

Indian Health Service

Practice Management Application Suite (BPRM) v4.1

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Introduction

On February 28, 2023, Practice Management Application Suite (BPRM v4) was released, eliminating the need for MS Silverlight. MS Silverlight has deprecated support and is no longer receiving security updates. As a result, it poses significant security risks. Our team worked with the Division of Information Security (DIS) to put a waiver in place for MS Silverlight, allowing us to work on a new build of BPRM. Prior to the new release, all BPRM users received training on the new enhancements and were encouraged to have their sites install the new package upon release. Since the new release has been available for a few months now, DIS has been notified that the waiver for MS Silverlight is no longer necessary.

PLEASE BE ADVISED, for those sites that have not installed the new version of the Practice Management Application Suite, the old version of the Practice Management Application Suite will cease to function once OIT removes MS Silverlight from the D1 Domain.



Overview

The Practice Management Application Suite (BPRM) v4.1 represents a forward step in the streamlining of IHS record and patient management. This not only simplifies record and patient management, but also allows for future expansion of the scope and capabilities of the system. BPRM v4.1 is accessible using MS Edge, Google Chrome, Mozilla Firefox.

Registration module

- Entry of new patient records and editing of existing patient records
- Enter/edit patient insurance
- Patient registration reports

Scheduling module

- Appointment management for new and existing patients
- Availability setup
- Scheduling reports

ADT module

- Patient admissions, discharges, and transfers management
- ADT reports



Registration Learning Objectives

By the end of this demonstration, you will be able to:

- Navigate the application
- Search patients
- Register new patient records
- Edit existing patient records
- Add/edit Insurance
- Add/edit Benefit Case and Prior Authorization
- Print/view registration reports
- Add/edit registration parameters



Registration Demo



Scheduling Learning Objectives

By the end of this demonstration, you will be able to:

- Navigate the application
- Manage clinic views
- Create patient appointments
- Manage patient appointments
- Manage waiting lists
- Search slot availability
- Print patient letters
- Print/view scheduling reports
- Create/manage Clinic settings and availability



Scheduling Demo



ADT Learning Objectives

By the end of this demonstration, you will be able to:

- Admit patients
- Transfer patients
- Discharge patients
- Add/edit Incomplete charts
- Print/view ADT reports
- Add/edit ADT parameters



ADT Demo



BPRM v4.1 Updates



Patient Registration

- Legal Name “Required” label adjustment
- Legal Name "Suffix“
- Print Patient Index Card
- View Closed Benefit Case
- Group Name/Group Number enhanced search lookup



Scheduling

- **New Clinic:** Institution search corrected when adding new clinic
- **Workspace:** Work Week and Day(s) View added
- **Waitlist List:**
 - Added “Today” in filter for Recall Date
 - Displays In Reschedule Appointment workflow
 - Display Recall Date with clinic name in Appointment workflow
- **Letters:**
 - Time format corrected from Military to Standard time
 - Greeting to Parents corrected



Scheduling

- **Appointments:**

- Copy and Paste
- Allow Patient Reschedule for same time when previous appt in 'Cancelled by Patient'
- Enter/edit **Other Info** for No Show or Cancelled Appts
- Visual indicator added for Overbook appointments
- Check-in time added to Routing Slip
- Tile display corrected for long names + preferred names



ADT

- Prevent user from being able to admit patient with temp HRN
- Programming logic adjusted to allow Admit/Discharge



BPRM v4.1 Demo



Registration Updates



Name field update: “Required” label adjustment

- Register Patient filed
- Legal Name field

Register Patient

Name [required]

DEMO,BOB ▼

Legal Name

Name [required]

DEMO,APOLLO ▼

Last Name,First Name MI Suffix



New print option: Index card

DEMO,APOLLO - PAUL* HRN: 888999 Last Updated: 07/26/2023 By (SILVER,DANIELLE)

12/15/1995 (27 YRS) - MALE Eligibility Status: DIRECT ONLY PCP:

INPATIENT - EAST GENMED

No Record Flags Not Sensitive RHI Active Insurance Veteran

Profile Insurance Prior Auth Benefits Cases Appointments

Demographics

Demographics	Date of Birth	Birth Sex	Place of Birth
	12-15-1995	MALE	ALBUQUERQUE, NEW MEXICO

Print

- Face Sheet
- Patient Index Card
- Wrist Band
- Wellness Handout
- Future Appointments



New print option: Index card (cont.)

- PRINT OPTION DISPLAY

DEMO,APOLLO

NUMBER NAME CHANGED TO DATE NAME CHANGED

Print Index Card

Printer Option: Print index card for Aliases:

Disposition

- INDEX CARD PRINT EXAMPLE

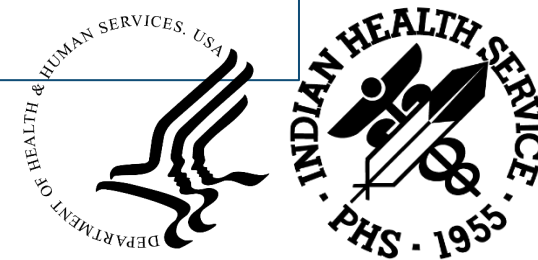
DEMO,APOLLO - PAUL* **888999**

DEC 15, 1995 MALE XXX-XX-9797

410 EDNR RD HOME PH: 505-555-1234
PARIS NM 87901 OFFICE PH: 505-555-4321

FATHER: DEMO,ZEUS
MOTHER (MDN): SMITH,LETO

CARD PRINTED: JUL 27, 2023



View Closed Benefit Case

DEMO, APOLLO - PAUL*

HRN: 888999

Last Updated: 08/18/2023 By (SILVER, DANIELLE)

12/15/1995 (27 YRS) - MALE

Eligibility Status: DIRECT ONLY

No Record Flags

Not Sensitive

RHI

Active Insurance

Veteran

PCP:

INPATIENT - EAST GENMED

Profile



Insurance



Prior Auth

Benefits Cases

Appointments

Print

Benefits Cases

Add Benefits Case

DATE ASSIGNED	ASSIGNED TO	REASON	STATUS	APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS
08-18-2023	TOWNSEND, GAIL	MIGHT QUALIFY FOR MCD	CLOSED	PBC REFERRAL	08-17-2023	SILVER, DANIELLE	APPROVED

Re-Open | View



12/15/1995 (27 YRS) - MALE


PCP:

No Record Flags Not Sensitive RHI Active Insurance Veteran



INPATIENT - EAST GENMED

Benefits Case - CLOSED

Date Assigned [required] Assigned To [required] Case Reason [required] Case Number

08-18-2023  TOWNSEND,GAIL MIGHT QUALIFY FOR MCD 12345-ABC

Case Type Case Worker Date Completed Completed By [required]

OUTPATIENT  CRAWFORD,JOAN 08-18-2023  SILVER,DANIELLE

Case Notes

PT DOES NOT HAVE INSURANCE, BUT MAY QUALIFY FOR OTHER TYPES OF BENEFITS (STATE MCD)

Applications

Add

APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS	SUBMISSION DATE	SUBMITTED VIA	SUBMITTED BY	
PBC REFERRAL	08-17-2023	SILVER, DANIELLE	APPROVED	08-18-2023	TELEPHONE	SILVER, DANIELLE	View History

Group Number search updates

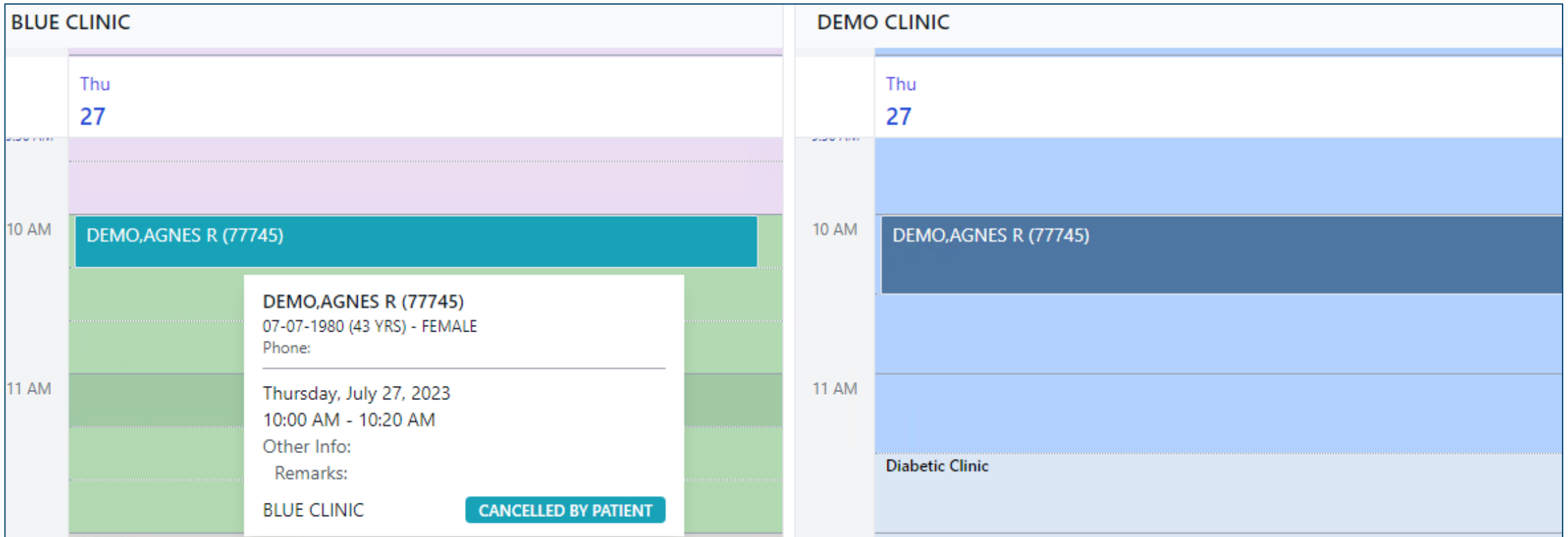
- Groups Numbers not displaying
- Improved search logic for Group Name/Group Number lookup

The screenshot displays a search interface with two main sections. The top section, titled 'Insurer Information', contains a search input field with the text 'CIGNA DENTAL'. The bottom section, titled 'Group Name/Number', is highlighted with a green border and contains a search input field with the text 'CIGNA' and a dropdown menu showing the result 'CIGNA DENTAL - 3328570'.



Scheduling Updates

Allow reschedule for same time when previous appt was 'Cancelled by Patient'



Copy and paste appointment

- COPY OPTION

Nurse Clinic		Check-In
		Cancel
		View Appointment Detail
		Schedule Parallel
DEMO,BECKY JONES (444)	☎ 5557	Parallel Walk In
DEMO,JACK (888778)	☎ 5557	Copy
		Copy to Reschedule

- SCHEDULE (PASTE) OPTION

APPOINTMENT
Schedule
Walk In
Add to Waiting List
Block Schedule
Schedule DEMO,BECKY JONES (444)



“Created on” date on View Appt Detail

View Appointment Detail - DEMO CLINIC

DEMO, BECKY JONES
05-01-1980 (43 YRS) - FEMALE
PCP:

HRN: 444
Eligibility Status: CHS & DIRECT
Last Updated On: 05-27-2022

SCHEDULED on 07-27-2023 08:00 AM at DEMO CLINIC **INPATIENT - EAST GENMED**

Created On	Scheduled Time	Scheduled By	Type Of Visit
07-27-2023 09:38 AM	07-27-2023 08:00 AM	SILVER, DANIELLE	REGULAR

Other Info

Visual indicator for Overbook appts

- HOVER OVER APPT

DEMO, JACK (888778) 5557231544

Nurse Clinic

DEMO, JACK (888778)
08-01-1980 (42 YRS) - MALE
Phone: 5557231544

Thursday, July 27, 2023
09:40 AM - 10:00 AM

Other Info:
BLUE CLINIC

OVERBOOK

SCHEDULED

- VIEW APPOINTMENT DETAIL

View Appointment Detail - BLUE CLINIC

DEMO, JACK HRN: 888778
08-01-1980 (42 YRS) - MALE Eligibility Status: CHS & DIRECT
PCP: Last Updated On: 08-30-2022
OVERBOOK SCHEDULED on 07-27-2023 09:40 AM at BLUE CLINIC INPATIENT - GENERAL MEDICINE

Created On	Scheduled Time	Scheduled By	Type Of Visit
07-27-2023 09:42 AM	07-27-2023 09:40 AM	SILVER, DANIELLE	REGULAR

Other Info

Discard Save

Waiting List updates

- RECALL DATE AND CLINIC NAME DISPLAY ON WAITING LIST SECTION OF APPT SCHEDULE

Schedule Appointment - BLUE CLINIC

DEMO,PATIENTK - KATIE* HRN: 999103

09-27-2005 (17 YRS) - MALE Eligibility Status: CHS & DIRECT

PCP: Last Updated On: 06-16-2022

Schedule Date: Schedule Time: Appointment Length: [required]

Other Info

Patient is on waiting list(s)

Remove Patient from waiting list

Waiting Lists:

- WAITING LIST FILTER FOR RECALL DATE

Day Work Week Week Month List **Waiting List**

CASE STATUS:

RECALL DATE:

Priority:

CLINIC: AAA CLINIC BLUE CLINIC

PATIENT	CLINIC / PROVIDER
DEMO,PATIENTK - KATIE* (999103)	BLUE CLINIC ADAMS,MATTHEW F
EAGLE,PAULA (130990) 555-555-7032	BLUE CLINIC ADAMS,MATTHEW F
ZAVALA,BROOKIIE II - Anne* (2300)	BLUE CLINIC ADAMS,MATTHEW F

Display check-in time on Routing Slip

```

**Confidential Patient Data**
FACILITY: 2020 DEMO HOSPITAL
PAGE 1    OUTPATIENT ROUTING SLIP

DEMO, JACK                        HRCN: 888778
DOB: 08/01/1980                   APPT DT: 7/27/2023
1357 AMBER DRIVE
BEAVERTON, OREGON 97006

Current Status:  INPATIENT on ward GENERAL MEDICINE

**CURRENT APPOINTMENTS**
TIME        CLINIC                CHECK-IN  LOCATION        PHONE
9:40 AM    BLUE CLINIC                   09:47 AM  GENERAL          800-555-1234
11:20 AM    BLUE CLINIC                     GENERAL          800-555-1234

DATE PRINTED: Jul 27, 2023@10:02:45
Requested by: SILVER,DANIELLE
  
```



Enter/edit Other Info for No Show or Cancelled Appts

- NO SHOW APPT

View Appointment Detail - BLUE CLINIC

TREE, BANANA HRN: 999810
 04-28-1990 (33 YRS) - MALE Eligibility Status: CHS & DIRECT
 PCP: Last Updated On: 01-11-2023

NO SHOW on 07-26-2023 04:59 PM at BLUE CLINIC INPATIENT - EAST GENMED

Created On	Scheduled Time	Scheduled By	Type Of Visit
07-24-2023 03:06 PM	07-24-2023 03:00 PM	SILVER, DANIELLE	REGULAR

No Show Time	No Show By
07-26-2023 04:59 PM	SILVER, DANIELLE

No Show Remarks

did not show; PLEASE TRY TO RESCHEDULE

Other Info

- CANCELLED APPT

View Appointment Detail - BLUE CLINIC

DEMO, DEBBIE HRN: 989898
 01-01-1962 (61 YRS) - FEMALE Eligibility Status: DIRECT ONLY
 PCP: Last Updated On: 02-13-2017

CANCELLED BY PATIENT on 07-27-2023 10:06 AM at BLUE CLINIC

Created On	Scheduled Time	Scheduled By	Type Of Visit
07-27-2023 10:06 AM	07-25-2023 01:00 PM	SILVER, DANIELLE	REGULAR

Cancelled Time	Cancelled By	Cancelled Reason
07-27-2023 10:06 AM	SILVER, DANIELLE	LEFT WITHOUT BEING SEEN

Cancelled Remarks

TEST REMARKS

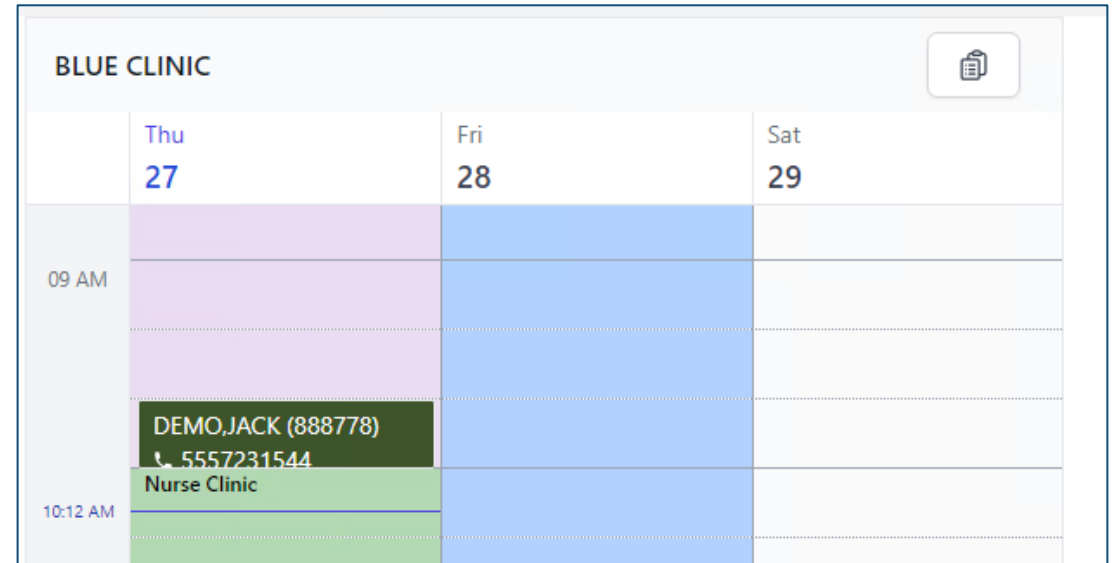
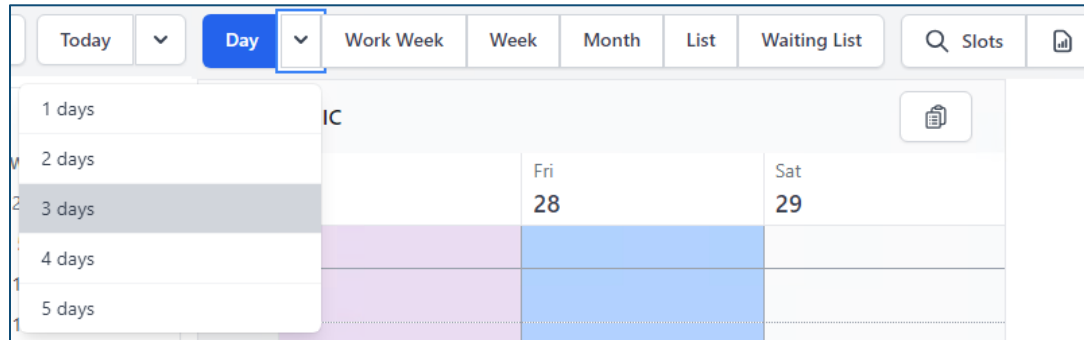
Other Info

Workspace display updates: Work Week

Day	Work Week	Week	Month	List	Waiting List	Slots	Letters	Zoom	+ - Clinics	SCHEDULED
BLUE CLINIC										
	Mon 24	Tue 25	Wed 26	Thu 27	Fri 28					
09 AM										
10:07 AM		Nurse Clinic								
				DEMO, JACK (888778) 5557231544						
				Nurse Clinic						

Workspace display updates: Days+ display option

- DAY DROPDOWN TO SELECT CURRENT DAY + 1-5 DAYS TO DISPLAY
- WORKSPACE DISPLAYS # OF DAYS



Patient letter updates

- Corrected greeting to parents
- Corrected time format

Date Printed: 7/27/2023
#999103

DEMO,PATIENTK
90 CANYON RD
SANTA FE, NM 87123

Dear parents of PATIENTK DEMO,

This a reminder of your future clinic appointment(s):
Thursday, July 27, 2023 9:00 AM DEMO CLINIC

Please arrive 15 minutes before your scheduled appointment. This will allow enough time to complete the necessary paperwork and chart updating. If you are 10 minutes LATE for your appointment, you will be rescheduled. If you cannot make your appointment or need to reschedule, please call 1-800-888-7777.

Thank you,
TEST CLINIC

ADT updates



Admit patient with temp HRN

- Admit patient with temp HRN
 - Fix: Prevent user from being able to admit patient with temp HRN
- Unable to discharge or admit
 - Fix: Programming logic adjusted



General application updates



Enhance Settings filter/searches

Clinics						Add Clinic
						<input type="text" value="PR"/>
NAME / ABBREVIATION	RESOURCE NAME	DIVISION / INSTITUTION	ACTIVE	INACTIVATED ON	REACTIVATED ON	
BPRM PRINCIPAL BPRM		2020 DEMO HOSPITAL 2021 DEMO HOSPITAL (INST)	YES			Edit
CZ PROHIBIT CLINIC cp	CZ PROHIBIT CLINIC	2020 DEMO HOSPITAL 2021 DEMO HOSPITAL (INST)	YES			Edit Edit Availability
DEMO CLINIC - PROHIBITED DCP	DEMO CLINIC - PROHIBITED	2020 DEMO HOSPITAL 2020 DEMO CLINIC-1 (INST)	YES			Edit Edit Availability
DEN PA PRINCIPAL DENPRI		2020 DEMO HOSPITAL 2021 DEMO HOSPITAL (INST)	YES			Edit
ZZ OPEN ACCESS PRESTON zzOAAP		2020 DEMO HOSPITAL 2021 DEMO HOSPITAL (INST)	NO	11-02-2009		Edit

Upcoming BRPM Patches

Patch 2 – IRIS update (will not include any fixes)(January release)

Patch 3 – 32 fixes included (Expected Release February 2024)

- Patient Flags detail view
- Add Language proficiency to Register Patient
- Improve copy function for Next of Kin and Emergency Contact
- Display appointments across multiple divisions
- Scheduling tab for Registration allows functions for public clinics
- Improve User function for Clinic Availability configuration
- Walk-in Indicator
- Improve clinic search
- Scheduling reports to allow multiple clinic selection

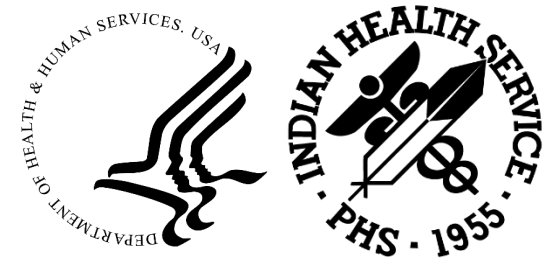


Practice Management Application Suite (BPRM) Resources

- BPRM Application Overview Manual
 - https://www.ihs.gov/rpms/packagedocs/BPRM/bprm040u_Overview.pdf
- BPRM Patient Registration User Manual v4.1
 - https://www.ihs.gov/rpms/packagedocs/BPRM/bprm0400.01u_Registration.pdf
- BPRM Scheduling User Manual v4.1
 - https://www.ihs.gov/rpms/packagedocs/BPRM/bprm0400.01u_Scheduling.pdf
- BPRM Admit/Discharge/Transfer (ADT) User Manual v4.1
 - https://www.ihs.gov/rpms/packagedocs/BPRM/bprm0400.01u_ADt.pdf



Q & A



IHS IT Service Desk Support Tier Structure

