**Mental Health Checkup Veteran User Guide v1.0.11**

[Artifact Rationale](#_bookmark0) [Introduction](#_bookmark1)

[Purpose](#_bookmark2)

[Organization of the Manual](#_bookmark3)

[Section 2: System Summary](#_bookmark4) [Section 3: Getting Started](#_bookmark5)

[Section 4: Using Mental Health Checkup](#_bookmark6) [Section 5: Troubleshooting](#_bookmark7)

[Assumptions](#_bookmark8) [Coordination](#_bookmark9) [Disclaimers](#_bookmark10)

[Software Disclaimer](#_bookmark11) [Documentation Disclaimer](#_bookmark12)

[Documentation Conventions](#_bookmark13) [References and Resources](#_bookmark14)

[National Service Desk and Organizational Contacts](#_bookmark15) [Acronyms and Abbreviations](#_bookmark16)

[System Summary](#_bookmark17)

[System Configuration](#_bookmark18) [Data Flows](#_bookmark19)

[Veteran Process: OverView](#_bookmark20) [Veteran Process: Take Assessment](#_bookmark21)

[Veteran Process: Completed Assessments](#_bookmark22) [User Access Levels](#_bookmark23)

[Continuity of Operation](#_bookmark24) [Getting Started](#_bookmark25)

[Logging On](#_bookmark26) [System Menu](#_bookmark27)

[User Information and Logout Menu](#_bookmark28)

[Mental Health Checkup Provider Title Ribbon and Menu](#_bookmark30) [Home Screen Features](#_bookmark31)

[Due](#_bookmark32) [Completed](#_bookmark33) [Assigned](#_bookmark34)

[Exit System](#_bookmark35)

[Using Mental Health Checkup Veteran](#_bookmark36) [Due Assessments](#_bookmark37)

[Completing an Assessment](#_bookmark38)

[Completing an Assessment – First Page](#_bookmark39) [Completing an Assessment – Question Pages](#_bookmark40) [Completing an Assessment – Confirmation](#_bookmark41)

[Normal (Mild) Severity Submission Confirmation](#_bookmark42) [Moderate Severity Submission Confirmation](#_bookmark43) [High Severity Submission Confirmation](#_bookmark44)

[Completed Assessments](#_bookmark45)

[Completed Assessment Details](#_bookmark46) [Completed Assessment Graph](#_bookmark47)

[Completed Assessment Graph – View as Graph](#_bookmark48) [Completed Assessment Graph – View as Graph](#_bookmark49)

[Assigned Assessments](#_bookmark50) [Troubleshooting](#_bookmark51)

[Apple Macintosh Users](#_bookmark52)

[Missing Vertical Scrollbars](#_bookmark53)

# Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the User’s Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide is a technical communication document intended to give assistance to people using a particular system, such as VistA end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, build-level document, and is updated to reflect the contents of the most recently deployed build.

# Introduction

The VA Mobile Framework (VAMF) Mental Health Checkup Veteran facing application allows Veterans to complete assessments assigned to them by their provider, receive scores and alerts for assessments taken, and view all completed assignment details including feedback provided by their provider.

The Mental Health Checkup mobile application supports the implementation of measurement-based care for Veterans with mental health conditions. Measurement-based care entails administration of standardized self-report assessment instruments that evaluate an individual’s level of symptoms and distress associated with a specific diagnosis or condition. For example, health care providers use the Patient Health Questionnaire (PHQ-9) to measure patient symptoms related to depression. This mobile solution enables Veterans to complete assessments on a regular basis, without having to use clinic visit time and clinician resources to administer the tests or enter the data. Patients’ care outcomes improve, as clinicians have better access to self-assessment data, leading to an enhanced ability to make care decisions and longitudinal care plans that are based on up to date, accurate data.

The self-assessment results are available in real time for feedback to the patient, with text and graphical information available for the clinician both when the patient is not physically at an appointment and at the time of visit. The application includes various self-assessment "modules". Modular development will allow the scope to grow as new self-assessment instruments are integrated into the application. The completed assessment data is integrated into the existing Veteran Health Administration (VHA) Mental Health Assistant (MHA) software application.

## Purpose

The purpose of this user guide is to familiarize Veterans with the important features and navigational elements of the Mental Health Checkup application. This user guide provides an overview, access procedures, and functionality usage procedures for the software.

Document Orientation

### Organization of the Manual

*Mental Health Checkup Veteran User Guide* provides explanations of each screen and of all user interface options within the context of an easy to understand demonstration data scenario.

The *Mental Health Checkup Veteran User Guide* is designed to provide the Veteran with screen-by-screen "how to" information on the usage of the Mental Health Checkup Veteran app.

**Section 1: Introduction**

The Introduction section provides the purpose of this manual, an overview of the Mental Health Checkup provider application, an overview of the software used, project references, contact information for the user to seek additional information, and an acronyms and abbreviations list for this manual.

#### Section 2: System Summary

The System Summary section provides a graphical representation of the equipment, communication, and networks used by the system, user access levels, how the software will be accessed, and contingencies and alternative modes of operation.

#### Section 3: Getting Started

Information for the Getting Started section provides a general walk-through of the system from initiation through exit, enabling the user to understand the sequence and flow of the system.

#### Section 4: Using Mental Health Checkup

This section gives the user the “how to” information to use the Mental Health Checkup provider application, including many step-by-step procedures.

#### Section 5: Troubleshooting

This section provides troubleshooting for the Mental Health Checkup User.

### Assumptions

The following assumptions are made about the Mental Health Checkup application:

Mental Health Assessments are established in VistA and VistA is the source of record for the content and scoring of each assessment. The Mental Health Checkup application retrieves the assessment information from VistA. VistA connectivity must be established for the Mental Health Checkup application.

Mental Health Checkup requires access to at least 1 VistA site that serves as the source of record for MH Administrations along with their questions, answers and scoring.

### Coordination

If any changes are made to the VistA Mental Health package, the Mental Health Checkup team needs to be notified and any impact needs to be determined. There are approved ICRs that document the interface agreements.

If any changes are made to VistALink and/or network access methods to VistA, the Mental Health Checkup team needs to be notified and any impact needs to be determined.

If any changes are made to Identity Management’s retrieve corresponding IDs or retrieve patient traits functionality, the Mental Health Checkup team needs to be notified and any impacts need to be determined.

If any changes are made to the VistA Data Services patient lookup, Mental Health Checkup needs to be notified and any impacts need to be determined.

### Disclaimers

#### Software Disclaimer

By agreeing to install VA’s mobile application (“Application”) on to your device and by subsequent use of the Licensed Software, you agree to comply with the terms of this general End User License Agreement ("EULA") and Notice of Privacy Practices (“Notice”). If you do not agree to the terms of this EULA and Notice, do not install or use the Licensed Software but uninstall it from your device. This EULA and Notice applies to any upgrades and supplements to the original Licensed Software provided and is referred to on your opening screen. A copy of the EULA is available from within the Licensed Software. It is your responsibility to review any future changes to the EULA and to uninstall the software if you do not agree to the terms.

#### Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

### Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

|  |  |
| --- | --- |
| **Symbol** | **Description** |
|  | NOTE: Used to inform the reader of general information including references to additional reading material |
|  | **CAUTION: Used to caution the reader to take special notice of critical information** |

### References and Resources

Readers who wish to learn more about Mental Health Checkup should consult the following documents: Mental Health Checkup Release Notes

Mental Health Checkup VIP Deployment, Installation Guide, Back-out, and Rollback Guide

## National Service Desk and Organizational Contacts

The Help Desk is available weekdays from 7 a.m. to 7 p.m. (CT).

For help with this application contact the VA Mobile App Help Desk toll free at 1-877-470-5947.

For DS Logon (Department of Defense Self-Service Logon) related questions contact the eBenefits help line toll free at 1-800-983-0937.

## Acronyms and Abbreviations

The following table contains a list of acronyms and abbreviations and their definitions.

**App**

**Application**

|  |  |
| --- | --- |
| CT | Central Time zone |
| DS Logon | Department of Defense Self-Service Logon |
| EULA | End-user License Agreement |
| FAQ | Frequently Asked Questions |
| ID | Identification |
| IPA | In-Person Authentication |
| OS | Operating System |
| PCS | Patient Care Services |
| SME | Subject Matter Expert |
| TDD | Telecommunication Device for the Deaf |
| VA | Department of Veterans Affairs |
| VAMC | VA Medical Center |
| VAMF | VA Mobile Framework |
| VHA | Veterans Health Administration |

# System Summary

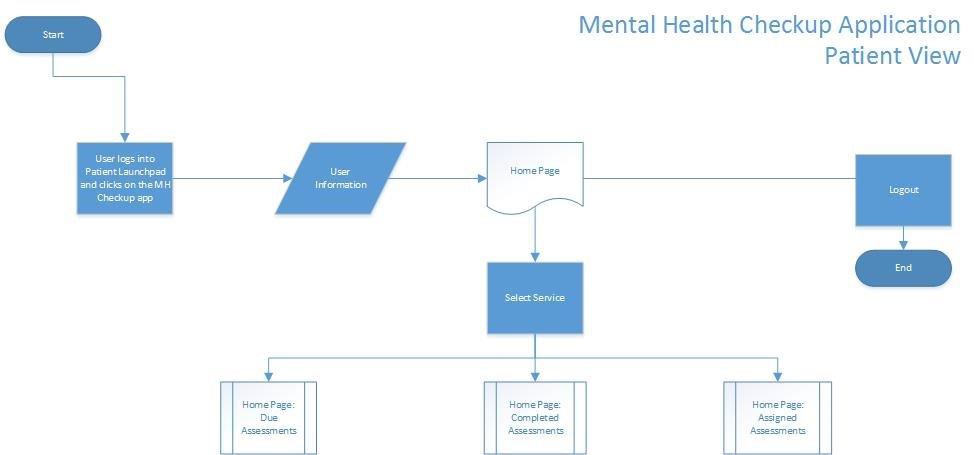
## System Configuration

Mental Health Checkup is an application intended to be used on the VA Intranet via a web browser on a personal computer or a tablet. The device must have active Wi-Fi connectivity in order for the application to function fully. It must also have connectivity to VistA in order to have access to all functions. The application can be used on the following browsers: Safari 11+, Chrome 68+, Internet Explorer 11+.

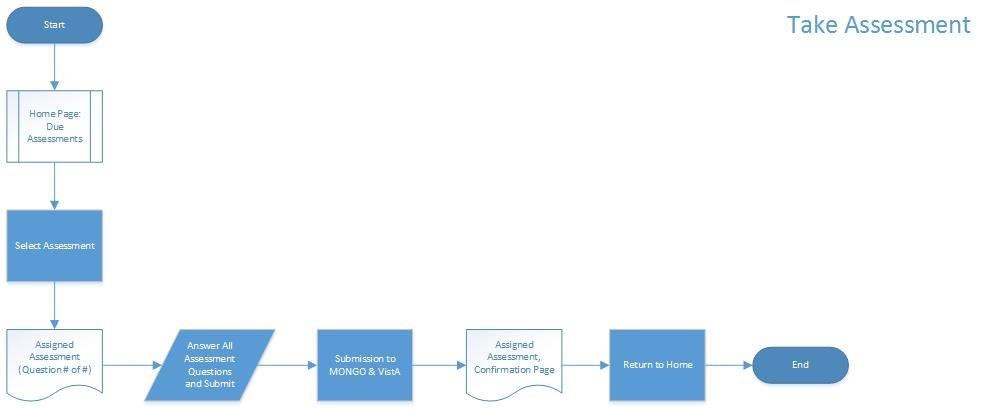
## Data Flows

The following is a graphic representation of the flow of data through the Mental Health Checkup application.

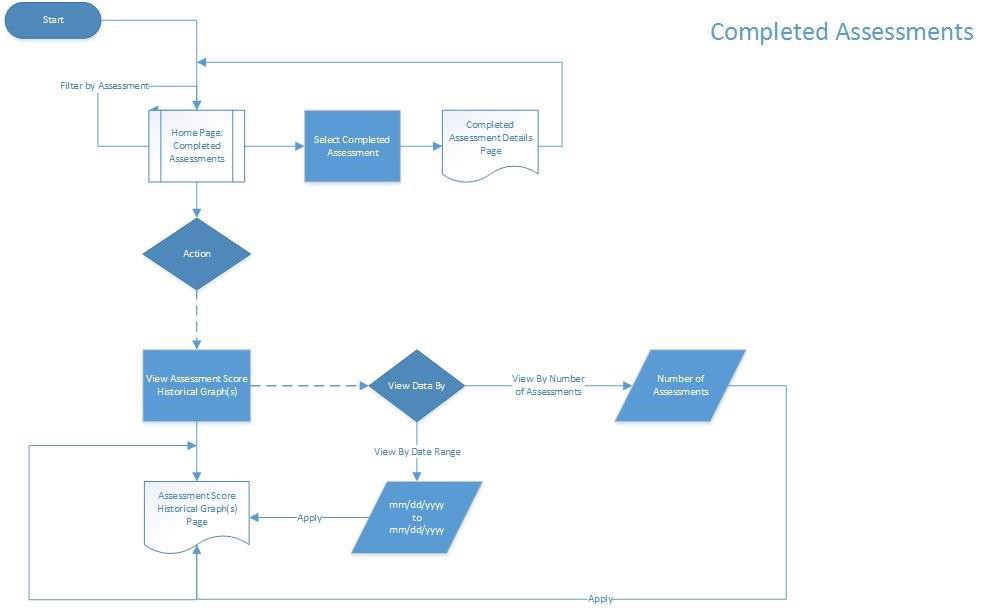
### Veteran Process: OverView



**Veteran Process: Take Assessment**



**Veteran Process: Completed Assessments**



**User Access Levels**

The table below defines the different levels of user access to the application:

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Mobile Application Access** |
| Primary Users | Veteran Patients | Input assessment data/Receive result View completed assessment result |
|  | Local Application Owners | Access level necessary to update application default settings and parameters |
| Secondary Users | System Administrators | Access level necessary to maintain upkeep, configuration, and reliable operation of the application as needed |

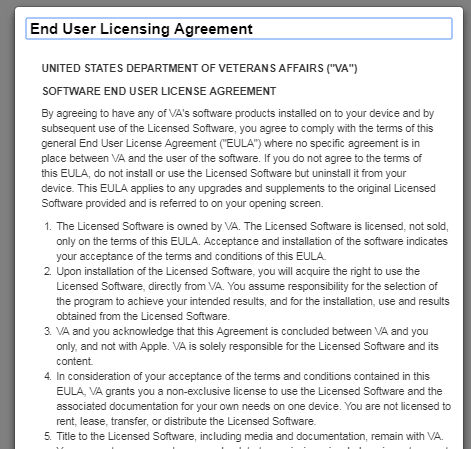
## Continuity of Operation

**Getting Started**

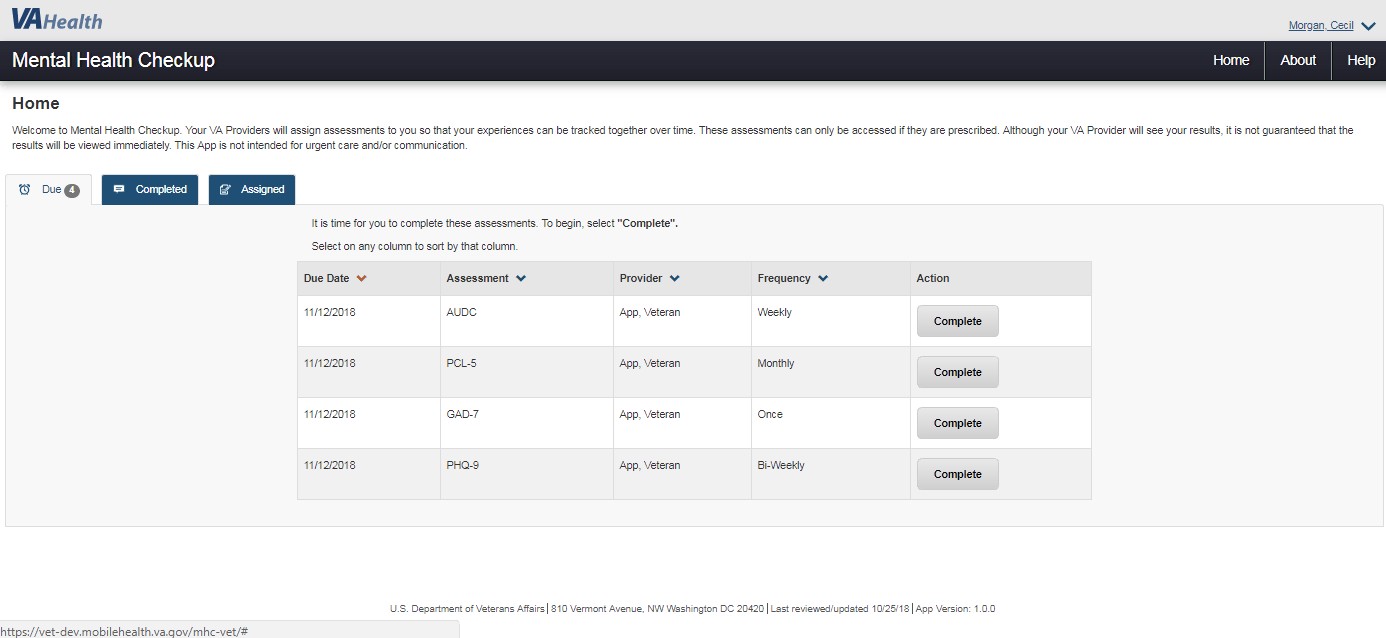
The Mental Health Checkup mobile application supports the implementation of measurement-based care for Veterans with mental health conditions. Measurement-based care entails administration of standardized self-report assessment instruments that evaluate an individual’s level of symptoms and distress associated with a specific diagnosis or condition. Veterans are able to complete select assigned assessments on a regular basis from a personal mobile device without having to use clinic visit time and clinician resources to administer the instruments.

## Logging On

Once you have installed Mental Health Checkup from the VA App Store onto your mobile device, select the Mental Health Checkup icon by tapping its icon to proceed to the Mental Health Checkup application. When you log in for the first time the End User Licensing Agreement will display.

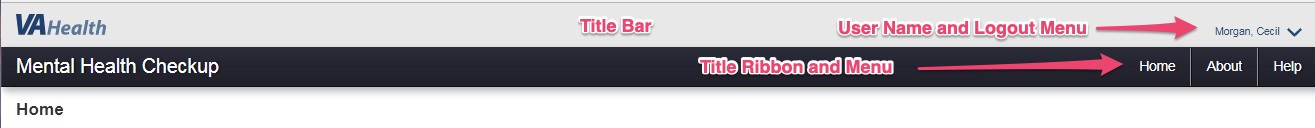


Once sign on has been completed you will redirected to the Veteran Home Page:



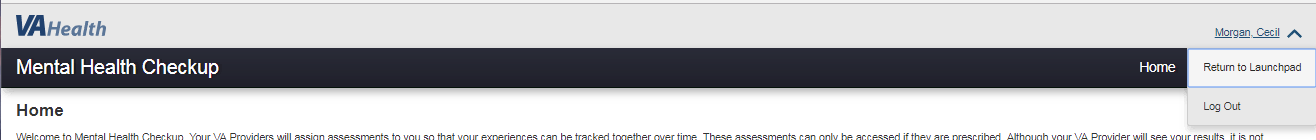
## System Menu

The Mental Health Checkup Home screen displays the VA Health title bar that contains the Veteran Name and provides logout access. It also displays the Mental Health Checkup Title Ribbon that contains the Menu the Veteran will utilize to access the application functionality.



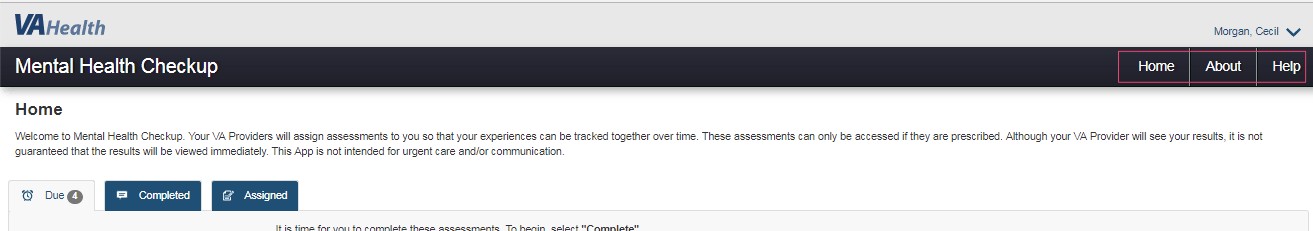
### User Information and Logout Menu

The name of the veteran logged into and using Mental Health Checkup is displayed in the upper right hand corner. When you tap on the user name a menu drops down providing the options of logging out or returning to the VA LaunchPad where other applications are available. Tap on your name to open a drop-down menu with two options. Tap **Return to Launchpad** to view other applications available or tap **Log Out** if you are through working with this application.

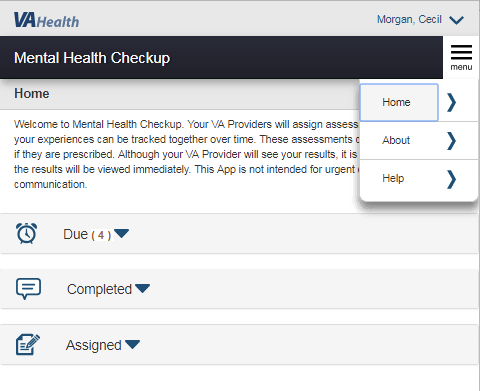


### Mental Health Checkup Provider Title Ribbon and Menu

This dark title ribbon is on top of every screen in the Mental Health Checkup application. Tap any menu (or the **menu** icon if in phone or tablet view) on the right side of the title ribbon to view the menu of options available in the drop-down menu.



or



Tap **Home** to return to the Home screen from any location in the application.

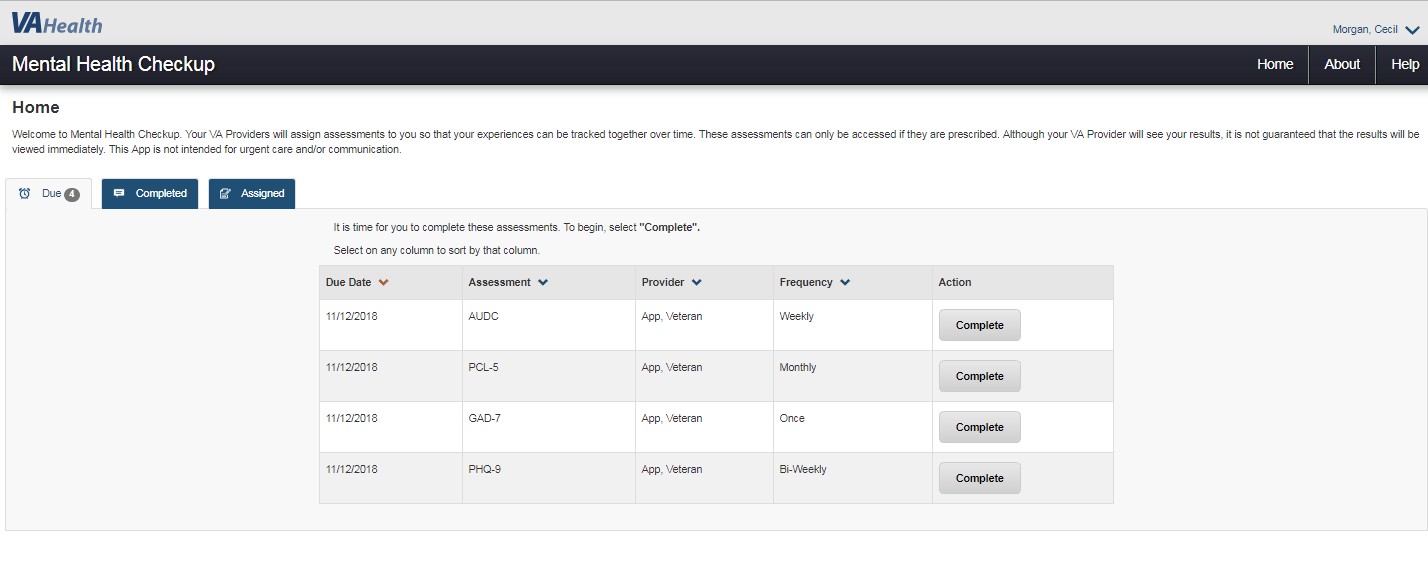
Tap **About** to open a pop-up window with information about this application and a description of its purpose.

Tap **Help** to open a pop-up window with details about system requirements and resources, such as this user manual, to answer questions and learn about using this application.

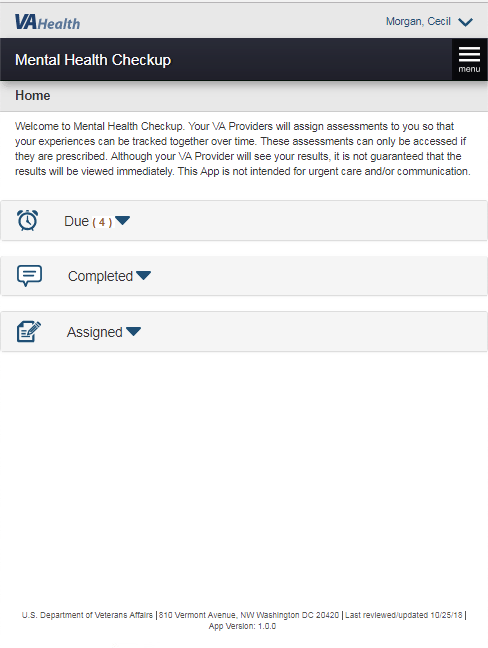
For help with this application contact the VA Mobile App Help Desk at 1-877-470-5947 (TDD 1-800-829-4833).

## Home Screen Features

The body of the Home screen offers three sections (Due, Completed, Assigned). When using a tablet, the sections display left to right. When using a phone, the features display top to bottom. Tap on a section to reveal the details.

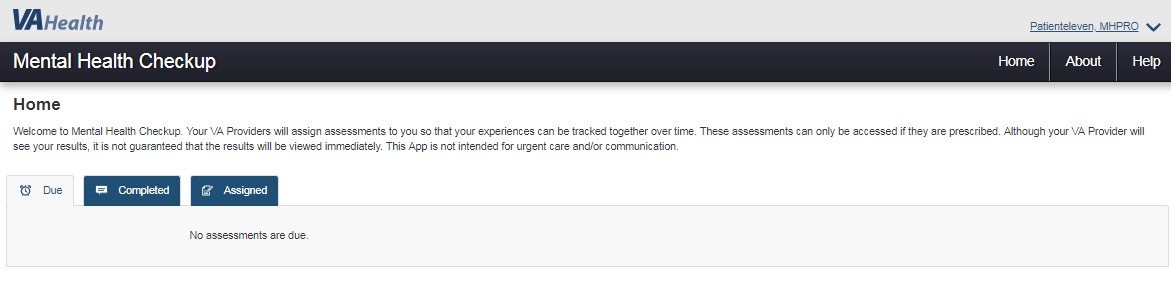


or



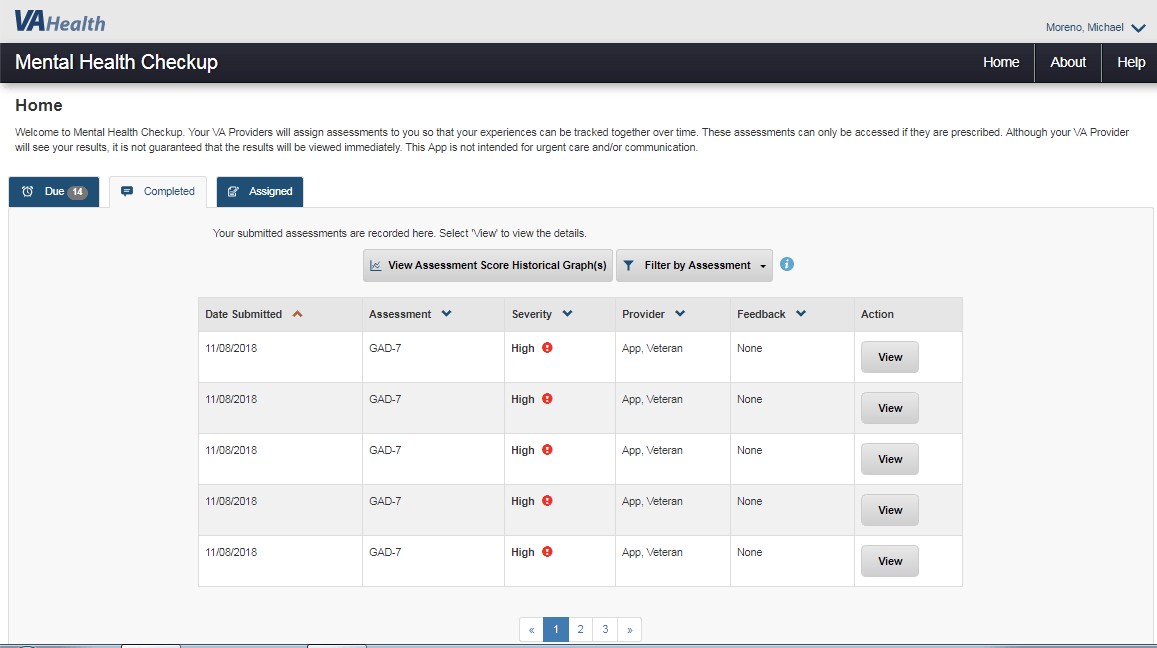
### Due

This section displays assessments assigned to the Veteran that are ready for completion. You will be notified if there are no assessments currently due



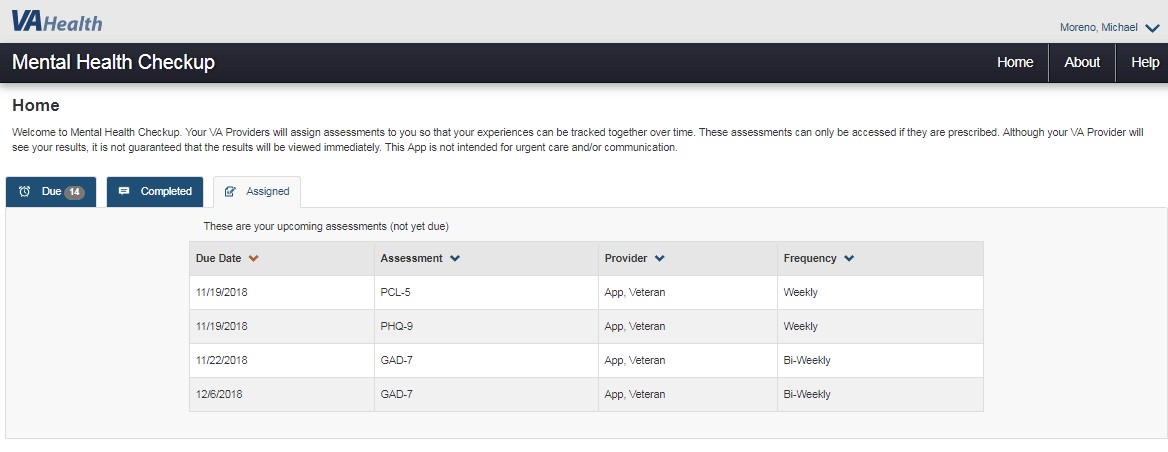
### Completed

This section displays assessments that have been completed.



### Assigned

This section displays the upcoming assessments assigned to the patient for informational purposes only.



## Exit System

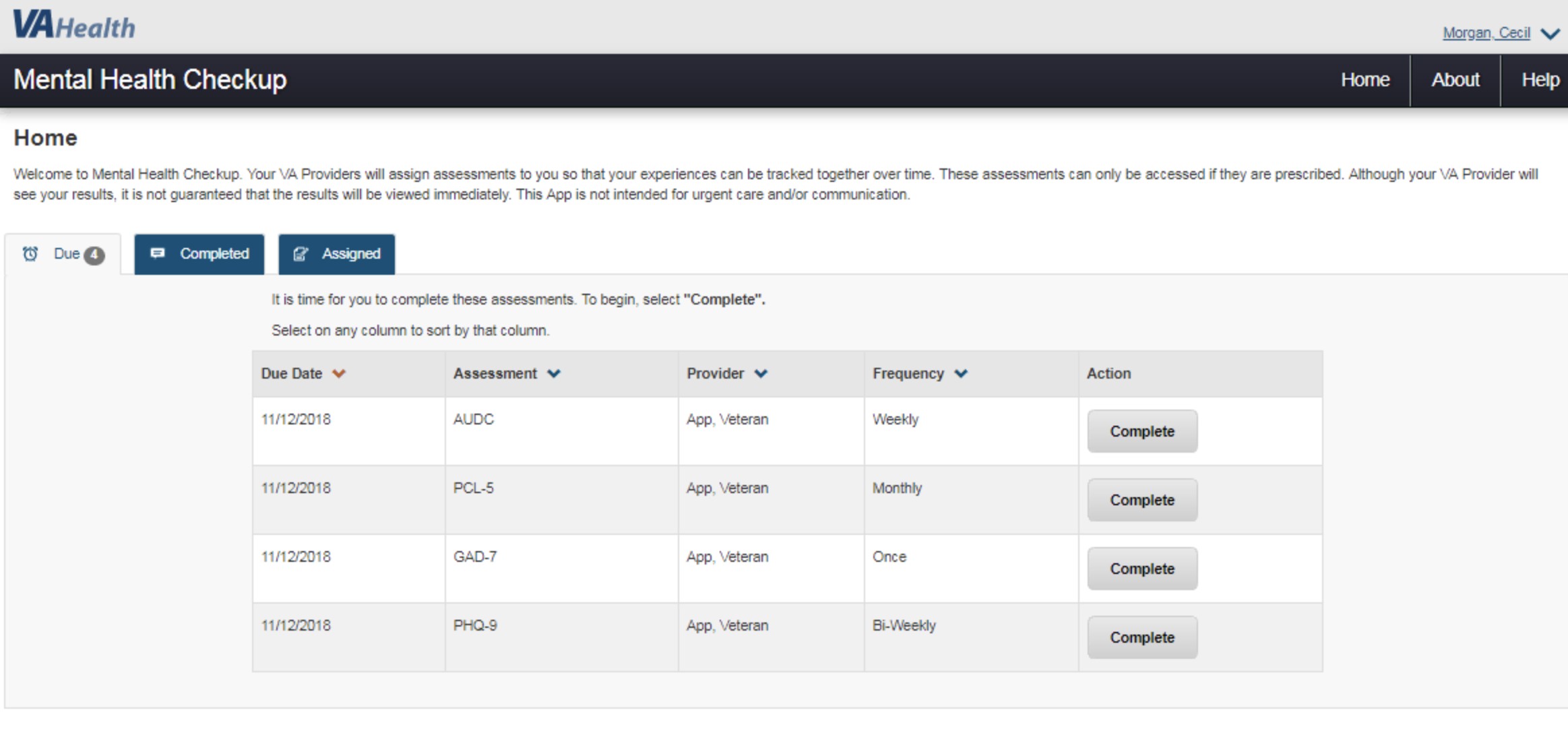
It is important to log out of the Mental Health Checkup application so that other people cannot access personal information without permission. Tap on the name in the furthest upper right corner, then tap **Log Out** to close the application and protect your privacy. Refer to [User Information](#_bookmark29) [and Logout Menu](#_bookmark29) for details.

# Using Mental Health Checkup Veteran

Mental Health clinicians (Providers) assign assessments to you. Look first at “**Due**” section to find assessments that have been assigned and are ready for you to complete. Look at “**Assigned**” section for new or upcoming assessments. Look at “**Completed**” section to view all assessments you have previously completed in the Mental Health Checkup application.

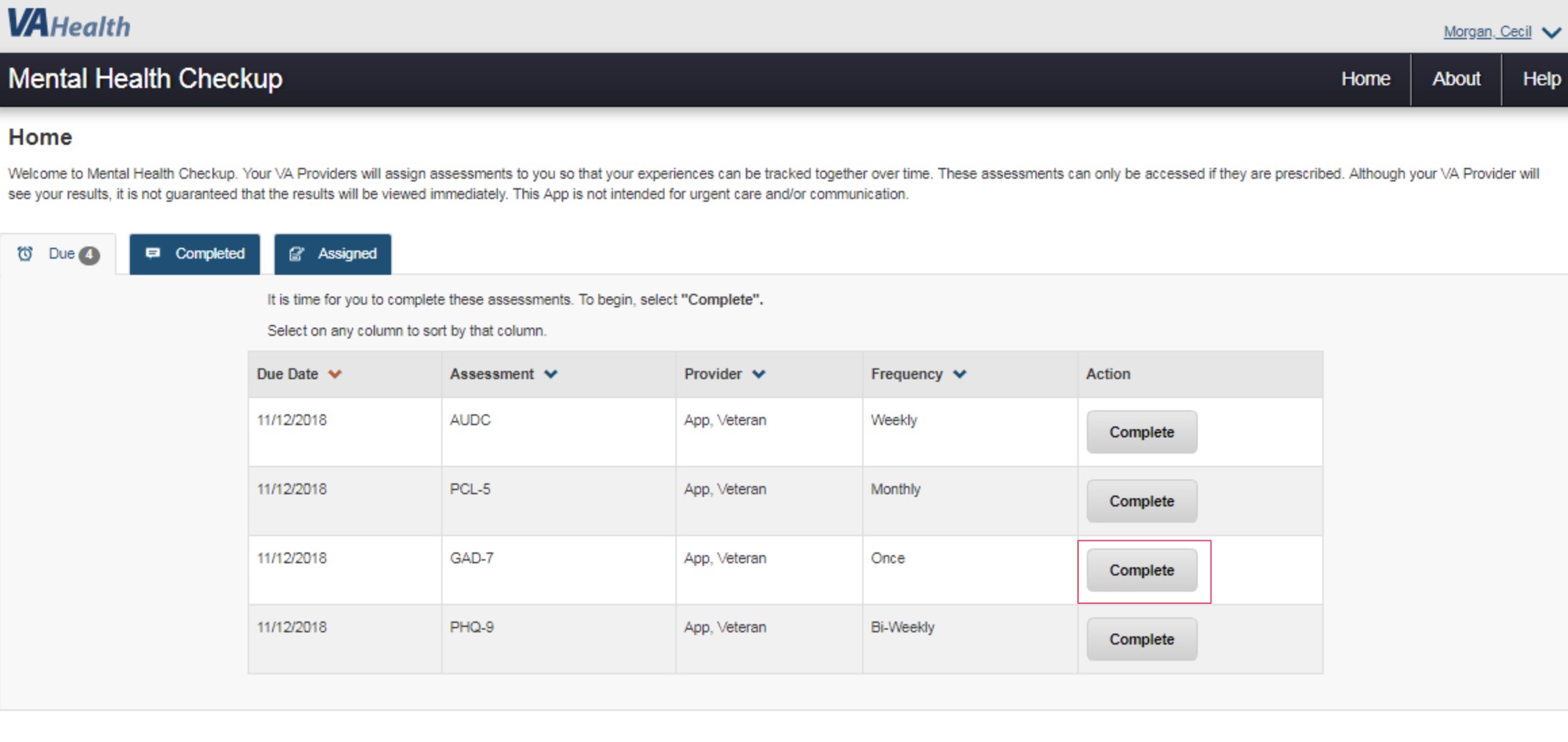
# Due Assessments

The “**Due**” assessments sections displays all assessments that are currently due for the Veteran to complete. The count of the number of assessments that are due will be displayed in the section header. You can tap on the assessment to complete it. Once the assessment is completed it will be removed from the “**Due**” section and will appear in the “**Completed**” section. Note: Depending on the frequency assigned, the assessment may be able to be completed within a date range vs a specific date. The assessment will no longer appear for completion once the assessment is completed or the due date range has passed.



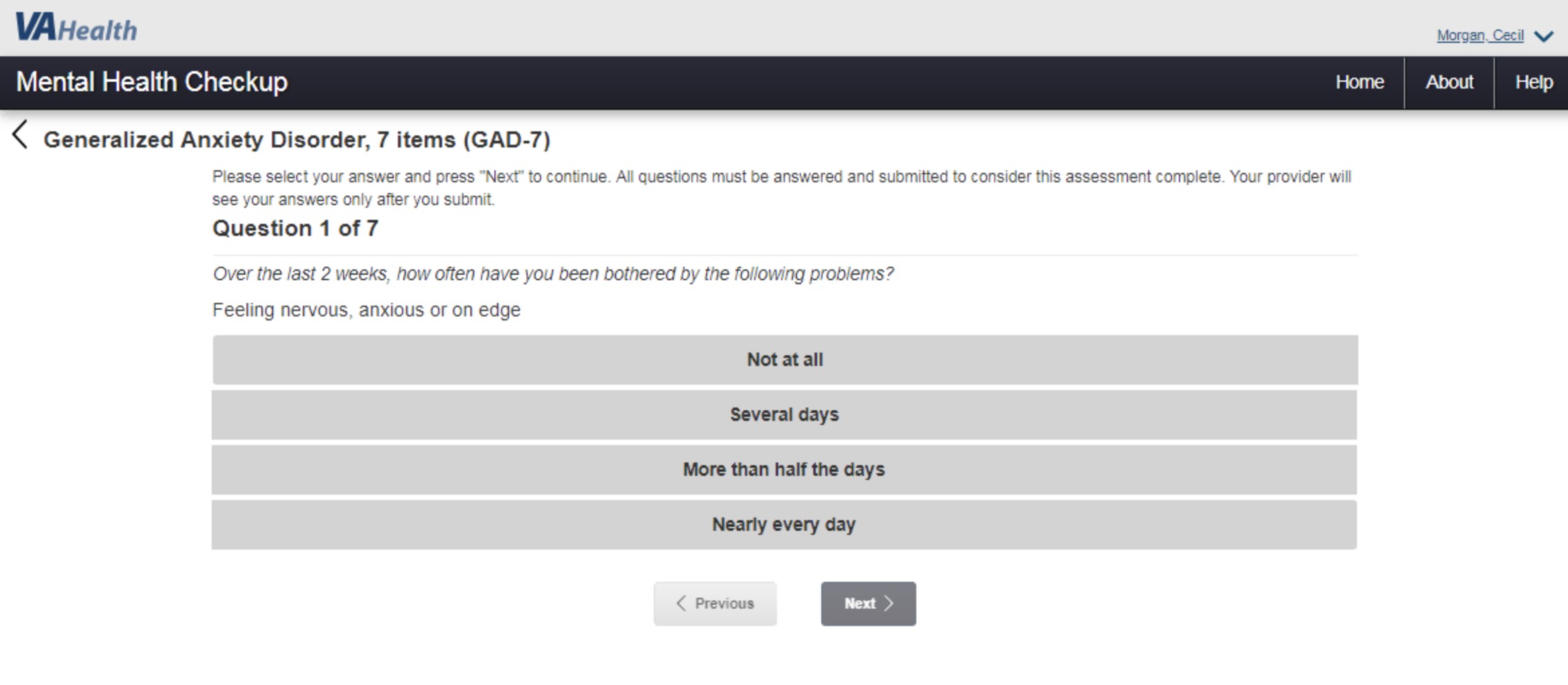
### Completing an Assessment

Tap the **Complete** button to begin taking an assessment that is due.

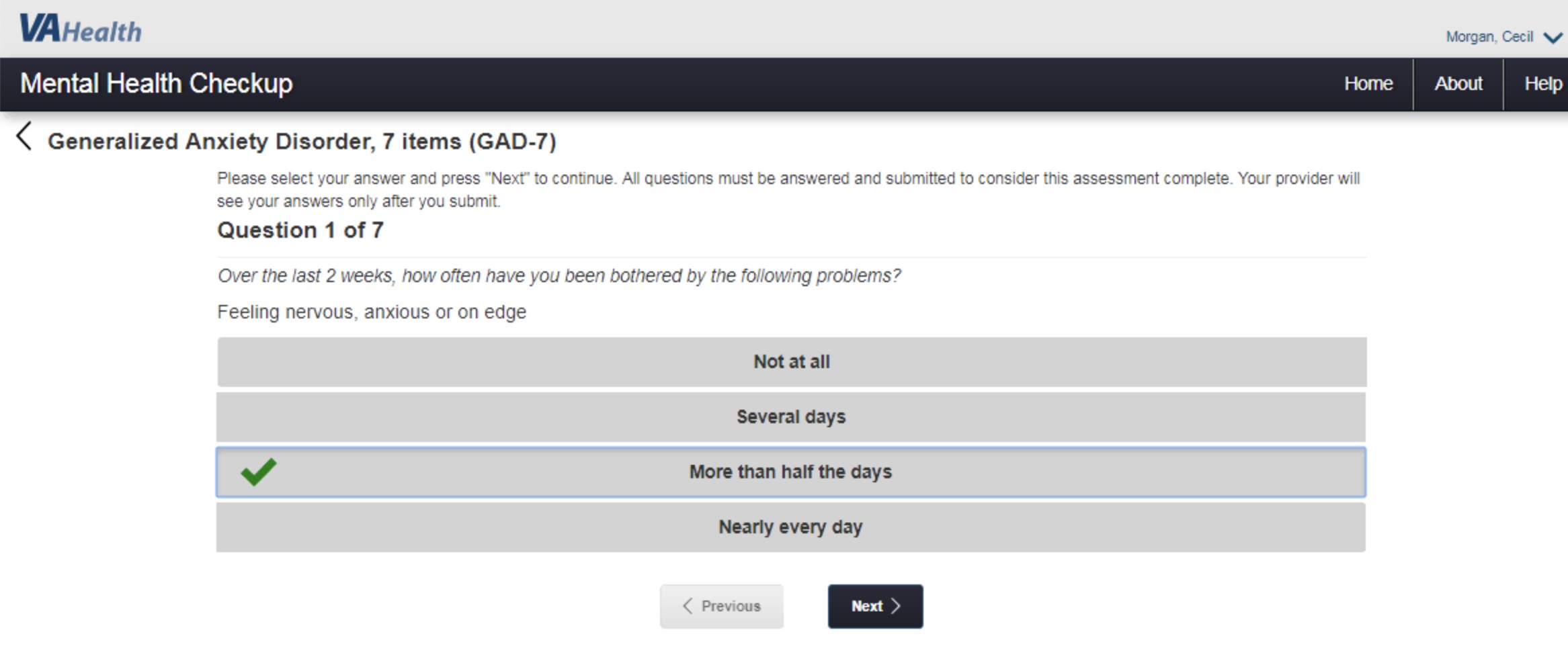


#### Completing an Assessment – First Page

The first question for the assessment is displayed along with any Instructions entered by the Provider when the assessment was assigned.

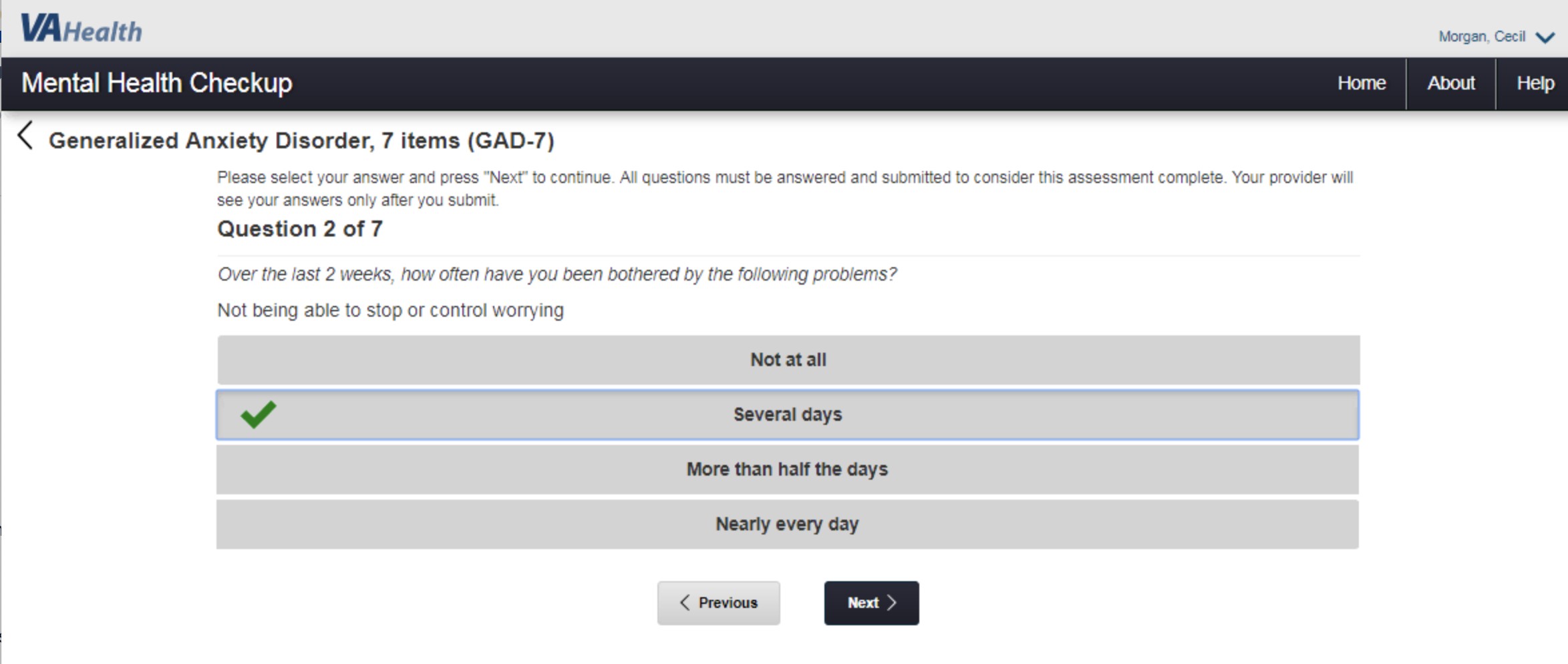


Tap the answer for the question and then tap **Next** to advance to the next question.

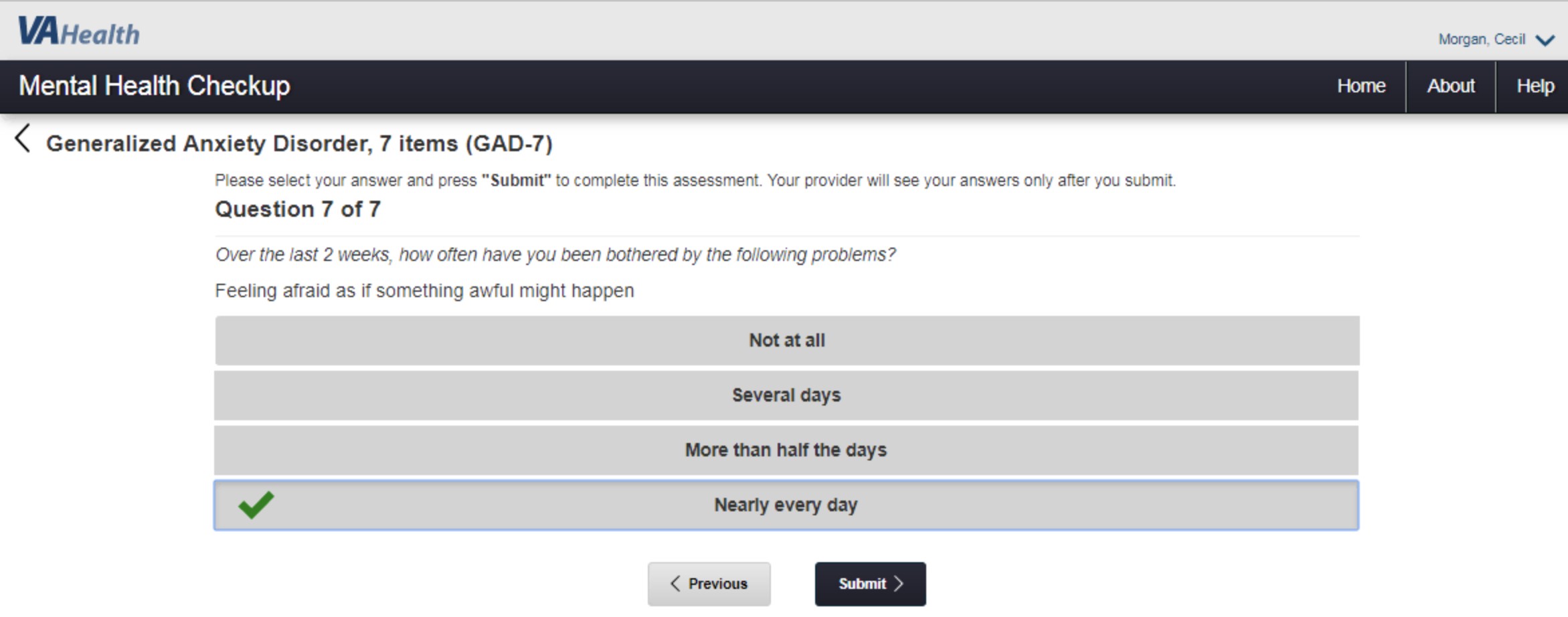


#### Completing an Assessment – Question Pages

Once you have advanced to the next question, you may tap **Previous** to return to the previous question if desired.

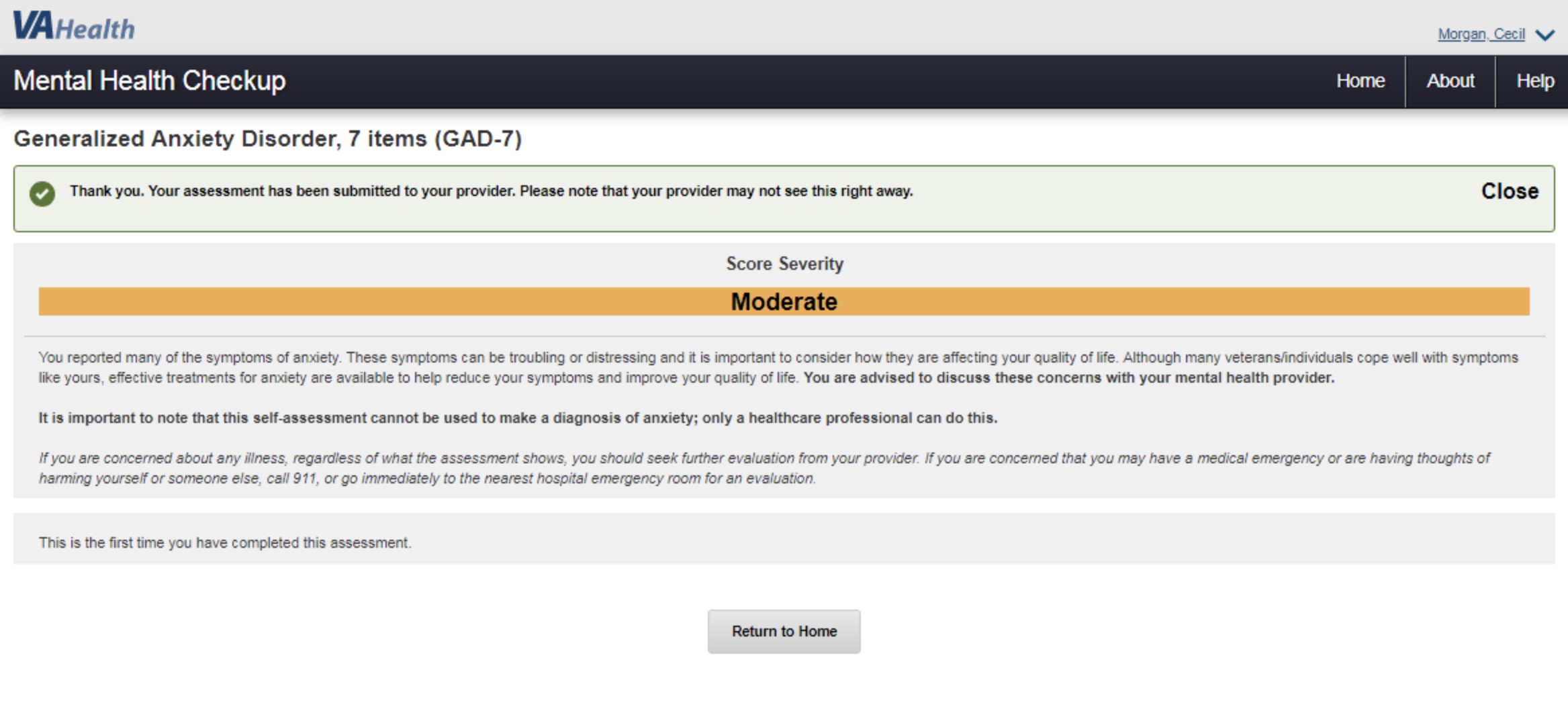


Once all questions have been completed, you can tap the **Submit** to submit the assessment. Note: The number of questions and answer choices will vary by the assessment being completed.



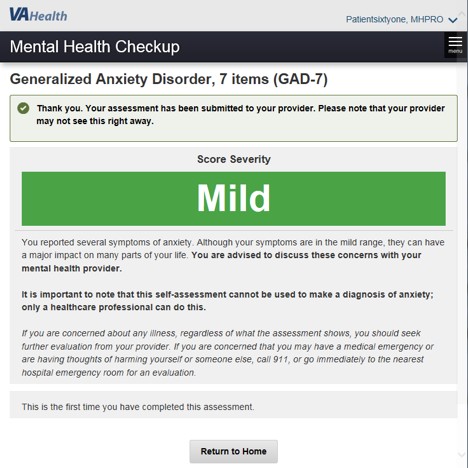
#### Completing an Assessment – Confirmation

Once the assessment is submitted, it will be scored, saved, and available to your Provider. A confirmation page will appear showing the assessment score severity that is calculated based on the answers provided.

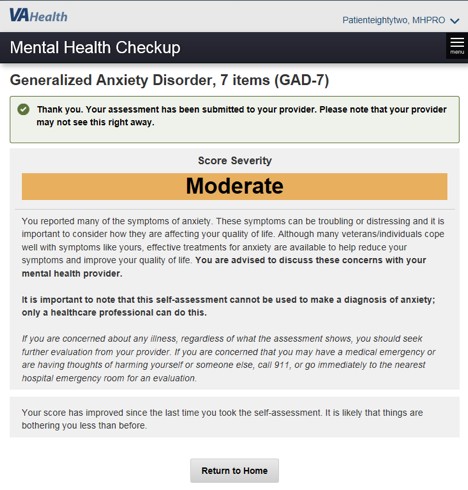


Note: The score severity and the corresponding text displayed will vary based on the score and the assessment. Examples of different severities include:

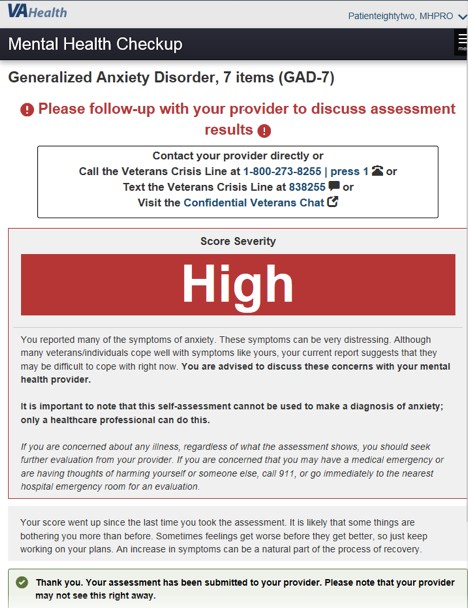
**Normal (Mild) Severity Submission Confirmation**



**Moderate Severity Submission Confirmation**

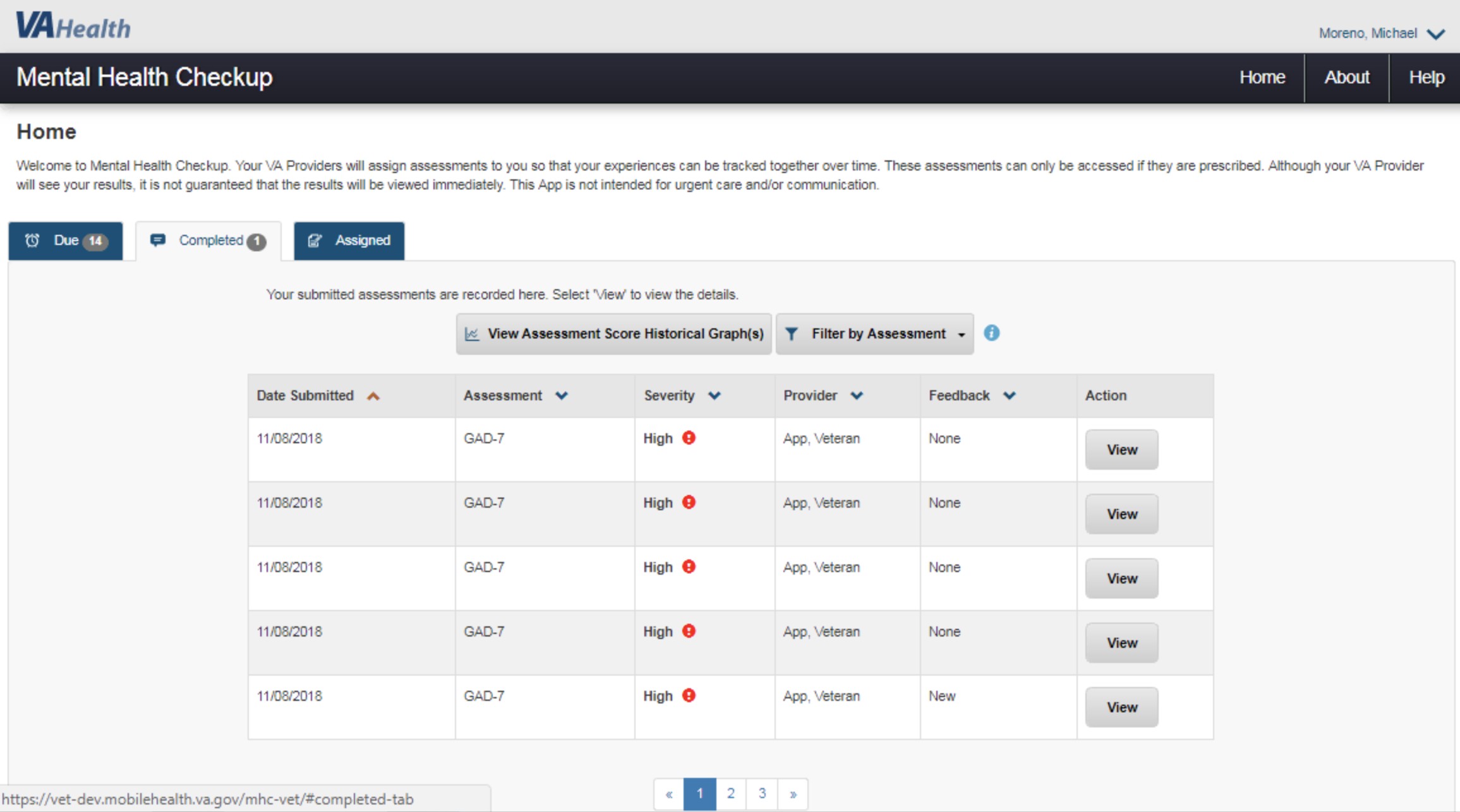


**High Severity Submission Confirmation**

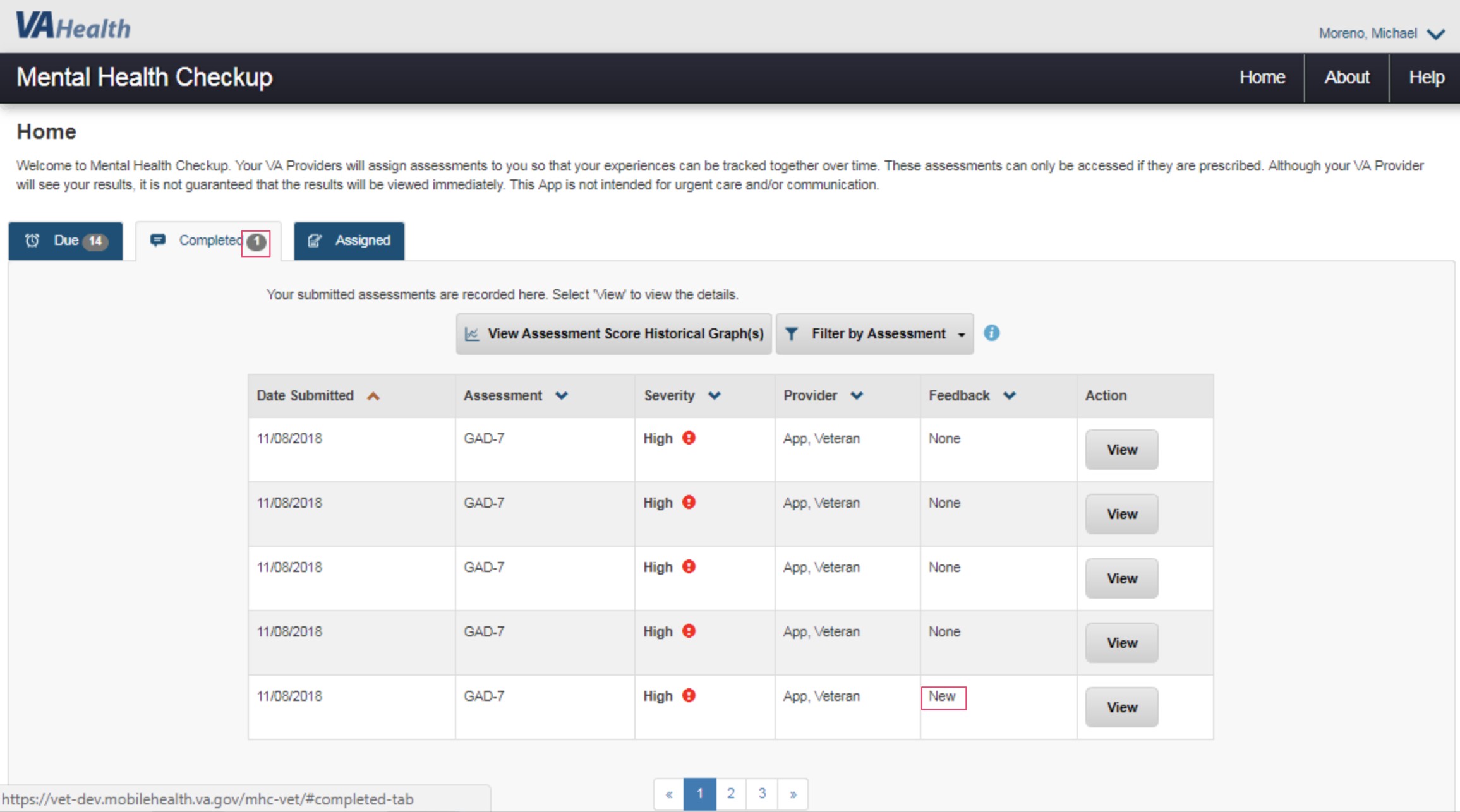


**Completed Assessments**

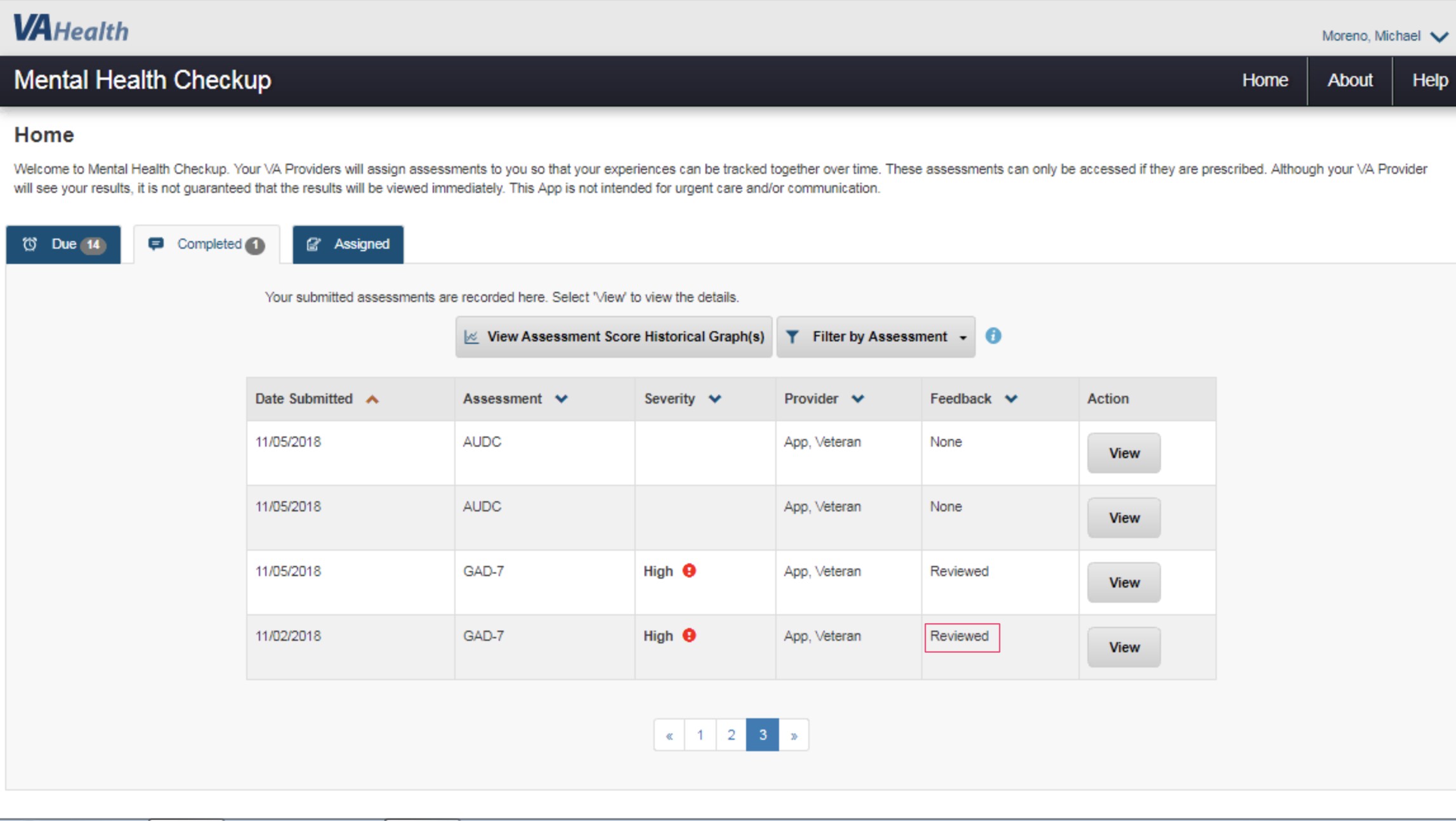
Clicking on the **Completed** tab will display a list of completed assessments.



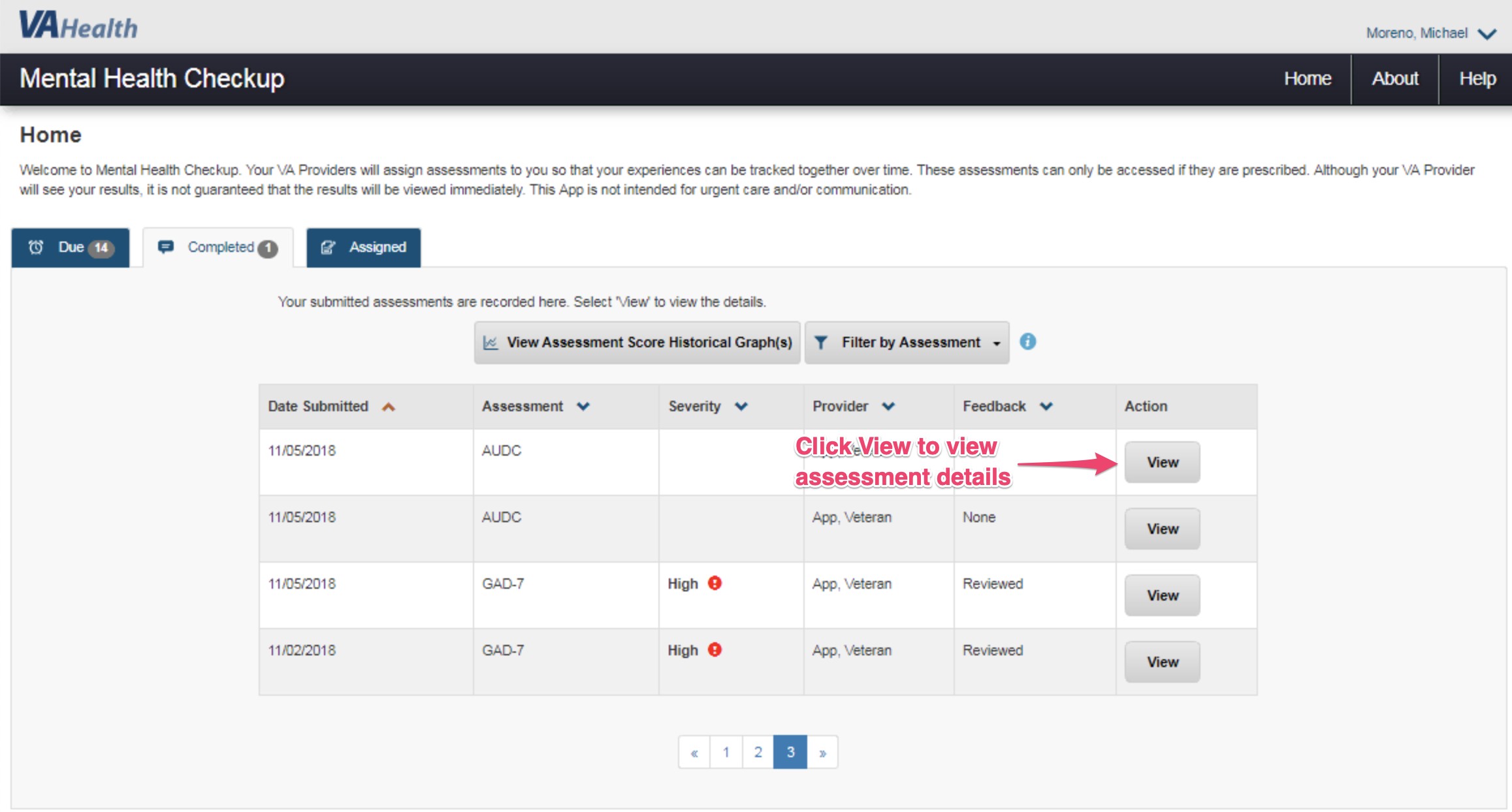
The count of the number of completed assessments that contain “**New**” feedback will be displayed in the section header.



Once the Veteran has viewed the completed details page containing the feedback, it is considered “**Reviewed**”, and is no longer included in the count.



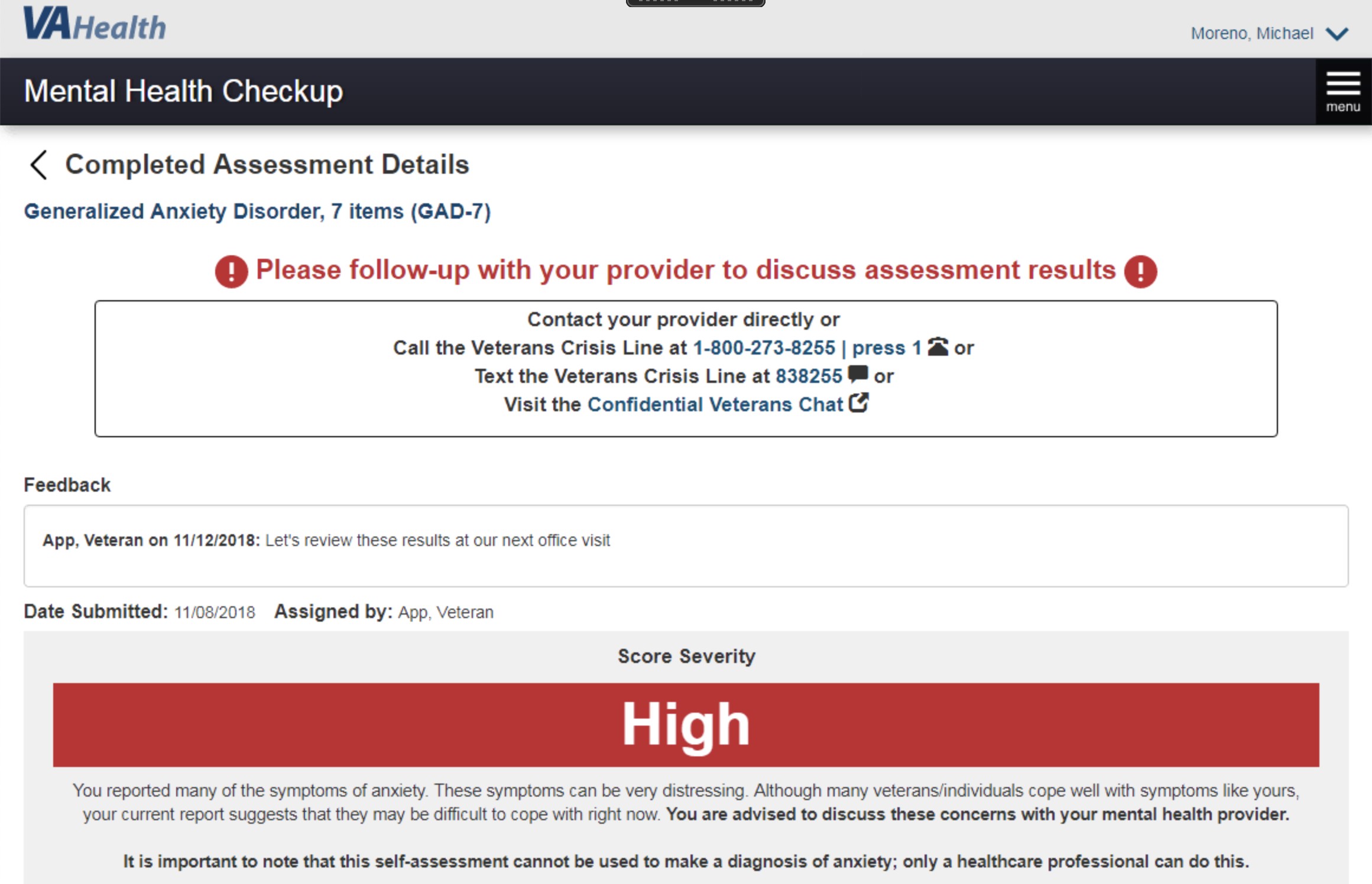
Tap **View** to view the completed assessment details.

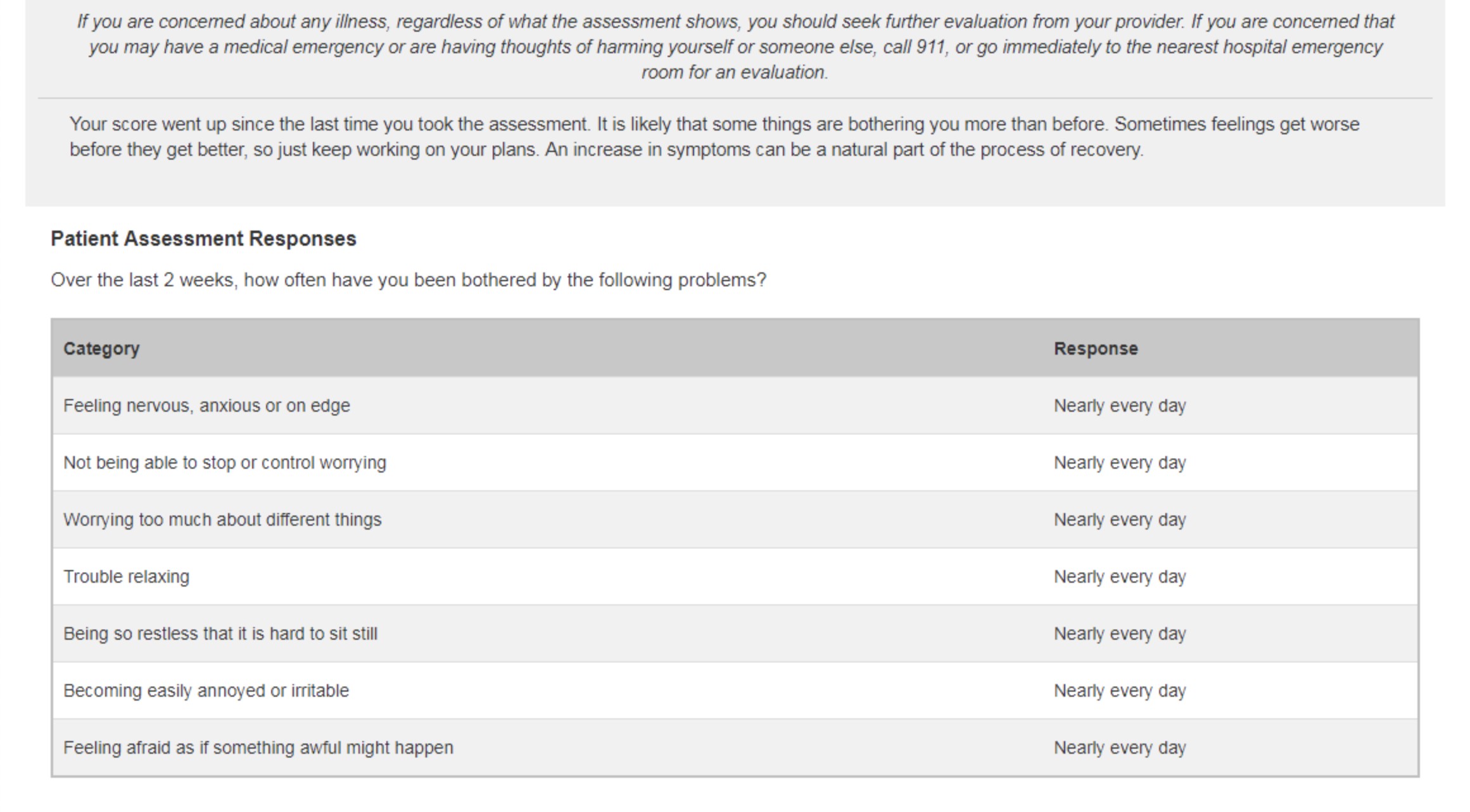


Note: The list will initially display with most recently submitted assessment at the top. Each column can be sorted if desired.

### Completed Assessment Details

Clicking on the View button from the Completed Assessment list will go to the Completed Assessment Details page where details for the completed assessment are displayed including the score severity, corresponding text, optional feedback and each question and answer.

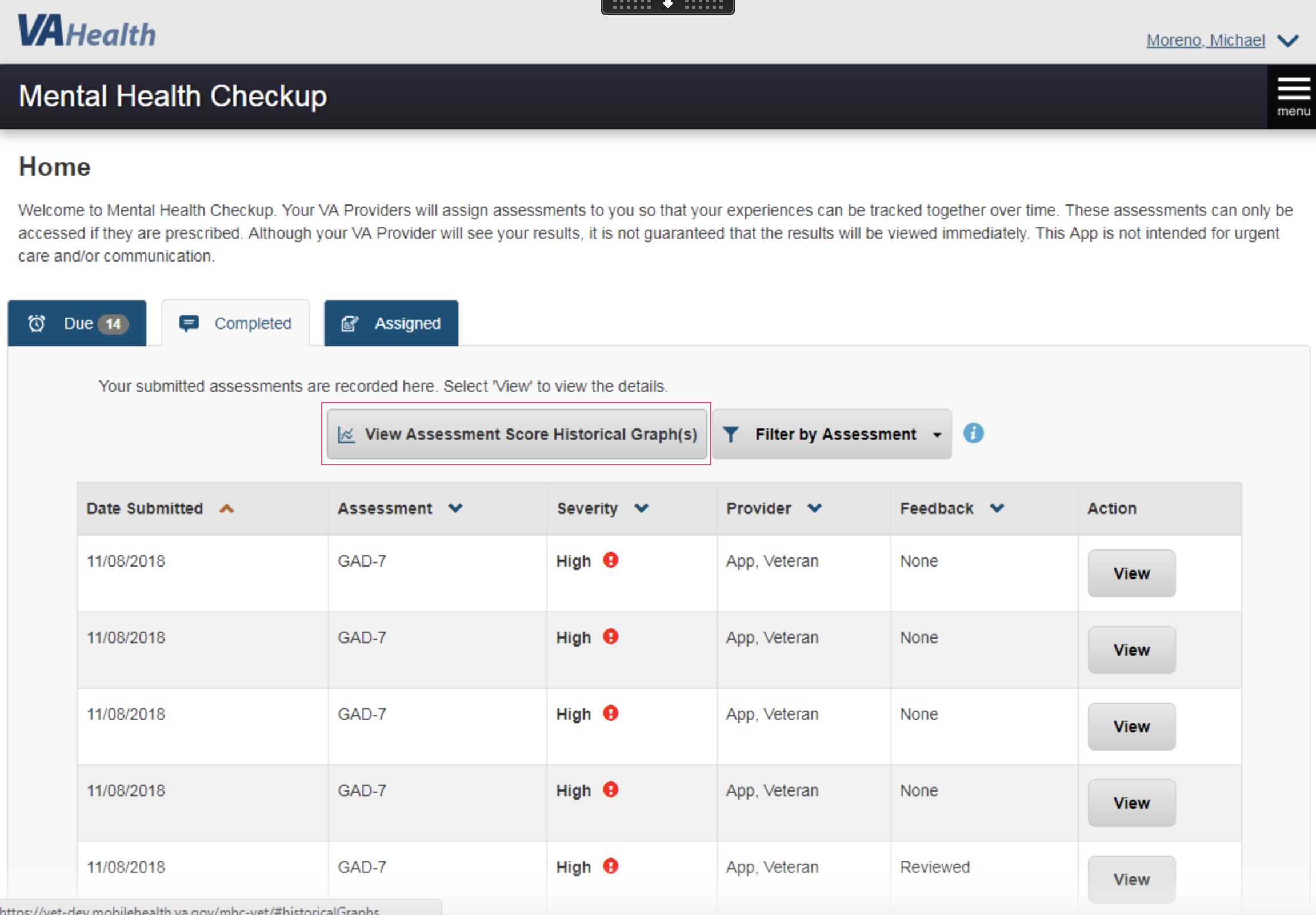




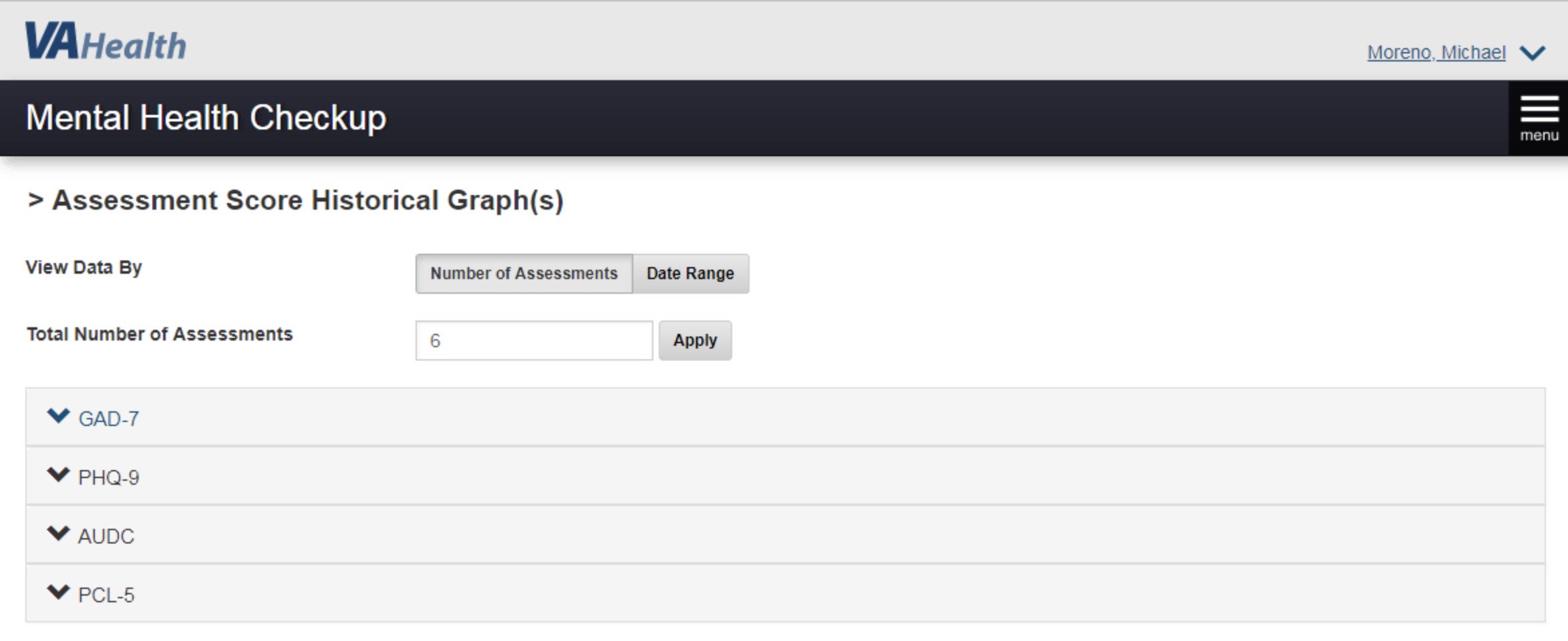
### Completed Assessment Graph

#### Completed Assessment Graph – View as Graph

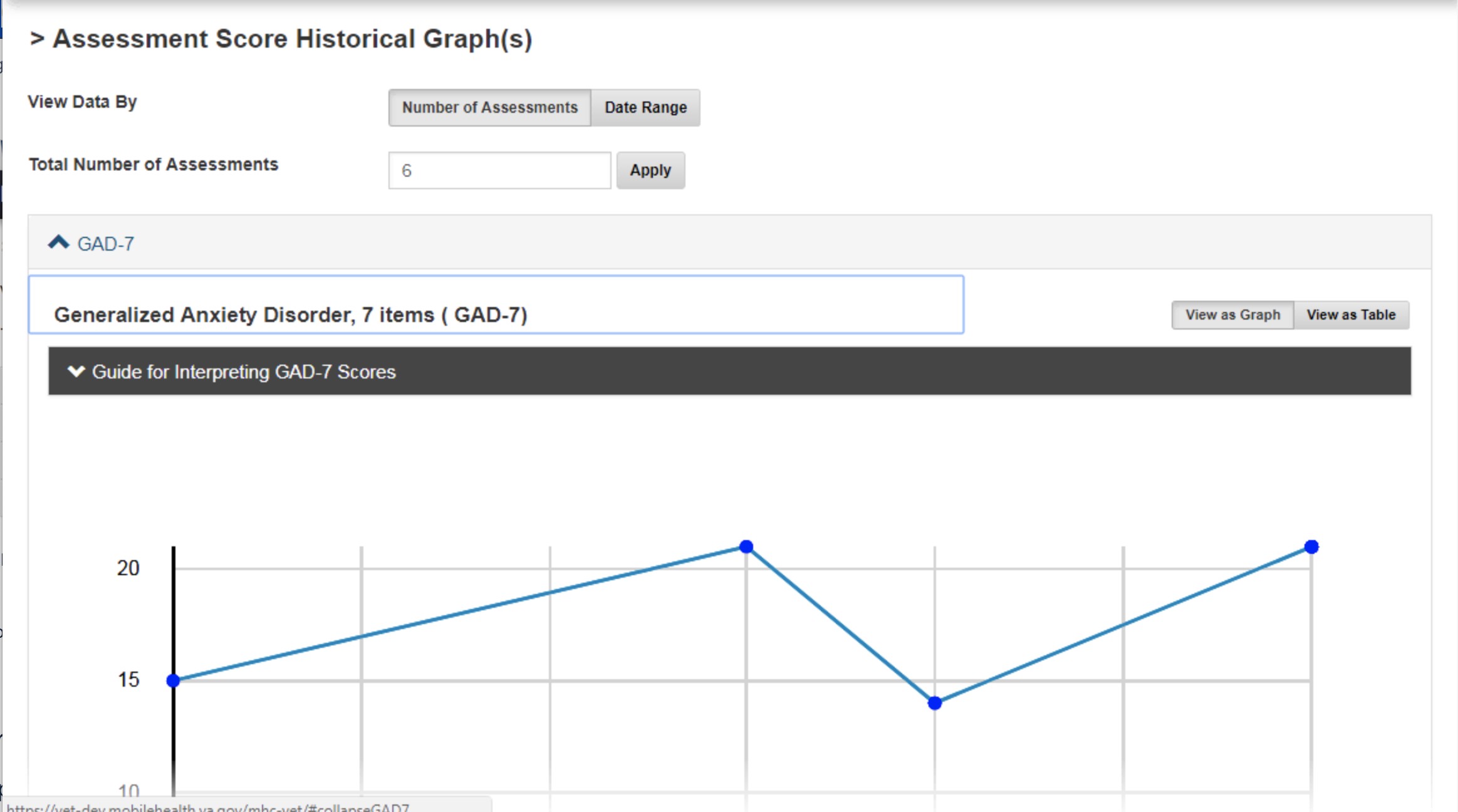
Tap **View Assessment Score Historical Graph(s)** on Completed Section to display a line graph depicting completed assessment scores. **View as Graph** is default.



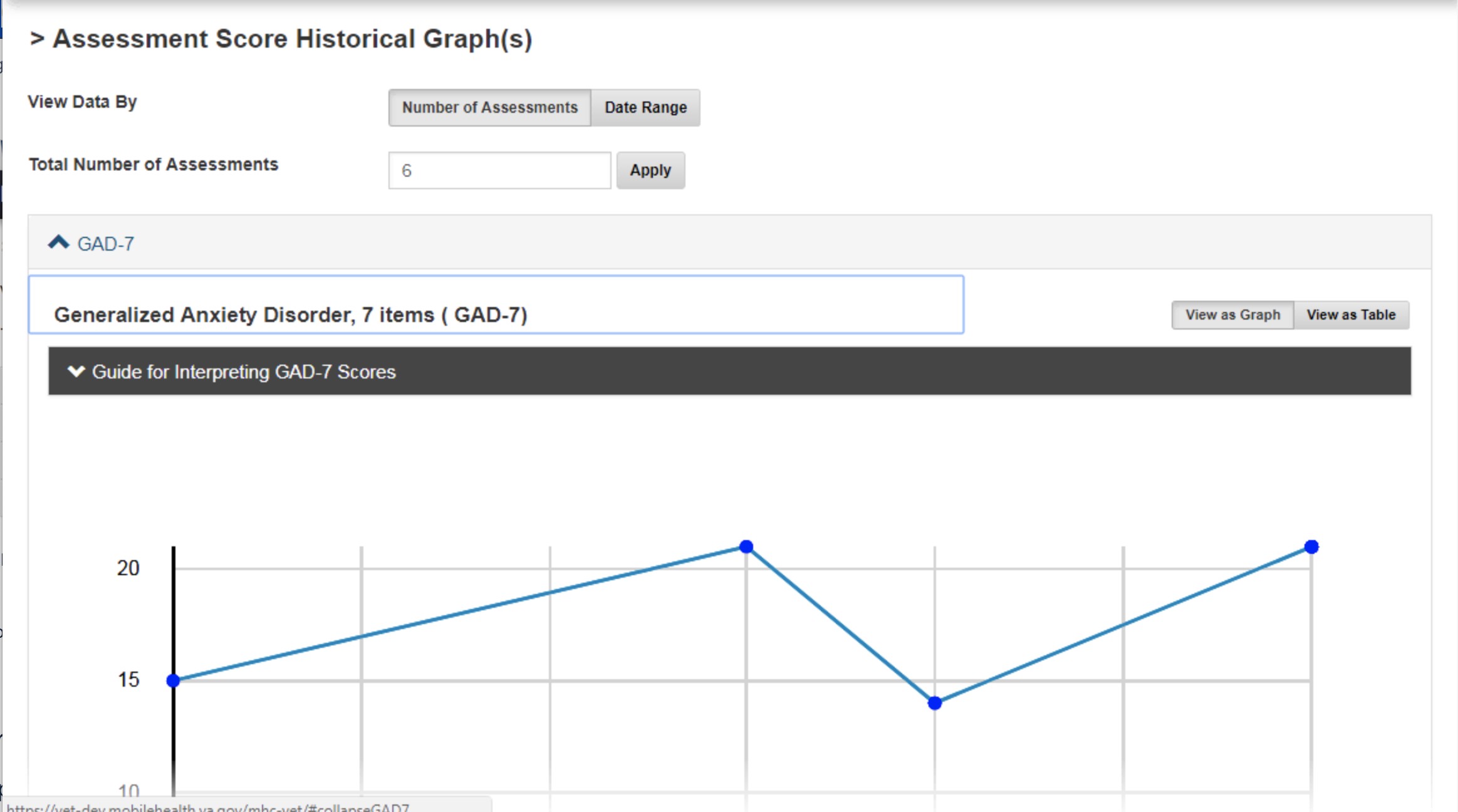
This provides an according list of assessments with historical graphs:



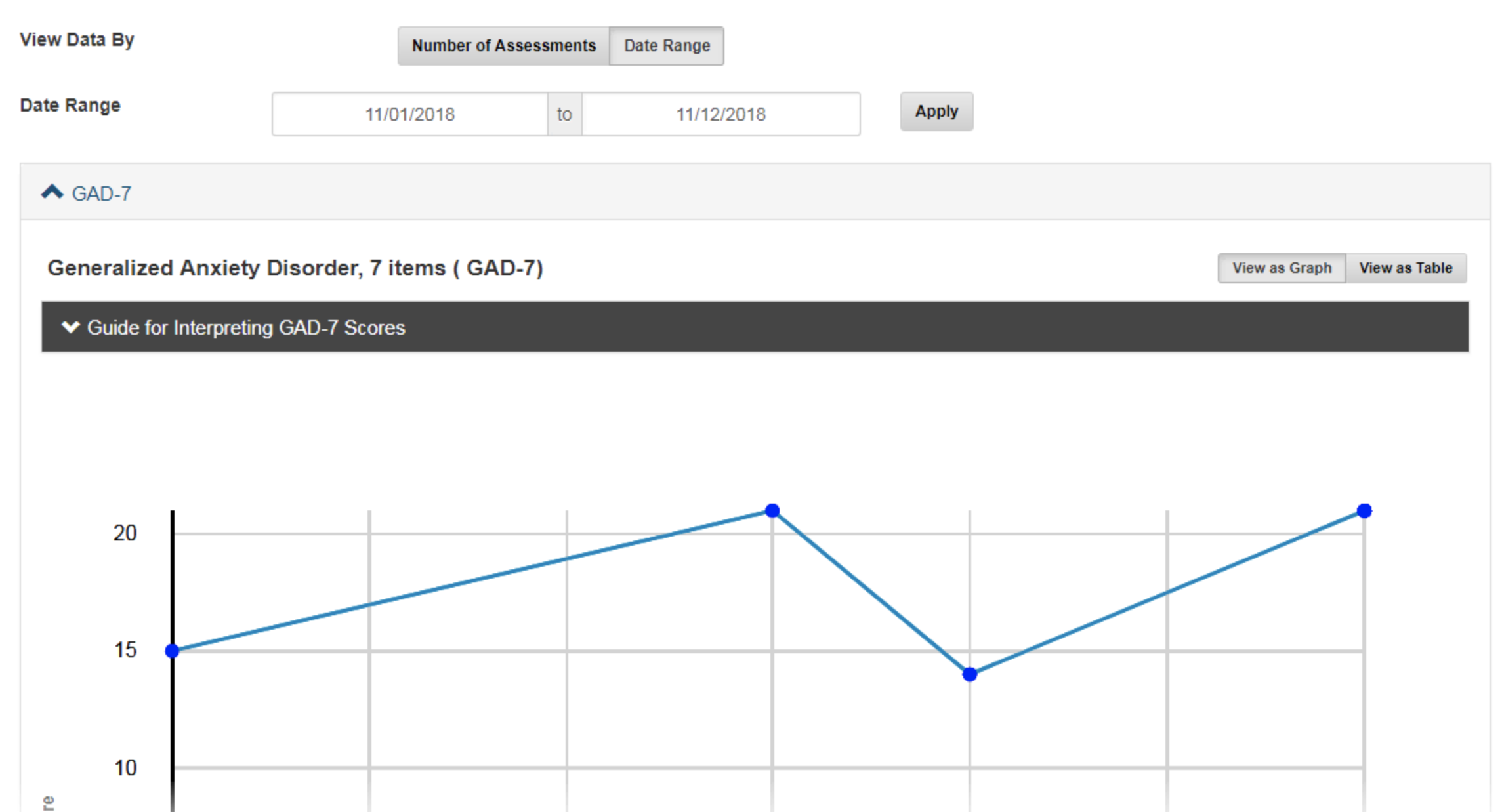
Expand the assessment section you wish to see by clicking on the assessment name:



You can filter the line graph by number of assessments

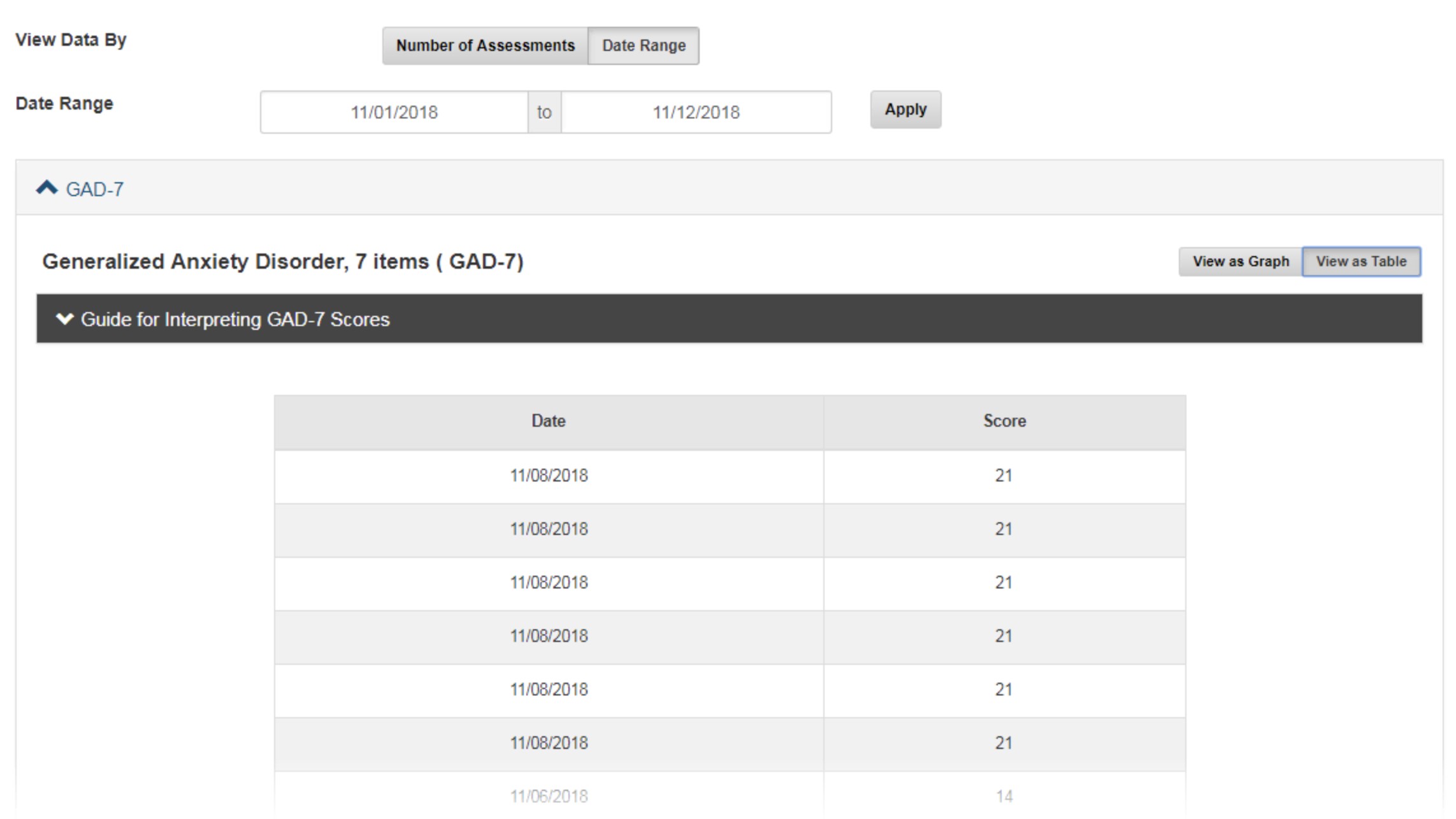


or by date range:



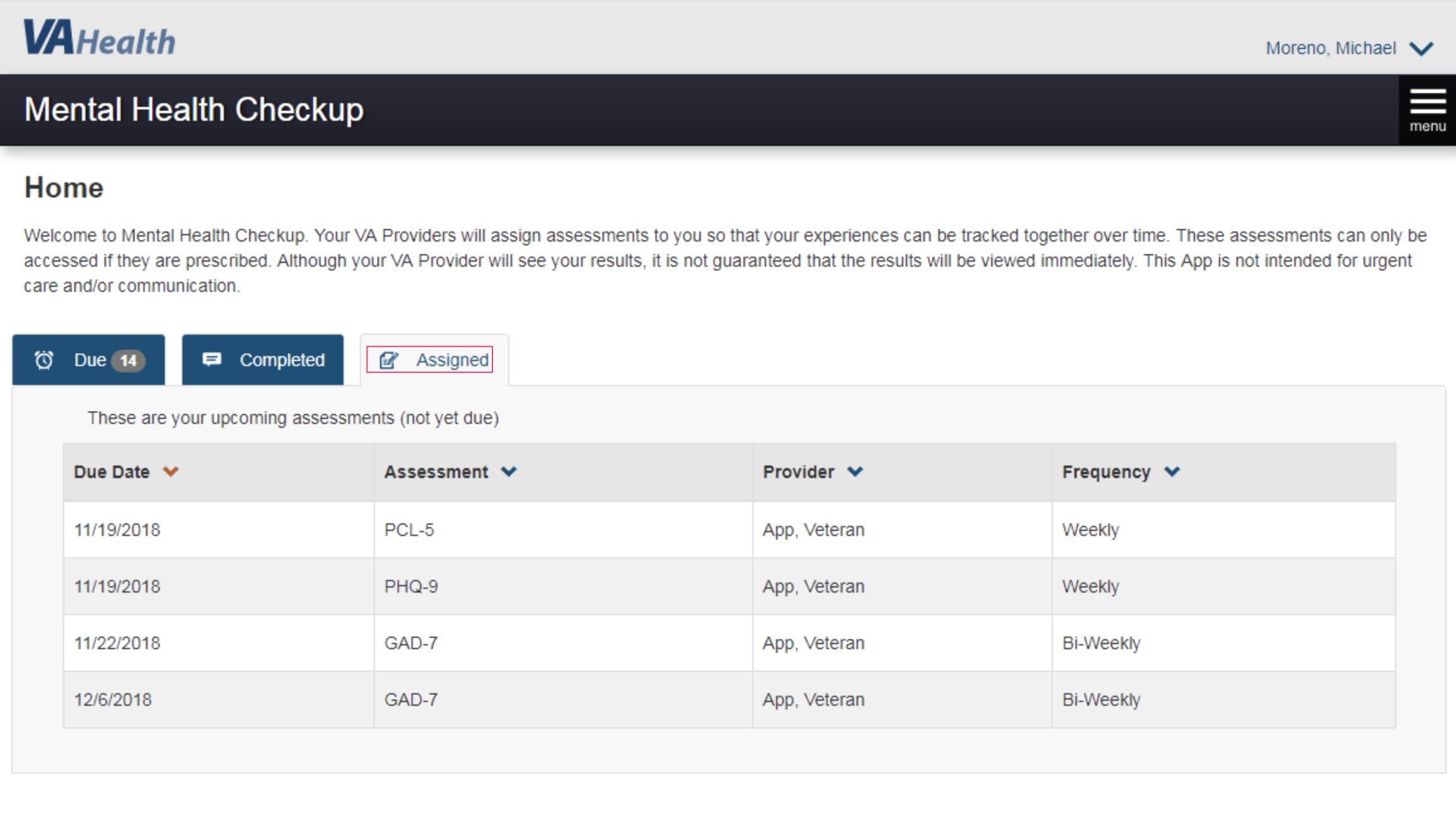
#### Completed Assessment Graph – View as Graph

Tap **View as Table** to display completed assessment list in table format.



**Assigned Assessments**

From the Home page, you can see your assigned assessments by clicking on the **Assigned** tab.



Each assigned assessment is displayed. List is initially displayed in Due Date order. Each column can be sorted if desired.

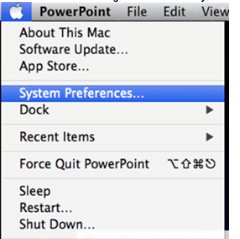
# Troubleshooting

## Apple Macintosh Users

### Missing Vertical Scrollbars

The Apple Macintosh OS has a feature to turn off vertical scrollbars. If you are not able to see vertical scrollbars in VA Mental Health Checkup, it is likely that this feature is turned on. To turn it off, follow these steps.

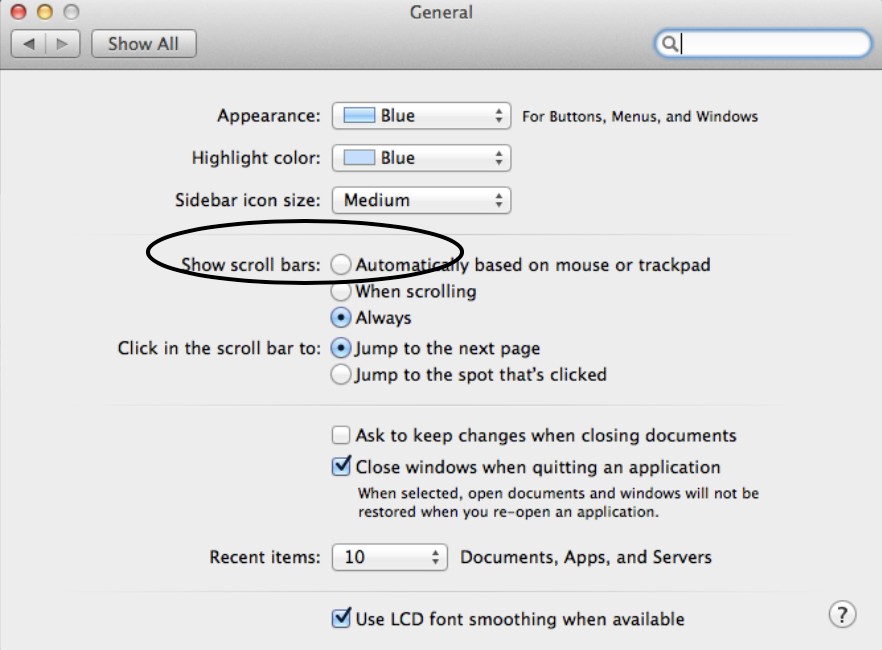
Click on the **Apple Logo**. Then **System Preferences**.



Click on the **General** logo.



Select the appropriate radio button to update the Show Scroll Bars section to **Always**.



The VA Mental Health Checkup screens should now show the vertical scrollbars