

FAQ's for Delegate Audits

1. Why must I audit my delegate's usage of the MN PMP database?
2. How do I perform an audit of my delegate's usage of the MN PMP database?
3. I have removed/rejected my delegate(s), how can I audit their searches?
4. I have performed my audit, what do I do now?
5. Can someone other than the supervisor help perform the audit?
6. I found my delegate performed a patient history request, under my authority, for a patient I do not recognize.
7. I have the "remove" delegate function, but cannot locate "reject" delegate to permanently delete, can the MN PMP staff do this for me?

1. Why must I audit my delegate's usage of the MN PMP database?

- A. The law that requires the primary account holder to audit your delegate's use of the PMP was put in place to ensure the primary account holder is aware of which individual's their delegate is querying, on their behalf. The primary account holder is responsible for all those queries performed by their delegate, so this is a good opportunity to make sure the delegates are permissibly accessing the system. It is also a good opportunity to review your list of delegates and remove those who no longer work for/with you.

2. How do I perform an audit of my delegate's usage of the MN PMP database?

1. Login to "MN PMP AWAxE[®]"
2. Here you will see your MN PMP AWAxE[®] dashboard
3. Locate Recent Requests (may need to be expanded, by clicking on the + to the left)
4. Click on "View Requests History"
5. All requests made by you or your delegate(s) will appear here. The "requestor" column will display the name of either you or the delegate(s) that performed the request (120 day history is available.)
6. For ease of viewing, sort the "requestor" column by selecting the ↑↓
7. This report can be viewed and printed/saved in PDF form. This is not required but highly recommended. (See icon "Download PDF")
8. View each request line-by-line, verifying the patient history requested was for a patient of yours during the time the request was made
9. Continue to audit until you have gone through all requests, performed by your delegate(s), during the previous quarter

3. I have removed/rejected my delegate(s), how can I audit their searches?

- A. The requests performed by your delegate(s) in the last 120 days will remain viewable.

4. I have performed my audit, what do I do now?

A. It is highly recommended that you develop a system to track auditing. The PMP continues work to enable this tracking within your PMP account.

5. Can someone other than the supervisor help perform the audit?

A. No. Delegate audits must be performed by the supervisor of the delegate(s). This legislation was NOT brought forward by the Board of Pharmacy or the PMP, rather law makers that have interest in protecting the health data that is stored in the PMP database.

6. I found my delegate performed a patient history request, under my authority, for a patient I do not recognize.

A. MN recommends the following choices:

- If the delegate is a mutual delegate of other providers in your practice and the patient is a patient of the practice, it is likely the delegate mistakenly selected the wrong authorizing provider when searching. It is recommended you discuss with the delegate the importance of associating the correct provider with each search to avoid potential repercussions
- If the delegate was not searching on behalf of another provider in your practice, and the patient is not one of your patients, you must immediately remove the delegate's access **AND** notify the Prescription Monitoring Program staff via email minnesota.pmp@state.mn.us within 7 days of identifying the alleged impermissible access. Click the link provided to assist with delegate management, [Delegate Management Tip Sheet](#).

7. I have the "remove" delegate function, but cannot located "reject" delegate to permanently delete, can the MN PMP staff do this for me?

A. Please refer to the [Delegate Management Tip Sheet](#), there are *notes* located at the bottom of the document. Once a delegate is **removed** that delegate is placed back into **pending status**, go back to delegate management screen, select the removed delegate then select **"Reject."**