

NIH Clinical Center CIO Newsletter

September 2008

33rd Edition

This is the thirty-third 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/dcrl>.

Topics of the Month

- CIO Remarks
- Tamper-Resistant Prescriptions
- CRIS Upgrade
- Universal Precautions
- Desk Top Support
- Confidentiality Concerns
- Patient Appointments Display
- Security
- User Training

CIO Remarks

The continued confidentiality of the medical information we handle here at the Clinical Center is a priority for all of us. If you, or any of your colleagues, send out personally identifiable information about employees, contractors, volunteers or patients, all such communications must be secure. One approach to assure continued confidentiality is to use secure e-mail through your NIH Outlook account. Secure e-mail requires a PKI certificate

The following information is **extremely important** if you currently have a PKI certificate to send or receive secure email or if you intend to create a new secure e-mail account.

HHS has changed the vendor who issues PKI certificates. This change will require a new process for obtaining a PKI certificate. All replacement and new certificate requests are being handled under a new issuance process and website: <http://ocio.nih.gov/pki/>. All previous NIH PKI certificate holders will be required to obtain their new PKI certificates by October 31, 2008, as all the older certificates will expire on November 1, 2008. Your user support person will be able to assist you in obtaining your new certificate and will be in contact with you to set up a time to issue the new HHS PKI certificate. Please note that all CC users may contact DCRI Staff from Desk Top Support or Systems Monitoring. They are all Local RRegistration Authorities (LRA's). CC users can take their completed forms to Systems and Monitoring in Room B1N243 for processing.

The following is the new process to obtain a PKI certificate (these instructions are also located at - http://ocio.nih.gov/pki/PKI_request.htm)

To obtain the PKI certificate, NIH staff (including Contractors, Fellows and other Staff Affiliates) must:

1. Download the [HHS Certificate Request Form](#).
2. Photocopy NIH ID badge onto request form.
3. Fill out the **Applicant information** on the form that has copy of ID badge on it.
4. Ask your *Sponsor* to sign form. Your *sponsor* is a Federal employee in your management chain (e.g., supervisor) or, for contractors, your Federal program manager. Your AO, ISSO or CIO may also act as your sponsor. **If you are a contractor - Federal PKI Policy (Section 3.2.3.1) requires that your sponsor must either appear in-person with you before the LRA or send a digitally signed email (with the new HHS PKI certificate) to your LRA authorizing you to obtain HHS digital certificates-**
5. Take the request form to your [Local Registration Authority \(LRA\)](#).
6. [Install the P12 file](#) given to you by your LRA on your computer.
7. If needed, [install FPKI Common Policy root certificate](#) on your computer.
8. [Configure Outlook](#) and other applications on your computer to use your new digital certificates.
9. Learn about your [responsibilities](#) as a HHS PKI subscriber.

For more information there is a FAQ at http://ocio.nih.gov/pki/PKI_faq.htm

As always if you have any questions please contact your user support person or John Franco (see his Security Article below in this newsletter) at jfranco@nih.gov or call at 301-496-6745.

Tamper Resistant Prescriptions

EFFECTIVE OCTOBER 1, 2008

To comply with the new CMS law, all take-home medication prescriptions written as 'Not Required for Study' or using the 'Take Home Medication Prescription' blank order, under the Take Home session type, will print on tamper-resistant paper in the Outpatient Pharmacy. You will no longer need to print/reprint the prescription to the location at which the patient is located; the prescription will print directly in the Pharmacy.

SIGNATURE & SIGNATURE FORM

Your electronically scanned signature will print on the paper prescription if it is on file. If your signature is not on file, you will have to come to the Pharmacy to sign the prescription. Please note: The Pharmacy cannot release printed prescriptions to a patient without the prescriber's signature.

Your Credentialing Coordinator will contact you to have your signature put on file. Additionally, a copy of the form for signature capture is found at <http://cris.cc.nih.gov>. Follow the instructions to complete and submit the form. Your secure signature will be used ONLY for prescriptions filled outside of the NIH Pharmacy.

CONTROLLED SUBSTANCES

NEW - All controlled substances will be filled by the Outpatient Pharmacy and therefore the patient will not receive a paper prescription.

WHAT WILL NOT CHANGE - Prescriptions for Schedule II Controlled Substances will continue to require a signed order requisition form before the medication is dispensed to the patient.

ORDERS PLACED 'ON BEHALF OF' A PRESCRIBER

Orders entered 'On Behalf of' are no longer permitted for the TAKE HOME MEDICATION PRESCRIPTION blank order or TAKE HOME medication orders that are 'Not Required for Study (NRFS)'.

WHY CHANGE TO TAMPER-RESISTANT PRESCRIPTIONS?

This change for Outpatient Pharmacy prescriptions is being implemented as an outcome of the Centers for Medicare and Medicaid Services (CMS) law to fight Medicaid fraud and abuse which will be fully enforced starting October 1, 2008. All written prescriptions for outpatient medications prescribed for a Medicaid beneficiary must be written on tamper-resistant paper. We have extended the use of this form for all take home prescriptions filled off campus.

For QUESTIONS, feel free to contact one of the following:

DCRI / CRIS Support:	301-496-8400
Office of Credentialing Services / Joe Hendery:	301-496-5937
Pharmacy:	301-496-2866

CRIS Upgrade

As mentioned in last month's newsletter, DCRI will be upgrading to the Sunrise Clinical Manager (SCM) from version 4.5 to 5.0 later this year. DCRI has been busy preparing for the upgrade for some time. We have already decided on which new features to implement that will have minimal impact and keep the down-time period as short as possible. Other new and useful functionality will be rolled out gradually using the DCRI Change Management process as well as in a phase 2 project that will occur early next year. During September, we created a "staging" environment that allows us to develop and configure newly available features. In October, the plan is to verify that the upgraded SCM system still works as expected and to perform a "mock" upgrade to rehearse the entire process. There are some system updates that are required prior to completing the upgrade. These will require CRIS will be done on October 11th during a downtime starting at noon. We will send out further information as part of our standard downtime communication.

Universal Precautions

Universal Precautions are a set of practices designed to protect staff from exposure to blood and other potentially infectious materials. Federal law requires that workers be trained in these practices on hire and annually thereafter. This requirement is enforced through the CC/OD/Deputy Director for Clinical Care. The CC/Hospital Epidemiology Services (HES) monitors compliance.

In the past, formal reminder letters were sent to credentialed staff who were due for training or whose training had expired. On September 18, a new Universal Precautions database was implemented in HES that will send these reminders via email. If you are due for Universal Precautions training within the next 60 days, or if your training has expired, you can expect to

receive an email from “CC Universal Precautions” reminding you of this annual requirement. HES is available to discuss any concerns or questions you have about Universal Precautions at 301-496-2209.

Desk Top Support

GUEST WIRELESS ACCOUNTS

(A joint initiative between CC/DCRI and the NIH Patient Library)

The Guest Wireless Account has become a great success with patients and their families over the last 3 years. This service has been an invaluable asset for patients and guests to communicate with family and friends, both domestically and abroad, using modern-day communications such as Internet, chat and email. The wireless access is primarily used in the Mark O. Hatfield Clinical Research Center and available upon arrival to the CRC. Guest Wireless access is available for both MAC and PC based computer systems. Account requests can be made in several ways: by the Unit Clerks (301) 451-7603 or the Patient Library; (301) 347-1400 and by stopping by in person at the Patient Library.

For more information visit: <http://patientportal.cc.nih.gov/patientlibrary/index.html>.

DESKTOP SETTING CHANGES ON CLINICAL CENTER COMPUTERS

One of the new security settings on CC computers is being applied to the screen saver's functionality. A screen saver is an animated image that is activated on a personal computer display when no user activity has been sensed for a certain time. Basically, if your computer has a 15-minute period of inactivity the screen saver activates (then you will be required to enter your password to unlock your computer). This is a security feature that will prevent any unauthorized person from accessing your computer (if you suddenly walk away from it, or forget to log off your session). It is one of the core modifications that staff no longer have rights to change under the Federal Desktop Core Configuration (FDCC) policy

Confidentiality Concerns

Kaiser Permanente, through the independent market research firm StrategyOne, conducted a nationwide survey in May to gauge Americans' awareness and perceptions of electronic medical records. Results show that many Americans are using basic online tools: 65% reported checking a medical condition online and 38% reported using their insurance company's online tools to learn more about their own personal care. However, the research also showed that Americans continue to have concerns about the privacy of their personal information and require assurance from all parties that store their personal information that it is kept in a secure fashion. Interesting, 51% of Americans agreed that the implementation of health information technology should be a top priority for the next president to ensure that all Americans have access to their own electronic personal medical records.

Coming Soon - New Tab in CRIS to Display Patient Appointments

We are currently working on a new tab in CRIS. This tab, when selected, will display the patient's previous appointments as well as future appointments that have been entered in the hospital's scheduling system. We hope this will be beneficial to care providers and researchers and give them easy access to scheduled appointment information necessary in monitoring protocol activity. Communication will be forthcoming regarding date of implementation, but we anticipate that this will be deployed before the end of October.

Security

The protection of patient information or any Personally Identifiable Information (PII) is a high priority in the Federal government. Here at the NIH and especially in the Clinical Center we have the public trust that we will protect the information of all that are seen here as patients, visitors, employees, or any other person that we may have contact with to protect their PII. If you need to send an email that would contain PII to someone at the NIH or HHS you can use your PKI certificate to encrypt the email and send it securely. If you have a need to send secure email to others outside of NIH, NIH operates a Secure Email and File Transfer service. More information can be found at <https://secureemail.nih.gov/bds/Login.do> This NIH website contains information on the protection of PII - <http://irm.cit.nih.gov/security/PIIProtection.html> As always if you have any IT security concerns or questions, please send an email to cc-isso@cc.nih.gov or call 496-6745 or 301-435-7924.

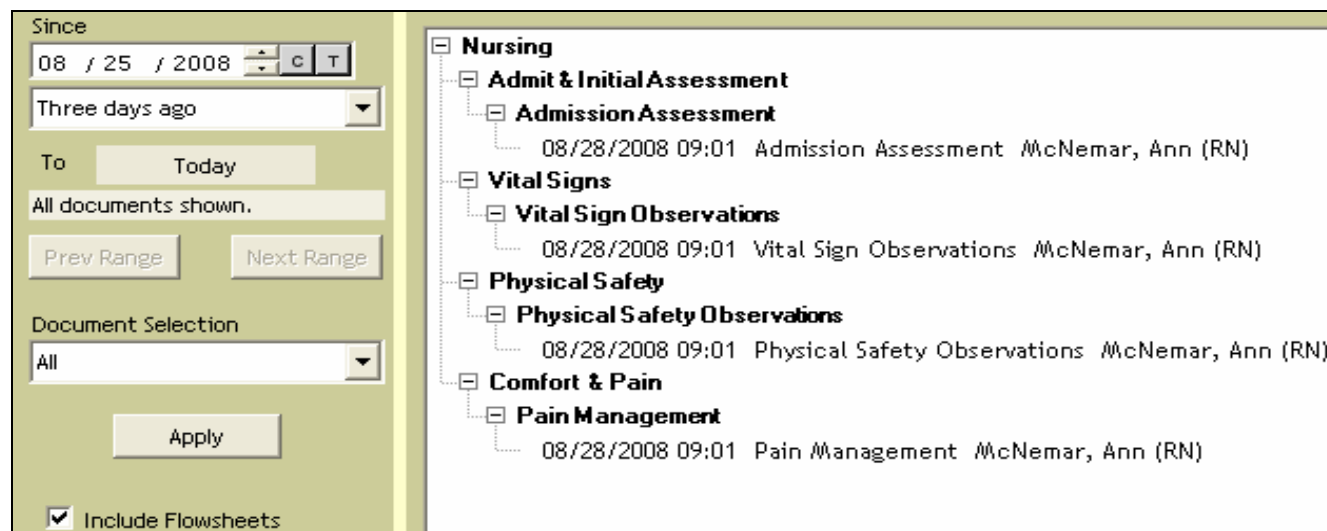
User Training

CRIS Training for Fall Semester 2008

The Fall 2008 CRIS Training Schedule, mid October through January, 2009, is now available. New staff can register for CRIS training through the CIT training website (<http://training.cit.nih.gov>). For additional assistance, contact the CIT Help Desk at 301-594-6248 or call CRIS Support at 301-496-8400.

Viewing Flow sheets

With the recent update of CRIS, flow sheet column documents will no longer automatically display in the Documents tab. If you want to view/retrieve flow sheets from the Documents tab, there is an "Include Flow sheets" checkbox to select.



The screenshot displays the CRIS interface for viewing flow sheets. On the left, there is a control panel with the following elements:

- Since:** A date selector showing "08 / 25 / 2008" with "C" and "T" buttons, and a dropdown menu set to "Three days ago".
- To:** A dropdown menu set to "Today".
- All documents shown:** A text label above "Prev Range" and "Next Range" buttons.
- Document Selection:** A dropdown menu set to "All".
- Apply:** A button.
- Include Flowsheets:** A checked checkbox.

On the right, a tree view shows the following categories and documents:

- Nursing**
 - Admit & Initial Assessment**
 - Admission Assessment**
 - 08/28/2008 09:01 Admission Assessment McNemar, Ann (RN)
 - Vital Signs**
 - Vital Sign Observations**
 - 08/28/2008 09:01 Vital Sign Observations McNemar, Ann (RN)
 - Physical Safety**
 - Physical Safety Observations**
 - 08/28/2008 09:01 Physical Safety Observations McNemar, Ann (RN)
 - Comfort & Pain**
 - Pain Management**
 - 08/28/2008 09:01 Pain Management McNemar, Ann (RN)

Criteria Based Lists

Ever get stumped when trying to create a list in CRIS?

There are three types of patient lists: **Temporary**, **Criteria-Based**, and **Special**.

- A **Special List** contains the patients that you specify. For example, the patients you care for on a specific protocol. **Special Lists** display with an asterisk (*) in the **Current List** field. You must maintain and manually update this list.
- A **Criteria-Based List** may be based on your role, location, providers, service, or visit status.
- A **Temporary List** is created by you when using the **Find Patient** icon, and is not saved when you log off.

The steps outlining how to create a **Criteria-Based List** based on location can be found at: http://cris.cc.nih.gov/cristraining/training_materials.html

CRIS Booth

The CRIS Booth on September 3rd was a great success; terrific ideas and information were shared. Look for the next CRIS Booth outside the 2nd floor cafeteria in December.