Department of Veterans Affairs

**Increase Enrollment in My HealtheVet – Task Order 0024**

**My HealtheVet Registration User Manual Updates – Change Pages**

**

**November 2014**

Version .3

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| --- | --- | --- |
| **Change** | **VistA Registration User Manual Page** | **Date** |
| Updated PIMS V. 5.3 ADT Module User Manual  Registration Menu – Added MHV Socialization Menu to Preregister a Patient Menu | 4 | 10/7/14 |
| Updated the Revision History to reflect the Increased Enrollment in My HealtheVet changes. | 9 | 10/7/14,  10/21/14 |
| Updated Preregister a Patient to include a reference to Increased Enrollment in My HealtheVet. | 104 | 10/7/14 |
| Updated Preregistration Menu, Preregister a Patient to include instructions for Increased Enrollment in My HealtheVet. | 105-111 | 10/7/14,  11/3/14,  11/25/14 |

**NOTE:** The Page Numbers at the bottom of the following change pages refer to the VistA Registration User Manual Page number. At the time of insertion into this User Manual the page numbers may be different – please find the corresponding section name and insert.

Preregistration Menu

Display Preregistration Call List

Outputs for Preregistration

Calling Statistics Report

Percentage of Patients Pre-Registered Report

Pre-Registration Source Report

Print Preregistration Audits

Supervisor Preregistration Menu

Add New Appointments to Call List

Clear the Call List

Purge Call Log

Purge Contacted Patients

Patient Inquiry

Preregister a Patient

Insert My Healthvet reference into main Registration menu

My HealtheVet Increased Enrollment

Print Patient Wristband

Pseudo SSN Report (Patient)

Register a Patient

Report - All Address Change with Rx

Report - All Address Changes

Report - All Patients flagged with a Bad Address

Report - Patient Catastrophic Edits

Unsupported CV End Date Report

View Patient Address

View Registration Data

Registration Supplement

Registration Supplement for Newborns

Page 4

| **Date** | **Description (Patch # if applic.)** | **Project Manager**  Insert My Healthvet reference updates into end of revision history table. | **Technical Writer** |
| --- | --- | --- | --- |
| 11/25/2014 | DG\*XXX\*XX\_V1 – Add My HealtheVet Enrollment Alerts, Socialization information, Enrollment status question, display of Enrollment status fields (Enrolled, Authenticated, and Secure Messaging), and a consistency check for status’s that are unanswered or have actions | Brian Stevenson | Bill Frey |

Page 9

Preregistration Menu

Insert My Healthvet reference into Preregistration Menu, Preregister a Patient.

## Preregister a Patient

Use this option to perform the following tasks:

* Preregister any selected patient in the PATIENT file (#2) through the use of the Load/Edit process (without using the Preregistration Call List).
* Enter the call status for a selected patient. (If you enter a status of CONNECTED, you can edit patient information via Load/Edit Screens 1 through 5. If you need assistance with editing the information on these screens, please refer to the user documentation for the Load/Edit Patient Data option.)
* Apply a date/time stamp to the selected patient before returning to the Preregistration Call List screen.
* Track the patient’s enrollment status in My Healthevet (MHV) and if not enrolled their interest in enrolling. Inform the patient of MHV benefits, and based on their interest help them enroll in My HealtheVet, authenticate for a premium account, and setup Secure Messaging.

Edit the patient’s permanent address information. Prior to entering patient data, the permanent address is displayed and the user is asked, “Do you want to edit the Patient's Address?”.

* If the user answers YES, the system will prompt each address field and the user will be allowed to update the patient’s permanent address information. The old and the new address information is displayed and the system will ask the user “Are you sure that you want to save the above changes?”

Page 104

**Preregistration Menu**

Insert My Healthvet User instructions into Preregistration Menu, Preregister a Patient.

**Preregister a Patient**

When using this option, the primary medical center division will be used as the division. This option is locked with the DGPRE EDIT security key.

*(Please note: This option works the same as the CP action on the Preregistration Call List screen in the Display Preregistration Call List option.)*

**My HealtheVet Enrollment Alert**

Under certain conditions, after the patient name is entered an Alert will be displayed for the Intake Clerk, indicating that the patient needs to answer My Healthevet (MHV) enrollment questions. Additionally any previous actions taken on behalf of a returning patient are displayed along with a date when the actions occurred.

The Alert, actions taken, and subsequent enrollment questions will only be displayed under the following conditions,

* Any of the three MHV Enrollment Status fields are unanswered or action
* Any of the three MHV Enrollment Status fields has been recorded as “No” and it has been at least six months since the “No” value was recorded

If the Alert is triggered by an on-going action to help the patient enroll in MHV the Intake Clerk will be asked to inquire if the patient was successful in creating their MHV account.

If the Answer is “No” the Intake Clerk is taken to the list of available actions. If the answer is “Yes” then the Intake Clerk is taken to the Enrollment Status display directly.

If the Alert is triggered by a pending action associated with Authenticated or Secure Messaging, the Action(s) taken are displayed. The Intake Clerk is taken directly to the Enrollment Status display after hitting Return to continue.

**MHV Enrollment Socialization Questions**

To discover the patient’s MHV enrollment status the following question is displayed on the screen that the Intake Clerk will read verbatim to the patient.

Page 105

*“Has a health care team member encouraged you to enroll online for My Healthevet?”.*

The Intake Clerk records the patient’s response by choosing one of the following menu selections,

1. Yes – I am already enrolled.
2. Yes – I would like to enroll.
3. Yes – But I do not want to enroll right now.
4. No – No one has spoken to me/I don’t know what MHV is.
5. No – I am not interested in enrolling.
6. No - I don't have a computer / internet access.

The Preregister a Patient, MHV socialization process continues as follows depending on the patient’s response.

**1. Yes – I am already enrolled**

The Intake Clerk then reads as prompted on the screen,

*(For example) "We are strongly encouraging patients to use My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your Health Care teams."*

After reading the message the Intake Clerk then presses Return to continue to the MHV Enrollment Fields Status Screen.

**2. Yes – I would like to enroll**

The Intake Clerk then reads as prompted on the screen,

*(For example) "We are strongly encouraging patients to enroll in My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your Health Care teams. Can we assist you in creating your account today?"*

After reading the message the Intake Clerk then presses Return to continue to the list of possible actions that could be taken on behalf of the patient.

The Intake Clerk would then provide assistance to the patient and record the action number taken.

For example the Intake Clerk could enter “1” if they helped the patient create an MHV account.

Page 106

After the action taken is recorded and displayed, the Intake Clerk is offered the chance to change their selection by entering “(A)dd another, (D)elete an action, or <RET> to save and exit:”

Once the Intake Clerk is satisfied with their selection and hits <RET> to save and exit the preregistration process continues.

**3. Yes – But I do not want to enroll right now**

The Intake Clerk then reads as prompted on the screen,

*(For example) "We are strongly encouraging patients to enroll in My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your health care teams.*

*I will give you some easy-to-follow instructions to take home and enroll or I can schedule a time for you to enroll with a My HealtheVet assistant. Once you have registered you will need to come back to the clinic to sign a Release of Information form."*

After reading the message the Intake Clerk then presses Return to continue to the list of possible actions that could be taken on behalf of the patient.

The list of actions and the selection process behave the same as in the previous selection “2. Yes – I would like to enroll” – please refer to that section for usage instructions.

Once the Intake Clerk is satisfied with their selection and hits <RET> to save and exit the preregistration process continues.

**4. No – No one has spoken to me/I don’t know what MHV is.**

The Intake Clerk then reads as prompted on the screen,

*(For example)"We are strongly encouraging patients to enroll in My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your health care teams.*

*We can assist you in creating your account today."*

After reading the message the Intake Clerk then presses Return to continue to the list of possible actions that could be taken on behalf of the patient.

Page 107

The list of actions and the selection process behave the same as in the previous selection “2. Yes – I would like to enroll” – please refer to that section for usage instructions.

Once the Intake Clerk is satisfied with their selection and hits <RET> to save and exit the preregistration process continues.

**5. No – I am not interested in enrolling.**

The Intake Clerk then reads as prompted on the screen,

*(For example)"We are strongly encouraging patients to enroll in My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your health care teams."*

After reading the message the Intake Clerk then presses Return to continue.

The Intake Clerk then determines the answer to the following question from the patient and records the response,

How does the patient feel now about enrolling in My HealtheVet?

a) Patient is not interested.

b) Patient is interested.

If the answer is “a) Patient is not interested” the Intake Clerk records “a” at the “Select a response” prompt and hits Return to continue to the Enrollment Field status display.

If the answer is “b) Patient is interested” the Intake Clerk records “b” at the “Select a response” prompt and then selects action(s) taken.

The list of actions and the selection process behave the same as in the previous selection “2. Yes – I would like to enroll” – please refer to that section for usage instructions.

Once the Intake Clerk is satisfied with their selection and hits <RET> to save and exit the preregistration process continues.

**MHV Enrollment Fields Status and Updates**

Following the MHV Alert and socialization questions, or directly after entering the Patient Name as part of Preregistration, the status of the Enrollment fields (listed below) is displayed unless there is an action pending along with a prompt to edit or continue Preregistration.

Page 108

[1] Enrolled:

[2] Authenticated:

[3] Secure Messaging:

Select an Enrollment step, or RETURN to continue:

If “RETURN” is entered then Preregistration continues.

The Authenticated and Secure Messaging Enrollment fields are numbered if the previous enrollment field has a status of “Yes’. For example if Enrolled and Authenticated are “Yes” then the display would be shown as above with all three fields being directly editable. However if Authenticated is Unanswered, Action, or No then only Enrolled and Authenticated will have numbers that can be used to edit their respective field.

**[1] First MHV Enrollment Status – Enrolled**

*Is the patient enrolled in My HealtheVet (Yes/No)?*

If the response is “Yes” the Intake clerk is taken to the next Enrollment status field – Authenticated.

If the response is “No” the Intake Clerk must select a reason from the list of reasons displayed. If a closely matching reason is not available the Intake Clerk would select “Other” and enter a reason up to 250 characters in length (something must be entered). Once the reason is entered the Enrollment Status Display is presented with the selected reason shown below Enrolled.

**[2] Second MHV Enrollment Status Field – Authenticated**

Please read the following to the patient

"After Authentication, a Premium My HealtheVet account allows patients

to view VA appointments, lab results, and medical records online."

Select (A)ction unless the Veteran has upgraded to a Premium MHV account (Y)

or refuses (N). Has the patient upgraded to a Premium MHV account?

(Yes/No/(A)ction): NO//

If the response is “Yes” the Intake clerk is taken to the next Enrollment status field – Secure Messaging.

Page 109

If the status entered is either “No” or “Action” the following is displayed instructing the Intake Clerk to provide information to the Patient.

Please read the following to the patient

"Upgrade to a Premium MHV account to view parts of your VA

health record. This requires one-time in-person identity

verification (show photo ID). Read and sign this Release of

Information form (10-5345a-MHV)."

Please note that if the Intake Clerk is able to assist the Patient with authentication they are encouraged to do so and enter the status of “Yes” for “Authenticated” after providing assistance.

If the response is “No” the Intake Clerk must select a reason from the list of reasons displayed. If a closely matching reason is not available the Intake Clerk would select other and enter a reason up to 250 characters in length (something must be entered). Once the reason is entered the Enrollment Status Display is presented with the selected reason shown below Authenticated.

If the response is “Action” the Intake Clerk must select an action from the list of actions presented. Once the action is entered the Preregistration process will continue. If the patient is preregistered again in the future the MHV Alert will be displayed along with the Action selected.

**[3] Third MHV Enrollment Status Field – Secure Messaging**

Please read the following to the patient

"With Secure Messaging, Veterans can communicate online with VA health

care teams about health questions, to request prescription renewals,

or schedule appointments."

Select (A)ction unless the Veteran is using MHV Secure Messaging (Y)

or refuses (N). Does the patient have the ability to use MHV

Secure Messaging? (Yes/No/(A)ction):

If the response is “Yes” the Intake clerk is returned to the Enrollment field status display where they can then select “RETURN” to continue with Preregistration.

Please note that if the Intake Clerk is able to assist the Patient with opting in for secure messaging they are encouraged to do so and enter the status of “Yes” for “Secure Messaging” after providing assistance.

If the response is “No” the Intake Clerk must select a reason from the list of reasons displayed. If a closely matching reason is not available the Intake Clerk would select other and enter a reason up to 250 characters in length (something must be entered). Once the reason is entered the Enrollment Status Display is presented with the selected reason shown below Secure Messaging.

Page 110

Page 114

If the response is “Action” the Intake Clerk must select an action from the list of actions presented. Once the action is entered the Preregistration process will continue. If the patient is preregistered again in the future the MHV Alert will be displayed along with the Action selected.

**MHV Enrollment Fields Consistency Check**

The VistA Consistency Checker will identify if any of the three enrollment fields (Enrolled, Authenticated, and Secure Messaging) are unanswered or if the MHV enrollment fields Authenticated or Secure Messaging have Actions.

If the Intake Clerk elects to complete the MHV Enrollment fields they will indicate that yes they want to complete the identified inconsistencies, of which MHV ENROLLMENT INCOMPLETE is one. The process for completing the fields is the same as discussed in the Enrollment Status and Updates section above.

Page 111