

# Scheduling Manager (v 2.2)

## User Guide



**VA**

U.S. Department  
of Veterans Affairs

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# Organization of User Guide

The User Guide describes the key features and functionality of the Scheduling Manager Application. The User Guide consists of four sections:

**General Information** section explains in general terms the application and the purpose for which it is intended.

**Application Summary** section provides a general overview of the application. The summary outlines the hardware and software requirements, the configuration, user access levels and workflow.

**Getting Started** section explains how to launch Scheduling Manager from the Launchpad and log on.

**Using the Application** section provides a detailed description of functionality.

## General Information

This document is the user guide for the Scheduling Manager application, which provides VA scheduling clerks and staff the ability to manage Veterans' appointment requests.

## Application Overview

Scheduling Manager provides a clerk with the ability to schedule and cancel patient appointments. The Scheduling Manager works in conjunction with the Veteran Appointment Request (VAR) application so that a scheduling clerk and a Veteran can have a secure message dialog to request an appointment. The Clerk can book an appointment based on the request.

## Application Summary

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

## Configuration

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

## User Access Levels

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



# Getting Started

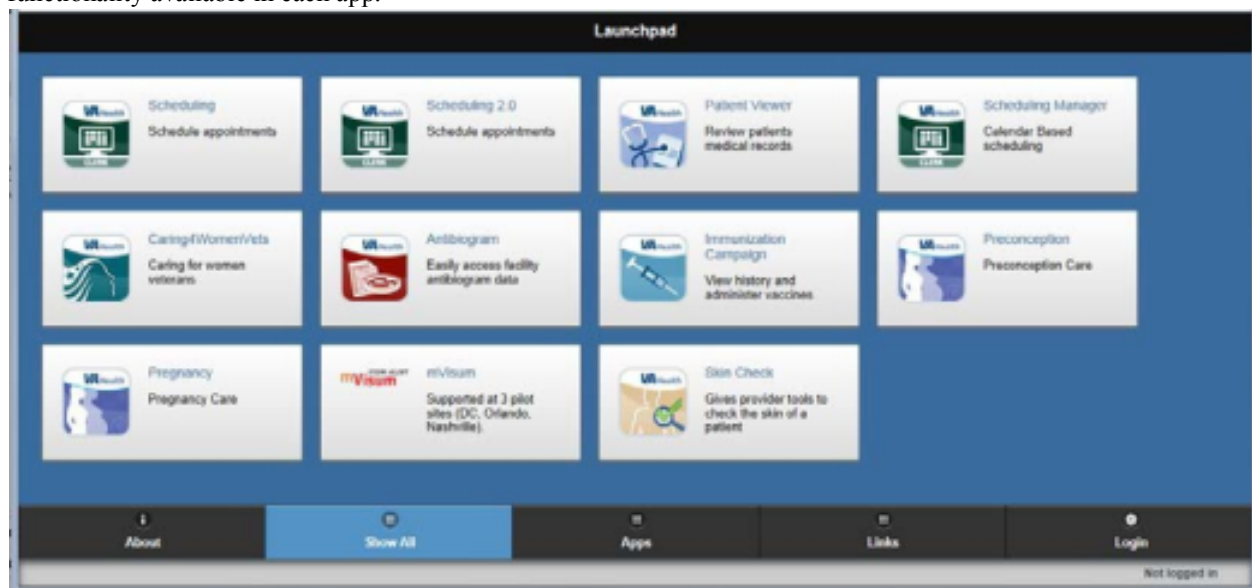
This Section describes the Launchpad and logging into Scheduling Manager.

## Accessing the Launchpad and Scheduling Manager

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

## Components of the Launchpad

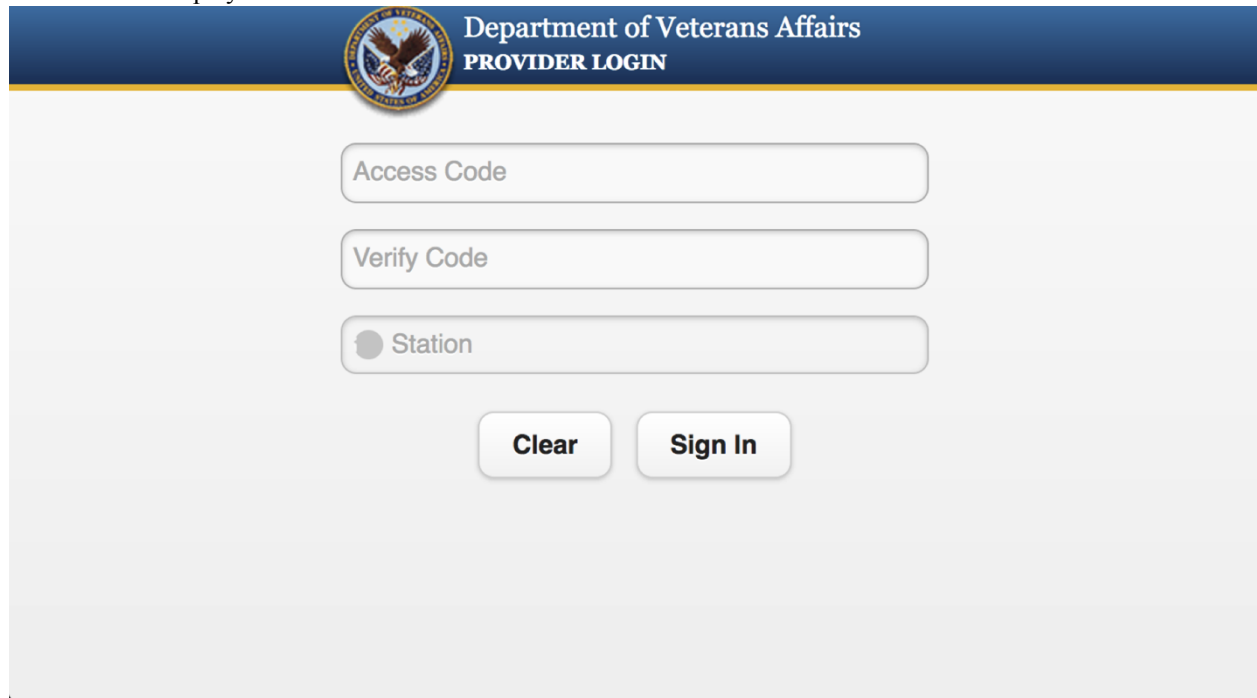
Each application has an icon. The arrangement of the icons varies depending on the size of the browser window and the physical screen size. The individual user's VA credentials will determine which apps can be accessed and the functionality available in each app.



There are a several buttons at the bottom of the Launchpad. The About button displays brief information about the Launchpad. Show All refreshes the display of icons. Apps and Links provides access to other VA applications. Login requests the user's ID, password and facility the user will access. The bottom bar of the Launch pad displays the version of the Launchpad. The status of the user is also shown. If a user is logged in their user name and the facility they are accessing will be displayed.

## Starting Scheduling Manager

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

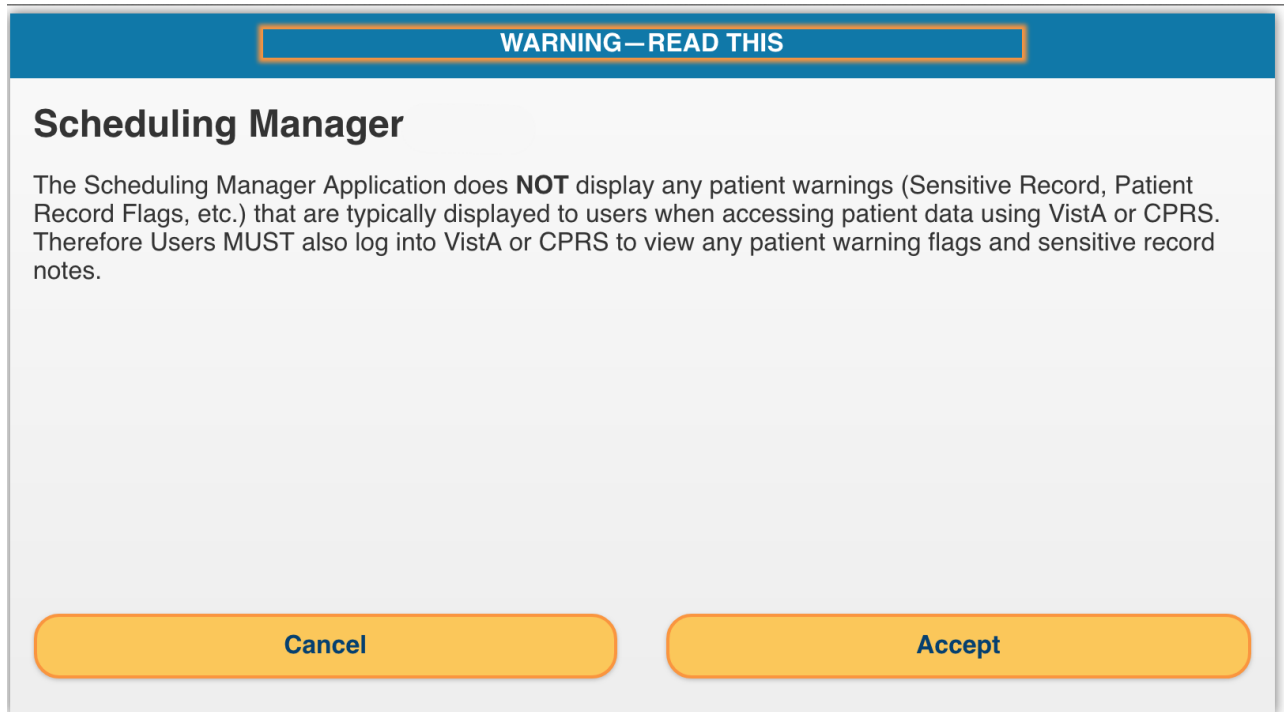


The screenshot shows the "Department of Veterans Affairs PROVIDER LOGIN" interface. At the top left is the VA seal. The title "Department of Veterans Affairs" is in a large serif font, and "PROVIDER LOGIN" is in a smaller, bold, sans-serif font below it. The main area contains three input fields: "Access Code", "Verify Code", and "Station" (which includes a dropdown arrow icon). Below these fields are two buttons: "Clear" and "Sign In".

Logging in requires the user to enter their VistA access and verify codes, and the VA medical facility they are authorized to access.

## Scheduling Manager Warning Dialog

After a log in, a dialog appears notifying the user that Scheduling Manager does not display any patient warnings usually available to CPRS users. In order to proceed and use the application, the user must select the Accept button. If the user selects the Cancel button, the user is sent back to the Launchpad, still logged in.

A screenshot of a warning dialog box. At the top is a blue header bar with a white rectangular box containing the text "WARNING—READ THIS". Below the header, the title "Scheduling Manager" is displayed in bold. The main body of the dialog contains a paragraph of text explaining that the application does not show patient warnings and that users must log into VistA or CPRS to view them. At the bottom, there are two orange buttons: "Cancel" on the left and "Accept" on the right.

**WARNING—READ THIS**

### Scheduling Manager

The Scheduling Manager Application does **NOT** display any patient warnings (Sensitive Record, Patient Record Flags, etc.) that are typically displayed to users when accessing patient data using VistA or CPRS. Therefore Users **MUST** also log into VistA or CPRS to view any patient warning flags and sensitive record notes.

**Cancel** **Accept**

# Scheduling Manager Home Page

The screenshot shows the Scheduling Manager Home Page. At the top left is a menu icon. Below it is a sidebar with 'About', 'Refresh Selected Patient', and 'Exit'. The main content area has a 'Type of Care' dropdown set to 'All Care Types'. Below this is a table with columns: Type, Status, and Last Activity. The table contains five rows of data, all showing 'Submitted' status and a timestamp of '08/31/2017 13:09:47'. To the right of the table is a large box with a calendar icon and the text: 'Please select List Item to view details or go to Calendar tab to view the Calendar.' At the bottom, there are two tabs: 'Booking' and 'Veteran Requests'.

Type	Status	Last Activity
Primary Care	Submitted	08/31/2017 13:09:47
Primary Care	Submitted	08/31/2017 13:09:47
Primary Care	Submitted	08/31/2017 13:09:47
Primary Care	Submitted	08/31/2017 13:09:47
Optometry	Submitted	08/31/2017 13:09:47

At the top-left of the screen is the Menu button. When a user selects this, a menu is opened with the following items:

**About** – Opens a dialog which gives a summary of the application and its functionality.

The 'About' dialog box has a title bar with a close button and the word 'About'. The main content area has the title 'Scheduling Manager' and a paragraph: 'The Scheduling Manager app allows you to process and schedule Veteran appointment requests submitted through the VA Appointments app.' Below this is another paragraph: 'You can use the current version of the app to'. This is followed by a bulleted list:
 

- Process traditional clinic appointment requests
- Process Express Care requests
- Create Ad Hoc Video Visits

 At the bottom of the dialog are two buttons: 'User Guide' and 'Done'.

- **Refresh Selected Patient** – Refreshes the information in the application for the currently selected patient, if any.

- **Exit** – Opens a popup with options to logout or return to the Launchpad while maintaining the current user session.

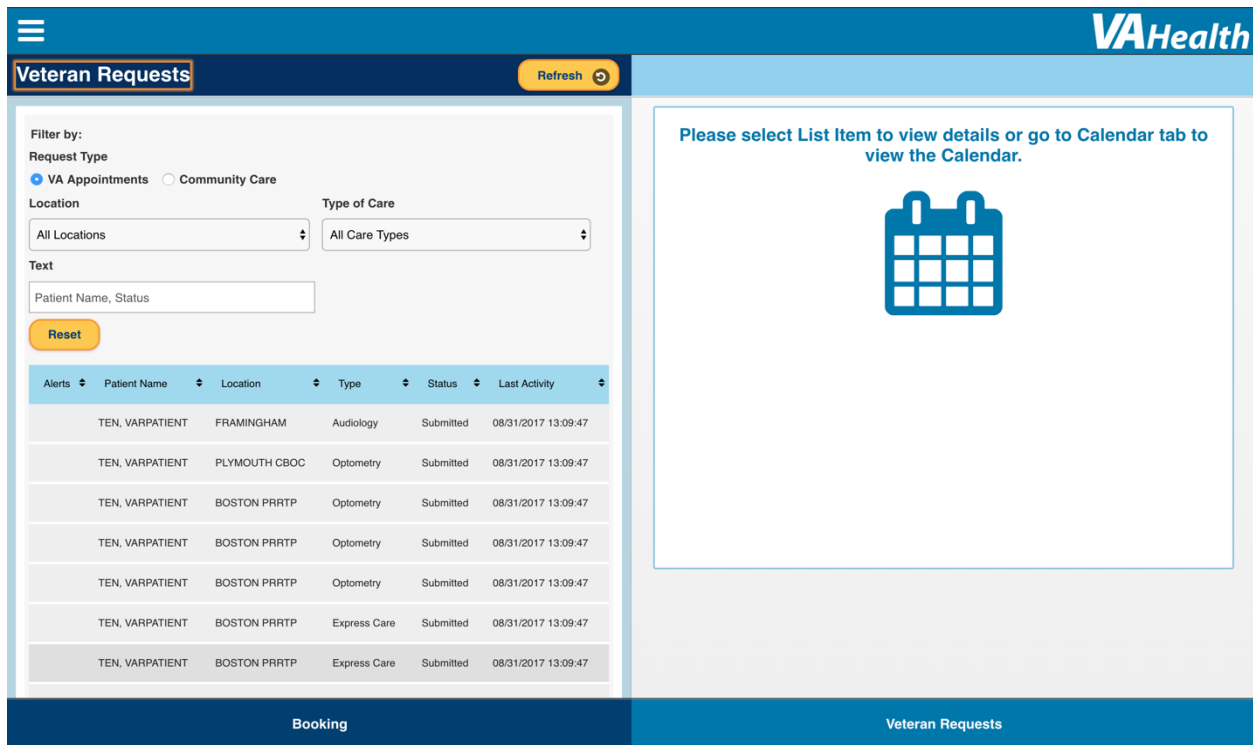
## Using Scheduling Manager

In general, the Scheduling Manager screen is divided into two parts. The Booking tab is where the clerk chooses to schedule a visit or create an ad hoc video visit. The Veteran Requests tab is where the Clerk can select a request to process.

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

- **Booking** – The user can view clinic availability and book or cancel appointments
- **Veteran Requests** – A list of appointment requests for the current facility made by veterans using the Veteran Appointment Requests (VAR) application

By default, the Veteran Requests screen is displayed.



The screenshot shows the VAHealth Scheduling Manager interface. The top navigation bar is blue with the VAHealth logo on the right. Below the navigation bar, the 'Veteran Requests' tab is selected and highlighted with a red box. A 'Refresh' button is visible next to the tab name. The main content area is divided into two sections. On the left, there is a filter section with the following options:

- Filter by:**
  - Request Type:** ☒ VA Appointments ☐ Community Care
  - Location:**
  - Type of Care:**
  - Text:**
  - Reset** button

Below the filter section is a table with the following columns: Alerts, Patient Name, Location, Type, Status, and Last Activity. The table contains seven rows of data:

Alerts	Patient Name	Location	Type	Status	Last Activity
	TEN, VARPATIENT	FRAMINGHAM	Audiology	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	PLYMOUTH CBOC	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PRRTF	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PRRTF	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PRRTF	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PRRTF	Express Care	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PRRTF	Express Care	Submitted	08/31/2017 13:09:47

On the right side of the main content area, there is a message: 'Please select List Item to view details or go to Calendar tab to view the Calendar.' Below the message is a blue calendar icon. At the bottom of the screen, there is a blue navigation bar with two tabs: 'Booking' and 'Veteran Requests', with 'Veteran Requests' being the active tab.

# Booking

## Booking Type - Scheduled Visit

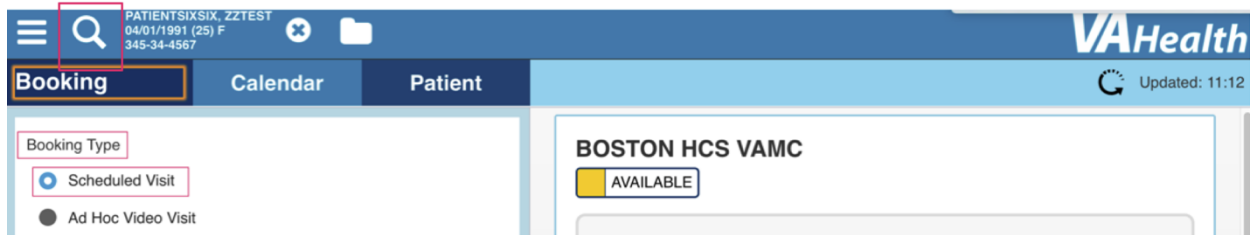
Scheduled Visit is automatically selected by default when user navigates to the booking tab. This selection must be made in order to continue the appointment booking process.

The image displays two screenshots of the VA Health booking interface. Both screenshots show the 'Booking' tab selected, with the 'Calendar' and 'Patient' tabs also visible. The 'Booking Type' section is highlighted, showing 'Scheduled Visit' as the selected option. Below this, there are fields for 'Locations \*', 'Clinic \*', and 'Date \*'. The 'Locations \*' field is a dropdown menu with 'ALL LOCATIONS' selected. The 'Clinic \*' field is a search box with the placeholder text 'Search by partial clinic name' and a 'Search' button. The 'Date \*' field is a date picker with the placeholder text 'MM/DD/YYYY' and a calendar icon. A 'VIEW AVAILABILITY' button is located at the bottom of the form. A message box on the right side of the interface states: 'Please select a Clinic and Desired Date to view availability.'

From the booking page, the user can search for a patient, and book an appointment for that patient in a specific clinic for a specific location.

## Searching for a Patient

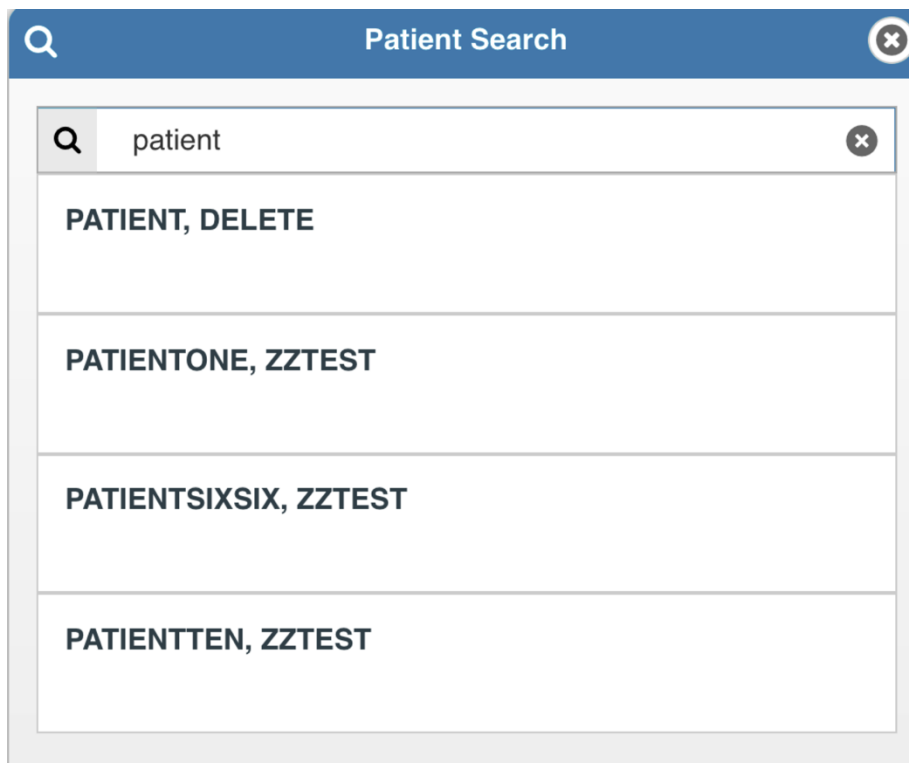
User selects the Patient Search icon, indicated by a magnifying glass icon on the top of the screen.



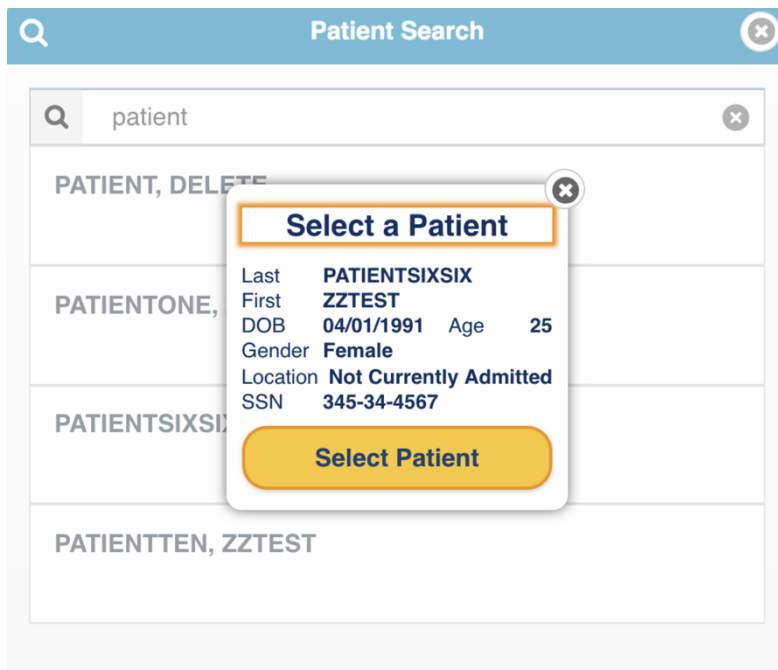
The Patient Search dialog appears.

In the Patient Search Dialog, the user can search for a patient by the following criteria:

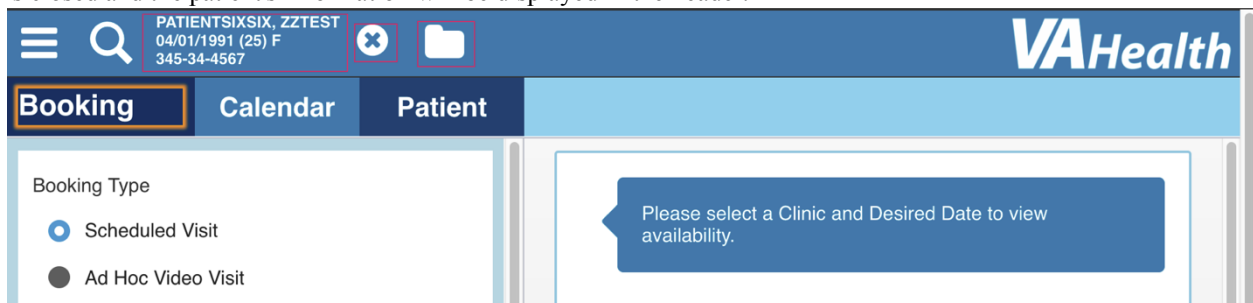
- Last Name
  - Last Name, First Name
  - SSN
  - First Initial of Last Name + Last 4 of SSN
- When the user enters valid criteria, a list of results will appear below the search field.



Selecting a patient from the list, a popup appears displaying the patient's demographic information.



Select the Select Patient button to confirm the selection and place the patient in context. The Patient Search Dialog is closed and the patient's information will be displayed in the header.



Select the "X" button next to the patient context, to clear the current patient from context.

The patient context can also be cleared if the user logs out of the application.

Select the folder icon next to the Patient context to view Patient Contact Details. A popup appears displaying the



patient contact details. The user can close the popup by selecting the Done button.

Patient Contact Details	
Email Address	
Home Phone Number	(222)-555-8235
Work Phone Number	(222)-555-7720
Address	Any Street Any Town, WEST VIRGINIA 99998
Done	

## Searching for a Location

In order to book for a appointment user can filter clinic based on a specific location by selecting location from the Location list. The default selected value is All Locations or the location for the selected request in context

Booking Type

☒ Scheduled Visit

☐ Ad Hoc Video Visit

\* Required fields:

Locations \*

✓ ALL LOCATIONS

BOSTON HCS VAMC

BROCKTON VAMC

FRAMINGHAM


PLYMOUTH CBOC

QUINCY

WEST ROXBURY

WORCESTER

MM/DD/YYYY

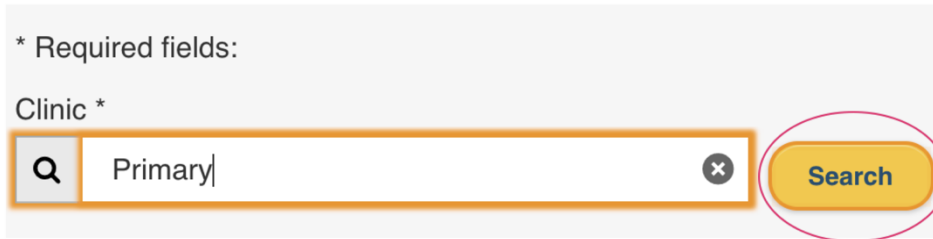


VIEW AVAILABILITY

## Searching for a clinic

In order to book an appointment, the user must select a clinic. The user can search for a clinic using the Clinic search field.

In the Clinic search field, enter the first few letters of the clinic name that you are looking for and click on the Search button.



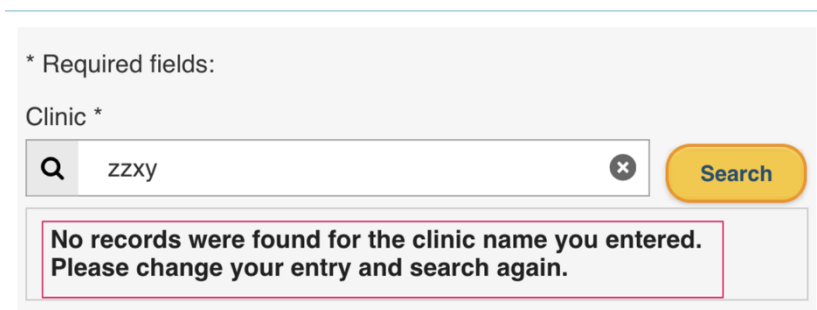
\* Required fields:

Clinic \*

Q Primary X Search

If no clinic matches the search string, a message is displayed to the user below the clinic search field.

If no clinic matches the search string, a message is displayed to the user below the clinic search field.



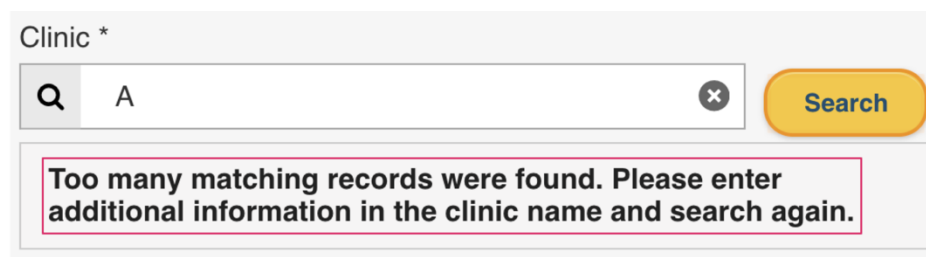
\* Required fields:

Clinic \*

Q zzxy X Search

No records were found for the clinic name you entered. Please change your entry and search again.

If more than 50 clinics match the search string, a message is displayed to the user below the clinic search field.



Clinic \*


Q A X Search


Too many matching records were found. Please enter additional information in the clinic name and search again.

If matching Clinic is found and the number of records is less than 50, then all of the clinics that match the search string are displayed for the user to select.

\* Required fields:

Clinic \*




  

Select Clinic
PRIMARY CARE SCV1741
PRIMARY CARE SCV261
PRIMARY CARE SCV263
PRIMARY CARE SCV263 3RD
PRIMARY CARE SCV987

## Choosing a Desired Date

After selecting a clinic, the user must specify a desired date for the appointment. The user can either enter a date in the Desired Date input field, or select the Select Date button, denoted by a calendar icon next to the input field.

Desired Date of Appointment \*



When the user selects the Select Date button, a popup will appear allowing the user to choose a desired date.

Booking Type

- ☒ Scheduled Visit
- ☐ Ad Hoc Video Visit

\* Required fields:

Locations \*

ALL LOCATIONS

Clinic \*

 Search by partial clinic

Date \*

MM/DD/YYYY



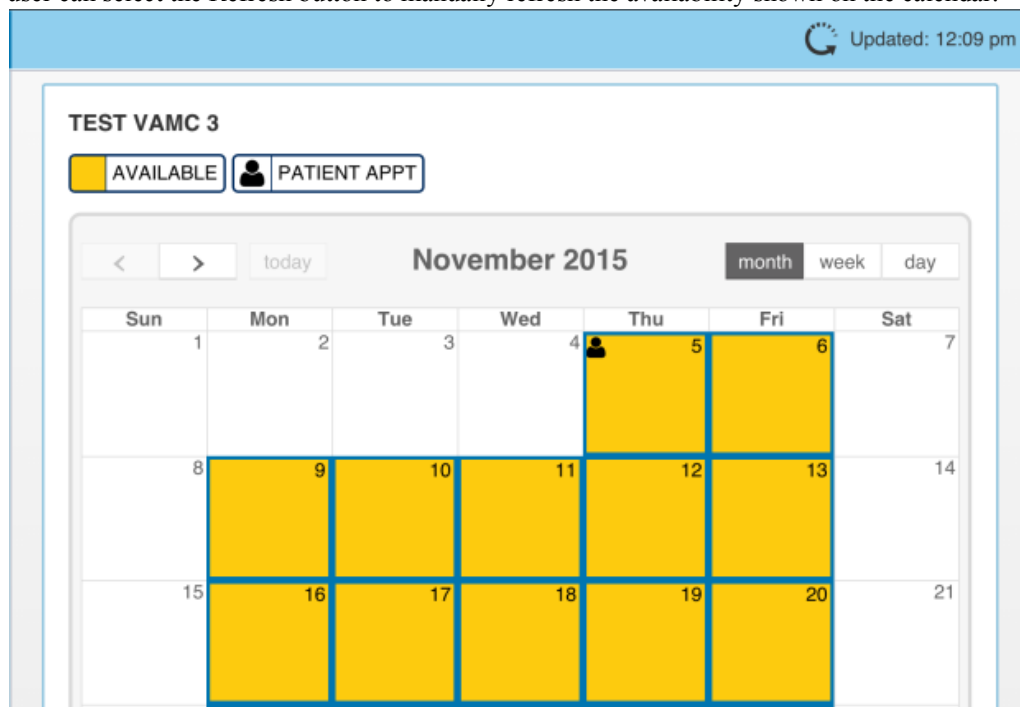
February 2018							»
Su	Mo	Tu	We	Th	Fr	Sa	
28	29	30	31	1	2	3	
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	1	2	3	
4	5	6	7	8	9	10	

VIEW AVAILABILITY

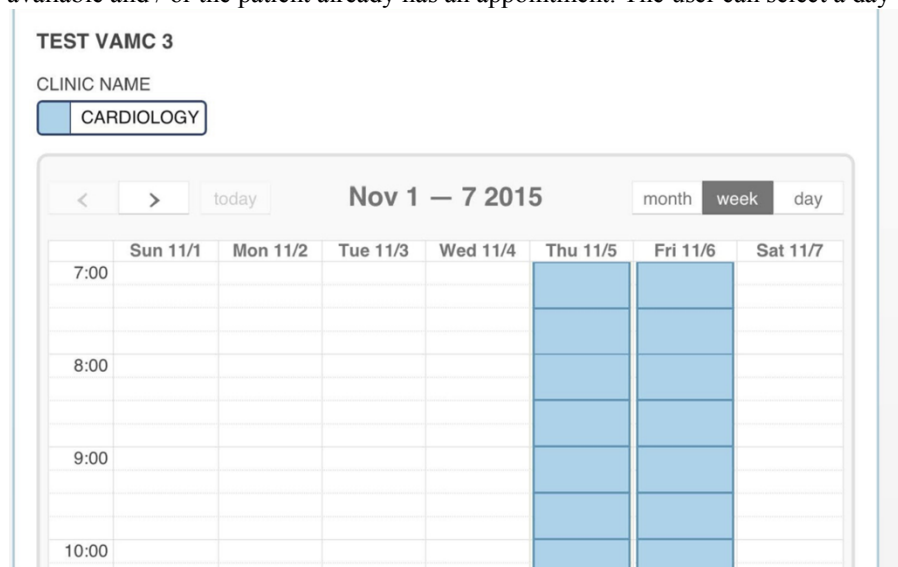
## Viewing appointment availability

After selecting a clinic and specifying a desired date, the user can select View Availability to display a calendar showing the availability for the currently selected clinic. The calendar has three views: Month, Week, and Day. The user can switch between views using the Month, Week, and Day buttons above the calendar. Available appointment slots are denoted by shaded boxes with thick borders. A head-and-shoulders icon indicates when a patient has an appointment already scheduled. Appointments can only be booked from Day view.

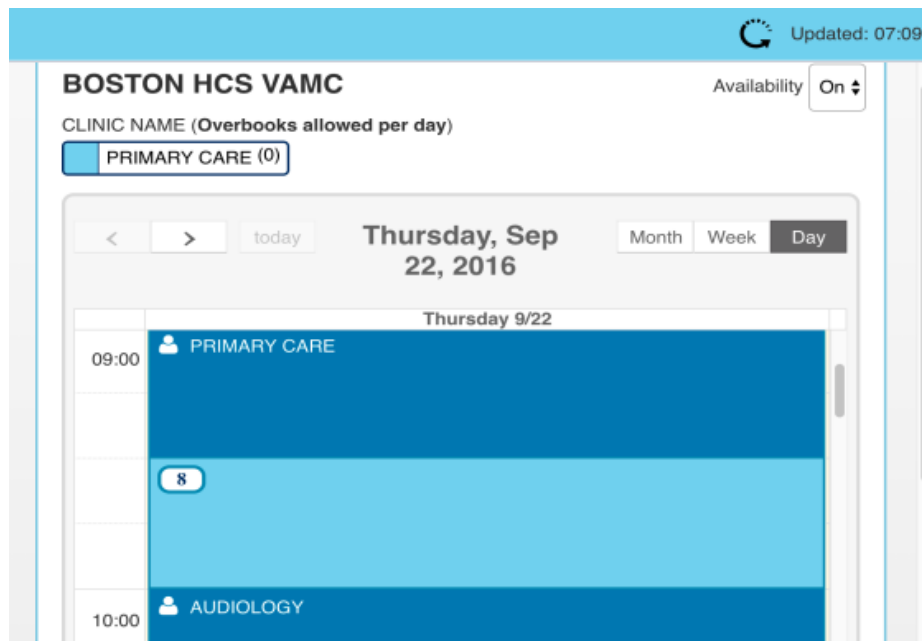
Above the calendar, the user can see the last time the availability in the calendar was updated in the application. The user can select the Refresh button to manually refresh the availability shown on the calendar.



By default, the calendar shows the Month view. On the Month View, the calendar only displays which days are available and / or the patient already has an appointment. The user can select a day to open the Day View.



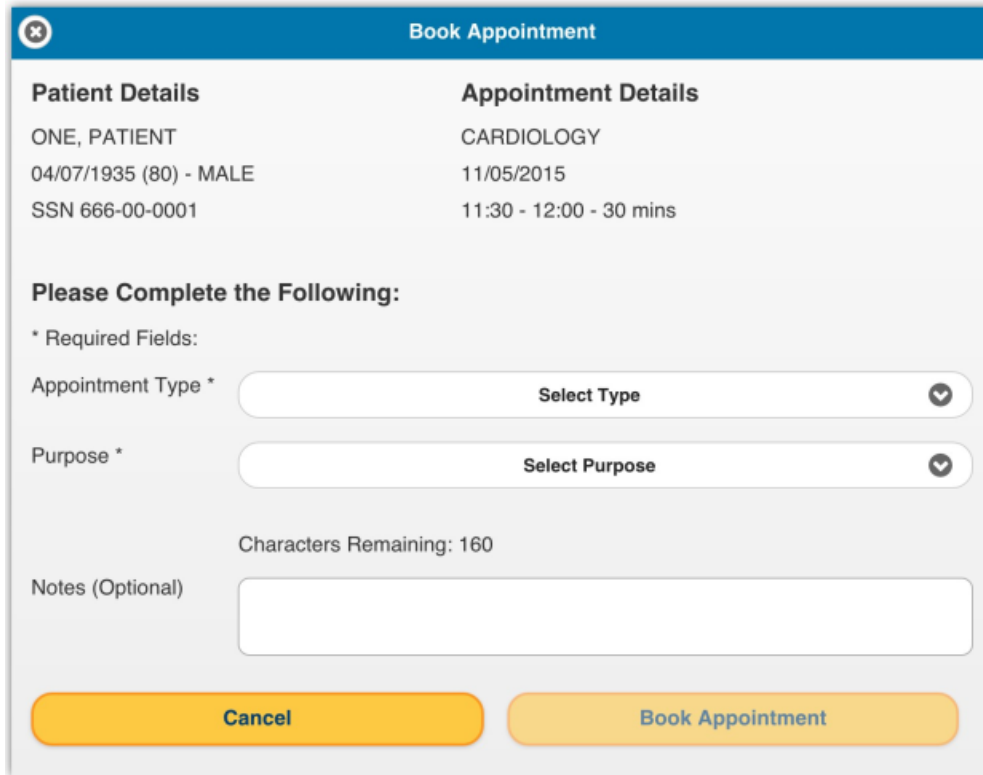
On the Week view, the calendar displays which times are available for the entire week. The user can select a time slot on the Week view to open the Day view.



On the Day view, the user can see the VistA availability codes for each slot. The user can optionally turn these off using the availability switch above the calendar. Previously booked appointments for the current patient display the clinic where the patient has an appointment.

## Book Appointment Dialog

When the user selects an appointment slot from the calendar, the Book Appointment Dialog appears. At the top, the demographics for the current patient and the appointment details are shown. If the user selects the Cancel button, they are returned to the calendar on the booking page. To proceed, the user must select an Appointment Type and Purpose from the dropdown provided. The user can optionally provide comments on the appointment. Once the fields in the Book Appointment Dialog are filled in correctly, the user can select Book Appointment to book the appointment for the selected patient in VistA.



The screenshot shows a 'Book Appointment' dialog box with a blue header bar containing a close icon and the title 'Book Appointment'. The dialog is divided into two columns: 'Patient Details' and 'Appointment Details'. The 'Patient Details' column displays 'ONE, PATIENT', '04/07/1935 (80) - MALE', and 'SSN 666-00-0001'. The 'Appointment Details' column displays 'CARDIOLOGY', '11/05/2015', and '11:30 - 12:00 - 30 mins'. Below these columns, a section titled 'Please Complete the Following:' contains a note '\* Required Fields:'. There are two required dropdown fields: 'Appointment Type \*' with a placeholder 'Select Type' and 'Purpose \*' with a placeholder 'Select Purpose'. Below these is a text area for 'Notes (Optional)' with a character count 'Characters Remaining: 160'. At the bottom, there are two buttons: 'Cancel' (orange) and 'Book Appointment' (yellow).

Patient Details	Appointment Details
ONE, PATIENT	CARDIOLOGY
04/07/1935 (80) - MALE	11/05/2015
SSN 666-00-0001	11:30 - 12:00 - 30 mins

**Please Complete the Following:**

\* Required Fields:

Appointment Type \*

Purpose \*

Characters Remaining: 160

Notes (Optional)

**Cancel** **Book Appointment**

After the appointment is booked in VistA, a confirmation dialog is displayed.

If the appointment failed to book in VistA, the dialog appears with an error message stating why the booking failed. The user can select the Close button to dismiss the dialog and return to the booking page.

Book Appointment

Appointment successfully booked!

**Patient Details**
ONE, PATIENT  
04/07/1935 (80) - MALE  
SSN 666-00-0001

**Appointment Details**
CARDIOLOGY  
11/05/2015  
11:30 - 12:00 - 30 mins

Close

## Patient-Centric View

If a patient is in context, the user can select the Patient button on the Booking page to view future appointments for the selected patient.

## Future Appointments

By default, the Future Appointments collapsible is open on the patient-centric view. This list shows all of the upcoming appointments for the current patient. When a user selects an item from the list, the appointment details appear on the right-hand side.

ONE, PATIENT  
04/07/1935 (81) M  
666-00-0001

VAHealth

Booking
Calendar
Patient

FUTURE APPOINTMENTS

Date	Provider Name	Clinic / Specialty
06/29/2016		CARDIOLOGY
06/30/2016		CARDIOLOGY
06/30/2016		CARDIOLOGY
07/01/2016		CARDIOLOGY
07/01/2016		CARDIOLOGY
07/05/2016		CARDIOLOGY
07/06/2016		CARDIOLOGY
08/15/2016		CARDIOLOGY

When in process, this request will be locked for other users.
Cancel Appointment

**Clinic Details**

Clinic	CARDIOLOGY
Ask For Check In	No

**Appointment Details**

Current Status	NO ACTION TAKEN/TODAY
Type	
Date	06/29/2016
Time	08:30
Length	30 mins
Booking Notes	

Booking
Veteran Requests



## Cancel Appointment

Selecting Cancel button on the appointment details displayed on the right pane, the Cancel Appointment dialog is displayed.

Select a status and reason to proceed with cancelling the appointment.

The user can also select Do Not Cancel Appointment to dismiss the dialog without cancelling the appointment.



The dialog box is titled "Cancel Appointment" with a close button (X) in the top left corner. It is divided into two main sections: "Patient Details" and "Appointment Details".

Patient Details	Appointment Details
ONE, PATIENT	CARDIOLOGY
04/07/1935 (80) - MALE	11/05/2015
SSN 666-00-0001	11:30 - 12:00 - 30 mins

**Please Complete the Following:**

\* Required Fields:

Status:

Reason:

Characters Remaining: 200

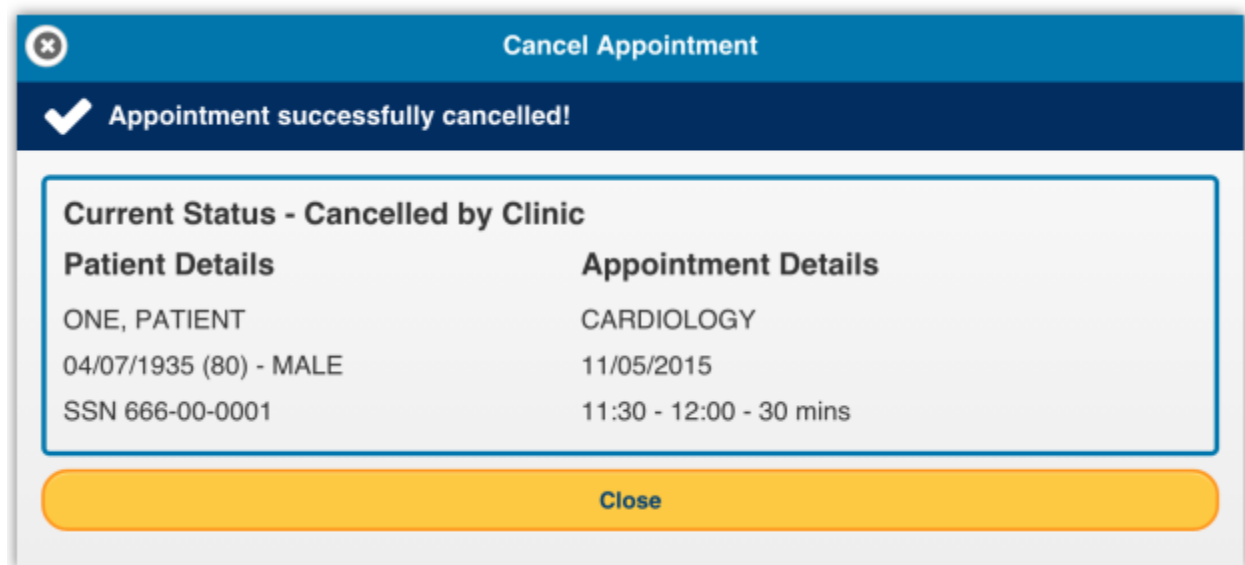
Notes (Optional):

At the bottom, there are two buttons: "Do Not Cancel Appointment" and "Cancel Appointment".

Cancel Appointment confirmation dialog is displayed on successful cancellation of the appointment in VistaA.

If cancellation fails, an error message is displayed explaining why the appointment was not cancelled.

The user can close the modal to return to the future appointments list.



The dialog box is titled "Cancel Appointment" with a close button (X) in the top left corner. It features a dark blue header bar with a white checkmark icon and the text "Appointment successfully cancelled!".

Below the header, there is a box containing the following information:

Current Status - Cancelled by Clinic	
Patient Details	Appointment Details
ONE, PATIENT	CARDIOLOGY
04/07/1935 (80) - MALE	11/05/2015
SSN 666-00-0001	11:30 - 12:00 - 30 mins

At the bottom, there is a large orange button labeled "Close".

## Booking Type - Ad Hoc Video Visit

To create an ad hoc video visit or view existing video visit appointments for a patient, select the Ad hoc Video Visit radio button under booking type section.

If a patient is not in context and the user selects the 'Ad Hoc Video Visit' radio button, a message is displayed to the user to first select a patient.

## Booking Type - Ad Hoc Video Visit

To create an ad hoc video visit or view existing video visit appointments for a patient, select the Ad hoc Video Visit radio button under booking type section.

If a patient is not in context and the user selects the 'Ad Hoc Video Visit' radio button, a message is displayed to the user to first select a patient.

The screenshot shows a web application interface for booking appointments. At the top, there is a blue header bar containing a menu icon, a search icon, and a text box that says "No Patient Selected". Below the header is a navigation bar with three tabs: "Booking" (highlighted with an orange border), "Calendar", and "Patient". The main content area is titled "Booking Type" and contains two radio button options: "Scheduled Visit" (unselected) and "Ad Hoc Video Visit" (selected). Below these options is a dark blue message box with white text that reads: "Please select a patient to create a video visit or see a list of the patient's video visit appointments."

## Ad Hoc Video Visit List

If a patient is in context and the user selects the 'Ad Hoc Video Visit' radio button,

'Create New Video Visit' button is enabled and displayed.

The list displays any upcoming video visits for the patient in the next 90 days.

The screenshot shows the VA Health Booking interface. The top navigation bar includes a menu icon, a search icon, patient information (PATIENTSIXSIX, ZZTEST, 04/01/1991 (25) F, 345-34-4567), and the VA Health logo. The main navigation tabs are Booking, Calendar, and Patient. The Booking tab is active, showing a 'Booking Type' section with two radio buttons: 'Scheduled Visit' and 'Ad Hoc Video Visit'. The 'Ad Hoc Video Visit' button is selected. Below this is a yellow 'CREATE VIDEO VISIT' button. A section titled 'UPCOMING VIDEO VISITS (NEXT 90 DAYS)' contains a list of two upcoming visits, both on Tuesday, 01/10/2017 at 12:45 EST at BOSTON HCS VAMC. A blue callout box on the right says 'Create a Video Visit or select an Upcoming Video Visit to view details.' The bottom of the interface has a blue bar with 'Booking' and 'Veteran Requests' links.

Select a video visit from the list to view details. The details are displayed on the right pane.

The screenshot shows the VA Health Booking interface with the details of a selected video visit. The top navigation bar is the same as the previous screenshot. The 'Booking' tab is active, and the 'Ad Hoc Video Visit' radio button is selected. The 'CREATE VIDEO VISIT' button is still present. The 'UPCOMING VIDEO VISITS (NEXT 90 DAYS)' list now shows three visits: Monday, 01/09/2017 10:30 EST, Monday, 01/09/2017 17:15 EST, and Friday, 01/20/2017 11:00 EST, all at BOSTON HCS VAMC. The first visit is highlighted with an orange border. The right pane displays the details for the selected visit: 'Video Visit: January 9, 2017 10:30 EST' for PATIENTSIXSIX, ZZTEST. The 'Appointment Details' section includes: Date: Monday, January 9, 2017 10:30 EST; Facility: BOSTON HCS VAMC; Clinic: (blank); and Provider: David lee. The bottom of the interface has a blue bar with 'Booking' and 'Veteran Requests' links.

## Create New Video Visit

To create a new video visit, click the Create Video Visit button.

The New Video visit form is displayed on the right pane. All fields are required except the Patient Phone and Comment fields which are optional.

Facility is defaulted to the facility user is logged into, and is read-only. Date and Time are defaulted to current date and time based on user's computer. The user can edit the date and time. The time is in hh:mm format. The time zone displayed in the Time label is the facility time zone.

Patient Email and Phone are defaulted from patient profile.

Phone Type field is optional and the values are defaulted from patient demographics. User can change the phone type by selecting a value from the drop down.

If Video Visit is created off of Express Care request then Patient Email and Phone are defaulted from the Express care request.

User can change the defaulted data. Any changes to these two fields are saved back to patient profile.

User can select Create to save the new video visit.

The screenshot displays the 'Create Video Visit' form in the VA Health system. The left sidebar shows the 'Booking Type' section with 'Scheduled Visit' and 'Ad Hoc Video Visit' options, and a 'CREATE VIDEO VISIT' button. Below this is a list of 'UPCOMING VIDEO VISITS (NEXT 90 DAYS)' with three entries for Tuesday, 07/25/2017. The main form area contains the following fields:

- Facility:** BOSTON HCS VAMC
- \* Date:** 07/25/2017
- \* Time (MST):** 19:19
- \* Duration:** 20 minutes
- \* Patient Email:** test@test.com
- Patient Phone:** (234) 567-8900
- Phone Type:** Mobile (selected from a dropdown menu)
- \* Provider First Name:**
- \* Provider Last Name:**
- \* Provider Email:**

The form also includes a 'Veteran Requests' button at the bottom right.

## Cancel Create Video Visit

User can choose to cancel creation of video visit by clicking the cancel button on the form.

The Cancel Video Visit modal is displayed. User can choose to select 'Yes, Cancel' button to continue cancel creation of the video visit. Or user can select 'No, Continue' button to return back to the Create Video Visit form.

Clicking on 'x' closes the modal and returns user back to the Create Video Visit form.

The screenshot displays the VAHealth interface. At the top, there is a header bar with a menu icon, a search icon, patient information (PATIENTSIXSIX, ZZTEST, 04/01/1991 (25) F, 345-34-4567), a close icon, a folder icon, and the VAHealth logo. Below the header, there are three tabs: Booking, Calendar, and Patient. The main content area is divided into two sections. On the left, under the 'Booking' tab, there is a 'Booking Type' section with two radio buttons: 'Scheduled Visit' (selected) and 'Ad Hoc Video Visit'. Below this is a yellow button labeled 'CREATE VIDEO VISIT'. On the right, there is a form for 'Provider Email' with a text input field containing '999-9999'. A modal dialog titled 'Cancel Video Visit?' is overlaid on the form. The modal contains the text 'Do you want to cancel the creation of this video visit?' and two buttons: 'Yes, Cancel' and 'No, Continue'. A red box highlights the 'x' icon in the top right corner of the modal, which is used to close it. At the bottom of the interface, there are two buttons: 'Cancel' and 'Create'.

## Validation errors on Creation of Video Visit

User enters all the fields in the form and selects the Create button. If any validation errors occur they are displayed on top of the form.

The screenshot displays the VA Health Booking interface. The top navigation bar includes a menu icon, a search icon, patient information (TWENTY, VARPATIENT, 01/01/1945 (72) M, 807-01-0153), and the VA Health logo. The main navigation tabs are Booking, Calendar, and Patient. The Booking tab is active, showing a 'Booking Type' section with 'Scheduled Visit' and 'Ad Hoc Video Visit' options. A yellow 'CREATE VIDEO VISIT' button is prominent. Below it, a section titled 'UPCOMING VIDEO VISITS (NEXT 90 DAYS)' shows a single entry: 'TUESDAY, 07/25/2017 16:01 EST' at 'FACILITY: BOSTON HCS VAMC'. The right-hand panel is titled 'Create Video Visit' and contains a red error box with the following text: 'The following errors were found:'. Below the error box, the form fields are: 'Facility' (BOSTON HCS VAMC), '\* Date' (07/20/2017), '\* Time (EST)' (16:00), '\* Duration' (20 minutes), '\* Patient Email' (patient1@test.com), and 'Patient Phone' ((234) 567-8900). The bottom of the interface has a blue bar with 'Booking' and 'Veteran Requests' links.

Booking Type

- ☐ Scheduled Visit
- ☒ Ad Hoc Video Visit

**CREATE VIDEO VISIT**

▼ UPCOMING VIDEO VISITS (NEXT 90 DAYS)

TUESDAY, 07/25/2017 16:01 EST  
FACILITY: BOSTON HCS VAMC

**Create Video Visit**

\* Required fields

The following errors were found:

- Please enter a date between 07/25/2017 and 10/23/2017.
- Time (EST) cannot be in the past.

Facility: BOSTON HCS VAMC

\* Date: 07/20/2017

\* Time (EST): 16:00

\* Duration: 20 minutes

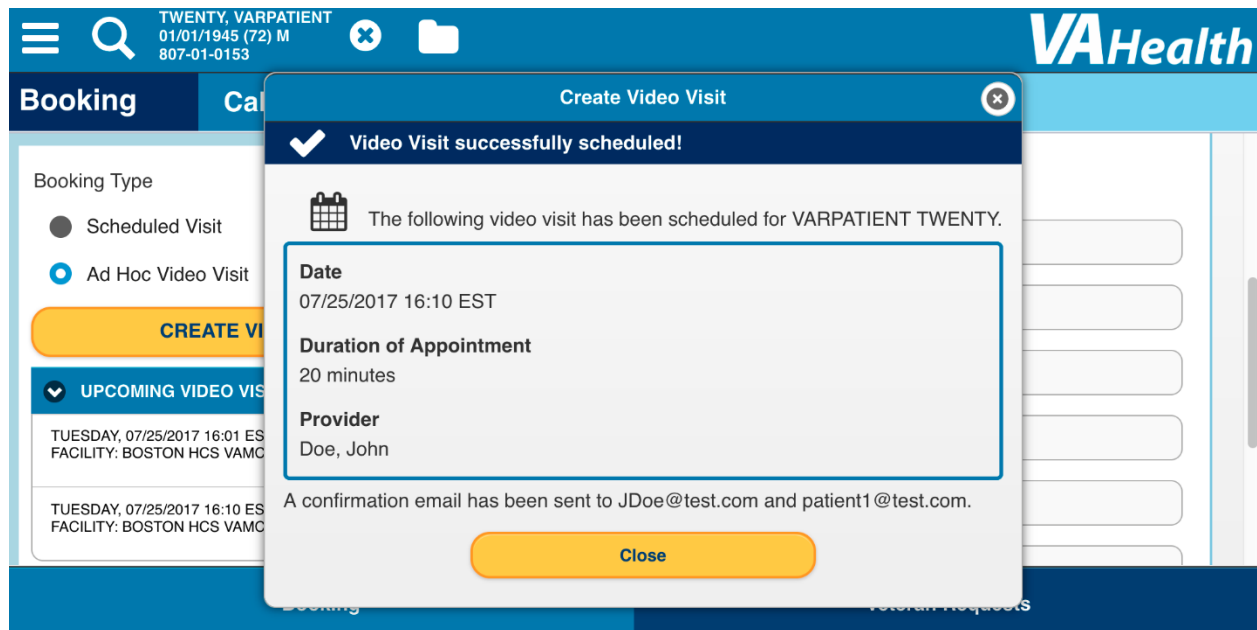
\* Patient Email: patient1@test.com

Patient Phone: (234) 567-8900

Booking Veteran Requests

## Successful Creation of Video Visit

On successful creation of Video Visit, a confirmation modal is displayed. User can select the Close button to close the modal and return back to Booking page.



## Veteran Requests Page

On the Veteran Requests Page, the user can see a list of the appointment requests made by veterans using the Veteran Appointment Requests (VAR) application. By default, all types of care requests associated with VA Appointments and Community Care Appointments are listed in the table.

User can refine the list of requests in 4 ways:

1. Selecting a type of care from the Type of Care drop down and select Apply Filter button. The Type of Care drop down displays all the types of care supported at the enterprise level.

or

2. Selecting a location the Location drop down and select the Apply Filter button. The Location drop down displays all the locations under the parent location for the site where the user has authenticated.

or

3. Entering Patient Name or request status in the Text search box.

or

4. Selecting a Type of Care from the drop down AND typing a Patient Name or Status in the Text search box.

**Veteran Requests** Refresh

VAHealth  
Last TEN First VARPATIENT  
DOB Jan 01, 1945 Age 72 Gender MALE  
SSN 807-01-0148

Filter by:  
Request Type  
☒ VA Appointments ☐ Community Care  
Location  
All Locations  
Type of Care  
All Care Types  
Text  
Patient Name, Status  
Reset

Alerts	Patient Name	Location	Type	Status	Last Activity
	TEN, VARPATIENT	FRAMINGHAM	Audiology	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	PLYMOUTH CBOC	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Express Care	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Express Care	Submitted	08/31/2017 13:09:47

**VARPATIENT TEN**

When in process, this request will be locked for other users. Process Request

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

Messages are NOT intended to be used for Cancelling an appointment. Messages are NOT intended to be used for "clinical" questions that may need veteran attention.

Message to veteran (100 characters remaining)  
Enter Text Here... (maximum of 100 characters).  
Send

From Veteran: From Staff:

Current Status Submitted

Full Name VARPATIENT TEN

Date of Birth Sep 11, 1980

SSN 403060645

Last Activity Thursday August 31, 2017 13:09

Booking Veteran Requests

User can sort by any column in the Table. Clicking the Reset Default List button resets the request list to the default sort order.



If any status changes or new requests are being added by another veteran application, clicking the Refresh button updates the request list table with these updates.

## Processing an Appointment Request

### Switch from Scheduled Visit to Ad Hoc Video Visit

A regular appointment request (Other than Express Care type) can be processed as an Ad Hoc Video Visit. On the Veteran Requests page user selects a regular appointment request that is in Submitted Status.

On the Right Panel, select the Process button.

The screenshot displays the VAHealth 'Veteran Requests' interface. The top navigation bar includes the VAHealth logo and a 'Refresh' button. The main content area is divided into two panels. The left panel, titled 'Veteran Requests', contains a filter section with dropdowns for 'Location' (set to 'All Locations') and 'Type of Care' (set to 'All Care Types'), a text input for 'Patient Name, Status', and 'Apply' and 'Reset' buttons. Below the filters is a table of requests.

Alerts	Patient Name	Facility	Type	Status	Last Activity
	TEN, VARPATIENT	BOSTON HCS VAMC	Audiology	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON HCS VAMC	Audiology	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON HCS VAMC	Audiology	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON HCS VAMC	Audiology	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON HCS VAMC	Audiology	Submitted	08/31/2017 13:09:47

The right panel, titled 'VARPATIENT TEN', shows a 'Process Request' button and a message box stating: 'When in process, this request will be locked for other users.' Below this, a message to the veteran is displayed, followed by a 'Send' button. At the bottom, the 'Current Status' is shown as 'Submitted'.

Booking page is displayed. Scheduled Visit is selected by default as this request is not an Express Care request. Switch to Ad Hoc Video Visit by selecting the Ad Hoc Video Visit radio button. The left panel displays the Create Video Visit button and request details.

The screenshot shows the VAHealth Booking interface. At the top, there is a header with a menu icon, a search icon, and patient information: TEN, VARPATIENT, 01/01/1945 (72) M, 807-01-0148. The VAHealth logo is on the right. Below the header, there are tabs: Booking, Calendar, and Patient. The Booking tab is active. On the left, under 'Booking Type', there are two options: Scheduled Visit (selected) and Ad Hoc Video Visit. A yellow button labeled 'CREATE VIDEO VISIT' is visible. Below this, a section titled 'VETERAN REQUEST DETAILS' contains a table with the following information:

<b>⚠ Patient has requested a phone call: 1234567890</b>	
Location	FRAMINGHAM (Framingham Clinic)
Type of Care	Audiology
Reason for Appointment	Routine follow-up
Phone Number	1234567890
Best Time(s) To Call	
Preferred Date/Time	08/07/2017 AM No Date Selected No Date Selected No Date Selected No Date Selected

On the right, a blue message box says: 'Please select Create Video Visit to process this request.' At the bottom, there are two tabs: Booking and Veteran Requests.

User can select Create Video Visit button, which displays the create video visit form. Patient Email and Patient Phone are defaulted from the request that is being processed. User can enter the remaining required fields and create the ad hoc video visit.

The regular veteran request is now processed as an Ad Hoc Video Visit.

The screenshot shows the VAHealth Booking interface with a 'Create Video Visit' modal window open. The modal has a title bar with a close button. Inside, there is a green checkmark icon and the text: 'Video Visit successfully scheduled!'. Below this, a calendar icon is followed by the text: 'The following video visit has been scheduled for VARPATIENT FIFTEEN.' The modal contains the following details:

<b>Date</b>	07/25/2017 16:25 EST
<b>Duration of Appointment</b>	20 minutes
<b>Provider</b>	Doe, John

Below the table, it says: 'A confirmation email has been sent to jd@test.com and varpatient.fifteen@test.com.' At the bottom of the modal is a yellow button labeled 'Close'. In the background, the Booking interface is visible, showing the 'Ad Hoc Video Visit' option selected under 'Booking Type' and a 'CREATE VIDEO VISIT' button. The 'VETERAN REQUEST DETAILS' section is partially visible, showing fields for Facility, Type of Care, Reason for Appointment, and Additional.

### Switch From Ad Hoc Video Visit to Scheduled Visit

An Express Care request can be processed as a regular Scheduled Visit.

On the Veteran Requests page user selects an Express Care request that is in Submitted Status.  
On the Right Panel, select the Process button.

The screenshot displays the VAHealth 'Veteran Requests' interface. On the left, a filter section allows users to search by Location (All Locations), Type of Care (All Care Types), and Text (Patient Name, Status). Below the filters is a table of requests. The first row is highlighted, showing a 'VARPATIENT TEN' request from 'BOSTON HCS VAMC' with the type 'Express Care' and status 'Submitted'. A 'Loading...' dialog box is overlaid on the table. On the right, the detailed view for 'VARPATIENT TEN' is shown. It includes a 'Process Request' button, a message input field, and a 'Send' button. The 'Current Status' is 'Submitted'.

Alerts	Patient Name	Facility	Type	Status	Last Action
	TEN, VARPATIENT	BOSTON HCS VAMC	Express Care	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON HCS VAMC	Express Care	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON HCS VAMC	Audiology	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON HCS VAMC	Audiology	Submitted	08/31/2017 13:09:47

**VARPATIENT TEN**

When in process, this request will be locked for other users. **Process Request**

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

Messages are NOT intended to be used for Cancelling an appointment. Messages are intended to be used for "clinical" questions that may need veteran attention.

Message to veteran (100 characters remaining)

Text Here... (maximum of 100 characters).

**Send**

From Veteran: From Staff:

**Current Status** Submitted

Booking page is displayed. Ad Hoc Video visit is selected by default. Switch to Scheduled Visit by selecting the Scheduled Visit radio button. The regular booking fields are displayed. Date field defaults to the date that has been saved in the database for Express Care (This is always the current date).

User can follow the regular process of booking an appointment by selecting a clinic, entering a valid date and selecting View Availability button.

This will display the calendar and user can select a date and then a time slot. This displays the Booking modal. The booking modal displays the Type of Care.

Book Appointment

Patient Details	Appointment Details
TWENTY, VARPATIENT	PRIMARY CARE (HFE)
01/01/1945 (72) - MALE	05/02/2017
SSN 807-01-0153	08:00 - 08:30 - 30 mins

**Fulfills the Following Veteran Request:**

**Patient has requested a phone call: (234) 567-7723**

Type of Care

EXPRESS CARE

Request Date/Time \*

☒ 04/25/2017 PM
 ☐ Booked from alternate after contacting patient
 ☐ Booked from alternate

**Please Complete the Following:**

\* Required Fields:

\* Appointment Type

Select Type

Enter all the required fields and select the Book Appointment button. The Express Care request is now successfully processed and an appointment is scheduled in a VistA clinic.

Book Appointment

**Appointment successfully booked!**

**Veteran Request successfully booked!**

Patient Details	Appointment Details
TWENTY, VARPATIENT	PRIMARY CARE (HFE)
01/01/1945 (72) - MALE	05/02/2017
SSN 807-01-0153	08:00 - 08:30 - 30 mins

**Fulfills the Following Veteran Request:**

Type of Care	Request Date/Time	Veteran Requested Date
EXPRESS CARE	04/25/2017 PM Booked from alternate after contacting patient	04/25/2017PM

Close

Return to Veteran Request

User can return to the Veteran Requests page by selecting the **Return to Veteran Request** button or select the **Close** the button to return to the Booking Page.

## Community Care Requests:

Upon selection of Community Care radio button on the Veteran Requests Page, the user can see a list of the Community Care Requests made by veterans using the Veteran Appointment Requests (VAR) application.

Type of Care drop-down will displays only the care types associated with Community Care.

The screenshot shows the VA Health 'Veteran Requests' interface. On the left, there are filters for 'Request Type' (VA Appointments, Community Care) and 'Type of Care' (All Care Types). Below these is a 'Text' search box for 'Patient Name, Status' and a 'Reset' button. A table lists two requests for 'TEN, VARPATIENT' at 'PLYMOUTH CBOC'. The right panel shows a detailed view for 'VARPATIENT TEN', including a 'Process Request' button, a message exchange area, and a 'Send' button. At the bottom, there are tabs for 'Booking' and 'Veteran Requests'.

Alerts	Patient Name	Location	Type	Status	Last Activity
	TEN, VARPATIENT	PLYMOUTH CBOC	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	PLYMOUTH CBOC	Audiology	Submitted	08/31/2017 13:09:47

From Veteran:	From Staff:
<b>Current Status</b>	Submitted
<b>Full Name</b>	VARPATIENT TEN
<b>Date of Birth</b>	Sep 11, 1980
<b>SSN</b>	403060645
<b>Last Activity</b>	Thursday August 31, 2017 13:09

User can refine the list of Community Care Requests in three ways:

1. Selecting a type of care from the Type of Care drop down, the Type of Care drop down displays all the types of care supported at the enterprise level.
2. Entering Patient Name or request status in the Text search box.
3. Selecting a Type of Care from the drop down AND typing a Patient Name or Status in the Text search box.



Send

From Veteran:

From Staff:

Current Status

Submitted

Full Name

userFirst01 userLast01

Date of Birth

Dec 01, 1960

SSN

999999901

Last Activity

Tuesday August 15, 2017 09:18

Request Submitted

Monday January 15, 2018 09:18

Request Details

Service

Community Care (Distance Eligible Veterans)

Facility Location

BOSTON HCS VAMC

Type of Care

Optometry (routine eye exam)

Call before booking appointment

Yes

Request Date/Time

▲ Patient has requested a phone call: (333) 444-5555

Preferred

01/25/2018 AM

Second Choice

01/31/2018 PM

Third Choice

No Date Selected

Community Care - Distance Eligibility Details

Travel by Air/Boat/Ferry

No

Unusual/Excessive Travel Burden

No

Street Address

15000 conference center driver

City

chantilly

State

VA

ZIP Code

20151

Preferred Appointment Location

ZIP Code

20151

Miles Willing to Travel from ZIP

50

Patient Contact

Phone Number

(333) 444-5555

Best Time(s) To Call

Morning  
Evening

Text Messaging

Not Allowed

Email Messaging

zulfi.test@gmail.com

Notification Frequency

Each new message

Veteran Requests

## Process Request

Upon selecting the Process Request, a user can process the request, it will open Veteran Request Details page in the left panel.

Select Community Care.

Select a Request, the right panel will show information about the request.

Select Process Request.

VAHealth

Last: SIXTEEN First: VARPATIENT  
DOB: Apr 23, 1974 Age: 43 Gender: FEMALE  
SSN: 504-04-2374

Veteran Requests

Refresh

Filter by:  
Request Type  
☐ VA Appointments ☒ Community Care  
Type of Care  
All Care Types  
Text  
Patient Name, Status  
Reset

Alerts	Patient Name	Location	Type	Status	Last Activity
	userLast01, userFirst01	Boston Friendly Text	Optometry (routine eye exam)	Submitted	02/13/2018 11:29:10

First Prev Next Last Showing 1 - 1 of 1

userFirst01 userLast01

You are currently processing this record.

Process Request

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

Messages are NOT intended to be used for Cancelling an appointment. Messages are NOT intended to be used for "clinical" questions that may need veteran attention.

Message to veteran (100 characters remaining)

Enter Text Here... (maximum of 100 characters).

Send

From Veteran:

From Staff:

Current Status

Submitted

Full Name

userFirst01 userLast01

Date of Birth

Dec 01, 1960

SSN

999999901

Last Activity

Tuesday February 13, 2018 11:29

Request Submitted

Tuesday February 13, 2018 10:53

Request Details

Service

Community Care (Distance Eligible Veterans)

Location

BOSTON HCS VAMC (Boston Friendly Text)

Type of Care

Optometry (routine eye exam)

Booking

Veteran Requests

## Document Appointment

On the Veteran Request page, user can see the Veteran Request Detail in the left panel. On the right panel, it will show a message to select Document Appointment to include information about the Community Care. Veteran Request detail will have the information about the request.



**Booking** | **Calendar** | **Patient**

Community Care Appointment  
Booking Type

**Document Appointment**

Please select 'Document Appointment' to include information about the Community Care request.

**VETERAN REQUEST DETAILS**

Location	BOSTON HCS VAMC (Boston Friendly Text)
Type of Care	Optometry (routine eye exam)
Are you a distance Eligible Veteran?	No
Travel by Air/Boat/Ferry	No
Unusual/Excessive Travel Burden	No
Street Address	24664 TRIBE SQ
City	DULLES
State	VA
ZIP Code	20166
Preferred Appointment Location	11369
Miles Willing to Travel from ZIP	25
Phone Number	(234) 567-8900
Best Time(s) To Call	Morning
Call before booking appointment	No
Preferred Date/Time	03/25/2018 AM No Date Selected No Date Selected

**Resolve Request**

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

**Booking** | **Veteran Requests**

Select Document Appointment, right panel will show the fields, which needs to be filled by the user. Some fields are Optional and some fields are Required.

**Booking** | **Calendar** | **Patient**

**Document Appointment**

**Eligibility Confirmation** \* Required fields

\* Distance Eligibility Confirmed

☐ Yes ☐ No

**Appointment Information**

\* Date: 02/13/2018 \* Time: 10:08 \* Time Zone: Eastern

**Provider Information**

\* First Name: \* Last Name:

Practice Name:

Phone: (xxx) xxx-xxxx

\* Street Address:

\* City: \* State: Select \* Zip Code:

**Instructions to Veteran**

Once the user has filled up all the required fields to complete the request, user must select "Yes" under Eligibly Confirmation. The following error message will occur if the user selects "No".



Once the user has filled up all the required fields and choose "Yes" under Eligibility Confirmation, then the request will be ready to submit. Select "Complete Request". A pop-up message will show the confirmation about the request.

The screenshot shows the 'Document Appointment' form with a 'Complete Request' pop-up overlay. The pop-up displays the following details:

- Appointment successfully booked!**
- Patient Details:**
  - SIXTEEN, VARPATIENT
  - Apr 23, 1974 (43) - FEMALE
  - SSN 504-04-2374
- Community Appointment Details:**
  - Test testLast
  - 03/27/2018 18:00 EDT

The background form includes sections for 'VETERAN REQUEST DETAILS', 'Eligibility Confirmation', 'Appointment Information', and 'Provider Information'. The 'Complete Request' button is highlighted in the bottom right corner.

## Status

Once the user has submitted the request, it will open Veteran Request Page and the Status will be changed to "Scheduled in Community" under Community Care.

The screenshot shows the 'Veteran Requests' page with a table of requests. The table has the following columns: Alerts, Patient Name, Location, Type, Status, and Last Activity. The status 'Scheduled in Community' is highlighted in the table.

Alerts	Patient Name	Location	Type	Status	Last Activity
	userLast01, userFirst01	Boston Friendly Test	Optometry (routine eye exam)	Scheduled in Community	02/13/2018 10:12:48

The page also includes a filter section on the left with options for 'Request Type' (VA Appointments, Community Care) and 'Type of Care' (All Care Types). A 'Reset' button is located below the filter section. The right panel displays a calendar icon and the text: 'Please select List Item to view details or go to Calendar tab to view the Calendar.'

## Resolve Request

On the Veteran Requests page user selects a request that is in Submitted Status. Request Details are displayed on the right panel. Select the Process Request button to process a request

**Veteran Requests** Refresh

VAHealth  
Last: SIXTEEN First: VARPATIENT  
DOB: Apr 23, 1974 Age: 43 Gender: FEMALE  
SSN: 504-04-2374

Filter by:  
Request Type  
☒ VA Appointments ☐ Community Care

Location: All Locations Type of Care: All Care Types

Text  
Patient Name, Status  
Reset

Alerts	Patient Name	Location	Type	Status	Last Activity
	SIXTEEN, VARPATIENT	BOSTON VA MOBILE CLINIC	OPTOMETRY	Submitted	03/27/2018 23:57:13
	SIXTEEN, VARPATIENT	BOSTON SPINAL CORD OUTCOMES	OPTOMETRY	Submitted	03/27/2018 23:56:13
	TEN, VARPATIENT	BROCKTON VAMC	AUDIOLOGY	Submitted	03/27/2018 12:31:06
	SIXTEEN, VARPATIENT	BROCKTON VAMC	EXPRESS CARE	Submitted	03/27/2018 12:24:23
	TWENTY, VARPATIENT	BROCKTON VAMC	EXPRESS CARE	Submitted	03/27/2018 12:24:22
	TEN, VARPATIENT	BROCKTON VAMC	EXPRESS CARE	Submitted	03/27/2018 12:24:21

**VARPATIENT SIXTEEN**

When in process, this request will be locked for other users. Process Request

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

Messages are NOT intended to be used for Cancelling an appointment. Messages are NOT intended to be used for "clinical" questions that may need veteran attention.

Message to veteran (100 characters remaining)  
Enter Text Here... (maximum of 100 characters).  
Send

From Veteran: Submitted From Staff:

Current Status: Submitted

Full Name: VARPATIENT SIXTEEN  
Date of Birth: Sep 11, 1986  
SSN: 603050981  
Last Activity: Tuesday March 27, 2018 23:57

Booking Veteran Requests

Bookings page is loaded and the left panel displays the Veteran request details.

VAHealth  
SIXTEEN, VARPATIENT  
04/23/1974 (43) F  
504-04-2374

Booking Calendar Patient

Booking Type  
☒ Scheduled Visit  
☐ Ad Hoc Video Visit

\* Required fields:  
Locations \*  
ALL LOCATIONS  
Clinic \*  
Search by partial clinic name Search  
Date \*  
03/29/2018  
VIEW AVAILABILITY

**VETERAN REQUEST DETAILS**

⚠ Patient has requested a phone call: (234) 567-8900

Location: BOSTON VA MOBILE CLINIC (Boston Mobil Clinic)  
Type of Care: OPTOMETRY  
Reason for: Medication Concern

Please select a Clinic and Desired Date to view availability.

Booking Veteran Requests

User can resolve this request by selecting Resolve Request button. Resolve Request modal appears with a list of radio buttons to indicate the reasons why a specific appointment request was resolved. To proceed, the user must select an option from the list. The user can select Return to dismiss the popup.

VETERAN REQUEST DETAILS

Location

BOSTON HCS VAMC

Type of Care

Audiology

Reason for Appointment

New Issue

Phone Number

(222) 222-2222

Best Time(s) To Call

Evening

Preferred Date/Time

03/19/2018 AM  
No Date Selected  
No Date Selected

Resolve Request

Please select a Clinic and Desired Date to view availability.

Resolve Request

Resolve Request

\* Resolution:

☐ Resolved – Scheduled Outside of Scheduling Manager

☐ Resolved – Specialty Not Available

☐ Cancelled – Cancelled at Veteran Request

☐ Cancelled – Unable to Reach Veteran

☐ Cancelled – Other

Return

Save

\* Required Field

After the user selects an option from the list and selects the Save button, the patient is removed from context, the Veteran Request Details collapsible disappears, and a success popup appears.

**Resolve Request**

\* Required Field

\* Resolution:

- ☐ Resolved – Scheduled Outside of Scheduling Manager
- ☒ Resolved – Specialty Not Available
- ☐ Cancelled – Cancelled at Veteran Request
- ☐ Cancelled – Unable to Reach Veteran
- ☐ Cancelled – Other

**Return** **Save**

**Booking** **Veteran Requests**

After the user accepts the success popup, the user is returned to the Veteran Requests page.

**Cancel Veteran Request**

✓ **Veteran Request successfully cancelled**

**OK**

**Booking** **Veteran Requests**



## Processing Express Care request

Express Care requests created in VAR are listed in the Veteran Requests table.

**VAHealth**

**Veteran Requests** Refresh

Filter by:  
Request Type  
☒ VA Appointments ☐ Community Care

Location: All Locations Type of Care: All Care Types

Text: Patient Name, Status

Reset

Alerts	Patient Name	Location	Type	Status	Last Activity
	TEN, VARPATIENT	FRAMINGHAM	Audiology	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	PLYMOUTH CBOC	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Optometry	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Express Care	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Express Care	Submitted	08/31/2017 13:09:47
	TEN, VARPATIENT	BOSTON PR RTP	Express Care	Submitted	08/31/2017 13:09:47

Please select List Item to view details or go to Calendar tab to view the Calendar.

Booking Veteran Requests

Select the request from the table. Request details are displayed on the right panel.

User can select Process Request button to process the request.

**Veteran Requests**

Last TEN First VARPATIENT  
DOB Jan 01, 1945 Age 72 Gender MALE  
SSN 807-01-0148

Filter by:  
Type of Care: All Care Types Text: Patient Name, Status

Apply Filter Reset Default List Refresh

Alerts	Patient Name	Facility	Type	Status	Last Activity
	TEN, VARPATIENT	BOSTON HCS VAMC	EXPRESS CARE	Submitted	04/06/2017 22:37:53

First Prev Next Last Showing 1 - 1 of 1

**VARPATIENT TEN**

When in process, this request will be locked for other users.

Process Request

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

Messages are NOT intended to be used for Cancelling an appointment. Messages are NOT intended to be used for "clinical" questions that may need veteran attention.

Message to veteran (100 characters remaining)

Enter Text Here... (maximum of 100 characters).



When user selects the Process Request button the Booking tab is displayed.

Ad hoc Video Visit radio button is selected by default. User can always change this selection.

Booking

Calendar

Patient

Booking Type

☐ Scheduled Visit

☒ Ad Hoc Video Visit

CREATE VIDEO VISIT

EXPRESS CARE REQUEST

Patient has requested a phone call: (703) 222-3333

Facility: BOSTON HCS VAMC

Reason for Visit: Ear Problem

Please select Create Video Visit to process this request.

Patient Phone is defaulted from the express care request. Date and Time is defaulted to current date and time (*Note: Time displayed is based on user's computer time*). **Time (EST)** is the time zone of the facility you are logged into.

Enter all required fields and select Create button to create the Ad hoc Video Visit appointment by processing the Express Care request.

TEN, VARPATIENT  
01/01/1945 (72) M  
807-01-0148

VAHealth

Booking

Calendar

Patient

Booking Type

☐ Scheduled Visit

☒ Ad Hoc Video Visit

CREATE VIDEO VISIT

EXPRESS CARE REQUEST

Patient has requested a phone call: (703) 222-3333

Facility: BOSTON HCS VAMC

Reason for Visit: Ear Problem

Additional Information: Adding 2nd Express Care Request

Create Video Visit

\* Required fields

Facility: BOSTON HCS VAMC

\* Date: 04/06/2017

\* Time (EST): 23:34

\* Duration: 20 minutes

\* Patient Email: test@test.com

Patient Phone: (703) 222-3333

Confirmation modal is displayed.

FIFTEEN, VARPATIENT

01/01/1945 (72) F

802-01-0150

VAHealth

Booking

Calendar

Patient

Scheduled Visit

Ad Hoc Video Visit

CREATE VIDEO VISIT

VETERAN REQUEST DETAILS

Facility

BOSTON

Type of Care

AUDIOLC

Reason for Appointment

New Issue

Phone Number

(234) 567

Best Time(s) To Call

Morning  
Afternoon  
Evening

Preferred

08/16/2017 AM

Create Video Visit

✓

Video Visit successfully scheduled!

The following video visit has been scheduled for VARPATIENT FIFTEEN.

Date

07/25/2017 16:30 EST

Duration of Appointment

20 minutes

Provider

Doe, John

A confirmation email has been sent to jdoe@test.com and varpatient.fifteen@test.com.

Close

Create

Booking

Veteran Requests

# Error Messages

## Internet Connection

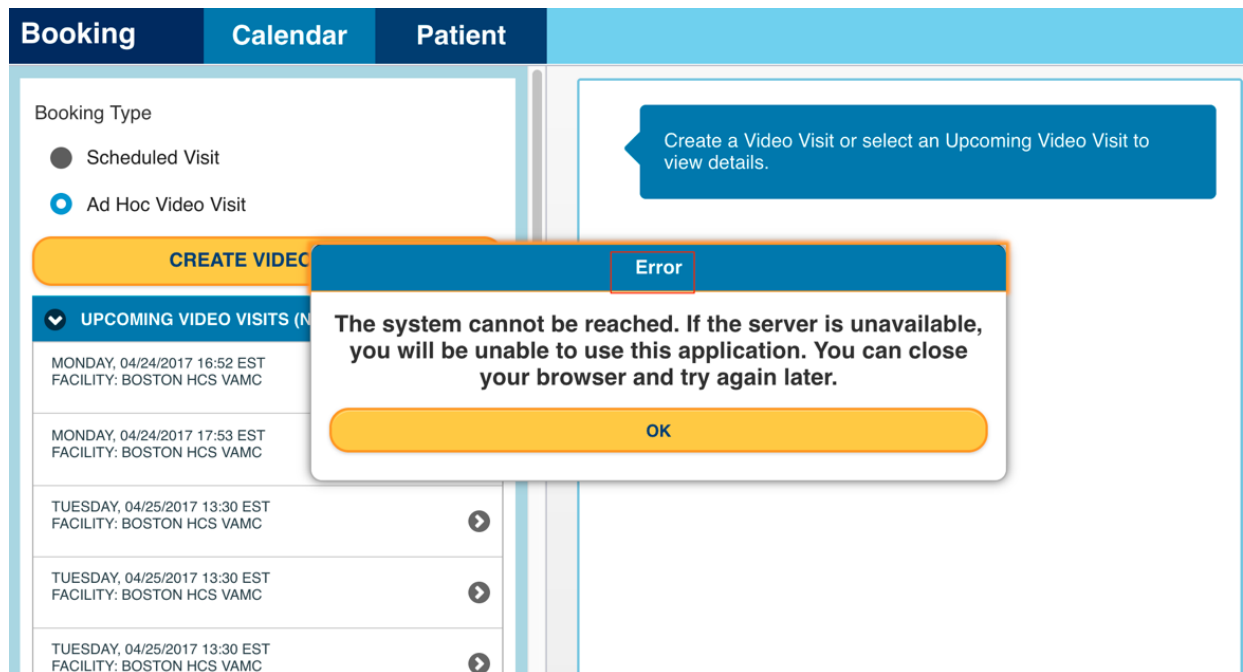
An error modal is displayed if internet connectivity is lost. User can retry after internet connection is restored. The error modal is closed if internet connectivity is restored. Selecting the OK button will close the modal.

The screenshot shows the 'Veteran Requests' application interface. On the left, there is a filter section with 'Filter by:' and 'Type of Care' (set to 'All Care Types') and a 'Text' search box (containing 'Patient Name, Status'). Below these are buttons for 'Apply Filter', 'Reset Default List', and 'Refresh'. A table of requests is visible, with columns for Alerts, Patient Name, and request details. The table shows three rows of data. On the right, there is a blue box with the text 'Please select List Item to view details or go to Calendar tab to view the Calendar.' and a calendar icon. A 'Connection Error' modal is displayed in the center, with the message 'Your internet connection appears to be unavailable. Please try again when you regain connectivity.' and an 'OK' button.

Alerts	Patient Name	Request Details
TEN, VARPATIENT	TEN, VARPATIENT	BOSTON HCS VAMC AUDIOLOGY Booked 04/24/2017 16:54:31
TEN, VARPATIENT	TEN, VARPATIENT	BOSTON HCS VAMC EXPRESS CARE Booked 04/24/2017 18:00:31

## Server Unavailable

There are certain instances the backend server might be disrupted or not reachable. In such cases, when a user tries to perform an action that needs to make a call to the backend services, for example the database, the following error message is displayed to the user. To close the error message modal, select OK.



## Session Warning

Session Warning message is displayed when the application has been idle for 12 minutes. The current setting for session timeout is 15 mins. User is displayed a warning message after 12 mins of inactivity to let them know that they will be logged out of the application after 3 minutes. The 3-minute warning will reduce to 2 mins and then to 1 min if the user does not take an action.

Selecting Continue will reset the session and the user can continue to use the application. Selecting Logout will log the user out of the application.

### Session Warning

**Your session will time out in 1 minute**

To protect your information, user sessions time out after 15 minutes.

Select **Logout** to end your session, or **Continue** to persist your session.

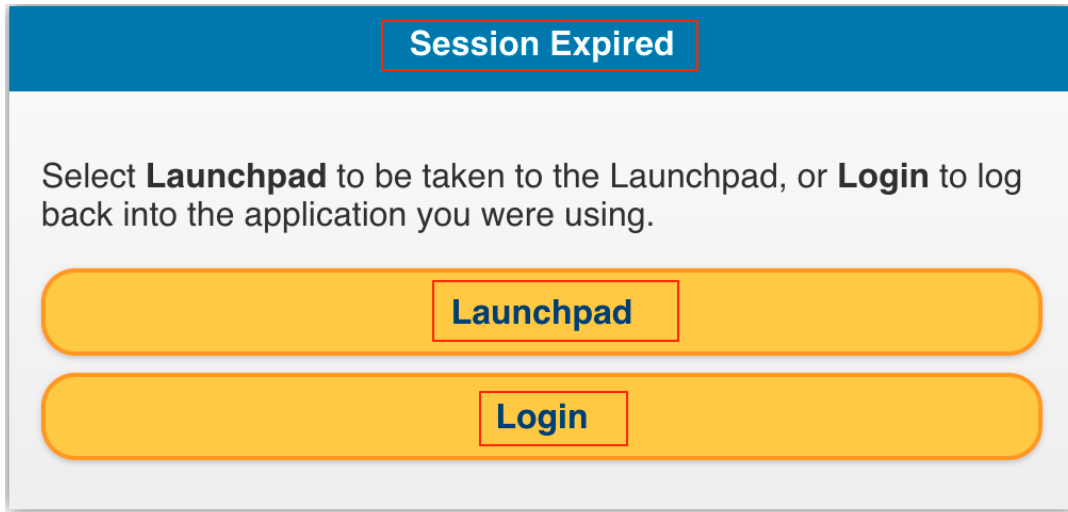
**Logout**

**Continue**

## Login Session Ended

If the user does not take an action within 3 minutes after the session timeout warning message is displayed, the user is automatically logged out of the application and the Session Expired modal is displayed.

This action is performed by the application due to security reasons.



Select Login to login back to the application.

Select Launchpad to navigate to the Launchpad to access other apps that are available on Launchpad.