

**Indian Health Service**  
**Office of Information Technology Presents:**  
**Resource and Patient Management System**  
**Patient Care Component (PCC) Data Entry Training I**

**Instructor**

Diana Lopez, RHIT, CPC  
[dmlopezcmi@aol.com](mailto:dmlopezcmi@aol.com)

**Class Description**

Prepare the Data Entry Technician to abstract and enter medical data from various source documents, such as: the PCC Ambulatory Encounter record, Emergency Room record, Public Health Nursing, and Group Preventive Service, etc., and append data to existing visits created by the Electronic Health Record (EHR) using the PCC/EHR Coding Queue into the Patient Care Component, utilizing data entry mnemonics. The medical data will result in a tool useful to health care providers and administrators. The class consists of lecture with overheads, video, demonstration of the tool, and hands-on exercises utilizing individual computer terminals for each student and a simulated patient database.

**Objectives**

Understand the Patient Care Component (PCC) and the critical role of the Data Entry Technician  
Extract relevant patient data from, but not limited to the PCC Ambulatory encounter record for entry into PCC, which includes: visit creation, correcting, and changing data  
Understand the PCC primary data entry and EHR/PCC Coding Audit Menus with proficiency  
Use the EHR/PCC Coding Audit/Queue to create visits/append/modify data  
Understand the use of various data entry mnemonics for entry of data  
Understand the RPMS ICD coding system and how to obtain a diagnostic/procedure code and steps to take when an ICD look-up fails  
Understand the basic Visit file structure of the PCC software

**Intended Audience**

This course will benefit: entry level/novice PCC data entry technicians or those in need of a refresher course; for those responsible for managing PCC data, such as: PCC managers, supervisors, leads, and health information management personnel (medical records personnel); and information systems personnel. The class is not intended for experienced PCC data entry technicians.

**Pre-requisite:** Basic knowledge of ICD codes, medical terminology, and computer key-board skills.

## DAY ONE

<b>Welcome</b> Introduction of Instructor and Attendees Review of class objectives, agenda, and training materials, class hours, breaks, and lunch	<b>8:30 am – 9:00 am</b>
<b>RPMS and PCC Overview:</b> Review of RPMS and PCC structure and function Role of the Data Entry Technician Video – Using Basic PCC Skill to Improve Patient Care	<b>9:00 am – 10:00 am</b>
<b>Break</b>	<b>10:00 am – 10:15 am</b>
<b>RPMS Key-board/Terminal Operations - Hands-on</b> Sign On Accessing Help Messages Special Keys Default Values Entry of Date&Time Partial Entry Lookup Sign Off	<b>10:15 am – 10:45 am</b>
<b>ICD Coding System</b> Assign Diagnosis(es) and Procedure(s) code(s) to a provider narrative Maintain list of new terms for the coding system	<b>10:45 am – 11:30 am</b>
<b>Lunch</b>	<b>11:30 am – 12:30 pm</b>
<b>Getting start with Data Entry</b> PCC File structure General instructions Overview of data entry menu options Data entry mnemonics Concept of mnemonics Required PCC data items Most frequently used data mnemonics/new mnemonics Utility mnemonics Historical mnemonics – entry and edit	<b>12:30 pm – 3:00 pm</b>
<b>Break</b>	<b>3:00 pm – 3:15 pm</b>
<b>Entry of PCC ambulatory encounter forms using EHRC</b> Demonstrate Using EHR/PCC Coding Audit menu option – create/ append/correct data (One-stop-shop) Student entry of forms (hands-on)	<b>3:15 pm – 4:15 pm</b>
<b>Questions and Adjourn</b>	<b>4:15 pm – 4:30 pm</b>

## DAY TWO

### **Review of Day One - Demo and Hands-On**

**8:30 am - 10:00 am**

Student entry of forms using various data mnemonics – continue (hands-on)

Review/entry of data for the Clinical Reporting Systems (CRS/GPRA)

Objectives – “cheat sheet”

Review document Inactive Health Factor and Exam Codes/Recommended conversions for data entry

Display/review count of forms “you” have processed

### **PCC Health Summary**

Purpose – Comprehensive Health Care

Demonstration

Types of health summaries – standard and custom

Relationship of data to health summary components

View/navigate health summary while in a visit (hands-on)

### **Break**

**10:00 am – 10:15 am**

### **Entry of PCC Ambulatory Encounter Forms (continue)**

**10:15 am – 11:30 pm**

### **Lunch**

**11:30 pm – 12:30 pm**

### **Independent Exercises and Review- Hands-On**

**12:30 pm – 3:00 pm**

### **Break**

**3:00 pm – 3:15 pm**

### **Independent Exercises and Review- Hands-On (continue)**

**3:15 pm – 4:15 pm**

### **Questions and Adjourn**

**4:15 pm – 4:30 pm**

## DAY THREE

### **Problem List and Note Update - Hands-on**

Demonstration and Description of Problem Lists and Notes  
Problem List Mnemonics  
Entry of Problems and Notes  
Independent Student Exercises/Review

**8:30 am – 10:15 am**

### **Break**

**10:15 am – 10:30 am**

### **Independent Student Exercises/Review – Hands-on (continue)**

**10:30 am – 11:00 am**

### **Forms Control**

Flow of Data Entry Operations  
Forms Control Tools  
Operations statistics

**11:00 am – 11:30am**

### **Lunch**

**11:30 am – 12:30 pm**

### **Student Entry of Data from Other Forms – Hands-on**

**12:30 pm – 2:30 pm**

Emergency Room  
Public Health Nursing  
Group Prevent Service – Entry/Print/Re-print  
Consultants Reports  
PCC+ Encounter Forms

### **Break**

**2:30 pm – 2:45 pm**

### **Entry of Other Service Categories from the Encounter Form – Hands-on**

**2:45 pm – 3:45 pm**

Chart Review  
Telecommunications  
Not Found (CHN/PHN)  
Observation  
Day Surgery

### **Video – Using Advanced Skills to Improve Patient Care Review, Questions, and Course Evaluation**

**3:45 pm – 4:30 pm**