



RESOURCE AND PATIENT MANAGEMENT SYSTEM

RPMS DIRECT Messaging – Message Agent

Announcement and Agenda

October 29, 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 purpose of this course is to provide the RPMS DIRECT Messaging Message Agents with an overview of the RPMS DIRECT Webmail application. We will discuss the Message Agent's roles and responsibilities, the handling and routing of incoming messages, and the steps for establishing the facility and individual Message Agent accounts.

1.2 Prerequisites

None

1.3 Presenters

Meghna Patel, Duane Rozsnyai, CAPT Chris Lamer, CDR Glenn Janzen, Indian Health Service, Office of Information Technology, Learning Objectives

At the end of this presentation, participants should:

- Message Agent roles and responsibilities.
- Utilize the RPMS DIRECT Webmail application.
- Handling and Routing of incoming messages.
- Understand the RPMS DIRECT and PHR policies.

2.0 Detailed Agenda

2.1 October 29, 2014 12:00 noon to 1:30 PM Eastern Time
(11am CT, 10am MT, 9am PT)

Topic
<p>RPMS DIRECT – Message Agent:</p> <ul style="list-style-type: none"> • Roles and Responsibilities <ul style="list-style-type: none"> – Facility – Individual • Registration for Message Agent • hMail Portal <ul style="list-style-type: none"> – Setting up Messaging Agent <ul style="list-style-type: none"> • EHR Assignment: High-level • EHR Patient Assignment: High-Level • RPMS DIRECT Webmail Overview <ul style="list-style-type: none"> – Incoming Messages – Handling – Routing • DIRECT Usage (Health Information Only)
<p>Policy – Message Agent</p> <ul style="list-style-type: none"> • RPMS DIRECT Policies • PHR Policies