Delegate Management

Healthcare Professional

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Wisconsin Interactive Network

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Add delegates as a healthcare professional:

1. After login, click on the Delegate Management icon.

2. If you have no delegates added to your account, your screen will look like the following:

3. To search for a delegate, enter your delegate’s First Name, Last Name and Email address. Email addresses must correspond to the name entered. You will receive an error message if the email address is already registered with a different name.
   a. Please be sure there are no spaces in the names and that the First Name is in the First Name field and the Last Name is in the Last Name field.
4. Click Search for Delegate.
5. If your delegate does not exist in the PDMP, the following screen is displayed:

6. Enter the Phone Number and Facility Name for your delegate. Then click Add Delegate.
7. You will receive a message that your delegate has been added to your account.

8. Your delegate is now added to your account and is displayed in your Current Account Delegates list.
9. Delegates will receive an email and will need to complete their registration before they can search for patients on your behalf. Please see page 9 for more information.

10. If you search for a delegate that is already registered in the PDMP you will see the following screen when you search for your delegate:

11. Verify that you have the correct delegate. Email addresses can only be associated with one name. If the information is correct, click on Add Delegate and your delegate will be added to your account.
Remove a delegate from your account:

1. After login, click on the Delegate Management icon.
2. **Find the Delegate that you want to remove and click on Remove Delegate.**

3. **You will receive a message that your delegate has been removed from your account.**

4. **Your delegate will no longer be allowed to search for patients on your behalf.**
Delegate – finish registration

1. The first time a master account holder adds you as a delegate, you must complete your registration.
2. Look in your email for the subject line “WI PDMP Activate Registration”
3. Click on Confirm Registration to set your username and password.
4. Create a Username and Password and Click on Login.

5. You will be asked to accept the same Terms and Conditions of Use as a Healthcare Provider.

6. Click on Accept

7. If your username is already in use, you will see a message that your account could not be activated.
8. If you enter a username that is not in use, you will see a message that your account has been activated. You will now be logged into the ePDMP.
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Problems with Delegate Management:

When I enter the delegate’s name and email address, I receive a message that the email address is already in use:

This message means the First and/or Last Name for the delegate that you entered does not match the First and/or Last Name associated with your Delegate’s account. Contact the delegate and find out exactly how the First and Last Names appear on the account. The delegate can log in and view account information by going to Account Management under User Settings.

How do I know exactly how the name appears on my Delegate’s account?
The delegate should log in to the ePMDP and click on User Settings and then Account Management.

From there the delegate can verify the exact spelling of the First and Last Name, making sure there are no trailing spaces by clicking in each field. The delegate can also update the fields by re-typing the names and clicking on Submit.