



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Implementing and Managing the IHS Personal Health Record (PHR) and RPMS DIRECT Messaging

Announcement and Agenda

October 15, 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 Area Office and Service Unit/Facility (SU/F) IHS Personal Health Record (PHR) and RPMS DIRECT Administrators with an overview of the PHR and RPMS DIRECT administration applications. We will discuss the Administrative roles for the PHR and RPMS DIRECT and the steps that will need to be taken in setting up the local healthcare facilities and administrators for implementing and managing the PHR and RPMS DIRECT Messaging services.

1.2 Prerequisites

None

1.3 Presenters

Meghna Patel, Duane Rozsnyai, CDR Glenn Janzen, CAPT Chris Lamer, Indian Health Service Office of Information Technology, and Jan Chase, Practice Management Lead, Office of Information Technology.

2.0 Learning Objectives

At the end of this presentation, participants should:

- Utilize the administration applications to assign access to local service units.
- Utilize the administration applications to manage the PHR and RPMS DIRECT applications.
- Prepare training for the local service unit administrators and users.
- Identify local facility PHR Registrars, and message agents.
- Understand the PHR and RPMS DIRECT policies.

3.0 Detailed Agenda

3.1 October 15, 2014 12:00 noon to 3:00 PM Eastern Time (11am CT, 10am MT, 9am PT)

Topic
RPMS DIRECT: <ul style="list-style-type: none">• Review Deployment Plan• Roles and Responsibilities<ul style="list-style-type: none">– Area Admin– Service Unit/Facility Admin (SU/FA)– Messaging Agent<ul style="list-style-type: none">• Facility Account Designee• Local Team Responsibilities<ul style="list-style-type: none">– RPMS DIRECT EHR setup– Account Management• Identity Proofing Users• hMail Portal<ul style="list-style-type: none">– Setting up Messaging Agent and Facility Accounts<ul style="list-style-type: none">• EHR Assignment: High-level• EHR Patient Assignment: High-Level– Setting up User/Health Care Professionals• Auditing• RPMS DIRECT Webmail• DIRECT Usage (Health Information Only)
Policy <ul style="list-style-type: none">• RPMS DIRECT Policies• PHR Policies
PHR: <ul style="list-style-type: none">• High-Level overview of PHR and where data comes from.• Roles and Responsibilities<ul style="list-style-type: none">– PHR Area Admin– PHR SU/FA– PHR Registrar• PHR Admin Portal<ul style="list-style-type: none">– Setting up PHR Registrar– Managing Registrars– Managing Patients• Auditing• PHR Patient Portal Overview (PHR Registrar Focus)<ul style="list-style-type: none">– Granting Access to Patient Representatives

Topic
<p data-bbox="203 258 852 289">Service Unit/Facility Action Item List Post Training:</p> <ul data-bbox="203 300 722 699" style="list-style-type: none"><li data-bbox="203 300 641 331">• Walk-through of set-up workflows<li data-bbox="203 331 649 531">• Work with Area Admins<ul data-bbox="251 363 722 531" style="list-style-type: none"><li data-bbox="251 363 649 394">– Readiness Assessment Form<li data-bbox="251 394 592 426">– Establishing Local Team<ul data-bbox="300 436 722 531" style="list-style-type: none"><li data-bbox="300 436 625 468">• Identify PHR Registrars<li data-bbox="300 468 560 499">• Identify SU/F CAC<li data-bbox="300 499 722 531">• Identify SU/F Messaging Agent<li data-bbox="203 531 519 562">• Train Message Agents<li data-bbox="203 562 511 594">• Local PHR Registrars<li data-bbox="203 594 722 699">• Start onboarding RPMS DIRECT Users<ul data-bbox="251 636 722 699" style="list-style-type: none"><li data-bbox="251 636 414 667">– Providers<li data-bbox="251 667 690 699">– Other Health Care Professionals