



RESOURCE AND PATIENT MANAGEMENT SYSTEM

IHS Emergency Department Dashboard

(BEDD)

User Manual

Version 1.0
May 2013

Office of Information Technology
Division of Information Resource Management
Albuquerque, New Mexico

Document Revision History

Date of Change	Location of Revision	Revision
June 2012	GDIT	First Draft
May 2013	GDIT	Final Version

Table of Contents

1.0	Introduction.....	1
2.0	Getting Started.....	2
2.1	Initial EDD Configuration	2
2.1.1	Log on to the EDD Application.....	2
2.1.2	Open the Manager Page	3
2.1.3	Add a Room.....	4
2.2	Setup and Configure Options	4
2.2.1	Screen Timeout (in seconds).....	6
2.2.2	Operate Dashboard Stand Alone.....	6
2.2.3	Use more than 1 Clinic	6
2.2.4	Show Daily Summary on Dashboard.....	6
2.2.5	Print Med Rec Worksheet.....	7
2.2.6	Print Patient Routing Sheet	7
2.2.7	Print Arm Band	8
2.2.8	Show Used Room.....	8
2.2.9	Show Provider	8
2.2.10	Show Nurse	9
2.2.11	Show Consult	9
2.2.12	Use Auto Note	10
2.2.13	Use Comm Board.....	10
2.2.14	Print Triage Report upon Save	10
2.2.15	Switch EHR Patient on Edit.....	11
2.2.16	Reg Column on Main Display	11
3.0	Typical Workflow	12
3.1	Admit Patient via AMER	12
3.2	Triage Patient and Triage Actions.....	18
3.3	Assign a Patient to a Room	21
3.4	Update Additional ED Data.....	22
3.4.1	Injury Information.....	22
3.4.2	Visit Information.....	24
3.4.3	Additional Notes	26
3.5	Discharge	26
3.5.1	Remove the Patient from the Room	26
3.5.2	Discharge Patient	27
3.5.3	Discharge Reporting.....	29
3.6	ED Dashboard Reporting.....	30
Appendix A:	Available Reports	32
A.1	ERS Admission Summary	32
A.2	Central Log	32
A.3	Check-In Summary by Hour	33

A.4	Length of Stay by Triage Acuity	33
A.5	Discharge Activity by Hour.....	33
A.6	Room Utilization.....	33
Appendix B:	Rules of Behavior	34
B.1	All RPMS Users	34
B.1.1	Access.....	34
B.1.2	Information Accessibility	35
B.1.3	Accountability	35
B.1.4	Confidentiality	36
B.1.5	Integrity.....	36
B.1.6	System Logon.....	37
B.1.7	Passwords.....	37
B.1.8	Backups.....	38
B.1.9	Reporting.....	38
B.1.10	Session Timeouts.....	38
B.1.11	Hardware	38
B.1.12	Awareness.....	39
B.1.13	Remote Access	39
B.2	RPMS Developers	40
B.3	Privileged Users.....	40
Acronym List	43
Contact Information	44

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 RPMS Emergency Room System (ERS) in the AMER namespace. EDD is 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 Resource and Patient Management System (RPMS) Electronic Health Record (EHR) application.

EDD gets its data and updates from one of four ways:

- ERS
- Dashboard Edit
- EHR data
- A combination of all three.

2.0 Getting Started

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

2.1 Initial EDD Configuration

Someone with EDD Manager Access as described in the *BEDD Installation Guide* is required to set up bed locations, site information, and other settings before the application is used.

2.1.1 Log on to the EDD Application

1. Do one of the following:

- Double-click the EDD icon on the desktop
- Click the Emergency Department Dashboard tab in EHR

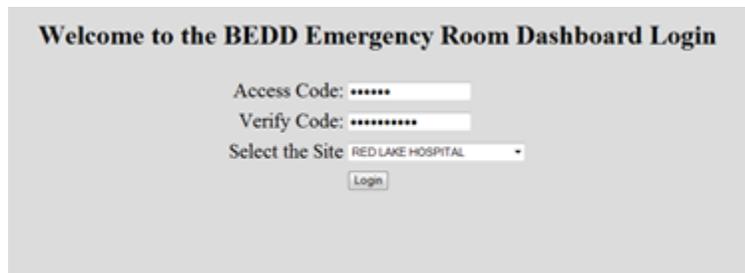


Figure 2-1: EDD logon dialog

Note: If accessing EDD via the EHR, you may not see the EDD logon dialog because the system already recognizes you as having logged on.

2. Type your RPMS Access Code and Verify Code in the appropriate fields (Figure 2-1).
3. Click **Login** to display the Main EDD page (Figure 2-2).

The screenshot shows the main Emergency Department Dashboard (EDD) interface. At the top, there is a navigation bar with buttons for 'Discharges' and 'Manager'. The 'Manager' button is circled in red with an arrow pointing to it. Below the navigation bar, there are several data sections: 'Check-In' with a table of patient arrivals, 'Triageed' with a table of patients being triaged, 'Room Management' with a table of room assignments, and 'Pending Documentation' with a table of pending tasks. Each table includes columns for patient information, room/clinic details, and actions.

Figure 2-2: Main EDD page with **Manager** button highlighted

2.1.2 Open the Manager Page

- At the Main EDD page, click **Manager**. The Manager page opens with the **Room Setup** pane displayed (Figure 2-3).

Note: At initial setup, rooms are not yet defined; consequently, the **Room Setup** pane will be empty.

The screenshot shows the Manager page with the 'Room Setup' pane active. At the top, there are navigation tabs: 'Reports', 'Rooms', 'Warnings', 'Dashboard', 'Record Lock', and 'Setup'. Below the tabs, there is a search bar showing 'Results: 11' and 'Page: 1 of 1'. The 'Room Setup' pane contains a table with the following data:

#	Room Name	Status	Occupied
1	ER-01	Active	No
2	ER-02	Active	No
3	ER-03	Active	No
4	ER-04	Active	No
5	ER-05	Active	No
6	ER-06	Active	No
7	ER-07	Active	No
8	ER-08	Active	No
9	ER-09	Active	No
10	ER-10	Active	No
11	ER-11	Active	No

Below the table, there is an 'Edit Room Info' section with fields for 'Room Name', 'Status' (Active, No Longer Used, Temporarily Unavailable), and 'Occupied' (Yes, No). There are also 'Save', 'New', 'Delete', and 'Cancel' buttons.

Figure 2-3: Manager page, **Room Setup** pane

2.1.3 Add a Room

To add a room:

1. Type the room name in the **Room Name** field in the **Edit Room Info** area near the bottom of the page.
2. Set **Status** to **Active**.
3. Set **Occupied** to **No**.
4. Press **Save**. The **Message from webpage** dialog displays (Figure 2-4).

The screenshot shows the 'Room Setup' pane with a table of rooms. A dialog box titled 'Message from webpage' is displayed over the table, indicating that the save operation is complete. The 'Edit Room Info' section at the bottom shows the 'Room Name' field set to 'ER-11', the 'Status' set to 'Active', and the 'Occupied' set to 'No'.

#	Room Name	Status	Occupied
1	ER-01	Active	No
2	ER-02	Active	No
3	ER-03	Active	No
4	ER-04	Active	No
5	ER-05	Active	No
6	ER-06	Active	Yes
7	ER-07	Active	No
8	ER-08	Active	No
9	ER-09	Active	No
10	ER-10	Active	No
11	ER-11	Active	No

Edit Room Info
Room Name: ER-11 Status: Active No Longer Used Temporarily Unavailable Occupied: Yes No
Buttons: Save, New, Delete, Cancel

Figure 2-4: **Room Setup** pane: adding a room

5. Click **OK** to dismiss the dialog.

When adding or changing a room, its status can be set to **No Longer Used** or **Temporarily Unavailable**. Also, selecting **Yes** under **Occupied** will prevent any patient from being assigned to an otherwise **Active** room.

2.2 Setup and Configure Options

To access the setup and configure options:

1. Click **Setup** on the menu bar at the top of the page to display the **ED Dashboard Setup** pane (Figure 2-5).

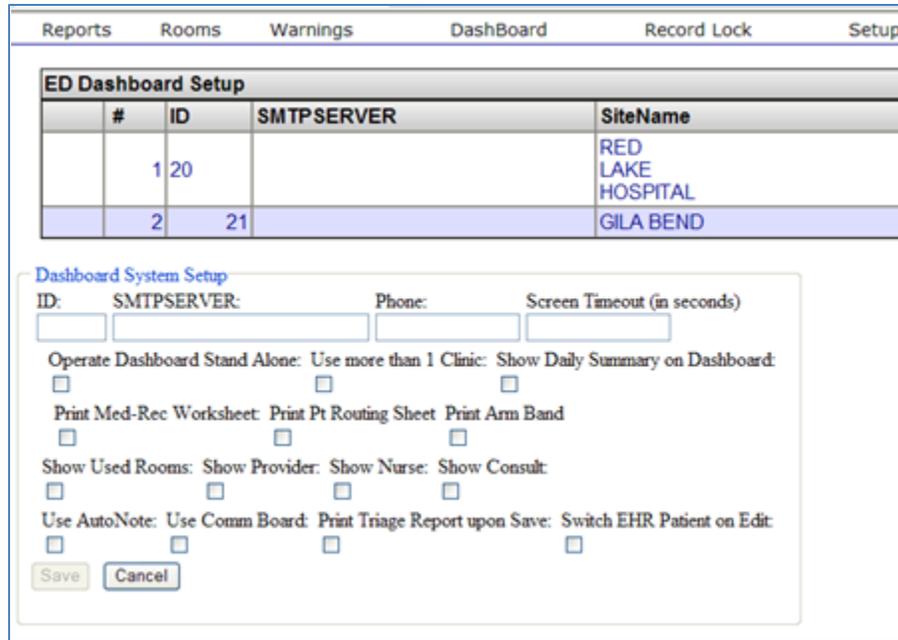


Figure 2-5: Manager page, **ED Dashboard Setup** pane

2. Select the **SiteName** of the site to be edited. The corresponding row in the table is highlighted (Figure 2-6) and the current setup configuration displays in the **ED Dashboard System Setup** panel.

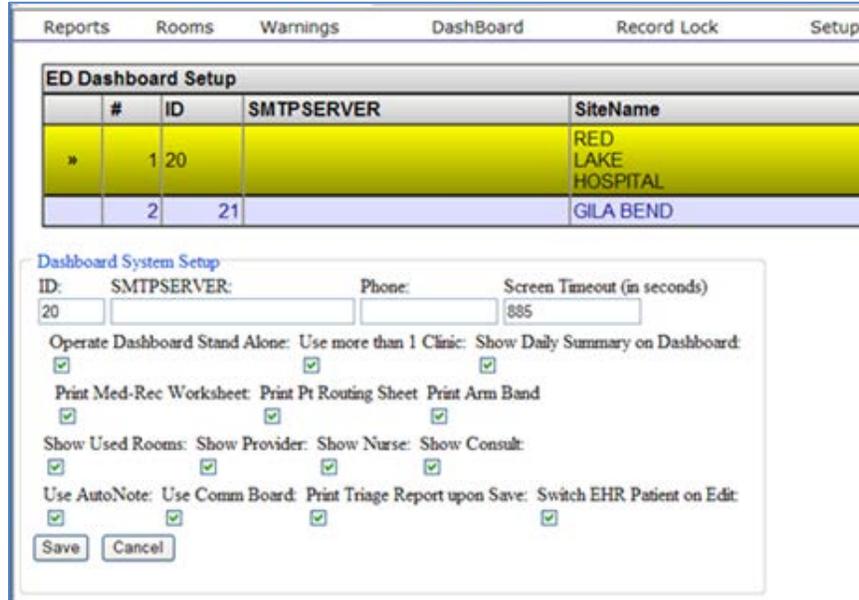


Figure 2-6: **ED Dashboard Setup** panel, Red Lake Hospital row selected

Note: Site data is automatically populated with INSTITUTION file (#4) entries identified 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.

3. Edit the various fields in the **Dashboard System Setup** panel. The following subsections describe the changes in the EDD produced by each field.
4. Click **Save** to save all changes.

2.2.1 Screen Timeout (in seconds)

This value affects how often pages are refreshed or timed out when logged in to the EDD application.

2.2.2 Operate Dashboard Stand Alone

Not implemented

2.2.3 Use more than 1 Clinic

Display the **Clinic** column on the dashboard in the **Check-In, Triage, Room Management, and Pending Documentation** sections (Figure 2-7).

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
4	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE		Trg Page Rm Page Obsv TrgRpt	NO

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
873	3	24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	DASH,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.	Rm Page Obsv TrgRpt	NO

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
1	ER-01	3	SMITH,AARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		Rm Page Obsv TrgRpt	NO, NoBens

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
49	3	13:44	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUJI	No		Rm Page Obsv TrgRpt	NO

Figure 2-7: EDD, **Clinic** column

2.2.4 Show Daily Summary on Dashboard

Not implemented

2.2.5 Print Med Rec Worksheet

Print to screen as part of AMER Admission (Figure 2-8).

```

Select printer for PATIENT MEDICATION WORKSHEET...

DEVICE: HOME//  VT

PRINTED ON 06/21/2012 14:31                                PAGE: 1
      ***ALERT***  PATIENT COPY  ***  PATIENT COPY  *** ALERT ***

                                RED LAKE HOSPITAL
                                PATIENT MEDICATION RECONCILIATION
                                PATIENT APPOINTMENT: 06/21/2012 14:30
                                LOCATION: URGENT CARE

PATIENT NAME: PATIENT,DEMO1                                SEX: MALE
      CHART #: 115905                                        DOB: 03/25/2011

*****

```

Figure 2-8: AMER Admission excerpt for Med Rec Worksheet print

2.2.6 Print Patient Routing Sheet

Print to screen as part of AMER Admission (Figure 2-9).

```

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

FILE ROOM PRINTER: UC WALKINS// 0  VT    Right Margin: 80//

FACILITY: RED LAKE HOSPITAL                    **Confidential Patient Data**
PAGE 1    OUTPATIENT ROUTING SLIP

PATIENT,DEMO1                                HRCN: 115905
      DOB: 03/25/2011                                APPT DT: 6/21/2012@14:30
PO BOX 196
ALBERTA, MINNESOTA 56630

      **CURRENT APPOINTMENTS**
      TIME      CLINIC                                LOCATION      PHONE
2:30 PM  WI  URGENT CARE                                URGENT CARE  218-679-3912

DATE PRINTED: Jun 21, 2012@14:31:04
Requested by: PROVIDER,DEMO

```

Figure 2-9: AMER ADMISSION excerpt for Print Patient Routing Sheet

2.2.7 Print Arm Band

Print to screen as part of AMER Admission (Figure 2-10).

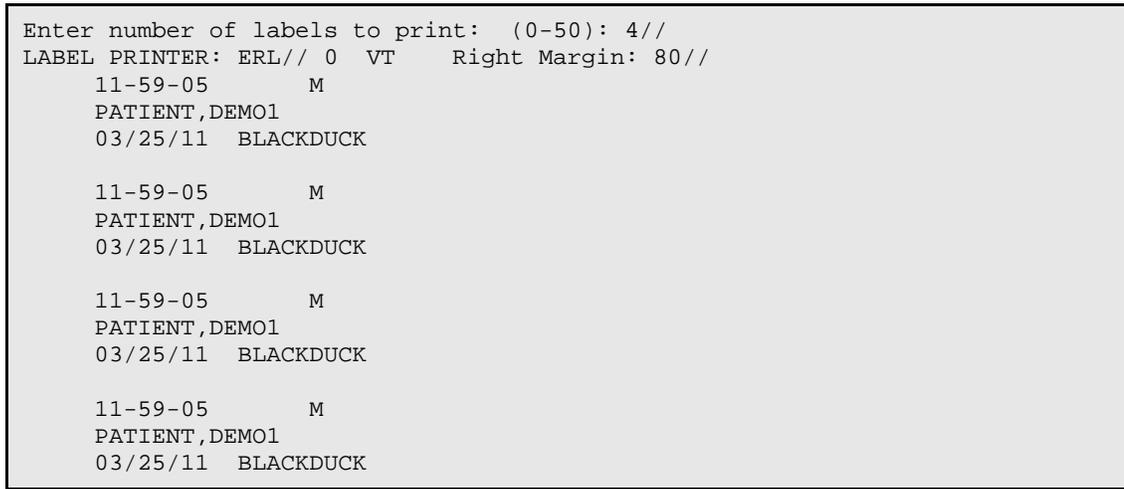


Figure 2-10: AMER Admission excerpt for Print Arm Band

2.2.8 Show Used Room

Not Implemented

2.2.9 Show Provider

Display the **Provider** column on the dashboard in the **Triaged**, **Room Management**, and **Pending Documentation** sections (Figure 2-11).

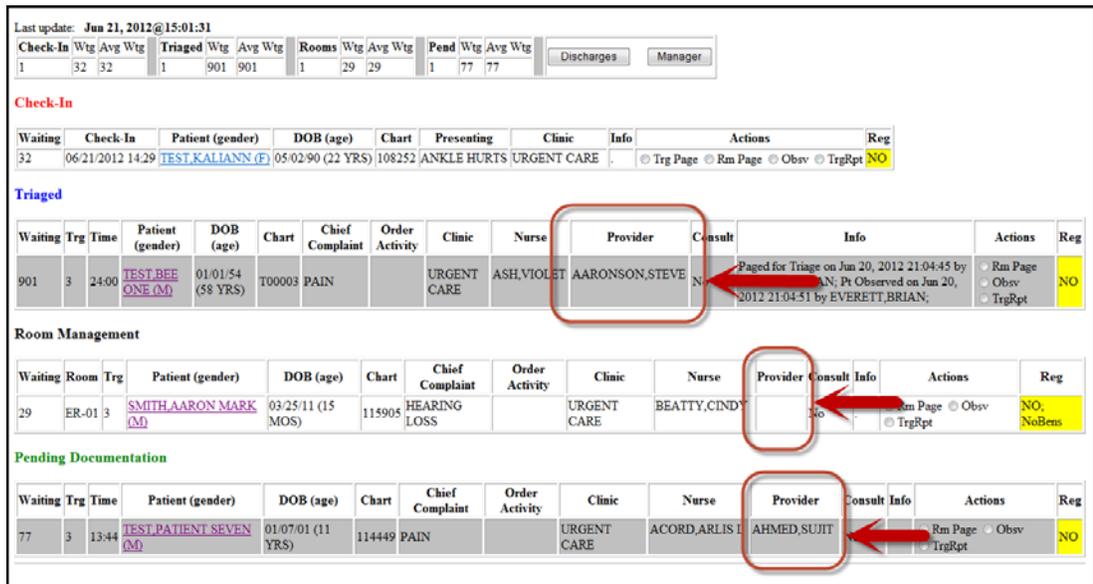


Figure 2-11: EDD, Provider column

2.2.10 Show Nurse

Display the Nurse column on the dashboard in the **Triaged**, **Room Management**, and **Pending Documentation** sections (Figure 2-12).

Last update: Jun 21, 2012@15:07:37														
Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges		Manager
1	38	38	1	907	907	1	35	35	1	83	83			

Check-In													
Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions			Reg		
38	06/21/2012 14:29	TEST_KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE		<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
907	3	24:00	TEST_BEE ONE (M)	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
35	ER-01	3	SMITHAARON 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

Pending Documentation														
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
83	3	13:44	TEST_PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUITT	No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Figure 2-12: EDD, Nurse column

2.2.11 Show Consult

Display the Consult column on the dashboard in the **Triaged**, **Room Management**, and **Pending Documentation** sections (Figure 2-13).

Last update: Jun 21, 2012@15:10:40														
Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges		Manager
1	41	41	1	910	910	1	38	38	1	86	86			

Check-In													
Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions			Reg		
41	06/21/2012 14:29	TEST_KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE		<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
910	3	24:00	TEST_BEE ONE (M)	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
38	ER-01	3	SMITHAARON 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

Pending Documentation														
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
86	3	13:44	TEST_PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUITT	No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Figure 2-13: EDD, Consult column

2.2.12 Use Auto Note

Auto-updates the notes field when **Trg Page** (Triage Page), **Rm Page** (Room Page), or **Obsv** (Patient Observed) options are checked for a patient on the dashboard in the **Check-In**, **Triaged**, **Room Management**, or **Pending Documentation** sections. Figure 2-14, Figure 2-15, and Figure 2-16 show the sequence of **Trg Page** being used to page for triage.



Figure 2-14: Clicking **Trg Page** in the **Action** column

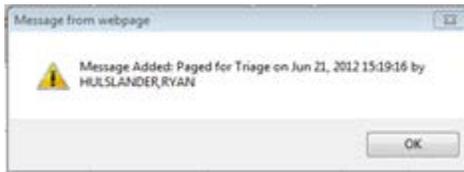


Figure 2-15: **Message from webpage** dialog indicating a Triage Page was requested

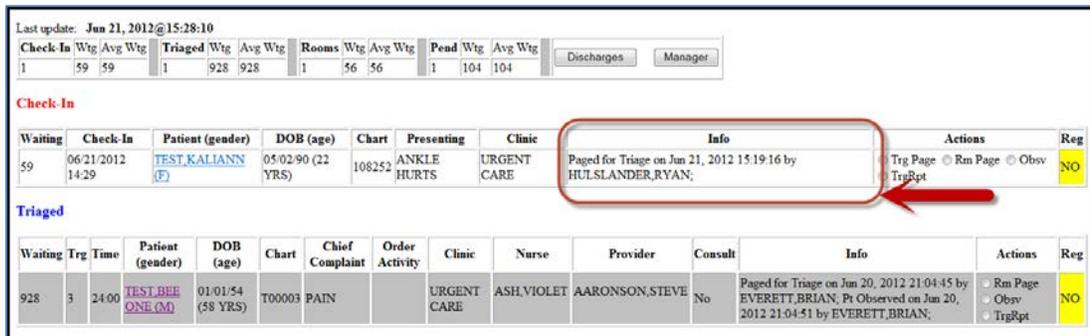


Figure 2-16: **Info** column containing the Triage Page note

2.2.13 Use Comm Board

Not Implemented

2.2.14 Print Triage Report upon Save

Not Implemented

2.2.15 Switch EHR Patient on Edit

If this box is checked and the EDD is being used 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: This setting only applies when in EHR mode. When utilizing standalone mode, the patient/visit will not switch upon a patient edit.

2.2.16 Reg Column on Main Display

The **Reg** column on the EDD indicates if the patient’s registration file was updated on the current date:

- If any change was made to the patient’s registration file, the **Reg** column displays **Yes** on a white background (Figure 2-17).

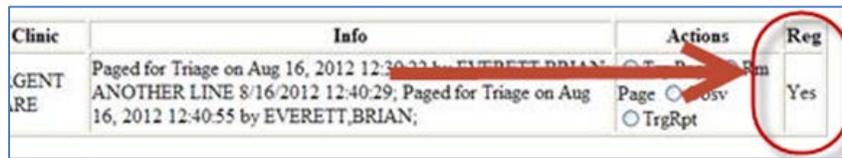


Figure 2-17: EDD, **Reg** column value **Yes**

- If no change was made to the patient’s registration file, the **Reg** column displays **No** on a yellow background (Figure 2-18).

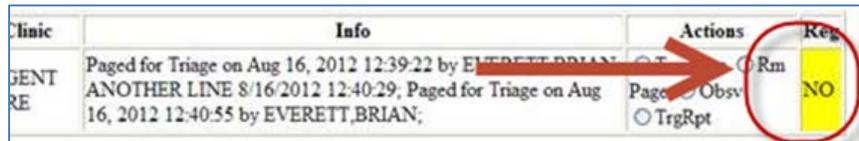


Figure 2-18: EDD, **Reg** column value **No**

Additionally, 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 (Figure 2-19).



Figure 2-19: EDD, Non-Indian Beneficiary Indicator **NoBens**

3.0 Typical Workflow

This section outlines a typical workflow for using the 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 pages:
 - Injury
 - General visit information
 - ED Consult Information
 - Procedure information
 - Diagnosis information
- Remove the patient from the room.
- Discharge the patient.

3.1 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 (Figure 3-1).

```

Select OPTION NAME: AMER
 1  AMER ACTIVE PATIENTS          List Patients Currently Admitted to ER
 2  AMER ADMISSION                Admit to Emergency Room
 3  AMER AUDIT REPORT             ER VISIT AUDITING LOG REPORTS
 4  AMER BATCH                    Batch Mode ER Admission/Discharge
 5  AMER CANNED                   ER System Pre-Defined Reports
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 2  AMER ADMISSION      Admit to Emergency Room
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: TEST,PA
 1  TEST,PATIENT EIGHT           <A>  M 06-26-1982 XXX-XX-4958  RLHO 104902
 2  TEST,PATIENT FIVE            F 09-19-1977 XXX-XX-9957  RLHO 112725
 3  TEST,PATIENT FOUR            <A>  M 09-26-1971 XXX-XX-5661  RLHO 103267
 4  TEST,PATIENT ONE             <A>  M 01-01-1950 XXX-XX-3333  RLHO T00004
 5  TEST,PATIENT SEVEN           M 01-07-2001 XXX-XX-8583  RLHO 114449
ENTER '^' TO STOP, OR
CHOOSE 1-5: 5
TEST,PATIENT SEVEN               M 01-07-2001 XXX-XX-8583  RLHO 114449

```

```

-----
*Date and time of admission to ER: NOW// (JUN 21, 2012@15:42)
No Pending Appointments
-----

*Presenting complaint: PAIN
-----

*****
Date of Last Registration Update: MAR 19, 2012

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//

Want to print PCC+ forms? Yes// (Yes)
Encounter form:
Request to print PCC+ forms cancelled!
Enter number of labels to print: (0-50): 4//
LABEL PRINTER: ERL// 0 VT Right Margin: 80//
11-44-49 M
TEST,PATIENT SEVEN
01/07/01 PONEMAH

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

FILE ROOM PRINTER: UC WALKINS// 0 VT Right Margin: 80//

FACILITY: RED LAKE HOSPITAL **Confidential Patient Data**
PAGE 1 OUTPATIENT ROUTING SLIP

TEST,PATIENT SEVEN HRCN: 114449

```

DOB: 01/07/2001
1200 5TH STREET
ALBERTA, MINNESOTA 56633

APPT DT: 6/21/2012@15:42

CURRENT APPOINTMENTS

TIME	CLINIC	LOCATION	PHONE
3:42 PM	WI URGENT CARE	URGENT CARE	218-679-3912

DATE PRINTED: Jun 21, 2012@15:43
Requested by: ADAM,SITE

Setting data for Dashboard...

Select printer for PATIENT MEDICATION WORKSHEET...

DEVICE: HOME// VT

PRINTED ON 06/21/2012 15:43 PAGE: 1
ALERT PATIENT COPY *** PATIENT COPY *** ALERT ***

RED LAKE HOSPITAL
PATIENT MEDICATION RECONCILIATION
PATIENT APPOINTMENT: 06/21/2012 15:42
LOCATION: URGENT CARE

PATIENT NAME: TEST,PATIENT SEVEN SEX: MALE
CHART #: 114449 DOB: 01/07/2001

ALLERGIES: Allergies Unknown

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.

Enter RETURN to continue or '^' to exit:

PRINTED ON 06/21/2012 15:43 PAGE: 2
ALERT PATIENT COPY *** PATIENT COPY *** ALERT ***

RED LAKE HOSPITAL
PATIENT MEDICATION RECONCILIATION
PATIENT APPOINTMENT: 06/21/2012 15:42
LOCATION: URGENT CARE

PATIENT NAME: TEST,PATIENT SEVEN SEX: MALE
CHART #: 114449 DOB: 01/07/2001

OUTSIDE MEDICATIONS
Patient: Please list any outside medications not received at any
RED LAKE HOSPITAL Pharmacy

Enter RETURN to continue or '^' to exit:

PRINTED ON 06/21/2012 15:43 PAGE: 3
ALERT PATIENT COPY *** PATIENT COPY *** ALERT ***

RED LAKE HOSPITAL
PATIENT MEDICATION RECONCILIATION
PATIENT APPOINTMENT: 06/21/2012 15:42
LOCATION: URGENT CARE

PATIENT NAME: TEST,PATIENT SEVEN SEX: MALE
CHART #: 114449 DOB: 01/07/2001

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

Four horizontal lines for inputting over-the-counter medications.

PRINTED ON 06/21/2012 15:43 PAGE: 4
ALERT PATIENT COPY *** PATIENT COPY *** ALERT ***

RED LAKE HOSPITAL
PATIENT MEDICATION RECONCILIATION
PATIENT APPOINTMENT: 06/21/2012 15:42
LOCATION: URGENT CARE

PATIENT NAME: TEST,PATIENT SEVEN SEX: MALE
CHART #: 114449 DOB: 01/07/2001

NEW/CHANGE MEDICATIONS

Four horizontal lines for inputting new or change medications.

Enter RETURN to continue or '^' to exit:

Select printer for PATIENT ROUTING SLIP...

DEVICE: HOME// VT

RED LAKE HOSPITAL
PATIENT ROUTING SLIP - PRINTED: 06/21/2012 15:43
ALERT - THIS PAPER CONTAINS YOUR ELIGIBILITY

PATIENT NAME: TEST,PATIENT SEVEN SEX: MALE


```

Print an EMBOSSED CARD

*** NOTE: IF YOU EDIT A PATIENT AND SEE THEIR NAME IN REVERSE VIDEO ***
*** WITH '(RHI)' BLINKING NEXT TO IT, IT MEANS THEY HAVE RESTRICTED ***
*** HEALTH INFORMATION ***

How many copies of the EMBOSSED CARD do you want? (1-5) 1//
DEVICE: HOME// VT
<
RED LAKE HO

(114449) XXX-XX-8583

TEST,PATIENT SEVEN
JAN 07, 2001 1 248 000
066-04-27>

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

Figure 3-1: AMER Admission

Note: All three configurable label options were printed, as the site setup options **Print Med Rec Worksheet**, **Print Patient Routing Sheet**, and **Print Arm Band** were checked as described in Section 2.2.

The patient now appears in the EDD in the **Check-In** section as seen in Figure 3-2.

Last update: Jun 21, 2012@16:02:23

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges		Manager
2	113	56	1	962	962	1	90	90						

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
93	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	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
20	06/21/2012 15:42	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN	URGENT CARE		<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
962	3	24:00	TEST,BEE ONE (M)	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
90	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

Pending Documentation

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

Figure 3-2: Patient in **Check-In** status

3.2 Triage Patient and Triage Actions

Add triage information before or after assigning the admitted patient to a room.

The screenshot shows the EDD dashboard with several sections: 'Check-In', 'Triage', 'Room Management', and 'Pending Documentation'. A red circle highlights the name 'TEST PATIENT SEVEN (M)' in the 'Patient (gender)' column of the 'Check-In' table. A red arrow points from a box containing the text 'Click here to edit patient' to this name. The 'Check-In' table has columns for Waiting, Check-In, Patient (gender), DOB (age), Chart, Presenting, Clinic, Info, Actions, and Reg. The 'Triage' table has columns for Waiting, Trg, Time, Patient (gender), DOB (age), Chart, Chief Complaint, Order Activity, Clinic, Nurse, Provider, Consult, Info, Actions, and Reg. The 'Room Management' table has columns for Waiting, Room, Trg, Patient (gender), DOB (age), Chart, Chief Complaint, Order Activity, Clinic, Nurse, Provider, Consult, Info, Actions, and Reg.

Figure 3-3: EDD showing name of patient for whom triage information will be added

To add triage information:

1. Click the patient’s name in the **Patient (gender)** column. The **Patient Edit** page (Figure 3-4) displays.

The 'Patient Edit' page is a form with several sections: 'Patient Information' (Patient (Gender), DOB (Age), Chart, Allergies, PCP), 'Admission Information' (Check-In, Presenting Complaint, Initial Acuity, *Triage, *Triage Nurse, *Clinic Type), 'Injury Information' (Was this visit caused by an injury?), and 'Room Information' (Primary Nurse, Room Assignment, Date/Time Assigned, Available Rooms, Occupied Rooms). Buttons for 'Discharge', 'Save/Close', and 'Cancel' are present at the top and bottom of the form.

Figure 3-4: Patient Edit page

- Enter triage information into the **Admission Information** section of the **Patient Edit** page which includes **Presenting Complaint**, **Initial Acuity**, **Triaged** (date and time), **Triage Nurse**, and **Clinic Type** (Figure 3-5).

Figure 3-5: Patient Edit page, Admission Information section

- Click **Save/Close**. The patient’s listing will move to the **Triaged** section of the EDD (Figure 3-6).

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
115		06/21/2012 14:29	TEST KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	Paged for Triage on Jun 21, 2012 15:19:16 by HULSLANDER,RYAN;	Trg Page, Rm Page, Obsv, TrgRpt	NO
984	3	24:00	TEST_BEE ONE (M)	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.	Rm Page, Obsv, TrgRpt	NO
11	4	16:13	TEST PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	DEFOE,NISHA		No		Rm Page, Obsv, TrgRpt	NO

Figure 3-6: EDD showing patient listing moved to the **Triaged** section

Actions such as Room Page, Observation, and Triage Report can now be performed for the patient listed in the **Triaged** section (Figure 3-7).

Triaged														
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
984	3	24:00	TEST,REE ONE (M)	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
11	4	16:13	TEST,PATIENT SEVEN (M)	01-07-01 (11 YRS)	114449	PAIN		URGENT CARE	DEFOE,NISHA		No		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Figure 3-7: **Triaged** section, available **Actions**

If the **Use Auto Note** site setting in Section 2.2.12 is selected, choosing from the available **Actions** will automatically post a note in the **Info** column.

Room Page: To post a note stating that the patient was paged for a room:

1. Select **Rm Page**. A **Message from webpage** dialog (Figure 3-8) displays.



Figure 3-8: **Message from webpage** dialog

2. Click **OK** to dismiss the dialog. The Room Page note (Figure 3-9) appears in the **Info** column of the **Triaged** section.

Triaged														
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
984	3	24:00	TEST,REE ONE (M)	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
21	4	16:13	TEST,PATIENT SEVEN (M)	01-07-01 (11 YRS)	114449	PAIN		URGENT CARE	DEFOE,NISHA		No	Paged for Room on Jun 21, 2012 16:32:41 by HULSLANDER,RYAN.	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Figure 3-9: Room Page note in the **Info** column

Observation: To post a note stating that the patient was observed, select **Obsv**.

Triage Report: To display a triage report for the patient:

1. Select **TrgRpt**. The Triage Report (Figure 3-10) displays.

Return to ED Tracking Board

BEDD ED Triage Report

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

TEST, PATIENT SEVEN
Chart Number: 114449 - MALE - DOB: 01/07/2001

Patient Allergies: Allergies Unknown

TRIAGE LEVEL: 4
Chief Complaint: PAIN

Measurements:

Figure 3-10: **BEDD ED Triage Report**

2. When finished with the report, click the **Return to ED Tracking Board** link on the upper left of the triage report.

3.3 Assign a Patient to a Room

To assign a patient to a room:

1. Click the patient's name on the EDD. The **Edit Patient** page (Figure 3-4) displays.
2. In the **Room Information** section (Figure 3-11):

Room Information

Primary Nurse: ADAJAR, MIKE

Room Assignment: ER-02 Date/Time Assigned: 06/21/2012 16:51 Remove from Room

Available Rooms

ER-02 ER-03 ER-04 ER-05 ER-06 ER-07 ER-08 ER-09
 ER-10 ER-11

Occupied Rooms

ER-01

Discharge **Save/Close**

Figure 3-11: **Edit Patient** page, **Room Information** section

- a. Select the **Primary Nurse** from the drop-down list.
- b. Select from the **Available Rooms** to update the **Room Assignment**.
- c. Click **Save/Close**. The patient now appears in the Room Management section of the EDD (Figure 3-12).

Room Management														
Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult		Actions	Reg
140	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
3	ER-02	4	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ADAJAR,MIKE		No	Paged for Room on Jun 21, 2012 16:32:41 by HULSLANDER,RYAN; Pt Observed on Jun 21, 2012 16:37:37 by HULSLANDER,RYAN;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

Figure 3-12: EDD, Patient moved to **Room Management** section

3.4 Update Additional ED Data

Additional informational elements can be entered and tracked via the EDD. These include injury, general visit, consult, and procedure and diagnosis information.

To access any of these elements, click the **Patient** name wherever it appears on the EDD to open the **Patient Edit** page.

Note: A dialog indicating that a Save will be performed displays when moving between sections and adding data to the various injury, general visit, consult, and procedure and diagnosis sections.

3.4.1 Injury Information

Indicate that the visit was caused by an injury by using the options available in the **Injury Information** section of the **Patient Edit** page (Figure 3-13):

Figure 3-13 : Injury Information section of Patient Edit page

1. Select **Yes** at **Was this visit caused by an injury?**
2. Click **Add Injury Information** to display the confirmation dialog.
3. Click **OK** to display the **Injury Worksheet** (Figure 3-14) or click **Cancel** to end the process.

Injury Worksheet

Patient (Gender) TEST,PATIENT SEVEN (M) DOB (Age) 01/07/01 (11 YRS) Chart 114449 Save Cancel

Injury Information

* Town/Village where injury occurred: _____ * Date and time of injury: _____

* Cause: _____ * Setting: _____ Safety Used: _____

Exact MVC Location: _____

Was this Work Related? No Yes

Injury Details

At Fault Information

Please Collect the following information (if applicable):

At Fault Party Name: _____

At Fault Party Address: _____

Driver Insurance Name: _____

Driver Insurance Address: _____

Driver Insurance Policy Number: _____

If at fault party is some other than the name of insured,
Please list name and phone number where you may be reached:

Worker's Compensation Information

Employer Name: _____

Employer Address: _____

Employer City, ST Zip: _____ Employer Phone: _____

Save Cancel

Figure 3-14: Injury Worksheet page

Required fields have an asterisk by the label:

- **Town/Village where injury occurred**
- **Date and time of injury**
- **Cause**
- **Setting** (in which the injury occurred)

3.4.2 Visit Information

General visit information is entered in the **Visit Information** section of the **Patient Edit** page (Figure 3-15).

Figure 3-15: **Visit Information** section of the **Patient Edit** page

3.4.2.1 Admissions Information

As appropriate, complete the following fields:

- Seen by Admitting Physician (date and time field)
- Decision to Admit Time (date and time field)
- Admitting Physician (dropdown list)

3.4.2.2 ED Consults

Click **ED Consult Information** to display the **ED Consult Worksheet** (Figure 3-16). Fields preceded with an asterisk (*) are required entries. Multiple consults can be entered.

Figure 3-16: **ED Consult Worksheet**

3.4.2.3 ED Procedures

Click **Procedure Information** to display the **ED Procedure Worksheet** (Figure 3-17). Fields preceded with an asterisk (*) are required entries. Multiple consults can be entered.

Figure 3-17: ED Procedure Worksheet

3.4.2.4 Diagnosis

Click **Diagnosis Information** to display the **ED Diagnosis Worksheet** (Figure 3-18). Fields preceded with an asterisk (*) are required entries. At least one entry must be listed as a primary diagnosis. Multiple consults can be entered.

Figure 3-18: ED Diagnosis Worksheet

Note: A diagnosis is required. If no diagnosis entry is on file for the visit, the entry .9999 “UNCODED DIAGNOSIS” is automatically entered. The user must complete the **Diagnosis Narrative** and save the entry.

3.4.3 Additional Notes

Add additional notes on the **Patient Edit** page by typing in the **General Information/Notes** section (Figure 3-19) and clicking **Save/Close**.

Figure 3-19: **General Information/Notes** section of the **Patient Edit** page

3.5 Discharge

3.5.1 Remove the Patient from the Room

Optionally, the patient may be removed from the room prior to 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 would otherwise be removed from the room in the course of performing the discharge step.

To remove a patient from the room:

1. Scroll to the **Room Information** section (Figure 3-20) of the **Patient Edit** page.
2. Select **Remove from Room**.
3. Click **Save/Close**.

Figure 3-20: **Room Information** section, **Patient Edit** page

The patient will now appear in the Pending Documentation section of the dashboard (Figure 3-21).

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
3	4	17:15	TESTPATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ADAJAR,MIKE		No	Paged for Room on Jun 21, 2012 16:32:41 by HULSLANDER,RYAN; Pt Observed on Jun 21, 2012 16:37:37 by HULSLANDER,RYAN;	<ul style="list-style-type: none"> • Rm Page • Obsv • TrgRpt 	NO

Figure 3-21 : EDD; Patient moved to **Pending Documentation** section

3.5.2 Discharge Patient

On the **Patient Edit** page, click **Discharge**. The EDD will validate that required information has been entered before proceeding with the discharge:

- If any information is missing, one or more dialogs will display (Figure 3-22).

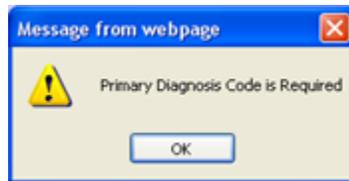


Figure 3-22: **Message from webpage** dialog; **Primary Diagnosis Code is Required**

- If no additional data is needed, the **Patient Discharge** page (Figure 3-23) displays.

Patient Discharge

Complete Discharge Cancel

Patient Information
 Patient (Gender): SMITHS, LAURA L (F) DOB (Age): 03/17/81 (31 YRS) Chart: 103938
 Allergies: (Patient has answered N/A) PCP: TITLUND, JAMES D

Admit Information
 Check-In: 11/17/2012 13:44 Presenting Complaint: PAIN
 Initial Acuity: 1 - PAIN, OCCASIONAL Stage: 11/17/2012 18:17 Stage Name: ABOOTH, JAMES E
 Clinic Type: EMERGENCY MEDICINE

Injury Information
 Was this visit caused by an injury?

Visit Information
 Primary Nurse:
 Seen by Admitting Physician: 11/17/2012 18:17 Admitting Physician: ABOOTH, JAMES E
 Decision to Admit Time: 11/17/2012 18:17
 EA Consent Notified: NO
 Procedures: NO
 Diagnosis: YES

Code	Diagnosis	Price
9999	UNCODED DIAGNOSIS	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:

Complete Discharge Cancel

Figure 3-23: **Patient Discharge** page

To discharge the patient:

1. Enter disposition information in the various fields of the **Disposition Information** section (Figure 3-24) of the **Patient Discharge** page. Mandatory entries are indicated with an asterisk (*) preceding the label.

Disposition Information

*Final Acuity: 1 *Disposition: HOME Where Transferred:
 *Follow up Instructions: APPT AND INSTRUCTIONS GIVEN
 *(PRIMARY) Provider who signed PCC form: ADAJAR, MIKE *Discharge Nurse: ALHIN, CATHY JO
 *Departure Date/Time: 06/21/2012 17:30

Complete Discharge Cancel

Figure 3-24: **Disposition Information** section; **Patient Discharge** page

2. Click **Complete Discharge**. A confirmation dialog (Figure 3-25) displays.

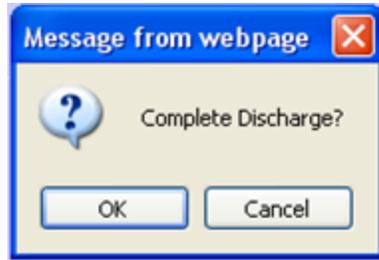


Figure 3-25: Message from webpage dialog, Complete Discharge? confirmation

3. Click **OK**. The patient is removed from EDD and AMER (Figure 3-26).

Last update: Jun 21, 2012@17:36:18

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges		Manager
1	187	187	1	1056	1056	1	184	184						

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
187	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE	Paged for Triage on Jun 21, 2012 15:19:16 by HULSLANDER,RYAN.	Trg Page Rm Page Obsv TrgRpt	NO

Triaged

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
1056	3	24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE		Paged for Triage on Jun 20, 2012 21:04:45 by	Rm Page Obsv TrgRpt	NO

Room Management

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
184	ER-01	3	SMITH,AARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		TrgRpt	NO; NoBens

Pending Documentation

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

Note: A red arrow points from the 'Patient removed from Pending Documentation, EDD as well as AMER' box to the 'Order Activity' column of the Room Management table.

Figure 3-26: Patient removed from EDD and AMER

3.5.3 Discharge Reporting

To display a list of discharges by date at the EDD:

1. Click **Discharges** at the top of the dashboard (Figure 3-27).



Figure 3-27: EDD; Manager button

The **Emergency Department DISCHARGES** page (Figure 3-28) displays.

Figure 3-28: **Emergency Department DISCHARGES** page

2. Select the date range to report on using the **Discharge From Date** and **Discharge To Date** fields.
3. Click **Show**. Matching discharge records are displayed in the list (Figure 3-29).

Discharge	Trg	Patient (gender)	DOB (age)	Chart	Disposition
06/21/2012 15:42	3	TEST_PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	HOME
	4	TEST_PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	HOME

Figure 3-29: Example list of **Discharges** by date range

3.6 ED Dashboard Reporting

A number of management reports can be generated, provided the user has access to the Manager page. To run a report, starting at the EDD main page:

1. Click **Manager** at the main EDD page (Figure 2-2).
2. Select Reports from the menu bar. The **ERS/BEDD Reports** page (Figure 3-30) displays.

The screenshot displays the 'ERS/BEDD Reports' interface. At the top right, there is a link for 'BEDD Manager Home'. The page is organized into several sections, each with a title and a form for generating a report:

- Admission Activity:** Includes fields for 'Enter the Beginning Admission Date' (4/27/2012) and 'Enter the Ending Admission Date' (4/27/2012), with a 'Run Report' button.
- Central Log Report:** Includes fields for 'Enter the Beginning Date' (4/27/2012) and 'Enter the Ending Date' (4/27/2012), a 'Selection Date Range' dropdown menu set to 'Admission', and a 'Run Report' button.
- Check-In by hour:** Includes fields for 'Enter the Beginning Admission Date' (4/27/2012) and 'Enter the Ending Admission Date' (4/27/2012), with a 'Run Report' button.
- Length of Stay by Acuity:** Includes fields for 'Enter the Beginning Admission Date' (4/27/2012) and 'Enter the Ending Admission Date' (4/27/2012), with a 'Run Report' button.
- Discharge Activity by hour:** Includes fields for 'Enter the Beginning Discharge Date' (4/27/2012) and 'Enter the Ending Discharge Date' (4/27/2012), with a 'Run Report' button.
- Room Utilization:** Includes fields for 'Enter the Beginning Admission Date' (4/27/2012) and 'Enter the Ending Admission Date' (4/27/2012), with a 'Run Report' button.

Figure 3-30: ERS/BEDD Reports page

3. Locate the report in the list and:
 - a. Type the beginning date in that report's **Enter the Beginning Date** field.
 - b. Type the ending date in that report's **Enter the Ending Date** field.
 - c. Click **Run Report** for that report.

The requested report is displayed. Appendix A: contains samples of available reports.

4. To return to the **Manager** page, click the hyperlink in the upper right corner of any report.

Appendix A: Available Reports

A.1 ERS Admission Summary

[ERS/BEDD Reports Menu](#)

ERS Admission Summary

Between the dates of
6/21/2012 And 6/21/2012

Initial Acuity	Total
3	1
4	1
BLANK	1
Total	3

Arrival Mode	Total
PRIVATE VEHICLE/WALK IN	3
Total	3

Disposition	Total
BLANK	2
HOME	1
Total	3

Injury	Total
BLANK	2
YES	1
Total	3

A.2 Central Log

[ERS/BEDD Reports Menu](#)

Central Log

Between the Admission Dates of
6/21/2012 And 6/21/2012

Check In	Arrival	Patient	Presenting Complaint	Chart	Age	Sex	DOB	Isolat Triage Acuity	Diagnosis	Admitting Division	Primary Nurse	Decision to Admit	Admit Dt/Time	CT Try	Room	Original Room	Trn Rm	Disposition	Discharge Dt/Time	Primary Provider	Discharge Nurse	Final Acuity	Est. Dep. Wtg.	LOS	Injury	Consent	PCP	AMBY/SIT	OBID	VEN	DFN
06/21/2012 14:29	PRIVATE VEHICLE/WALK IN	TEST,KALLAN	ANKLE PAIN	108252	22	F	05/02/90																			NO	FENYK,CARRIE L	299	2206464	6885	
06/21/2012 14:30	PRIVATE VEHICLE/WALK IN	SMITH,AARON MARK	HEARING LOSS	115905	15	M	03/25/11				BEATTY,CINDY		06/21/2012 14:31	1	ER-01	06/21/2012 14:32	1									NO	BOGGER,JOSEPH	300	2206465	11933	
06/21/2012 14:42	PRIVATE VEHICLE/WALK IN	TEST,PATIENT SEVEN	PAIN	114449	11	M	01/07/01	1	9999 UNCOORD DIAGNOSIS		ADAJAR,MIKE		06/21/2012 14:43	11	ER-02	06/21/2012 16:09	16	HOME		ADAJAR,MIKE	ALLEN,CATHY JO	1	90185328	90185260	YES	NO	ADAJAR,MIKE	79951	931	2206466	12410

A.3 Check-In Summary by Hour

[ERS/BEDD Reports Menu](#)

ED Check-In Summary by Hour
Between the dates of 6/21/2012 And 6/21/2012

Date	Hour	Total
Jun 21, 2012	14:00	2
Jun 21, 2012	15:00	1
Total		3

A.4 Length of Stay by Triage Acuity

[ERS/BEDD Reports Menu](#)

Length of Stay By Triage Acuity
Between the dates of 6/21/2012 And 6/21/2012

Triage	Primary Complaint	Disposition	LOS	Check-In	Patient	Chart	Age	Sex	DOB	Diagnosis	Admitting Provider	Primary Nurse	Decision to Admit	Admit Dt/Time	CT-TR	CT-TR	CT-TR	Original Room	Original Room	Up-Run	Discharge	Discharge	Run-DC	Primary Provider	Discharge Nurse	Final Acuity	Is any Count	ICP	AMEN/VISIT	OS/ED	V/S/EN	OPEN
3	ANKLE BUBLES			06/21/2012 14:29	TENF,KALLANN	10821	22	F	05/02/90					06/21/2012 14:31	ER	01	06/21/2012 14:32	1								NO	FENYK,CATHER L		299	2206464	1085	
3	HEARING LOSS			06/21/2012 14:30	SMITH,LAARON MARK	11590	45	M	03/25/11		BEATTY,CINDY			06/21/2012 14:33	ER	01	06/21/2012 14:33	1								NO	BOGGER,JOSEPH		100	2206469	1183	
4	PAIN	NONE	06/21/2012 15:42	TEST PATIENT	MEYERS	21448	31	M	01/07/61	9999 UNCODED DIAGNOSIS	ADAM,MIKE			06/21/2012 15:43	ER	02	06/21/2012 15:43	36				9018521	ADAM,MIKE	ALLEN,CATHY	1	YES	NO	ADAM,MIKE	7591	301	2206466	1210

A.5 Discharge Activity by Hour

[ERS/BEDD Reports Menu](#)

ED Discharge Summary by Hour
Between the dates of 6/21/2012 And 6/21/2012

Date	Hour	Total
-1,	:00	1
Jun 21, 2012	15:00	1
Total		2

A.6 Room Utilization

[ERS/BEDD Reports Menu](#)

ERS Room Utilization by Hour
Between the dates of 6/21/2012 And 6/21/2012

Jun 21, 2012		
HOURL	ER-01	ER-02
14:00	1	0
16:00	0	2
TOTAL	1	2

Appendix B: 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.

B.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).

B.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.

B.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.

B.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.

B.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.

B.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.

B.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).

B.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.

B.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.

B.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.

B.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.

B.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.

B.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.

B.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.

B.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.

B.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.

Acronym List

EDD	Emergency Department Dashboard
EHR	Electronic Health Record
ERS	Emergency Room System
IHS	Indian Health Service
RPMS	Resource and Patient Management System

Contact Information

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

Phone: (505) 248-4371 or (888) 830-7280 (toll free)

Fax: (505) 248-4363

Web: <http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

Email: support@ihs.gov