



RESOURCE AND PATIENT MANAGEMENT SYSTEM

IHS Emergency Department Dashboard

(BEDD)

User Manual

Version 2.0
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Office of Information Technology (OIT)
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Table of Contents

1.0	Introduction.....	1
2.0	System Navigation	2
2.1	Admit Patient via AMER	2
2.2	Triage Patient and Triage Actions.....	5
2.3	Assign Patient to Room	9
2.4	Update Additional ED Data.....	10
2.4.1	Injury Information.....	10
2.4.2	Visit Information.....	12
2.4.3	ED Consults.....	12
2.4.4	ED Procedures	13
2.4.5	Diagnosis.....	13
2.4.6	Additional Notes	14
2.5	Remove Patient from Room	14
2.6	Discharge Patient	15
2.7	Discharge Reporting.....	19
2.8	ED Dashboard Reporting.....	21
3.0	Package Management.....	26
4.0	Package Operation	27
4.1	Access the EDD Manager Options	27
4.1.1	Login to the EDD application	27
4.1.2	Go to the Manager screen	27
4.2	Add ER location.....	28
4.3	Access Setup & Configure Options.....	29
4.3.1	Screen timeout (in seconds).....	31
4.3.2	Operate Dashboard Stand Alone.....	31
4.3.3	Use More than 1 Clinic	31
4.3.4	Show Daily Summary on Dashboard.....	32
4.3.5	Print Med Rec Worksheet.....	32
4.3.6	Print Patient Routing Sheet	32
4.3.7	Print Arm Band	33
4.3.8	Show Used Room.....	33
4.3.9	Show Provider	34
4.3.10	Show Nurse	34
4.3.11	Show Consult	35
4.3.12	Use Auto Note	35
4.3.13	Use Comm Board.....	36
4.3.14	Print Triage Report on Save	36
4.3.15	Switch EHR Patient on Edit.....	37
4.3.16	Reg column on main display.....	37
Appendix A:	Rules of Behavior	38

A.1	All RPMS Users	38
A.1.1	Access	38
A.1.2	Information Accessibility	39
A.1.3	Accountability	39
A.1.4	Confidentiality	40
A.1.5	Integrity	40
A.1.6	System Logon	41
A.1.7	Passwords	41
A.1.8	Backups	42
A.1.9	Reporting	42
A.1.10	Session Timeouts	42
A.1.11	Hardware	42
A.1.12	Awareness	43
A.1.13	Remote Access	43
A.2	RPMS Developers	44
A.3	Privileged Users	44
Glossary		47
Acronym List		48
Contact Information		49

Preface

The purpose of this manual is to provide the user with the information required to use the IHS Emergency Department Dashboard (EDD).

1.0 Introduction

The EDD is a tool that electronically enables facilities to run and manage their emergency and or urgent care clinics. It is dependent on the Resource and Patient Management System (RPMS) Emergency Room System (ERS) in the AMER namespace. EDD was built on the ERS foundation to enhance patient flow and provider communication.

EDD can be set up to operate as a standalone icon on the staff computer or can be accessed from within the RPMS Electronic Health Record (EHR) application.

EDD gets its data and updates from one of four ways: ERS, Dashboard Edit, or EHR data or a combination of all three.

2.0 System Navigation

This section outlines a typical workflow for using the EDD. Be advised that some of these steps may be different for a given site.

- Admit a patient via the **RPMS AMER ADMISSION** option, which will register the patient on the dashboard (in the **Check-In** section)
- Triage the patient which moves the patient into the **Triaged** section of the dashboard
- Assign the patient to a room
 - Update various informational visit screens
 - Injury
 - General visit information
 - Emergency Department (ED) Consult Information
 - Procedure information
 - Diagnosis information
- Remove from room
- Discharge
- Run dashboard reports

2.1 Admit Patient via AMER

In order to list a patient in the EDD the patient must first be admitted to the ED using the **RPMS AMER ADMISSION** menu option as indicated in Figure 2-1.

```

Select OPTION NAME: AMER ADMISSION          Admit to Emergency Room
ER SYSTEM Ver 3.0: ADMISSION TO EMERGENCY ROOM      ^ = back up      ^^ = quit
Questions preceded by a '*' are MANDATORY.  Enter '??' to see choices.

~~~~~

Enter the patient's NAME or LOCAL CHART NUMBER: DEMO,PA
 1  DEMO,PATIENT                <A>    F 01-01-1970   602010170P   TST 1234
 2  DEMO,PATIENT                <A>    M 01-01-1980   602010180P   TST 123412
 3  DEMO,PATIENT BABYONE        <A>    F 01-01-2014   612010114P   TST 11000
 4  DEMO,PATIENT BARBARA        <A>    F 01-01-1968   612010168P   TST 111
 5  DEMO,PATIENT J JR  LERR,TODD G JR  M 06-07-2009 XXX-XX-8408   TST 133778
ENTER '^' TO STOP, OR
CHOOSE 1-5: 1
  DEMO,PATIENT                <A>    F 01-01-1970   602010170P   TST 1234

~~~~~

*Date and time of admission to ER:  NOW//      (MAY 13, 2015@07:59)

      **** APPOINTMENTS FROM TODAY FORWARD ****

```

```
May 13, 2015@07:29 PA EMERGENCY DEPARTMENT
~~~~~
*Presenting complaint: COMPLICATIONS FROM DIABETES
~~~~~

*****
Date of Last Registration Update:

Additional Registration Information:
*****

Want to Edit this Registration Record? NO//
~~~~~
*Visit type: UNSCHEDULED//
~~~~~
*Was this patient transferred from another facility? NO//
~~~~~
*Mode of transport to the ER: PRIVATE VEHICLE/WALK IN//
  ***THIS PATIENT HAS AN APPOINTMENT IN THIS CLINIC TODAY***
  PA EMERGENCY DEPARTMENT FOR : May 13, 2015@07:29

PATIENT IS SCHEDULED FOR: May 13, 2015@07:29
OTHER INFO: :
Check-in to this scheduled visit? NO// NO

BY-PASSING THIS APPOINTMENT: May 13, 2015@07:29
Enter number of labels to print: (0-50): 4//
LABEL PRINTER: NUL// 0 Virtual
  00-12-34      F
  DEMO,PATIENT
  01/01/70  SELLS

  00-12-34      F
  DEMO,PATIENT
  01/01/70  SELLS

  00-12-34      F
  DEMO,PATIENT
  01/01/70  SELLS

  00-12-34      F
  DEMO,PATIENT
  01/01/70  SELLS

Do you want to PRINT a routing slip? YES//

FILE ROOM PRINTER: PAMED1// 0 Virtual
```

```

FACILITY: 2013 DEMO HOSPITAL                **Confidential Patient Data**
PAGE 1    OUTPATIENT ROUTING SLIP

DEMO,PATIENT                                HRCN: 1234
DOB: 01/01/1970                             APPT DT: 5/13/2015@07:59

**CURRENT APPOINTMENTS**
TIME      CLINIC                            LOCATION      PHONE
7:29 AM  WI  PA EMERGENCY DEPARTMENT        ERD           928-669-3296
7:59 AM  WI  PA EMERGENCY DEPARTMENT        ERD           928-669-3296

DATE PRINTED: May 13, 2015@08:00:25
Requested by: EVERETT,BRIAN

Setting data for Dashboard...

ER admission data collection is now complete. Thank you.
    
```

Figure 2-1: Sample AMER Admission

Please note that the information displayed above could differ across sites based upon the BEDD site setup options **Print Med Rec Worksheet**, **Print Patient Routing Sheet** and **Print Arm Band** that are described in Section 4-3 **Access Setup & Configure Options**.

After completing the AMER Admission process, the patient now appears in the EDD in the **Check-In** section as indicated in Figure 2-2.

Last update: May 13, 2015@09:33:53

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg
1	94	94									

Discharges Manager

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Reg
94	05/13/2015 07:59	DEMO,PATIENT (F)	01/01/70 (45 YRS)	1234	COMPLICATIONS FROM DIABETES	NO

Triaged

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Reg
---------	-----	------	------------------	-----------	-------	-----------------	----------------	-----

Room Management

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Reg
---------	------	-----	------------------	-----------	-------	-----------------	----------------	-----

Pending Documentation

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Reg
---------	-----	------	------------------	-----------	-------	-----------------	----------------	-----

Figure 2-2: Patient in “Check-In” status

2.2 Triage Patient and Triage Actions

Once the patient is admitted, triage information can be added before or after assigning the patient to a room. By clicking on the patient’s name in the **Patient (gender)** column indicated in Figure 2-3, the user is taken to the **Patient Edit** screen as shown in Figure 2-4.

Last update: May 13, 2015@09:33:53

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges	Manager
1	94	94											

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Reg
94	05/13/2015 07:59	DEMO,PATIENT (F)	01/01/70 (45 YRS)	1234	COMPLICATIONS FROM DIABETES	NO

Triaged

Waiting	Trg Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Reg

Room Management

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Reg

Pending Documentation

Waiting	Trg Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Reg

Figure 2-3: Click on patient to edit

Patient Edit

Discharge Save/Close Cancel

Patient Information

Patient (Gender) DEMO,PATIENT (F) DOB (Age) 01/01/70 (45 YRS) Chart 1234

Allergies DIPHTHERIA TOXOID/TETANUS TOXOID, LISINOPRIL PCP

Admission Information

Check-In 05/13/2015 07:59 Presenting Complaint COMPLICATIONS FROM DIABETES

*Initial Acuity *Triaged *Triage Nurse

*Clinic Type EMERGENCY MEDICINE

Injury Information

Was this visit caused by an injury? No Yes Add Injury Information

Discharge Save/Close Cancel

Room Information

Primary Nurse

Room Assignment Date/Time Assigned Remove from Room

Available Rooms

MUPrep 1 MUPrep 2 MUPrep 3 MUPrep 4 MUPrep 5

Figure 2-4: Patient Edit screen

Triage information is entered into the **Admission Information** section of the **Patient Edit** screen which includes **Presenting Complaint, Initial Acuity, Triage Date/Time, Triage Nurse & Clinic Type** as indicated in Figure 2-5. After the information is entered, click the **Save/Close** button. The patient will then be moved to the **Triaged** section of the EDD as indicated in Figure 2-6.

Figure 2-5: Admission Information (Triage)

Figure 2-6: Patient moved to Triaged section

If the **Auto Note** box is checked in the setup definition (as documented in section 4-12), actions can also be performed such as **Room Page, Observation** and **Triage Report** for the patient listed in the **Triage** section as indicated in Figure 2-7.

Figure 2-7: Auto Note Actions

Checking the various actions will auto-populate the notes section in the **Info** column. See Figure 2-8 and Figure 2-9 for the **Rm Page** action.

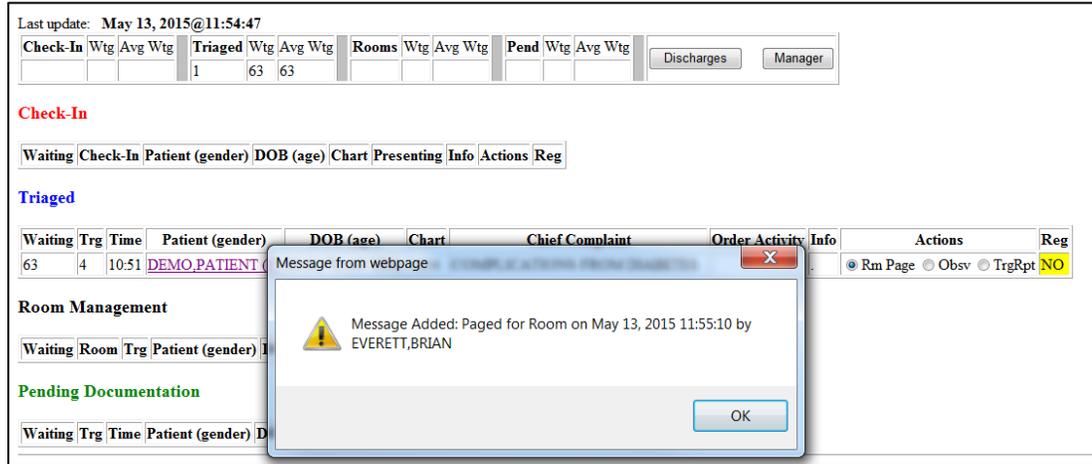


Figure 2-8: "Rm Page" button pressed results in a pop-up stating message was added



Figure 2-9: Triage Page note appears in the Notes section

Checking the **Obsv** button will post a note stating that the patient was observed as shown in Figure 2-10. The action will result in an entry getting placed in the **Info** box as shown in Figure 2-11.

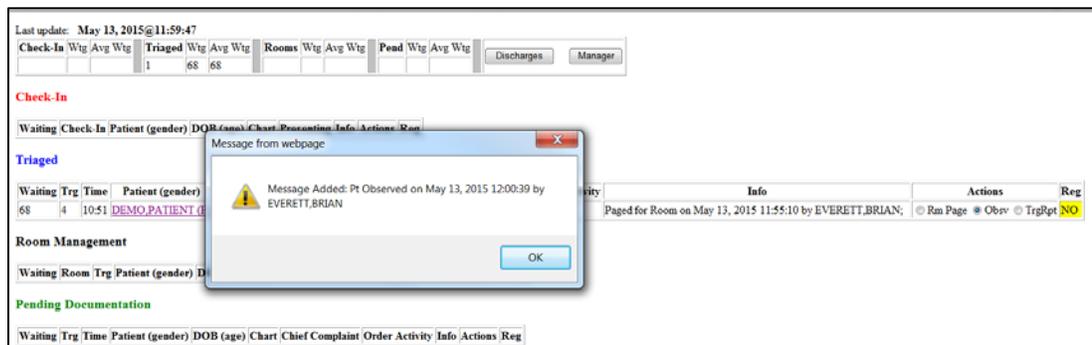


Figure 2-10: Message shown when Obsv button is clicked

Last update: May 13, 2015@12:13:12										
Check-In Wtg Avg Wtg		Triage Wtg Avg Wtg		Rooms Wtg Avg Wtg		Pead Wtg Avg Wtg		Discharges Manager		
1		82 82								
Check-In										
Waiting Check-In Patient (gender) DOB (age) Chart Presenting Info Actions Reg										
Triage										
Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Info	Actions	Reg
82	4	10:51	DEMO,PATIENT (F)	01/01/70 (45 YRS)	1234	COMPLICATIONS FROM DIABETES		Paged for Room on May 13, 2015 11:55:10 by EVERETT,BRIAN, Pt Observed on May 13, 2015 12:00:39 by EVERETT,BRIAN,	<input type="radio"/> Rm Page <input checked="" type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
Room Management										
Waiting Room Trg Patient (gender) DOB (age) Chart Chief Complaint Order Activity Info Actions Reg										
Pending Documentation										
Waiting Trg Time Patient (gender) DOB (age) Chart Chief Complaint Order Activity Info Actions Reg										

Figure 2-11: Info box after clicking Obsv

Checking the **TrgRpt** button will display a triage report for the patient as indicated in Figure 2-12. Once the report is displayed, click the **Return to ED Tracking Board** link on the upper left of the triage report.

<p>Return to ED Tracking Board</p> <h2>BEDD ED Triage Report</h2> <p>***ALERT*** THIS PAPER CONTAINS HEALTH INFORMATION *** ALERT ***</p> <p>DEMO,PATIENT Chart Number: - FEMALE - DOB: 01/01/1970</p> <p>Patient Allergies: DIPHTHERIA TOXOID/TETANUS TOXOID, LISINOPRIL</p> <p>TRIAGE LEVEL: 4 Chief Complaint: COMPLICATIONS FROM DIABETES</p> <p>Measurements:</p>
--

Figure 2-12 Sample Triage Report

If the user checks the **Rm Page** action or the **Obsv** action, the **General Information/Notes** section found on the patient edit page will also be populated with the actions taken. See Figure 2-13 for a sample display.

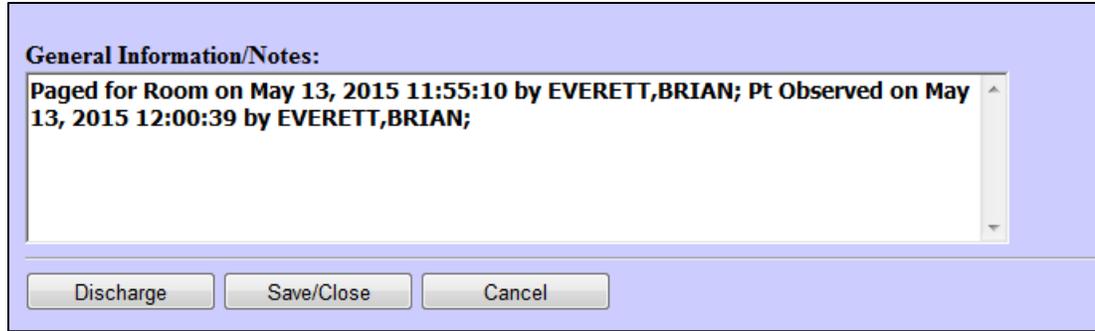


Figure 2-13: Actions recorded in the General Information/Notes section

2.3 Assign Patient to Room

To assign a patient to a room, go to the **Edit Patient** screen by clicking on the patient’s name on the dashboard and enter the room assignment and Primary Nurse information in the **Room Information** section, then click the **Save/Close** button as indicated in Figure 2-14. The user is then returned to the main screen.

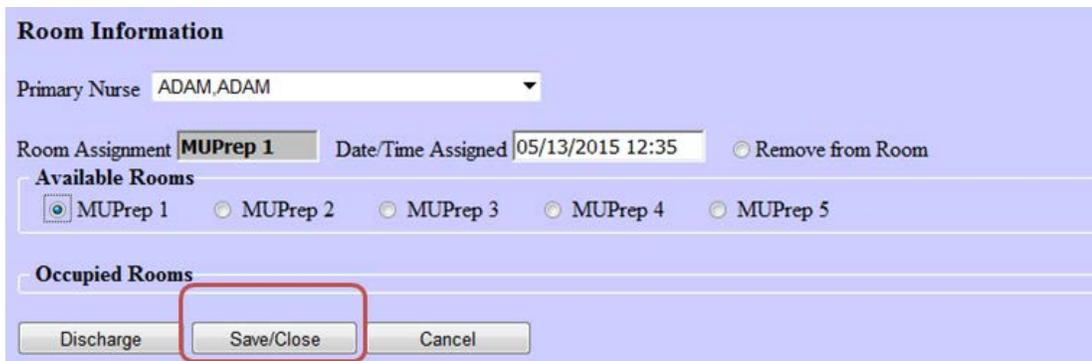


Figure 2-14: Assign patient to a room

The patient now appears in the **Room Management** section of the EDD as indicated in Figure 2-15.

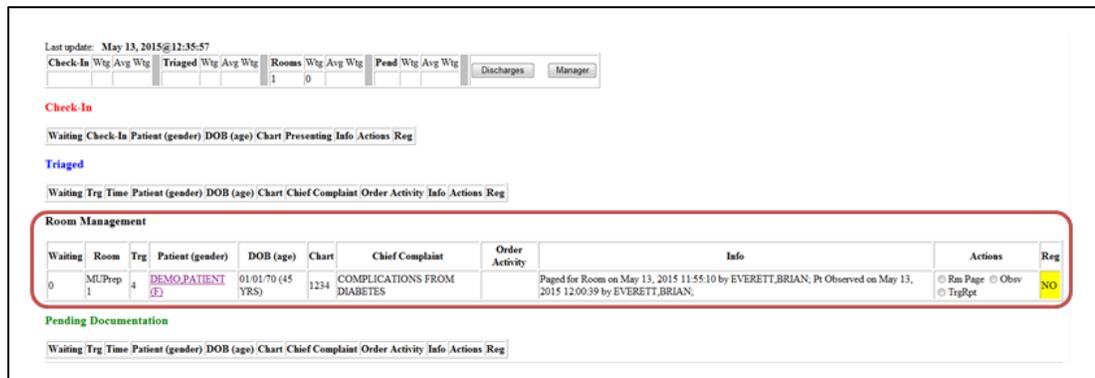


Figure 2-15: Patient moved to Room Management section

2.4 Update Additional ED Data

Various additional informational elements exist that can be entered and tracked via the ED Dashboard. These include injury, general visit, consult, procedure and diagnosis information.

Each of these elements is accessed by clicking on the patient name anywhere on the EDD's main screen, which takes the user to the **Patient Edit** screen.

Please note that a pop-up dialog indicating that a **Save** will be performed, appears to the user as they move between sections and add data to the various injury, general visit, consult, and procedure and diagnosis sections.

2.4.1 Injury Information

Indicate that the visit was caused by an injury by checking the **Yes** field in the **Injury Information** section of the **Patient Edit** screen, and clicking the **Add Injury Information** button (Figure 2-16). A pop-up will indicate that changes will be saved when the user clicks **OK** to continue or **Cancel** as mentioned in Section 3.4, which will bring up the **Injury Worksheet** screen (Figure 2-17).

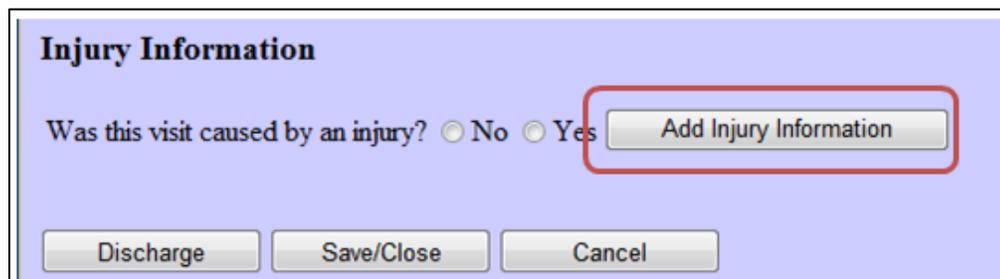


Figure 2-16 : Injury Information section of Patient Edit screen

Injury Worksheet

Patient (Gender) DEMO,PATIENT (F) DOB (Age) 01/01/70 (45 YRS) Chart 1234 Save Cancel

Injury Information

* Town/village where injury occurred * Date and time of injury

Cause Lookup: * Cause: No Code Selected - ▾

* Setting Safety Used

Exact MVC Location

Was this Work Related? No Yes

Injury Details

At Fault Information

Please Collect the following Information (if applicable):

At Fault Party Name

At Fault Party Address

Driver Insurance Name

Driver Insurance Address

Driver Insurance Policy Number

If at fault party is some other than the name of Insured,
Please list name and phone number where you may be reached:

Worker's Compensation Information

Employer Name

Employer Address

Employer City, ST Zip Employer Phone

Save Cancel

Figure 2-17: Injury Worksheet Screen

Required data is indicated by fields identified with an asterisk, which include:

- **Town/village where injury occurred** – This is a free text field.
- **Date and time of injury** – This date and time must be prior to the admission date and time.
- **Cause** – To enter a cause, type a search string in the **Cause Lookup** field and then type the tab key once. This will initiate an ICD9/ICD10 lookup. Results will be returned in the **Cause** dropdown box. Select the appropriate ICD9/ICD10 code from the list of results returned.
- **Setting** – The setting in which the injury occurred – This is set of pre-populated choices.

2.4.2 Visit Information

General visit information is entered in the **Visit Information** section of the **Patient Edit** screen (Figure 2-18).

Visit Information

Medical Screening Exam Time ED Provider

Decision to Admit Time

ED Consults No Yes

Procedures No Yes

*Diagnosis No Yes

Code Blue No Yes

Figure 2-18 : Visit Information section of the Patient Edit screen

2.4.2.1 Visit Information – Date/Time & Provider information

Decision to Admit Time, Medical Screening Exam Time and ED Provider information is entered here.

2.4.3 ED Consults

By clicking on the **ED Consult Information** button in Figure 2-18, the user can enter consult information in the **ED Consult Worksheet** as indicated in Figure 2-19. Multiple consults can be entered.

ED Consult Worksheet

Patient (Gender) TEST,PATIENT SEVEN (M) DOB (Age) 01/07/01 (11 YRS) Chart 114449

Consult Service	Consultant	Date and Time Notified	Date and Time Seen
*Consultant Service: DENTAL	*Consultant: AAS.TIMOTHY	Date & Time notified: 04/27/2012 11:23	*Date & Time seen: 04/27/2012 11:23

**Enter the letter "N" in the date fields to auto-populate the current date and time*

General Information/Notes:
Patient has been observed.

Figure 2-19 : ED Consult worksheet

2.4.4 ED Procedures

By clicking on the **Procedure Information** button in Figure 2-18, the user can enter procedure information in the **ED Procedure Worksheet** as seen in Figure 2-20. Multiple procedures can be entered.

Figure 2-20 : Procedure Information

2.4.5 Diagnosis

By clicking on the **Diagnosis Information** button in Figure 2-18, the user can enter diagnosis information in the **ED Diagnosis Worksheet** as shown in Figure 2-21. Multiple diagnoses can be entered.

Please note that a diagnosis is required. If no diagnosis entry is on file yet for the visit, a **.9999/ZZZ.999 UNCODED DIAGNOSIS** entry will be filled in. The narrative will need to be filled in by the user and the entry will need to be saved.

To enter a diagnosis, type a string to search on in the column to the right of the **Search for Diagnosis** label and press the Tab key once. This will initiate an ICD9/ICD10 lookup. Results will be returned in the dropdown box located below the **Search for Diagnosis** label. Select the appropriate code from the list.

At least one entry must be listed as a primary diagnosis.

Figure 2-21 : ED Diagnosis Worksheet

2.4.6 Additional Notes

Additional general notes can be added on the **Patient Edit** screen by entering free-text notes in the **General Information/Notes** section (Figure 2-22) and clicking the **Save/Close** button.

Figure 2-22 : General Information/Notes section of the Patient Edit screen

2.5 Remove Patient from Room

The user can elect to remove the patient from the room before actual discharge in order to free up the room for another patient. This step is completely optional if the patient is being discharged, as the patient will be removed from the room in the event of performing the discharge step.

To remove the patient from a room, check the **Remove from Room** radio button in the **Room Information** section of the **Patient Edit** screen and press the **Save/Close** button as shown in Figure 2-23. The patient will then appear in the **Pending Documentation** section of the dashboard as indicated in Figure 2-24.

Figure 2-23 : Remove from Room

Last update: May 14, 2015@10:35:28

Check-In	Wtg	Avg	Wtg	Triaged	Wtg	Avg	Wtg	Rooms	Wtg	Avg	Wtg	Pend	Wtg	Avg	Wtg	Discharges	Manager
												1			0		

Check-In
Waiting Check-In Patient (gender) DOB (age) Chart Presenting Info Actions Reg

Triaged
Waiting Trg Time Patient (gender) DOB (age) Chart Chief Complaint Order Activity Consult Info Actions Reg

Room Management
Waiting Room Trg Patient (gender) DOB (age) Chart Chief Complaint Order Activity Consult Info Actions Reg

Pending Documentation

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Consult	Info	Actions	Reg
0	4	10:35	DEMO.PATIENT FD	01/01/70 (45 YRS)	1234	COMPLICATIONS FROM DIABETES		No	Paged for Room on May 13, 2015 11:55:10 by EVERETT,BRIAN, Pt Observed on May 13, 2015 12:00:39 by EVERETT,BRIAN,	<input type="radio"/> Print Page <input type="radio"/> Obv <input type="radio"/> TrgPgt	NO

Figure 2-24 : Patient moved to "Pending Documentation" section

2.6 Discharge Patient

On the **Patient Edit** screen, click the **Discharge Button**. The EDD will validate that information required before proceeding with a discharge action has been entered. If any information is missing, the user is notified with one or more pop-up messages that additional information is required (Figure 2-25). If no additional data is needed, the patient discharge screen will appear as indicated in Figure 2-26.

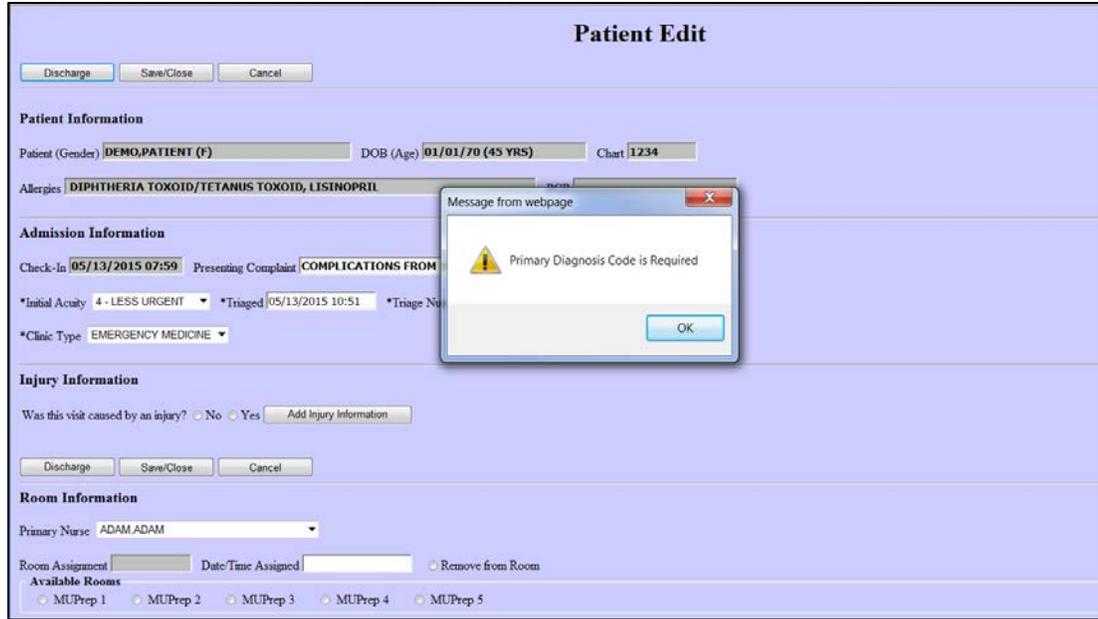


Figure 2-25: Pop-up dialog stating Primary Diagnosis is required before proceeding with discharge

Patient Discharge

Complete Discharge Cancel

Patient Information
 Patient (Gender): DEMO,PATIENT (F) DOB (Age): 01/01/70 (45 YRS) Chart: 1234
 Allergies: DIPHTHERIA TOXOID/TETANUS TOXOID, LISINAPRIL PCP: _____

Admission Information
 Check-In: 05/13/2015 07:59 Presenting Complaint: COMPLICATIONS FROM DIABETES
 Initial Acuity: 4 - LESS URGENT Triage: 05/13/2015 10:51 Triage Nurse: ABRASZADEGAN,STEPHEN A.
 Clinic Type: EMERGENCY MEDICINE

Injury Information
 Was this visit caused by an injury?

Visit Information
 Primary Nurse: ADAM,ADAM
 Medical Screening Exam Time: _____ ED Provider: _____
 Decision to Admit Time: _____
 ER Consult Notified: YES

Consult Service	Date and Time Seen	Consult
DIABETIS&METABOLISM	5/13/2015 21:00	ADAMS,MICHAEL R.

Procedures: YES
 Procedures: FINGER STICK BLOOD SUGAR

Diagnosis: YES

Code	Diagnosis	Prime
E10.9	Patient having problems keeping levels under control	YES

 Code Blue: NO

Disposition Information
 *Final Acuity: 5 *Disposition: HOME Where Transferred: _____
 Follow up instructions: APPT AND INSTRUCTIONS GIVEN
 *(PRIMARY) Provider who signed PCC form: AGUILAR,FRANK B MD *Discharge Nurse: ALIYAR,DAN CPS
 *Departure Date/Time: 05/14/2015 12:16
 Complete Discharge Cancel

Figure 2-26 : Discharge Patient screen

In order to discharge the patient, disposition information must be entered in the **Disposition Information** section in the **Discharge Patient** screen (Figure 2-27). Upon entering the information, click the **Complete Discharge** button to start the discharge process.

Disposition Information

*Final Acuity: 5 *Disposition: HOME Where Transferred: _____
 Follow up Instructions: APPT AND INSTRUCTIONS GIVEN
 *(PRIMARY) Provider who signed PCC form: AGUILAR,FRANK B MD *Discharge Nurse: ALIYAR,DAN CPS
 *Departure Date/Time: 05/14/2015 12:16
 Complete Discharge Cancel

Figure 2-27: Disposition Information section of the Discharge page

The required discharge fields are:

- **Final Acuity**
- **Disposition**
- **Follow up Instructions**
- **Primary Provider who signed PCC form**
- **Discharge Nurse**
- **Departure Date/Time**

After clicking the **Discharge** button, the **Complete Discharge** verification is presented asking the user to complete the discharge (Figure 2-28).

The screenshot displays a patient record form with the following fields and values:

- Decision to Admit Time: [Empty]
- ER Consult Notified: YES
- Consult Service: DIABETIS&METABOLISM
- Date and Time Seen: 5/13/2015 21:00
- Consult: ADAMS, MICHAEL R.
- Procedures: YES
- Procedures: FINGER STICK BLOOD SUGAR
- Diagnosis: YES
- Code: E10.9
- Diagnosis: Patient having problems keeping levels under control
- Prime: YES
- Code Blue: NO
- Disposition Information:
 - *Final Acuity: 5
 - *Disposition: HOME
 - Where Transferred: [Empty]
 - Follow up Instructions: APPT AND INSTRUCTIONS GIVEN
 - *PRIMARY Provider who signed PCC form: AGUILAR, FRANK B MD
 - *Discharge Nurse: ALIYAR, DAN CPS
 - *Departure Date/Time: 05/14/2015 12:16

A dialog box titled "Message from webpage" is overlaid on the form, asking "Complete Discharge?" with "OK" and "Cancel" buttons.

Figure 2-28: Confirm discharge action

After clicking **OK**, the patient will be removed from EDD & AMER (Figure 2-29).

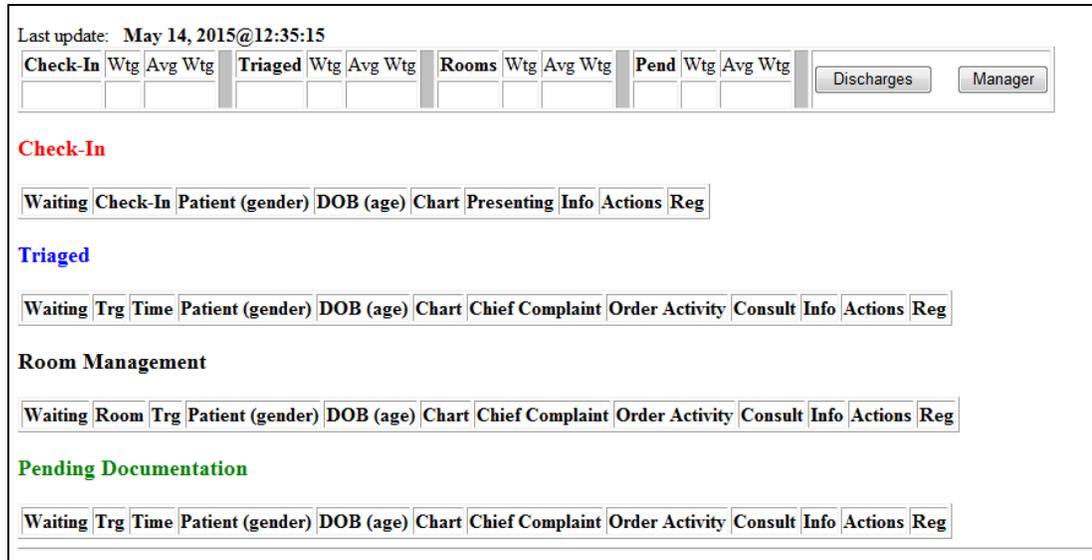


Figure 2-29: Patient removed from EDD and AMER

2.7 Discharge Reporting

To display a list of discharges by date from the EDD screen, click the **Discharges** button at the top of the dashboard (Figure 2-30) and the user will be presented with the **Emergency Department DISCHARGES** screen as indicated in Figure 2-31.

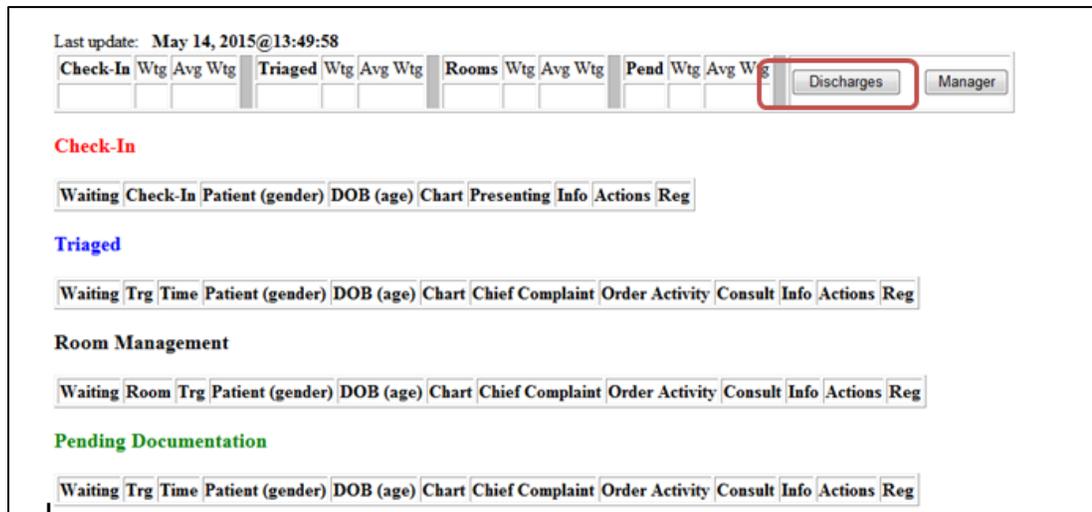


Figure 2-30: Discharges button

Emergency Department DISCHARGES

Manager Dashboard Last update: May 14, 2015 13:53:48

Discharge From Date 5/13/2015 Discharge To Date 5/14/2015 Show

DISCHARGES

Discharge	Trg	Patient (gender)	DOB (age)	Chart	Disposition
05/14/2015 12:16	4	DEMO_PATIENT (F)	01/01/70 (45 YRS)	1234	HOME

Figure 2-31: Emergency Department DISCHARGES screen

Enter the date range that you want to report on and click the **Show** button as indicated in Figure 2-32.

Emergency Department DISCHARGES

Manager Dashboard Last update: May 14, 2015 13:57:33

Discharge From Date 1/1/2015 Discharge To Date 5/14/2015 Show

DISCHARGES

Discharge	Trg	Patient (gender)	DOB (age)	Chart	Disposition
01/16/2015 20:00	2	ALLEN, CIERRA (F)	04/15/73 (42 YRS)	112142	HOME
01/30/2015 12:00	2	ADAMS, ORAN JR (M)	04/28/40 (75 YRS)	134487	TESTING
05/14/2015 12:16	4	DEMO_PATIENT (F)	01/01/70 (45 YRS)	1234	HOME

Figure 2-32: Example of the list of discharges by date range

Select a visit by clicking on the patient name. This will bring up a discharge summary of the visit (Figure 2-33). Click the browser back button to return to the discharge listing.

Discharge Summary

Patient Information

Patient (Gender) DEMO,PATIENT (F) DOB (Age) 01/01/70 (45 YRS) Chart 1234

Allergies DIPHTHERIA TOXOID/TETANUS TOXOID, LISENAPRIL PCP AGUILAR,FRANK B MD

Admission Information

Check-In 05/13/2015 07:59 Clinic EMERGENCY MEDICINE

Presenting Complaint COMPLICATIONS FROM DIABETES

Visit Type UNSCHEDULED Transport Mode Medical Attendant Present

Initial Acuity 4 Triageed 05/13/2015 10:51 Triage Nurse ABBASZADEGAN,STEPHEN A

Room Information

ER Room MUPREP 1 ER Room Assigned 05/13/2015 12:35

Injury Information

Injury Related NO

Occupation Related

Visit Information

Primary Nurse ADAM,ADAM Decision to Admit Time

Medical Screening Exam Time ED Provider

ER Consult Notified YES

Consult Service	Date and Time Seen	Consult
DIABETIS&METABOLISM	05/13/2015 21:00	ADAMS,MICHAEL R

Procedures

FINGER STICK BLOOD SUGAR

Diagnosis **Provider Narrative**

E10.9 Patient having problems keeping levels under control

Code Blue NO

Disposition Information

Final Acuity 5 Disposition HOME

Follow Up Instructions APPT AND INSTRUCTIONS GIVEN

(PRIMARY) Provider who signed PCC form AGUILAR,FRANK B MD Discharge Nurse ALIYAR,DAN CPS

Departure Time 05/14/2015 12:16

Technical Use Only: ObjId 92 Dfa 26704 Visa 2087311 AmerVisit 71488

Figure 2-33 Patient Discharge Summary

2.8 ED Dashboard Reporting

A number of management reports can be generated, provided the user has access to the Manager screen. To access the report screen from the EDD main page, click **Manager** (Figure 2-34), click **Reports** (Figure 2-35), and the **ERS/BEDD Reports** screen will be shown (Figure 2-36).

Last update: May 14, 2015@14:11:46

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges	Manager
----------	-----	---------	---------	-----	---------	-------	-----	---------	------	-----	---------	------------	---------

Check-In

Waiting Check-In Patient (gender) DOB (age) Chart Presenting Info Actions Reg

Triaged

Waiting Trg Time Patient (gender) DOB (age) Chart Chief Complaint Order Activity Consult Info Actions Reg

Room Management

Waiting Room Trg Patient (gender) DOB (age) Chart Chief Complaint Order Activity Consult Info Actions Reg

Pending Documentation

Waiting Trg Time Patient (gender) DOB (age) Chart Chief Complaint Order Activity Consult Info Actions Reg

Figure 2-34: Manager button

Reports Rooms Warnings DashBoard Record Lock Setup

Page: 1 of 1

#	Room Name	Status	Occupied
1	MUPrep 1	Active	No
2	MUPrep 2	Active	No
3	MUPrep 3	Active	No
4	MUPrep 4	Active	No
5	MUPrep 5	Active	No

Edit Room Info

Room Name:

Status: Active No Longer Used Temporarily Unavailable

Occupied: Yes No

Save New Delete Cancel

Figure 2-35: Reports button

ERS/BEDD Reports

[BEDD Manager Home](#)

Admission Activity

Enter the Beginning Admission Date: 5/14/2015 Enter the Ending Admission Date: 5/14/2015

Central Log Report

Enter the Beginning Date: 5/14/2015 Enter the Ending Date: 5/14/2015 Selection Date Range: Admission

Check-In by hour

Enter the Beginning Admission Date: 5/14/2015 Enter the Ending Admission Date: 5/14/2015

Length of Stay by Acuity

Enter the Beginning Admission Date: 5/14/2015 Enter the Ending Admission Date: 5/14/2015

Discharge Activity by hour

Enter the Beginning Discharge Date: 5/14/2015 Enter the Ending Discharge Date: 5/14/2015

Room Utilization

Enter the Beginning Admission Date: 5/14/2015 Enter the Ending Admission Date: 5/14/2015

Figure 2-36 : ERS/BEDD Reports

For each of the reports listed, select the appropriate beginning and ending date for each and click the corresponding **Run Report** button. The browser will then display the requested report. To return to the manager screen, click the **ERS/BEDD Reports Menu** link in the upper right corner of any report.

Current reporting options are:

- Admission Activity (Figure 2-37)

ERS Admission Summary

Between the dates of
01/01/2015 And 5/14/2015

Initial Acuity	Total
2	1
4	1
Total	2

Arrival Mode	Total
PRIVATE VEHICLE/WALK IN	2
Total	2

Disposition	Total
HOME	2
Total	2

Injury	Total
NO	2
Total	2

Figure 2-37: ERS Admission Summary Report

- Central Log Report (Figure 2-38)

[ERS/BEDD Reports Menu](#)

ERS Room Utilization by Hour
Between the dates of
01/01/2015 And 5/14/2015

May 13, 2015			
HOUR	MUPREP 1	MUPREP 4	MUPREP 5
07:00	0	1	1
12:00	1	0	0
TOTAL	1	1	1

Figure 2-42: ERS Room Utilization by Hour

3.0 Package Management

User access to the EDD is controlled by RPMS security keys. The BEDD application includes two security keys, BEDDZMGR and BEDDZDASH. These keys are documented in Section 5.1 of the *BEDD Installation Guide and Release Notes*.

4.0 Package Operation

Before using the EDD application, it must be set up to meet the needs of the site with respect to clinic information, and how the application will behave while admitting, processing and discharging patients.

Someone with EDD Manager Access, as described in the *BEDD Installation Guide and Release Notes*, is required to set up bed locations, site information and other settings before the application is used.

4.1 Access the EDD Manager Options

4.1.1 Login to the EDD application

Double-click the icon on your desktop to access the EDD, or enter the dashboard via the appropriate EHR tab, and provide the user's **RPMS ACCESS/VERIFY** information (Figure 4-1). If accessing via the EHR, the user's credentials may already have been entered with the initial login to RPMS via the current EHR session, and the user may not see the screen in Figure 4-1.

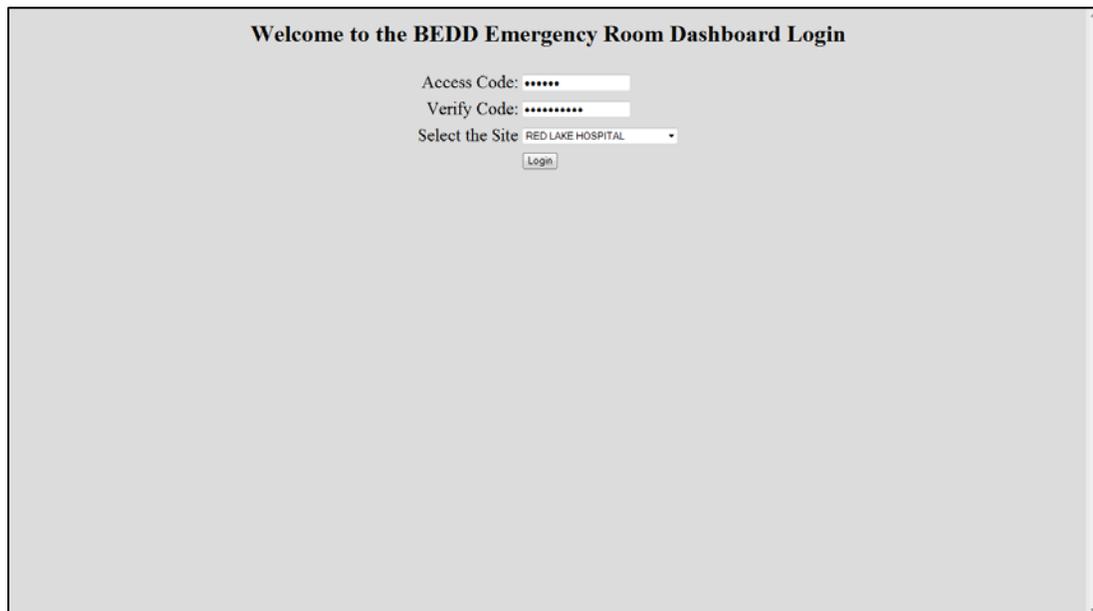


Figure 4-1 shows the login screen for the BEDD Emergency Room Dashboard. The screen has a light gray background and a dark gray border. At the top center, the text reads "Welcome to the BEDD Emergency Room Dashboard Login". Below this, there are three input fields: "Access Code: *****", "Verify Code: *****", and "Select the Site: RED LAKE HOSPITAL". The "Select the Site" field is a dropdown menu. Below the dropdown menu is a "Login" button.

Figure 4-1: Welcome to the BEDD Emergency Room Dashboard Login screen

4.1.2 Go to the Manager screen

After the user logs in, the user will see the main EDD screen in Figure 4-2. The user should then click the **Manager** button on the top right as indicated below in Figure 4-2.

The screenshot shows the main EDD interface. At the top, there is a navigation bar with buttons for 'Discharges' and 'Manager'. The 'Manager' button is circled in red, and a red arrow points to it from the right. Below the navigation bar, there are three main sections: 'Check In', 'Triaged', and 'Room Management'. Each section contains a table with patient information and actions. The 'Check In' table has columns for Waiting, Check-In, Patient (gender), DOB (age), Chart, Presenting, Clinic, Info, Actions, and Reg. The 'Triaged' section has a similar table structure. The 'Room Management' section also has a table with columns for Waiting, Room, Trg, Patient (gender), DOB (age), Chart, Chief Complaint, Order Activity, Clinic, Nurse, Consult, Info, Actions, and Reg.

Figure 4-2 : Main EDD screen – Manager Button

The first screen to appear is the Manager screen, and it will default to the **Rooms** definition page as seen in Figure 4-3. Note that unlike Figure 4-3, the user’s particular site will not have rooms defined yet and that definition will be performed in the next step.

The screenshot shows the 'Room Setup' screen. At the top, there are navigation tabs: Reports, Rooms, Warnings, Dashboard, Record Lock, and Setup. Below the tabs, there is a search bar and a table with the following columns: #, Room Name, Status, and Occupied. The table contains 11 rows of data, all with 'Active' status and 'No' occupancy. Below the table, there is an 'Edit Room Info' section with fields for Room Name, Status (Active, No Longer Used, Temporarily Unavailable), and Occupied (Yes, No). There are also buttons for Save, New, Delete, and Cancel.

Figure 4-3: Room Definition Screen

4.2 Add ER location

In the screen defined in Figure 4-3, the user enters the room name being added into the **Room Name** label at the bottom. In the **Status** section select **Active**, and under **Occupied** section select **No**. Click the **Save** button and the room will be added as in Figure 4-4.

Reports Rooms Warnings DashBoard Record Lock Setup

Results: 11 Page: < << 1 >> > of 1

Room Setup			
#	Room Name	Status	Occupied
1	ER-01	Active	No
2	ER-02	Active	No
3	ER-03	Active	No
4	ER-04	Active	No
5	ER-05	Active	No
6	ER-06	Active	Yes
7	ER-07	Active	No
8	ER-08	Active	No
9	ER-09	Active	No
10	ER-10	Active	No
11	ER-11	Active	No

Message from webpage

Save Complete.

OK

Edit Room Info

Room Name: ER-11 Status: Active No Longer Used Temporarily Unavailable Occupied: Yes No

Save New Delete Cancel

Figure 4-4: Add ER Room

Note that when adding or changing a room, it can be flagged as **No Longer Used** or **Temporarily Unavailable**. The user can also update the room to be listed as **Occupied** preventing any patients from being assigned the location.

4.3 Access Setup & Configure Options

After the bed locations are added and while still in the room definition screen shown in Figure 4-3, click **Setup** in the upper right corner as indicated in Figure 4-5 and the user will be taken to the site **Setup** screen in Figure 4-6.

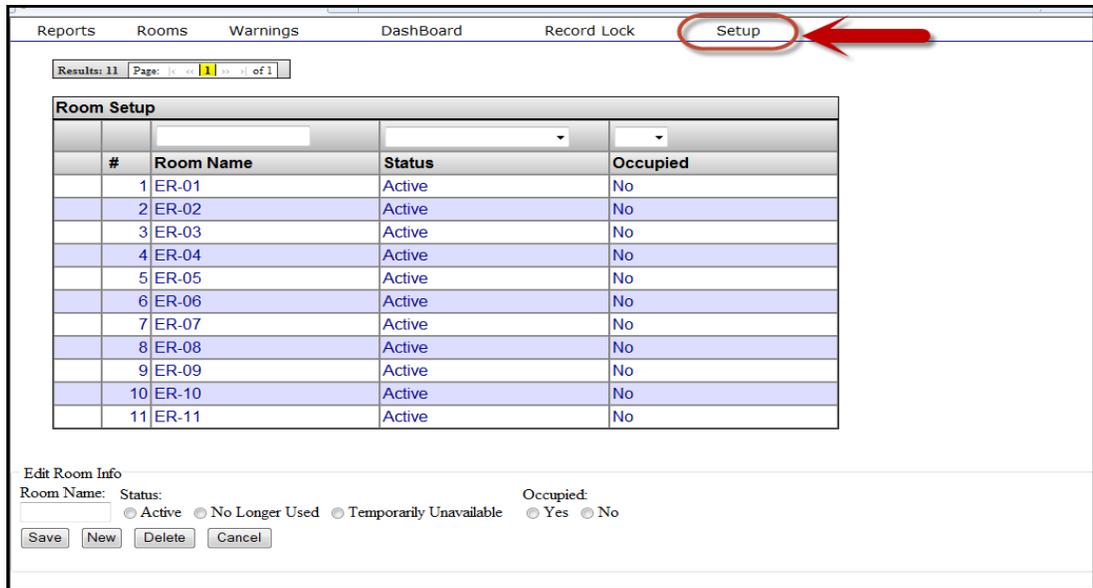


Figure 4-5: Room Definition Screen - Setup button

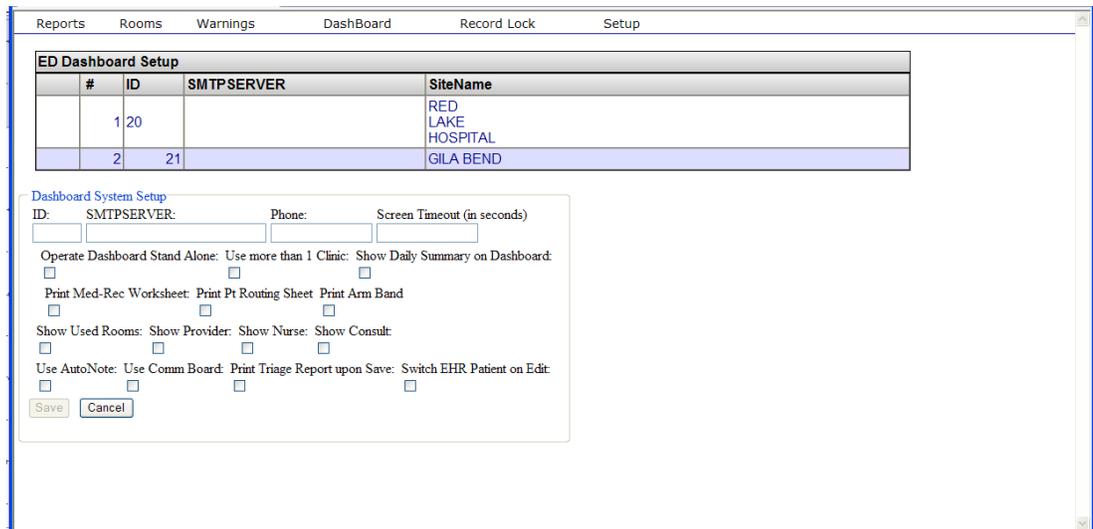


Figure 4-6: Main Setup

In order to make modifications to a site that is displayed, click on the site name in the **ED Dashboard Setup** section to make it active as indicated in Figure 4-7.

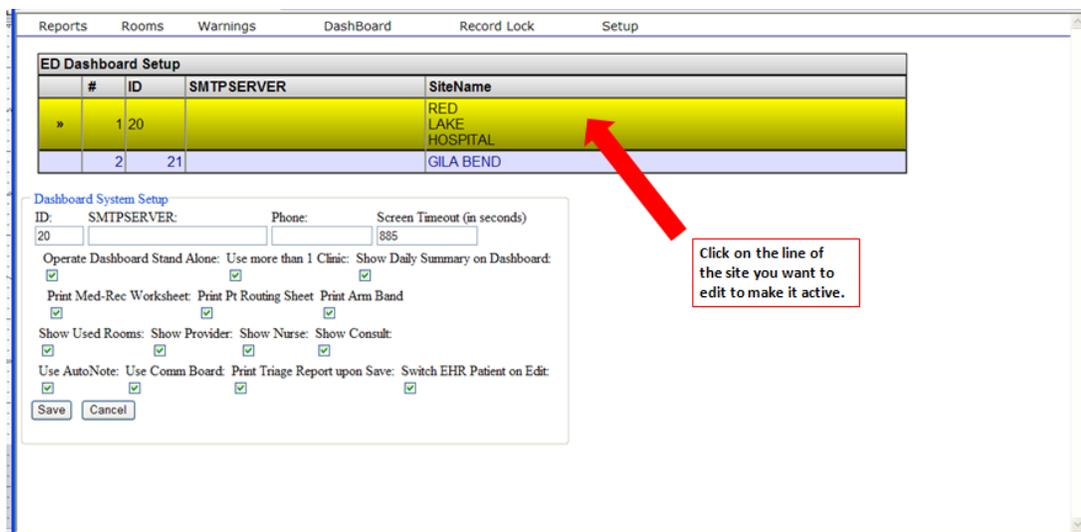


Figure 4-7: Site Settings

Note: The site data is automatically populated with INSTITUTION file (#4) entries which are pointed to by the MEDICAL CENTER DIVISION file (#40.8), and new sites can only be added by clinic or hospital management. If the appropriate sites are not displaying, please contact the RPMS system administrator for this installation.

The following options on the site setup screen are available to configure the behavior of the EDD application. Screen shots, where appropriate, will indicate how the setting affects the display of the information in the EDD's main page.

4.3.1 Screen timeout (in seconds)

This value affects how often screens are refreshed or timed out when logged in to the EDD application.

4.3.2 Operate Dashboard Stand Alone

Not implemented

4.3.3 Use More than 1 Clinic

Display the clinic column in the dashboard under the **Check-In, Triage, Room Management** and **Pending Documentation** sections as indicated in Figure 4-8.

Last update: Jun 21, 2012@14:33:13

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg
1	4	4	1	\$73	\$73	1	1	1	1	49	49

Discharges Manager

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
4	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURT	URGENT CARE		Trg Page Rm Page Obsv TrgRpt	NO

Triaged

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
\$73	3	24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	Paged for Triage on Jun 20, 2012 21:04:45 by EVERETT,BRIAN, Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN,	Rm Page Obsv TrgRpt	NO

Room Management

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
1	ER-01	3	SMITH,AARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		Rm Page Obsv TrgRpt	NO, NoBens

Pending Documentation

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
49	3	13:44	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUIT	No		Rm Page Obsv TrgRpt	NO

Figure 4-8: Clinic column

4.3.4 Show Daily Summary on Dashboard

Not implemented

4.3.5 Print Med Rec Worksheet

Print to screen as part of AMER admit (Figure 4-9).

```

Select printer for PATIENT MEDICATION WORKSHEET...

DEVICE: HOME// VT

PRINTED ON 06/21/2012 14:31 PAGE: 1
***ALERT*** PATIENT COPY *** PATIENT COPY *** ALERT ***

RED LAKE HOSPITAL
PATIENT MEDICATION RECONCILIATION
PATIENT APPOINTMENT: 06/21/2012 14:30
LOCATION: URGENT CARE

PATIENT NAME: SMITH,AARON MARK SEX: MALE
CHART #: 115905 DOB: 03/25/2011

*****
    
```

Figure 4-9: AMER ADMISSION excerpt from Med Rec Worksheet print

4.3.6 Print Patient Routing Sheet

Print to screen as part of AMER ADMISSION (Figure 4-10).

```

Do you want to PRINT a routing slip? YES//

FILE ROOM PRINTER: UC WALKINS// 0 VT   Right Margin: 80//

FACILITY: RED LAKE HOSPITAL           **Confidential Patient Data**
PAGE 1   OUTPATIENT ROUTING SLIP

SMITH,AARON MARK                      HRCN: 115905
      DOB: 03/25/2011                  APPT DT: 6/21/2012@14:30
PO BOX 196
ALBERTA, MINNESOTA 56630

      **CURRENT APPOINTMENTS**
      TIME      CLINIC                      LOCATION          PHONE
2:30 PM  WI  URGENT CARE                    URGENT CARE      218-
679-3912

DATE PRINTED: Jun 21, 2012@14:31:04
Requested by: ADAM,SITE

```

Figure 4-10: AMER ADMISSION excerpt for Print Patient Routing Sheet

4.3.7 Print Arm Band

Print to screen as part of AMER ADMISSION (Figure 4-11).

```

Enter number of labels to print: (0-50): 4//
LABEL PRINTER: ERL// 0 VT   Right Margin: 80//

11-59-05      M
SMITH,AARON MARK
03/25/11  BLACKDUCK

```

Figure 4-11: AMER ADMISSION excerpt for Print Arm Band

4.3.8 Show Used Room

Not Implemented

4.3.9 Show Provider

Display the **Provider** column in the dashboard under the **Triaged, Room Management** and **Pending Documentation** sections as indicated in Figure 4-12.

Last update: Jun 21, 2012@15:01:31

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg
1	32	32	1	901	901	1	29	29	1	77	77

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
32	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE		Trg Page Rm Page Obsv TrgRpt	NO

Triaged

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
901	3	24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	Paged for Triage on Jun 20, 2012 21:04:45 by EVERETT,BRIAN; Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN;	Rm Page Obsv TrgRpt	NO

Room Management

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
29	ER-01	3	SMITH,AARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		Rm Page Obsv TrgRpt	NO; NoBens

Pending Documentation

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
77	3	13:44	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUIT	No		Rm Page Obsv TrgRpt	NO

Figure 4-12: Provider column

4.3.10 Show Nurse

Display the **Nurse** column in the dashboard under the **Triaged, Room Management** and **Pending Documentation** sections as indicated in Figure 4-13.

Last update: Jun 21, 2012@15:07:37

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg
1	38	38	1	907	907	1	35	35	1	83	83

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
38	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE		Trg Page Rm Page Obsv TrgRpt	NO

Triaged

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
907	3	24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	Paged for Triage on Jun 20, 2012 21:04:45 by EVERETT,BRIAN; Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN;	Rm Page Obsv TrgRpt	NO

Room Management

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
35	ER-01	3	SMITH,AARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		Rm Page Obsv TrgRpt	NO; NoBens

Pending Documentation

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
83	3	13:44	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUIT	No		Rm Page Obsv TrgRpt	NO

Figure 4-13: Nurse Column

4.3.11 Show Consult

Display the **Consult** column in the dashboard under the **Triaged, Room Management** and **Pending Documentation** sections as indicated in Figure 4-14.

The screenshot shows the dashboard interface with three main sections: Check-In, Triaged, Room Management, and Pending Documentation. In each section, the 'Consult' column is highlighted with a red circle and a red arrow pointing to it. The 'Info' column in the Triaged section also contains a red arrow pointing to the text 'Paged for Triage on Jun 20, 2012 21:04:45 by EVERETT,BRIAN, Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN,'.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
41	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE		Trg Page Rm Page Obsv TrgRpt	NO

Waiting	Trg Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
910	3 24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	Paged for Triage on Jun 20, 2012 21:04:45 by EVERETT,BRIAN, Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN,	Rm Page Obsv TrgRpt	NO

Waiting	Room Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
38	ER-01 3	SMITH,LAARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		Rm Page Obsv TrgRpt	NO, NoBems

Waiting	Trg Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
86	3 13:44	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUJIT	No		Rm Page Obsv TrgRpt	NO

Figure 4-14: Consult Column

4.3.12 Use Auto Note

Auto-update the notes field when **Trg Page** (Triage Page), **Rm Page** (Room Page) or **Obsv** (Patient Observed) options are checked on a patient in the dashboard in the **Check-In, Triaged, Room Management** or **Pending Documentation** sections. See an example of **Trg Page** being used to page for triage as indicated in Figure 4-15 through Figure 4-17.

The screenshot shows the dashboard interface with the 'Trg Page' radio button selected in the 'Info' column of the Triaged section. A red box highlights the 'Trg Page' option with the text 'Click the triage page action' and a red arrow pointing to it.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
41	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE		Trg Page Rm Page Obsv TrgRpt	NO

Waiting	Trg Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
910	3 24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	Paged for Triage on Jun 20, 2012 21:04:45 by EVERETT,BRIAN, Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN,	Rm Page Obsv TrgRpt	NO

Figure 4-15: Click "Trg Page" action

Last update: Jun 21, 2012@15:18:27

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges		Manager
1	49	49	1	918	918	1	46	46	1	94	94			

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
49	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE		Trg Page Rm Page Obsv TrgRpt	NO

Triaged

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
918	3	24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	20, 2012 21:04:45 by EVERETT,BRIAN, Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN;	Rm Page Obsv TrgRpt	NO

Room Management

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
46	ER-01	3	SMITH,AARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		Rm Page Obsv TrgRpt	NO; NoBens

Pending Documentation

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
94	3	13:44	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUJIT	No		Rm Page Obsv TrgRpt	NO

Figure 4-16:Pop-up indicating a Triage Page was requested

Last update: Jun 21, 2012@15:28:10

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg	Discharges		Manager
1	59	59	1	928	928	1	56	56	1	104	104			

Check-In

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
59	06/21/2012 14:29	TEST,KALIANN (F)	05/02/90 (22 YRS)	108252	ANKLE HURTS	URGENT CARE	Paged for Triage on Jun 21, 2012 15:19:16 by HULSLANDER,RYAN;	Trg Page Rm Page Obsv TrgRpt	NO

Triaged

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
928	3	24:00	TEST,BEE ONE (M)	01/01/54 (58 YRS)	T00003	PAIN		URGENT CARE	ASH,VIOLET	AARONSON,STEVE	No	Paged for Triage on Jun 20, 2012 21:04:45 by EVERETT,BRIAN, Pt Observed on Jun 20, 2012 21:04:51 by EVERETT,BRIAN;	Rm Page Obsv TrgRpt	NO

Room Management

Waiting	Room	Trg	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
56	ER-01	3	SMITH,AARON MARK (M)	03/25/11 (15 MOS)	115905	HEARING LOSS		URGENT CARE	BEATTY,CINDY		No		Rm Page Obsv TrgRpt	NO; NoBens

Pending Documentation

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Clinic	Nurse	Provider	Consult	Info	Actions	Reg
104	3	13:44	TEST,PATIENT SEVEN (M)	01/07/01 (11 YRS)	114449	PAIN		URGENT CARE	ACORD,ARLIS L	AHMED,SUJIT	No		Rm Page Obsv TrgRpt	NO

Figure 4-17: Info field containing Triage Page note

4.3.13 Use Comm Board

Not Implemented

4.3.14 Print Triage Report on Save

Not Implemented

4.3.15 Switch EHR Patient on Edit

If this box is checked, when utilizing the dashboard within EHR, whenever a patient is edited on the dashboard, the EHR patient and visit will automatically switch to the patient and visit being edited in the dashboard. If the box is not checked, the switch will not occur. Note that this setting only applies to EHR mode. When utilizing standalone mode, the patient/visit will not switch upon a patient edit.

4.3.16 Reg column on main display

The **Reg** column on the main display is used to indicate whether the patient’s registration file was updated on the current date. For example the user would have accessed RPMS Patient Registration (AG) and edited one of the patient’s fields. If an edit was not made, it will display **No** with a yellow background as indicated in Figure 4-18.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9297	08/16/2012 03:00	TEST, BARBARA (F)	02/16/95 (17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by EVERETT, BRIAN; ANOTHER LINE 8/16/2012 12:40:29, Paged for Triage on Aug 16, 2012 12:40:55 by EVERETT, BRIAN;	Page Obsv TrgRpt	NO

Figure 4-18: Reg column

If a change is made, as in the case of modifying a street address, it will display a **Yes** with a white background as indicated in Figure 4-19.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9299	08/16/2012 03:00	TEST, BARBARA (F)	02/16/95 (17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by EVERETT, BRIAN; ANOTHER LINE 8/16/2012 12:40:29, Paged for Triage on Aug 16, 2012 12:40:55 by EVERETT, BRIAN;	Page Obsv TrgRpt	Yes

Figure 4-19: Updated Registration

Finally, a check is performed on the patient’s AG Tribe of Membership field (AG page 2). If the tribe is **NON-INDIAN BENEFICIARY**, **NoBens** is attached as a suffix to the value in the Reg column as indicated in Figure 4-20.

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Clinic	Info	Actions	Reg
9301	08/16/2012 03:00	TEST, BARBARA (F)	02/16/95 (17 YRS)	115212	PAIN	URGENT CARE	Paged for Triage on Aug 16, 2012 12:39:22 by EVERETT, BRIAN; ANOTHER LINE 8/16/2012 12:40:29, Paged for Triage on Aug 16, 2012 12:40:55 by EVERETT, BRIAN;	Page Obsv TrgRpt	Yes; NoBens

Figure 4-20: Non-Indian Beneficiary Indicator

Appendix A: Rules of Behavior

The Resource and Patient Management (RPMS) system is a United States Department of Health and Human Services (HHS), Indian Health Service (IHS) information system that is **FOR OFFICIAL USE ONLY**. The RPMS system is subject to monitoring; therefore, no expectation of privacy shall be assumed. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution.

All users (Contractors and IHS Employees) of RPMS will be provided a copy of the Rules of Behavior (RoB) and must acknowledge that they have received and read them prior to being granted access to a RPMS system, in accordance IHS policy.

- For a listing of general ROB for all users, see the most recent edition of *IHS General User Security Handbook* (SOP 06-11a).
- For a listing of system administrators/managers rules, see the most recent edition of the *IHS Technical and Managerial Handbook* (SOP 06-11b).

Both documents are available at this IHS Web site: <http://security.ihs.gov/>.

The ROB listed in the following sections are specific to RPMS.

A.1 All RPMS Users

In addition to these rules, each application may include additional RoBs that may be defined within the documentation of that application (e.g., Dental, Pharmacy).

A.1.1 Access

RPMS users shall

- Only use data for which you have been granted authorization.
- Only give information to personnel who have access authority and have a need to know.
- Always verify a caller's identification and job purpose with your supervisor or the entity provided as employer before providing any type of information system access, sensitive information, or nonpublic agency information.
- Be aware that personal use of information resources is authorized on a limited basis within the provisions *Indian Health Manual* Part 8, "Information Resources Management," Chapter 6, "Limited Personal Use of Information Technology Resources."

RPMS users shall not

- Retrieve information for someone who does not have authority to access the information.
- Access, research, or change any user account, file, directory, table, or record not required to perform their *official* duties.
- Store sensitive files on a PC hard drive, or portable devices or media, if access to the PC or files cannot be physically or technically limited.
- Exceed their authorized access limits in RPMS by changing information or searching databases beyond the responsibilities of their jobs or by divulging information to anyone not authorized to know that information.

A.1.2 Information Accessibility

RPMS shall restrict access to information based on the type and identity of the user. However, regardless of the type of user, access shall be restricted to the minimum level necessary to perform the job.

RPMS users shall

- Access only those documents they created and those other documents to which they have a valid need-to-know and to which they have specifically granted access through an RPMS application based on their menus (job roles), keys, and FileMan access codes. Some users may be afforded additional privileges based on the functions they perform, such as system administrator or application administrator.
- Acquire a written preauthorization in accordance with IHS policies and procedures prior to interconnection to or transferring data from RPMS.

A.1.3 Accountability

RPMS users shall

- Behave in an ethical, technically proficient, informed, and trustworthy manner.
- Log out of the system whenever they leave the vicinity of their personal computers (PCs).
- Be alert to threats and vulnerabilities in the security of the system.
- Report all security incidents to their local Information System Security Officer (ISSO)
- Differentiate tasks and functions to ensure that no one person has sole access to or control over important resources.
- Protect all sensitive data entrusted to them as part of their government employment.

- Abide by all Department and Agency policies and procedures and guidelines related to ethics, conduct, behavior, and information technology (IT) information processes.

A.1.4 Confidentiality

RPMS users shall

- Be aware of the sensitivity of electronic and hard copy information, and protect it accordingly.
- Store hard copy reports/storage media containing confidential information in a locked room or cabinet.
- Erase sensitive data on storage media prior to reusing or disposing of the media.
- Protect all RPMS terminals from public viewing at all times.
- Abide by all Health Insurance Portability and Accountability Act (HIPAA) regulations to ensure patient confidentiality.

RPMS users shall not

- Allow confidential information to remain on the PC screen when someone who is not authorized to that data is in the vicinity.
- Store sensitive files on a portable device or media without encrypting.

A.1.5 Integrity

RPMS users shall

- Protect their systems against viruses and similar malicious programs.
- Observe all software license agreements.
- Follow industry standard procedures for maintaining and managing RPMS hardware, operating system software, application software, and/or database software and database tables.
- Comply with all copyright regulations and license agreements associated with RPMS software.

RPMS users shall not

- Violate federal copyright laws.
- Install or use unauthorized software within the system libraries or folders.
- Use freeware, shareware, or public domain software on/with the system without their manager's written permission and without scanning it for viruses first.

A.1.6 System Logon

RPMS users shall

- Have a unique User Identification/Account name and password.
- Be granted access based on authenticating the account name and password entered.
- Be locked out of an account after five successive failed login attempts within a specified time period (e.g., one hour).

A.1.7 Passwords

RPMS users shall

- Change passwords a minimum of every 90 days.
- Create passwords with a minimum of eight characters.
- If the system allows, use a combination of alpha-numeric characters for passwords, with at least one uppercase letter, one lower case letter, and one number. It is recommended, if possible, that a special character also be used in the password.
- Change vendor-supplied passwords immediately.
- Protect passwords by committing them to memory or store them in a safe place (do not store passwords in login scripts or batch files).
- Change passwords immediately if password has been seen, guessed, or otherwise compromised, and report the compromise or suspected compromise to their ISSO.
- Keep user identifications (IDs) and passwords confidential.

RPMS users shall not

- Use common words found in any dictionary as a password.
- Use obvious readable passwords or passwords that incorporate personal data elements (e.g., user's name, date of birth, address, telephone number, or social security number; names of children or spouses; favorite band, sports team, or automobile; or other personal attributes).
- Share passwords/IDs with anyone or accept the use of another's password/ID, even if offered.
- Reuse passwords. A new password must contain no more than five characters per eight characters from the previous password.
- Post passwords.
- Keep a password list in an obvious place, such as under keyboards, in desk drawers, or in any other location where it might be disclosed.

- Give a password out over the phone.

A.1.8 Backups

RPMS users shall

- Plan for contingencies such as physical disasters, loss of processing, and disclosure of information by preparing alternate work strategies and system recovery mechanisms.
- Make backups of systems and files on a regular, defined basis.
- If possible, store backups away from the system in a secure environment.

A.1.9 Reporting

RPMS users shall

- Contact and inform their ISSO that they have identified an IT security incident and begin the reporting process by providing an IT Incident Reporting Form regarding this incident.
- Report security incidents as detailed in the *IHS Incident Handling Guide* (SOP 05-03).

RPMS users shall not

- Assume that someone else has already reported an incident. The risk of an incident going unreported far outweighs the possibility that an incident gets reported more than once.

A.1.10 Session Timeouts

RPMS system implements system-based timeouts that back users out of a prompt after no more than 5 minutes of inactivity.

RPMS users shall

- Utilize a screen saver with password protection set to suspend operations at no greater than 10 minutes of inactivity. This will prevent inappropriate access and viewing of any material displayed on the screen after some period of inactivity.

A.1.11 Hardware

RPMS users shall

- Avoid placing system equipment near obvious environmental hazards (e.g., water pipes).
- Keep an inventory of all system equipment.

- Keep records of maintenance/repairs performed on system equipment.

RPMS users shall not

- Eat or drink near system equipment.

A.1.12 Awareness

RPMS users shall

- Participate in organization-wide security training as required.
- Read and adhere to security information pertaining to system hardware and software.
- Take the annual information security awareness.
- Read all applicable RPMS manuals for the applications used in their jobs.

A.1.13 Remote Access

Each subscriber organization establishes its own policies for determining which employees may work at home or in other remote workplace locations. Any remote work arrangement should include policies that

- Are in writing.
- Provide authentication of the remote user through the use of ID and password or other acceptable technical means.
- Outline the work requirements and the security safeguards and procedures the employee is expected to follow.
- Ensure adequate storage of files, removal, and nonrecovery of temporary files created in processing sensitive data, virus protection, and intrusion detection, and provide physical security for government equipment and sensitive data.
- Establish mechanisms to back up data created and/or stored at alternate work locations.

Remote RPMS users shall

- Remotely access RPMS through a virtual private network (VPN) whenever possible. Use of direct dial in access must be justified and approved in writing and its use secured in accordance with industry best practices or government procedures.

Remote RPMS users shall not

- Disable any encryption established for network, internet, and Web browser communications.

A.2 RPMS Developers

RPMS developers shall

- Always be mindful of protecting the confidentiality, availability, and integrity of RPMS when writing or revising code.
- Always follow the IHS RPMS Programming Standards and Conventions (SAC) when developing for RPMS.
- Only access information or code within the namespaces for which they have been assigned as part of their duties.
- Remember that all RPMS code is the property of the U.S. Government, not the developer.
- Not access live production systems without obtaining appropriate written access, and shall only retain that access for the shortest period possible to accomplish the task that requires the access.
- Observe separation of duties policies and procedures to the fullest extent possible.
- Document or comment all changes to any RPMS software at the time the change or update is made. Documentation shall include the programmer's initials, date of change, and reason for the change.
- Use checksums or other integrity mechanism when releasing their certified applications to assure the integrity of the routines within their RPMS applications.
- Follow industry best standards for systems they are assigned to develop or maintain, and abide by all Department and Agency policies and procedures.
- Document and implement security processes whenever available.

RPMS developers shall not

- Write any code that adversely impacts RPMS, such as backdoor access, "Easter eggs," time bombs, or any other malicious code or make inappropriate comments within the code, manuals, or help frames.
- Grant any user or system administrator access to RPMS unless proper documentation is provided.
- Release any sensitive agency or patient information.

A.3 Privileged Users

Personnel who have significant access to processes and data in RPMS, such as, system security administrators, systems administrators, and database administrators, have added responsibilities to ensure the secure operation of RPMS.

Privileged RPMS users shall

- Verify that any user requesting access to any RPMS system has completed the appropriate access request forms.
- Ensure that government personnel and contractor personnel understand and comply with license requirements. End users, supervisors, and functional managers are ultimately responsible for this compliance.
- Advise the system owner on matters concerning information technology security.
- Assist the system owner in developing security plans, risk assessments, and supporting documentation for the certification and accreditation process.
- Ensure that any changes to RPMS that affect contingency and disaster recovery plans are conveyed to the person responsible for maintaining continuity of operations plans.
- Ensure that adequate physical and administrative safeguards are operational within their areas of responsibility and that access to information and data is restricted to authorized personnel on a need-to-know basis.
- Verify that users have received appropriate security training before allowing access to RPMS.
- Implement applicable security access procedures and mechanisms, incorporate appropriate levels of system auditing, and review audit logs.
- Document and investigate known or suspected security incidents or violations and report them to the ISSO, Chief Information Security Officer (CISO), and systems owner.
- Protect the supervisor, superuser, or system administrator passwords.
- Avoid instances where the same individual has responsibility for several functions (i.e., transaction entry and transaction approval).
- Watch for unscheduled, unusual, and unauthorized programs.
- Help train system users on the appropriate use and security of the system.
- Establish protective controls to ensure the accountability, integrity, confidentiality, and availability of the system.
- Replace passwords when a compromise is suspected. Delete user accounts as quickly as possible from the time that the user is no longer authorized system. Passwords forgotten by their owner should be replaced, not reissued.
- Terminate user accounts when a user transfers or has been terminated. If the user has authority to grant authorizations to others, review these other authorizations. Retrieve any devices used to gain access to the system or equipment. Cancel logon IDs and passwords, and delete or reassign related active and backup files.

- Use a suspend program to prevent an unauthorized user from logging on with the current user's ID if the system is left on and unattended.
- Verify the identity of the user when resetting passwords. This can be done either in person or having the user answer a question that can be compared to one in the administrator's database.
- Shall follow industry best standards for systems they are assigned to, and abide by all Department and Agency policies and procedures.

Privileged RPMS users shall not

- Access any files, records, systems, etc., that are not explicitly needed to perform their duties
- Grant any user or system administrator access to RPMS unless proper documentation is provided.
- Release any sensitive agency or patient information.

Glossary

Emergency Room System

Refers to the RPMS ERS application (in the AMER namespace). The EDD is integrated with the ERS application so information gets transferred back and forth between the two applications.

RPMS Patient Care Component

Refers to functions within RPMS as a clinical data repository, storing visit-related data about a patient.

Acronym List

Acronym	Term Meaning
AG	Patient Registration
ED	Emergency Department
EDD	IHS Emergency Department Dashboard
EHR	Electronic Health Record
ERS	Emergency Room System
HHS	Health and Human Services
IHS	Indian Health Service
RPMS	Resource and Patient Management System

Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

Phone: (888) 830-7280 (toll free)

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

Email: support@ihs.gov