



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Practice Management Application Suite

(BPRM)

Addendum to User Manuals

Version 3.0 Patch 7
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1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for the Indian Health Service (IHS) Practice Management Application Suite (namespace BPRM) v3.0. These changes will be integrated into future versions of the software and user manuals. These changes will no longer be considered an addendum at the time of the next version release.

This addendum only provides written guidance on changes made in the patch that are relevant to the user. To see all cumulative changes, refer to the patch notes for each of the respective patches.

1.1 Summary of Changes

Patch 7 includes the following additions/changes to the BPRM functionality:

1.1.1 Application Overview Changes

- **Change Request #10707:** Create a 508-Compliant Splash Screen to direct BPRM users to use the new eCQM Reporting Solution.

1.1.2 Registration Module Changes

- **Change Request #08082** (HEAT #213152): Health Record Number inactivated in BPRM was not inactivated in Dentrix
- **Change Request #08066:** EMPLOYER field not easily selectable
- **Change Request #08067:** OTHER TRIBE doesn't allow save until tab
- **Change Request #08076:** Capture patient's RX Residence Type
- **Change Request #08090:** Relationship field using IEN to identify Self entry
- **Change Request #08138** (HEAT #277391): Insurance Sequencing not crossing to Reference Lab
- **Change Request #08167:** Implement use of new Insurer type file
- **Change Request #10159:** (HEAT #325565): Fix to allow BPRM to use HL7 codes instead of IEN for multiple RACE entry
- **Change Request #10297:** (HEAT #398840): Workman's Compensation not saving issue in BPRM
- **Change Request #10366:** The BPRM field "Medicare Signature Obtained" is not updating when data is entered in RPMS

- **Change Request #10375:** Enable the Zip Code field to accept the "+ four" extension digits

1.1.3 Scheduling Module Changes

- **Change Request #08060:** Appointment cannot exceed 120 min length – expanded to 240 mins
- **Change Request #08068:** Little calendar's Month Year display
- **Change Request #08075:** Duplicate Patient record opened from appt details
- **Change Request #08083:** Routing Slip was not displaying checked in appointments
- **Change Request #08091 (HEAT #271677):** Search available slots not returning consistent results
- **Change Request #08092:** Patient Record Flag updates from RPMS display multiple entries in BPRM
- **Change Request #08095:** HRN missing from Future Appointment Letter
- **Change Request #08098:** Search Available Slots bypassed MAX Future Booking parameter
- **Change Request #08500 (HEAT #295857):** Scheduling - Long letters not breaking into pages
- **Change Request #10179 (HEAT #311121):** User mismatch in appt creation
- **Change Request #10858:** Check in does not work if a visit has already been created in EHR - creates multiple visits

1.1.4 Admission/Discharge/Transfer Module Changes

- **Change Request #08069:** Editing patient not registered in division
- **Change Request #08071:** ADS report displaying incorrect numbers
- **Change Request #08078:** Adding multiple wards to Room-Bed form doesn't clear
- **Change Request #08085 (HEAT #236567):** Admission comments from RPMS not displaying
- **Change Request #08086 (HEAT #236567):** Editing Admission time and Treating Specialty not displaying in PCC
- **Change Request #08088 (HEAT #252073):** Specialty transfer option in ribbon is not filtering observations
- **Change Request #08100:** New wards created not added as active

2.0 BPRM Patch 7 Application Overview Changes

2.1 CR #10707 Create a 508-Compliant Splash Screen to direct BPRM users to use the new eCQM Reporting Solution

When opening the CQM tab on the BPRM application, you will see a display with the following message:

“Please note that the BRPM-CQM module cannot be used for calendar 2018 or afterwards. Please use the RPMS BQRE and eCQM reporting for 2018 and later.”

Click the **Close** button to proceed. You must use the new eCQM Reporting tool to perform eCQM Reporting. This updates *BPRM Application Overview User Manual*, Section 3.5, CQM, page 16.

The splash screen will only display once. If you move to another tab, then come back to the **CQM** tab, the message will no longer be displayed. See Figure 2-1.

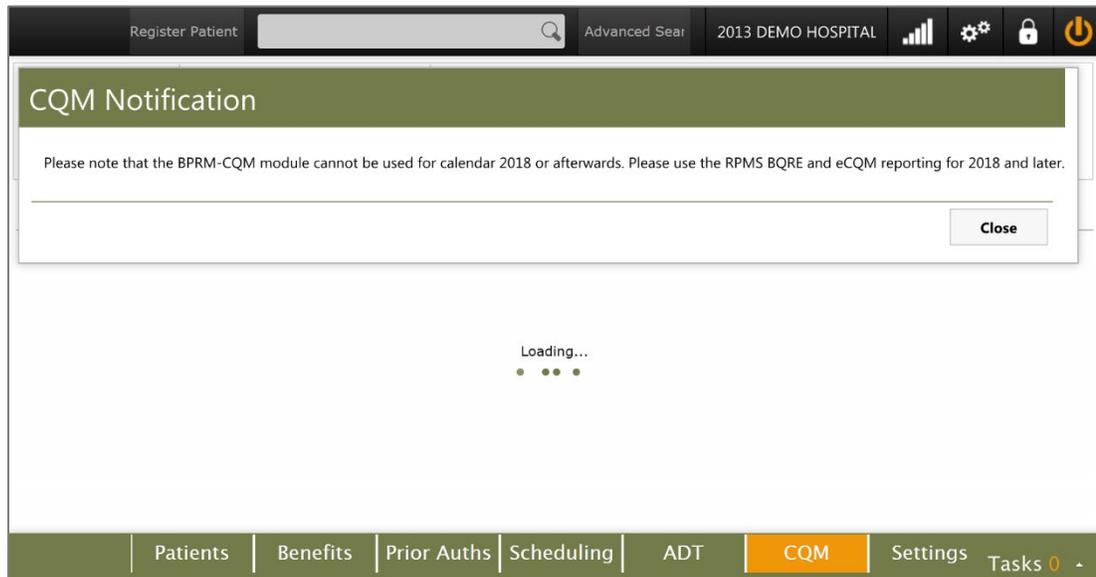


Figure 2-1: CQM Message “Splash” Screen notification with **Close** button

3.0 BPRM Patch 7 Registration Module Changes

3.1 Change Request #08082 (HEAT #213152) Health Record Number inactivated in BPRM was not inactivated in Dentrix

Inactivating a Health Record Number (HRN) in BPRM did not perform the same action to inactivate the HRN in Dentrix. The date inactivated/deleted field is populated in the ADT-A31 (patient update) message and can be found in the PID segment 4, component piece2 (chart expiration date).

3.2 Change Request #08066 EMPLOYER field not easily selectable

An improvement was made to the Patient Personal Detail fields. When you click anywhere on the **Employer** or **Place of Birth** fields, the field becomes active and data can be easily entered.

3.3 Change Request #08067 OTHER TRIBE doesnt allow save until tab

Users could not click **Save** after entering data in the **Other Tribe** field of the **Other Tribes** section under the **Tribal** tab. The value is accepted when tabbed or clicked to another field, this action activates the **Save** button.

3.4 Change Request #08076 Capture patients RX Residence Type

A new field has been added to the Demographics tab for the RX Patient Residence Type. This is a CMS 2014 compliance requirement for coding patient residence on Medicare Part D pharmacy claims. A workaround was used where sites forced 1=HOME value by setting the NCPDP special code in the Point of Sale package. Sites can remove the NCPDP special code and let the value come from Patient profile — Address Section. The insurer type for the insurer must be set to Medicare Part D. Options provided for this field are listed below. If an Rx Patient Residence is not specified, the field will default to 1-Home.

- HOME
- SKILLED NURSING FACILITY
- NURSING FACILITY
- ASSISTED LIVING FACILITY

- CUSTODIAL CARE FACILITY
- GROUP HOME
- INTERMEDIATE CARE FACILITY
- HOSPICE
- CORRECTIONAL INSTITUTION
- NOT SPECIFIED

3.5 Change Request #08090 Relationship field using IEN to identify Self entry

When entering Policy Holder information and selecting Set Policy Holder As SAME, the **Relationship** field populated with Granddaughter instead of SELF. This occurs when a non-standardized RELATIONSHIP table is used. The X12_Code value will be used instead of the IEN.

3.6 Change Request #08138 (HEAT #277391) Insurance Sequencing not crossing to Reference Lab

Sites reported issues with insurance sequencing not being recognized in the Reference Lab application. It was determined that information was missing from the CATEGORY PRIORITIZING file when sequencing was performed through BPRM. The following items have been corrected in the Category Prioritizing file:

- Medicare Suffix is now stored with **Policy Number** field.
- Correct Medicaid Plan name is now stored in the **Insurer** field.
- Workman's Comp and Guarantor can now be selected for sequencing.
- Medicare Prefix is now stored with the **Policy number** field.
- Correct Medicare Plan Part D is now stored in the **Insurer** field and coverage type is stored correctly in the **Coverage Type** field.
- Correct Coverage Type is now stored properly for Private Insurance.

3.7 Change Request #08167 Implement use of new Insurer type file

Additional Insurer Types have been added in Patch 7. The list defines the eligibility of 21 various insurer types. The new insurer types fall under Private Insurance. This field can only to be used by Site Managers. Figure 3-1 shows a listing of Insurer Types.

•	3P LIABILITY	T		
•	CHAMPUS	C		
•	CHIP (KIDSCARE)	K		
•	FPL 133 PERCENT	FPL		←NEW
•	FRATERNAL ORG	F		
•	GUARANTOR	G		
•	HMO	H		
•	INDIAN PATIENT	I		
•	MCR MANAGED CARE	MMC		←NEW
•	MCR PART C	MC		←NEW
•	MCR PART D	MD		
•	MEDICAID FI	D		
•	MEDICARE FI	R		
•	MEDICARE HMO	MH		
•	MEDICARE SUPPL	M		
•	NON-BEN (NON-INDIAN)	N		
•	PRIVATE	P		
•	STATE EXCHANGE PLAN	SEP		←NEW
•	TRIBAL SELF INSURED	TSI		←NEW
•	VETERANS ADMINISTRATION	V		←NEW
•	WORKMEN'S COMP	W		

Figure 3-1: Insurers listing

3.8 Change Request #10159 (HEAT #325565) Fix to allow BPRM to use HL7 codes instead of IEN for multiple RACE entry

BPRM now allows the use of HL7 codes for multiple Race entries instead of the Internal Entry Number (IEN). This corrects reported issues with incorrect race entries. This was due to sites with non-standardized race files. The error indicated that the user had chosen UNKNOWN, when the user did not select this option. Use of HL7 codes has been implemented to correct this issue.

3.9 Change Request #10297 (HEAT #398840) Workmans Compensation Issue in BPRM

An issue with saving Workman's Compensation Insurance information was corrected. Workman's Compensation form data entered through the **Add Insurance** button on the **Alternate Resources** tab is now saved correctly.

3.10 Change Request #10366 The BPRM field "Medicare Signature Obtained" is not updating when data is entered in RPMS

The **Medicare Signature Obtained** field was not saving data in the same field as RPMS. The data and the field name have been updated to match RPMS (IMP MSG FORM OBTAINED).

3.11 Change Request #10375 Enable the Zip Code field to accept the "+ four" extension digits

The **Zip Code** field now accepts the additional "+ four" extension digits. Note that if copied from the **Patient's Address** field, only the Zip Code portion (5 digits) will be copied.

4.0 BPRM Patch 7 Scheduling Module Changes

4.1 Change Request #08060 Appointment cannot exceed 120 min appointment length in BPRM

The maximum length of time for the **Length of Appointment** field has been increased to allow up to 240 minutes. The variable appointment length must be selected in the clinic setup for variable appointment times. Appointment Length options have been modified based on what is defined in the display increments/hour for clinics set up as variable up to the maximum 240 minutes.

4.2 Change Request #08068 Little calendars Month Year display

The Calendar panel at the top of the Selection and Filtering Pane has been corrected to no longer show a comma between the month and year. Use the left or right arrow to change the month/year options. Note that some versions of Internet Explorer will continue to add a comma between the month and year in the heading of the Calendar panel.

4.3 Change Request #08075 Duplicate Patient record opened from appt details

When a user changes to a different Division when scheduling multiple appointments through the **Scheduling** tab, the **Patient** tab would become highlighted, while the main panel showed the Scheduling module. The **Scheduling** tab now remains highlighted and no patient record is opened in the **Patient** tab.

4.4 Change Request #08083 Routing Slip was not displaying checked in appointments.

When a patient was checked in, the routing slip was removing the current appointment. With Patch 7, a change to the routing slip will display the current appointments and future appointments. If a patient has been checked in, the routing slip will display a checked in time below the current appointment.

4.5 Change Request #08091 (HEAT #271677) Search available slots not returning consistent results

Sites reported an issue when searching for appointment slot 90 days out for 4–5 clinics. Access blocks that should be within the time period did not display until the number of clinics was reduced. Analysis found that BPRM will show up to 40 available slots for the selected clinic(s) only. To efficiently use the Available Slots Search, it is recommended that users minimize the date range based on the requested appointment date. A correction was also done to reflect the correct Start Date and Time for the available slots based on the individual clinic setup.

4.6 Change Request #08092 Patient Record Flag updates from RPMS display multiple entries in BPRM

Edits made through RPMS to a patient's Record Flag Assignment was causing multiple entries to be displayed on the **Record Flag** screen in BPRM. This issue has been corrected in this patch release.

4.7 Change Request #08095 HRN missing from Future Appointment Letter

When generating a Future Appointment Letter, the Health Record Number (HRN) will now be properly displayed below the letter date. Additionally, the context menu option label has been changed from Print Future Appointment to read “Future Appointment List.” When this option is selected, BPRM will print the Future Appointment List Report.

4.8 Change Request #08098 Search Available Slots bypassed MAX Future Booking parameter

A correction was made to prevent users from booking an appointment for the next day, using the Available Slot Search option for clinics that have Future Booking Max Days set to number 1 in the Clinic Configuration Settings. Users can now see future booking days but not book them.

4.9 Change Request #08500 (HEAT #295857) Scheduling - Long letters not breaking into pages

Patient letters (over 25 lines) were not being broken into multiple pages. Page breaks are now inserted automatically as needed in patient letters.

4.10 **Change Request #10179 (HEAT #311121) User mismatch in appointment creation**

Appointments created through the Scheduling module saved the appointment with a different scheduled-by username than the actual person who scheduled the initial appointment. This created confusion when viewing the appointment through appointment details. This has been corrected in Patch 7.

4.11 **Change Request #10858 Check in does not work if a visit has already been created in EHR - creates multiple visits**

The Check in option was creating multiple visits in EHR. If a visit has already been created by the provider in EHR, the check in process will check for the same clinic/date/time and not create a new visit to avoid multiple visits.

5.0 BPRM Patch 7 Admission/Discharge/Transfer Module Changes

5.1 Change Request #08069 Editing patient not registered in division

Patient admission information cannot be edited in a selected division if the patient is not registered and does not have an active HRN for that selected division. Only an ADT Supervisor can edit Admission Detail. An ADT clerk cannot edit this information.

5.2 Change Request #08071 ADS report displaying incorrect numbers

The Admissions & Discharge Summary report did not always match what was shown in the comparable report shown in the RPMS. This has now been corrected.

5.3 Change Request #08078 Adding multiple wards to Room-Bed form doesnt clear

The **REMOVE** option for an assignment of a Ward to the Room-Bed setup did not clear the Ward from display. The option will now allow removal of the Ward and ask the user if they are sure they want to remove.

5.4 Change Request #08085 (HEAT #236567) Admission comments from RPMS not displaying

The **Comments** field from the Inpatient Admission Detail did not display on the A-Sheet. A correction made to where the comments were stored fixed the display on the A-Sheet.

5.5 Change Request #08086 (HEAT #236567) Editing Admission time and Treating Specialty not displaying in PCC

An issue with editing the Admission Date/Time and Treating Specialty through BPRM did not update the Date/Time and Service Category in the PCC visit has been corrected. Updates to the **Admission Date and Time** and/or **Treating Specialty** field will update the ward workspace and the PCC visit file.

5.6 Change Request #08088 (HEAT #252073) Specialty transfer option in ribbon is not filtering observations

Users previously reported that specialty transfers from observation to non-observations were not taking effect. The Specialty Transfer option in the ADT ribbon was not filtering out non-observations. Now, if patient is admitted to a non-observation unit, the drop down does not display observation units for selection. The proper workflow is to discharge patient from observation and readmit into non-observation specialty.

5.7 Change Request #08100 New wards not added as active

Addition of a new ward was not being set as an active ward for use. New wards added will now default to Active and will display with a small box in the **Inactive** column on the ward setup screen.

Acronym List

Acronym	Term Meaning
508	Section 508 of the Rehabilitation Act of 1973
ADS	Admissions & Discharge Summary
ADT	Admission/Discharge/Transfer
CR	Change Request
CQM	Clinical Quality Measures
eCQM	Electronic Clinical Quality Measures
GUI	Graphical User Interface
HRN	Health Record Number
IHS	Indian Health Service
RPMS	Resource and Patient Management System

Contact Information

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