



EHR Clinical Informatics Webinar Series Clinical Reminder Importing & Exporting

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Clinical Reminders Importing & Exporting



Presented By...

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Learning Objectives

- By end of training, you will be able to:
- **Navigate** to Reminder Exchange
- **Import** a Clinical Reminder to Resource Patient Management System (RPMS) Reminder Exchange
- **Install** new Clinical Reminder from Reminder Exchange
- **Activate** Dialogs
- **Create** Host file from Reminder Exchange to **export** Clinical Reminder
- **Email** created Host file to another location



Introduction

Reminder Exchange provides a mechanism for **sharing reminders** & associated pieces among sites throughout our Indian Health Service (IHS). Exchanging reminders helps simplify reminder & dialog creation. This exchanging process **promotes standardization** of reminders based on local, area or national guidelines.



Clinical Reminders

- **Share** from one facility to another
- **Archived**
- **Store** in a **centralized** server



Prerequisites

- Basic Understand of Fundamentals & skills of RPMS EHR
- Access to Host file or “Pub” Folder on Server
- Programmer access (@)
- Fundamental clinical workflow of target user



Technical Overview

- In Reminder Exchange utility, reminders are packed into the Exchange File in an Extensible Markup Language (XML) format
- A Host file can then be created for distribution to other sites
- Each Host file can contain several packed reminders
- Different versions of the same packed reminder may be stored & differentiated by Date Packed

Note: Reminder dialogs are installed with a disabled field set to “DISABLED IN REMINDER EXCHANGE.”



Reminder Exchange Position

RPMS Roll & Scroll

- **Path:** CORE IHS Core -> EHR RPMS-EHR Configuration Menu -> REM Reminder Configuration -> EXC Reminder Exchange
- **Path:** EHR Main Menu -> REM Reminder Managers menu -> RX Reminder Exchange

Note: Main difference between two menus is that EHR Main Menu allows access to PXR TAXONOMY MANAGEMENT



Reminders Exchange Main Menu

- When Reminders Exchange Main screen opens it will provide a list of current **Exchange File entries** in your system (if any)
- Provide options to review, create, delete, load, export & import

Note: Using the Reminder Exchange options generally requires **programmer access (@)**



Exchange View Layout

1. Name
2. Date
3. Page
4. Item
5. Entry
6. Source
7. Date Packed
8. Quick Navigation Reference
9. Select Action
10. Options



Exchange View Layout Display

Clinical Reminder Exchange 1 **Dec 22, 2021 12:00:15** **2** **3** **Page: 1 of 27**

Exchange File Entries.

4 Item	5 Entry	6 Source	7 Date Packed
1	AAO INFLUENZA BUNDLE 2020-21	DARWIN@UTE MOUNTAIN	09/03/2020@12:40
2	AAO INFLUENZA BUNDLE 2021-22 V2	DARWIN@ACL HOSPITAL	09/25/2021@08:58
3	AREA ASK SUICIDE QUESTIONS 2019	LESTER@SELLS HOSP	02/22/2019@06:33
4	AREA PHQ9 DEPRESSION SCREEN 2018	LESTER@SELLS HOSP	12/10/2018@08:18
5	CHINLE-COVID 19 VACCINATION FOLLOW UP	FIELDS@CHINLE HOSP	05/24/2021@15:17
6	CHINLE-URANIUM EXPOSURE	FIELDS@CHINLE HOSP	08/28/2019@15:51

+ + Next Screen - Prev Screen ?? More Actions 8 >>>

CFE Create Exchange File Entry	LHF Load Host File
CHF Create Host File	LMM Load MailMan Message
CMM Create MailMan Message	LR List Reminder Definitions
DFE Delete Exchange File Entry	LWH Load Web Host File
IFE Install Exchange File Entry	RI Reminder Definition Inquiry
IH Installation History	

Select Action: Next Screen// 9



Options (Actions)

- CFE** Create Exchange File Entry
- CHF** Create Host File
- DFE** Delete Exchange File Entry
- IFE** Install Exchange File Entry
- LHF** Load Host File
- RI** Reminder Definition Inquiry



Import Clinical Reminders



Considerations (1)

- **Multidisciplinary team**
- Determine if a reminder is needed
- Just because it is available does not mean it needs to be installed
- **Review guidelines** & work with local SME to determine modifications
- Guidelines **change** every 3-5 years
- Who is going to **champion & monitor** reminder locally
- Can be used for reports & don't have to be used on GUI



Complications

- Once upgraded to Clinical Reminders PXRМ version 2.0, you will not be able to use PXRМ version 1.5 Reminders
 I.e., Reminders in FTP with older dating
- Quick Orders cannot be sent through Exchange
- Data Objects will not install if it does not exist at a site



Helpful Hints

- **Review** Supporting documentation from site
- Use Reminder Definition Inquiry
- **Create** all required items before installation
E.g., Data Objects, Quick Orders, Education codes, Labs



Where do Reminders Come From?

- PXRMR Patches
- Host File
- Local Creation



PXRM Patches

- Upgrades functionality of Reminder system
I.e., Edit History, Review Date & invalid code/object reports
- National Reminders are shared with areas & site by patches through Reminder Exchange
- When a PXRM patch is installed, it is put into Reminder Exchange File
- Sites can review & install



Host File

Reminder Exchange creates XML files that can be used by any mail exchange via host file or PRD. Email can be sent to a location to install a new reminder.



Import Concepts

Step	Action
Determine need of Clinical Decision Support	Collaborative & interdisciplinary review
* Request Reminder from another location	Email
* Host file placed into Host Directory "Pub Folder"	Add to Host Directory
* Import reminder(s) into your Exchange file	LHF – Load Host File
Review Reminder Documentation	Separate Doc file / RI – Reminder Definition Inquiry
Create / Identify any additional components needed or changes	Appropriate Package menu
Install reminder	IFE – Install File Entry
Review Reminder Installation	IH – Installation History
Remove entries from Exchange File	DFE – Delete File Entry
Add to Graphic User Interface and / or Test	GUI Coversheet / TST – Reminder test
Remove any old reminders from GUI Coversheet & inactivate	

* Not needed for PXRM Patches



Load Host File (LHF)

- Load a host file containing packed reminder information into local Exchange File
- Programmer access may be required to upload local host files depending on how local file protections are set



LHF – Reminders Exchange Menu

+ + Next Screen - Prev Screen		?? More Actions	>>>
CFE	Create Exchange File Entry	LHF	Load Host File
CHF	Create Host File	LMM	Load MailMan Message
CMM	Create MailMan Message	LR	List Reminder Definitions
DFE	Delete Exchange File Entry	LWH	Load Web Host File
IFE	Install Exchange File Entry	RI	Reminder Definition Inquiry
IH	Installation History		
Select Action: Next Screen//		LHF	Load Host File



LHF Display

Enter a path: D:\Export\// <- **Location of your Host Directory (see Site Manager for Access)**

The following PRD files were found in D:\Export\

NCI-COT OPIOID ANTAG 1_2_2020.PRD

NCI-COT PDMP CHECK MD 1_2_2020.PRD

NCI-COT PDMP PHARM 1_2_2020.PRD

NCI-COT URINE SCREEN 1_2_2020.PRD

OCA COVID19 DIALOG.PRD

Enter a file name: **OCA COVID19 DIALOG.PRD** <- **Example of a Host file to be loaded**

- Note: Host File name and Exchange Listing may not be the same



Reminder Definition Inquiry (RI)

Displays reminder definition for selected reminder.



RI Reminder Exchange Menu

+ + Next Screen - Prev Screen ?? More Actions >>>

CFE Create Exchange File Entry

LHF Load Host File

CHF Create Host File

LMM Load MailMan Message

CMM Create MailMan Message

LR List Reminder Definitions

DFE Delete Exchange File Entry

LWH Load Web Host File

IFE Install Exchange File Entry

RI Reminder Definition Inquiry

IH Installation History

Select Action: Next Screen// **RI Reminder Definition inquiry**

Select Reminder Definition: **NCI-COT EDUCATION 2020** <- Select any Reminder entry



RI Display

Reminder Definition Inquiry

Dec 22, 2021 13:53:25

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NCI-COT EDUCATION 2020

No. 1

Print Name: COT Education Update

Class: LOCAL

Sponsor: HOPE COMMITTEE

Review Date: MAY 20,2021

Rescission Date:

Usage: CPRS, DATA EXTRACT, REPORTS

Related VA-* Reminder:

+ Enter ?? for more actions

Select Action:Next Screen//



Install Exchange File Entry (IFE)

- **Installs** selected reminder from Exchange File
- Details of entry will be displayed
- Order of display is as follows:
 - Reminder findings, group by type
 - Reminder Dialog
 - Reminder Definition

Note: All or individual components may be selected for Installation



IFE Reminder Exchange Menu

+ + Next Screen - Prev Screen ?? More Actions >>>

CFE Create Exchange File Entry

LHF Load Host File

CHF Create Host File

LMM Load MailMan Message

CMM Create MailMan Message

LR List Reminder Definitions

DFE Delete Exchange File Entry

LWH Load Web Host File

IFE Install Exchange File Entry

RI Reminder Definition Inquiry

IH Installation History

Select Action: Next Screen// **IFE Install Exchange File Entry**

Enter a list or range of numbers (1-239): **220** <- Item number of the reminder you want to install



IFE Display

[Exchange File Components](#) Dec 29, 2021 09:13:18 Page: 1

Component	Category	Exists
---------------------------	--------------------------	------------------------

Source: RUBIN,AMY D PHARMD at OCA TEST
 Date Packed: 11/03/2021@14:59:39
 Package Version: 2.0P26

Description:
 Non-exchangeable order dialog(s):

 Name: ORZ POLICY COVID-19 IMMUNIZATION
 Type: Quick Order
 Display Text: Pfizer COVID19 Vaccine
 Display Group: NURSING
 Package: ORDER ENTRY/RESULTS REPORTING
 Patient Care: COVID-19 VACCINE
 Instructions: Administer COVID-19 Vaccine per CDC anm
 Start Date/Time: NOW (11/3/21@14:59)
 Stop Date/Time: 2 DAYS FROM NOW (11/5/21@14:59)

Non-exchangeable TIU object(s):

 TIU Object: OCA ALL COVID19 IMMS V3
 Object Method: S A="^TMP("B", \$J)", F=9000010.11, I=0, Z=0, S=" ", X=S

+ Next Screen - Prev Screen ?? More Actions >

IA Install all Components IS Install Selected Component

Select Action: Next Screen//



Install All or Install Selected

- “**Exists**” Column indicates if a component already exists
- User can determine what to install
- Some items are **not transportable**
E.g., Lab tests, Data Objects, Quick orders
- When installing you will be prompted to enter a **replacement**

Note: Before install examine list & decide replacements for nontransferable components



Installation Replacement Prompt

REMINDER DEFINITION entry named **IHS-ALCOHOL SCREEN 2013** already exists but the packed component is different. What to do?

Select one of the following:

- C** Create a new entry by copying to a new name
- O** Overwrite the current entry
- Q** Quite the install
- S** Skip, do not install this entry

Enter response: **O//**



Installation Considerations

- Use IA verse IS for installation
- Install is default for new components
- Replacement prompt
 - Stop & consider your actions
 - Merge is usually the safest option (watch taxonomies for dialogs)
 - Some instances it is better to overwrite or skip



General Prompt Responses Always Use Your Judgement

Component	Action	Considerations
Reminder Term – Lab	Skip	Lab terms are populated with local lab names. If you overwrite, you will remove your mapped entries
Reminder Term – Meds	Merge	Med terms are populated with National Drug Classes, Generic Drug names. The terms may additionally populated with local drug names, particularly if there are new drugs or combination drugs. Skip may miss updated National Drug Class or Generic Drug entries; overwrite may remove local drugs.
Reminder Term – SNOMED CF & Taxonomy	Overwrite	These are nationally released and overwrite will provide updated content.
Reminder Taxonomy	Overwrite	The vast majority of the time, the taxonomy would be importing updated content
TIU Template Fields	Overwrite	IF you have a TIU template field that is different than the incoming one, the look and feel of the Reminder Dialog may be changed. So consider overwriting.
	Skip	IF you have intentionally changed a TIU template field OR have the template field in a number of TIU templates, you may consider skipping and then manually swapping out the TIU template in the reminder dialog
Reminder Definition	Overwrite	For national reminders this would be unusual & encountered usually during beta testing



Review Installation

- After Installing system returns you to initial installation screen
- **Review** each component & verify components exist
- If component does not exist use IS – Install Selected Component



Dialogs

- Dialogs appear when specific reminders are selected from reminder option in progress notes component, with a list of checkbox items that have been defined as potential actions to satisfy a reminder
- List of statements & findings that appear in a dialog box on EHR
- May be used as stand-alone data entry
- Look, feel, & act like a note template BUT are not
- Cannot be edited in Electronic Health Record (EHR) GUI
- Generated from reminder definition or created manually



Installing Dialogs

- If dialog is available for installation with a reminder, details are displayed on an additional screen
- Entire dialog may be installed or individual components

Note: As with previous installation some items are nontransferable, and replacement will be needed



Dialog Components Menu

[Dialog Components](#)

Dec 29, 2021 11:18:58

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Packed reminder dialog: OCA-IMMUNIZATION COVID POLICY ORDERS V2

Item	Seq. Dialog Findings	Type	Exists
1	OCA-IMMUNIZATION COVID POLICY ORDERS V2	dialog	X
2	5 HD OCA IHS COVID IMMUNIZATION POLICY ORDERS HEADER V2 Finding: *NONE*	group	X
3	30 GRP OCA IHS COVID-19 IMMUNIZATION V2 Finding: *NONE*	group	X
4	30.30 GRP OCA IHS COVID-19 IMMUNIZATION COVID-19 V8 Finding: *NONE*	group	X
5	30.30.20 GRP OCA IHS-PZIZER V10 Finding: *NONE*	group	X
6	30.30.20.10 IM OCA SCREENING CHECKLIST COVID-COMBINED 20210820 Finding: *NONE*	element	X

+ + Next Screen - Prev Screen ?? More Actions			
DD	Dialog Details	DT	Dialog Text
IS	Install Selected	DU	Dialog Usage
DF	Dialog Findings	QU	Quit
DS	Dialog Summary	IA	Install All

Select Action: Next Screen//



Dialog Components Options

- **DD Dialog Details** – displays dialog summary plus any PXRM type additional prompts
- **DF Dialog Findings** – displays the findings associated with each dialog component and if the finding already exists on the system
- **DT Dialog Text** – displays the dialog question text for each component. This gives a preview of how the dialog will display in the EHR.
- **DU Dialog Usage** – displays any other existing reminder dialogs using these components.
- **IS Install Selected** – Install only specific component pieces
- **IA Install All** – Installs the whole dialog



Dialog Install All or Install Selected

- “**Exists**” Column indicates if a component already exists
- User can determine what to install
- Some items are **not transportable**
 - E.g. Lab tests, Data Objects, Quick orders
- When installing you will be prompted to enter a replacement

Note: Before install examine list & decide replacements for nontransferable components



Dialog Installation Replacement Prompt

FINDING entry **Q.ORZ INSULIN** does not exist.

Select one of the following:

- D** Delete (from the reminder/dialog)
- P** Replace (in the reminder/dialog) with an existing entry
- Q** Quite the install

Enter response: **P//**



Dialog Installation Considerations

- Use IA verse IS for installation
- Install is the default for new components
- Important to **review** dialog first & **create** any needed items

Note: May put placeholder order dialogs & fix later



Linking Dialogs

- If reminder & dialog have same name, they will be automatically linked
- If not, you will be asked to link them together
- Select Reminder to be Linked

Note: If missed you can always go to DEF Reminder Definition Management menu -> EDT Add/Edit Reminder Definition to correct



Review Dialog Installation

- After Installing system returns you to dialog installation screen
- Review each component & verify all components exist
- If component does not exist, try using IS – Install Selected Component
- **Quit** will take you back to reminder component installation



Activate Dialogs

- Dialogs must be **activated before use** in a progress note by editing & clearing the DISABLE: prompt with “@” in specific dialog
- **Path:** CORE IHS Core -> EHR RPMS-EHR Configuration Menu -> REM Reminder Configuration -> DLG Reminder Dialog Management ->DLG Reminder Dialogs -> CV Change View ->D Reminder Dialog
- **Path:** EHR Main Menu -> REM Reminder Managers menu -> DM Reminder Dialog Management ->DI Reminder Dialog ->CV Change View ->D Reminder Dialog



Delete Exchange File Entry (DFE)

Delete selected entries from Exchange File **no longer** to be used.

Note: Does not delete Host file from RPMS system. Keep backups in a separate folder



Inactivating Reminders

- **Inactivate** older Reminder versions
- iCare evaluates all active Clinical Reminders regardless if these reminders have been added to the EHR GUI
- Active reminders can affect iCare background processes
- If your iCare Background job is not running or fail to run, it may be caused by multiple versions of a reminder



Activate / Inactivate Reminders

Path: CORE IHS Core -> EHR RPMS-EHR Configuration Menu ->
REM Reminder Configuration -> DEF Reminder Definition Management
->RA Activate/Inactivate Reminders



Activate / Inactivate Display

```
CIHA HOSPITAL                RPMS-EHR Management                Version 1.1
                             Activate/Inactivate Reminders

Select REMINDER DEFINITION NAME:    IHS-ALCOHOL SCREEN    NATIONAL
INACTIVE FLAG: INA    INACTIVE

Select REMINDER DEFINITION NAME: █
```



Export Clinical Reminders



Considerations (2)

- **Provide** additional installation documentation and / or populate description option when creating an exchange file
- **Ensure** a description of any nontransferable item is provided
- No need to pack a reminder component into a definition anymore
- Individual reminder components can be turned into an exchange item & host file
- **IHS** can only export a Host File to a Host Directory
- Informatics will need access to Host Directory



Export Complications

- Quick Orders, Labs, **cannot** be sent through Exchange
- Data Objects **will not** install if it does not exist at a site
- Health Summary Data objects will error out



Export Concepts

Step	Action
Decide Reminder to be Exported	LR – List Reminder Descriptions & RI – Reminder Inquiry
Create Reminder Documentation	Separate Doc file / CFE – Create Exchange File Entry
Create Exchange File	CFE – Create Exchange File Entry
Add Description and/or Keywords	CFE – Create Exchange File Entry
Export reminder out of Exchange	CHF – Create Host File
Remove Host File from Host Directory	Host Directory
Add Host File to email & send	Webmail Exchange e.g. Outlook, Gmail, Yahoo



Create Exchange File Entry (CFE)

- **Create & Load** reminder to Exchange File
- Select reminder & enter description with keywords
Note: Description entered will be add to description from reminder definition, if used



CFE Display

+ + Next Screen - Prev Screen		?? More Actions	>>>
CFE Create Exchange File Entry		LHF Load Host File	
CHF Create Host File		LMM Load MailMan Message	
CMM Create MailMan Message		LR List Reminder Definitions	
DFE Delete Exchange File Entry		LWH Load Web Host File	
IFE Install Exchange File Entry		RI Reminder Definition Inquiry	
IH Installation History			
Select Action: Next Screen// CFE Create Exchange File Entry			



CFE Display – Pick Component Type

Select from the following reminder files:

- 1 REMINDER COMPUTED FINDINGS
- 2 REMINDER COUNTING GROUP
- 3 REMINDER DEFINITION
- 4 REMINDER DIALOG
- 5 REMINDER EXTRACT COUNTING RULE
- 6 REMINDER EXTRACT DEFINITION
- 7 REMINDER LIST RULE
- 8 REMINDER LOCATION LIST
- 9 REMINDER SPONSOR
- 10 REMINDER TAXONOMY
- 11 REMINDER TERM
- 12 REMINDER ORDER CHECK ITEMS GROUP
- 13 REMINDER ORDER CHECK RULES

Select a file: (1-13):



CFE Pick Reminder Component

Select REMINDER DEFINITION NAME: **NCI**

- 1 NCI-COT EDUCATION 2020 LOCAL
- 2 NCI-COT FUNCTIONAL STATUS 2020 LOCAL
- 3 NCI-COT OPIOID ANTAGONIST PROVIDED 2020 LOCAL

Press <RETURN> to see more, '^' to exit this list, OR

CHOOSE 1-5: **1 NCI-COT EDUCATION 2020 LOCAL**

Enter another one or just press enter to go back to file selection.

Select REMINDER DEFINITION NAME:

Note: As shown above you can add additional Items or “enter” to get out. It will return you to the previous menu to select additional components or “enter” to finish



Name Exchange File

Checking reminder dialog(s) for errors..

No problems found. <- **Errors will be reported here**

Enter the Exchange File entry name: NCI-COT EDUCATION 2020

Replace <- **Can change the name here**



Add Description

1. Add general information to assist with file understanding
2. Information is added to definition supplied with reminder definitions
3. F1 & H keys activates help screen on Screenman application
4. F1 & E keys will exit & save your information



Description Display

==[WRAP]==[INSERT]===== < >===== [<PF1>H=Help]===== 3

1

This is where you can add additional information to the information provided within the reminder definition.

This reminder is to ensure that the provider gives education on Continuous Opioid Therapy every 12 months. Per IHS Chapter 30.

This reminder is supposed to look at PHX-OPIOIDS to determine if they are on an opioid with a 21 day supply or more that has been filled at least 3 times in the last 100 days

2

AND

The patient is currently not taking any locally defined MAT medications in the last 90 days.

AND NOT

Has not received 452271000124108 medication or disease process education. the code is the educations code for Long term current use of

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====



Keywords Entry

- Not used in IHS
- Supposed to help with indexing



Create Host File (CHF)

- **Creates** file in site's local "host" directory
- **Consists** of path, file name, & extension
- Default extension is Packed Reminder Definition (.PRD)
- Default path is determined by your system manager



CHF Display

+ + Next Screen - Prev Screen	?? More Actions >>>
CFE Create Exchange File Entry	LHF Load Host File
CHF Create Host File	LMM Load MailMan Message
CMM Create MailMan Message	LR List Reminder Definitions
DFE Delete Exchange File Entry	LWH Load Web Host File
IFE Install Exchange File Entry	RI Reminder Definition Inquiry
IH Installation History	
Select Action: Next Screen// CHF Create Host File	
Enter a list or range of numbers (1-240):	



CHF Entry

- Enter a path: **D:\Export**
- Enter a file name: **NCI-WHATEVER YOU WANT**

Note: Remember Host File & Exchange File name can be different



CHF Path

- Normally **defaulted**
- May map to a different location
- Work with site manager if changing or gaining access



Host Directory - Example

	Name	Date modified	Type	Size
★ Quick access				
Desktop	test.PRD	1/3/2022 8:44 AM	PRD File	206 KB
Downloads	NCI-WHATEVER YOU WANT.PRD	1/3/2022 8:40 AM	PRD File	23 KB
Documents	NCI-TEST.PRD	1/3/2022 8:39 AM	PRD File	23 KB
Pictures	covid-19 (phx-wOAD) (W) - Shortcut	12/20/2021 11:37 ...	Shortcut	1 KB
Current work	BG211606601.37	12/19/2021 12:30 ...	37 File	45 KB
CV	BG211607101.196	12/17/2021 11:57 ...	196 File	42 KB
January 2022	BG211606201.6	12/17/2021 1:13 PM	6 File	37 KB
Reminders basic	BG211606401.55	12/16/2021 11:07 ...	55 File	39 KB
	BG211607201.25	12/16/2021 9:49 PM	25 File	36 KB
	BG211606110.11	12/16/2021 1:49 PM	11 File	36 KB



Email Host File

Here is that new cool reminder you wanted - Message (HTML)

File Message Insert Options Format Text Review Grammarly Tell me what you want to do...

Clipboard Basic Text Names Include Tags Add-ins Grammarly My Templates

To...
Cc...
Bcc...


Send

Subject Here is that new cool reminder you wanted

Attached NCI-WHATEVER YOU WANT.PRD 22 KB

Here is an example of emailing a reminder.

Best,
CDR John Lester, PharmD, MAS – Health Informatics
United States Public Health Service
Area Program Coordinator - Health Systems Specialist
Phoenix Area Indian Health Service
(503) 686-3584



“Never ever EVER give up!...Sometimes the loudest words are never spoken!”

THE MISSION - to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level!



Considerations (3)

- **Multiple** identical reminders may be **differentiated** in Exchange by **Date Packed**
- Reminder Dialogs **import disabled**
- **Review** definitions & findings (terms, taxonomies) carefully
- **Document** in reminders what **intent & logic** were in making it
- **Allow** dedicated **time** when working on reminders
- Remember: When you import a reminder it is **YOURS**
- **Test!**



Knowledge Check

- How can you quickly search for a specific reminder?
- After loading a Reminder Dialog what do you have to do before you can use it?
- What are some ways to tell different reminders apart if they have same entry name?
- How do you save your description after you enter it in CFE?
- What programmer access level do you need for most Exchange functions?



Challenge Questions

- How can clinical reminders be **enhanced**?
- Delineate **clinical reminders workflow** from beginning to end at your facility
- **Who** uses clinical reminders **at your Facility**?



Questions & Discussion



Biographical Sketch

CDR John Lester, PharmD, MAS – Health Informatics

Program Coordinator / Health Systems Analyst

Phoenix Area Indian Health Service

CDR John Lester currently serves as a Clinical Informatics Consultant and Health System Analyst for the Phoenix Area. CDR Lester is a Commissioned Officer in the United States Public Health Service and has been in the Indian Health Service since 2003. John earned his Doctor of Pharmacy (PharmD) from Nova Southeastern University in Florida, holds an NCPS in ambulatory care and Diabetes, completed a PGY1 residency in Ambulatory care at Cherokee Indian Hospital and Earned his Masters of Advanced Study (MAS) in Health Informatics from Arizona State University 2021. CDR Lester has served in Omak, Washington; FCC Coleman, FL; Western Oregon Service Unit, OR; Sells Hospital, AZ; Sells Service Unit, AZ and Phoenix Area Office, AZ as a pharmacist/informaticist, chief pharmacist/informaticist, advanced practice pharmacist/co-pharmacy informatics officer and clinical informatics consultant.



Key Contact & Resource Information

Contact	Purpose	Links
RPMS EHR On-Line Help Files	End-user training/support	Inside RPMS EHR under “Help”
RPMS Feedback	Enhancements requests	https://www.ihs.gov/RPMS/index.cfm?module=feedback&option=add&newquery=1
Listserv (EHR)	Share experiences and questions with other sites	https://www.ihs.gov/listserv/
Tiered Support	Set up/IIS support/Issues/General Support	Elevate through appropriate tiered support structure. 1. Local IT or Informaticist 2. Area IT or Informaticist 3. IT Service Desk- User Support (IHS) ITSupport@ihs.gov or directly via ServiceNow Self Service Portal at https://www.ihs.gov/itsupport/
Resource and Patient Management (RPMS) Clinical Applications	User manual Technical Manual Install Manual	https://www.ihs.gov/rpms/index.cfm?module=Applications&option=View&A_C_ID=0
RPMS EHR Training Website	End-user training/support	https://www.ihs.gov/rpms/training/
RPMS EHR Training Recording Repository	End-user training/support	https://ihs.cosocloud.com/rpms-tr/event/login.html