



# Department of Clinical Research Informatics CIO Newsletter

May, 2012 - 68th Edition

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## DCRI Website

[www.cc.nih.gov/dcri](http://www.cc.nih.gov/dcri)

## CRIS Website

<http://cris.cc.nih.gov>

## CRIS Training

<http://cris.cc.nih.gov/cristraining/plans.html>

## CIO Remarks

### NIH PIV Card and PIN will be required for ITAS Login

On June 18, 2012 the Integrated Time and Attendance System (ITAS) will require smart card authentication from Windows computers. An NIH PIV Card and PIN will be needed to log in from NIH campus and off campus (home or travel) using government and personal computers.

*Note: Username and password access to ITAS will still be supported for Blackberry devices and Mac computers.*

**Who's Affected:** All Federal users of Integrated Time and Attendance System (ITAS)

**What Do I Need:** To access ITAS

### NIH PIV Card

You will need your NIH PIV Card to login. Visit the DPSAC website at <http://idbadge.nih.gov> for information about your NIH PIV Card

### A Smart Card Reader and Software

A smart card reader is a device to insert your NIH PIV Card and works in conjunction with ActivID software, which must be installed on your windows computer. The photo should be facing up and the gold chip should enter first. Your reader might be built into your computer, or it might be a separate device plugged into a USB port.

- If your windows computer is not setup with a smart card reader and software on your Government Furnished Equipment (GRE), then contact your local desktop support for assistance.
- If your windows computer is not setup with a smart card reader and software on your Personally Owned Equipment (POE), then contact the NIH IT Service Desk at 301-496-4357 or visit <http://smartcard.nih.gov> for assistance.

### Your PIN for your NIH PIV Card

Your PIN is a six to eight digit number that you created when you first received your NIH PIV Card. If you do not remember your PIN, you can reset it at a Lifecycle Workstation (LWS).

DCRI will have two locations to perform PIN Resets:

Locations: P1 Patient Identification area and Medical Records Conference room (10/1N214).

Date: Monday, April 30 through Wednesday, May 9 2012 (available Monday and Wednesday only, no weekends).

Hours: 6:30 am to 8:30 am and 6:30 pm to 7:30 pm.

Alternative NIH LWS locations:

South Lobby hours (Monday-Friday, 7:30 am to 4:30 pm, closed 11:40 am to 12:40 pm).

The CC datacenter is located at B25750 of the CRC (Monday-Friday 4:30 pm to 7:30 am; Saturday and Sunday 24x7; no appointment is required but ask that you call 301-496-7525 prior to coming).

### **Active (not expired) Digital Certificates**

Your NIH PIV Card stores your digital certificates, including the Authentication Key that allows you to login.

To work, the Authentication Key must not be expired. Note that your digital certificates expire earlier than the expiration date printed on your NIH PIV Card.

- If you are not sure if your certificates are active or expired, please contact the NIH IT Service Desk. They can guide you through the steps to check the status of your digital certificates.
- If you know you need to renew your certificates, visit an LWS near you.

Please visit <http://smartcard.nih.gov> or <http://idbadge.nih.gov> for more information about your NIH PIV Card and how to use it. If you are still having trouble logging in, please contact the NIH IT Service Desk at 301-496-4357 or submit a ticket online at <http://itservicedesk.nih.gov/support>.

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## **Social Media Use at the Clinical Center**

News Flash!!! Have you noticed the change? Did you ask yourself why there is a video about safe use of social media at the beginning of the 2012 Security Awareness Training course when staff are blocked from accessing Facebook at work? Social media, social networking and Web 2.0 technologies represent new ways for NIH Institutes and Centers (ICs) and the Office of the Director (OD) to communicate and engage audiences about all the great things we do here. NIH is no longer blocking access to social media sites like Facebook and MySpace from the NIH network and allows the use of social media networking on Facebook, Twitter and YouTube for approved business purposes. Any CC department with an interest in sharing information on social media sites, should contact the CC Office of Communications, Patient Recruitment, and Public Liaison (OCPRL).

Social networking sites and website ads can introduce security risks to any user's computer. To protect the NIH network, NIH has implemented new technology to monitor traffic at the NIH border firewall. The social media video was added to educate staff about safe online user practices that will protect their individual privacy, our patient's privacy and the NIH organization. Some of these are worth repeating if you haven't already taken the training at <http://irtsectraining.nih.gov/>

- Do not share identifiable health information including photos of patients on your personal social media accounts.
- Be careful about posting comments which give the impression that your opinions represent the agency.
- Remember that once a comment, picture or document is posted, it will always be available, even after it has been taken down. So think twice before you post.

We remind you to review the resources and [NIH Social Media policy](#) located on the [NIH CC Intranet](#).

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## Social Engineering Attempts

There have been attempts by individuals recently posing as VIPs and others requesting password resets from the NIH IT Service Desk. The current process that NIH follows is to send the request to the local IC support staff if the user cannot validate their identity via the [iForgotMyPassword website](#). As a friendly reminder to all staff, please review your [iForgotMyPassword](#) security questions, and ensure that the answers cannot be easily guessed. Please contact the [CC ISSO mailbox](#) if you have had any suspicious password reset requests recently.

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## Self-Registration feature now available for Admissions Travel and Voucher (ATV) system

Good news for the ATV user community. A new user can register themselves to request ATV access. Self-registration will require the new user to enter their NIH User ID, Full name (first and last name) and the supervisor's email (see below).

**Admissions, Travel and Vouchers** | What's new in ATV? | Frequently Asked Questions

Home | Contact Us | Get Access | Training

System Message:

**Announcements**

**New!**

Now you can register yourself for ATV access! Just go to the Get Access link and submit your information!

If you need to enter a voucher and the buttons are inactive (grayed out), please review the CBT section on Patient Travel, then submit a Reimbursement Request for the patient's primary protocol in CRIS, found on the left of the submission screen header.

Name:

Password:

Login

Trouble logging in?

[Click here](#) for further instructions.

**Non-Physicians Requesting Access to ATV 2.0**

If you are a NEW ATV user, you must complete the following steps:

- Submit the information below to begin the process. Please enter:
  - Your NIH user ID
  - Your first and last name
  - Your supervisor's email address (supervisor@mail.nih.gov, for example)
- Notify your supervisor that an email will be sent for their approval, and they must take action for the process to proceed
- Once your supervisor approves, you will receive an email with a link to the ATV2 Computer-Based Training (CBT) course
- Please complete the CBT modules and take the quiz at the end to activate your account

Userid (NIH login ID, i.e., smithj)

Full name (real - First Last)

Supervisor E-mail:

Please contact CRIS Support Center 301-496-8400 for any questions or concerns

**Physicians Requesting Access to ATV 2.0**

If you are a Physician:

- Contact Joe Hendery - Credentialing Dept at 301-496-5937 during hours of operation 9am-5pm
- After hours of operation - email Joe Hendery at Jhendery@cc.nih.gov

Once registered, the user can expect to receive an automated approval request that will be sent to their supervisor. Once the supervisor has approved the request, the user will be sent instructions to complete the required ATV training online. For more information go to: <https://atv2.cc.nih.gov/GetAccess>

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# 2012 Information Security Awareness Refresher Course Deadline Draws Near

The Office of Personnel Management (OPM) requires annual security awareness for all staff who use IT resources. At NIH, this means that everyone with an Active Directory account must take the training. Because the new version was posted on March 21st, anyone who took the Refresher (or full course) prior to that date must now take the 2012 Refresher so that they receive the new and updated information.

**The Deadline for Completing this Training is: June 8th.**

Remember: Failure to complete this training by the deadline means that your Active Directory account will be disabled.



To access the training go to the Training Website at <http://irtsectraining.nih.gov>.

Log in with your NIH ID and select the 2012 Refresher.

If you have any technical problems taking the course, please contact the NIH IT Service Desk at <http://itservicedesk.nih.gov>

*\*Excerpted from the NIH Office of the Chief Information Officer and your IC Information Systems Security Officer - "Security Bytes" \**

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## CRIS Helpful Tips

### Meds View Tab – 2nd Year Anniversary

Launched in April 2010, the Meds View tab is an excellent resource for viewing Medication information in CRIS. It has been used by more than 1,000 CRIS users such physicians, nurses and pharmacists.

The screenshot shows the CRIS Meds View tab interface. At the top, there are navigation tabs: Patient Info, Documents, Flowsheets, Clinical Summary, Signout Report, Appointments, Protocol Info, EBP InfoBot, Image Viewer, Meds View (selected), and ICD9. Below the tabs, there is a 'View Level' dropdown set to 'Allergies: penicillin; Nuts Tree and Peanut; asparaginase'. The main content area is a table with columns: Med Order(s), Start Date, Status, DISC/Stop, Last Performed, Performed, Not Performed, and Overdue. The table is divided into two sections: 'IV Fluids (Orders = 2)' and 'Medications (Orders = 28)'. The IV Fluids section shows two orders for '5% Dextrose + 0.45% Sodium Chloride Inj 1,000 mL' with status 'Completed'. The Medications section shows two orders: 'Multivitamin tablet' with status 'Active' and 'Cetirizine 10 mg tablet' with status 'Active'.

Med Order(s)	Start Date	Status	DISC/Stop	Last Performed	Performed	Not Performed	Overdue
<b>IV Fluids (Orders = 2)</b>							
5% Dextrose + 0.45% Sodium Chloride Inj 1,000 mL by intravenous infusion at 160 mL/hour, every other day/Start at least 3 hours prior to HA.22 (8 AM). Stop 3 hours after HA.22. Stop after 7 Hours	04/29/2012 00:00	Completed	04/29/2012	04/29/2012 12:30	2	0	0
5% Dextrose + 0.45% Sodium Chloride Inj 1,000 mL by intravenous infusion at 160 mL/hour, every other day/Start at least 3 hours prior to HA.22 (8 AM). Stop 3 hours after HA.22. Stop after 7 Hours Today's Scheduled Tasks: 08:00-(Performed)	05/01/2012 08:00	Completed	05/01/2012	05/01/2012 08:00	1	0	0
<b>Medications (Orders = 28)</b>							
Multivitamin tablet Dose: one tablet by mouth once daily Today's Scheduled Tasks: 09:00-(Performed)	03/28/2012 00:00	Active		05/01/2012 09:00	32	3	0
Cetirizine 10 mg tablet Dose: 10 mg by mouth once daily Today's Scheduled Tasks: 09:00-(Performed)	04/09/2012 10:38	Active		05/01/2012 09:00	20	3	0

[\(Full Size Image\)](#)

The Meds View tab was custom designed and developed by DCRI based on feedback from multiple CC disciplines. Utilizing the feedback and design guidelines published from Microsoft's Health Common User Interface reference, the tab provides an efficient method for navigating the complex and diverse information needs of multiple users and roles when viewing medication data related to both Inpatient and Outpatient settings.

Key Points:

- Ability to review when the last dose was documented or counts related to dosing.

Last Performed	Performed	Not Performed	Overdue
04/29/2012 12:30	2	0	0

- Ability to switch between 4 levels of information detail

View Level: - + [Level 4] \*ACTIVE Filter\* Filters Details Comments ? Allergies: Profasi; Sulfacet-R

Med Order(s)

**Increase level of detail**  
 The Meds View level can be displayed by the following levels.  
**Level 1:** Displayed by summary of drug names.  
**Level 2:** Drug name, strength, dose and frequency where applicable.  
**Level 3:** Drug name, strength, dose, route, frequency and today's scheduled doses where applicable.  
**Level 4:** Level 3 details, plus additional descriptors.

- Most efficient method for viewing the dispensing history of a patient's take home medications and where to get the tracking number for any mailed prescriptions. *Click the Filters button, select the 'Take Home Medications' Session Type, click the details button and then choose the order and select the dispenses detail tab to review history.*

The screenshot shows the 'Meds View' interface. At the top, there are tabs for Patient Info, Documents, Flowsheets, Clinical Summary, Signout Report, Appointments, Protocol Info, EBP InfoBot, Image Viewer, Meds View, ICD9, and CDV. Below these, there are controls for View Level, Filters, Details, and Comments. The 'Filters' button is highlighted with a red arrow. The 'Session Type' is set to 'Take Home Medications'. The 'Primary Physician' is Kang, Elizabeth M MD. The 'Attending' is also Kang, Elizabeth M MD. Below this, there is a table of medication orders. The first order is for Posaconazole Oral Suspension 200 mg/5 mL, Dose: 300 mg, by mouth with food three times daily with meals Stop after 90 Days. The 'Dispenses' tab is selected, showing a table with columns: Type, Date, Qty, Days Supply, Remaining Refills, Remaining Qty, Delivery Method, and Tracking Number. A red arrow points to the 'Dispenses' tab.

Type	Date	Qty	Days Supply	Remaining Refills	Remaining Qty	Delivery Method	Tracking Number
Dispense	07/21/2011 18:24	2,100	90			FedEx	30632005110025627949994393682011;79

(Full Size Image)

- Access to drug information and literature searches based on medications shown for your selected patient. Right mouse click on any med, then choose the resource. The resource will be searched based on the context of the item you selected, such as medication name or protocol number.

View Level: - + [Level 4] \*ACTIVE Filter\* Filters Details Comments ? Allergie

Med Order(s)

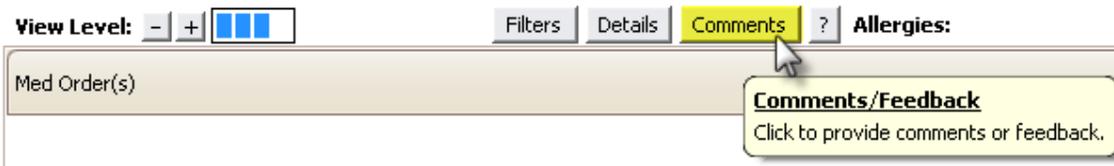
by mouth

**Penicillamine 250 mg capsule Dose: 250 mg**  
 by mouth once daily Qty: 100 capsule(s)

Right Mouse Click to get Menu.

- Refresh Meds List
- MicroMedex
- Medline Plus
- PubMed - Medline
- Clinicaltrials.gov for Med
- Clinicaltrials.gov for Protocol

- Ability to provide feedback via the comments icon



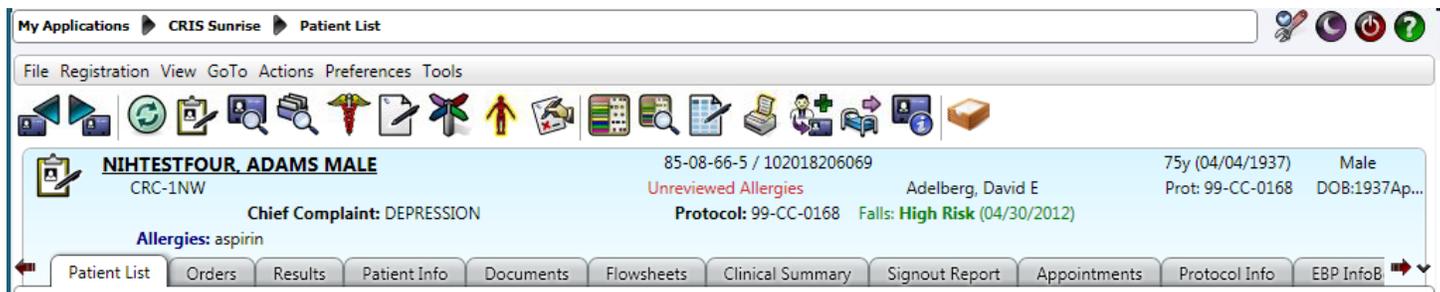
- Using the  icon, users can quickly access the [Computer Based Training module](#) for instructions on use.

We have only shown a sampling of some of the many useful features in the Meds View tab. Please reference the [computer based training module](#) on the [Meds View Tab](#) for further information.

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## Falls Risk on Patient Header

You'll notice that the Falls Risk status on the Patient Header has now shifted a bit to the left. This was to address the issue with screen resolution that caused the status to cut off on older Sunray computers. Now it will be visible on all computers. At the same time we moved the Allergies list down a bit so more information will display for those patients with multiple allergies.



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## Hotfix Rollup Coming in June

A number of software hotfixes have been compiled into a 'rollup' package by the vendor that supplies the foundational software for Sunrise Clinical Manager (SCM) CRIS. On **June 2<sup>nd</sup>**, these software updates will be applied to the SCM Production environment.

Highlights:

- Updates to the Reporting Services and Report Spooler with the goal of improving the stability of the application and the ability to troubleshoot errors.
- Fixes related to correcting memory leaks and other areas where slowness can develop in the system. This was specifically cited for the Allergy/Intolerance dialog and the Health Issue Manager areas of CRIS.
- The Worklist retrieval has been modified to improve performance and scalability. This was to address the Worklist time out problem that some users have been experiencing since the 5.5 implementation.

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## Blank Worklist?...Frozen Screens?...We Need Your Help!

DCRI is aware of issues with blank Worklists and freezing when documenting in CRIS. Unfortunately, it is a problem that we cannot replicate and need help gathering data. If you encounter this problem,

**Please call the CRIS Service Desk 301-496-8400** and provide the following information:

- Type of Computer issue occurred on (SCD, WOW, Sunray, MACs)
- How did you access CRIS: Local (CRIS icon) or via Citrix
- What were you doing when the issue occurred (i.e. trying to document on the worklist manager)
- The exact time the issue occurred



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