



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# Patient Registration MPI Interface

(AG)

## User Manual

Version 7.2 Patch 01  
February 2012

Office of Information Technology (OIT)  
Division of Information Resource Management  
Albuquerque, New Mexico

## Document Revision History

Date of Change	Location of Revision	Revision
May 2010		First published
August 2010		Update images/alt text, updates to menu items
October 2011		Added patch number.

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## Preface

The purpose of this manual is to provide information about the Patient Registration Master Patient Index (AG [MPI]) Interface package, and to assist in the use of this interface. The document contains information on the use of the menu:

- AGMPI Management Menu

This manual will be primarily used by Office of Information Technology personnel, local site managers, and Information Technology specialists after the successful installation of the interface has been accomplished.

## 1.0 Introduction

For over 20 years, hospitals and health centers of the Indian Health Service (IHS) and numerous Tribal health programs have used an information system called the Resource and Patient Management System (RPMS). The RPMS is a highly integrated system consisting of some 50 healthcare and administrative applications. Virtually all of these applications directly interact with one or more, and sometimes many, of the other RPMS applications.

RPMS applications are required to interact with the Master Patient Index (MPI) to meet the needs of the IHS MPI initiative. The RPMS/HL7-Optimized (HLO) interface and an Ensemble production is a way to send patient Admission, Discharge, Transfer (ADT) information to the MPI and to receive treating facility information from the MPI and store it in the RPMS database.

When the MPI and the RPMS/AGMPI Interface are complete, the MPI will be the primary data repository for enterprise-wide patient data.

It is the shared vision of IHS national representatives that the RPMS/MPI will be the repository of patient data that can be accessed by outside entities via the National Health Information Network (NHIN). The MPI will also be accessed by the Personal Health Record (PHR) application.

## 2.0 Orientation

### 2.1 System Overview

The AG (MPI) interface has many different functions. These functions are described beginning in Section 3.0.

### 2.2 Conventions in the Software and Manual

The RPMS has established certain terms and operating procedures (conventions) for applications. The following is a brief discussion on those conventions, the knowledge of which enables a new user to quickly navigate through the system. When reading the following explanations, refer to the keyboard to ensure that correct identification of each key and command function.

#### 2.2.1 The Enter Key

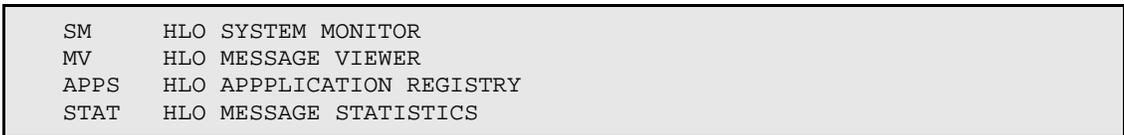
At many points in this manual the user is instructed to type some characters and “press Enter.” The Enter key refers to the key on the keyboard marked with the word “Return” or “Enter.” (Most PC computer keyboards have an Enter key rather than a Return key.) When the manual gives the instruction to “press Enter,” press the Return or Enter key.

#### 2.2.2 Double Slash (//)

Prompts in the roll and scroll screens are frequently followed by text and two slashes (//). The text displayed before the two slashes is the default response to the prompt. Pressing Enter selects the default response without retyping it. If you do not want to use the default response (or if no default response is presented before double slashes), type a response and then press Enter. If a prompt has a default response, but you want the response to be blank, you can leave the response blank by deleting the default text or typing an at sign (@) at the prompt after the default response.

#### 2.2.3 Screenshots

Figure 2-1 shows an example of a screenshot or screen capture.



```
SM      HLO SYSTEM MONITOR
MV      HLO MESSAGE VIEWER
APPS    HLO APPPLICATION REGISTRY
STAT    HLO MESSAGE STATISTICS
```

Figure 2-1: Screenshot example

Boldface type in a screenshot indicates text to be typed by the user. After typing an entry, press Enter to accept the entry. If the screenshot shows only the two double slashes (//) without any boldface type, press Enter without typing anything.

#### 2.2.4 Help at Prompts

Help is available for most menu options and data entry prompts. Typing a single question mark (?) at the data entry prompt displays instructions for entering the requested data. Typing two question marks (??) displays a more complete message. Typing three question marks (???) displays the most complete descriptive help available on the system.

Some prompts display a list of available choices. If at any time you are unsure how to answer a particular question, or if you want to know more about the menu choices, type a single question mark (?) to display more information.

#### 2.2.5 Backspace and Arrow Keys

The Backspace key moves the cursor to the left, erasing characters as it moves. The Up and Down Arrow keys move the cursor to fields up and down the screen. The Left and Right Arrow keys generally are not used. If you are having problems with these keys, check with your site manager.

#### 2.2.6 The Caret (^)

The caret (^ or Shift-6), also known as the up-hat, is a special control character used to exit from a particular activity or data entry sequence. Typing the caret (^) at any prompt usually returns you to the preceding prompt or menu level. It can also be used to exit from long data displays, such as vendor lists, that involve many screens.

Type a caret (^) by simultaneously pressing the Shift key and the 6 key at the top of the keyboard. Pressing the Shift key and the 6 key on the numeric keypad does not create a “^” character.

#### 2.2.7 The “Select Device:” Prompt

Whenever the software is about to display a list or report, it displays the “Select Device” prompt. To send the report or list to a printer, type the printer name or number. To display the report or list on the monitor, type **HOME** or **0**. For help in responding to the “Select Device” prompt, contact your site manager.

Some reports also allow **Q** (Queue) to be typed at the “Device” prompt. This option sends a report to a printer and then returns immediately to the screen you are using while the report is printing. This option is helpful if the report takes a long time to run (search) or print. After typing **Q**, the system displays the “Queue to Print on Device” prompt. At this prompt, type the name of the printer on which you want to print the report.

## 3.0 AGMP Menu Options

The AG (MPI) interface includes menu options to create the following HL7 messages:

- A28 (Add a Patient)
- A08 (Update a Patient)
- A40 (Merge Two Patients)
- A01 (Admissions and Check Ins)
- A03 (Discharge and Check outs)
- VTQ (Exact Match Query),
- MFN (Process an MPI Message).

## 3.1 Outgoing Patient Data

New patient data, patient updates, and visits/admission data are normally sent using triggers and protocols. When a new patient is registered, edited, merged, and checked in or out, a message is automatically sent. However, it is possible to manually send a message through the interface or to reprocess a message that has already been sent.

Use the menus and options shown below to perform the following tasks:

- Exact Match Query (VTQ)
- Add Patient (A28)
- Merge Patients (A40)
- Update Patient (A08)
- Process a Master File Update (MFN) message and send return message to the MPI (MFK).
- Check Ins and Admissions (A01)
- Check Outs and Discharge (A03)

```

*****
*
*      INDIAN HEALTH SERVICE      *
*      PATIENT REGISTRATION SYSTEM *
*      VERSION 7.2.0, APR 29, 2010 *
*
*****

      NOT-A-REAL FACILITY

*** NOTE:  IF YOU EDIT A PATIENT AND SEE THEIR NAME IN REVERSE VIDEO ***
*** WITH '(RHI)' BLINKING NEXT TO IT, IT MEANS THEY HAVE RESTRICTED ***
*** HEALTH INFORMATION ***

```

```

PTRG  Patient Registration ...
AGX   Registration data- prepare for export ...
OPT   Set Registration OPTIONS
SIT   Reset Default Facility
TM    Table Maintenance Menu ...
SAMP  PATIENT File Random Sampler ...
MPI Manager Options ...

Select Patient registration Option: MPI MPI Manager Options ...
DIR   SEND EXACT MATCH QUERY (VQQ-Q02)
ADD   SEND A28 ADD PATIENT
MRG   SEND A40 MERGE PATIENTS
UPD   SEND A08 UPDATE
MFN   PROCESS MFN AND SEND MFK
VST   SEND A01/A03 MESSAGE
RS    RESEND HL7 MESSAGE
RPT   MPI Reports and Debug option ..

Select HLO MPI MGR MENU Option:

```

Figure 3-1: HLO MPI MGR MENU

Figure 3-1 shows how to access the MPI Manager Options ...in the Patient Registration System.

- At the “Select Patient registration Option” prompt, type **MPI** (MPI Manager Options ...) and press Enter.

Refer to the following sections for details about using the MPI Manager Options ....

### 3.1.1 Send Exact Match Query (DIR)

The MPI Manager Options ...option DIR (SEND EXACT MATCH QUERY) is used to determine if a patient exists in the MPI database. An acknowledgment that the message was sent is contained within the message file.

1. At the “Select MPI Manager Options ...Option” type **DIR** (SEND EXACT MATCH QUERY) and press Enter.
2. At the “Select PATIENT NAME” prompt, press Enter.

```

Select HLO MPI MGR MENU Option: DIR SEND EXACT MATCH QUERY (VTQ)

EXAMPLE OF A DIRECT CONNECT EXACT MATCH QUERY
Select PATIENT NAME:
NEW,PATIENT                F 05-04-2010  605050410P  WE 12323

```

Figure 3-2: MPI Manager Options ... (DIR option)

### 3.2 Add Patient (ADD) in Patient Registration (AG)

The purpose of this message is to establish a patient on the MPI so that the patient record can be viewed across the enterprise. This message allows multiple systems and their respective master patient databases to communicate activity related to a person regardless of whether that person is currently a patient on each system. Each system has an interest in the database activity of the others in order to maintain data integrity across an enterprise. To the enterprise systems, the person may be a current patient, a potential future patient, or never be needed. These events can also be used to maintain another MPI or enterprise database.

This option can be used to create an A28 ADD PATIENT message to add a patient to the MPI. The following steps are for patient registration. Use the Patient Registration option ADD (ADD a New Patient), as shown in Figure 3-3.

```

                                PATIENT REGISTRATION
                                NOT-A-REAL FACILITY
                                Patient Registration

*** NOTE:  IF YOU EDIT A PATIENT AND SEE THEIR NAME IN REVERSE VIDEO ***
*** WITH '(RHI)' BLINKING NEXT TO IT, IT MEANS THEY HAVE RESTRICTED ***
*** HEALTH INFORMATION ***

ADD    ADD a new patient
EPT     EDIT a patient's file
FAC     Print a FACE SHEET
NON     Enter NON-MANDATORY new patient information
NAM     CORRECT the patient's NAME
CHR     EDIT the patient's CHART NUMBER.
INA     INACTIVATE/ACTIVATE a patient's file
RPT     REGISTRATION REPORTS ...
VIEW    View patient's registration data
DEL     DELETE a patient's Health Record Number
REV     Review and edit DECEASED or INACTIVE patient files
EMB     Print an EMBOSSSED CARD
SCA     SCAN the patient files ...
THR     Third Party Billing Reports ...
IND     Print tub-file INDEX cards ...
LBL     LABELS menu ...
PAG     Edit one of the Patient's PAGES ...
FIE     print Face sheet, Index card, Embossed card
MSP     Medicare Secondary Payer Menu ...

Select Patient Registration Option: ADD

```

Figure 3-3: Patient Registration Menu (ADD option)

1. At the “Select Patient Registration Option” prompt, type **ADD** (ADD a new patient) and press Enter.

```

                                PATIENT REGISTRATION
                                NOT-A-REAL FACILITY

                                ADD a new patient

```

```
*** NOTE:  IF YOU EDIT A PATIENT AND SEE THEIR NAME IN REVERSE VIDEO ***
*** WITH '(RHI)' BLINKING NEXT TO IT, IT MEANS THEY HAVE RESTRICTED ***
*** HEALTH INFORMATION ***

You must first SCAN FOR SIMILAR NAMES or CHART NUMBERS NOW...
Select PATIENT NAME:
Enter the NEW PATIENT'S FULL NAME.....
  (EXAMPLE:  MORGAN,JAMES PAUL,JR  (no space after commas))

Entering NEW Patient for NOT-A-REAL FACILITY

Enter the PATIENT'S NAME: NEW,PATIENT
  ARE YOU ADDING 'NEW,PATIENT' AS A NEW PATIENT (THE 9283RD)? No//  Y
(YES)
```

Figure 3-4: Adding a new patient

2. At the “Select PATIENT NAME” prompt, type the new patient’s name and press Enter.
3. At the “YOU ADDING 'NEW,PATIENT' AS A NEW PATIENT (THE 9283RD)?” prompt, type **Y** (Yes) and press Enter.

Follow the steps necessary to enter a new patient into Patient Registration (AG). After registration is complete, a message is displayed indicating that a patient has been added.

After a patient is added in Patient Registration (AG), an A28 is automatically sent to the MPI to determine whether the patient already exists in the MPI database. If an exact match is found, the MPI sends back an Enterprise Unique Identifier (EUID). The RPMS system receives the EUID and places it into the INTEGRATION CONTROL NUMBER (ICN) field in the Veterans Administration (VA) PATIENT file. Otherwise, if an exact match is not found, the MPI will add the patient to the MPI. When the patient has been successfully added to the system, the MPI returns the EUID, and the EUID is added to the ICN.

### 3.3 Sending Individual Messages

The options listed below can be used create a new message that is sent to the MPI. If a message fails, review the error message to debug and recreate a message to send to the MPI after correcting the error.

#### 3.3.1 Send A28 Add Patient (ADD)

Use the ADD (SEND A28 ADD PATIENT) option to create an A28 Add A Patient message to add a patient to the MPI. Use a FileMan patient lookup to select any patient in the PATIENT file. An acknowledgment that the message was sent is contained within the message file.

```
Select MPI Manager Options OptionOption: ADD SEND A28 ADD PATIENT
ENTER PATIENT YOU WISH TO ADD TO THE MPI:
Select PATIENT NAME:
  GEGNUN,DELORES M                F 03-28-1982 XXX-XX-2882    WE
  123456789
```

Figure 3-5: Send a single A28 Message option (ADD option)

#### 3.3.2 Process MFN and Send MFK (MFN)

The TREATING FACILITY LIST is a list of facilities where a patient has been treated. The list is updated when a Master File Update (MFN) message is received from the MPI. The MPI sends an MFN, which has a list of the facilities the patient has been linked to by the MPI.

Use the MFN (PROCESS MFN AND SEND MFK) option to reprocess one MFN message.

```
Select MPI Manager Options OptionOption: MFN PROCESS MFN AND SEND MFK
```

```
Select HLO MESSAGES MESSAGE ID:
```

Figure 3-6: Send an MFN Message option (MFN option)

### 3.3.3 Send A40 Merge Patients (MRG)

Use the MRG option to send an A40 Merge Patients message. An acknowledgment that the message was sent is contained within the message file.

**Note:** A merge should only be done if it is absolutely certain that the patients have been merged successfully using the Patient Merge (BPM) application.

```
Select MPI Manager Options OptionOption: MRG SEND A40 MERGE PATIENTS
ENTER PATIENT TO KEEP
Select PATIENT NAME:
NEW,PATIENT F 05-04-2010 605050410P WE
12323
ENTER PATIENT TO MERGE TO PATIENT ABOVE:
Select PATIENT NAME:
```

Figure 3-7: Merge Patients option (MRG option)

### 3.3.4 Send A08 Update (UPD)

Use the UPD (SEND A08 UPDATE) option to send an Update Patient message. A background job runs this every five minutes; however, if a message needs to be sent immediately, use this option. An acknowledgment that the message was sent is contained within the message file.

```
Select HLO MPI MGR MENU Option: UPD SEND A08 UPDATE

EXAMPLE OF AN A08 UPDATE
Select PATIENT NAME:
NEW,PATIENT F 05-04-2010 605050410P WE
12323
```

Figure 3-8: Update a patient option (UPD option)

### 3.3.5 Send A01/A03 Message (VST)

Use the VST (A01) option to send a checkin or admission message. The checkin or admission date can be entered manually at the “Last TREATED DATE” prompt so that the last treated date will be updated. An acknowledgment that the message was sent is within the message file.

An A03 event signals the end of a patient’s stay in a healthcare facility. It signals that the patient’s status has changed to “discharged” and that a discharge date has been recorded. It is also captured when the patient checks out. (VistA PIMS Appointment Check-in/Check-out option) The MPI captures this event in order to update the following:

- In VistA: Fields PATIENT (#.01), INSTITUTION (#.02)DATE LAST TREATED (#.03) and located in the TREATING FACILITY LIST file (#391.91)

Use the VST (A03) option to send a checkout or discharge message. The checkout or discharge date can be entered manually at the “Last TREATED DATE” prompt, so that the last treated date will be updated. An acknowledgment that the message was sent is contained within the message file.

```
Select HLO MPI MGR MENU Option: VST SEND A01/A03 MESSAGE

CREATE A VISIT HL7 MESSAGE
Select PATIENT NAME:
  NEW,PATIENT                F 05-04-2010  605050410P  WE
12323
Last TREATED DATE:
```

Figure 3-9: Send A01/A03 Message (VST option)

### 3.3.6 Resend HL7 Message (RS)

To resend a message, use the AGMP HLO RESEND option.

1. At the “Select HLO MPI MGR MENU Option” prompt, type **AGMP HLO RESEND** and press Enter.
2. At the “SELECT MESSAGE” prompt, press Enter to view a list of messages.

Each site will have a different number of messages to choose from, depending on the number of messages sent.

3. If you know the number of the message, enter it at the “SELECT MESSAGE” prompt. Otherwise, at the “Do you want the entire 16-Entry HLO MESSAGES List?” prompt, type **Y** (Yes) to see a list of all HLO messages.

In Figure 3-10 there are 16 messages to choose from.

4. At the “SELECT MESSAGE” prompt, type a message ID and press Enter.

5. At the “OK” prompt type **Y** (Yes) and press Enter. The message is resent and the new message number is provided.

```

Select HLO MPI MGR MENU Option: RS RESEND HL7 MESSAGE

EXAMPLE OF AN HLO RESEND

SELECT MESSAGE:
Answer with HLO MESSAGES MESSAGE ID, or MESSAGE BODY
Do you want the entire 16-Entry HLO MESSAGES List? Y (Yes)
Choose from:
14752 1
14752 10
14752 11
14752 12
14752 13
14752 14
14752 15
14752 16
14752 17
14752 18
14752 19
14752 2
14752 20
14752 21
14752 22
14752 3
14752 4
14752 5
14752 6
14752 7
14752 8
14752 9

SELECT MESSAGE: 14752 9
...OK? Yes// Y (Yes)

MESSAGE RESENT, NEW NUMBER: 23
Enter RETURN to continue or '^' to exit:

```

Figure 3-10: Message resend (RS option)

In Figure 3-10, message number 14752 9 was selected and when it was resent the system assigned a new number which displays after the “MESSAGE RESENT, NEW NUMBER” prompt.

### 3.4 MPI Reports and Debug Option (RPT)

```

                                PATIENT REGISTRATION
                                NOT-A-REAL FACILITY
                                MPI Reports and Debug option

ERR      MPI Msg ERR Report
MFE      MPI Unsuccessful MFE Report
ETA      MPI Event/Type/Ack Report

```

```

DAT    MPI Messages by Date
TOT    MPI Queue and msg Totals
ICN    MPI Report of ICNs populated
UN     MPI Print Unsuccessful Messages

Select MPI Reports and Debug option Option:

```

Figure 3-11: MPI Reports and Debug option menu

The MPI Reports and Debug option menu contains the following items:

- ERR: MPI Msg ERR Report
- MFE: MPI Unsuccessful MFE Report
- ETA: MPI Event/Type/Ack Report
- DAT: MPI Messages by Date
- TOT: MPI Queue and msg Totals
- ICN: MPI Report of ICNs populated
- UN: MPI Print Unsuccessful Messages

### 3.4.1 MPI Msg ERR Report Option (ERR)

The MPI Msg ERR Report lists ERR segments by patient.

1. At the “Select MPI Manager Options Option” prompt, type **RPT** and press Enter.
2. At the “Select MPI Reports and Debug option Option” prompt, type **ERR** and press Enter.
3. At the “DEVICE” prompt, press Enter to accept the default.
4. At the “Right Margin” prompt, press Enter to accept the default.

In Figure 3-12, the ERR segment shows that the Gender field is not populated for several patients. Patient Registration clerks can use the PATIENT DFN field to edit the record and fix the deficiency.

```

                                PATIENT REGISTRATION
                                NOT-A-REAL FACILITY
                                MPI Reports and Debug option

ERR    MPI Msg ERR Report
MFE    MPI Unsuccessful MFE Report
ETA    MPI Event/Type/Ack Report
DAT    MPI Messages by Date
TOT    MPI Queue and msg Totals
ICN    MPI Report of ICNs populated
UN     MPI Print Unsuccessful Messages

Select MPI Reports and Debug option Option: ERR MPI Msg ERR Report

```





### 3.4.2 MPI Unsuccessful MFE Report Option (MFE)

The MPI Unsuccessful MFE Report option shows updates to the TREATING FACILITY LIST file, with the corresponding message segments. This report indicates whether the update to the TREATING FACILITY LIST file has been successful or unsuccessful.

1. At the “Select MPI Reports and Debug option Option” prompt, type **MFE** and press Enter.
2. At the “DEVICE” prompt, press Enter to accept the default.

```

ERR      MPI Msg ERR Report
MFE      MPI Unsuccessful MFE Report
ETA      MPI Event/Type/Ack Report
DAT      MPI Messages by Date
TOT      MPI Queue and msg Totals
ICN      MPI Report of ICNs populated
UN       MPI Print Unsuccessful Messages

Select MPI Reports and Debug option Option: MFE MPI Unsuccessful MFE
Report

                                PATIENT REGISTRATION
                                NOT-A-REAL FACILITY
                                MPI Unsuccessful MFE Report

DEVICE: HOME//    VIRTUAL    Right Margin: 80//

                                UNSUCCESSFUL MFE REPORT          PAGE 1
                                DATE PRINTED: AUG 26,2010@12:48:01
                                PRINTED BY: LASTNAME,USER
-----
-

COUNT OF UNSUCCESSFUL MFE: 0

```

Figure 3-13: MPI Unsuccessful MFE Report (MFE option)

### 3.4.3 MPI Event/Type/Ack Report Option (ETA)

The MPI Event/Type/Ack Report option lists the total number of messages for a specific event and message type.

```

Enter RETURN to continue or '^' to exit:

ERR      MPI Msg ERR Report
MFE      MPI Unsuccessful MFE Report
ETA      MPI Event/Type/Ack Report
DAT      MPI Messages by Date
TOT      MPI Queue and msg Totals
ICN      MPI Report of ICNs populated

```

```

Select MPI Reports and Debug option Option: ETA MPI Event/Type/Ack Report

                PATIENT REGISTRATION
                NOT-A-REAL FACILITY
                MPI Event/Type/Ack Report

Select one of the following:

A28      ADD A PATIENT
A08      UPDATE A PATIENT
A40      MERGE PATIENTS
A01      ADMIT/CHECKIN A PATIENT
A03      DISCHARGE/CHECK OUT A PATIENT
M05      TREATING FACILITY UPDATE

ENTER EVENT: A01 ADMIT/CHECKIN A PATIENT

Select one of the following:

ADT      ADMIT DISCHARGE TRANSFER
ACK      ACKNOWLEDGEMENTS

ENTER MSG TYPE: ADT ADMIT DISCHARGE TRANSFER
TOTALS ONLY? YES

DEVICE: HOME// VIRTUAL Right Margin: 80//

                MPI FIND EVENT/TYPE/ACK REPORT                PAGE
1
                DATE PRINTED: AUG 26,2010@12:49:13
                PRINTED BY: LASTNAME,USER
-----
-

FOUND 1997 'A01' EVENTS IN ^HLA WITH MSGTPYE 'ADT'

Enter RETURN to continue or '^' to exit:

```

Figure 3-14: MPI Event/Type/Ack Report (ETA option)

1. At the “Select MPI Reports and Debug option Option” prompt, type **ETA** and press Enter.
2. At the “ENTER EVENT” prompt, type the option for the event to be reported on. In Figure 3-14, the report is being run on the A01 ADMIT/CHECKIN A PATIENT option.
3. At the “ENTER MSG TYPE” prompt, type the option for the message type to be reported on and press Enter. In Figure 3-14, the report is being run on the ADT message type.
4. At the “TOTALS ONLY?” prompt, type **Yes** or **No** and press Enter.
5. At the “DEVICE” prompt, press Enter to accept the default.

6. At the “Right Margin” prompt, press Enter to accept the default.

### 3.4.4 MPI Messages by Date Option (DAT)

The MPI Messages by Date option compares the number of messages for the following groups of message types:

- ADT and ACK messages

There should be twice as many ACK messages as ADT messages.

- ADT and MFN messages

The number of ADT and MFN messages should be about the same.

- ACK, MFK, and MFN messages

The number of ACK, MFK, and MFN messages should be about the same.

If there is a significant difference of 10% or greater between the number of ACK, MFK, and MFN messages, stop the AGMPI.PatientRegistration production instance in Ensemble and call the Office of Information Technology (OIT) Help Desk.

```
ERR    MPI Msg ERR Report
MFE    MPI Unsuccessful MFE Report
ETA    MPI Event/Type/Ack Report
DAT    MPI Messages by Date
TOT    MPI Queue and msg Totals
ICN    MPI Report of ICNs populated
```

Select MPI Reports and Debug option Option: **DAT** MPI Messages by Date

```
PATIENT REGISTRATION
NOT-A-REAL FACILITY
MPI Messages by Date
```

```
Enter from Date: T// (AUG 26, 2010)
Enter to Date: T// (AUG 26, 2010)
```

```
MESSAGE REPORT BY DATE PAGE 1
DATE PRINTED: AUG 26,2010@12:50:51
PRINTED BY: LASTNAME,USER
FOR MESSAGES FROM AUG 26,2010 TO AUG 26,2010@99:99:99
```

```
-----
EVENT^TYPE      TOTAL      % OF TOTAL
-----
A01^ACK         3997       49.94
A01^ADT         1996       24.94

M05^ACK          6          0.07
M05^MFK          6          0.07
M05^MFN        1999       24.98
```

```

-----
TOTAL MSGS:          8004
Enter RETURN to continue or '^' to exit:

```

Figure 3-15: MPI Messages by Date Report (DAT option)

1. At the “Select MPI Reports and Debug option Option” prompt, type **DAT** and press Enter.
2. At the “Enter from Date” prompt, type the date and press Enter.
3. At the “Enter to Date” prompt, type the date and press Enter.

Figure 3-15 shows an out-of-range total for MFN messages during a single day, which indicates a problem. If a DAT report shows a discrepancy like this, stop the production instance from Ensemble and contact the OIT Help Desk.

### 3.4.5 MPI Queue and Msg Totals Option (TOT)

The TOT report shows the total number of messages in the IN and OUT queues and the number of messages in the HLO Globals.

The number of messages listed in the IN and OUT queues should diminish on a regular basis. The IN queue may grow during any five minute period, but when the background job kicks, in it should go to zero or near zero. A continued growth in the number of messages in these two queues over a long period of time (10 or 20 minutes) indicates a problem.

- If messages back up in the IN queue, the problem is on the RPMS side, and there may be errors listed in the Error log. In addition, check to make sure the AGMP ACK BCKGRND TSK is scheduled in TaskMan and that TaskMan is running.
- If messages back up in the OUT queue, the problem is in Ensemble. Make sure Ensemble is running. If Ensemble AGMPI production is not running, start it back up.

```

If it is running and messages still back up Call OIT Help Desk if either
queue has a build up of messages.  ERR      MPI Msg ERR Report
MFE      MPI Unsuccessful MFE Report
ETA      MPI Event/Type/Ack Report
DAT      MPI Messages by Date
TOT      MPI Queue and msg Totals
ICN      MPI Report of ICNs populated

```

```

You have 6 PENDING ALERTS
Enter "VA to jump to VIEW ALERTS option

```

```

Select MPI Reports and Debug option Option: TOT MPI Queue and msg Totals

```

```

PATIENT REGISTRATION
NOT-A-REAL FACILITY

```

```

                                MPI Queue and msg Totals

    MESSAGES IN THE IN QUEUE:      5,827
    MESSAGES IN OUT QUEUE:         1
    TOTAL MESSAGES IN HLO GLOBALS: 8,004

    Enter RETURN to continue or '^' to exit:
  
```

Figure 3-16: MPI Queue and Msg Totals report (TOT option)

- At the “Select MPI Reports and Debug option Option” prompt, type **TOT** and press Enter.

Figure 3-16 shows that messages are backing up in the IN queue, which indicates a problem on the RPMS side. If a TOT report shows this kind of discrepancy, call the OIT Help Desk.

### 3.4.6 MPI Report of ICNs populated Option (ICN)

The ICN report shows the number of patient whose ICN have been populated or not.

The value in the NUMBER NOT POPULATED field should stay below close to zero. A value above zero that stays for more than a day indicates a possible network issue or message processing problem. A large number in this field can also indicate the AGMP MPI MISSING ICN TSK option is not scheduled in TaskMan, or that TaskMan is not running.

If an ICN report shows a value above zero that stays for more than a day, call the OIT Help Desk.

```

    ERR    MPI Msg ERR Report
    MFE    MPI Unsuccessful MFE Report
    ETA    MPI Event/Type/Ack Report
    DAT    MPI Messages by Date
    TOT    MPI Queue and msg Totals
    ICN    MPI Report of ICNs populated

    You have 6 PENDING ALERTS
           Enter "VA to jump to VIEW ALERTS option

    Select MPI Reports and Debug option Option: ICN MPI Report of ICNs
    populated

                                PATIENT REGISTRATION
                                NOT-A-REAL FACILITY
                                MPI Report of ICNs populated

    NUMBER OF ICNs POPULATED: 0
    NUMBER NOT POPULATED: 9282

    Enter RETURN to continue or '^' to exit:
  
```

Figure 3-17: MPI Report of ICNs populated (ICN option)

At the “Select MPI Reports and Debug option Option” prompt, type **ICN** and press Enter.

There is no benchmark for any of these numbers for the RPT option at this time.

### 3.4.7 Viewing Alerts

If there is a messaging issue on the RPMS side, the “Enter VA to jump to VIEW ALERTS” option message will display. If you see this prompt, type **VA** to view alerts. When the list displays, take a screen capture and send it to the OIT Help Desk.

At the “Select MPI Reports and Debug option Option” prompt, type **VA** and press Enter.

In this example, there are nine messages that have an error. Choose a message to view more details.

```

ERR      MPI Msg ERR Report
MFE      MPI Unsuccessful MFE Report
ETA      MPI Event/Type/Ack Report
DAT      MPI Messages by Date
TOT      MPI Queue and msg Totals
ICN      MPI Report of ICNs populated

MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
      Enter "VA to jump to VIEW ALERTS option

Select MPI Reports and Debug option Option: va View Alerts

1.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
2.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
3.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
4.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
5.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
6.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
7.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
8.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
9.I      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE
      Select from 1 to 9
      or enter ?, A, I, D, F, S, P, M, R, or ^ to exit: 1

Processed Alert Number 1
      MPI MSG MFN:204: POSSIBLE GARBLED MESSAGE

Continue (Y/N) or F(oward) or R(ene)w YES//

```

Figure 3-18: Issue with garbled messages (VA option)

### 3.5 HL7 ACK Codes

The HL7 table of ACK codes contains three automated items: CA, CE, and CR. The AA message is sent when the application successfully processed and executed the requested function. The AE message is sent if the application was unsuccessful in executing the requested MPI function due to an internal application error.

**Table 3-1: HL7 Table 0008—Acknowledgement Code**

Value	Description
AA	Original mode: Application Accept—Enhanced mode: Application Acknowledgement: Accept
AE	Original mode: Application Error—Enhanced mode: Application Acknowledgement: Error
AR	Original mode: Application Reject—Enhanced mode: Application Acknowledgement: Reject
CA	Enhanced mode: Accept Acknowledgement: Commit Accept
CE	Enhanced mode: Accept Acknowledgement: Commit Error
CR	Enhanced mode: Accept Acknowledgement: Commit Reject

### 3.6 Receiving MPI Data

When an A28 (Add a Patient) message is successfully processed, the MPI composes an MFN message containing a list of all treating facilities that the patient is linked to in the MPI. This MFN is sent to all the linked facilities in the MFN message. In the RPMS system, the MFN is processed, and all treating facilities and the last treated date are placed into the TREATING FACILITY LIST file. The last treated date is based on the date/time the A01 (Checkin and Admissions) and A03 (Checkout and Discharges) messages were sent.

### 3.7 Updates to the MPI

When a patient record is edited using the Patient Registration (AG) edit screens, certain fields contain triggers that create records in the ADT/HL7 PIVOT file that are then processed by a background job. This creates A08 (Patient Update) messages to send the updated or edited fields to the MPI.

### 3.8 Merge Patients (A40)

When a patient is merged on an RPMS system using the Patient Merge (BPM) application, an A40 HL7 message is triggered so the MPI performs corresponding actions on the MPI side.

### 3.9 Errors on Outbound Messages

RPMS Outbound ADT-A28, ADT-A31, MFN-M02 messages that cannot send data to the MPI send an alert to individuals in the mail group AGMP MPI. Along with the messages, patient information is stored in the parameters. If a general error occurs, more information is provided in the alert, which allows the user to debug.

Message errors and descriptions are displayed below:

#### 3.9.1 Unable to Build HL7 Message. HLO Message Could Not be Created.

All Outbound messages contain a MSH and Event (EVT) segment. If HLO is able to open and build the MSH segment for a message, but cannot create the EVT segment, the “Unable to build HL7 message. HLO message could not be created” error alert is generated. This is a fatal error and indicates a problem associated with the HLO HL7 application, not the AGMP application. The most likely cause is an error installing a new HL7 patch. If there is an error with A40, it contains information about the reason for the error.

#### 3.9.2 EVT Segment Could Not be Created

All Outbound messages contain a MSH and EVT (Event) segment. If HLO is able to open and build the MSH segment for a message, but cannot create the EVT segment, the “EVT segment could not be created” error alert is generated. This is a fatal error and indicates a problem associated with the HLO HL7 application and not the AGMP application. The most likely cause is an error in installing a new HL7 patch.

### 3.9.3 Unable to Create A28 to Add Patient to MPI from AGMPHLVQ

All Outbound messages contain a MSH and EVT (Event) segment. If HLO is able to open and build the MSH segment for a message, but cannot create the EVT segment, the “Unable to create A28 to add patient to MPI from AGMPHLVQ” error alert is generated. This is a fatal error and indicates a problem associated with the HLO HL7 application and not the AGMP application. The most likely cause is an error in installing a new HL7 patch.

### 3.9.4 MSA Segment Could Not be Created

All Outbound messages contain a MSH and EVT segment. If HLO is able to open and build the MSH segment for a message, but cannot create the EVT segment, the “MSA segment could not be created” error alert is generated. This is a fatal error and indicates a problem associated with the HLO HL7 application, not the AGMP application. The most likely cause is an error in installing a new HL7 patch.

## 3.10 Errors on Inbound Messages

Errors can be generated for a variety of reasons. Inbound messages that cannot be filed in RPMS from MPI send an alert to people in the mail group RPMS MPI. RPMS Inbound message errors and descriptions are displayed below:

### 3.10.1 MPI General ACK Error

```
"MPI ERR ACK IEN "_ACKIEN_" - MSG IEN "_HLMSEIEN_" :: "_ERROR
```

Figure 3-19: MPI ACK Error

In Figure 3-19, the ACK message ID is returned along with the ID of the acknowledgement message and the error message.

### 3.10.2 VTQ ACK Error

```
"LOCALID: "_LOCALID_" -1^SUN MPI ACK RETURN ERR"
```

Figure 3-20: VTQ ACK Error

A VTQ message queries the MPI for a patient match. The MPI accepts a query for patient information. The current search algorithm uses Name, Date of Birth (DOB), and Social Security Number (SSN) (if available) for its search. Results are returned in an ACK/Q02. If a VTQ ACK causes an error, an alert is created for the mail group RPMS MPI.

### 3.10.3 MFN ACK Error

```
"MPI-MFN ERR ACK IEN "_ACKIEN_" - MSG IEN "_HLMSGIEN_" :: "_ERROR
```

Figure 3-21: MFN ACK Error

The MPI will send an MFN-M05 if the treating facility list is modified or if the date last treated or event reason changes. This message can be generated as a result of another message being processed on the MPI, or may be triggered manually. In Figure 3-21, the ACK message ID is returned along with the ID of the acknowledgement message and the error message.

## 4.0 Debugging

### 4.1 Testing Whether Ensemble is Running via Cache System Status

Follow these steps to determine if Ensemble is running:

1. At the *your programmer* prompt, type **D ^%SS** and press Enter.

The bold type in Figure 4-1 indicates that the Ensemble production is running. Refer to the lines with Ens.Queue.

```
HLOMPI>D ^%SS

Cache System Status:  1:09 pm 04 May 2010
Process  Device      Namespace      Routine      CPU,Glob  Pr  User/Location
1236     //./nul           %SYS          CONTROL      0,0       7
1372     //./nul           %SYS          WRTDMN       42405,1942148
652      //./nul           %SYS          GARCOL       0,0       7
1460     //./nul           %SYS          JRNDMN       216108,0  7
1528     //./nul           %SYS          EXPDMN       0,0       7
3132     //./nul           EDR           %ZTMS1       15868650,3117048
                                                7 %System
3072     //./nul           %SYS          MONITOR      510765,33  7
3360     //./nul           %SYS          CLNDMN       14535,669  7
3528     //./nul           %SYS          RECEIVE      1120980,1546077
3560     //./nul           %SYS          ECPWork     0,0       7 ECPWORK
3572     //./nul           %SYS          ECPWork     0,0       7 ECPWORK
2152     localhost         HLOMPI        %SYS.cspServer2
                                                14166525,3242444
                                                7 UnknownUser
3584     //./nul           %SYS          ECPWork     0,0       7 ECPWORK
3596     //./nul           %SYS          ECPWork     0,0       7 ECPWORK
3608     //./nul           %SYS          ECPWork     0,0       7 ECPWORK
3620     //./nul           %SYS          ECPWork     0,0       7 ECPWORK

Process  Device      Namespace      Routine      CPU,Glob  Pr  User/Location
3632     //./nul           %SYS          ECPWork     0,0       7 ECPWORK
3672     //./nul           %SYS          ECPWork     0,0       7 ECPWORK
1132     |TCP|56773      %SYS          %SYS.SERVER  0,0       7
1360     //./nul           %SYS          LMFMON       634440,822  7
3156*   |TNT|localhost:1895|3156
                                                %SYS
2816     //./nul           HLOMPI        %ZTM         14046165,1926971
                                                7 %System
2852     //./nul           %ZTM         14450085,1922222
                                                7 %System
2412     //./nul           %SYS          %MONAPP     11641770,4080817
2424     //./nul           %SYS          %SYS.Task   2507415,2058687  TASKMGR
3276     //./nul           %ZTMS1       15866355,3116597
                                                7 %System
2512     //./nul           EDR           %ZTM         14450340,1922253
                                                7 %System
6064     //./nul           %SYS          %CSP.Daemon 439365,46162 7
5848     localhost         %SYS          %SYS.cspServer2
```

```

56373870,13798824
7 UnknownUser

Process Device Namespace Routine CPU,Glob Pr User/Location
5324 localhost DOCBOOK %SYS.cspServer2 1020510,4248317 UnknownUser
4308 NPA24-530 HLOMPI %SYS.BINDSRV 781830,1360347 UnknownUser
3928 //./nul HLOMPI Ens.Queue 29835,3067 7 HLOMPI
2564 //./nul HLOMPI Ens.Queue 67320,4671 7 HLOMPI
4360 //./nul HLOMPI Ens.Queue 6885,962 7 HLOMPI
692 //./nul HLOMPI Ens.Queue 36720,2252 7 HLOMPI
4972 //./nul HLOMPI Ens.Queue 19635,1634 7 HLOMPI
1180 //./nul HLOMPI Ens.Queue 14790,1246 7 HLOMPI
4204 //./nul HLOMPI Ens.Queue 255,57 7 HLOMPI
716 //./nul HLOMPI Ens.Queue 990420,2769527 HLOMPI
3516 //./nul HLOMPI Ens.Queue 30090,6653 7 HLOMPI
5900 //./nul HLOMPI Ens.Queue 255,53 7 HLOMPI
5868 //./nul HLOMPI Ens.Queue 3315,411 7 HLOMPI
5204 //./nul HLOMPI Ens.Queue 14280,1260 7 HLOMPI
5072 |TCP|5026 HLOMPI EnsLib.HL7.Adapter.TCPInboundAdapter 2204985,5218097 HLOMPI
2072 |TCP|8899 HLOMPI Ens.Queue 1017705,1552587 HLOMPI
1164 //./nul HLOMPI Ens.Queue 306765,36576 7 HLOMPI
6116 //./nul HLOMPI Ens.Queue 61965,6773 7 HLOMPI

Process Device Namespace Routine CPU,Glob Pr User/Location
240 //./nul HLOMPI %ZTMS1 3578160,7013467 %System
1824 NPA24-530 HLOMPI %SYS.BINDSRV 687225,1509537 UnknownUser
132 localhost DOCBOOK %SYS.cspServer23315,348 7 UnknownUser

29 user, 21 system, 84 mb global/16 mb routine cache

```

Figure 4-1: Cache system status to determine if Ensemble is running

## 4.2 Debugging Tools

FileMan or HLO menu can be used to debug or to view messages from the RPMS side of the AGMP application.

Figure 4-2 shows a message header. The message header shows where a message came from, its status, the direction it is going, its port, HLO application, and header segments.

```

MESSAGE ID: 14752 7 MESSAGE BODY: MAY 04, 2010@11:18:49
DIRECTION: OUTGOING LINK: MPI
QUEUE: MPI RPMS REMOTE PORT: 8899
SCHEDULED PURGE DATE/TIME: MAY 11, 2010@11:18
APPLICATION ACK RSPNS TAG: AACK APPLICATION ACK RSPNS RTN: AGMPIHLO
ACCEPT ACK RSPNS TAG: CACK ACCEPT ACK RESPNS RTN: AGMPIHLO
TRANSMISSION DATE/TIME: MAY 04, 2010@11:18
ACCEPT ACK'D: YES COMPLETION STATUS: SUCCESSFUL
HDR SEGMENT,COMPONENTS 1-6: MSH^~|\&^RPMS-MPI^14752~161.223.91.63:5026~DNS^MPI
^00001~:8899~DNS

HDR SEGMENT,COMPONENTS 7-END: ^20100504111849-0600^^VTQ~Q02^14752 7^T~^2.4^^^A

```

```
L^NE^
DATE/TIME OF ACCEPT ACK: MAY 04, 2010@11:18
ACCEPT ACK MESSAGE ID: 14752 7          ACCEPT ACK MSA SEGMENT: MSA
```

Figure 4-2: Viewing a message header using FileMan

Use the Inquiry option in FileMan to view an HLO message body. The message body contains facility information, such as station number. If debugging is required due to a missing segment, the station number may be missing or may be an incorrect number. In Figure 4-3, the station number (14752) is an example of what must be double checked for accuracy. The ZPD (see the screenshot below) contains RPMS-specific information such as Tribe, blood quantum, and chart numbers, and can be used for reference.

```
VA FileMan 22.0

Select OPTION: INQUIRE TO FILE ENTRIES

OUTPUT FROM WHAT FILE: MAIL GROUP// 1 HLO MESSAGE BODY
Select HLO MESSAGE BODY DATE/TIME ENTERED: T MAY 04, 2010
  1  5-4-2010@11:18:00      ACK      Q02
  2  5-4-2010@11:18:49      VTQ      Q02
  3  5-4-2010@12:16:00      ACK      Q02
  4  5-4-2010@12:16:00      ACK      A28
  5  5-4-2010@12:16:00      ACK      A28
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 2 5-4-2010@11:18:49      VTQ      Q02
ANOTHER ONE:
STANDARD CAPTIONED OUTPUT? Yes// Y (Yes)
Include COMPUTED fields: (N/Y/R/B): NO// - No record number (IEN), no Computed
Fields

DATE/TIME ENTERED: MAY 04, 2010@11:18:49
  BATCH: NO                      MESSAGE TYPE: VTQ
  EVENT: Q02                     HL7 VERSION: 2.4
  SEGMENTS:
  EVN^VTQ^^^398~SENDER NAME~~~~~USIHS&&0363~L~~~NI~IHS FACILITY ID -NOT-A-REAL
  FACILITY&14752&L^^14752

  PID^1^V^V~~~USIHS&&0363~NI~IHS FACILITY ID - NOT-A-REAL FACILITY&14752&L|605050
  410P~~~USSSA&&0363~SS~IHS FACILITY ID - NOT-A-REAL FACILITY&14752&L|9290~~~USIHS
  &&0363~PI~IHS FACILITY ID - NOT-A-REAL FACILITY&14752&L|V~~~USIHS&&0363~NI~IHS F
  ACILITY ID - NOT-A-REAL FACILITY&14752&L~200910205571-0700^^NEW~PATIENT~~~~L^~
  ~~~~~M^20100504^F^^^~~~~~P~|~~~~~N^^~|~~|~~|~~~~8^^^^^^^^^^^^^^Y^^|

  ZPD^1^084^D^01^FULL^9290~0000012323~516~19316~17000000

Select HLO MESSAGE BODY DATE/TIME ENTERED:
```

Figure 4-3: Message Body using FileMan

1. At the “Select OPTION” prompt, type **INQUIRE TO FILE ENTRIES** and press Enter.



## Appendix A: RPMS 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.

## Contact Information

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

**Phone:** (505) 248-4371 or (888) 830-7280 (toll free)

**Fax:** (505) 248-4363

**Web:** <http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

**E-mail:** [support@ihs.gov](mailto:support@ihs.gov)