



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Electronic Health Record

(EHR)

Patch Guide Direct Mail Button Quick Reference

Version 1.0 Patch 21
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Preface

This manual is designed to inform the RPMS Electronic Health Record (EHR) users with the changes that have been implemented in EHR Patch 21.

1.0 Introduction

The Indian Health Service (IHS) has created an Electronic Health Record (EHR) that is used throughout their ambulatory clinics and several acute-care hospitals. Several new components assist in improving patient care while meeting Meaningful Use guidelines. This Setup Guide provides information for using the Direct Mail button in the RPMS EHR GUI.

This manual is designed to inform users of the changes that have been implemented in EHR Patch 20. Please read all associated documentation for prerequisites and installation guidance.

Additional resources and information:

- RPMS Direct Secure Messaging webmail application Help link.
- RPMS Direct Secure Messaging User Manual:
 - This RPMS Direct Messaging User Manual provides instructions for using RPMS Direct Messaging webmail system for its targeted audience, healthcare providers, Message Agents, PHR Registrars, and other healthcare professionals.
 - <ftp://ftp.ihs.gov/pubs/rpmsdirect/brdm010u.pdf>
- PHR Patient Portal Help link (must be logged in first)
 - This user manual provides instructions for using the IHS Personal Health Record (PHR) Web Portal application.
 - <ftp://ftp.ihs.gov/pubs/phr/bphr020u.pdf>

2.0 Adding the new Direct Button to EHR GUI

After installing all the patches (BPHR v2.1 p1, ACPM v1.0 p8, and EHR p20 and p21 patches), add the Direct Mail Button to your EHR p21 template.

To use the new components, the Clinical Application Coordinator (CAC) must first add the object to your RPMS-EHR template using Design Mode.

2.1 Add Component

To add component tabs, follow these steps:

1. Log on to RPMS-EHR.
2. In the RPMS-EHR bar at the top of the window, right-click the mouse and select **Design Mode**.
3. Click **Design** in the menu bar. The Design Mode menu appears.
4. Select **Layout Manager**.

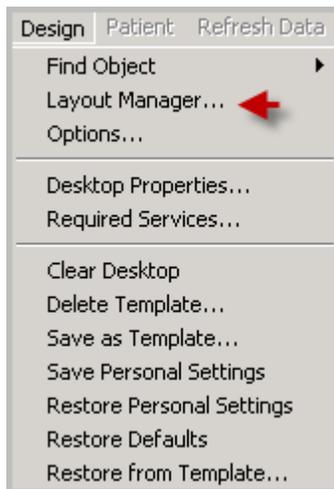


Figure 2-1: Design menu options

5. The **Layout Manager** window displays.



Figure 2-2: Layout Manager dialog

6. Select **Add**.
7. Select Name folder.
8. Search for Object **Direct Mail Button**.

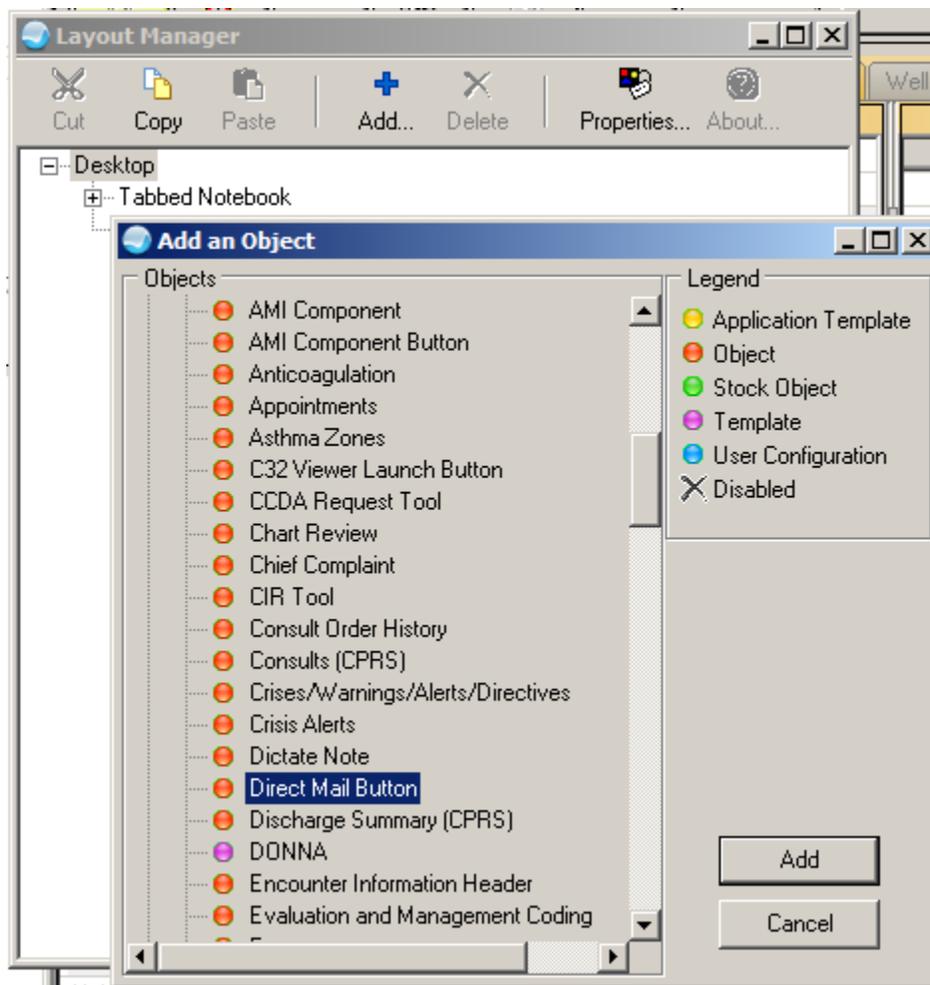


Figure 2-3: EHR Window with Direct Mail Button

9. Highlight **Direct Mail Button** object.
10. Click **Add** from the **Add Object** dialog.

11. Place Object on **Template**.

Note: The Direct Mail Button can only be used once on a template. If selected again from the Layout Manager, user will receive a Load Failure message.

12. Save Template.

After placement, the button will appear on the GUI template:

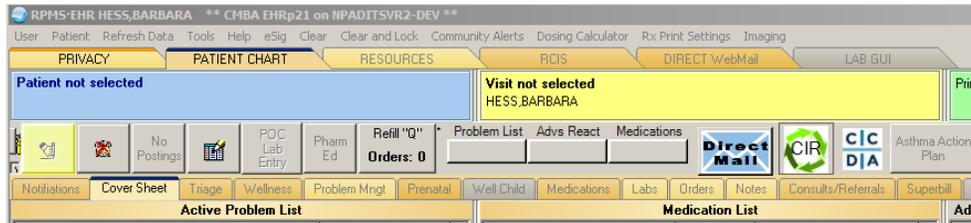


Figure 2-4: EHR Window with Direct Mail Button

3.0 Direct Mail Button

The Direct Mail button enables a provider to send a secure message to a patient in an automated manner.

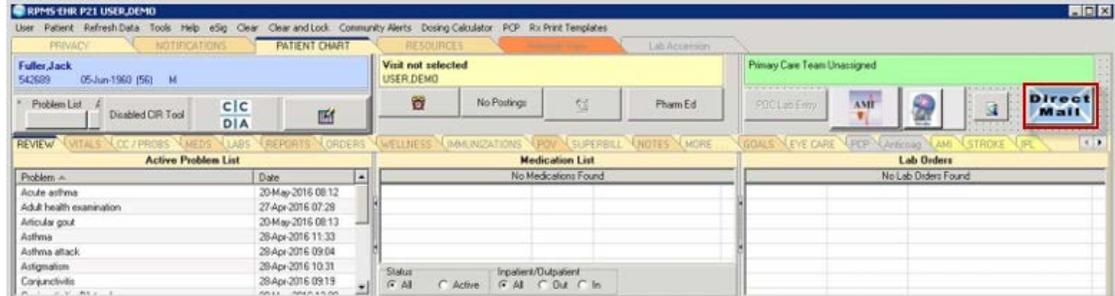


Figure 3-1: EHR Window with Direct Mail Button

The button becomes active when a patient is selected. A visit is not needed to send a Direct Mail message.

4.0 Using the Direct Mail Button

To use the Direct Mail button, hover over the Direct Mail button. If the button is not actionable, it indicates if a patient has a PHR, DIRECT Access or needs to sign up for a PHR.

4.1 Patients without Direct Mail

If there is no Direct Mail for the patient, the following message displays as a hover tip:



Figure 4-1: Hover Tip Message

Alert! If the hover text above displays on patients that have a known PHR and Direct, the PHR server might be down. Contact your system administrator immediately.

4.2 Patient with Direct Mail

Select a patient with a Direct Email address.

Once a user clicks the **Direct Mail** button, the **Direct Email Form** dialog appears.

5.0 Direct Mail Form

Once the user selects a patient with Direct Mail, the **Direct Mail Form** displays.

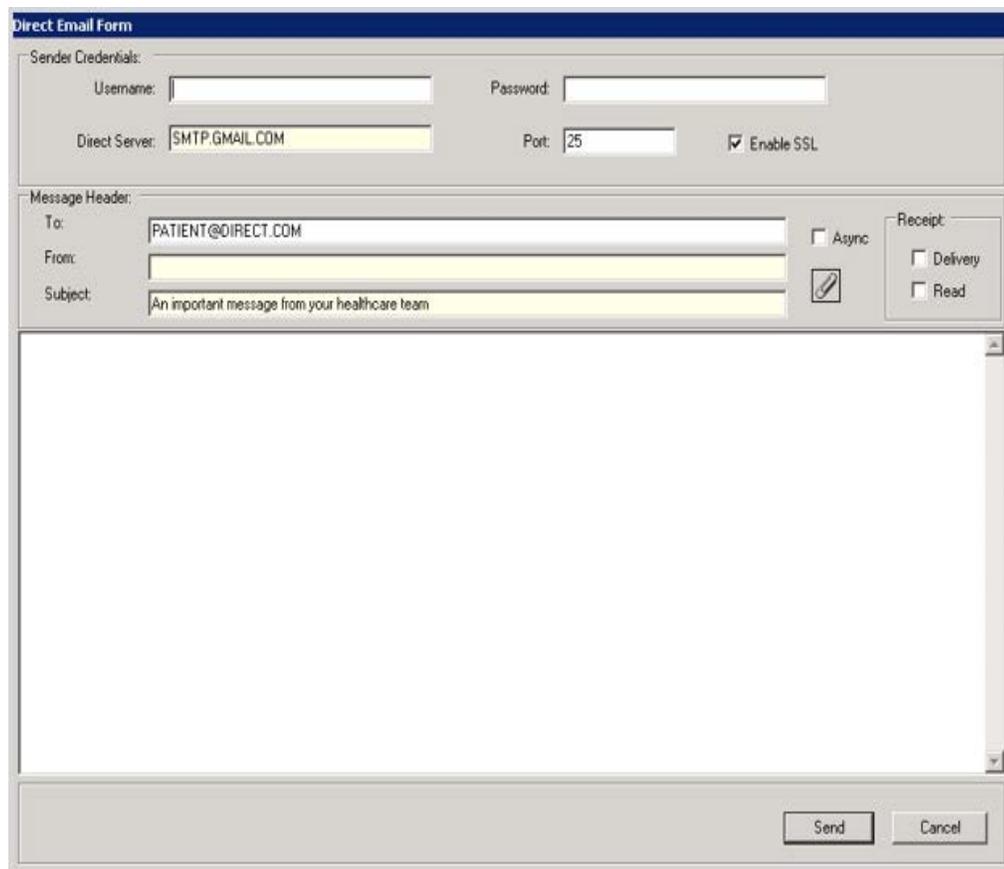


Figure 5-1: Direct Email Form dialog

5.1 Sender Credentials

User Name and **Password** - Provider's valid RPMS Direct Email Address and Password.

5.2 Message Header

To field - The "To" field on the Direct Mail form will be pre-populated with the patient's RPMS Direct address. Users should not change the email address.

Alert! Changing the pre-populated patient mail address could result in sending PII/PHI to the wrong person.

The Direct Message can also be sent to additional people (e.g., other members of the patient's care team). This can be done by adding a “,” (comma) at the end of the pre-populated address followed by a space and then the next provider's direct address.

From field - Non-editable field

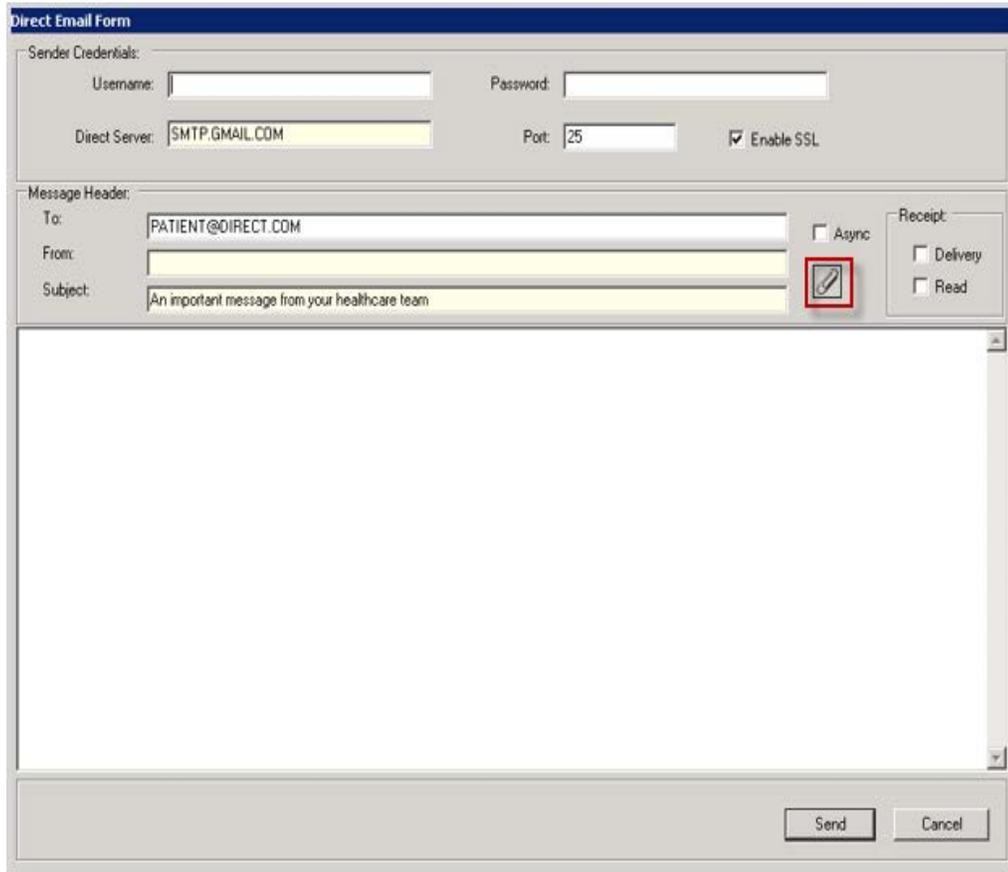
Subject field - Field populates with Transition of Care with Patient Referral and is non-editable

Message field – Type in the message to the patient

6.0 Adding Attachments to Direct Mail

Users can add attachments to an email message by clicking the Paper Clip button, and dragging and dropping the file into the body of the message from Windows Explorer.

Click the Paper Clip button on the **Direct Email Form** dialog.



The screenshot shows the "Direct Email Form" dialog box. It has a title bar with the text "Direct Email Form". Below the title bar, there are several sections:

- Sender Credentials:** This section contains four input fields: "Username:" (empty), "Password:" (empty), "Direct Server:" (containing "SMTP.GMAIL.COM"), and "Port:" (containing "25"). There is also a checked checkbox labeled "Enable SSL".
- Message Header:** This section contains three input fields: "To:" (containing "PATIENT@DIRECT.COM"), "From:" (empty), and "Subject:" (containing "An important message from your healthcare team").
- Buttons:** To the right of the "From:" field is a "Paper Clip" button, which is highlighted with a red square. To the right of the "Subject:" field is a "Receipt" section with two unchecked checkboxes: "Delivery" and "Read".
- Body:** A large, empty text area for the email body is located below the message header.
- Footer:** At the bottom right of the dialog, there are two buttons: "Send" and "Cancel".

Figure 6-1: Paper Clip Button

Windows Explorer opens displaying a list of files.

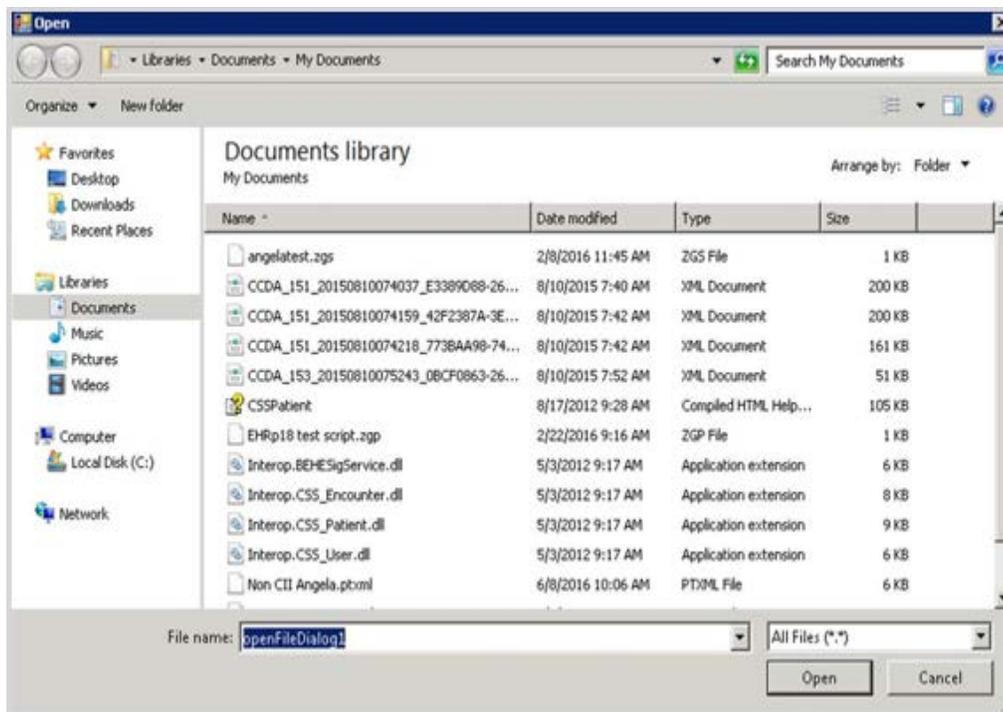
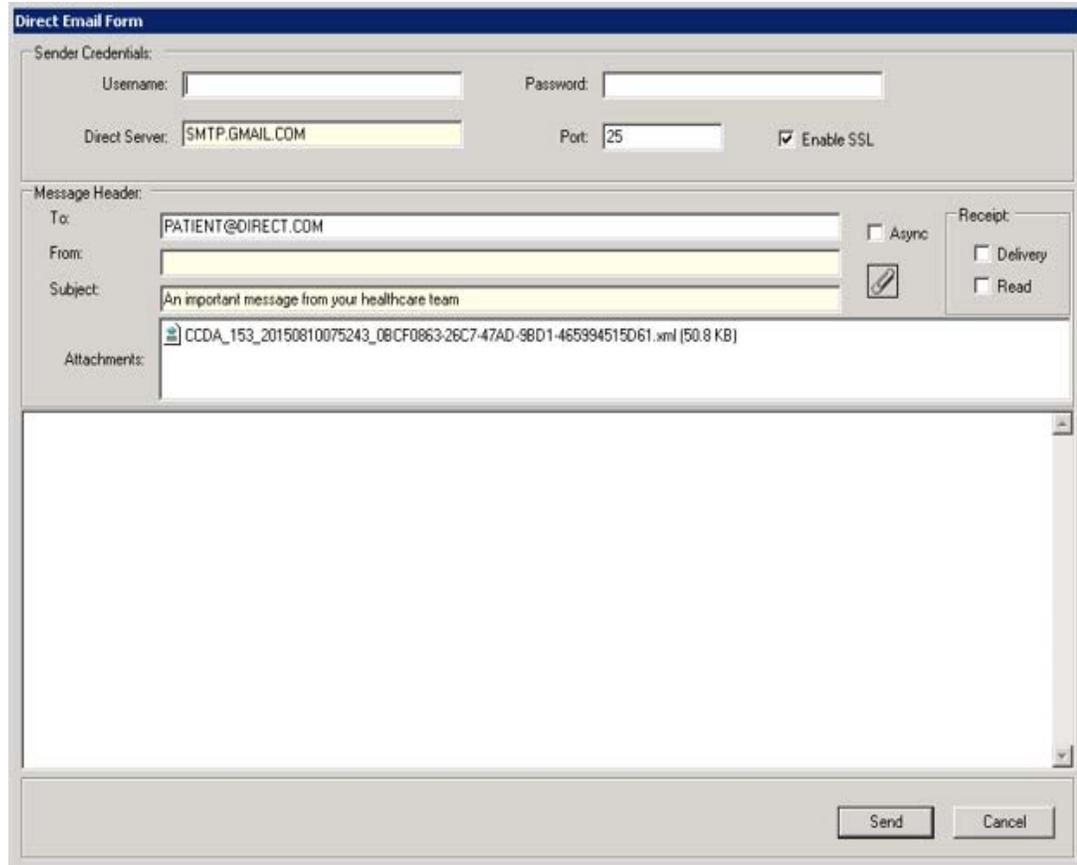


Figure 6-2: Windows Explorer

Select the file (or files) you want to attach to the email and click **Open**. The file displays in the **Attachments** pane of the email.

Note: Users can also attach files by selecting them in Windows Explorer, then dragging and dropping them into the body of the message.



The screenshot shows a 'Direct Email Form' window. It is divided into several sections:

- Sender Credentials:** Includes fields for 'Username', 'Password', 'Direct Server' (set to 'SMTP.GMAIL.COM'), 'Port' (set to '25'), and a checked 'Enable SSL' checkbox.
- Message Header:** Includes fields for 'To' (set to 'PATIENT@DIRECT.COM'), 'From', and 'Subject' (set to 'An important message from your healthcare team'). There is also an 'Attachments' field showing a file named 'CCDA_153_20150810075243_08CF0863-26C7-47AD-9BD1-465994515D61.xml (50.8 KB)'. To the right of the header fields are checkboxes for 'Async', 'Receipt', 'Delivery', and 'Read'.
- Body:** A large empty text area for the email content.
- Buttons:** 'Send' and 'Cancel' buttons are located at the bottom right.

Figure 6-3: Email with Attachments

6.1 Accepted File Formats

With EHRv1.1 p21, the accepted file formats are:

ASC, BMP, HTM, HTML, JPG, MHT, MHTML, PDF, TIF, TXT, XML, DCM, and ZIP.

7.0 Removing Attachments

Email attachments may be individually removed or all removed from an email message.

Select a file in the **Attachments** pane of the **Direct Email Form** dialog and right-click. The following message appears:

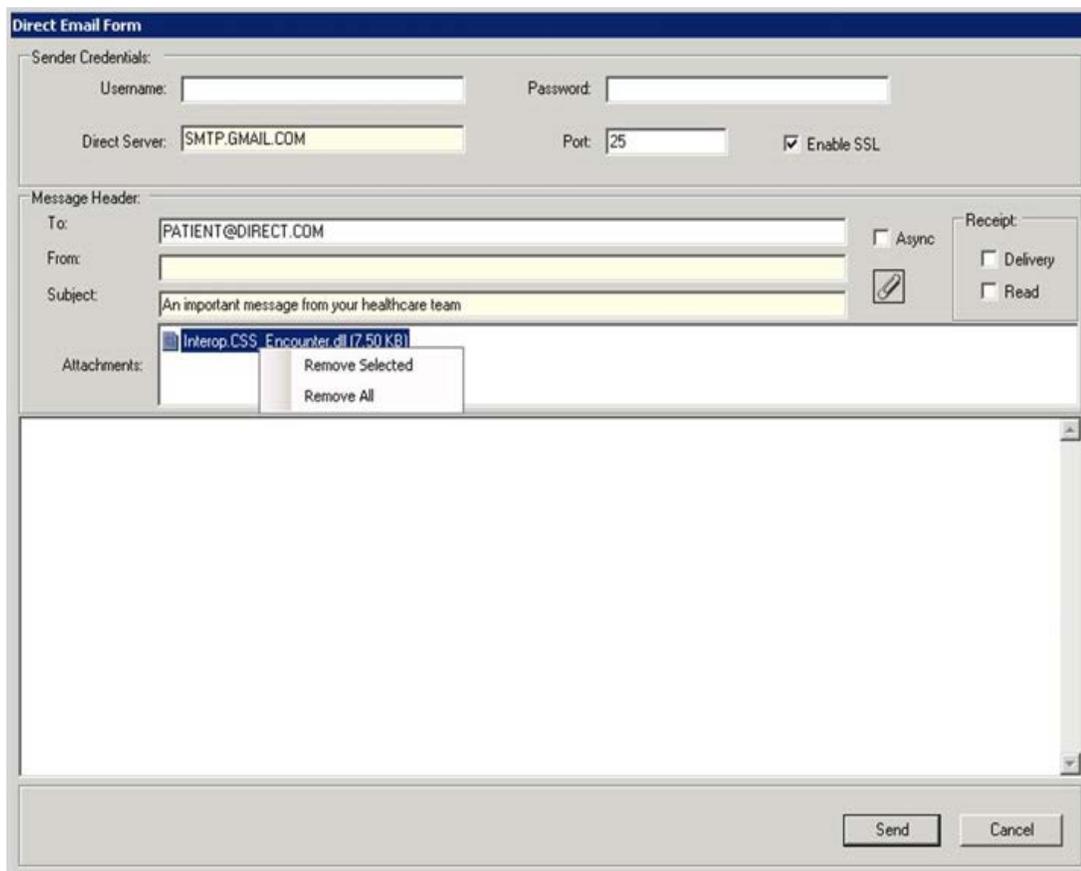


Figure 7-1: Remove Selected Attachment(s)

Select **Remove Selected** to only remove the selected file, or select **Remove All** to remove all attachments.

Note: Attachments may also be removed by right clicking in the attachment area, selecting one or more items (hold down the <Ctrl> when selecting multiple items), and pressing <Delete>.

Contact Information

If you have any questions or comments regarding this distribution, contact the OIT User Support (IHS) by:

Phone: (888) 830-7280

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

Email: <mailto:support@ihs.gov>