



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **IHS Emergency Department Dashboard**

(BEDD)

**Addendum to the User Manual**

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Division 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 IHS Emergency Department Dashboard (EDD).

## 1.0 Introduction

The 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, or EHR data or a combination of all three.

## 2.0 System Navigation

This section outlines a typical workflow for using the IHS Emergency Department Dashboard (EDD). Be advised that some of these steps may be different for a given site.

- Admit a patient via the **RPMS AMER ADMISSION** option, which will register the patient on the dashboard in the **Check-In** section.
- Triage the patient, which moves the patient into the **Triaged** section of the dashboard
- Assign the patient to a room
- Update various informational visit screens
  - Injury
  - General visit information
  - Emergency Department (ED) Consult Information
  - Procedure information
  - Diagnosis information
- Remove from room
- Discharge
- Run dashboard reports

### 2.1 Admit Patient via AMER

In order to list a patient in the EDD the patient must first be admitted to the ED using the **RPMS AMER ADMISSION** menu option as shown in Figure 2-1

```

Select OPTION NAME: AMER ADMISSION          Admit to Emergency Room

CHOOSE 1-3: 2 AMER ADMISSION          Admit to Emergency Room
ER SYSTEM Ver 3.0: ADMISSION TO EMERGENCY ROOM      ^ = back up      ^^ =
quit
Questions preceded by a '*' are MANDATORY.  Enter '??' to see choices.

~~~~~

Enter the patient's NAME or LOCAL CHART NUMBER: DEMO,ER P
PATIENT
                                     F 01-01-1980 XXX-XX-5435   TST
549564

~~~~~

*Date and time of admission to ER:  NOW//   (OCT 10, 2016@08:32)

      **** APPOINTMENTS FROM TODAY FORWARD ****

```

```

Oct 10, 2016@08:24 PA EMERGENCY DEPARTMENT

~~~~~

*Presenting complaint: FEVER AND HEADACHE

~~~~~

*****
Date of Last Registration Update: OCT 10, 2016

Additional Registration Information:
*****

Want to Edit this Registration Record? NO//

~~~~~

*Visit type: UNSCHEDULED//

~~~~~

*Was this patient transferred from another facility? NO//

~~~~~

*Mode of transport to the ER: PRIVATE VEHICLE/WALK IN//
***THIS PATIENT HAS AN APPOINTMENT IN THIS CLINIC TODAY***
PA EMERGENCY DEPARTMENT FOR : Oct 10, 2016@08:24

Enter number of labels to print: (0-50): 4// 0
Do you want to PRINT a routing slip? YES// NO
Setting data for Dashboard...

ER admission data collection is now complete. Thank you.
    
```

Figure 2-1: Sample AMER Admission

**Note** The information displayed above could differ across sites based upon the **BEDD site** setup options **Print Med Rec Worksheet, Print Patient Routing Sheet** and **Print Arm Band** that are described in Section 4.3 **Access Setup & Configure Options**.

After completing the AMER Admission process, the patient now appears in the EDD in the **Check-In** section as shown in Figure 2-2

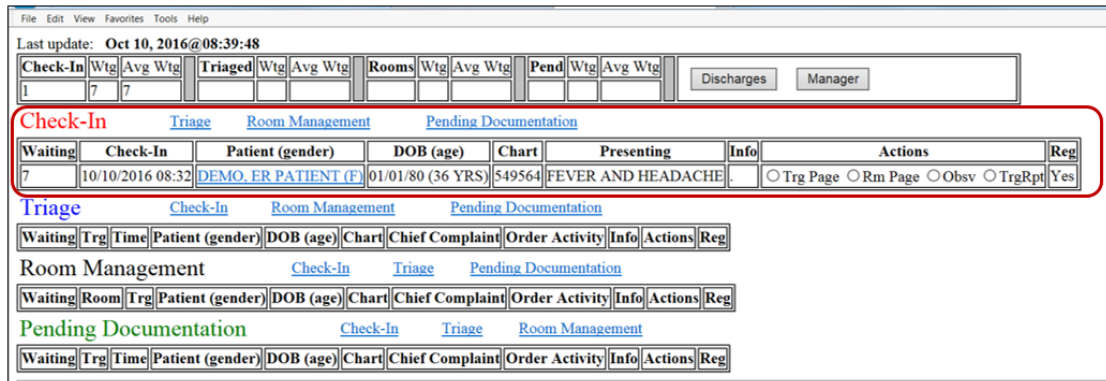


Figure 2-2: Patient in “Check-In ” status

## 2.2 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 patient’s name in the **Patient (gender)** column shown in Figure 2-3, the user is taken to the **Patient Edit** screen as shown in Figure 2-4.

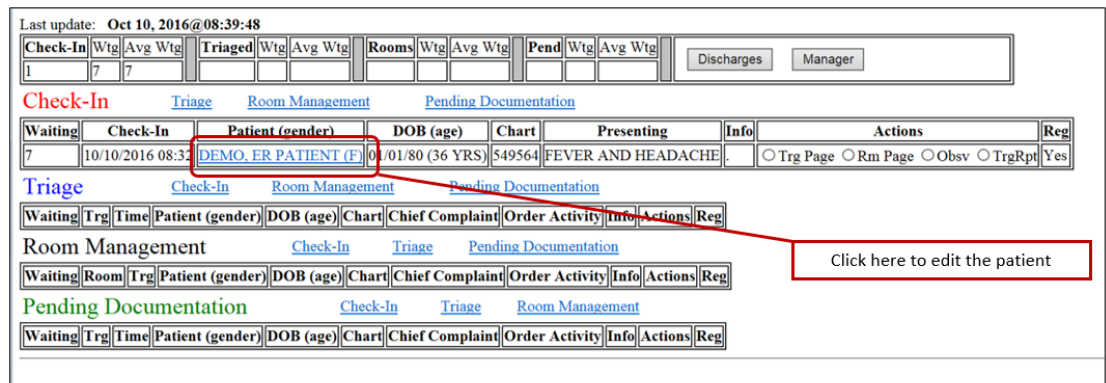


Figure 2-3: Click on patient to edit



**Patient Edit**

Discharge Save/Close Cancel

**Patient Information**

Patient (Gender) **DEMO,ER PATIENT (F)**    DOB (Age) **01/01/80 (36 YRS)**    Chart **549564**

Allergies **No Allergy Assessment**    PCP

**Admission Information**

Check-In: **10/10/2016 08:32**    Presenting Complaint: **FEVER AND HEADACHE**

\*Clinic Type: **EMERGENCY MEDICINE**

\*Initial Acuity:    \*Triaged:    \*Triage Nurse:

**Injury Information**

Was this visit caused by an injury?  No  Yes    Add Injury Information

Discharge Save/Close Cancel

Figure 2-4: Patient Edit screen

Triage information is entered into the **Admission Information** section of the **Patient Edit** screen which includes **Presenting Complaint, Initial Acuity, Triaged Date/Time, Triage Nurse & Clinic Type** shown in Figure 2-5. After the information is entered, Click the **Save/Close** button. The patient will then be moved to the Triaged section of the EDD as shown in Figure 2-6.

**Admission Information**

Check-In: **10/10/2016 08:32**    Presenting Complaint: **FEVER AND HEADACHE**

\*Clinic Type: **EMERGENCY MEDICINE**

\*Initial Acuity: **5 - ROUTINE**    \*Triaged: **10/10/2016 09:01**    \*Triage Nurse: **ALEXANDER,ANTIONETTE Y LPN**

**Injury Information**

Was this visit caused by an injury?  No  Yes    Add Injury Information

Discharge Save/Close Cancel

Figure 2-5: Admission Information (Triage)

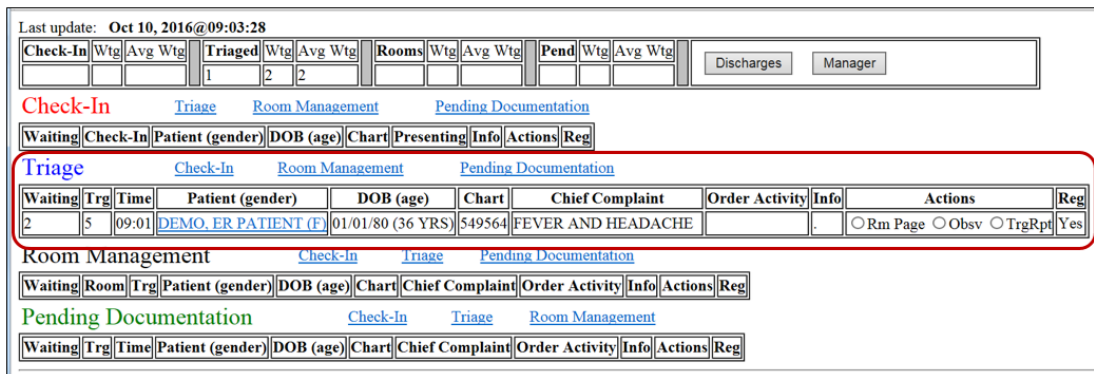


Figure 2-6: Patient moved to Triage section

If the **Auto Note** box is checked in the setup definition (a documented in Section 4.3.1.12), actions can also be performed such as **Room Page**, **Observation** and **Triage Report** for the patient listed in the **Triage** section (Figure 2-7).

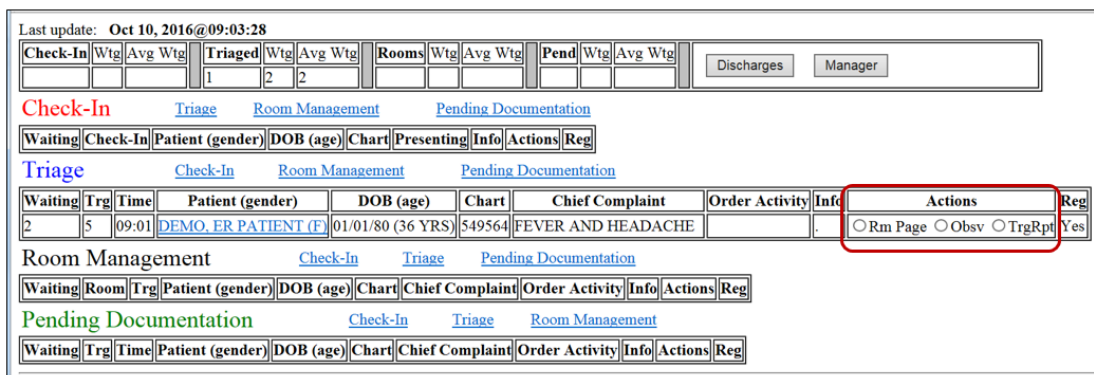


Figure 2-7: Auto Note Actions

Checking the various actions will auto-populate the notes section in the **Info** column. Examples are shown in Figure 2-8 and Figure 2-9 for the Room Page (**Rm Page**) action.

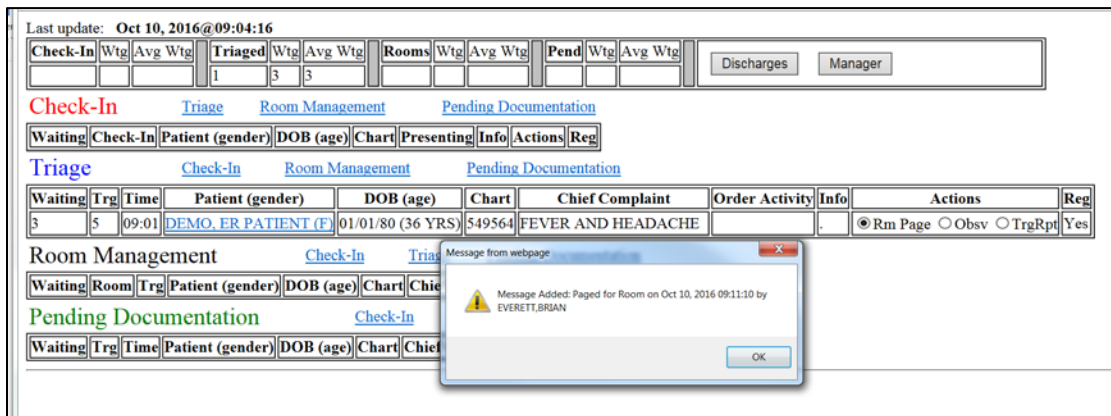


Figure 2-8: "Rm Page" a pop-up message stating it was added

Last update: Oct 10, 2016@09:14:56

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges	Manager
			1	13	13								

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

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Info	Actions	Reg
<a href="#">Triage</a>	<a href="#">Check-In</a>	<a href="#">Room Management</a>	<a href="#">Pending Documentation</a>					

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg
13	5	09:01	DEMO_ER PATIENT (F)	01/01/80 (36 YRS)	549564	FEVER AND HEADACHE		Paged for Room on Oct 10, 2016 09:11:10 by EVERETT,BRIAN;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	Yes

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

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg

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

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg

Figure 2-9: Triage Page note appears in the Notes section

Clicking the **Obsv** button will post a note stating that the patient was observed as shown in Figure 2-10. The action will result in an entry getting placed in the **Info** box as shown in Figure 2-11.

Last update: Oct 10, 2016@09:15:44

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges	Manager
			1	14	14								

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

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Info	Actions	Reg
<a href="#">Triage</a>	<a href="#">Check-In</a>	<a href="#">Room Management</a>	<a href="#">Pending Documentation</a>					

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg
14	5	09:01	DEMO_ER PATIENT (F)	01/01/80 (36 YRS)	549564	Message from webpage		Paged for Room on Oct 10, 2016 09:11:10 by EVERETT,BRIAN;	<input type="radio"/> Rm Page <input checked="" type="radio"/> Obsv <input type="radio"/> TrgRpt	Yes

[Room Management](#)
[Check-In](#)
[Triage](#)

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg

[Pending Documentation](#)
[Check-In](#)

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg

Figure 2-10: Message shown when Obsv button is clicked

Last update: Oct 10, 2016@09:20:49

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges	Manager
			1	19	19								

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

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Info	Actions	Reg
<a href="#">Triage</a>	<a href="#">Check-In</a>	<a href="#">Room Management</a>	<a href="#">Pending Documentation</a>					

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg
19	5	09:01	DEMO_ER PATIENT (F)	01/01/80 (36 YRS)	549564	FEVER AND HEADACHE		Paged for Room on Oct 10, 2016 09:11:10 by EVERETT,BRIAN; Pt Observed on Oct 10, 2016 09:18:36 by EVERETT,BRIAN;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	Yes

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

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg

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

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg

Figure 2-11: Info Box after Clicking Obsv

Clicking the **TrgRpt** button will display a triage report for the patient shown in Figure 2-12. 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,ER PATIENT  
Chart Number: 549564 - FEMALE - DOB: 01/01/1980

Patient Allergies: No Allergy Assessment

TRIAGE LEVEL: 5  
Chief Complaint:

Measurements:

Figure 2-12: Sample Triage Report

If the user clicks the **Rm Page** action or the **Obsv** action from the patient edit page, the **General Information/Notes** section appears. The patient edit page will also be populated with the actions taken(see Figure 2-13 ).

**General Information/Notes:**

**Paged for Room on Oct 10, 2016 09:11:10 by EVERETT,BRIAN; Pt Observed on Oct 10, 2016 09:18:36 by EVERETT,BRIAN;**

Discharge
Save/Close
Cancel

Figure 2-13: Actions recorded in the General Information/Notes section

## 2.3 Assign Patient to Room

To assign a patient to a room, go to the **Edit Patient** screen. Click on the patient’s name on the dashboard and enter the room assignment and Primary Nurse information in the **Room Information** section, then click the **Save/Close** button as shown in Figure 2-14. The user is then returned to the main screen.

Figure 2-14: Assign patient to a room

The patient now appears in the **Room Management** section of the EDD as shown in Figure 2-15.

Last update: Oct 10, 2016@09:45:59

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg
						1		0			

Discharges Manager

Check-In Triage Room Management Pending Documentation

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

Triage Check-In Room Management Pending Documentation

Waiting Trg Time Patient (gender) DOB (age) Chart Chief Complaint Order Activity Info Actions Reg

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg
0	MUPrep 1	5	DEMO_ER PATIENT (F)	01/01/80 (36 YRS)	549564	FEVER AND HEADACHE		Paged for Room on Oct 10, 2016 09:11:10 by EVERETT,BRIAN; Pt Observed on Oct 10, 2016 09:18:36 by EVERETT,BRIAN;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	Yes

Pending Documentation Check-In Triage Room Management

Waiting Trg Time Patient (gender) DOB (age) Chart Chief Complaint Order Activity Info Actions Reg

Figure 2-15: Patient appears in Room Management Section of EDD

## 2.4 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 patient name anywhere on the EDD’s main screen, which takes the user to the **Patient Edit** screen.

**Note** A pop-up dialog appears indicating that a **Save** will be performed, as the user moves between sections and adds data to the various areas such as, injury, general visit, consult, procedure and diagnosis sections.

## 2.4.1 Injury Information

To show the visit was caused by an injury click the **Yes** field in the **Injury Information** section located in the **Patient Edit** screen. Click the **Add Injury Information** button (Figure 2-16). A pop-up message will show changes will be saved when the user clicks **OK**. To continue or cancel will bring up the **Injury Worksheet** screen (Figure 2-17).

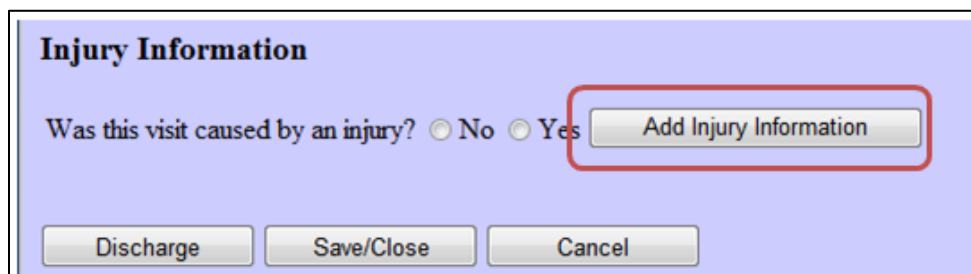


Figure 2-16 : Injury Information section of Patient Edit screen

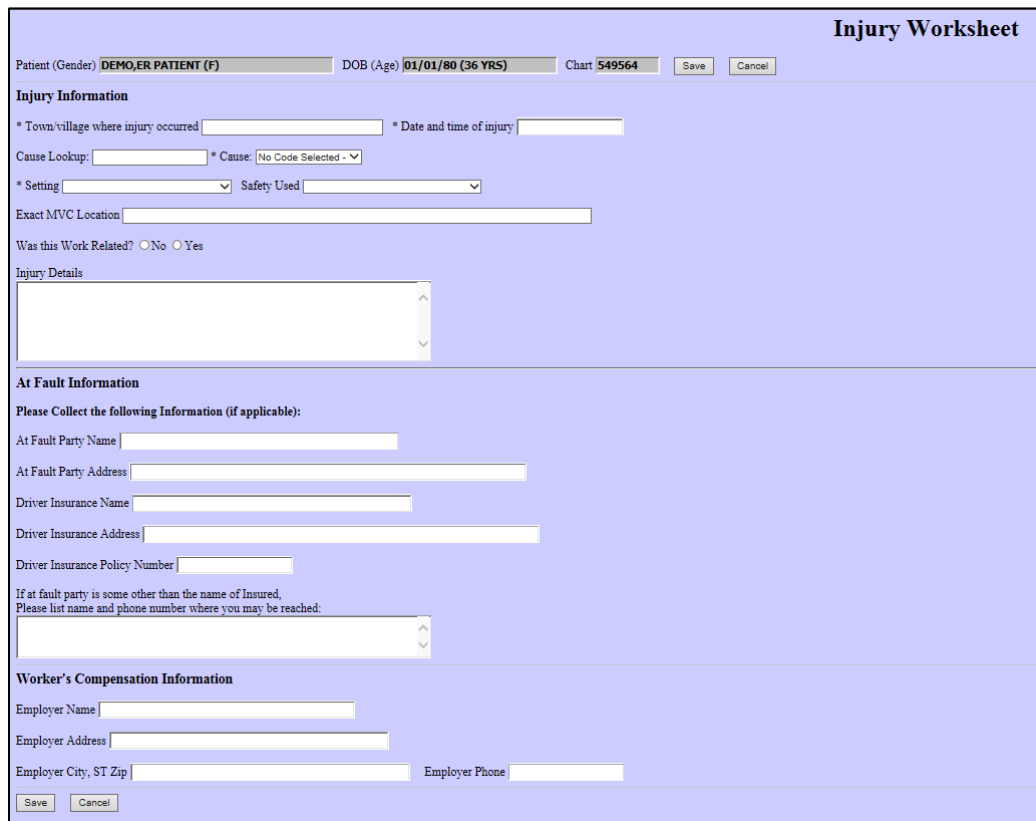


Figure 2-17: Injury Worksheet screen

Required data is indicated by fields identified with an asterisk, which include:

- **Town/village where injury occurred** – This is a free text field.
- **Date and time of injury** – The 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 then click the tab key once. This will initiate an ICD9/ICD10 lookup. Results will be returned in the **Cause** dropdown box. Select the appropriate ICD9/ICD10 code from the list of results returned.
- **Setting** – The setting in which the injury occurred – This is set of pre-populated choices.

## 2.4.2 Visit Information

General visit information is entered in the **Visit Information** section of the **Patient Edit** screen (Figure 2-18).

**Visit Information**

Chief Complaint  
FEVER AND HEADACHE

Medical Screening Exam Time  ED Provider

Decision to Admit Time

ED Consults  No  Yes

Procedures  No  Yes

\*Diagnosis  No  Yes

Code Blue  No  Yes

Figure 2-18 : Visit Information section of the Patient Edit screen

### 2.4.2.1 Visit Information

The following information is entered in this screen:

- Chief Complaint (display only)
- Decision to Admit Time
- Medical Screening Exam Time
- ED Provider information is entered here.

### 2.4.3 ED Consults

By clicking on the **ED Consult Information** button (Figure 2-18), the user can enter consult information in the **ED Consult Worksheet** (Figure 2-19). Multiple consults can be entered.

Figure 2-19 : ED Consult worksheet

### 2.4.4 ED Procedures

By clicking on the **Procedure Information** button as shown in Figure 2-18, the user can enter procedure information in the **ED Procedure Worksheet** as seen in Figure 2-20. Multiple procedures can be entered.

Figure 2-20 : Procedure Information



## 2.4.5 Diagnosis

By clicking on the **Diagnosis Information** button in Figure 2-18, the user can enter diagnosis information in the **ED Diagnosis Worksheet** as shown in Figure 2-21. Multiple diagnoses can be entered.

Please note that a diagnosis is required. If no diagnosis entry is on file for the visit, a **ZZZ.999 UNCODED DIAGNOSIS** entry will automatically populate the field. 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 click 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 2-21: ED Diagnosis Worksheet

## 2.4.6 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 2-22). The user will need to click the **Save/Close** button to save any notes entered.

**General Information/Notes:**

Paged for Room on Oct 10, 2016 09:11:10 by EVERETT,BRIAN; Pt Observed on Oct 10, 2016 09:18:36 by EVERETT,BRIAN;

Discharge Save/Close Cancel

Figure 2-22: General Information/Notes Section of the Patient Edit Screen

## 2.5 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 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, click the **Remove from Room** radio button in the **Room Information** section of the **Patient Edit** screen. Then click the **Save/Close** button as shown in Figure 2-23. The patient will then appear in the **Pending Documentation** section of the dashboard as indicated in Figure 2-24.

**Room Information**

Primary Nurse

Room Assignment  Date/Time Assigned   Remove from Room

**Available Rooms**

MUPrep 2  MUPrep 3  MUPrep 4  MUPrep 5  MUPrep 6

**Occupied Rooms**

MUPrep 1

Discharge Save/Close Cancel

Figure 2-23: Remove from Room

Last update: Oct 10, 2016@11:37:50

Check-In	Wtg	Avg	Wtg	Triaged	Wtg	Avg	Wtg	Rooms	Wtg	Avg	Wtg	Pend	Wtg	Avg	Wtg	Discharges	Manager
<a href="#">Check-In</a> <a href="#">Triage</a> <a href="#">Room Management</a> <a href="#">Pending Documentation</a>																	
Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Info	Actions	Reg									
<a href="#">Triage</a> <a href="#">Check-In</a> <a href="#">Room Management</a> <a href="#">Pending Documentation</a>																	
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg							
<a href="#">Room Management</a> <a href="#">Check-In</a> <a href="#">Triage</a> <a href="#">Pending Documentation</a>																	
Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg							
<a href="#">Pending Documentation</a> <a href="#">Check-In</a> <a href="#">Triage</a> <a href="#">Room Management</a>																	
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg							
0	5	11:37	DEMO_ER PATIENT (F)	01/01/80 (36 YRS)	549564	FEVER AND HEADACHE		Paged for Room on Oct 10, 2016 09:11:10 by EVERETT,BRIAN; Pt Observed on Oct 10, 2016 09:18:36 by EVERETT,BRIAN;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	Yes							

Figure 2-24: Patient moved to "Pending Documentation" section

## 2.6 Discharge Patient

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 2-25). If no additional data is needed, a confirmation “**Continue to Discharge (Any changes will be saved)?**” pop-up message (Figure 2-26) then the patient discharge screen will appear as shown in Figure 27.

**Visit Information**

**Chief Complaint**  
FEVER AND HEADACHE

Medical Screening Exam Time  ED Provider

Decision to Admit Time

ED Consults  No  Yes

Procedures  No  Yes

\*Diagnosis  No  Yes

Code Blue  No  Yes

Message from webpage

Primary Diagnosis Code is Required

Figure 2-25: Pop-up dialog stating Primary Diagnosis is required before proceeding with discharge

The screenshot shows the 'Patient Edit' interface. At the top, there are three buttons: 'Discharge', 'Save/Close', and 'Cancel'. Below this is the 'Patient Information' section with fields for Patient (Gender) 'DEMO,ER PATIENT (F)', DOB (Age) '01/01/80 (36 YRS)', and Chart '549564'. The 'Allergies' field contains 'No Allergy Assessment' and 'PCP'. The 'Admission Information' section includes 'Check-In' '10/10/2016 08:32', '\*Clinic Type' 'EMERGENCY MEDICINE', '\*Initial Acuity' '5 - ROUTINE', 'Presenting Complaint' 'FEVER AND HEADACHE', '\*Triaged' '10/10/2016 09:01', and '\*Triage Nurse' 'ALEXANDER,ANTIONETTE Y LPN'. The 'Injury Information' section has radio buttons for 'Was this visit caused by an injury?' with options 'No' and 'Yes', and an 'Add Injury Information' button. A 'Message from webpage' pop-up is centered over the form, containing a question mark icon and the text 'Continue to Discharge (Any changes will be saved)?' with 'OK' and 'Cancel' buttons. At the bottom of the form, there are three buttons: 'Discharge', 'Save/Close', and 'Cancel'.

Figure 2-26: "Continue to Discharge (Any changes will be saved)?" pop-up message

Patient Discharge

**Patient Information**

Patient (Gender) DEMO,ER PATIENT (F)    DOB (Age) 01/01/80 (36 YRS)    Chart 549564

Allergies No Allergy Assessment    PCP

**Admission Information**

Check-in 10/10/2016 08:32    Presenting Complaint: FEVER AND HEADACHE

Initial Acuity 5 - ROUTINE    Triageed 10/10/2016 09:01    Triage Nurse ALEXANDER,ANTIONETTE Y LPN

Clinic Type EMERGENCY MEDICINE

**Injury Information**

Was this visit caused by an injury?

**Visit Information**

Primary Nurse

Medical Screening Exam Time    ED Provider

Decision to Admit Time

ER Consult Notified NO

Procedures NO

Diagnosis YES

Code	Diagnosis	Prime
ZZZ.999	Fever, chills, and headache	YES

Code Blue NO

**Disposition Information**

\*Final Acuity    \*Disposition    Where Transferred

Follow up Instructions

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

\*Departure Date/Time

Figure 2-27: Discharge Patient screen

In order to discharge the patient, disposition information must be entered in the **Disposition Information** section in the **Discharge Patient** screen (Figure 2-28). After the information is entered, click the **Complete Discharge** button to start the discharge process.

**Disposition Information**

\*Final Acuity 2    \*Disposition ADMIT    Where Transferred PARKER

Follow up Instructions APPT AND INSTRUCTIONS GIVEN

\*(PRIMARY) Provider who signed PCC form ALLEN,MEREDITH A MD    \*Discharge Nurse AHASTEEN,DONNA M RN

\*Departure Date/Time 10/10/2016 11:58

Figure 2-28: Disposition Information section of the Discharge page

The required discharge fields are:

- Final Acuity

- Disposition
- Follow up Instructions
- 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 2-29).

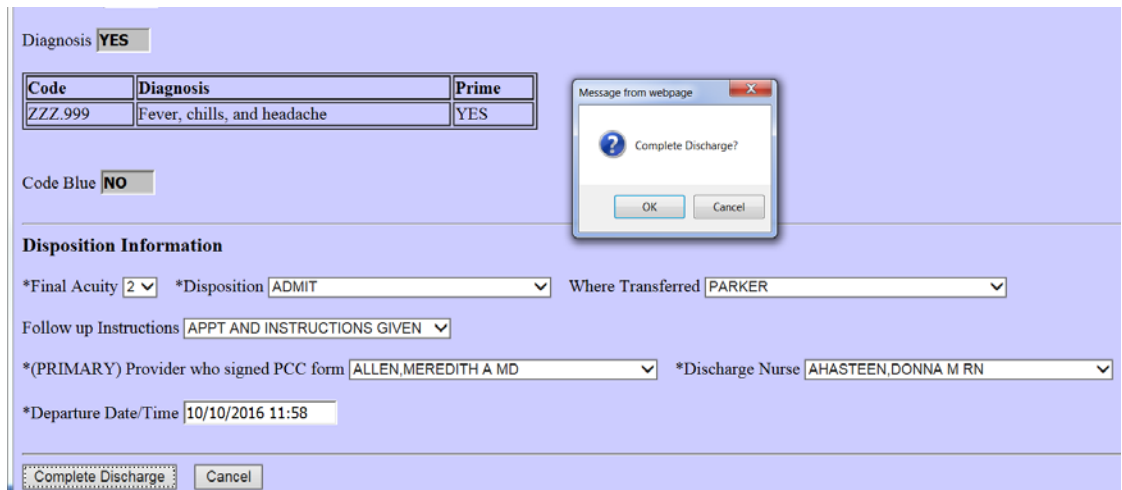


Figure 2-29: Confirm discharge action

After clicking **OK**, the patient will be removed from EDD & AMER (Figure 2-30).

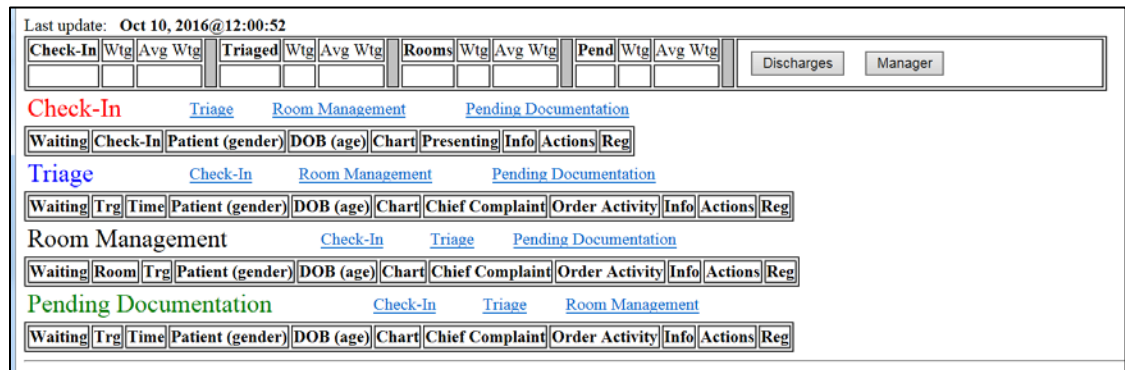


Figure 2-30: Patient removed from EDD and AMER

## 2.7 Discharge Reporting

To display a list of discharges by date from the EDD screen, click the **Discharges** button at the top of the dashboard (Figure 2-31). The user will be presented with the **Emergency Department DISCHARGES** screen (Figure 2-32).

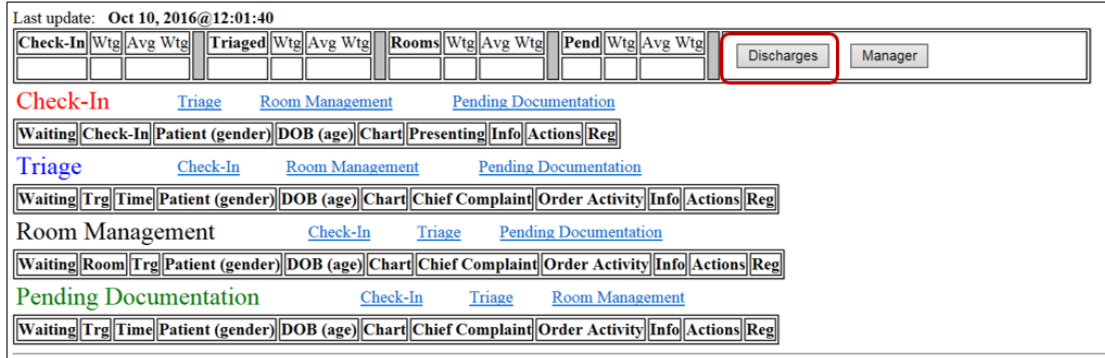


Figure 2-31: Discharges button

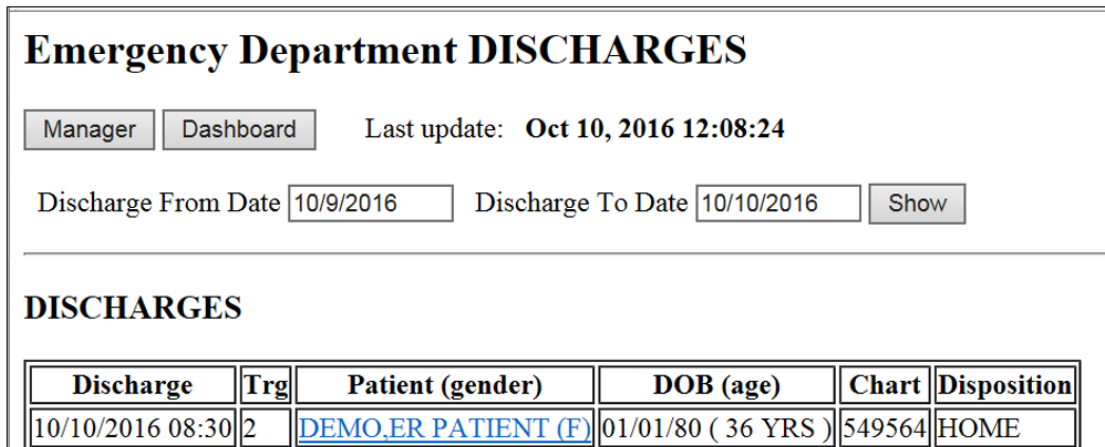


Figure 2-32: Emergency Department DISCHARGES screen

Enter the date range to report, and click **Show** (Figure 2-33).

## Emergency Department DISCHARGES

Manager
Dashboard
Last update: **Oct 10, 2016 12:08:24**

Discharge From Date 
Discharge To Date 
Show

---

### DISCHARGES

Discharge	Trg	Patient (gender)	DOB (age)	Chart	Disposition
10/10/2016 08:30	2	<a href="#">DEMO,ER PATIENT (F)</a>	01/01/80 ( 36 YRS )	549564	HOME

Figure 2-33: Example of the list of discharges by date range

Select a visit by clicking on the patient name. This will bring up the discharge summary of the visit (Figure 2-34). Click the browser back button to return to the discharge listing.

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

Initial Acuity  Triage'd  Triage Nurse

**Room Information**

ER Room  ER Room Assigned

**Injury Information**

Injury Related

Occupation Related

**Visit Information**

Primary Nurse  Decision to Admit Time

Medical Screening Exam Time  ED Provider

ER Consult Notified

**Procedures**

---

Diagnosis  Provider Narrative

Code Blue

**Disposition Information**

Final Acuity  Disposition

Follow Up Instructions:

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

Departure Time

Technical Use Only: ObjId  Dfn  Vsn  AmerVsn

Figure 2-34: Patient Discharge Summary



## 2.8 ED Dashboard Reporting

A number of management reports can be generated, provided the user has access to the Manager screen. To access the report screen from the EDD main page, click on **Manager** (Figure 2-35), click on **Reports** (Figure 2-36), and the **ERS/BEDD Reports** screen will be shown (Figure 2-37).

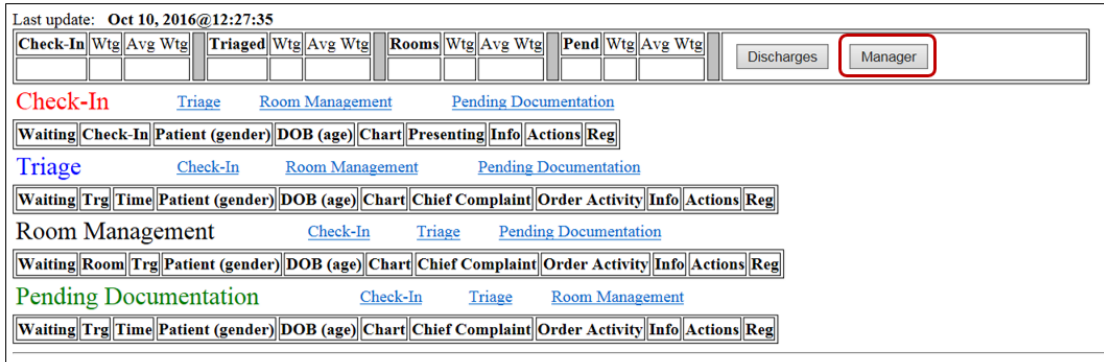


Figure 2-35: Manager Button

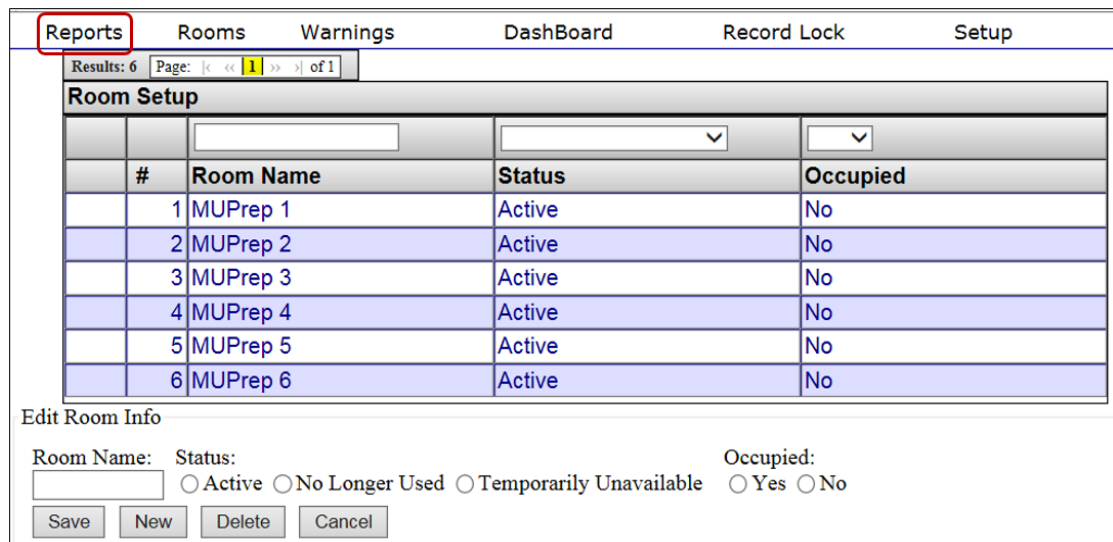


Figure 2-36: Reports button



- Check-In Summary by hour (Figure 2-40)

Date	Hour	Total
Oct 10, 2016	08:00	2
<b>Total</b>		<b>2</b>

Figure 2-40: ED Check-In Summary by Hour

- Length of Stay by Acuity (Figure 2-41)

Triage	Presenting Complaint	Disposition	Check In	Patient	Chart	Age	Sex	DOB	Diagnosis	ED Provider	Medical Reviewing Exam Time	Primary Nurse	Decision to Admit	Page Dr In	Cl Trg	Room	Original Room Dr To	ED Dr	Departure Dr In	Re-DC	Primary Provider	Discharge Nurse	Final Acuity	Transfer	Consent	PCP	ALSBP/NT	OBED	VEN	DRS
4	FEVER AND RHEUMATISM	ROOM	10/10/2016 08:24	DEMOER PATIENT	61544	28	F	01/01/1922	999				10/10/2016 08:30	4				10/10/2016 08:30		ALEXANDER,AMT	ALEXANDER,AMT	4	NO	NO	ALEXANDER,AMT	3577	218	208766	21170	

Figure 2-41: Length of Stay by Triage Acuity

- Discharge Activity by hour (Figure 2-42)

Date	Hour	Total
Oct 10, 2016	08:00	1
Oct 10, 2016	11:00	1
<b>Total</b>		<b>2</b>

Figure 2-42: ED Discharge Summary by Hour

- Room Utilization (Figure 2-43)

Date	Room	Utilization
Oct 10, 2016	NUP52F1	1
<b>TOTAL</b>		<b>1</b>

Figure 2-43: ERS Room Utilization by Hour

## 2.9 Whiteboard Display

The BEDD Patch 1 release 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 on the Dashboard desktop icon. The screen shown in Figure 2-44 will appear. 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 where 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 2-45 will display (actual column shown will vary depending upon the Whiteboard custom settings (See 4.3.3 for further details).

Figure 2-44: ED Dashboard Login Screen

Last update: Jan 12, 2017@10:39:24

**Check-In**

Waiting	Patient (Age)	Chart	Presenting	Info
4	A. G. (42 YRS)	114983	TESTING 2	.
4	A. T. (74 YRS)	105330	TESTING 3	.
4	B. A. (24 YRS)	117465	TESTING 4	.

**Triage**

Waiting	Trg	Patient (Age)	Chart	Chief Complaint	Order Activity	Nurse	Provider	Info
159	3	R. A. (24 YRS)	140587	TESTING 2		PATRICIA A	PRICE, D	.
1	4	C. S. (22 YRS)	123266	TESTING 5		GERARDO V		.

**Room Management**

Waiting	Room	Trg	Patient (Age)	Chart	Chief Complaint	Order Activity	Nurse	Provider	Info
2	MUPrep 1	1	D. G. (24 YRS)	139810	TESTING 5		AMY A	AREVALO, K	.
1	MUPrep 2	3	A. M. (24 YRS)	122446	TESTING 1		BARBARA B	YAZZA, H	.

**Pending Documentation**

Waiting	Trg	Patient (Age)	Chart	Chief Complaint	Order Activity	Nurse	Provider	Info
2675	1	A. P. (37 YRS)	343456	TESTING		AMY P	EDDY, G	.
2	4	A. D. (58 YRS)	143919	TESTING		ELIZABETH P	EDDY, L	.

Figure 2-45: Sample Whiteboard Display

## 3.0 Package Management

User access to the EDD is controlled by RPMS security keys. The BEDD application includes three security keys, BEDDZWHITEBOARD, BEDDZMGR and BEDDZDASH. These keys are documented in Section 5.1 of the *BEDD Addendum to the Installation Guide and Release Notes*.

## 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, as described in the *BEDD Addendum to the Installation Guide and Release Notes*, 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 displays, enter your credentials for logging onto the Ensemble server and click the **Login** button.

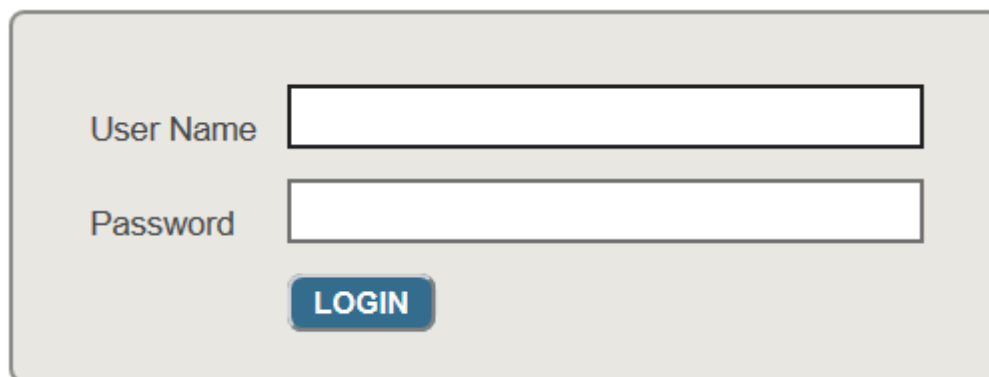
The image shows a login screen with a light gray background. It features two text input fields: the top one is labeled "User Name" and the bottom one is labeled "Password". Below the password field is a blue button with the word "LOGIN" in white capital letters.

Figure 4-1: Ensemble Login Screen

At this point the BEDD login screen should appear. Provide the user's RPMS ACCESS/VERIFY information (Figure 4-2). If accessing via the EHR, the user's 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.

## Welcome to the BEDD Emergency Room Dashboard Login

Access Code:

Verify Code:

Select the Site

Figure 4-2: Welcome to the 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 shown in Figure 4-3.

Last update: Oct 10, 2016@12:51:06

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges	<b>Manager</b>
----------	-----	---------	---------	-----	---------	-------	-----	---------	------	-----	---------	------------	----------------

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

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

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

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg
---------	-----	------	------------------	-----------	-------	-----------------	----------------	------	---------	-----

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

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg
---------	------	-----	------------------	-----------	-------	-----------------	----------------	------	---------	-----

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

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg
---------	-----	------	------------------	-----------	-------	-----------------	----------------	------	---------	-----

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 4-3, the user’s particular site will not have rooms defined yet and that definition will be performed in the next step.

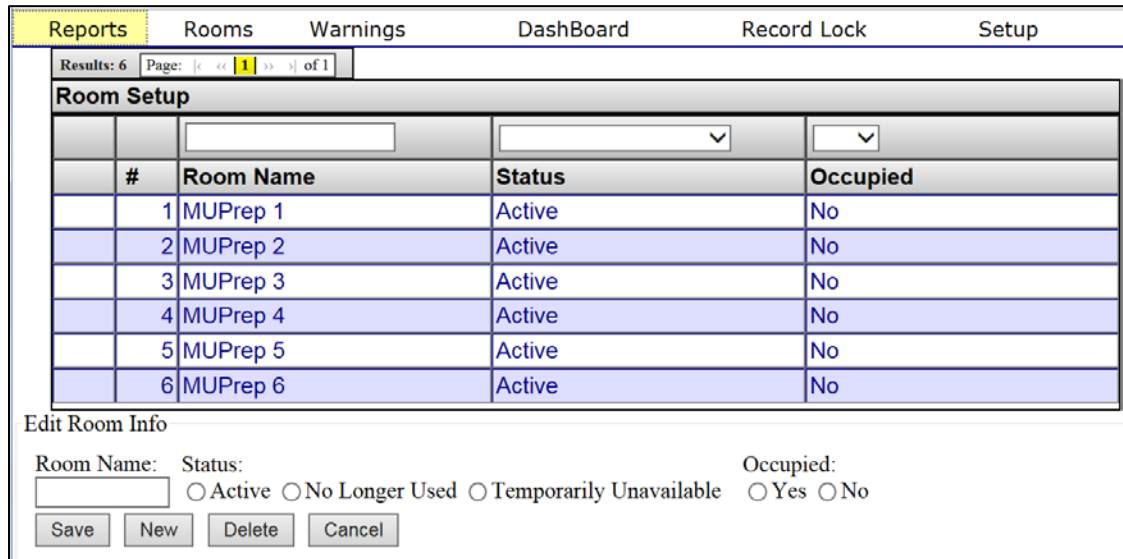


Figure 4-4: Room Definition Screen

## 4.2 Add ER 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**. Select the **Save** button and the room will be added as shown in Figure 4-5.

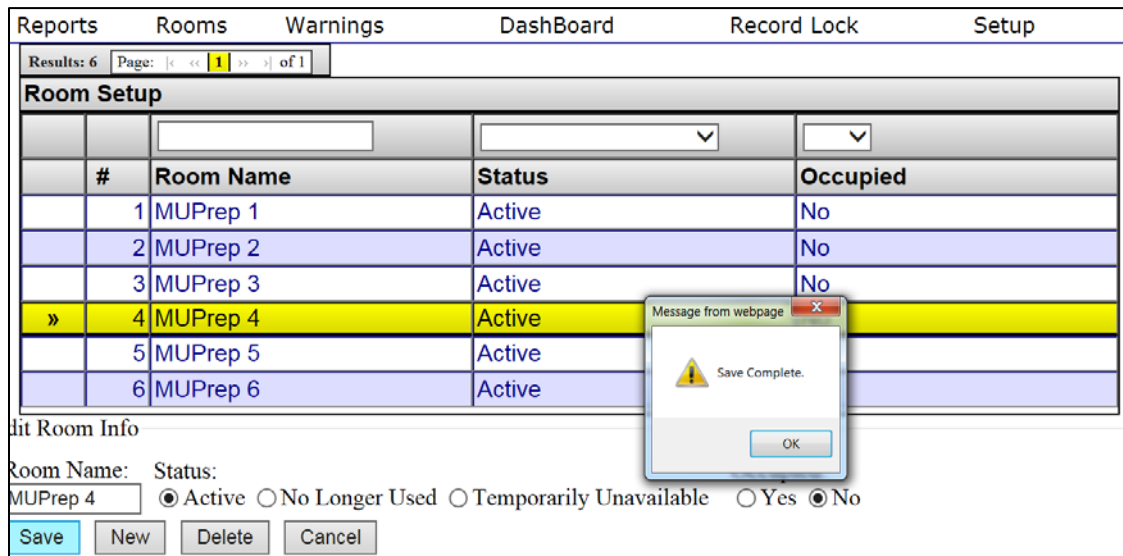


Figure 4-5: Add ER Room



**Note** 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 & 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 (Figure 4-6). The user will be taken to the site **Setup** screen in Figure 4-7.

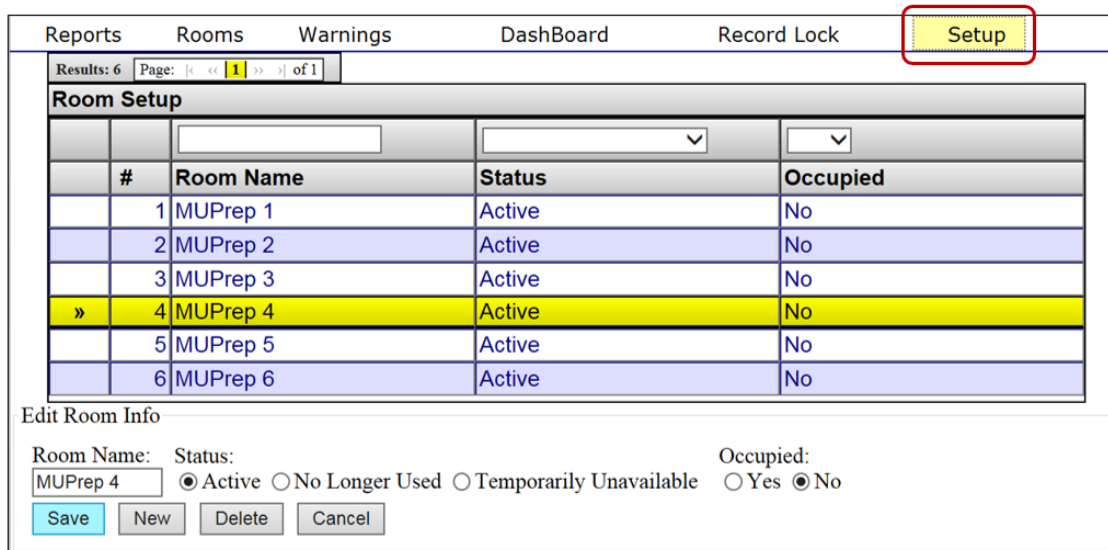


Figure 4-6: Room Definition Screen - Setup button

### 4.3.1 System Preferences

Reports	Rooms	Warnings	DashBoard	Record Lock	Setup
<b>ED Dashboard Setup</b>					
#	ID	SMTPSERVER	SiteName		
1	1		UNDESIG LOCS		
2	2		2013 DEMO TRIBE		
3	3		2013 DEMO HOSPITAL		
4	4		2013 DEMO CLINIC		
5	5		2013 DEMO TRIBAL HOSPITAL		
6	6		2013 DEMO-2 CLINIC		
7	7		2013 DEMO-3 TRIBAL CLINIC		
8	8		2013 DEMO-4 TRIBAL CLINIC		
9	11		Whiteboard Display		

**Dashboard System Setup**

**System Preferences**

ID:  SMTPSERVER:  Phone:  Screen Timeout (in seconds)

Operate Dashboard Stand Alone:  Use more than 1 Clinic:  Show Daily Summary on Dashboard:

Print Med-Rec Worksheet:  Print Pt Routing Sheet:  Print Arm Band:

Show Used Rooms:  Show Provider:  Show Nurse:  Show Consult:

Use AutoNote:  Use Comm Board:  Print Triage Report upon Save:  Switch EHR Patient on Edit:

Pending Status Look Back Days:

---

**User Specific Preferences**

User Name:

**Patient Name Format Display**

Last Name, First Name  Last Name, First Initial  Last Initial, First Initial  Last Three, First Two

Hide DOB:  Hide Complaint:  Hide Gender:

---

**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 Acuity:

Figure 4-7: Main Setup

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

The screenshot shows the 'ED Dashboard Setup' section of a web application. At the top, there are navigation tabs: Reports, Rooms, Warnings, Dashboard, Record Lock, and Setup. The 'ED Dashboard Setup' section contains a table with the following data:

#	ID	SMTPSERVER	SiteName
1	1		UNDESIG LOCS
2	2		2013 DEMO TRIBE
3	3		2013 DEMO HOSPITAL
4	4		2013 DEMO CLINIC
5	5		2013 DEMO TRIBAL HOSPITAL
6	6		2013 DEMO-2 CLINIC
7	7		2013 DEMO-3 TRIBAL CLINIC
8	8		2013 DEMO-4 TRIBAL CLINIC
9	11		Whiteboard Display

Below the table is the 'Dashboard System Setup' section, which includes 'System Preferences' (with fields for ID, SMTPSERVER, Phone, and Screen Timeout), 'User Specific Preferences' (with a User Name field and radio buttons for Patient Name Format Display), and 'Whiteboard Display Settings' (with checkboxes for various display options). A red box highlights the '2013 DEMO HOSPITAL' site name in the table, with a red arrow pointing to a callout box that says 'Click on the line of the site you want to edit to make it active'.

Figure 4-8: Site Settings

**Note** 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 EDD application behavior. Screen captures, where appropriate, will indicate how the setting affects the display of the information in the EDD’s main page.

### 4.3.1.1 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.

### 4.3.1.2 Operate Dashboard Stand Alone

Not implemented

### 4.3.1.3 Use More than 1 Clinic

Display the clinic column in the dashboard under the **Check-In**, **Triaged**, **Room Management** and **Pending Documentation** sections shown in Figure 4-9.

The screenshot displays four data tables, each with a 'Clinic' column circled in red. The tables are as follows:

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
17462	09/28/2016 10:31	FACKEL, ADRIANNA AALIYAH (F)	03/29/54 (62 YRS)	104738	1234567890	EMERGENCY MEDICINE		<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17461	09/28/2016 10:32	FACKEL, ELIZABETH (F)	02/28/07 (9 YRS)	140339	TESTING 20	EMERGENCY MEDICINE		<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17461	09/28/2016 10:32	FACKEL, PANCHO (M)	12/10/10 (5 YRS)	144491	TESTING 21	EMERGENCY MEDICINE		<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17460	09/28/2016 10:33	WALENA, RAYMOND A (M)	05/04/95 (21 YRS)	124328	TESTING 22	EMERGENCY MEDICINE		<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17459	09/28/2016 10:34	FAIRCHILD, WINONA (F)	07/24/62 (54 YRS)	115509	TESTING 23	EMERGENCY MEDICINE		<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17459	09/28/2016 10:34	RUAN, KIMBERLY SHEA (F)	04/10/71 (45 YRS)	116970	TESTING 24	EMERGENCY MEDICINE		<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17291	09/28/2016 13:22	PADDOCK, SHAYLENE MAR (F)	03/22/83 (33 YRS)	127230	TESTING 928164	EMERGENCY MEDICINE		<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activ	Clinic	Info	Actions	Reg
17306	2	13:07	SMITH, AARON (M)	07/25/67 (49 YRS)	125435	TESTING 928161		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17456	4	10:37	CARRILLO, NICHELLE KILAH (F)	05/11/73 (43 YRS)	106148	TESTING 13		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17456	4	10:37	SCOTT, ESTHER NORMAN (F)	09/03/68 (48 YRS)	112712	TESTING 15		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17456	4	10:37	PABLO, STEPHANIE MICHAL (F)	10/06/06 (10 YRS)	142006	TESTING 16		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17455	4	10:38	PABLO-TREVINO, BILLY (M)	10/01/48 (68 YRS)	105541	TESTING 17		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17282	4	13:31	DEMO, AMENDMENT TWO (M)	05/22/80 (36 YRS)	112025	TESTING 928164		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17456	5	10:37	PABLO, NICHOLAS TREAT (M)	01/31/06 (10 YRS)	138819	TESTING 14		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17455	5	10:38	PACKHAM, ALEESHA MARIE (F)	06/28/88 (28 YRS)	141994	TESTING 18		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activ	Clinic	Info	Actions	Reg
18536	MUPrep 1	4	PABLO, HELEN SUSAN (F)	07/28/83 (31 YRS)	133517	TESTING 7		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
18536	MUPrep 2	4	PABLO, HOWARD (M)	03/20/66 (50 YRS)	139492	TESTING 8		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17458	MUPrep 3	5	PABLO, JEROME ERIC (M)	06/11/59 (57 YRS)	140920	TESTING 10		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17458	MUPrep 4	5	PABLO, ASHLEY (F)	04/29/95 (21 YRS)	146459	TESTING 1		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17457	MUPrep 5	4	PABLO, MICHAEL JOHN (M)	07/12/07 (9 YRS)	140799	TESTING 12		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17457	MUPrep 6	5	PABLO, GINGER GWYN (F)	12/10/86 (29 YRS)	124143	TESTING 6		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activ	Clinic	Info	Actions	Reg
18538	3	16:35	PABLO, BART (M)	08/11/54 (62 YRS)	146534	TESTING 2		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
18538	4	16:35	GRIER, BRITNEE JOYCE (F)	10/22/70 (45 YRS)	108651	TESTING 3		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
18538	4	16:35	PABLO, CHARLES CHUCK (M)	09/03/36 (60 YRS)	103999	TESTING 4		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
18537	4	16:36	PABLO, CYNTHIA S (F)	02/16/11 (5 YRS)	144691	TESTING 5		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17458	4	10:35	SABORI, NINA (F)	01/26/92 (24 YRS)	117427	TESTING 9		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
17458	4	10:35	PABLO, KEITH LEE (M)	03/15/51 (65 YRS)	138255	TESTING 11		EMERGENCY MEDICINE		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Figure 4-9: Clinic column

### 4.3.1.4 Show Daily Summary on Dashboard

Not implemented

### 4.3.1.5 Print Med-Rec Worksheet

Print to screen as part of AMER admit (Figure 4-10).

Select printer for PATIENT MEDICATION WORKSHEET...

DEVICE: HOME// 0.00.9999 Virtual

PRINTED ON 10/10/2016 14:15 PAGE: 1

\*\*\*ALERT\*\*\* PATIENT COPY \*\*\* PATIENT COPY \*\*\* ALERT \*\*\*

2013 DEMO HOSPITAL  
PATIENT MEDICATION RECONCILIATION  
PATIENT APPOINTMENT: 10/10/2016 14:15  
LOCATION: EMERGENCY MEDICINE

PATIENT NAME: BACALANSEL, J SEX: MALE  
CHART #: 143390 DOB: 06/05/1959

\*\*\*\*\*  
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 2013 DEMO HOSPITAL Pharmacy

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*\*\*\*\*  
NEW/CHANGE MEDICATIONS

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Enter RETURN to continue or F10 to exit:  
ER admission data collection is now complete. Thank you.

Figure 4-10: AMER ADMISSION excerpt for Med Rec Worksheet print

#### 4.3.1.6 Print Patient Routing Sheet

Print to screen as part of AMER ADMISSION (Figure 4-11).

```

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

FILE ROOM PRINTER: PAMED1// 0;80;9999 Virtual

FACILITY: 2013 DEMO HOSPITAL    **Confidential Patient Data**
PAGE 1  OUTPATIENT ROUTING SLIP

NACHIE,MARK          HRCN: 131507
  DOB: 12/19/1995      APPT DT: 10/10/2016@14:23
UNKNOWN
ALB, NEW MEXICO 87119

  **CURRENT APPOINTMENTS**
TIME  CLINIC      LOCATION          PHONE
2:23 PM  WI PA EMERGENCY DEPARTMENT  ERD      928-669-3296

DATE PRINTED: Oct 10, 2016@14:23:43
Requested by: EVERETT,BRIAN

Setting data for Dashboard...|

```

Figure 4-11: AMER ADMISSION excerpt for Print Patient Routing Sheet

### 4.3.1.7 Print Arm Band

Print to screen as part of AMER ADMISSION (Figure 4-12).

Enter number of labels to print: (0-50): 4//  
 LABEL PRINTER: NUL// 0;80;9999 Virtual  
 13-63-89 M  
 BACA,EDWARD ALAN  
 05/23/04 PARKER

---

13-63-89 M  
 BACA,EDWARD ALAN  
 05/23/04 PARKER

---

13-63-89 M  
 BACA,EDWARD ALAN  
 05/23/04 PARKER

---

13-63-89 M  
 BACA,EDWARD ALAN  
 05/23/04 PARKER

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

Figure 4-12: AMER ADMISSION excerpt for Print Arm Band

### 4.3.1.8 Show Used Rooms

Not Implemented

### 4.3.1.9 Show Provider

Display the **Provider** column in the dashboard under the **Triaged, Room Management** and **Pending Documentation** sections as indicated in Figure 4-13.

Last update: Oct 10, 2016@ 19:27:12

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg		
3	910	303	1	1	1	1	1	1	1	0		Discharges Manager	

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

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
309	10/10/2016 14:18	BACA, ANGEL J (M)	08/05/59 (57 YRS)	143390	TESTING	EMERGENCY MEDICINE	.	<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
304	10/10/2016 14:23	NACHIE, MARK (M)	12/19/95 (20 YRS)	131507	TESTING	EMERGENCY MEDICINE	.	<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
297	10/10/2016 14:30	BACA, EDWARD ALAN (M)	05/23/04 (12 YRS)	136389	TESTING	EMERGENCY MEDICINE	.	<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

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

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Provider	Info	Actions	Reg
1	4	19:26	ABBOTT, MELANIE (F)	04/23/92 (24 YRS)	122446	TESTING		EMERGENCY MEDICINE	AGUILAR	.	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

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

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Provider	Info	Actions	Reg
1	MUPrep 1	4	DEMO, ER PATIENT (F)	01/01/80 (36 YRS)	549564	TESTING		EMERGENCY MEDICINE	ALLEN	.	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	Yes

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

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Provider	Info	Actions	Reg
0	5	19:27	WILBURN, FRANK DOUGLAS (M)	08/16/24 (92 YRS)	124535	TESTING		EMERGENCY MEDICINE	AGUILAR	.	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Figure 4-13: Provider column



### 4.3.1.10 Show Nurse

Display the **Nurse** column in the dashboard under the **Triaged**, **Room Management** and **Pending Documentation** sections as indicated in Figure 4-14.

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

Section	Waiting	Check-In	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Info	Actions	Reg
Check-In	314	10/10/2016 14:18		BACA, ANGEL J (M)	08/05/59 (57 YRS)	143390	TESTING		EMERGENCY MEDICINE				Trg Page Rm Page Obsv TrgRpt	NO
	309	10/10/2016 14:23		NACHIE, MARK (M)	12/19/95 (20 YRS)	131507	TESTING		EMERGENCY MEDICINE				Trg Page Rm Page Obsv TrgRpt	NO
	302	10/10/2016 14:30		BACA, EDWARD ALAN (M)	05/23/04 (12 YRS)	136389	TESTING		EMERGENCY MEDICINE				Trg Page Rm Page Obsv TrgRpt	NO
Triaged	6	4	19:26	ABBOTT, MELANIE (F)	04/23/92 (24 YRS)	122446	TESTING		EMERGENCY MEDICINE	ADLER	GUILAR		Rm Page Obsv TrgRpt	NO
	6	MUPrep	4	DEMO, ER PATIENT (F)	01/01/80 (36 YRS)	549564	TESTING		EMERGENCY MEDICINE	AHASTEEN	A LLEN		Rm Page Obsv TrgRpt	Yes
Room Management	6	MUPrep	4	DEMO, ER PATIENT (F)	01/01/80 (36 YRS)	549564	TESTING		EMERGENCY MEDICINE	AHASTEEN	A LLEN		Rm Page Obsv TrgRpt	Yes
	5	5	19:27	WILBURN, FRANK DOUGLAS (M)	08/16/24 (92 YRS)	124535	TESTING		EMERGENCY MEDICINE	ADKINS	GUILAR		Rm Page Obsv TrgRpt	NO
Pending Documentation	5	5	19:27	WILBURN, FRANK DOUGLAS (M)	08/16/24 (92 YRS)	124535	TESTING		EMERGENCY MEDICINE	ADKINS	GUILAR		Rm Page Obsv TrgRpt	NO

Figure 4-14: Nurse Column

### 4.3.1.11 Show Consult

Display the **Consult** column in the dashboard under the **Triaged**, **Room Management** and **Pending Documentation** sections as indicated in Figure 4-15.

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

Section	Waiting	Check-In	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Consult	Info	Actions	Reg
Check-In	321	10/10/2016 14:18		BACA, ANGEL J (M)	08/05/59 (57 YRS)	143390	TESTING		EMERGENCY MEDICINE			Trg Page Rm Page Obsv TrgRpt	NO
	316	10/10/2016 14:23		NACHIE, MARK (M)	12/19/95 (20 YRS)	131507	TESTING		EMERGENCY MEDICINE			Trg Page Rm Page Obsv TrgRpt	NO
	309	10/10/2016 14:30		BACA, EDWARD ALAN (M)	05/23/04 (12 YRS)	136389	TESTING		EMERGENCY MEDICINE			Trg Page Rm Page Obsv TrgRpt	NO
Triaged	13	4	19:26	ABBOTT, MELANIE (F)	04/23/92 (24 YRS)	122446	TESTING		EMERGENCY MEDICINE	No		Rm Page Obsv TrgRpt	NO
	13	MUPrep	4	DEMO, ER PATIENT (F)	01/01/80 (36 YRS)	549564	TESTING		EMERGENCY MEDICINE	Yes		Rm Page Obsv TrgRpt	Yes
Room Management	13	MUPrep	4	DEMO, ER PATIENT (F)	01/01/80 (36 YRS)	549564	TESTING		EMERGENCY MEDICINE	Yes		Rm Page Obsv TrgRpt	Yes
	12	5	19:27	WILBURN, FRANK DOUGLAS (M)	08/16/24 (92 YRS)	124535	TESTING		EMERGENCY MEDICINE	No		Rm Page Obsv TrgRpt	NO
Pending Documentation	12	5	19:27	WILBURN, FRANK DOUGLAS (M)	08/16/24 (92 YRS)	124535	TESTING		EMERGENCY MEDICINE	No		Rm Page Obsv TrgRpt	NO

Figure 4-15: Consult Column



### 4.3.1.12 Use AutoNote

Auto-update the notes field when **Trg Page** (Triage Page), **Rm Page** (Room Page) or **Obsv** (Patient Observed) options are checked on a patient in the dashboard in the **Check-In**, **Triaged**, **Room Management** or **Pending Documentation** sections. See an example of **Trg Page** being used to page for triage as indicated in Figure 4-16, Figure 4-17, and Figure 4-18.

Last update: Oct 10, 2016@19:40:20														
Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges Manager		
3	949	316	1	14	14	1	14	14	1	13	13			
<b>Check-In</b> <a href="#">Triage</a> <a href="#">Room Management</a> <a href="#">Pending Documentation</a>														
Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions			Reg			
322	10/10/2016 14:18	BACA, ANGEL J (M)	08/05/59 (57 YRS)	143390	TESTING	EMERGENCY MEDICINE	<input type="radio"/> Trg Page	<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO			
317	10/10/2016 14:23	NACHIE, MARK (M)	12/19/95 (20 YRS)	131507	TESTING	EMERGENCY MEDICINE	<input checked="" type="radio"/> Trg Page	<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO			
310	10/10/2016 14:30	BACA, EDWARD ALAN (M)	05/23/04 (12 YRS)	136389	TESTING	EMERGENCY MEDICINE	<input type="radio"/> Trg Page	<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO			
<b>Triage</b> <a href="#">Check-In</a> <a href="#">Room Management</a> <a href="#">Pending Documentation</a>														
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Consult	Info	Actions		Reg	
14	4	19:26	ABBOTT, MELANIE (F)	04/23/92 (24 YRS)	122446	TESTING		EMERGENCY MEDICINE	No		<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO
<b>Room Management</b> <a href="#">Check-In</a> <a href="#">Triage</a> <a href="#">Pending Documentation</a>														
Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Consult	Info	Actions		Reg	
14	MUPrep 1	4	DEMO, ER PATIENT (F)	01/01/80 (36 YRS)	549564	TESTING		EMERGENCY MEDICINE	Yes		<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	Yes
<b>Pending Documentation</b> <a href="#">Check-In</a> <a href="#">Triage</a> <a href="#">Room Management</a>														
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Consult	Info	Actions		Reg	
13	5	19:27	WILBURN, FRANK DOUGLAS (M)	08/16/24 (92 YRS)	124535	TESTING		EMERGENCY MEDICINE	No		<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO

Figure 4-16: Click "Trg Page" action

Last update: Jun 21, 2012@15:18:27																
Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges Manager				
1	49	49	1	918	918	1	46	46	1	94	94					
<b>Check-In</b>																
Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions			Reg					
49	06/21/2012 14:29	TEST, KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE	<input checked="" type="radio"/> Trg Page	<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO					
<b>Triaged</b>																
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg		
918	3	24:00	TEST, BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	A	Message from webpage		20, 2012 21:04:45 by Observed on Jun 20, RETT, BRIAN.	<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO
<div style="border: 1px solid gray; padding: 5px;"> <p><b>Message Added:</b> Paged for Triage on Jun 21, 2012 15:19:16 by HULSLANDER, RYAN</p> <p style="text-align: right;"><input type="button" value="OK"/></p> </div>																
<b>Room Management</b>																
Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg		
46	ER-01	3	SMITH, AARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE		BEATTY, CINDY	No		<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO, NoBens
<b>Pending Documentation</b>																
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg		
94	3	13:44	TEST, PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD, ARLIS L	AHMED, SUJIT	No		<input type="radio"/> Rm Page	<input type="radio"/> Obsv	<input type="radio"/> TrgRpt	NO

Figure 4-17: Pop-up indicating a Triage Page was requested

Last update: Jun 21, 2012@15:28:10

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges		Manager
1	59	59	1	928	928	1	56	56	1	104	104			

**Check-In**

Waiting	Check In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
59	06/21/2012 14:29	<a href="#">TEST,KALIANN (F)</a>	05/02/90 (22 YRS)	106252	ANKLE HURTS	URGENT CARE	Paged for Triage on Jun 21, 2012 15:19:16 by HULSLANDER,RYAN;	<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

**Triaged**

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
928	3	24:00	<a href="#">TEST,BEE ONE,(M)</a>	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	Paged for Triage on Jun 20, 2012 21:04:45 by EVERETT,BRIAN, Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

**Room Management**

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
56	ER-01	3	<a href="#">SMITH,AARON MARK (M)</a>	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO; NoBess

**Pending Documentation**

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
104	3	13:44	<a href="#">TEST,PATIENT SEVEN (M)</a>	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUJIT	No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Figure 4-18: Info field containing Triage Page note

**4.3.1.13 Use Comm Board**

Not Implemented

**4.3.1.14 Print Triage Report on Save**

Not Implemented

**4.3.1.15 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.

**4.3.1.16 Pending Status Look Back Days**

Determines the number of days (between 5 and 30) to look in the past for patients that should display on the EDD. For example, if the property is set to look back 5 days, then any patient admitted to the ER greater than 5 days in the past that has not yet been discharged will drop off of the EDD. The setting is important as it controls how far back to look for patients. The higher the property setting is the more patient data must be reviewed every time the EDD page refreshes. Keeping the setting as low as possible will require less system processor time and the EDD will refresh more quickly.

**4.3.2 User Specific Preferences****4.3.2.1 User Name**

Select the desired user to changes preferences for.

**4.3.2.2 Patient Name Format Display**

Setting that determines how patient name is displayed in dashboard. 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)

#### 4.3.2.3 Hide DOB

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

#### 4.3.2.4 Hide (Chief) Complaint

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

#### 4.3.2.5 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.

### 4.3.3 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. 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 appears as shown in Figure 4-19

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 Acuity:

Figure 4-19: Whiteboard Display Settings

**4.3.3.1 Whiteboard Access**

The standard Whiteboard Access Code value will appear here. The value cannot be changed.

**4.3.3.2 Whiteboard Verify**

The Verify Code to be used to login to the Dashboard in Whiteboard mode is displayed here. On initial installation, this field is set to null. A code can be added (or changed) as desired.

**4.3.3.3 Whiteboard Access (Checkbox)**

Not implemented for Patch 1.

**4.3.3.4 Show Age**

Show the Age information, displayed in the Patient column, in the Whiteboard under the **Check-In, Triage, Room Management** and **Pending Documentation** sections.

**4.3.3.5 Show Provider**

Show the Provider column in the dashboard under the **Triage, Room Management** and **Pending Documentation** sections.

**4.3.3.6 Show Nurse**

Show the Nurse column, in the dashboard under the **Triage, Room Management** and **Pending Documentation** sections.

**4.3.3.7 Show Orders**

Show the Order Activity column, in the dashboard under the **Triage, Room Management** and **Pending Documentation** sections.

**4.3.3.8 Show Name**

Show the Patient column, in the dashboard under the **Check-In, Triage, Room Management** and **Pending Documentation** sections.

**4.3.3.9 Show Info**

Show the Info column, in the dashboard under the **Check-In, Triage, Room Management** and **Pending Documentation** sections.

**4.3.3.10 Show the Show (Chief) Complaint**

Chief Complain column, in the dashboard under the **Triaged, Room Management** and **Pending Documentation** sections.

**4.3.3.11 Show Chart Number**

Show the Chart column, in the dashboard under the **Check-In, Triaged, Room Management** and **Pending Documentation** sections.

**4.3.3.12 Show Room**

Show the Nurse column, in the dashboard under the **Room Management** sections.

**4.3.3.13 Show Acuity**

Show the Initial Acuity in column in the **Triage, Room Management, and Pending Documentation** sections on the Whiteboard.

**4.3.4 Reg column on main display**

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 will display **No** with a yellow background as indicated in Figure 4-20.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9297	08/16/2012 03:00	TEST, BARBARA (F)	02/16/95 (17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by EVERETT, BRIAN; ANOTHER LINE 8/16/2012 12:40:29; Paged for Triage on Aug 16, 2012 12:40:55 by EVERETT, BRIAN;	Page Obsv TrgRpt	NO

Figure 4-20: Reg Column

If a change is made, as in the case of modifying a street address, it will display a **Yes** with a white background as indicated in Figure 4-21.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9299	08/16/2012 03:00	TEST, BARBARA (F)	02/16/95 (17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by EVERETT, BRIAN; ANOTHER LINE 8/16/2012 12:40:29; Paged for Triage on Aug 16, 2012 12:40:55 by EVERETT, BRIAN;	Page Obsv TrgRpt	Yes

Figure 4-21: Updated Registration

Finally, a check is performed on the patient’s 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 4-22..

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9301	08/16/2012 03:00	TEST, BARBARA (F)	02/16/95 (17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by EVERETT, BRIAN; ANOTHER LINE 8/16/2012 12:40:29; Paged for Triage on Aug 16, 2012 12:40:55 by EVERETT, BRIAN;	Page Obsv TrgRpt	Yes; NoBens

Figure 4-22: Non-Indian Beneficiary



## 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: <http://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 programmer's 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 ultimately 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 user's 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., that are not explicitly 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

<b>Acronym</b>	<b>Term Definition</b>
<b>AG</b>	Patient Registration
<b>CISO</b>	Chief Information Security Officer
<b>DOB</b>	Date of Birth
<b>ED</b>	Emergency Department
<b>EDD</b>	IHS Emergency Department Dashboard
<b>EHR</b>	Electronic Health Record
<b>ERS</b>	Emergency Room System
<b>HHS</b>	Health and Human Services
<b>HIPAA</b>	Health Insurance Portability and Accountability Act
<b>ICD</b>	International Classification of Diseases
<b>ID</b>	Identification
<b>IHS</b>	Indian Health Service
<b>ISSO</b>	Information System Security Officer
<b>IT</b>	Information Technology
<b>PC</b>	Personal Computer
<b>PCC</b>	Patient Care Component
<b>PII</b>	Personally Identifiable Information
<b>RoB</b>	Rules of Behavior
<b>RPMS</b>	Resource and Patient Management System
<b>SAC</b>	Standards and Conventions
<b>SOP</b>	Standard Operating Procedure
<b>VPN</b>	Virtual Private Network

## Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

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

**Web:** <http://www.ihs.gov/helpdesk/>

**Email:** [support@ihs.gov](mailto:support@ihs.gov)