

NIH Clinical Center CIO Newsletter

August, 2010

57th Edition

This is the fifty seventh edition of a monthly broadcast email to the CRIS user community about CRIS capabilities and issues. In addition to the text version in this email, I've attached a PDF version that can be printed. I look forward to receiving your comments or suggestions at CIOnewsletter@cc.nih.gov. In addition, valuable information can be accessed at the CRIS and DCRI websites: <http://cris.cc.nih.gov>, <http://www.cc.nih.gov/dcric>.

Topics of the Month

- CIO Remarks – New Discharge Process
- New Use of CRIS Sunrise
 - Messenger and Escort Requests
- Security and Privacy
 - Protecting Privacy of Patients, Guests and Staff
 - NIH VPN Management Changes
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 - Reminder - IForgotMyPassword
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CIO Remarks – New Discharge Process

As many of you already know starting September 1, 2010, prescribers will enter a discharge progress note which automatically generates the patient's discharge order. Since only prescribers can enter discharge orders, prescribers are the only providers who will see the discharge notes on the Document Browse.

Discharge: Routine Progress Note

Discharge: Expiration Progress Note

Discharge: AWA or AWOL Progress Note

The patient must be an inpatient for the discharge documents to be available. In addition to the discharge order, the discharge note will allow prescribers to document information they wish to share with the patient's outside physician. Over the past several months, the Clinical Center has been working on processes to improve communication with patients and their outside physicians. In support of this initiative, the Medical Record Department will begin sending a new discharge package to patients' authorized outside physicians following discharge from an inpatient admission.

More information can be found regarding these changes on the CRIS website at <http://cris.cc.nih.gov>. For questions regarding the release of medical information process, contact the Medical Record Department's Medicolegal Section (301-496-3331). For questions related to CRIS document entry, contact the CRIS Help Desk (301-496-8400).

Messenger and Escort Requests

The CC's Messenger and Escort Service is streamlining its operations to be able to handle the increasing number of orders for transport of patients, specimens, medications, and miscellaneous items. Over the month of September 2010 they will transition to a new dispatch/order tracking system using CRIS Sunrise.

1. All "requests" for patient-specific transport must be entered into CRIS as a transport order. CRIS order screens already exist for PATIENT TRANSPORT and SPECIMEN/ ITEM TRANSPORT (specimen, medication).
2. A request for transport of miscellaneous items that is not patient specific, such as oxygen cylinders and damaged portable medical devices, are to be entered as a Hospital Services Request.

As of October 1, 2011, phone call requests for messenger and escort transport will not be accepted. All requests must be entered through CRIS. Please contact Denise Ford, Chief, Office of Hospitality Services if you have questions: dford@nih.gov .

Protecting Privacy of Patients, Guests and Staff

Please note the following guidelines that are in the Clinical Center Patient Handbook. If you have any questions about the guidelines, please contact Sue Martin at smartin@cc.nih.gov

"Protecting the privacy of our patients is very important to us. We are counting on your help with this. Please follow these guidelines if taking photographs or videos or using video chat technology:

1. Always get permission from another patient, family member, visitor and/or staff member before taking their photograph.
2. Avoid taking photos in large gathering places in the Clinical Center, including cafeterias, lobbies, and the atrium.
3. Refrain from sharing photos taken at the Clinical Center on social media websites or broadly disseminating them.
4. Take care to avoid inadvertently disclosing personal information about others when using social media or video chat technology."

NIH VPN Management Changes

As of September 7th 2010, NIH VPN management activities will be removed from the WebSponsor application. VPN provisioning and de-provisioning is being integrated into the NIH Enterprise Directory (NED) application and will be performed by Administrative Officers. NIH does not anticipate any disruption for existing VPN group membership as this data will be uploaded into NED. This process only affects new NIH VPNs. As of September 7th, staff requesting a new NIH VPN should contact their IC or CC Dept Administrative Officer for assistance.

Forwarding NIH Emails to Personal E-Mail Accounts

During the recent power outages in the DC area, the ISSO team was asked if it was okay for staff to forward NIH emails to email accounts on their personally owned Blackberries and iPhones to get updates from the office. The answer is "NO." The [NIH Enterprise Information Security Plan \(EISP\) \(08-10-2010\)](#) prohibits auto forwarding NIH email to personal accounts which may not follow federal security practices for data protection. To prevent the inadvertent transmission of sensitive information to un-trusted data stores, the "Auto Forward" capability must not be used to send e-mail to an Internet address.

Reminder about "IForgotMyPassWord"

In an effort to have all NIH staff member registered with IForgotMyPassWord, NIH will be sending out a monthly reminder to all staff members who have not registered with the site- <https://iforgotmypassword.nih.gov> IForgotMyPassWord is an NIH site where staff who have previously registered can reset their password in the event that they have forgotten their password or have locked themselves out by attempting to enter their password incorrectly. It is the goal that all NIH and CC Staff register with IForgotMyPassWord.

The CIT Password Self-Service Team will be sending an email to all NIH Active Directory Account users who have not signed up for iForgotMyPassWord the 2nd Tuesday of every month. **This is a legitimate email not to be confused as a SPAM or Phishing email.** If a user gets one of these emails from CIT, take heed and sign up to use the service and the emails will stop.

Patient Lists – New Prescribers

Welcome to all the new Prescribers! June and July 2010 were very busy months for CRIS training. There were 30 who completed CRIS training in June and 66 in July. If you have any CRIS-related training questions, feel free to call CRIS Support at 301 496-8400 .Need help with patient lists? Here is a helpful tip. In order for patients to display on a criteria based list such as “My Patients – “Primary Physician” Role (see below picture), you must add yourself as a care provider to a particular patient.

Visit Type	Visit Stat...	Temporary Location
Inpatient	ADM	

Reference documents can be found at:

1. http://cris.cc.nih.gov/cristraining/documents/How_to_add_yourself_as_a_Care_Provider_10-6-06.pdf
2. http://cris.cc.nih.gov/cristraining/documents/CRIS_5.0_Creating_Criteria-Based_Patient_List.pdf

Questions About CRIS?

Staff from the DCRI Training Team will be outside the 2nd floor cafeteria on Tuesday September 21, 2010 from 8a to 9:30a and 11:30a to 1p to answer questions and offer tips to help you navigate SCM Sunrise. We hope that you will be able to stop by the CRIS Booth that day!