



# Electronic Prescribing of Controlled Substances

(EPCS)

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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 in order to e-prescribe controlled substances through ChartMaker® Clinical:



**Enrollment, Identify Proofing and Token Purchase through sticomputer.com**



**Upgrade your system to ChartMaker® Medical Suite to product version ChartMaker 2015 (File version 5.5.0.3.6.2 or higher)**



**(NY Only) Report your EPCS software to the BNE**



**Install the SafeNet 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 will need to enroll for this functionality with STI Computer Services, nc. as well as purchase an IdenTrust Token in order for Two-Factor Authentication to be performed.

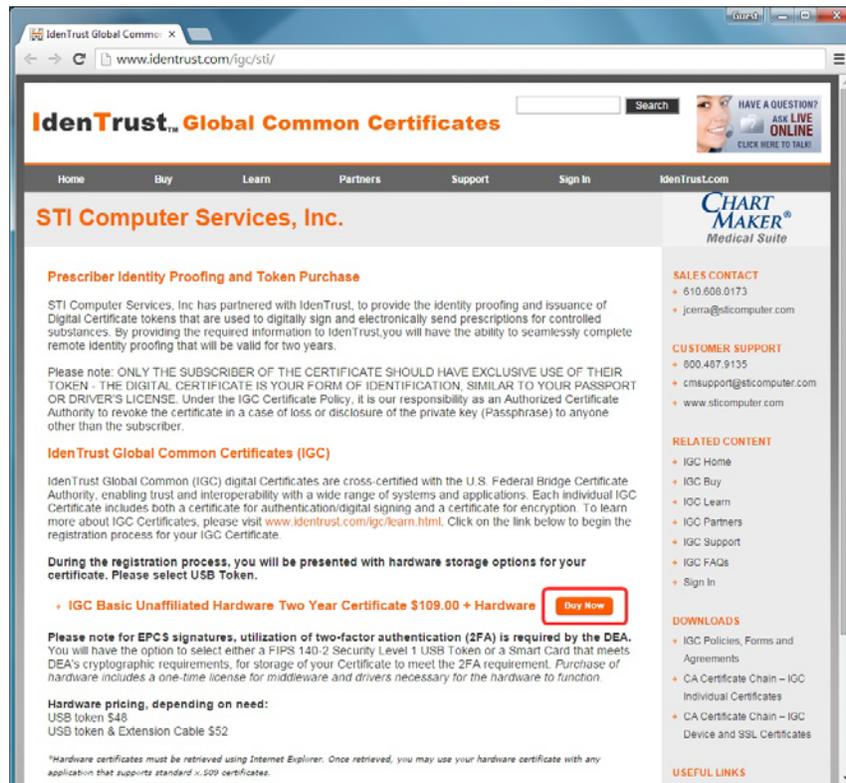
**A Token must be purchased per provider intending to e-prescribe controlled substances. Additionally, the information entered when purchasing the Token must be the Token Holders (i.e. the provider).**

**To enroll for EPCS using ChartMaker® Clinical:**

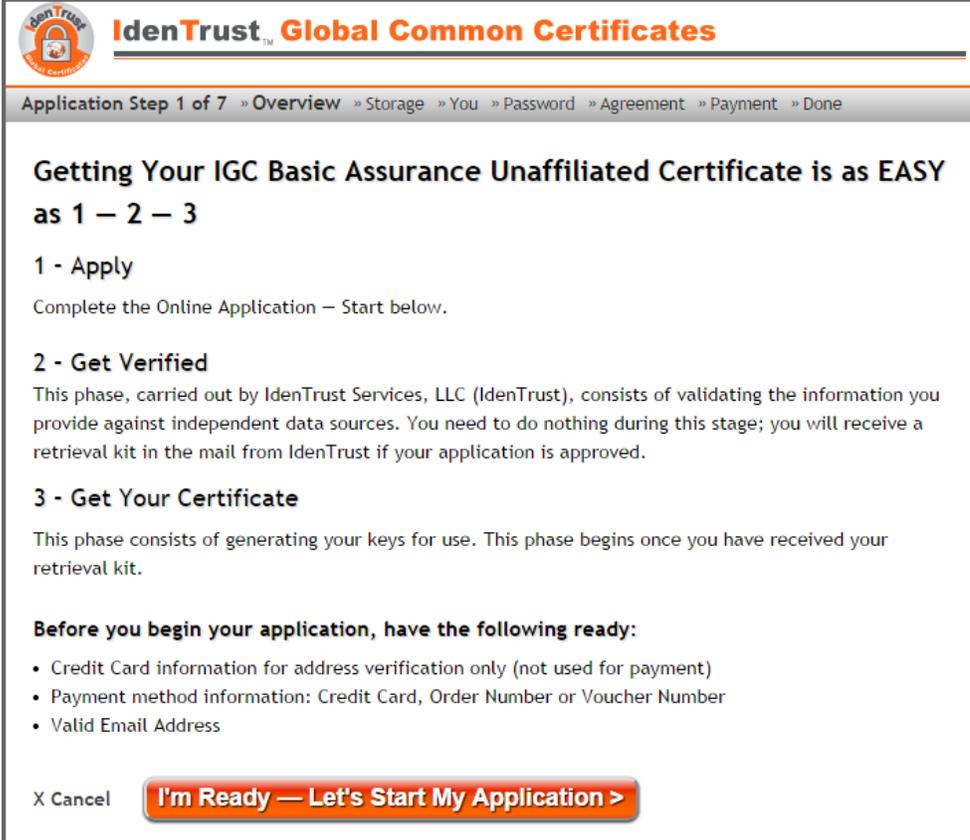
1. Open a web browser and go to [www.sticomputer.com](http://www.sticomputer.com)
2. Click the “**Enrollments**” link from the top
3. Click “**Electronic Prescribing of Controlled Substances (EPCS)**”
4. Fill out the applicable information and click “**Submit**”

**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.

5. Click “**IdenTrust Click Here**” (  )
6. Click “**Buy Now**” next to IGC Basic Unaffiliated Hardware Two Year Certificate \$109.00 + Hardware



7. Click “I’m Ready – Let’s Start My Application”



The screenshot shows the IdenTrust Global Common Certificates application interface. At the top left is the IdenTrust logo. The main header reads "IdenTrust™ Global Common Certificates". Below this is a breadcrumb trail: "Application Step 1 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done". The main heading is "Getting Your IGC Basic Assurance Unaffiliated Certificate is as EASY as 1 – 2 – 3". The steps are listed as follows:

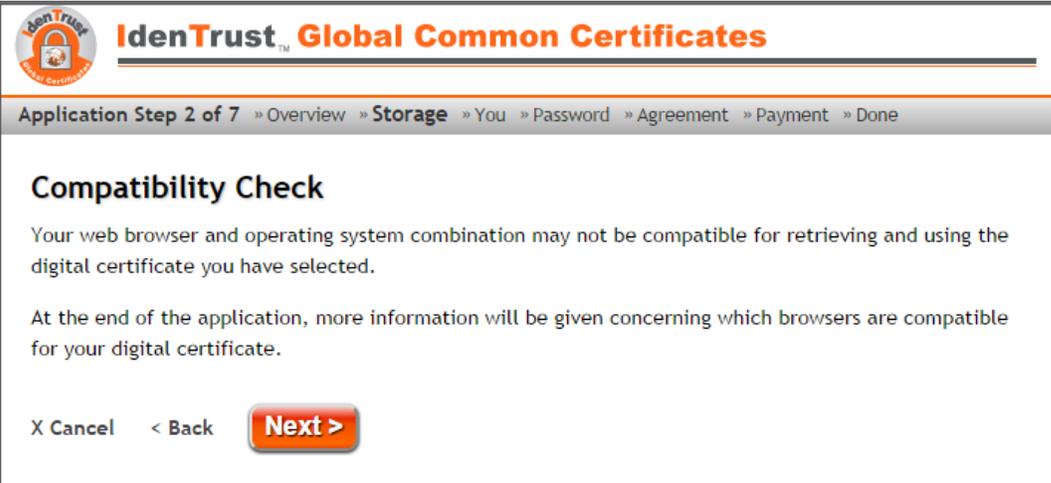
- 1 - Apply**  
Complete the Online Application – Start below.
- 2 - Get Verified**  
This phase, carried out by IdenTrust Services, LLC (IdenTrust), consists of validating the information you provide against independent data sources. You need to do nothing during this stage; you will receive a retrieval kit in the mail from IdenTrust if your application is approved.
- 3 - Get Your Certificate**  
This phase consists of generating your keys for use. This phase begins once you have received your retrieval kit.

Below the steps, it says "Before you begin your application, have the following ready:" followed by a bulleted list:

- Credit Card information for address verification only (not used for payment)
- Payment method information: Credit Card, Order Number or Voucher Number
- Valid Email Address

At the bottom left, there is a link "X Cancel" and a prominent orange button with white text that says "I'm Ready — Let's Start My Application >".

8. Click “Next”



The screenshot shows the IdenTrust Global Common Certificates application interface for Step 2. At the top left is the IdenTrust logo. The main header reads "IdenTrust™ Global Common Certificates". Below this is a breadcrumb trail: "Application Step 2 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done". The main heading is "Compatibility Check".

Your web browser and operating system combination may not be compatible for retrieving and using the digital certificate you have selected.

At the end of the application, more information will be given concerning which browsers are compatible for your digital certificate.

At the bottom left, there is a link "X Cancel", a link "< Back", and a prominent orange button with white text that says "Next >".

9. Select the radio button for “You want to buy a new USB Token (add \$48.00 USD)” and click “Next”

**Smart Card**

You already have a Smart Card you plan to use

You want to buy a new Smart Card (add \$40.00 USD)

You want to buy a new Smart Card and a card reader (add \$60.00 USD)

**USB Token**

You already have a USB Token you plan to use

You want to buy a new USB Token (add \$48.00 USD)

You want to buy a new USB Token and an extension cable (add \$52.00 USD)

**Hybrid PKI/OTP Token**

You want to buy a new Hybrid PKI/OTP Token (add \$128.00 USD)

X Cancel < Back **Next >**

10. Click “Yes, This is Correct – Continue ”

**Let's Verify Your Selections**

You have selected

- IGC Basic Assurance Unaffiliated Certificate
- New USB Token

**Total Price: \$157.00 USD**

Your certificate will be stored on a USB token that plugs into your computer's USB port.

X Cancel < Back **Yes, This is Correct — Continue >**

11. Fill out your information and click "Next"



## IdenTrust™ Global Common Certificates

Application Step 3 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

### Getting to Know You

#### Name and Address

The information you provide below will be checked against independent data sources to verify your identity. **Only your full name and e-mail address will appear in your certificate.** We will hold all your personal information in strict confidence and will not share it with any third party without your prior consent. IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Please see our [Privacy Policy](#) for more information.

\* Indicates required fields

First Name\*

Middle Initial

Last Name\*

Has your last name changed within the last 6 months?  Yes  No

Home Address Line 1\*

Home Address Line 2

City\*

State\*

Postal Code\*

Has your address changed in the last 6 months?  Yes  No

Is the U.S. Postal Service able to deliver to this address?  Yes  No  Not sure

X Cancel < Back **Next >**

12. Fill out your information and click "Next"



## IdenTrust™ Global Common Certificates

Application Step 3 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

### Getting to Know You Better

#### Personal Information - Continued

The information you provide below will be checked against independent data sources to verify your identity. **Only your full name and e-mail address will appear in your certificate.** We will hold all your personal information in strict confidence and will not share it with any third party without your prior consent. IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Please see our [Privacy Policy](#) for more information.

\* Indicates required fields

Date of Birth\*  /  /

Social Security #\*

Photo ID Type\*

Photo ID #\*

Photo ID State\*

Photo ID Expiration\*  /

E-mail Address\*

Home Phone\*

Office Phone  Ext.

X Cancel < Back **Next >**

13. Enter your payment information and click “Next”

**IdenTrust™ Global Common Certificates**

Application Step 3 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

### Let's Verify Your Delivery Address

This is not a payment. The credit card number provided will not be billed by IdenTrust. IdenTrust uses several pieces of personal identifiers to verify applications; the credit card number provided will be used to verify your delivery address.

IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Click here to view our [Privacy Policy](#) for more information.

\* Indicates required fields

Credit Card Type \*  Visa  Mastercard  American Express

Credit Card # \*

Credit Card Expiration \* month / year

X Cancel < Back **Next >**

14. Confirm your information and click “Yes and Continue”

15. Read the disclaimer and click “I Don’t Want That – I’ll Remember My Passwords”

**IdenTrust™ Global Common Certificates**

Application Step 4 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

### Remember Your Passwords

Here at IdenTrust, we are often contacted by people who have forgotten their passwords. We will always try to help. Unfortunately, in many cases, there is nothing we can do, and you, the customer, will have to **start over to apply for a new certificate.**

There are two passwords you will need to remember:

#### Account Password

 Next, you will create your Account Password with Secret Questions and Answers. This password will be used to download your certificate after your application is approved. If this Account Password is forgotten, you may reset it using Your Secret Questions and Answers.

If you are unable to recall the Answers to your Secret Questions, **you will have to start over and apply again.**

#### Token Passcode

A passcode is required for the hardware which will store your certificate. You will create the passcode when you download your certificate. The Token Passcode must be entered when you use your certificate.

If the token passcode is forgotten, your certificate is locked and can not be recovered, so **you would need to purchase a new IGC Basic Assurance Unaffiliated Certificate.**

X Cancel < Back **I Don't Want That — I'll Remember My Passwords >**

16. Create a Password and Secret Questions and click "Next"

**IdenTrust™ Global Common Certificates**

Application Step 4 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

### Create Your Account Password

#### Account Password

Tips for Creating Your Account Password:

- lowercase or uppercase letters, or numbers
- 8-30 characters in length
- may *not* use special characters ( , ) \ , " / , = and \*

 Your Account Password

Re-type Account Password

#### Secret Questions

Please select three questions and create your answers. Your Account Password can only be reset by typing your answers exactly as you do here. Answers are limited to 1-30 characters, using letters and numbers only.

Question 1

Your Answer

Question 2

Your Answer

Question 3

Your Answer

X Cancel < Back **Next >**

17. Check the box for "I have reviewed, and I hereby sign and accept the complete terms of the Subscriber Agreement" and click "Next"

**IdenTrust™ Global Common Certificates**

Application Step 5 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

### Accepting the Subscriber Agreement

In order to continue with the application, you must read and accept the following [Subscriber Agreement](#). By accepting the [Subscriber Agreement](#), you understand and agree to indicate you understand and agree to IdenTrust's responsibilities and warranties as the provider of your Certificate, as well as your obligations and warranties to IdenTrust. The privacy principles governing this application demonstrate a strong commitment to safeguarding your personal information. Please view our [Privacy Policy](#).

I have reviewed, and I hereby sign and accept the complete terms of the [Subscriber Agreement](#)

To accept this information and continue the Application Phase, choose "Next >"

If you do not agree to these terms and conditions, choose "Cancel" and your application will be terminated.

X Cancel < Back **Next >**

18. Select your method of payment and click “Next”

**IdenTrust™ Global Common Certificates**

Application Step 6 of 7 » Overview » Storage » You » Password » Agreement » **Payment** » Done

### Paying for Your Digital Certificate

#### Review Your Purchase

You are purchasing the following item(s):

IGC Basic Assurance Unaffiliated Certificate	\$109.00 USD
New USB Token	\$48.00 USD
<hr/>	
Total Price	\$157.00 USD

#### How Would You Like to Pay?

Credit Card  
 Order Number  
 Voucher Number

X Cancel < Back **Next >**

19. Enter your payment details and click “Next”

20. Review your information and click “Submit Application for Approval”

**IdenTrust™ Global Common Certificates**

Application Step 6 of 7 » Overview » Storage » You » Password » Agreement » **Payment** » Done

### Review Your Purchase

#### Voucher Information - Review

Please take a moment to review your information before submitting.

You may [print a copy of this page](#) now for your records.

#### Billing Information

Voucher

#### Order Summary

IGC Basic Assurance Unaffiliated Certificate	\$109.00 USD
New USB Token	\$48.00 USD
Shipping	\$0.00 USD
<hr/>	
Total Price	\$157.00 USD

X Cancel < Back **Submit Application for Approval >**

## 21. Click “Finish”



### IdenTrust™ Global Common Certificates

Application Step » Overview » Storage » You » Password » Agreement » Payment » Done

## Congratulations!

Thank you for applying for your IGC Basic Assurance Unaffiliated Certificate. You have completed the application phase. IdenTrust will now initiate the approval of your application.

**Remember**, there are **3 Phases** in the process of obtaining your IGC Basic Assurance Unaffiliated Certificate. You have just completed the first of these, the Application Process.

*IdenTrust will now complete the second phase of your application, Approval. If successful, you will need to complete the final phase, Retrieval, to obtain your certificate.*

### How Do I Verify My Email Address?

Step 1. Go to your email to check for your Verification Code sent from trustsource@identrust.com  
Step 2. Follow the directions in the email to verify your email address.

If you have not received your Verification Code from trustsource@identrust.com after a brief period, you may

- Check your bulk email folder for this email
- Verify that your spam filters allow you to receive emails from trustsource@identrust.com; this may require the assistance of your system administrator
- Request your Verification Code be emailed again by going to <https://secure.identrust.com/app/resendEmailVerification?id=420700584>

**Email Verification must be completed (within 30 days) for IdenTrust to approve your account.**

**Finish**

## 22. Click “Close”



### IdenTrust™ Global Common Certificates

Application Step 7 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

## Please Understand for Getting Your Digital Certificate

As previously noted, your current browser is not compatible for retrieving your digital certificate.

For retrieval, you will need to use a compatible browser.

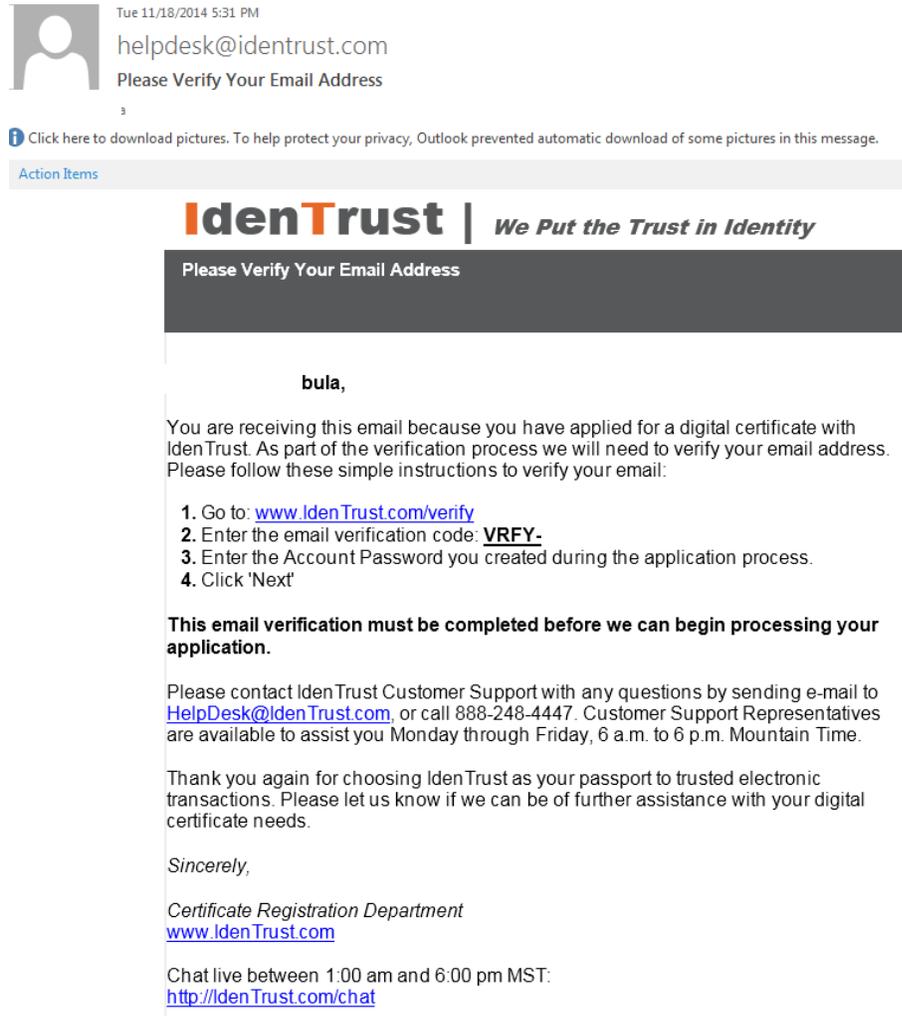
Compatible browsers are [Internet Explorer](#) or [Firefox](#).

**Close**

## Completing Verification:

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.

1. Click on the **link** from within the email



The screenshot shows an email interface. At the top left is a placeholder for a profile picture. To its right, the sender information reads: 'Tue 11/18/2014 5:31 PM', 'helpdesk@identrust.com', and 'Please Verify Your Email Address'. Below this is a small number '3'. A blue information icon is followed by the text: 'Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.' Below this is a grey bar labeled 'Action Items'. The main content of the email is displayed in a white box with a dark header that says 'Please Verify Your Email Address'. The body of the email starts with 'bula,'. It then states: 'You are receiving this email because you have applied for a digital certificate with IdenTrust. As part of the verification process we will need to verify your email address. Please follow these simple instructions to verify your email:'. This is followed by a numbered list: '1. Go to: [www.IdenTrust.com/verify](http://www.IdenTrust.com/verify)', '2. Enter the email verification code: **VRFY-**', '3. Enter the Account Password you created during the application process.', and '4. Click 'Next''. Below the list is a bolded statement: 'This email verification must be completed before we can begin processing your application.' This is followed by contact information: 'Please contact IdenTrust Customer Support with any questions by sending e-mail to [HelpDesk@IdenTrust.com](mailto:HelpDesk@IdenTrust.com), or call 888-248-4447. Customer Support Representatives are available to assist you Monday through Friday, 6 a.m. to 6 p.m. Mountain Time.' The email concludes with: 'Thank you again for choosing IdenTrust as your passport to trusted electronic transactions. Please let us know if we can be of further assistance with your digital certificate needs.', 'Sincerely,', 'Certificate Registration Department', '[www.IdenTrust.com](http://www.IdenTrust.com)', and 'Chat live between 1:00 am and 6:00 pm MST: <http://IdenTrust.com/chat>'.

2. Enter the Verification Code and Password and click **“Next”**

## 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.

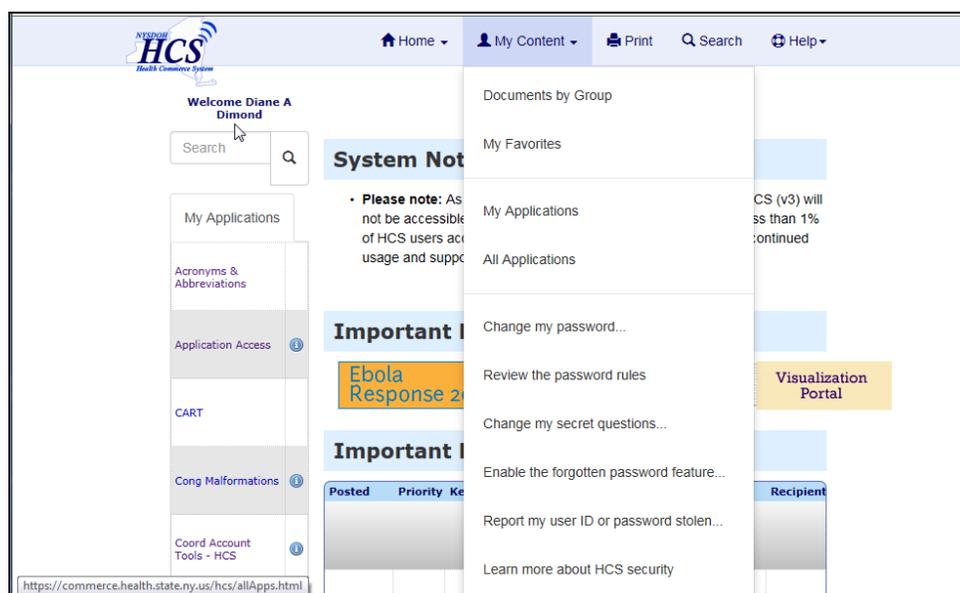
For example, in the state of New York, practitioners must have an HCS account (also used to log into I-STOP), must query the Prescription Monitoring Program (PMP) Registry when writing prescriptions for Schedule II, III, and IV controlled substances and must notify the Bureau of Narcotic Enforcement (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 go to <https://commerce.health.state.ny.us>
2. Enter your User ID and Password and click **“Sign In”**

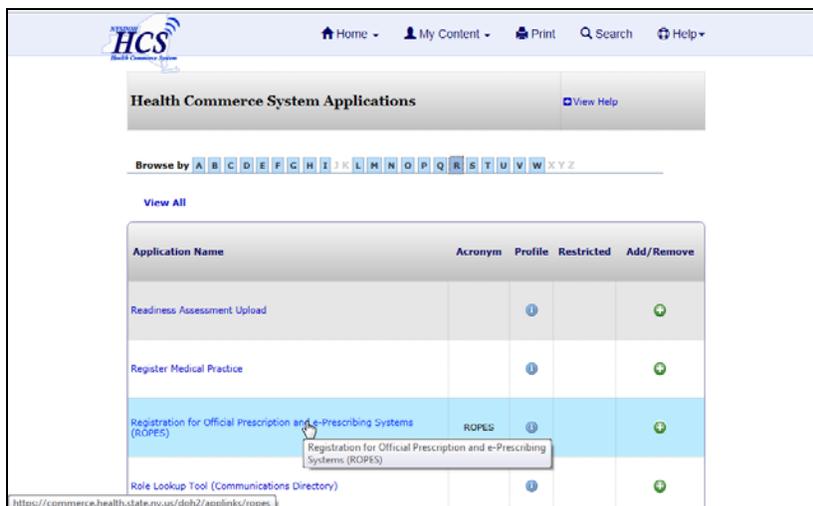


3. Click **“My Content”** and then select **“All Applications”**

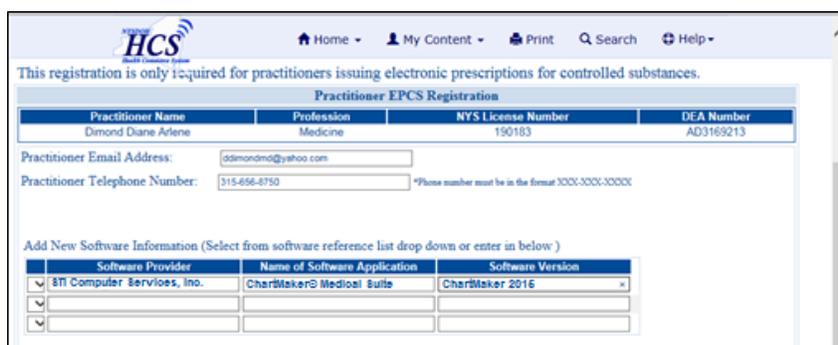


4. In the **“Browse by”** menu, click the **“R”** to narrow down your results

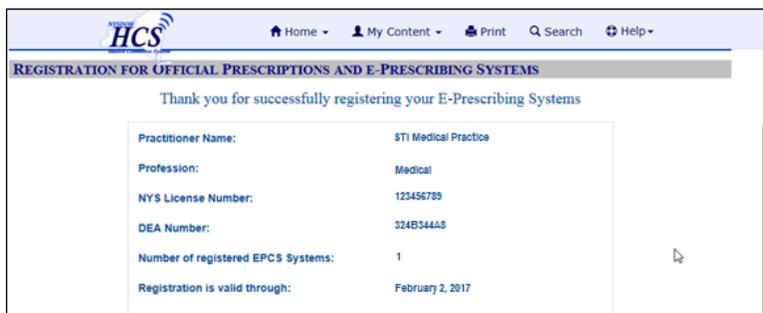
5. Click “Registration for Official Prescription and e-Prescribing Systems (ROPES)”



6. Type in the **Software Provider** (STI Computer Services, Inc.), **Name of Software Application** (ChartMaker® Medical Suite) and **Software Version** (ChartMaker 2015), and save the information



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



**To notify the BNE of your software vendor (for PAs):**

1. Print the applicable form (found in the Appendix on page 30)
2. Enter the following information where necessary:
  - Vendor Name:** STI Computer Services, Inc.
  - Product Name:** ChartMaker® Medical Suite
  - Product Version:** ChartMaker 2015
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.

### SafeNet Driver

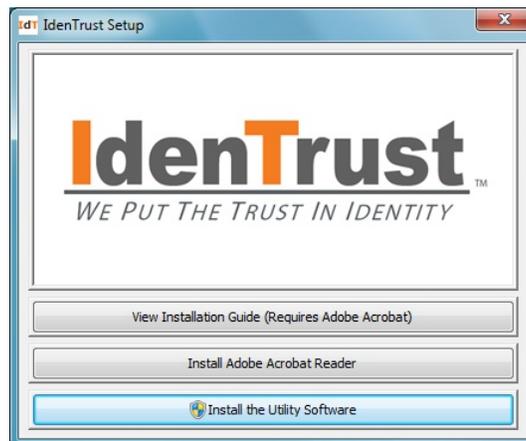
The SafeNet Driver must be installed on every device that your provider intends to e-prescribe controlled substances from. If you do not have the CD that came with your IdenTrust Token, please call Clinical Support.

#### To install the SafeNet Driver:

1. Insert the IdenTrust (EPCS SafeNet Authentication Client) **CD** into your computer
2. When prompted with an AutoPlay dialog, select **“Run setup.exe”**



3. Select **“Install the Utility Software”**



4. Select **“Yes”** to restart your computer when prompted

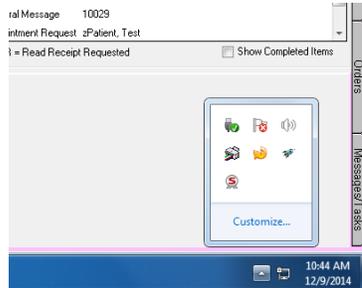
**ALTERNATE METHOD:** You may select “No” and do it at a later time but do not attempt to proceed with additional EPCS setup until your computer has been rebooted.

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

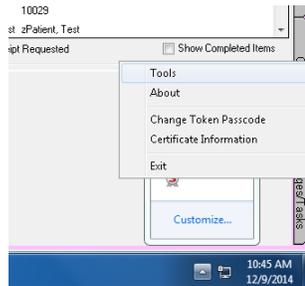
**NOTE:** This process must also be completed on your server if anyone accessing ChartMaker® Medical Suite remotely.

**To modify the automatic logoff setting (REQUIRED):**

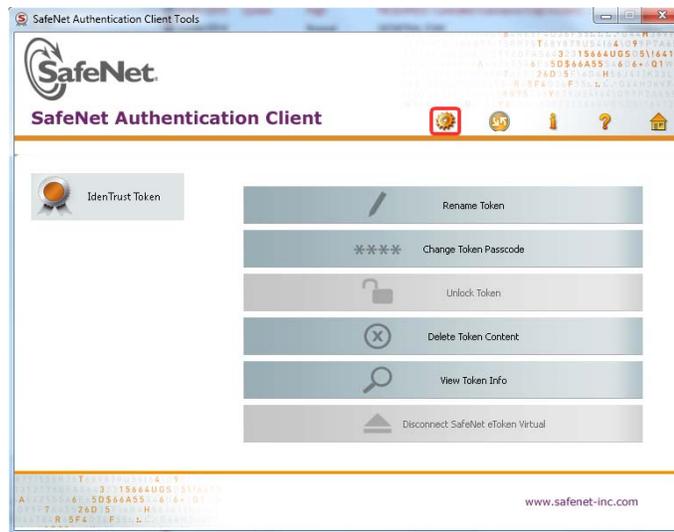
- Click the arrow in your system tray



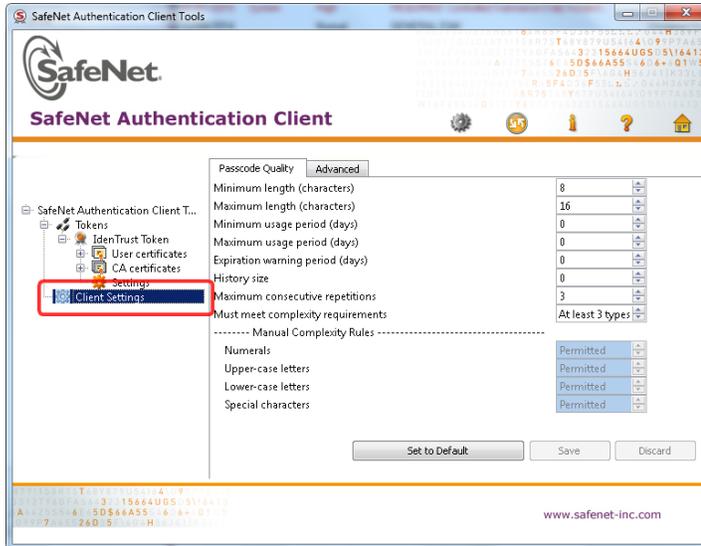
- Right-click on the SafeNet icon (  ) and select “Tools”



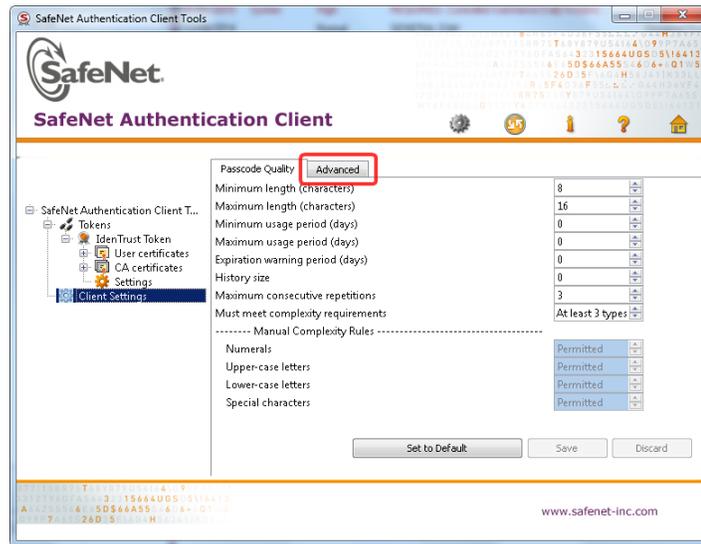
- Click the “Advanced View” icon (  )



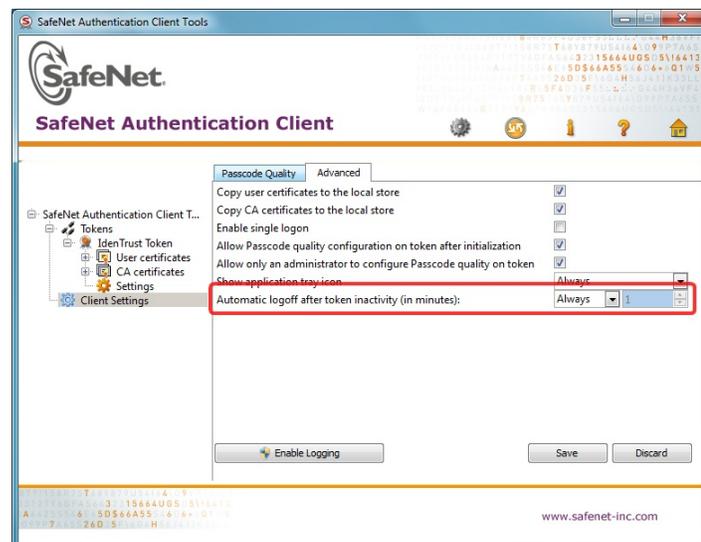
4. Click “Client Settings” from the left



5. Click the “Advanced” tab



6. Change “Automatic logoff after token inactivity (in minutes)” to “Always”

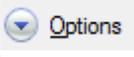


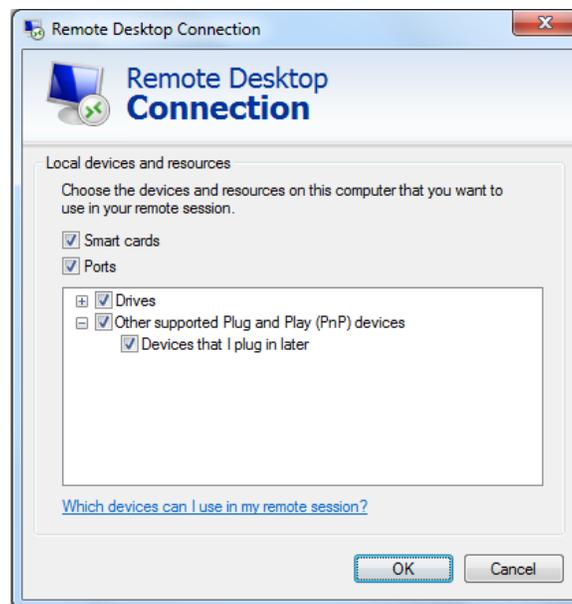
7. Click **“Save”**
8. Click the red x () to close the SafeNet Authentication Client Tools dialog

## RDP Settings

If you are remoting to 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.

### To configure the RDP to recognize the Token:

1. Open the RDP (i.e. Start > All Programs > Accessories > Remote Desktop Connection)
2. Click the down arrow next to **“Options”** ()
3. Click the **“Local Resources”** tab
4. Click **“More”**
5. Check the box for **“Smart cards”**, **“Ports”**, **“Drives”** and **“Other supported Plug and Play (PnP) devices”**
6. Click the **plus sign** (+) next to **“Other supported Plug and Play (PnP) devices”**
7. Check the box for **“Devices that I plug in later”**



8. Click **“OK”**
9. Click the **“General”** tab and then save your RDP connection by either clicking **“Save”** or **“Save As...”**

## 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.

### 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. Click “Yes” when prompted with the Security Warning



3. Open an Internet Explorer browser and go to <http://identrust.com/install>
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.

### To test your certificate (optional):

1. Open a web browser and go to <https://secure.identrust.com/tsapp/retrieve-verify-instr.jsp>
2. 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. **NOTE:** This feature is available as of ChartMaker® Medical Suite 2015 (fv 5.7).

#### To designate Office hours:

1. In Clinical, go to **Edit > System Tables > Office Hours**
2. Click the dropdown for each day of the week to configure the **Start** and **End** of your office hours

**NOTE:** If your office is closed, click the checkbox for "Closed" for the corresponding day.

3. Click **"OK"**

### 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.

#### To designate users for Logical Access:

1. In Clinical, go to **Edit > System Tables > Users**
2. Highlight the **user**
3. Click **"Properties"**
4. In the Privilege option box, select **"Logical Access"**
5. Select the **"Authorized"** radio button for Level
6. Click **"OK"**
7. Repeat steps 2 – 6 for any additional users
8. Click **"Close"**

## 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.

### To configure Prescriber Setup:

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

**NOTE:** If there are no Locations for the selected Provider, click **“Add”** and skip to Step 4.

3. Click **“Edit”**
4. Fill in the **applicable information**, including **SPI** and **DEA** number, if not already present
5. Click the checkbox for **“EPCS Enabled”**
6. Click **“OK”**
7. Repeat steps 2 – 6 for any additional providers
8. Click **“OK”** 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.

### To link a Token:

1. Log into Clinical as the provider and go to **Edit > System Tables > Electronic Prescribing > EPCS Token Linkage**
2. Insert the **token** into a USB port on your computer
3. Click **“Load”**
4. Select the **certificate** and click **“OK”**
5. Click **“Link”**
6. Click **“OK”** on the confirmation dialog

## EPCS Prescriber Authorization

The EPCS Prescriber Authorization will grant the ability for an individual provider to electronically prescribe controlled substances. The user logged in when attempting to complete this step must to have their “Logical Access” privilege set to “Authorized” in order for the EPCS Prescriber Authorization menu option to be available.

### To send the Authorization Request:

1. In Clinical (logged in as someone other than the Prescriber you are attempting to authorize), go to **Edit > System Tables > Electronic Prescribing > EPCS Prescriber Authorization**
2. Select the applicable **Prescriber**
3. Select the user from the “**Logical Access User**” dropdown that you want to receive the authorization request
4. Click “**Authorize**”
5. Click “**Yes**”
6. Click “**Close**”

**NOTE:** A To Do List notification will then be sent to the user you selected in Step 3.

### 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 “**Approve**”
4. Type your IdenTrust Token **password**
5. Click “**OK**”
6. Click “**OK**” on the confirmation dialog

# E-Prescribing in Clinical

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

## To e-prescribe a controlled substance:

1. In an office visit note, click the “**Medication**” button ()

**Alternative Method:** Use the options available (to add or renew) when you right-click on the medication from the Face Sheet.

2. Choose “**Add Medication**” (or “Renew Medication”)
3. Search for and select the controlled substance medication
4. Enter all appropriate fields and click “**Next**”

**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.

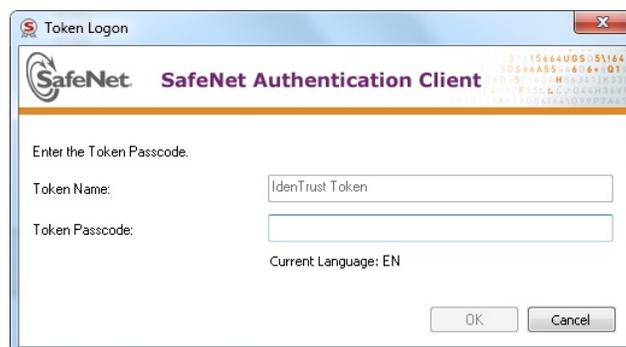
5. Select the **Location** (if necessary) and the patient’s **Pharmacy**

**NOTE:** If prescribing a controlled substance, you must select a pharmacy that has the “EPCS” designation next to their name and have your IdenTrust token (see below) inserted into your computer.



Sample IdenTrust Token:

6. Click “**Ready to sign**”
7. Click “**Sign and Send**”
8. Enter your Token Passcode and click “**OK**”



# 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.

### To view Audit Trail information:

1. In Clinical, go to **Chart > Audit > EPCS Audit Trail and Drug Log...**
2. Modify the “From” and “To” fields in **Date Range**, if applicable
3. (Optional) Uncheck any unnecessary **Actions** or **Outcomes** in the “Custom Report” section to modify the results to be displayed
4. (Optional) Select the **Metadata** dropdown and enter a Search Value to search for specific criteria, such as specific patient or medication
5. (Optional) Uncheck “**Show only incidents**” if you would like to see all records and not just ones designated as “incidents”
6. Click “**Refresh Report**”

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

### To save a copy of the Audit Trail:

1. Generate the report by completing steps 1-6 detailed in “To view Audit Trail information”
2. Click “**Save As Text**” to save as a .txt file or “**Save as HTML**” to save as a .html file
3. Designate a **File name**
4. Click “**Save**”

## Controlled Substance Drug Log

The Controlled Substance Drug Log will display individual prescription information for any controlled substances electronically prescribed by a user in ChartMaker® Clinical.

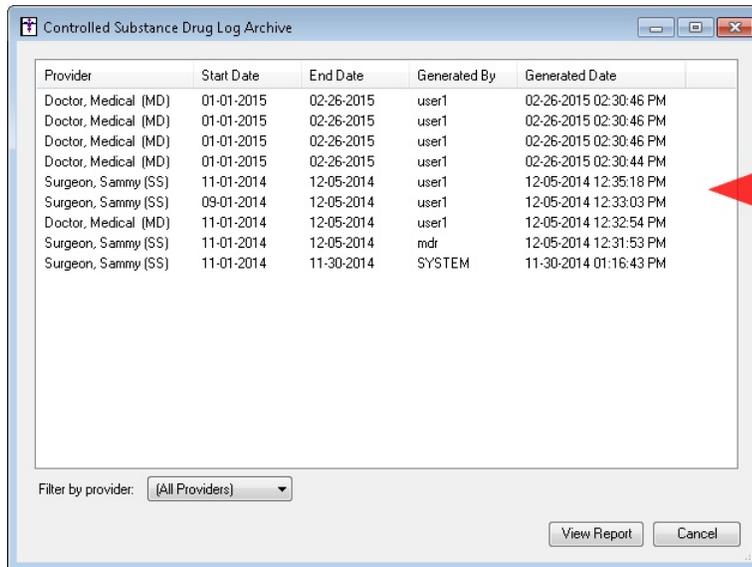
### To generate a new Controlled Substance Drug Log:

1. In Clinical, go to **Chart > Audit > EPCS Audit Trail and Drug Log...**
2. Click the “**Controlled Substance Drug Log**” tab
3. On the “**New Report**” tab, select the appropriate **Provider**
4. Select the **Start** and **End Date** to set the time range for this report
5. Click “**Generate Report**”

**NOTE:** Every time you click “Generate Report”, the system is creating a new Drug Log that can then be accessed through the Report Archive sub-tab.

**To view a previously generated report:**

1. In the Controlled Substance Drug Log tab, click the “**Report Archive**” sub-tab at the bottom
2. Click “**Previous Reports...**”
3. Select the applicable **Drug Log**



4. Click “**View Report**”

**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.

**To save a copy of a New Report or an Archived Report:**

1. Generate the report by completing steps detailed in “To generate a new Controlled Substance Drug Log” or “To view a previously generated report”
2. Click “**Export...**”
3. Select a **Location** and Designate a **File name**
4. Click “**Save**”

**NOTE:** The report will be saved as a .CSV file format.

## 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.**

### To view a Controlled Substance Daily Incident Report:

1. In Clinical, double-click on the To Do List reminder labeled, “**REQUIRED: Controlled Substance Daily Incident Report Reminder**”
2. Review the information
3. Click “**Close**” 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.**

### To view a Controlled Substance Monthly Drug Log:

1. In Clinical, double-click on 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 click “**View Report**”.

2. Review the information
3. Click “**Close**” to close the audit dialog

## Configuring Distribution Lists

### To manually add (or remove) a user to receive the Daily Incident Report or Monthly Drug Log:

1. Go to **To-Do > New Message/Task...**
2. Click “**To...**”
3. Highlight **Controlled Substance Daily Report Notification** or **Controlled Substance Monthly Drug Log Notification**
4. Click “**Edit...**”
5. Select the applicable **user(s)**
6. Click “**Save**”
7. Click “**Cancel**” 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.

## To report suspicious activity to STI Computer Services:

1. Save a copy of the log containing suspicious activity

**TIP:** See instructions on how to “Save a copy of the Audit Trail” on page 24 or how to “Save a copy of a New Report or an Archived Report” on page 25.

2. Open a web browser and go to [www.sticomputer.com](http://www.sticomputer.com)
3. Click “**News**” and then “**EPCS**”
4. Click the link for “**Submit an incident report**”
5. **Download** the Incident Report Form and follow the steps to submit the form and a copy of your log to STI Computer Services, Inc.

## > Submitting Incident Reports

If you have noticed suspicious activity related to EPCS in the ChartMaker® Clinical audit trail or automated logs, the EPCS prescriber must report the event to their vendor as well as the DEA within **1 business day**.

Per federal regulations, the Daily Incident Report should be reviewed within 1 business day of receiving it and the Monthly Drug Log should be reviewed within 7 calendar days. To submit an Incident Report to STI, please download our Incident Report  [here](#)

## To report suspicious activity to the DEA:

1. Save a copy of the log containing suspicious activity

**TIP:** See instructions on how to “Save a copy of the Audit Trail” on page 24 or how to “Save a copy of a New Report or an Archived Report” on page 25.

2. 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/ov2bajl>), 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 SafeNet 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

<b>Term</b>	<b>Definition</b>
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.

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/e-comm/e\\_rx/](http://www.deadiversion.usdoj.gov/e-comm/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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# Document Change Log

Date	Version	Changes
3/5/15	5.x	Initial Release