New York State Prescription Monitoring Program (PMP Registry)

Troubleshooting Patient Search: Information is not Showing Up or is Incorrect

Understanding the Data Source

The PMP Registry displays controlled substance prescriptions information exactly as it is reported by the dispensing pharmacy.

Tips for Searching Patient Demographic information (PDI)

- Search results are based solely on the search criteria entered.
- Patients with similar names or common nicknames may be displayed alongside each other.
- Results may represent one person or multiple people as no unique identifier such as a social security number is used.

How to Address Incorrect or Missing Information

If the prescription information displayed is incorrect or missing, contact the pharmacy to resubmit the correct data. Only the dispensing pharmacy can correct and resubmit their records.

Troubleshooting Tips

If there are medications that do not belong to your patient, confirm the identity of your patient by taking the following steps:

- Carefully review the patient information in the PDI box
- Each row is assigned a different letter; filter results using the relevant letter(s)
- Multiple letters must be separated by a comma (ex: A, B, C)
- Contacting other practitioners or pharmacies listed may help to confirm patient identity

Use your judgment to determine if results represent one or more individuals.

Patient Demographic Information (PDI) ℹ️

PDI	First Name	Last Name	Birth Date	Gender	Street Address	City	State	Zip Code
A	Jack	Spratt	01/02/1970	Male	00-00 1ST AVE	SOMEWHERE	NY	00000
B	Jack	Spratt	01/01/1970	Male	1313 MOCKINGBIRD LN	NOWHERE	NY	99999
C	Jack	Spratt	01/01/1970	Male	00-00 1ST AVE	SOMEWHERE	NY	00000

Then, use the PDI column to identify the prescription information associated with that individual.

Prescription Information ℹ️   PDI Filter: ℹ️

PDI	Current Rx	Drug Type	Rx Written	Rx Dispensed	Drug	Quantity	Days Supply	Prescriber Name	Prescriber DEA #	Payment Method	Dispenser
A	N		05/06/2024	05/09/2024	ambien 5 mg tablet	30	30	Yet, Another X MD	ZS0000001	Medicaid	The Internet Pharmacy, Inc
A	N		05/02/2024	05/03/2024	ambien 5 mg tablet	5	5	Yet, Another X MD	ZS0000001	Medicaid	The Internet Pharmacy, Inc

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Enhanced Functions of the New York State Prescription Monitoring Program
Click the corresponding buttons on the report to:

- Search other states for prescription data related to their patient
- Report suspicious activity related to controlled substances
- Contact the New York State Department of Health Bureau of Narcotic Enforcement with questions or comments
- Obtain information and resources from the NYS Office of Addiction Services and Supports (OASAS)

> **Search Other States**
>
> **Report Suspicious Activity[†]** **Send Questions/Comments[††]** **Substance Use Disorder Treatment[†††]**
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> [†] Click the "Report Suspicious Activity" button to report information related to controlled substance suspicious activity to the Bureau of Narcotic Enforcement.
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> [††] Click the "Send Questions/Comments" button to send questions about this report to the Bureau of Narcotic Enforcement, or call 1-866-811-7957.
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> [†††] Click the "Substance Use Disorder Treatment" button to go to the Office of Addiction Services and Supports website, www.oasas.ny.gov or call 1-877-846-7369.

About the PMP Registry
The New York State Prescription Monitoring Program (PMP Registry) is an online monitoring program, providing practitioners with secure access to search a patient's history of controlled substance prescriptions. It is available 24 hours a day, 7 days a week through the New York State Health Commerce System (HCS) at commerce.health.state.ny.us.

Prescribers MUST Check the PMP Registry. Every Time! It's the Law!
In New York State, prescribers are legally required to consult the PMP Registry when writing prescriptions for Schedule II, III and IV controlled substances.[1]

[1]   See 10 NYCRR § 80.63(c)(2) for more information.

Find Out More:
For PMP Registry instructional Continuing Medical Education (CME),
visit **health.ny.gov/professionals/narcotic**

Phone: (866) 811-7967

Email: PMPCompliance@health.ny.gov

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