
Appointment Reminder Card R1AC Print Postcard

Release 1.10

Don Donati and Kevin DeZorzi

January 18, 2012

Abstract

This article describes the implementation of the Appointment Reminder Card Program. This program is designed to convert the existing appointment letters generated by the VISTA Scheduling Package to a more user friendly reminder card that is easy to understand and provides for an improved patient experience with the VA health care System.

<http://code.osehra.org/journal/>

Contents

1	Introduction	1
2	Additional Documentation	2

1 Introduction

This project is designed to convert the existing appointment letters generated from the VISTA Scheduling System to a post card sized Appointment Reminder Card that is user friendly, easy to understand, provides a professional appearance, and reduces cost (production and postage cost). The project began years ago as a local initiative by Northern California Health Care System (NCHCS) and transformed to a VISN wide project when it was discovered the return on investment (ROI) analyses did not support a single facility investing in the equipment resources necessary to generate the postage sized appointment cards. With the volume of the entire VISN, the ROI demonstrated significant savings with the reduction of postage, printing, and FTEE cost.

The design of the Appointment Reminder Cards was accomplished by a group of VA staff working along side a design team under contract with Xerox. The workgroup met with multiple face-to-face design meetings, and follow-up conference calls and email reviews. Included on the VA Design Team were representatives from all VISN 21 facilities and staff from VISN 18, with a wide variety of backgrounds. The team identified

15 types / categories of communication that would replace the over 300 variation of appointment letters used by VISN 21 facilities.

2 Additional Documentation

A complete set of documents is available along with this article. They include

- Appt Card v3 Installation.doc
- Creation of CLASS definition for R1AC CSP files.doc
- Importing R1AC CSP files.doc
- Part 1 - Appointment Card Implementation Manual Version 1.1 Part 1 of 4.pdf
- Part 2 - Appointment Card Implementation Manual Version 1.1 Part 2 of 4.pdf
- Part 3 - Appointment Card Implementation Manual Version 1.1 Part 3 of 4.pdf
- Part 4 - Appointment Card Implementation Manual Version 1.1 Part 4 of 4.pdf
- R1AC PCARD GATEWAY SETUP.doc
- Region 1 Appointment Card SSH setup.doc
- Xerox Postcard Application setup.doc

Please refer to these additional documents for instructions on how to install, use and maintain this package.