

**Veterans Choice Program  
Community Provider Portal**

**VHA Community Care User Guide**



**February 2017**

**Department of Veterans Affairs  
Office of Information and Technology (OI&T)**

## Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
2/9/16	0.0	Initial draft	CPP Team

## 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 CPP 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 should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

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# 1. Introduction

## 1.1. Purpose

The purpose of this guide is to familiarize users with the important features and navigational elements of the Veterans Choice Program (VCP) Community Provider Portal (CPP).

### 1.1.1. Disclaimers

#### 1.1.1.1. Software Disclaimer

*This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely if any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.*

#### 1.1.1.2. 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.*

### 1.1.2. Documentation Conventions

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

Descriptive text is presented in a proportional font (as represented by this font).

User's responses to online prompts (e.g., manual entry, clicks, etc.) will be **boldface** type.

## 2. System Summary

The Community Provider Portal (CPP) is a web-based system that facilitates interactions between employees in the VHA's Community Care department and Community Care Providers outside the VHA. The system is designed to improve the data gathering, documentation continuity, and workflow efforts for of the Department of Veterans Affairs (VA) Community Provider referral process.

The system:

- Creates a mechanism to enable the direct relationship between the VHA and Community Care Providers (i.e. Providers outside the VHA) so that VHA can develop a new network of Providers in accordance with the tenets set forth in the Veteran's Choice Act (i.e. VACAA)
- Implements a consistent user experience for Community Care Providers interacting with the VHA
- Increases the flow of content and relevant care information between Community Care Providers and the VHA
- Provides information via the web that encourages the use of a lower-cost distribution channel and reduces the administrative burden of the VHA back-office administration staff
- Improves the consistency and format of the content and the information transmitted between Community Care Providers and VHA
- Integrates with and Data Access Service (DAS). In the future, CPP will also integrate with Veterans Benefits Management System (VBMS), VISTa, VISTa Imaging, Fee Basis Claims System (FBCS), Community Provider Profile system (CPP), and Contract Payment and Reporting Module (CPRM).

### 2.1. System Configuration

CPP users require a computer that provides access to the VA network, as well as, login credentials (typically a VA user name, password and PIV card).

## 2.2. Data Flows

Once CPP is integrated with other systems, this section will contain a high-level, diagram showing how CPP integrates with other systems in the community care referral process.

## 2.3. User Roles

User roles are defined as responsibilities or privileges for various users of the system and are associated with an action that can be performed within the CPP system. CPP implements internal functionality by determining if a user has the responsibility or privilege to perform a certain action based on that user's role(s).

## 2.4. User Access Levels

CUI provides 3 user roles associated with specific privileges, as well as, an Application Administrator user role with admin privileges. For all user roles, a user's privileges define the features of the system that a user can access—and how elements in those areas appear—as well as the operations a user can perform within those areas. The following table provides more details.

**Table 1. User Roles and Privileges**

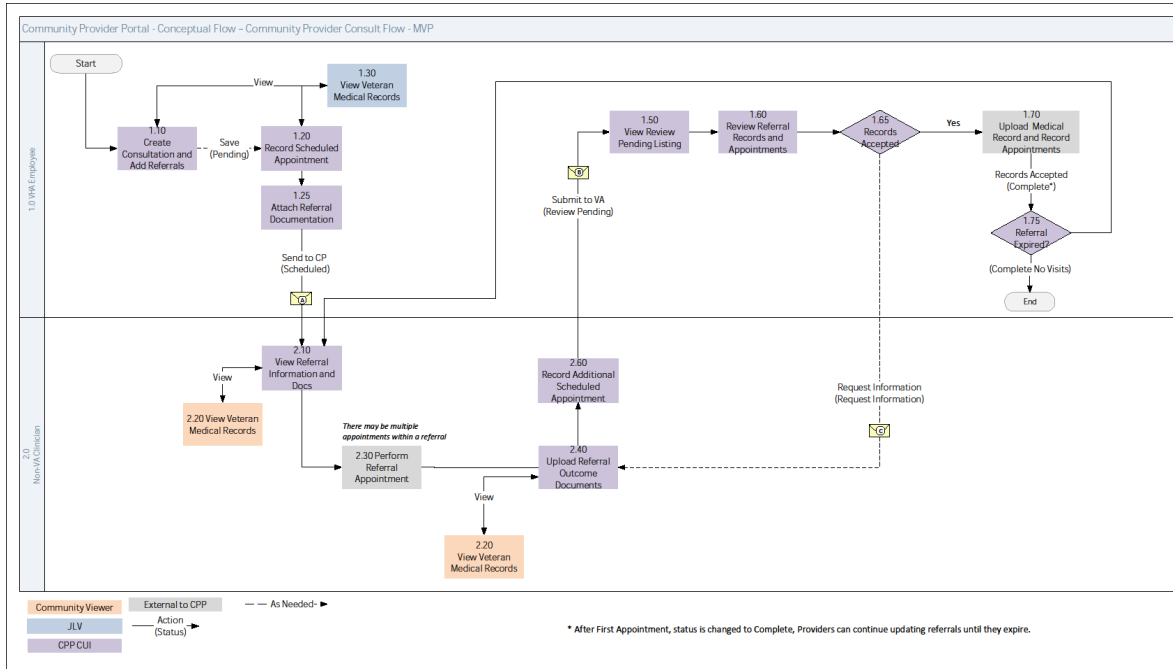
User Role	Privileges
Application Administrator	Add/modify/delete VHA users Add/modify/delete CP users Update user roles (privileges) Run administrator reports
VHA Coordinator	(For MVP) Add/update consultation records (For MVP) Add/update referral records View consultation records View referral records Update status Add/update/cancel appointments Review newly scheduled appointments Send referrals to Community Providers Add/view notes Upload/modify/open documents Review/download documents (Medical Records for export to JVL)
VHA Lead	All Privileges of Coordinator, plus the following: Assign Coordinators to specific referrals Run Lead Reports
CP Scheduler	Add/modify/delete appointments

User Role	Privileges
Community Provider	View referrals Add appointments Add/modify/delete documents Enter notes Submit referrals the VHA Add/update/submit SARs

## 2.5. Workflow

Figure 2 provides a high-level, overview of that illustrates how VHA Employees and Community Care Providers interact with Consultations, Referrals and SARs.

**Figure 2: Community Care Provider Portal Workflow Diagram**



## 2.6. Expected Volume

The following describes the estimated referral volume that the new system is expected to support.

### Referrals

- Per Location:
  - ~ 75-100 new Community Provider referrals arrive each day
  - ~50 referrals are returned with medical records each day per location.
- Nationwide:
  - ~14,000 new Community Provider Referrals arrive per day.
  - ~500,000 referrals are currently open and awaiting medical documents.
- Yearly: 3.6 million new referrals each year for all locations



## Consultations

- Note: The number of consultations may drop as bundling rolls out and multiple referrals become part of a single Consultation
- Per Location: ~ 75-100 new Community Provider consultations are created each day
- Nationwide: ~14,000 new Community Provider Consultations are created per day.
- Yearly: 3.6 million new Consultations are created each year for all locations

## 3. Getting Started

This section provides a general introduction to CPP from signing in to the system to a description of the landing page.

### 3.1. Sign In

To sign in to CPP, complete the following steps:

1. For the proof of concept, open your web browser to [cpp.veracityconsulting](http://cpp.veracityconsulting).
2. The system displays the following:

**Figure 1. VA Clinician User Interface (CUI) Sign-in Page**

VA Clinician User Interface

You need to sign in before continuing.

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. Use of this system may be monitored.

**Sign in**

Email

Password

☐ Remember me

**Log in**

[Forgot your password?](#)

[Didn't receive unlock instructions?](#)

[Sign in with SAML](#)

3. Enter Email Address
4. Enter Password
5. Click the **Log in** button. The system displays the CPP Dashboard:

## 3.2. CPP Dashboard

After signing in to CPP, the system displays a dashboard with the following elements:

- The **System Name** link, which returns the user to the dashboard, when clicked from any page in the site.
- Sign in status message in the upper left
- Your name as text in the upper right
- A **Supporting Apps** drop-down in the upper right that allows you to access a menu of application to which you have access based on your role (see **Error! Reference source not found.**)
- A **Sign out** button in the upper right
- The **Referrals** tab that provides access to Referral Queues on the left and filters on the right that can be used to find specific referrals that require processing.
- The **Consultations** tab that provides access to Consultation filters that can be used to find specific referrals that need processing.
- **Help** and **Feedback** links in lower right

Figure 2 shows a sample landing page—or dashboard—for a VHA Coordinator.

**Figure 2. VHA Coordinator Dashboard**

VA Clinician User Interface v2.1.20161128a-35e614b
VHA CC TestUser | Supporting Apps | Sign out

Signed in successfully.

Referrals
Consultations

Community Provider Referrals
Export Data

Referral Queues

- Pending (142)
- Active (143)
- Scheduled (143)
- Review Pending (145)
- Request Information (144)
- New Appointments
- Medical Record Letters

Filter

Date: From - To

First Name: First Name

Last Name: Last Name

SSN: XXX-XX-XXXX

Coordinator: All

Status:
☐ Pending
☐ Active
☐ Scheduled
☐ Complete
☐ Request Information
☐ Review Pending
☐ Complete No Visits

Authorization #: Authorization

Consult #: 20170207

Category of Care: All

Referral: All

VISN: All

Facility: All

Provider: All

Reset Filter
Filter

Patient Name	Referral	SSN	Date	Status	Coordinator	Provider	VISN:Facility
Joe Billy Jones, 1st	Home Care Visit	321-23-7701	2017-02-07	Request Information	VHA CC TestUser	Provider Name #0081	19: Facility Name #0031
Jane Billy Jones, 4th	MD Office Visit	321-23-7704	2017-02-07	Review Pending	VHA CC TestUser	Ben Carson, MD Associates LLC	2: Facility Name #0001

Showing 1 to 2 of 2 entries
Previous
1
Next

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[? Feedback](#)
[? Help](#)

The Supporting App menu is customized with the options appropriate for each role.  
The Supporting Apps menu options are shown in Table 2. Supporting Apps by User Role.

**Table 2. Supporting Apps by User Role**

User Role	Supporting Apps
VHA Coordinator	PPMS RefDoc JLV (PAM) CPRS Direct Imaging RAS (FSC) RAS (COTS) FBCS

Clinician User Interface  
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User Role	Supporting Apps
	PIT CCRS ES CRM ARS
VHA Lead/Triage	Same as above.

## 4. Add Consultation and Referrals

1. Click the **Add Consultation** button on the Consultation Landing page.

Figure 5. VHA Coordinator Dashboard

VA Clinician User Interface v2.1.20161128a-35e614b

VHA CC TestUser | Supporting Apps | Sign out

Referrals Consultations

Community Provider Consultations

**Add Consult** **Export Data**

Filter

Date: From - To Category of Care: All Authorization #: Authorization

First Name: First Name Ordering Physician: All Status: ☐ New ☐ Open ☐ Complete

Last Name: Last Name Consult #: 20170207

SSN: XXX-XX-XXXX VISN: All

Coordinator: All Facility: All

Reset Filter Filter

Patient Name	SSN	Episode of Care	Status	Ordering Physician	Date
Joe Billy Jones, 1st	321-23-7701	Sleep Study	New	Provider Name #0011	2017-02-07
Jane Billy Jones, 4th	321-23-7704	Sleep Study	New	Provider Name #0020	2017-02-07

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[Feedback](#) [Help](#)

2. Enter all required data on the Consultation Detail page and click the **Submit** button.

Figure 6. Consultation Detail Page

VA Clinician User Interface v2.1.20161128a-35e614b

VHA CC TestUser | Supporting Apps | Sign out

Referrals Consultations

Open Joint Legacy Viewer

**Veteran information**

SSN:  (Press tab to submit.)

Last Name:

First Name:

Middle Name:

Date of Birth:

Other Health Insurance: ☐ Unknown ☐ No ☐ Yes

**Category of Care**

Consultation Number:

Category of Care:

Request Priority: ☐ Routine ☐ Urgent

Period of Validity:  TO

Order:

**Ordering Physician**

If you wish to enter a non-VA physician: Enter the NPI below and click Tab to populate the physician's personal information fields (phone, fax, name, and contact name)

To enter a VA physician: leave the NPI field blank and enter the other text fields manually.

NPI:

Ordering Physician:

Telephone Number:

Fax Number:

Contact Name:

Submit

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[Feedback](#) [Help](#)

Once the record has been saved, the Referral section of the page appears. If you need to add a referral, continue to step 3, if not, continue to Step 4.

3. To create and link a Referral to this Consultation, enter a Referral Type, Authorization # and Provider and click the **Add Referral** button. Repeat this step for each Referral that is associated with this consultation.

- Click the **Submit** button. The Consultation record is saved, any new referrals records are created and the Consultation Landing page is re-displayed. If the new Consultation matches the selected filters, the record will appear. If not, change the filter criteria, click the **Filter** button, and the record will appear in the listing.

**Figure 7. Referral Table on the Consultation Detail Page**

**Referrals**

Referral	Authorization #	Community Provider	Date	Status	
Physician Visit	331698-1	Chip Patterson, M.D.	2016-10-05	Active	Edit
MRI	331698-2	Chip Patterson, M.D.	2016-10-04	Pending	Edit
CT Scan	331698-3	Chip Patterson, M.D.	2016-10-04	Pending	Edit
X-Ray	331698-4	Mike Miller, M.D.	2016-10-03	Pending	Edit

**Add New Referral**

Referral:

Authorization #:

Provider:

- At this point, the Referral has been created; however additional information regarding the referral can be added. See section **10. Edit an Existing Referral** for instructions on how to enter the remaining referral information.

## 5. Edit an Existing Consultation

1. Click the **Consultations** tab. The Consultations landing page will appear. All records that match the following criteria will display:
  - a. Referral Status = Pending, Active, Scheduled, Review Pending, Request Information, and Complete will be displayed. (Records with a Referral Status of “Complete No Visits” will not be displayed by default; however they can be accessed by using the Status filter)
  - b. Coordinator = All
  - c. Period of Validity End Date >= Today’s Date

Figure 8. Accessing the Consultation Landing Page

VA Clinician User Interface v2.1.20161128a-35e614b

VHA CC TestUser | Supporting Apps | Sign out

Referrals **Consultations**

Community Provider Consultations

Add Consult Export Data

Filter

Date: From - To Category of Care All Authorization # Authorization

First Name: First Name Ordering Physician: All Status: ☐ New ☐ Open ☐ Complete

Last Name: Last Name Consult # 20170207

SSN: XXX-XX-XXXX VISN: All

Coordinator: All Facility: All

Reset Filter Filter

Patient Name	SSN	Episode of Care	Status	Ordering Physician	Date
Joe Billy Jones, 1st	321-23-7701	Sleep Study	New	Provider Name #0011	2017-02-07
Jane Billy Jones, 4th	321-23-7704	Sleep Study	New	Provider Name #0020	2017-02-07

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? Feedback ? Help



- From the Consultation Landing page, enter one or more criteria in the Filter area at the top of the Consultations Landing page and click the Filter button. The table below will be populated with records that match the selected criteria.

**Figure 9. Filtering on the Consultation Landing Page**

VA Clinician User Interface v2.1.20161128a-35e614b

VHA CC TestUser | Supporting Apps | Sign out

Referrals Consultations

Community Provider Consultations [Add Consult](#) [Export Data](#)

**Filter**

Date:  From - To  Category of Care:  All  Authorization #:  Authorization

First Name:  First Name Ordering Physician:  All  Status: ☐ New ☐ Open ☐ Complete

Last Name:  Last Name Consult #:  20170207 [Reset Filter](#) **Filter**

SSN:  XXX-XX-XXXX VISN:  All  Coordinator:  All  Facility:  All

Patient Name	SSN	Episode of Care	Status	Ordering Physician	Date
Joe Billy Jones, 1st	321-23-7701	Sleep Study	New	Provider Name #0011	2017-02-07
Jane Billy Jones, 4th	321-23-7704	Sleep Study	New	Provider Name #0020	2017-02-07

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- Moving your cursor over the results allows you to highlight individual rows.  
Note: Filters can be cleared by clicking the **Reset Filter** button.
- Click to select the desired record. The Consultation Detail page will appear.

**Figure 10. VHA Consultation Detail Page**

VA Clinician User Interface v2.1.20161128a-35e614b VHA CC TestUser | Supporting Apps | Sign out

**Referrals** **Consultations**

Patient: Joe Billy Jones, 1st Consult: Sleep Study #20170207A Period of Validity: 02-01-2017 - 02-28-2017 [Open Joint Legacy Viewer](#)

**Veteran Information**

Last Name:   
 First Name:   
 Middle Name:   
 SSN:   
 Date of Birth:   
 Other Health Insurance: ☐ Unknown ☒ No ☐ Yes

**Category of Care**

Consultation Number:   
 Category of Care:   
 Request Priority: ☒ Routine ☐ Urgent  
 Period of Validity:  TO   
 Order:

**Ordering Physician**

NPI (for Non-VAs):   
 Ordering Physician:   
 Telephone Number:   
 Fax Number:   
 Contact Name:

**Referrals**

Referral	Authorization#	Community Provider	Date	Status
Home Care Visit	19530207A-01	Provider Name #0081	2017-02-07	<a href="#">Request Information</a>

Showing 1 to 1 of 1 entries Previous 1 Next

**Add New Referral**

Referral:   
 Authorization #:   
 Provider:   
[Add Referral](#)  
[Submit](#)

Department of Veterans Affairs [Feedback](#) [Help](#)

5. Modify the necessary data and click the Submit button

**Note:** If you wish to view one of the referrals list in the Referral table, simply click the link and the referral details page will appear.

Figure 11. Submit Consultation

VA Clinician User Interface v2.1.20161128a-35e614b
VHA CC TestUser | Supporting Apps | Sign out

Referrals
Consultations

Patient: Joe Billy Jones, 1st
Consult: Sleep Study #20170207A
Period of Validity: 02-01-2017 - 02-28-2017
Open Joint Legacy Viewer

Veteran Information

Last Name: Jones, 1st
First Name: Joe
Middle Name: Billy
SSN: 321-23-701
Date of Birth: 03/02/1953
Other Health Insurance:
☐ Unknown
☒ No
☐ Yes

Category of Care

Consultation Number: 20170207A
Category of Care: Sleep Study
Request Priority:
☒ Routine
☐ Urgent
Period of Validity: 02-01-2017 TO 02-28-2017
Order: Evaluate and Treat

Ordering Physician

NPI (for Non-VA): 19530603-0011
Ordering Physician: Physician Name #0011
Telephone Number: 318-555-0011
Fax Number: 202-555-0011
Contact Name: Provider Name #0011

Referrals

Referral	Authorization#	Community Provider	Date	Status
Home Care Visit	19530207A-01	Provider Name #0081	2017-02-07	Request Information

Showing 1 to 1 of 1 entries
Previous
1
Next

Add New Referral

Referral: Select Referral Type
Authorization #:
Provider: Use Ordering Provider: Provider NA

Add Referral

Submit

Department of Veterans Affairs
Feedback Help

6. For details on how to add a new referral, see section **6.Add a New Referral to an Existing Consultation**, followed by section **10.Edit Existing Referral**.

Note: Consultations cannot be deleted; however, the status of a Consultation can be set to “Closed”. [Need to add Consultation Status functionality. Unnecessary consultations can be closed manually with a status change on the detail page. Question: For most, will they be closed when all referrals have a referral status of “Complete No Visits” or will they be manually closed?]

## 6. Add a New Referral to an Existing Consultation

1. First, open the existing consultation by following the steps in section **5. Edit an Existing Consultation**.
2. Once the consultation is open, scroll down to the **Add New Referral** box, enter a Referral Type, Authorization # and Provider and click the **Add Referral** button. The new Referral appears in the Referral table.

Repeat this step for each new Referral to be associated with this consultation.

At this point you’ll have created the referrals and can move on to the next step, entering referral data (See section **10. Edit Existing Referral** for details on how to enter the remaining referral data, including attaching the Referral Packet.

Figure 12. Referral Table on the Consultation Detail Page

VA Clinician User Interface v2.1.20161128a-35e614b
VHA CC TestUser | Supporting Apps | Sign out

Referrals
Consultations

Patient: Joe Billy Jones, 1st
Consult: Sleep Study #20170207A
Period of Validity: 02-01-2017 - 02-28-2017
Open Joint Legacy Viewer

Veteran Information

Last Name: Jones, 1st
First Name: Joe
Middle Name: Billy
SSN: 321-23-7701
Date of Birth: 03/02/1953
Other Health Insurance: ☐ Unknown ☒ No ☐ Yes

Category of Care

Consultation Number: 20170207A
Category of Care: Sleep Study
Request Priority: ☒ Routine ☐ Urgent
Period of Validity: 02-01-2017 TO 02-28-2017
Order: Evaluate and Treat

Ordering Physician

NPI (for Non-VA): 19530603-0011
Ordering Physician: Physician Name #0011
Telephone Number: 318-555-0011
Fax Number: 202-555-0011
Contact Name: Provider Name #0011

Referrals

Referral	Authorization#	Community Provider	Date	Status
Home Care Visit	19530207A-01	Provider Name #0081	2017-02-07	Request Information

Showing 1 to 1 of 1 entries
Previous 1 Next

Add New Referral

Referral: Select Referral Type
Authorization #:
Provider: Use Ordering Provider: Provider ID
Add Referral

Submit

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Feedback Help

3. Click the **Submit** button. The Consultation is saved and the new referral(s) are created with a status of “Pending”.
4. See section **10. Edit Existing Referral** for instructions on how to enter the remaining Referral information.

## 7. Delete Consultation

Consultations cannot be deleted; however, the status of a Consultation can be set to “Closed”. Unnecessary consultations can be closed manually with a status change on the detail page. See section **5. Edit an Existing Consultations** for instructions on how to edit consultation status.

## 8. View Referral Queue

1. Click one of the **Queue** links on the Referral Landing page (i.e., Pending, Active, etc.). The results set will be populated with all records that match the criteria for the selected queue.

Figure 13. Referral Queues on the VHA Coordinator Dashboard

VA Clinician User Interface v2.1.20161128a-f3a798f

VHA CC TestUser | Supporting Apps | Sign out

Signed in successfully.

Referrals Consultations

Community Provider Referrals [Export Data](#)

**Referral Queues**

- Pending (143)
- Active (143)
- Scheduled (143)
- Review Pending (143)
- Request Information (143)
- New Appointments
- Medical Record Letters

**Filter**

Date: From - To

Authorization #: Authorization

First Name: First Name

Consult #: Consultation

Last Name: Last Name

Category of Care: All

SSN: XXX-XX-XXXX

Referral: All

Coordinator: All

VISN: All

Status: ☒ Pending ☐ Active ☐ Scheduled ☐ Complete

☐ Request Information ☐ Review Pending ☐ Complete No Visits

Facility: All

Provider: All

[Reset Filter](#) [Filter](#)

Patient Name	Referral	SSN	Date	Status	Coordinator	Provider	VISN:Facility
Jane Doe Smith, Oth	Occupational Therapy Visit	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0006	8: Facility Name #0006
Jane Doe Smith, Oth	Radiology-Ultrasound	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0013	19: Facility Name #0013
Jane Doe Smith, Oth	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0010	15: Facility Name #0010
Jane Doe Smith, Oth	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0024	8: Facility Name #0024
Jane Doe Smith, Oth	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0038	4: Facility Name #0038
Jane Doe Smith, Oth	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0012	17: Facility Name #0012
Jane Doe Smith, Oth	Labs	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0033	21: Facility Name #0033
Jane Doe Smith, Oth	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0054	6: Facility Name #0004
Jane Doe Smith, Oth	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0012	17: Facility Name #0012
Jane Doe Smith, Oth	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0040	6: Facility Name #0040

Showing 1 to 10 of 143 entries

Previous 1 2 3 4 5 ... 15 Next

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[Feedback](#) [Help](#)

2. The Queues display records based on the following criteria:

- STAT: Request Priority = Urgent and Referral status <> Closed No Visits.
- Pending: Referral Status = Pending
- Active: Referral Status = Active
- Scheduled: Referral Status = Scheduled
- Review Pending: Referral Status = Review Pending
- Request Information: Referral Status = Request Information
- New Appointments: Appointment created by CP and appointment reviewed=No
- Medical Record Letters: ML\_Reminder\_3 = Sent. When Referral Status is updated to Review Pending, all three ML\_Reminders are reset to their default value (No/Null).
- Expired: Period of Validity has passed and the status does not equal "Complete No Visits"

3. The number in parentheses following the name of each queue indicates how many records will appear in that queue.

## **9. Add Referral**

See the following sections to add a referral:

### **Section 4. Add Consultation and Referrals**

Describes how to add referrals when a consultation is first created.

### **Section 5. Add New Referral to an Existing Consultation**

Describes how to add referrals after a consultation has been created

### **Section 10. Edit an Existing Referral**

Describes how to add referral details and upload the Referral Packet after a referral has been created using one of the processes mentioned in Section 4 and Section 6.



## 10. Edit an Existing Referral

1. On the Referral Landing page, enter one or more criteria in the Filter area at the top of the page and click the **Filter** button. The table below will be populated with records that match the selected criteria.

Figure 14. Filter Referrals on the VHA Coordinator Dashboard

VA Clinician User Interface v2.1.20161128a-f3a798f

Signed in successfully.

VHA CC TestUser | Supporting Apps | Sign out

Referrals | Consultations

Community Provider Referrals [Export Data](#)

**Referral Queues**

- Pending (143)
- Active (143)
- Scheduled (143)
- Review Pending (143)
- Request Information (143)
- New Appointments
- Medical Record Letters

**Filter**

Date: From - To

First Name: First Name

Last Name: Last Name

SSN: XXX-XX-XXXX

Coordinator: All

Status: ☒ Pending ☐ Active ☐ Scheduled ☐ Complete ☐ Request Information ☐ Review Pending ☐ Complete No Visits

Authorization #: Authorization

Consult #: Consultation

Category of Care: All

Referral: All

VISN: All

Facility: All

Provider: All

[Reset Filter](#) **Filter**

Patient Name	Referral	SSN	Date	Status	Coordinator	Provider	VISN:Facility
Jane Doe Smith, 0th	Occupational Therapy Visit	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0006	8: Facility Name #0006
Jane Doe Smith, 0th	Radiology-Ultrasound	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0013	19: Facility Name #0013
Jane Doe Smith, 0th	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0010	15: Facility Name #0010
Jane Doe Smith, 0th	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0024	8: Facility Name #0024
Jane Doe Smith, 0th	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0038	4: Facility Name #0038
Jane Doe Smith, 0th	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0012	17: Facility Name #0012
Jane Doe Smith, 0th	Labs	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0033	21: Facility Name #0033
Jane Doe Smith, 0th	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0054	6: Facility Name #0004
Jane Doe Smith, 0th	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0012	17: Facility Name #0012
Jane Doe Smith, 0th	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0040	6: Facility Name #0040

Showing 1 to 10 of 143 entries

Previous 1 2 3 4 5 ... 15 Next

Department of Veterans Affairs

[Feedback](#) [Help](#)

2. Move your cursor over the result to highlight the row of the record you would like to edit.

Figure 15. Select Records on the VHA Coordinator Dashboard

VA Clinician User Interface v2.1.20161128a-f3a798f VHA CC TestUser | Supporting Apps | Sign out

Signed in successfully.

**Referrals** **Consultations**

**Community Provider Referrals** Export Data

**Referral Queues**

- Pending (143)
- Active (143)
- Scheduled (143)
- Review Pending (143)
- Request Information (143)
- New Appointments
- Medical Record Letters

**Filter**

Date:  From  To

First Name:

Last Name:

SSN:

Coordinator:

Status: ☒ Pending ☐ Active ☐ Scheduled ☐ Complete

☐ Request Information ☐ Review Pending ☐ Complete No Visits

Authorization #:

Consult #:

Category of Care:

Referral:

VISN:

Facility:

Provider:

[Reset Filter](#) Filter

Patient Name	Referral	SSN	Date	Status	Coordinator	Provider	VISN:Facility
Jane Doe Smith, Oth	Occupational Therapy Visit	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0006	8: Facility Name #0006
Jane Doe Smith, Oth	Radiology-Ultrasound	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0013	19: Facility Name #0013
Jane Doe Smith, Oth	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0010	15: Facility Name #0010
Jane Doe Smith, Oth	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0024	8: Facility Name #0024
Jane Doe Smith, Oth	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0038	4: Facility Name #0038
Jane Doe Smith, Oth	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0012	17: Facility Name #0012
Jane Doe Smith, Oth	Labs	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0033	21: Facility Name #0033
Jane Doe Smith, Oth	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0054	6: Facility Name #0004
Jane Doe Smith, Oth	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0012	17: Facility Name #0012
Jane Doe Smith, Oth	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0040	6: Facility Name #0040

Showing 1 to 10 of 143 entries Previous 1 2 3 4 5 ... 15 Next

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- Click to open the desired record. The Referral Detail page will appear. The page displays tabs for the various parts of the Referral.
- On the Referral Details tab
  - Modify the necessary data and click the **Save** button. The record will be saved.
  - You'll notice the Coordinator field on this page. The Coordinator field allows referrals to be assigned to specific Community Care Coordinators for management.

Figure 16. Referral Details Tab

VA Clinician User Interface v2.1.20161128a-f3a798f
VHA CC TestUser | Supporting Apps | Sign out

Referrals
Consultations

Patient: Jane Doe Smith, 0th
Consultation: Dental #01-0001
Period of Validity: 01-01-2017 - 01-31-2017
Last Updated: 2017-02-07 19:47:47 UTC

Referral:
Radiology-CT Scan
Pending

Referral Details
Appointments
Documents
Status
Notes

### Overview

Name: Jane Doe Smith, 0th  
SSN: 321-23-7700  
Address: 1000 Any Street Blvd, P.O. Box 1000,  
Columbia, MD 21046  
Ordering Physician: Ben Carson, MD  
Order: Evaluate and Treat  
Request Priority: Routine  
Category of Care: Dental

Coordinator: VHA CC TestUser
Date: 2017-02-07 19:47:47 UTC  
Authorization #: xyzzy-01-0002-0005  
VISN: 15: VA Heartland Network  
Facility: Facility Name #0010

---

Community Provider

Is the Ordering Provider performing the service?
☐ Yes
☒ No

Community Provider: Provider Name #0010

NPI: 19530603-0010  
Specialty: Physician/Internal Medicine,  
Physician/Osteopathic Manipulative  
Medicine, Physician/Neurology  
Address: 0010 Any Street Blvd, P.O. Box 0010,  
Bossier City, LA 71111  
Telephone Number: 318-555-0010  
Fax Number: 202-555-0010

---

Requested Service

Please see the Referral Package on the Documents tab for additional details.

ICD-10 Diagnosis Code(s): H83.2X, M27.49, O36.71, S01.22  
Procedure Code(s): X2725  
Anticipated Dates: 18 days (Anticipated Dates of Service or Expected Length of Stay)  
Duration of Treatment/Procedure: 3 days (Length of time of treatments/procedures)  
Frequency of Treatment/Procedure: every day (Number of treatments/procedures per week(s) or month(s))  
Number of Visits: 6  
Cost Estimate: \$ 5766.29  
Justification for Care: VA facility does not provide the require

Save Referral

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5. Select the Appointments tab to create, modify or delete appointments.

**Figure 17. Appointments Tab**

VA Clinician User Interface v2.1.20161128a-f3a798f

VHA CC TestUser | Supporting Apps | Sign out

Referrals Consultations

Patient: Jane Doe Smith, 0th Consultation: Dental #01-0001 Period of Validity: 01-01-2017 - 01-31-2017

Last Updated: 2017-02-07 19:47:47 UTC

Referral: Radiology-CT Scan Pending

Referral Details

**Appointments**

Documents

Status

Notes

**Add New Appointment**

Appointment Description:

Community Provider: Provider Name #0010 [Select Alternate Provider](#)

Appointment Date/Time:

**Add Appointment**

Type of Appointment	Scheduled By	Date
type two	Billy Boy, III	02/09/2017 19:45
type one	Joe Bob, Jr.	02/17/2017 19:45

Showing 1 to 2 of 2 entries

Previous 1 Next

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6. To add an appointment, enter the required data in the **Add New Appointment** box and click the **Add Appointment** button. The new appointment will be added to the Appointment table.

Figure 18. Adding Appointment

VA Clinician User Interface v2.1.20161128a-f3a798f

VHA CC TestUser | Supporting Apps | Sign out

Referrals Consultations

Patient: Jane Doe Smith, Dth Consultation: Dental #01-0001 Period of Validity: 01-01-2017 - 01-31-2017

Last Updated: 2017-02-07 19:47:47 UTC

Referral: Radiology-CT Scan Pending

Referral Details

Appointments

Documents

Status

Notes

**Add New Appointment**

Appointment Description:

Community Provider: Provider Name #0010 [Select Alternate Provider](#)

Appointment Date/Time:

**Add Appointment**

Type of Appointment	Scheduled By	Date
type two	Billy Boy, III	02/09/2017 19:45
type one	Joe Bob, Jr.	02/17/2017 19:45

Showing 1 to 2 of 2 entries

Previous 1 Next

Department of Veterans Affairs

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- To Edit an appointment, select the record in the table. The record will pre-populate in the form. Make any necessary changes and click the **Update** button. [Does button label toggle from Add to Update yet?]

8. Select the **Documents** tab. This page allows you to add the Referral Packet and any additional Medical Records that are received.

**Figure 19. Documents Tab**

VA Clinician User Interface v2.1.20161128a-f3a798f

VHA CC TestUser | Supporting Apps | Sign out

Referrals Consultations

Patient: Jane Doe Smith, 0th Consultation: Dental #01-0001 Period of Validity: 01-01-2017 - 01-31-2017

Last Updated: 2017-02-07 19:47:47 UTC

Referral: Radiology-CT Scan Pending

Referral Details

Appointments

**Documents**

Status

Notes

**Add New Document**

Document Name:  [Browse](#)

Document Type:  Select document type:

[Add Document](#)

File Name	Document Type	Uploaded By	Reviewed By	Date
<a href="#">2016_rubykaigi.pdf</a>	Referral Packet	Scheduling Qtc	<input type="checkbox"/> Reviewed	February 7, 2017 at 7:47 PM
<a href="#">1-10-500-500-100.jpg</a>	VHA Form	All Qtc	<input type="checkbox"/> Reviewed	February 7, 2017 at 7:47 PM

Showing 1 to 2 of 2 entries

Previous [1](#) Next

Department of Veterans Affairs

[Feedback](#) [Help](#)

9. Select the **Browse** button. The **Browse** dialog box appears.
10. Select the desired file (i.e., a Medical Packet) and click the **Open** button.  
The name of the document will pre-populate the File Name field.
11. Select the appropriate Document Type from the drop-down and click the **Add Document** button. The new document will be added to the Documents table.  
Repeat steps A-C to add any additional Medical Records.
12. To edit a document, select the record in the table. The record will pre-populate in the form. Make any necessary changes and click the **Update** button. [Does the button label toggle from Add to Update yet?]

13. Select the **Status** tab

Figure 20. Status Tab

The screenshot displays the VA Clinician User Interface. At the top, a dark blue header bar contains the text "VA Clinician User Interface v2.1.20161128a-f3a798f" on the left and "VHA CC TestUser | Supporting Apps | Sign out" on the right. Below the header, there are two tabs: "Referrals" (selected) and "Consultations". The main content area is divided into a header section and a main body. The header section shows "Patient: Jane Doe Smith, 0th", "Consultation: Dental #01-0001", and "Period of Validity: 01-01-2017 - 01-31-2017". Below this, a "Referral:" label is followed by a dropdown menu showing "Radiology-CT Scan" and a "Pending" status. The main body is divided into a left sidebar and a right main area. The sidebar contains a list of tabs: "Referral Details", "Appointments", "Documents", "Status" (selected), and "Notes". The main area is titled "Status" and contains a "New Status:" label followed by a list of radio buttons: "Pending", "Active" (selected), "Scheduled", "Review Pending", "Request Information", "Complete", and "Complete No Visits". Below this is a "Message:" label followed by a large text input area. At the bottom of the main area is a dark blue button labeled "Update Referral Status". The footer of the interface includes the Department of Veterans Affairs logo on the left and links for "Feedback" and "Help" on the right.

14. Select the appropriate status, enter a note, if desired, and click the **Submit** button. The status of the Referral is updated. If the status is updated to Scheduled or Request Information, an email is sent to the Community Provider's email address. The Referral Details tab is re-displayed. In addition, the status change appears as a record on the Notes tab.

Status	Description
Pending	Pending referrals have not yet been assigned to a Coordinator
Active	Active referrals are currently being edited by a Coordinator. While a referral is in the Active status, the Coordinator is adding referral details, uploading Medical Records, such as the Referral Packet, and entering details related to the 1 <sup>st</sup> appointment.
Scheduled	Scheduled referrals have the 1 <sup>st</sup> appointment scheduled. When the Coordinator sets the status of a referral to Scheduled, an email is sent to the Community Provider notifying them of the referral.
Review Pending	Review Pending referrals have Medical Records that need VHA review. When the Community Provider has seen the patient and entered all necessary medical records, they send the referral back to the VHA. As they do this, the status becomes “Review Pending” and the referral appears in the “Review Pending” queue.
Request Information	Request Information referrals need additional medical records or information. When a Coordinator reviews a referral that has been returned by a Community Provider and feels more information is needed, they’ll set the status to “Request Information” and provide a description of the additional information that is needed. The system will send the Community Provider an email containing the description. Once the Community Provider uploads the necessary medical records, they’ll return the referral to the VHA and it will again appear in the “Review Pending” queue.
Complete	Complete referrals have been reviewed by the VHA and contain all of the necessary Medical Records after the first appointment. The Medical records have been reviewed and uploaded into the patient’s official medical record in CPRM. Referrals that require multiple appointments will remain in the Complete status until all appointment have occurred.
Complete No Visits	Complete No Visit Referrals require no additional appointments. The referral is essentially closed. It remains visible for 30 extra days in case additional medical records need to be added.



15. Select the **Notes** tab to review referral activity.

**Figure 21. Notes Tab**

The screenshot displays the VA Clinician User Interface v2.1.20161128a-f3a798f. The top navigation bar includes the user 'VHA CC TestUser' and links for 'Supporting Apps' and 'sign out'. The interface has two main tabs: 'Referrals' and 'Consultations'. The 'Referrals' tab is active, showing patient information: 'Patient: Jane Doe Smith, 0th', 'Consultation: Dental #01-0001', and 'Period of Validity: 01-01-2017 - 01-31-2017'. A 'Referral' dropdown is set to 'Radiology-CT Scan' with a status of 'Pending'. On the left, a sidebar lists 'Referral Details', 'Appointments', 'Documents', 'Status', and 'Notes' (which is selected). The main area is titled 'Notes' with a prompt 'Describe actions that have taken place in relation to the case.' and a large text input field. Below the input field is a 'Submit' button. A table of notes is displayed, highlighted with a red border. The table has columns for 'User', 'Notes', and 'Date'. It contains two entries, both from 'Joe Bob Billy Boy' on 'February 7, 2017 at 7:47 PM'. The first entry is 'This is referral\_note #1 for referral #26 for consultation #2 for veteran #1' and the second is 'This is referral\_note #0 for referral #26 for consultation #2 for veteran #1'. Below the table, it says 'Showing 1 to 2 of 2 entries' with 'Previous' and 'Next' navigation buttons. The footer includes the Department of Veterans Affairs logo and links for 'Feedback' and 'Help'.

User	Notes	Date
Joe Bob Billy Boy	This is referral_note #1 for referral #26 for consultation #2 for veteran #1	February 7, 2017 at 7:47 PM
Joe Bob Billy Boy	This is referral_note #0 for referral #26 for consultation #2 for veteran #1	February 7, 2017 at 7:47 PM

16. Review the records on the notes page to understand what has transpired in relation to the referral. This page allows you to see when status changes occurred and when additional information was requested.
17. If necessary, enter a note in the Add Note box and click the Submit button. The note is added to the top of the Notes table. (Note: Notes cannot be edited once submitted. This page may shift to more of a read-only audit trail. In this case, secure communication would occur via Direct Messaging)

## 11. Switch to a Different Referral

1. From any tab in the referral, you can easily switch to another referral for the selected Veteran using the **Referral** drop-down that appears in the Referral Header. Once you select a different referral, the page refreshes with details related to the newly selected referral.

Figure 22. Referral Drop-down

The screenshot displays the VA Clinician User Interface v2.1.20161128a-f3a798f. The top navigation bar includes the user 'VHA CC TestUser', 'Supporting Apps', and a 'Sign out' link. The main interface has two tabs: 'Referrals' and 'Consultations'. The 'Referrals' tab is active, showing patient information: 'Patient: Jane Doe Smith, Oth', 'Consultation: Dental #01-0001', and 'Period of Validity: 01-01-2017 - 01-31-2017'. A 'Referral' drop-down menu is open, showing a list of referral types: 'Radiology-Ultrasound' (selected), 'Select community provider', 'MD Office Visit', 'Echocardiogram', 'EMG', 'Home Care Visit', 'Inpatient Surgery', 'Labs', 'Occupational Therapy Visit', 'Outpatient Surgery', 'Physical Therapy Visit', 'Radiology', 'Radiology-CT Scan', 'Radiology-Mammogram', and 'Radiology-MRI'. The status of the referral is 'Pending'. A 'Update Referral Status' button is visible at the bottom of the referral details section. The footer includes the Department of Veterans Affairs logo and links for 'Feedback' and 'Help'.

## 12. Delete Referral

1. Referrals cannot be deleted. Instead, the status of a referral that is complete or is no longer needed can be set to “Closed No Visits”. When referrals are set to Closed No Visits, Community Providers have 30 extra days to add any remaining medical records. See **10.7 Edit Referral - Select the Status tab** for instructions on how to change the status of a referral.

## 13. Add SAR (Future Functionality)

1. On the Referral Landing page, highlight the desired **Referral** record and click to display the Referral record. The Referral Detail page will appear with the **Referral Details** tab selected.
2. Click the **Add SAR** button in the Referral header. The SAR Detail page appears.
3. Enter the required data and click the **Submit** button. The new SAR will be saved and sent to FBCS. Eventually, if a community provider will be providing the service, the SAR may flow back into CPP as a new Consultation.

## 14. Provide Feedback on Site

1. From any page in the application, you can click the Feedback link in the footer to provide feedback to the creators of the application.

Figure 23. Feedback Link in the Footer

VA Clinician User Interface v2.1.20161128a-f3a798f

VHA CC TestUser | Supporting Apps | Sign out

Signed in successfully.

Referrals Consultations

### Community Provider Referrals

Export Data

**Referral Queues**

- Pending (143)
- Active (143)
- Scheduled (143)
- Review Pending (143)
- Request Information (143)
- New Appointments
- Medical Record Letters

**Filter**

Date: From - To

Authorization #: Authorization

Consult #: Consultation

Category of Care: All

Referral: All

VISN: All

Facility: All

Provider: All

First Name: First Name

Last Name: Last Name

SSN: XXX-XX-XXXX

Coordinator: All

Status: ☒ Pending ☐ Active ☐ Scheduled ☐ Complete


☐ Request Information ☐ Review Pending ☐ Complete No Visits

[Reset Filter](#) [Filter](#)

Patient Name	Referral	SSN	Date	Status	Coordinator	Provider	VISN:Facility
Jane Doe Smith, 0th	Occupational Therapy Visit	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0006	8: Facility Name #0006
Jane Doe Smith, 0th	Radiology-Ultrasound	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0013	19: Facility Name #0013
Jane Doe Smith, 0th	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0010	15: Facility Name #0010
Jane Doe Smith, 0th	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0024	8: Facility Name #0024
Jane Doe Smith, 0th	Radiology-CT Scan	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0038	4: Facility Name #0038
Jane Doe Smith, 0th	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0012	17: Facility Name #0012
Jane Doe Smith, 0th	Labs	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0033	21: Facility Name #0033
Jane Doe Smith, 0th	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0054	6: Facility Name #0004
Jane Doe Smith, 0th	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC2 TestUser	Provider Name #0012	17: Facility Name #0012
Jane Doe Smith, 0th	Radiology-MRI	321-23-7700	2017-02-07	Pending	VHA CC TestUser	Provider Name #0040	6: Facility Name #0040

Showing 1 to 10 of 143 entries

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 Department of Veterans Affairs

[? Feedback ? Help](#)

2. On the Feedback form, your name and email address are pre-populated; however, they can be edited. Select a Topic from the drop-down, enter your feedback in the description box, and then click the **Submit** button. Your feedback will be sent to the application development team.

**Figure 24. Feedback Form**

The screenshot shows the 'VA Clinician User Interface v2.1.20161128a-f3a798f' header. On the right, it says 'Ben Carson | Supporting Apps | Sign out'. Below the header, there's a 'Referrals' tab. The main content area is titled 'About You' and contains two input fields: 'Name' with 'John Smith' and 'Email address' with 'jsmith@practicename.com'. Below this is a section titled 'Leave Your Feedback' with a 'Topic' dropdown menu set to 'Please select' and a large 'Description' text area. A 'Submit' button is at the bottom of the form. At the very bottom of the page, there's a footer with the Department of Veterans Affairs logo and links for 'Feedback' and 'Help'.

3. A “Thanks for your feedback” message appears at the top of the page, just below the header.

**Figure 25. Feedback Thank You Message**



# 15. Sign Out

1. Select the **Sign out** link in the header to sign out of the application. The system signs you out of the system and re-displays the **Sign In** page, so you can sign on again.

Figure 26. Sign Out Link in the Header

The screenshot displays the VA Clinician User Interface. At the top, a dark blue header bar contains the text "VA Clinician User Interface v2.1.20161128a-f3a798f" on the left, and "VHA CC TestUser | Supporting Apps | **Sign out**" on the right. The "Sign out" link is circled in red. Below the header, a green bar indicates "Signed in successfully." The main content area is titled "Community Provider Referrals" and includes a sidebar with "Referral Queues" (Pending (143), Active (143), Scheduled (143), Review Pending (143), Request Information (143), New Appointments, Medical Record Letters) and a "Filter" section. The filter section contains fields for Date, First Name, Last Name, SSN, Coordinator, Authorization #, Consult #, Category of Care, Referral, VISN, Facility, and Provider, along with checkboxes for Status (Pending, Active, Scheduled, Complete) and Request Information, Review Pending, and Complete No Visits. A table below the filter section lists 10 entries of referrals, including Patient Name, Referral, SSN, Date, Status, Coordinator, Provider, and VISN/Facility. The footer includes the Department of Veterans Affairs logo and a "Feedback ? Help" link.

# Appendix A. Frequently Asked Questions

## **Q. What questions shall we include?**

A. We'll include all questions that would provide value. As you test the site, please feel free to suggest FAQs that cross your mind.