



Frequently Asked Questions

1. What do I do if I have not received my user name and password for ITEAMS?

- If you are a current PICS user and did not receive your ITEAMS user name and password contact the Pharmacy Branch Help desk at (512) 776-7500 or ITEAMS.PharmacyHelpdesk@dshs.state.tx.us

You must include the following information:

FIRST and LAST NAME
NAME OF SITE
LOCATION CODE
ADDRESS, CITY, ZIP
PHONE NUMBER
EMAIL
PROGRAM(S) ON BEHALF OF ORDERING

- If you are a new user you will need to contact your program Point of Contact to complete the required template and obtain approval. See Question 4.

2. What if I do not know my location code?

Contact the Pharmacy Branch at (512) 776-7500 or email ITEAMS.PharmacyHelpdesk@dshs.state.tx.us

Include the following information:

FIRST and LAST NAME
NAME OF SITE
ADDRESS, CITY, ZIP
PHONE NUMBER
EMAIL

3. Will I still be able to conduct transfers in ITEAMS? What if I do not know the location code of the site to which I am transferring?

YES. You can continue to transfer medication in ITEAMS as you did in PICS. However, there is no longer a drop down menu to select the location code. If you do not know the location code to which you are transferring, call the site and ask them for their location code.

4. How can I add a new user or a new location?

New users and new locations will only be added after the approval of the Program. A *Pharmacy Branch Required User Information* form (Stock No. EF11-14086) or *Pharmacy Branch Required Location Information* form (Stock No. EF11-14085) must be completed and submitted to your Program Helpdesk. Once the Program approves the user/site, they will send the information to the Pharmacy Branch Helpdesk. The new user or site will be added to ITEAMS. The Pharmacy Branch will email the new user with their user name and password.

Forms are located and available for download from the Pharmacy Branch web page and ITEAMS web page.

5. What if I have the wrong location assigned to my login?

Current users can contact the Pharmacy Branch Helpdesk at (512)776-7500 or email ITEAMS.PharmacyHelpdesk@dshs.state.tx.us

Include the following information:

FIRST and LAST NAME
NAME OF SITE
ADDRESS, CITY, ZIP
PHONE NUMBER
EMAIL
PROGRAM(s)

6. Will my site continue to receive weekly Replenishment Orders?

NO. ITEAMS does not generate replenishment orders. All orders will be placed by the site on an as needed basis.

7. How often do I reconcile my inventory?

Each site is required to reconcile inventory at least every 30 days. ITEAMS will keep track of the last reconcile date and will direct you to reconcile if you are over the 30 day time frame and attempting to place a BULK order.

8. Why can't I use my PIN number to log in to ITEAMS?

ITEAMS does not recognize your Provider Identification Number (PIN). Each location in ITEAMS is associated with a specific Location Code. In order to access any site in ITEAMS you will need to use the Location Codes associated with that site.

You will need to retrieve any location codes of sites to which you transfer medication PRIOR TO THE RETIREMENT OF PICS.

9. Will TB Patient ID numbers be transferred over to ITEAMS?

NO. You will have to retrieve all existing Patient ID numbers for your site prior to the PICS retirement. When placing a Packet order you will enter the existing Patient ID number in the appropriate field.

10. Where can I view training documents on how to place an order in ITEAMS?

Training is available on the ITEAMS website under the link *EPN Training*.

<http://www.dshs.state.tx.us/iteams/>

11. What do I do if I need to change my order after I place it in ITEAMS?

You cannot change your order once it has been placed. All changes must be made through the Pharmacy Branch help desk by calling (512) 776-7500 or sending an email to the Pharmacy Branch inbox.

ITEAMS.PharmacyHelpdesk@dshs.state.tx.us

HELPFUL HINTS

- Make sure you know the Location Code for your particular site(s), as well as the Location Code of any sites to which you transfer medications. You should obtain this information PRIOR to the retirement of PICS.
- Requested medication quantities will be ordered in *EACHES* in ITEAMS. This means you will order using the smallest incremental measure. For example, you will order the total number of **pills** you are requesting. If you are uncertain how to order in *EACHES* please ask your program point of contact.
- There are two types of orders in ITEAMS: **Packet orders** and **Bulk orders**.

Packet Order Examples in ITEAMS:

Azithromycin 4 pill packet

Suprax 1 pill packet

Tuberculosis medications for Directly Observed Therapy (DOT)

Bulk Order Examples in ITEAMS:

Bulk Tuberculosis medications

Bulk STD medications

Bulk Hansen's Disease medications

Bulk Refugee Health medications

Zoonosis medications (Rabies vaccine)

*Although administered using the Directly Observed Therapy practice, those clinics approved to order Rifapentine will place this order under the Bulk Order heading.

- ITEAMS does not generate Replenishment orders. All orders are placed on an as needed basis.
- You are not required to reconcile your inventory for Packet Orders.

- If you have additional questions please refer to the following available resources:

<http://www.dshs.state.tx.us/iteams/>

<http://www.dshs.state.tx.us/pharmacy/>

- You can also email the Pharmacy Branch or call your Program Point of Contact.

ITEAMS.PharmacyHelpdesk@dshs.state.tx.us

Hansen's Disease and Refugee Health Service Program questions:

Kirbi Woods, (512) 739-1876

Tuberculosis Program questions:

Jose Reyes, (512) 533-3164

Sexually Transmitted Disease Program questions:

Brenda Howell, (512) 206-5745

Mary Cullinane, (512) 533-3078

Tammy Foskey, (512) 533-3020

Zoonosis Program questions:

Beverlee Nix, (254) 778-6744

Brittany Singletary, (713) 767-3300

Melissa Mass, (254) 778-6744 x6749

Samantha Puttick, (903) 533-5260

Tonya Finch, (806) 655-7151