

# MOBILE VA HEALTH

---

Scheduling Manager v 1.0.0  
User Guide 17 March, 2014

---



2014

DEPARTMENT OF VETERANS AFFAIRS

## Table of Contents

|  |    |
|--|----|
| 1 General Information .....                              | 3  |
| 1.1 Application Overview .....                           | 3  |
| 1.2 Organization of User Guide.....                      | 3  |
| 2 Application Summary .....                              | 3  |
| 2.1 Configuration .....                                  | 3  |
| 2.2 User Access Levels.....                              | 3  |
| 2.3 Workflow .....                                       | 4  |
| 3 Getting Started.....                                   | 4  |
| 3.1 Accessing the Launchpad and Scheduling Manager ..... | 4  |
| 3.2 Components of the Launchpad.....                     | 4  |
| 3.3 Starting Scheduling Manager .....                    | 5  |
| 4.0 Using Scheduling Manager.....                        | 6  |
| 4.1 Scheduling Manager Home Screen .....                 | 6  |
| 4.2 Booking .....  | 7  |
| 4.2.1 Selecting a Specialty, Clinic and Patient.....     | 8  |
| 4.2.2 Calendar Week View .....                           | 9  |
| 4.2.3 Calendar Day View .....                            | 10 |
| 4.3 Booking an Appointment .....                         | 12 |
| 4.4 Patient Tab .....                                    | 14 |
| 4.4.1 Future Appointments.....                           | 16 |
| 4.4.1.2 Canceling an Appointment.....                    | 17 |
| 4.4.2 Waitlist .....                                     | 18 |
| 4.4.3 Consult Orders .....                               | 18 |
| 4.5 Wait List .....                                      | 18 |
| 4.5.1 EWL (Electronic Waitlist).....                     | 19 |
| 4.5.2 NEAR.....  | 19 |
| 4.5.3 Recall .....                                       | 20 |
| 4.6 Consults.....  | 20 |
| 4.7 VAAC .....   | 21 |
| 4.8 More.....  | 23 |

## 1 General Information

This document is the user guide for the Scheduling Manager application which provides VA scheduling clerks and staff the ability to manage Veterans' appointment requests, Electronic Wait List (EWL) as well as New Enrollee and Recall appointment requests.

### 1.1 Application Overview

Scheduling Manager works in conjunction with The Veteran Appointment Request (VAR) application so that a scheduling Clerk a Veteran can have a secure message dialog to request an appointment. The Clerk can book an appointment based on the request. In addition to working in the context of a Veteran Scheduling manager also presents facility and clinic views so that Wait list, New Enrollee Appointment Request, and Recall list can be managed.

### 1.2 Organization of User Guide

The User Guide describes the key features and functionality of the Scheduling Calendar View Application

The User Guide consists of four sections:

- General Information -** Section explains in general terms the application and the purpose for which it is intended.
- Application Summary -** Section provides a general overview of the application. The summary outlines the hardware and software requirements, the configuration, user access levels and workflow.
- Getting Started -** Section explains how to launch Scheduling Manager from the Launchpad and log on.
- Using the Application -** Section provides a detailed description of functionality.

## 2 Application Summary

This section provides a general overview of platform requirements for using Scheduling Manager.

### 2.1 Configuration

Scheduling Manager is a web based application. The target platform for Scheduling Manager to run on is a VA provided desktop device running MS Windows with Internet Explorer. Scheduling Manager can be run on VA provided tablets. It is not recommended that Scheduling Manager be run on a mobile device with a small screen such as a phone.

### 2.2 User Access Levels

Only users with valid VA DS Logon can use this application. The user's Vista credentials will determine which facilities and clinics the individual will be able to access and manage. The ability to overbook or book into restricted clinics will be governed through the use of security keys assigned to the credential.

## 2.3 Workflow

The workflow below is a high level summarization of the Scheduling Manager functionality.

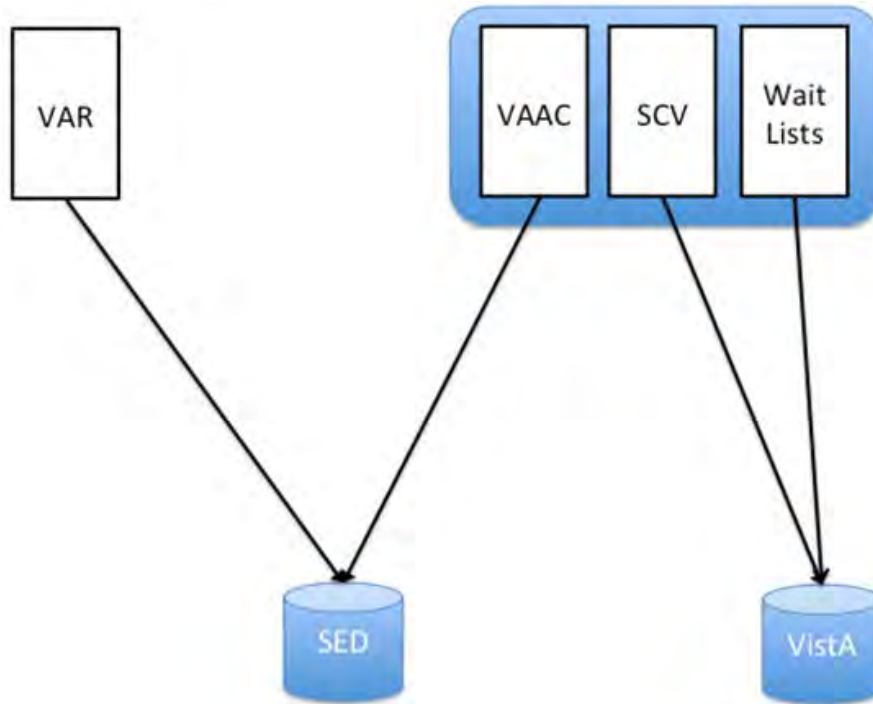


Figure (PLACE HOLDER SCREEN SHOT)

## 3 Getting Started

This Section describes the Launchpad and logging into Scheduling Manager.

### 3.1 Accessing the Launchpad and Scheduling Manager

Scheduling Manager is a web based application so there must be connectivity to the internet to access it. Scheduling Manager is one component in a suite of applications provided to the VA. This suite of applications is presented on the Launchpad. The URL for the launch pad is:

PLACEHOLDER FOR PRODUCTION URL

### 3.2 Components of the Launchpad

Each application has an icon. The arrangement of the icons varies depending on the size of the browser window and the physical screen size. The individual user's VA credentials will determine which apps can be accessed and the functionality available in each app.

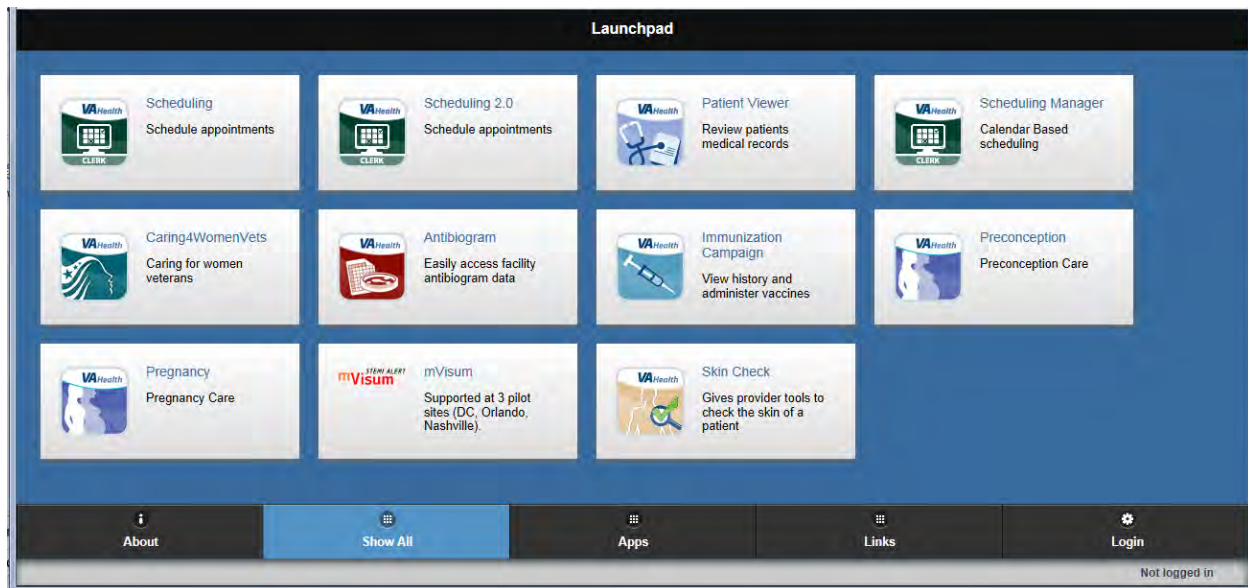


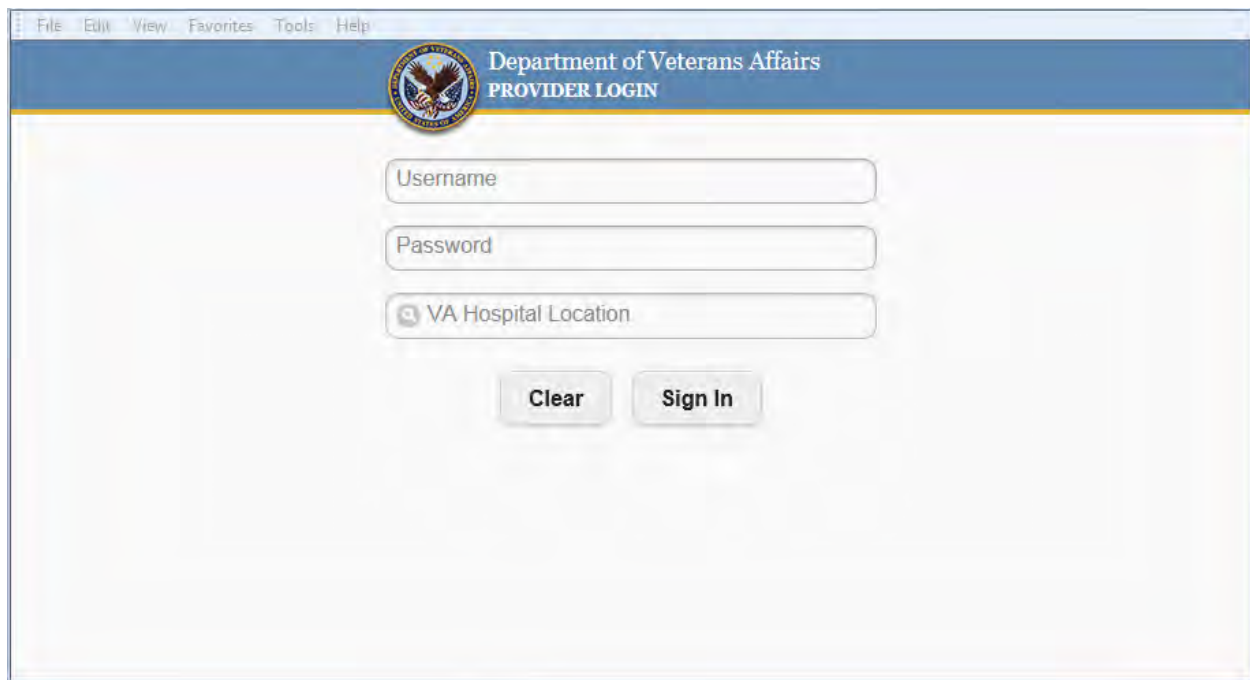
Figure PLACE HOLDER FOR LAUNCHPAD SCREENCUT

There are a several buttons at the bottom of the Launchpad. The About button displays brief information about the Launchpad. Show All refreshes the display of icons. Apps and Links provides access to other VA applications. Login requests the users ID, password and facility the user will access.


The bottom bar of the Launch pad displays the version of the Launchpad. The status of the user is also shown. If a user is logged in their user name and the facility they are accessing will be displayed.

### 3.3 Starting Scheduling Manager.

Select the icon labeled “Scheduling Manager – Calendar Based Scheduling”. If the user is not logged in the login screen will be displayed.




File Edit View Favorites Tools Help

 Department of Veterans Affairs  
PROVIDER LOGIN

Username

Password

 VA Hospital Location

Clear Sign In

Figure – PLACE HOLDER FOR THE LOGIN SCREEN

Logging in requires the user to enter their DS login ID, password and the VA medical facility they are authorized to access

## 4.0 Using Scheduling Manager

In general the Scheduling Manager screen is divided into two parts. The left pane is used to select what the Clerk will work on. This can be a clinic in the facility, a type of waitlist, an appointment request or a specific Veteran. The right side of the screen will display details about what was chosen and present actions the Clerk can take.

### 4.1 Scheduling Manager Home Screen

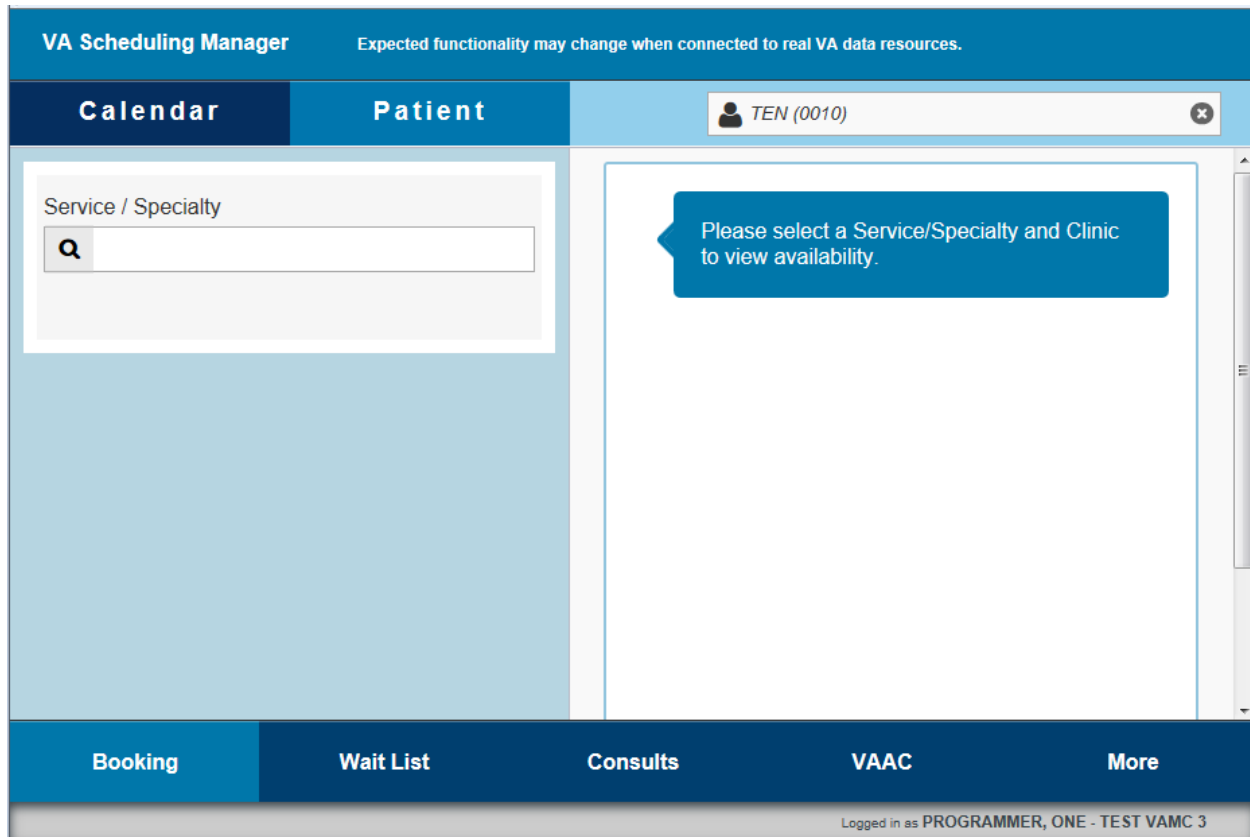


Figure – PALCE HOLDER FOR HOME SCREEN

The buttons at the bottom of the screen navigate to the features of Scheduling Manager.

- Booking – The clerk can view the availability of a clinic and book or cancel appointments.
- Waitlist – Manages the Electronic Wait List, NEAR and Recall lists of the facility that was chosen at login.
- Consults – View consults by specialty.
- VAAC – Secure messaging with Veterans about scheduling appointments
- More – Presents the options to return to the Launchpad (and remain logged in) and logout.

## 4.2 Booking

Booking is used to book appointments and the manage waitlist entries of the Veteran the clerk has chosen to work with. There are three views of the booking calendar, month, week and day. The different views are provided to help the Clerk identify available time slots and existing appointments. Appointments can only be booked on the day view.

#### 4.2.1 Selecting a Specialty, Clinic and Patient

Prior to viewing the calendar and booking an appointment the following must be selected; the specialty, between one and five clinics associated with the specialty, and a patient. When all of these are supplied a calendar for the current month will be displayed.

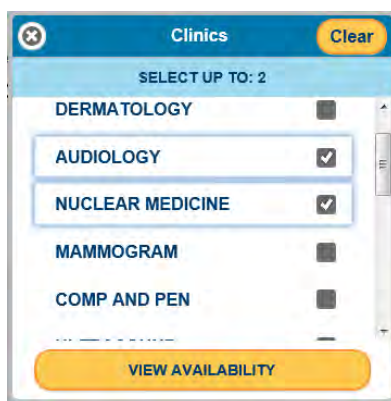


Figure – PLACEHOLDERS FOR SPECIALITY/ CLINIC SELECTION/MONTH VIEW

| Item | Description  |
|------|--|
|      | Calendar Button. The calendar is the default view when the Booking screen is opened. The calendar is used to view a clinic's available time slots and book appointment into them.        |
|      | Patient Button. Changes Schedule Manager to a Veteran centric view. The patient view tab displays a Veteran's future appointments, wait list, NEAR, and Recall items and consult orders. |



|  |  |
|--|--|
|  | Patient Search bar. By default the last Veteran that was in use will be in context. A different patient can be selected by typing the first or last name and/or last four of a patient's social security number.   |
|  | Service/ Specialty search. As the Clerk types the matching entries will be displayed, the Clerk can select the correct one.  |
|  | Clinic search. When the Service is selected the Clinic search will be displayed. Up to five clinics that are associated the Service/Specialty can be included for display in the scheduling calendar. The clerk can enter text in the search box or select the expand button to open a popup of all the available clinics  |
|  | Clinic Selection Popup. The Clerk can select the clinics to be included in the calendar view. <ul style="list-style-type: none"> <li>- Clear Button. Clears the check boxes</li> <li>- Counter. Counts down from 5 as clinics are selected</li> <li>- Clinic selection. Any clinic that is checked will be included in the booking process.</li> <li>- View Availability Button. At least one clinic must be chosen for this button to become active. When all of the desired clinics are selected, the Clerk selects this button to display the month calendar view.</li> </ul>   |
|  | Month view Calendar Legend. Identifies the shading and icons used on the calendar.   |
|  | <p>Calendar Navigation</p> <ul style="list-style-type: none"> <li>- Prior and Next month arrows.</li> <li>- Month, Week, Day, Today buttons. Month displays the current calendar month. Week the calendar week, and Day the day for the current date. Today returns to the month view of the current date</li> <li>- Selecting any day on the calendar will display that day.</li> </ul> <p>These navigation buttons are date sensitive. Appointments cannot be scheduled in the past and past dates cannot be displayed. If the current month is February the navigation keys will not allow January to be displayed. Navigation keys are greyed out if their use would navigate into the past.</p> |
|  | <p>Month View Calendar. Shows availability and booked appointments. Appointments cannot be booked from this view.</p> <p>The Month view does not show any differentiation between clinics. The view will show that the patient has an appointment scheduled on a day but not which clinic it is in. When a day is shown as having availability at least one, but not necessarily all clinics have available time slots.</p>  |

#### 4.2.2 Calendar Week View

The week view shows the days and hours that the clinics are available for scheduling. A separate shading pattern is identified in the legend for each clinic.

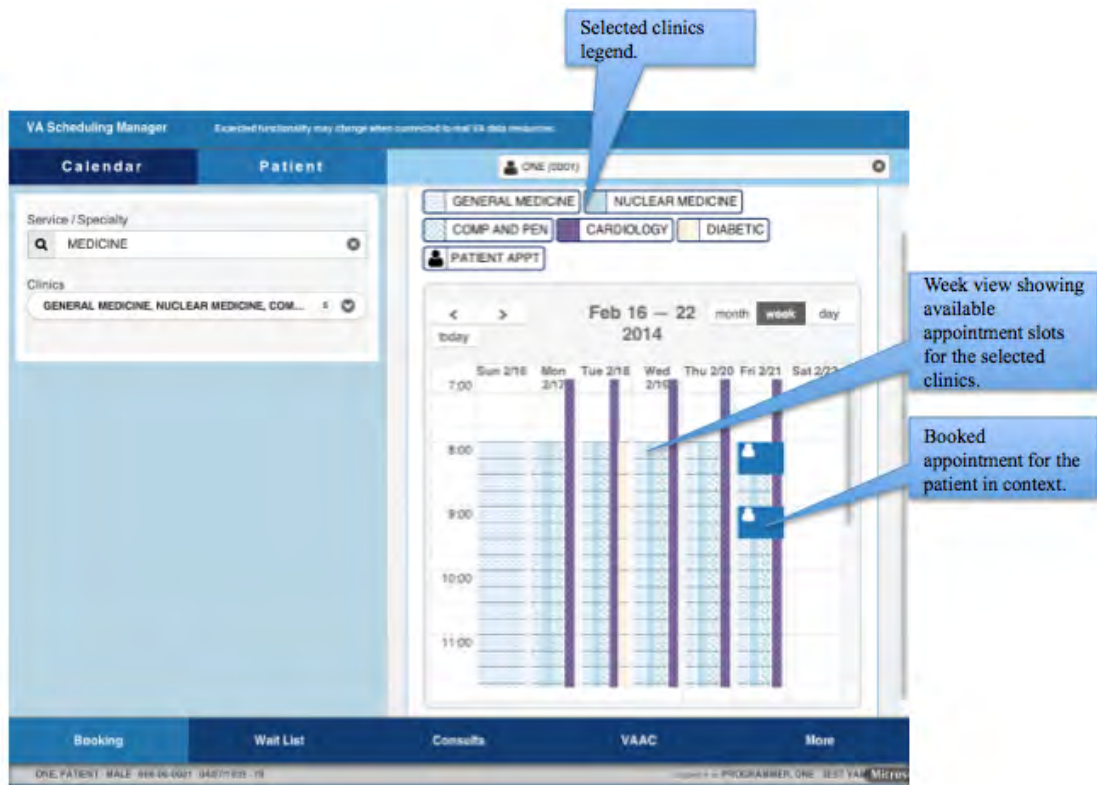


Figure – PLACE HOLDER FOR WEEK VIEW

| Item | Description  |
|------|--|
|      | Week View legend. Identifies the shading and icons used in the calendar  |
|      | <p>Calendar Navigation</p> <ul style="list-style-type: none"> <li>- Prior and Next Week arrows. Shows the prior and next week. Past weeks cannot be displayed</li> <li>- Month, Week, Day, Today buttons. Month displays the current calendar month. Week the calendar week, and Day the day for the current date. Today returns to the week view of the current date</li> <li>- Selecting any day on the calendar will display that day.</li> </ul> |
|      | Week View calendar. Displays a week at a time. This provides more detail than the month view. Appointments cannot be booked from this view.  |

#### 4.2.3 Calendar Day View

The Day view is used to initiate booking an appointment. The legend in the primary header has the clinics and shading along with the number of appointments that can be overbooked for each clinic. These are the total overbooks allowed in a day, they are not tied to a specific time slot. A column is displayed for each clinic. This view is used to book appointments

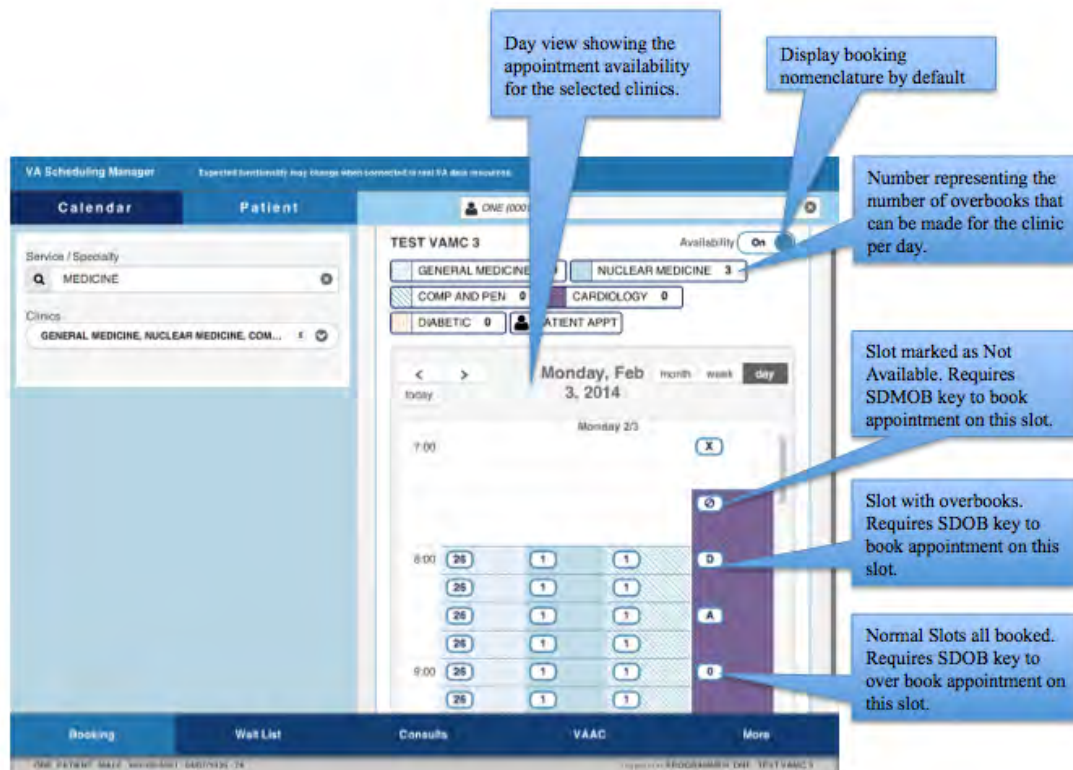


Figure – PLACEHOLDER FOR DAY VIEW

| Item | Description   |
|------|---|
|      | View availability toggle. This turns viewing the booking/overbooking numbers on and off   |
|      | Day view legend. Identifies the shading and icons used in the calendar. Each clinic will be shaded in a different pattern.  |
|      | Calendar Navigation <ul style="list-style-type: none"> <li>- Prior and Next day arrows. Shows the prior and next days. Past days cannot be displayed</li> <li>- Month, Week, Day, Today. Month displays the current calendar month. Week the calendar week, and Day the day for the current date. Today returns to the day view of the current date</li> </ul>  |
|      | Available appointments or number of overbooks per time slot<br>Each time slot has a number or character in it which is the number of appointments available or the number of existing overbooked appoints in that slot. The number of available appointments will decrement each time an appointment is made until the available number reaches zero. If a time slot is overbooked the number will be replaced with a letter. "A" equals one overbook in a slot, B is 2, C is 3 etc. Special characters in a slot indicates that the slot is not normally available for appointments but has been booked using an overbooking key. An asterisk (*) indicates 1 appointment overbooked, a dollar sign (\$) indicates 2 appointments overbooked, an exclamation point (!) indicates 3 appointments overbooked, an "at" sign (@) indicates 4 appointments overbooked. The Clerk's DS login determines if they have the ability of overbook or not. |

### 4.3 Booking an Appointment

Clicking in an available time slot on the Day view opens the Book Appointment screen

The clerk must select the purpose of the visit and the appointment type. Both of these are drop down selections. The Book Appointment button will not become active until the Purpose and Type are selected. When the appointment is booked a confirmation screen is displayed.

The screenshot shows the 'Book Appointment' interface. At the top, a blue header bar contains a back arrow and the title 'Book Appointment'. Below this, the form is divided into two main sections: 'Patient Details' and 'Appointment Details'. The 'Patient Details' section displays: GRAPHINGPATIENT, ONE; 04/12/1957 (56) - MALE; SSN 666-00-0901. The 'Appointment Details' section displays: CARDIOLOGY; 02/12/2014; 08:00 - 08:30 - 30 mins. Below these sections, a prompt 'Please Complete the Following:' is followed by two dropdown menus. The 'Purpose' dropdown is set to 'CLASS II DENTAL' and the 'Appointment Type' dropdown is set to 'Next Available Appointment'. To the right of these dropdowns, callouts state 'Purpose is required.' and 'Appointment Type is required'. Below the dropdowns is a text area for 'Notes (Optional)' with the text 'Test' and a character count 'Characters Remaining: 156'. A callout states 'Notes are optional'. At the bottom, there are two orange buttons: 'Cancel' and 'Book Appointment'. Callouts for these buttons state 'Click to cancel the book appointment operation and return back to the calendar.' and 'Click to book appointment.' respectively.

**Patient Details**  
GRAPHINGPATIENT, ONE  
04/12/1957 (56) - MALE  
SSN 666-00-0901

**Appointment Details**  
CARDIOLOGY  
02/12/2014  
08:00 - 08:30 - 30 mins

**Please Complete the Following:**

Purpose: CLASS II DENTAL

Appointment Type: Next Available Appointment

Notes (Optional): Test

Characters Remaining: 156

**Buttons:** Cancel, Book Appointment

Figure - PLACEHOLDER FOR BOOKING SCREEN

| Item | Description |
|------|-------------|
|------|-------------|

|  |   |
|--|---|
|  | Patient Details. The patient's name, date of birth, gender and full SSN are displayed on the left hand side.  |
|  | Appointment Details. The appointment details; clinic, date, time and duration of the appointment are shown on the right side.   |
|  | Purpose. These values are the gotten from The Vista instance for the facility chosen at login.  |
|  | Appointment Type. These values are the gotten from The Vista instance for the facility chosen at login. When the purpose and type are completed the Book appointment button becomes active. |
|  | Notes. Entering a short note about the appointment is optional.   |
|  | Cancel Button. If the clerk determines that this is the incorrect patient or time slot they can select the "Cancel" button.   |
|  | Book Appointment Button. This books the appointment into the timeslot and displays the confirmation screen  |

Book Appointment

Appointment successfully booked!

Patient Details

TEN, PATIENT

04/07/1935 (78) - MALE

SSN 666-00-0010

Appointment Details

GENERAL MEDICINE

03/25/2014

08:00 - 08:15 - 15 mins

Close

Figure – PALCE HOLDER FOR APPT CONFIRMATION SCREEN

The Day view is displayed when the confirmation screen is closed. The booked time slot is now blocked out across all of the selected clinics for this patient. This prevents double booking a time slot for an individual Veteran.

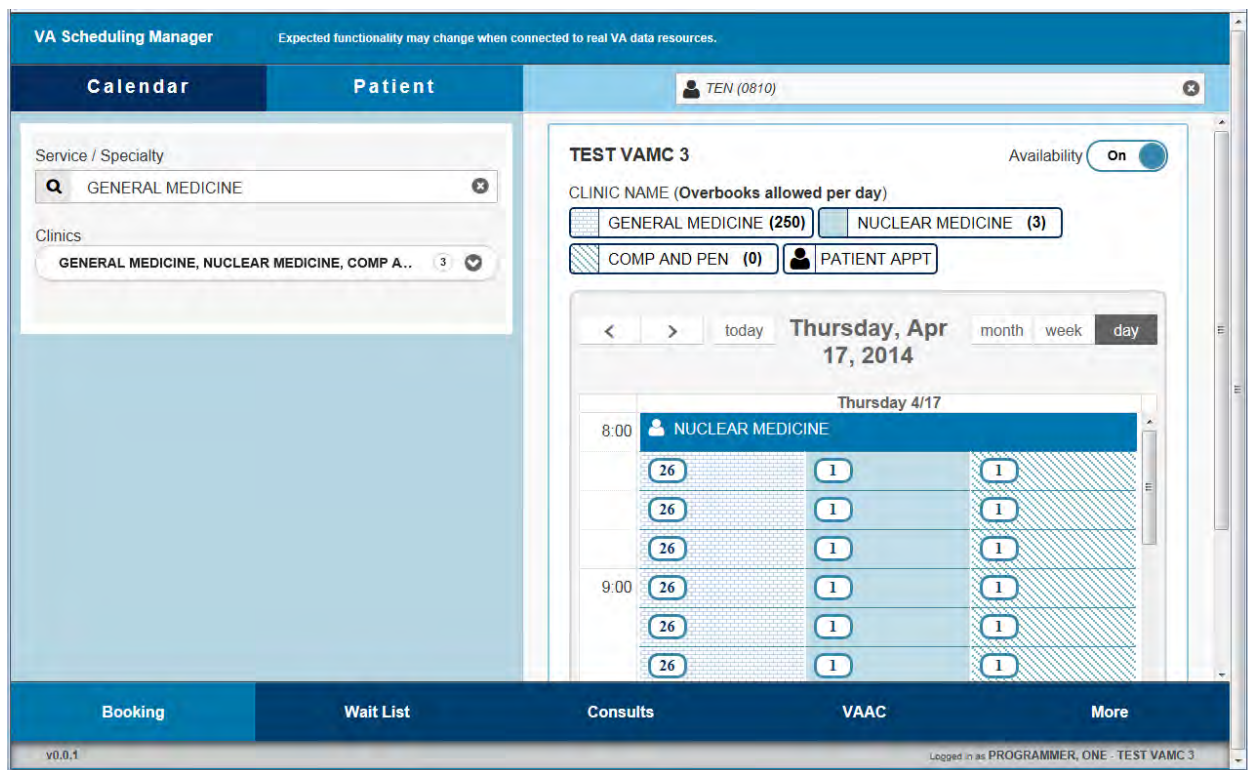


Figure – PLACE HOLDER FOR BOOKED APPOINTMENT

#### 4.4 Patient Tab

From the Patient tab the clerk can view a Veteran's future appointments, manage waitlisted requests and view consults.



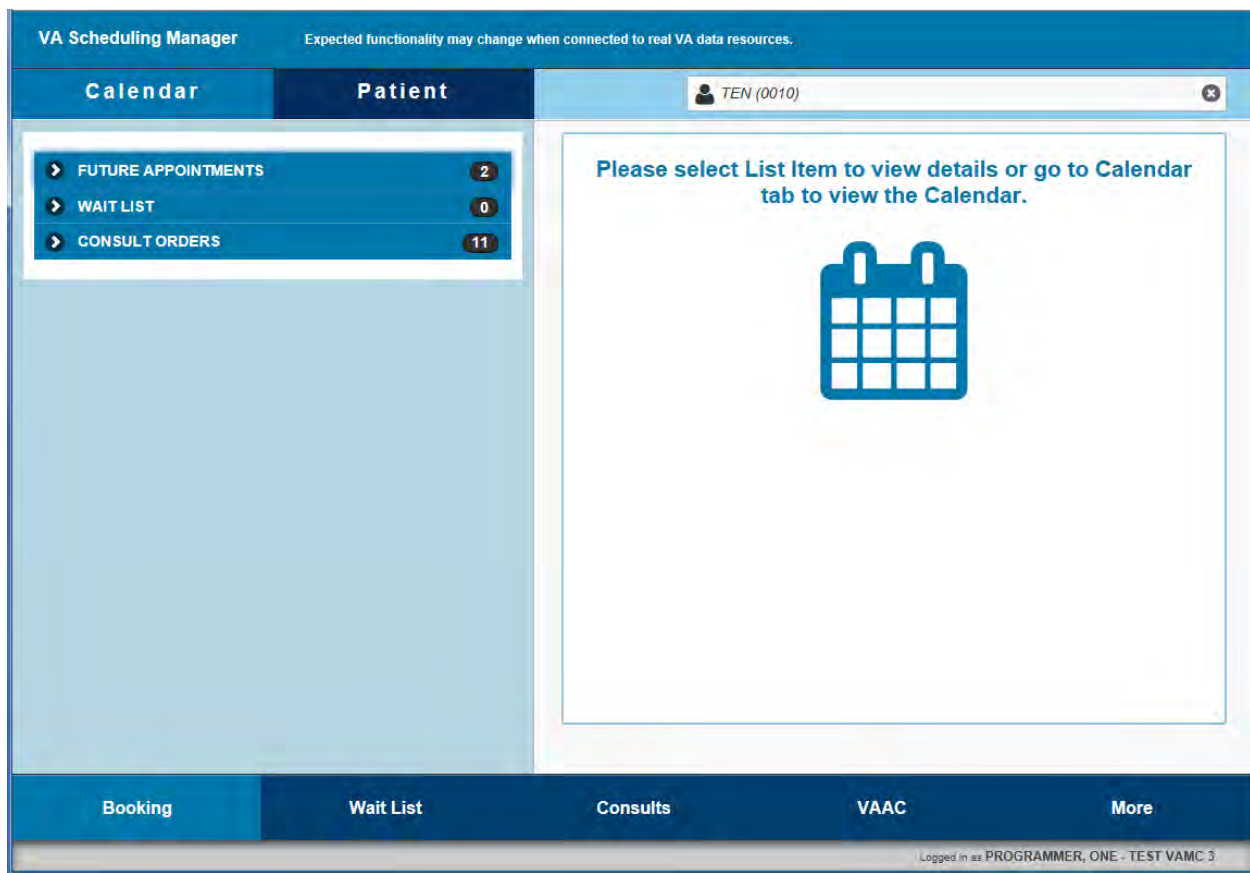


Figure – PLACE HOLDER FOR PATIENT TAB

| Item | Patient   |
|------|---|
|      | Patient Search bar. By default the last Veteran that was in use will be in context. A different patient can be selected by typing the first or last name and/or last four of a patient's social security number.                      |
|      | Future Appointments. This will list all appointments for the patient. A future appointment is one that is scheduled any time after the current time and date.<br><br>The number of future appoints scheduled for the patient is shown |
|      | Waitlist. These are requests or pending appointments.<br><br>The combined number of waitlist items for the patient is shown   |
|      | Consult orders. Displays a list of consults.<br><br>The number of consults orders for the patient is shown  |
|      | Waitlist Detail. This side of the screen remains blank until an item is chosen from a list on the left side.  |

#### 4.4.1 Future Appointments

Clicking in the Future appointments row opens the list of scheduled appointments. Selecting an appointment opens its details on the right pane of the screen.

The screenshot displays the VA Scheduling Manager interface. At the top, a blue header bar contains the title "VA Scheduling Manager" and a note: "Expected functionality may change when connected to real VA data resources." Below the header, a dark blue navigation bar has two tabs: "Calendar" and "Patient", with "Patient" currently selected. To the right of the tabs is a user profile dropdown showing "TEN (0010)".

The main content area is divided into two panes. The left pane, titled "Patient", contains a list of future appointments. The first appointment is for "03/25/2014" at "GENERAL MEDICINE". Below this is a "WAIT LIST" section with a count of "0" and a "CONSULT ORDERS" section with a count of "11".

The right pane displays details for the selected appointment. At the top, a warning message states: "When in process, this request will be **locked** for other users." with a "Cancel Appointment" button. Below this, the "Clinic Details" section shows the "Clinic" as "GENERAL MEDICINE" and "Ask For Check In" as "No". The "Appointment Details" section lists: "Current Status" as "FUTURE", "Purpose" as "COMPENSATION & PENSION", "Date" as "03/25/2014", "Time" as "08:00", "Length" as "15 mins", and "Booking Notes" as "booking note".

At the bottom, a dark blue navigation bar includes buttons for "Booking", "Wait List", "Consults", "VAAC", and "More". The "Booking" button is highlighted. In the bottom right corner, a small text label reads "Logged in as PROGRAMMER, ONE - TEST VAMC 3".

Figure – PLACE HOLDER FOR FUTURE APPOINTMENT

| Item | Description   |
|------|---|
|      | Future Appointment information. Future Appointments can be sorted by any of the column headers.<br>Date<br>Provider Name<br>Clinic/Specialty          |
|      | Cancel Appointment button   |
|      | Clinic Details<br>Clinic<br>Ask for Check in. Scheduling Manager does not have the ability to check a patient when they arrive for their appointment. |
|      | Appointment Details<br>Current Status<br>Purpose<br>Date<br>Time  |



|  |                         |
|--|-------------------------|
|  | Length<br>Booking Notes |
|--|-------------------------|

#### 4.4.1.2 Canceling an Appointment

Selecting the Cancel Appointment button opens the Cancel detail screen. The patient and appointment detail are displayed in the header. The clerk must enter the status and reason for cancellation. An optional note can also be entered. When the status and reason are entered the Cancel Appointment button becomes active. If the clerk does not wish to cancel this appointment they can click on the Do Not Cancel button.

Figure – PLACE HOLDER FOR CANCEL APPOINTMENT

| Item | Description               |
|------|---------------------------|
|      | Patient Details           |
|      | Appointment Details       |
|      | Status                    |
|      | Reason                    |
|      | Notes                     |
|      | Do Not Cancel Appointment |
|      | Cancel Appointment        |

#### 4.4.2 Waitlist

Waitlist is used to book appointments from existing requests that are on either the electronic wait list, NEAR or Recall lists. Four columns are displayed; the Source list (type of request), the clinic/specialty, days on the list and the desired date of the appointment. The list can be sorted by any of these columns. Selecting any item from the list will open the booking screen.

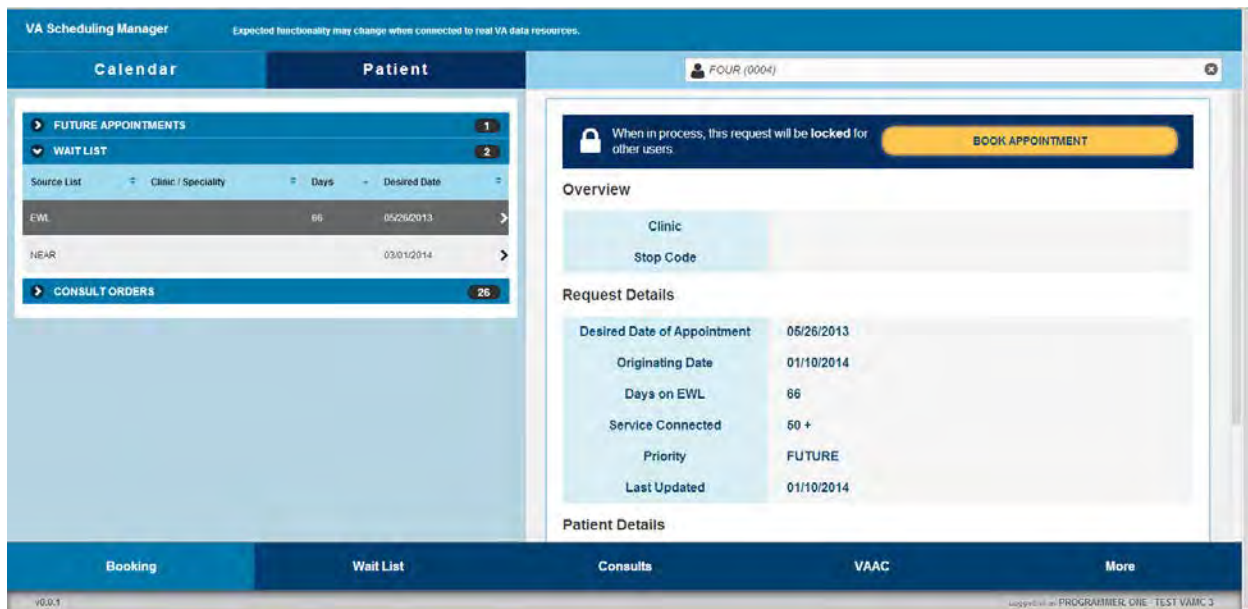


Figure – PLACEHOLDER FOR PATIENT WAITLIST  
EWL NEAR and RECALL will all have different Details

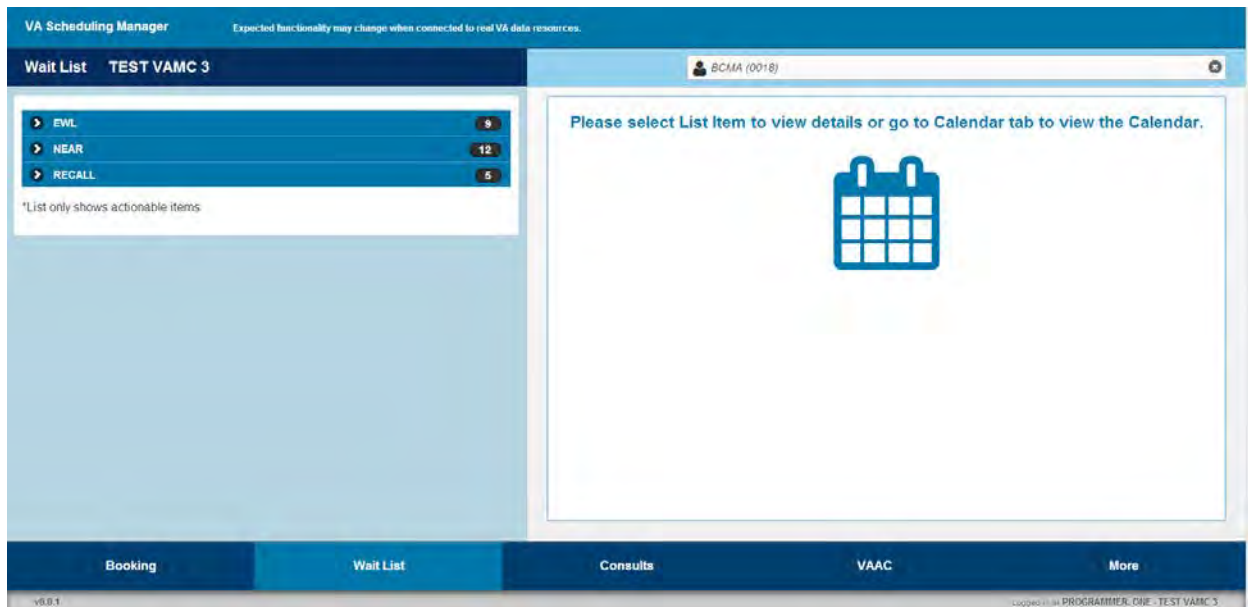
| Item | Description             |
|------|-------------------------|
|      | Book Appointment button |
|      |                         |
|      |                         |
|      |                         |

#### 4.4.3 Consult Orders

Consult orders are listed with the Service/Specialty, Order Date and the number of days it has been on the list. The background color for the number of days on the list changes based on the number of days past the order date, 4 to 7, 8 to 34, or 35 to 37. Moussing over the days will also display this range. Selecting a consult will display it on the right hand pane. The order can also be printed.

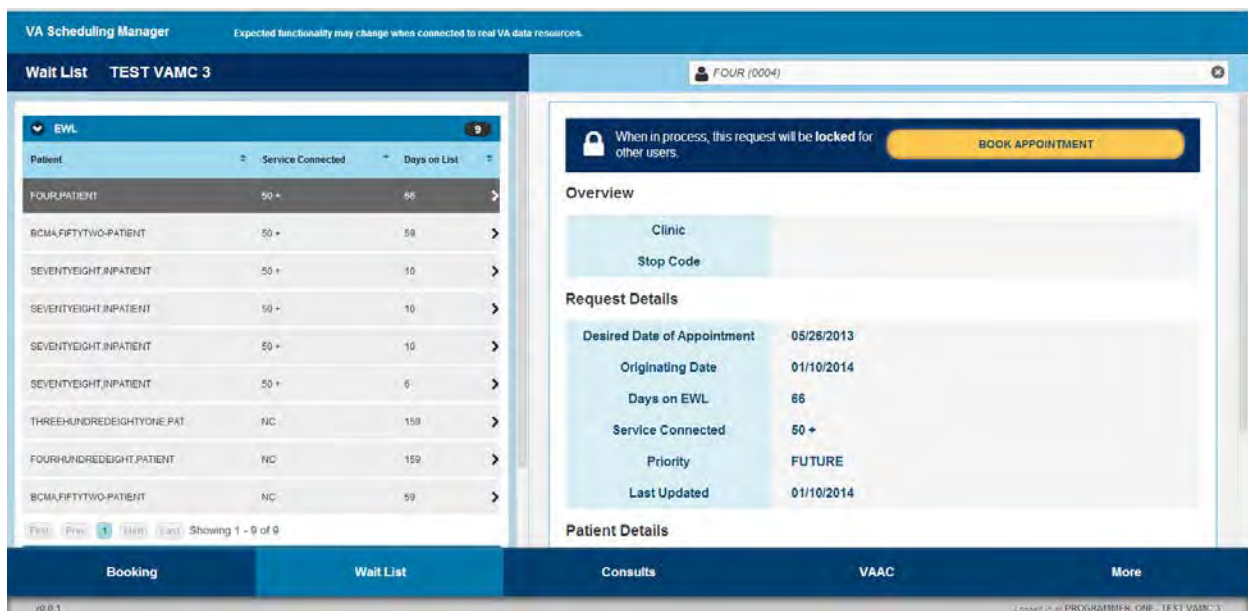
#### 4.5 Wait List

Wait List manages the Electronic Waitlist, NEAR and Recall lists from a facility perspective. A header for each type is displayed followed by the number of entries on the list. Selecting a header opens the list. Only one list can be open at a time.



#### 4.5.1 EWL (Electronic Waitlist)

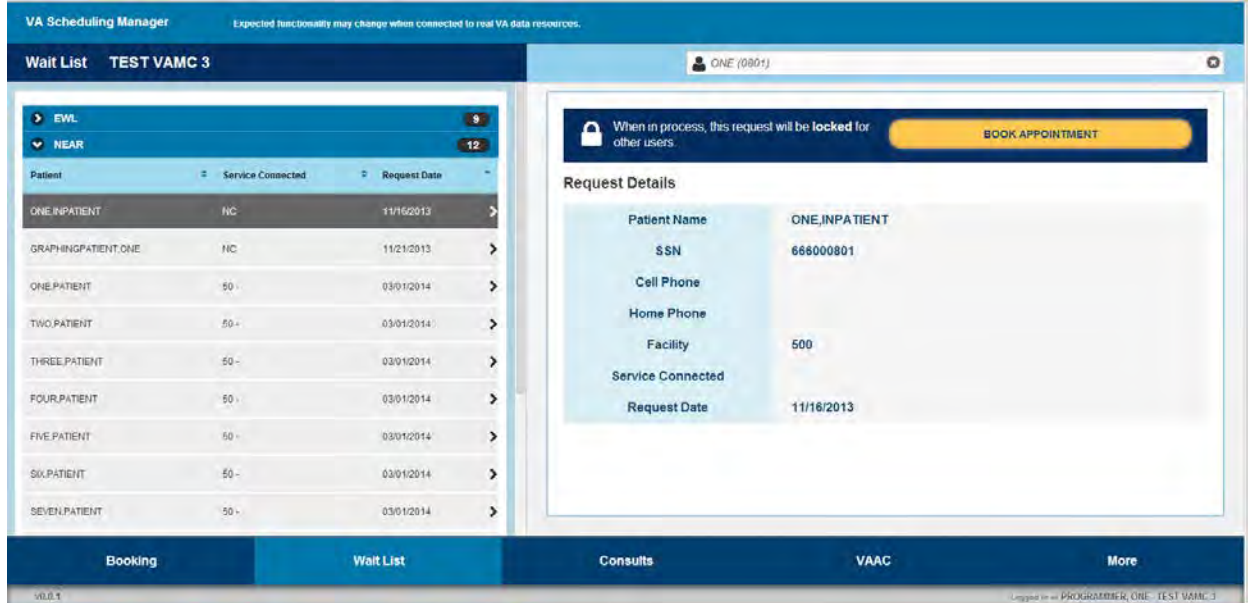
Opening the EWL displays a list of all patients who are on the EWL. The patient name, percent service connected (specific to the appointment request type) and the number of days on the list. The list can be sorted by any of these columns. Selecting a patient places that patient in context and displays the appointment request details. The Clerk can select the Book Appointment button to begin the booking process.



#### 4.5.2 NEAR

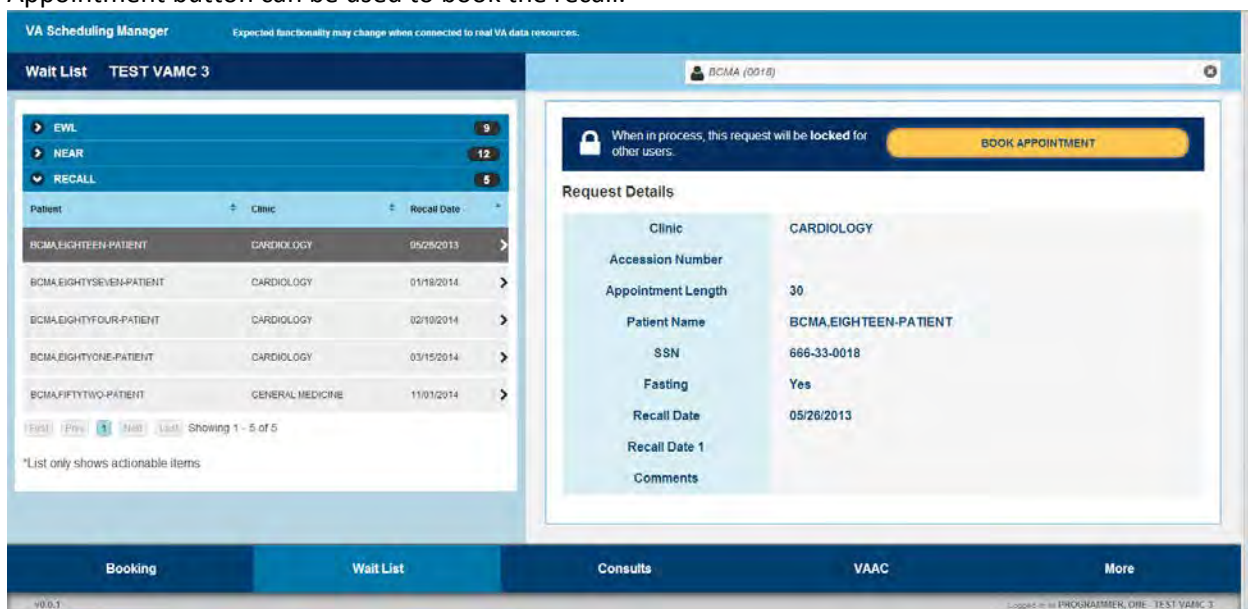
Selecting NEAR opens the list of all new enrollees who have requested an appointment. The names of the Veterans, degree of service connectedness and the appointment request date are displayed in

columns. The list can be sorted by any of these criteria. Selecting a Veteran opens the request details. The Clerk can use the Book Appointment button to begin booking an appointment.



#### 4.5.3 Recall

Selecting Recall displays a list of all patients who have recalls. The list contains the patients' names, clinic the recall is for and the recall date. Selecting a patient displays the recall details. The Book Appointment button can be used to book the recall.



#### 4.6 Consults

Prior to displaying consults a Service/Specialty must be chosen. The search box will auto complete a user's entry. If the wrong specialty is chosen or the use wants to work with a different specialty the X icon can be used to clear the specialty and its associated list.



The list of consults displays the patient name, status of the consult, order date and the number of days it has been on the list. The background color for the number of days on the list changes based on the number of days past the order date, 4 to 7, 8 to 34, or 35 to 37. Moussing over the days will also display this range. Selecting a consult will display the details in the right hand pane. The clerk can print the consult from the detail screen.

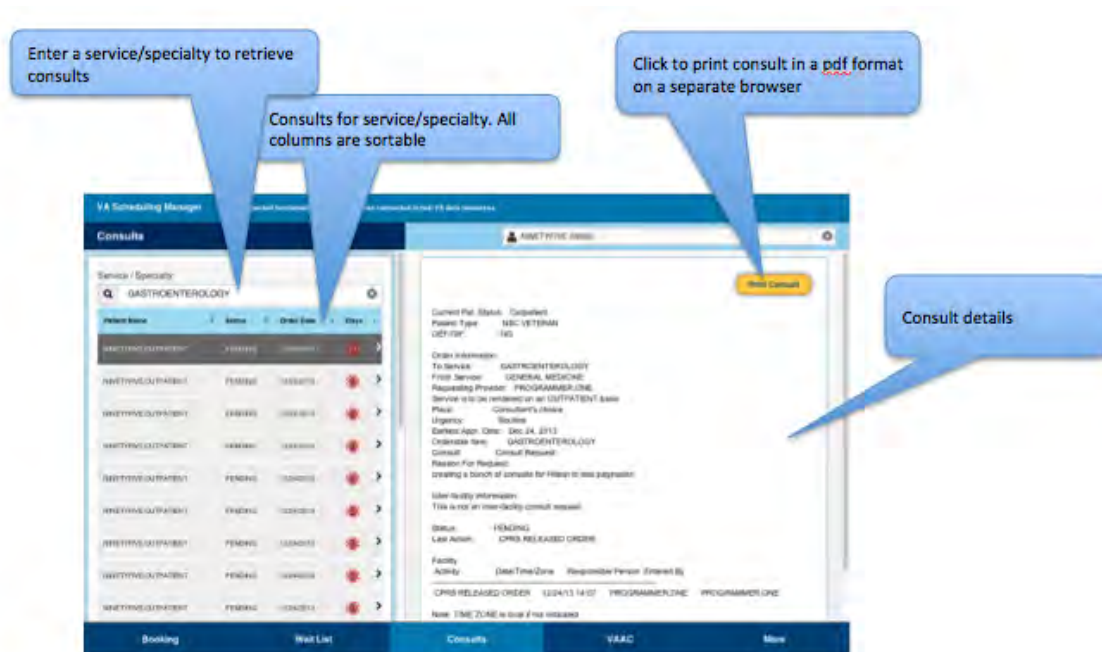


Figure – PLACEHOLDER FOR CONSULTS

## 4.7 VAAC

The VAAC allows limited messaging between a Veteran and the Scheduling Clerk. The Veteran uses the VAR (Veteran Appointment Request) application to fill out an appointment request form and include short message with it. The Clerk can respond to the message and manage the request as appropriate.

The main VAAC screen displays a list of all VAR generated requests from Veterans. To narrow the list the Clerk can search for any text that appears in the columns. If the clerk wanted to work only on submitted requests they could type "submitted" and press enter. A clinic or patient name could also be entered. To clear a search the Clerk can click on the X icon and the full list is displayed. The list has Alerts, Patient Name, Facility, Type, Status and Last Activity (a date) listed. The list can be sorted by any of these. To reset to the default order the Clerk can select the Restore Default Sort Order button. There is also a refresh button to redisplay the list with the current search criteria.

Selecting an appointment request displays the request details on the right pane.

The dialog between the Veteran and Booking staff will be shown with the ability to create another message. The status of the request will determine the actions the Clerk can take. Statuses are; submitted, booked, cancelled and not booked. Additional details shown are Veteran demographics and

contact information, requested facility, type of care, visit type, purpose of the visit and requested date and time for the appointment.

If the request status is submitted the Clerk can select the Process Request button. This starts the booking process. The request can be booked as an appointment, canceled or marked as unavailable. When the request status is booked the request can be canceled, which does not cancel the appointment. The appoint needs to be canceled from the Future Appointments screen. When the status is Not Booked or Canceled the clerk can continue the dialog with the Veteran but no further action can be taken on the request.

The screenshot displays the VA Scheduling Manager interface. On the left, a table lists appointment requests. A blue callout bubble points to the 'Type' column header, stating 'List of appointment request'. On the right, the 'PATIENT ONE' detail view is shown. A blue callout bubble points to the 'Process Request' button, stating 'Clicking on process request takes user to booking page'.

**VA Scheduling Manager**

**Veteran Appointment Request**

Refresh | Restore Defaults | Order

Filter...

| Alerts | Patient Name   | Facility  | Type          | Status     | Last Activity       |
|--------|----------------|-----------|---------------|------------|---------------------|
|        | patient1, adam | TEST VAMC | Primary Care  | Booked     | 12/09/2013 12:49:01 |
|        | ONE PATIENT    | TEST VAMC | Primary Care  | Submitted  | 12/09/2013 11:34:01 |
|        | patient1, adam | TEST VAMC | Primary Care  | Submitted  | 01/09/2014 10:57:00 |
|        | patient1, adam | TEST VAMC | Mental Health | Submitted  | 01/16/2014 08:19:00 |
|        | ONE PATIENT    | TEST VAMC | Primary Care  | Not Booked | 01/16/2014 07:00:01 |
|        | ONE PATIENT    | TEST VAMC | Primary Care  | Submitted  | 01/16/2014 07:00:01 |
|        | ONE PATIENT    | TEST VAMC | Mental Health | Submitted  | 01/16/2014 07:00:01 |
|        | ONE PATIENT    | TEST VAMC | Primary Care  | Scheduled  | 01/16/2014 07:00:01 |
|        | ONE PATIENT    | TEST VAMC | Mental Health | Completed  | 01/16/2014 07:00:01 |

Showing 1 - 9 of 9

**PATIENT ONE**

You are currently processing this record. [Process Request](#)

This exchange is limited to four (4) messages. If you need additional information, please call the Clinic.

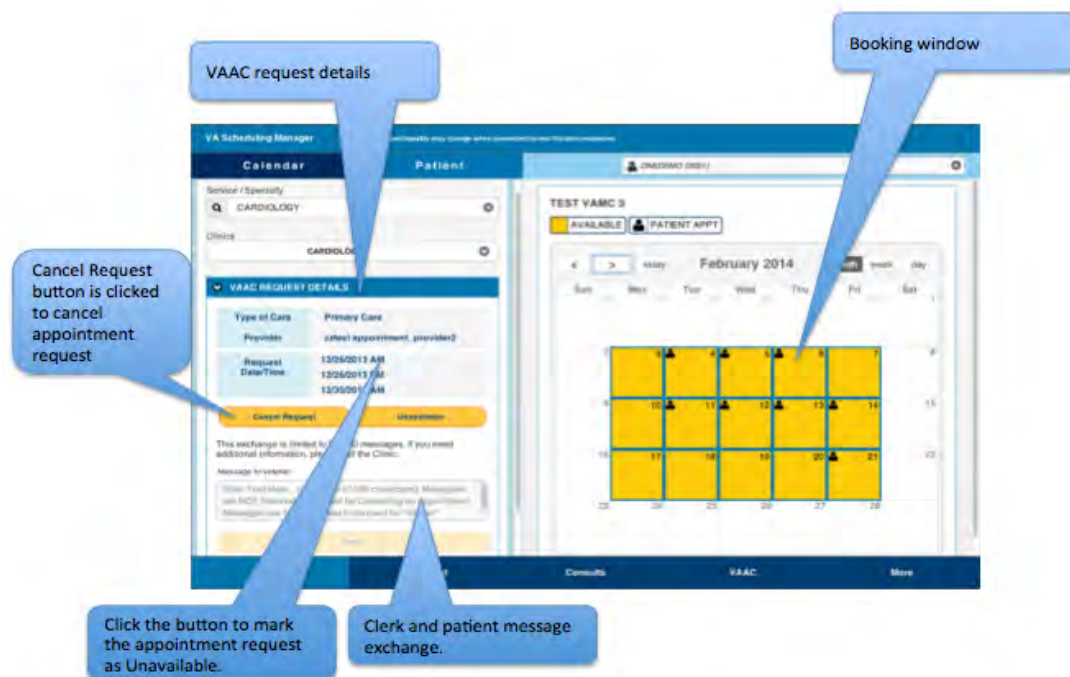
Message to veteran

Enter Text Here... (maximum of 100 characters) (Messages are NOT intended to be used for Canceling an appointment. Messages are NOT)

From Veteran: From Staff:

| Current Status    | Submitted                     |
|-------------------|-------------------------------|
| Full Name         | PATIENT ONE                   |
| Date of Birth     | Apr 07, 1935                  |
| SSN               | 566000001                     |
| Last Activity     | Monday December 9, 2013 11:34 |
| Request Submitted | Monday December 9, 2013 11:34 |

Booking | Wait List | Consults | VAAC | More



## 4.8 More

Selecting the More button displays two options, Launchpad and Logout. Choosing Launchpad returns the user to the Launchpad. The user remains logged in, may open another application and return to Scheduling Manager at any time. Logout will log the user out and return them to the Launchpad.

