



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Referred Care Information System (RCIS)

(BMC)

Addendum to User Manual

Version 4.0 Patch 17
August 2025

Office of Information Technology
Division of Information Resource Management

Table of Contents

1.0	Introduction.....	1
1.1	Summary of Changes	1
2.0	Patch 17 CHANGES–RPMS RCIS	2
2.1	SNOMED no longer required if not saving referral	2
2.2	Prior year referral includes Call-in detail	2
2.3	Fixed Medical Priority requirement on Prior year referrals.....	3
2.4	Appointment Letter updated to display physical address of vendor and contact name for PRC Supervisor	3
2.5	Fixed error for RRRF report.....	5
2.6	Referral letter option fixed to not print consult requests/notes	5
3.0	Patch 17 Changes–RPMS RCIS application and RCIS tabs in EHR	7
3.1	SNOMED added as part of Referral Duplicate check	7
3.2	Medical priority modified to work in Referral templates.....	7
4.0	Patch 17 Changes–Referred-RCIS tabs (EHR)	10
4.1	PROBLEM POINTER removed from V REFERRAL File after Referral Edit fixed.....	10
	Acronym List	11
	Contact Information	12

1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for Referred Care Information System (RCIS) v4.0. These changes will be integrated into future versions of the software and user manuals.

This addendum only provides written 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 Summary of Changes

Patch 17 includes the following changes for both the Resource and Patient Management System (RPMS) RCIS application and the Referred-RCIS tabs located in the Electronic Health Record (EHR) Application.

RPMS RCIS application includes:

- SNOMED no longer required if not saving referral
- Prior year referral includes Call-in detail
- Fixed Medical Priority requirement on Prior year referrals
- Appointment Letter updated to display physical address of vendor and contact name of PRC Supervisor
- Fixed error for RRRF report
- Referral letter option fixed to not print consult requests/notes

RPMS RCIS application and RCIS tabs in EHR include:

- SNOMED added as part of Referral Duplicate check
- Medical priority modified to work in Referral templates

RCIS tabs in EHR include:

- PROBLEM POINTER removed from V REFERRAL File after Referral Edit fixed

2.0 Patch 17 CHANGES–RPMS RCIS

2.1 SNOMED no longer required if not saving referral

When adding a referral, the user will now be able to exit without entering a SNOMED code when not saving the referral as long as the user does not move into the SNOMED field. If the user decides not to create the referral, they will need to use the arrows keys to move the cursor up and to the command line to exit and not save.

Note: A SNOMED code is still required when saving a referral.

MENU PATH: RCIS => DE=> ADD

2.2 Prior year referral includes Call-in detail

Prior year referral menu option was updated to include “Call In Notification”. When adding a call-in referral for a prior year the user will receive prompts for call-in by and call-in notification date. The referral will display the call-in details in the header.

MENU PATH: RCIS => DE=> RFY

```
Please select the referral form you wish to use.

1. Mini Referral
2. Complete Referral (all referral data)
3. Call in Notification
4. Abbreviated entry for clinicians

5. Select a locally defined routine referral template from a list

Enter REFERRAL FORM : (1-36): 2// 3

Enter Call in Notification date: T (MAY 16, 2025)

Enter Call in Notification By:
```

Figure 2-1: Display of Add Referral for Previous Fiscal Year Menu

```
RCIS REFERRAL RECORD
Date: MAY 16,2025 Referral: 2321012400324C1 Call-in By: PATIENT
PATIENT: DEMO,PATIENT - PREFERRED NAME* Call-in Notification: MAY 16,2025
-----
REQUESTING FACILITY: 2021 DEMO HOSPITAL ( Display Face Sheet? N
REFERRAL TYPE: CHS PRIMARY PAYOR:
INPATIENT/OUTPATIENT: CASE MANAGER: CLERK,REGISTRATION
Appt/Begin DOS:

PROVISIONAL DRG:
ESTIMATED TOTAL REFERRAL COST: ESTIMATED IHS REFERRAL COST:
Do you want to enter CHS Eligibility Factors?: N
```

```
PURPOSE/SERVICES REQUESTED:
PRIORITY:
ARE YOU SENDING ADDITIONAL MEDICAL INFORMATION WITH THE PATIENT?
ICD DIAGNOSTIC CATEGORY:
HCPCS/CPT CATEGORY:
```

Figure 2-2: Display of Add Referral for Previous Fiscal Year displaying Call-In

2.3 Fixed Medical Priority requirement on Prior year referrals

Users were receiving an error when entering a referral for a prior year. Prior year referral entry process has been fixed.

MENU PATH: RCIS => DE=> RFY

2.4 Appointment Letter updated to display physical address of vendor and contact name for PRC Supervisor

The Appointment Letter has been modified to include the physical address of the vendor instead of the mailing address, since the letter is provided to the patient for details of their referral visit. Also included is the contact name of the PRC Supervisor. The PRC Supervisor name can be specified in the RCIS site parameter.

MENU PATH: RCIS => DE=> LTRS=> PAPT

IMPORTANT REFERRAL INFORMATION	
MAY 07, 2025	
**To the Parents of PATIENT DEMO:	
PATIENT DEMO	
Provider: DEMO, CRAWLEY DEMO, DOCTOR	Referral #: 2321012400018C1 Appointment Date:
Address: 4321 EAST ELM DRIVE ALBUQUERQUE, NEW MEXICO 87910	Approved Visits: 1
Phone #: (9053146547)	
<p>If you are unable to keep your appointment, please contact the facility you were referred to or contact the PRC office to cancel and/or reschedule. If the appointment has changed, please inform the PRC office with the new appointment date. An appointment letter will not be provided if you no-show or reschedule an appointment.</p> <p>****We are not responsible for No Show Charges****</p> <p>· Appointment Check-in: When you check in for your appointment, please provide the facility with your insurance information if you have Medicare, Medicaid or Private Insurance.</p> <p>· Follow-up/Additional Appointments: If the provider, at your</p>	

appointment, schedules a follow up visit, additional testing (i.e. CT scan, MRI, etc.), or refers you to another provider, please contact PRC.

- Prescriptions: Outside prescriptions can be filled at IHS if there is an approved PRC referral and no restrictions are noted in the Patient's chart.
- Medical Bills: When you receive a bill for your visit, bring it to the PRC department for payment. If your bill continues to go unpaid please contact the PRC Supervisor, **DEMO SUPERVISOR**.

The patient, parent or guardian is responsible for notifying PRC about any additional referrals during this appointment. You may be requested to see your Primary Care Provider to follow-up or issue new referrals.

All referrals expire once the number of authorized visits are used or up to 90 days from the date of approval.

ECN If you need transportation, please call (888)123-4444 to reserve a seat. The reservation should be made 2 days prior to your appointment.

Thank you, _____
DEMO SUPERVISOR

Figure 2-3: Appointment Letter with Physical Address and PRC Supervisor

MENU PATH: RCIS => MGT => ESP

```

UPDATE REFERRED CARE INFORMATION SYSTEM (RCIS) PARAMETERS
*****
Referral Year 25                      STATE: NEW MEXICO
ACTIVATE CHS LINK? YES                ACTIVATE PCC LINK? YES
PROMPT FOR MGED CARE COM ACTION? YES  PROMPT FOR LOCAL CATEGORIES? DO
PROMPT FOR ICD/CPT CODES? NO          AGE FOR MINOR: 15
ENTER YOUR SITE'S 'OTHER' LOCATION: OTHER
CASE MGR: CLERK,REGISTRATION          PRC SUPERVISOR: SUPERVISOR,DEMO
BUSINESS OFFICE SUPERVISOR: CLERK,SCHEDULING
Referral Facility Address (return):
REFERRAL CONTACT NAME: REFERRAL CONTACT
REFERRAL CONTACT PHONE: (555)555-5555  THIRD PARTY SIGNATURE: 3P SIG
RCIS ACTIVATION DATE: APR 29,2003      BENEFITS COORDINATOR:
Mailman/Alert Parameter (return):      UNIVERSAL OR SITE SPEC. LOOKUP: U
PRIORITY ON ALL REFERRALS? YES          MCC ACTION HS DISPLAY:
PRIORITY HELP TEXT (return):            SITE-SPECIFIC LETTER TEXT (return):
SEC REF AUTO POPULATE POV: NO           Prompt to print Consult Letter: NO
Exit      Save      Refresh
Enter a command or '^' followed by a caption to jump to a specific field.

COMMAND:                                Press <PF1>H for help      Insert

```

Figure 2-4: Site Parameters for PRC Supervisor

2.5 Fixed error for RRRF report

A fix was applied to the RRRF report. The user can run the report without error.

MENU PATH: IHS CORE => RCIS => RPT => ADM => RRRF

2.6 Referral letter option fixed to not print consult requests/notes

The referral letter option to print case notes was corrected. The prompt “Do you want to Print the Case Notes”, when answered YES this will include the referral letter and case notes, if answered NO then only the referral letter will print. The option for the prompt to print a consult letter is controlled in the RCIS site parameter.

MENU PATH: IHS CORE => RCIS => SPEC => PRF

MENU PATH: IHS CORE => RCIS => DE => LTRS => PRF

```
Select RCIS Special Print Menu <TEST ACCOUNT> Option: PRF  Print Referral Letter
***** REFERRAL FORM PRINT *****
```

This report will produce a hard copy computer generated referral letter.

Select Type of Letter to be printed: STANDARD IHS REFERRAL LETTER

Select Referral by Patient Name, date of referral or referral #: 2321012400018

```
1  2321012400018    11/16/23  2321012400018C1 DEMO,PATIENT
    DEMO,CRAWLEY                UNKNOWN SERVICE DATE - 1 TEST CALL IN
```

```
2  2321012400018    01/11/24  2321012400018 DEMO,APRIL - SHOWERS*
    DEMO,CRAWLEY            01/03/24 A - 6                migraine headache
```

```
CHOOSE 1-2: 1      11/16/23  2321012400018C1 DEMO,PATIENT
              DEMO,CRAWLEY                UNKNOWN SERVICE DATE - 1 TEST CALL IN
```

Do you want to Print the Case Notes? N// YES

DEVICE: HOME// Virtual

* INDIAN HEALTH SERVICE *

* INDIAN HEALTH SERVICE *

Referral for Contract Professional Services NOV 16, 2023

Patient Identification, Address, Phone

Patient Name: DEMO,PATIENT

ID Number:

Sex: FEMALE

Address: 4321 MAIN STREET ALBUQUERQUE, NM 87190		DOB: 01/01/2020 Hm Phone: Cell Phone:
<hr/>		
Referred to:	DEMO, CRAWLEY (9053146547) (DEMO, DOCTOR)	
Mailing: 1234 WEST ELM DRIVE ALBUQUERQUE, NM 87190	Physical: 4321 EAST ELM DRIVE ALBUQUERQUE, NM 87910	
Referral: 2321012400018C1		Appointment Date:
OUTPATIENT Services		
# of Outpatient Visits: 1		
Priority Rating: 111		
<hr/>		
Purpose/Services Requested: TEST CALL IN		
Additional Medical Information Attached: Not Documented by Provider		
<hr/>		
		Page 2
CASE REVIEW COMMENTS		NOV 16, 2023

Patient Name: DEMO, PATIENT	ID Number:	
Referral: 2321012400018C1		
<hr/>		
No Case Review Comments		

Figure 2-5: Sample display of Print Referral Letter

MENU PATH: IHS CORE => RCIS => MGT => ESP

```

UPDATE REFERRED CARE INFORMATION SYSTEM (RCIS) PARAMETERS
*****
Referral Year 25                                STATE: NEW MEXICO
ACTIVATE CHS LINK? YES                          ACTIVATE PCC LINK? YES
PROMPT FOR MGED CARE COM ACTION? YES            PROMPT FOR LOCAL CATEGORIES? DO
PROMPT FOR ICD/CPT CODES? NO                    AGE FOR MINOR: 15
ENTER YOUR SITE'S 'OTHER' LOCATION: OTHER
CASE MGR: CLERK, REGISTRATION                    PRC SUPERVISOR: SUPERVISOR, DEMO
BUSINESS OFFICE SUPERVISOR: CLERK, SCHEDULING
Referral Facility Address (return):
REFERRAL CONTACT NAME: REFERRAL CONTACT
REFERRAL CONTACT PHONE: (555)555-5555          THIRD PARTY SIGNATURE: 3P SIG
RCIS ACTIVATION DATE: APR 29, 2003              BENEFITS COORDINATOR:
Mailman/Alert Parameter (return):              UNIVERSAL OR SITE SPEC. LOOKUP: U
PRIORITY ON ALL REFERRALS? YES                  MCC ACTION HS DISPLAY:
PRIORITY HELP TEXT (return):                    SITE-SPECIFIC LETTER TEXT (return):
SEC REF AUTO POPULATE POV: NO                   Prompt to print Consult Letter: NO
Exit      Save      Refresh
Enter a command or '^' followed by a caption to jump to a specific field.
COMMAND:                                         Press <PF1>H for help      Insert

```

Figure 2-6: Sample display of Edit Site Parameters page showing Print Consult Letter Prompt

3.0 Patch 17 Changes—RPMS RCIS application and RCIS tabs in EHR

3.1 SNOMED added as part of Referral Duplicate check

As part of the referral duplicate check, the SNOMED code was added as part of the determination whether a referral is a potential duplicate. When a primary referral is created, the system will use the following fields to identify a potential duplicate:

- Patient
- Vendor
- Referral Type
- Referring Provider
- Priority
- Visit Type
- SNOMED code

When all of these fields match, the system will display a message of a potential duplicate. The user will have an option to select yes to continue adding a new referral or select no, to not create the referral.

RCIS => DE=> ADD

```
The following Referral(s) match on Referral Type, Vendor, Referring Provider,
Visit Type, Priority and SNOMED Code:
2321012400247
Referral: 2321012500098 maybe a possible duplicate Referral.
Do you wish to continue with adding this referral? NO//
```

Figure 3-1: Sample display of possible duplicate referral in RPMS

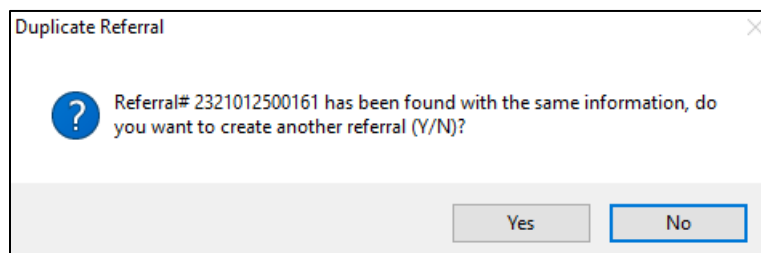


Figure 3-2: Sample display of possible duplicate referral in EHR GUI

3.2 Medical priority modified to work in Referral templates

The referral templates allow use of the new medical priorities.

MENU PATH: IHS CORE => RCIS => MGT => TAB => AERR

```

UPDATE ROUTINE REFERRAL INFORMATION
*****
NAME OF ROUTINE REFERRAL: CARDIOLOGY/PS
REQUESTING FACILITY: 2020 DEMO CLINIC-1 (INST)
TYPE of REFERRAL: CHS FACILITY          PRIMARY PAYOR: IHS

Refer To - CHS Referrals: PRIMARY VENDOR: NATIVE AMERICAN CARDIOLOGY
           IHS Referrals: IHS FACILITY:
           Any Referral: OTHER PROVIDER:

INPT/OUTPT: OUTPATIENT      INPT-EST LOS:      OUTPT # OF VISITS: 1
EST. COST:      EST. IHS COST:      PRIORITY: 4D
PURPOSE OF REFERRAL: CARDIAC EVAL
SNOMED CT:
ICD DIAGNOSTIC CATEGORY: CARDIOVASCULAR DISORDERS
CPT SERVICE CATEGORY: EVALUATION AND/OR MANAGEMENT
PROVISIONAL DRG:

1      1A      CORE-PREVENTIVE AND REHABILITATIVE SERVICES
2      1B      CORE-MEDICAL/DENTAL/VISION/SURGICAL SERVICES
3      1C      CORE-REPRODUCTIVE AND MATERNAL/CHILD HEALTH SERVICES
4      1D      CORE-BEHAVIORAL HEALTH SERVICES

Choose 1-4 or '^' to quit:

```

Figure 3-3: Sample Standard Medical Priorities in Add Referral Template in RPMS

Add Referral for BPRM, Enaddag

Patient Eligibility Status: **CHS DIRECT** VA Eligibility: **NO**

Priority: **4D EXCLUDED-BEHAVIORAL HEALTH SERVICES** Purpose/Services Requested: **CARDIAC EVAL**

ICD Dx/IPL: Referral SNOMED:

Referring Provider: **NUNEZ, EVANGELINE** ☐ Show All Referral Date: **05/16/2025**

Referral Type: **CHS** Primary Vendor: **NATIVE AMERICAN CARDIOLOGY**

Specific Provider:

Authorized Visits: **1**

Visit Type: ☐ Inpatient ☒ Outpatient Schedule Appointment within Days Appointment Date:

ICD Diagnosis Category: CPT Procedure Category: **EVALUATION AND/OR MANAGEMENT**

Notes to Appointment Scheduler:

Medical Hx/Findings Referral Notes Case Notes ICD Dx

Include Items with Referral

- ☐ Consultation Report
- ☐ Face Sheet
- ☐ Health Summary
- ☐ History and Physical
- ☐ Most Recent EKG
- ☐ Most Recent Lab Report
- ☐ PCC Visit Form
- ☐ Pre-Natal Record
- ☐ Signed Tubal Consent
- ☐ Specialty Clinic Notes
- ☐ X-Ray / Report
- ☐ X-Ray Film

Save Cancel

Figure 3-4: Sample Standard Medical Priorities in Add Referral Template in RPMS

4.0 Patch 17 Changes–Referred-RCIS tabs (EHR)

4.1 PROBLEM POINTER removed from V REFERRAL File after Referral Edit fixed

The problem pointer was removed from the V REFERRAL file after a user edits a referral in EHR. Modifications were made so the user can successfully edit a referral in EHR with the pointer remaining intact.

Acronym List

Acronym	Meaning
EHR	Electronic Health Record
GUI	Graphical User Interface
IHS	Indian Health Service
PRC	Purchased Referred Care
RCIS	Referred Care Information System
RPMS	Resource and Patient Management System
SNOMED	Systematized Nomenclature of Medicine

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: <https://www.ihs.gov/itsupport/>

Email: itsupport@ihs.gov