

CONTROLLED SUBSTANCE DATABASE

Frequently Asked Questions:

Who must register?

Any practitioner that dispenses controlled substances to their patients for them to take home or a pharmacy that fills prescriptions for patients.

What does dispense mean?

Dispense means to physically deliver a controlled substance to any person, institution, or entity with the intent that it be consumed away from the premises in which it is dispensed. It does not include the act of writing a prescription by a practitioner to be filled at a pharmacy licensed by the Board of Pharmacy.

Do I need to register if I only write prescriptions?

No. You need not register if you only write prescriptions. The pharmacy that fills the prescription is required to report the information.

Do I need a waiver if I don't dispense controlled substance medications?

No. You do not need a waiver.

Do I need to register if I give samples?

No.

I cannot meet the December deadline, what will happen?

No action will be taken on your license if you cannot meet the December deadline. You should, however, register and submit the December information as soon as practicable and begin submitting the January data according to schedule. Failure to register and report may result in disciplinary action against your license.

Are there any circumstances that controlled substances are given that do not require reporting?

The following activities do not require reporting:

- A drug administered directly to a patient;
- Any drug dispensed by a licensed health care facility provided that the quantity dispensed is limited to an amount adequate to treat the patient for a maximum of forty-eight (48) hours;
- Any drug sample dispensed;

- Any facility that is registered by the United States Drug Enforcement Administration as a narcotic treatment program and is subject to the record keeping provisions of 21 CFR 1304.24.
- Dispensing to inpatients in hospitals or nursing homes (exemption does not apply to assisted living)
- Dispensing to inpatients in hospices (exemption does not apply to home hospice or hospice in an assisted living facility)

What do I do if I don't have internet access?

You may request a waiver to allow you to submit your information on paper. Contact the Board of Pharmacy, Controlled Substance Database direct line – 615-253-8542. Due to high call volume, please leave a message on their voice mail and they will return your call as soon as possible

How do I get in contact with Optimum Technology?

The telephone number for Optimum Technology's is 866-683-9771. Due to high call volume, please leave a message on their voice mail and they will return your call as soon as possible. You may also contact them via email at tnrxreport@otech.com.

What is the website for the Controlled Substance Program?

<http://www.state.tn.us/commerce/boards/pharmacy> then click on the link to the Controlled Substance Program.

Who do I contact for a user name and password?

Optimum Technology at 866-683-9771. Due to high call volume, please leave a message on their voice mail and they will return your call as soon as possible

Who do I contact with general questions?

Board of Pharmacy, Controlled Substance Database direct line – 615-253-8542. Due to high call volume, please leave a message on their voice mail and they will return your call as soon as possible

Why do I have to do this?

A law was passed in 2002 named "The Controlled Substance Monitoring Act of 2002". This law created a controlled substance database within the Department of Commerce and Insurance. The program is administratively attached to the Board of Pharmacy within the Department.

General information for Veterinary Clinics:

If you are a Veterinary Clinic, please call Optimum Technology for a User name and password at (866)683-9771.

Veterinarian clinics do not hold a DEA Registration. The individual licensees hold the registration. It would be appropriate to allow the clinic to hold the user name and password and submit the information for all Veterinarian's in that clinic.

Most Veterinarians do not know the actual date of birth of the pet. It is ok that the date of birth is an estimate. Most Veterinarians will know the approximate year of birth and can estimate the month and day.

Most Veterinary clinics have not used an RX# as required on the UCF (Universal Claim Form). They may start at 1 and continue consecutive numbers as a tracking purpose for the specific prescription.

The NDC (National Drug code) is located on the Manufacturer bottle or you can go to <http://www.fda.gov/cder/index.html> to access this information.

Patient First Name would be the name of the animal being treated. Patient Last Name will be the last name of the owner.

I am a Vet Clinic that dispenses controlled substances and I do not have internet access. What do I need to do?

Please submit a "Request a Waiver for Electronic Reporting" form and fax that to the Controlled Substance Program at (615) 253-8782. Once received, a letter of acknowledgement will be mailed to your clinic. At the next Controlled Substance Advisory Committee meeting, the Committee will decide be if you should submit by paper. A letter will be mailed to those who have submitted the waiver form letting them know the outcome of that meeting.