REVAMP Patient Platform 1.0

User Guide



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Revision History

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

| Date | Revision | Description | Author |
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| 05/24/17 | 1.0 | User Guide created in VIP format | REVAMP Technical Writer |

**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 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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# Introduction

## Purpose

The purpose of this guide is to familiarize users with the important features and navigational elements of the REVAMP Patient Platform.

## Document Orientation

### Organization of the Manual

The major sections of this user guide are as follows:

1. Introduction – Contains general information about the user guide.
2. System Summary – Gives an overview of the REVAMP Patient Platform, including technical information.
3. Getting Started – Provides guidance for accessing and exiting REVAMP.
4. Using the Software – Presents a series of scenarios to guide the user through the major functions of REVAMP.
5. Troubleshooting – Provides troubleshooting guidance for common issues using REVAMP.
6. Acronyms and Abbreviations – Defines the acronyms and abbreviations used in this guide.

### Assumptions

This guide was written with the following assumed experience/skills of the audience:

* User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
* User has been registered as a REVAMP Patient Platform user by his or her VA sleep clinician or sleep medicine team.
* User is using the REVAMP Patient Platform to facilitate his or her treatment for sleep apnea.
* User has valid veteran credentials that can be used with the Single Sign-on External (SSOe) service, such as a DS Logon or PIV card. (For more information, see “Logging On” below.)
* User has completed any prerequisite training.

### Coordination

Coordination between REVAMP and the organizations below occurs prior to enterprise deployment of the application. However, continuous coordination with Identity and Access Management (IAM) and the Mobile Application Environment (MAE) is required to ensure that the applications remain functional and accessible.

Table 1: REVAMP Coordinating Organizations

| **Organization** | **Description** |
| --- | --- |
| Identity and Access Management (IAM) | Provides the Single Sign-on External (SSOe) service that allows users to log in to the application. |
| Philips Healthcare | Supplies treatment data from PAP devices. |
| ResMed Corp | Supplies treatment data from PAP devices. |
| Mobile Application Environment (MAE) | Is responsible for the hosting of the application. |
| VA Mobile Service Desk | Provides help and technical support for users of the REVAMP applications. |

### Disclaimers

#### 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.

#### 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

All user data presented in the images of this guide is fictitious. Descriptive text is presented in a proportional font (as represented by this font). “Snapshots” of computer online displays (i.e., character-based screen captures/dialogs) and computer source code are shown in a non-proportional font and enclosed within a box. Important information, such as the user's responses to online prompts (e.g., manual entry, taps, clicks, etc.) are in boldface type.

### References and Resources

The following documents are referenced or were used in the preparation of this user guide:

REVAMP Veteran System Design Document (SDD) Addendum - [Link](https://wiki.mobilehealth.va.gov/display/REVAMP/REVAMP+Veteran+SDD+Addendum)

MAP VAMF System Design Document (SDD) - Located in the SEDR 15-1276 folder.

## National Service Desk and Organizational Contacts

If you need assistance with the Remote Veterans Apnea Management Platform (REVAMP) App, dial **1-877-470-5947** to speak with a Help Desk Representative. The Help Desk is open Monday - Friday from 7 a.m. to 7 p.m. CST. For TTY assistance, dial 711. If you have questions about your DS Logon account, visit [mobile.va.gov/dslogon](https://mobile.va.gov/dslogon) or dial 1-800-983-0937 for assistance. Mobile App Training: Please visit [mobile.va.gov/appstore](https://mobile.va.gov/appstore), and search for the REVAMP App to access training materials.

# System Summary

The Remote Veterans Apnea Management Platform (REVAMP) is the second phase of an employee innovation project to implement and disseminate a personalized, interactive web service for the clinical management of Veterans with Obstructive Sleep Apnea (OSA). REVAMP has demonstrated the potential to lower costs, improve treatment compliance, and improve the health care experience for patients with OSA, the fourth most common chronic condition in the Veteran population.

The Remote Veterans Apnea Management Platform (REVAMP) consists of a Patient Platform and a Provider Platform. In the Patient Platform, veterans with sleep apnea will confirm their demographic information, answer questionnaires regarding sleep health, review the treatment data from their PAP devices graphically, correspond with providers, and have access to educational material about their condition. The Patient Platform can be accessed from a computer or from a mobile device, such as a smartphone.

## System Configuration

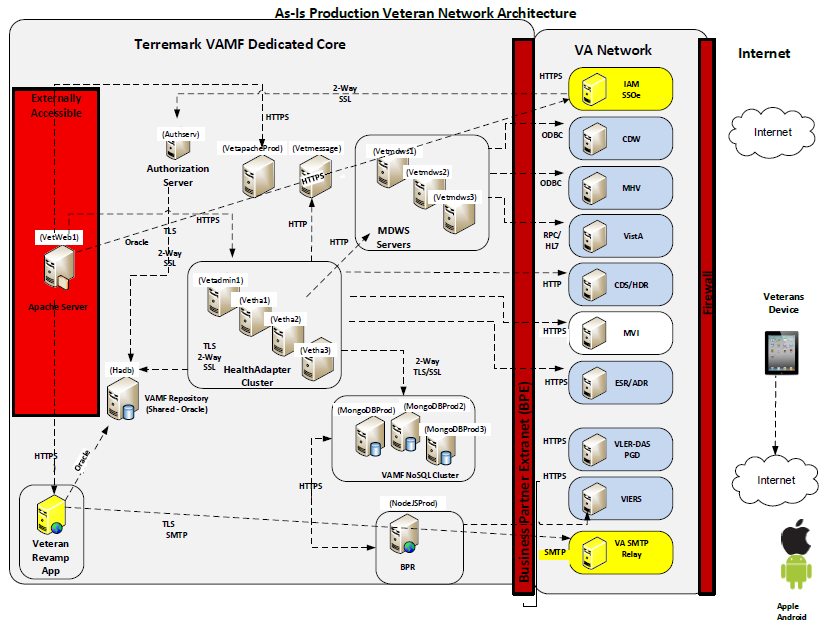


Figure 1: REVAMP Patient Platform Network Architecture

The Veteran app server receives authenticated and proxied HTTPS veteran traffic from VETWEB1. VETWEB1 server connects to IAM SSOe that provides single sign on services to the SSO agent on VETWEB1. The veteran application utilizes an Oracle database backend. The application also sends notifications to users out to the VA SMTP Relay.

REVAMP utilizes native Oracle functionality to encrypt data in transit between the Oracle database and the Veteran app server. The encryption algorithm used is AES 256 bit and data integrity is also checked using SHA 384 hash algorithm. Oracle is configured to utilize FIPS 140-2 compliant algorithms for encryption and hashing operations.

For details, see the REVAMP Patient Platform SDD Addendum.

## Data Flows

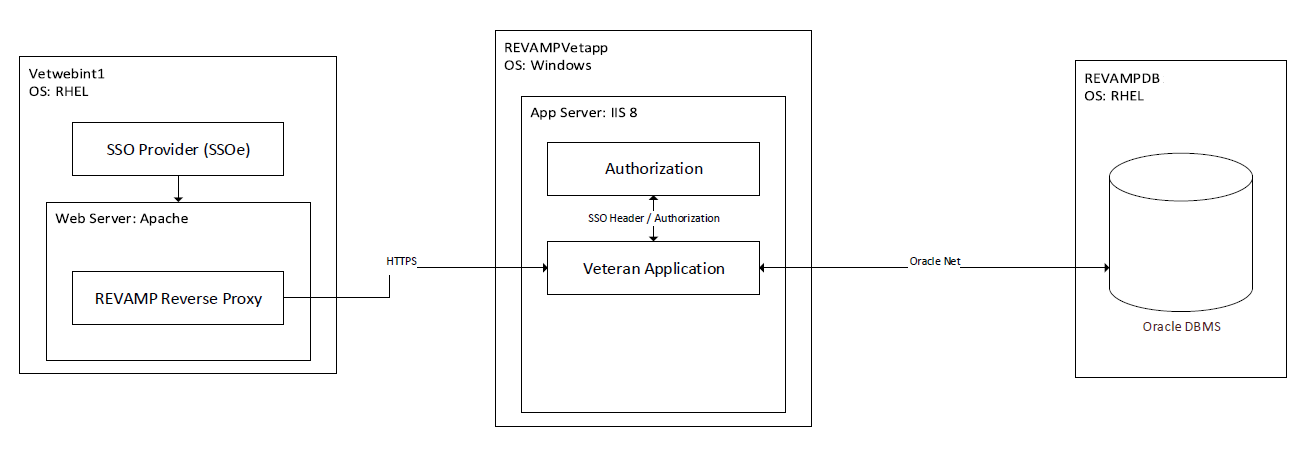


Figure 2: REVAMP Patient Platform Conceptual Diagram

The deployment diagram illustrates the physical and logical components of the REVAMP system. Starting from left to right.

The RHEL vetwebint1 server depicts the REVAMP Apache reverse proxy server component along with the SSO Provider (SSOe) component. As user traffic reaches the reverse proxy, it is processed by Apache which is integrated with the SSO provider to authenticate the traffic and inject the authentication header into the HTTPS connection that is reaching back to the veteran application server. The SSO agent itself communicates with external providers in this case (SSOe) to provide user validation and attributes about the user. External communications are not depicted in this diagram as this is pertaining to REVAMP specific components. However, detailed information on ports and protocols are described in the PPS as well as the network architecture diagrams.

The Windows REVAMPVetApp server once again depicts the IIS based REVAMP application. The application serves content to the users coming in via the reverse proxy. The HTTPS traffic is parsed by the custom REVAMP Authorization module; this module takes the authentication header information and authorizes users for specific roles within the REVAMP application. Unlike the staff application, there are no MVI or ResMed connectors for the veteran facing applications. The REVAMP application is database driven and connects to an Oracle database using the Oracle connector utilizing TLS encryption.

As in the Staff diagrams, the RHEL REVAMPDB server depicts the shared Oracle database that exists within the MAE.

## User Access Levels

All users of the REVAMP Patient Platform have access to all portions of the system. Users will be led through introductory steps (the REVAMP intake) before being granted access to the full functionality of the platform.

## Continuity of Operation

The REVAMP apps are housed and operate on web servers housed in the VA Dedicated cloud at the Terremark facility (MAE) in Culpeper, VA. This cloud provides all necessary backup and restore capabilities for all VA mobile apps.

A diagram of the servers in the MAE is included in the MAP\_VAMF\_SDD located in the SEDR 15-1276 folder. REVAMP will be installed in the same enclave within Terremark under the same management and security controls.

The Terremark Disaster Recovery Plan and Operation Plan are in the in the SEDR15-1276 directory labeled BCP Book 15 - NCR Disaster Recovery Plan.

DR Requirements such as RTO and RPO are documented in the MAP VAMF SDD. The RPO requirements are met by online real-time data backups to the Miami facility and while 0 is the goal, minor loss of data can occur depending on the timing and nature of interruptions.

# Getting Started

## Logging On

Veterans who are registered in REVAMP can access the Patient Platform from the VA App Store (<https://mobile.va.gov/app/revamp-veterans>) or from the AccessVA website (<https://access.va.gov/accessva/>). This will bring the user to the REVAMP Patient Platform Landing Page.

|  |  |
| --- | --- |
| On the Patient Platform Landing Page, the user should click the **Log into REVAMP** button either on the left side of the screen or in the top right part of the screen. This will open a popup with login options for the Single Sign-On External (SSOe) service. | REVAMP Patient Platform Landing Page  Figure 3: REVAMP Patient Platform Landing Page |
| The user should select the credential service provider (CSP) that he or she uses or would like to use to sign in. These credentials can be used to log into a variety of VA apps that implement the SSOe service. The available options for logging into REVAMP are **Department of Defense Self-Service Logon (DS Logon)**, **DoD CAC Card**, **VA PIV Card**, **Norton by Symantec**, **USAA Member Logon**, and **VA Logon**. The user may also click on the **Learn More** link to find out more about the sign-in options. | 9b57b26efa40797f98ee83d0564c9afd  Figure 4: Landing Page with SSOe Login Popup |
| Depending on the CSP that he or she chooses, the user may need to review a notice about being redirected to the CSP site. The user should review the information and then click **Next**. | 48fab84c9e79492373e8f997607e19ee  Figure 5: SSOe Login Popup Redirect Notice |
| Next, the user will be taken to the login screen or window for the CSP that he or she chose. The user may follow instructions on the screen to log in or create an account with the CSP. To the right are examples of the login screens for DS Logon and Norton by Symantec.  After authenticating with the CSP, the user will be logged into the REVAMP Patient Platform. | d4dd8a5ea54ffd7b85e4061fba11ad60  Figure 6: DS Logon Login Screen  ce90d6ac0ed90a3641537255e69d3704  Figure 7: Norton by Symantec Login Screen |

## System Menu

The application menu in the REVAMP Patient Platform is shown or hidden by default depending on the size of the user's screen or browser window. When accessing the Patient Platform from a desktop or laptop, the menu will likely always be shown on the left. When accessing from a smartphone or tablet, the menu will likely be hidden by default but can be brought up on the left side of the screen by clicking the Menu button in the top left corner. Clicking the Menu button again or clicking outside of the menu will cause the menu to be hidden again.

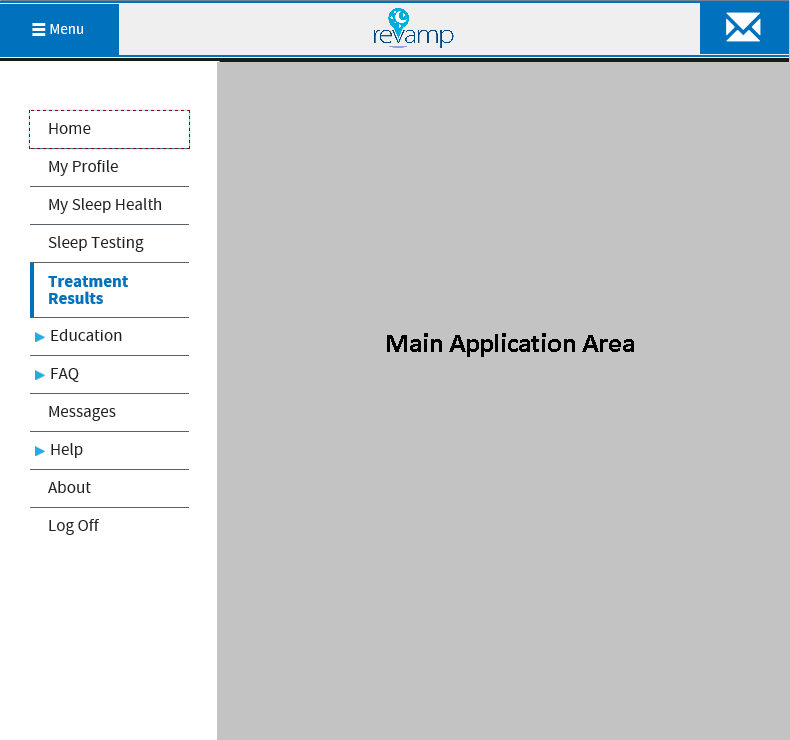


Figure 8: REVAMP Patient Platform Menu

* **fe3e98866d338c82c7ce566dd69bd6e5 Menu Button** - Shown in the top left corner of the screen when the user is on a small device, such as a smartphone or tablet. Clicking it alternately expands and collapses the menu.
* **Home** - Takes the user to the Treatment Results screen.
* **My Profile** - Takes the user to the My Profile screen.
* **My Sleep Health** - Takes the user to the My Sleep Health screen.
* **Sleep Testing** - Takes the user to the Sleep Testing screen. Only available if the user has a scheduled sleep study that has not been performed.
* **Treatment Results** - Takes the user to the Treatment Results screen.
* **Education Sub-Menu**
  + **What Is Sleep Apnea?** - Takes the user to the *What Is Sleep Apnea?* educational page.
  + **All other Education pages** - Takes the user to the corresponding educational page. These pages can be created, edited, and deleted by Super Admins in the Provider Platform.
* **FAQ Sub-Menu**
  + **Sleep Apnea 101** - Takes the user to the Sleep Apnea 101 FAQ page.
  + **My PAP Unit** - Takes the user to the My PAP Unit FAQ page.
  + **Troubleshooting PAP Treatment** - Takes the user to the Troubleshooting Problems with My PAP Treatment FAQ page.
* **Messages** - Takes the user to the My Inbox screen.
* **Help Sub-Menu**
  + **Contact Info** - Takes the user to the Contact Info page.
  + **User Manual** - Takes the user to the User Manual page.
* **About** – Opens a popup with version information for the application.
* **Log Off** - Logs the user off the Patient Platform and returns him or her to the landing page.
* 866a8cd30cde2bfd22c0c6864266a653 **Message Center Alerts** - Shows the number of unread messages in the user's inbox (if any). Clicking takes the user to the My Inbox screen.

## Changing User ID and Password

The login process for the REVAMP Patient Platform is managed through the Single Sign-on External service (SSOe). In order to change the credentials they use to log in, patients will need to follow the appropriate process for the credential service provider (CSP) that they use for SSOe. For example, if a patient set up his or her SSOe login through Norton by Symantec, that patient would need to follow procedures to reset his or her Norton username or password. More information can be found on the [AccessVA website](https://access.va.gov/accessva/about#updatecred).

## Exit System

In order to exit the REVAMP Patient Platform, the user must simply click the Log Off button at the bottom of the menu on the left. If viewing the application on a mobile device or a small screen, the user may need to click the Menu button in the top left corner in order to access the menu. The user may close his or her browser window to exit the system as well.

The REVAMP Patient Platform implements a timeout functionality that will automatically log the user off after 15 minutes of inactivity, with a warning shown when there are 5 minutes remaining.

# Using the Software

In order to perform any of the actions below, the patient must be logged in to the REVAMP Patient Platform. (See above.)

Additionally, all actions except "Communicate Securely with Providers" require the patient to have completed the REVAMP Intake. (See below.)

## Complete REVAMP Intake

The first time a patient logs in to the REVAMP Patient Platform, he or she will be led through the REVAMP Intake, which is a process designed to confirm the patient's profile information, familiarize him or her with sleep apnea and REVAMP, and have him or her respond to some clinical questionnaires. The REVAMP Intake can be completed during multiple sessions; patients who leave the Patient Platform during the process will be brought to the step they left off on when they come back.

|  |  |
| --- | --- |
| The first step of the REVAMP Intake is called My Profile and is estimated to take 5 minutes. The patient should read the introductory information on the first page and then click **Next**. | C:\4b069d165407bb776b94041996e6572d  Figure 9: REVAMP Intake - My Profile Page 1 |
| The second page of the My Profile step presents the First Name, Middle Initial (MI), Last Name, and Email address on record for the patient. If any of the information is incorrect or missing, the patient may enter or change it using the text box fields. After reviewing the information and making any necessary changes, the patient should click **Next**. The information on the page and any changes will be saved. | C:\f87efd626b7b580339f5f163f1a49bf3  Figure 10: REVAMP Intake - My Profile Page 2 |
| The remaining pages of the My Profile step (four in total) will ask the patient to confirm or enter additional profile information. As with the second page, the patient should enter or correct the information as necessary and click **Next** to save it and move on to the next page.  If the patient wishes to return to a previous page at any point, he or she may click **Back** to navigate back to that page.  **Note**: The Social Security field is read-only and cannot be edited by the patient. If the Social Security Number listed is incorrect, the patient must contact a provider at his or her sleep clinic and request a correction. | C:\a492066fb4edc3a57bd693fa39775086  Figure 11: REVAMP Intake - My Profile Page 5 |
| The second step of the REVAMP Intake is called About REVAMP and is also estimated to take 5 minutes. On this step, the patient should click on the **play button** to play the About REVAMP video, which will provide a brief explanation of sleep apnea treatment and REVAMP. After watching the video, the patient should click **Next** to move on to the next step.  If the patient wishes to return to the My Profile step at any point, he or she may click the **Back** button or the **blue arrow with a green checkmark** in the top left corner of the screen. | C:\ad742f9eede5371cfee9028054b0f253  Figure 12: REVAMP Intake - About REVAMP |
| The third and last step of the REVAMP Intake is called My Sleep Health and is estimated to take 25 minutes. On the first page of this step, the patient will see a list of questionnaires that he or she will complete to help the sleep provider(s) diagnose his or her sleep problem. The patient should read the instructions and then click **Next** to be taken into the first questionnaire.  If the patient wishes to return to the My Profile or About REVAMP steps at any point, he or she may click the **Back** button or the appropriate **blue arrow with a green checkmark** at the top of the screen. (The leftmost arrow is for My Profile, while the middle arrow is for About REVAMP.) | C:\e885a5e6a503850292b25e27789f9729  Figure 13: REVAMP Intake - My Sleep Health |
| The first questionnaire, Initial Information, will be shown. The patient should **respond to all questions in the questionnaire** using the available radio buttons, checkboxes, text box fields, and drop-down selectors. The questions and responses shown on this questionnaire and others in the REVAMP Intake will vary depending on the patient's chosen responses on those questionnaires.  After answering all questions in the questionnaire, the patient should then click **Submit** at the bottom of the page to save his or her responses.  **Note**: After the patient clicks **Submit**, he or she will not be able to navigate back to change the chosen responses. | C:\556ffe1764325af7b903246a31981057  Figure 14: REVAMP Intake - Initial Information |
| The patient will be brought back to the list of questionnaires with the Initial Information questionnaire checked off. The patient should then click **Next** to complete the second questionnaire, Sleep Apnea Symptoms.  The patient should repeat this process until all questionnaires have been completed, submitted, and checked off on the list of questionnaires.  **Note**: After submitting the patient clicks **Submit** at the bottom of each questionnaire, he or she will not be able to navigate back to change the chosen responses for that questionnaire. | C:\9fe87977b929337782c4e22165288f7c  Figure 15: REVAMP Intake - My Sleep Health |
| Once all questionnaires have been completed, submitted, and checked off on the list, the patient should click **Next** at the bottom of the page. | C:\d98b4d26a46eee9315c9cc36b40478e1  Figure 16: REVAMP Intake - My Sleep Health |
| A Congratulations page will be shown thanking the patient for completing the REVAMP Intake. The patient will now have access to the full functionality of the Patient Platform using the menu on the left. | C:\778599a0d44c6061e263afa6cc4f20fc  Figure 17: REVAMP Intake Completed |

## Update Profile Information

The Patient Platform includes a My Profile screen where the patient can update his or her profile information after completing the REVAMP Intake.

|  |  |
| --- | --- |
| If the patient can see the menu on the left side of the screen, he or she should click on **My Profile** (the second option).  If the patient cannot see the menu on the left side of the screen, he or she should click on the **Menu** button in the top left corner to expand the menu, and then click on **My Profile**. | C:\ae621a2c3b85980240111aaf865541d0  Figure 18: REVAMP Patient Platform Menu |
| On the My Profile screen, the patient should review his or her profile information. Required fields that cannot be left blank are marked with red asterisks. If any information is missing or needs correction, the patient may update the relevant field(s) and then click **Update My Profile** at the bottom of the screen. | C:\3ca1b3aafd3a60681861289672f54b62  Figure 19: My Profile Screen |

## View Sleep Testing Instructional Video

When a patient has a home sleep test scheduled in REVAMP, he or she will be able to view an instructional video on how to set up the home sleep test machine on the Sleep Testing page.

|  |  |
| --- | --- |
| If the patient cannot see the menu on the left side of the screen, he or she should click on the **Menu** button in the top left corner to expand the menu.  When a home sleep test is scheduled for the patient and has not yet been completed, the Sleep Testing menu item will be shown. It will be highlighted red with a red arrow until the patient accesses the home sleep test instructional video. In order to access the video, the patient should click on **Sleep Testing** in the menu (the fourth item). | C:\900050eb33c1f96d2420161c77179d72  Figure 20: REVAMP Patient Platform Menu |
| On the Sleep Testing page, the patient should read the instructions and then click on the drop-down selector labeled "**–Select Your Device–**". The drop-down will show the home sleep test machine(s) used at the patient's sleep clinic. The patient should select his or her home sleep test machine from the list. | C:\6f51806ea693e645ca57a21ba79c60c4  Figure 21: Sleep Testing Screen |
| The video for the selected home sleep test machine will be shown on the page. The patient may click the **play button** on the video to begin playback. The Sleep Testing item in the menu will no longer be highlighted red with a red arrow.  **Note**: After the sleep provider enters results for the home sleep test, the Sleep Testing menu item will no longer be listed in the menu. | C:\dc77aa5198580d8dc4f87e5a57dd33e8  Figure 22: Sleep Testing Screen with Video |

## Complete Assigned Questionnaires

When a patient has questionnaires scheduled by a sleep provider within the next three days, he or she may complete them from the My Sleep Health screen.

|  |  |
| --- | --- |
| If the patient cannot see the menu on the left side of the screen, he or she should click on the **Menu** button in the top left corner to expand the menu.  When one or more questionnaires are assigned for the patient and have not yet been completed, the My Sleep Health menu item will be highlighted red with a red arrow until the patient completes the questionnaire(s). In order to access the questionnaire(s), the patient should click on **My Sleep Health** in the menu. | C:\a79abdf7c55b879289640eef781ca92e  Figure 23: REVAMP Patient Platform Menu |
| The My Sleep Health page shows instructions for completing questionnaires along with a list of all the patient's assigned questionnaires (excluding those from the REVAMP Intake). Completed questionnaires are shown in black font with the date of completion and cannot be accessed. Incomplete questionnaires are shown in blue font.  In order to access an incomplete assigned questionnaire, the patient should click on **the title of the questionnaire**. | C:\c346fdeb54eb3ae2402df5ce34018c53  Figure 24: My Sleep Health Screen |
| The patient will then be taken into the questionnaire (Follow-up Questionnaire in the example on the right). The patient should **respond to all questions in the questionnaire** using the available radio buttons, checkboxes, text box fields, and/or drop-down selectors. The questions and responses shown on some questionnaires will vary depending on the patient's chosen responses on those questionnaires or previous questionnaires.  After answering all questions in the questionnaire, the patient should then click **Submit** at the bottom of the page to save his or her responses.  **Note**: After the patient clicks **Submit**, he or she will not be able to navigate back to change the chosen responses for that questionnaire. | C:\d522077ed79fbee9af7d116e98704ea4  Figure 25: Follow-up Questionnaire |
| The My Sleep Health screen will be shown again with the completed questionnaire in black font with the date it was completed. It will no longer be accessible if the patient clicks on it.  The patient should repeat the steps above until all incomplete questionnaires are completed. At that point, the My Sleep Health menu item will no longer have red highlighting and a red arrow, and the My Sleep Health screen will display a message saying the patient does not have any assigned questionnaires. | C:\6228153dbb038c0e6d09e7620812575c  Figure 26: My Sleep Health Screen |

## Review PAP Treatment Results

Once a patient has been set up with a Philips or ResMed PAP device that has been registered in REVAMP, he or she will be able to review data from the PAP device on the Treatment Results screen. There are three types of data that the patient may access using the buttons at the bottom of the Treatment Results screen: My PAP, My AHI, and My Mask.

|  |  |
| --- | --- |
| The Treatment Results screen is the first screen shown after a patient logs in to the Patient Platform. If the patient is already logged in and is on another page in the platform, he or she may follow these instructions to get to the Treatment Results screen:  If the patient can see the menu on the left side of the screen, he or she should click on **Treatment Results** or **Home**.  If the patient cannot see the menu on the left side of the screen, he or she should click on the **Menu** button in the top left corner to expand the menu, and then click on **Treatment Results** or **Home**. | C:\909ff814e2e62fd65e82e8189524c343  Figure 27: REVAMP Patient Platform Menu |
| The default view on the Treatment Results screen is My PAP Last Night. This view contains a dial-shaped graph showing the total number of hours the patient used the PAP device on the most recent night for which results are available. Below the dial there is also a 24-hour graph showing the actual times that the patient used the device on that night. The filled portion(s) on each graph will be colored light blue if the total number of hours is below the 4-hour minimum and dark blue if the total is at or above the 4-hour minimum.  At the bottom of the My PAP Last Night view, there is a bar labeled "About My PAP". The patient may click on the **plus button** or the "**About My PAP**" label to expand or collapse an informational section explaining what is shown in this view.  In order to see the next view on the Treatment Results screen, the patient should click **Last Week** at the top of the screen.  **Note**: If the patient sees a message stating that REVAMP is waiting to receive the results of his or her treatment, he or she may need to contact his or her sleep center to correct the PAP device information registered in REVAMP. After the device is registered, there may be a delay (up to 24 hours) before results are received. | C:\6d7b14cfe8362483b02ae05269160a7b  Figure 28: Treatment Results - My PAP Last Night |
| The second view on the Treatment Results screen is My PAP Last Week. This view also shows the amount of time the patient used the PAP device, but in this case it indicates the values for up to 7 nights ending with the most recent night for which results are available. Again, bars are colored light blue if they are below the 4-hour minimum for usage and dark blue if they are at or above the 4-hour minimum.  At the bottom of the My PAP Last Week view, there is a bar labeled "About My PAP". The patient may click the **plus button** or the "**About My PAP**" label to expand or collapse an informational section explaining what is shown in this view.  In order to see the next view on the Treatment Results screen, the patient should click **Last Month** at the top of the screen. | C:\9be44a540cd13b92eacbe4e606665a68  Figure 29: Treatment Results - My PAP Last Week |
| The next view on the Treatment Results screen is My PAP Last Month. This view shows the amount of time the patient used the PAP device each night for up to 31 nights, ending with the most recent night for which results are available. Bars are colored light blue if they are below the 4-hour minimum for usage and dark blue if they are at or above the 4-hour minimum.  At the bottom of the My PAP Last Month view, there is a bar labeled "About My PAP". The patient may click the **plus button** or the "**About My PAP**" label to expand or collapse an informational section explaining what is shown in this view.  In order to see the next view on the Treatment Results screen, the patient should click **My AHI** at the bottom of the screen. | C:\ab126b122177862879d1883e34442611  Figure 30: Treatment Results - My PAP Last Month |
| When the patient clicks on the My AHI button at the bottom of the Treatment Results screen, the My AHI Last Night view is shown. The patient may navigate back to the My PAP Last Night view by clicking My PAP at the bottom of the screen.  On the My AHI Last Night view, a dark blue smiley face is shown if the patient's AHI was below 10 events per hour (normal) on the most recent night for which data is available, while a light blue not-so-happy face is shown if the patient's AHI was at or above this value (above normal). Text below the face gives an explanation of the reading and indicates the date of the result shown.  To access the next view for My AHI, the patient should click **Last Week** at the top of the screen. | C:\015a3826fb90a151250f1418b4d253c3  Figure 31: Treatment Results - My AHI Last Night |
| On the My AHI Last Week view, the patient can see a bar graph of his or her AHI values each night for up to 7 nights ending with the most recent night for which data is available. Bars are colored dark blue if their values are below 10 events per hour (normal) and light blue if their values are at or above 10 events per hour (above normal).  At the bottom of the My AHI Last Week view, there is a bar labeled "About My AHI". The patient may click the **plus button** or the "**About My AHI**" label to expand or collapse an informational section explaining what is shown in this view.  To access the My AHI Last Month view, the patient should click **Last Month** at the top of the screen. This view is identical to the My AHI Last Week view, except that it shows AHI values for up to 31 nights ending with the most recent night for which data is available.  To access the last type of data available in the Treatment Results screen, the patient should click **My Mask** at the bottom of the screen. | C:\ba0ef9aeed3602841f8fca0f8e2d0d13  Figure 32: Treatment Results - My AHI Last Week |
| When the patient clicks on the My Mask button at the bottom of the Treatment Results screen, the My Mask Last Night view is shown.  On the My Mask Last Night view, a dark blue smiley face is shown if the patient's mask leak was at or below 24 liters per minute (normal) on the most recent night for which data is available, while a light blue not-so-happy face is shown if the patient's mask leak was above 24 L/min (above normal). Text below the face gives an explanation of the reading and indicates the date of the result shown.  To access the next view for My Mask, the patient should click **Last Week** at the top of the screen. | C:\fbd35c0a330249626b01094c6d693f19  Figure 33: Treatment Results - My Mask Last Night |
| On the My Mask Last Week view, the patient can see a bar graph of his or her mask leak values each night for up to 7 nights ending with the most recent night for which data is available. Bars are colored dark blue if their values are at or below 24 L/min (normal) and light blue if their values are above 24 L/min (above normal).  At the bottom of the My Mask Last Week view, there is a bar labeled "About My Mask". The patient may click the **plus button** or the "**About My Mask**" label to expand or collapse an informational section explaining what is shown in this view.  To access the My Mask Last Month view, the patient should click **Last Month** at the top of the screen. This view is identical to the My Mask Last Week view, except that it shows mask leak values for up to 31 nights ending with the most recent night for which data is available. | C:\575656dc19027d5a31fe9f1d730ebc16  Figure 34: Treatment Results - My Mask Last Week |

## View Education Pages

At any point after completing the REVAMP Intake, the patient may access educational pages about sleep apnea and its treatment. These pages include the *What Is Sleep Apnea?* video and any other pages created and published by REVAMP Super Admins.

|  |  |
| --- | --- |
| If the patient can see the menu on the left side of the screen, he or she should click on **Education**.  If the patient cannot see the menu on the left side of the screen, he or she should click on the **Menu** button in the top left corner to expand the menu, and then click on **Education**. | C:\a5b59b0733628e4f9efaec7092778a94  Figure 35: REVAMP Patient Platform Menu |
| The Education sub-menu will expand and list of the titles of all published Education pages in the REVAMP system. The patient may click on any page title that interests him or her, such as **What Is Sleep Apnea?** | C:\c5c8e96049c025c2fedbdd172d811565  Figure 36: Menu with Education Submenu |
| On the chosen Education page, the patient should review any text, images, and/or videos. On the *What Is Sleep Apnea?* page, the patient may click the **play button** on the video to begin playback. | C:\cc964c1a0d81e34d830ffdbd311ca516  Figure 37: *What Is Sleep Apnea?* Video |

## View FAQ Pages

At any point after completing the REVAMP Intake, the patient may access FAQ pages about sleep apnea and its treatment.

|  |  |
| --- | --- |
| If the patient can see the menu on the left side of the screen, he or she should click on **FAQ**.  If the patient cannot see the menu on the left side of the screen, he or she should click on the **Menu** button in the top left corner to expand the menu, and then click on **FAQ**. | C:\13b2fb5fcc448f676d195148f4af5cfa  Figure 38: REVAMP Patient Platform Menu |
| The FAQ sub-menu will expand and the three FAQ pages in the REVAMP system will be listed. The patient may click on any page title that interests him or her, such as **Sleep Apnea 101**. (The other available FAQ pages are My PAP Unit and Troubleshooting PAP Treatment.) | C:\5a4365c84fc8d54823d5910598e95c2f  Figure 39: Menu with FAQ Submenu |
| The patient should review the text of the FAQ page, which is broken down into sections. If the patient wishes to navigate to a particular section, such as "**How is OSA treated?**", he or she may click on that section in the table of contents. | C:\d06de8d48694273d8e9a1e7246830857  Figure 40: Sleep Apnea 101 FAQ Page |
| The patient will be taken down to the section he or she clicked on and should review the information in that section. | C:\3dc50f4c999da7c6526d4ba119be8ae2  Figure 41: Sleep Apnea 101 FAQ Page |

## Communicate Securely with Providers

The patient may securely communicate any questions or important information to providers at his or her sleep center using the Messages system within REVAMP.

|  |  |
| --- | --- |
| If the patient can see the menu on the left side of the screen, he or she should click on **Messages**.  If the patient cannot see the menu on the left side of the screen, he or she should click on the **Menu** button in the top left corner to expand the menu, and then click on **Messages**.  The patient may also click on the C:\48f2d9f0d4daa9ab3f5812f77f526585 **envelope icon** in the top right corner of the screen. When the patient has unread messages in his or her REVAMP inbox, the number of unread messages will be shown in a red circle on the envelope icon. | C:\f1c24a28a8ebce26bf6c2bb637cb1060  Figure 42: REVAMP Patient Platform Menu |
| When the patient clicks Messages in the menu or the envelope icon, he or she will be taken to the My Inbox screen. This screen shows a list of the patient's received messages with their titles, senders, and the dates and times they were sent. Any unread messages will have blue text and a blue bar to the left of them. The patient may click **any message in the list** to read the content of the message. | Figure 43: My Inbox Screen |
| When reading a message, the patient may click **Delete** to delete the message or **Reply** to reply to it.  Clicking **Reply** takes the patient to a screen with a text box where he or she can write a response to the message and click **Send** to send it or **Cancel** to discard it.  If the patient wants to return to the My Inbox screen without replying to or deleting the message, he or she should click **Back to Inbox** at the top of the screen. | Figure 44: My Inbox - Viewing Message |
| Back on the My Inbox screen, the patient may view a list of his or her sent or deleted messages by clicking **View Sent Messages** or **View Deleted Messages** at the top of the screen, respectively. These screens are presented identically to the My Inbox screen, except that the patient cannot reply to his or her sent messages and cannot delete or reply to his or her deleted messages.  To send a secure message to one or more providers at his or her sleep center, the patient should click **Compose New Message** above the list of messages. | Figure 45: My Inbox Screen |
| When the patient clicks Compose New Message on the My Inbox screen, he or she will be taken to the New Message screen.  On this screen, the patient can type a subject and a body for the message, select one or more providers to whom it will be sent, and click **Send** to send it or **Cancel** to discard it.  To select the provider(s) who will receive the message, the patient should click the **To** button above the subject line. | C:\f959c1caeb14a22bb8b153b4f9d0ff3c  Figure 46: New Message Screen |
| Clicking the To button on the New Message screen will take the patient to the Clinic Providers screen, which shows a list of all providers at the patient's sleep center. The patient should check the **checkbox(es)** next to the name(s) of the provider(s) and then click **Select** at the top of the screen.  The patient will be taken back to the New Message screen with the chosen provider(s) now listed on the To line. The patient may click the **X** next to a provider's name to remove that provider from the To line. The patient may also click the **To** button again to change the provider(s) chosen.  Once the patient has finished creating the message on the New Message screen, he or she may click **Send** to send it or **Cancel** to discard it. After clicking either button, the patient will be taken back to the My Inbox screen. | C:\825f1b166d4ce8b71c1d43422e30dacf  Figure 47: Clinic Providers Screen |

# Troubleshooting

## Unable to Log In

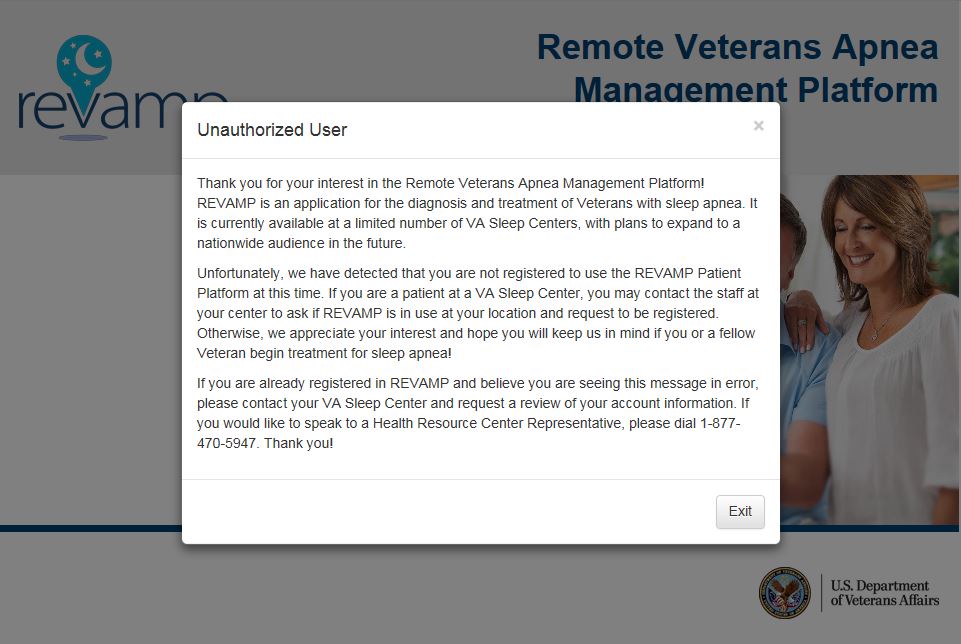


Figure 48: REVAMP Patient Platform - Unauthorized User

Patient Platform users must be able to authenticate to SSOe using Department of Defense Self-Service Logon (DS Logon), DoD CAC Card, VA PIV Card, Norton by Symantec, USAA Member Logon, or VA Logon. If the user possesses one of these login methods and is not able to log into REVAMP, there may have been an error in the way that his or her account was registered.

The affected user should contact a provider at his or her clinic to ensure that he or she was added to REVAMP with the correct information.

## Validation Errors

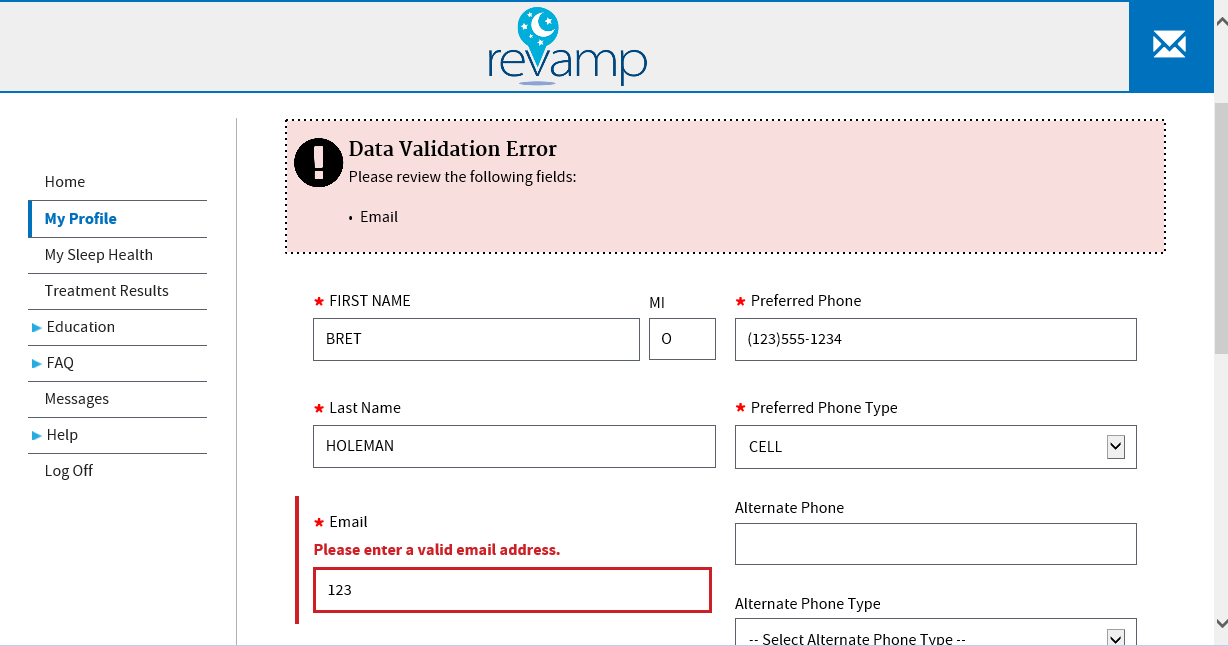


Figure 49: My Profile Screen - Validation Error

If the patient gets an error when trying to update his or her profile information, complete a questionnaire, or send a message, he or she should review the content of the error message at the top of the page and any error messages over specific fields. The error messages will direct the patient to correct or add to the information that he or she entered. Typically these errors are shown when a required field is empty, or when a field contains a value with an inappropriate format (e.g., an email address that does not have the format XXX@XXX.XXX).

Correcting the error identified and submitting again will resolve the error.

## No PAP Data

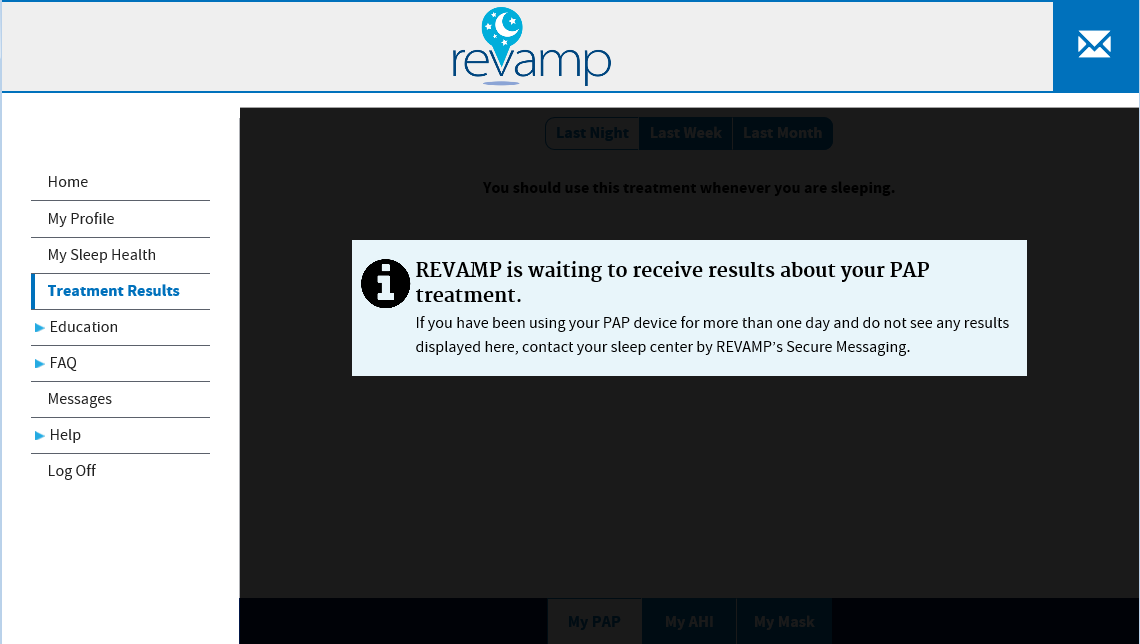


Figure 50: Treatment Results - No PAP Data

If the patient's PAP device is registered in REVAMP and the patient does not see PAP data on the Treatment Results screen after using the device for a few days, he or she should contact the sleep center for help. A provider at the sleep center will need to verify that the patient's information is correct in REVAMP and in Philips EncoreAnywhereTM or ResMed AirViewTM.

## Special Instructions for Error Correction

Most other errors that may occur during use of the REVAMP Patient Platform can be resolved by refreshing the page that is causing the error.

If the error persists, the patient may follow the instructions below from the Contact Info page of the Patient Platform:

If you need assistance with the Remote Veterans Apnea Management Platform (REVAMP) App, dial **1-877-470-5947** to speak with a Help Desk Representative. The Help Desk is open Monday - Friday from 7 a.m. to 7 p.m. CST. For TTY assistance, dial 711. If you have questions about your DS Logon account, visit [mobile.va.gov/dslogon](https://mobile.va.gov/dslogon) or dial 1-800-983-0937 for assistance. Mobile App Training: Please visit [mobile.va.gov/appstore](https://mobile.va.gov/appstore), and search for the REVAMP App to access training materials.

**Emergencies**

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To identify your local VA facility, visit VA’s Facility Locator [here](http://1.usa.gov/1TTdj42), or by copying and pasting the following link into your browser: <http://1.usa.gov/1TTdj42>.

**Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911. Veterans Crisis Line: 1-800-273-8255 Press 1**

# Acronyms and Abbreviations

Table 2: Acronyms and Abbreviations

| **Acronym or Abbreviation** | **Meaning** |
| --- | --- |
| VA | U.S. Department of Veterans Affairs |
| REVAMP | Remote Veterans Apnea Management Platform |
| OSA | Obstructive Sleep Apnea, the fourth most common chronic condition in the Veteran population |
| FAQ or FAQs | Frequently Asked Questions |
| DS Logon | Department of Defense Self-Service Logon |
| DoD CAC Card | Department of Defense Common Access Card |
| PIV Card | Personal Identity Verification Card |
| USAA | United Services Automobile Association, an insurance company for US veterans and service members and their families |
| Admin | Administrator |
| App | Application |
| SSOe | Single Sign-on External, a service provided by VA Identity and Access Management (IAM) |
| IAM | Identity and Access Management |
| CSP | Credential Service Provider |
| MI | Middle Initial |
| AHI | Apnea-Hypopnea Index |
| L/min | Liters per Minute |