

NIH Clinical Center CIO Newsletter

November 2009

48th Edition

This is the forty-eighth 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/dcri>.

Topics of the Month

- CIO Remarks
- ATV 2.0 Update (Admissions, Travel & Voucher Website)
- New Functionality in CRIS: Advanced Directives
- CRIS Sundown
- Perioperative Information System Update
- Security
- CRIS Training & User Support

CIO Remarks

IMPORTANT REMINDER TO ALL STAFF REGARDING CRIS CODE SECURITY:

The security of your Clinical Research Information System (CRIS) code is a very serious matter. The Medical Executive Committee mandates serious sanctions if practitioners are identified as having shared their codes. These sanctions involve (at a minimum) mandatory suspension of your CRIS code and mandatory CRIS retraining. In addition to these mandatory penalties, the Medical Executive Committee may impose additional sanctions including suspension of clinical privileges or termination of employment. Sharing your code is equivalent to allowing someone else to use your signature with the substantial personal and institutional liabilities that behavior might entail. Maintaining the security of your code protects our institution, our staff, and our patients. These codes simply must not be shared. For those of you who need to obtain a code to enter CRIS, you must first take mandatory CRIS training. CRIS training is available twice a week, typically every Monday and Thursday. To obtain a CRIS code after training has been completed, a valid NIH ID badge is required. Users can sign up for CRIS training on-line from the CIT website at <http://training.cit.nih.gov/> (Under "Courses by Category" select "CRIS") or call CIT at 301-594-6248 to schedule regular training. If your schedule cannot accommodate the times offered, call 301-496-8400 and the Clinical Center Department of Clinical Research Informatics staff will make special arrangements for training.

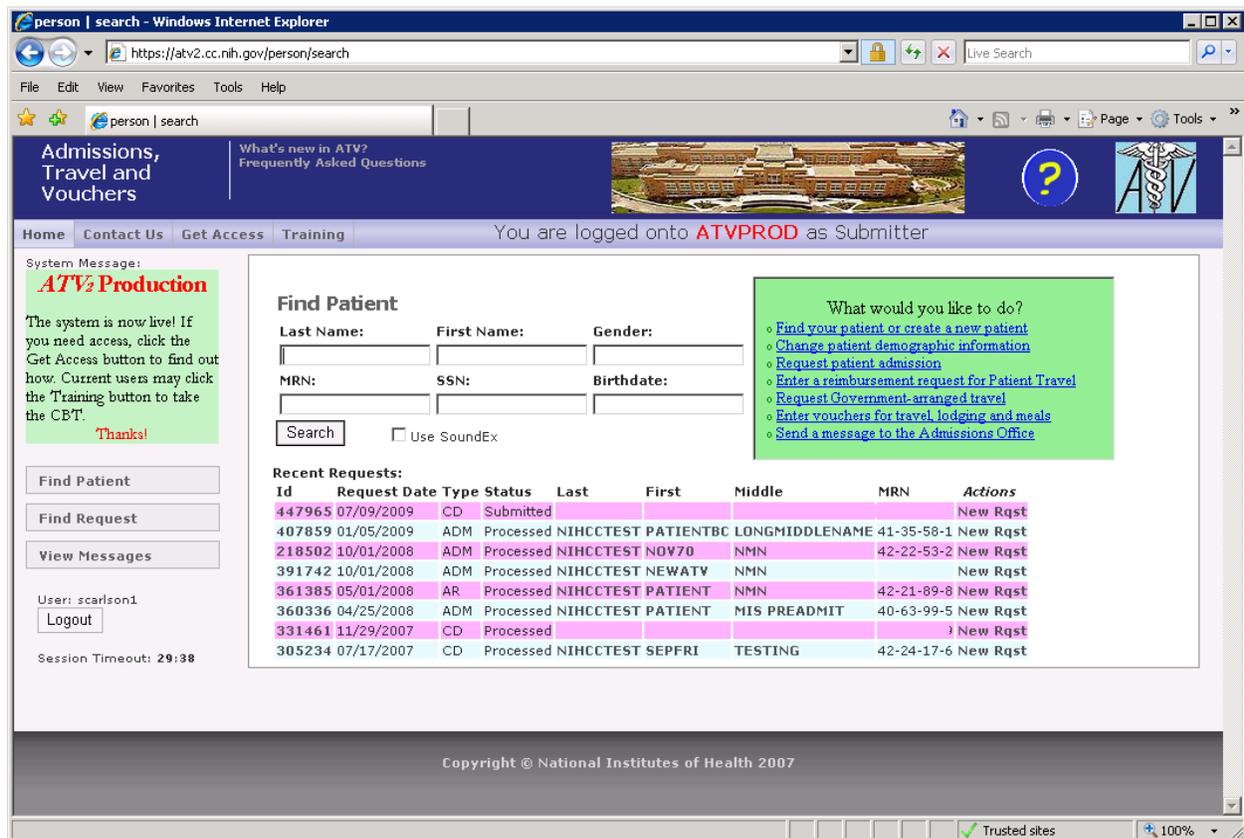
The CRIS Password Security Policy (Medical Administrative Series policy M05-4) outlines the requirements for password security as well as the penalties for violating the policy. The complete policy may be viewed at: <http://internal.cc.nih.gov/policies/PDF/M05-4.pdf>

Thank you for doing your part to maintain the safety and security of our information systems.

ATV 2.0 UPDATE

DCRI in partnership with the Ambulatory Care Services and the ATV user community collaborated to design a new website that facilitates the admission process and preserves the integrity of patient data as it interfaces into CRIS. The new website is located at: (<https://atv2.cc.nih.gov>). A comprehensive ATV Computer-Based Training (CBT) describes the new features and can be found at: (https://atv2.cc.nih.gov/Publish/ATV2_CBT.htm). The old website will be shut down on **January 4th, 2010** and all users will be expected to access ATV from the new website. The purpose of this website is to provide a way to electronically submit admission, travel and voucher authorization requests. The website also tracks requests for patient reimbursement as part of the patient travel policy. The improvements which were implemented with the new website include:

- Real-time interface/communication with CRIS-Sunrise to send Admission Requests and Change Demographic Requests to streamline Admissions processes.
- “Message to Admissions” functionality, to allow Requestors to request specific updates to an existing Admission Request.
- Improved Patient Search functionality to better detect potential duplicate records in the system and to prevent a duplicate Medical Record Number from being generated on an existing NIH patient.
- Improved data synchronization between ATV and CRIS to keep a patient’s current Visit Reason (Primary) Protocol, Attending and Primary Physician that displays in the ATV header in sync with what’s in CRIS.
- Synchronization of credentialed physician lists and protocol lists in ATV so that only current physicians and active protocols can be selected in Admission Requests.
- Additional fields included in search criteria, and additional information available from search results which can be browsed without being fully opened to save requestor time.
- A list of “Recent Requests” which can be reviewed for progress and accessed for entry of additional requests.



We are excited about the new ATV website, and hope that it will improve and facilitate your experience with entering patient Admission, Travel, and Voucher requests.

If you use ATV and have questions, please contact the ATV Project team at [CC CRIS ATV Support Team](#). Or call the CRIS Support Center at 301-496-8400 during regular hours or Systems Monitoring at 301-496-7525 in the off-hours.

New Functionality Available In CRIS: Advanced Directives

Effective December 9, 2009, you will be able to view scanned copies of patients' Advance Directives in CRIS. In order to check whether a patient has a scanned AD document, check the Nursing or Social Work Clinical Summary View. The Advance Directive Tile on either of these views will list what AD documents have been scanned and the date the patient signed the AD. To view Advance Directives (AD), go to the documents tab; By the date, the AD will appear on the date the patient signed the Advance Directive. By Category, the AD will appear under Advance Directive.

Paper copies of signed Advance Directives (AD) should continued to be sent to the Medical Record Department (MRD) with the medical record after a patient is discharged. MRD will scan and file the paper copy of the AD on patients that have been discharged after December 1, 2009. The images of the scanned AD will be viewable in CRIS within 24 to 72 hours following a patient's discharge and the receipt of the medical record in the MRD.

For additional assistance with viewing or printing Advanced Directives, please contact the CRIS Help Desk at 301-496-8400.

CRIS Sundown

DCRI is developing a method to access clinical data for viewing and printing when CRIS Sunrise is unavailable for extended periods of time. This new system, CRIS Sundown, will be available only through Citrix and will only be accessible when activated during extended downs of CRIS Sunrise. The Sundown Icon will be a black and white version of the current CRIS Sunrise Icon. Further details will be provided as system availability approaches.

Perioperative Information System Update

The POIS project team is happy to announce that, on December 14, 2009, the nursing staff will begin again to use POIS to enter their clinical documentation. At that time, their documentation will be sent to CRIS and will be available in the Documents tab. The entire project team has worked very hard on resolution and complete testing of the issues that were identified in August causing the interruption in this process. Additional details about this project were sent in the June CIO Newsletter. Further details about when the anesthesiologists will be documenting in POIS will follow in future issues of the CIO Newsletter.

Security

Attention BlackBerry Users:

Are you aware of a new software application called **PhoneSnoop**? This software allows an attacker to call a user's BlackBerry and listen to personal conversations. In order to install and setup the PhoneSnoop application, attackers must have physical access to the user's device or convince a user to install PhoneSnoop.

What You Need to Do: Only download BlackBerry applications from trusted sources and password protect and lock your BlackBerry.

Another Phishing Scheme:

Be on the lookout for an email that appears to be sent from the Federal Deposit Insurance Corporation (FDIC)

Subject: "check your Bank Deposit Insurance Coverage"

Message: "you have received this message because you are a holder of a FDIC-insured bank account. Recently FDIC has officially named the bank you have opened your account with as a failed bank, thus, taking control of its assets." It then tells you to "visit the official FDIC website and perform the following steps to check your Deposit Insurance Coverage" (a fraudulent link is provided). It then instructs you to "download and open your personal FDIC Insurance File to check your Deposit Insurance Coverage."

This email and the associated website are fraudulent!

Assume this email is sent to collect personal or confidential information which could be used to gain unauthorized access to online banking services or to conduct identity theft.

Be a healthy skeptic and remember that legitimate companies never ask for personal or financial information via email requests. If you receive an email that requests personal or

confidential information, your first thought should be "Could this be a Phishing Email?" Don't follow unsolicited web links received in email messages or open unsolicited attachments. If you want to connect to a website recommended in an email, it's best to manually type in the URL

Review the [NIH Guide to Social Engineering](#). Read more about phishing at: <http://www.onguardonline.gov/topics/phishing.aspx>

Training Update

CRIS Printer Mapping in Citrix

A guide, "Printing through Citrix", has been prepared to assist CRIS users with printing CRIS documents from their workstation. Please find the document in the **Printing** section of **Reference Handouts** on the CRIS website.

http://cris.cc.nih.gov/cristraining/training_materials.html

CRIS Suggestion Box

The CRIS Suggestion Box  has been a huge success. Thanks to all that have contributed their comments and ideas! For emergent issues and immediate assistance, please remember to call 301 496-8400 rather than using the CRIS Suggestion box.

Process for Obtaining a CRIS Code

There has been a change in the process for obtaining a CRIS account. Please follow the below steps:

- Complete the CRIS Access Request Form <http://cris.cc.nih.gov/accounts/pdf/CARF.pdf>
- Attend CRIS training based on your role
- Please remember to complete Computer Security Awareness Training (<http://irtsectraining.nih.gov/>); this training is required for an Active Directory account. Active Directory accounts are required for CRIS access.
- Complete and submit Confidentiality Agreement document.
- Once all training is complete and your Confidentiality Agreement submitted, your code will be activated by close of business that day.

Workstation Registration

If you are attempting to access CRIS and receive an error message "workstation xxxxx not in database", please contact CRIS Support at 301 496-8400 to have your computer registered.

Modify Template

Most Structured Notes available in CRIS may be customized using the Modify Template feature. Sections of a document may be added or deleted based on your preference. Please follow below steps to add a section that is not displaying in the **Sections** tab:

- Select **Modify Template**
- The **Modify Template** dialog box displays. Put a check mark in the check box next to the Section you desire to display.
- Select **Save Template for Me** OR **Save Template for Patient**.
- Click OK.

1. Select **Modify Template**.

2. To add "Subjective" to the **Sections** list and make available to document, select **Modify Template**. Then select the check box next to "Subjective"

3. Select **Save Template for Me** OR **Save Template for Patient**

Structured Notes Entry - NTHCCTEST, PHARMB NMN - Progress Note - Standard SOAP

Create Preview

Sections

Document Info

Introduction

Introduction

Problem List

Vital Signs, I&O, Pain from Nurse Charting

Physical Examination

Mental Status

Neurological Exam

Active Medication Orders

Comments Regarding Medications

Labs

Imaging Sciences Results

Comments Regarding Other Results

Comments Regarding Lab or Cardiology Res

Assessment and Plan

New Orders

Copy Forward Refer To Note Preview Modify Template Acronym Expansion

Introduction

Introduction

Subjective

Problem List

Vital Signs, I&O, Pain from

Physical Examination

Save template for me

Save template for patient

Retrieve Last Charted Va...

Insert Default Values