



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **IHS Emergency Department Dashboard**

(BEDD)

**User Manual**

Version 2.0 Patch 7  
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Office of Information Technology  
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## Preface

The purpose of this manual is to provide the user with the information required to use the Indian Health Service (IHS) Emergency Department Dashboard (EDD).

## 1.0 Introduction

Emergency Department Dashboard (EDD) is a tool that electronically enables facilities to run and manage their emergency and or urgent care clinics. It is dependent on the Resource and Patient Management System (RPMS) Emergency Room System (ERS) in the AMER namespace. EDD was built on the ERS foundation to enhance patient flow and provider communication.

EDD can be set up to operate as a standalone icon on the staff computer or can be accessed from within the RPMS Electronic Health Record (EHR) application.

EDD gets its data and updates from one of four ways: ERS, Dashboard Edit, EHR data, or a combination of all three.

## 2.0 System Navigation

This section outlines a typical workflow for using the EDD. Be advised that some of these steps may be different for a given site.

1. Viewing the main dashboard display.
2. Admit a patient via the **BEDD IN** option in the EDD or the **RPMS AMER ADMISSION** option, which will register the patient on the dashboard (in the **Check-In** section).
3. Triage the patient, which moves the patient into the **Triaged** section of the dashboard.
4. Enter chief complaint information.
5. Assign the patient to a room.
6. Update various informational visit screens.
7. Update injury information.
8. Update general visit information.
9. Update emergency department (ED) consult information.
10. Update procedure information.
11. Update diagnosis information.
12. Remove from room.
13. Discharge.
14. Run dashboard reports.

### 2.1 Viewing/Adjusting the Main Dashboard Display

After logging into the ED Dashboard, the user is presented with a listing of all patients currently being tracked. Figure 2-1 shows a sample ED dashboard display.

Last update: May 05, 2023@15:42:31 BEDD IN Discharges Manager Reports Log Out

Check-In	Wtg	Med Wtg	Triaged	Wtg	Med Wtg	Rooms	Wtg	Med Wtg	Pend	Wtg	Med Wtg	Med LOS
			4	571	154	1	181	181	1	155	155	267

**Check-In**  Hide [Triage](#) [Room Management](#) [Pending Documentation](#)

Waiting	Check-In	MSE Wait	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
			DEMO PATIENT FOUR (F)	12/09/65 (57 YRS)	102590	testing	EMERGENCY MEDICINE	TEST	No	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>

**Triage**  Hide [Check-In](#) [Room Management](#) [Pending Documentation](#)

MSE Wait	LOS	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	First Triaged By	Provider	Consult	Info	Actions	Reg
181	181	2	12:42	DEMO PATIENT EIGHT (F)	07/08/75 (47 YRS)	108936	TESTING BEDD		URGENT CARE	TEST		No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	
252	252	4	13:33	DEMO PATIENT TWELVE (F)	12/28/83 (39 YRS)	102058	PRESENTING COMPLAINT		EMERGENCY MEDICINE	TEST	Yes			<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	
180	180	5	12:42	DEMO PATIENT SEVEN (F)	10/29/35 (87 YRS)	101046	TESTING BEDD		EMERGENCY MEDICINE	TEST	No			<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	
282	282		14:20	DEMO PATIENT FIFTEEN (F)	11/01/95 (27 YRS)	109604	PRESENTING COMPLAINT		TRIAGE	TEST	No			<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	

**Room Management**  Hide [Check-In](#) [Triage](#) [Pending Documentation](#)

Waiting	LOS	Room	ESI	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
181	402	ED-1	4	DEMO PATIENT FOUR (F)	12/09/65 (57 YRS)	102590	testing		EMERGENCY MEDICINE	TEST		No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	

**Pending Documentation**  Hide [Check-In](#) [Triage](#) [Room Management](#)

Waiting	MSE Wait	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
155	462	4	13:07	DEMO PATIENT THREE (M)	09/21/60 (62 YRS)	109886	testing patch 7		ED MAIN	TEST		No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	

Figure 2-1: Main ED display

### 2.1.1 Hiding ED Sections

Users can customize their ED dashboard display by hiding sections they do not need to see. For example, someone overseeing Check-Ins may not need to see the patients in the Room Management or Pending Documentation areas. To hide a particular section during the user’s current work session, click the appropriate **Hide** box as shown in Figure 2-2. Once the box has been checked that section will no longer appear. For example, in Figure 2-3, the Hide box in the Pending Documentation section has been checked.

Last update: May 05, 2023@15:42:31 BEDD IN Discharges Manager Reports Log Out

Check-In	Wtg	Med Wtg	Triaged	Wtg	Med Wtg	Rooms	Wtg	Med Wtg	Pend	Wtg	Med Wtg	Med LOS
			4	571	154	1	181	181	1	155	155	267

**Check-In**  Hide [Triage](#) [Room Management](#) [Pending Documentation](#)

Waiting	Check-In	MSE Wait	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
			DEMO PATIENT FOUR (F)	12/09/65 (57 YRS)	102590	testing	EMERGENCY MEDICINE	TEST	No	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>

**Triage**  Hide [Check-In](#) [Room Management](#) [Pending Documentation](#)

MSE Wait	LOS	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	First Triaged By	Provider	Consult	Info	Actions	Reg
181	181	2	12:42	DEMO PATIENT EIGHT (F)	07/08/75 (47 YRS)	108936	TESTING BEDD		URGENT CARE	TEST		No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	
252	252	4	13:33	DEMO PATIENT TWELVE (F)	12/28/83 (39 YRS)	102058	PRESENTING COMPLAINT		EMERGENCY MEDICINE	TEST	Yes			<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	
180	180	5	12:42	DEMO PATIENT SEVEN (F)	10/29/35 (87 YRS)	101046	TESTING BEDD		EMERGENCY MEDICINE	TEST	No			<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	
282	282		14:20	DEMO PATIENT FIFTEEN (F)	11/01/95 (27 YRS)	109604	PRESENTING COMPLAINT		TRIAGE	TEST	No			<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	

**Room Management**  Hide [Check-In](#) [Triage](#) [Pending Documentation](#)

Waiting	LOS	Room	ESI	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
181	402	ED-1	4	DEMO PATIENT FOUR (F)	12/09/65 (57 YRS)	102590	testing		EMERGENCY MEDICINE	TEST		No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	

**Pending Documentation**  Hide [Check-In](#) [Triage](#) [Room Management](#)

Waiting	MSE Wait	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
155	462	4	13:07	DEMO PATIENT THREE (M)	09/21/60 (62 YRS)	109886	testing patch 7		ED MAIN	TEST		No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt <b>NO</b>	

Figure 2-2: Hiding sections of the main dashboard

Hide  Triage  Room Management  Pending Documentation

Waiting	Check-In	MSE Wait	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg		
190	190	2	12:42	DEMO_PATIENT EIGHT (F)	07:08:75 (47 YRS)	108936	TESTING BEDD	URGENT CARE	TEST	No	○ Rm Page ○ Obsv ○ TrgRpt	NO
261	261	4	13:33	DEMO_PATIENT TWELVE (F)	12:28:83 (39 YRS)	102058	PRESENTING COMPLAINT	EMERGENCY MEDICINE	TEST	Yes	○ Rm Page ○ Obsv ○ TrgRpt	NO
189	189	5	12:42	DEMO_PATIENT SEVEN (F)	10:29:35 (87 YRS)	101046	TESTING BEDD	EMERGENCY MEDICINE	TEST	No	○ Rm Page ○ Obsv ○ TrgRpt	NO
291	291	14:20		DEMO_PATIENT FIFTEEN (F)	11:01:95 (27 YRS)	109604	PRESENTING COMPLAINT	TRIAGE	TEST	No	○ Rm Page ○ Obsv ○ TrgRpt	NO

Hide  Pending Documentation

Figure 2-3: Hiding the Pending Documentation section

### 2.1.2 Reg Column Description

The **Reg** column on the main display is used to indicate whether the patient’s registration file was updated on the current date. For example, the user would have accessed RPMS Patient Registration (AG) and edited one of the patient’s fields. If an edit was not made, it displays **No** with a yellow background as indicated in Figure 2-4.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9297	08/16/2012 03:00	TEST BARBARA (F)	(17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by E ANOTHER LINE 8/16/2012 12:40:29; Paged for Triage on Aug 16, 2012 12:40:55 by	Page ○ Obsv ○ TrgRpt	NO

Figure 2-4: Reg column

If a change is made, as in the case of modifying a street address, it displays a **Yes** with a white background as shown in Figure 2-5.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9299	08/16/2012 03:00	TEST BARBARA (F)	(17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by E ANOTHER LINE 8/16/2012 12:40:29; Paged for Triage on Aug 16, 2012 12:40:55 by	Page ○ Obsv ○ TrgRpt	Yes

Figure 2-5: Updated registration

Finally, a check is performed on the patients AG Tribe of Membership field (AG page 2). If the tribe is **NON-INDIAN BENEFICIARY**, **NoBens** is attached as a suffix to the value in the **Reg** column as indicated in Figure 2-6.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9301	08/16/2012 03:00	TEST BARBARA (F)	(17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by E ANOTHER LINE 8/16/2012 12:40:29; Paged for Triage on Aug 16, 2012 12:40:55 by	Page ○ Obsv ○ TrgRpt	Yes; NoBens

Figure 2-6: Non-Indian beneficiary indicator



## 2.2 Admitting the Patient to the EDD

A patient can be admitted to the EDD using the existing **AMER ADMISSION** option in RPMS or by using the **BEDD IN** option in the EDD. The following sections describe these steps in further detail.

### 2.2.1 Admit Patient via AMER

In order to display a patient in the EDD, the patient must first be admitted to the ED. One option to do this is by utilizing the **AMER ADMISSION** menu option in RPMS as documented in the Emergency Room System (AMER) Version 3.0 Patch 13 User Manual.

### 2.2.2 Admit Patient via BEDD IN

A second method used to admit a patient to the EDD is the **BEDD IN** option.

**Note:** Unlike AMER, the short admittance process through the EDD **BEDD IN** button has limited functionality. For example, it does not display patient flags. With the release of BEDD v2.0 Patch 4 though, sites can now print wristbands directly from BEDD instead of having to print from the **RPMS PPW** option.

This new option is accessible from the main EDD display as shown in Figure 2-7.

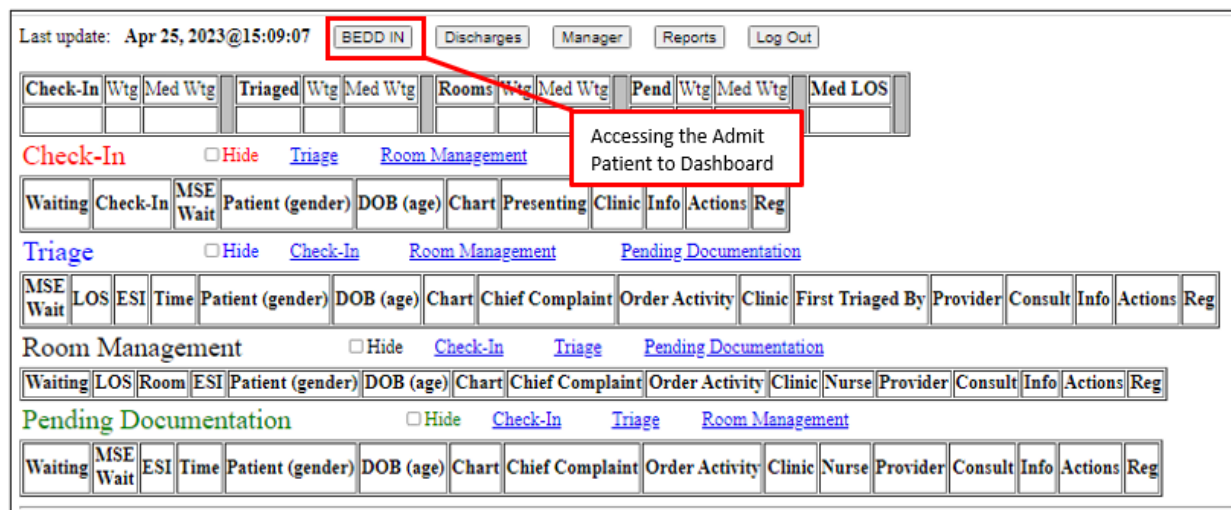


Figure 2-7: BEDD IN button

Click the **BEDD IN** button on the main EDD window to display the **Admit Patient to Dashboard** screen as shown in Figure 2-8.

The screenshot shows the 'Admit Patient to Dashboard' form. At the top, there is a 'Patient Lookup' field with a search button and a 'Results' dropdown set to 50. Below this is a 'Select Patient' dropdown menu. The form is divided into several sections: 'Admission Date/Time', 'Visit Type', and 'Clinic Type' dropdowns; a 'Presenting Complaint' text area; 'Transfers' section with 'Transfer from another facility' and 'Transferred from' dropdowns, and 'Mode of transport to the ER' and 'Medical attendant present during transfer' dropdowns; 'Means of Arrival' section with 'Mode of transport to the ER', 'Ambulance Number', 'HRCN Billing Number', and 'Ambulance Company' dropdowns; and a 'Print Options' section with a table of print items, each with a 'Number of copies' dropdown and a 'Printer' dropdown. Buttons for 'Save/Close', 'Save/Edit', and 'Cancel' are located at the bottom of each section.

Figure 2-8: Sample Admit Patient to Dashboard display

Note that the choice of available print options at the bottom is controlled by the EDD setup definition for the site.

Admitting a patient to the EDD follows a process similar to the AMER ADMISSION process. Upon entering the **Admit Patient to Dashboard** screen, the user is prompted to look up the desired patient in the **Patient Lookup** field as shown in Figure 2-9. Patients can be located by entering their last name, first name, DOB, the first letter of their last name followed by the last four digits of their SSN or their HRN. After entering the desired information, either click the **Search** button to perform the lookup or press the **Tab** key to perform the lookup and jump directly to the **Select Patient** listing.

This screenshot is identical to Figure 2-8 but includes a red rectangular box around the 'Patient Lookup' field. A red arrow points from a white callout box containing the text 'Selecting the patient to admit or edit' to the 'Patient Lookup' field.

Figure 2-9: Selecting a patient to admit or edit

Once the lookup has been performed and the focus is on the **Select Patient** field, either click the drop-down button to display the list of results or press and hold the **Alt** key and then press the down arrow key to access the list of results using only the keyboard. The list of results displays as shown in Figure 2-10.

**Admit Patient to Dashboard**

\*Patient Lookup: DEMO.PAT Search Results: 50

\*Select Patient:

- DEMO.PATIENT EIGHT (F) - DOB: 07/08/1975 HRN: 108938
- DEMO.PATIENT ELEVEN (M) - DOB: 05/25/1984 HRN: 103508
- DEMO.PATIENT FIFTEEN (F) - DOB: 11/01/1985 HRN: 108804
- DEMO.PATIENT FIVE (F) - DOB: 09/23/1954 HRN: 112891**
- DEMO.PATIENT FOURTEEN (M) - DOB: 12/19/2000 HRN: 111882
- DEMO.PATIENT FOUR (F) - DOB: 12/09/1985 HRN: 102580
- DEMO.PATIENT NINE (F) - DOB: 04/22/1943 HRN: 100581
- DEMO.PATIENT ONE (F) - DOB: 11/27/2015 HRN: 123
- DEMO.PATIENT SEVEN (F) - DOB: 10/29/1935 HRN: 101046
- DEMO.PATIENT SIX (F) - DOB: 12/10/1978 HRN: 101082
- DEMO.PATIENT TEN (M) - DOB: 12/18/1994 HRN: 109478
- DEMO.PATIENT THIRTEEN (M) - DOB: 01/13/1988 HRN: 108202
- DEMO.PATIENT THREE (M) - DOB: 09/21/1980 HRN: 109888
- DEMO.PATIENT TWELVE (F) - DOB: 12/28/1983 HRN: 102058
- DEMO.PATIENT TWO (M) - DOB: 10/18/2014 HRN: 456

\*Chmic Type

Means of Arrival:

Mode of transport to the ER: Ambulance Number:

HRCN Billing Number: Ambulance Company:

Print Options:

- Print Labels Number of copies: Printer:
- Print Routing Slip Number of copies: Printer:
- Print Med-Rec Worksheet Number of copies: Printer:
- Print BEDD Routing Slip Number of copies: Printer:
- Print Embossed Card Number of copies: Printer:
- Print PPW Wristband Number of copies: Printer:

Save/Close Save/Exit Cancel

Figure 2-10: Patient Lookup search results

Use the down arrow and up arrow keys or the mouse to select a patient. If the patient is already admitted to the EDD, a screen (see Figure 2-11) displays asking whether the user would like to edit the existing patient visit. Select **OK** to load the information already entered for the visit and allow it to be changed.

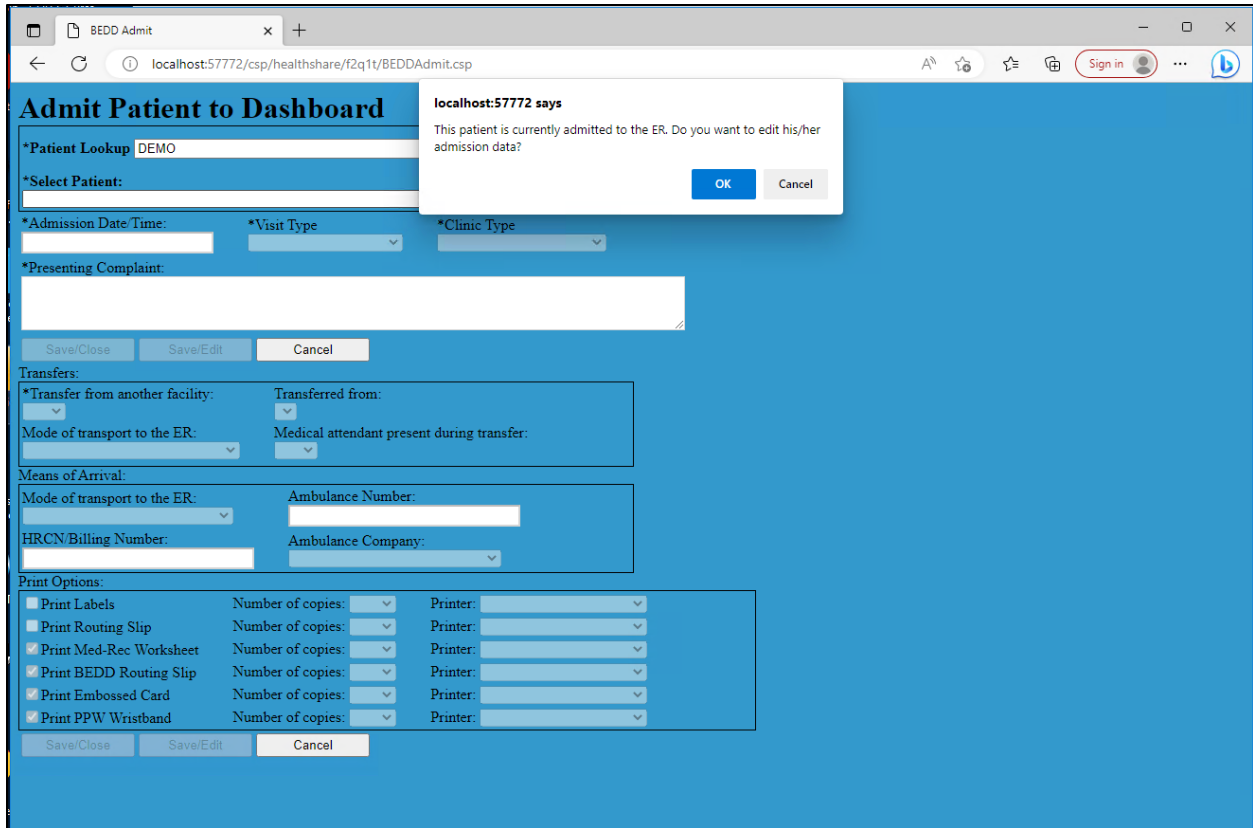


Figure 2-11: Existing ED visit message

If a new patient/visit is selected, the screen will become enabled for data entry. Several fields (Visit Type, Clinic Type, Transfer from another facility, Mode of transport to the ER) will be populated with default information. The print options will be enabled and populated as defined in Section 4.3.16. See Figure 2-12 for a sample screenshot of the initial admission information. In order to save the patient admission record, some fields (Admission Date/Time, Visit Type, Clinic Type, Presenting Complaint, and Transfer from another facility) must be populated.

Figure 2-12: Default admission

The **Admit Patient to Dashboard** screen restricts data entry much like the AMER ADMISSION option does. Certain fields will only be editable if specific information is entered in other fields on the form. For example:

1. If the Transfer from another facility field is set to No, the Transferred from, Mode of transport to the ER, and Medical attendant present during transfer fields will be disabled. The Mode of transport to the ER field in the Means of Arrival section, however, will be enabled.
2. If the Transfer from another facility field is set to Yes, the Transferred from, Mode of transport to the ER, and Medical attendant present during transfer fields will be enabled. In this situation, the Mode of transport to the ER field in the Means of Arrival section will be disabled.
3. If the Mode of transport to the ER field in the Means of Arrival section is enabled, and the user selects in the field that contains the word AMBULANCE (all upper case) then the Ambulance Number, HRCN/Billing Number, and Ambulance Company fields will be enabled. Otherwise, the fields will remain disabled.

The **BEDD IN** feature provides users the ability to print various documents relating to the patient admission. If the selected patient is already admitted to the ED, the print options will initially be unselected. To reprint, select the check box next to the desired document.

All documents that are checked for printing will print (the specified number of copies) to the selected printer for each document.

Upon completing data entry, the user can click the **Save/Close** button to save the admission information and return to the main dashboard or they can click the **Save/Edit** button to save the admission information and get transferred to the patient edit screen. Clicking **Cancel** will return the user to the main dashboard without saving any changed.

## 2.3 Triage Patient and Triage Actions

Once the patient is admitted, triage information can be added before or after assigning the patient to a room. By clicking on the patients name in the **Patient (gender)** column indicated in Figure 2-13, the user is taken to the **Patient Edit** screen as shown in Figure 2-14.

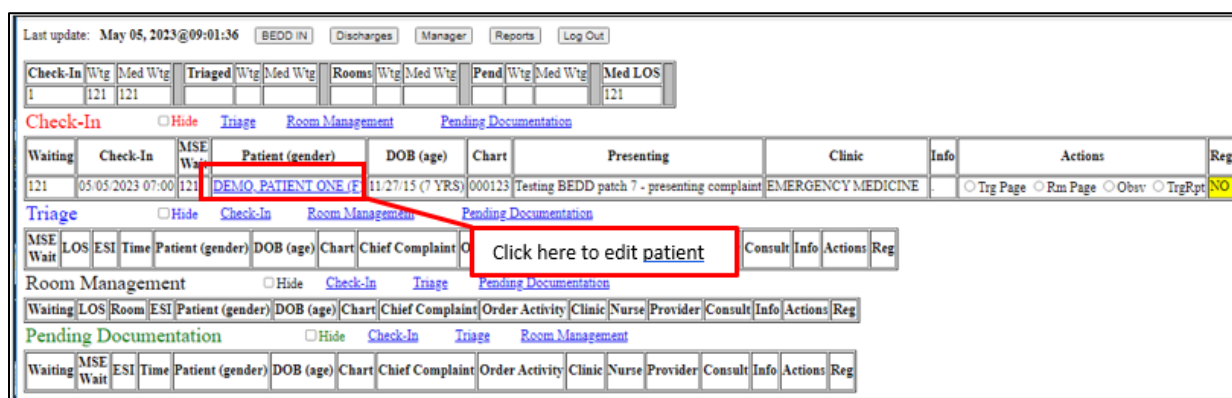


Figure 2-13: Click to select the patient to edit

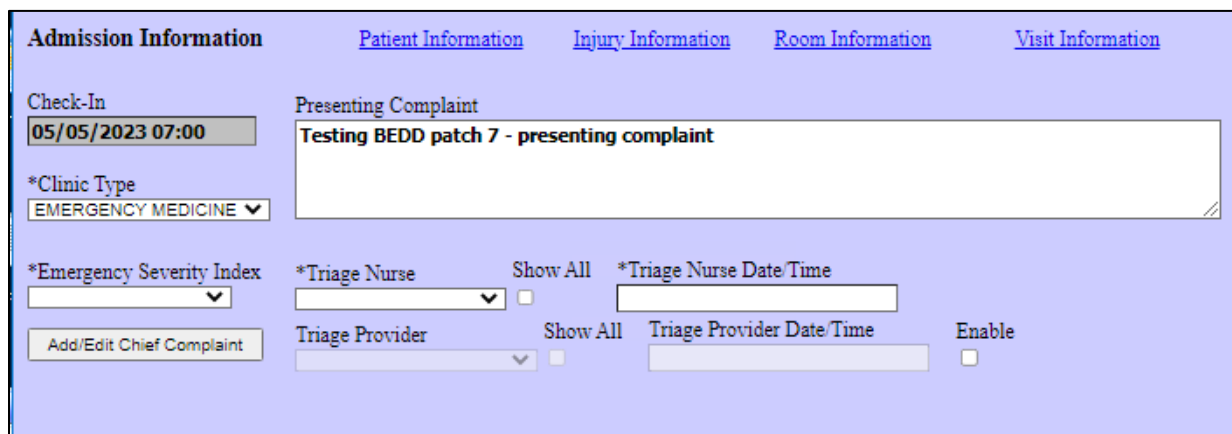


Figure 2-14: Patient Edit screen

Triage information is entered into the Admission Information section of the Patient Edit screen which includes Presenting Complaint, Initial Acuity, Triage Nurse, Triage Nurse Date/Time, Triage Nurse, Clinic Type, Chief Complaint, the Triage Provider, and Triage Provider Date/Time fields (if enabled) as indicated in Figure 2-14.

To enter or edit **Chief Complaint** information, click the **Add/Edit Chief Complaint** button. You will be prompted to save any changes as shown in Figure 2-15. Press **OK** to continue the Edit Chief Complaint page, as shown in Figure 2-16.

The screenshot shows the 'Admission Information' section of the IHS Emergency Department Dashboard. At the top, there are buttons for 'Discharge', 'LWOBS/DNA', 'Save/Close', and 'Cancel'. Below these are tabs for 'Patient Information', 'Admission Information', 'Injury Information', 'Room Information', and 'Visit Information'. The 'Patient Information' tab is active, showing fields for Patient (Gender) 'DEMO,PATIENT ONE (F)', DOB (Age) '11/27/15 (7 YRS)', and Chart '000123'. There are also fields for Allergies ('No Allergy Assessment') and PCP. Below this is the 'Admission Information' section, which includes 'Check-In' (05/05/2023 07:00), 'Presenting Complaint' (Testing BEDD patch 7 - presenting complaint), and a dropdown for '\*Clinic Type' (EMERGENCY MEDICINE). There are also fields for '\*Emergency Severity Index', '\*Triage Nurse', and '\*Triage Nurse Date/Time'. At the bottom of this section is an 'Add/Edit Chief Complaint' button. A pop-up dialog box is overlaid on the right side of the screen, with the text 'localhost:57772 says Any changes will be automatically saved when transferring to a new page' and 'OK' and 'Cancel' buttons.

Figure 2-15: Admission Information (Triage) and pop-up after clicking Add/Edit Chief Complaint button

The screenshot shows the 'ED Chief Complaint' screen. At the top, there are fields for Patient (Gender) 'DEMO,PATIENT ONE (F)', DOB (Age) '11/27/15 (7 YRS)', and Chart '000123', along with a 'Close' button. Below this is a table with columns for 'Complaint', 'Modified', and 'Modified By'. The table is currently empty. Below the table is a text input field with the placeholder text 'Enter a new Chief Complaint or select an existing Complaint to edit or delete' and a note '\*Note - you can only edit your own Complaints'. At the bottom of the screen are buttons for 'Save/Close', 'Save', 'Delete', and 'Close'.

Figure 2-16: Chief Complaint screen

The ED Chief Complaint page allows one or more chief complaints to be added to the patient visit. To add more than one chief complaint, enter the complaint in the complaint box and click **Save**. The saved complaint displays as shown in Figure 2-17.

Figure 2-17: Example of saved chief complaint

Existing chief complaints can be edited by clicking on the link for the complaint at the table at the top. To delete an existing complaint, click the appropriate complaint to remove in the table at the top and click the **Delete**. To return to the main edit page, click **Save/Close** if a complaint has been selected or click **Close**. Figure 2-18 shows how a saved chief complaint appears on the BEDD edit screen.

Figure 2-18: Example of edit screen showing an entered chief complaint

Enter additional triage information for the patient visit, including the emergency severity index, the triage nurse (and triage nurse date/time) and the triage provider (and triage provider date/time) if applicable as indicated in Figure 2-19.



Figure 2-19: Example of entering Emergency Severity Index, Triage Nurse Info and Triage Provider Info

A description of each field is as follows:

### Clinic Type

If your site has more than one clinic type defined (triage, urgent care, emergency medicine), then select the proper choice from the dropdown list.

### Emergency Severity Index (ESI)

Choose one of the choices from the dropdown list which best represents the patients ESI value. This is a required field for discharge.

### Triage Nurse

Select the name of the Triage Nurse which performed triage on the patient. The dropdown list will show any provider who has been assigned the AMERZNURSE security key. If you wish to select a user that is not in the list, check **Show All** to update a list with all providers. When a Triage Nurse has been selected, the current date/time will automatically be populated in the Triage Nurse Date/Time field. If more than one Triage Nurse was present during triage, they can be entered by selecting their name from the dropdown list. If a Triage Nurse was already on file for the patient visit, a message similar to Figure 2-20 displays. Press **OK** to enter the new triage nurse.

Figure 2-20: Adding an additional Triage Nurse to a visit

When a second Triage Nurse has been selected, the Triage Nurse Date/Time field will be populated with the current date/time and displays as shown in Figure 2-21.

The screenshot shows a form with several fields and controls:

- \*Emergency Severity Index: A dropdown menu.
- \*Triage Nurse: A dropdown menu showing "TEST,NURSE TWO".
- Show All: A checkbox.
- \*Triage Nurse Date/Time [VERIFY DATE/TIME]: A text input field containing "05/05/2023 14:32".
- Add/Edit Chief Complaint: A button.
- Triage Provider: A dropdown menu.
- Show All: A checkbox.
- Triage Provider Date/Time: A text input field.
- Enable: A checkbox.

Figure 2-21: Updated Triage Nurse Date/Time field after adding another Triage Nurse

In addition, the Provider History table at the bottom of the edit page will be updated to contain the original triage nurse information as shown in Figure 2-22.

Provider History			
Type	Name	First Seen	Delete Entry
TRIAGE NURSE	TEST,NURSE ONE	05/05/2023 14:20	<input type="checkbox"/>

Figure 2-22: Provider History table after a second Triage Nurse was added to the visit

To remove an existing Triage Nurse from the Provider History, check the **Delete Entry** box next to the entry to remove. A confirmation message will prompt the user to confirm whether they want to delete the entry or not (Figure 2-23). Clicking **OK** will remove the Triage Nurse from the patient visit.

The dialog box contains the following text:

localhost:5772 says  
 Are you sure you want to delete this TRIAGE NURSE (TEST,NURSE ONE - 05/05/2023 14:20)?

At the bottom, there are two buttons: **OK** and **Cancel**.

Figure 2-23: Delete confirmation message

### Triage Provider

Depending on the Triage Provider setting described in Section 4.3.13, the Triage Provider field might not be visible, or it might be visible but disabled. If the Triage Provider is visible but disabled, check the **Enable** box next to the Triage Provider Date/Time field to allow a Triage Provider to be entered.

To enter a Triage Provider, select the name of the Triage Provider which performed triage on the patient. The dropdown list will show any provider who has been assigned the AMERZPROVIDER security key. If you wish to select a user that is not in the list, check the **Show All** box and the list will be updated with all providers.

When a Triage Provider has been selected, the current date/time will automatically be populated in the Triage Nurse Date/Time field. In addition, if a Medical Screening Exam Time (MSET) has not yet been populated for the patient visit, the MSET will also be set as the current date/time while the ED Provider field will be populated with the Triage Provider and the current date/time.

If more than one Triage Provider was present during triage, they can be entered by selecting their name from the dropdown list. If a Triage Provider was already on file for the patient visit, a message similar to Figure 2-24 displays. Press **OK** to enter the new triage nurse.

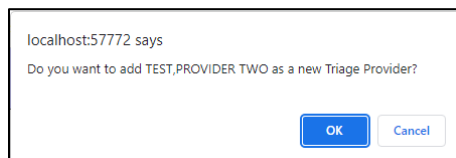


Figure 2-24: Adding an additional Triage Provider to a visit

When a second Triage Provider has been selected, the Triage Provider Date/Time field will be populated with the current date/time and displays as shown in Figure 2-25.

Figure 2-25: Updated Triage Provider Date/Time field after adding another Triage Provider

In addition, the Provider History table at the bottom of the edit page will be updated to contain the original Triage Provider information as shown in Figure 2-22.

Provider History			
Type	Name	First Seen	Delete Entry
TRIAGE NURSE	TEST,NURSE ONE	05/05/2023 14:20	<input type="checkbox"/>
TRIAGE PROVIDER	TEST,PROVIDER THREE	05/05/2023 14:53	<input type="checkbox"/>

Figure 2-26: Provider History table after a second Triage Nurse was added to the visit

To remove an existing Triage Provider from the Provider History, check the **Delete Entry** box next to the entry to remove. A confirmation message will prompt the user to confirm whether they want to delete the entry or not (Figure 2-27 and Figure 2-23). Clicking **OK** will remove the Triage Nurse from the patient visit.

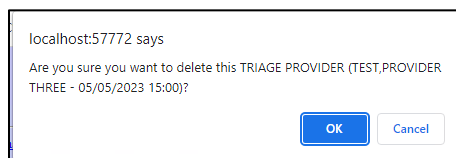


Figure 2-27: Delete confirmation message

To complete the Triage process, click the **Save/Close** button. The patient will then be moved to the Triaged section of the EDD as indicated in Figure 2-28.

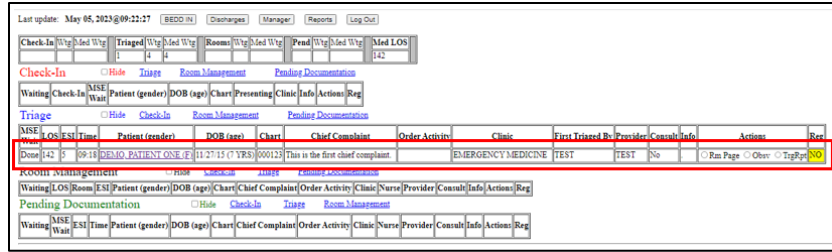


Figure 2-28: Patient moved to Triage section

### Using Auto Note Actions

If the Auto Note box is checked in the setup definition (as documented in Section 4.3.9), actions can also be performed such as Room Page, Observation, and Triage Report for the patient listed in the Triage section as indicated in Figure 2-29.

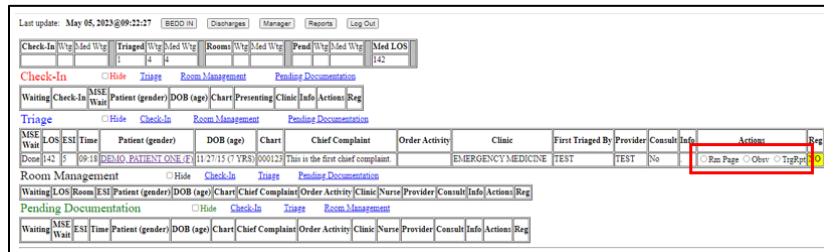


Figure 2-29: Auto Note Actions

Checking the various actions will auto-populate the notes section in the Info column. See Figure 2-30 and Figure 2-31 for the results of checking the **Rm Page** action.

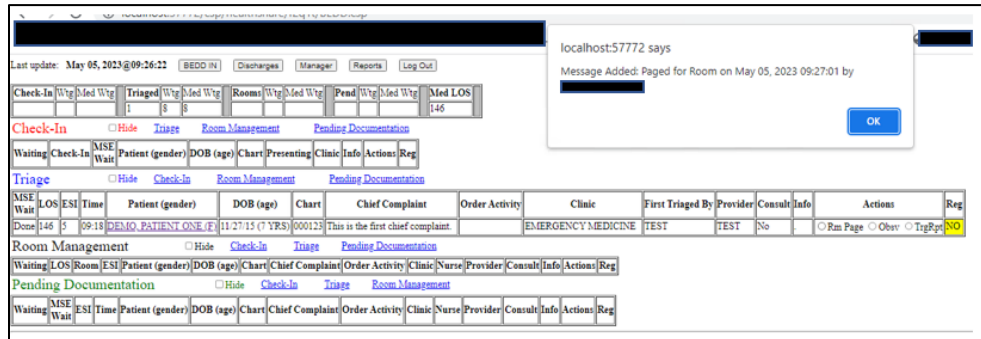


Figure 2-30: A pop-up displays after the user clicks the Rm Page button confirming added message

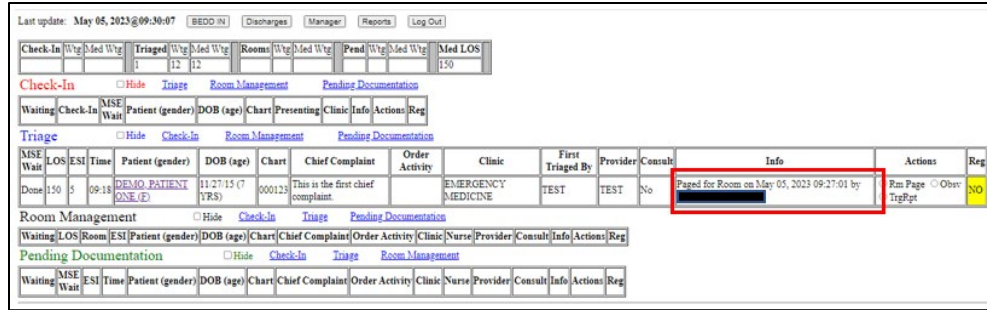


Figure 2-31: Room Page note displays in the Info section

Checking the **Obsv** button will post a note stating that the patient was observed as shown in Figure 2-32. The action will result in an entry getting placed in the **Info** box as shown in Figure 2-33.

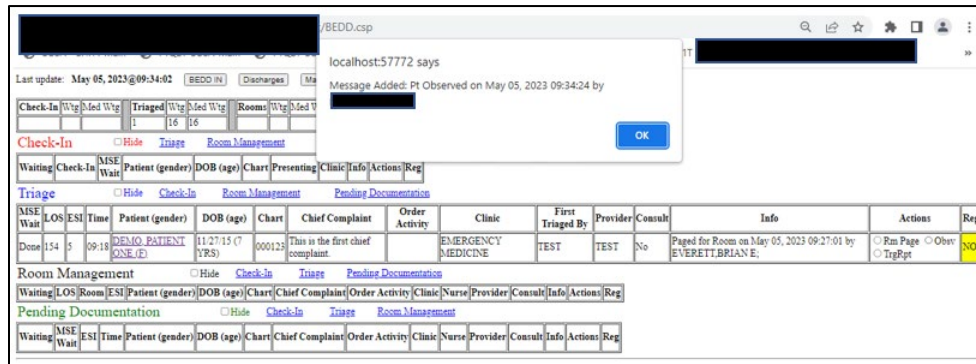


Figure 2-32: Message shown when Obsv button is clicked

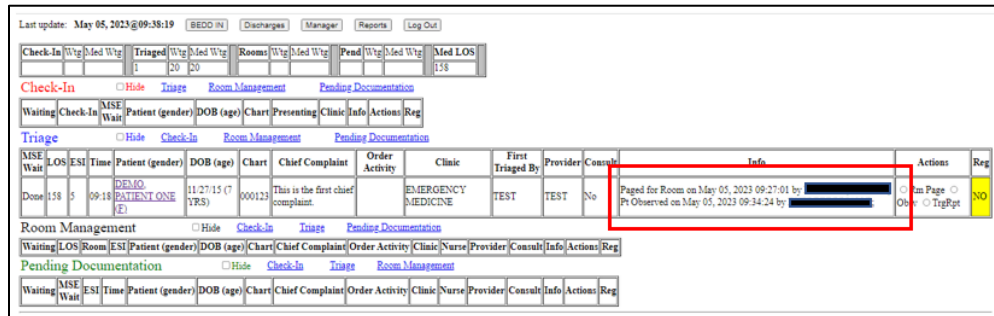
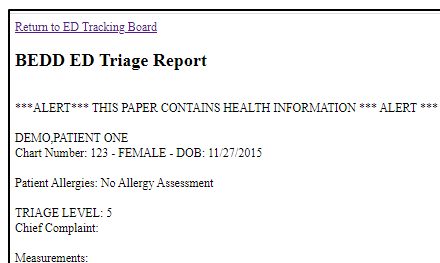


Figure 2-33: Info box after clicking the Obsv button

Selecting **TrgRpt** displays a triage report for the patient as indicated in Figure 2-34. Once the report is displayed, click the **Return to ED Tracking Board** link on the upper left of the triage report.



[Return to ED Tracking Board](#)

**BEDD ED Triage Report**

\*\*\*ALERT\*\*\* THIS PAPER CONTAINS HEALTH INFORMATION \*\*\* ALERT \*\*\*

DEMO.PATIENT ONE  
Chart Number: 123 - FEMALE - DOB: 11/27/2015

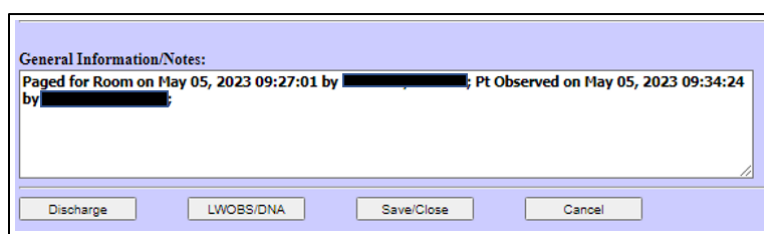
Patient Allergies: No Allergy Assessment

TRIAGE LEVEL: 5  
Chief Complaint:

Measurements:

Figure 2-34: Sample Triage Report

If the user checks the **Rm Page** or **Obsv** action, the **General Information/Notes** section found on the patient edit page will also be populated with the actions taken. See Figure 2-35 for a sample display.



**General Information/Notes:**

Paged for Room on May 05, 2023 09:27:01 by [REDACTED]; Pt Observed on May 05, 2023 09:34:24 by [REDACTED]

Discharge      LWOB/DNA      Save/Close      Cancel

Figure 2-35: Actions recorded in the General Information/Notes section

## 2.4 Primary Nurse/Assign Patient to Room

To assign a Primary Nurse to the patient visit, on the Patient Edit page, in the Room Information section, select a **Primary Nurse** from the dropdown list. The list will be composed of all providers that hold the AMERZNURSE security key. If you wish to select a primary nurse that is not in the dropdown list, check the **Show All** button next to the field and a list of all providers will be generated.

Once a primary nurse has been entered in the Primary Nurse field, the Primary Nurse Date/Time field will automatically be populated with the current date/time. The time can be changed if necessary. Like the Triage Nurse/Provider fields, more than one Primary Nurse can be entered. Please follow the steps described for the Triage Nurse/Provider to add, edit, or remove additional Primary Nurses.

To assign a patient to a room, go to the **Patient Edit** page by clicking on the patients name on the dashboard and enter the room assignment in the Room Information section, then press the **Save/Close** button as indicated in Figure 2-36. The user is then returned to the main screen.

Figure 2-36: Assign patient to a room and assigning primary nurse information

The patient now displays in the **Room Management** section of the EDD as indicated in Figure 2-37.

Room	Wt	Med Wt	LOS	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
2	169	ED-1	5	DEMO PATIENT ONE (E)	11/27/15 (7 YRS)	000123	This is the first chief complaint.		EMERGENCY MEDICINE	TEST	TEST	No	Paged for Room on May 05, 2023 09:27:01 by [REDACTED] Pt Observed on May 05, 2023 09:34:24 by [REDACTED]	<input type="radio"/> Run Page <input type="radio"/> Obv <input type="radio"/> TrigRpt	NO

Figure 2-37: Patient moved to Room Management section

## 2.5 Update Additional ED Data

Various additional informational elements exist that can be entered and tracked via the ED Dashboard. These include injury, general visit, consult, procedure, and diagnosis information.

Each of these elements is accessed by clicking on the patients name anywhere on the EDDs main screen, which takes the user to the **Patient Edit** screen.

Please note that a pop-up dialog, indicating that a **Save** will be performed, appears to the user as they move between sections and add data to the various injury, general visit, consult, and procedure and diagnosis sections.

### 2.5.1 Injury Information

Indicate that the visit was caused by an injury by checking the **Yes** field in the **Injury Information** section of the **Patient Edit** screen and clicking the **Add Injury Information** button (Figure 2-38). A pop-up will indicate that changes will be saved when the user clicks **OK** to continue or **Cancel**. Click **OK** to display the **Injury Worksheet** screen (Figure 2-39).

Figure 2-38: Injury Information section of Patient Edit screen

Figure 2-39: Injury Worksheet screen

Required data is indicated by fields identified with an asterisk (\*), which include the following:

- **Town/village where injury occurred:** This is a free-text field.
- **Date and time of injury:** This date and time must be prior to the admission date and time.
- **Cause:** To enter a cause, type a search string in the **Cause Lookup** field and press the tab key once. This will initiate an ICD10 lookup. Results will be returned in the **Cause** box. Select the appropriate ICD10 code from the list of results.
- **Setting:** The setting in which the injury occurred. This is set of pre-populated choices.



## 2.5.2 Visit Information

General visit information is entered in the Visit Information section of the Patient Edit screen (Figure 2-40).

The screenshot shows the 'Visit Information' section of a patient edit screen. At the top, there are navigation tabs: 'Visit Information' (selected), 'Patient Information', 'Admission Information', 'Injury Information', and 'Room Information'. Below the tabs is a 'Show All' link. The form contains the following fields and controls:

- Medical Screening Exam Time: 05/05/2023 09:18
- ED Provider: TEST PROVIDER TWO (dropdown menu)
- ED Provider Date/Time: 05/05/2023 09:18
- Decision to Admit Time: (empty text field)
- ED Consults: Radio buttons for 'No' and 'Yes', with an 'ED Consult Information' button.
- Procedures: Radio buttons for 'No' and 'Yes', with a 'Procedure Information' button.
- \*Diagnosis: Radio buttons for 'No' and 'Yes', with a 'Diagnosis Information' button.
- Code Blue: Radio buttons for 'No' and 'Yes'.
- Bottom buttons: Discharge, LWOBS/DNA, Save/Close, and Cancel.

Figure 2-40: Visit Information section of the Patient Edit screen

### 2.5.2.1 Visit Information Section Fields

The Visit Information Section of the Edit page allows the user to enter information such as the Medical Screening Exam Time, the ED Provider (and ED Provider Date/time), the Decision to Admit Time, ED Consults, Procedures, Visit Diagnosis, and whether a Code Blue occurred during the visit.

#### Medical Screening Exam Time

This field should be populated with the date/time that the patient was first seen by a provider. Populating this field will automatically populate the ED Provider Date/Time field if the ED Provider column is blank.

#### ED Provider

This field should be populated with the ED Provider for the visit. If the patient sees more than one ED Provider, an additional provider (and ED Provider Date/Time field) can be added similar to how additional Triage Nurse/Provider and Primary Nurses are added.

#### Decision to Admit Time

This field should be populated with the date/time that the decision was made to admit the patient.

### 2.5.2.2 ED Consults

By clicking on the **ED Consult Information** button in Figure 2-40, the user can enter consult information in the **ED Consult Worksheet** as indicated in Figure 2-41. The user can enter multiple consults.

Figure 2-41: ED Consult Worksheet screen

### 2.5.2.3 ED Procedures

By clicking on the **Procedure Information** button in Figure 2-40, the user can enter procedure information in the **ED Procedure Worksheet** as seen in Figure 2-42. Multiple procedures can be entered.

Figure 2-42: Procedure information

### 2.5.2.4 Diagnosis

By clicking on the **Diagnosis Information** button in Figure 2-40, the user can enter diagnosis information in the ED Diagnosis Worksheet as shown in Figure 2-43. The user can enter multiple diagnoses.

Please note that a diagnosis is required. If no diagnosis entry is on file yet for the visit, a ZZZ.999 UNCODED DIAGNOSIS entry will be filled in. The narrative will need to be filled in by the user and the entry will need to be saved.

To enter a diagnosis, type a string to search on in the column to the right of the **Search for Diagnosis** label and press the tab key once. This will initiate an ICD10 lookup. Results will be returned in the dropdown box located below the **Search for Diagnosis** label. Select the appropriate code from the list.

One entry (and only one entry) must be listed as a primary diagnosis.

Figure 2-43: ED Diagnosis Worksheet screen

### 2.5.3 Additional Notes

Additional general notes can be added on the Patient Edit screen by entering free-text notes in the **General Information/Notes** section (Figure 2-44) and clicking the **Save/Close** button.

Figure 2-44: General Information/Notes section of the Patient Edit screen

## 2.6 Remove Patient from Room

The user can elect to remove the patient from the room before actual discharge in order to free up the room for another patient. This step is completely optional if the patient is being discharged, as the patient will be removed from the room in the event of performing the discharge step.

To remove the patient from a room, check the **Remove from Room radio** button in the Room Information section of the Patient Edit screen and press the **Save/Close** button as shown in Figure 2-45. The patient will then appear in the Pending Documentation section of the dashboard as indicated in Figure 2-46.

**Room Information**    [Patient Information](#)    [Admission Information](#)    [Injury Information](#)    [Visit Information](#)

Show All

Primary Nurse: TEST,NURSE TWO    Primary Nurse Date/Time: 05/05/2023 09:47

Room Assignment: ED-1    Date/Time Assigned: 05/05/2023 09:47     Remove from Room     Return to Triage

**Available Rooms**

ED-2     ED-3     ED-4     ED-5     FT-6     FT-7

**Occupied Rooms**

ED-1

Discharge    LWOBS/DNA    **Save/Close**    Cancel

Figure 2-45: Removing from Room and Save button

Last update: May 05, 2023 @ 10:31:23    [BEDD IN](#)    [Discharges](#)    [Manager](#)    [Reports](#)    [Log Out](#)

Check-In	Wtg	Med Wtg	Triaged	Wtg	Med Wtg	Rooms	Wtg	Med Wtg	Pend	Wtg	Med Wtg	Med LOS
									0			211

**Check-In**     Hide    [Triage](#)    [Room Management](#)    [Pending Documentation](#)

Waiting Check-In    MSE Wait    Patient (gender)    DOB (age)    Chart    Presenting    Clinic    Info    Actions    Reg

**Triage**     Hide    [Check-In](#)    [Room Management](#)    [Pending Documentation](#)

MSE Wait    LOS    ESI    Time    Patient (gender)    DOB (age)    Chart    Chief Complaint    Order Activity    Clinic    First Triaged By    Provider    Consult    Info    Actions    Reg

**Room Management**     Hide    [Check-In](#)    [Triage](#)    [Pending Documentation](#)

Waiting    LOS    Room    ESI    Patient (gender)    DOB (age)    Chart    Chief Complaint    Order Activity    Clinic    Nurse    Provider    Consult    Info    Actions    Reg

**Pending Documentation**     Hide    [Check-In](#)    [Triage](#)    [Room Management](#)

Waiting	MSE Wait	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
0	Done	5	10:31	DEMO PATIENT ONE (F)	11/27/15 (7 YRS)	000123	This is the first chief complaint.		EMERGENCY MEDICINE	TEST	TEST	Yes	Paged for Room on May 05, 2023 09:27:01 by [REDACTED] Pt Observed on May 05, 2023 09:34:24 by [REDACTED]	<input type="radio"/> Em Page <input type="radio"/> Obsv <input type="radio"/> TrigRpt	NO

Figure 2-46: Patient moved to Pending Documentation section

### 2.5.1 Return Patient to Triage from Room

To return a patient, who is currently in a room, back to **Triage**, select the radio button under **Room Information** located on the **Patient Edit** screen then press **Save/Close** as seen in Figure 2-47. The patient will return to the **Triage** section on the **ED Dashboard**.

**Room Information**    [Patient Information](#)    [Admission Information](#)    [Injury Information](#)    [Visit Information](#)

Show All

Primary Nurse: [Dropdown]    Primary Nurse Date/Time: [Text]

Room Assignment: [Dropdown]    Date/Time Assigned: [Text]     Remove from Room     Return to Triage

**Available Rooms**

ED 01     ED 02     ED 03     ED 04     ED 05     ED 06     ED 07     ED 08

Trauma 01     Trauma 02     Trauma 03     ED 9     ED 09     OBS1     ED 10     Overflow 1

Overflow 2     Overflow 3

**Occupied Rooms**

Discharge    LWOBS/DNA    **Save/Close**    Cancel

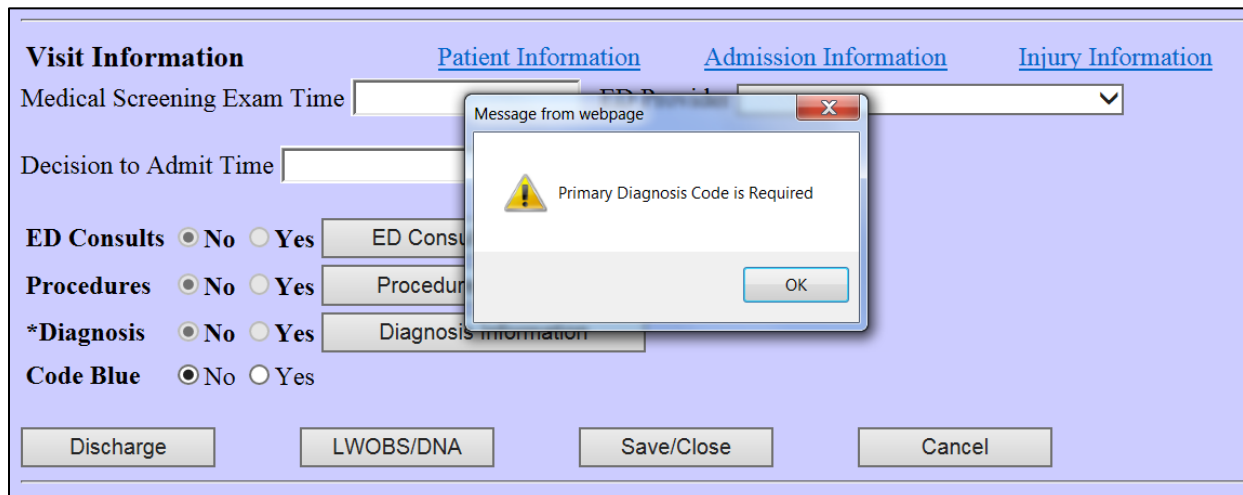
Figure 2-47: Patient moved from room back to triage

## 2.7 Discharge Patient

There are two ways to discharge a patient from EDD, through the standard discharge functionality and through the new **Left Without Being Seen/Did Not Answer** (LWOBS/DNA) discharge functionality. The LWOBS/DNA allows users to discharge patients where required patient information is not known, such as those who may have left without being seen or left against medical advice. Both discharges are described below.

### 2.7.1 Regular Discharge

On the **Patient Edit** screen, click the **Discharge** button. The EDD will validate that information required before proceeding with a discharge action has been entered. If any information is missing, the user is notified with one or more pop-up messages that additional information is required (Figure 2-48). If no additional data is needed, a confirmation pop-up message displays: Continue to Discharge (Any changes will be saved)? (see Figure 2-49). Then the patient discharge screen displays as shown in Figure 2-50.



The screenshot displays the 'Patient Edit' interface with a modal dialog box overlaid. The dialog box, titled 'Message from webpage', contains a yellow warning icon and the text 'Primary Diagnosis Code is Required'. An 'OK' button is located at the bottom right of the dialog. The background interface includes tabs for 'Visit Information', 'Patient Information', 'Admission Information', and 'Injury Information'. Under 'Visit Information', there are input fields for 'Medical Screening Exam Time' and 'Decision to Admit Time'. Below these are radio button options for 'ED Consults', 'Procedures', '\*Diagnosis', and 'Code Blue'. At the bottom of the page are buttons for 'Discharge', 'LWOBS/DNA', 'Save/Close', and 'Cancel'.

Figure 2-48: Pop-up message for primary diagnosis code

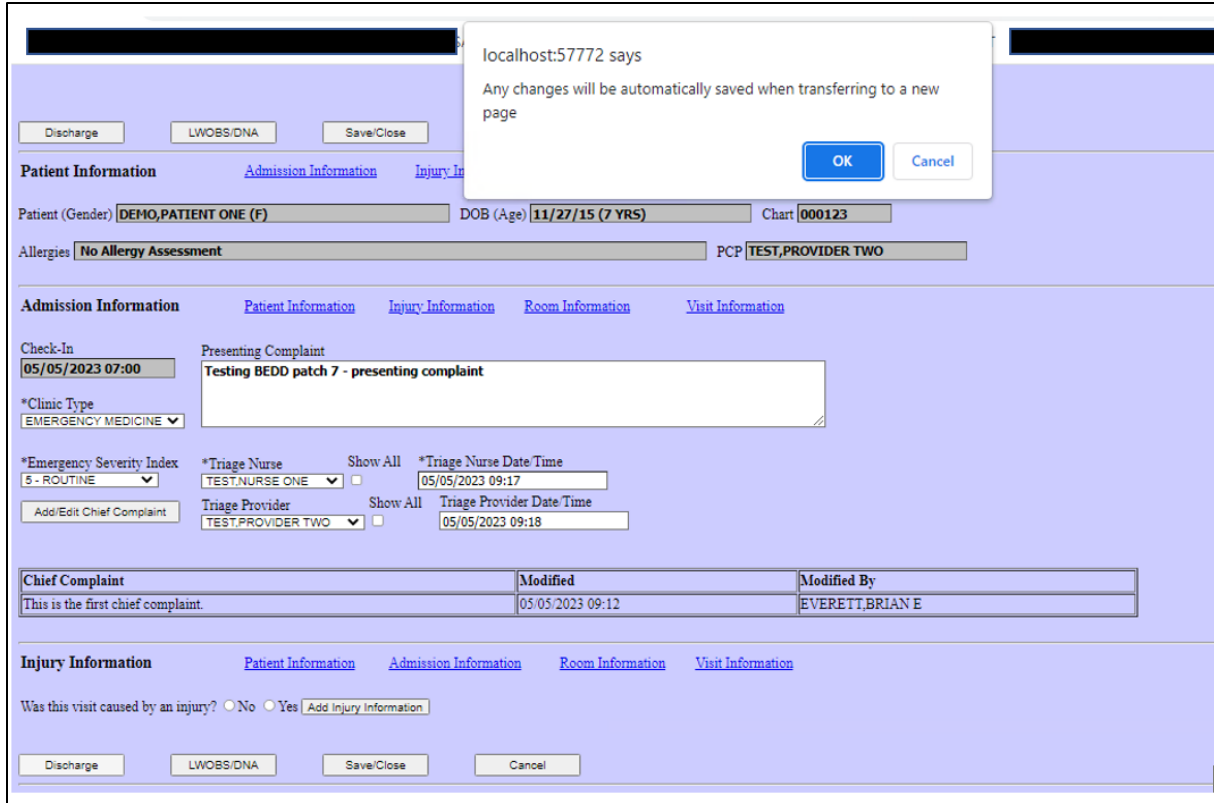


Figure 2-49: Changes will be automatically saved pop-up message

Patient Discharge

**Patient Information**

Patient (Gender)  DOB (Age)  Chart

Allergies  PCP

**Admission Information**

Check-In  Presenting Complaint

Emergency Severity Index  Triage Nurse Date/Time  Triage Nurse

Clinic Type  Triage Provider Date/Time  Triage Provider

**Injury Information**

Was this visit caused by an injury?

**Visit Information**

Primary Nurse  Primary Nurse Date/Time

Medical Screening Exam Time  ED Provider  ED Provider Date/Time

Decision to Admit Time

ER Consult Notified

Consult Service	Date and Time Seen	Consult
DERMATOLOGY	5/5/2023 10:03	TEST,PROVIDER FOUR

Procedures

**Procedures**

Diagnosis

Code	Diagnosis	Prime
ZZZ.999	This is the Diagnosis Narrative for zzz.999	YES

Code Blue

**Provider History**

Type	Name	First Seen
------	------	------------

**Disposition Information**

\*Final Acuity  \*Disposition  Where Transferred

Follow up Instructions

\*(PRIMARY) Provider who signed PCC form  Show All  \*Discharge Nurse  Show All

\*Departure Date/Time

Figure 2-50: Patient Discharge screen

In order to discharge the patient, disposition information must be entered in the **Disposition Information** section in the **Discharge Patient** screen (Figure 2-51). Upon entering the information, click the **Complete Discharge** button to start the discharge process.

**Disposition Information**

\*Final Acuity  \*Disposition  Where Transferred

Follow up Instructions

\*(PRIMARY) Provider who signed PCC form  \*Discharge Nurse

\*Departure Date/Time

Figure 2-51: Disposition Information section of the Discharge page

The required discharge fields are:

- Final Acuity
- Disposition
- Primary Provider who signed PCC form
- Discharge Nurse
- Departure Date/Time

After clicking the **Discharge** button, the Complete Discharge verification is presented asking the user to complete the discharge (Figure 2-52).

The screenshot shows a patient record form with a modal dialog box titled "localhost:57772 says Complete Discharge?". The dialog has "OK" and "Cancel" buttons. The form behind it includes sections for:

- Injury Information:** "Was this visit caused by an injury?" (input field)
- Visit Information:**
  - Primary Nurse: TEST,NURSE TWO
  - Primary Nurse Date Time: 05/05/2023 09:47
  - Medical Screening Exam Time: 05/05/2023 09:18
  - ED Provider: TEST,PROVIDER TWO
  - ED Provider Date Time: 05/05/2023 09:18
  - Decision to Admit Time: (input field)
  - ER Consult Notified: YES
- Consult Service Table:**

Consult Service	Date and Time Seen	Consult
DERMATOLOGY	5/5/2023 10:03	TEST,PROVIDER FOUR
- Procedures:** YES
- Procedures Table:**

DRESSING CHANGE
-----------------
- Diagnosis:** YES
- Diagnosis Table:**

Code	Diagnosis	Prime
ZZZ.999	This is the Diagnosis Narrative for zzz.999	YES
- Code Blue:** NO
- Provider History:** Table with columns Type, Name, First Seen
- Disposition Information:**
  - \*Final Acuity: 1
  - \*Disposition: HOME
  - Where Transferred: (dropdown)
  - Follow up Instructions: APPT AND INSTRUCTIONS GIVEN
  - \*PRIMARY Provider who signed PCC form: TEST,PROVIDER TWO
  - \*Discharge Nurse: TEST,NURSE FOUR
  - \*Departure Date Time: 05/05/2023 10:59

At the bottom of the form, there are "Complete Discharge" and "Cancel" buttons.

Figure 2-52: Confirm discharge

After clicking **OK**, the patient will be removed from EDD and AMER (Figure 2-53).



Last update: May 05, 2023@11:04:19    [BEDD IN](#)    [Discharges](#)    [Manager](#)    [Reports](#)    [Log Out](#)

Check-In	Wtg	Med Wtg	Triaged	Wtg	Med Wtg	Rooms	Wtg	Med Wtg	Pend	Wtg	Med Wtg	Med LOS

**Check-In**     Hide    [Triage](#)    [Room Management](#)    [Pending Documentation](#)

Waiting	Check-In	MSE Wait	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg

**Triage**     Hide    [Check-In](#)    [Room Management](#)    [Pending Documentation](#)

MSE Wait	LOS	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	First Triaged By	Provider	Consult	Info	Actions	Reg

**Room Management**     Hide    [Check-In](#)    [Triage](#)    [Pending Documentation](#)

Waiting	LOS	Room	ESI	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg

**Pending Documentation**     Hide    [Check-In](#)    [Triage](#)    [Room Management](#)

Waiting	MSE Wait	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg

Figure 2-53: Patient removed from EDD and AMER

### 2.7.2 LWOBS/DNA Discharge

Patients who leave the ED without being seen or leave against medical advice can now be discharged from EDD using the new LWOBS/DNA functionality. On the **Patient Edit** screen, click the **LWOBS/DNA** button. The normal edit checks that get performed on a regular discharge will be bypassed, allowing the user to switch to the discharge screen. Upon clicking the **LWOBS/DNA** button, the screen shown in Figure 2-54 displays.

The screenshot displays the IHS Emergency Department Dashboard (BEDD) interface. At the top, there are navigation tabs for 'BUSA - CHITT Main', 'F1Q2T-BUSA-Main', and 'F1Q2T-BUS'. Below the navigation, there are three buttons: 'Discharge', 'LWOBS/DNA', and 'Save/Close'. A pop-up message from 'localhost:57772' is overlaid on the screen, stating: 'Any changes will be automatically saved when transferring to a new page'. The pop-up has 'OK' and 'Cancel' buttons. The main form is divided into sections: 'Patient Information', 'Admission Information', and 'Triage Information'. The 'Patient Information' section includes fields for Patient (Gender), Name (DEMO,PATIENT TWO (M)), DOB (Age) (10/18/14 (8 YRS)), Chart (000456), Allergies (No Allergy Assessment), and PCP. The 'Admission Information' section includes Check-In (05/05/2023 05:00), Presenting Complaint (testing BEDD), \*Clinic Type (EMERGENCY MEDICINE), \*Emergency Severity Index, \*Triage Nurse, Show All, \*Triage Nurse Date/Time, Add/Edit Chief Complaint, Triage Provider, Show All, Triage Provider Date/Time, and Enable.

Figure 2-54: Selecting the LWOBS/DNA discharge button

Once the user clicks the **OK** button in the pop-up message, the patient discharge screen displays (Figure 2-55). This screen differs from the standard discharge screen as only the **Disposition** and **Departure Date/Time** fields are now required.

**Patient Discharge**

---

**Patient Information**

Patient (Gender)  DOB (Age)  Chart

Allergies  PCP

---

**Admission Information**

Check-In  Presenting Complaint:

Emergency Severity Index:  Triage Nurse Date/Time  Triage Nurse

Clinic Type  Triage Provider Date/Time  Triage Provider

---

**Injury Information**

Was this visit caused by an injury?

---

**Visit Information**

Primary Nurse  Primary Nurse Date/Time

Medical Screening Exam Time  ED Provider  ED Provider Date/Time

Decision to Admit Time

ER Consult Notified

Procedures

Diagnosis

Code Blue

---

**Provider History**

Type	Name	First Seen

---

**Disposition Information**

Final Acuity  \*Disposition  Where Transferred

Follow up Instructions

(PRIMARY) Provider who signed PCC form   Show All      Discharge Nurse   Show All

\*Departure Date/Time

Figure 2-55: LWOBS/DNA Patient Discharge screen

The **Disposition** field also contains only those dispositions defined as being related to LWOBS/DNA (along with the REGISTERED IN ERROR disposition). This definition occurs in the AMER Facility Parameter setup option in the **Select LWOBS/DNA DISPOSITIONS** multiple entry. See Figure 2-56, which shows the LEFT WITHOUT BEING SEEN and AMA dispositions defined as LWOBS/DNA dispositions. Figure 2-57 shows the defined LWOBS/DNA dispositions (along with REGISTERED IN ERROR) in the discharge screen.

```

*****
*           Facility Setup Menu           *
*           Indian Health Service        *
*           Version 3.0                  *
*****
                2016 DEMO HOSPITAL

CNS   Add/Edit ER CONSULTANT SERVICE list
LOC   Add Local ER Facilities
MGRP  ER Alerts Mail Group Edit
OPT   ER Options Transportation-Disposition-Procedures
SET   Facility Parameter setup
FIX   Run AMER Cleanup Utility

You have PENDING ALERTS
      Enter VA to jump to VIEW ALERTS option

Select Table and Parameter Setup <TEST ACCOUNT> Option: SET Facility Parameter
setup

Select ER PREFERENCES LOCATION:      2016 DEMO HOSPITAL
LOCATION: 2016 DEMO HOSPITAL//
DEFAULT HOSPITAL LOCATION: ED WALK-IN//
LABEL PRINTER NAME: PER//
QUEUE LABELS: YES//
CHART PRINTER NAME: PER//
SEND .9999 CODES TO PCC: YES//
DISABLE TRIAGE PROVIDER ENTRY: NO//
ENABLE AUTOMATIC CHECK-OUT: YES//
Select ER CLINIC: ED MAIN//
      ER CLINIC: ED MAIN//
      LINK TO HOSPITAL LOCATION: ED MAIN//
Select ER CLINIC:
DEFAULT ER CLINIC: EMERGENCY MEDICINE//
Select LWOBS/DNA DISPOSITIONS: LEFT WITHOUT BEING SEEN
      // ?
      Answer with LWOBS/DNA DISPOSITIONS
      Choose from:
LEFT WITHOUT BEING SEEN
AMA
LWOBS

      You may enter a new LWOBS/DNA DISPOSITIONS, if you wish
      ONLY ALLOW DISPOSITION TYPE ENTRIES

Answer with ER OPTIONS NAME
Do you want the entire ER OPTIONS List?

```

Figure 2-56: AMER option to define LWOBS/DNA dispositions

**Patient Discharge**

Complete Discharge
Cancel

**Patient Information**

Patient (Gender)  DOB (Age)  Chart

Allergies  PCP

**Admission Information**

Check-In  Presenting Complaint:

Emergency Severity Index:  Triage Nurse Date/Time  Triage Nurse

Clinic Type:  Triage Provider Date/Time  Triage Provider

**Injury Information**

Was this visit caused by an injury?

**Visit Information**

Primary Nurse  Primary Nurse Date/Time

Medical Screening Exam Time  ED Provider  ED Provider Date/Time

Decision to Admit Time

ER Consult Notified

Procedures

Diagnosis

Code Blue

**Provider History**

Type	Name	First Seen

**Disposition Information**

Final Acuity  \*Disposition  Where Transferred

Follow up Instructions

(PRIMARY) Provider who signed   Show All  Discharge Nurse   Show All

\*Departure Date/Time

Complete Discharge
Cancel

Figure 2-57: LWOBS/DNA option showing defined dispositions

Once the **Disposition** and **Departure Date/Time** fields (at minimum) have been entered, click the **Complete Discharge** button to complete the patient discharge. After clicking **OK** on the discharge confirmation pop up that then displays (see Figure 2-58), the patient will be discharged from the ED. Control will return to the main dashboard display and the patient will no longer display (see Figure 2-59).

localhost:57772 says  
Complete Discharge?

Complete Discharge Cancel

**Patient Information**  
Patient (Gender) DEMO,PATIENT TWO (M) DOB (Age) 10/18/14 (8 YRS) Chart 000456  
Allergies No Allergy Assessment PCP

**Admission Information**  
Check-In 05/05/2023 05:00 Presenting Complaint: testing BEDD  
Emergency Severity Index Triage Nurse Date/Time Triage Nurse  
Clinic Type EMERGENCY MEDICINE Triage Provider Date/Time Triage Provider

**Injury Information**  
Was this visit caused by an injury?

**Visit Information**  
Primary Nurse Primary Nurse Date/Time  
Medical Screening Exam Time ED Provider ED Provider Date/Time  
Decision to Admit Time  
ER Consult Notified NO  
Procedures NO  
Diagnosis NO  
Code Blue NO

**Provider History**  
Type Name First Seen

**Disposition Information**  
Final Acuity \*Disposition LEFT WITHOUT BEING SEEN Where Transferred  
Follow up Instructions  
(PRIMARY) Provider who signed PCC form Show All Discharge Nurse Show All  
\*Departure Date/Time 05/05/2023 11:25  
Complete Discharge Cancel

Figure 2-58: Complete Discharge confirmation message

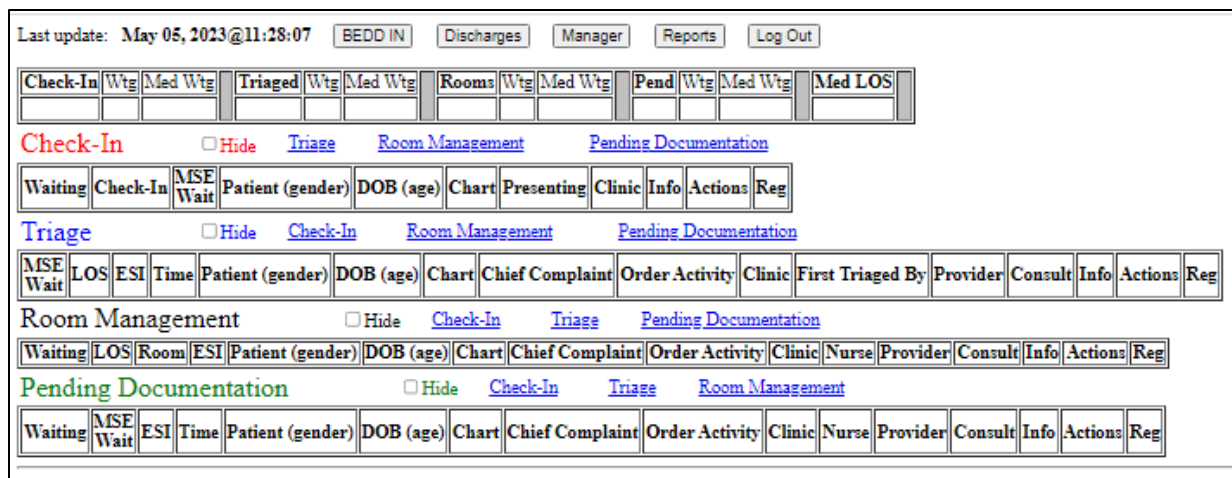


Figure 2-59: Main dashboard display showing the patient has been discharged

### 2.7.3 Discharge Reporting

To display a list of discharges by date from the EDD screen, press the **Discharges** button at the top of the dashboard (Figure 2-60) and the user is presented with the **Emergency Department DISCHARGES** screen as indicated in Figure 2-61.

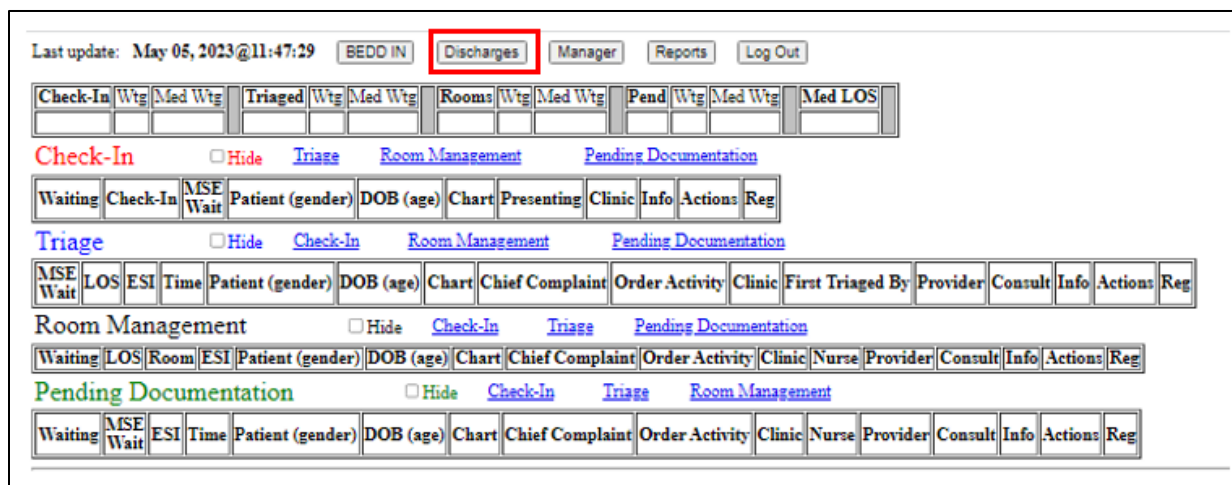


Figure 2-60: Discharges button

**Emergency Department DISCHARGES**

Manager Dashboard Last update: May 05, 2023 12:03:27

Discharge From Date  Discharge To Date

---

**DISCHARGES**

Discharge	ESI	Patient (gender)	DOB (age)	Chart	Disposition
05/05/2023 08:41	1	<a href="#">DEMO PATIENT THIRTEEN (M)</a>	01/13/86 ( 37 YRS )	108202	LEFT WITHOUT BEING SEEN
05/05/2023 10:59	5	<a href="#">DEMO PATIENT ONE (F)</a>	11/27/15 ( 7 YRS )	000123	HOME
05/05/2023 11:25		<a href="#">DEMO PATIENT TWO (M)</a>	10/18/14 ( 8 YRS )	000456	LEFT WITHOUT BEING SEEN

Figure 2-61: Emergency Department DISCHARGES screen

Enter the date range that you want to report on and click the **Show** button as indicated in Figure 2-62.

**Emergency Department DISCHARGES**

Manager Dashboard Last update: May 05, 2023 12:05:30

Discharge From Date  Discharge To Date

---

**DISCHARGES**

Discharge	ESI	Patient (gender)	DOB (age)	Chart	Disposition
04/28/2023 12:27	1	<a href="#">DEMO PATIENT TWO (M)</a>	10/18/14 ( 8 YRS )	456	HOME
05/01/2023 09:08	5	<a href="#">DEMO PATIENT THREE (M)</a>	09/21/60 ( 62 YRS )	109886	ADMIT
05/01/2023 09:29	1	<a href="#">DEMO PATIENT ONE (F)</a>	11/27/15 ( 7 YRS )	123	ADMIT
05/01/2023 10:56		<a href="#">DEMO PATIENT TWO (M)</a>	10/18/14 ( 8 YRS )	456	LEFT WITHOUT BEING SEEN
05/02/2023 04:00	3	<a href="#">DEMO PATIENT THREE (M)</a>	09/21/60 ( 62 YRS )	109886	HOME
05/02/2023 05:50	2	<a href="#">DEMO PATIENT FOUR (F)</a>	12/09/65 ( 57 YRS )	100581	ADMIT
05/02/2023 09:00	2	<a href="#">DEMO PATIENT FIVE (F)</a>	09/23/54 ( 68 YRS )	112691	HOME
05/02/2023 11:00	2	<a href="#">DEMO PATIENT SEVEN (F)</a>	10/29/35 ( 87 YRS )	101046	HOME
05/02/2023 15:12	3	<a href="#">DEMO PATIENT SIX (F)</a>	12/10/76 ( 46 YRS )	101082	HOME
05/02/2023 15:40	3	<a href="#">DEMO PATIENT EIGHT (F)</a>	07/08/75 ( 47 YRS )	108936	ADMIT
05/05/2023 08:41	1	<a href="#">DEMO PATIENT THIRTEEN (M)</a>	01/13/86 ( 37 YRS )	108202	LEFT WITHOUT BEING SEEN
05/05/2023 10:59	5	<a href="#">DEMO PATIENT ONE (F)</a>	11/27/15 ( 7 YRS )	000123	HOME
05/05/2023 11:25		<a href="#">DEMO PATIENT TWO (M)</a>	10/18/14 ( 8 YRS )	000456	LEFT WITHOUT BEING SEEN

Figure 2-62: Example of the list of discharges by date range

Select a visit by clicking on the **patient’s name**. This will bring up a discharge summary of the visit (Figure 2-63). Click the **browser back button** to return to the discharge listing.



Back
**Discharge Summary**

**Patient Information**

Patient (Gender)  DOB (Age)  Chart

Allergies  PCP

**Admission Information**

Check-In  Clinic

Presenting Complaint

Visit Type  Transport Mode  Medical Attendant Present

Emergency Severity Index  Triage Nurse Date Time  Triage Nurse

Triage Provider Date Time  Triage Provider

**Room Information**

ER Room  ER Room Assigned

**Injury Information**

Injury Related

Occupation Related

**Visit Information**

Primary Nurse  Primary Nurse Time

Medical Screening Exam Time  Decision to Admit Time

ED Provider  ED Provider Date Time

ER Consult Notified

Consult Service	Date and Time Seen	Consult
DERMATOLOGY	05/05/2023 10:03	TEST,PROVIDER FOUR

**Procedures:**

**Diagnosis:**  **Provider Narrative:**

Code Blue

**Provider History**

**Disposition Information**

Final Acuity  Disposition

Follow Up Instructions:

(PRIMARY) Provider who signed PCC form:  Discharge Nurse:

Departure Time

Technical Use Only: ObjId  Dfn  Vsn  AmerVisit

Figure 2-63: Patient Discharge Summary

## 2.8 ED Dashboard Reporting

A number of management reports can be generated, provided the user has access to the Reports Button. To access the report screen from the EDD main page, click on **Reports** (Figure 2-64). The ERS/BEDD Reports screen will be shown (Figure 2-65), then select **Run Report** after selecting a specific report to process (Figure 2-66).

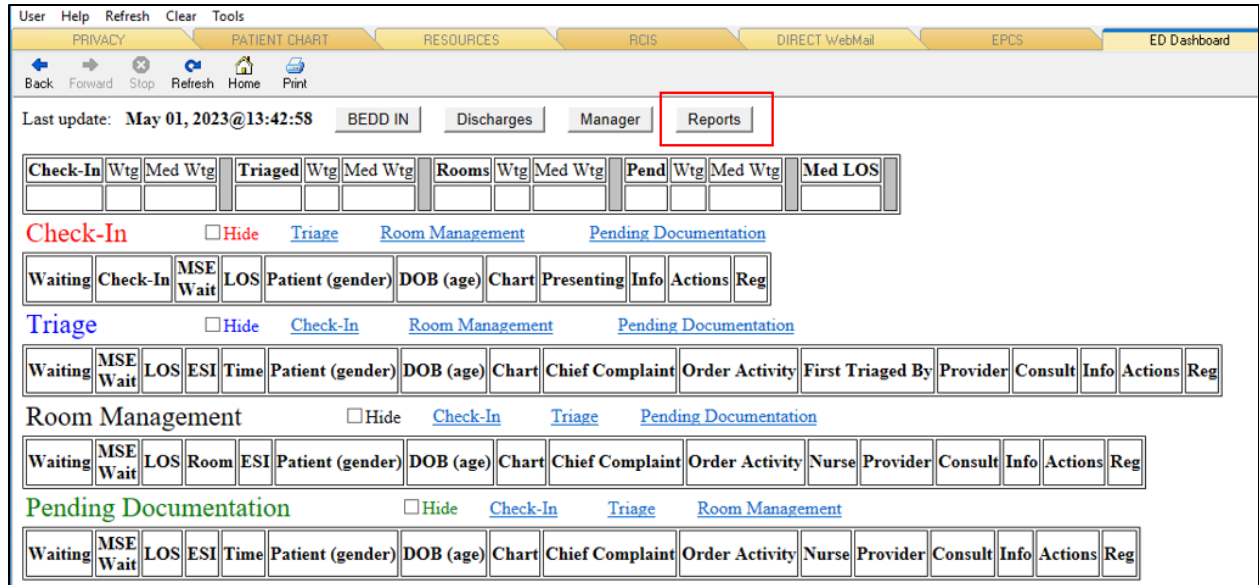


Figure 2-64: Reports button



Figure 2-65: ERS/BEDD Reports

Figure 2-66: Run Reports button

For each of the reports listed, select the appropriate beginning and ending date for each and click the corresponding **Run Report** button. The browser will then display the requested report. To return to the manager screen, click the **ERS/BEDD Reports Menu** link in the upper right corner of any report.

Current reporting options are as follows:

- Admission Activity (Figure 2-67)

Emergency Severity Index (ESI)		Total
5		1
BLANK		1
<b>Total</b>		<b>2</b>

Arrival Mode		Total
BLANK		1
PRIVATE VEHICLE/WALK IN		1
<b>Total</b>		<b>2</b>

Disposition		Total
HOME		1
LEFT WITHOUT BEING SEEN		1
<b>Total</b>		<b>2</b>

Injury		Total
NO		2
<b>Total</b>		<b>2</b>

Figure 2-67: ERS Admission Summary Report

Figure 2-68: Central Log Report

ERS/BEDD Reports Menu

### ED Check-In Summary by Hour

Between the dates of 5/5/2023 And 5/5/2023

Date	Hour	Total
May 05, 2023	05:00	1
May 05, 2023	07:00	1
<b>Total</b>		<b>2</b>

Figure 2-69: ED Check-In Summary by Hour

- Length of Stay by Emergency Severity Index (Figure 2-70)

ERS/BEDD Reports Menu

### Length of Stay By Emergency Severity Index (ESI)

Between the dates of 5/5/2023 And 5/5/2023

ESI	Presenting Complaint	Disposition	LOS	Check-In	Patient	Chart	Age	Sex	DOB	Clinic	Diagnosis	ED Provider	Medical Screening Exam Time	Primary Nurse	Decision to Admit	Initial Triage Dr. Tm	IC- Triage Wtg	Room	Original Room Dr. Tm	Trg. Room Wtg	Departure Dr. Tm	Res. DC Wtg	Primary Provider	Discharge Nurse	Final Acuity	Injury	Consult	PCP	AMERX/SIT	OB/ID	V/EN	DFN
3	heating BEDD patch 7 - processing complaint	LEFT WITHOUT BEING SEEN	383	05/05/2023 05:00	DEMO PATIENT TWO	000456	8 YRS	M	10/18/14	EMERGENCY MEDICINE											05/05/2023 11:25					NO	NO		231	235	247234	7209
2	heating BEDD patch 7 - processing complaint	HOME	239	05/05/2023 07:00	DEMO PATIENT ONE	000123	7 YRS	F	11/27/81	EMERGENCY MEDICINE	ZZZ 999	TEST PROVIDER TWO	05/05/2023 09:18	TEST NURSE TWO		05/05/2023 09:17	157	ED-1	05/05/2023 09:47	30	05/05/2023 10:59	72	TEST PROVIDER TWO	TEST NURSE FOUR	1	NO	YES	TEST PROVIDER TWO	250	234	247233	7207

Figure 2-70: Length of Stay by Emergency Severity Index

- Discharge Activity by hour (Figure 2-71)

ERS/BEDD Reports Menu

### ED Discharge Summary by Hour

Between the dates of 5/5/2023 And 5/5/2023

Date	Hour	Total
May 05, 2023	08:00	1
May 05, 2023	10:00	1
May 05, 2023	11:00	1
<b>Total</b>		<b>3</b>

Figure 2-71: ED Discharge Summary by Hour

- Room Utilization (Figure 2-72)

ERS/BEDD Reports Menu

### ERS Room Utilization by Hour

Between the dates of 5/5/2023 And 5/5/2023

May 05, 2023	Hour	ED-1
	09:00	1
<b>TOTAL</b>		<b>1</b>

Figure 2-72: ERS Room Utilization by Hour

## 2.9 Whiteboard Display

The BEDD application contains a new way of displaying the ED Dashboard called the Whiteboard. The Whiteboard is a customizable display of the ED Dashboard which allows non-PII information to be displayed. This is useful if a site wishes to set up a display in a public area (which would require minimal information to be displayed) or in a nurse's station (where more information could be displayed).

### 2.9.1 Logging into the Whiteboard

To log into the Whiteboard, in Standalone Mode, click the **Dashboard** desktop icon just as if you were going to log into the regular dashboard. The screen shown in Figure 2-73 displays. Any user with regular EDD access can log into the Whiteboard by typing in their Access/Verify information and clicking the **Whiteboard Login** button.

A special whiteboard account has also been created with which users can log on. The Access Code for the special account is Whiteboard. The Verify Code initially comes set as null. A new Verify Code can be entered or modified by entering a new value in the **Whiteboard Verify** field in the Whiteboard Display Settings section of the **Setup** menu.

To log in using this new account, enter Whiteboard for the Access Code, the Verify Code (if one has been defined), and then click the **Whiteboard Login** button. A display similar to Figure 2-74 displays (actual column shown will vary depending upon the Whiteboard custom settings – see Section 4.3.24 for further details).

**Welcome to the BEDD Emergency Room Dashboard**

**Standalone/Whiteboard Login**

Access Code:

Verify Code:

Select the Site

\*\*Integrated Dashboard/EHR users must re-launch the Dashboard from EHR to re-establish the link with EHR\*\*

Figure 2-73: ED Dashboard login screen

Last update: May 05, 2023@12:45:37

**Check-In**  Hide

Waiting	Patient (Age)	Presenting	Info
105	D. P. (27 YRS)	PRESENTING COMPLAINT	.
75	D. P. (39 YRS)	PRESENTING COMPLAINT	.

**Triage**  Hide

Waiting	ESI	Patient (Age)	Chief Complaint	Order Activity	First Triageed By	Provider	Info
3	2	D. P. (47 YRS)	TESTING BEDD		TEST, NURSE THREE		.
3	5	D. P. (87 YRS)	TESTING BEDD		TEST, NURSE THREE		.

**Room Management**  Hide

Waiting	ESI	Patient (Age)	Chief Complaint	Order Activity	Nurse	Provider	Info
4	4	D. P. (57 YRS)	testing		TEST, NURSE FIVE		.
4	4	D. P. (62 YRS)	testing patch 7		TEST, NURSE THREE		.

**Pending Documentation**  Hide

Waiting	ESI	Patient (Age)	Chief Complaint	Order Activity	Nurse	Provider	Info
---------	-----	---------------	-----------------	----------------	-------	----------	------

Figure 2-74: Sample Whiteboard display

## 3.0 Package Management

### 3.1 Package Access

User access to the EDD is controlled by RPMS security keys. The BEDD application includes six security keys, AMERZPROVIDER, AMERZNURSE, AMERZPARA, BEDDZWHITEBOARD, BEDDZMGR and BEDDZDASH. These keys are documented in Section 3.4 of the *IHS Emergency Department Dashboard Technical Manual*.

### 3.2 Controlling Nurse/Provider Role Selection Choices

The ED Dashboard relies on the following AMER security keys to control what personnel appear in the nurse/provider dropdown selection lists.

#### 3.2.1 AMERZNURSE Security Key

Personnel holding the AMERZNURSE security key will show up in the dropdown lists in the BEDD Triage Nurse, Primary Nurse, and Discharge Nurse fields. If a user wishes to select someone other than a holder of the AMERZNURSE security key, they have to check the **Show All** box next to the dropdown list to generate a list of all providers.

#### 3.2.2 AMERZPROVIDER Security Key

Personnel holding the AMERZPROVIDER security key will show up in the dropdown lists in the BEDD Triage Provider, ED Provider and (PRIMARY) Provider who signed PCC form fields. If a user wishes to select someone other than a holder of the AMERZPROVIDER security key, they have to check the **Show All** box next to the dropdown list to generate a list of all providers.

### 3.3 Automatic Check-out from PIMS upon BEDD/AMER Discharge

The AMER/BEDD applications can be set up to check-out patients from their PIMS appointments when they are discharged from AMER/BEDD visits. For instructions on how to turn on (or off) this functionality please see Section 3.1.5 of the *Emergency Room System User Manual* released with AMER v3.0 Patch 13.

## 4.0 Package Operation

Before using the EDD application, it must be set up to meet the needs of the site with respect to clinic information, and how the application will behave while admitting, processing, and discharging patients.

Someone with EDD manager access is required to set up bed locations, site information, and other settings before the application is used.

### 4.1 Access the EDD Manager Options

#### 4.1.1 Login to the EDD Application

Double-click the icon on your desktop to access the EDD or enter the dashboard via the appropriate EHR tab. Based on the user settings at the site, you may first be presented with an initial login screen as shown in Figure 4-1. If the login screen shows up, enter your credentials for logging onto the Ensemble server and click the **Login** button.

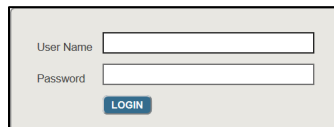
A screenshot of the Ensemble login screen. It features two input fields: "User Name" and "Password". Below the "Password" field is a blue button labeled "LOGIN".

Figure 4-1: Ensemble login screen

At this point, the BEDD login screen should display. Provide the users **RPMS ACCESS/VERIFY** information (Figure 4-2). If accessing via the EHR, the users' credentials may already have been entered with the initial login to RPMS via the current EHR session, and the user may not see the screen in Figure 4-2.

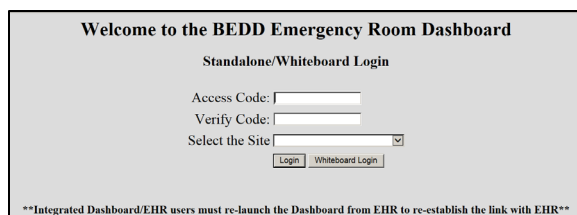
A screenshot of the BEDD Emergency Room Dashboard login screen. The title is "Welcome to the BEDD Emergency Room Dashboard". Below the title is the text "Standalone/Whiteboard Login". There are three input fields: "Access Code:", "Verify Code:", and "Select the Site:". Below the "Select the Site:" field are two buttons: "Login" and "Whiteboard Login". At the bottom of the screen, there is a note: "\*\*Integrated Dashboard/EHR users must re-launch the Dashboard from EHR to re-establish the link with EHR\*\*".

Figure 4-2: BEDD Emergency Room Dashboard login screen

#### 4.1.2 Go to the Manager Screen

After the user logs in, the user will see the main EDD screen in Figure 4-3. The user should then click the **Manager** button on the top right as indicated below in Figure 4-3.





Figure 4-3: Main EDD screen – Manager button

The first screen to appear is the Manager screen, and it will default to the **Rooms** definition page as seen in Figure 4-4. Note that unlike Figure 4-4, the user’s particular site will not have rooms defined yet and that definition will be performed in the next step.

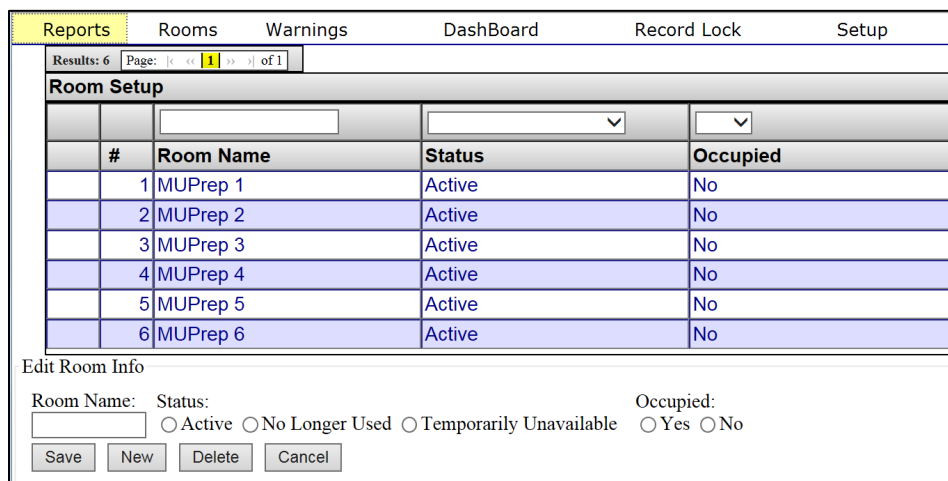


Figure 4-4: Room definition screen

## 4.2 Add ER Room Location

In the screen defined in Figure 4-4, the user enters the room name being added into the **Room Name** label at the bottom. In the **Status** section select **Active**, and under **Occupied** section select **No**. Press the **Save** button and the room will be added as in Figure 4-5.

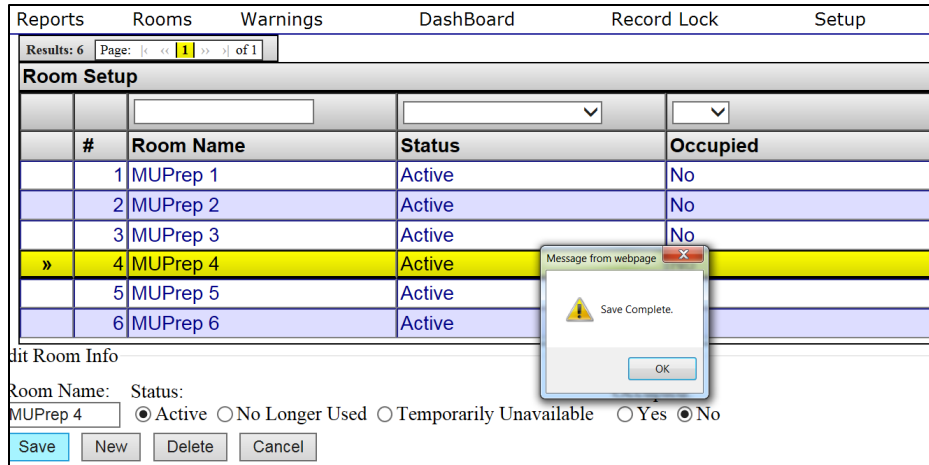


Figure 4-5: Add ER room

Note that when adding or changing a room, it can be flagged as **No Longer Used** or **Temporarily Unavailable**. The user can also update the room to be listed as **Occupied** preventing any patients from being assigned the location.

### 4.3 Access Setup and Configure Options

After the bed locations are added and while still in the room definition screen shown in Figure 4-4, click on **Setup** in the upper right corner as indicated in Figure 4-6 and the user will be taken to the site **Setup** screen in Figure 4-7.

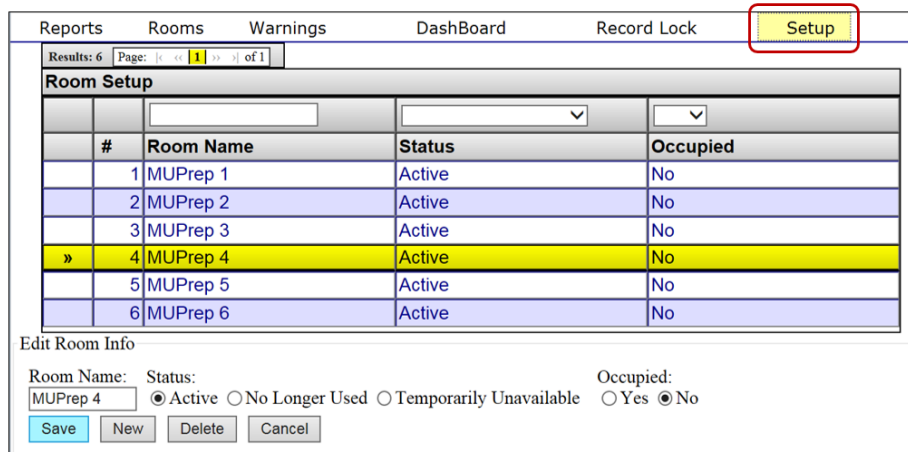


Figure 4-6: Room definition screen — Setup button

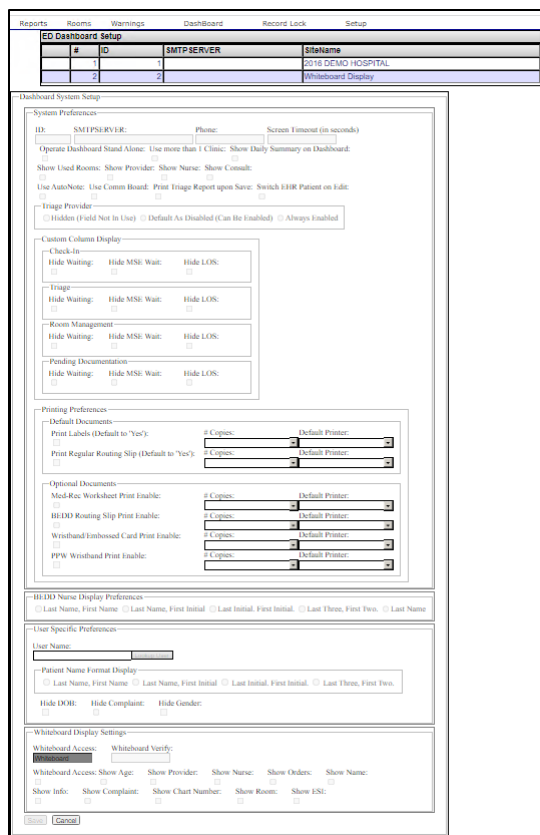


Figure 4-7: The BEDD Manager Setup Screen

In order to make modifications to a site that is displayed, click the site name in the **ED Dashboard Setup** section to make it active as indicated in Figure 4-8.

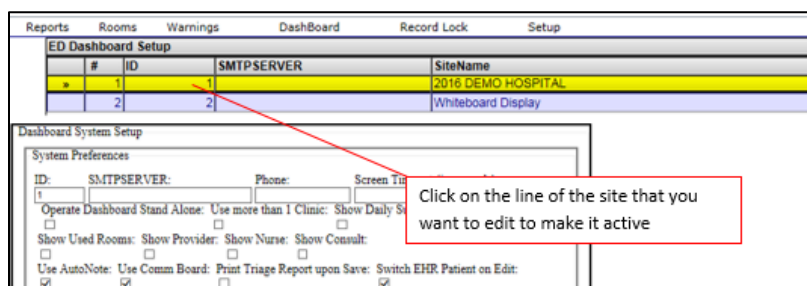


Figure 4-8: Site settings

Please note that the site data is automatically populated with INSTITUTION file (#4) entries which are pointed to by the MEDICAL CENTER DIVISION file (#40.8), and new sites can only be added by clinic or hospital management. If the appropriate sites are not displaying, please contact the RPMS system administrator for this installation.

The following options on the site setup screen are available to configure the behavior of the EDD application. Screen shots, where appropriate, will indicate how the setting affects the display of the information in the EDDs main page.

### 4.3.1 Screen Timeout (in Seconds)

This value affects how long users can remain on a screen before it times out when they are logged into the EDD application. For example, if the screen timeout is set at 300 seconds and a user opens up a patient in edit mode, the screen will exit the patient edit page and return to the main EDD page after 300 seconds of being opened.

The property also controls how long a patient will remain locked, if a user edits a patient and then closes their browser while still in edit mode. The EDD will automatically unlock the patient for editing at a time of 30 seconds plus whatever value is stored in the Screen Timeout property.

### 4.3.2 Operate Dashboard Stand Alone

Not implemented

### 4.3.3 Use More than One Clinic

For sites that use multiple clinic areas (for triage, urgent care, etc.), checking this property displays the **Clinic** column in the dashboard under the **Triaged**, **Room Management** and **Pending Documentation** sections as indicated in Figure 4-9.

Check-In	Wtg	Med Wtg	Triaged	Wtg	Med Wtg	Rooms	Wtg	Med Wtg	Pend	Wtg	Med Wtg	Med LOS
2	250	125	2	76	38	1	39	39	1	13	13	125

Waiting	Check-In	MSE Wait	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
140	05-05-2023 11:00	140	DEMO_PATIENT_FIFTEEN (F)	11-01-95 (27 YRS)	109604	PRESENTING COMPLAIN	TRIAGE		Trg Page Rm Page Obsv TrgRpt	NO
110	05-05-2023 11:30	110	DEMO_PATIENT_TWELVE (F)	12-28-83 (39 YRS)	102058	PRESENTING COMPLAIN	EMERGENCY MEDICINE		Trg Page Rm Page Obsv TrgRpt	NO

MSE Wait	LOS	Room	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activit	Clinic	First Triaged By	Provider	Consult	Info	Actions	Reg
39	39	2	12-42		DEMO_PATIENT_EIGHT (F)	07-08-75 (47 YRS)	108936	TESTING BEDD		URGENT CARE	TEST		No		Rm Page Obsv TrgRpt	NO
38	38	5	12-42		DEMO_PATIENT_SEVEN (F)	10-29-35 (87 YRS)	101046	TESTING BEDD		EMERGENCY MEDICINE	TEST		No		Rm Page Obsv TrgRpt	NO

Waiting	LOS	Room	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activit	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
39	260	ED-1	4		DEMO_PATIENT_FOUR (F)	12-09-65 (57 YRS)	102590	testing		EMERGENCY MEDICINE	TEST		No		Rm Page Obsv TrgRpt	NO

Waiting	MSE Wait	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activit	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
13	320	4	13-07		DEMO_PATIENT_THREE (M)	09-21-60 (62 YRS)	109836	testing patch 7	ED MAIN	TEST		No		Rm Page Obsv TrgRpt	NO

Figure 4-9: ED Dashboard with Use more than 1 Clinic property set

### 4.3.4 Show Daily Summary on Dashboard

Not Implemented

### 4.3.5 Show Used Rooms

Not Implemented

### 4.3.6 Show Provider

Display the **Provider** column in the dashboard under the **Triaged, Room Management** and **Pending Documentation** sections as indicated in Figure 4-10.

The screenshot shows the dashboard interface with three sections: Check-In, Triage, Room Management, and Pending Documentation. In each section, the 'Provider' column is highlighted with a red box. The data rows are as follows:

Section	Waiting	MSE Wait	LOS	ESI Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	First Triaged By	Provider Info	Actions	Reg
Triage	22	Done	08-27	SEABOY LUCINDA E (F)	07-16-51 (71 YRS)	105715	Chest Pain			FLOOD, WILLIAM	FLOOD	Run Page, Obv, TrgRpt	NO
Room Management	ED 02	3	KING, BETTYANN (F)	08-17-64 (58 YRS)	201994	Abdominal Pain		BARKER, MELANA			FLOOD	Run Page, Obv, TrgRpt	NO
Room Management	ED 04	3	TESTING, REG (F)	01-01-15 (8 YRS)	137956	Bilateral Leg Swelling					ZIEGLER	Run Page, Obv, TrgRpt	NO
Room Management	ED 9	3	TEST PATIENT (F)	10-01-21 (18 MOS)	220000	Dizzy		BARKER, MELANA			FLOOD	Run Page, Obv, TrgRpt	NO
Pending Documentation	14-16	RANDALL ADAM J (M)	07-17-55 (67 YRS)	100806	Vomiting			BARKER, MELANA			FLOOD	Run Page, Obv, TrgRpt	NO

Figure 4-10: Provider column

### 4.3.7 Show Nurse

Display the **First Triaged By** column under the **Triage** section and the **Nurse** columns in the dashboard under the **Room Management** and **Pending Documentation** sections as indicated in Figure 4-11.

The screenshot shows the dashboard interface with three sections: Check-In, Triage, Room Management, and Pending Documentation. In each section, the 'First Triaged By' and 'Nurse' columns are highlighted with red boxes. The data rows are as follows:

Section	Waiting	MSE Wait	LOS	ESI Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	First Triaged By	Nurse	Provider Info	Actions	Reg
Triage	22	Done	08-27	SEABOY LUCINDA E (F)	07-16-51 (71 YRS)	105715	Chest Pain			FLOOD, WILLIAM	FLOOD	FLOOD	Run Page, Obv, TrgRpt	NO
Room Management	ED 02	3	KING, BETTYANN (F)	08-17-64 (58 YRS)	201994	Abdominal Pain		BARKER, MELANA			BARKER, MELANA	FLOOD	Run Page, Obv, TrgRpt	NO
Room Management	ED 04	3	TESTING, REG (F)	01-01-15 (8 YRS)	137956	Bilateral Leg Swelling						ZIEGLER	Run Page, Obv, TrgRpt	NO
Room Management	ED 9	3	TEST PATIENT (F)	10-01-21 (18 MOS)	220000	Dizzy		BARKER, MELANA			BARKER, MELANA	FLOOD	Run Page, Obv, TrgRpt	NO
Pending Documentation	14-16	RANDALL ADAM J (M)	07-17-55 (67 YRS)	100806	Vomiting			BARKER, MELANA			BARKER, MELANA	FLOOD	Run Page, Obv, TrgRpt	NO

Figure 4-11: Nurse column

### 4.3.8 Show Consult

Display the **Consult** column in the dashboard under the **Triaged, Room Management** and **Pending Documentation** sections as indicated in Figure 4-12.

The screenshot shows the Emergency Department Dashboard (BEDD) interface. It features several sections: Check-In, Triage, Room Management, and Pending Documentation. Each section contains a table of patient records. In the Triage section, a red box highlights the 'Consult' column for patient 134. In the Pending Documentation section, a red box highlights the 'Consult' column for patient 27. The interface includes navigation tabs like 'Discharges', 'Manager', 'Reports', and 'Log Out'.

Figure 4-12: Consult column

### 4.3.9 Use AutoNote

Checking the Use AutoNote property will cause the **Actions** column to be displayed in the ED Dashboard **Check-In, Triage, Room Management** or **Pending Documentation** sections.

The Actions properties allow the notes field to be auto-populated when the **Trg Page** (Triage Page), **Rm Page** (Room Page) or **Obsv** (Patient Observed) options are checked. See Figure 4-13 for an ED Dashboard with the **Actions** Column set to display. These actions are described in Section 2.3.

This screenshot shows the Emergency Department Dashboard (BEDD) with the 'Actions' column enabled. Red boxes highlight the 'Actions' column in the Triage, Room Management, and Pending Documentation sections. The Triage section shows actions like 'Rm Page', 'Obsv', and 'TrgRpt'. The Room Management section shows 'Rm Page', 'Obsv', and 'TrgRpt'. The Pending Documentation section shows 'Rm Page', 'Obsv', and 'TrgRpt'. The interface also includes navigation tabs and a 'Last update' timestamp.

Figure 4-13: AutoNote actions

### 4.3.10 Use Comm Board

Not Implemented

### 4.3.11 Print Triage Report on Save

Not Implemented

### 4.3.12 Switch EHR Patient on Edit

If this box is checked, when utilizing the dashboard within EHR, whenever a patient is edited on the dashboard, the EHR patient and visit will automatically switch to the patient and visit being edited in the dashboard. If the box is not checked, the switch will not occur. Note that this setting only applies to EHR mode.

When utilizing standalone mode, the patient/visit will not switch upon a patient edit.

### 4.3.13 Triage Provider

On the Setup screen there is the ability to hide, disable, or enable the Triage Provider field under Edit Page Admission Information section. Users can set up this function in the Dashboard System Setup screen by selecting the preferred radio button as shown in Figure 4-14. For sites that never use a triage provider this setting can be set to **Hidden**.

For sites that occasionally use a triage provider, the second option of **Default As Disabled (Can be Enabled)** should be used. For sites that frequently use a triage provide, the **Always Enabled** selection should be used.

**Note:** The AMER application has its own setting to control whether a triage provider should be prompted for or not. Please see Section 3.1.5 of the Emergency Room System (AMER) User Manual for directions on how to adjust that setting.

The screenshot shows the 'Dashboard System Setup' window with a 'System Preferences' section. The 'Triage Provider' setting is highlighted with a red box and includes three radio button options: 'Hidden (Field Not In Use)', 'Default As Disabled (Can Be Enabled)', and 'Always Enabled'.

Figure 4-14: The Triage Provider setting

Figure 4-15 displays the user view in the Patient Edit screen if the **Triage Provider Always Enabled** radio button was selected.

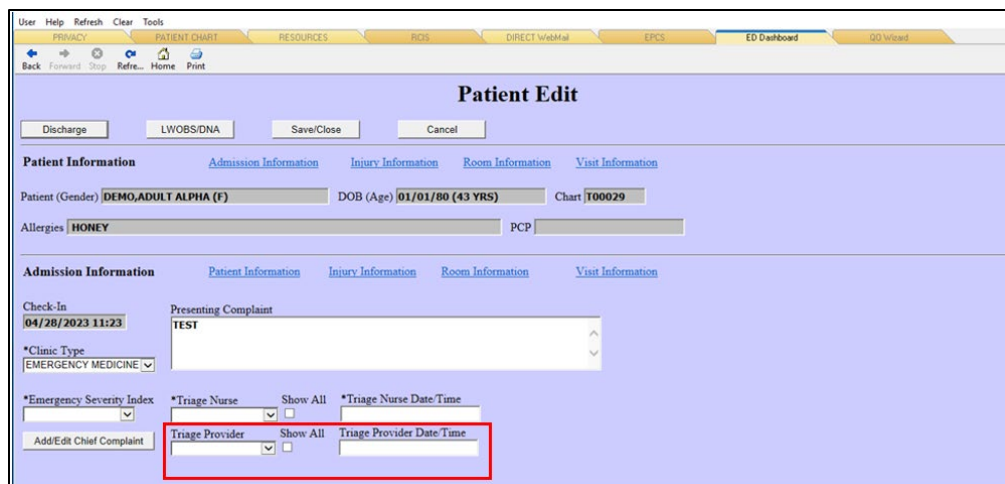


Figure 4-15: Triage Provider section shown as enabled on Patient Edit screen

### 4.3.14 BEDD Nurse Display Preferences

A nurse’s name can be displayed in multiple formats on the ED Dashboard main page. The format of the nurse display can be changed to include just the last name or a combination of the first and last names.

This can be useful in sites with many staff having similar names. See Figure 4-16 for the available nurse’s name display formats. The nurse’s name displays in the chosen format in the Triage, Room Management, and Pending Documentation section. Figure 4-17 shows an example of the complete nurse’s name showing on the ED dashboard main page.

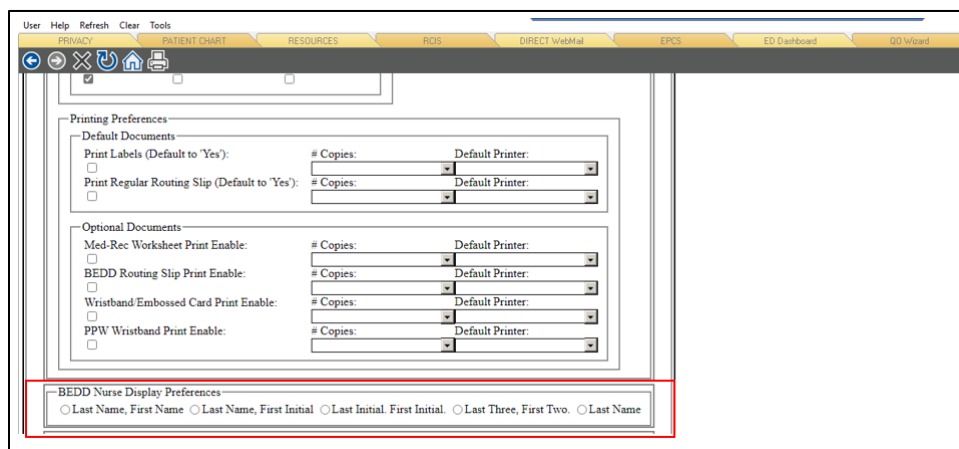


Figure 4-16: BEDD Nurse Display Preferences section



MSE Wait	LOS	ESI	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	First Traged By	Provider	Consult	Info	Actions	Reg		
	202	2	12:42	DEMO PATIENT EIGHT (F)	07-08-75 (47 YRS)	108910	TESTING BEDD	URGENT CARE	EMERGENCY MEDICINE	TEST_NURSE THREE	No			Run Page	Obs	Top	Reg
	273	4	13:33	DEMO PATIENT SEVEN (F)	12-28-83 (39 YRS)	102038	PRESENTING COMPLAINT	EMERGENCY MEDICINE	EMERGENCY MEDICINE	TEST_NURSE FOUR	Yes			Run Page	Obs	Top	Reg
	201	3	12:42	DEMO PATIENT SEVEN (F)	10-29-33 (31 YRS)	101040	TESTING BEDD	EMERGENCY MEDICINE	EMERGENCY MEDICINE	TEST_NURSE THREE	No			Run Page	Obs	Top	Reg
	303	303	14:20	DEMO PATIENT SEVEN (F)	11-03-93 (27 YRS)	109982	PRESENTING COMPLAINT	TRiage	EMERGENCY MEDICINE	TEST_NURSE ONE	No			Run Page	Obs	Top	Reg
	202	421	ED-1	DEMO PATIENT FOUR (F)	11-09-65 (57 YRS)	102190	testing	EMERGENCY MEDICINE	EMERGENCY MEDICINE	TEST_NURSE FIVE	No			Run Page	Obs	Top	Reg

Figure 4-17: BEDD Displaying Nurse Name

### 4.3.15 Custom Column Display

Each of the sections displaying on the dashboard can be configured to hide some information that staff may not need to view. This can make the dashboard easier to read, especially when a large number of patients are present. Each section (Check-in, Triage, Room Management, and Pending Documentation) can be customized to Hide Waiting, Hide MSE (medical screening evaluation) Wait Time, Hide LOS (length of stay).

All of these can be viewed or hidden on the dashboard by checking the appropriate box as shown in Figure 4-18.

**Custom Column Display**

**Check-In**

Hide Waiting:     Hide MSE Wait:     Hide LOS:

**Triage**

Hide Waiting:     Hide MSE Wait:     Hide LOS:

**Room Management**

Hide Waiting:     Hide MSE Wait:     Hide LOS:

**Pending Documentation**

Hide Waiting:     Hide MSE Wait:     Hide LOS:

Figure 4-18: Custom column display setting

### 4.3.16 Printing Preferences

The **BEDD IN** option allows users to print various documents associated with the visit. The following settings control the printing of these documents and also provide the ability to populate default device choices and the number of copies to print.

#### 4.3.16.1 Print Labels (Default to Yes)

Checking or unchecking the **Print Labels (Default to Yes)** check box as shown in Figure 4-19 will cause the **Print Label** option in BEDD IN to default to printing turned on or off for the labels for any new patient visit.

Defaulting to print as well as the values of the # **Copies** field and **Default Printer** field will be populated once a patient is selected. See Figure 4-20 to see how these settings affect the Print Label settings in BEDD IN. In this example, the chosen setting will default the Print Labels option in BEDD IN to print the labels on any new patient visit.

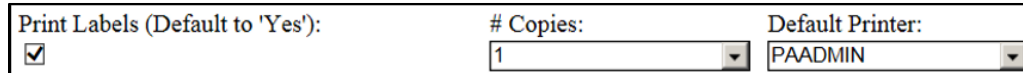


Figure 4-19: Print Labels default settings



Figure 4-20: Print Labels option in BEDD IN display

#### 4.3.16.2 Print Regular Routing Slip (Default to Yes)

Checking or unchecking the **Print Regular Routing Slip (Default to Yes)** check box as shown in Figure 4-21 will cause the **Print Regular Routing Slip** option in BEDD IN to default to printing turned on or off for the routing slips for any new patient visit.

Defaulting to print as well as the values of the # **Copies** field and **Default Printer** field will be defaulted in as well once a patient is selected. See Figure 4-22 to see how these settings affect the **Print Regular Routing Slip** settings in BEDD IN. In this example, the check box is not checked, so in BEDD IN the routing slips will not default to print on any new patient visit.



Figure 4-21: Print Regular Routing Slip check box and default settings



Figure 4-22: Print Routing Slip check box in BEDD IN display

#### 4.3.16.3 Med-Rec Worksheet Print Enable

Checking the **Med-Rec Worksheet Print Enable** check box as shown in Figure 4-23 will control whether the **Print Med-Rec Worksheet** option will be available in **BEDD IN** and the **AMER ADMISSION** option.

If the box is checked, the print option appears in BEDD IN and any values saved in the # **Copies** field and **Default Printer** field will be defaulted in once a patient is selected (see Figure 4-24). In this example the check box is checked, so in BEDD IN the Med-Rec will be available for printing. For a new visit, the option will default to print while for an existing visit, the option displays but will not be checked to print.

Med-Rec Worksheet Print Enable: <input checked="" type="checkbox"/>	# Copies: 3	Default Printer: P-EPS2
--	----------------	----------------------------

Figure 4-23: Med-Rec Worksheet Print Enable default settings

<input checked="" type="checkbox"/> Print Med-Rec Worksheet	Number of copies: 3	Printer: P-EPS2
---	---------------------	-----------------

Figure 4-24: Med-Rec Worksheet print enable settings in BEDD IN display

In the **AMER ADMISSION** option, if the box is checked, the user will be prompted to print a Med-Rec Worksheet as part of the AMER ADMISSION option. See Figure 4-25 for an example of this option.

Select printer for PATIENT MEDICATION WORKSHEET...

DEVICE: HOME// 0,80,9999 Virtual

PRINTED ON 10/10/2016 14:18 PAGE: 1  
\*\*\*ALERT\*\*\* PATIENT COPY \*\*\* PATIENT COPY \*\*\*ALERT\*\*\*

3013 DEMO HOSPITAL  
PATIENT MEDICATION RECONCILIATION  
PATIENT APPOINTMENT: 10/10/2016 14:18  
LOCATION: EMERGENCY MEDICINE

PATIENT NAME: [REDACTED] SEX: MALE  
CHART # [REDACTED] DOB: [REDACTED]

ALLERGIES: No Allergy Assessment

No Medications Found

.....  
I am unsure of any outside medications and/or over the counter medications and dosages. I will bring my medications on my next visit.  
.....

OUTSIDE MEDICATIONS  
Patient: Please list any outside medications not received at any 3013 DEMO HOSPITAL Pharmacy

.....

OVER THE COUNTER MEDICATIONS  
Patient: Please list any OVER the Counter Medications

.....

NEW/CHANGE MEDICATIONS

.....

Enter RETURN to continue or ^ to exit:

ER admission data collection is now complete. Thank you.

Figure 4-25: AMER ADMISSION excerpt for Med Rec Worksheet print

### 4.3.16.4 BEDD Routing Slip Print Enable

Checking the **BEDD Routing Slip Print Enable** check box as shown in Figure 4-26 will control whether the **Print BEDD Routing Slip** option will be available in the **BEDD IN** and **AMER ADMISSION** options. If the check box is checked, the print option appears in **BEDD IN**, and any values saved in the **# Copies** field and **Default Printer** fields will be defaulted in once a patient is selected (see Figure 4-27).

In this example, the check box is checked, so in **BEDD IN** the **Print BEDD Routing Slip** option will be available for printing. For a new visit, the option will default to print while for an existing visit, the option displays but will not be checked to print.

Figure 4-26: BEDD Routing Slip Print Enable default settings

Figure 4-27: Print BEDD Routing Slip settings in BEDD IN display

From the **AMER ADMISSION** option, if the box is checked, the user will be prompted to print a **BEDD Routing Slip** as part of the **AMER ADMISSION** option. See Figure 4-28 for an example of this option.

```

Do you want to PRINT a routing slip? YES//
FILE ROOM PRINTER: PAMED1// 0 Virtual
FACILITY: 2013 DEMO HOSPITAL          **Confidential Patient Data**
PAGE 1   OUTPATIENT ROUTING SLIP
DEMO, LOUIS                          HRCN: ██████████
DOB: 04/29/████████                    APPT DT: 8/28/2017@11:59
715 FIESTA
ALB, NEW MEXICO 87119

**CURRENT APPOINTMENTS**
TIME      CLINIC                LOCATION      PHONE
11:59 AM WI PA EMERGENCY DEPARTMENT  ERD           928-669-3296

DATE PRINTED: Aug 28, 2017@11:59:52
Requested by: ██████████ RN
Setting data for Dashboard...
ER admission data collection is now complete. Thank you.
    
```

Figure 4-28: AMER ADMISSION excerpt for Print BEDD routing slip

### 4.3.16.5 Wristband/Embossed Card Print Enable

Checking the **Wristband/Embossed Card Print Enable** check box as shown in Figure 4-29 will control whether the **Print Embossed Card** option will be available in the **BEDD IN** and **AMER ADMISSION** options.

If the check box is checked, the print option appears in BEDD IN and any values saved in the **# Copies** field and **Default Printer** field will be defaulted once a patient is selected (see Figure 4-30). In this example, the check box is checked, so in BEDD IN the **Print Embossed Card** option will be available for printing. For a new visit, the option will default to print, while for an existing visit, the option displays but not be checked to print.

Wristband/Embossed Card Print Enable: <input checked="" type="checkbox"/>	# Copies: 5	Default Printer: PAMED2
--	----------------	----------------------------

Figure 4-29: Wristband/Embossed Card Print Enable check box and default settings

<input checked="" type="checkbox"/> Print Embossed Card	Number of copies: 5	Printer: PAMED2
---	---------------------	-----------------

Figure 4-30: Print Embossed Card check box in BEDD IN display

In the **AMER ADMISSION** option, if the check box is checked, the user will be prompted to print an embossed card as part of the **AMER ADMISSION** option. See Figure 4-31 for an example of this option.

Enter number of labels to print: (0-50): 4//  
 LABEL PRINTER: NUL// 0,80;9999 Virtual

██████ M  
 ██████████  
 05/23/04 PARKER

---

██████ M  
 ██████████  
 05/23/04 PARKER

---

██████ M  
 ██████████  
 05/23/04 PARKER

---

██████ M  
 ██████████  
 05/23/04 PARKER

Do you want to PRINT a routing slip? YES//|

Figure 4-31: AMER ADMISSION excerpt for wristband/embossed card printing

#### 4.3.16.6 PPW Wristband Print Enable

Checking the **PPW Wristband Print Enable** check box as shown in Figure 4-32 will control whether the **PPW Wristband Print Enable** option will be available in BEDD IN.

If the check box is checked, the print option displays in BEDD IN and any values saved in the **# Copies** field and **Default Printer** field will be defaulted once a patient is selected (see Figure 4-33). In this example, the check box is checked, so in BEDD IN the Print PPW Wristband option will be available for printing. For a new visit, the option will default to print, while for an existing visit, the option displays but not be checked to print.



Figure 4-32: PPW Wristband Print Enable Default Settings

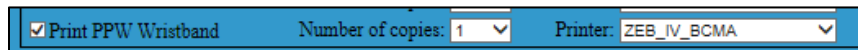


Figure 4-33: Print PPW Wristband in BEDD IN display

### 4.3.17 User-Specific Preferences

#### 4.3.17.1 User Name

Select the desired user for whom to change preferences.

#### 4.3.17.2 Patient Name Format Display

Setting that determines how patient name is displayed in dashboard. The following four options are available:

1. Last Name, First Name
2. Last Name, First Initial
3. Last Initial, First Initial
4. Last Three (characters), First Two (characters)

#### 4.3.17.3 Hide DOB

Hide the DOB column in the dashboard under the Check-In, Triage, Room Management, and Pending Documentation sections.

#### 4.3.17.4 Hide (Chief) Complaint

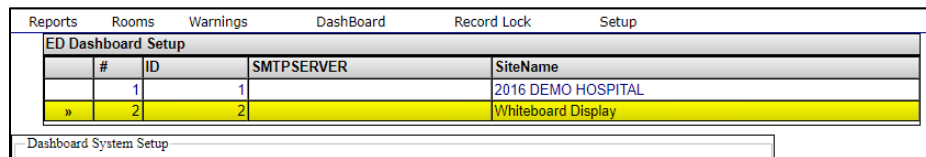
Hide the Chief Complaint column in the dashboard under the Triage, Room Management, and Pending Documentation sections.

#### 4.3.17.5 Hide Gender

Hide the Gender information, displayed in the Patient column, in the dashboard under the Check-In, Triage, Room Management, and Pending Documentation sections.

### 4.3.18 Whiteboard Display Settings

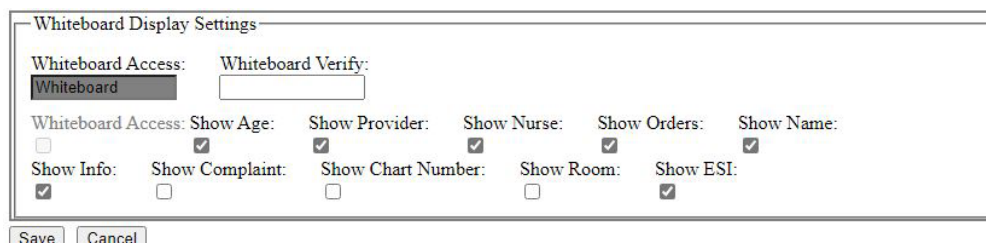
The Whiteboard Display Settings can be accessed by clicking on the **Whiteboard Display** entry in the table at the top of the setup screen (just below the 2016 Demo Hospital below) shown in Figure 4-34.



ED Dashboard Setup				
#	ID	SMTPSERVER	SiteName	
1	1		2016 DEMO HOSPITAL	
»	2	2	Whiteboard Display	

Figure 4-34: Select the Whiteboard Display

All users with the BEDDZMGR security key can view the Whiteboard settings. However, only users holding the BEDDZWHITEBOARD security key are able to change those settings. The Whiteboard settings display as shown in Figure 4-35.



Whiteboard Display Settings

Whiteboard Access:  Whiteboard Verify:

Whiteboard Access:  Show Age:  Show Provider:  Show Nurse:  Show Orders:  Show Name:

Show Info:  Show Complaint:  Show Chart Number:  Show Room:  Show ESI:

Figure 4-35: Whiteboard Display Settings

#### Whiteboard Access

The standard whiteboard access code value displays. The value cannot be changed.

#### Whiteboard Verify

The verify code to be used to login to the dashboard in whiteboard mode. On initial installation, this field is set to null. A code can be added (or changed) as desired.

#### Whiteboard Access (Check Box)

Not implemented for Patch 1.

#### Show Age

Show the age information displayed in the patient column, in the whiteboard under the check-in, triaged, room management, and pending documentation sections.

#### Show Provider

Show the provider column in the dashboard under the triaged, room management, and pending documentation sections.

**Show Nurse**

Show the nurse column in the dashboard under the triaged, room management, and pending documentation sections.

**Show Orders**

Show the order activity column in the dashboard under the triaged, room management, and pending documentation sections.

**Show Name**

Show the patient column in the dashboard under the check-in, triaged, room management, and pending documentation sections.

**Show Info**

Show the info column in the dashboard under the check-in, triaged, room management, and pending documentation sections.

**Show (Chief) Complaint**

Show the chief complain column in the dashboard under the triaged, room management, and pending documentation sections.

**Show Chart Number**

Show the chart column in the dashboard under the check-in, triaged, room management, and pending documentation sections.

**Show Room**

Show the nurse column in the dashboard under the room management sections.

**Show Emergency Severity Index (ESI)**

Show the ESI column in the triage, room management, and pending documentation sections on the whiteboard.

## 4.4 Warnings

The dashboard display allows the display of warnings to alert staff of patients who may have been waiting for excessive times. These can be customized by the site to display distinct colors and/or symbols for the following time period measurements:

- **Check in Wait Time** – The number of minutes the patient has remained in the check-in area without being triaged.
- **Triage Wait Time** – The number of minutes the patient has been waiting for a room since the time that they were triaged.



- **LOS** (total time) – The total number of minutes the patient has been in the ED since they first checked-in.
- **Medical Exam Time** – The number of minutes the patient has been waiting to be seen by a provider.
- **Room Management Wait Time** – The number of minutes the patient has been in a room.

To set warnings navigate to the manager menu and click the link for warnings as shown in Figure 4-36.

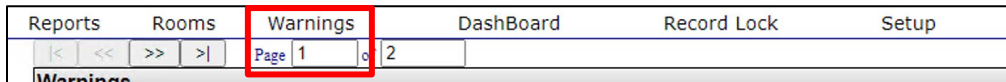


Figure 4-36: Link to the Warnings definitions

The warnings screen includes the list of current warnings for the system as well the ability to edit or add new warnings, enable, or disable any warnings, change the color or symbol, or change the time before a warning appears. Instructions are on the screen.

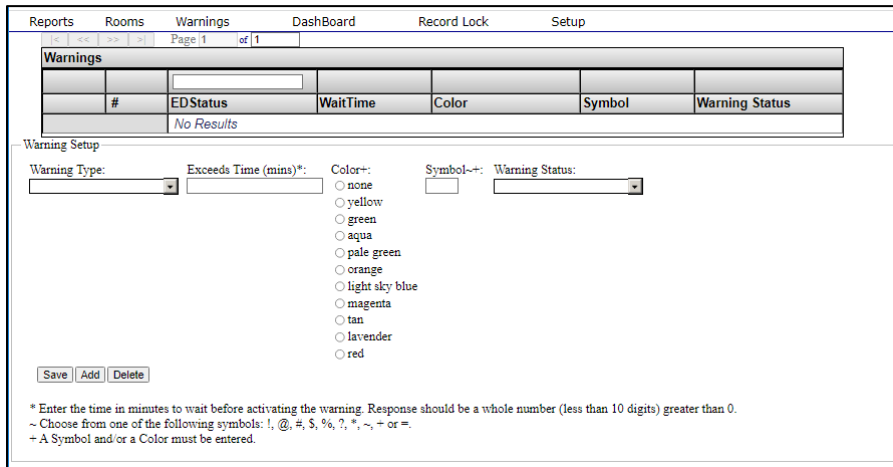


Figure 4-37: Sample Initial Blank Warnings Display

#### 4.4.1 Setting up a New Warning

To set up a new warning, please perform the following steps:

1. Click **Add** at the bottom of the warnings page as shown in Figure 4-38.

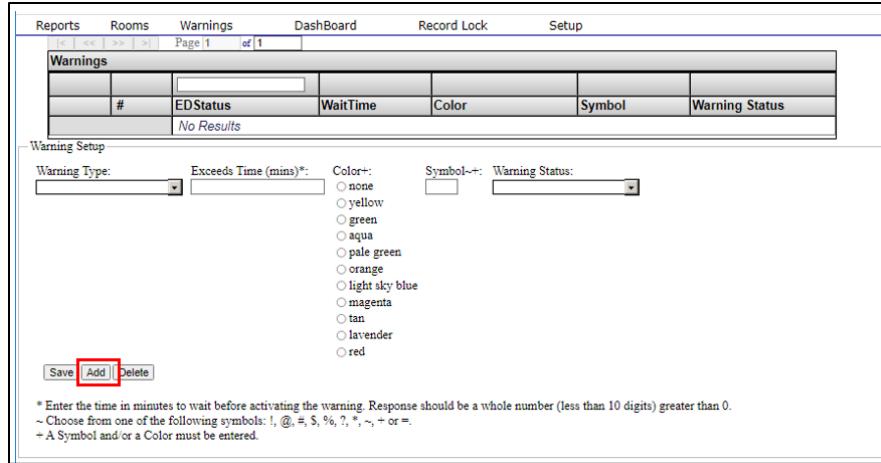


Figure 4-38: Clicking Add to create a new warning

2. In the Warning Type property, select the appropriate warning from the dropdown list as shown in Figure 4-39.

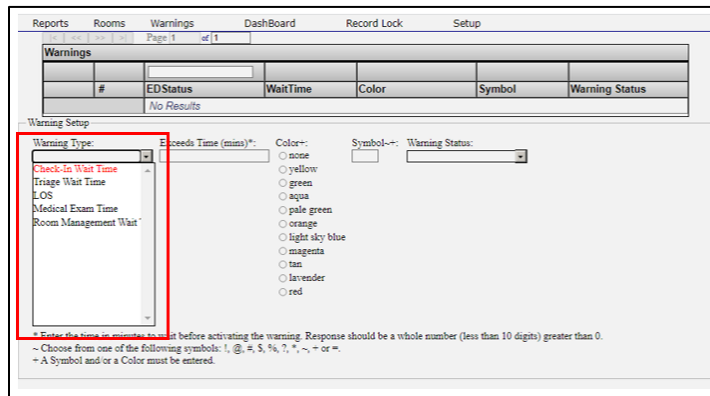


Figure 4-39: Selecting the Warning Type

3. In the Exceeds Time (mins) property, enter the **number of minutes** to wait before activating the warning. For example, when entering the number 60, the warning displays after 60 minutes. In the following example (Figure 4-40), a warning period of 300 (minutes) was entered.

The screenshot shows the 'Warnings' section of the dashboard. At the top, there are navigation tabs: Reports, Rooms, Warnings, Dashboard, Record Lock, and Setup. Below these is a table with columns: #, EDStatus, WaitTime, Color, Symbol, and Warning Status. The table currently shows 'No Results'. Below the table is the 'Warning Setup' form. The 'Warning Type' is set to 'Check-in Wait Time'. The 'Exceeds Time (mins)\*' field is highlighted with a red box and contains the value '600'. The 'Color' field has a dropdown menu open, showing various color options: none, yellow, green, aqua, pale green, orange, light sky blue, magenta, tan, lavender, and red. The 'Symbol' and 'Warning Status' fields are also present but empty.

Figure 4-40: Entering the Exceeds Time (mins) value

4. Select a **Color** from the available choices (Figure 4-41). In this example, a color of yellow was selected.

This screenshot is similar to Figure 4-40, but the 'Exceeds Time (mins)\*' field now contains the value '300'. The 'Color' dropdown menu is open, and the 'yellow' option is selected, indicated by a blue dot next to it. The other color options are listed below it. The 'Symbol' and 'Warning Status' fields remain empty.

Figure 4-41: Selecting a color to use for the warning

5. Select a **Symbol** to use for this warning. The allowable symbols are displayed at the bottom of the page. A symbol and/or a color must be entered. They cannot both be blank. In the example an asterisk (\*) was chosen (Figure 4-42).

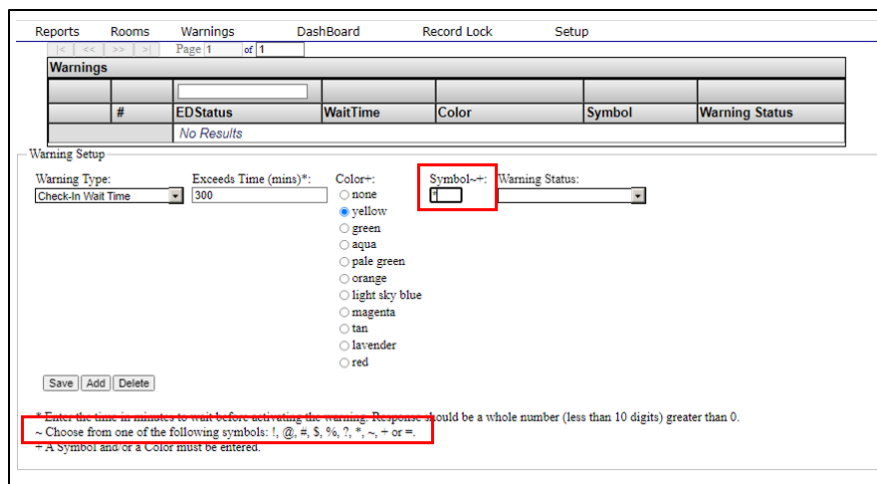


Figure 4-42: Selecting a symbol to use for the warning

6. Select **Enabled** from the Warning Status dropdown and click **Save** to save the new warning.
7. The warning appears as shown on the main dashboard display (Figure 4-43).

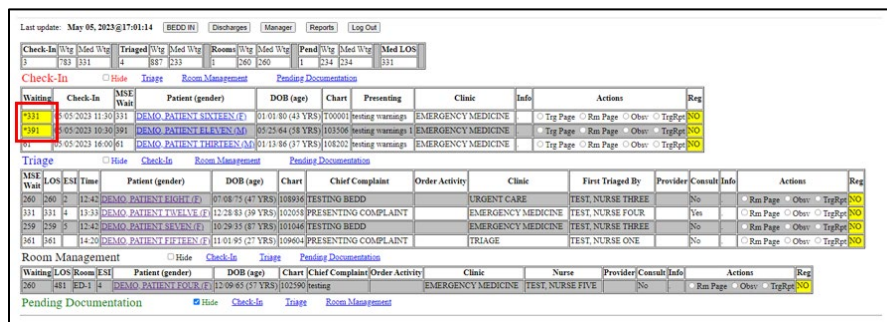


Figure 4-43: Sample display of a Check-In warning over 300 minutes

#### 4.4.2 Editing an Existing Warning

1. On the **Warnings** page, in the table at the top, select the warning that you wish to edit (Figure 4-44).

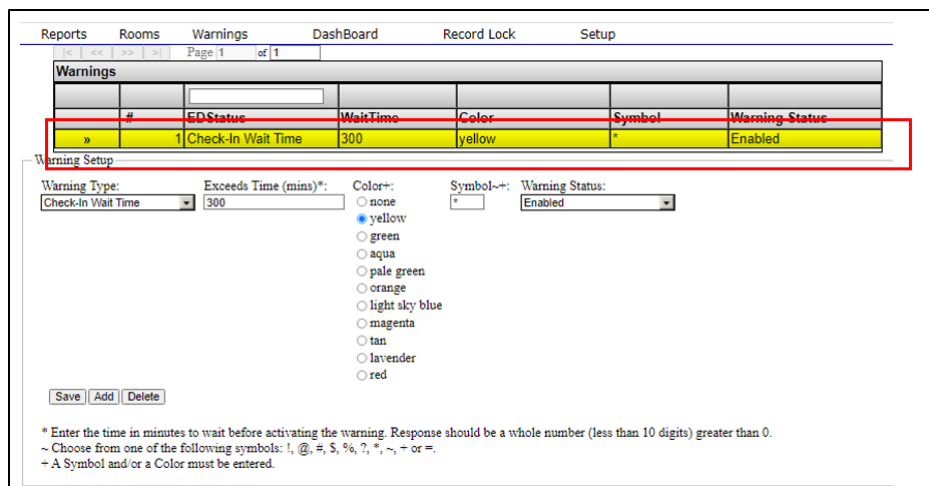


Figure 4-44: Selecting the warning to edit

2. Make the desired changes to the selected warning (Figure 4-45).

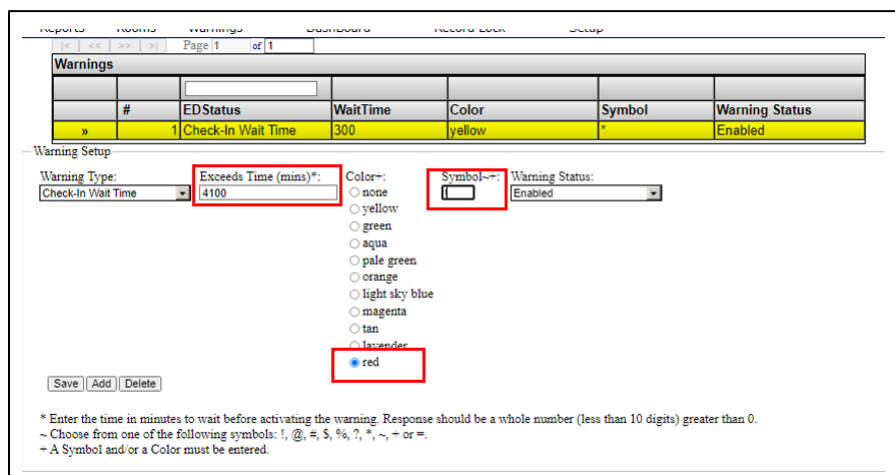


Figure 4-45: Editing an existing warning

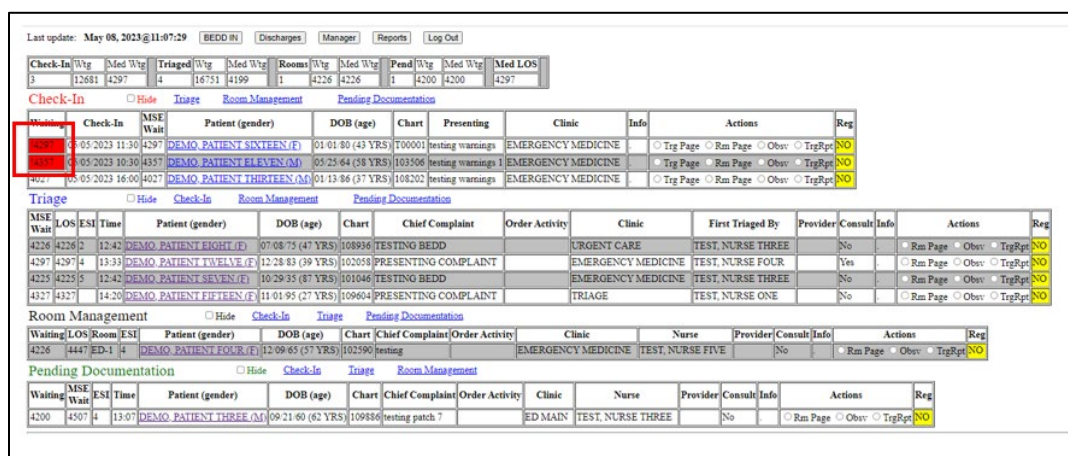


Figure 4-46: Updated warning display

### 4.4.3 Disabling or Deleting a Warning

1. To disable or delete an existing warning, select the warning in the table at the top.
2. To disable an existing warning, change the warning status value to **Disabled** and click **Save** to save (Figure 4-47). The warning will no longer be applied on the main dashboard page. To re-enable the warning, select **Enabled** from the Warning Status dropdown, and click **Save**.

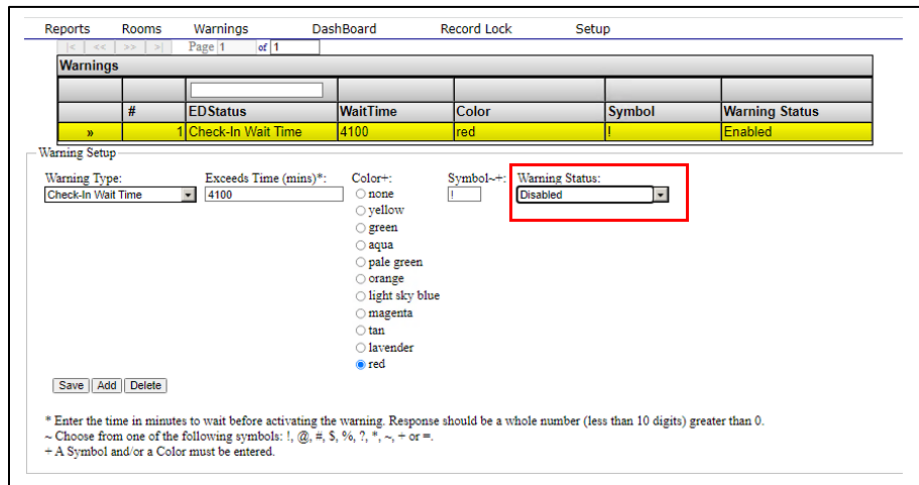


Figure 4-47: Disabling an existing warning

3. To delete an existing warning, after selecting the warning from the table at the top, click **Delete**. You will be prompted to confirm whether you want to delete the warning or not. Press **OK** to delete the warning (Figure 4-48).

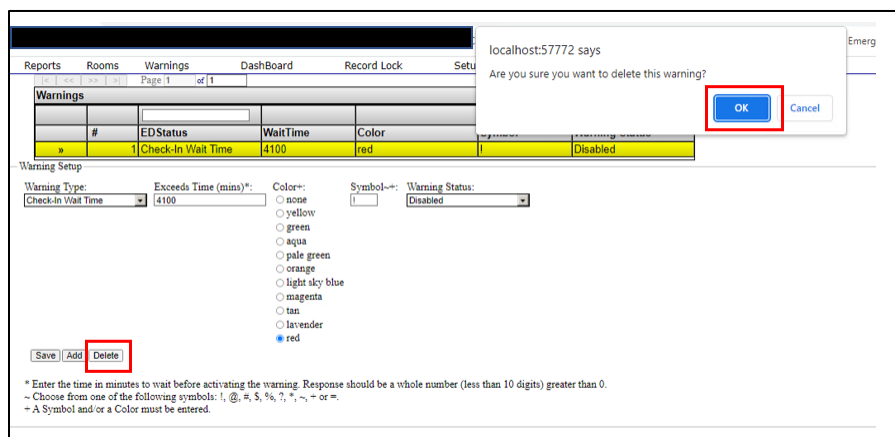


Figure 4-48: Deleting an existing warning

## Appendix A Rules of Behavior

The Resource and Patient Management (RPMS) system is a United States Department of Health and Human Services (HHS), Indian Health Service (IHS) information system that is **FOR OFFICIAL USE ONLY**. The RPMS system is subject to monitoring; therefore, no expectation of privacy shall be assumed. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution.

All users (Contractors and IHS Employees) of RPMS will be provided a copy of the Rules of Behavior (RoB) and must acknowledge that they have received and read them prior to being granted access to a RPMS system, in accordance IHS policy.

- For a listing of general ROB for all users, see the most recent edition of *IHS General User Security Handbook* (SOP 06-11a).
- For a listing of system administrators/managers rules, see the most recent edition of the *IHS Technical and Managerial Handbook* (SOP 06-11b).

Both documents are available at this IHS Web site: <https://security.ihs.gov/>.

The ROB listed in the following sections are specific to RPMS.

### A.1 All RPMS Users

In addition to these rules, each application may include additional RoBs that may be defined within the documentation of that application (e.g., Dental, Pharmacy).

#### A.1.1 Access

RPMS users shall:

- Only use data for which you have been granted authorization.
- Only give information to personnel who have access authority and have a need to know.
- Always verify a caller's identification and job purpose with your supervisor or the entity provided as employer before providing any type of information system access, sensitive information, or nonpublic agency information.
- Be aware that personal use of information resources is authorized on a limited basis within the provisions *Indian Health Manual* Part 8, Information Resources Management, Chapter 6, Limited Personal Use of Information Technology Resources.

RPMS users shall not:

- Retrieve information for someone who does not have authority to access the information.
- Access, research, or change any user account, file, directory, table, or record not required to perform their *official* duties.
- Store sensitive files on a PC hard drive, or portable devices or media, if access to the PC or files cannot be physically or technically limited.
- Exceed their authorized access limits in RPMS by changing information or searching databases beyond the responsibilities of their jobs or by divulging information to anyone not authorized to know that information.

### A.1.2 Information Accessibility

RPMS shall restrict access to information based on the type and identity of the user. However, regardless of the type of user, access shall be restricted to the minimum level necessary to perform the job.

RPMS users shall:

- Access only those documents they created and those other documents to which they have a valid need-to-know and to which they have specifically granted access through an RPMS application based on their menus (job roles), keys, and FileMan access codes. Some users may be afforded additional privileges based on the functions they perform, such as system administrator or application administrator.
- Acquire a written preauthorization in accordance with IHS policies and procedures prior to interconnection to or transferring data from RPMS.

### A.1.3 Accountability

RPMS users shall:

- Behave in an ethical, technically proficient, informed, and trustworthy manner.
- Log out of the system whenever they leave the vicinity of their personal computers (PCs).
- Be alert to threats and vulnerabilities in the security of the system.
- Report all security incidents to their local Information System Security Officer (ISSO)
- Differentiate tasks and functions to ensure that no one person has sole access to or control over important resources.
- Protect all sensitive data entrusted to them as part of their government employment.



- Abide by all Department and Agency policies and procedures and guidelines related to ethics, conduct, behavior, and information technology (IT) information processes.

#### A.1.4 Confidentiality

RPMS users shall:

- Be aware of the sensitivity of electronic and hard copy information and protect it accordingly.
- Store hard copy reports/storage media containing confidential information in a locked room or cabinet.
- Erase sensitive data on storage media prior to reusing or disposing of the media.
- Protect all RPMS terminals from public viewing at all times.
- Abide by all Health Insurance Portability and Accountability Act (HIPAA) regulations to ensure patient confidentiality.

RPMS users shall not:

- Allow confidential information to remain on the PC screen when someone who is not authorized to that data is in the vicinity.
- Store sensitive files on a portable device or media without encrypting.

#### A.1.5 Integrity

RPMS users shall:

- Protect their systems against viruses and similar malicious programs.
- Observe all software license agreements.
- Follow industry standard procedures for maintaining and managing RPMS hardware, operating system software, application software, and/or database software and database tables.
- Comply with all copyright regulations and license agreements associated with RPMS software.

RPMS users shall not:

- Violate federal copyright laws.
- Install or use unauthorized software within the system libraries or folders.
- Use freeware, shareware, or public domain software on/with the system without their manager's written permission and without scanning it for viruses first.

### A.1.6 System Logon

RPMS users shall:

- Have a unique user identification/account name and password.
- Be granted access based on authenticating the account name and password entered.
- Be locked out of an account after five successive failed login attempts within a specified time period (e.g., one hour).

### A.1.7 Passwords

RPMS users shall:

- Change passwords a minimum of every 90 days.
- Create passwords with a minimum of eight characters.
- If the system allows, use a combination of alpha-numeric characters for passwords, with at least one uppercase letter, one lower case letter, and one number. It is recommended, if possible, that a special character also be used in the password.
- Change vendor-supplied passwords immediately.
- Protect passwords by committing them to memory or store them in a safe place (do not store passwords in login scripts or batch files).
- Change passwords immediately if password has been seen, guessed, or otherwise compromised, and report the compromise or suspected compromise to their ISSO.
- Keep user identifications (IDs) and passwords confidential.

RPMS users shall not:

- Use common words found in any dictionary as a password.
- Use obvious readable passwords or passwords that incorporate personal data elements (e.g., user's name, date of birth, address, telephone number, or social security number; names of children or spouses; favorite band, sports team, or automobile; or other personal attributes).
- Share passwords/IDs with anyone or accept the use of another's password/ID, even if offered.
- Reuse passwords. A new password must contain no more than five characters per eight characters from the previous password.
- Post passwords.
- Keep a password list in an obvious place, such as under keyboards, in desk drawers, or in any other location where it might be disclosed.

- Give a password out over the phone.

### A.1.8 Backups

RPMS users shall:

- Plan for contingencies such as physical disasters, loss of processing, and disclosure of information by preparing alternate work strategies and system recovery mechanisms.
- Make backups of systems and files on a regular, defined basis.
- If possible, store backups away from the system in a secure environment.

### A.1.9 Reporting

RPMS users shall:

- Contact and inform their ISSO that they have identified an IT security incident and begin the reporting process by providing an IT Incident Reporting Form regarding this incident.
- Report security incidents as detailed in the *IHS Incident Handling Guide* (SOP 05-03).

RPMS users shall not:

- Assume that someone else has already reported an incident. The risk of an incident going unreported far outweighs the possibility that an incident gets reported more than once.

### A.1.10 Session Timeouts

RPMS system implements system-based timeouts that back users out of a prompt after no more than 5 minutes of inactivity.

RPMS users shall:

- Utilize a screen saver with password protection set to suspend operations at no greater than 10 minutes of inactivity. This will prevent inappropriate access and viewing of any material displayed on the screen after some period of inactivity.

### A.1.11 Hardware

RPMS users shall:

- Avoid placing system equipment near obvious environmental hazards (e.g., water pipes).
- Keep an inventory of all system equipment.

- Keep records of maintenance/repairs performed on system equipment.

RPMS users shall not:

- Eat or drink near system equipment.

### A.1.12 Awareness

RPMS users shall:

- Participate in organization-wide security training as required.
- Read and adhere to security information pertaining to system hardware and software.
- Take the annual information security awareness.
- Read all applicable RPMS manuals for the applications used in their jobs.

### A.1.13 Remote Access

Each subscriber organization establishes its own policies for determining which employees may work at home or in other remote workplace locations. Any remote work arrangement should include policies that:

- Are in writing.
- Provide authentication of the remote user through the use of ID and password or other acceptable technical means.
- Outline the work requirements and the security safeguards and procedures the employee is expected to follow.
- Ensure adequate storage of files, removal, and nonrecovery of temporary files created in processing sensitive data, virus protection, and intrusion detection, and provide physical security for government equipment and sensitive data.
- Establish mechanisms to back up data created and/or stored at alternate work locations.

Remote RPMS users shall:

- Remotely access RPMS through a virtual private network (VPN) whenever possible. Use of direct dial in access must be justified and approved in writing and its use secured in accordance with industry best practices or government procedures.

Remote RPMS users shall not:

- Disable any encryption established for network, internet, and Web browser communications.

## A.2 RPMS Developers

RPMS developers shall:

- Always be mindful of protecting the confidentiality, availability, and integrity of RPMS when writing or revising code.
- Always follow the IHS RPMS Programming Standards and Conventions (SAC) when developing for RPMS.
- Only access information or code within the namespaces for which they have been assigned as part of their duties.
- Remember that all RPMS code is the property of the U.S. Government, not the developer.
- Not access live production systems without obtaining appropriate written access and shall only retain that access for the shortest period possible to accomplish the task that requires the access.
- Observe separation of duties policies and procedures to the fullest extent possible.
- Document or comment all changes to any RPMS software at the time the change or update is made. Documentation shall include the programmers' initials, date of change, and reason for the change.
- Use checksums or other integrity mechanism when releasing their certified applications to assure the integrity of the routines within their RPMS applications.
- Follow industry best standards for systems they are assigned to develop or maintain and abide by all Department and Agency policies and procedures.
- Document and implement security processes whenever available.

RPMS developers shall not:

- Write any code that adversely impacts RPMS, such as backdoor access, Easter eggs, time bombs, or any other malicious code or make inappropriate comments within the code, manuals, or help frames.
- Grant any user or system administrator access to RPMS unless proper documentation is provided.
- Release any sensitive agency or patient information.

## A.3 Privileged Users

Personnel who have significant access to processes and data in RPMS, such as, system security administrators, systems administrators, and database administrators, have added responsibilities to ensure the secure operation of RPMS.

Privileged RPMS users shall:

- Verify that any user requesting access to any RPMS system has completed the appropriate access request forms.
- Ensure that government personnel and contractor personnel understand and comply with license requirements. End users, supervisors, and functional managers are responsible for this compliance.
- Advise the system owner on matters concerning information technology security.
- Assist the system owner in developing security plans, risk assessments, and supporting documentation for the certification and accreditation process.
- Ensure that any changes to RPMS that affect contingency and disaster recovery plans are conveyed to the person responsible for maintaining continuity of operations plans.
- Ensure that adequate physical and administrative safeguards are operational within their areas of responsibility and that access to information and data is restricted to authorized personnel on a need-to-know basis.
- Verify that users have received appropriate security training before allowing access to RPMS.
- Implement applicable security access procedures and mechanisms, incorporate appropriate levels of system auditing, and review audit logs.
- Document and investigate known or suspected security incidents or violations and report them to the ISSO, Chief Information Security Officer (CISO), and systems owner.
- Protect the supervisor, superuser, or system administrator passwords.
- Avoid instances where the same individual has responsibility for several functions (i.e., transaction entry and transaction approval).
- Watch for unscheduled, unusual, and unauthorized programs.
- Help train system users on the appropriate use and security of the system.
- Establish protective controls to ensure the accountability, integrity, confidentiality, and availability of the system.
- Replace passwords when a compromise is suspected. Delete user accounts as quickly as possible from the time that the user is no longer authorized system. Passwords forgotten by their owner should be replaced, not reissued.
- Terminate user accounts when a user transfers or has been terminated. If the user has authority to grant authorizations to others, review these other authorizations. Retrieve any devices used to gain access to the system or equipment. Cancel logon IDs and passwords and delete or reassign related active and backup files.

- Use a suspend program to prevent an unauthorized user from logging on with the current users ID if the system is left on and unattended.
- Verify the identity of the user when resetting passwords. This can be done either in person or having the user answer a question that can be compared to one in the administrator's database.
- Shall follow industry best standards for systems they are assigned to and abide by all Department and Agency policies and procedures.

Privileged RPMS users shall not:

- Access any files, records, systems, etc. not needed to perform their duties
- Grant any user or system administrator access to RPMS unless proper documentation is provided.
- Release any sensitive agency or patient information.

## Glossary

### **Emergency Room System**

Refers to the RPMS ERS application (in the AMER namespace). The EDD is integrated with the ERS application so information gets transferred back and forth between the two applications.

### **RPMS Patient Care Component**

Refers to functions within RPMS as a clinical data repository, storing visit-related data about a patient.



## Acronym List

Acronym	Meaning
DOB	Date of Birth
ED	Emergency Department
EDD	Emergency Department Dashboard
EHR	Electronic Health Record
ER	Emergency Room
ERS	Emergency Room System
HHS	Health and Human Services
HRN	Health Record Number
IHS	Indian Health Service
LWOBS/DNA	Left Without Being Seen/Did Not Answer
OIT	Office of Information Technology
RPMS	Resource and Patient Management System

## Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS Service Desk.

**Phone:** (888) 830-7280 (toll free)

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