



This newsletter is designed to provide healthcare providers with information on how to register and approve delegates, delegate use of PMP AWARe, and what to do if a delegate leaves employment or their job responsibilities change.

THE DELEGATE ROLE

- Any prescriber or pharmacist with authorized access to the Virginia PMP can delegate this authority to individuals who are employed at the same facility and are under their direct supervision. If the individual is not a licensee of the Department of Health Professions, a signed patient data confidentiality agreement is required. These individuals are called “delegates”.
- While there is no limit to the number of delegates a prescriber or pharmacist supervisor has, the supervisor is *responsible* for all of their own delegates.
- “Delegate management” can be found in the dropdown box under a healthcare provider’s name in the AWARe platform.
- If a delegate leaves employment or will no longer act as a delegate, the supervisor is responsible for accessing delegate management in AWARe and deactivating that delegate.
- If supervisors plan to utilize delegates, please keep your AWARe account active in order to manage delegates appropriately.
- If delegates are managed appropriately in AWARe, supervisors who access the PMP in their EMR will get “credit” for requests by their delegates in the AWARe platform.
- Supervisors and delegates must always use their own username and password when accessing AWARe. **Usernames and passwords must not be shared!**

- When registering as a delegate, have all email addresses (a.k.a. usernames) of your supervisors handy. These registrations cannot be completed without the supervisors’ email addresses.
- While delegates can register themselves for the AWARe platform, no delegate can access the AWARe platform until their supervisor has approved that delegate for access within their own AWARe account.
- Prescriber or pharmacist supervisors will receive an email when a delegate has registered to submit PMP queries on their behalf in the AWARe platform.
- As a delegate, it is imperative to select the appropriate supervisor for whom the request is being submitted to ensure appropriate credit.
- In order for supervisors to receive credit for queries submitted by delegates, delegates must choose the **correct** supervisor!

This quarter’s “helpful hint”:

Confirm each patient’s current address and update as necessary at *every patient encounter* in the office and in the pharmacy. This improves the accuracy of their PMP Report!



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online

<https://www.dhp.virginia.gov/PractitionerResources/PrescriptionMonitoringProgram/>

PMP database

<https://virginia.pmpaware.net/login>