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# **Electronic Prescribing of Controlled Substances (EPCS) User Manual**



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# Introduction

Prior to being able to electronically send controlled substance prescriptions to a pharmacy, several steps must occur. The following information will get you on your way to becoming an EPCS-enabled provider.

The following is a checklist of items that must be completed to e-prescribe controlled substances through ChartMaker® Clinical:

- ☐ **Enrollment, Identity Proofing and Token Purchase through [sticomputer.com](http://sticomputer.com).**
- ☐ **Upgrade your system to ChartMaker® Medical Suite to product version ChartMaker 2018.2 (File version 6.3.5.300 or higher).**
- ☐ **(NY Only) Report your EPCS software to the BNE.**
- ☐ **Install the HID driver (using the CD received from IdenTrust) on any device you will be e-prescribing from (including the server if users are remoting in to connect to ChartMaker® Clinical).**
- ☐ **Download the certificate to the IdenTrust Token (via the internet).**  
Instructions on how to complete this are included in the instructions sent with the IdenTrust Token as well as in this manual.
- ☐ **Configure EPCS within ChartMaker® Clinical.**
  - Logical Access Users
  - Prescriber Setup
  - Token Linkage
  - EPCS Prescriber Authorization

## ChartMaker Medical Suite & IdenTrust Enrollment

Every provider who would like to electronically prescribe controlled substances through the ChartMaker Medical Suite will need to complete the Health Portal Enrollment Form for STI Computer Services, Inc., as well as purchase an IdenTrust Token so that Two-Factor Authentication can be performed.

**A Token must be purchased per provider intending to e-prescribe controlled substances. Additionally, the information entered when purchasing the Token must be the Token Holders (i.e. the provider).**

### COMPLETE THE HEALTH PORTAL ENROLLMENT FORM

1. Access the Health Portal Enrollment Form at: <http://sticomputer.com/health-portal-enrollment-form-provider/>.
2. Fill out the applicable information in the form, being sure to check the **EPCS** option in the **I am enrolling for** section, and when finished, click the **Submit** button.

**\*\*\*NOTE\*\*\***

This enrollment form will notify STI of your intent to enroll in the EPCS program. You must continue below to purchase the appropriate token and certificate from IdenTrust. You will not be able to complete configuration within ChartMaker® Medical Suite until your token and certificate are received and installed. The IdenTrust certificate must be installed on any device that your provider intends to electronically prescribe controlled substances from.

The screenshot shows the 'Health Portal Enrollment Form (Provider)' on the STI website. The header includes navigation links: Client Tools, Support, About Us, Contact Us, and contact information: 1-800-487-9135, sales@sticomputer.com. The STI logo is on the left, and navigation links (HOME, SOLUTIONS, RESOURCES, MEDIA, Q) are on the right. The form title is 'Health Portal Enrollment Form (Provider)'. Below the title, it states: 'The form below will allow you to register for one or more of the following services:'. A list of services follows, each with a checkmark icon: Electronic Prescribing (e-RX), Direct Messaging (DM), Electronic Prescribing of Controlled Substances (EPCS), Electronic Prior Authorization (ePA), PatientPortal, and Provider Complete. A red note states: 'NOTE: Once you have submitted your enrollment, please be sure to check your email inbox for a confirmation with further instructions.' The form fields include 'Practice Name \*' (a text box), 'Address \*' (a text box), and 'I am enrolling for: \*' (a list of checkboxes). The 'EPCS' checkbox is checked and highlighted with a red box. Other checkboxes include E-Prescribing, Direct Messaging, ePA, PatientPortal, and CDA/HIE.

Client Tools - Support - About Us - Contact Us 1-800-487-9135 sales@sticomputer.com

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HOME SOLUTIONS - RESOURCES - MEDIA - Q

### Health Portal Enrollment Form (Provider)

The form below will allow you to register for one or more of the following services:

- ✓ Electronic Prescribing (e-RX)
- ✓ Direct Messaging (DM)
- ✓ Electronic Prescribing of Controlled Substances (EPCS)
- ✓ Electronic Prior Authorization (ePA)
- ✓ PatientPortal
- ✓ Provider Complete

**NOTE:** Once you have submitted your enrollment, please be sure to check your email inbox for a confirmation with further instructions.

Practice Name \*

Address \*

I am enrolling for: \*

- ☒ E-Prescribing
- ☐ Direct Messaging
- ☒ EPCS
- ☐ ePA
- ☐ PatientPortal
- ☐ CDA/HIE

## COMPLETE PRESCRIBER IDENTITY PROOFING AND TOKEN PURCHASE

1. Access the IdenTrust site here: <https://www.identrust.com/partners/chartmaker>.
2. Scroll to the bottom of the page, and then click the **Buy Now** button.

IdenTrust  
part of HID Global

My Buying Community Certificates Manage My Certificate Support

### ChartMaker® Medical Suite

Home - IdenTrust Partners - ChartMaker® Medical Suite

**Also Known As**

STI Computer Services

**Partner Bio**

STI Computer Services, Inc. has partnered with IdenTrust, to provide the identity proofing and issuance of digital certificate tokens that are used to digitally sign and electronically send prescriptions for controlled substances through our ChartMaker® Medical Suite. By providing the required information to IdenTrust, you will have the ability to seamlessly complete remote identity proofing that will be valid for two years.

**Choosing Your Certificate**

**For EPCS Prescribing**

If you will be using credentials for EPCS prescribing, you are required to use an IGC Basic Assurance with Hardware certificate. You can select this certificate option when you choose **BUY NOW** to access the Certificate Selection Wizard.

**For Identity-Proofing Only**

If you will not be submitting EPCS-compliant prescriptions, or your EHR/EMR provides non-IdenTrust tokens, you can opt to purchase an IGC Basic Assurance Software certificate that can be used for identity-proofing only. You may choose this certificate option when you choose **BUY NOW** to access the Certificate Selection Wizard.

**Important Information**

In the case where hardware is issued, ONLY THE SUBSCRIBER OF THE CERTIFICATE SHOULD HAVE EXCLUSIVE USE OF THEIR TOKEN – In all cases, THE DIGITAL CERTIFICATE IS YOUR FORM OF IDENTIFICATION, SIMILAR TO YOUR PASSPORT OR DRIVER'S LICENSE. Under the IGC Certificate Policy, it is our responsibility as an Authorized Certification Authority to revoke the certificate in a case of hardware loss or disclosure or compromise of the private key or any certificate related password to anyone other than the subscriber.

**BUY NOW**

3. In the **Select A Certificate** section, select the **IGC Basic Unaffiliated Hardware – EPCS Prescribing \$109.00** option, and then click the **Next** button.

IdenTrust  
part of HID Global

My Buying Community Certificates Manage My Certificate Support

Home - Help Me Choose - Select A Certificate

### Select A Certificate


Please Select The Certificate Type You Would Like To Purchase

☐ IGC Basic Assurance Unaffiliated Software - Identity Proofing Only \$99.00

☒ IGC Basic Assurance Unaffiliated Hardware - EPCS Prescribing \$109.00

**NEXT**

4. In the **Please Select The Storage Device For Your Certificate** section, check the **HID USB Token use existing – \$0.00** option if you already have a USB Token from IdenTrust, or click the **HID USB Token – \$68.00** option if you do not have a USB Token, and then click the **Next** button.



[My Buying Community](#) [Certificates](#) [Manage My Certificate](#) [Support](#)

Home - Help Me Choose - Select Validity and Hardware Options

### Please Select The Certificate Validity Period

---

☒ 2 Year - \$109.00

### Please Select The Storage Device For Your Certificate


---

☐ HID USB Token use existing - \$0.00

☒ HID USB Token - \$68.00

[BACK](#) [NEXT](#)

5. In the Verify Your Selections area, review the items selected and if correct, click the **Buy Now** button.



Home - Help Me Choose - Verify Your Selections

## Verify Your Selections

IGC Basic Assurance Unaffiliated Hardware - EPCS

Prescribing

2 Year

HID USB Token

Certificate \$109.00

Storage \$68.00


Total \$177.00





Free USPS shipping within  
the U.S. Additional fees may apply  
for shipping outside of the U.S.  
Expedited delivery is available.

State sales tax may apply in  
CA, CO, FL, TX, UT and VA

[BUY NOW](#)

6. In the Application Step 1 of 4 page, enter any **Voucher** information in the corresponding field, if applicable, and then click the **Next** button.


  
part of HID Global

Application Step 1 of 4  Overview  Your Info  Payment  Forms


## Apply for your IGC Basic Assurance Unaffiliated Hardware 2 Year Certificate


Your certificate is a form of identification used within the IdenTrust Global Common Certificates Program. Let's go over the steps you will need to complete:

- 1. Apply**

Complete the Online application, supplying personal information which we will use to establish and confirm your identity. 
- 2. Get Verified**

The information you provide will be checked against independent data sources to verify your identity. Verification generally takes **3 to 5 days** from the day we receive your application.
- 3. Retrieve Your Certificate**

This phase consists of generating your keys for use. This phase begins once you have received your retrieval kit. 


Voucher, if you have one 

Hardware Type Selected  
HID USB token \$68.00

Selected Program Affiliation  
CHARTMAKER

**Customer Support**

- [HelpDesk@IdenTrust.com](mailto:HelpDesk@IdenTrust.com)
- 800.748.5360  
(within the US)
- 801.924.8140  
(outside the US)
- Hours: M-F, 1am-6pm  
Mountain Time

 Chat with us



7. In the Application Step 2 of 4 page, fill out your information, your account password, security questions, and then click the **Next** button.

**IdenTrust**  
part of HID Global

Application Step 2 of 4 [Overview](#) [Your Info](#) [Payment](#) [Forms](#)

## Your Information

The information you provide will be used to confirm your identity. **Only your full name and e-mail address will appear in your certificate.**

First Name \*

Middle Initial

Last Name \*

Home Phone \*

Office Phone

Office Phone Extension

E-mail Address \*

Social Security # \*

###-##-####

Date of Birth \*

MM / DD / YYYY

Photo ID Type\*

Choose One

Photo ID #\*

Photo ID State\*

Choose One

Photo ID Expiration\*

month / year

Find Your Mailing Address

Start typing your mailing address

Or enter your address here

Home Address Line 1 \*

Apt #, Suite, Floor (optional)

City \*

State \*

Choose One

Postal Code \*

Is the Postal Service able to deliver to this address?

☒ Yes ☐ No ☐ Not sure

**Verify Delivery Address**

VISA

MasterCard

AMERICAN EXPRESS

Card Number \*

Expiration Date \*

month / year

NOTE: Your card will not be charged.

## Account Password

Account Password \*

Confirm Account Password \*

## Security Questions

Security Question 1 \*

Choose One

Answer 1 \*

Security Question 2 \*

Choose One

Answer 2 \*

Security Question 3 \*

Choose One

Answer 3 \*

CANCEL

« BACK

NEXT »

Certificate

IGC Basic Assurance  
Unaffiliated Hardware 2 Year  
Certificate

Services

2 Years \$109.00

Hardware

HID USB token \$68.00

**Customer Support**

- [HelpDesk@IdenTrust.com](mailto:HelpDesk@IdenTrust.com)
- 800.748.5360  
(within the US)
- 801.924.8140  
(outside the US)
- Hours: M-F, 1am-6pm  
Mountain Time

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Updated: 10/23/2019

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8. In the Application Step 3 of 4 page, fill out your payment information, shipping option, check the subscriber agreement, and then the **Submit Application** button.

**IdenTrust**  
part of HID Global

Application Step 3 of 4 [Overview](#) [Your Info](#) [Payment](#) [Forms](#)

## Payment




**Please select your payment type:**

☒ Credit Card ☐ Voucher ☐ Order Number

### Credit Card Information

\* Indicates required fields

Card Holder Name \*

Card Number \*   

Card Security Code \*

Expiration Date \*  
month / year

Billing Address \*

Billing Address 2

City \*

State  
Choose One

Postal Code \*

Country \*  
United States

Coupon Code, if you have one  
SIT2014-12-11-0001

APPLY

### Shipping

Shipping of Activation Letter \*  
FedEx Ground — \$0.00 USD

Your FedEx Account (optional)

IMPORTANT: Expedited shipping only applies to the activation letter after your application has been verified and approved. The process of verifying your information cannot be expedited.

### Subscriber Agreement

Please read the [Subscriber Agreement](#) and [Privacy Policy](#). Before continuing you must accept the terms and conditions of the [Subscriber Agreement](#) and [Privacy Policy](#).

☐ By clicking in the box to the left, you indicate that you have read and that you accept the terms and conditions of the [Subscriber Agreement](#) and [Privacy Policy](#).

If you do not accept, do not click the box and instead click "Cancel" below.

CANCEL

« BACK

SUBMIT APPLICATION »

**Certificate**  
IGC Basic Assurance  
Unaffiliated Hardware 2 Year  
Certificate

**Services**  
2 Years \$109.00

**Hardware**  
HID USB token \$68.00

**Shipping**  
FedEx Ground \$0.00

**Total**  
\$177.00

**Customer Support**

- [HelpDesk@IdenTrust.com](mailto:HelpDesk@IdenTrust.com)
- 800.748.5360  
(within the US)
- 801.924.8140  
(outside the US)
- Hours: M-F, 1am-6pm  
Mountain Time

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9. In the Application Step 4 of 4 page, follow the directions and complete any additional information as needed, and then click the **Finish** button.
10. You most likely will receive several emails from IdenTrust after completing the enrollment process: a payment confirmation, a registration approval, and a request to verify your email address. Be sure to follow the instructions for verifying your email and enter any verification codes, as needed.

## Additional Enrollments

Check with your state regulations to see if your practitioner needs to enroll or notify any other entity of your intent to electronically prescribe controlled substances.

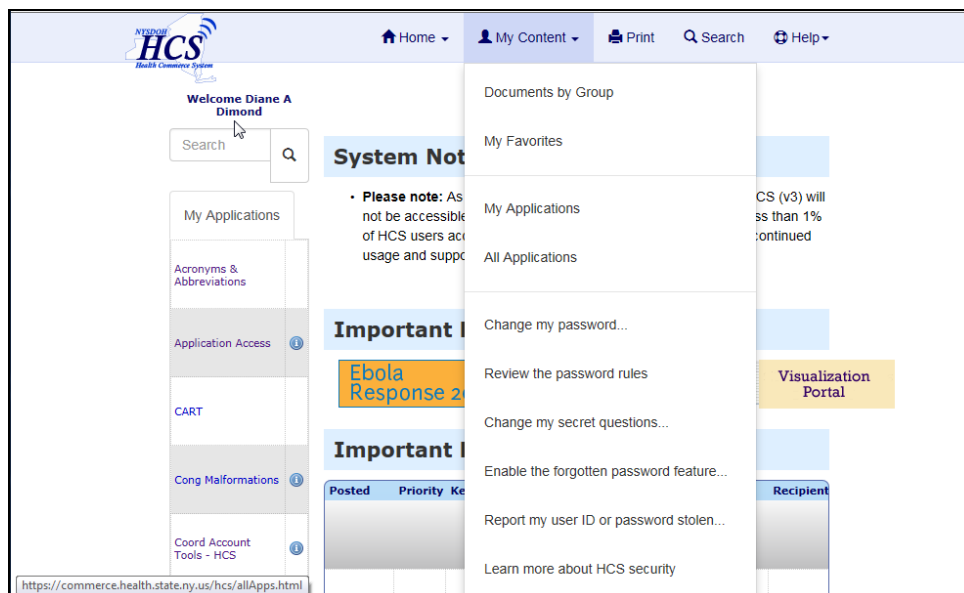
For example, in the state of New York, practitioners must have an HCS account (also used to log into I-STOP), must query the Prescription Monitoring Program (PMP) Registry when writing prescriptions for Schedule II, III, and IV controlled substances and must notify the Bureau of Narcotic Enforcement (BNE) of the EMR software you are utilizing.

### TO NOTIFY THE BNE OF YOUR SOFTWARE VENDOR (ALL PROVIDERS EXCEPT PAS)

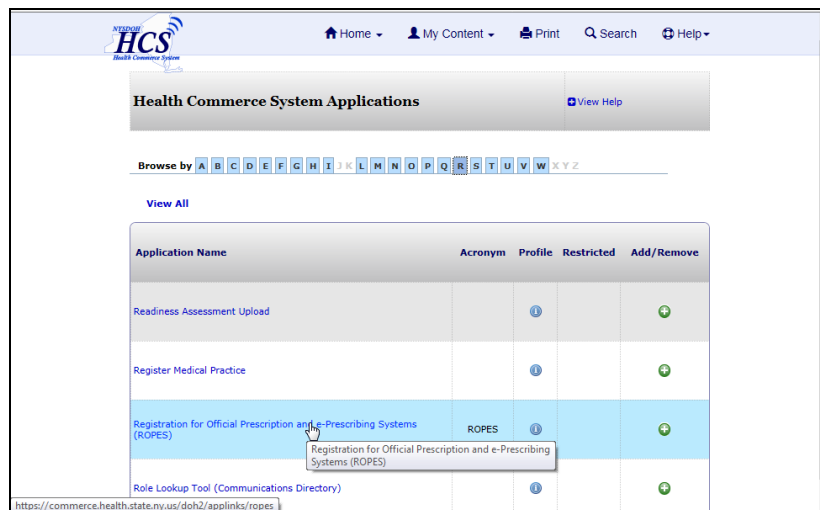
1. Open a web browser, and then go to: [https://commerce.health.state.ny.us/public/hcs\\_login.html](https://commerce.health.state.ny.us/public/hcs_login.html).
2. Enter your **User ID** and **Password**, and then click the **Sign In** button.



3. Click the **My Content** menu item, and then select **All Applications**.



- In the **Browse by** field, click the **R** to narrow down your results, and then click **Registration for Official Prescription and e-Prescribing Systems (ROPES)**.



- Type in the **Software Provider** (STI Computer Services, Inc.), **Name of Software Application** (ChartMaker® Medical Suite) and **Software Version** (ChartMaker 2018.2), and then save the information.

This registration is only required for practitioners issuing electronic prescriptions for controlled substances.

**Practitioner EPCS Registration**

Practitioner Name	Profession	NYS License Number	DEA Number
Dimond Diane Arlene	Medicine	150153	AD3169213

Practitioner Email Address:

Practitioner Telephone Number:  \*Phone number must be in the format XXX-XXX-XXXX

Add New Software Information (Select from software reference list drop down or enter in below)

Software Provider	Name of Software Application	Software Version
STI Computer Services, Inc.	ChartMaker® Medical Suite	ChartMaker 2018

After the selections have been designated one time, they should be available for other providers. You will receive a confirmation dialog like this:

**REGISTRATION FOR OFFICIAL PRESCRIPTIONS AND E-PRESCRIBING SYSTEMS**

Thank you for successfully registering your E-Prescribing Systems

Practitioner Name:	STI Medical Practice
Profession:	Medical
NYS License Number:	123456789
DEA Number:	324B544A8
Number of registered EPCS Systems:	1
Registration is valid through:	February 2, 2017

**To NOTIFY THE BNE OF YOUR SOFTWARE VENDOR (FOR PAS):**

1. Print the applicable form (found in the Appendix on page 28).
2. Enter the following information where necessary:

<b>Vendor Name:</b>	STI Computer Services, Inc.
<b>Product Name:</b>	ChartMaker® Medical Suite
<b>Product Version:</b>	ChartMaker 2018.2

3. Submit the form to the BNE.

# Setup

## Hardware Setup

The following steps will need to be taken by someone in your practice in order to prepare your computer(s) and/or Tokens to be used to electronically prescribe controlled substances. Once you receive the IdenTrust Token and instructions (including CD) in the mail, you may proceed with the following steps.

### HID DRIVER

The HID Driver must be installed on every device that your provider intends to e-prescribe controlled substances from. If you do not have the CD that came with your IdenTrust Token, please call Clinical Support.

Use the following steps to install the HID Driver.

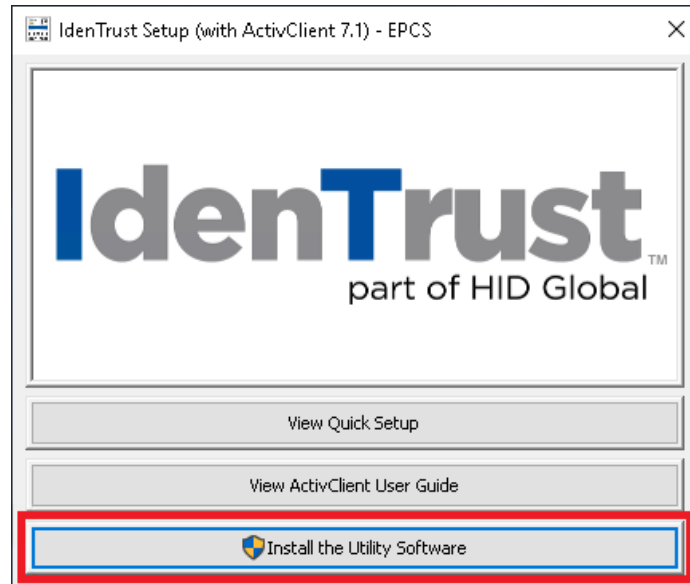
1. Insert the ActivID ActivClient Middleware **CD** into your computer.
2. When prompted with an AutoPlay dialog, select **Run setup.exe**.

**\*\*\*NOTE\*\*\***

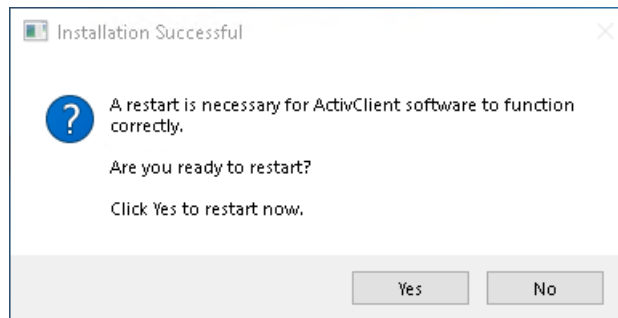
If the AutoPlay dialog does not appear, browse to the CD location in Explorer and right-click the **setup.exe**, and then click **Run as Administrator**.



3. Select the **Install the Utility Software** option.



4. Select **Yes** to restart your computer when prompted. Do note, you can select **No** and do it later, but do not attempt to proceed with additional EPCS setup until your computer has been rebooted.




5. Repeat steps 1 – 4 on any computer the provider intends to e-prescribe controlled substances from.

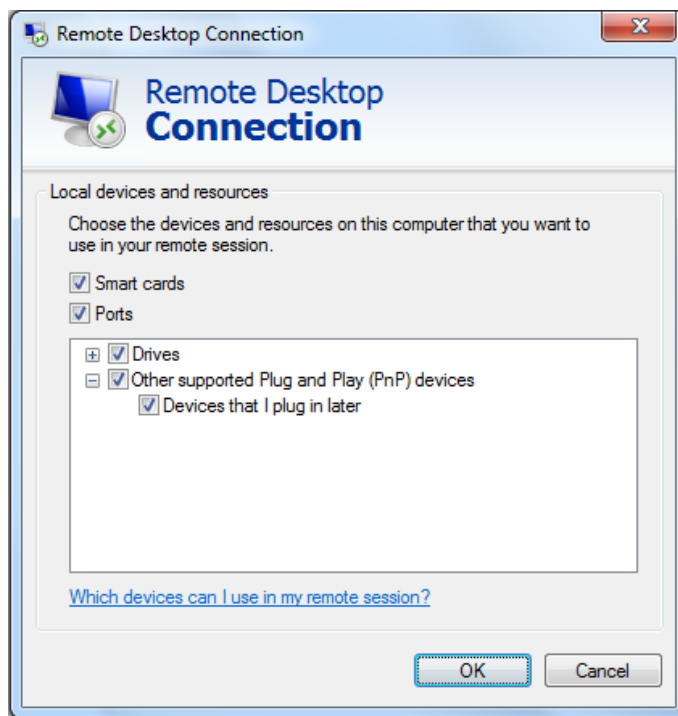
**\*\*\*NOTE\*\*\***

This process must also be completed on your server if anyone accessing ChartMaker® Medical Suite remotely.

## RDP SETTINGS

If you are remoting into the server to access ChartMaker® Clinical, you must allow the RDP session to view your local drives and devices so that it recognizes the IdenTrust Token. Use the following steps to configure the RDP to recognize the Token.

1. Open the Remote Desktop Connection (**Start > All Programs > Accessories > Remote Desktop Connection**).
2. In the Remote Desktop Connection dialog, click the **Show Options** button.
3. Click the **Local Resources** tab, and then in the Local devices and resources section, click the **More** button.
4. Check the **Smart cards, Ports, Drives** and **Other supported Plug and Play (PnP) devices** options.
5. Click the  next to the **Other supported Plug and Play (PnP) devices** option, and then check the **Devices that I plug in later** option.



6. Click the **OK** button.
7. Click the **General** tab, and then save your RDP connection by either clicking **Save** or **Save As** button.



## TOKEN CERTIFICATE

Prior to using the IdenTrust Token, you must download the certificate to the Token within 90 days from the date of approval. If your certificate is not retrieved within this timeframe, your account will be automatically closed, and you will be required to apply for a new certificate.

Use the following steps to download the certificate to the IdenTrust Token.

1. Insert the IdenTrust **Token** into a USB port in your computer.

**\*\*\*NOTE\*\*\***

If this is a new, unused USB Token or Token where certificates have not already been installed, you will be prompted to change the Token password. Once prompted, click **OK** and proceed with changing your password. The **Current Token Passcode** can be found on the paper instructions sent with the Token.

**Make sure you document the password in a secure place. If you forget the password, your certificate will be permanently locked, and you will need to purchase a new Token.**

2. When prompted with the Security Warning, click the **Yes** button.



3. Open your web browser and go to: [https://secure.identrust.com/tsapp/ret-start.jsp?default\\_logo=1](https://secure.identrust.com/tsapp/ret-start.jsp?default_logo=1).
4. Enter your **Secure Activation Code** (located on the paper instructions sent with the Token).
5. Enter the **Account Password** you created when you first applied online.

**\*\*\*NOTE\*\*\***

This is not the Token password you set up in Step 1.

6. Follow the prompts to retrieve your IGC Certificate.

**\*\*\*NOTE\*\*\***

Do not close your browser, or click the **Back** button, at any time during the retrieval process or it may cause the system to void your retrieval.

7. After you have received your IGC Certification, you can test your certificate, if desired. This is step is optional. To do this, open a web browser and go to <https://secure.identrust.com/tsapp/retrieve-verify-instr.jsp>, and then follow the prompts to complete the process.

## ChartMaker® Clinical Configurations

The following steps will need to be taken by someone in your practice in order to configure ChartMaker® Clinical for e-prescribing controlled substances.

### OFFICE HOURS

This configuration will allow you to set your practice's office hours. Any person who logs in and performs EPCS after the designated office hours will be logged to the daily incident report for the provider's review. Use the following steps to designate office hours.

1. In Clinical, click **Edit > System Tables > Office Hours**.
2. In the Office Hours dialog, select the **Start** and **End** times for each day of the week to configure your office hours. If your office is closed on a day, click the corresponding **Closed** checkbox for that day.
3. When finished, click the **OK** button.

### LOGICAL ACCESS

The Logical Access privilege allows the selected user the ability to administer EPCS capabilities to qualified practitioners. (It does *not* give the ability to physically e-prescribe controlled substances) At least 2 users will need to be assigned this privilege with one of them being an EPCS-enabled provider with a linked token.

Use the following steps to designate a user for Logical Access.

1. In Clinical, click **Edit > System Tables > Users**.
2. In the Users dialog, double-click the **User** you want to configure the Logical Access privilege for. (You can also highlight the **user**, and then click the **Properties** button.)
3. In the Privilege section, highlight the **Logical Access** privilege, and then click the **Authorized** radio button.
4. When finished, click the **OK** button.
5. Repeat steps 2 – 4 for any additional users.
6. After all the applicable users have been configured, click **Close** button in the Users dialog.

## PREScriBER SETUP

Prescriber Setup is applicable to all e-prescribing functionality whether it is a controlled substance or not. All providers and practice locations must be set up through this dialog prior to e-prescribing any medication.

Use the following to configure Prescriber Setup.

1. In Clinical, click **Edit > System Tables > Electronic Prescribing > Prescriber Setup**.
2. Highlight the **Provider** and **Location**, and then click the **Edit** button.

**\*\*\*NOTE\*\*\***

If there are no Locations for the selected Provider, click **Add** button to add a new location.

3. Enter or modify the **applicable information** for the location, including **SPI, DEA, and NADEA** numbers, if not already present.
4. Check the **EPCS Enabled** option, if it was not already checked.
5. Click the **OK** button.

**\*\*\*NOTE\*\*\***

If the provider you are adding a new location for has already been authorized for EPCS, or has a pending EPCS authorization, for another location, and you have entered a DEA or NADEA Number for the new location, when you click the OK button, a warning message will appear indicating that the provider has been authorized for EPCS, or has a pending EPCS authorization request, and you will need to revoke the EPCS authorization, or cancel the authorization request, to add the DEA or NADEA number.

6. Repeat steps 2 – 5 for any additional providers.
7. When finished, click the **OK** button to close the Prescriber Setup dialog.

## EPCS TOKEN LINKAGE

Linking the IdenTrust Token to the applicable provider within ChartMaker® Clinical must be completed one-time per provider (i.e. token holder). Token Linkage is *not* required to be done on every computer the provider intends to e-prescribe from. The Token Linkage option will only be available to users that are configured with the EPCS SureScripts service level rights on the Health Portal and have **EPCS Enabled** selected in Prescriber Setup.

Use the following steps to link a provider to an IdenTrust Token.

1. Log into Clinical as the provider, and then click **Edit > System Tables > Electronic Prescribing > EPCS Token Linkage**.
2. In the Provider Token Linkage dialog, to link the token to your provider account, insert the **IdenTrust token**, and then click the **Load** button.
3. The Token Information will then load. If the information is correct, click the **Link** button and the token will then be linked to your provider account.
4. When finished, click the **Close** button.

## EPCS PRESCRIBER AUTHORIZATION

The EPCS Prescriber Authorization dialog allows Logical Access users to authorize and revoke qualified practitioners for EPCS. Any Prescribers and Logical Access Users must be IdenTrust token holders for them to appear in the EPCS Prescriber Setup dialog. The user logged in when attempting to complete this step must have their Logical Access privilege set to **Authorized** for the EPCS Prescriber Authorization menu option to be available.

Use the following steps to send an Authorization Request.

1. In Clinical (logged in as someone other than the Prescriber you are attempting to authorize), click **Edit > System Tables > Electronic Prescribing > EPCS Prescriber Authorization**
2. In the EPCS Prescriber Setup dialog, highlight the **Prescriber** you would want to authorize, and then select the **Logical Access User** that you want to receive the authorization request.
3. Click the **Authorize** button.
4. The prescriber will have a Pending Approval status, and the Logical Access User (selected in Step 2) will then receive a To-Do List message that allows them to access the EPCS Prescriber Request Approval dialog where they can Approve the Prescriber for EPCS. Click the Close button to exit the EPCS Prescriber Setup dialog.

Use the following steps to approve the Authorization Request.

1. In Clinical (logged in as the EPCS Prescriber), **double-click** on the red To Do List notification titled, "**EPCS Authorization Approval Requested**".
2. Insert the IdenTrust **Token** into your computer
3. Click the **Approve** button.
4. Type your IdenTrust Token **Password**, and then click the **OK** button.
5. Click the **OK** button in the confirmation dialog.


## PRESCRIPTION LAYOUT

If you are attempting to print scripts for controlled substances that have been electronically prescribed, certain fields are now required to be on the script. The following will instruct you on how to update your prescription layout template.

**\*\*\*NOTE\*\*\***

If you are using a custom prescription layout, please contact Clinical Support for assistance in manually updating your prescription layout.

Use the following steps to update the prescription layout.

1. In Clinical, go to **Edit > Preferences**.
2. Click the **Prescription** tab.
3. In the **Rx Format** field, click the  button to select a different format.
4. In the Open dialog, select the applicable **.cml** file for your state, and then click the **Open** button.

**\*\*\*NOTE\*\*\***

The applicable files include **CMDefaultSmallEPCS.cml**, **De1EPCS.cml**, **NjStandardEPCS.cml**, **NyBlankEPCS.cml**, **NyStandardEPCS.cml**, and **Va1EPCS.cml**. They are in the <\\stisuite\rootdir\000\config\cml> folder on your server.

5. After the appropriate format has been selected, click the **Set** button, and then click the **OK** button.
6. Repeat steps 1 – 5 for any additional users as this is a **per user** configuration.

# E-Prescribing in Clinical

E-prescribing a controlled substance is not much different than prescribing a non-controlled substance. There are only a few fields that differ or may be required.

Use the following steps to prescribe a controlled substance.

1. In a chart note, click the **Medication** button, and then select **Add Medication** (or **Renew Medication**).

**Alternative Method:** You can also add or renew a medication via the Face Sheet (in the Medications section, clicking the \* **Add medication** option, or clicking the \* next to the Medication you want to renew, and then select **Renew Prescription**).

2. Search for and select the controlled substance medication.
3. In the Prescribe Medication dialog, enter all the appropriate information in the corresponding fields, and then click the **Next** button.

**\*\*\*NOTE\*\*\***

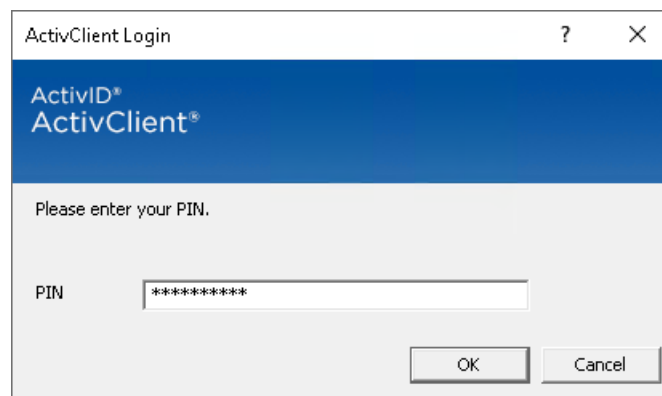
Select **E-Prescribe** in the Transmission field. If the medication is a Schedule II controlled substance, a date must be entered in the **Earliest Fill Date** field and may only be issued with a Refill value of **0**.

4. In the Confirm Prescription dialog, select the **Location** (if necessary) and the patient's **Pharmacy**.

**\*\*\*NOTE\*\*\***

When prescribing a controlled substance, you must select a pharmacy that has the **(EPCS)** designation next to their name and have your IdenTrust token inserted into your computer.

5. Check the **Ready to sign** option, and then click the **Sign and Send** button.
6. Enter your **PIN**, and then click the **OK** button.

A screenshot of the 'ActivClient Login' dialog box. The title bar says 'ActivClient Login' with a question mark and a close button. The main area has a blue header with 'ActivID\*' and 'ActivClient®'. Below this, it says 'Please enter your PIN.' There is a text input field labeled 'PIN' containing '\*\*\*\*\*'. At the bottom right are 'OK' and 'Cancel' buttons.

# Auditing and Reporting

## EPCS Audit Trail

The Audit Trail will display any action related to the EPCS functionality taken by a user in ChartMaker® Clinical. Use the following steps to view Audit Trail information.

1. In Clinical, click **Chart > Audit > EPCS Audit Trail and Drug Log**.

**\*\*\*NOTE\*\*\***

If the Audit Trail was opened inside of a patient's chart, the information displayed will be patient-specific.

2. The EPCS Auditing dialog will open to the Audit Trail tab, the **Show only incidents** option will be checked, and it will default to a date range of yesterday to today's date and display any incidents that have occurred. At the bottom of the screen are the fields that allow you to filter the data as needed. Uncheck the **Show only incidents** option if you would like to activate the Custom Report options.
3. Modify the **From** and **To** fields in the Select Date Range section, if applicable.
4. (Optional) Uncheck any unnecessary **Actions** or **Outcomes** in the Custom Report section to modify the results to be displayed.
5. (Optional) Select a **Metadata** item and enter a corresponding **Value** for that item (such as specific patient or medication).
6. Click the **Refresh Report** button and the applicable audit information will be displayed.
7. You can double-click any of the audit items above and an EPCS Audit Trail Item Details dialog will appear outlining the details of that audit event. Click the **Close** button when finished.
8. To save the configured audit information to a tab-delimited text file, and thereby be able to print it, click the **Save As Text** button. In the Save As dialog, browse to where you want to save the file (it defaults to Desktop), and then click the **Save** button.

To save the configured audit information to a HTML file, click the **Save as HTML** button. In the Save As dialog, browse to where you want to save the file (it defaults to Desktop), and then click the **Save** button.

## Controlled Substance Drug Log

The Controlled Substance Drug Log allows you to generate a drug log for controlled substances that were prescribed within ChartMaker® Clinical. You can configure this log for all providers or a specific provider, as well as for a specified date range. Likewise, you can access the Report Archive to view an archive of every drug log created, along with the system generated monthly drug logs. When viewing the drug logs, you can export the log to a file via the Export button.

Use the following steps to generate a new controlled substance drug log, and/or view an archived drug log.

1. In Clinical, go to **Chart > Audit > EPCS Audit Trail and Drug Log**.
2. Click the **Controlled Substance Drug Log** tab.

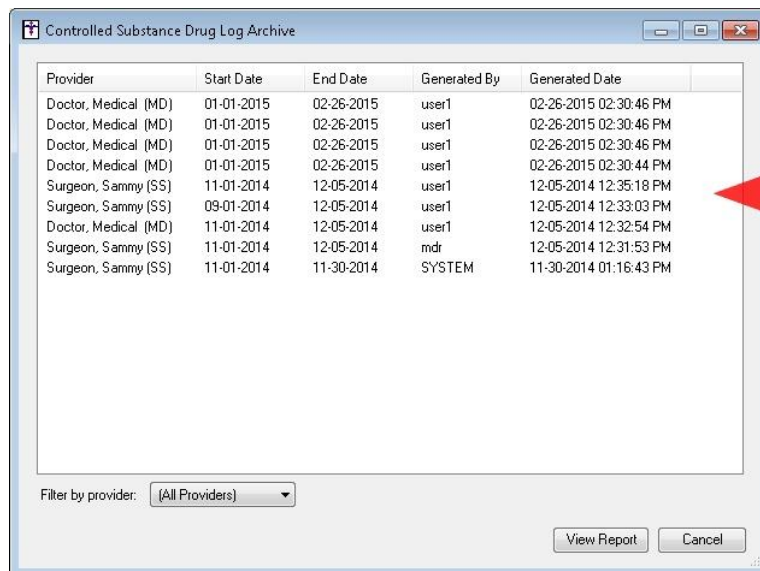
3. The Controlled Substance Drug Log will default to the Report Archive tab. Here you can click the **Previous Reports** button to view archived drug logs (those generated by others as well as system generated daily and monthly logs), or you can click the **New Report** tab to run a new report.
4. After the **Previous Reports** button has been clicked, the Controlled Substance Drug Log Archive dialog will appear showing an archive of all the drug logs created along with the system generated daily and monthly drug logs.

You can view drug logs for a specific provider by selecting a **Provider** in the Filter by provider field.

To view a specific drug log, highlight the Drug Log you want to view, and then click the **View Report** button.

**\*\*\*NOTE\*\*\***

If the Drug Log displays **SYSTEM** in the Generated By column, this indicates that it was an automated Monthly Drug Log and not manually created.



5. The EPCS Auditing dialog will open to the Controlled Substance Drug Log tab and display the applicable drug log that was selected. Click the **Export** button to generate a CSV file for your records. Click the **Previous Reports** button to go back to the Controlled Substance Drug Log Archive dialog to select a different report or click the **New Report** tab to run a new report.
6. To run a new controlled substances drug report, click the **New Report** tab.
7. Select the **Provider** that you want to run the drug log for, then select the **Start Date** and **End Date**, and then click the **Generate Report** button.

**\*\*\*NOTE\*\*\***

Every time you click the **Generate Report** button, the system is creating a new Drug Log that can then be accessed through the **Report Archive** tab.

8. The results will be displayed above. Click the **Export** button to generate a CSV file for your records.
9. Click the Close button to exit the EPCS Auditing dialog.



## Daily Incident Report

The Controlled Substance Daily Incident Report will appear on the To Do List for any user that has the Logical Access user privilege set to **Authorized**. It will contain a summary of any actions related to the EPCS functionality taken by a user in ChartMaker® Clinical for that day.

**The DEA requires all providers to view this log and report any suspicious activity to STI Computer Services and the DEA within 1 business day of receiving it.**

Use the following steps to view a Controlled Substance Daily Incident Report.

1. In Clinical, double-click the To Do List reminder labeled, **REQUIRED: Controlled Substance Daily Incident Report Reminder**
2. Review the information included in the report, and then click the **Close** button to close the audit dialog.

## Monthly Drug Log

The Controlled Substance Monthly Drug Log will appear on the To Do List for any EPCS-authorized provider who has electronically prescribed controlled substances. It will contain a summary of all controlled substance prescriptions electronically prescribed by a user in ChartMaker® Clinical for the previous month.

**The DEA requires all providers to view this log and report any suspicious activity to STI Computer Services and the DEA within 7 calendar days of receiving it.**

Use the following steps to view a Controlled Substance Monthly Drug Log.

1. In Clinical, double-click the To Do List reminder labeled, **REQUIRED: Controlled Substance Monthly Drug Log Reminder**.

**\*\*\*NOTE\*\*\***

If the user logged in is not the provider associated with the report, you will be prompted to select which Drug Log you would like to view first. Highlight the report, and then click **View Report**.

2. Review the information in the drug log, and then click the **Close** button to close the audit dialog.

## Configuring Distribution Lists

Use the following steps to manually add (or remove) a user to receive the Daily Incident Report or Monthly Drug Log.

3. Click **To-Do > New Message/Task**.
4. In the Message Detail – Create dialog, click the **To** button.
5. Highlight **Controlled Substance Daily Report Notification** or **Controlled Substance Monthly Drug Log Notification** distribution list, and then click the **Edit** button.
6. In the Distribution List Maintenance dialog, select, or unselect the applicable **User(s)**, and then click the **Save** button.
7. When finished, click the **Cancel** button twice.

# Incident Reporting

If suspicious activity is identified through the Audit Trail, the daily report or the monthly drug log, it must be reported to the DEA. If suspicious activity is identified on the **daily report**, it must be reported within **1 business day**. If suspicious activity is identified on the **monthly drug log**, it must be reported within **7 calendar days** of the start of the month.

Use the following steps to report suspicious activity to STI Computer Services and the DEA.

1. Save a copy of the log containing suspicious activity.

**\*\*\*TIP\*\*\***

See the EPCS Audit Trail and Controlled Substance Drug Log sections on pages 27 and 28 for information on how to save and export information in the audit trail and drug logs.

2. Download and print the [EPCS Incident Report Form](#) (requires internet connectivity), and follow the steps to submit the form and a copy of your log to STI Computer Services, Inc.
3. To report suspicious activity to the DEA, call the DEA and proceed with the instruction they provide.

## Best Practices

In addition to the information presented below, providers should also review the Drug Enforcement Administration Code of Federal Regulations (<http://tinyurl.com/ov2bail>), specifically sections 1306 and 1311, which cover in more detail the practitioner's responsibilities for prescribing controlled substances using an electronic prescription application. Section [1311.102](#) specifically addresses responsibilities of the Practitioner.

1. Provider must register for their token and certificate from IdenTrust in his/her own name.
2. After installing the HID driver that comes with your token from IdenTrust, you must change the token "Automatic logoff after token inactivity (in minutes)" setting to "Always" so that you are prompted to enter your token password for each controlled substance medication that is prescribed (see instructions on page 16).
3. Provider is only allowed to link a single token to his/her user in Clinical.
4. Provider should always be in sole possession of their token. This token and passcode should not be given to any other person.
5. Provider should not allow any other user to log into Clinical with his/her credentials and electronically prescribe controlled substances using his/her token.
6. Provider should not login as a different provider and use their token to prescribe controlled substances.
7. Provider should report stolen or misplaced tokens to IdenTrust immediately.
8. Only a Practice user with Clinical administrative rights should assign the Logical Access privilege to users for EPCS administration.
9. The Practice user that is requesting authorization for a prescriber to perform EPCS must verify that the prescriber is in good standing with the DEA prior to sending the request to a provider for approval.
10. Provider is required to review the daily incident report for each day and report any suspicious or unauthorized activity to the DEA and EHR vendor within one business day. The incident report contains many actions, some of which might be valid, but it is up to the person reviewing the report to decide if it is an authorized action or not. Provider will receive a To-Do list message each day which serves as a shortcut to viewing this report.
11. A Practice user must enter the general office hours in the screen that can be accessed through **Edit > System Tables > Office Hours**. Any person who logs in and performs EPCS after the designated office hours will be logged to the daily incident report for the provider's review.
12. Provider is required to review the monthly drug log report at the end of each month and report any unauthorized prescriptions to the DEA and EHR vendor within seven business days. Provider will receive a To-Do list message on the 1<sup>st</sup> of each month which serves as a shortcut to viewing this report for the previous month.
13. When prescribing a medication for detoxification treatment (ex. Subutex, Suboxone, Zubsolv) a NADEAN# will be required to be entered accurately in the Notes to Pharmacist field on the Prescribe Medication screen.
14. When prescribing GHB (ex. Xyrem) a medical reason will be required to be entered accurately in the Notes to Pharmacist field on the Prescribe Medication screen.
15. Provider should not exceed a 90 day supply on any Schedule II controlled substance medication.
16. Provider must ensure that the Earliest Fill Date for consecutive controlled substance prescriptions are accurate.
17. Providers need to stay current with their state and local regulations regarding the prescribing of controlled substances.

# Glossary of Terms

Term	Definition
Controlled Substance	An addictive or behavior-altering drug or chemical whose manufacture, possession, or use is regulated by law, typically declared illegal for sale or use, but may be dispensed under a physician's prescription.
DEA	(Federal) Drug Enforcement Administration
DEA Registrant in Good Standing	Any medical practitioner that has a DEA registration, state authorization to practice and, where applicable, state authorization to dispense controlled substances that are still current and in good standing. The DEA expects this will be done simply by checking the latest certificates.
EPCS	Electronic Prescribing of Controlled Substances
Token	A cryptographic key stored on a hardware device (i.e. cell phone, smart card, etc.) rather than on a general-purpose computer. A hard token is a tangible, physical object possessed by an individual practitioner.
Identity Proofing	Verification that a person is who s/he claims to be and must be conducted by credentialed service providers or certification authorities approved by the General Services Administration (GSA). IdenTrust will perform identify proofing prior to authorizing the purchase of a hard token.
Individual Practitioner	A physician, dentist, veterinarian, or other individual licensed, registered or otherwise permitted, by the United States or the jurisdiction in which they practice, to dispense a controlled substance in the course of professional practice, but does not include a pharmacist, a pharmacy, or an institutional practitioner.
Institutional Practitioner	A hospital or other person (other than an individual) licensed, registered or otherwise permitted, by the United States or the jurisdiction in which it practices, to dispense a controlled substance in the course of professional practice, but does not include a pharmacy.
Logical Access	A user privilege in the EMR software allowing the selected user the ability to administer EPCS capabilities to qualified practitioners. This is not the privilege that allows a provider to electronically prescribe a controlled substance, but more of an administrative privilege.
Prescriber Authorization	The act of permitting a ChartMaker® Clinical user and IdenTrust Token holder the ability to electronically prescribe controlled substances.
Reportable Incidences	Security events that represent successful attacks on the application or other incidents in which someone gains unauthorized access.
Two-Factor Authentication (2FA)	The act of providing unambiguous identification of users by means of the combination of two different components. The factors must include 2 of the following: something you know (i.e. password), something you have (i.e. hard token), something you are (i.e. biometric information).

## Appendix

### **Bureau of Narcotic Enforcement: EPCS Registration for Physician Assistants**

Print, complete and submit the form on the following page if you practice in the state of New York and have a Physician's Assistant that needs to notify the BNE of their intent to electronically prescribe controlled substances through ChartMaker® Clinical.

## Practitioner EPCS Registration

Amendments to Title 10 NYCRR Part 80 Rules and Regulations on Controlled Substances, adopted on March 27, 2013, authorize a practitioner in New York State to issue an electronic prescription for controlled substances (EPCS) in Schedules II through V. The practitioner must comply with all other State and federal requirements for issuing a prescription for a controlled substance as specified in Article 33 of the Public Health Law, Title 10 of the NYCRR and Title 21 of the Code of Federal Regulations. Pursuant to 10 NYCRR §80.64(b), a practitioner shall use an electronic prescribing application that is consistent with federal requirements to process electronic prescriptions for controlled substances and shall register the certified electronic prescribing computer application that will be used with the New York State Department of Health (Department), Bureau of Narcotic Enforcement. The federal security requirements for EPCS are included in the Drug Enforcement Administration Interim Final Rule, 21 CFR §1300 et seq., and can be accessed via the following link: [http://www.deadiversion.usdoj.gov/ecomm/e\\_rx/](http://www.deadiversion.usdoj.gov/ecomm/e_rx/).

To issue electronic prescriptions in compliance with New York State rules and regulations, this registration and attestation must be completed. The attestation herein cannot be completed unless federal requirements have been met, including identity proofing of the practitioner and receipt of two-factor authentication. Please return the completed Practitioner EPCS Registration form and attestation to the email address provided below. A copy of your DEA certification or third party audit approving your electronic prescribing software application must be available for inspection by Department personnel.

Practitioner Name \_\_\_\_\_

*\*A Physician's Assistant must attach a list of their Supervising Physician(s) with their corresponding NYS license number and DEA registration number*

NYS License Number \_\_\_\_\_ DEA Number for NYS \_\_\_\_\_

Practitioner Email Address \_\_\_\_\_

Practitioner Telephone Number \_\_\_\_\_

Name of Certified E-prescribing Software Application \_\_\_\_\_ Software Version Certified \_\_\_\_\_

Name of Software Application Provider (Company Name) \_\_\_\_\_

**Attestation:** I affirm that I have received a DEA certification or third party audit that the electronic prescribing software application listed above meets federal security requirements for issuing electronic prescriptions for controlled substances. I have met all federal security requirements, including identity proofing and receipt of two-factor authentication as required for Electronic Prescribing of Controlled Substances.

If I become aware or am notified of any issues which render the software application non-compliant with federal regulations or if I switch to a different software application, I will not use the application to issue electronic prescriptions for controlled substances until all federal requirements are met and the application has been registered. When the software is once again compliant, I will register the new certification with the Bureau of Narcotic Enforcement.

Practitioner Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Print Name \_\_\_\_\_

Please email the completed form to [narcotic@health.state.ny.us](mailto:narcotic@health.state.ny.us) with "Practitioner EPCS Registration" in the subject line.

NYSDOH/Bureau of Narcotic Enforcement  
Practitioner EPCS Registration  
Riverview Center  
150 Broadway  
Albany, NY 12204

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## Resources / Notes

**Trainer:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

## STI ChartMaker Medical Suite Support:

**1-800-487-9135**

**NOTES:**

[illegible]



## Document Change Log

Date	Version	Changes
10/23/19	NA	Updated entire document.
4/3/15	5.x	Added section on Prescription Layout configuration.
3/18/15	5.x	Added note that the Inactivity Logoff setting for SafeNet needs to be configured per user logging onto the computer.
3/5/15	5.x	Initial Release