



RESOURCE AND PATIENT MANAGEMENT SYSTEM

IHS Emergency Department Dashboard

(BEDD)

Addendum to the Installation Guide and Release Notes

Version 2.0 Patch 4 September 2019

Office of Information Technology Division of Information Technology

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Preface

The purpose of this manual is to provide the user with the information required to install v2.0 p4 of the IHS Emergency Department Dashboard (EDD).

1.0 Release Notes

The EDD is a tool that electronically enables facilities to run and manage their emergency and or urgent care clinics. The EDD 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, EHR data, or a combination of all three.

2.0 Installation Notes

Prefix: BEDD

Current Version: 2.0 p4

2.1 Contents of Distribution

The BEDD v2.0 p4 distribution contains the following items documented in Table 2-1.

Table 2-1: Contents of distribution

File	Description
bedd0200.04xml.zip	Ensemble XML import file
(containing bedd0200.04.xml)	
bedd0200.04k	KIDS file
bedd0200.04i.pdf	Addendum to the Installation Manual and Release Notes (this document)
bedd0200.04n	Patch notes
bedd0200.04t.pdf	Addendum to the Technical Manual
bedd0200.04u.pdf	Addendum to the User Guide
bedd0200.04o.pdf	Configuration Guide

2.2 Required Resources

Table 2-2 contains the RPMS software that is required in order for the BEDD software to run properly. The BEDD v2.0 p4 KIDS has checks in place to require AMER v3.0 p11 and BEDD v2.0 p3. All other required modules were required as steps in previous BEDD/AMER version/patch installations so checks for them are not required for this release.

Table 2-2: Required RPMS Software

Module	Minimum Version
Veterans Administration (VA) FileMan (DI)	v22.0 p1018 (released with XU*8.0*1018)
VA Kernel (XU)	v8.0 p1018
IHS/VA Utilities (XB)	v3.0 through p11
ER Visit System (AMER)	V3.0 p10
IHS EMERGENCY DEPT DASHBOARD (BEDD)	V2.0 p2
Patient Care Component PCC Data Entry (APCD)	v2.0 through p10
IHS PCC Suite (BJPC)	v2.0 p11

Module	Minimum Version
EHR 1.1	v1.1 p14
Lexicon Utility (LEX)	v2.0 p1003
Ensemble	v2012.2.5
VUECENTRIC FRAMEWORK (CIAV)	V1.1v2

2.3 Before You Begin: Installation Issues

The Ensemble import file (bedd0200.04.xml) is delivered in a zipped (compressed) format. It has been determined that transferring the file in an uncompressed format will corrupt it so that it will not import properly into Ensemble. Therefore, when retrieving the file, do not extract the file from its zipped state until it has been placed directly into the desired import folder.

3.0 Installation Instructions

The process to install v2.0 p4 of the BEDD application requires the installation of two builds. The first build that needs to be installed is an XML release that needs to be imported into Ensemble first. Following the XML installation will be a standard KIDS build installation.

3.1 Disk Space

With v2.0 of BEDD p4, no significant extra disk space is needed on the server to install the Cache Server Page (CSP) file contained in the bedd0200.04.xml file. Additional storage space will be needed to store patient information entered through the EDD.

3.2 Pre-installation

Before installing the BEDD application, the following items should be completed (in no particular order):

- If possible, initially load the software into a test account, then into the production account.
- Refer to the sample installation instructions for the applicable prompts and user responses. User responses appear in bold type.
- Ensure the other required applications have been installed.

4.0 Sample Installations

There are two builds to be installed with this release, an XML build and a KIDS build. For the installation to complete successfully, the KIDS build must be installed after the XML build. A post install step in the KIDS build compiles information delivered in the XML build so it must be installed second. If the KIDS build inadvertently gets installed first, continue installing the XML build then install the KIDS build a second time.

4.1 BEDD XML/Ensemble Installation

This section begins the BEDD installation process. It describes the process of importing the BEDD application into Ensemble Studio from an XML file.

4.1.1 Move XML Compressed File to Accessible Folder and Unzip

Move the compressed XML build to a folder accessible by the Ensemble server. Once the file has been placed into the folder, unzip the file.

4.1.2 Open Ensemble Studio

1. Click the Ensemble cube in the system tray (at the right end of the Windows Taskbar) and select **Studio**, as shown in Figure 4-1. A login ID and password may be required.

Getting Started	
Start Ensemble [ENSEMBLE201225962] Stop Ensemble	
Studio	
Terminal Management Portal Documentation	
Remote System Access Preferred Server [ENSEMBLE-SNOW-2012638]	*
About	
Exit	
12/12/201	4

Figure 4-1: Open Ensemble Studio

2. The Ensemble Studio window is displayed, as shown in Figure 4-2.

File	Edit View Project Build Det	oug Tools Utilities Window Help
	New Studio	
	Change Namespace F4	
2	New Ctrl+N	
2	Open Ctrl+O	
C)	Open URL	
	New Project	
	Open Project Ctrl+Shift+O	
	Save Project	
	Save Project As	
	Close Project	
	Print Setup	
	Recent Files +	
	Recent Projects	
	Exit	

Figure 4-2: Ensemble Studio File menu options – Change Namespace

3. On the File menu, click Change Namespace to open the Cache Connection Manager dialog (Figure 4-3).

Cache Connection Manager	
Select a Cache server and namespace from the list.	
Server:	
HEALTHSHARE (localhost[1972])	Connect
Namespace:	
AGMPIGOLD4	
C32E9Q11	
C32G0LD4	
CCDAF9Q1T	
DOCBOOK	
ENSDEMO	
ENSEMBLE	OK
F9Q11	
G01D4	Cancel

Figure 4-3: Cache Connection Manager dialog

Select the appropriate namespace from the **Cache Connection Manager** dialog, (Figure 4-3) and click **OK**.

4.1.3 Import the bedd0200.04.xml File

1. On the **Tools** menu (Figure 4-4), select **Import Local**.





2. Navigate to the folder where the file was placed and select **bedd0200.04.xml**.

🗍 Open						>
$\leftarrow \rightarrow \land \uparrow \square \rightarrow Th$	is PC → PUB (H:) → Temp → BED	D		✓ Ö Search BED	D	Q
Organize 🔻 New folde	er					. ?
BEDD	Name	Date modified	Туре	Size		
💻 This PC	🔮 bedd0200.04	8/23/2019 1:34 PM	XML Document	393 KB		
E Desktop						
Documents						
🕂 Downloads						
b Music						
Pictures						
Videos						
🏪 Windows (C:)						
👝 Temporary Stora						
👝 Healthshare (E:)						
Production (F:)						
🔜 Databases (G:)						
PUB (H:)						
— Backup (I:)						
File n	ame: bedd0200.04			 XML files 	(*.XML)	~
				Open	Car	ncel



Click **Open** (Figure 4-5). The **Import** dialog (Figure 4-6) displays.

Import X				
Select	items you wish to import			
Item		File Date	Date on server	
•	BEDD.EDSYSTEM.cls	2019-08-23 13:34:50	2018-11-15 12:22:49	
	BEDD.EDVISIT.cls	2019-08-23 13:34:50	2019-02-08 11:50:52	
	bedd0200p4.prj	2019-08-23 13:34:50	2019-08-23 13:58:13	
	BEDD2X04.INT	2019-08-23 13:34:50	2018-11-27 14:30:33	
	BEDDAPPL.EDSystem.cls	2019-08-23 13:34:50	2018-11-16 10:48:36	
	BEDDAPPL.EDSystemModel.cls	2019-08-23 13:34:50	2018-11-15 12:34:24	
	BEDDRPT.INT	2019-08-23 13:34:50	2019-04-03 11:08:33	
	BEDDUTIS.INT	2019-08-23 13:34:50	2019-03-19 12:26:19	
	BEDDUTW.INT	2019-08-23 13:34:50	2019-08-16 12:02:05	
	BEDDUTW1.INT	2019-08-23 13:34:50	2019-03-26 11:33:33	
	BEDDVF×1.INT	2019-08-23 13:34:50	2019-08-16 14:06:30	
	csp/healthshare/f9q2t/BEDD.csp	2019-08-23 13:34:50	2019-03-08 08:49:04	
	csp/healthshare/f9q2t/BEDDAdmit.csp	2019-08-23 13:34:50	2018-11-27 15:43:42	
	csp/healthshare/f9q2t/BEDDCHFCMP.csp	2019-08-23 13:34:50	2019-01-23 14:52:02	
	csp/healthshare/f9q2t/BEDDDC.csp	2019-08-23 13:34:50	2019-08-23 13:58:13	
	csp/healthshare/f9q2t/BEDDEDIT1.csp	2019-08-23 13:34:50	2019-01-23 09:14:12	
🔽 Ad	d Imported Items to Project			
Compile Imported Items				
9	Select All Unselect All		ОК	Cancel

Figure 4-6: Import dialog

- 3. Select all of the items in the list and select the **Compile Imported Items** check box.
- 4. Click **OK**. After the system compiles the EDD package files, the **Compilation finished successfully in...** message appears in the **Output** pane.
- 5. If a warning dialog similar to Figure 4-7 displays after the XML file has been imported, click **OK** to continue.



Figure 4-7: Studio warning dialog

4.2 BEDD KIDS Installation

1. From the **KIDS** menu, select the **Installation** menu.

- 2. From the **XPD Main** | **Installation** menu, select **Option 1: Load a Distribution**.
- 3. Type **bedd0200.04k** at the "Enter a Host File" prompt. Please note the file path might need to precede the file name with the appropriate host path. This is the file to retrieve from the appropriate software directory.
- 4. Type **YES** (or press Enter to accept the default) at the "Want to Continue with Load?" prompt.
- 5. KIDS file bedd0200.04k contains the following installation file:
 - BEDD*2.0*4
- 6. From the **Installation** menu, select **Option 2: Verify Checksums in Transport Global**. This option provides a mechanism for ensuring the integrity of the routines. This step verifies checksums for the components of the Transport global, and reports any errors uncovered.
- 7. Type **BEDD*2.0*4** as the install name.

Optional: Exercise one of the following installation options. In this case, use **BEDD*2.0*4** as the install name.

- **Back Up a Transport Global**: This option creates a MailMan message that will back up all current routines on the system that would be replaced by this release.
- **Compare Transport Global**: This option displays all changes that will result from the installation of this patch and compares them with the values currently loaded on the system (routines, data dictionaries, templates, etc.).
- 8. From the **Installation** menu, select the **Install Packages(s)** option.
- 9. At the "Select Install Name" prompt, type **BEDD*2.0*4.**
- 10. Respond to the following prompts as indicated:
 - a. At the "Want KIDS to Rebuild Menu Trees Upon Completion of Install?" prompt, type **NO**.
 - b. At the "Want KIDS to INHIBIT LOGONs during the install?" prompt, type **NO**.
 - c. At the "Want to DISABLE Scheduled Options, Menu Options and Protocols?" prompt, type **NO**.
- 11. Type the name of the device that will print the install messages.
- 12. Exit the **Installation** menu.

4.3 Sample Cache Installation

Note: User responses display in bold type.

```
Select OPTION NAME: XPD MAIN
                                  Kernel Installation & Distribution
System
         Edits and Distribution ...
         Utilities ...
         Installation ...
          Patch Monitor Main Menu ...
Select Kernel Installation & Distribution System <TEST ACCOUNT> Option:
Installation
         Load a Distribution
   1
   2
         Verify Checksums in Transport Global
         Print Transport Global
   3
   4
         Compare Transport Global to Current System
        Backup a Transport Global
   5
   6
        Install Package(s)
         Restart Install of Package(s)
         Unload a Distribution
Select Installation <TEST ACCOUNT> Option: 1 Load a Distribution
Enter a Host File: C:\RPMS\bedd0200.04k
KIDS Distribution saved on Aug 16, 2019@14:09:20
Comment: BEDD*2.0*4
This Distribution contains Transport Globals for the following Package(s):
  BEDD*2.0*4
Distribution OK!
Want to Continue with Load? YES//
Loading Distribution...
Build BEDD*2.0*4 has an Environmental Check Routine
Want to RUN the Environment Check Routine? YES//
  BEDD*2.0*4
Will first run the Environment Check Routine, BEDD2P04
Use INSTALL NAME: BEDD*2.0*4 to install this Distribution.
   1
        Load a Distribution
         Verify Checksums in Transport Global
   2
   3
        Print Transport Global
         Compare Transport Global to Current System
   4
   5
        Backup a Transport Global
   6
         Install Package(s)
         Restart Install of Package(s)
         Unload a Distribution
You have PENDING ALERTS
        Enter "VA to jump to VIEW ALERTS option
```

```
Select Installation <TEST ACCOUNT> Option: 2 Verify Checksums in Transport
Glob
al
Select INSTALL NAME: BEDD*2.0*4 Loaded from Distribution
8/26/19011:36
:44
    => BEDD*2.0*4 ;Created on Aug 16, 2019@14:09:20
This Distribution was loaded on Aug 26, 2019@11:36:44 with header of
  BEDD*2.0*4 ;Created on Aug 16, 2019@14:09:20
  It consisted of the following Install(s):
    BEDD*2.0*4
Want each Routine Listed with Checksums: Yes// YES
DEVICE: HOME// VIRTUAL
PACKAGE: BEDD*2.0*4 Aug 26, 2019 11:36 am
                                                                    PAGE
1
              _____
                                           _____
____
BEDD2P04 Calculated 3007812
BEDDGET Calculated 16868749
BEDDPCC Calculated 6825358
BEDDPRT Calculated 31159324
BEDDUTID Calculated 190228871
BEDDUTIL Calculated 176505341
BEDDVFIX Calculated 155246724
  7 Routines checked, 0 failed.
        Load a Distribution
  1
        Verify Checksums in Transport Global
  2
        Print Transport Global
  3
         Compare Transport Global to Current System
  4
  5
        Backup a Transport Global
        Install Package(s)
   6
        Restart Install of Package(s)
         Unload a Distribution
You have PENDING ALERTS
        Enter "VA to jump to VIEW ALERTS option
Select Installation <TEST ACCOUNT> Option: 6 Install Package(s)
Select INSTALL NAME: BEDD*2.0*4 Loaded from Distribution
8/26/19011:36
:44
    => BEDD*2.0*4 ;Created on Aug 16, 2019@14:09:20
This Distribution was loaded on Aug 26, 2019@11:36:44 with header of
  BEDD*2.0*4 ;Created on Aug 16, 2019@14:09:20
  It consisted of the following Install(s):
    BEDD*2.0*4
Checking Install for Package BEDD*2.0*4
Will first run the Environment Check Routine, BEDD2P04
Install Questions for BEDD*2.0*4
```

```
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```

```
Want KIDS to INHIBIT LOGONs during the install? NO//
Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//
Enter the Device you want to print the Install messages.
You can queue the install by enter a 'Q' at the device prompt.
Enter a '^' to abort the install.
DEVICE: HOME// VIRTUAL
Install Started for BEDD*2.0*4 :
               Aug 26, 2019@11:36:52
Build Distribution Date: Aug 16, 2019
Installing Routines:.....
              Aug 26, 2019@11:36:52
Running Post-Install Routine: ENT^BEDD2P04.
Compilation started on 08/26/2019 11:36:52 with qualifiers 'k-u'
Compiling routine : BEDD2XML.int
Compiling routine : BEDDRPT.int
Compiling routine : BEDDUTW.int
Compiling routine : BEDDUTIS.int
Compiling 18 classes, using 4 worker jobs
Compiling class BEDD.EDInjury
Compiling class BEDD.EDConsults
Compiling class BEDD.EDRooms
Compiling class BEDD.EDDiagnosis
Compiling class BEDD.EDRoomUse
Compiling class BEDD.EDProc
Compiling class BEDD.EDUserPreferences
Compiling class BEDD.EDWarning
Compiling class BEDD.EDSYSTEM
Compiling class BEDDAPPL.EDRoomModel
Compiling class BEDDAPPL.EDWarningModel
Compiling class BEDDAPPL.EDSystemModel
Compiling class BEDDAPPL.EDMenu
Compiling class BEDD.EDVISIT
Compiling table BEDD.EDConsults
Compiling table BEDD.EDRooms
Compiling table BEDD.EDSYSTEM
Compiling table BEDD.EDUserPreferences
Compiling table BEDD.EDRoomUse
Compiling table BEDD.EDDiagnosis
Compiling table BEDD.EDProc
Compiling table BEDD.EDWarning
Compiling table BEDD.EDVISIT
Compiling routine BEDD.EDInjury.1
Compiling routine BEDD.EDProc.1
Compiling routine BEDD.EDRoomUse.1
Compiling routine BEDD.EDDiagnosis.1
Compiling routine BEDD.EDConsults.1
Compiling routine BEDD.EDRooms.1
Compiling routine BEDD.EDUserPreferences.1
Compiling routine BEDD.EDWarning.1
Compiling routine BEDDAPPL.EDRoomModel.1
Compiling routine BEDD.EDSYSTEM.1
Compiling routine BEDDAPPL.EDMenu.1
```

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```
Compiling routine BEDDAPPL.EDWarningModel.1
Compiling routine BEDDAPPL.EDSystemModel.1
Compiling routine BEDD.EDVISIT.1
Compiling class BEDDAPPL.EDManager
Compiling class BEDDAPPL.EDRoom
Compiling class BEDDAPPL.EDWarning
Compiling class BEDDAPPL.EDSystem
Compiling routine BEDDAPPL.EDManager.1
Compiling routine BEDDAPPL.EDRoom.1
Compiling routine BEDDAPPL.EDWarning.1
Compiling routine BEDDAPPL.EDSystem.1
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL.js
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL.css
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL 3.css
Compilation finished successfully in 5.743s.
Compilation started on 08/26/2019 11:36:57 with qualifiers 'k-u'
Compiling routine : BEDD2X01.int
Compiling routine : BEDDUTW1.int
Compiling routine : BEDDUTW.int
Compiling routine : BEDDUTIS.int
Compiling routine : BEDDPREF.int
Compiling 6 classes, using 4 worker jobs
Compiling class BEDD.EDUserPreferences
Compiling class BEDD.EDSYSTEM
Compiling class BEDDAPPL.EDSystemModel
Compiling class BEDDAPPL.EDMenu
Compiling class BEDD.EDVISIT
Compiling table BEDD.EDUserPreferences
Compiling table BEDD.EDSYSTEM
Compiling table BEDD.EDVISIT
Compiling routine BEDDAPPL.EDMenu.1
Compiling routine BEDDAPPL.EDSystemModel.1
Compiling routine BEDD.EDUserPreferences.1
Compiling routine BEDD.EDSYSTEM.1
Compiling routine BEDD.EDVISIT.1
Compiling class BEDDAPPL.EDSystem
Compiling routine BEDDAPPL.EDSystem.1
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL.js
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL.css
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL 3.css
Compilation finished successfully in 1.419s.
Compilation started on 08/26/2019 11:36:59 with qualifiers 'k-u'
Compiling routine : BEDD2X02.int
Compiling routine : BEDDRPT.int
Compiling routine : BEDDUTW.int
Compiling routine : BEDDUTW1.int
Compiling 6 classes, using 4 worker jobs
Compiling class BEDDAPPL.EDSystemModel
Compiling class BEDD.EDSYSTEM
Compiling class BEDDAPPL.EDMenu
Compiling table BEDD.EDSYSTEM
Compiling routine BEDDAPPL.EDMenu.1
Compiling routine BEDDAPPL.EDSystemModel.1
Compiling routine BEDD.EDSYSTEM.1
```

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```
Compiling class BEDDAPPL.EDWarning
Compiling class BEDDAPPL.EDRoom
Compiling class BEDDAPPL.EDSystem
Compiling routine BEDDAPPL.EDRoom.1
Compiling routine BEDDAPPL.EDWarning.1
Compiling routine BEDDAPPL.EDSystem.1
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL.js
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL.css
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL 3.css
Compilation finished successfully in 0.874s.
Compilation started on 08/26/2019 11:37:00 with qualifiers 'k-u'
Compiling routine : BEDD2X03.int
Compiling routine : BEDDUTW1.int
Compiling routine : BEDDRPT.int
Compiling class BEDD.EDVISIT
Compiling table BEDD.EDVISIT
Compiling routine BEDD.EDVISIT.1
Compilation finished successfully in 0.873s.
Compilation started on 08/26/2019 11:37:01 with qualifiers 'k-u'
Compiling routine : BEDD2X04.int
Compiling routine : BEDDRPT.int
Compiling routine : BEDDUTW1.int
Compiling routine : BEDDUTIS.int
Compiling routine : BEDDVFX1.int
Compiling routine : BEDDUTW.int
Compiling 5 classes, using 4 worker jobs
Compiling class BEDDAPPL.EDSystemModel
Compiling class BEDD.EDSYSTEM
Compiling class BEDDAPPL.EDMenu
Compiling class BEDD.EDVISIT
Compiling table BEDD.EDSYSTEM
Compiling table BEDD.EDVISIT
Compiling routine BEDDAPPL.EDSystemModel.1
Compiling routine BEDDAPPL.EDMenu.1
Compiling routine BEDD.EDSYSTEM.1
Compiling routine BEDD.EDVISIT.1
Compiling class BEDDAPPL.EDSystem
Compiling routine BEDDAPPL.EDSystem.1
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL.js
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL.css
Generating file:
E:\InterSystems\HealthShare\CSP\healthshare\f9q2t\BEDDAPPL_3.css
Compiling file /csp/healthshare/f9q2t/BEDD.csp
Compiling file /csp/healthshare/f9q2t/BEDDAdmit.csp
Compiling file /csp/healthshare/f9q2t/BEDDCHFCMP.csp
Compiling file /csp/healthshare/f9g2t/BEDDDC.csp
Compiling file /csp/healthshare/f9q2t/BEDDEDIT1.csp
Compiling 5 classes, using 4 worker jobs
Compiling class csp.beddchfcmp
Compiling class csp.bedddc
Compiling class csp.bedd
Compiling class csp.beddadmit
Compiling class csp.beddedit1
Compiling routine csp.beddchfcmp.1
Compiling routine csp.bedddc.1
```

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```
Compiling routine csp.bedd.1
Compiling routine csp.beddadmit.1
Compilation finished successfully in 2.061s.
Compilation started on 08/26/2019 11:37:03 with qualifiers 'k-u'
Compilation finished successfully in 0.012s.
Updating Routine file.....
Updating KIDS files.....
BEDD*2.0*4 Installed.
Aug 26, 2019@11:37:03
Not a VA primary domain
NO Install Message sent
```

Figure 4-8: Sample Cache installation

5.0 Application Access Setup

BEDD v2.0 p4 does not require any changes to the application setup or BEDD specific settings. Please refer to previous BEDD releases for information regarding setting up the ED Dashboard for first time use or editing existing settings.

BEDD v2.0 p4 does take advantage of new AMER settings delivered in AMER v3.0 p11. Please see the AMER p11 Release Notes for directions on using these new settings.

Acronym List

Acronym	Meaning
CSP	Cache Server Page
EDD	Emergency Department Dashboard
EHR	Electronic Health Record
ERS	Emergency Room System
GUI	Graphical User Interface
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 IHS IT Service Desk.

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

- Web: <u>https://www.ihs.gov/itsupport/</u>
- Email: itsupport@ihs.gov