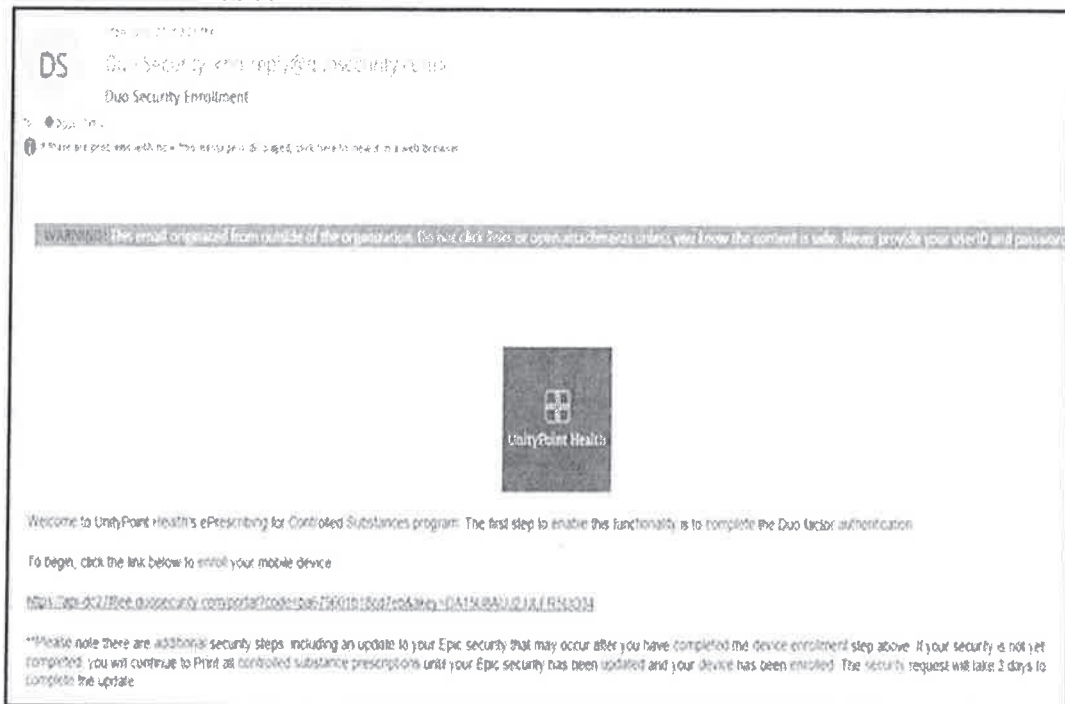


Dear Provider,

Your security for EPCS and Duo mobile is complete (Or) I have just finished submitting the request for your e-prescribing of controlled substances access

Below are the options to ensure that your mobile device is enrolled and you are ready to e-prescribe controlled substances for UnityPoint Health patients.

1. You should receive an enrollment email from [Duosecurity.com](https://duosecurity.com). DO NOT DELETE THIS EMAIL and ensure that it did not go to your Junk or Spam email (it is not spam). It contains a unique link that connects your Mobile device to the UnityPoint Duo account by which you can complete the e-prescribing of controlled substances workflow. It will look very similar to the screen shot below.



2. If YOU DO NOT get the email from [Duosecurity.com](https://duosecurity.com), you may enroll your device through the steps below and in the attached Tip Sheet

ENSURE your Duo app installed on your device

- i. BROWSE TO <https://Duo.unitypoint.org>
 - a. You will be prompted with the UnityPoint Health's Microsoft authentication. This verifies your identity.
 - b. Follow the prompts for the MFA security
2. Select **"Start setup"**
3. **"What type of device are you adding?"** – Select "Mobile phone"; click on Continue
4. **"Enter your phone number"** – Enter your mobile phone number and check the box to validate the number you entered is the correct number; click on Continue

5. **"What type of phone is xxx-xxx-xxxx?"** – Select either iPhone, Android or Windows Phone; click on Continue
6. Click on **"I have Duo Mobile installed"**
7. **"Activate Duo Mobile for xxx"** – This screen has a QR code to scan with the mobile device that you have downloaded the Duo app to. Follow the directions on the screen:
 1. **Open Duo Mobile (app)**
 2. **Tap the "+" button in the upper right corner of the app**
 3. **Scan this barcode** – You will see the QR code change to light gray with a green check mark; click on Continue
- ii. **Enrollment Successful!** – You should see the screen indicating you successfully enrolled your phone. Click on "Dismiss" and close your browser.

If you have any further questions about this process- Please contact Cara Peterman
GMHC Informaticist
(563) 252-5544

Duo Self Enrollment for Electronic Prescribing of Controlled Substances

New User

From your Cell Phone

- Download the Duo Mobile App from your phone's application app store.
- Search for Duo Mobile and click "Get".



- Once the app has finished downloading, Click Open.



When prompted with "Duo Mobile would like to send you notifications." Click **ALLOW**

- Selecting "Allow" enables the functionality of the application to send the push notifications to your phone prompting you to approve or deny a prescription. Selecting Don't Allow will cause you to have to open the app on your phone manually for each prescription request and make an additional click.)

From your desktop computer


- Open the Duo Security email and click the link to enroll.



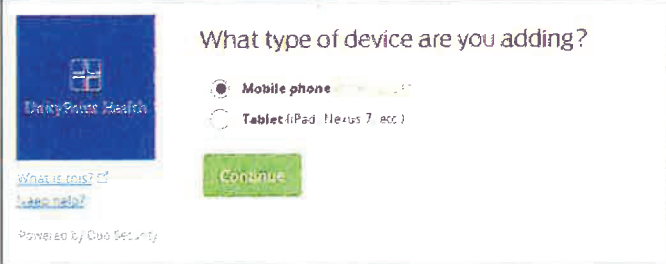
If you have chosen to **ONLY** use the hardware device and **NEVER** utilize your mobile phone (Duo Push option) then you do not need to follow the links in the enrollment email. Instead provide the hardware device serial number either on the Security Request form or by placing a ticket to the Service Center.

Duo Self Enrollment for Electronic Prescribing of Controlled Substances

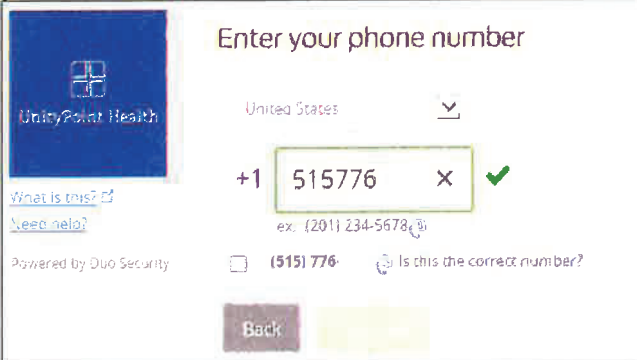
- Click Start setup to begin enrolling your device.



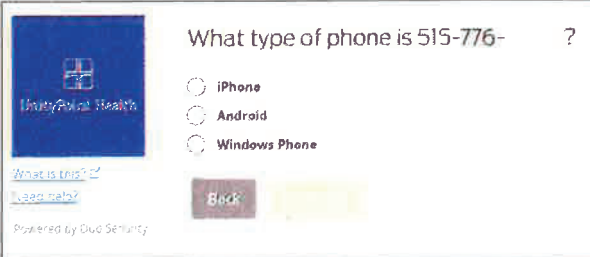
- Click the radio button next to the type of device you'd like to enroll. Click Continue.



- Select your country from the drop down list and type in your phone number. Use the number of your smartphone or cell phone that you will have with you when logging in to a Duo-protected service. (If you are enrolling a tablet you will not be prompted to enter a phone number.)



- Click the radio button next to your device's operating system and click Continue



Duo Self Enrollment for Electronic Prescribing of Controlled Substances

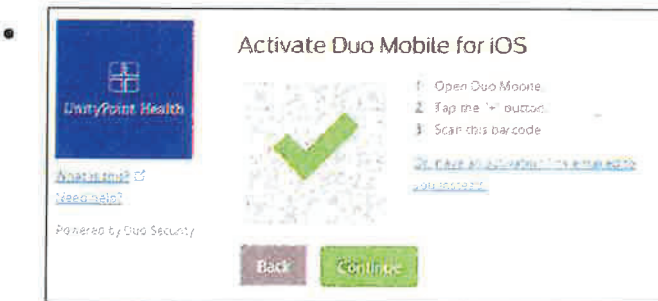
From your Cell Phone

- Click the plus symbol. Scan the QR code on the desktop with your phone.

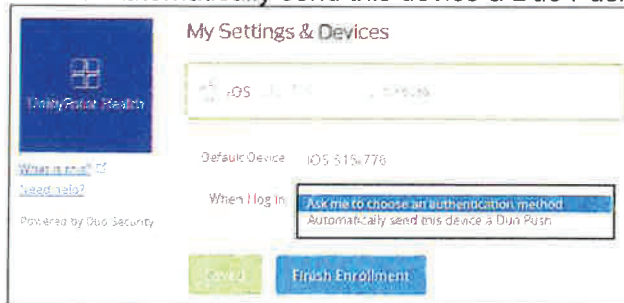


From the computer

- This is the screen you will see with the QR Code.



- Select "Automatically send this device a Duo Push" when I log in.

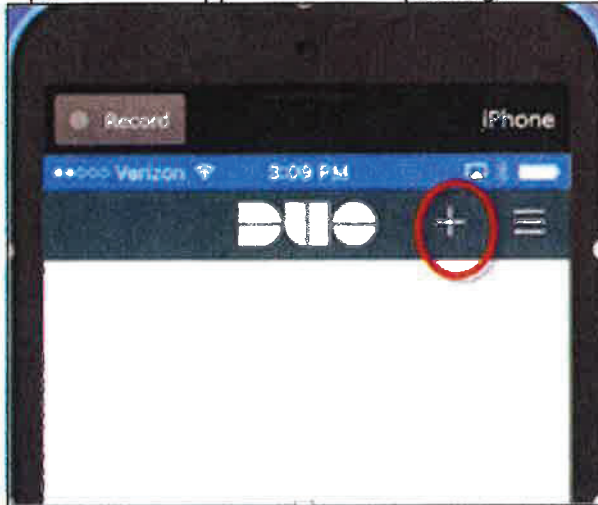


- Click Finish Enrollment

Duo Self Enrollment for Electronic Prescribing of Controlled Substances

Add another Organization to your Duo App

- Open the Duo app and click the plus sign



- Open the email from (sender) Duo Security and click the link to enroll.
- Scan the QR code from the activation email to link Duo Mobile to your account.



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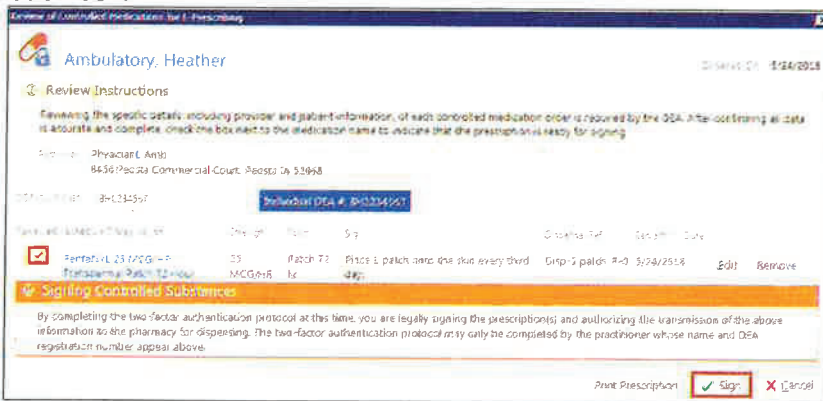
This guide is based on Epic 2017.

Prescribing Controlled Substance Using a Token

1. Place the order for the controlled med prescription as usual. (Note: the class of the prescription will be normal)
2. If a patient's preferred pharmacy does not accept electronically prescribed controlled meds (EPCS), a warning will appear for the medication. Click "Details" to see the description of the warning.
3. If the pharmacy needs to be changed or a new pharmacy added, verify the pharmacy accepts EPCS by looking at the E-Ctrld column.

Suggested	Search Results	Name	Store No	E-Rx?	E-Ctrld?	Type	Mail Order?	Phone	Fax
		Walmart Pharmacy 32056 - Bentonville, TX - 8065 Moberly Lane	32056	Yes	Yes	External		479-867-5309	479-867-5309

4. If you are ready to complete the two factor authentication then proceed with the following workflow. (If you are not ready to complete the authentication then **Pend** the medications.)
5. Click Sign to order the medication.
6. A state specific BPA will fire that requires the provider to query the external PDMP data and select an acknowledgement reason. Complete the workflow to satisfy the BPA.
7. Review each medication and then click each box to mark as Reviewed. If you prescribe multiple controlled substances at once you may have to scroll down on the screen to check each box.



Review of Controlled Medications for E-Prescribing

Ambulatory, Heather

Review Instructions

Ensuring the specific state's regulatory provider and patient information, of each controlled medication order is required by the DEA. After confirming all data is accurate and complete, check the box next to the medication name to indicate that the prescription is ready for signing.

Pharmacy: Pharmacy, Amb
8656 Pecora Commercial Court, Peosta Ia 53948

DEA # 3434567 Individual DEA # 80234567

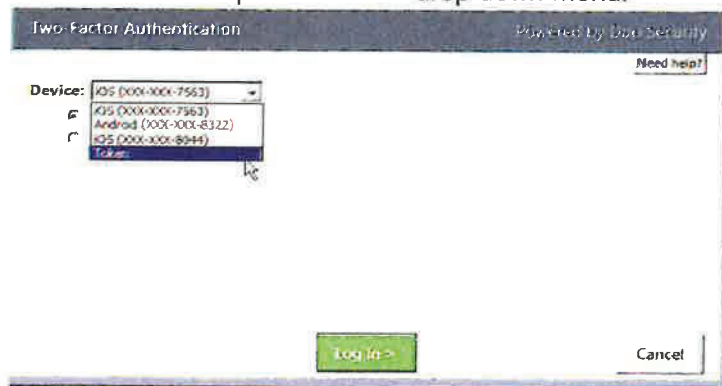
Medication Name	Strength	Form	Dose	Directions	Refills	Notes	Actions
<input checked="" type="checkbox"/> Percocet 10/200-10	10	Patch T3	Patch 1 patch into the skin every third	Disp 3 patch P=0	5/24/2018		Edit Remove
<input checked="" type="checkbox"/> Tramadol Patch 12-hour	MCG#18	Patch					

Signing Controlled Substances

By completing the two-factor authentication protocol at this time, you are legally signing the prescription(s) and authorizing the transmission of the above information to the pharmacy for dispensing. The two-factor authentication protocol may only be completed by the practitioner whose name and DEA registration number appear above.

Print Prescription

8. Click Sign. (Note: The Sign button will remain inactive until all listed medications are marked as reviewed.)
9. Enter your Epic Password on the User Authentication screen and click OK.
10. Select the token option from the drop down menu.



Two-Factor Authentication Powered by Duo Security

Need help?

Device: (Dropdown menu open showing: IOS (000-000-7563), Android (000-000-8322), IOS (000-000-8044), Token)

Prescribing Controlled Substance Using a Token

11. If token is chosen then press the green button on the hardware device to receive the random number.



You will have one minute to enter the passcode before the code becomes invalid.

12. After one minute you will get a message stating that the login has timed out. Click Log the green button to obtain another passcode.
13. Enter the six digit code and Click Log In.
14. The prescription is now sent to the pharmacy.



Note: An In Basket message will be sent to the provider once the approval or denial has been completed.

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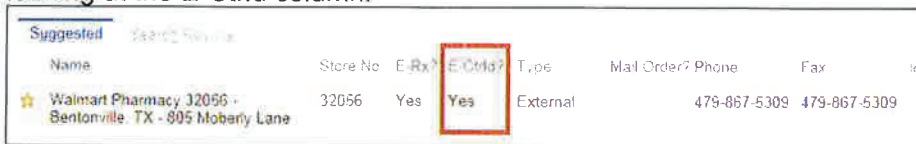
This guide is based on Epic 2017.

Last Publication Date: December 11, 2018

Prescribing Controlled Substances Using Push Notifications

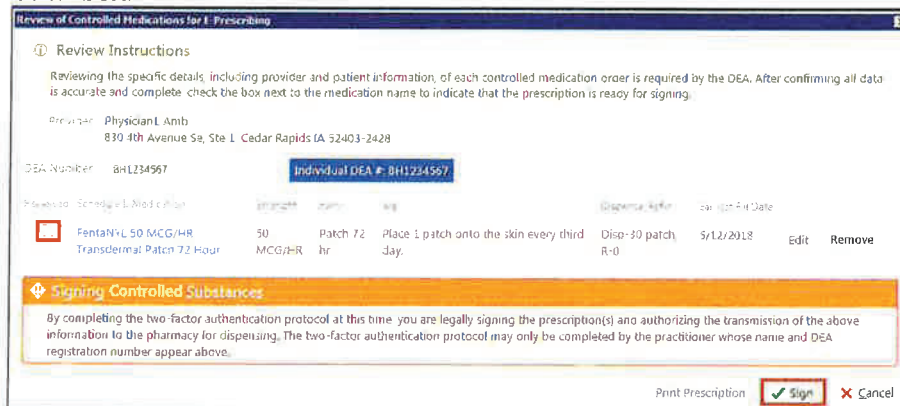
DEA compliance requires that the prescribing provider is the individual that signs the orders and completes the 2-step authentication process. Nurses and/or support staff **MUST NOT** be given access to the hardware device or mobile app for any reason.

1. Place the order for the controlled med prescription as usual.
(Note: the class of the prescription will be normal)
2. If a patient's preferred pharmacy does not accept electronically prescribed controlled meds (EPCS), a warning will appear for the medication. Click "Details" to see the description of the warning.
3. If the pharmacy needs to be changed or a new pharmacy added, verify the pharmacy accepts EPCS by looking at the E-Ctrld column.



Name	Store No	E-Rx?	E-Ctrld?	Type	Mail Order?	Phone	Fax
Walmart Pharmacy 32056 - Bentonville, TX - 805 Moberly Lane	32056	Yes	Yes	External		479-867-5309	479-867-5309

4. If you are ready to complete the two factor authentication then proceed with the following workflow. If you are not ready to complete the authentication then **Pend** the medications.
5. Click Sign to order the medication.
6. A state specific BPA will fire that requires the provider to query the external PDMP data and select an acknowledgement reason. Complete the workflow to satisfy the BPA.
7. Review each medication and then click each box to mark as Reviewed. From this screen you can "EDIT" or "REMOVE" the order if it is not correct or not needed at this time.
If you prescribe multiple controlled substances at once you may have to scroll down on the screen to check each box.



Review of Controlled Medications for E-Prescribing

Review Instructions
Reviewing the specific details, including provider and patient information, of each controlled medication order is required by the DEA. After confirming all data is accurate and complete, check the box next to the medication name to indicate that the prescription is ready for signing.

Provider: Physician L. Amb
830 4th Avenue Se, Ste 1, Cedar Rapids IA 52403-2428

DEA Number: BH1234567 Individual DEA #: BH1234567

Medication	Strength	Form	Sig	Dispense Info	Expiry Date	
<input checked="" type="checkbox"/> Fentanyl 50 MCG/HR Transdermal Patch 72 Hour	50 MCG/HR	Patch 72 hr	Place 1 patch onto the skin every third day.	Disp-30 patch R-0	5/12/2018	Edit Remove

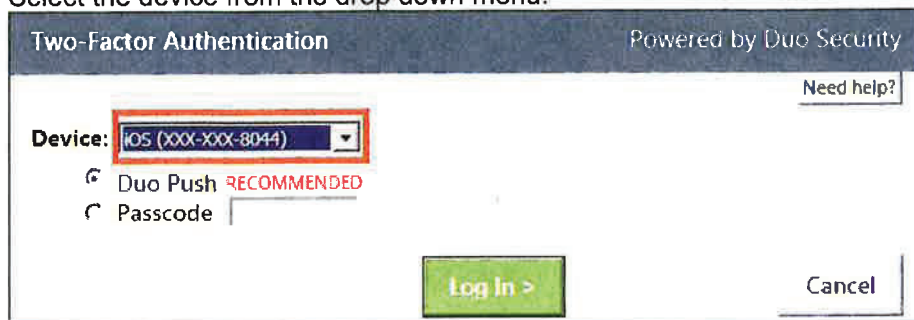
Signing Controlled Substances
By completing the two-factor authentication protocol at this time, you are legally signing the prescription(s) and authorizing the transmission of the above information to the pharmacy for dispensing. The two-factor authentication protocol may only be completed by the practitioner whose name and DEA registration number appear above.

Print Prescription

8. Click Sign. (Note: The Sign button will remain inactive until all listed medications are marked as reviewed.)
9. Enter your Epic Password on the User Authentication screen and click OK.

Prescribing Controlled Substances Using Push Notifications

10. Select the device from the drop down menu.



Two-Factor Authentication Powered by Duo Security

Need help?


Device: **iOS (XXX-XXX-8044)**

Duo Push **RECOMMENDED**

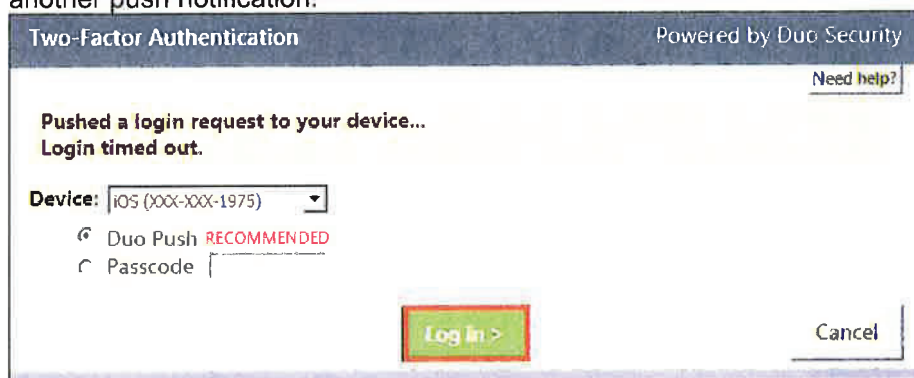
Passcode

Log In > Cancel

11. Click Log In.

 You will have **one minute** to click "Approve" via the Duo Push Notification.

12. After one minute you will get a message stating that the login has timed out. Click Log In again to send another push notification.



Two-Factor Authentication Powered by Duo Security

Need help?

Pushed a login request to your device...
Login timed out.

Device: **iOS (XXX-XXX-1975)**

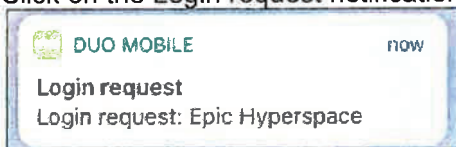
Duo Push **RECOMMENDED**

Passcode

Log In > Cancel

If the phone is locked continue with steps 4 & 5. If the Duo App is already open on your phone then move to step 6 & 7.

13. Click on the Login request notification on the phone.

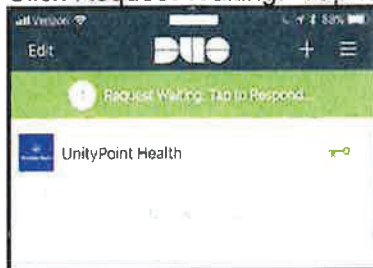


Prescribing Controlled Substances Using Push Notifications

14. Click **Approve** or **Deny** as appropriate. (The approved prescription is now sent to the pharmacy.)



15. Click Request Waiting. Tap to Respond...



16. Click Approve or Deny as appropriate. (The approved prescription is now sent to the pharmacy.)



Note: An In Basket message will be sent to the provider once the approval or denial has been completed.

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