RESOURCE AND PATIENT MANAGEMENT SYSTEM

Referred Care Information System

(BMC)

Addendum to User Manual

Version 4.0 Patch 12
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Office of Information Technology
Division of Information Resource Management
Albuquerque, New Mexico
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1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for Referred Care Information System (RCIS) Version 4.0. These changes will be integrated into future versions of the software and user manuals. These changes will no longer be considered an addendum at the time of the next version release.

This addendum only provides written guidance on changes made in the patch that are relevant to the user. To see a list of all changes made in a patch, please refer to the patch notes for each of the respective patches.

1.1 Government Accounting Office Reporting

In 2013, the Government Accounting Office (GAO) audited the Indian Health Service (IHS) on the payment time of Purchase Referred Care (PRC) purchase orders for referred services. The audit found that 73 percent of claims were paid within six months and the remaining more than one year. The complexity of the PRC program affects the timeliness of provider payment. The GAO has recommended sorting PRC referrals from self-referrals (Call-in) in the GPRA reporting that currently only captures all referrals. Enhancements have been included to sort the PRC referrals and self-referrals (Call-in).

1.2 Summary of Changes

Patch 12 includes the following changes for both the RPMS RCIS application and the Referred-RCIS tabs located in the EHR application.

- General Retrieval Report
  - Added new option for site-specific report: Site Created by
- Local SNOMED lookup if the STS server is unavailable
- TOC Report updated to recognize printed/transmitted
- Fix for pipe character “|” in reports
  - Referral Review Report – By Facility/Time Period
  - Referral Review Report – By Time Period
- Removed Social Security Number (SSN) display on Secondary Referral letter
- Changed URMD option to allow prior-year referrals
- Alphabetized SNOMED terms for referral entry/edit
- Fixed TOCR Report error on IHS to IHS referrals
- Call-in Primary and Secondary Referrals
  a. New Call-in Notification field
  b. Added prompt/display on Add/Edit referral options
  c. Added New Supervisory option: Call-in Referral edit
  d. Added field to Display Referral option
- New CHS Paid Referral Report to calculate number of days to pay purchase order and sorted by CHS and Call-in Referrals
- Fix for Secondary Referrals not printing Site Specific text
- EHR – New option to print referral
- EHR – Filter inactive vendors
- EHR – Audit log capturing incorrect option on displaying referral
- EHR – Fix for setting correct providers in V referral file
- EHR – Alphabetized SNOMED terms
2.0 Patch 12 Changes – RPMS RCIS

2.1 General Retrieval Report – New Option: Site Created by

The Site Created by option allows users to create reports by the Facility from which the referral was entered. The option is located on the Search screen.

The RCIS General Retrieval is located in the Print Reports (RPT) option.

---

2013 DEMO HOSPITAL (CMBA)

ADM Administrative Reports ...
CM Case Management Reports ...
UTIL Utilization Reports ...
GEN RCIS General Retrieval
DGR Delete General Retrieval Report Definition

Select Print Reports Option: GEN RCIS General Retrieval

REFERRED CARE INFORMATION SYSTEM (RCIS) GENERAL RETRIEVAL

This report will list or count referrals based on selection criteria entered by the user. You will be asked, in 3 separate steps, to identify your selection criteria, what you wish displayed for each referral and the sorting order for your list. You may save the logic used to produce the list for future use. If you design a report that is 80 characters or less it can be displayed on your screen or printed. If your report is 81-132 characters wide, it must be printed – and only on a printer capable of producing 132 character lines.

Select one of the following:

P A previously defined report
N Create a New Report

Which type of report do you wish to generate: N// Create a New Report

Select one of the following:

P Primary Referrals
S Secondary Referrals
B Both

Include which type of Referrals in the report: B//

---

Referrals can be selected based upon any of the following items. Select as many as you wish, in any order or combination. An (*) asterisk indicates items already selected. To bypass screens and select all referrals hit Q.

+ 22) Next Review Date 57) Actual END DOS 92) W/I Med Priority Dt
23) Case Manager 58) Expected End DOS 93) Sec. Prov Name
24) Inpatient/Outpatient  59) Best Avail Inpt LOS  94) Sec. Prov Appt Dt
25) Primary Vendor    60) Actual Inpt LOS      95) Sec. Prov User Creat
26) IHS Facility Refer T  61) Best Avail DRG   96) Sec. Prov Init Dt
27) Clinic Referred To  62) Final DRG         97) Veteran
28) To Specific Provider  63) Date Dsch Summary Re 98) Mgd Care Committee
29) Primary Payor       64) Date Completed     99) DT Mgd Care Action
30) Diagnostic Category 65) Pertinent Med Hx    100) Util Review Committ
31) Service Cat HCPCS/CP 66) Discharge Notes  101) Mgd Care Committee
32) Local Category      67) Best Avail DX Code 102) DT Mgd Care Action
33) Actual TOTAL Cost   68) Final Dx Code     103) Site Created by
34) Best Avail TOTAL Cos 69) Best Avail Procedure
35) Actual IHS Cost     70) Final Procedure Code

Enter ?? for more actions
S    Select Item(s)       +    Next Screen          Q    Quit Item Selection
R    Remove Item(s)       -    Previous Screen      E    Exit Report
Select Action: S// S
Which referral item(s):  (1-103): 103

103) Site Created by Selection.
ENTER Site Created by: 2013 DEMO HOSPITAL (CMBA) HEADQUARTERS WEST A
LBUQUERQUE 01 DC HOSPITAL 8992
ENTER Site Created by:

---

**2.2 Call-In Primary and Secondary Referrals**

To meet a GAO reporting requirement, changes to the referral entry have been made to identify PRC referrals and Call-in referrals. New prompts include a notification date and a field to identify who notified the PRC program when adding Primary and Secondary Referrals.

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Figure 2-1: New Site Created By option in General Retrieval to create Site Specific Reports


**---NO EXISTING REFERRALS---**

Please select the referral form you wish to use.

1. Mini Referral  
2. Complete Referral (all referral data)  
3. **Call In Notification**  
4. Abbreviated entry for clinicians

Enter REFERRAL FORM: (1-25): 2/ 3

Enter Call in Notification date: T (NOV 07, 2017)

Enter Call in Notification By: ?

Enter who called in the call in referral request.
Choose from:

F        FACILITY  
P        PATIENT  
O        OTHER  

Enter Call in Notification By: PATIENT

REFERRAL number : 2321011800027

---

Figure 2-2: Adding a Call-in referral

RCIS REFERRAL RECORD

Date: NOV 7,2017  Referral: 2321011800027  Patient: DEMO,PATIENT

Call-in By: PATIENT  Call-in Notification: NOV 7,2017

REQUESTING FACILITY: 2013 DEMO HOSPITAL  ( Display Face Sheet? N
REFERRAL TYPE: CHS  PRIMARY PAYOR:
INPATIENT/OUTPATIENT:  CASE MANAGER: MANAGER,CASE
APPT/ADM DATE&TIME:

PROVISIONAL DRG:
ESTIMATED TOTAL REFERRAL COST:  ESTIMATED IHS REFERRAL COST:
Do you want to enter CHS Eligibility Factors?: N
PURPOSE/SERVICES REQUESTED:
PRIORITY:
ARE YOU SENDING ADDITIONAL MEDICAL INFORMATION WITH THE PATIENT?
ICD DIAGNOSTIC CATEGORY:
HCPCS/CPT CATEGORY:

COMMAND:

---

Figure 2-3: Call-in Referral form display

2.3 Supervisory Option to Edit Call-In Information

A new option called **Edit Call-in Referrals** has been added to allow users to edit the call-in notification information. The user must have the BMCZ MGR key in order to use this option. The option is located under the **Referral Management Menu**.
2.4 CHS Paid Referral Report

A new report option called **CHS Only Paid sorted by Call-In Referrals** has been added to the Administration Reports option. The option includes the ability to print detail, summary, both Call-in and Non Call-in CHS-type referrals. There is also an option to save the report to a file. The default directory where the file will be saved is the File Export Path located in the RPMS Site file. To allow users to save the file to a different directory, a new parameter has been added to the RCIS SITE PARAMETER FACILITY File called FILE SAVE DIRECTORY.
Select Administrative Reports Option: CHSP

************* CHS Paid Referral Report *************

Report will capture CHS Primary referrals. Report will sort by Call-in Referrals. The CHS PO's must be final paid without out any Third Party Payment. If the call-in notification date is not available the referral will be checked for a PCC Visit to identify Call-in referrals. If the PCC link was not on during anytime within reporting time frame, this report MAY NOT be accurate for identifying Call-in referrals.

Enter beginning Referral Date: 010117 (JAN 01, 2017)
Enter ending Referral Date: T (NOV 07, 2017)

Figure 2-5: Call-in Report – Date-range selection

Select one of the following:

C Call-in Referrals
N Non Call-in Referrals
B Both

Report Type: Both/

Figure 2-6: Call-in report – Call-in, Non Call-in, or Both options

Select one of the following:

S SUMMARY
D DETAILED

Report Type: SUMMARY/

Figure 2-7: Call-in report – Summary or Detailed selection

Create a file? N// YES

Figure 2-8: Call-in report – Create a File option

Select one of the following:

P PRINT Output
B BROWSE Output on Screen

Do you wish to: P// RINT Output
DEVICE: HOME/

Figure 2-9: Call-in report – Print or Browse option
### Figure 2-10: Call-in report – detailed sample

<table>
<thead>
<tr>
<th>REFERRAL NUMBER</th>
<th>CALL-IN DATE</th>
<th>INITIATED</th>
<th>APPROVAL</th>
<th>ISSUED</th>
<th>PO NUMBER</th>
<th>PO PAID TO PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2321011800020</td>
<td>10/16/17</td>
<td>10/19/17</td>
<td>10/19/17</td>
<td>10/19/17</td>
<td>18-H01-00002</td>
<td>10/14/17 -5</td>
</tr>
</tbody>
</table>

Enter RETURN to continue or '^' to exit:

CHS NON-CALL-IN REFERRAL

<table>
<thead>
<tr>
<th>REFERRAL NUMBER</th>
<th>CALL-IN DATE</th>
<th>INITIATED</th>
<th>APPROVAL</th>
<th>ISSUED</th>
<th>PO NUMBER</th>
<th>PO PAID TO PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2321011800019</td>
<td>10/19/17</td>
<td>10/19/17</td>
<td>10/19/17</td>
<td>10/19/17</td>
<td>18-H01-00001</td>
<td>10/19/17 0</td>
</tr>
<tr>
<td>2321011800021</td>
<td>10/04/17</td>
<td>10/19/17</td>
<td>10/19/17</td>
<td>10/19/17</td>
<td>18-H01-00003</td>
<td>10/04/17 -15</td>
</tr>
</tbody>
</table>

**Figure 2-11: Call-in report – summary sample**

<table>
<thead>
<tr>
<th>CHS Call-In Referrals from PO issue date to paid date</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL CHS Call-In Referrals: 1</td>
</tr>
<tr>
<td>TOTAL CHS Call-In Referral Days: -5</td>
</tr>
<tr>
<td>TOTAL CHS Call-In Referral Average Days: -5.00</td>
</tr>
</tbody>
</table>

**Figure 2-12: Call-in report – saved to specified directory example**

DOS File Being Created'

Please Standby - Copying Data to DOS File X:\EXPORT\REFERRAL-REPORT-232101.20171107_163412

**Figure 2-13: Parameter for the File Save Directory**

- Select RCIS SITE PARAMETER FACILITY: 2013 DEMO HOSPITAL (CMBA)
- FILE SAVE DIRECTORY:

### 2.5 Alphabetized SNOMED Terms

The SNOMED term list has been alphabetized to allow a better view of the list. Users can view the SNOMED term list by entering a double question mark (??) at the “Enter the Referral SNOMED term” prompt displayed in Figure 2-15.
REQUESTING FACILITY: 2013 DEMO HOSPITAL (Display Face Sheet? N)
REQUESTING PROVIDER: FORM, JILL P
REFERRAL TYPE: CHS PRIMARY PAYOR: IHS
INPATIENT/OUTPATIENT: OUTPATIENT CASE MANAGER: MANAGER, CASE
APPT/ADM DATE&TIME: Insurance Auth No:
PROVISIONAL DRG:
ESTIMATED TOTAL REFERRAL COST: ESTIMATED IHS REFERRAL COST:
Do you want to enter CHS Eligibility Factors?: N
PURPOSE/SERVICES REQUESTED: PEDIATRIC EVALUATION

Referral SNOMED <RET>:
PRIORITY:
ARE YOU SENDING ADDITIONAL MEDICAL INFORMATION WITH THE PATIENT?
ICD DIAGNOSTIC CATEGORY:
HCPCS/CPT CATEGORY:

Figure 2-14: Referral SNOMED entry field display

Enter the Referral Snomed Term: ??
183555005 Burns referral
240918000 Endovascular radiological intervention
3457005 Patient referral
3867004 Patient referral for alcoholism rehabilitation
103697008 Patient referral for dental care
54395008 Patient referral for medical consultation
103699006 Patient referral to dietitian
103698003 Patient referral to non-physician provider
183583007 Refer to mental health worker
183569005 Refer to terminal care consult
408289007 Refer to weight management program
390864007 Referral for exercise therapy
306254002 Referral to Accident and Emergency doctor
306259007 Referral to adult intensive care specialist
306255001 Referral to anesthetist
306300002 Referral to breast surgeon
306302005 Referral to cardiac surgeon
308471005 Referral to cardiologist
183557002 Referral to cardiothoracic surgeon
308475001 Referral to care of the elderly physician

Figure 2-15: Alphabetized list of SNOMED terms
3.0 Patch 12 Changes – EHR Referral/RCIS Tab

3.1 New Print Referral Option

A new Print Referral button is available in the EHR RCIS graphical user interface (GUI). Users can print to a RPMS device printer or display the referral on the screen.

1. Open EHR and select a patient.
2. Go to the Consults/Referrals tab.
3. Select the referral to print.
4. Click the Print Referral button.

![Print Referral button](image)

Figure 3-1: Print Referral button

5. The referral letter will display in a Print dialog.
6. Click the Print button.
Figure 3-2: Print dialog

7. The RPMS Printer Selection dialog displays.

8. Select the RPMS device printer.

9. Click OK to print.
3.2 Filter Inactive Vendors
The vendor file in the EHR RCIS GUI will exclude inactive vendors from displaying in the Search Vendor dialog.

3.3 Alphabetized SNOMED Terms
The SNOMED term list has been alphabetized to allow a better view of the list. Click the Referral SNOMED button to view the list. See Figure 3-5.
Figure 3-5: Referral SNOMED field – alphabetized listing
## Acronym List

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Term Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATL</td>
<td>Accredited Testing Laboratory</td>
</tr>
<tr>
<td>CAH</td>
<td>Critical Access Hospital</td>
</tr>
<tr>
<td>CCHIT</td>
<td>Certified Commission for Health Information Technology</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare and Medicaid Services</td>
</tr>
<tr>
<td>CQM</td>
<td>Clinical Quality Measures</td>
</tr>
<tr>
<td>EH</td>
<td>Eligible Hospital</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>EP</td>
<td>Eligible Professional</td>
</tr>
<tr>
<td>GAO</td>
<td>Government Accounting Office</td>
</tr>
<tr>
<td>GUI</td>
<td>Graphical User Interface</td>
</tr>
<tr>
<td>IHS</td>
<td>Indian Health Service</td>
</tr>
<tr>
<td>ONC</td>
<td>Office of the National Coordinator</td>
</tr>
<tr>
<td>POV</td>
<td>Purpose of Visits</td>
</tr>
<tr>
<td>PRC</td>
<td>Purchase Referred Care</td>
</tr>
<tr>
<td>RPMS</td>
<td>Resource and Patient Management System</td>
</tr>
<tr>
<td>TOC</td>
<td>Transition of Care</td>
</tr>
</tbody>
</table>
Contact Information

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

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