies that each OARRS user is required to have their own account. Sharing usernames and passwords is prohibited and may carry administrative and/or criminal penalties.

New processes will soon be implemented by OARRS that will validate individual accounts when accessing OARRS through electronic health records. If an OARRS account is not found for the user, access will be denied. To maintain uninterrupted access, we encourage you to inform any colleagues and employees without an OARRS account about the need to register for an OARRS account promptly.

To login to verify your information, visit: **https://ohio.pmpaware.net/login**.

To register for an OARRS account, visit: **https://www.ohiopmp.gov/Registration/Default**.

OH1111119

When dispensing a controlled substance, a pharmacy is required to enter the DEA number of the prescriber. If a prescriber without a DEA number writes a prescription for gabapentin or naltrexone, the default DEA number of OH1111119 may be used when dispensing. **OH1111119 should *never* be used when dispensing a controlled substance.**

OARRS audits show that pharmacies are continuing to dispense controlled substances using the OH1111119 DEA number. Failure to submit correct information may result in administrative discipline against the pharmacy's license. You are strongly encouraged to ensure that your prescriber records are up to date and accurately reflect valid DEA numbers.

OARRS Delegate Reverification

Twice a year OARRS requires that supervisors reverify their linked delegates to maintain the security of patient data within the system. An OARRS user who has active delegates will get an email that they have 45 days to reverify their delegates. After the 45-day window, any delegates that have not been reverified will be updated to a "pending" status, meaning that they will no longer be able to run OARRS reports for their supervisor. A supervisor can re-approve a delegate at any point by logging into their OARRS account through **https://ohio.pmpaware.net/login** and going to Delegate Management.

Free Continuing Education for Pharmacists and Pharmacy Technicians

The National Association of State Controlled Substances Authorities (NASCSA), in conjunction with 12 state prescription drug monitoring program (PDMP) administrators, has published a free continuing pharmacy education (CPE) activity for pharmacists and pharmacy technicians. The course provides information about how information entered and reported to PDMP impacts PDMP data, clinical decision making, and downstream data analysis. This course is intended to help pharmacists and pharmacy technicians understand the critical role they play in ensuring the quality and integrity of PDMP data that is used to improve patient safety across the nation.

Take advantage of this free ACPE accredited educational opportunity providing 1 hour of continuing education for pharmacists and pharmacy technicians. This program, developed in partnership with NASCSA and 12 prescription monitoring program (PMP) administrators, analyzes the importance and value of complete, accurate data reported by dispensers to PMPs and assesses the impact of intentional or non-intentional data entry errors and data omissions on patient safety. It also discusses the downstream impacts of pharmacy-reported PMP data on clinical decision-making processes and helps pharmacy staff identify and implement changes that can be made in their practice setting to improve PMP data integrity. Visit **https://ce.talemhealth.com/a/MWEORC** for more information.

If you received credit for this CE prior to 10/22/24, you are still able to retake the CE and receive credit.

Ohio Board of Pharmacy
Mike DeWine, *Governor* | **Steven W. Schierholt**, *Executive Director*