



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# Referred Care Information System

## Announcement and Agenda

FY 2014

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

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## 1.0 General Information

### 1.1 Purpose of Training

The course encompasses one day of instruction and includes demonstration, participant exercises and time for questions. The Referred Care Information System (RCIS) is a group of computer programs that automate the clinical and administrative management of all referred care, including in-house referrals, referrals to other IHS facilities, and referrals to outside contract providers. Information entered into the system provides timely and accurate referral data on individuals and groups of patients for the key clinical and administrative managers at care delivery sites, IHS Areas, and IHS Headquarters. By tracking this information, RCIS helps ensure that referred care services are appropriate, effective, of high quality, and provided at fair and reasonable prices.

### 1.2 Prerequisites

None

### 1.3 Intended Audience

This training is intended for any IHS, Tribal, and Urban personnel to use the functions of the Referred Care Information System as a beginner or intermediate user.

### 1.4 Course Material and References

#### 1.4.1 At the IHS RCIS FTP Site

The following materials may be downloaded from the RPMS Training FTP site at <ftp://ftp.ihs.gov/pubs/RPMS-Training/RCIS/>:

- Course Agenda (this document)
- PowerPoint Presentation
- Training Manual 2008
- Referral Form
- RCIS EHR PowerPoint Presentation

#### 1.4.2 At the IHS RCIS Website

- RCIS Users Manual  
([http://www.ihs.gov/RPMS/PackageDocs/BMC/bmc\\_040u.pdf](http://www.ihs.gov/RPMS/PackageDocs/BMC/bmc_040u.pdf))

- BMC0400.7o – Patch Addendum  
([http://www.ihs.gov/RPMS/PackageDocs/BMC/bmc\\_0400.07o.pdf](http://www.ihs.gov/RPMS/PackageDocs/BMC/bmc_0400.07o.pdf))

If a web link fails to open the document, browse to:  
[http://www.ihs.gov/RPMS/index.cfm?module=Applications&option=View&AC\\_ID=0](http://www.ihs.gov/RPMS/index.cfm?module=Applications&option=View&AC_ID=0) and select the **Referred Care Information System (BMC)** option to locate the newest version.

### 1.4.3 At the IRS Website

- IRS Form W-9  
(<http://www.irs.gov/pub/irs-pdf/fw9.pdf>)

## **2.0 Learning Objectives**

1. Recognize how site parameters adjust the RCIS application to meet facility needs.
2. Add/Enter, modify, and close referrals.
3. Create customized referral letters to send to referred providers.
4. Design care-specific templates to facilitate referral initiation.
5. Generate pre-defined and custom reports for managing referrals process.
6. Review of the Referred Care component in the EHR application.

## 3.0 Detailed Agenda

### Day 1

Topic	Duration
<b>Welcome:</b> <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Review Agenda and Training Materials</li> </ul>	30 min.
<b>RCIS Overview:</b> Access these Modules-Main Menu <ul style="list-style-type: none"> <li>• Data Entry</li> <li>• Print Reports</li> <li>• RCIS Management</li> <li>• RCIS Special Print</li> <li>• Provider/Vendor data</li> </ul>	15 min.
<b>Setting Up Site Parameters</b> <ul style="list-style-type: none"> <li>• Reviewing the RCIS Site Parameters Option(ESP)</li> </ul>	30 min.
<b>Break</b>	15 min.
<b>Adding a New Referral</b> <ul style="list-style-type: none"> <li>• Beginning the Add Referral Process (ADD)</li> <li>• Complete Referral Form</li> <li>• Mini Referral Form</li> <li>• Call In Notification by Outside Facility</li> <li>• Abbreviated Entry for Clinicians Referral</li> </ul>	45 min.
<b>Editing Referral Options</b> <ul style="list-style-type: none"> <li>• Modify Referral for Current Fiscal Year (MOD)</li> <li>• Modify Referral for All Fiscal years (MR)</li> <li>• Add/Edit CHS Data (ECHS)</li> </ul>	30 min.
<b>Display Referral Records</b> <ul style="list-style-type: none"> <li>• <b>Display Referral Records (DSP)</b></li> </ul>	15 min.
<b>Lunch</b>	60 min.
<b>Secondary Referrals (SEC)</b> <ul style="list-style-type: none"> <li>• Add Secondary Referral (ASEC)</li> <li>• Edit Secondary Referral (ESEC)</li> <li>• Delete Secondary Referral Data (DSEC)</li> <li>• Display Secondary Providers for a Specific Patient (SPIQ)</li> </ul>	30 min.
<b>Print RCIS Letter Types (LTRS)</b> <ul style="list-style-type: none"> <li>• Print Referral Letters (CHS Approval Status) (PCHS)</li> <li>• Print Referral Letter (All Types of Letters) (PRF)</li> <li>• Print Routing Slips (PRS)</li> </ul>	15 min.
<b>Table Maintenance Options</b> <ul style="list-style-type: none"> <li>• Using the RCIS Management Module (MGT)</li> <li>• Table and Template Updates (TAB)</li> <li>• Add/Edit Routine Referral Template Form (AERR)</li> <li>• Delete Routine Referral Template Form (DRR)</li> </ul>	30 min.
<b>Break</b>	15 min.

Topic	Duration
<b>Referral Management Menu</b> <ul style="list-style-type: none"> <li>• Delete Referral Entered in Error (DELR)</li> <li>• Close Out Referral-Current Fiscal Year (CLO)</li> </ul>	15 min.
<b>Printing Reports</b> <ul style="list-style-type: none"> <li>• Administrative Reports (ADM)</li> <li>• Case Management Reports (CM)</li> <li>• Utilization Reports (UTIL)</li> <li>• The RCIS General Retrieval option (GEN)</li> </ul>	45 min.
<b>EHR/RCIS Application</b> <ul style="list-style-type: none"> <li>• Add Referral (Complete)</li> <li>• Add Template Referral</li> <li>• Add Secondary Referral</li> <li>• Edit Referral</li> <li>• Clinical Consultation</li> <li>• CCDA Print button for Referral</li> </ul>	60 min.
<b>Adjourn</b>	