



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Patient Information Management System

(PIMS)

Addendum to User Manual

Version 5.3 Patch 1022
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Office of Information Technology
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Preface

This addendum provides user information about the Patient Information Management System (PIMS) which includes Admission, Discharge, and Transfer (ADT), Scheduling (SD), Sensitive Patient Tracking (SEC), and Patient Record Flags (FLG) applications that are part of Resource and Patient Management System (RPMS). Included in this manual is the information providing instructional guidance to a broad range of users within IHS medical facilities in changes made to the PIMS application software.

1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for PIMS v5.3. 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.

The PIMS User Manual is divided into four applications: Scheduling (SD), Admission, Discharge, and Transfer (ADT), Sensitive Patient Tracking (SEC) and Patient Record Flags (FLG).

- **Scheduling (SD)**

Important features of the SD application include clinic setup, appointment management and file room reports for pulling paper charts. Some of the reports available are clinic availability statistics, workload analysis, appointment listings and patient letters.

- **Admission/Discharge/Transfer (ADT)**

The ADT application provides a comprehensive range of software dedicated to the support of administrative functions related to patient admission, discharge, transfer, census, incomplete chart tracking, and day surgery. The application provides for efficient and accurate collection, maintenance, and output of data, thus enhancing your health care facility's ability to provide quality care to its patients.

- **Sensitive Patient Tracking (SEC)**

Important features of the SEC application include tracking and monitoring patients that have been tagged as Sensitive or where Restricted Access is necessary.

- **Patient Record Flags (FLG)**

The FLG application provides users with the ability to create, assign, inactivate, edit, produce reports, and view patient record flag alerts. FLGs are divided into Category I (national) and Category II (local) flags.

Other related materials are the PIMS technical manual, the PIMS installation guide, and the PIMS release notes. The technical manual is provided to assist the site manager in maintenance of the software. The installation guide provides assistance in installation of the package and the release notes describe any modifications and enhancements to the software that are new to the version.

1.1 Health and Human Services (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 SSN Fraud Prevention Act of 2017 and the SSN Reduction Act.

P1022 provides enhancements and software fixes to v5.3 of the PIMS. Specifically, this patch adds the following functionality:

- Patient Preferred Name (PPN) display for entire application suite*
- Change full SSN to last 4 digits in ADT Patient Inquiry
- A sheet will display Medicare Beneficiary Identifier (MBI) instead of HICN
- Admission Source Update to display only active options in ADT

* This application uses the "AUPN DISPLAY PPN" parameter functionality and is defaulted to OFF until PPN is available across the enterprise.

Note: While this parameter is turned off, the PPN will not display in this application. This allows the PPN display to be turned on all at once without requiring a coordinated release of all applications. Once all applications support the display of the PPN, instructions will be sent out on how to enable this parameter system-wide.

2.0 Patch 1022 Changes–Scheduling

2.1 PPN

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

Below are a few examples of how the PPN will display in the application.

2.1.1 Appointment List

The PPN displays on the Appointment List [IHS CORE > SD > AL] as follows:

Appointment List		Aug 15, 2023 12:09:31		Page: 1 of 2		
Time	Patient Name	HRCN	DOB (Age)	Lab@	X-Ray@	EKG@
Insurance & Appointment Information						
Appointments for BLUE CLINIC clinic on Aug 15, 2023						
8:20 AM (20 Min)	Checked in at 11:07	Admitted 08/15/23@1115	(BLUE WARD)			
* DEMO,PATIENT - PREFERRED NAME*	#500001	1/1/2020 (3YR)				
(MCR/MCD/						
Appointments for DEMO CLINIC clinic on Aug 15, 2023						
8:30 AM (30 Min)	Checked in at 8:18	AAdmitted 08/15/23@1115	(BLUE WARD)			
DEMO,PATIENT - PREFERRED NAME*	#500001	1/1/2020 (3YR)				
(MCR/MCD/						
+ Enter ?? for more actions						
Select Action:Next Screen// ■						

Figure 2-1: Appointment List displays PPN

2.1.2 Appointment Management

The PPN displays on the Appointment Management [IHS CORE > SD > AM] as follows:

Appt Mgt Module		Aug 15, 2023 08:12:46	Page: 1 of 1
Patient: DEMO,PATIENT - PREFERRED NAME* (500001)		Ward: BLUE WARD	
Age: 3 YRS Pcp/Team: None/None			
Total Appointment Profile		MCR/MCD/PVT	08/14/23 thru 05/10/26
clinic	Appt Date/Time	Status	
No appointments meet criteria.			
**** ACTIVE WAIT LIST ENTRIES FOR PATIENT ****			
Date Added/Recall Date	Wait List Name	Provider	Priority
-----	-----	-----	-----
1 MAY 12, 2023/MAY 15, 2023	DEMO CLINIC	DEMO,DOCTOR	MIDDLE
Last Registration Update: JUL 25, 2023			
CI Check In	OI Add/Edit Other Info	OR Other Reports	
WI Unscheduled Visit	AT Ancillary Tests	PT Change Patient	
PR Patient Registration	CO Check Out	CL Change Clinic	
MA Make Appointment	DE Delete Check out	CD Change Date Range	
NS No Show	PC PCP Update	AP Appt Profiles	
CA Cancel Appointment	EX Expand Entry		
FU Follow Up Appt	HS Health Summary		
Select Action:Quit// █			

Figure 2-2: Appointment Management displays PPN

2.1.3 List Patient Check-In Status

The PPN displays on the List Patient Check-In Status [IHS CORE > SD > CHK] as follows:

Clinic Check In Display		Aug 15, 2023 08:21:07	Page: 1 of 1
Checked In Appointments		08/15/23 thru 08/15/23	
Auto Refresh is: OFF			
+	Patient or Clinic	Appt Date/Time	Status
Clinic: DEMO CLINIC			
1	500001 Demo,Patient - Preferre	08/15/2023@08:30	Non-count/Checked I 08:18
Enter ?? for more actions			
RF	Refresh		
OF	Auto Refresh Off		
ON	Auto Refresh On		
Select Action:Quit//			

Figure 2-3: List Patient Check-In Status displays PPN

2.1.4 Waiting List

The PPN displays on the Waiting List [IHS CORE > SD > WL] as follows:

Waiting List Entry/Edit		Aug 15, 2023 08:26:09		Page: 1 of 1	
Confidential Patient Data Covered by Privacy Act					
DEMO CLINIC					
Patient Name	HRCN	Dt Added	Rec Dt	Priority	
1. DEMO,PATIENT - PREFERRED NAME*	500001	05/12/23	05/15/23	MIDDLE	
2. DEMO,PATIENTE - PATIENT*	999102	06/09/23	//	MIDDLE	
Enter ?? for more actions >>>					
1	Add Patient to List	4	View Single Entry	Q	Quit
2	Edit Entry on List	5	List Closed Cases		
3	Remove From List	6	Print Letters		
Select Action: Quit//					

Figure 2-4: Waiting List displays PPN

3.0 Patch 1022 Changes– Admissions/Discharge/Transfer

3.1 PPN

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

Below are a few examples of how the PPN will display in the ADT application.

3.1.1 Day Surgery Enter/Edit

The PPN displays on the Day Surgery Enter/Edit [**IHS CORE > ADT > DS > DSE**] as follows:

```

***Confidential Patient Data Covered by Privacy Act***

DEMO,PATIENT - PREFERRED NAME*
                HRCN: 50-00-01          DOB:
                PHONE:                   PROV:
                ELIG: DIRECT ONLY        SSN: XXX-XX-

Inpatient Status: ACTIVE INPATIENT-on WARD Admission LOS: 1 days

Admitted   : AUG 15,2023@11:15      Transferred   :
Ward       : BLUE WARD              Room-Bed     : BW101-B
Provider   : DEMO,DOCTOR            Specialty    : GENERAL MEDICINE

DAY SURGERY date: MAY 11,2023@09:00
            Service: DAY SURGERY      Provider: DEMO,DOCTOR

Future Appointments:  Date      Time      Clinic
                      =====
                      08/16/23 10:00    BLUE CLINIC
                      08/17/23 10:00    2013 DEMO HOSP PHARMACY

INSURANCE          NUMBER      SUFF COV  EL DATE  SIG DATE  END DATE
NM MEDICAID        99991111          02       01/01/20
MEDICARE           4DU8RR9HK99 A    A        05/12/23
BC/BS UNITED OF WI 84548458          06/14/23
BC/BS OF KC        BI5039444         05/12/23
                   Coverage Type:
                   Coverage Type: SELF

Enter RETURN to continue or '^' to exit:

```

Figure 3-1: Day Surgery Enter/Edit displays PPN

3.1.2 Patient Inquiry

The PPN displays on the Patient Inquiry [IHS CORE > ADT > PI] as follows:

```

Patient Inquiry          Aug 16, 2023 13:27:31          Page:    1 of    3
*** Confidential Patient Data Covered by Privacy Act ***

(1) Demographics -
*** WARNING!!! RESTRICTED PATIENT RECORD ***
DEMO,PATIENT - PREFERRED NAME*          HRCN: 500001          DOB: 01/01/2020
1234 Main Street          PHONE: 515-411-8744          SEX: FEMALE
YOURTOWN, OK 76777          ELIG: DIRECT ONLY          SSN: XXX-XX-1111
(CENTRAL WISCONSIN Service Unit)
PCP/TEAM: /

(2) Current Inpatient Status - Pt currently an Inpatient on BLUE WARD
Admitted   : AUG 15,2023@11:15          Transferred   :
Ward       : BLUE WARD          Room-Bed/Ext  : BW101-B /
Admitted by : CLERK,USER1          Specialty     : GENERAL MEDICINE
Attending  : DEMO,DOCTOR          Admission LOS  : 1

(3) Last Day Surgery -
Surgery Date/Time: MAY 11, 2023@09:00 Released: Not entered yet   LOS: n/a
Service: DAY SURGERY          Surgeon: DEMO,DOCTOR1
+ Enter ?? for more actions
X Expand Entry          C CWAD Display          Q Quit
Select Action:Next Screen//

```

Figure 3-2: Patient Inquiry displays PPN

3.1.3 Current Inpatient Listings

The PPN displays on the Current Inpatient Listings [IHS CORE > ADT > RM > CIL] as follows:

```

Alphabetical Inpatient List  Aug 16, 2023 13:36:13          Page:    10 of    24
** Confidential Patient Data Covered by Privacy Act **

+ Patient          Chart #   Age   Community          Insurance
  Admitted to BW          GM    DEMO,DOCTOR          on 07/19/23(28 days)

33) DEMO,PATIENT1
      88-89-99    27 YR  BERNALILLO          MCR/MCD/PVT
  Admitted to EAST (E102-AGM  DEMO,DOCTOR1          on 03/02/23(167 days)

34) DEMO,PATIENT2
      14-75-13    47 YR  PASSADUMKEAG          IHS
  Admitted to BW (BW202-A)GM  DEMO,DOCTOR2          |          on 07/19/23(28 days)

35) DEMO,PATIENT - PREFERRED NAME*
      50-00-01    3 YR   BABCOCK          MCR/MCD/PVT
  Admitted to BW (BW101-B)GM  DEMO,DOCTOR3          on 08/15/23(1 days)

+ Enter ?? for more actions
1 View Demographics          2 View ADT Record          3 View PCC Record
Select Action:Next Screen//

```

Figure 3-3: Current Inpatient Listings display PPN

3.1.4 Print Patient Wristband

The PPN displays on the Print Patient Wristband [IHS CORE > ADT > BC > ADM] as follows:

```

DEMO,PATIENT - PREFERRED NAME*
01/01/2020
3 YR      F
#500001   TST
232101500001
  
```

Figure 3-4: Print Patient Wristband displays PPN

3.2 Patient Inquiry–SSN

The Patient Inquiry Demographics section has been updated to show ONLY the last 4 digits of the patient's SSN in RPMS. The display shows as XXX-XX-1234.

Last 4 digits of SSN displays on the Patient Inquiry [IHS CORE > ADT > PI] as follows:

```

Patient Inquiry          Aug 16, 2023 13:44:07          Page:    1 of    3
*** Confidential Patient Data Covered by Privacy Act ***

(1) Demographics -
    *** WARNING!!! RESTRICTED PATIENT RECORD ***
DEMO,PATIENT - PREFERRED NAME*          HRCN: 500001          DOB: 01/01/2020
1234 Main Street          PHONE: 515-411-8744          SEX: FEMALE
YOURTOWN, OK 76777          ELIG: DIRECT ONLY          SSN: XXX-XX-1111
(CENTRAL WISCONSIN Service Unit)
PCP/TEAM: /

(2) Current Inpatient Status - Pt currently an Inpatient on BLUE WARD
Admitted   : AUG 15,2023@11:15          Transferred   :
Ward       : BLUE WARD          Room-Bed/Ext  : BW101-B /
Admitted by : CLERK,USER1          Specialty     : GENERAL MEDICINE
Attending  : DEMO,DOCTOR          Admission LOS : 1

(3) Last Day Surgery -
Surgery Date/Time: MAY 11, 2023@09:00 Released: Not entered yet   LOS: n/a
Service: DAY SURGERY          Surgeon: DEMO,DOCTOR2
+ Enter ?? for more actions
X Expand Entry          C CWAD Display          Q Quit
Select Action:Next Screen//
  
```

Figure 3-5: Patient Inquiry displays Last 4 Digits of SSN Only

3.3 Admission Source Update

User will only see active Admission Source codes for selection during Admit Patient. Admission sources will no longer show as (DISCONTINUED) (IHS CORE > ADT > BC > ADM).

```

Admit PATIENT: DEMO,PATIENT - PREFERRED NAME*
Status       : ACTIVE INPATIENT-on WARD

Admitted    : AUG 15,2023@11:15           Transferred   :
Ward        : BLUE WARD                   Room-Bed/Ext  : BW101-B /
Provider    : DEMO,DOCTOR                 Specialty     : GENERAL MEDICINE
Attending   : DEMO,DOCTOR
Attending   : DEMO,DOCTOR                 Admitted by   :CLERK,USER1

Admission LOS: 1

<C>ontinue, <M>ore, or <Q>uit? CONTINUE//
    
```

Figure 3-6: Admission Source displays Active sources only

BORN INSIDE THIS HOSPITAL	5
BORN OUTSIDE OF THIS HOSPITAL	6
CLINIC OR PHYSICIAN'S OFFICE	2
COURT/LAW ENFORCEMENT	8
INFORMATION NOT AVAILABLE	9
NON-HEALTH CARE FACILITY POINT	1
TRANSFER FROM A DIFFERENT HOSP	4
TRANSFER FROM A DISASTER ALT C	G
TRANSFER FROM A HOSPICE FACILI	F
TRANSFER FROM AMBULATORY SURGE	E
TRANSFER FROM ANOTHER FACILITY	6
TRANSFER FROM INPATIENT IN CM	D

Figure 3-7: Active Admission Sources

3.4 A Sheet displays MBI

A Sheet displays the patient's MBI for all Medicare patients (**IHS CORE > ADT > BC > ADM**):

CLINICAL RECORD BRIEF **Confidential Patient Data Covered by Privacy Act**					
1 IHS Unit No. 50-00-01	2 Soc Sec No	10 Classif. COAST GUARD	11 Facility DEMO HOSP	12 Facility Code 232101	
3 Last Name, First, Middle DEMO,PATIENT	13 Age 3	14 Religion	15 Hr Admit 1115	16 Admit Code 1 DIRECT	
4 Birthdate 01/01/2020	5 Sex F	6 Tribe BAD243	17&18 Admit Srvc & Code GM 03	19 Admit Date AUG 15, 2023	
8 Community Code 113-72-55	Admtg Ward BLUE WARD	Admtg Provider DEMO,DOCTOR	20 Discharge Date		
9 Present Address 1234 Main Street YOURTOWN, OK 76777			22 Length of Stay		
23 Next of Kin	Telephone	Address	Relationship		
24 Person to Notify					
25 Admitting Diagnosis TEST			Insurance Coverage MBI: 4DU8RR9HK99 PVT INS: BC/BS OF KC #		

Figure 3-8: A Sheet displays MBI

4.0 Patch 1022 Changes–Sensitive Patient Tracking

4.1 PPN

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

Below are a few examples of how the PPN will display in the SEC application.

4.1.1 List Sensitive Patients

The PPN displays on the List Sensitive Patients [**IHS CORE > SEC > LSP**] as follows:

SENSITIVE FILE LISTING		Aug 15, 2023 12:44:49	Page: 2 of 4
Patients stored in DG SECURITY LOG file as of Aug 15, 2023			
+	Patients	Date Last Updated	Assigned By
	12. DEMO,PATIENT - PREFERRED NAME*	Aug 15, 2023@11:45:21 TO	
+ Enter ?? for more actions			
1	Edit Security Level	2	Who Accessed Record
		Q	Quit
Select Action: Next Screen// █			

Figure 4-1: List Sensitive Patients displays PPN

4.1.2 Display User Access to Patient Record

The PPN displays on the Display User Access to Patient Record. [IHS CORE > SEC > DUA] as follows:

ACCESS TO PATIENT RECORD		Aug 15, 2023 14:25:18	Page: 1 of 1
Sensitive Patient Access for JUL 16,2023 to AUG 15,2023			
Patient Name: DEMO,PATIENT - PREFERRED NAME*		#500001	
Date of Birth : Jan 01, 2020			
USER	DATE ACCESSED	OPTION/PROTOCOL USED	
CLERK,USER1	AUG 15, 2023@12:11	BPRM Adt	
CLERK,USER2	AUG 15, 2023@11:59	Select Patient	
CLERK,USER3	AUG 15, 2023@11:55	Patient Assignments Report	
CLERK,USER4	AUG 15, 2023@11:45	BPRM Registration	
Enter ?? for more actions			>>>
Select Action:Quit//			

Figure 4-2: Display User Access to Patient Record displays PPN

4.1.3 Enter/Edit Access Restrictions

The PPN displays on the Enter/Edit Access Restrictions. [IHS CORE > SEC > EAR] as follows:

User's Access Restrictions		Aug 16, 2023 13:58:18	Page: 1 of 1
User:	DEMO,DOCTOR	PHARMACIST	
	Last Signed on APR 10, 2013@10:47:02		
	Patient Name	Chart #	Restriction Status
1	DEMO,PATIENT - PREFERRED NAME*	500001	RESTRICTED ACCESS
Enter ?? for more actions			
1	Add Restricted Record	3	Lift Restriction
2	View Restricted Record	4	Resume Restriction
Select Action: Quit//			

Figure 4-3: Enter/Edit Access Restrictions displays PPN

4.1.4 Display All Patients Accessed by a User

The PPN displays on the Display All Patients Accessed by a User. [IHS CORE > SEC > PAU] as follows:

Patient Name	Chart#	Access Date/Time	Option / Security Level
DEMO,PATIENT - PREFERRED NAME*	500001	AUG 15, 2023@12:11	BPRM Adt / S
DEMO,PATIENT - PREFERRED NAME*	500001	AUG 15, 2023@11:59	Select Patient / S
DEMO,PATIENT - PREFERRED NAME*	500001	AUG 15, 2023@11:55	Patient Assignments Re / S
DEMO,PATIENT - PREFERRED NAME*	500001	AUG 15, 2023@11:45	BPRM Registration / U

Enter ?? for more actions

Select Action:Quit//

Figure 4-4: Display All Patients Accessed by a User displays PPN

5.0 Patch 1022 Changes–Patient Record Flags

5.1 PPN

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

Below are a few examples of how PPN will display in the FLG application.

5.1.1 Flag Assignment Report

The PPN displays on the Flag Assignment Report [**IHS CORE > FLG > RM > FAR**] as follows:

PATIENT RECORD FLAGS FLAG ASSIGNMENT REPORT					
-----					Page: 1
CATEGORY: Category II (Local)					Printed: Aug 15, 2023@11:54
DATE RANGE: 08/05/23 TO 08/15/23					
FLAG NAME: FOLLOW UP NEEDED					
PATIENT NAME	CHART #	ASSIGNED	REVIEW DT	STATUS	OWNING SITE

DEMO, PATIENT - PREFERRED NAME*	500001	08/15/23	N/A	ACTIVE	2021 DEMO HOSPITA
Total Assignments for Flag: 1					
Total Assignments for Category II: 1					
Enter RETURN to continue or '^' to exit: █					

Figure 5-1: Flag Assignment Report displays PPN

5.1.2 Patient Assignment Report

The PPN displays on the Patient Assignment Report [IHS CORE > FLG > RM > PAR] as follows:

PATIENT RECORD FLAGS PATIENT ASSIGNMENTS REPORT							Page: 1
Report Selected: Both (ACTIVE & INACTIVE)				Printed: Aug 16, 2023@14:08			

Patient: DEMO,PATIENT - PREFERRED NAME* 500001							
FLAG NAME	CATEGORY	APPROVED BY	ENTERED	REVIEW DT	STATUS	OWNING SITE	
1 FOLLOW UP NEEDED	II	DEMO,DOCTOR	08/15/23	N/A	INACTIVE	2021 DEMO H	
2 LAB NEEDED	II	DEMO,DOCTOR	08/15/23	N/A	ACTIVE	2021 DEMO H	
3 INFECTIOUS DISE	II	DEMO,DOCTOR	08/16/23	N/A	ACTIVE	2021 DEMO H	
<End of Report>							
Press RETURN to continue...							

Figure 5-2: Patient Assignment Report displays PPN

5.1.3 Assignments Approved By Report

The PPN displays on the Assignment Approved By Report [IHS CORE > FLG > RM > BAR] as follows:

PATIENT RECORD FLAGS ASSIGNMENTS APPROVED BY REPORT						Page: 1
Date Range: 08/05/23 to 08/15/23			Printed: Aug 15, 2023@11:58			

Approved By: DEMO,DOCTOR						
Flag Name: LAB NEEDED - Category II (Local)						
PATIENT	CHART #	ACTION	ACTION DT	REVIEW DT	STATUS	
=====	=====	=====	=====	=====	=====	
DEMO,PATIENT - PREFERRED NAME*	50-00-01	NEW ASSIGNMENT	08/15/23	N/A	ACTIVE	
<End of Report>						
Press RETURN to continue... █						

Figure 5-3: Assignment Approved by Report displays PPN

5.1.4 Record Flag Assignment

The PPN displays on the Record Flag Assignment [IHS CORE > FLG > FA] as follows:

RECORD FLAG ASSIGNMENT		Aug 15, 2023 11:59:46		Page: 1 of 1	
Patient: DEMO,PATIENT - PREFERRED NAME* (500001)			DOB: 01/01/20		
Flag	Assigned	Review Date	Active	Local	Owner Site
1 FOLLOW UP NEEDED	08/15/23	N/A	YES	YES	2021 DEMO HOSPIT
2 LAB NEEDED	08/15/23	N/A	YES	YES	2021 DEMO HOSPIT
Enter ?? for more actions					
SP	Select Patient	EF	Edit Flag Assignment		
DA	Display Assignment Details	CO	Change Assignment Ownership		
AF	Assign Flag				
Select Action:Quit// █					

Figure 5-4: Record Flag Assignment displays PPN

Acronym List

Acronym	Term Meaning
ADT	Admission, Discharge, and Transfer
FLG	Patient Record Flags
HHS	Health and Human Services
HICN	Health Insurance Claim Number
IHS	Indian Health Service
ISP2	Information Systems Security and Privacy Policy
PIMS	Patient Information Management System
PPN	Patient Preferred Name
RPMS	Resource and Patient Management System
SD	Scheduling
SEC	Sensitive Patient Tracking
SSN	Social Security Number

Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS IT Service Desk.

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