

## Purpose

The purpose of the RPMS Site Manual is to provide information about the Resource and Patient Management System (RPMS) structure. This manual provides information needed to understand and use the Resource and Patient Management System. The information will include ANMC systems, i.e., Provider Portal, and Softweb (LIS).

This manual has been created for all sites planning to use or who already utilize the RPMS packages. The Site manual is a great resource or reference for patches, training, new applications or the new EHR application for RPMS. It will be kept up to date by the staff of Remote and Small Site Support. This manual will be available online at <http://www.anthc.org/cs/dit/dss/rpmstraining/index.cfm>. If you have any questions or issues with the RPMS Manual, please use the contact us email through the website.

Remote and Small Site Support is a group within the Clinical Informatics and Applications team.

Small Sites support is a centralized Resource and Patient Management System (RPMS) computer for small Alaska Native tribes and corporations. Small Site services include:

- Maintain RPMS computer in Anchorage for any Alaska sites not managing their own. Applications include standard outpatient RPMS applications including billing software.
- Provide proper security, backup, user support, software support and system management.
- Provide RPMS orientation, training, and support.
- Provide second tier (support to local staff rather than direct computer support) technical expertise to customers for PCs, local area networks, wide area networks, AFHCAN use, and e-mail.
- Assist in equipment selection
- Assist in equipment installation
- Assist with equipment support
- Coordinate connectivity between the village and multiple Alaska health systems

Remote Site Support provides assistance in the Resource and Patient Management System (RPMS) throughout Alaska in the implementation and maintenance of the RPMS computer applications, patches and software fixes.

ANMC Service Center provides assistance with any issues regarding Provider Portal, SoftWeb/LIS or access to view ANMC RPMS data. Please contact them at 907-729-2626 or email them at [akahitservicecenter@anthc.org](mailto:akahitservicecenter@anthc.org)