Patient Registration

(AG)

Addendum to User Manual

Version 7.1 Patch 17
November 2023
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Preface

The Patient Registration system (AG) is an application that exists in the Resource Patient Management System (RPMS). The system is used to register and manage patient records and is used for all other RPMS applications. Statistics and data are gathered from the Patient Registration system.

A Windows-based interface has been developed. Please reference the documentation for the Practice Management System (BPRM), Patient Registration for updates.
1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for Patient Registration (AG) v7.1. These changes will be integrated into future versions of the software, and user manuals and will no longer be considered an addendum at the time of the next release.

The addendum only provides guidance on changes made in the patch that are relevant to the user. To see a list of all changes made in a patch, please refer to the patch notes for each of the respective patches.

1.1 HHS Social Security Number (SSN) Reduction and Elimination

The HHS Information Systems Security and Privacy Policy (IS2P), published in July 2014, which establishes the Department’s policy for the collection and use of SSNs. A memorandum includes the criteria for determining when collections and uses of the SSNs at HHS is authorized, process for reviewing and approving these collections and uses of SSNs, processes for establishing SSN inventories, and steps to take to reduce and eliminate unnecessary use of SSNs.

1.2 Summary of Changes

This patch contains changes to support the Social Security Number Fraud Prevention Act of 2017 and the Social Security Number Reduction Act.

P17 provides enhancements and software fixes to v7.1 of the Patient registration application. Specifically, this patch adds the following functionality:

- Patient Preferred Name (PPN) display for the EMB/IND/FIE options
- Social Security Number (SSN) edit/view requires Security key (AGZVIEWSSN)
- New Cell Phone Number field for Add/Edit options
- Cell phone number display on Face Sheet
- New Advance Directive and Notice of Privacy Practices error/warnings
- Inactive Communities are filtered out from selection list and are marked inactive in Community History
- Updated code of MPI
2.0 Patch 17 Changes

2.1 Patient Preferred Name (PPN)

The PPN will display if a preferred name has been entered in Patient Registration. The display shows as **Demo, Patient – Preferred Name**.

*Note: Preferred name field and lookup was released in AG v7.1 p15. Refer to p15 addendum for more details.*

The following menu options have been modified to display the PPN.

2.1.1 Print Face Sheet, Index card, Embossed card

The PPN displays on the printed Face sheet, Index card and Embossed card [AG – PTRG – FIE or FAC] as follows:

```
*** CONFIDENTIAL PATIENT INFORMATION ***
2021 DEMO HOSPITAL (INST)
AMBULATORY CARE RECORD BRIEF
---------------------------
JUL 12, 2023@08:11:09                                                 Page: 1
============================================================================= 
PATIENT: DEMO, PATIENT – PREFERRED NAME*                    CHART #: 500001
============================================================================= 
COMPUTER FILE EST: JUL 20, 2020()                LAST EDIT: JUL 11, 2023 (GT)
----------------------------------------------------------------------------
CLASS: COAST GUARD                                    BIRTH SEX: FEMALE
COMMUNITY: BABCOCK                                     BIRTHDAY: JAN 01, 2020
COUNTY: WOOD                                             AGE: 3 YRS
CURRENT ADDRESS:                                      PHONE NUMBERS ---
    1234 Main Street                                      WORK:
    YOURTOWN, OKLAHOMA 76777                                CELL: 515-658-9090         OTHER:
RACE: ARMENIAN                              ETHNICITY: CASTILLIAN
PREFERRED LANGUAGE: ENGLISH                    PREFERRED METHOD:
NUMBER IN HOUSEHOLD:          TOTAL HOUSEHOLD INCOME:  /
```

Figure 2-1: Face Sheet displays PPN
2.1.2 Print Tub-File INDEX Cards

The PPN displays on the printed INDEX card [AG – PTRG – FIE or IND] as follows:

![Printed Index Card](image)

Figure 2-2: Printed Index Card displays PPN

2.1.3 Print an EMBOSSED CARD

The PPN displays on the printed embossed card [AG – PTRG – FIE or EMB] as follows:

![Printed Embossed Card](image)

Figure 2-3: Printed Embossed Card displays PPN

2.2 Social Security Number (SSN)

Patient Registration [AG – PTRG – ADD / EPT] Social Security field requires the AGZVIEWSSN security key to edit or delete the patient’s SSN. Upon initial entry using the ADD option, the user is allowed to enter the SSN without the key assigned.

If the user without the keys attempts to edit the SSN field the following message will be displayed:

User is not authorized to edit SSN information.

**Note:** A SSN cannot be deleted if it is in a “Verified by SSN” status.
Below are examples of the display for a user who does not hold the AGZVIEWSSN security key:

![Figure 2-4: SSN Entered Not Verified: Example 1](image)

![Figure 2-5: SSN Entered Verified: Example 2](image)
1. **ELIGIBILITY STATUS**: CHS & DIRECT
2. **DATE OF BIRTH**: 09/01/1998
3. **PLACE OF BIRTH [CITY]**: Gallup        4. **ST**: NM
5. **BIRTH SEX**: FEMALE
6. **SOCIAL SECURITY NUMBER**: Not Available
7. **MARITAL STATUS**: MARRIED
8. **CURRENT COMMUNITY**: BABCOCK
9. **RX PATIENT RESIDENCE**: 

10. **STREET ADDRESS [LINE 1]**: 5211 AVENUE A
11. **STREET ADDRESS [LINE 2]**: 
12. **STREET ADDRESS [LINE 3]**: 
13. **CITY**: YOURTOWN        14. **ST**:       15. **ZIP+4**: 
16. **LOCATION OF HOME**: 

17. **PHONE NUMBER [RESIDENCE]**: 
18. **WORK PHONE**: 
19. **OTHER PHONE**: 
20. **CELL PHONE**: 

---

Last edited by: DEMO,TESTER on Jul 07, 2023

CHANGE which item? (1-20) NONE//:
2.3 New Cell Phone Number field

Patient Registration [AG – PTRG – ADD / EPT] was modified to allow user to add/edit Cell Phone Number when adding or editing patient registration.

PHONE NUMBER [RESIDENCE] : 555-654-7777

9001 SHADY LANE
SACRAMENTO, CALIFORNIA  99911
555-654-7777

Is this address correct?  Y/ / YES

Adding to PREVIOUS MAIL ADDRESSES FIELD...

PHONE NUMBER [WORK]: 333-9876541
OTHER PHONE: 333-8824141
PHONE NUMBER [CELLULAR]: 555-222-9876

Figure 2-9: Add New Patient (Partial display) Adding Cell Phone Number
DEMO,PATIENT - PATIENT*                               HRN:999102
================================================================================
1.      ELIGIBILITY STATUS : CHS & DIRECT
2.           DATE OF BIRTH : 03/27/2001
5.               BIRTH SEX : FEMALE
6.  SOCIAL SECURITY NUMBER :
7.          MARITAL STATUS : MARRIED
8.       CURRENT COMMUNITY : DENVER
9.   RX PATIENT RESIDENCE : 1
================================================================================
10.STREET ADDRESS [LINE 1] : 9111 EAST RIVER RD
11.STREET ADDRESS [LINE 2] :
12.STREET ADDRESS [LINE 3] :
16. LOCATION OF HOME :
================================================================================
17.PHONE NUMBER [RESIDENCE] :
18.WORK PHONE :
19.   OTHER PHONE :
20.CELL PHONE :
================================================================================
--------------------------------------------------------------------------------
Last edited by: DEMO,TESTER on Jul 06, 2023
================================================================================
CHANGE which item? (1-20) NONE//:

Figure 2-10: Patient Registration Page 1 Cell Phone Number Field

*** CONFIDENTIAL PATIENT INFORMATION ***
2021 DEMO HOSPITAL (INST) AMBULATORY CARE RECORD BRIEF
-----------------------------------------------
JUL 12, 2023@08:11:09 Page: 1
================================================================================
PATIENT: DEMO,PATIENT - PREFERRED NAME*                    CHART #: 500001
================================================================================
COMPUTER FILE EST: JUL 20, 2020()                LAST EDIT: JUL 11, 2023 (CT)
================================================================================
CLASS: COAST GUARD                                    BIRTH SEX: FEMALE
COMMUNITY: BABCOCK                                     BIRTHDAY: JAN 01, 2020
COUNTY: WOOD                                             AGE: 3 YRS
CURRENT ADDRESS:                                       
1234 Main Street                                         
YOURTOWN, OKLAHOMA 76777
PHONE NUMBERS ---
HOME: 515-411-8744 WORK: 
CELL: 515-658-9090 OTHER: 
RACE: ARMENIAN ETHNICITY: CASTILLIAN
PREFERRED LANGUAGE: ENGLISH PREFERRED METHOD:
NUMBER IN HOUSEHOLD:        TOTAL HOUSEHOLD INCOME:  /

Figure 2-11: Face sheet displaying Cell Phone Number
2.4 Advance Directive and Notice of Privacy Practices

Modifications were made to include error/warnings for Advance Directive (AD) and Notice of Privacy Practices (NPP) data. Warning displays when Editing an existing Registration on (page 9) [AG – PTRG – EPT]. These errors/warnings are also included in the Print Field Audit Report [AG – PTRG – RPT – ERP].

**Note:** Warnings do not generate if patient is deceased or has been inactivated.

---

### CHS Eligibility & Document Summary

1. **REASON FOR DIRECT ONLY:**

2. **STATUS OF MEDICAL RECORD:**

3. **OTHER LEGAL DOCUMENTS:** STATE MOTOR VEHICLE DRIVER’S LICENSE

4. **ADVANCE DIRECTIVES:**

5. **REL OF INFORMATION:**

6. **ASSIGNMENT OF BENEFITS:**

7. **NOTICE OF PRIVACY PRACTICES (NPP) REC'D BY PATIENT:**

8. **ACKNOWLEDGEMENT OF RECEIPT OF NPP SIGNED:**

9. **RESTRICTED HEALTH INFORMATION:**

***WARNING 055: Advance Directives missing***

***WARNING 056: NPP received by patient information is missing***

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Last edited by: DEMO, TESTER on Jul 07, 2023

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### WARNING NUMBER ERROR LIST total # of Patient w/Errors

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>ERROR LIST</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>040</td>
<td>Patient's Homeless information incomplete</td>
<td>2202</td>
</tr>
<tr>
<td>054</td>
<td>Patient's Birth Sex Unknown</td>
<td>21</td>
</tr>
<tr>
<td>055</td>
<td>Advance Directives missing</td>
<td>2873</td>
</tr>
<tr>
<td>056</td>
<td>NPP received by patient information is missing</td>
<td>759</td>
</tr>
</tbody>
</table>

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**Figure 2-12:** Patient Registration Screen Displaying AD and NPP warnings

**Figure 2-13:** Field Audit Report Displaying AD and NPP Errors/Warnings - Summary Format
2.5 Inactive Community

Modifications were made to prevent the user from selecting an inactive community. The selection list will not display an inactive community based on the date moved.

Note: The community codes are managed in the Standard Code book. Contact your Area Statistician for any community code updates. Refer to the IHS Standard Code Book website for the latest list of active/inactive community codes.

Example: KAKE has two entries with one being inactivated on April 1, 2018 and another is still active. If the Date Moved is before April 1, 2018, the two selections will be listed, otherwise a Date Moved today would only display Kake, County: Prince of Wales-Hyder.
Figure 2-16: Example of Active/Inactive Communities

Modifications were made to indicate “Inactive” Communities in the Community History.

Figure 2-17: Community History with Indicator for Inactive Communities

2.6 Updated code for MPI change

Code references to AGMPI* routines were removed. These changes affect the generation of HL7 messages and do not impact patient registration functionality.
# Acronym List

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Term Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAH</td>
<td>Critical Access Hospital</td>
</tr>
<tr>
<td>CDC</td>
<td>Centers for Disease Control</td>
</tr>
<tr>
<td>CEHRT</td>
<td>Certified EHR Technology</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare and Medicaid Services</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>HL7</td>
<td>Health Level 7</td>
</tr>
<tr>
<td>IHS</td>
<td>Indian Health Service</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>LGBT</td>
<td>Lesbian, Gay, Bisexual, Transgender</td>
</tr>
<tr>
<td>MPI</td>
<td>Master Patient Index</td>
</tr>
<tr>
<td>ONC</td>
<td>Office of the National Coordinator</td>
</tr>
<tr>
<td>RPMS</td>
<td>Resource and Patient Management System</td>
</tr>
<tr>
<td>PPN</td>
<td>Patient Preferred Name</td>
</tr>
<tr>
<td>SSN</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>SOGI</td>
<td>Sexual Orientation Gender Identity</td>
</tr>
<tr>
<td>UDS</td>
<td>Uniform Data System</td>
</tr>
</tbody>
</table>
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:** [https://www.ihs.gov/helpdesk/](https://www.ihs.gov/helpdesk/)

**Email:** support@ihs.gov