



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Text Integrated Utilities

(TIU)

Setup Guide

Version 2.0 Patch 1011
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Preface

This Setup Guide is designed to help users with the new functions of TIU patch 1011. This patch is an aggregate patch of many VA TIU Patches, but the new functionality addressed in this document is the mapping of TIU titles to the new national title file and the use of FORM letters.

Purpose

This manual provides information to enable the clinical coordinators to set up and use the new functionality. This document also explains the new functionality installed with this patch.

Scope

This manual provides the special installation instructions and new menu options for TIU Patch 1011.

Audience

Information in this manual is intended for Clinical Coordinators, who are responsible for installing the work environment, the clinical coordinator, and medical records personnel who will use the new reports.

1.0 Introduction

1.1 TIU Patch 211

This patch introduces the VHA Enterprise Document Type Ontology and a mapping utility to assist CACs with the process of mapping Local TIU Titles (from the TIU DOCUMENT DEFINITION file (#8925.1)) to VHA Enterprise Standard Titles (from the TIU VHA ENTERPRISE STANDARD TITLE file #8926.1).

It also assures that the dialogs for editing TIU Document Definitions prompt for the mapping, and that all views of TIU Documents (for example, Browse & Detailed Display), as well as any printed formats, include the VHA Enterprise Standard Title in addition to the Local TIU Title.

The standardized files that are being introduced by patch TIU*1*211 include:

- 8926.1 TIU VHA ENTERPRISE STANDARD TITLE
- 8926.2 TIU LOINC SUBJECT MATTER DOMAIN
- 8926.3 TIU LOINC ROLE
- 8926.4 TIU LOINC SETTING
- 8926.5 TIU LOINC SERVICE
- 8926.6 TIU LOINC DOCUMENT TYPE

In addition, the TIU STATUS file (#8925.6) will be standardized per VHA Directive 2005-044. Under this directive, all of the files included in the patch will be "locked down" by Data Standardization (DS). Local modification of the file definitions (such as, data dictionaries) shall not be allowed.

1.2 TIU Patch 209

In TIU patch 1010, a VA patch was sent to do the clean-up of existing TIU note titles. Its actions will also be explained in this document since it is assumed that most sites have not exercised these menu options.

This patch provides a report and automated cleanup utility to assist the Data Standardization's efforts to clean and standardize TIU Document Titles.

This patch is an important precursor to TIU*1*211, which maps local document titles to Standard Titles in preparation for the upcoming unified Clinical Data Repository/Health Data Repository of computable patient data. Using this report and the automatic cleanup feature that comes with it will greatly simplify the work required for document title mapping.

The report and cleanup utility will analyze the TIU DOCUMENT DEFINITION file (#8925.1) and provide an automated process to inactivate the appropriate TIU titles.

2.0 TIU Note Cleanup

This report should be run and inactive notes processed before attempting the mapping options. It will make the mapping much easier if titles that are not in use at a site are inactivated since the mapping process does not map inactive titles. It is most likely that there are several note titles at every site that have never been used and can successfully be inactivated.

National Notes titles such as CRISIS NOTE, ADVANCE DIRECTIVE and patient record flag note titles should NOT be inactivated. This report can be run using the new menu option, Active Title Cleanup Report [TIU ACTIVE TITLE CLEANUP], on the TIU Maintenance Menu [TIU IRM MAINTENANCE MENU], or from the BTIU MENU2 menu.

ADD	Review unsigned additional signatures
HIMS	Special HIMS TIU Reports
IPD	Individual Patient Document
LAD	List of Active Document Titles
PDM	Print Documents Menu ...
SIG	Awaiting Signature Listing
SSD	Search for Selected Documents
STR	Statistical Reports ...
TMM	TIU Maintenance Menu ... ← In this menu
UNS	Unsigned/Uncosigned Report
UPL	TIU Upload Menu ...
VUA	View a User's Alerts

Figure 2-1: TIU IRM MAINTENANCE MENU/BTIU MENU2 MENU

When running the routine, the following recommendations are made:

- Users may be on the system
- The job should be run at a time that does not conflict with a system backup
- Processing times for this task will vary considerably, depending on the load on your system and the number of entries processed in the TIU DOCUMENT FILE (#8925) and TIU DOCUMENT DEFINITION FILE (#8925.1). An estimated processing time should be less than a minute.

This routine should not be deleted after it is initially used. The report can be run as often as needed to track the frequency of usage for TIU Document Definitions and periodic inactivation of unused titles.

The report will display all currently ACTIVE titles along with the number of instances that title has been used in the previous 365 days, the last day that title has been used, along with the last AUTHOR/DICTATOR of that entry.

- INACTIVE titles will only appear on the report if that title has been used in the previous 365 days.

- ACTIVE titles that have a document type field that points to a document (in 8925.1) of type DOCUMENT CLASS or CLASS will have a *[DOCUMENT CLASS]* or *[CLASS]* tag appended to the title respectively.
- ACTIVE titles that contain a 0 (zero) or NULL document type field will be displayed as UNKNOWN *[missing]* on the report and the document IENs for these titles will be listed at the end of the report.
- All ACTIVE titles with a count of 0 (zero) will be selected for automatic inactivation ONLY AFTER USER INTERVENTION DURING THE REPORT PROCESS. No changes will be made to file #8925.1 without consent from the user.

Specific titles may be selected that will NOT be INACTIVATED even if their usage count for the last year is 0.

The header of the report will also contain summaries of:

- Elapsed time to run the report
- Number of active, unused titles in the previous 365 days
- Number of active, used titles in the previous 365 days
- Total number of active titles
- Current user running the report
- Date of report (T)
- Date range searched (T-365)

```

                                TIU Maintenance Menu

(DEMO HOSPITAL)

CLN   Active Title Cleanup Report   << This one
DDM   Document Definitions (Manager) ...
MAP   Title Mapping Utilities ...
TAT   TIU Alert Tools
TPM   TIU Parameters Menu ...
TTM   TIU Template Mgmt Functions ...
UCM   User Class Management Menu ...

```

Figure 2-2: TIU Maintenance Menu

2.1 First Time Review

For the first time around, select **NO** to review what titles are not used at your facility.

```
Inactivate the unused Document Titles at this time? NO//.
```

The sample shown in Figure 2-3 was once a test database and is not indicative of the results at any actual site.

Review Screen
 Elapsed Time: 0 minute(s) 1 second(s)

```

# of Used Titles      :      8
# of Unused Titles   :     76
# of Invalid Titles   :      0
-----
# of Total Titles    :     84

# of Docs            :     29
# of Docs Incorrect .01 Field :    0
# of Docs Zero/Null .01 Field :    0
-----
# of Total Docs Searched :    29

```

Current User: USER, DEMO
 Current Date: Jan 04, 2013@11:52:38
 Date range searched: Jan 05, 2012 - Jan 04, 2013

Document Title	# of Docs	Last DT Used	Author/Dictator
ADVANCE DIRECTIVE	0	N/A	N/A
ADVERSE REACTION/ALLERGY	0	N/A	N/A
AMH BH BIOPSYCHOSOCIAL ASSESSMENT	0	N/A	N/A
AMH BH GROUP	0	N/A	N/A
AMH BH INDIVIDUAL	0	Mar 18, 2010	USER, DEMO
AMH BH NOTE WITH BOILERPLATE	0	N/A	N/A
ANNOTATION	0	N/A	N/A
CARDIOLOGY	0	N/A	N/A
CLINICAL WARNING	0	N/A	N/A
CRISIS NOTE	0	N/A	N/A
DENTAL CONSULT	0	May 10, 2005	USER, DEMO
DISCHARGE INSTRUCTIONS	0	N/A	N/A
E-DISCHARGE INSTR REQUESTED	0	N/A	N/A
EHIM CONSULT RESULTS	0	N/A	N/A
ILL CHILD VISIT	0	Aug 24, 2007	USER, DEMO
NURS INJECTIO	0	Mar 18, 2010	USER, DEMO
NURS TELEPHONE	0	N/A	N/A
NURSING TRIAGE	0	Mar 17, 2010	USER, DEMO
OB FIRST VISIT	0	N/A	N/A
OB POSTPARTUM VISIT	0	Jul 14, 2005	USER, DEMO
OB ROUTINE VISIT	0	N/A	N/A
PAIN CONTRACT	0	Mar 18, 2010	HAGER, MARY G
PATIENT RECORD FLAG CATEGORY I	0	N/A	N/A
PATIENT RECORD FLAG CATEGORY II INFECTIOUS DISEASE	0	N/A	N/A
PATIENT RECORD FLAG CATEGORY II -RESEARCH STUDY	0	N/A	N/A
PATIENT RECORD FLAG CATEGORY II -RISK, FALL	0	N/A	N/A
PATIENT RECORD FLAG CATEGORY II RISK, WANDERING	0	N/A	N/A
PC ANNUAL VISIT	0	N/A	N/A
PC FOLLOWUP VISIT	0	Aug 30, 2007	USER, DEMO
PEDIATRIC NOTE	0	N/A	N/A
PRENATAL NURSING	0	Jun 08, 2005	USER, NURSE
PRENATAL VISIT	0	Jun 29, 2005	USER, DEMO
PT CONSULT	0	N/A	N/A
TEAM DIETITIAN	0	May 18, 2006	HAGER, MARY G

TEAM INITIAL NOTE	0	May 18, 2006	HAGER, MARY G
TEAM NURSE	0	May 18, 2006	HAGER, MARY G
WELL CHILD VISIT	0	Aug 02, 2007	USER, DEMO
AMH BH MISCELLANEOUS	1	Jan 02, 2013	USER, DEMO
DIETETICS CONSULT	2	Jan 31, 2012	USER, DEMO
DISCHARGE SUMMARY	1	Jan 31, 2012	USER, DEMO
DM ANNUAL	1	Dec 31, 2012	USER, DEMO
DM QUARTERLY	1	Dec 31, 2012	USER, DEMO
LAB RESULT	1	Dec 31, 2012	USER, DEMO
PC ACUTE CARE VISIT	21	Jan 02, 2013	USER, DEMO
TEST FORM LETTER	1	Jun 15, 2012	USER, DEMO

Figure 2-3: Active Title Cleanup Report Option

After reviewing this list, decide which un-used titles you want to keep as active. Be sure to include national titles and patient record flag titles.

2.2 Second Time Inactivate

Run the option a second time with the list of titles to keep active handy.

```
Inactivate the unused Document Titles at this time? NO// YES
```

All active titles that have not been used in the previous 365 days will be set to **INACTIVE**.

You may select individual **DOCUMENT TITLES** that will **NOT** be set to **INACTIVE** by this cleanup.

```
Are you sure you want to change their status to INACTIVE? NO// YES
```

Enter the **DOCUMENT TITLE(S)** that will **NOT** be **INACTIVATED** during the cleanup process.

Enter **RETURN** or type a caret (^) to finish selections.

```
Enter DOCUMENT TITLE: ADVANCE DIRECTIVE          TITLE          TITLE
```

Enter your list of titles that you want to keep active one at a time.

The list will be presented to you before you begin the inactivation process:

```
The following DOCUMENT TITLES will NOT be INACTIVATED:
```

```

ADVANCE DIRECTIVE
CLINICAL WARNING
ADVERSE REACTION/ALLERGY
CRISIS NOTE
AMH BH INDIVIDUAL
PRENATAL VISIT
ANNOTATION
PATIENT RECORD FLAG CATEGORY I

```

```

PATIENT RECORD FLAG CATEGORY II - RISK, FALL
PATIENT RECORD FLAG CATEGORY II - RISK, WANDERING
PATIENT RECORD FLAG CATEGORY II - RESEARCH STUDY
PATIENT RECORD FLAG CATEGORY II - INFECTIOUS DISEASE

Is this correct? YES//
DEVICE: HOME//    CONSOLE

```

Figure 2-4: Example of Document Titles that will not be Inactivated

The user will then see the new list of active titles.

```

Elapsed Time:      0 minute(s) 0 second(s)

      # of Used Titles   :           8
      # of Unused Titles :          76
      # of Invalid Titles :           0
      -----
      # of Total Titles  :          84

      # of Docs         :          29
# of Docs Incorrect .01 Field :           0
# of Docs Zero/Null .01 Field :           0
      -----
      # of Total Docs Searched :          29

      Current User:   USER, DEMO
      Current Date:   Jan 04, 2013@11:57:07
      Date range searched: Jan 05, 2012 - Jan 04, 2013

Document Title      # of Docs      Last DT Used      Author/Dictator
-----
ADVANCE DIRECTIVE      0              N/A                N/A
ADVERSE REACTION/ALLERGY 0              N/A                N/A
AMH BH INDIVIDUAL      0              Mar 18, 2010      USER, DEMO
ANNOTATION              0              N/A                N/A
CLINICAL WARNING       0              N/A                N/A
CRISIS NOTE            0              N/A                N/A
PATIENT RECORD FLAG
  CATEGORY I           0              N/A                N/A
PATIENT RECORD FLAG CATEGORY
  II -INFECTIOUS DISEASE 0              N/A                N/A
  INFECTIOUS DISEASE [unknown]
PATIENT RECORD FLAG
  CATEGORY II- RESEARCH STUDY 0              N/A                N/A
PATIENT RECORD FLAG
  CATEGORY II -RISK, FALL 0              N/A                N/A
PATIENT RECORD FLAG
  CATEGORY II-RISK, WANDERING 0              N/A                N/A
PRENATAL VISIT         0              Jun 29, 2005      USER, DEMO
AMH BH MISCELLANEOUS  1              Jan 02, 2013      USER, DEMO
DIETETICS CONSULT     2              Jan 31, 2012      USER, DEMO
DISCHARGE SUMMARY     1              Jan 31, 2012      USER, DEMO
DM ANNUAL              1              Dec 31, 2012      USER, DEMO
DM QUARTERLY          1              Dec 31, 2012      USER, DEMO
LAB RESULTS            1              Dec 31, 2012      USER, DEMO
PC ACUTE CARE VISIT   21             Jan 02, 2013      USER, DEMO

```

TEST FORM LETTER	1	Jun 15, 2012	USER, DEMO
------------------	---	--------------	------------

Figure 2-5: Example of a new list of Active Titles

3.0 Mapping to National Titles

A menu has been added to assist with the mapping to the new national title file.

```

CLN   Active Title Cleanup Report
DDM   Document Definitions (Manager) ...
MAP   Title Mapping Utilities ...   <<This one>>
TAT   TIU Alert Tools
TPM   TIU Parameters Menu ...
TTM   TIU Template Mgmt Functions ...
UCM   User Class Management Menu ...

```

Figure 3-1: TIU MAINTENANCE Menu options

3.1 Direct Mapping to Note Titles

The following is an example of the Mapping Workbench using the Direct Mapping action.

Direct mapping is probably the fastest and easiest way to map Indian Health Progress Note Titles to the National Note Title File.

```

1 Map ACTIVE LOCAL Titles
2 Selected Active Title Map
3 Mapping Workbench
4 Add/Edit Synonyms ...

Select Title Mapping Utilities Option: 3 Mapping Workbench
Select Mapping Status: unmapped (ACTIVE)// <Enter>

Searching for the events:.....

```

Figure 3-2: Mapping Workbench example

Title Mapping Workbench		Jan 07, 2013 11:26:45	Page:1 of	1
UNMAPPED (ACTIVE) Titles				
LOCAL Title	VHA Enterprise Title	Attempted	User	Name
1	AMH BH INDIVIDUAL	01/01/13 12:07	USER,	DEMO
2	PATIENT RECORD FLAG CATEGORY I	01/04/13 12:14	USER,	DEMO
+Next Screen		-PrevScreen	??More Actions	>>>
Find	Map Title(s)	Direct Mapping	Change View	Quit

```
Select Action: Quit//
```

Figure 3-3: Unmapped Notes

The list of unmapped notes is available and the list of actions is listed below.

```
Valid selections are:
FIND
  Allows user to search list of Documents for a text string (word, phrase,
  or partial word) from current position to the end of this list. Upon
  reaching the end of the last page of the list, the user will be asked
  whether to continue the search from the beginning of the list through
  the origin of the search.
MAP TITLE(S)
  Allows mapping of local TIU Titles to VHA Enterprise Standard Titles
  using the full features of the Mapper Utility to assist in the choice.
DIRECT MAPPING
  Allows users to know which VHA Enterprise Standard Title should be
  associated with a given local title to map the Local Title directly,
  without the assistance of the Mapper.
CHANGE VIEW
  Allow modification of the current list of mapped or unmapped titles to
  include either UNMAPPED, MAPPED, FAILED attempts, of ALL Active Titles
  for a specified user and time range (where applicable).
QUIT
  Allows user to quit the current menu level.

The following actions are also available:

Press RETURN to continue or '^' to exit:
```

Figure 3-4: Action List

```
DIRECT MAPPING
  Allows users to know which VHA Enterprise Standard Title should be
  associated with a given local title to map the Local Title directly,
  without the assistance of the Mapper.
CHANGE VIEW
  Allow modification of the current list of mapped or unmapped titles to
  include either UNMAPPED, MAPPED, FAILED attempts, of ALL Active Titles
  for a specified user and time range (where applicable).
QUIT
  Allows user to quit the current menu level.

The following actions are also available:

Press RETURN to continue or '^' to exit:

+ Next Screen          DN Down a line          PL Print List
- Previous Screen      < Shift View to Left    QQ Quick Quit
FS First Screen        > Shift View to Right  ADPL Auto Display on/Off
LS Last Screen         GO go to Page           CWAD CWAD Display
UP Up a line           RD Re Display Screen
```

Figure 3-5: Action List 2

Select **Direct Mapping** and then choose a national title to map to.

```

+ Next Screen    - Prev Screen    ?? More Actions

      Map Title(S)                Change view
Select Action: Quit//DR          Direct Mapping
Select Title(s):   (1-2): 1

Mapping Title #1

Direct Mapping to Enterprise Standard Title...
Your LOCAL Title is:   AMH BH INDIVIDUAL

      NOTE: Only ACTIVE Titles may be selected...

Select VHA ENTERPRISE STANDARD TITLE: MENTAL HEALTH OUTPATIENT
  1  MENTAL HEALTH OUTPATIENT CONSULT
  2  MENTAL HEALTH OUTPATIENT E & M NOTE
  3  MENTAL HEALTH OUTPATIENT GROUP COUNSELING NOTE
  4  MENTAL HEALTH OUTPATIENT INITIAL EVALUATION NOTES
  5  MENTAL HEALTH OUTPATIENT NOTE
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 5 MENTAL HEALTH OUTPATIENT NOTE
      I found a match of: MENTAL HEALTH OUTPATIENT NOTE
      ...OK? Yes//

```

Figure 3-6: Direct Mapping of a Title to the National Title File

3.2 Add/Edit Local Synonyms

The matching program uses a file of synonyms to aid it in determining potential matches of local titles to national titles. In many cases a site will have terms in their titles that describe situations that occur only at that site. To accommodate this, a file of local synonyms can be created. An example of this is when colors were assigned to general clinics. These colors are different at every site, so they cannot be included in the file of national synonyms, but if you put them into the local synonym file the mapping utility will run faster and smoother. Another example is NSG for nursing. Many sites use this abbreviation for Nursing, but it is not found in the national synonym file.

```

1    Subject Matter Domain Synonyms
2    Role Synonyms
3    Setting Synonyms
4    Service Synonyms
5    Document Type Synonyms

```

Figure 3-7: Synonym menu options

Select any of the items where you want to add a synonym. It will help to use the question mark to discover what types of things are roles or settings or services before attempting to add new entries.

```

Add AMH as a synonym for mental health
Select number 1
Please Enter SMD Synonym: AMH
Are you adding 'AMH' as a new TIU LOINC SMD SYNONYMS (the 711TH)? No// Y

```

```
(Yes)

SYNONYM: AMH//
SUBJECT MATTER DOMAIN: MENTAL HEALTH

Select number 3
Please Enter SETTING Synonym: PHN
Synonym: PHN//
SETTING: HOME HEALTH
```

Figure 3-8: Adding a New Synonym

3.3 Automated Mapping

To assist sites with automated mapping of TIU Clinical Document Titles, Standards and Terminology Services (STS) is providing a set of instructions. This document outlines the automated process of mapping one local clinical document title to a standard title. This document is intended to assist Clinical Applications Coordinators (CACs), Health Information Managers (HIMS) and Implementation Managers.

1. Select TIU Maintenance Menu Option: Map Title Mapping Utilities:

```
1      Map ACTIVE LOCAL Titles
2      Selected Active Title Map
3      Mapping Workbench
4      Add/Edit Synonyms ...
```

Figure 3-9: Map Title Mapping Utilities

2. Select number **1**.

```
*****
*                               *
*           Good MORNING DEMO!   *
*       And WELCOME BACK for ANOTHER ride on the MTA!!!   *
*                               *
*       So far, 8 of 16 Active Titles have been mapped!   *
*       You're at Northeastern University Station...   *
*                               *
*       In preparation for migration to the HDR, ALL LOCAL titles *
*       MUST be mapped to Standard Titles BEFORE transmittal of TIU *
*       Documents to the HDR can begin.   *
*                               *
*       You may quit mapping titles at any time, and continue your *
*       work from the last successfully mapped title. The only *
*       catch is that any ACTIVE LOCAL Titles that are not mapped *
*       when transmission to the HDR is initiated will be *
*       INACTIVATED, so please finish this process expeditiously... *
*****
... Are you READY to map? NO//YES
```

Figure 3-10: Map ACTIVE LOCAL Titles

Depending on what you have named your titles, the lookups may be easy or difficult.

```

For the LOCAL Title: DIETETICS CONSULT

Attempting to map DIETETICS CONSULT
to a VHA Enterprise Standard Title...

Is "DIETETICS" a Subject Matter Domain?  NUTRITION DIETETICS
I found a match of: NUTRITION DIETETICS
... OK? Yes//
For the LOCAL Title: DIETETICS CONSULT

Attempting to map DIETETICS CONSULT
to a VHA Enterprise Standard Title...

Is "DIETETICS" a Subject Matter Domain?  NUTRITION DIETETICS
I found a match of: NUTRITION DIETETICS
... OK? Yes// YES

Is "CONSULT" a LOINC Role? No.
Is "CONSULT" a SYNONYM for a LOINC Role? No.

Is "CONSULT" a Setting? No.
Is "CONSULT" a SYNONYM for a Setting? No.

Is "CONSULT" a Service? ATION CONFIRMATORY CONSULTATION
I found a match of: CONFIRMATORY CONSULTATION
... OK? Yes// NO

No.
Is "CONSULT" a SYNONYM for a Service? ATION CONFIRMATORY CONSULTATION
CONFIRMA
TORY CONSULTATION CONFIRMATORY CONSULTATION
I found a match of: CONFIRMATORY CONSULTATION
Service: CONFIRMATORY CONSULTATION
... OK? Yes// YES

No Document Type found...Setting Document Type to 'NOTE.'

Remember, your LOCAL title is: DIETETICS CONSULT
Now, we'll query the VHA Enterprise Standard Titles for an entry with:

LOCAL Title: DIETETICS CONSULT
Subject Matter Domain: NUTRITION DIETETICS
Service: CONFIRMATORY CONSULTATION
Document Type: NOTE

First, we'll try an EXCLUSIVE match (i.e., ALL conditions met):

Since that failed, we'll try an INCLUSIVE match (i.e., ANY conditions met):

AUGH! Let's try a manual look-up...
Again, your LOCAL Title is: DIETETICS CONSULT

NOTE: Only ACTIVE Titles may be selected...

Select VHA ENTERPRISE STANDARD TITLE: NUTRITION
1 NUTRITION DIETETICS ADMINISTRATIVE NOTE
2 NUTRITION DIETETICS CONSULT
3 NUTRITION DIETETICS DIAGNOSTIC INTERVENTION PROCEDURE REPORT
4 NUTRITION DIETETICS DISCHARGE NOTE
5 NUTRITION DIETETICS E & M CONSULT
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 2 NUTRITION DIETETICS CONSULT

```

```

I found a match of: NUTRITION DIETETICS CONSULT
... OK? Yes// YES

Ready to map LOCAL Title: DIETETICS CONSULT to
VHA Enterprise Standard Title: NUTRITION DIETETICS CONSULT.
... OK? Yes// YES
Done.

```

Figure 3-11: Dietetics Consult example

This one is difficult to do until DM was mapped as a synonym for DIABETOLOGY.

```

For the LOCAL Title: DM ANNUAL
Remember, your LOCAL title is: DM ANNUAL
Attempting to map DM ANNUAL
to a VHA Enterprise Standard Title...

Is "DM" a Subject Matter Domain? No.
Is "DM" a SYNONYM for a Subject Matter Domain?           DIABETOLOGY
I found a match of: DM
Subject Matter Domain: DIABETOLOGY
... OK? Yes// YES

Is "ANNUAL" a LOINC Role? No.
Is "ANNUAL" a SYNONYM for a LOINC Role? No.

Is "ANNUAL" a Setting? No.
Is "ANNUAL" a SYNONYM for a Setting? No.

Is "ANNUAL" a Service?
1  ANNUAL EVALUATION
2  ANNUAL HISTORY AND PHYSICAL
CHOOSE 1-2: 1  ANNUAL EVALUATION
I found a match of: ANNUAL EVALUATION
... OK? Yes// YES

No Document Type found...Setting Document Type to 'NOTE.'

Remember, your LOCAL title is: DM ANNUAL
Now, we'll query the VHA Enterprise Standard Titles for an entry with:

        LOCAL Title: DM ANNUAL
        Subject Matter Domain: DIABETOLOGY
        Service: ANNUAL EVALUATION
        Document Type: NOTE

First, we'll try an EXCLUSIVE match (i.e., ALL conditions met):

Since that failed, we'll try an INCLUSIVE match (i.e., ANY conditions met):

AUGH! Let's try a manual look-up...
Again, your LOCAL Title is: DM ANNUAL

NOTE: Only ACTIVE Titles may be selected...

Select VHA ENTERPRISE STANDARD TITLE: DIABETES ??

Select VHA ENTERPRISE STANDARD TITLE: DIABETIC ??

```

```

Select VHA ENTERPRISE STANDARD TITLE: DIAB
  1  DIABETOLOGY C & P EXAMINATION CONSULT
  2  DIABETOLOGY CASE MANAGER NOTE
  3  DIABETOLOGY CONSULT
  4  DIABETOLOGY E & M NOTE
  5  DIABETOLOGY EDUCATION NOTE
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5:
  6  DIABETOLOGY GROUP COUNSELING CONSULT
  7  DIABETOLOGY GROUP COUNSELING NOTE
  8  DIABETOLOGY INITIAL EVALUATION NOTE
  9  DIABETOLOGY INPATIENT NOTE
 10  DIABETOLOGY MEDICATION MGT NOTE
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-10:
 11  DIABETOLOGY MGT OF A SPECIFIC PROBLEM CONSULT
 12  DIABETOLOGY MGT OF A SPECIFIC PROBLEM NOTE
 13  DIABETOLOGY NOTE
 14  DIABETOLOGY OUTPATIENT CONSULT
 15  DIABETOLOGY OUTPATIENT GROUP COUNSELING NOTE
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-15:
 16  DIABETOLOGY OUTPATIENT INITIAL EVALUATION NOTE
 17  DIABETOLOGY OUTPATIENT NOTE
 18  DIABETOLOGY OUTPATIENT PROGRESS NOTE
 19  DIABETOLOGY OUTPATIENT RISK ASSESSMENT SCREENING NOTE
 20  DIABETOLOGY PROGRESS NOTE
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-20:
 21  DIABETOLOGY REPORT
 22  DIABETOLOGY RISK ASSESSMENT SCREENING CONSULT
 23  DIABETOLOGY RISK ASSESSMENT SCREENING NOTE
 24  DIABETOLOGY RISK ASSESSMENT SCREENING REPORT
 25  DIABETOLOGY RN CONSULT
Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-25:
 26  DIABETOLOGY RN NOTE
 27  DIABETOLOGY RN OUTPATIENT NOTE
 28  DIABETOLOGY TELEPHONE ENCOUNTER NOTE
 29  DIABETOLOGY TREATMENT PLAN NOTE
CHOOSE 1-29: 18

CHOOSE 1-29: 18  DIABETOLOGY OUTPATIENT PROGRESS NOTE
  I found a match of: DIABETOLOGY OUTPATIENT PROGRESS NOTE
  ... OK? Yes// YES
  Ready to map LOCAL Title: DM ANNUAL to
VHA Enterprise Standard Title: DIABETOLOGY OUTPATIENT PROGRESS NOTE.
  ... OK? Yes// Y

```

Figure 3-12: DM Annual example

3.4 Remapping

Any item can be remapped at either time using the options on the mapping menu.

1. Select TIU Maintenance Menu Option: MAP Title Mapping Utilities.
2. Select number **2**.

```

1      Map ACTIVE LOCAL Titles
2      Selected Active Title Map
3      Mapping Workbench
4      Add/Edit Synonyms ...

```

Figure 3-13: MAP Title Mapping Utilities

3. Select a title that has been mapped and you will be prompted if you want to re-map it.

```

Select TITLE:   DM ANNUAL           TITLE           TITLE
              Std Title: DIABETOLOGY OUTPATIENT       PROGRESS NOTE

For the LOCAL Title: DM ANNUAL

Attempting to map DM ANNUAL
  To a VHA Enterprise Standard Title...

      The LOCAL Title: DM ANNUAL
          Is already mapped to
VAH Enterprise title: DIABETOLOGY OUTPATIENT PROGRESS NOTE

Do you want to RE-MAP it? No//

```

Figure 3-14: Remapping

4. Another way to remap is to select number **3** on the same menu but look at Mapped Titles.

```

Select Title Mapping Utilities Option: 3 Mapping Workbench
Select Mapping Status: unmapped (ACTIVE)// ?

Enter a code from the list.

      Select one of the following:

          M      mapped
          U      unmapped (ACTIVE)
          F      failed mappings
          A      active
          I      inactive
          *      standard title inactivated

Select Mapping Status: unmapped (ACTIVE)// mapped

```

Figure 3-15: Mapping Workbench

5. Find the title you want to remap and select **Map Title**.

```

TITLE MAPPING WORKBENCH           Jan 07, 2013 12:39:07           Page:      1 of      3
                                MAPPED Titles

LOCAL Title
VHA Enterprise Title
1  ADVANCE DIRECTIVE              Attempted      User      Name
                                12/31/12 16:20 USER,      DEMO
ADVANCE DIRECTIVE

```

2	ADVERSE REACTION/ALLERGY ALLERGY & IMMUNOLOGY NOTE	12/31/12	16:21	USER,	DEMO
3	ANH BH MISCELLANEOUS MENTAL HEALTH OUTPATIENT NOTE	01/04/13	12:13	USER,	DEMO
4	ANNOTATION RADIOLOGY DIAGNOSTIC STUDY NOTE	01/01/13	12:14	USER,	DEMO
5	CLINICAL WARNING CLINICAL WARNING	12/31/12	16:20	USER,	DEMO
6	CRISIS NOTE CRISIS INTERVENTION NOTE	12/31/12	16:21	USER,	DEMO
7	DIETETICS CONSULT	01/04/13	12:01	USER,	DEMO
+		+Next Screen	-Prev Screen	??More Actions	>>>
	Find		Direct Mapping	Quit	
	Map Title(s)		Change View		
Select Action: Next Screen//					

Figure 3-16: Remapping from mapped list

3	ANH BH MISCELLANEOUS MENTAL HEALTH OUTPATIENT NOTE	01/04/13	12:13	USER,	DEMO
4	ANNOTATION RADIOLOGY DIAGNOSTIC STUDY NOTE	01/01/13	12:14	USER,	DEMO
5	CLINICAL WARNING CLINICAL WARNING	12/31/12	16:20	USER,	DEMO
6	CRISIS NOTE CRISIS INTERVENTION NOTE	12/31/12	16:21	USER,	DEMO
7	DIETETICS CONSULT	01/04/13	12:01	USER,	DEMO
+		+Next Screen	-Prev Screen	??More Actions	>>>
	Find		Direct Mapping	Quit	
	Map Title(s)		Change View		
Select Action: Next Screen// map Map Title(s)					
Select Title(s): (1-7): 2					
Mapping Title #2					
Attempting to map ADVERSE REACTION/ALLERGY					
To a VHA Enterprise Standard Title...					
The LOCAL Title: ADVERSE REACTION/ALLERGY					
Is already mapped to					
VHA Enterprise Title: ALLERGY & IMMUNOLOGY NOTE					
Do you want to RE-MAP it? No//					

Figure 3-17: Remapping Action

4.0 Form Letters

New functionality is provided with a new document class entitled FORM LETTERS. The new document class allows a custom heading, closing, and footer that replace the standard TIU header and footer to allow standard notes to be used as FORM LETTERS suitable for mailing, and so on. The new parameters may be set at an individual (TITLE) level or Document Class level to apply to all titles in the FORM LETTERS class.

4.1 Setup the Parameters

1. From the BIU MENU2 main menu, select **TMM**, the **TIU Maintenance Menu**.

ADD	Review unsigned additional signatures
HIMS	Special HIMS TIU Reports ...
IPD	Individual Patient Document
LAD	List of Active Document Titles
MPD	Multiple Patient Documents
PDM	Print Documents Menu ...
SIG	Awaiting Signature Listing
SSD	Search for Selected Documents
STR	Statistical Reports ...
TMM	TIU Maintenance Menu ...
UNS	Unsigned/Uncosigned Report
UPL	TIU Upload Menu ...
VUA	View a User's Alerts

Figure 4-1: BIU MENU2 main menu

2. From there, go to **TPM3** or the **Document Parameter Edit**.

TPM1	Basic TIU Parameters
TPM2	Modify Upload Parameters
TPM3	Document Parameter Edit
TPM4	Progress Notes Batch Print Locations
TPM5	Division - Progress Notes Print Params

Figure 4-2: **Document Parameter Edit** option selection

You can set up different form parameters for different titles. However, all the documents **MUST** be in the new document class of FORM LETTERS for this functionality to work.

Note: Remember that if you set up parameters for a specific title, make sure you fill in all the parameters.

The new fields are in bold type.

3. Select TIU Parameters Menu Option: **TPM3 Document Parameter Edit**.

4. Edit Institution-wide parameters:

```

Select DOCUMENT DEFINITION: FORM LETTERS          DOCUMENT CLASS          DOCUMENT CLASS
          ...OK? Yes//      (Yes)

DOCUMENT DEFINITION: FORM LETTERS// FORM LETTERS
REQUIRE RELEASE:
REQUIRE MAS VERIFICATION:
REQUIRE AUTHOR TO SIGN: YES//
ROUTINE PRINT EVENT(S):
STAT PRINT EVENT(S):
MANUAL PRINT AFTER ENTRY: YES//
ALLOW CHART PRINT OUTSIDE MAS: YES//
ALLOW >1 RECORDS PER VISIT: YES//
ENABLE IRT INTERFACE:
SUPPRESS DX/CPT ON ENTRY:
FORCE RESPONSE TO EXPOSURES:
ASK DX/CPT ON ALL OPT VISITS:
SEND ALERTS ON ADDENDA:
ORDER ID ENTRIES BY TITLE:
SEND ALERTS ON NEW ID ENTRY:
SEND COSIGNATURE ALERT:
EDITOR SET-UP CODE:
HEADING:
Demo Hospital
8100 RedBud Ct
Newburgh IN
Phone 812-518-4039

Edit? NO//
JUSTIFY HEADING: CENTER JUSTIFIED//
INSERT BLANK LINES: 5//
FOOTER:
|PATIENT NAME|                                |PATIENT PHONE|

Edit? NO//
JUSTIFY FOOTER: LEFT JUSTIFY//
CLOSING:
Printed on: |TODAY'S DATE|

Edit? NO//

JUSTIFY CLOSING: LEFT JUSTIFY//
PAGE NUMBERS: YES//
JUSTIFY PAGE NUMBERS: CENTER JUSTIFIED//
HEADING:                                     << Prints at the top of the first page>>
Department of Veterans Affairs
1234 Example Street
Tampa, FL 34698

Edit? NO//
JUSTIFY HEADING: CENTER JUSTIFIED//?          <<Select where to print heading.
Select where to display the HEADING.          LEFT JUSTIFY is the default>>
Choose from: .
LJ      LEFT JUSTIFY
CJ      CENTER JUSTIFY
RJ      RIGHT JUSTIFY

INSERT BLANK LINES: ?
Enter the number of blank lines to be inserted AFTER the header (if

```

```

    present).  If no header, the blank lines will be added before the note text.
    1-10 lines may be added.

INSERT BLANK LINES <<If no heading is desired, blank lines may be added to help text
                    placement with envelope windows>>

FOOTER
Department of Veterans Affairs
 1234 Example Street
 Tampa, FL 34698

    Edit? NO//  <<The FOOTER will be printed at the bottom of every page>>

JUSTIFY FOOTER: RIGHT JUSTIFY// <<Select where to print the footer. Left justify is
                    the default>>

CLOSING: <<The CLOSING prints at the END of the Note text>>

Sincerely,

|EXAMPLE OBJECT|

Edit?NO//
JUSTIFY CLOSING: LEFT JUSTIFY << Select where to print the closing. Left Justifyis
                    the default>>

PAGE NUMBERS: YES// <<Select to print page numbers in the format
                    Page X of X>>

JUSTIFY PAGE NUMBERS: RIGHT JUSTIFIED?? <<Select where to print the page
                    numbers. LEFT JUSTIFY is the default>>

```

Figure 4-3: Example of editing parameters

4.2 Create the Note Titles

```

                                TIU Maintenance Menu
                                (DEMO HOSPITAL)

CLN  Active Title Cleanup Report
DDM  Document Definitions (Manager)...
MAP  Title Mapping Utilities...
TAT  TIU Alert Tools
TPM  TIU Parameters Menu...
TTM  TIU Template Mgmt Functions...
UCM  User Class Management Menu...

You have 46 PENDING ALERTS
      Enter "VA to jump to VIEW ALERTS option

Select TIU Maintenance Menu Option: DDM

```

Figure 4-4: Select DDM Document Definitions (Manager)... to Make New Notes

1. Select **DDM** to setup new note titles.

2. Select **DDM3** to create a New Documents Definition.
3. Select **Next level** and enter **Progress Notes**. The new Document Class of FORM LETTERS becomes available.

Create Document Definitions		Jan 07, 2013 12:20:17		Page: 1 of 2	
BASICS					
	Name	Type			
1	CLINICAL DOCUMENT	CL			
2	PROGRESS NOTES	CL			
3	ADVANCE DIRECTIVE	DC			
4	ADVERSE/REACTION/ALLERGY	DC			
5	CRISIS NOTE	DC			
6	CLINICAL WARNING	DC			
7	SAMPLE TITLE	DC			
8	LR LABORATORY REPORTS	CL			
9	BEHAVIORAL HEALTH	DC			
10	CONSULTS	CL			
11	DIABETES	CL			
12	DISCHARGE INSTRUCTIONS	DC			
13	FORM LETTERS	DC			
14	ID CHILD	DC			
+	?Help	>ScrollRight	PS/PL Print Scrn/List	+/-	>>>
	Class/DocumentClass	Next Level	Detailed Display/Edit		
	(Title)	Restart	Status...		
	(Component)	Boilerplate text Delete			
Select Action: Next Screen?//					

Figure 4-5: Document Definitions

4. Select **Next level** again and then select **FORM LETTERS**.
5. Finally select your new title.

Remember, that from now on, any new title must be mapped to the national title list. Also, make sure that you activate it so it can be used in the EHR.

Detailed Display		Jan 07, 2013 12:21:57		Page 1 of 3	
Title LAB RESULTS					
Basics		Note: Values preceded by * have been inherited			
	Name:	Lab Results			
	VHA Enterprise				
	Standard Titel:	CLINICAL LABORATORY IMMUNOLOGY OUTPATIENT NOTE			
	Abbreviation:				
	Print Name:	FORM LETTER EXAMPLE			
	Type:	TITLE			
	IFN:	75			
	National:				
	Standard:	No			
	Status:	ACTIVE			

```

                Owner:      CLINICAL COORDINATOR
                In Use:     Yes
    Suppress Visit
    Selection:     No
+   ? Help              +,- Next, Previous Screen      PS/PL
    Basics            Technical Field                Find
    Items: Seq Mnem MenuTxt      Edit upload                Quit
    Boilerplate Text      Try
Select Action: Next Screen//

```

Figure 4-6: New Form Letter Title and Mapped to Standard Title

4.3 View and Print

When printing a document title from the new document class, CHART or WORK copy is ignored and will print as a FORM LETTER – omitting the standard header and footer.

The use of TIU OBJECTS/PATIENT DATA objects is supported in the new fields and should be used with care to avoid including any sensitive patient data if the document is to be printed and/or mailed to that patient. Objects that return either a single line or multiple lines of data are supported.

When viewing titles in the FORM LETTERS class in the EHR GUI, the heading, closing and footer will be displayed giving an indication of what the document will look like when printed. Page numbers are not displayed, but will display during printing if selected.

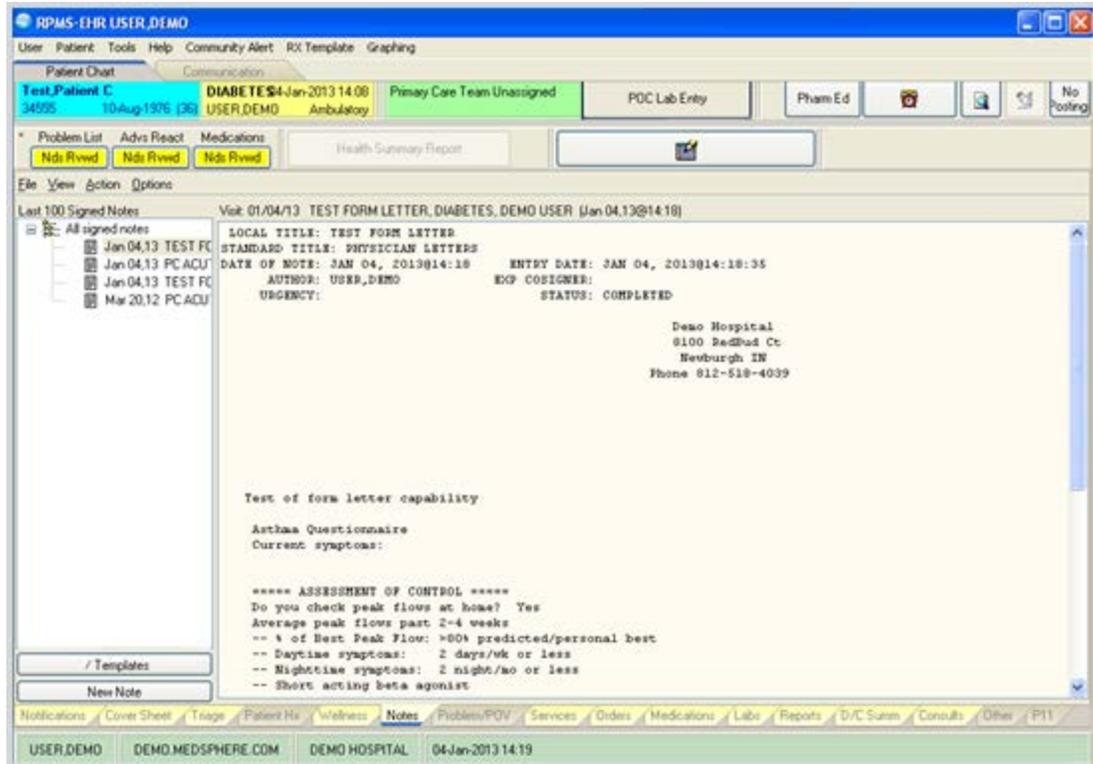


Figure 4-7: Form Letter in the EHR

You can see that both the standard header and the new form letter header are visible when viewing in the GUI. However, as seen in Figure 4-8, when the letter prints the TIU header and footer are suppressed.

```

                                Demo Hospital
                                8100 Radbud Ct
                                Newburgh IN
                                Phone 812-818-4039

Test of form letter capability

Asthma Questionnaire
Current symptoms:

----- ASSESSMENT OF CONTROL -----
Do you check peak flows at home? Yes
Average peak flows past 2-4 weeks
-- % of Best Peak Flow: >80% predicted/personal best
-- Daytime symptoms: 2 days/wk or less
-- Nighttime symptoms: 2 night/mo or less
-- Short acting beta agonist 2 days/wk or less
-- Interferes w/normal activity: none
----- Risk -----
# oral steroid courses past year?

Printed on: JAN 04, 2013

TEST,PATIENT C                803 554-2323 (home)
                                Page 1 of 1

OCR Language: English
```

Figure 4-8: Form Letter Print

Appendix A: Rules of Behavior

The Resource and Patient Management (RPMS) system is a United States Department of Health and Human Services (HHS), Indian Health Service (IHS) information system that is **FOR OFFICIAL USE ONLY**. The RPMS system is subject to monitoring; therefore, no expectation of privacy shall be assumed. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution.

All users (Contractors and IHS Employees) of RPMS will be provided a copy of the Rules of Behavior (RoB) and must acknowledge that they have received and read them prior to being granted access to a RPMS system, in accordance IHS policy.

- For a listing of general ROB for all users, see the most recent edition of *IHS General User Security Handbook* (SOP 06-11a).
- For a listing of system administrators/managers rules, see the most recent edition of the *IHS Technical and Managerial Handbook* (SOP 06-11b).

Both documents are available at this IHS Web site: <http://security.ihs.gov/>.

The ROB listed in the following sections are specific to RPMS.

A.1 All RPMS Users

In addition to these rules, each application may include additional RoBs that may be defined within the documentation of that application (e.g., Dental, Pharmacy).

A.1.1 Access

RPMS users shall

- Only use data for which you have been granted authorization.
- Only give information to personnel who have access authority and have a need to know.
- Always verify a caller's identification and job purpose with your supervisor or the entity provided as employer before providing any type of information system access, sensitive information, or nonpublic agency information.
- Be aware that personal use of information resources is authorized on a limited basis within the provisions *Indian Health Manual* Part 8, "Information Resources Management," Chapter 6, "Limited Personal Use of Information Technology Resources."

RPMS users shall not

- Retrieve information for someone who does not have authority to access the information.

- Access, research, or change any user account, file, directory, table, or record not required to perform their *official* duties.
- Store sensitive files on a PC hard drive, or portable devices or media, if access to the PC or files cannot be physically or technically limited.
- Exceed their authorized access limits in RPMS by changing information or searching databases beyond the responsibilities of their jobs or by divulging information to anyone not authorized to know that information.

A.1.2 Information Accessibility

RPMS shall restrict access to information based on the type and identity of the user. However, regardless of the type of user, access shall be restricted to the minimum level necessary to perform the job.

RPMS users shall

- Access only those documents they created and those other documents to which they have a valid need-to-know and to which they have specifically granted access through an RPMS application based on their menus (job roles), keys, and FileMan access codes. Some users may be afforded additional privileges based on the functions they perform, such as system administrator or application administrator.
- Acquire a written preauthorization in accordance with IHS policies and procedures prior to interconnection to or transferring data from RPMS.

A.1.3 Accountability

RPMS users shall

- Behave in an ethical, technically proficient, informed, and trustworthy manner.
- Log out of the system whenever they leave the vicinity of their personal computers (PCs).
- Be alert to threats and vulnerabilities in the security of the system.
- Report all security incidents to their local Information System Security Officer (ISSO)
- Differentiate tasks and functions to ensure that no one person has sole access to or control over important resources.
- Protect all sensitive data entrusted to them as part of their government employment.
- Abide by all Department and Agency policies and procedures and guidelines related to ethics, conduct, behavior, and information technology (IT) information processes.

A.1.4 Confidentiality

RPMS users shall

- Be aware of the sensitivity of electronic and hard copy information, and protect it accordingly.
- Store hard copy reports/storage media containing confidential information in a locked room or cabinet.
- Erase sensitive data on storage media prior to reusing or disposing of the media.
- Protect all RPMS terminals from public viewing at all times.
- Abide by all Health Insurance Portability and Accountability Act (HIPAA) regulations to ensure patient confidentiality.

RPMS users shall not

- Allow confidential information to remain on the PC screen when someone who is not authorized to that data is in the vicinity.
- Store sensitive files on a portable device or media without encrypting.

A.1.5 Integrity

RPMS users shall

- Protect their systems against viruses and similar malicious programs.
- Observe all software license agreements.
- Follow industry standard procedures for maintaining and managing RPMS hardware, operating system software, application software, and/or database software and database tables.
- Comply with all copyright regulations and license agreements associated with RPMS software.

RPMS users shall not

- Violate federal copyright laws.
- Install or use unauthorized software within the system libraries or folders.
- Use freeware, shareware, or public domain software on/with the system without their manager's written permission and without scanning it for viruses first.

A.1.6 System Logon

RPMS users shall

- Have a unique User Identification/Account name and password.

- Be granted access based on authenticating the account name and password entered.
- Be locked out of an account after five successive failed login attempts within a specified time period (e.g., one hour).

A.1.7 Passwords

RPMS users shall

- Change passwords a minimum of every 90 days.
- Create passwords with a minimum of eight characters.
- If the system allows, use a combination of alpha-numeric characters for passwords, with at least one uppercase letter, one lower case letter, and one number. It is recommended, if possible, that a special character also be used in the password.
- Change vendor-supplied passwords immediately.
- Protect passwords by committing them to memory or store them in a safe place (do not store passwords in login scripts or batch files).
- Change passwords immediately if password has been seen, guessed, or otherwise compromised, and report the compromise or suspected compromise to their ISSO.
- Keep user identifications (IDs) and passwords confidential.

RPMS users shall not

- Use common words found in any dictionary as a password.
- Use obvious readable passwords or passwords that incorporate personal data elements (e.g., user's name, date of birth, address, telephone number, or social security number; names of children or spouses; favorite band, sports team, or automobile; or other personal attributes).
- Share passwords/IDs with anyone or accept the use of another's password/ID, even if offered.
- Reuse passwords. A new password must contain no more than five characters per eight characters from the previous password.
- Post passwords.
- Keep a password list in an obvious place, such as under keyboards, in desk drawers, or in any other location where it might be disclosed.
- Give a password out over the phone.

A.1.8 Backups

RPMS users shall

- Plan for contingencies such as physical disasters, loss of processing, and disclosure of information by preparing alternate work strategies and system recovery mechanisms.
- Make backups of systems and files on a regular, defined basis.
- If possible, store backups away from the system in a secure environment.

A.1.9 Reporting

RPMS users shall

- Contact and inform their ISSO that they have identified an IT security incident and begin the reporting process by providing an IT Incident Reporting Form regarding this incident.
- Report security incidents as detailed in the *IHS Incident Handling Guide* (SOP 05-03).

RPMS users shall not

- Assume that someone else has already reported an incident. The risk of an incident going unreported far outweighs the possibility that an incident gets reported more than once.

A.1.10 Session Timeouts

RPMS system implements system-based timeouts that back users out of a prompt after no more than 5 minutes of inactivity.

RPMS users shall

- Utilize a screen saver with password protection set to suspend operations at no greater than 10 minutes of inactivity. This will prevent inappropriate access and viewing of any material displayed on the screen after some period of inactivity.

A.1.11 Hardware

RPMS users shall

- Avoid placing system equipment near obvious environmental hazards (e.g., water pipes).
- Keep an inventory of all system equipment.
- Keep records of maintenance/repairs performed on system equipment.

RPMS users shall not

- Eat or drink near system equipment.

A.1.12 Awareness

RPMS users shall

- Participate in organization-wide security training as required.
- Read and adhere to security information pertaining to system hardware and software.
- Take the annual information security awareness.
- Read all applicable RPMS manuals for the applications used in their jobs.

A.1.13 Remote Access

Each subscriber organization establishes its own policies for determining which employees may work at home or in other remote workplace locations. Any remote work arrangement should include policies that

- Are in writing.
- Provide authentication of the remote user through the use of ID and password or other acceptable technical means.
- Outline the work requirements and the security safeguards and procedures the employee is expected to follow.
- Ensure adequate storage of files, removal, and nonrecovery of temporary files created in processing sensitive data, virus protection, and intrusion detection, and provide physical security for government equipment and sensitive data.
- Establish mechanisms to back up data created and/or stored at alternate work locations.

Remote RPMS users shall

- Remotely access RPMS through a virtual private network (VPN) whenever possible. Use of direct dial in access must be justified and approved in writing and its use secured in accordance with industry best practices or government procedures.

Remote RPMS users shall not

- Disable any encryption established for network, internet, and Web browser communications.

A.2 RPMS Developers

RPMS developers shall

- Always be mindful of protecting the confidentiality, availability, and integrity of RPMS when writing or revising code.
- Always follow the IHS RPMS Programming Standards and Conventions (SAC) when developing for RPMS.
- Only access information or code within the namespaces for which they have been assigned as part of their duties.
- Remember that all RPMS code is the property of the U.S. Government, not the developer.
- Not access live production systems without obtaining appropriate written access, and shall only retain that access for the shortest period possible to accomplish the task that requires the access.
- Observe separation of duties policies and procedures to the fullest extent possible.
- Document or comment all changes to any RPMS software at the time the change or update is made. Documentation shall include the programmer's initials, date of change, and reason for the change.
- Use checksums or other integrity mechanism when releasing their certified applications to assure the integrity of the routines within their RPMS applications.
- Follow industry best standards for systems they are assigned to develop or maintain, and abide by all Department and Agency policies and procedures.
- Document and implement security processes whenever available.

RPMS developers shall not

- Write any code that adversely impacts RPMS, such as backdoor access, "Easter eggs," time bombs, or any other malicious code or make inappropriate comments within the code, manuals, or help frames.
- Grant any user or system administrator access to RPMS unless proper documentation is provided.
- Release any sensitive agency or patient information.

A.3 Privileged Users

Personnel who have significant access to processes and data in RPMS, such as, system security administrators, systems administrators, and database administrators, have added responsibilities to ensure the secure operation of RPMS.

Privileged RPMS users shall

- Verify that any user requesting access to any RPMS system has completed the appropriate access request forms.
- Ensure that government personnel and contractor personnel understand and comply with license requirements. End users, supervisors, and functional managers are ultimately responsible for this compliance.
- Advise the system owner on matters concerning information technology security.
- Assist the system owner in developing security plans, risk assessments, and supporting documentation for the certification and accreditation process.
- Ensure that any changes to RPMS that affect contingency and disaster recovery plans are conveyed to the person responsible for maintaining continuity of operations plans.
- Ensure that adequate physical and administrative safeguards are operational within their areas of responsibility and that access to information and data is restricted to authorized personnel on a need-to-know basis.
- Verify that users have received appropriate security training before allowing access to RPMS.
- Implement applicable security access procedures and mechanisms, incorporate appropriate levels of system auditing, and review audit logs.
- Document and investigate known or suspected security incidents or violations and report them to the ISSO, Chief Information Security Officer (CISO), and systems owner.
- Protect the supervisor, superuser, or system administrator passwords.
- Avoid instances where the same individual has responsibility for several functions (i.e., transaction entry and transaction approval).
- Watch for unscheduled, unusual, and unauthorized programs.
- Help train system users on the appropriate use and security of the system.
- Establish protective controls to ensure the accountability, integrity, confidentiality, and availability of the system.
- Replace passwords when a compromise is suspected. Delete user accounts as quickly as possible from the time that the user is no longer authorized system. Passwords forgotten by their owner should be replaced, not reissued.
- Terminate user accounts when a user transfers or has been terminated. If the user has authority to grant authorizations to others, review these other authorizations. Retrieve any devices used to gain access to the system or equipment. Cancel logon IDs and passwords, and delete or reassign related active and backup files.

- Use a suspend program to prevent an unauthorized user from logging on with the current user's ID if the system is left on and unattended.
- Verify the identity of the user when resetting passwords. This can be done either in person or having the user answer a question that can be compared to one in the administrator's database.
- Shall follow industry best standards for systems they are assigned to, and abide by all Department and Agency policies and procedures.

Privileged RPMS users shall not

- Access any files, records, systems, etc., that are not explicitly needed to perform their duties
- Grant any user or system administrator access to RPMS unless proper documentation is provided.
- Release any sensitive agency or patient information.

Acronym List

CAC	Clinical Application Coordinator
DS	Data Standardization
IHS	Indian Health Service
HIM	Health Information Manager
TIU	Text Integrated Utilities
RPMS	Resource and Patient Management System
STS	Standards and Terminology Services

Contact Information

If you have any questions or comments regarding this distribution, contact the OIT User Support (IHS) by:

Phone: (888) 830-7280

Web: <http://www.ihs.gov/helpdesk/>

Email: <mailto:support@ihs.gov>