



RESOURCE AND PATIENT MANAGEMENT SYSTEM

RPMS Direct Messaging Message Agent, Facility Address Designee, and Others

Announcement and Agenda

September 10, 2015

Office of Information Technology
Division of Information Technology

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1.0 General Information

1.1 Purpose of Training

This course provides an overview of the Resource and Patient Management (RPMS) Direct Webmail application to RPMS Direct Messaging Message Agents, Facility Address Designees, and other healthcare professionals. We will discuss:

- The Message Agent's and Facility Address Designee's roles and responsibilities.
- The handling and routing of incoming messages.
- The steps for establishing the facility and individual Message Agent accounts.
- General RPMS Direct Webmail functionality.

1.2 Prerequisites

None

1.3 Presenters – IHS Office of Information Technology

- Duane Rozsnyai
- Meghna Modi
- Michael Fairbanks

2.0 Learning Objectives

At the end of this presentation, participants should:

- Understand Message Agent roles and responsibilities.
- Understand Facility Address Designee roles and responsibilities
- Use the RPMS Direct Webmail application.
- Understand handling and routing of incoming messages.
- Understand the RPMS Direct and Personal Health Record (PHR) policies.

3.0 Detailed Agenda

September 10, 2015

(Eastern: 12:00 noon to 2:00 PM; Central: 11:00 AM to 1:00 PM;
Mountain: 10:00 AM to 12:00 noon; Pacific: 9:00 AM to 11:00 AM)

| Start | Topic |
|----------------------|--|
| 12:00 Noon (Eastern) | <p>RPMS Direct – Message Agent:</p> <ul style="list-style-type: none"> • Roles and Responsibilities <ul style="list-style-type: none"> – Message Agent – Facility Address Designee – User • RPMS Direct Webmail Overview <ul style="list-style-type: none"> – Send/Receive Messages – Handling – Routing – Other Webmail Functions • Direct Usage (Health Information Only) <p>Policy – SU/FA:</p> <ul style="list-style-type: none"> • RPMS Direct Policies • PHR Policies. |
| 2:00 PM (Eastern) | Adjourn |

Acronym List

| Acronym | Meaning |
|---------|--|
| IHS | Indian Health Service |
| PHR | Personal Health Record |
| RPMS | Resource and Patient Management System |