



CONSULT/REQUEST TRACKING USER MANUAL



Version 3.0

December 1997

April 2002 Update

Department of Veterans Affairs
Technical Services
Computerized Patient Record System Product Line

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Revision History

Originally released	December 1997	
Include Patches 1 thru 5	September 1998	
Add Patches 6 thru 8, 11, and 12	July 2000	
Include Patches 13, 14, 16, and 18	October 2000	
Include Patch 15, 19, and 20	February 2001	
Include Patch 21	June 2001	
Include Patch 17	November 2001	
Include Patch 22 & 25	Pages 3, 7-8,36,79,94,116,167-8	April 2002

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Introduction

The *Consult/Request Tracking User Manual* provides descriptions of Consults' options and other information required to effectively use the Consult/Request Tracking package (or Consults).

This manual is for people who use the Consults package in the course of their hospital duties, including:

Care providers: doctors, nurses, pharmacists, and therapists who make or service requests for consultations on patients.

Clerical staff, who assist the above-mentioned people.

Quality Assurance and management, who have an interest in seeing that VA patients receive the best possible care.

Consults functionality is available from a Windows interface (GUI—Graphical User Interface) on a PC workstation or from a roll-and-scroll List Manager (LM) interface on a traditional CRT (Cathode Ray Tube) terminal or terminal emulation software on a PC workstation.

You can pull out parts of this manual, such as the **User Introduction to GUI** section or the **Package Operation** section, to use for unit training or reference. General parts of this manual, such as the **Package Orientation** section, have been written with examples from Consults to make the general information more meaningful to this application.

Overview

Purpose

Consult/Request Tracking package V. 3.0 improves the quality of patient care by:

Interfacing with CPRS to provide an efficient mechanism for clinicians to order consults and procedure requests.

Providing consulting services with the ability to update and track the progress of a consult/procedure request from the point of receipt through its final resolution.

Providing results reporting that includes doctor's notes and comments entered during the tracking process.

Relationship to Other Packages

The Consults package works with the following packages:

Computerized Patient Record System (CPRS)

Text Integration Utilities (TIU)

Relationship of Consults to CPRS

From CPRS Actions to Consults:

Ordering

Order checking

Order updates via HL7 messages

Inter-Facility Consults via HL7 messages

Tracking Consults activity

Resulting TIU and Consults

Notifications

From Consults actions to CPRS:

Consult status changes update the CPRS order

Forwarded and edit/resubmitted consults get a new service/correction order from CPRS

Sends alerts based on consult activity

Relationship of Consults to TIU

From TIU Actions to Consults:

Select a consult to associate with a note

One consult link per consult note

Sends TIU updates to consult package for:

 New consult note entered

 Consult note completed

Introduction

New addendum completed

Disassociate a note

Extract notes for SF 513 and displays

From Consult Actions to TIU:

A consult may have multiple notes associated with it.

Lists the notes associated with a consult.

Uses TIU to act on a note.

Updates consult status and activity log from TIU updates.

Enhancements since Version 2.5

General

Consults now uses the List Manager (LM) interface.

Consults can also be accessed through Windows NT, Windows 95, or a later Microsoft Windows version with the CPRS GUI Interface.

Consult ordering is managed by CPRS Order Entry from within the CPRS Order tab. This includes Quick Orders.

Consult resulting is based on TIU Consult Notes, Medicine package results, and provider comments.

Services must be defined within the ALL SERVICES hierarchy in order to access their consults and requests.

Tracking services are not orderable unless the user is an update user for the service or its parent service.

The ordering provider may edit and resubmit a consult after it has been canceled.

Alert Actions

Users can process consult service update actions from the alert.

The recipient of an alert for a cancelled request, can edit and resubmit the request from the alert

Reporting

The Standard Form 513 is based on a hard-coded consults routine instead of the OE/RR Print Formats. This facilitates results printing when the consult reaches final resolution.

A report with completion time statistics has been added.

A report with pending consults has been added.

Lists of consults can be viewed by order status, service, and/or date range.

Communications

HL7 messages and protocols are the communications medium between CPRS and Consults.

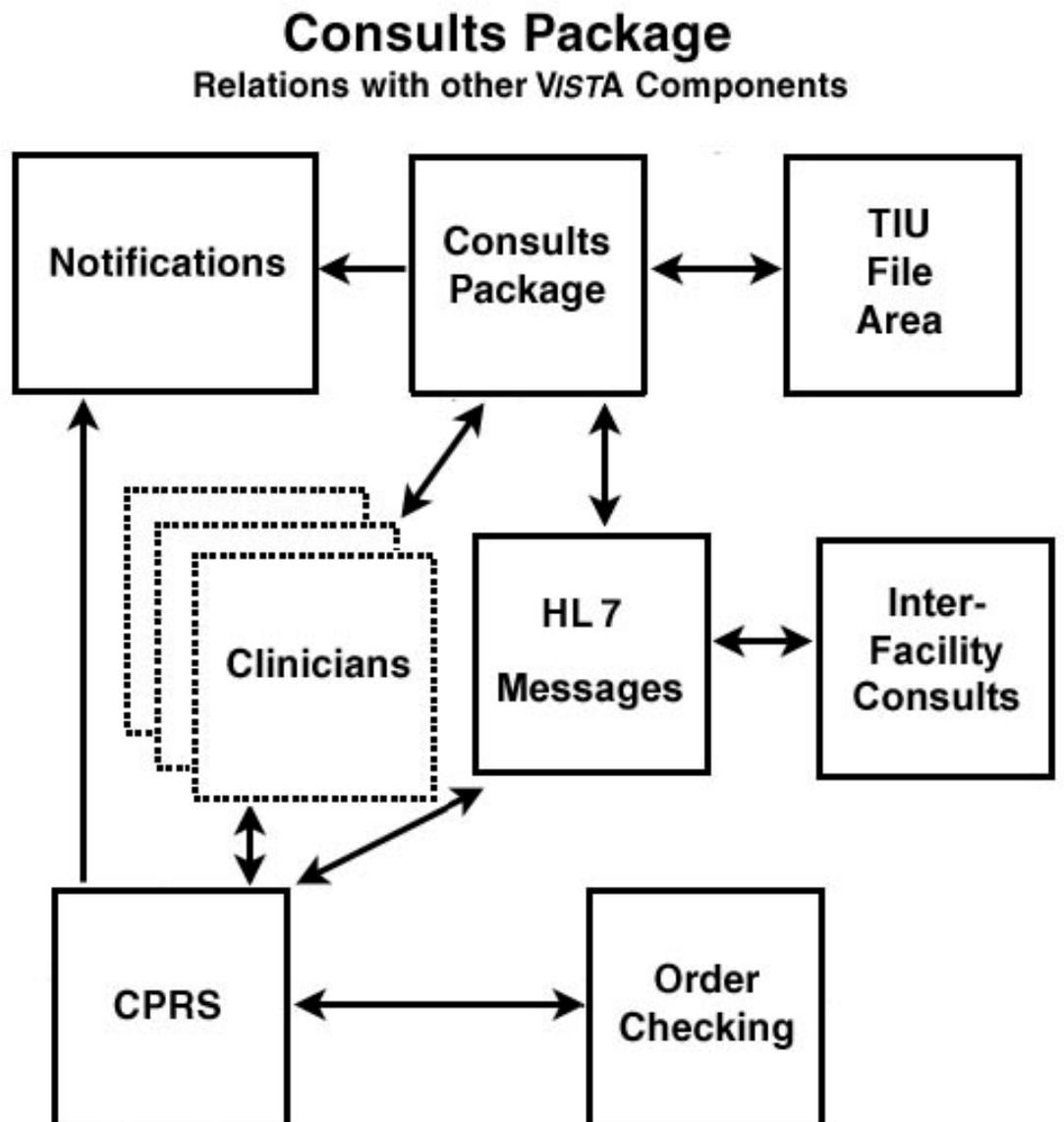
Setup

Consult services have a related entry in the CPRS Orderable Items file (#101.43).

Management of procedures and services must be done through Consult options.

Relations with other VistA Components

The Consults package communicates with CPRS through HL7 messages. Order Checking receives information from the Consults package through CPRS. Notifications is the only major package that Consults communicates with directly. When the requesting clinician signs the order, Consults sends a notification to the consulting physician and when the consulting physician signs the final report, Consults sends a notification to the requesting physician.



Introduction

Inter-Facility Consults (IFC) are requested, acted upon, and viewed the same way as regular Consults. Typically consults that are handled at a different facility have the remote facility indicated in their title, such as “Eye Exam—Salt Lake.” The software uses HL7 messaging in the background to communicate inter-facility consults and actions between cooperating facilities. Results are filed at the resulting facility, but since CPRS uses Remote Data Views in the background to access the results, users do not need to treat Inter-Facility Consults any differently.

Related Manuals and Other References

If you are an ADPAC or IRM personnel, the *Consult/Request Tracking Technical Manual* would probably aid in your understanding of Consults setup and operation.

Consults is installed with CPRS, so the *CPRS Installation Guide* is the appropriate manual to refer to on installation issues that aren't covered in the *Consult/Request Tracking Technical Manual*.

TIU provides boilerplate text and other text-oriented services. The *TIU Clinical Coordinator & User Manual* would assist you in using these features.

Consults package is highly integrated with CPRS. As such, any Consults package user should be familiar with the *CPRS Clinician's Getting Started Guide* and the *CPRS Clinical Coordinator & User Manual*.

See our web pages at:

`vista.med.va.gov/consults`

and

`vista.med.va.gov/cprs`

Package Orientation

The Introduction, Package Orientation, and Package Management sections of this manual provide general package information about the Consults package. The Package Operation section of this manual is specific to Application Coordinators, CPRS users, and Consults users.

Anyone using the Consults package needs to know how to log on, navigate among menus and options, and respond to prompts for data entry. If necessary ask your Application Coordinator or an IRMS staff member to help you in obtaining material on these topics. *VISTA* instruction manuals, such as the *DHCP User's Guide to Computing*, provide basic information about general computing and your computer system.

Windows Interface

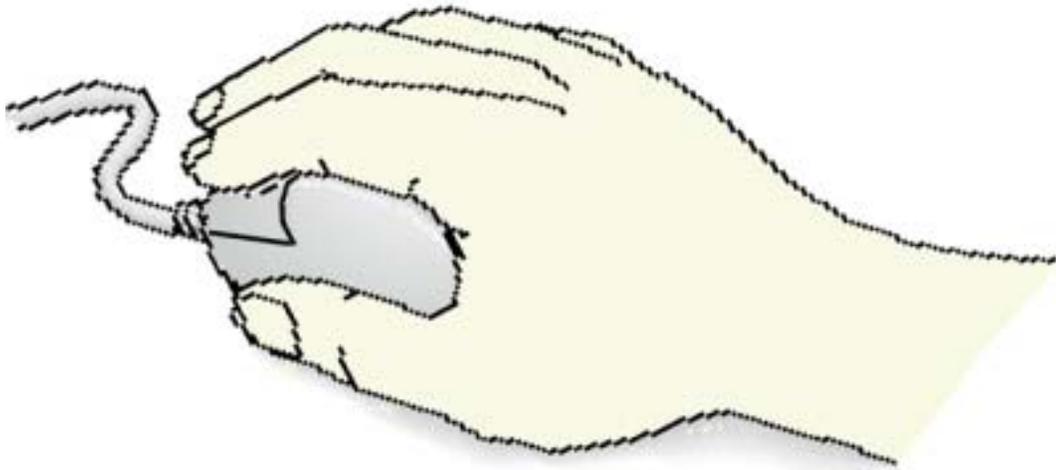
The CPRS graphical interface (GUI) supports entry and tracking of consults through the Consults tab.

User Introduction to GUI

A Graphical User Interface has two modes of operation, keyboard and pointer device. You will find some things easier and more convenient to do with the pointer device and other things easier to do with the keyboard. In Windows, there is no one correct way to do things.

Pointer Device

The most common pointer device is the mouse. Other less commonly used pointer devices are the track ball, light pen, and graphics tablet. We concentrate on mouse usage in this manual and use the term mouse interchangeably with the term pointer device.



It is important to hold the mouse correctly. Do this by resting the palm of your hand on the large part and your fingers on the buttons as shown in the illustration below.

Your right index finger should be on the leftmost button on the mouse. Whenever you are supposed to click something, it refers to this finger and this button. (If you are left-handed, ask your ADPAC to show you how to change the system settings to accommodate you.)

Occasionally, the rightmost mouse button needs to be clicked. If this is the case we say “right click” in the instructions.

If you are nervous about using the mouse, practice with it. Here is a practical suggestion: Most workstations have help files that are provided by the equipment manufacturer to assist you in learning about the machine. Practice browsing through these files with the mouse. Have your ADPAC show you how to access these features on your machine.

Keyboard Input

In the CPRS GUI program, most functions that can be accomplished with the pointer device or mouse can also be accomplished with the keyboard. The table below summarizes functions you may want to do with the keyboard or pointer device:

Function	Keyboard	Mouse
Select a pane (sub-window)	Tab	Point and Click
Select a button	Tab	
Press a button	Enter	Point and Click
Select the previous button	Shift and Tab	Point and Click
Select a field	Arrow Keys	Point and Click
Select a range of characters	Shift and Arrow	Press and Drag
Select a menu option	Alt and code	Point and Click
Select a tab	Alt+V then code	Point and Click

Explanations:

Select a pane puts the focus in the sub-window of your choice. If you press the Tab key, the cursor shifts from one pane to another. This is equivalent to pointing to a pane with the mouse and clicking once.

Select a button; in Windows dialogs containing buttons, pressing the Tab moves the highlight from one button to the next. There is no equivalent mouse action.

Press a button by hitting the Enter key. With this action you activate whatever button is currently highlighted. Selecting a button with the Tab key and then pressing Enter are equivalent to pointing at the button with the mouse and clicking.

Select the previous button is accomplished by holding down the Shift key while pressing the Tab key.

Select a field is accomplished by using the Up or Down arrow keys. If you use the mouse, just click in the field.

Package Orientation

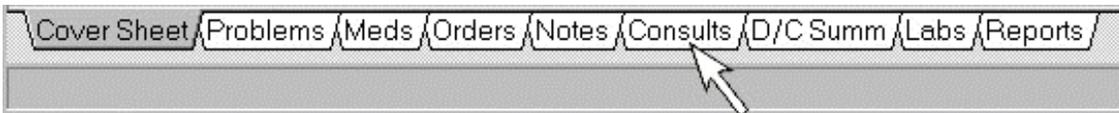
Select a range of characters is accomplished by holding the Shift key down while using the Arrow keys. You can achieve the same effect by holding the left mouse button down while moving (dragging) the mouse.

Select a menu option by holding the Alt key down while pressing the underlined letter in the menu name. Once the menu is open, press the underlined key alone to activate your chosen menu option.



In the example above, the View the Chart Tab Consults can be accomplished one of three ways:

1. Menu access from the keyboard by pressing Alt and V, then T, then T again.
2. With a mouse, the same thing is accomplished by clicking on View, then pointing to Chart Tab, then pointing to Consults and clicking again.
3. Using the key combination listed in the menu. This is called a hotkey. To use it, press Ctrl and T at the same time.



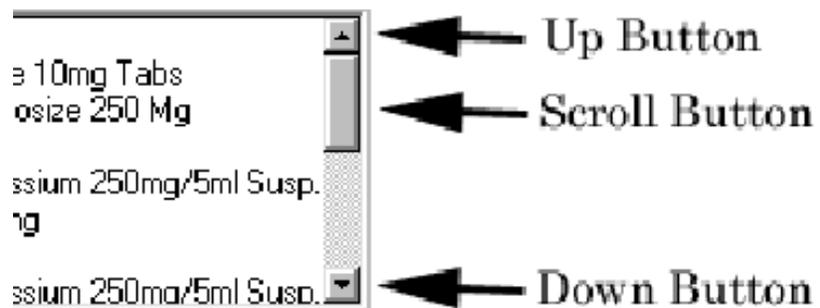
Since the chart tabs are controls similar to buttons, just clicking on one of them with the mouse is sufficient to change the view to that tab.

Help

Selecting Help then Contents from the main menu bar brings up a large help file. Pressing the F1 key brings up help on the current tab or dialog.

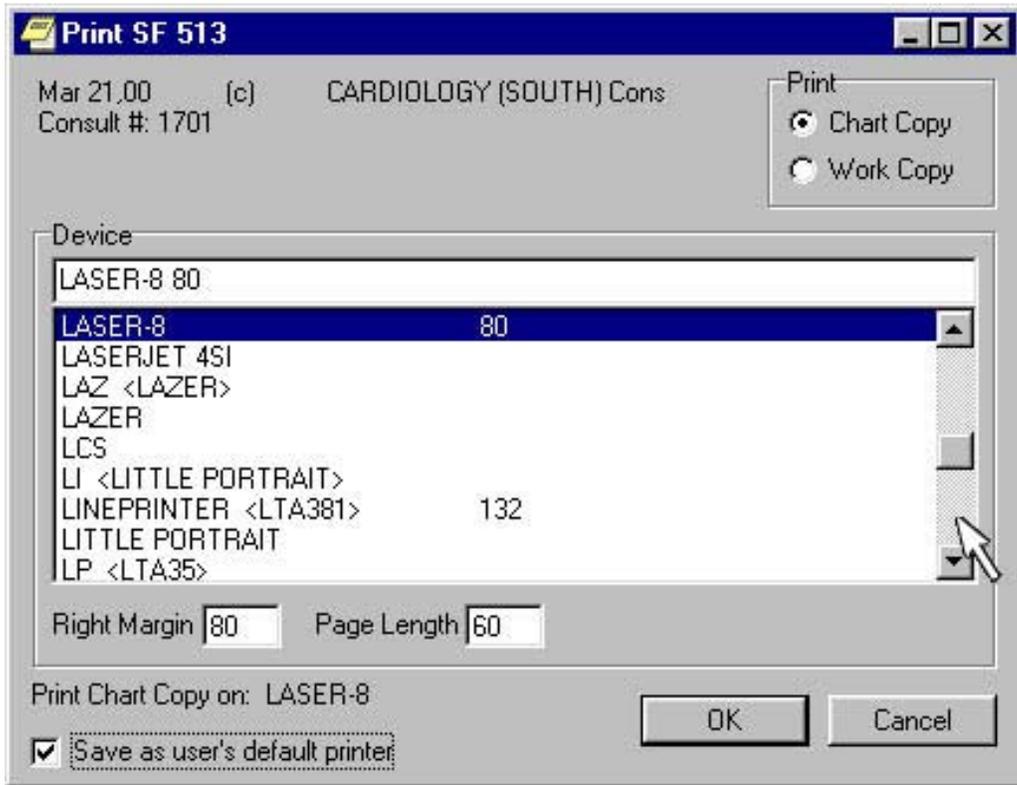
Scrolling

If the cursor is in a list or text box, the arrow keys as well as the Page Up and Page Down keys can be used to see other parts of the text. Also, the scroll bar can be used.



The illustration above names the three buttons on the scroll bar. Clicking the up and down buttons is equivalent to using the up or down arrow key. Clicking above or below the scroll button is equivalent to using the Page Up or Page Down key. You also may drag the scroll button to quickly move from one part of the text to another.

Printing



The contents of each tab can be printed by selecting the Print command from the File menu on the main menu bar. This will open the print dialog:

You must select a device and click OK before printing takes place.

Character-based Interface

You can use the character-based interface from a standard CRT terminal, or you can use it from a PC Workstation through a terminal emulation program.

Much of the character-based interface for Consults simulates the GUI interface with the CPRS screen.

Special Keys, Commands, and Option Responses

This section of the User Manual provides definitions for user responses and program symbols used throughout the Consults package. Consults runs under VA FileMan and List Manager. FileMan is the environment you are probably used to. It displays new information on the screen by scrolling previous information up (sometime scrolling it off the screen).

List Manager runs under FileMan, so it shares with it the command prompt and the command vocabulary. Unlike FileMan, it does not scroll information off the top of the screen. Rather, it places information in pre-defined locations in the screen area, and allows you to scroll variable length information (lists) within a pre-defined information window.

VISTA Conventions

Consults follows *VISTA* user conventions. Package-specific symbols, keys, and option responses are briefly described here and fully described throughout this manual at appropriate places.

User Responses

- <Enter>** This is the symbol for the Enter key used in this manual. (For some terminals, this key is labeled Return or has the ↵ symbol on it.) It is entered after every response or used alone when you wish to bypass a prompt, accept a default, or return to a previous action.
- ?** Entering a question mark after a prompt displays valid instructions for responding to that prompt.
- ??** Entering two question marks after a prompt usually displays a list of choices for responding to that prompt.
- ???** Entering three question marks usually displays more extensive instructions for responding to that prompt.

Package Orientation

- ^ A single up-arrow (sometimes called a caret or a circumflex) does several functions in the package depending on where you are and what you are doing.
- The up-arrow can terminate a series of questions and return you to a previous level.
- ^^ Exits you out of the option you're in and returns you to the menu.

Program Symbols

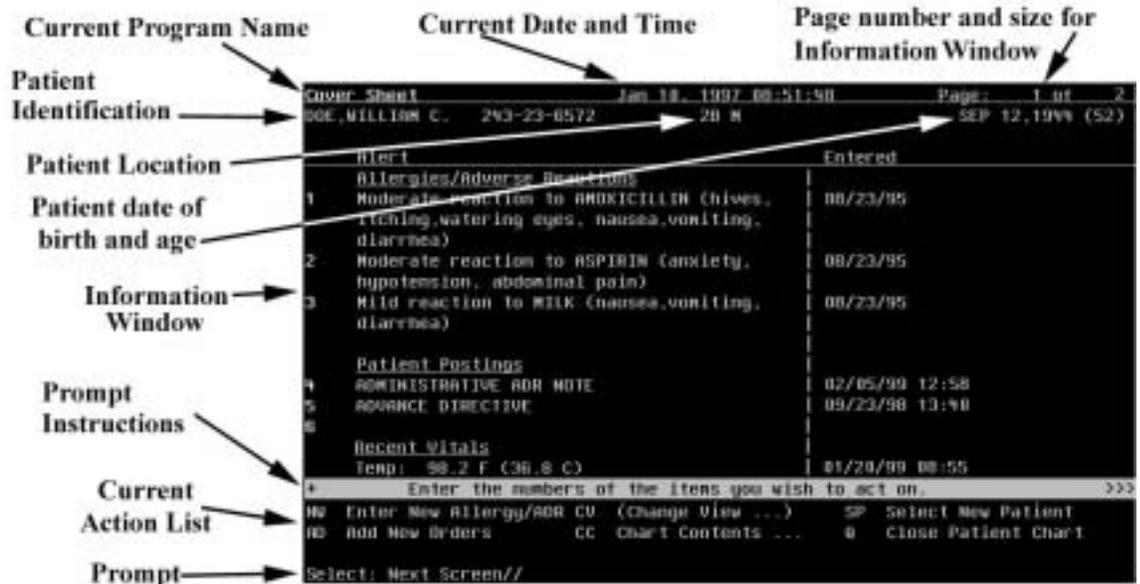
- // Double slashes mean a default response has been provided by the Consults package. A default response is either the most likely choice or a previously entered response. For example, "Select Service/Specialty: MEDICINE//". If you wish to select the default response MEDICINE, press the Enter key. Otherwise, type the name of another service or specialty.

List Manager Conventions

List Manager simulates a graphical user interface (GUI) on terminals that are not equipped for graphical display. It also provides a mechanism for programs running on a PC workstation equipped with Windows NT, Windows 95, or a higher number Windows operating system to perform Consults package functions.

By simulating a windowing environment, List Manager gives you some of the advantages of Windows without requiring you to have a PC workstation. You have better control over what appears on your screen than in standard *VISTA*, and the display is organized to simulate a paper medical record.

Standard parts of a CPRS List Manager screen:



Key to above figure:

Current Program Name tells you what program or package is in control. These programs correspond to the tabs in a hard-copy patient record.

Current Date and Time is the date and time supplied by the computer operating system.

Page number and size for Information Area. List Manager automatically divides the contents of the Information Area into pages of one screen-full each. This display informs you how many of these pages there are and which one you are on.

Patient Identification is the name and social security number of the patient whose chart you are looking at.

Patient Location is the location that was last entered on this patient.

Patient Date of Birth and Age is the date of birth, with the age in parentheses, of the patient at the time List Manager last painted the information on the screen.

Information Window contains a list of information from the patient's computer-stored record. It corresponds to the program listed in the upper left-hand corner of the screen.

Package Orientation

Prompt Instructions displays context sensitive information about how you can respond to the current prompt. Included in this line is a plus (+) if the page can be scrolled vertically and greater-than signs if the page can be scrolled horizontally.

Current Action List is a short list of actions that you can use.

Prompt where actions can be entered.

Standard Actions

Certain menu actions are usually in effect while using Consults. A complete list of currently active actions is displayed by typing two question marks (??) at the prompt. The most common hidden actions are:

- Scroll up one screen in the current tabbed section.
- + Scroll down one screen in the current tabbed section.
- < Shift the view to the left.
- > Shift the view to the right.
- AD Add a new order to the current tabbed section. Same as using the NW action from the orders tab.
- ADPL Toggles (turns off or on) the automatic menu display.
- CWAD Display the Confidential Patient Warnings Summary on the screen.
- DN Scroll down one line in the current tabbed section.
- FS First Page. Go to the top of the current tabbed section.
- GO Go to a specific page in the current tabbed section.
- LOC Temporarily changes the patient location and/or provider for ordering purposes.
- LS Last Page. Go to the bottom of the current tabbed section.
- NW Add a new entry to the current tabbed section.
- PI Patient Inquiry. Displays patient information such as address, ward assignments, and eligibility information.
- PL Print List. Print the data contents of the current tabbed section.

- PS Print Screen. Print the data contents of the current screen.
- RD Re-display the current screen.
- RV Review newly placed orders. Displays both signed and unsigned orders from the current session.
- SL Search List. Search the current tabbed section for a specific word or string of characters.
- UP Scroll up one line in the current tabbed section.

Printing Conventions

When you are prompted for `Device:`, you have the following choices:

- <Enter> Accepts the default, causing the order(s) to be displayed on your screen.
- LASER Enter a valid printer name (LASER is an example).
- ? Lists printers from which you can select one.
- Q or q Allows you to queue the Consults task (meaning it will print at a later time and place). When queuing a task, make sure you enter a time in addition to a date, for example:

```
DO YOU WANT YOUR OUTPUT QUEUED? NO// YES
Requested Start Time: NOW// T+1@1500
```

Package Orientation

Package Management

Service Update and Tracking Security

Your ADPAC can use the Consult Service User Management option, in conjunction with availability to various menus and options, to control access to Consults functionality. The menus that can be provided to you are:

- Consult Service Tracking

The Consult Service Tracking menu provides access to basic consult tracking functions and reports, but can also provide complete update capabilities if you have been granted update privileges by your ADPAC.

Individual options in the Consults package that may be useful to you, and what access they provide, are detailed in the following table:

Option	Services
Consult Service Tracking	Tracking and/or update functionality depending upon your individual privileges.
Completion Time Statistics	Reporting.
Service Consults Pending Resolution	Reporting.

With the GMRC Service User Management option, your ADPAC can set you up to be an update user for one or more services at your hospital. In addition, the ADPAC can grant the ability to receive consult notifications according to criteria outlined in the following table:

Category	Notifications Received
UPDATE USERS W/O NOTIFICATIONS	Unless otherwise set up, will not receive notifications.
UPDATE TEAMS W/O NOTIFICATIONS	Unless otherwise set up, will not receive notifications.
UPDATE USER CLASS W/O NOTIFS	Unless otherwise set up, will not receive notifications.
SERVICE INDIVIDUAL TO NOTIFY	Receive consult notifications for your service.
SERVICE TEAM TO NOTIFY	Receive consult notifications for patients assigned to your team.
NOTIFICATION BY PT LOCATION INDIVIDUAL TO NOTIFY	Receive all consult notifications for your service for patients in a specified ward.
NOTIFICATION BY PT LOCATION TEAM TO NOTIFY	Receive consult notifications for patients assigned to your team and in a specified ward
SPECIAL UPDATES INDIVIDUAL	An individual who has privileges to perform group status updates.

These categories are not mutually exclusive, meaning you may receive notifications based on being present on one or more of the lists detailed in the foregoing table.

Privilege	Granted
Originate a consult	Anyone with access to CPRS
Sign a consult	Anyone who can sign an order
Change a consult status	Anyone with update privileges
View or print a consult	Anyone with access to CPRS

In summary, update user capabilities vary depending on

- 1) The option(s) that you are assigned.
- 2) Privileges granted in the Consults Service User Management option.

Package Operation

The operation of the Consults package involves multiple people, at various skill levels, in various parts of the hospital. A consult request may be entered by a clinician or a clerk under a clinician's direction. This request acts as a depository of information about itself. It collects notes and keeps records on everything that happens to it. When complete it becomes part of the patient's medical record.

In the pages that follow, we present this flow of information, and show the actions that must be taken at each step in the process. Many of these actions must be taken by persons other than those originating the consult.

Also, Consults uses CPRS during the initiation process and TIU during the completion process. In this section, we give some information about each of these packages that may help you in using Consults.

Typical Consults Information Flow



(1) Clinician orders a consult



(2) Consult service gets a written copy



(3) If accepted, an appointment is held



(4) Results are entered and signed



(5) Originating clinician receives an alert that the consult is complete



(6) The SF 513 report becomes part of the patient's medical record

Work Flow

- 1. The clinician orders a consult.** While in a patient's CPRS medical record, a clinician enters an order for a consultation or procedure.
- 2. The consult service gets a written copy.** An alert and a hard-copy of the SF 513 are sent to the consult service.
- 3. If accepted, an appointment is held.** To accept the consult, the service uses the **receive** action. The service can also **discontinue** or **cancel** the consult. Cancelled consults can be edited and re-submitted by the ordering clinician.
- 4. Results are entered and signed.** The consult service enters results and comments. Resulting is primarily done using TIU.
- 5. The originating clinician receives an alert that the consult is complete.** The results can now be examined and further action taken on behalf of the patient.
- 6. The SF 513 report becomes part of the patient's medical record.** A hard copy can be filed and the electronic copy is on line for paperless access.

1. The Clinician Orders a Consult

Consult orders can be entered:

- From the CPRS medical record screen, Consults tab
- CPRS GUI interface program, Consults tab

Ordering Within the CPRS Package

Primarily, Consult orders should be placed through the CPRS Add New Orders action.

In this manual we provide a step-by-step display of the process for ordering consult or procedures requests through the CPRS package. We first go through a brief list of steps, then we discuss each step in detail.

To Order a Consult:

- Select CPRS Clinician Menu (OE) from the Clinician Menu.
- Select the patient.
- Select Chart Contents then Consults.
- Select Order New Consult.
- Answer questions on the particulars of the request.

To go over in detail how to order a consult:

A. Select CPRS Clinician Menu (OE) from the Clinician Menu

Exactly how you do this option depends on how IRM or your ADPAC set up your menu. This example shows one way of performing step A.

```
Select Clinician Menu Option: ?
OE      CPRS Clinician Menu
RR      Results Reporting Menu
AD      Add New Orders
RO      Act On Existing Orders
PP      Personal Preferences ...

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.
Select Clinician Menu Option: OE
```

The screen now looks like this:

Patient Selection	Apr 07, 1999 14:51:30	Page: 1 of 1
Current patient: ** No patient selected **		
Patient Name	ID	DOB
Room-Bed		
No patients found.		
Enter the number of the patient chart to be opened >>>		
+ Next Screen	CV Change View ...	FD Find Patient
- Previous Screen	SV (Save as Default List)Q	Close
Select Patient: Change View //		

B. Select the Patient

Select the patient as you would in any other package. Type a patient ID such as the patient's name, social security number, or the patient's last initial followed by the last 4 digits of the social security number. If more than one patient matches the key you entered, select the patient from the list presented on the screen.

Select Patient: Change View // T2342					
1	T2342	TURNER, TOMMY	03-04-32	123902342	MILITARY RETIREE
2	T2342	TRAT, JACK	02-03-23	234242342	MILITARY RETIREE
CHOOSE 1-2: 2		TRAT, JACK	02-03-23	234242342	MILITARY RETIREE
Searching for the patient's chart ...					

(Continued on the next page.)

The screen now looks something like this:

Cover Sheet		Feb 13, 1999 12:53:14	Page: 1 of 2
TRAT,JACK	234-24-2342	1A/B-1	FEB 3,1923 (74) <CA>
PrimCare: Welby, Marcus		PCTeam: GOLD	
Item	Entered		<input type="checkbox"/>
1	Allergies/Adverse Reactions BEESWAX (hives, itching, watering eyes, anxiety)	03/28/97	
2	Patient Postings CRISIS NOTE	02/25/97 12:18	
	Recent Vitals No data available		
	Immunizations No immunizations found.		
	Eligibility Not Service Connected		
+ Enter the numbers of the items you wish to act on. >>>			
NW	Enter New Allergy/ADR CV (Change View ...)	SP	Select New Patient
AD	Add New Orders CC Chart Contents ...	Q	Close Patient Chart
Select: Next Screen//			

C. Select Chart Contents then Consults

To get to the menu containing Order New Consults, you must go through the Chart Contents menu, then select the Consults screen. This can be done in one step by typing:

CC;CON

All Consults		Feb 13, 1998 12:56:32	Page: 1 of 1
TRAT,JACK	234-24-2342	1A/B-1	FEB 3,1923 (74) <CA>
PrimCare: Welby, Marcus		PCTeam: GOLD	
Consult/Procedure	Requested	Status	<input type="checkbox"/>
1 CARDIOLOGY Consult	02/25/97 11:02	complete	
+ Enter the numbers of the items you wish to act on. >>>			
NW	Enter New Allergy/ADR CV (Change View ...)	SP	Select New Patient
AD	Add New Orders CC Chart Contents ...	Q	Close Patient Chart
Select: Chart Contents//			

D. Select Order New Consult

Type NW and press the <Enter> key.

E. Answer Questions on the Particulars of the Request

```
Select: Chart Contents// NW Order New Consult

      Consult              Procedure

Order new: C Consult
Delay release of these orders? NO// <Enter>
Consult to Service/Specialty: POD FOOT CLINIC FOOT CLINIC
Reason for Request:
  1>PERSISTENT SMALL FISSURES AND SCALING ON BOTH FEET.
  2>
EDIT Option:
Category: INPATIENT// <Enter>
Urgency: ROUTINE// ??
Select from:
  1 STAT
  2 ROUTINE
  3 WITHIN 48 HOURS
  4 WITHIN 72 HOURS
  5 EMERGENCY
Select the urgency indicating how quickly results from this consult are needed.

Urgency: ROUTINE// <Enter>
Place of Consultation: Bedside// ?
Select from:
  1 Bedside
  2 Consultant's Choice
Select the preferred place to see the patient for this consult.

Place of Consultation: Bedside// <Enter>
Attention: SNOW,CHARLES R. CRS PHYSICIAN
Provisional Diagnosis: TINEA PEDIS
-----
Consult to Service/Specialty: Podiatry
      Reason for Request: PERSISTENT SMALL FISSURES AND SCALING ON ...
              Category: INPATIENT
              Urgency: ROUTINE
Place of Consultation: Bedside
              Attention: SNOW,CHARLES R.
Provisional Diagnosis: TINEA PEDIS
-----

(P)lace, (E)dit, or (C)ancel this order? PLACE// <Enter>
      ... order placed.

Add another Consult order? NO//
```

(Continued on the next page.)

The screen now looks something like this:

All Consults		Feb 13, 1998 12:58:32		Page: 1 of 1	
TRAT,JACK 234-24-2342		1A/B-1		FEB 3,1923 (74) <CA>	
PrimCare: Welby, Marcus		PCTeam: GOLD			
	Consult/Procedure	Requested	Status		
1	CARDIOLOGY Consult	02/25/97 11:02	complete		
Enter the numbers of the items you wish to act on. >>>					
NW	Enter New Allergy/ADR CV	(Change View ...)	SP	Select New Patient	
AD	Add New Orders	CC Chart Contents ...	Q	Close Patient Chart	
Select: Chart Contents//					

Notice that the consult just entered is not yet displayed. It is not displayed until after you have signed the order.

Sign the Consult

```

+  Next Screen          $  Sign All Orders
-  Previous Screen     Q  Close
Select: Sign All Orders// $    Sign All Orders

Enter your Current Signature Code: SIGNATURE VERIFIED

Processing orders ...
    
```

Enter your electronic signature here.

When applied to an approved medical record, an electronic signature has the same legal weight as a signature made with a pen on paper. For this reason electronic signatures are part of the overall security system maintained by IRMS.

When the computer prints a document that has been signed and/or cosigned, an electronic signature block is included. What appears in this block is user configurable through the User's Toolbox option.

In this example we change a title and electronic signature:

```

Select Consult Service Tracking Option: ??

  CS    Consult Service Tracking [GMRC SERVICE TRACKING]
  PC    Service Consults Pending Resolution [GMRC RPT PENDING CONSULTS]
  ST    Completion Time Statistics [GMRC COMPLETION STATISTICS]

Or a Common Option:

  CWA   Patient Warning (CWAD) Display [GMRPNCW]
  MA    MailMan Menu ... [XMUSER]
  TBOX  User's Toolbox ... [XUSERTOOLS]
  VA    View Alerts [XQALERT]
        Continue [XUCONTINUE]
        **> Reverse lock ZZLUKE
        Halt [XUHALT]
        Restart Session [XURELOG]
        Time [XUTIME]
        Where am I? [XUSERWHERE]

You have PENDING ALERTS
      Enter "VA VIEW ALERTS to review alerts

Select Consult Service Tracking Option:  TBOX  User's Toolbox

Select User's Toolbox Option:  ?

      Display User Characteristics
      Edit User Characteristics
      Electronic Signature code Edit
      Menu Templates ...
      Spooler Menu ...
      Switch UCI
      TaskMan User
      User Help

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select User's Toolbox Option:  ELelectronic Signature code Edit
    
```

This option is designed to permit you to enter or change your Initials, Signature Block Information, Office Phone number, and Voice and Digital Pagers numbers. In addition, you are permitted to enter a new Electronic Signature Code or to change an existing code.

INITIAL: CRS// **<Enter>**

SIGNATURE BLOCK PRINTED NAME: CHARLES R. SNOW// **<Enter>**

SIGNATURE BLOCK TITLE: DOCTOR// **MD**

OFFICE PHONE: **588-5029**

ANALOG PAGER: **4038**

DIGITAL PAGER: **<Enter>**

The electronic signature is typed here.

Enter your Current Signature Code: SIGNATURE VERIFIED

Your typing will not show.

ENTER NEW SIGNATURE CODE:

RE-ENTER SIGNATURE CODE FOR VERIFICATION:

DONE

The new signature is typed here.

Select User's Toolbox Option:

And here.

The signature block, as changed in the example above, looks like this:

/es/CHARLES R. SNOW MD

The /es/ annotation indicates that the medical document was electronically signed

If for some reason you do not sign an order at the time you write it, then the system enters the order into your list of alerts. Signing the order is then simply a matter of responding to the alert as in the following example:

```

You have PENDING ALERTS
      Enter  "VA  VIEW ALERTS      to review alerts

Select OE/RR Manager Menu Option: VA View Alerts

1. APPLESEED (A0999): Order requires electronic signature.
2. ANDERSON, (A3456): New Consult/Request (Stat)

      Select from 1 to 2
      or enter ?, A I, F, P, M, R, or ^ to exit: 1
Searching for the patient's chart ...
    
```

Unsigned Orders		Feb 13, 1999 13:01:58	Page: 1 of 1	<input type="checkbox"/>	
APPLESEED,JOHNNY	466-68-0999	1A	APR 30,1944 (52)		
PrimCare: Welby, Marcus		PCTeam: GOLD			
Item Ordered	Requestor	Start	Stop	Sts	<input type="checkbox"/>
1 CT ABDOMEN W&W/O CONT *UNSIGNED*	SNOW,C			unr	
2 Discontinue CBC BLOOD WC LB# 269 *UNSIGNED*	ANDRUS,R			unr	
3 Change SODIUM SERUM SERUM WC to GLUCOSE SERUM SERUM SP LB# 242 *UNSIGNED*				pend	
4 Change GLUCOSE SERUM SERUM SP to POTASSIUM SERUM SERUM SP LB# 242 *UNSIGNED*				pend	
Enter the numbers of the items you wish to act on.				>>>	
+ Next Screen	- Previous Screen	Q	Quit		
Select:Quit// 1					

Unsigned Orders		Feb 13, 1998 13:02:58	Page: 1 of 1	<input type="checkbox"/>
APPLESEED,JOHNNY 466-68-0999		1A	APR 30,1944 (52)	
PrimCare: Welby, Marcus		PCTeam: GOLD		

Item Ordered	Requestor	Start	Stop	Sts	<input type="checkbox"/>
1 CT ABDOMEN W&W/O CONT *UNSIGNED*	SNOW,C			unr	
2 Discontinue CBC BLOOD WC LB# 269 *UNSIGNED*	ANDRUS,R			unr	
3 Change SODIUM SERUM SERUM WC to GLUCOSE SERUM SERUM SP LB# 242 *UNSIGNED*				pend	
4 Change GLUCOSE SERUM SERUM SP to POTASSIUM SERUM SERUM SP LB# 242 *UNSIGNED*				pend	

Enter the numbers of the items you wish to act on.				>>>
Change	Sign			
Discontinue	Detailed Display			

Select action: S Sign

-- CT ABDOMEN W&W/O CONT --

Enter your Current Signature Code: SIGNATURE VERIFIED

CT ABDOMEN W&W/O CONT signed.

Print CHART COPY for the orders: YES// <Enter> YES

DEVICE: LTA35// <Enter> C-ITOH 300 LINE PRINTER

DO YOU WANT YOUR OUTPUT QUEUED? NO// <Enter> (NO)

The electronic signature is typed here.

Unsigned Orders		Feb 13, 1998 13:03:58	Page: 1 of 1	<input type="checkbox"/>
APPLESEED,JOHNNY 466-68-0999		1A	APR 30,1944 (52)	
PrimCare: Welby, Marcus		PCTeam: GOLD		

Item Ordered	Requestor	Start	Stop	Sts	<input type="checkbox"/>
1 CT ABDOMEN W&W/O CONT *UNSIGNED*	SNOW,C			unr	
2 Discontinue CBC BLOOD WC LB# 269 *UNSIGNED*	ANDRUS,R			unr	
3 Change SODIUM SERUM SERUM WC to GLUCOSE SERUM SERUM SP LB# 242 *UNSIGNED*				pend	
4 Change GLUCOSE SERUM SERUM SP to POTASSIUM SERUM SERUM SP LB# 242 *UNSIGNED*				pend	

Enter the numbers of the items you wish to act on.				>>>
+ Next Screen	- Previous Screen	Q Quit		

Select:Quit// <Enter> Quit

3. If Accepted, an Appointment is Held

It is fairly common for a consult to be sent to the wrong clinic. For this reason it is very easy to forward a consult to another clinic. Simply use the FR (Forward Request) action to specify the new receiving clinic.

In this example, a Neurology consult is forwarded to Psychiatry at the discretion of the consulting physician:

```
Select OPTION NAME: ORMGR                OE/RR Manager Menu      menu

You have PENDING ALERTS
      Enter "VA  VIEW ALERTS      to review alerts

Select OE/RR Manager Menu Option: VA View Alerts

1.I  DINARO,MU (D3779): Critical High Lab: LITHIUM 5 02/06 10:51
2.   HARDY,THO (H9600): New Consult/Request (Today)
      Select from 1 to 12
      or enter ?, A I, F, P, M, R, or ^ to exit: 2
```

```
Consult/Request Alerts      Feb 13, 1999 13:06      Page: 1 of 1      □
HARDY,THOMAS              516-18-9600      MAY 16,1896 (100)  Wt (lb): NF
Ward: 2B MED

Requested  St      No.   Consult/Procedure Request      □
185  02/12/97  p      1636  NEUROLOGY Consult

Enter ?? for more actions

RC Receive          CM Add Comment          DD Detailed Display
FR Forward          CT Complete/Update     RT Results Display
CX Cancel (Deny)   MA Make Addendum       PF Print Form 513
DC Discontinue     SC Schedule
Select Action: Quit// FR Forward Consult
```

```
Forward Request To Another Service For Action.
Select the service to send the consult to.

Forward Consult to which Service/Specialty: PSYCHIATRY
Who is responsible for Forwarding the Consult: SNOW,CHARLES R.      CRS
HYN
Actual Date/Time of Activity: NOW//      (Feb 13, 1999@14:24)
Urgency: Today// <Enter> Today
Enter COMMENT:
  1> List of symptoms indicates Psychiatry would give better work up.
  2> <Enter>
EDIT Option: <Enter>
```

(Continued on the next page.)

Package Reference

Consult/Request Alerts		Feb 13, 1998 13:07		Page: 1 of 1		<input type="checkbox"/>
HARDY, THOMAS		516-18-9600		MAY 16, 1896 (100)		Wt (lb): NF
Number	Date	Stat	Service	Procedure		<input type="checkbox"/>
185	02/12/97 p		PSYCHIATRY	Consult		
Enter ?? for more actions						
RC Receive		CM Add Comment		DD Detailed Display		
FR Forward		CT Complete/Update		RT Results Display		
CX Cancel (Deny)		MA Make Addendum		PF Print Form 513		
DC Discontinue		SC Schedule				
Select Action: Quit//						

Receive the Consult

Performing the Receive action on a consult changes its status from Pending to Active. This puts your clinic on record as accepting responsibility for completing the consult.

There are two ways to receive a consult:

- 1) From a consult tracking screen.
- 2) From a notification alert of a new consult. See page 136 for an example of this method.

In the following example, we receive a consult from a consult tracking screen:

CONSULT TRACKING		Oct 05, 2000 09:18:22		Page: 1 of 1	
HOLMES, SHERLOCK		111-34-5377		8E	
				MAR 5, 1902 (98) <CA>	
				Wt. (lb): No Entry	
Requested	St	No.	Consult/Procedure Request		
1	05/06/97	p	226	PSYCHIATRY Cons	
Enter ?? for more actions					
SP	Select Patient	FR	Forward	CT	Complete/Update
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum
RC	Receive	DC	Discontinue	SF	Sig Findings
SC	Schedule	CM	Add Comment	DD	Detailed Display
				ER	Edit/Resubmit
Select: Quit//		RC	Receive Request		

```

Who received it?: SNOW, CHARLES R.          CRS
Date/Time Actually Received: NOW// <Enter> (NOV 01, 1997@09:05)
Enter COMMENT...
  1>Pt will be seen ASAP
  2> <Enter>
EDIT Option: <Enter>

```

Package Reference

CONSULT TRACKING	Oct 05, 2000 09:18:22	Page: 1 of 1			
HOLMES, SHERLOCK	111-34-5377	8E	MAR 5,1902 (98)	<CA>	
			Wt.(lb):	No Entry	
	Requested	St	No.	Consult/Procedure Request	
1	05/06/97	a	226	PSYCHIATRY Cons	
Enter ?? for more actions					
SP	Select Patient	FR	Forward	CT Complete/Update	RT Results Display
CV	Change View ...	CX	Cancel (Deny)	MA Make Addendum	PF Print Form 513
RC	Receive	DC	Discontinue	SF Sig Findings	RM Remove Med Rslt
SC	Schedule	CM	Add Comment	DD Detailed Display	ER Edit/Resubmit
Select: Quit//					

4. Results are Entered and Signed

The consult service enters results and comments. When you request the Complete (CT) action from the Consults service tracking or CPRS Consults screen, *VISTA* shifts you into TIU.

In the following example, we complete a consult and enter findings through Consult's link to TIU:

Select Consult Service Tracking Option:	CS	Consult Service Tracking			
Select Patient:	RUSSELL, DILBERT	05-05-55	555554455	YES	SC
	VETERAN				
Select Service/Specialty:	ALL SERVICES//	PULMONARY			
List From Starting Date:	ALL DATES //	<Enter>	ALL DATES		

CONSULT TRACKING		Oct 05, 2000 09:22:45		Page: 1 of 1
RUSSELL,DILBERT		555-55-4455		MAY 5,1955 (45) <CW> Wt.(lb): 180
Requested	St	No.	Consult/Procedure Request	
1	09/04/97 p	319	PULMONARY Cons	
Enter ?? for more actions				
SP Select Patient	FR Forward	CT Complete/Update	RT Results Display	
CV Change View ...	CX Cancel (Deny)	MA Make Addendum	PF Print Form 513	
RC Receive	DC Discontinue	SF Sig Findings	RM Remove Med Rslt	
SC Schedule	CM Add Comment	DD Detailed Display	ER Edit/Resubmit	
Select: Quit// CT		Complete		

```

CHOOSE No. 1-2: 1

Creating new progress note...
  Patient Location: 2B
  Date/time of Admission: 10/05/00 09:22
  Date/time of Note: NOW
  Author of Note: SNOW, CHARLES R.
...OK? YES// <Enter>

Calling text editor, please wait...
    
```

```

==[ WRAP ]==[ INSERT ]===== < Patient: RUSSELL,DILBERT >===== [ <PF1>H=Help ]=====
Mr. Russell'S regimen is lacking in inhaled corticosteroids. Recognizing
that asthma is an inflammatory process, inhaled steroids are important
in controlling the inflammatory response. My practice for severely
out-of-control asthmatics is to use high-dose inhaled steroids,
typically vanceril, 16 puffs qid, with a spacing device such as the
Aerochamber. I would institute such a regimen while he is here.

Mr. Russell has an in-house pet dog and an outside pet cat. I have
told him that the cat should go, even if it is outdoors. Cat saliva
contains a glycoprotein that leaves residue on their coats and flakes
into the air; it is problematic for many asthmatics.

The purulent phlegm asthmatics have during exacerbations is usually
due to the eosinophils, not from infection. Antibiotics are usually
not necessary.

If you like, you may refer Mr. Russell to my clinic after discharge.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T=====T=====
    
```

(Continued on next page.)

Package Reference

Saving MEDICINE CONSULT with changes...

Enter your Current Signature Code: SIGNATURE VERIFIED..

Print this note? No// **Y** YES

Do you want WORK copies or CHART copies? CHART// **<Enter>**

DEVICE: HOME// **WORK** OTC

DO YOU WANT YOUR OUTPUT QUEUED? NO// **Y** (YES)

Requested Start Time: NOW// **<Enter>** (Oct 05, 2000 09:23:05)

Request Queued!

Your electronic signature is typed here.

CONSULT TRACKING		Oct 05, 2000 09:23:45		Page: 1 of 1
RUSSELL,DILBERT 555-55-4455				MAY 5,1955 (45) <CW> Wt.(lb): 180
Requested	St	No.	Consult/Procedure Request	<input type="checkbox"/>
1	09/04/97 c	319	PULMONARY Cons	
Enter ?? for more actions				
SP Select Patient	FR Forward	CT Complete/Update	RT Results Display	
CV Change View ...	CX Cancel (Deny)	MA Make Addendum	PF Print Form 513	
RC Receive	DC Discontinue	SF Sig Findings	RM Remove Med Rslt	
SC Schedule	CM Add Comment	DD Detailed Display	ER Edit/Resubmit	
Select: Quit//				

5. The Originating Clinician Receives an Alert that the Consult is Complete

After the consult is complete, Notifications sends an alert (via FilaMan Alerts) of the completion. This is done while you are in the menu terminal mode, as such:

```

ANDERSON, (B8829): Completed Consult CAR
BAXTER,NA (B8840): Cancelled consult PLM
BERGERON, (A9898): Completed Consult GASTROENTEROLOGY
BABBIT,VE (B8831): Completed Consult PLM with Sig Findings
Enter "VA VIEW ALERTS to review alerts

Select Consult Service Tracking Option:
    
```

To receive an on-screen report of the results, respond as in the following example:

```

Select Consult Service Tracking Option: VA View Alerts

1. ANDERSON, (B8829): Completed Consult CAR
2. BAXTER,NA (B8840): Cancelled consult PLM
3. BERGERON, (A9898): Completed Consult GASTROENTEROLOGY
4. BABBIT,VE (B8831): Completed Consult PLM with Sig Findings
   Select from 1 to 4
   or enter ?, A I, F, P, M, R, or ^ to exit
   or RETURN to continue: 3

Processing alert: BERGERON, (B8829): Completed Consult PLM
    
```

```

Consult/Request Alerts      Feb 26, 1999 14:56:57      Page: 1 of 1
BERGERON,LUCINDA          548-66-8829              APR 19,1946 (54) <A>
                               Wt.(lb): No Entry

   Requested  St      No.   Consult/Procedure Request
   ──────────┬────────┬────────┬──────────────────────────
    1  01/08/99  c      1337  PULMONARY Cons

Enter ?? for more actions
SP Select Patient      FR Forward          CT Complete/Update  RT Results Display
CV Change View ...    CX Cancel (Deny)    MA Make Addendum    PF Print Form 513
RC Receive             DC Discontinue      SF Sig Findings      RM Remove Med Rslt
SC Schedule           CM Add Comment      DD Detailed Display  ER Edit/Resubmit
Compiling Result Display...
    
```

(Continued on next page.)

Package Reference

Here we select the Results Display (RT) action:

Results Display	Feb 26, 1999 14:59:10	Page: 1 of 1
BERGERON,LUCINDA	548-66-8829	APR 19,1946 (52) <A>
Consult No.: 1337		Wt.(lb): No Entry

-----MEDICINE CS CONSULT-----

Pt should stay away from Oyster Crackers.

Signature: /es/CHARLES R. SNOW Date: FEB 12, 1999@11:35:14

Source Information

Document Status: COMPLETED	
Entry Date: FEB 12, 1999@11:32	Author: SNOW,CHARLES R.
Expected Signer: SNOW,CHARLES R.	Expected Cosigner: None
Entered By: CRS	TIU Document #: 5365
Urgency: None	

=====

Enter ?? for more actions

Select Action: Quit//

6. The SF 513 Report Becomes Part of the Patient's Medical Record

After the consult is complete, Consults sends an alert to the requesting physician. The requesting physician can use the Print Report action to obtain a copy of the final Consults report. In the following example, the consult we want to print has already been selected:

CONSULT TRACKING		Feb 13, 1998 13:20:44		Page: 1 of 1 <input type="checkbox"/>	
BUD,ROSE		355-67-1996 MAR 5,1949 (51)		<CAD> Wt.(lb): 178	
Requested	St	No.	Consult/Procedure Request		
1	11/01/97	c	675	PULMONARY Consult	
2	10/28/97	a	506	<MEDICINE EAST> Consult	
3	07/21/97	c	285	PULMONARY Pulmonary Function Test	
Enter ?? for more actions					
SP Select Patient	FR Forward	CT Complete/Update	RT Results Display		
CV Change View ...	CX Cancel (Deny)	MA Make Addendum	PF Print Form 513		
RC Receive	DC Discontinue	SF Sig Findings	RM Remove Med Rslt		
SC Schedule	CM Add Comment	DD Detailed Display	ER Edit/Resubmit		
Select: Quit//	PT Print Form				

Chart Copy (Y/N) Y//
 DEVICE: HOME// VAX

(Continued on next page)

Quick Orders

Quick Orders are a feature of CPRS that allow certain prompts to be automatically filled in by the computer. Your ADPAC can set them up (a subject that is discussed in the *CPRS Setup Guide*.)

CPRS is shipped with a number of quick orders. Number 91, EKG, Portable on the screen pictured below is one of them. These quick orders do not have any of the fields filled in. They are only provided as place-holders and limited examples of what is possible.

Add New Orders	Feb 13, 1998 13:21:08	Page: 1 of 1
ANDERSON,H C 321-12-3456	2B	JAN 1,1951 (46) <CWA>
0 ORDER SETS...	30 PATIENT CARE...	70 LABORATORY...
1 Patient Movement	31 Condom Catheter	71 Chem 7
2 Diagnosis	32 Guaiac Stools	72 T&S
3 Condition	33 Incentive Spirometer	73 Glucose
4 Allergies	34 Dressing Change	74 CBC w/Diff
		75 PT
10 PARAMETERS...	40 DIETETICS...	76 PTT
11 TPR B/P	41 Regular Diet	77 CPK
12 Weight	42 Tubefeeding	78 CPK
13 I & O	43 NPO at Midnight	79 LDH
14 Call HO on		80 Urinalysis
	50 IV FLUIDS...	81 Culture & Suscept
20 ACTIVITY...	51 OUTPATIENT MEDS...	
21 Ad Lib	55 INPATIENT MEDS...	90 OTHER ORDERS...
23 Bed Rest / BRP		91 EKG: Portable
24 Ambulate TID	60 IMAGING ...	
25 Up in Chair TID	61 Chest 2 views PA&LAT	99 Text Only Order
Enter the number of each item you wish to order. >>>		
+ Next Screen	TD Set Delay ...	Q Done
Select Item(s): Done//		

Basically, quick orders supply stock answers to some of the prompts required to make an order. For example, if we filled in the values for the placeholder EKG, Portable, we might answer the following questions in the quick order template:

Consult to Service/Specialty: Cardiology Category: Inpatient Place of Consult: Bedside

These three prompts are then excluded when you select EKG from the orders screen—relieving you of the necessity of filling in answering several prompts.

The other four prompts, Reason for the Request, Urgency, Attention, and Provisional Diagnosis, are all left blank in the quick order template. The answer to these questions change every time we place an order for a portable EKG. These four questions are the only ones asked when you place an order for “EKG, Portable.”

Using the Consults Package with TIU

Direct TIU Input

On page 40 are the directions for entering results from the Consult/ Result Tracking screen. You can also enter results directly from TIU. This may be preferable if you are doing large volumes of consults or it fits your office work flow.

The basic steps to entering findings through TIU given here are. The interested user should look at the *TIU Clinical Coordinator & User Manual* for further information.

1. From TIU, choose Integrated Document Management.

As with almost everything in *VISTA*, exactly how you do this depends on how your system is set up. If you cannot find this option on your menu, consult your ADPAC.

Example:

```
Select Progress Notes/Discharge Summary [TIU] Option: ?
  1      Progress Notes User Menu ...
  2      Discharge Summary User Menu ...
  3      Integrated Document Management ...
  4      Personal Preferences ...

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select Progress Notes/Discharge Summary [TIU] Option: 3  Integrated Document Man
agement

                                --- Clinician's Menu ---

Select Integrated Document Management Option:
```

2. Select Enter/edit Document.

Example:

```
Select Integrated Document Management Option: ?  
  
  1      Individual Patient Document  
  2      All MY UNSIGNED Documents  
  3      Multiple Patient Documents  
  4      Enter/edit Document  
  
Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.  
Select Integrated Document Management Option: Enter/edit Document
```

3. Enter the patient's name.

Follow the usual *VISTA* conventions for selecting a patient.

Example:

```
Select PATIENT NAME:   STONE,JERRY           03-05-33       234332432       YES       S  
C VETERAN  
A: Known allergies  
Select TITLE:
```

4. Select a document title.

Using the standard help functions (? or ??), you can see a list of titles that are available to you. Consult your supervisor or ADPAC about which one is appropriate to your situation.

Example:

```

Select TITLE: ?
  Answer with TIU DOCUMENT DEFINITION NAME, or ABBREVIATION, or
    PRINT NAME
  Do you want the entire TIU DOCUMENT DEFINITION List? Y (Yes)
Choose from:
  ADVANCE DIRECTIVE          TITLE
  ADVERSE REACTION/ALLERGY   TITLE
  ASI-ADDICTION SEVERITY INDEX TITLE
  BP TEST NOTE               TITLE
  CLINICAL WARNING           TITLE
  CRISIS NOTE                 TITLE
  DISCHARGE SUMMARY          TITLE
  MEDICINE CONSULT           TITLE

Select TITLE: MEDICINE CONSULT          TITLE

Creating new progress note...
  Patient Location: 2B
  Date/time of Admission: 05/10/96 10:17
  Date/time of Note: NOW
  Author of Note: SNOW,CHARLES R.
  ...OK? YES//
You must link your Result to a Consult Request...

The following CONSULT REQUEST is available:
  1. JUL 16, 1997@06:08 278 PULMONARY
CHOOSE 1-1:

```

5. Choose the consult to enter findings.

TIU lists one or more active consults for the patient. Select the one you have findings for.

Example:

```

The following CONSULT REQUEST is available:
  1. JUL 16, 1997@06:08 278 PULMONARY
CHOOSE 1-1: 1 278

Calling text editor, please wait...
1>

```

6. Enter and edit findings.

TIU enters the editor specified in your *VISTA* personal preferences. There are a number of alternate ways to enter findings in TIU. Consult the *TIU Clinical Coordinator & User Manual* for details.

Example:

```
Calling text editor, please wait...
 1> No significant findings. Suggest respiratory therapy.
 2>
EDIT Option:

Saving MEDICINE CONSULT with changes...

Enter your Current Signature Code:
```

7. Sign the findings.

At the prompt, enter your signature code. If you do not sign the document at this time, *VISTA* generates an alert to remind you to sign it at a later time.

There is a detailed discussion of electronic signatures under step 2, *Sign the Consult*.

8. Repeat for other patients.

After TIU accepts your signature, it prompts you for another patient name.

Example:

Enter your electronic signature

```
Enter your Current Signature Code: SIGNATURE VERIFIED..
You may enter another CLINICAL DOCUMENT. Press RETURN to exit.
Select PATIENT NAME:
```



Note: If your site supports the dictation and transcription of Consult results, you may also use the batch upload facility of TIU to support single-point transfer of Consult results in mixed batches (with Discharge Summaries, Progress Notes, etc.) for either in-house or contract transcription services.

Correcting Misdirected Results

Occasionally a consult result is linked to the wrong consult. If this is detected prior to signature, it is possible for the author of a consult result to re-direct the record to a different consult request by any of several methods, as illustrated in the examples below:

1. Through the Link to Request action, when processing the alert for the unsigned consult result:
2. Through the Individual Patient Document option (which is identical to the Browse action, accessible by a number of familiar paths from TIU Clinician's options, or through the CPRS LM Chart).
3. You may choose the Link action from the All My Unsigned Documents Option.
4. From the CPRS Chart.

Following signature, such corrections can only be made by those persons who are granted permission to do so under the Authorization/ Subscription Utility (ASU). Information on how to make this kind of correction is contained in the Consult/Request Tracking Technical Manual.

Examples:

You may redirect a consult result through the Link to Request action, when processing the alert for the unsigned consult result:

```

--- Clinician's Menu ---

1      Progress Notes User Menu ...
2      Discharge Summary User Menu ...
3      Integrated Document Management ...
4      Personal Preferences ...

Select Progress Notes/Discharge Summary [TIU] Option: VA View Alerts

1.  WINCHESTE (W0167P): PULMONARY CONSULT available for signature.
2.  ZORRO,MIG (Z1414): New order(s) placed.
3.  ZORRO,MIG (Z1414): New consult PLM (Routine)
4.  STONE,JER (S2432): New consult CAR (Routine)
    Select from 1 to 4
    or enter ?, A I, F, P, M, R, or ^ to exit: 1

Opening PULMONARY CONSULT record for review...

```

(Continued on the next page.)

Package Reference

Browse Document	Jan 26, 1998 16:49:32	Page: 1 of 1
PULMONARY CONSULT		
WINCHESTER,C E 107-01-0167P	PULMONARY CLINIC	Visit Date: 01/26/98@16:37
DATE OF NOTE: JAN 26, 1998@16:37:34 ENTRY DATE: JAN 26, 1998@16:37:34		
AUTHOR: RUSSELL,JOEL	EXP COSIGNER:	
URGENCY:	STATUS: UNSIGNED	
DEMOGRAPHICS: WINCHESTER,CHARLES EMERSON III		
107-01-0167P		
31		
JAN 1,1967		
His disposition is good.		
+ Next Screen - Prev Screen ?? More actions >>>		
Find	Make Addendum	Identify Signers
Print	Sign/Cosign	Delete
Edit	Copy	Link ...
Quit		
Select Action: Quit// L Link ...		

Problem(s)	Patient/Visit	Link with Request
Specify Linkage: L Link with Request		
You must link your Result to a Consult Request...		
The following CONSULT REQUEST(S) are available:		
1>	JAN 23, 1998@11:14 759	PULMONARY
2>	JAN 23, 1998@11:14 760	PULMONARY
CHOOSE 1-2: 2 760		
Opening PULMONARY CONSULT record for review...		

Browse Document	Jan 26, 1998 16:49:32	Page: 1 of 1
PULMONARY CONSULT		
WINCHESTER,C E 107-01-0167P	PULMONARY CLINIC	Visit Date: 01/26/98@16:37
DATE OF NOTE: JAN 26, 1998@16:37:34 ENTRY DATE: JAN 26, 1998@16:37:34		
AUTHOR: RUSSELL,JOEL	EXP COSIGNER:	
URGENCY:	STATUS: UNSIGNED	
DEMOGRAPHICS: WINCHESTER,CHARLES EMERSON III		
107-01-0167P		
31		
JAN 1,1967		
His disposition is good.		
+ Next Screen - Prev Screen ?? More actions >>>		
Find	Make Addendum	Identify Signers
Print	Sign/Cosign	Delete
Edit	Copy	Link ...
Quit		
Select Action: Quit// <Enter> Quit		

(Continued on the next page.)

1. TRAT,JACK (T2342): New order(s) placed.
 2. WINCHESTE (W0167P): PULMONARY CONSULT available for signature.
 3. ZORRO,MIG (Z1414): New order(s) placed.
 4. ZORRO,MIG (Z1414): New consult PLM (Routine)
 5. STONE,JER (S2432): New consult CAR (Routine)
- Select from 1 to 5
or enter ?, A I, F, P, M, R, or ^ to exit: **<Enter>**

2. Through the Individual Patient Document option as shown here (which is identical to the Browse action, accessible by a number of familiar paths from TIU Clinician's options, or through the CPRS LM Chart):

```

--- Clinician's Menu ---
1   Progress Notes User Menu ...
2   Discharge Summary User Menu ...
3   Integrated Document Management ...
4   Personal Preferences ...

Select Progress Notes/Discharge Summary [TIU] Option: INtegrated Document
Management

--- Clinician's Menu ---
1   Individual Patient Document
2   All MY UNSIGNED Documents
3   Multiple Patient Documents
4   Enter/edit Document

Select Integrated Document Management Option: Individual Patient Document
Select PATIENT NAME: WINCHESTER,CHARLES EMERSON III           01-01-67
107010167P          ACTIVE DUTY
                   A: Known allergies

Available documents: 06/13/91 thru 01/26/98 (7)

Please specify a date range from which to select documents:
List documents Beginning: 06/13/91// T-1 (JAN 25, 1998)
                        Thru: 01/26/98// <Enter> (JAN 26, 1998)

1   01/26/98 16:37   PULMONARY CONSULT                       RUSSELL,J
                        Visit: 01/26/98

One document found within date range...

Opening PULMONARY CONSULT record for review...

```

(Continued on the next page.)

Browse Document	Jan 26, 1998 16:49:32	Page: 1 of 1
PULMONARY CONSULT		
WINCHESTER,C E 107-01-0167P	PULMONARY CLINIC	Visit Date: 01/26/98@16:37
DATE OF NOTE: JAN 26, 1998@16:37:34 ENTRY DATE: JAN 26, 1998@16:37:34		
AUTHOR: RUSSELL,JOEL	EXP COSIGNER:	
URGENCY:	STATUS: UNSIGNED	
DEMOGRAPHICS: WINCHESTER,CHARLES EMERSON III		
107-01-0167P		
31		
JAN 1,1967		
His disposition is good.		
+ Next Screen - Prev Screen ?? More actions >>>		
Find	Make Addendum	Identify Signers
Print	Sign/Cosign	Delete
Edit	Copy	Link ...
		Quit
Select Action: Quit// L Link ...		

Problem(s)	Patient/Visit	Link with Request
Specify Linkage: L Link with Request		
You must link your Result to a Consult Request...		
The following CONSULT REQUEST(S) are available:		
1>	JAN 23, 1998@11:14 759	PULMONARY
2>	JAN 23, 1998@11:14 760	PULMONARY
CHOOSE 1-2: 2 760		
Opening PULMONARY CONSULT record for review...		

(Continued on the next page.)

Package Reference

Browse Document	Jan 26, 1998 16:49:32	Page: 1 of 1
PULMONARY CONSULT		
WINCHESTER,C E 107-01-0167P	PULMONARY CLINIC	Visit Date: 01/26/98@16:37
DATE OF NOTE: JAN 26, 1998@16:37:34 ENTRY DATE: JAN 26, 1998@16:37:34		
AUTHOR: RUSSELL,JOEL		EXP COSIGNER:
URGENCY:	STATUS: UNSIGNED	
DEMOGRAPHICS: WINCHESTER,CHARLES EMERSON III		
107-01-0167P		
31		
JAN 1,1967		
His disposition is good.		
+ Next Screen - Prev Screen ?? More actions >>>		
Find	Make Addendum	Identify Signers
Print	Sign/Cosign	Delete
Edit	Copy	Link ...
		Quit
Select Action: Quit// <Enter> Quit		

Select PATIENT NAME: <Enter>
Nothing selected.

3. You may choose the Link action from the All My Unsigned Documents Option, as shown below:

```

--- Clinician's Menu ---

1   Individual Patient Document
2   All MY UNSIGNED Documents
3   Multiple Patient Documents
4   Enter/edit Document

Select Integrated Document Management Option: All MY UNSIGNED Documents

Searching for the documents.....
    
```

MY UNSIGNED Documents		Jan 26, 1998 16:51:18	Page: 1 of 3
by AUTHOR (RUSSELL,JOEL) or EXPECTED COSIGNER		40 documents	
Patient	Document	Ref Date	Status
1	WINCHESTER,C E(W0167)	PULMONARY CONSULT	01/26/98 unsigned
2	ABC,P (A4321)	Adverse React/Allergy	01/22/98 unsigned
3	NIVEK,A (N8796)	Reparatory Therapy Note	01/20/98 uncosigned
4	ROMNEY,P (R1350)	Reparatory Therapy Note	01/16/98 uncosigned
5	SIMPSON,H (S9999)	Reparatory Therapy Note	01/16/98 uncosigned
6	RONTEY,P (R1350)	Reparatory Therapy Note	01/15/98 uncosigned
7	RAMBO,J (R1239)	Reparatory Therapy Note	01/15/98 uncosigned
8	RISTOLAUN,M (R1563)	Reparatory Therapy Note	01/14/98 uncosigned
9	RISTOLAUN,M (R1563)	Reparatory Therapy Note	01/14/98 uncosigned
10	ROMNEY,P (R1350)	Reparatory Therapy Note	01/14/98 uncosigned
11	DOE,W C (D6572)	Reparatory Therapy Note	01/14/98 uncosigned
12	HOOD,R (H2591)	Reparatory Therapy Note	01/14/98 uncosigned
13	RAMBO,J (R1239)	Reparatory Therapy Note	01/14/98 uncosigned
14	RAMBO,J (R1239)	Reparatory Therapy Note	01/14/98 uncosigned
+ + Next Screen - Prev Screen ?? More Actions >>>			
Find	Sign/Cosign	Change View	
Add Document	Detailed Display	Copy	
Edit	Browse	Delete Document	
Make Addendum	Print	Quit	
Link ...	Identify Signers		
Select Action: Next Screen// L Link ...			

```

Problems          Patient/Visit          Link with Request

Specify Linkage: L Link with Request
Select Document(s): (1-14): 1

You must link your Result to a Consult Request...

The following CONSULT REQUEST(S) are available:
1> JAN 23, 1998@11:14 759 PULMONARY
2> JAN 23, 1998@11:14 760 PULMONARY
CHOOSE 1-2: 2 760
    
```

(Continued on next page.)

Package Reference

MY UNSIGNED Documents		Jan 26, 1998 16:51:32	Page: 1 of 3
Patient		Document	Ref Date Status
by AUTHOR (RUSSELL,JOEL) or EXPECTED COSIGNER 40 documents			
1	WINCHESTER,C E(W0167)	PULMONARY CONSULT	01/26/98 unsigned
2	ABC,P (A4321)	Adverse React/Allergy	01/22/98 unsigned
3	NIVEK,A (N8796)	Reparatory Therapy Note	01/20/98 uncosigned
4	ROMNEY,P (R1350)	Reparatory Therapy Note	01/16/98 uncosigned
5	SIMPSON,H (S9999)	Reparatory Therapy Note	01/16/98 uncosigned
6	RONTEY,P (R1350)	Reparatory Therapy Note	01/15/98 uncosigned
7	RAMBO,J (R1239)	Reparatory Therapy Note	01/15/98 uncosigned
8	RISTOLAUN,M (R1563)	Reparatory Therapy Note	01/14/98 uncosigned
9	RISTOLAUN,M (R1563)	Reparatory Therapy Note	01/14/98 uncosigned
10	ROMNEY,P (R1350)	Reparatory Therapy Note	01/14/98 uncosigned
11	DOE,W C (D6572)	Reparatory Therapy Note	01/14/98 uncosigned
12	HOOD,R (H2591)	Reparatory Therapy Note	01/14/98 uncosigned
13	RAMBO,J (R1239)	Reparatory Therapy Note	01/14/98 uncosigned
14	RAMBO,J (R1239)	Reparatory Therapy Note	01/14/98 uncosigned
+ ** Item 1 Reassigned. ** >>>			
Find	Sign/Cosign	Change View	
Add Document	Detailed Display	Copy	
Edit	Browse	Delete Document	
Make Addendum	Print	Quit	
Link ...	Identify Signers		
Select Action: Next Screen// Q Quit			

--- Clinician's Menu ---	
1	Individual Patient Document
2	All MY UNSIGNED Documents
3	Multiple Patient Documents
4	Enter/edit Document
You have PENDING ALERTS	
Enter "VA VIEW ALERTS to review alerts	
Select Integrated Document Management Option:	

4. From the CPRS Chart, the dialog looks like this (NOTE: If CONSULTS is defined as a CLASS under CLINICAL DOCUMENTS, this approach is not yet available):

```

OE    CPRS Clinician Menu
RR    Results Reporting Menu
AD    Add New Orders
RO    Act On Existing Orders
PP    Personal Preferences ...

Select Clinician Menu Option: OE CPRS Clinician Menu
    
```

```

Clinic PULMONARY CLINIC      Jan 27, 1998 15:20:32      Page: 1 of 1 
Current patient: ** No patient selected **

Patient Name                ID          DOB          Appointment Date 
-----
No patients found.

Enter the number of the patient chart to be opened
+  Next Screen              CV  Change View ...      FD  Find Patient
-  Previous Screen          SV  Save as Default List Q  Close

Select Patient: Change View// WINCHESTER, CHARLES EMERSON III      01-01-67
    
```

```

107010167P      ACTIVE DUTY
                  A: Known allergies

Searching the patient's chart ...
    
```

(Continued on the next page.)

Package Reference

Cover Sheet	Jan 27, 1998 15:20:40	Page: 1 of 1	<input type="checkbox"/>
WINCHESTER, CHARLES EMERSON III	107-01-0167P1A	JAN 1, 1967 (31)	<A>
Item	Entered		<input type="checkbox"/>
1 Allergies/Adverse Reactions	10/07/97		
DUST			
Patient Postings			
<None>			
Recent Vitals			
No data available			
Immunizations			
No immunizations found.			
Eligibility			
Not Service Connected			
Enter the numbers of the items you wish to act on. >>>			
NW	Enter New Allergy/ADR CV	(Change View ...)	SP Select New Patient
AD	Add New Orders	CC Chart Contents ...	Q Close Patient Chart
Select: Chart Contents// CC;N Chart Contents ...			

Searching the patient's chart ...

Signed Notes	Jan 27, 1998 15:20:46	Page: 1 of 1	<input type="checkbox"/>
WINCHESTER, CHARLES EMERSON III	107-01-0167P1A	JAN 1, 1967 (31)	<A>
Currently viewing 17 notes			
Title	Written	Author	SigSt <input type="checkbox"/>
1 PULMONARY CONSULT	01/26 16:37	RUSSELL, J	compl
2 Respiratory Therapy Note	12/11 16:59	RUSSELL, J	uncos
3 General Note	10/16 /91	NO, D	compl
4 General Note	06/17 /91	BUECHLER, M	compl
5 General Note	06/13 /91	MCCLENAH, M	compl
Enter the numbers of the items you wish to act on. >>>			
NW	Write New Note	CV Change View ...	SP Select New Patient
AD	Add New Orders	CC Chart Contents ...	Q Close Patient Chart
Select: Chart Contents// CV Change View ...			

(Continued on the next page.)

Package Reference

Signed Notes		Jan 27, 1998 15:20:46	Page: 1 of 1
WINCHESTER, CHARLES EMERSON III		107-01-0167P1A	JAN 1, 1967 (31) <A>
Currently viewing 17 notes			
Title	Written	Author	SigSt
1 PULMONARY CONSULT	01/26 16:37	RUSSELL, J	compl
2 Joel's Test Note	12/11 16:59	RUSSELL, J	uncos
3 General Note	10/16 /91	NO, D	compl
4 General Note	06/17 /91	BUECHLER, M	compl
5 General Note	06/13 /91	MCCLENAHA, M	compl
Enter the numbers of the items you wish to act on. >>>			
1	all signed	4 signed/author	Save as Preferred View
2	my unsigned	5 signed/dates	Remove Preferred View
3	my uncosigned		
Select context: 2 my unsigned			

Searching the patient's chart ...

Unsigned Notes		Jan 27, 1998 15:20:55	Page: 1 of 1
WINCHESTER, CHARLES EMERSON III		107-01-0167P1A	JAN 1, 1967 (31) <A>
Currently viewing all unsigned notes			
Title	Written	Author	SigSt
1 PULMONARY CONSULT	01/27 15:19	RUSSELL, J	unsig
Enter the numbers of the items you wish to act on. >>>			
NW	Write New Note	CV Change View ...	SP Select New Patient
AD	Add New Orders	CC Chart Contents ...	Q Close Patient Chart
Select: Chart Contents// 1			

(Continued on the next page.)

Package Reference

Unsigned Notes		Jan 27, 1998 15:20:55	Page: 1 of 1
WINCHESTER, CHARLES EMERSON III		107-01-0167P1A	JAN 1, 1967 (31) <A>
Currently viewing all unsigned notes			
Title	Written	Author	SigSt
1 PULMONARY CONSULT	01/26 16:37	RUSSELL, J	unsig
Enter the numbers of the items you wish to act on. >>>			
Edit	Detailed Display	Identify signers	
Make Addendum	Browse	Copy	
Sign	Print	Delete	
Select Action: BR Browse			

Browse Document		Jan 26, 1998 16:49:32	Page: 1 of 1
PULMONARY CONSULT			
WINCHESTER, C E	107-01-0167P	PULMONARY CLINIC	Visit Date: 01/26/98@16:37
DATE OF NOTE: JAN 26, 1998@16:37:34 ENTRY DATE: JAN 26, 1998@16:37:34			
AUTHOR: RUSSELL, JOEL		EXP COSIGNER:	
URGENCY:		STATUS: UNSIGNED	
DEMOGRAPHICS: WINCHESTER, CHARLES EMERSON III			
107-01-0167P			
31			
JAN 1, 1967			
His disposition is good.			
+ Next Screen - Prev Screen ?? More actions >>>			
Find	Make Addendum	Identify Signers	
Print	Sign/Cosign	Delete	
Edit	Copy	Link ...	
Quit			
Select Action: Quit// L Link ...			

Problem(s)	Patient/Visit	Link with Request
Specify Linkage: L Link with Request		
You must link your Result to a Consult Request...		
The following CONSULT REQUEST(S) are available:		
1>	JAN 23, 1998@11:14 759	PULMONARY
2>	JAN 23, 1998@11:14 760	PULMONARY
CHOOSE 1-2: 2 760		
Opening PULMONARY CONSULT record for review...		

(Continued on next page.)

```

Browse Document                               Jan 26, 1998 16:49:32           Page: 1 of 1
PULMONARY CONSULT
WINCHESTER,C E 107-01-0167P PULMONARY CLINIC   Visit Date: 01/26/98@16:37
DATE OF NOTE: JAN 26, 1998@16:37:34  ENTRY DATE: JAN 26, 1998@16:37:34
AUTHOR: RUSSELL,JOEL                    EXP COSIGNER:
URGENCY:                                  STATUS: UNSIGNED

DEMOGRAPHICS: WINCHESTER,CHARLES EMERSON III
                107-01-0167P
                31
                JAN 1,1967

His disposition is good.

      + Next Screen  - Prev Screen  ?? More actions      >>>
Find          Make Addendum          Identify Signers
Print         Sign/Cosign             Delete
Edit         Copy                     Link ...
Select Action: Quit// <Enter>      Quit
    
```

```

Unsigned Notes                               Jan 27, 1998 15:20:55           Page: 1 of 1
WINCHESTER,CHARLES EMERSON III 107-01-0167P1A  JAN 1,1967 (31)  <A>
                Currently viewing all unsigned notes

Title          Written          Author          SigSt
1  PULMONARY CONSULT  | 01/27 15:19  RUSSELL,J  unsig

Enter the numbers of the items you wish to act on.      >>>
NW Write New Note          CV Change View ...          SP Select New Patient
AD Add New Orders          CC Chart Contents ...      Q  Close Patient Chart
Select: Chart Contents// Q  Close Patient Chart
    
```

Using the Consults Package with Medicine

If your site is set up for attaching Medicine results to consults, and there are results available, then Consults prompts you to attach relevant results during the Complete/Update action.

In this example, we attach medicine results to a consult we are completing:

```

CONSULT TRACKING          Jun 21, 2000 14:23:01          Page:      1 of      3
NIVEK,ALPHA      234-43-8796          2B M          DEC 4,1949 (50)  <CAD>
                                     Wt.(lb): No Entry

      Requested  St      No.      Consult/Procedure Request

1  05/16/00  a      1719  ELECTROCARDIOGRAM CARDIOLOGY Proc
2  05/15/00  c      1718  ELECTROCARDIOGRAM CARDIOLOGY Proc
3  02/09/00  p      1679  Holter Monitoring CARDIOLOGY Cons
4  06/18/99  a      1538  PACEMAKER SURVEILLANCE CARDIOLOGY Proc
5  04/07/99  c      1433  Holter Monitoring CARDIOLOGY Cons
6  06/11/98  pr     1047  CARDIOLOGY Cons
7  09/24/97  c      341  *CARDIOLOGY Cons
8  02/03/97  dc     209  CARDIOLOGY Cons
9  07/28/95  c      94   ECHO CARDIOLOGY Proc
10 07/20/95  c      88   ELECTROCARDIOGRAM CARDIOLOGY Proc
11 07/20/95  c      87   ELECTROCARDIOGRAM CARDIOLOGY Proc
12 04/23/92  c      64  *ELECTROCARDIOGRAM CARDIOLOGY Proc
+      Enter ?? for more actions
SP Select Patient      FR Forward          CT Complete/Update  RT Results Display
CV Change View ...    CX Cancel (Deny)    MA Make Addendum   PF Print Form 513
RC Receive            DC Discontinue      SF Sig Findings     RM Remove Med Rslt
SC Schedule           CM Add Comment      DD Detailed Display ER Edit/Resubmit
Select: Next Screen// CT Complete/Update
    
```

```

CHOOSE No. 1-32: 1

Attach Medicine Results? Y// <Enter> ES
    
```

```

Procedure/Medicine Resulting Jun 21, 2000 14:29:50          Page:      1 of      1

NIVEK,ALPHA      234-43-8796          2B M          DEC 4,1949 (50)  <CAD>
                                     Available Medicine Results
      Type of Proc.      Procedure Date      Summary

1  ELECTROCARDIOGRAM      AUG 13,1997        ABNORMAL
2  ELECTROCARDIOGRAM      JUL 31,1995@08:04  NORMAL

                                     Select action or item number
AR Associate Result      DR Display selected medicine result
Select action: Quit//
    
```

Notice that when we tried to complete a consult with available Medicine results, Consults prompted us, "Attach Medicine Results?" By responding affirmatively we are presented a screen with a list of the qualifying Medicine results and the ability to both explore these results and attach one or more of them to the consult.

For this to happen, two things must have taken place:

1. Your CAC or IRM must have defined certain procedures as qualifying to provide results to your service.
2. Those procedures must have been performed on your patient and the results entered into VistA.

In the following example, a medicine result is associated with the current consult and the complete action is finished:

Procedure/Medicine Resulting		Jun 21, 2000 14:29:50	Page: 1 of 1
<input type="checkbox"/>	NIVEK,ALPHA 234-43-8796	2B M	DEC 4,1949 (50) <CAD>
	Available Medicine Results		
	Type of Proc.	Procedure Date	Summary
<input type="checkbox"/>			
1	ELECTROCARDIOGRAM	AUG 13,1997	ABNORMAL
2	ELECTROCARDIOGRAM	JUL 31,1995@08:04	NORMAL
Select action or item number			
AR Associate Result		DR Display selected medicine result	
Select action: Quit// AR		Associate Result	

Select item: (1-2): 1
ELECTROCARDIOGRAM AUG 13,1997 ABNORMAL
Are you sure you want to associate this result? NO// Y YES

Package Reference

```

Procedure/Medicine Resulting Jun 21, 2000 14:41:16      Page: 1 of 1
NIVEK,ALPHA 234-43-8796      2B M      DEC 4,1949 (50) <CAD>
                                Available Medicine Results
Type of Proc.      Procedure Date      Summary
1  ELECTROCARDIOGRAM      JUL 31,1995@08:04      NORMAL
    
```

Select action or item number

```

AR Associate Result      DR Display selected medicine result
Select action: Quit// <Enter>      QUIT
    
```

```

Continue with Note Entry? Y// N NO
    
```

```

CONSULT TRACKING      Jun 21, 2000 14:41:35      Page: 1 of 3
NIVEK,ALPHA 234-43-8796      2B M      DEC 4,1949 (50) <CAD>
                                Wt.(lb): No Entry
Requested St      No.      Consult/Procedure Request
1  05/16/00 c      1719  ELECTROCARDIOGRAM CARDIOLOGY Proc
2  05/15/00 c      1718  ELECTROCARDIOGRAM CARDIOLOGY Proc
3  02/09/00 p      1679  Holter Monitoring CARDIOLOGY Cons
4  06/18/99 a      1538  PACEMAKER SURVEILLANCE CARDIOLOGY Proc
5  04/07/99 c      1433  Holter Monitoring CARDIOLOGY Cons
6  06/11/98 pr     1047  CARDIOLOGY Cons
7  09/24/97 c      341  *CARDIOLOGY Cons
8  02/03/97 dc     209  CARDIOLOGY Cons
9  07/28/95 c      94   ECHO CARDIOLOGY Proc
10 07/20/95 c      88   ELECTROCARDIOGRAM CARDIOLOGY Proc
11 07/20/95 c      87   ELECTROCARDIOGRAM CARDIOLOGY Proc
12 04/23/92 c      64   *ELECTROCARDIOGRAM CARDIOLOGY Proc
+   Enter ?? for more actions
SP Select Patient      FR Forward      CT Complete/Update      RT Results Display
CV Change View ...    CX Cancel (Deny)  MA Make Addendum      PF Print Form 513
RC Receive      DC Discontinue      SF Sig Findings      RM Remove Med Rslt
SC Schedule      CM Add Comment      DD Detailed Display      ER Edit/Resubmit
Select: Next Screen//
    
```

Notice that after we exited the Procedure/Medicine Resulting screen, we were prompted about entering a note. If we had responded with a Yes, we would have been able to attach a TIU note to the consult we were closing in addition to the Medicine results.

Windows Quick Start

Introduction 70

Windows Flow of Information 71

Starting Consults in Windows 71

Order New Consult 74

Print Form 75

Forward Request 76

Receive Request 77

Comment 78

Complete a Consult (From the Consults Tab) 80

Complete a Consult (From the Notes Tab) 82

Complete a Consult (From Medicine Results) 84

Other Windows Topics 86

Cancel Request 86

Detailed Display 88

Discontinue Order 87

Make Addendum 89

New Date Range 91

Results Display 94

Select Consult 95

Select New Patient 96

Select Service 97

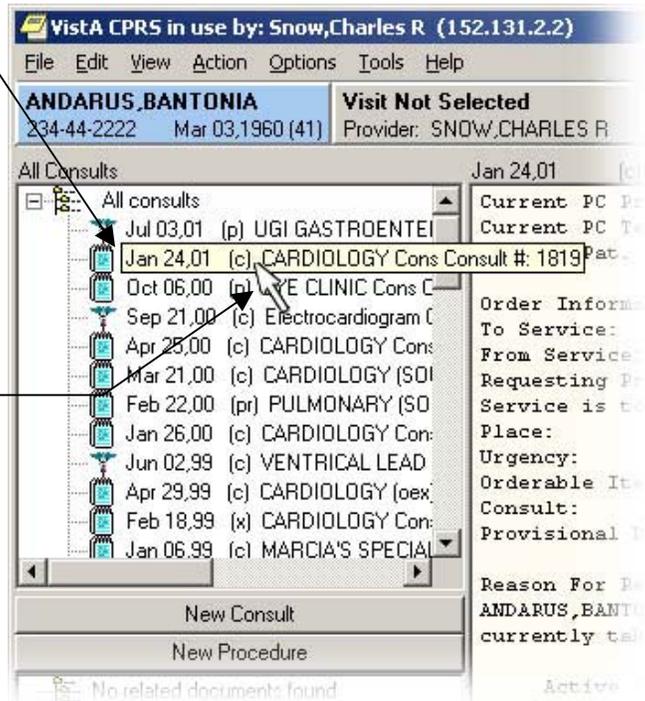
View by Status 98

Key

1. Steps are numbered and bolded:

a) Sub-steps are lettered and include an accent bar.

Tips are in a plain box

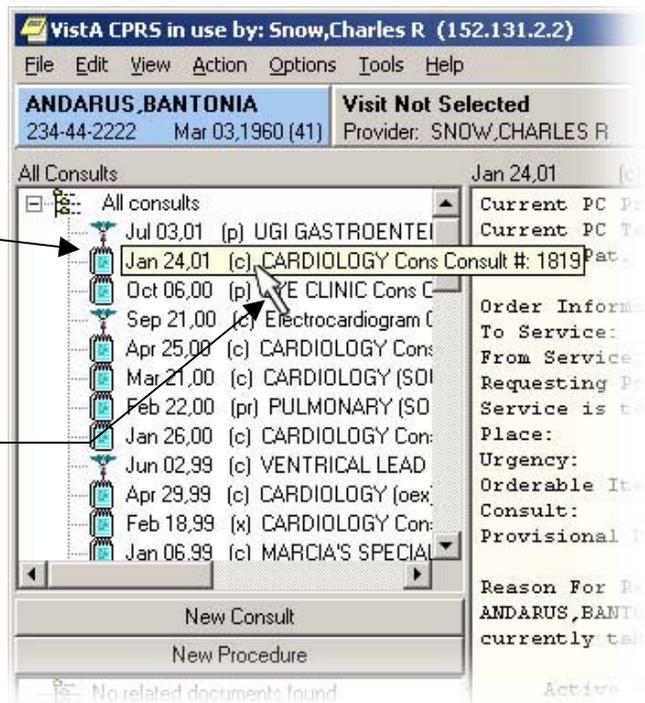


Introduction

1. Before each process, select the consult:

a) Click on the consult you want to select. (Most processes assume that you have first selected a specific it)

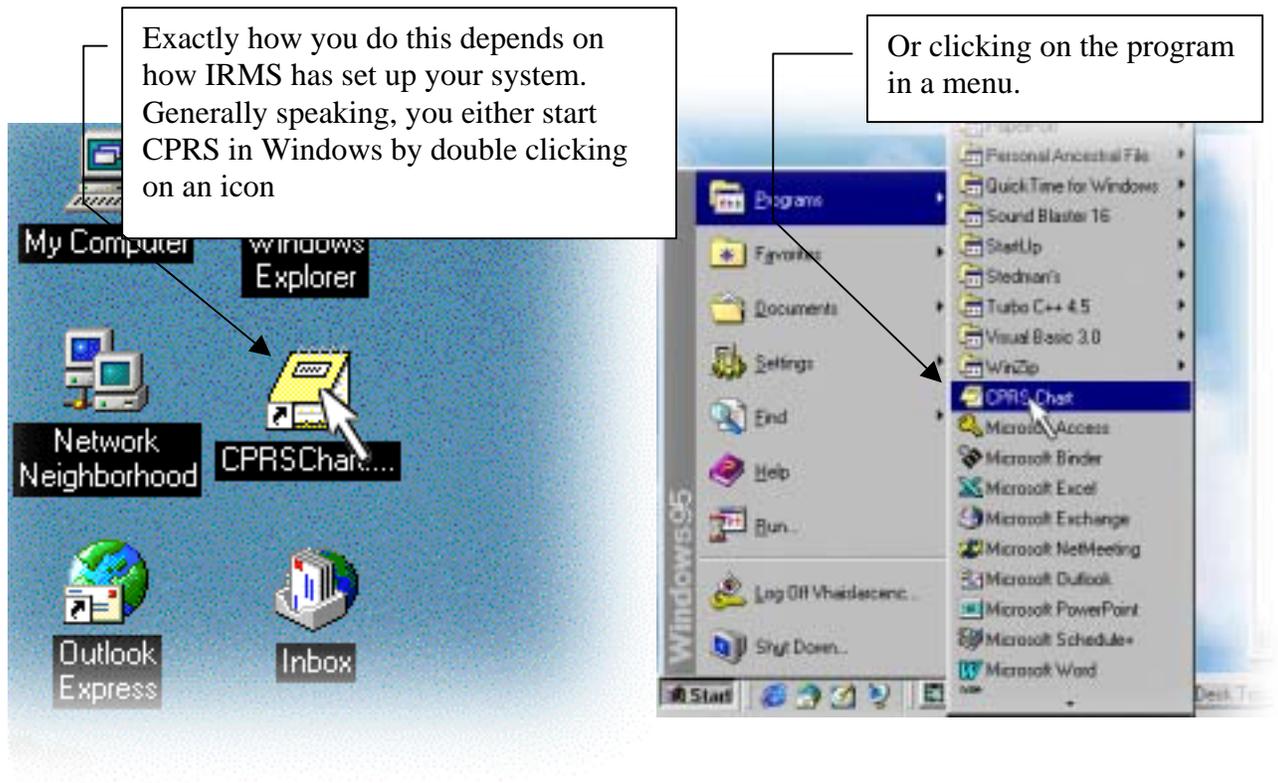
When you pause the cursor over the list of consults, CPRS expands the line the cursor is on.



Windows Flow of Information

Starting Consults in Windows

1. Start CPRS for Windows:

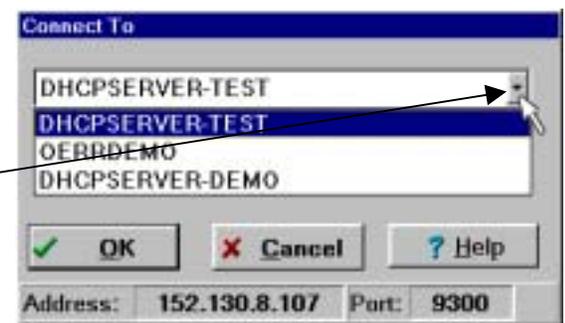


2. Select the connection:

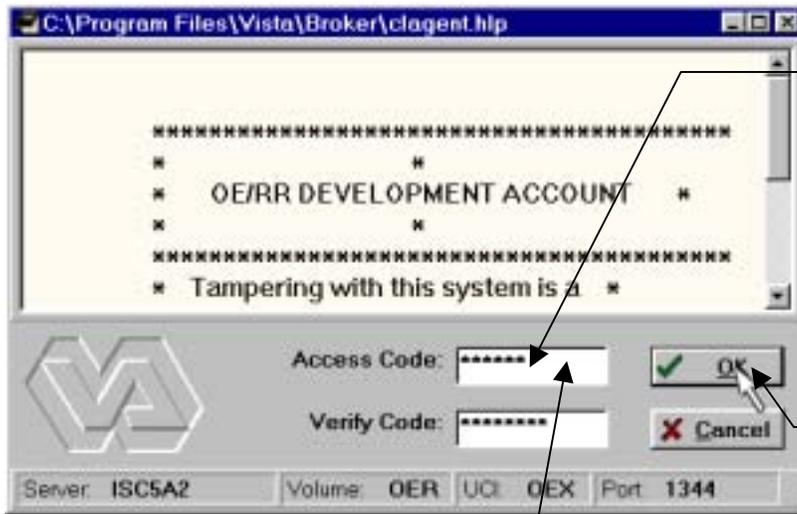


Note: Depending on the way CPRS is installed on your machine, you may not see this step

- a) Click on the drop-down button
- b) Select the appropriate connection. (See your Clinical Application Coordinator for information on which is the correct one.)
- c) Click OK.



3. Log-on to your system:



a) After entering your Access Code, use the Tab key to switch to the Verify Code Field.

b) When you have entered both the Access Code and Verify Code, click OK or press the Enter key.

You can save time by typing both the Access and Verify codes here, separated by a semicolon.

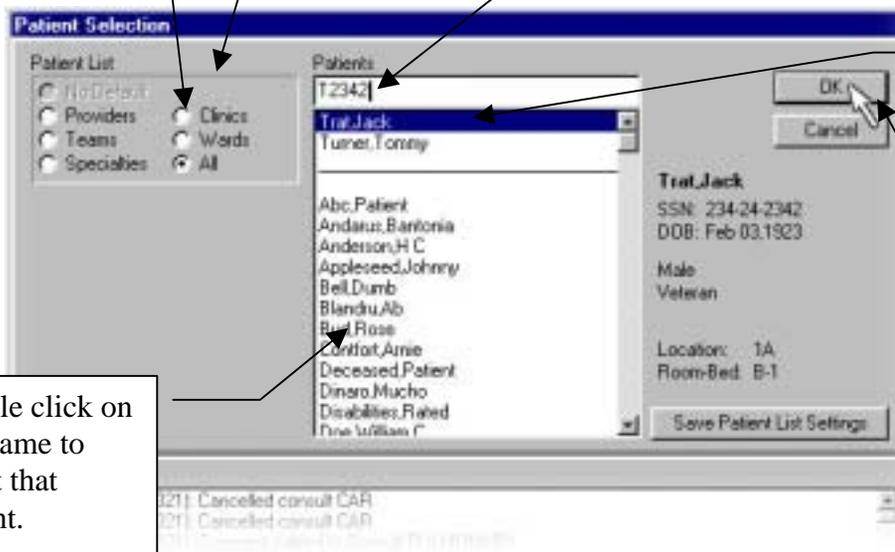
4. Select a patient:

Clinics is very useful, it gives today's appointments for a clinic you select.

Click on these radio buttons to change the list of patients.

Type anything here that is allowed in VISTA patient prompts and a list of matches appear directly below.

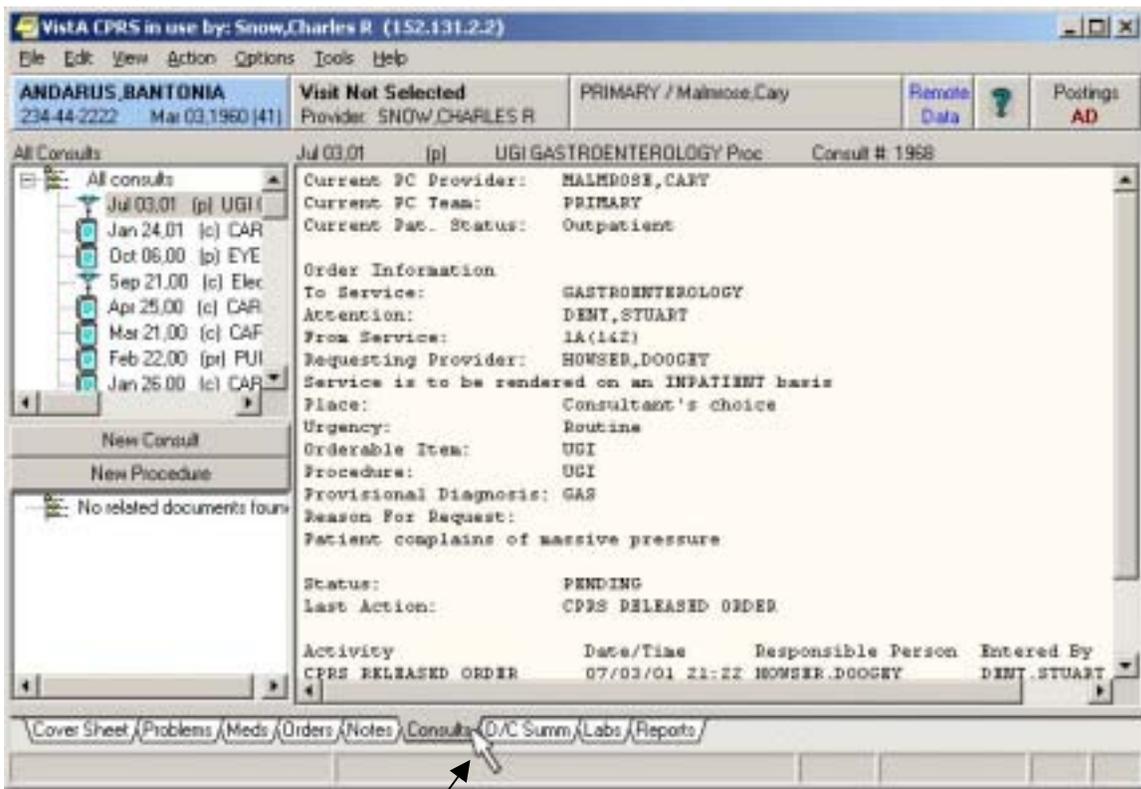
Pressing the Enter key automatically selects the highlighted patient.



Double click on any name to select that patient.

a) When ready, click the OK button or press the Enter key.

5. Click the Consults Tab:



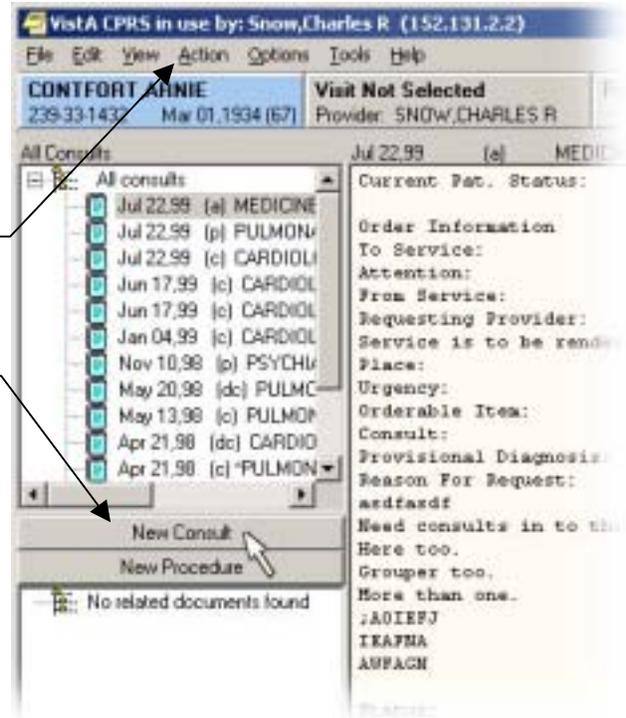
It may take a few seconds after selecting the Consults Tab for CPRS to load consults information.

Order New Consult

1. Select New Consult:

You can find New Consult on the Action menu.

Or click the New Consult Button.



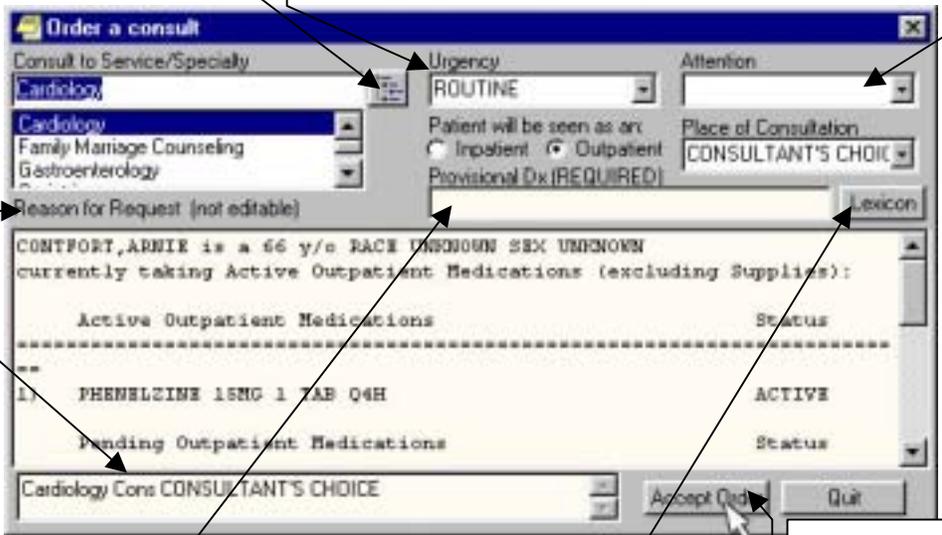
2. Fill out the Order a Consult dialog:

a) If needed, fill in the Reason for Consult. In this example, the field has already been populated from boilerplate text.

This button shows you the tree view of Consult services.

b) If needed, change the values in the Urgency, Place, Attention, and Provisional Diagnosis

If you have already talked with another provider about this consult, fill in



This message box gives you critical dialog information.

If this field is yellow, then the Provisional Diagnosis must be entered using the Lexicon button.

If this button is active, then you must use the Clinical Lexicon to populate the Provisional Diagnosis filed.

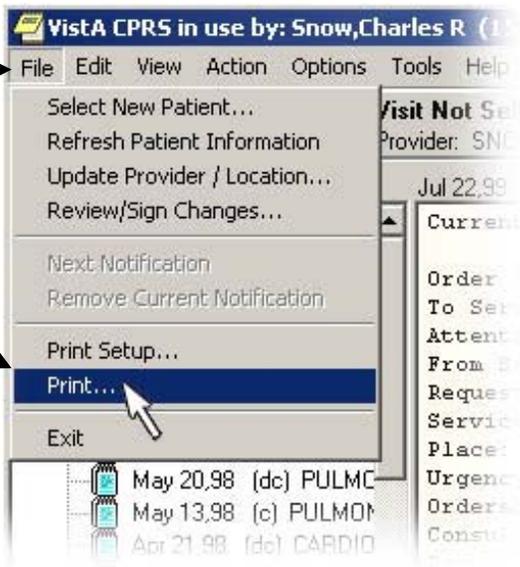
c) When you are all finished, click on the Accept Order button.

Print Form 513

1. Select Print from the File Menu:

Select Print by clicking on File in the menu bar, then clicking on Print.

Or follow the underlined letters from the keyboard by pressing Alt+F (together) then P.



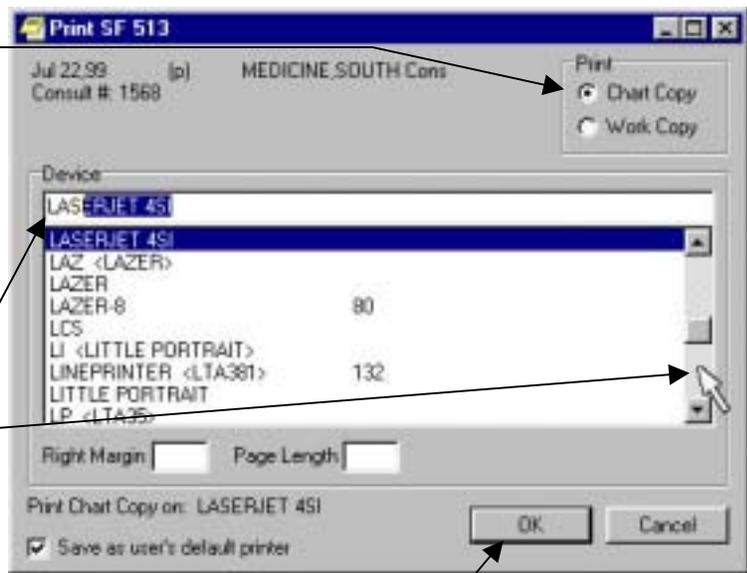
2. Select the Printer Device:

a) Select Chart Copy or Work Copy.

b) Start typing the device name, CPRS finds the closest match.

c) Or use the scroll bar and then click on the printer you want.

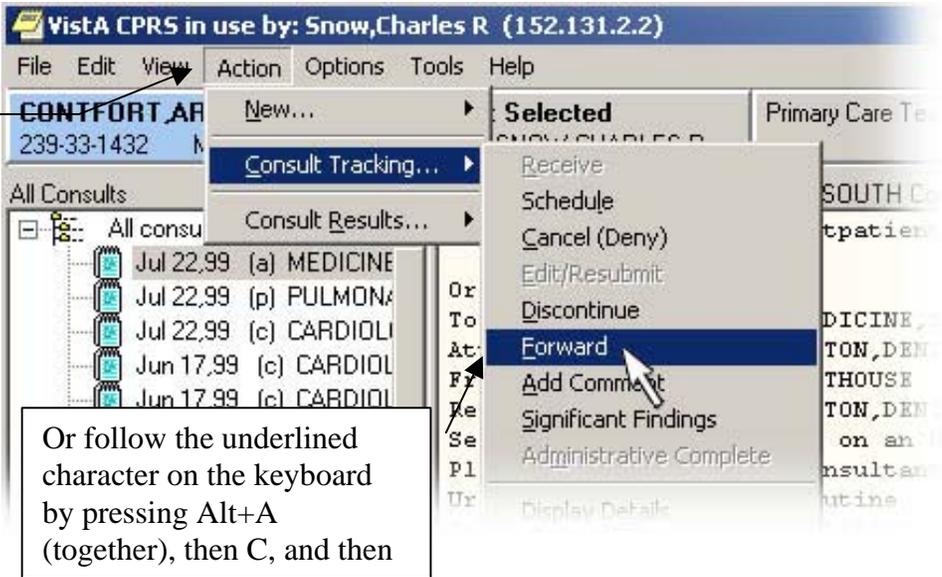
d) Then click OK or press the Enter key.



Forward Request

1. Select Forward:

a) Click on Actions, then Consult Tracking, and then Forward.



Or follow the underlined character on the keyboard by pressing Alt+A (together), then C, and then

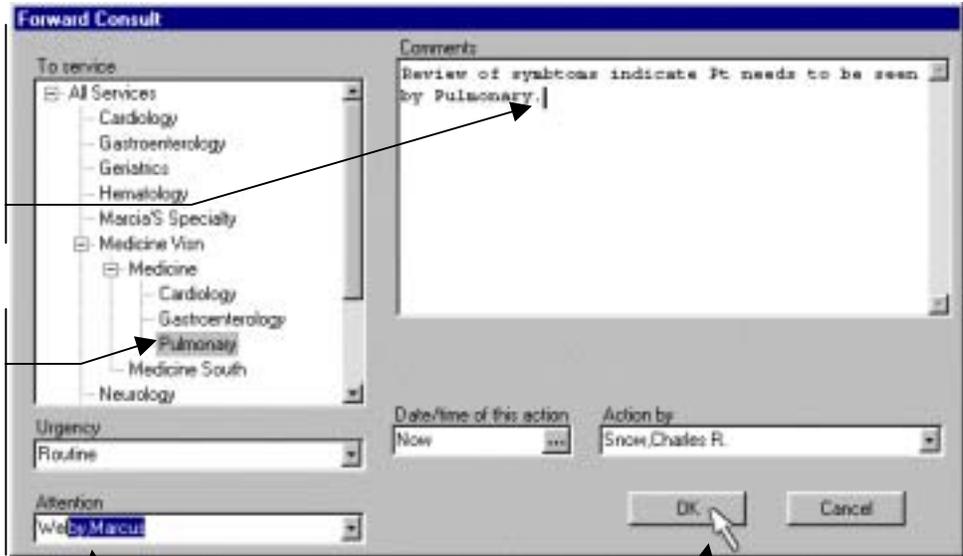
2. Fill in the Forward Consult dialog:

a) Type in the reason for forwarding this Consult.

b) Select the correct service from the All Services tree.

c) If appropriate, type in or select the Attention care giver.

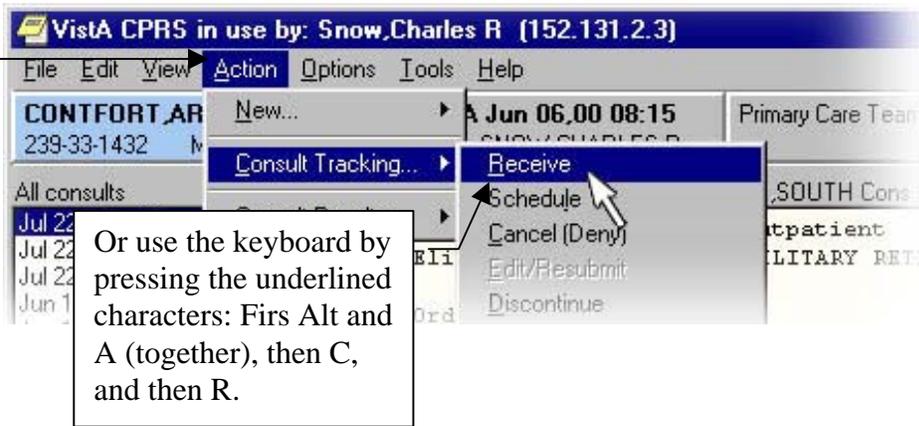
d) When finished, click on the OK button.



Receive Request

1. Select Receive:

a) Click on Action, then Consult Tracking, then Receive.

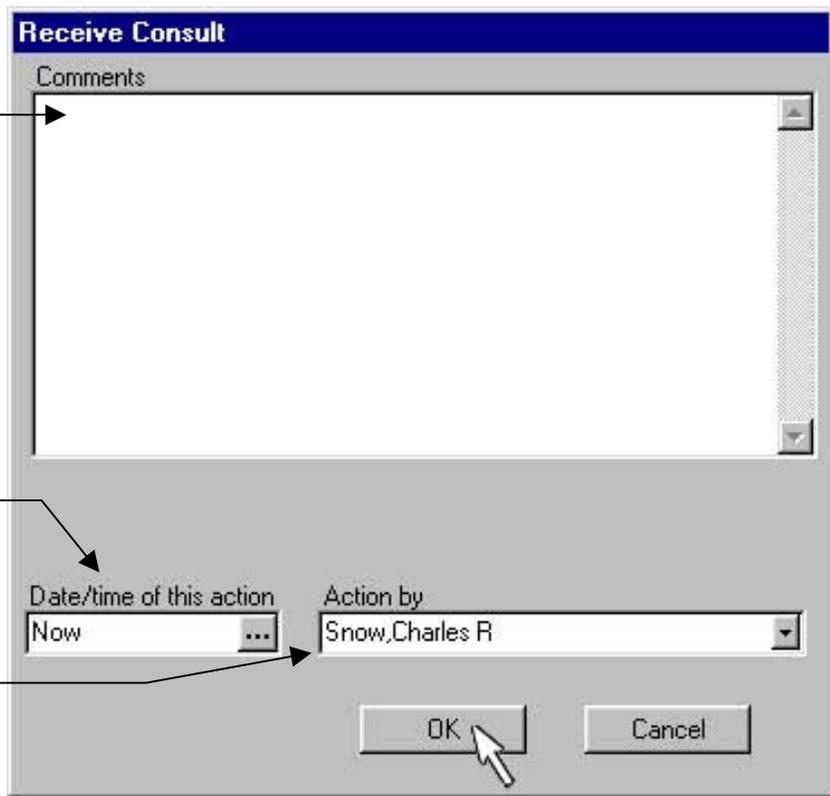


2. Click OK.

If there is anything unusual about this consult, document it by typing a comment here.

If you need some other time, click here.

If the action should be by some other person, change this.



Comment

1. Select Add Comment:

Click on Action, then Consult Tracking, then Add Comment.

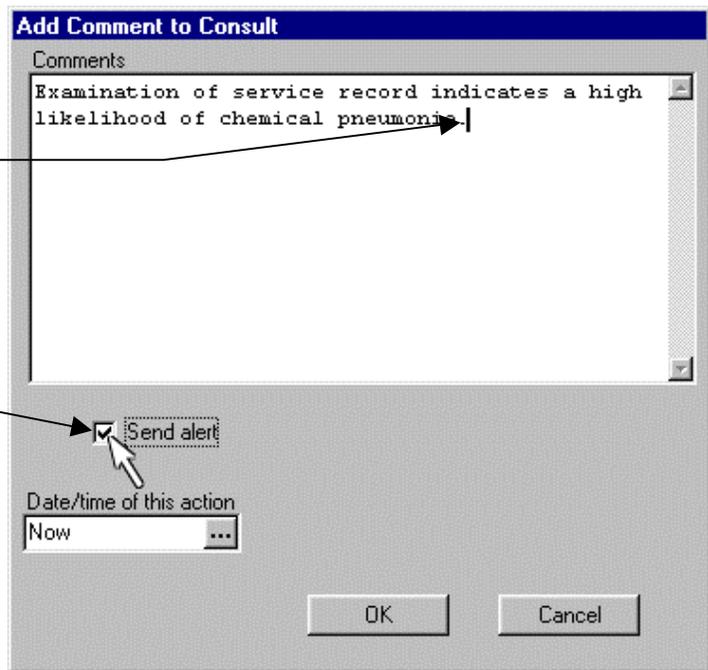


Or use the keyboard following the underlined letters: First Alt+A (together), then C, then A.

2. Fill in the Add Comment to Consult Dialog:

a) Type your comment in the text area.

b) Then click on the Send Alert check box.



3. Select the People to Receive the Alert:

Clicking in this list selects people to receive the alert.

Clicking in this list removes people from the recipients list.

Click OK or press the Enter key when finished.



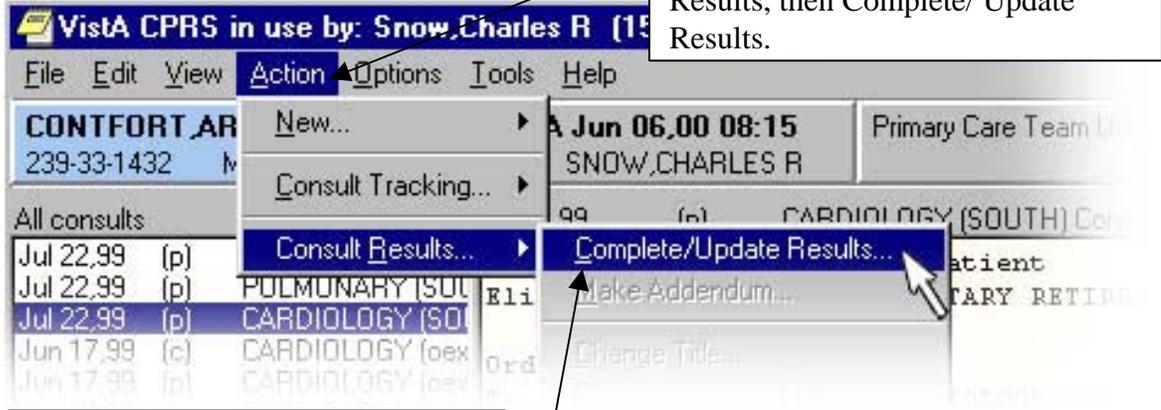
Note: If this were an Inter-Facility Consult, individuals from the other facility involved would not be on this list. In this case, the Notification System decides who to notify at the other facility by referring to Consults files.

4. Select OK:

a) When finished, click the OK button.

Complete a Consult (From the Consults Tab)

1. Select Complete/Update Results:

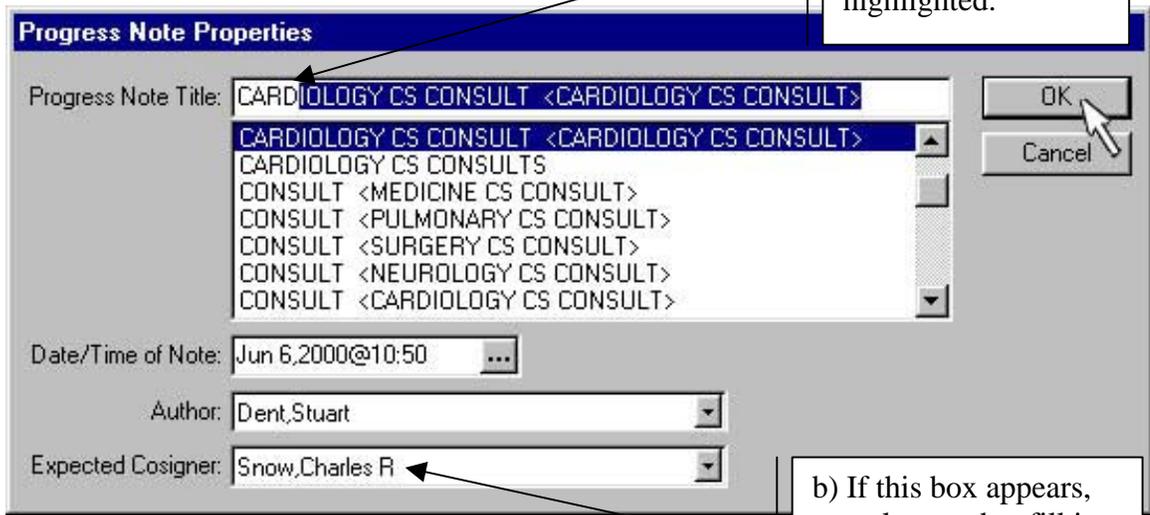


Click on Action, then Consult Results, then Complete/ Update Results.

Or use the keyboard following the underlined letters: First Alt+A (together) then R and then C.

The screenshot shows the VistA CPRS interface. The 'Action' menu is open, and the 'Consult Results...' option is selected. Within this submenu, 'Complete/Update Results...' is highlighted. The background shows a list of consults with columns for date, status, and specialty.

2. Select the Title of the Note:



a) Start typing the Title, then press Enter when the correct Title is highlighted.

b) If this box appears, you also need to fill in the Expected Cosigner.

The screenshot shows the 'Progress Note Properties' dialog box. The 'Progress Note Title' field contains 'CARDIOLOGY CS CONSULT <CARDIOLOGY CS CONSULT>'. A list of titles is displayed below, with the first one selected. The 'Date/Time of Note' is 'Jun 6,2000@10:50', 'Author' is 'Dent,Stuart', and 'Expected Cosigner' is 'Snow,Charles R'. The 'OK' button is highlighted.

3. Type in the text of the results:

The screenshot shows the VistA CPRS interface. The title bar reads "VistA CPRS in use by: Snow, Charles R (152.131.2.2)". The menu bar includes File, Edit, View, Action, Options, Tools, and Help. The patient information bar shows "CONTFORT, ARNIE", "PULM Sep 18, 01 08:28", and "Primary Care Team Unassigned". The consult information bar shows "CARDIOLOGY CS CONSULT" and "Sep 18, 2001 @ 08:28". The demographic section lists "CONTFORT, ARNIE", "33-22-111", "79", and "MAR 3, 1922". The text entry field contains "His disposition is good.".

As with any TIU document, part of it can be boiler-plate.

And part of it may be entered by you. This can be typed directly or cut and pasted from a word processor such as MS Word.

4. Save the note:

The screenshot shows the VistA CPRS interface with the "Consult Results..." menu open. The menu options include: Complete/Update Results..., Make Addendum..., Attach Medicine Results, Remove Medicine Results, Change Title..., Reload Boilerplate Text, Add to Signature List, Delete Note..., Edit Note..., Save Without Signature, Sign Note Now... (highlighted), Identify Additional Signers, and Print Note.

You can save it to finish and sign later. This changes the status to Partial Results (pr).

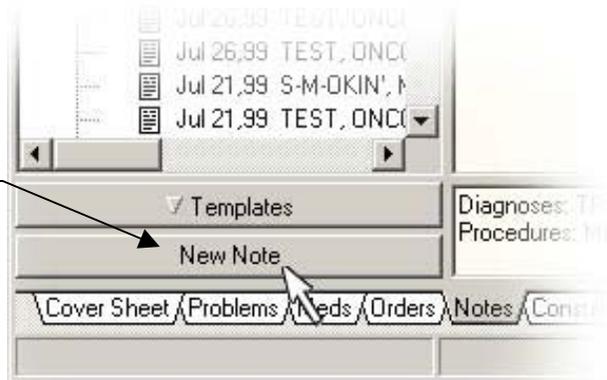
Or you can sign it now. This changes the status to Complete (c).

Complete a Consults (From the Notes Tab)

Before starting, from the CPRS Windows program, select the correct patient and click the Notes tab.

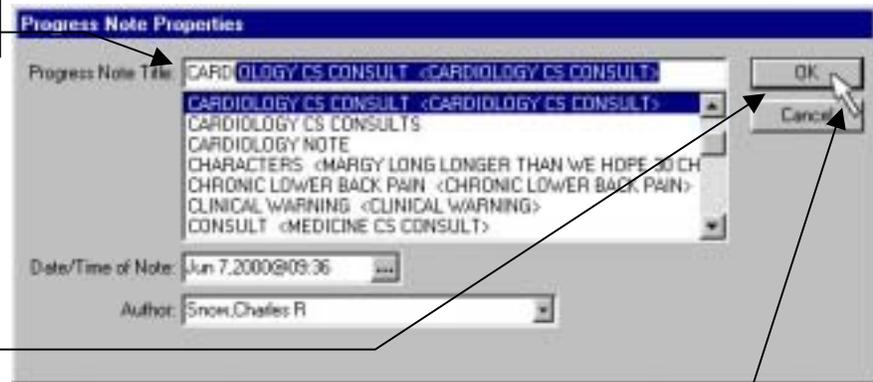
1. Click New Note:

a) Click the New Note button.



2. Select the Title of the Note:

a) Type or select a title.

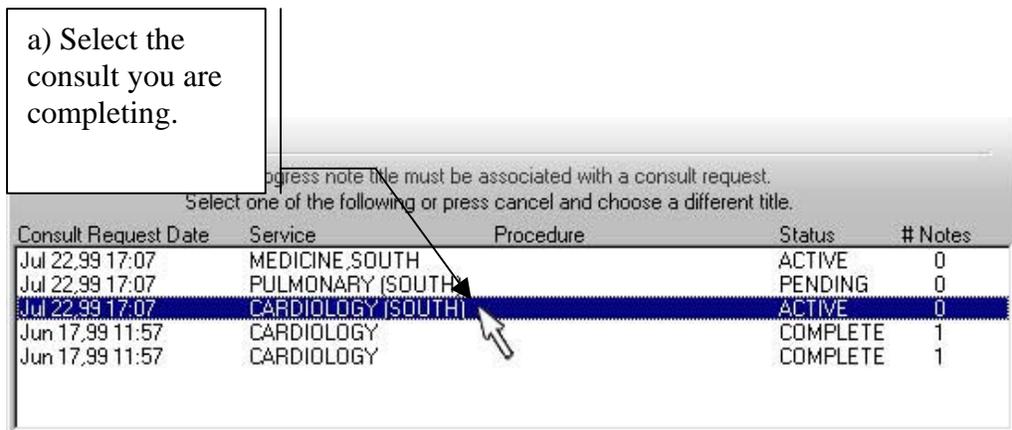


b) When finished, click OK.

b) Then click OK or press the Enter key again.

3. Select the consult:

a) Select the consult you are completing.



4. Type in the text of the results:

The screenshot shows the VistA CPRS interface. At the top, it displays the user 'Snow, Charles R.' and the patient 'CONTFORT, ARNIE'. The consult is titled 'CARDIOLOGY CS CONSULT' dated 'Sep 18, 2001 08:28'. The text area contains the following information:

```

DENOGRAPHICS: CONTFORT, ARNIE
              33-22-111
              79
              MAR 3, 1922
His disposition is good.
    
```

Two callout boxes provide context:

- Box 1 (left): "As with any TIU document, part of it can be boiler-plate." with an arrow pointing to the demographic information.
- Box 2 (right): "And part of it may be entered by you." with an arrow pointing to the handwritten text 'His disposition is good.'

5. Save the note:

The screenshot shows the 'Consult Results...' menu open in the VistA CPRS interface. The menu options include:

- Complete/Update Results...
- Make Addendum...
- Attach Medicine Results
- Remove Medicine Results
- Change Title...
- Reload Boilerplate Text
- Add to Signature List
- Delete Note...
- Edit Note...
- Save Without Signature
- Sign Note Now...** (highlighted)
- Identify Additional Signers
- Print Note

Two callout boxes provide context:

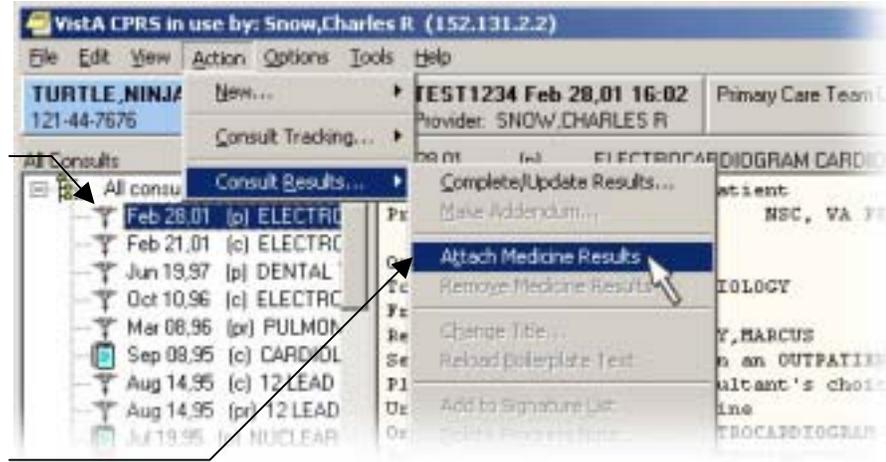
- Box 1 (left): "You can save it to finish and sign later. This changes the status to Partial Results (pr)." with an arrow pointing to the 'Consult Results...' menu item.
- Box 2 (bottom): "Or you can sign it now. This changes the status to Complete (c)." with an arrow pointing to the 'Sign Note Now...' menu item.

Complete a Consult (From the Medicine Results)

1. Select Attach Medicine Results:

Procedures are indicated by the medical icon.

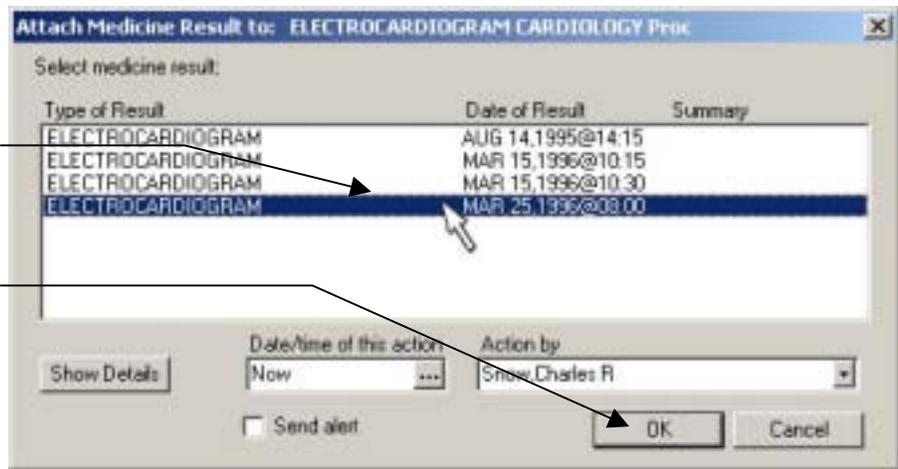
If medicine results are available for this patient, the menu command is turned on.



2. Select the medicine result.

Select the medicine result you want.

Click OK and you're done.

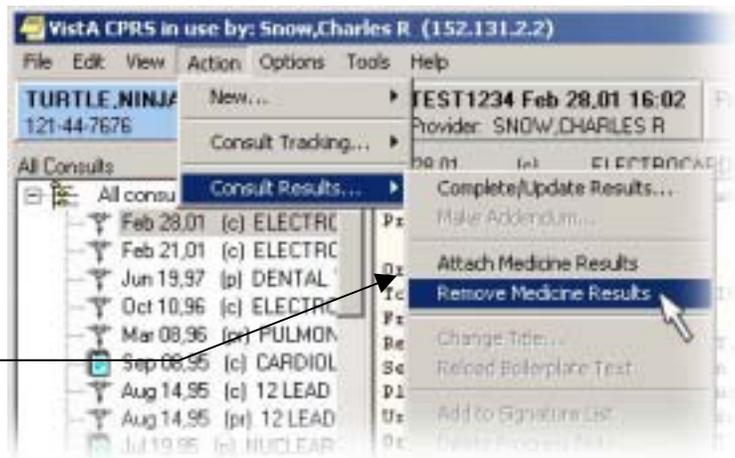


3. No signature is necessary at this time.

Undo Medicine Results

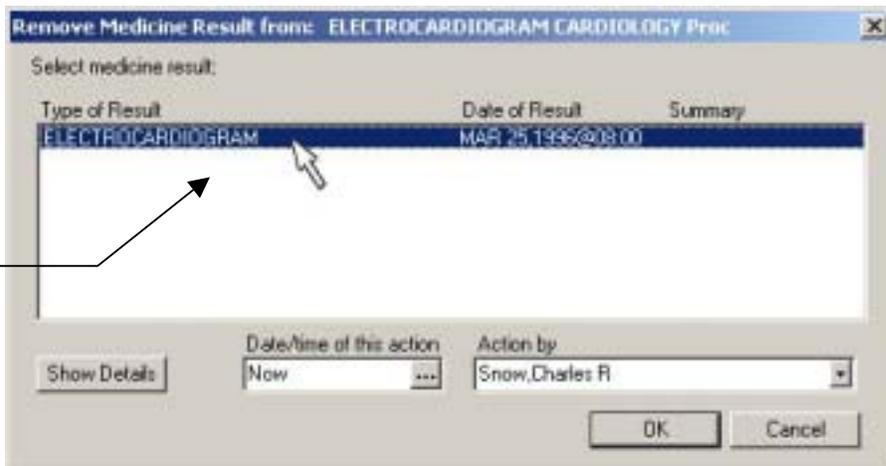
1. Select Remove Medicine Results

Windows activates this menu command when a result you can remove is present in the selected consult.



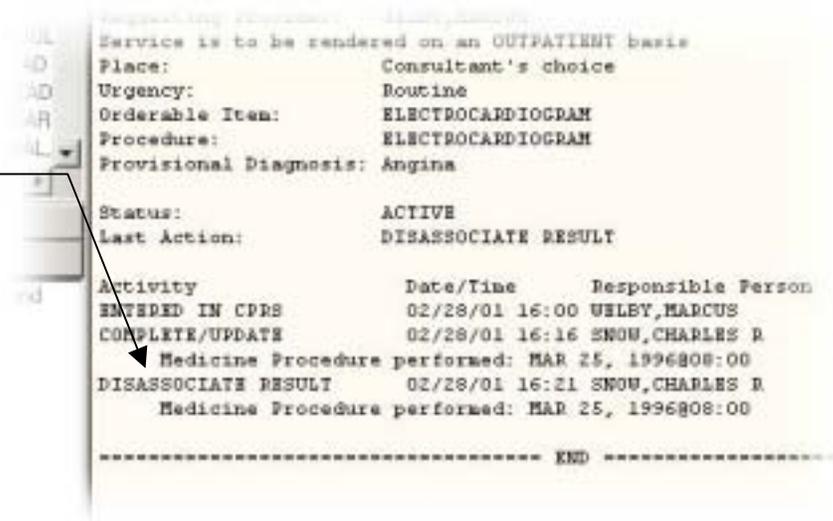
2. Select the medicine result to be removed.

If more medicine results are present, they will be listed here.



2. And click OK.

Consults keeps and displays a complete audit trail.



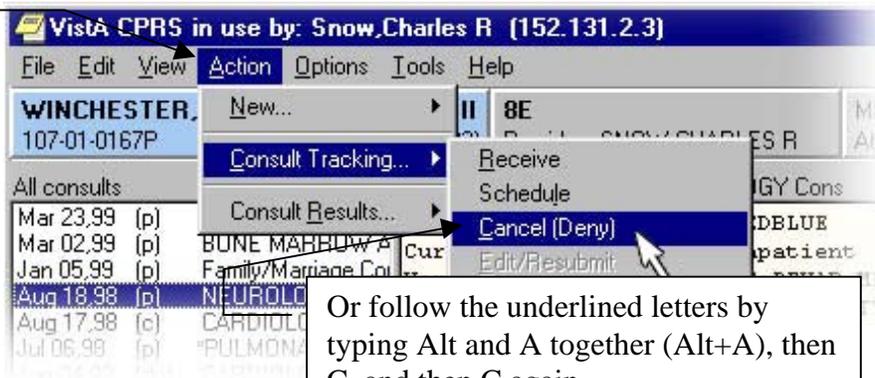
Other Windows Topics

Cancel (Deny) Request

This is a consult receiver's action. If you are the consult originator, use the Discontinue Order action.

1. Select Cancel:

Click on Action, then Consult Tracking, and then Cancel.

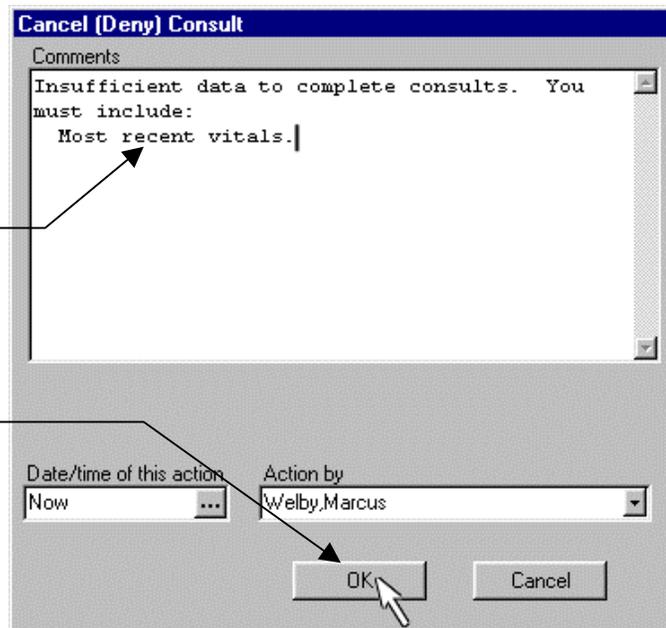


2. Consult dialog:

a) Type the reason for the denial. Be specific enough so that the originating provider can correct and resubmit the consult.

b) When finished, click the OK button.

A notification is automatically sent to the consult originator so that the consult can be edited and resubmitted.



Discontinue Order

This is a consult originator's action. If you are the consult receiver, use the Cancel (Deny) action.

1. Select Discontinue:

Click on Action, then Consult Tracking, then Discontinue.

Or follow the underlined characters on the keyboard by pressing Alt+A (together), then C, and then D.

2. Fill out the Discontinue Consult dialog:

a) Type in the reason.

b) When finished, click the OK button.

A notification is automatically sent to the originator of the consult with information about the discontinuation of the order.

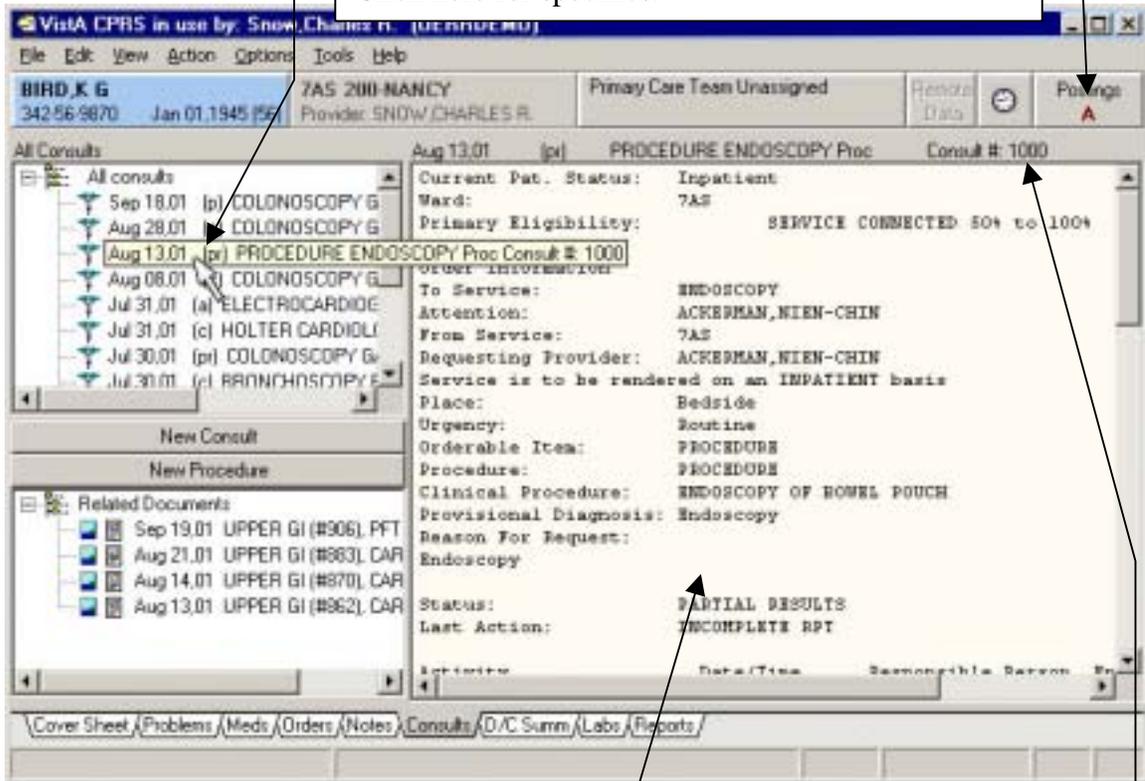
Detailed Display

Consults in Windows always show the detailed display of whatever consult is selected.

a) Click on the consult you want to see.

Postings codes have the following meanings:

- C—There are Crisis Note(s) present.
 - W—There are Clinical Warning Note(s) present.
 - A—There are allergies present.
 - D—There are Directive Note(s) present.
- Click here for specifics.



The Detailed Display includes:

- Current Primary Care information.
- Current Eligibility information.
- Order information.
- Last action information.
- A record of activity.
- All signed notes.
- Information about unsigned notes.
- Notes, Results, and Addenda
- All other text fields associated with the consult.

The consult number can be used to quickly access a specific consult in a variety of situations.

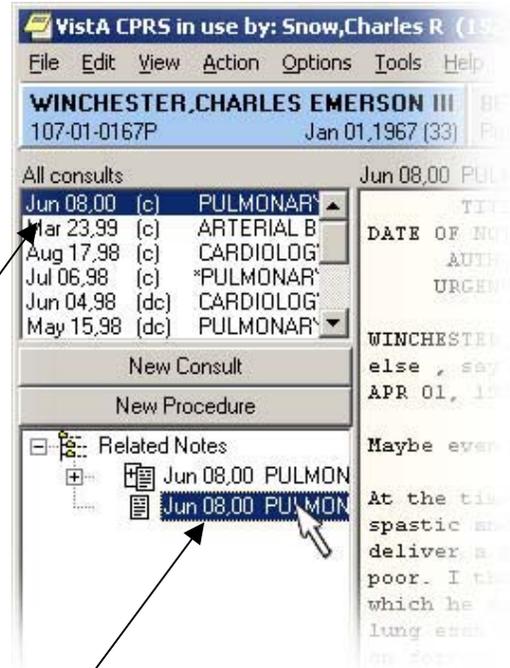
Make Addendum

An Addendum is a *medical* statement by a patient care professional about a specific Note. It differs from a Comment in that it is about medical matters, where Comments, which can be written by anyone, should contain information needed to *administer* the consult.

1. Select the Consult and the Note

a) First click on the consult.

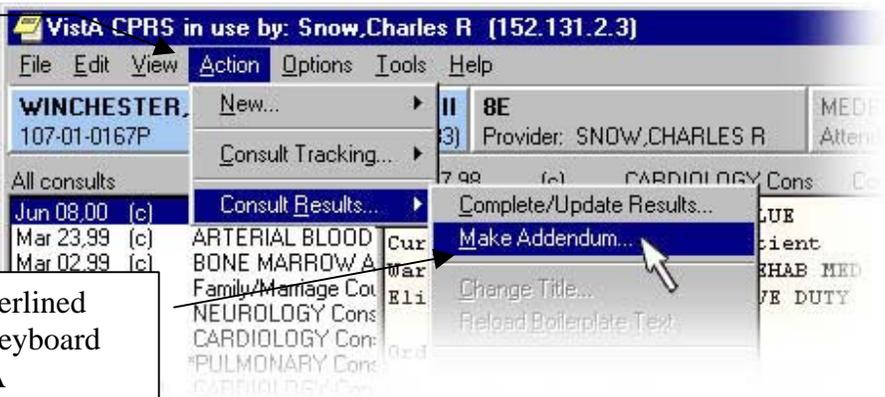
b) Then, select the note by clicking on it.



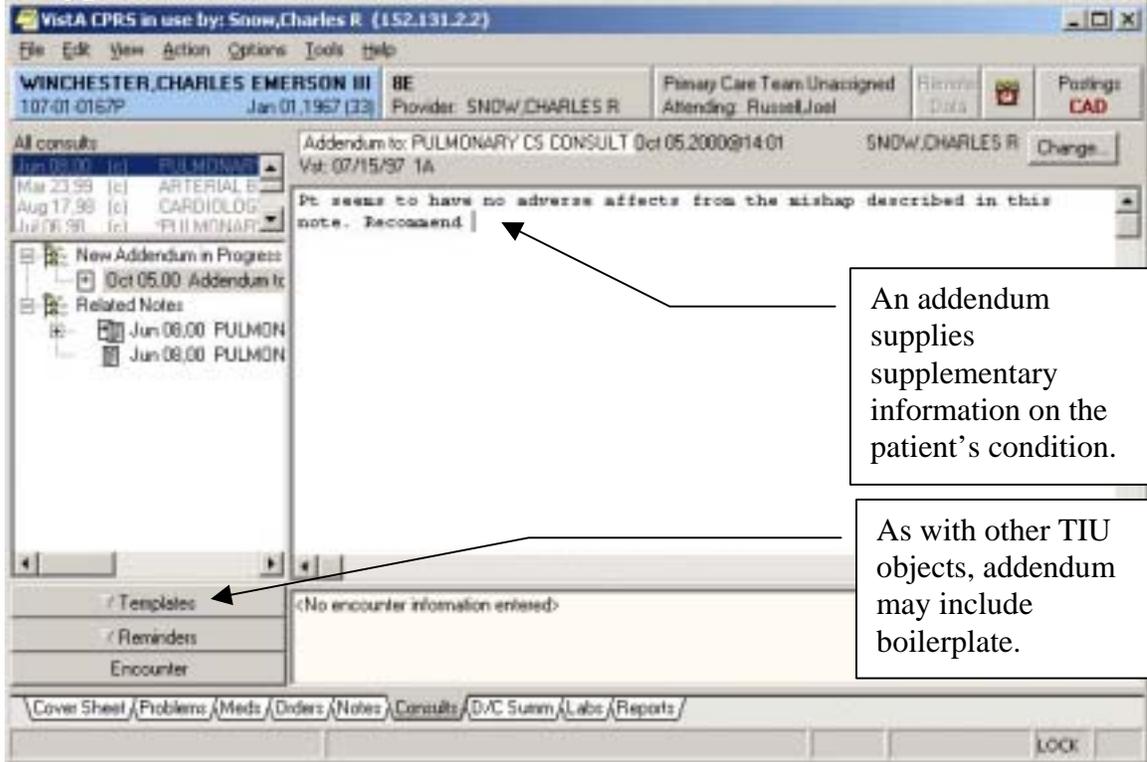
2. Select Make Addendum

Click on Action, then Consult Results, and then Make Addendum.

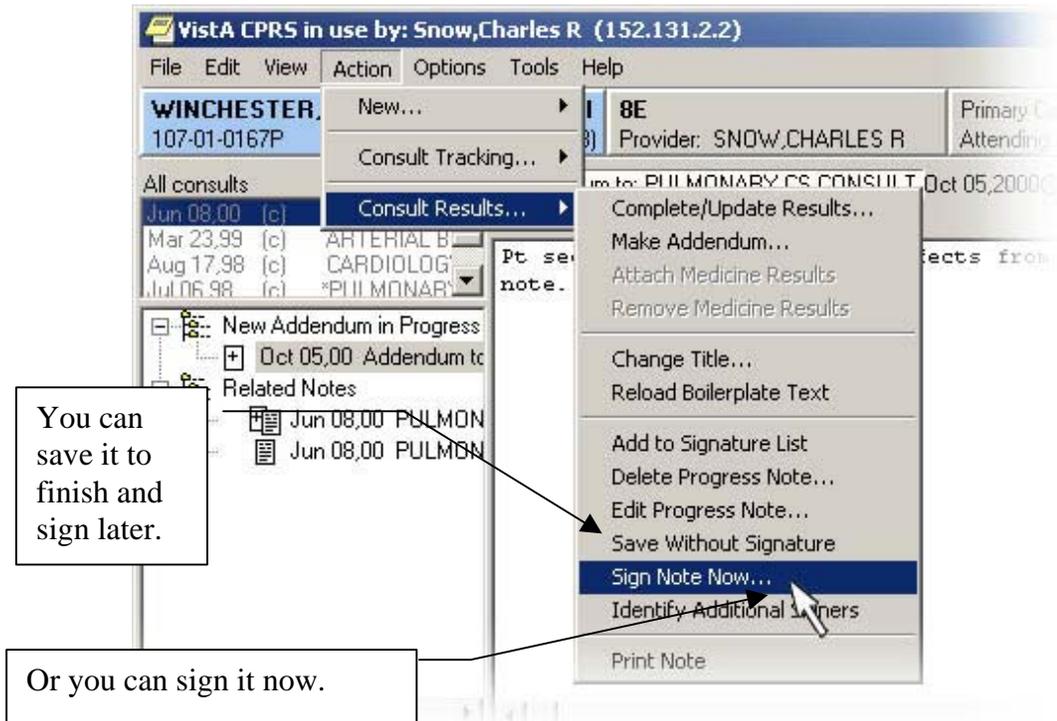
Or follow the underlined character on the keyboard by pressing Alt+A (together), then C, and then



3. Type the addendum:



4. Save the note:

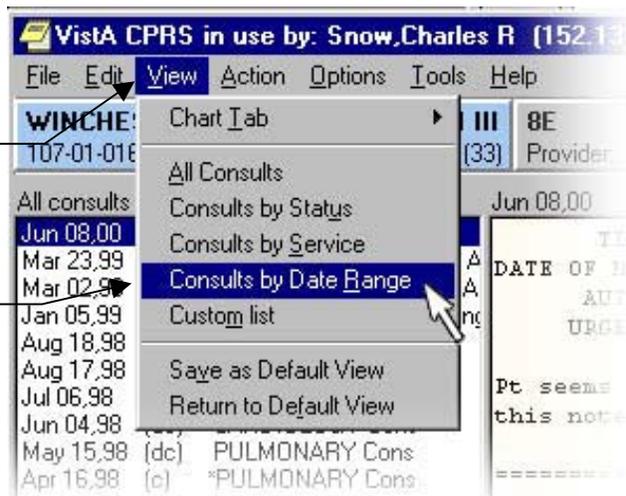


New Date Range

1. Select Consults by Date Range:

Select it from the View menu.

Or use the keyboard to follow the underlined letters: Alt+V (together) then R.



2. Fill in the List Consults by Date Range Dialog:

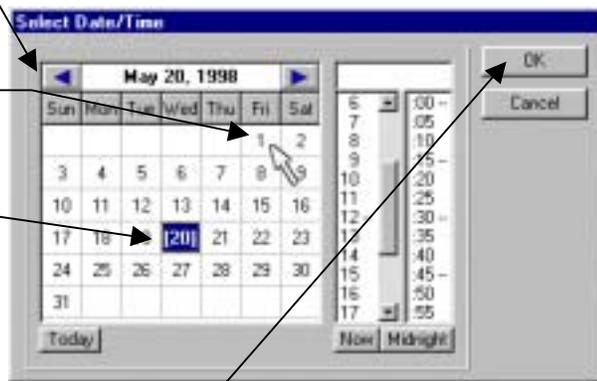
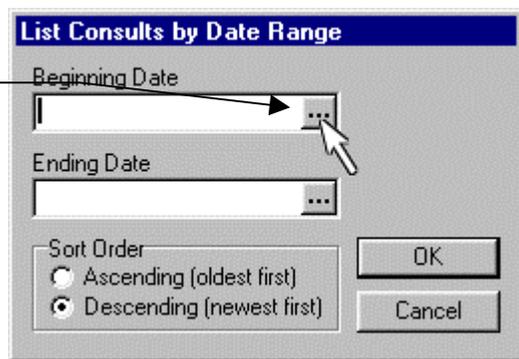
Click on this button for a dialog to simplify entering the date.

These arrow buttons go up or down the months.

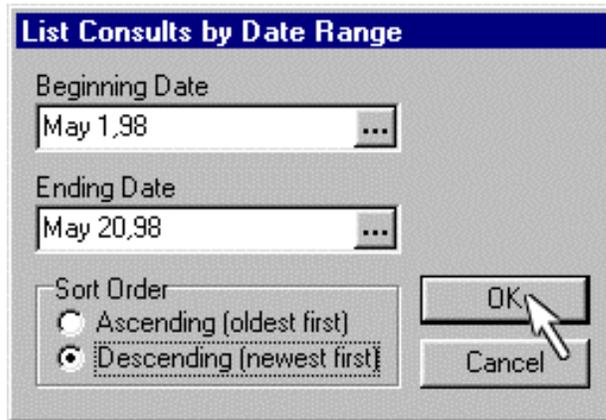
a) Click on the day of the month you want.

Initially, the current date is highlighted.

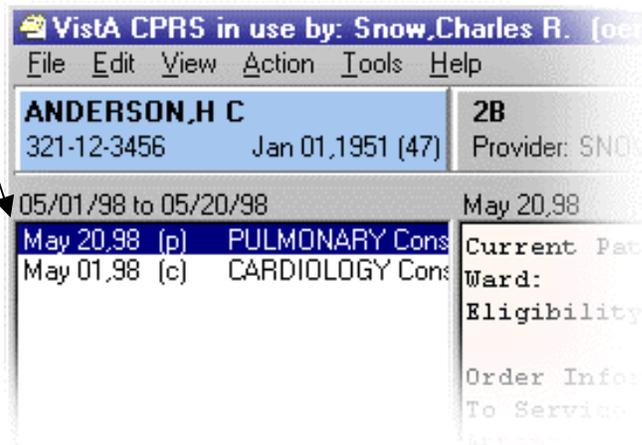
b) When finished, click OK or press the Enter key.



3. Select OK:

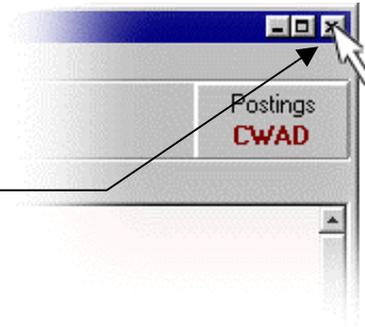


After you click OK only consults within the date range are displayed.

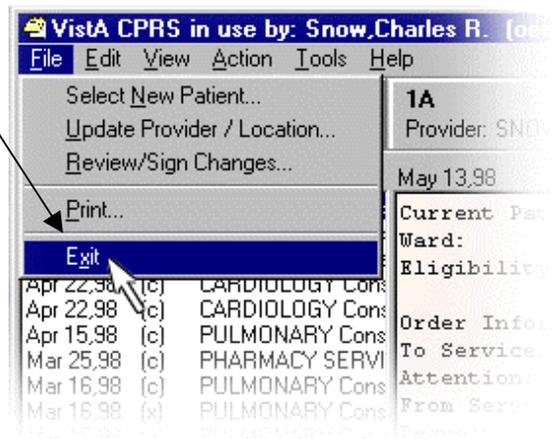


Quit

The simplest way to quit is to click on the X in the upper right-hand corner of the window.

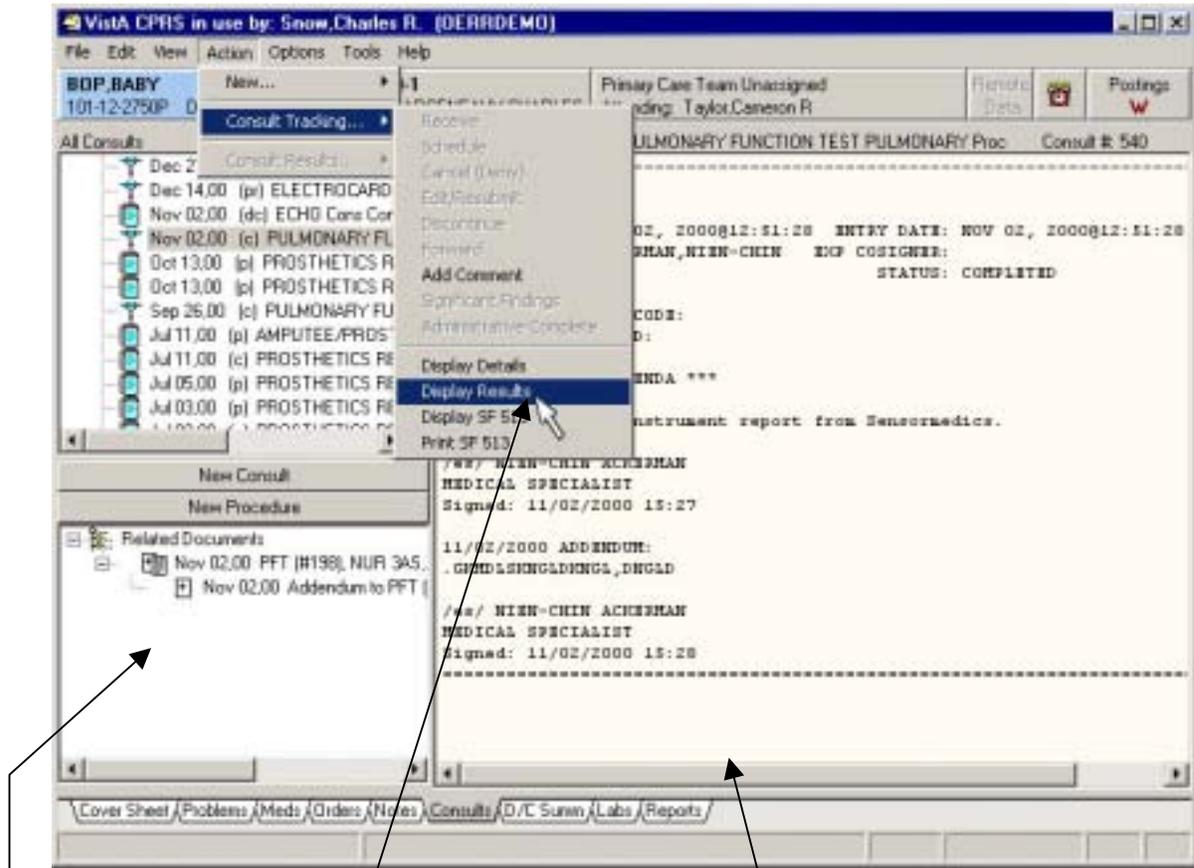


Or you can select Exit from the File menu.



Or you can press the Alt and F4 keys at the same time (Alt+F4).

Results Display



Many commands (like this one) require that you first highlight the correct entry.

Get the results for the current consult by selecting Action then Consult Tracking then Display Results from the menu bar.

The results display gives only the signed results and addendum making it easier to focus in on the information you need. It also gives author information on unsigned and/or unreleased notes.

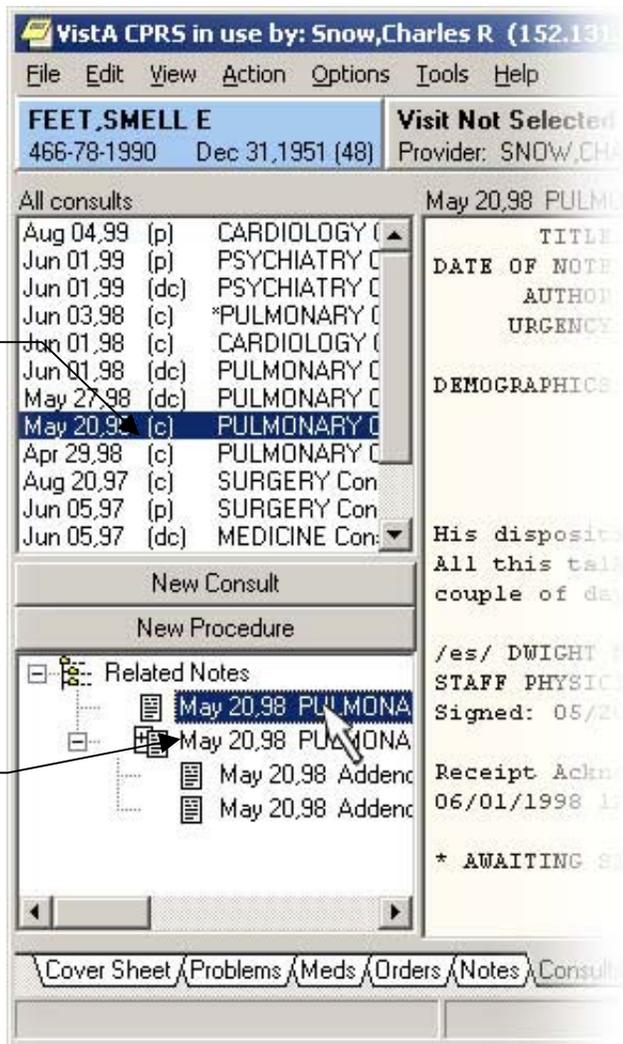


Note: If this were an Inter-Facility Consult, CPRS's Remote Data Views would retrieve the results over the VA Intranet. This may take slightly longer.

Select Consult

a) Click on the consult you want to view or perform an action on.

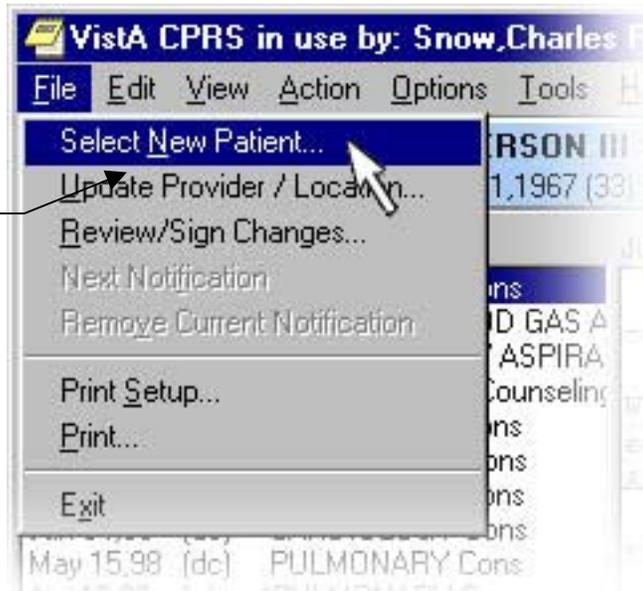
b) If the consult has more than one note associated with it, that is indicated here. For many actions, you must select an item in this pane before performing the action.



Select New Patient

1. Choose Select New Patient from the File Menu:

Or follow the underlined letter from the keyboard by pressing Alt+F (together) then N.

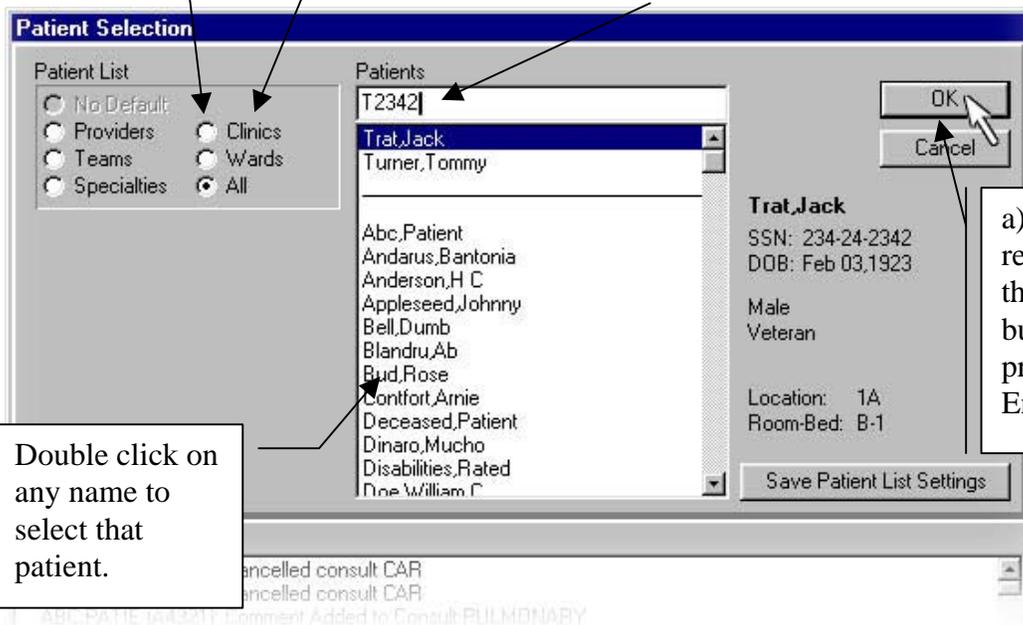


2. Use the Patient Selection Dialog:

Clinics is very useful, it gives today's appointments for a clinic you select.

Click on these radio buttons to change the list of patients.

Type anything here that is allowed in VISTA patient prompts and a list of matches appear directly below.

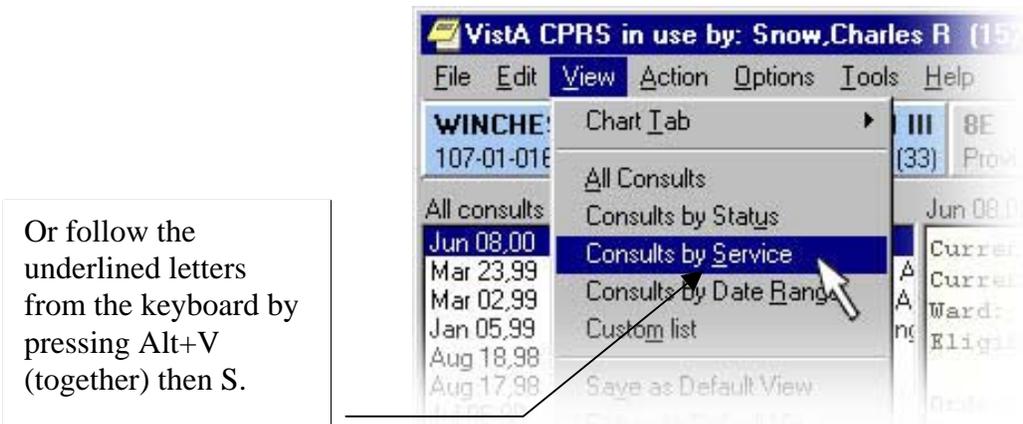


Double click on any name to select that patient.

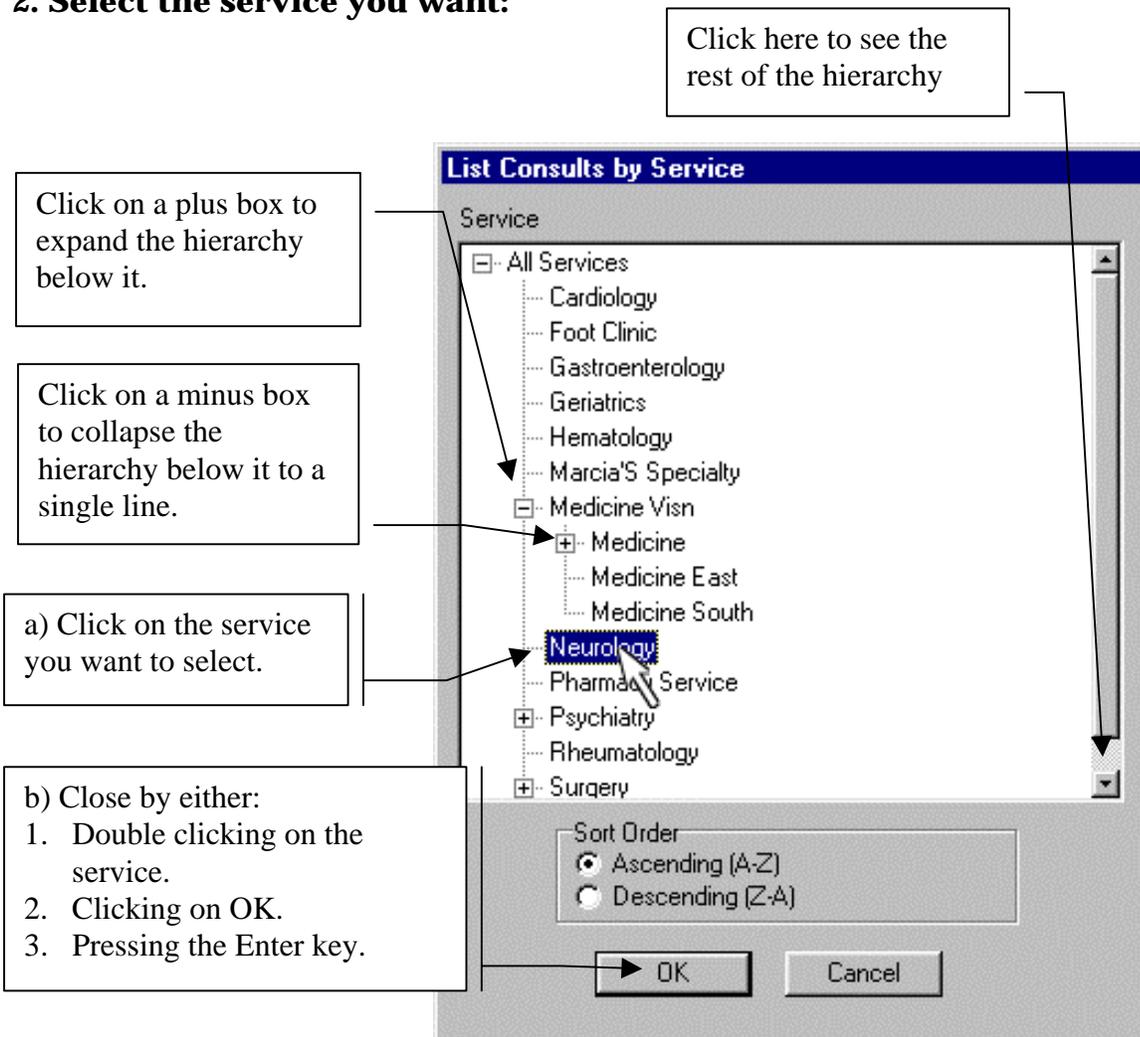
a) When ready, click the OK button or press the Enter key.

Select Service

1. Select Consults by Service from the View Menu:



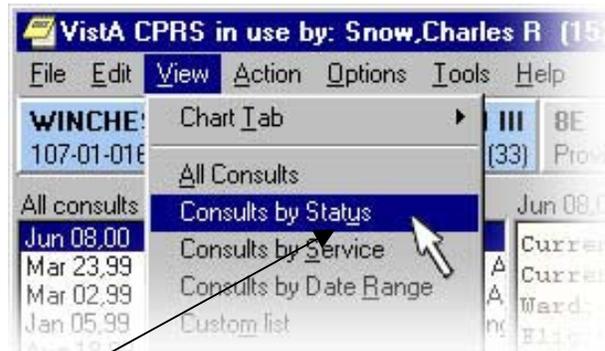
2. Select the service you want:



View by Status

1. Select Consults by Status from the View Menu:

Or follow the underlined letters from the keyboard by pressing Alt+V (together) then U.



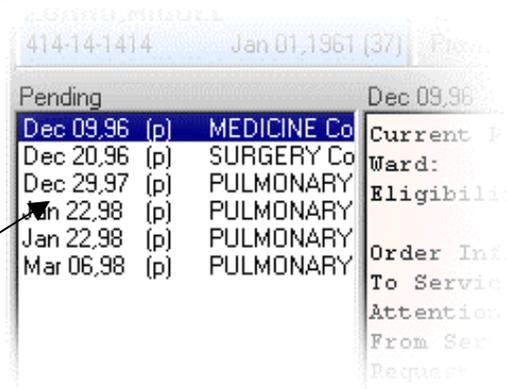
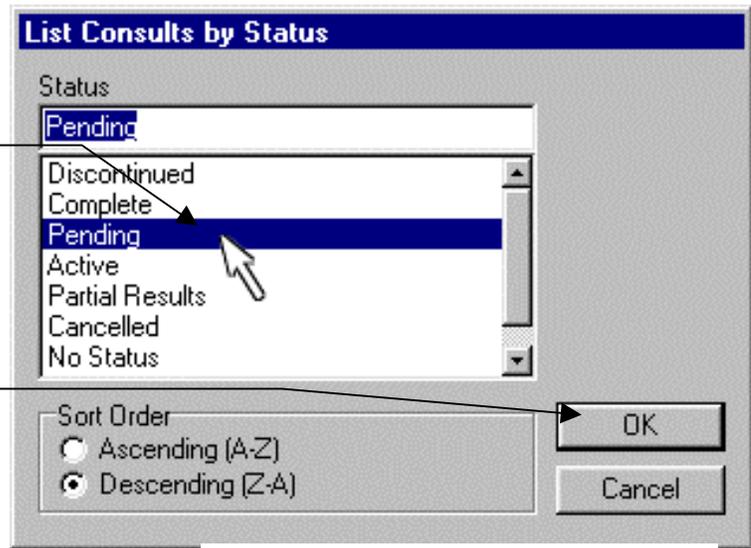
2. Select the status you want from the list:

a) Click on the status you want to see.

b) When finished, click the OK button or press the Enter key.

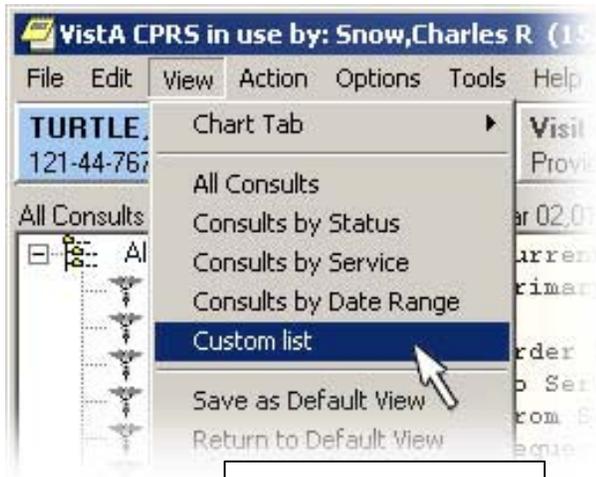
Hold down the Ctrl key when selecting to select more than one status.

c) Now the list of consults only has ones with the status you selected.



Custom List

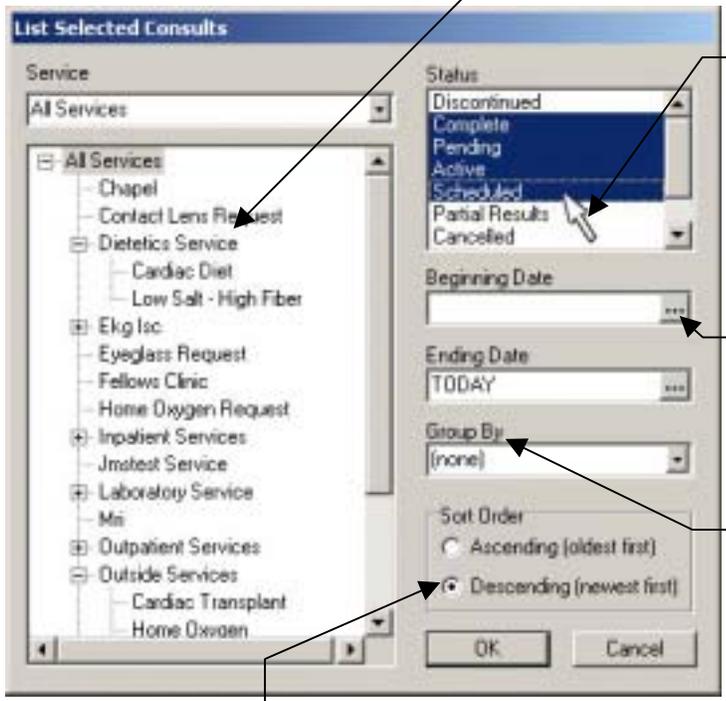
1. Select Custom List from the View Menu:



3. Select the view you want.

Do one or more of the following:

Select one or more services from the tree view.



Use the shift and Ctrl keys to select multiple statuses (or services).

These buttons open a dialog to help you select a date.

You can group by Consults/ Procedures, Service, or Status.

3. Click OK.

Pick newest or oldest first display.

Package Reference

Package Reference

There are three menus, six notifications, and 18 actions that make up the package that is Consults. In the preceding section, **Package Operation**, we discussed a number of these in order to explain how the Consult/Request Tracking package works. In this section, we give each of a descriptions of each of these in turn to provide reference information for you.

General Service User Menu

If you are a Consults user from a service other than Medicine or Pharmacy services, you probably have the GMRC General Service User menu. This menu gives you access to all the basic functionality you need to track Consults for your service.

As a General Service User, you have access to three basic options as shown in this example:

```

Select Consult Service Tracking Option: ?

    CS      Consult Service Tracking
    PC      Service Consults Pending Resolution
    ST      Completion Time Statistics

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.
Select Consult Service Tracking Option:

```

Consult Service Tracking Option

The Consult/Request Service Tracking option may be used to:

- Review the latest activity related to a patient's consult/procedure request orders.
- Update or track activities related to a patient's consults.

The menu of actions available to you depends on whether you are a Review Only user or an Update user. The names and the synonyms for each menu action is listed below:

Review Only and Update Actions

ACTION NAME	SYNONYM	GUI Menu Action
Next Screen	+	
Previous Screen	-	
Add Comment	CM	Action Consult Tracking Add Comment
Change Date Range	CV;DT	View Consults by Date Range
Detailed Display	DD	Action Consult Tracking Detailed Display
Edit/Resubmit	ER	Action Consult Tracking Edit Resubmit*
Redisplay Screen	RD	
Select Patient	SP	File Select New Patient
Select Service	CV;SS	View Consults by Service
Print Form 513	PF	File Print
Quit	Q	File Exit
Results Display	RT	Action Consult Tracking Display Results
View By Status	CV;ST	View Consults by Status

* ER (Edit/Resubmit) may be used only by the originating provider or an update user. It is available on this menu in case the originating provider is not an update user.

Update Only Actions

ACTION NAME	SYNO NYM	GUI Menu Command
Complete (Update)	CT	Action Consult Results Complete/Update Results
Cancel (Deny)	DY	Action Consult Tracking Deny
Discontinue	DC	Action Consult Tracking Discontinue
Forward	FR	Action Consult Tracking Forward
Receive	RC	Action Consult Tracking Receive
Remove Med Rslt	RM	Action Consult Tracking Remove Medicine Results
Schedule	SC	Action Consult Tracking Schedule
Significant Findings	SF	Action Consult Tracking Significant Findings
Make Addendum	MA	Action Consult Results Make Addendum

Each review screen displayed has a prompt at the bottom of the display screen. This prompt varies according to what Consults thinks you are going to do next. Thus it is either “Select Consult:” or “Select Action:” depending on various system variables. If the prompt is “Select Consult:” you may either select a consult or an action. If the prompt is “Select Action:” you may only select an action. In either case a ? at this prompt provides you with a menu of actions.

Before you use this option, you need to know:

The patient's name or identification.

You may identify a patient by entering information other than the patient's name. Some possibilities are: Social Security Number (SSN), Ward Location, or Room-Bed, at the Select Patient prompt.

The service or specialty.

The default answer at the Select Service/Specialty Tracking prompt is always ALL SERVICES//. The response you make at the prompt determines what action you are able to select. If you accept the ALL SERVICES default, the Review Only actions are the only ones available. Alternatively, a service/specialty could be specified to restrict the number of consults to review. If you are an Update user for the service/specialty you selected, then you have all actions available to you at the action prompt.

Package Reference

An example of the Consult/Request Service Tracking option and default Review Only actions available for use with the option are shown in the following sample dialogue. User responses are in bold.

```
Select Consult Service Tracking Option: ?

  CS      Consult Service Tracking
  PC      Service Consults Pending Resolution
  ST      Completion Time Statistics

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select Consult Service Tracking Option: CS Consult/Request Service Tracking
Select Patient: ANDERSON,H C          01-01-51      321123456      YES      SC VET
ERAN

Select Service/Specialty: ALL SERVICES// <Enter> ALL SERVICES
List From Starting Date: ALL DATES// <Enter> ALL
```

Select the Consult/Request Service Tracking option from your menu and enter the name of the patient whose consults/requests you want to review.

At the Select Service/Specialty prompt enter the name of the Service or hierarchy of services the consult was referred to. If consults are available in the service or hierarchy for the patient specified, they are listed as shown in the following display.

CONSULT TRACKING		Oct 06, 2000 08:24:24		Page: 1 of 1	
ANDARUS, BANTONIA		234-44-2222	8E/3E101-1	MAR 3,1960 (40) <AD>	
				Wt.(lb): 184	
Requested	St	No.	Consult/Procedure Request		
1	10/06/00	p	1766	EYE CLINIC Cons	
Enter ?? for more actions					
SP Select Patient		RT Results Display		ER Edit/Resubmit	
CV Change View ...		PF Print Form 513			
DD Detailed Display		CM Add Comment			
Select: Quit//					

Review Only Actions

Enter ?? at the Select Item(s) prompt to see the complete list of options available to you.

Select Consult: Quit// ??					
Enter the display number of the item you wish to act on, or select an action.					
If you'd like another view of the consults, enter CV.					
Status key:					
'a'	- active	'c'	- complete	'dc'	- discontinued
'p'	- pending	'x'	- cancelled	'pr'	- partial results
's'	- scheduled	'e'	- expired		
Enter ?? to see a list of actions available for navigating the list.					
Press <return> to continue ...					
The following actions are also available:					
+	Next Screen	RD	Redisplay Screen		
-	Previous Screen	UP	Up a Line	CWAD Display CWAD Info	
FS	First Screen	DN	Down a Line		
LS	Last Screen			SL	Search List
		PS	Print Screen	EX	Exit
GO	Go to Page	PT	Print List		
Enter RETURN to continue or '^' to exit:					

If you are an update user, the menu of actions includes additional actions such as received, completed, and discontinued.

Package Reference

The help display also includes a key to abbreviations used in consult screens, including the Consult Tracking screen currently under discussion.

Update Select Actions

If you are an Update user, then the Consult Tracking display looks like this:

CONSULT TRACKING		Oct 06, 2000 08:26:04		Page: 1 of 2	
ANDARUS, BANTONIA		234-44-2222	8E/3E101-1	MAR 3, 1960 (40)	<AD>
					Wt.(lb): 184
Requested	St	No.	Consult/Procedure Request		
1	11/17/98	x	1211	BRONCHOSCOPY PULMONARY Proc	
2	07/13/98	c	1112	*PULMONARY Cons	
3	06/18/98	c	1062	*PULMONARY Cons	
4	06/12/98	c	1050	PULMONARY Cons	
5	06/08/98	c	1028	PULMONARY Cons	
6	06/04/98	dc	1022	PULMONARY Cons	
7	05/27/98	dc	940	PULMONARY Cons	
8	05/20/98	dc	919	PULMONARY Cons	
9	05/13/98	c	898	*PULMONARY Cons	
10	05/01/98	c	881	PULMONARY Cons	
11	04/15/98	c	843	PULMONARY Cons	
12	03/16/98	c	827	PULMONARY Cons	
+ Enter ?? for more actions					
SP	Select Patient	FR	Forward	CT	Complete/Update
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum
RC	Receive	DC	Discontinue	SF	Sig Findings
SC	Schedule	CM	Add Comment	DD	Detailed Display
				ER	Edit/Resubmit
Select: Next Screen//					

Each action is described in detail in the **Actions** section of **Package Reference** starting on page 112.

Completion Time Statistics

This report is intended to help hospitals track overall quality of service. High numbers on this report can indicate the presence of bottlenecks in the organization that might need management attention.

In the following example, a report on completion times is printed for Pulmonary Service:

```
Select Consult Service Tracking Option: ?

    CS      Consult Service Tracking
    PC      Service Consults Pending Resolution
    ST      Completion Time Statistics

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select Consult Service Tracking Option: ST Completion Time Statistics

Select Service/Specialty: ALL SERVICES// PULMONARY
List From Starting Date: ALL DATES//
...HMMM, LET ME THINK ABOUT THAT A MOMENT.....
```

```
DAYS TO COMPLETE CONSULT STATSOct 06, 2000 08:28:22      Page: 1 of 1
Number Of Days To Complete A Consult For Services Statistics.
FROM: ALL    TO: OCT 6,2000

Consult/Request Completion Time Statistics
FROM: ALL    TO: OCT 6,2000

SERVICE: PULMONARY
Total Number Of Consults Completed: 200
Mean Days To Complete: 46.8          Standard Deviation: 104.7
Total INPATIENT Consults: 32
Mean Days To Complete: 60.7          Standard Deviation: 125.1
Total OUTPATIENT Consults: 30
Mean Days To Complete: 93.4          Standard Deviation: 155.5
Total Unclassified Consults: 138
Mean Days To Complete: 33.4          Standard Deviation: 81.0

Enter ?? for more actions
SS Select Service      PR Print Completion Statistics To A Printer.
Select Item(s): Quit//
```

Service Consults Pending Resolution

The purpose of the Service Consults Pending Resolution option is to list the pending and active consults. Use it to stay informed about the overall status of consults for your service.

In the following example, the option is used to view pending and active Pulmonary consults:

```
Select Consult Service Tracking Option: ?

  CS      Consult Service Tracking
  PC      Service Consults Pending Resolution
  ST      Completion Time Statistics

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select Consult Service Tracking Option: PC Service Consults Pending Resolution
Select Service/Specialty: PULMONARY
List From Starting Date: ALL DATES// <Enter>
...EXCUSE ME, LET ME THINK ABOUT THAT A MOMENT...
```

Status	Last Action	Request Date	Patient Name	Pt Location
Service Consults by Status Oct 06, 2000 08:31:39 Page: 1 of 5				
To Service: PULMONARY				
From: ALL To: OCT 6,2000				
Consult/Request By Status				
FROM: ALL TO: OCT 6,2000				
SERVICE: PULMONARY				
Pending	CPRS RELEASED ORDER	09/20/00	DOE,W. (6572)	2B MED
Pending	CPRS RELEASED ORDER	09/19/00	MARLEY,J. (5678)	2B MED
Pending	CPRS RELEASED ORDER	09/19/00	RUSSELL,B. (1111)	2B MED
Pending	CPRS RELEASED ORDER	07/20/00	KIMINATOR,T. (3241)	2B MED
Pending	PRINTED TO	06/29/99	BABBITT,G. (8829)	GENERAL MEDICINE
Pending	PRINTED TO	06/28/99	DINARO,M. (3779)	1A
Pending	PRINTED TO	06/15/99	CRANE,S. (8828)	13A PSYCH
Pending	PRINTED TO	06/08/99	LAMB,A. (4111)	1A
Pending	PRINTED TO	06/03/99	ROCEPHALUS,M. (2345)	ONCOLOGY
Pending	PRINTED TO	06/03/99	QUAN,D. (9235)	1A
Pending	PRINTED TO	06/03/99	NIVEK,B. (3242)	ONCOLOGY
Pending	PRINTED TO	06/03/99	MC GOUN,T. (5525)	ONCOLOGY
+ Enter ?? for more actions >>>				
Service Status Number on/off Print List				
Select Item(s): Next Screen//				



Note: Someone in your clinic or service should review this list daily to make sure that all consults are being attended to.

Consult Status

The following table gives the statuses that Consults uses, along with their abbreviation, name, and description:

Abbreviation	Name	Description
a	ACTIVE	Orders that are active or have been accepted by the service for processing.
c	COMPLETE	Orders that require no further action by the ancillary service.
dc	DISCONTINUE	Orders that have been stopped prior to expiration or completion.
p	PENDING	Orders that have been placed but not yet accepted by the service filling the order.
pr	PARTIAL RESULTS	All or part of a consult completion report has been entered, but has not yet been signed.
s	SCHEDULED	The receiving clinic has scheduled an appointment for the patient.
x	CANCELLED	Orders that have been rejected by the ancillary service without being acted on.

The following table gives the actions that Consults uses along with the status after the action is performed:

Consult Actions	Status after Action
CPRS Released Order	PENDING
Discontinued	DISCONTINUED
Incomplete Report	PARTIAL RESULTS
Completed	COMPLETE
Edited/Resubmit	PENDING
Schedule	SCHEDULED
Forwarded	PENDING
Canceled	CANCELLED
Added Comment	No change in status
Received	ACTIVE
Printed	No change in status

This table shows actions that are tracked in Consults V. 3.0. Actions that are new with 3.0 are indicated as well as which Consults menu (update or review) initiates the action. If an order status change can result from the action, the new status is shown.

TRACKED ACTION TYPE	New V.3.0	Update Actions	Review Actions	RELATED OE/RR STATUS	Comment
Added Comment		X	X		Review users can add a comment.
Addendum Added To	X	X			Based on adding a signed and released addendum to a completed note via the Complete/Update or Make Addendum action or through TIU actions.
Cancelled	X	X		CANCELLED	This is used in 3.0 replacing the 2.5 Deny action.
Complete/Update		X		COMPLETE or PARTIAL RESULTS	Changed title to imply Complete can be chosen multiple times by clinicians entering results. TIU actions can also cause this tracking action. Includes the one-time Administrative Complete.
Disassociate Result	X				Currently done through TIU actions. In the future will be used to remove an incorrectly associated note.
Discontinued		X		DISCONTINUED	No longer includes Denied.
Edit Before Release	Obsolete			UNRELEASED	Moved unreleased consults to Order Entry in CPRS conversion.
Edit/Resubmitted	X			PENDING	The originating provider can edit and resubmit a consult from either an alert or the Consult Tracking screen. An update user may also use this action.
CPRS Released Order				PENDING	Used in 3.0 to represent a signed/released Consult order from CPRS.
Forwarded From		X		PENDING	
Incomplete RPT				PARTIAL RESULTS	Status name has changed from Incomplete RPT. Based on Complete/Update action, and/or TIU actions, if the first consult note is not completed.
New Note Added	X			PARTIAL RESULTS/ COMPLETE	Based on Complete/Update action and/or TIU actions.

Consult Action/Status Overview (Continued)

TRACKED ACTION TYPE	New V.3.0	Update Actions	Review Actions	RELATED OE/RR STATUS	Comment
Printed to					Based on the original order being signed and released, forwarded, and edit/resubmitted. The SF 513 printed at the Service is accomplished with the Consult package hard-coded format. (OE/RR print templates cannot include results.)
Received				ACTIVE	
Schedule	X	X		ACTIVE	The Schedule action does not actually schedule an appointment or link to the scheduling package. It does allow a convenient way to annotate a consult after an appointment has been scheduled by some other means.
Service Entered				ACTIVE	Currently unavailable.
Sig Finding Update	X	X			May be used independently from Administrative Complete action from 2.5.
Status Change	X			ACTIVE	Used by TIU when a note is disassociated from a consult and there are no other results associated with the it.
Unknown Action	X			NO STATUS	Used in displays if action is unknown.

Actions

Brief Action Descriptions

Review Only Actions

- DD** The *Detailed Order Display* action displays specific order activities and details, audit/tracking trails and results.
- CT** The *New Date Range* allows you to change date range while in the Consult Tracking screen. This date range change does not change the patient or require you to select a new patient. It is a subordinate action to Change View (CV).
- CV** The *Change View* action gives you the capability to view consults by Service, Status, or Date Range. This is done by adding the modifying action to CV as such: CV;SS for Select Service. CV;ST for View by Status. CV;DT for New Date Range.
- PF** The **Print Form** action produces a copy of SF 513.
- RT** The *Results Display* action displays the results of the consult or procedure request order.
- SP** The *Select New Patient* action allows you to select a new patient's name at any time, while using this option, rather than having to log out of the option and log back in.
- SS** The *Select Service* action allows you to select a different service/specialty in which to review orders. It is a subordinate action to Change View (CV).
- ST** The **View by Status** action allows you to select one or more statuses to display on the screen. It is a subordinate action to Change View (CV).
- CM** This action synonym may be entered at the Select prompt if the Service/Specialty wishes to add a *Comment* to an existing consult order. An example is a comment indicating that the requesting clinician wants a HOLD put on an order that has already been Received and is active in a Service/Specialty.
- ER** Although the *Edit/Resubmit* action shows up on the Review Only menu, it can only be executed by the originating provider or an update user. When a consult is cancelled or denied for clerical reasons (such as insufficient data), then the information on the consult

can be edited and resubmitted it with this action. Alternatively, the originating provider may perform this function from the alert.

Q The *Quit* action exits all Consults options.

Update Actions

CT The *Complete Request* action updates the CPRS status of a consult from Active to Completed. When the patient's consult review screen is displayed again, both the consult's current status and the Last Activity field will be updated to indicate that the consult's new current status is Completed.

Complete Request also links you to TIU so that you can enter findings.

CX The *Cancel (or Deny) Request* action may be used by Service personnel to deny a request for completion of a consult/procedure received by their Service. A comment concerning the reason for denial must added when using this action.

DC The *Discontinue Order* action allows Service/Specialty personnel to change an order's current status and Last Activity field to Discontinued. In addition, a comment may be added concerning the reason for discontinuance.

FR Entering the *Forward Request* allows you to forward a consult or request to any other Service/Specialty, provided that Service/Specialty has been set up by IRM personnel to receive consults on line. As an example, this action could be used when Cardiology Service has mistakenly received a consult that should have been sent to Hematology Service.

MA The *Make Addendum* action allows one or more people to add their comments to the results of a consult. Contrast this to Add Comment, which adds a note to the consult.

RC The *Received Request* action is used by a Service/Specialty to acknowledge receipt of a new consult/request in the Service and to update the current CPRS status of the consult/request to Active rather than Pending. The Last Activity field on the patient's review screen will also be updated to indicate that the consult was Received.

RM The *Remove Medicine Results* action is used when a medicine result has been attached to a consult in error. It's use is restricted, but generally speaking, it can be done by anyone who can attach medicine results.

Package Reference

- SC** The *Schedule* action can be used by a Service/Specialty to annotate a consult that an appointment has been scheduled for the patient. (It does not schedule an appointment or link to the Scheduling Package.)
- SF** The *Significant Findings* action is used by a Service/ Specialty to mark a consult has having significant findings. When the Sig Findings flag is set to “Y” an asterisk is placed next to the consult in the review display.



Note: Actions that require you to select an existing order can be done in one of two ways:

Select the action.
Select the order.

Or

Select the order.
Select the action.

The actions that are affected by this are:

DD	Detailed Order Display
CM	Comment Order
CT	Complete Request
DC	Discontinue Order
CY	Deny Request
FR	Forward Request
RC	Received Request
SC	Schedule
ER	Edit/Resubmit

Add Comment (CM) Action

The Add Comment action allows you to append a comment to a consult order when important information about the consult needs to be added to the original order or when a caregiver needs to furnish information before the consult is ready to be closed out.

The Add Comment action can be performed by any user.

To use the Comment Order action from Windows:

From the Consults tab, highlight the consult you want to add a comment to.

Select Action|Consult Request|Add Comment.



1. Type the comment.
2. Select the **Send Alert** check box.
3. Select individuals you want to receive a notification.
4. Choose **OK**.
5. Choose **OK** again.



Note: If this were an Inter-Facility Consult, individuals from the other facility involved would not be on this list. In this case, the Notification System decides who to notify at the other facility by referring to Consults files.

Cancel (or Deny) Consult

The Cancel action is one of several options the receiving clinic or service uses to process a request (see **Forward the Consult** under **Work Flow** page 37).

The originating clinician is automatically sent an alert that the request has been canceled.

This action is provided for all update options in the Consults package. Example:

```
Select Consult Management Option: CS Consult Service Tracking
Select Patient: NIVEK,ALPHA NIVEK,ALPHA      12-04-49      234438796      SC
VETERAN

Select Service/Specialty: ALL SERVICES// PULMONARY
List From Starting Date: ALL DATES // <Enter> ALL DATES
```

```
CONSULT TRACKING                Jun 19, 1997 04:21:18                Page: 1 of 1 
NIVEK,ALPHA                    234-43-8796  1A                MAR 3,1960 (40)  <AD>
                                Wt.(lb): 184

Requested  St      No.    Consult/Procedure Request 
-----
1  02/03/97  a      999    PULMONARY Consult
2  02/03/97  a      989    PULMONARY Consult
3  02/03/97  c      929    *PULMONARY Consult
4  02/03/97  c      873    *PULMONARY Consult
5  01/09/97  c      872    PULMONARY UGI
6  09/06/96  dc     500    PULMONARY ECHO
7  03/05/92  dc     444    PULMONARY Electrocardiogram

Enter ?? for more actions
SP Select Patient  FR Forward        CT Complete/Update  RT Results Display
CV Change View ... CX Cancel (Deny)  MA Make Addendum   PF Print Form 513
RC Receive        DC Discontinue    SF Sig Findings     RM Remove Med Rslt
SC Schedule       CM Add Comment    DD Detailed Display ER Edit/Resubmit
Select: Quit// CX Cancel (Deny)
```

```
CHOOSE No. 1-2: 2
Responsible Clinician: SNOW,CHARLES R.      CRS      PHYSICIAN
Date/Time of Actual Activity: NOW// <Enter> (JUN 19, 1997@04:21)
Enter COMMENT:
  1>Duplicate Consult
  2> <Enter>
EDIT Option: <Enter>
```

(Continued on next page.)

CONSULT TRACKING		Jun 19, 1997 04:22:02		Page: 1 of 1 <input type="checkbox"/>	
NIVEK,ALPHA		234-43-8796 1A		MAR 3,1960 (40) <AD>	
				Wt.(lb): 184	
	Requested	St	No.	Consult/Procedure Request <input type="checkbox"/>	
1	02/03/97	x	999	PULMONARY Consult	
2	02/03/97	a	989	PULMONARY Consult	
3	02/03/97	c	929	*PULMONARY Consult	
4	02/03/97	c	873	*PULMONARY Consult	
5	01/09/97	c	872	PULMONARY UGI	
6	09/06/96	dc	500	PULMONARY ECHO	
7	03/05/92	dc	444	PULMONARY Electrocardiogram	
Enter ?? for more actions					
SP	Select Patient	FR	Forward	CT	Complete/Update
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum
RC	Receive	DC	Discontinue	SF	Sig Findings
SC	Schedule	CM	Add Comment	DD	Detailed Display
				ER	Edit/Resubmit
Select: Quit//					

The originating clinician has then has the option of editing and resubmitting the request. This is done either from the view alerts function, or from the consult tracking screen with the Edit/Resubmit (ER) action. An update user for the subject service may also edit and resubmit a canceled consult.

Change View (CV) Action

The Change View action is really three different actions packaged into one. They are:

- View by Status (ST)
- Change Date Range (DT)
- Select Service (SS)

Enter the CV action followed by one of these three options. You can do this as two different entries, or you can put both commands on the same line separated by a semicolon, like this: CV;DT

In the following example we use the CV action to display selected statuses:

With this action you can selectively display consults on the Consult Tracking screen base on the consult's status. In the following example, the display is changed to view only consults with a status of Pending or Discontinued. For a list of consult statuses and their meanings, see page 109.

CONSULT TRACKING		Jul 30, 1997 09:21:02		Page: 1 of 2	
ANDERSON,H C		321-12-3456 2B		MAR 3,1960 (40) <AD>	
				Wt.(lb): 184	
Requested	St	No.	Consult/Procedure Request		
1	10/06/00	p	1766	EYE CLINIC Cons	
2	09/21/00	p	1764	Electrocardiogram CARDIOLOGY Proc	
3	04/25/00	s	1713	CARDIOLOGY Cons	
4	03/21/00	c	1701	CARDIOLOGY (SOUTH) Cons	
5	02/22/00	pr	1687	PULMONARY (SOUTH) Cons	
6	01/26/00	c	1665	CARDIOLOGY Cons	
7	06/02/99	c	1483	VENTRICAL LEAD IMPLANT CARDIOLOGY Proc	
8	04/29/99	a	1455	CARDIOLOGY (oex) CARDIOLOGY Cons	
9	02/18/99	x	1395	CARDIOLOGY Cons	
10	01/06/99	c	1322	MARCIA'S SPECIALTY SEA-MARCIA'S SPECIALTY Cons	
11	01/05/99	c	1310	*GASTROENTEROLOGY CARDIOLOGY Cons	
12	01/04/99	c	1287	CARDIOLOGY Cons	
+ Enter ?? for more actions					
SP Select Patient		RT Results Display		ER Edit/Resubmit	
CV Change View ...		PF Print Form 513			
DD Detailed Display		CM Add Comment			
Select Consult: Next Screen// CV Change View ...					

DT	Date Range
ST	Status
SS	Service
Only Display Consults With Status of: All Status's// p Pending	
Another Status to display: s Scheduled	
Another Status to display: a Active	
Another Status to display: <Enter>	

(Continued on the next page.)

CONSULT TRACKING		Jul 30, 1997 09:21:10		Page: 1 of 1	
ANDERSON,H C		321-12-3456 2B		MAR 3,1960 (40) <AD>	
				Wt.(lb): 184	
	Requested	St	No.	Consult/Procedure Request	
1	10/06/00	p	1766	EYE CLINIC Cons	
2	09/21/00	p	1764	Electrocardiogram CARDIOLOGY Proc	
3	04/25/00	s	1713	CARDIOLOGY Cons	
8	04/29/99	a	1455	CARDIOLOGY (oex) CARDIOLOGY Cons	
Enter ?? for more actions					
SP Select Patient		RT Results Display		ER Edit/Resubmit	
CV Change View ...		PF Print Form 513			
DD Detailed Display		CM Add Comment			
Select Consult: Quit//					

Complete Request (CT) Action

The Complete Request action which updates a consult order's CPRS status to completed (c).

Using the CT action informs the system that you are completely finished with a consult or procedure. An alert is sent to the originating provider and marks the record of the consult as complete.

Finally, the Complete action links you to TIU so that you can enter results. See page 40 for an example of this feature.

If a user is set up as either an Administrative User or on an Administrative User Team, the option exists to perform an Administrative Complete. In the GUI (Windows) interface, this is a separate command under Action | Consult Tracking. In List Manager, if the user has Administrative privileges, then the program asks if an Administrative Complete should be performed. (An Administrative complete does not have results attached to it.)

Deny Request (DY) Action

The Deny Request action has been subsumed by the Cancel action. See Cancel (CX) Action on page 118.

Detailed Order Display (DD) Action

The Detailed Order Display action provides a list of all consult information contained in the computer file.

Example:

```
Select Consult Management Option: CS Consult Service Tracking
Select Patient: NIVEK,ALPHA NIVEK,ALPHA      12-04-49      234438796      SC
VETERAN

Select Service/Specialty: ALL SERVICES// PULMONARY
List From Starting Date: ALL DATES // <Enter> ALL DATES
```

```
CONSULT TRACKING                      Nov 01, 1997 13:55:32          Page: 1 of 1
BUD,ROSE                               355-67-1996  2B                      MAR 3,1960 (40)  <AD>
                                           Wt.(lb): 184

Requested St      No.  Consult/Procedure Request
1  11/01/97  c    675  PULMONARY Consult
2  10/06/00  p    566  EYE CLINIC Cons
3  09/21/00  p    464  Electrocardiogram CARDIOLOGY Proc

Enter ?? for more actions
SP Select Patient  FR Forward        CT Complete/Update  RT Results Display
CV Change View ... CX Cancel (Deny)  MA Make Addendum   PF Print Form 513
RC Receive        DC Discontinue    SF Sig Findings     RM Remove Med Rslt
SC Schedule       CM Add Comment    DD Detailed Display ER Edit/Resubmit
Select:Quit// DD  Detail Display
```

```
Select Consult Number: 1
```

You can do just the opposite of the example above, i.e. you can select a consult first then type the action DD. The result is the same.

(Continued on next page.)

Package Reference

CONSULTS DETAILED DISPLAY	Nov 01, 1997 14:02:13	Page: 3 of 5
CONSULT DETAILED DISPLAY		Consult No.: 675
BUD,ROSE 355-67-1996	DOB: MAR 5,1949 (48)	Wt. (lb): No Entry
+		
Reassignment History Document Never Reassigned.		
Signature Information		
Signed Date: NOV 01, 1997@10:17:35		Signed By: ARCENEUX,CHARLES
Cosigned Date: None		Signature Mode: ELECTRONIC
		Cosigned By: None
		Cosignature Mode: None
Document Body		
At the time I went to examine the pt, he was acutely broncho-spastic and in moderately severe respiratory distress. I had him deliver a puff of albuterol with an Aerochamber; his technique was poor. I then instructed him and delivered an additional four puffs, which he did with good technique. He was improved and with a clear lung exam within a few seconds (though wheezes were still present		
+ Enter ?? for more actions		
Select Action:Next Screen// <Enter>		

CONSULTS DETAILED DISPLAY	Nov 01, 1997 14:03:47	Page: 4 of 5
CONSULT DETAILED DISPLAY		Consult No.: 675
BUD,ROSE 355-67-1996	DOB: MAR 5,1949 (48)	Wt. (lb): No Entry
+		
on forced expiration).		
The pt regimen is lacking in inhaled corticosteroids. Recognizing that asthma is an inflammatory process, inhaled steroids are important in controlling the inflammatory response. My practice for severely out-of-control asthmatics is to use high-dose inhaled steroids, typically vanceril, 16 puffs qid, with a spacing device such as the Aerochamber. I would institute such a regimen while he is here.		
The pt has an in-house pet dog and an outside pet cat. I have told him that the cat should go, even if it is outdoors. Cat saliva contains a glycoprotein that leaves residue on their coats and flakes into the air; it is problematic for many asthmatics.		
The purulent phlegm asthmatics have during exacerbations is usually		
+ Enter ?? for more actions		
Select Action:Next Screen// <Enter>		

(Continued on the next page.)

CONSULTS DETAILED DISPLAY	Nov 01, 1997 14:07:36	Page: 5 of 5
CONSULT DETAILED DISPLAY		Consult No.: 675
BUD,ROSE	355-67-1996	DOB: MAR 5,1949 (48) Wt. (lb): No Entry
+		
due to the eosinophils, not from infection. Antibiotics are usually not necessary.		
If you like, you may refer Mr. Bud to my clinic after discharge.		
===== END =====		
Enter ?? for more actions		
Select Action:Quit//		

Discontinue Order (DC) Action

The Discontinue Order (DC) action is used by clinical personnel to stop a consult/procedure request after it has been signed. This differs from the cancel action in that there is not Edit/Resubmit action available on a discontinued order.

In the example below, the Discontinue Order action is used to cancel a duplicate order:

```
Select OPTION NAME:  GMRC MGR          Consult Management      menu
Select Consult Management Option: cs  Consult Service Tracking
Select Patient:  NIVEK,ALPHA NIVEK,ALPHA      12-04-49      234438796      SC
VETERAN

Select Service/Specialty: ALL SERVICES// PULMONARY
List From Starting Date:  ALL DATES // <Enter> ALL DATES
```

```
CONSULT TRACKING          Jun 19, 1997 09:31:19          Page: 1 of 1
NIVEK,ALPHA              234-43-8796  1A          MAR 3,1960 (40)  <AD>
Wt.(lb): 184

Requested  St      No.   Consult/Procedure Request
1  10/06/00  p     1766  EYE CLINIC Cons
2  09/21/00  p     1764  Electrocardiogram CARDIOLOGY Proc
3  04/25/00  c     1713  CARDIOLOGY Cons
4  03/21/00  c     1701  CARDIOLOGY (SOUTH) Cons
5  02/22/00  pr    1687  PULMONARY (SOUTH) Cons
6  01/26/00  c     1665  CARDIOLOGY Cons
7  06/02/99  c     1483  VENTRICAL LEAD IMPLANT CARDIOLOGY Proc
8  04/29/99  c     1455  CARDIOLOGY (oex) CARDIOLOGY Cons
9  02/18/99  x     1395  CARDIOLOGY Cons
10 01/06/99  c     1322  MARCIA'S SPECIALTY SEA-MARCIA'S SPECIALTY Cons
11 01/05/99  c     1310  *GASTROENTEROLOGY CARDIOLOGY Cons
12 01/04/99  c     1287  CARDIOLOGY Cons

Enter ?? for more actions
SP Select Patient  FR Forward      CT Complete/Update  RT Results Display
CV Change View ... CX Cancel (Deny)  MA Make Addendum    PF Print Form 513
RC Receive        DC Discontinue   SF Sig Findings     RM Remove Med Rslt
SC Schedule       CM Add Comment   DD Detailed Display  ER Edit/Resubmit
Select Consult: Quit// DC Discontinue
```

```
CHOOSE No. 1-7: 3
Responsible Clinician: SNOW,CHARLES R.      CRS          PHYSICIAN
Date/Time of Actual Activity: NOW// <Enter> (JUN 19, 1997@09:31)
Enter COMMENT:
  1>Duplicate
  2> <Enter>
EDIT Option: <Enter>
```

(Continued on next page.)

CONSULT TRACKING		Jun 19, 1997 09:31:58		Page: 1 of 1 <input type="checkbox"/>			
NIVEK,ALPHA		234-43-8796 1A		MAR 3,1960 (40) <AD>			
				Wt.(lb): 184			
Requested	St	No.	Consult/Procedure Request <input type="checkbox"/>				
1	10/06/00	p	1766	EYE CLINIC Cons			
2	09/21/00	p	1764	Electrocardiogram CARDIOLOGY Proc			
3	04/25/00	dc	1713	CARDIOLOGY Cons			
4	03/21/00	c	1701	CARDIOLOGY (SOUTH) Cons			
5	02/22/00	pr	1687	PULMONARY (SOUTH) Cons			
6	01/26/00	c	1665	CARDIOLOGY Cons			
7	06/02/99	c	1483	VENTRICAL LEAD IMPLANT CARDIOLOGY Proc			
8	04/29/99	c	1455	CARDIOLOGY (oex) CARDIOLOGY Cons			
9	02/18/99	x	1395	CARDIOLOGY Cons			
10	01/06/99	c	1322	MARCIA'S SPECIALTY SEA-MARCIA'S SPECIALTY Cons			
11	01/05/99	c	1310	*GASTROENTEROLOGY CARDIOLOGY Cons			
12	01/04/99	c	1287	CARDIOLOGY Cons			
Enter ?? for more actions							
SP	Select Patient	FR	Forward	CT	Complete/Update	RT	Results Display
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum	PF	Print Form 513
RC	Receive	DC	Discontinue	SF	Sig Findings	RM	Remove Med Rslt
SC	Schedule	CM	Add Comment	DD	Detailed Display	ER	Edit/Resubmit
Select Consult: Quit//							

Edit/Resubmit (ER) Action

In the case where a consult is cancelled (or denied) for clerical reasons (e.g., test results that indicate that the consult is needed), then the original submitter or an update user for the relevant service has a chance to edit the consult to include the missing information, and resubmit it. This may be done from either the alert screen, or from the consult tracking screen. In either case, the procedure is the same. See **Consult/Request Cancel/Hold** on page 158 for an example.

Forward Request (FR) Action

Entering the Forward Request allows you to forward a consult or request to any other Service/Specialty, provided that Service/Specialty has been set up by IRM personnel to receive consults online. Thus the decision by the referring clinician regarding who should receive the consult can be modified by the receiving Service/Specialty. This action is available from both the CPRS screen and the Consult/Request Alerts screen.

If a request needs to be forwarded to a clinic that is not a sub-service of your clinic, the FR (Forward Request) action should be used. This action is discussed in the **Forward the Consult** section under **Work Flow** on page 37.

Make Addendum (MA) Action

The Make Addendum action allows one or more people to add their comments to the results of a consult. Contrast this to Add Comment, which adds a note to the consult before it is resulted.

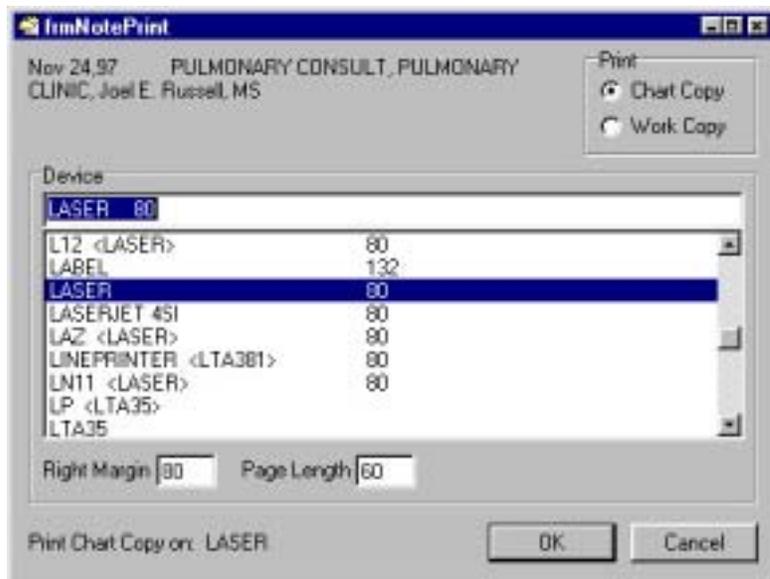
There is an example of Make Addendum in the Windows section on page 89.

Print Form (PF) Action

With the Print Form Action, you can print either a chart or working copy of the consult form. To use this action from the Windows interface, follow these steps:

From the Consults tab, select the consult you want to print.

Select File | Print Form.



Select the printer you want the form to come out on.

Choose Chart Copy or Work Copy.

Choose OK.

For an example of the Print Form option as used from the List Manager interface, see page 43.

Print Screen Contents (PS) Action

This option prints the information that is on the screen. The output is not exactly a screen image, as it does not include the prompt area at the bottom of the screen.

To print the entire contents of a consult request, use the Print Form (PF) action.

Example:

```

CONSULTS DETAILED DISPLAY      Jun 20, 1997 10:40:56      Page: 1 of 2
CONSULT DETAILED DISPLAY      Consult No.: 208
NIVEK,ALPHA      PULMONARY      DOB: DEC 4,1949 (47) Wt. (lb): No Entry

Current Inpatient/Outpatient: Inpatient
Ward: 1A
Eligibility: SC VETERAN
To Service: PULMONARY
From Service:
Provisional Diagnosis: Broken interface with CPRS.
Reason For Request: Checking action of DY (denying) a consult as to
                    DC (discontinuing) a consult.
Status: DISCONTINUED

Urgency: SWITCH BED

Request Activity      Date/Time      Ordering Clinician      Entered By
ENTERED IN OE/RR      03/05/97 16:09      MCDANIEL,DWIGHT      MCDANIEL,DWIGHT
//
Forwarded From MEDICINE
+      Enter ?? for more actions
Select Action:Next Screen// ps  PS
    
```

```

DEVICE: HOME// laser  PRINTER ROOM LN11 12 PITCH
DO YOU WANT YOUR OUTPUT QUEUED? NO// (NO)
    
```

Quit (Q) Action

Enter the Quit (Q) action at the last Select prompt to quit using your Consults option.

Users may enter Q to Quit or ^ to Exit the option at anytime.

Receive Request (RC) Action

Performing the Receive action on a consult changes its status from Pending to Active. This puts your clinic on record as accepting responsibility for completing the consult.

On page 39 we give an example of receiving a consult from a consult tracking screen. This is an example of receiving a consult from a notification alert:

```

You have PENDING ALERTS
      Enter "VA VIEW ALERTS      to review alerts

Select OE/RR Manager Menu Option: VA View Alerts

1. HOLMES,DA (H5377): New Consult/Request ( )
2. HARDY,THO (H9600): New Consult/Request (Today)
4. ANDERSON, (A3456): Consult/Request DENIED Consult
      Select from 1 to 6
      or enter ?, A I, F, P, M, R, or ^ to exit: 1
    
```

```

Consult/Request Alerts      Feb 13, 1998 13:34:56      Page: 1 of 1      □
HOLMES,DAVID      111-34-5377      MAR 3,1960 (40) <AD>
                                                    Wt.(lb): 184
Number   Date   Stat  Service      Procedure
-----
187     02/14/97 p   NEUROLOGY    Consult
    
```

Enter ?? for more actions

```

SP Select Patient   FR Forward         CT Complete/Update  RT Results Display
CV Change View ...  CX Cancel (Deny)   MA Make Addendum    PF Print Form 513
RC Receive         DC Discontinue     SF Sig Findings     RM Remove Med Rslt
SC Schedule        CM Add Comment     DD Detailed Display  ER Edit/Resubmit
Select: Quit// RC  Receive Request
    
```

```

Who received it?: SNOW,CHARLES R      CRS
Date/Time Actually Received: NOW//      (FEB 13, 1998@13:36)
(Continued on the next page.)
    
```

Consult/Request Alerts		Feb 13, 1998 13:36:52		Page: 1 of 1		<input type="checkbox"/>	
HOLMES, DAVID		111-34-5377		MAR 3, 1960 (40)		<AD>	
				Wt.(lb): 184			
Number	Date	Stat	Service	Procedure			
187	02/14/97	a	NEUROLOGY	Consult			
Enter ?? for more actions							
SP	Select Patient	FR	Forward	CT	Complete/Update	RT	Results Display
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum	PF	Print Form 513
RC	Receive	DC	Discontinue	SF	Sig Findings	RM	Remove Med Rslt
SC	Schedule	CM	Add Comment	DD	Detailed Display	ER	Edit/Resubmit
Select: Quit//							

Remove Medicine Results (RM)

This action is used when a medicine result has been attached to a consult in error. It's use is restricted, but generally speaking, it can be done by anyone who can attach medicine results.

Attaching medicine results is done in conjunction with the Complete (CT) action in List Manager. See the section on medicine resulting on page 66 for details. In Windows, attaching and detaching medicine results are accomplished thru their own menu commands that are activated whenever medicine results are available. For an example of medicine results in Windows, refer to the Windows Quick Start section on page 84.

In this example, we use List Manager to remove an incorrect medicine results:

CONSULT TRACKING		Mar 02, 2001@13:53:35		Page: 1 of 1	
TURTLE,NINJA MICHELANGELO III		121-44-7676		JAN 1,1934 (67) <A>	
				Wt.(lb): 330	
Requested	St	No.	Consult/Procedure Request		
1	03/02/01	p	599	ELECTROCARDIOGRAM CARDIOLOGY Proc	
2	02/21/01	c	597	ELECTROCARDIOGRAM CARDIOLOGY Proc	
3	10/10/96	a	242	ELECTROCARDIOGRAM CARDIOLOGY Proc	
4	09/08/95	c	187	CARDIOLOGY CLINIC Cons	
5	08/14/95	pr	183	12 LEAD STAT EKG CARDIOLOGY Proc	
6	08/14/95	c	184	12 LEAD STAT EKG CARDIAC TRANSPLANT Proc	
7	04/29/94	pr	53	ECHO CARDIOLOGY Proc	
8	04/29/94	pr	54	ECHO CARDIOLOGY Proc	
9	04/29/94	p	55	ECHO CARDIOLOGY Proc	
Enter ?? for more actions					
SP Select Patient	FR Forward	CT Complete/Update	RT Results Display		
CV Change View ...	CX Cancel (Deny)	MA Make Addendum	PF Print Form 513		
RC Receive	DC Discontinue	SF Sig Findings	RM Remove Med Rslt		
SC Schedule	CM Add Comment	DD Detailed Display	ER Edit/Resubmit		
Select: Quit// RM					

CHOOSE No. 1-9: 1

Procedure/Medicine Resulting		Mar 02, 2001@11:34:48		Page: 1 of 1	
TURTLE,NINJA MICHELANGELO III		121-44-7676		JAN 1,1934 (67) <A>	
Consult No.: 242		Associated Medicine Results			
1	ELECTROCARDIOGRAM	OCT 2,1995@10:00	ABNORMAL		
Select action or item number					
DM Disassociate result	DR Display Result				
Select Action:Quit// DM					

Select item: (1-1): 1
ELECTROCARDIOGRAM OCT 2,1995@10:00 ABNORMAL
Are you sure you want to disassociate this result? NO// Y YES

Results Display (RT) Action

The Results Display (RT) action allows you to review results of any consult/request for a patient.

The following is an example of the report displayed when you select the RT action:

```
          C S L T   R E S U L T S   D I S P L A Y
LATHAM,RUSTY      333-22-1111          1A A-2          MAR 3,1922 (70)
----- ELECTROCARDIOGRAM SUMMARY REPORT -----

DIAGNOSIS
 Interpretation Code (rhythm):  SINUS TACHYCARDIA
 Interpretation Code (config):  ABNORMAL ECG

INDICATIONS
 Type OF EKG:                   STAT RETRIEVAL

SUMMARY
 Summary:                       ABNORMAL
 Summary procedure:              Sinus rhythm has replaced atrial flutter

Press return to continue or "^" to escape  <Enter>
```

Schedule (SC) Action

The Schedule action is similar to the Receive (RC) action in that it changes the status of a consult. There is no interface with the Scheduling Package at this time. This action is intended only for annotational purposes.

Unlike the Receive action, this action sends an alert. You can use this alert to inform the requestor of the date and time of the appointment.

In the following example we change the status of a consult from “p” pending to “s” scheduled:

CONSULT TRACKING		Jun 08, 2000 21:14:16		Page: 1 of 1			
BABBIT, VERONA 448-66-8831		2B M		APR 3, 1964 (36) <AD> Wt.(lb): 200			
Requested	St	No.	Consult/Procedure Request				
1	07/22/99	p	1561	EXERCISE TOLERANCE TEST CARDIOLOGY Proc			
2	05/20/99	p	1470	CARDIOLOGY (oex) CARDIOLOGY Cons			
3	04/13/99	c	1437	CARDIOLOGY (oex) CARDIOLOGY Cons			
4	04/01/99	c	1429	CARDIOLOGY (oex) CARDIOLOGY Cons			
5	02/26/99	c	1406	CARDIOLOGY Cons			
6	01/05/99	c	1312	CARDIOLOGY Cons			
7	01/04/99	c	1290	*CARDIOLOGY Cons			
8	12/18/98	c	1252	CARDIOLOGY Cons			
9	12/14/98	c	1234	CARDIOLOGY Cons			
Enter ?? for more actions							
SP	Select Patient	FR	Forward	CT	Complete/Update	RT	Results Display
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum	PF	Print Form 513
RC	Receive	DC	Discontinue	SF	Sig Findings	RM	Remove Med Rslt
SC	Schedule	CM	Add Comment	DD	Detailed Display	ER	Edit/Resubmit
Select: Quit//SC		Schedule					

```

CHOOSE No. 1-9: 2
Who scheduled it?: snow SNOW, CHARLES R          CRS          PHYSICIAN
Enter COMMENT...
  1>9:30 pm Jun 23 in Bldg 4
  2> <Enter>
EDIT Option: <Enter>
Do You Wish To Send An Alert With This Comment? N// Y YES
Send Alert To Requesting Provider ARSENAULT, CURTIS? N// Y YES
Send Alert to: <Enter>
Processing Alerts...

```

(Continued on the next page.)

Package Reference

CONSULT TRACKING		Jun 08, 2000 21:16:45		Page: 1 of 1	
BABBIT,VERONA		448-66-8831	2B M	APR 3,1964 (36)	<AD>
					Wt.(lb): 200
Requested	St	No.	Consult/Procedure Request		
1	07/22/99	p	1561	EXERCISE TOLERANCE TEST	CARDIOLOGY Proc
2	05/20/99	s	1470	CARDIOLOGY (oex)	CARDIOLOGY Cons
3	04/13/99	c	1437	CARDIOLOGY (oex)	CARDIOLOGY Cons
4	04/01/99	c	1429	CARDIOLOGY (oex)	CARDIOLOGY Cons
5	02/26/99	c	1406	CARDIOLOGY	Cons
6	01/05/99	c	1312	CARDIOLOGY	Cons
7	01/04/99	c	1290	*CARDIOLOGY	Cons
8	12/18/98	c	1252	CARDIOLOGY	Cons
9	12/14/98	c	1234	CARDIOLOGY	Cons
Enter ?? for more actions					
SP	Select Patient	FR	Forward	CT	Complete/Update
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum
RC	Receive	DC	Discontinue	SF	Sig Findings
SC	Schedule	CM	Add Comment	DD	Detailed Display
				ER	Edit/Resubmit
Select: Quit//					

Select New Patient (SP) Action

This option allows you to change patients at any time.

Example:

CONSULT TRACKING		Jun 20, 1997 14:44:26		Page: 1 of 1 <input type="checkbox"/>	
HOOD,ROBIN		603-04-2591 1A		MAR 3,1960 (40) <AD> Wt.(lb): 184	
Requested	St	No.	Consult/Procedure Request <input type="checkbox"/>		
1	08/18/99	a	1586	PULMONARY Cons	
2	08/18/99	a	1585	PULMONARY Cons	
3	06/23/99	c	1545	PULMONARY Cons	
Enter ?? for more actions					
SP Select Patient	FR Forward	CT Complete/Update	RT Results Display		
CV Change View ...	CX Cancel (Deny)	MA Make Addendum	PF Print Form 513		
RC Receive	DC Discontinue	SF Sig Findings	RM Remove Med Rslt		
SC Schedule	CM Add Comment	DD Detailed Display	ER Edit/Resubmit		
Select: Quit//	SP New Patient				

Select Patient:	ANDERSON,H C	01-01-51	321123456	YES	SC VET
ERAN					
Select Service/Specialty:	ALL SERVICES// PULMONARY				
List From Starting Date:	ALL DATES // <Enter> ALL DATES				

(Continued on the next page.)

Package Reference

CONSULT TRACKING		Jun 20, 1997 14:44:38		Page: 1 of 1 <input type="checkbox"/>	
ANDERSON,H C		321-12-3456 2B		MAR 3,1960 (40) <AD>	
				Wt.(lb): 184	
	Requested	St	No.	Consult/Procedure Request <input type="checkbox"/>	
1	09/14/98	c	1163	PULMONARY Cons	
2	09/09/98	dc	1162	PULMONARY Cons	
3	07/14/98	dc	1116	PULMONARY Cons	
4	07/14/98	c	1114	*CARDIOLOGY PULMONARY Cons	
Enter ?? for more actions					
SP	Select Patient	FR	Forward	CT	Complete/Update
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum
RC	Receive	DC	Discontinue	SF	Sig Findings
SC	Schedule	CM	Add Comment	DD	Detailed Display
	Select: Quit//			RT	Results Display
				PF	Print Form 513
				RM	Remove Med Rslt
				ER	Edit/Resubmit

Significant Findings (SF) Action

The Significant Findings action allows a clinic or service to append a significant findings flag onto a consult (whether completed or not). The action prompts you to enter a comment and sends an alert either at the time the SF action is taken or when the consult is complete. An asterisk is placed next to the consults that have a Significant Findings value of Y.

In this example we add a significant finding to an already completed consult:

CONSULT TRACKING		May 01, 1998 14:51:35		Page: 1 of 2	
ANDARUS, BANTONIA		234-44-2222		8E/3E101-1	
				MAR 3, 1960 (40) <AD>	
				Wt.(lb): 184	
Requested	St	No.	Consult/Procedure Request		
1	09/21/00	p	1764	Electrocardiogram CARDIOLOGY Proc	
2	04/25/00	c	1713	CARDIOLOGY Cons	
3	01/26/00	c	1665	CARDIOLOGY Cons	
4	06/02/99	c	1483	VENTRICAL LEAD IMPLANT CARDIOLOGY Proc	
5	04/29/99	c	1455	CARDIOLOGY (oex) CARDIOLOGY Cons	
6	02/18/99	x	1395	CARDIOLOGY Cons	
7	01/05/99	c	1310	*GASTROENTEROLOGY CARDIOLOGY Cons	
8	01/04/99	c	1287	CARDIOLOGY Cons	
9	12/18/98	c	1249	CARDIOLOGY Cons	
10	10/09/98	c	1184	CARDIOLOGY Cons	
11	08/24/98	dc	1144	CARDIOLOGY Cons	
12	07/13/98	c	1113	*CARDIOLOGY Cons	
+ Enter ?? for more actions					
SP	Select Patient	FR	Forward	CT	Complete/Update
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum
RC	Receive	DC	Discontinue	SF	Sig Findings
SC	Schedule	CM	Add Comment	DD	Detailed Display
				ER	Edit/Resubmit
Select: Next Screen// SF Sig Findings					

```

CHOOSE No. 1-17: 1

Current Significant Findings = not entered yet

Are there significant findings? (Y/N/U): unknown// yes
Enter COMMENT:
  1>Pt experiencing 60% loss of breathing efficiency.
  2>
EDIT Option:
Alert will be sent to Requesting Provider: WELBY,MARCUS
Send Alert to: snow,CHARLES R. added to the list.
And Send Alert to: welby,MARCUS already in the list.
And Send Alert to:
Processing Alerts...

```

(Continued on the next page.)

Package Reference

CONSULT TRACKING		May 01, 1998 14:52:28		Page: 1 of 2	
ANDARUS,BANTONIA		234-44-2222	8E/3E101-1	MAR 3,1960 (40)	<AD>
					Wt.(lb): 184
Requested	St	No.	Consult/Procedure Request		
1	09/21/00	p	1764	*Electrocardiogram	CARDIOLOGY Proc
2	04/25/00	c	1713	CARDIOLOGY	Cons
3	01/26/00	c	1665	CARDIOLOGY	Cons
4	06/02/99	c	1483	VENTRICAL LEAD IMPLANT	CARDIOLOGY Proc
5	04/29/99	c	1455	CARDIOLOGY (oex)	CARDIOLOGY Cons
6	02/18/99	x	1395	CARDIOLOGY	Cons
7	01/05/99	c	1310	*GASTROENTEROLOGY	CARDIOLOGY Cons
8	01/04/99	c	1287	CARDIOLOGY	Cons
9	12/18/98	c	1249	CARDIOLOGY	Cons
10	10/09/98	c	1184	CARDIOLOGY	Cons
11	08/24/98	dc	1144	CARDIOLOGY	Cons
12	07/13/98	c	1113	*CARDIOLOGY	Cons
+ Enter ?? for more actions					
SP	Select Patient	FR	Forward	CT	Complete/Update
CV	Change View ...	CX	Cancel (Deny)	MA	Make Addendum
RC	Receive	DC	Discontinue	SF	Sig Findings
SC	Schedule	CM	Add Comment	DD	Detailed Display
				ER	Edit/Resubmit
Select: Next Screen//					

Notifications about Consults and Requests

During your session, you may notice:

```
You have PENDING ALERTS
      Enter "VA VIEW ALERTS to review alerts
Select Clinician Menu Option:
```

This appears on the screen before each prompt. You may enter VA at any menu prompt in which this message appears to view patient information related to pending notifications.

There are four notifications relating to consults:

There are five notifications relating to consults:

OE/RR Notifications	Notification Number	Recipients
New Service Consult/Request	27	Service Users plus Attention
Consult/Request Resolution	23	Ordering Provider on Complete
Consult/Request Cancel/Hold	30	Ordering Provider and others as determined by who is taking the action. The NOTIFY ON DC field in file 123.5 effects who gets the alert on DC.
Consult/Request Update	63	Determined by the individual taking the associated action.
Order(s) Require Electronic Signature	5	Determined by CPRS

The purpose of these notifications is to allow you to take appropriate follow-up action. This might involve merely reading new information, or it might involve several actions on your part such as scheduling an appointment, signing a consult, resubmission, etc.

Package Reference

To initiate the follow-up action, enter VA at the prompt after the view alerts message. In the following example, a user follows up a notification by signing an order:

```
You have PENDING ALERTS
      Enter "VA VIEW ALERTS to review alerts

Select CPRS Manager Menu Option: VA View Alerts

1. NIVEK, EPS (N4723): New order(s) placed.
2. ANDERSON, (A3456): Consult/Request DENIED To Service: PODIATRY
3. NIVEK, EPS (N4723): Order requires electronic signature.
Select from 1 to 3

      or enter ?, A I, F, P, M, R, or ^ to exit
      or RETURN to continue: 3
Processing alert: NIVEK, EPS (N4723): Order requires electronic signature.
Searching the patient's chart ...
```

```

Unsigned Orders          Sep 24, 1997 09:22:04          Page: 1 of 1 
NIVEK,EPSILON    523-23-4723          2B/A-2          OCT 23,1927 (69) <A>
                Selected date range: None Selected

Item Ordered          Requestor          Start          StopSts□
1  >> Weight *UNSIGNED*          CARLSON-,N          unr
2  Consult to CARDIOLOGY Consultant's Choice          CARLSON-,N          unr
   *UNSIGNED*
3  Consult to CARDIOLOGY Consultant's Choice          CARLSON-,N          unr
   *UNSIGNED*
    
```

Enter the numbers of the items you wish to act on. >>>

+ Next Screen - Previous Screen Q Quit

Select: Quit// **2**

```

Unsigned Orders          Sep 24, 1997 09:22:04          Page: 1 of 1 
NIVEK,EPSILON    523-23-4723          2B/A-2          OCT 23,1927 (69) <A>
                Selected date range: None Selected

Item Ordered          Requestor          Start          StopSts□
1  >> Weight *UNSIGNED*          CARLSON-,N          unr
2  Consult to CARDIOLOGY Consultant's Choice          CARLSON-,N          unr
   *UNSIGNED*
3  Consult to CARDIOLOGY Consultant's Choice          CARLSON-,N          unr
   *UNSIGNED*
    
```

Enter the numbers of the items you wish to act on. >>>

Change Sign
Discontinue Detailed Display

Select: Quit// **S**

```

Consult to CARDIOLOGY Consultant's Choice -

Enter your Current Signature Code:                      SIGNATURE VERIFIED
Consult to CARDIOLOGY Consultant's Choice signed.
Searching the patient's chart ...
    
```

Enter your electronic signature here.

(Continued on the next page.)

Package Reference

Unsigned Orders		Sep 24, 1997 09:22:04	Page: 1 of 1
NIVEK, EPSILON	523-23-4723	2B/A-2	OCT 23, 1927 (69) <A>
Selected date range: None Selected			
Item Ordered	Requestor	Start	Stop ts
1 >> Weight *UNSIGNED*	CARLSON-,N		unr
3 Consult to CARDIOLOGY Consultant's Choice *UNSIGNED*	CARLSON-,N		unr
Enter the numbers of the items you wish to act on. >>>			
+ Next Screen	- Previous Screen	Q Quit	
Select: Quit//			

Enabling Notifications

In many cases Notifications will not come to you automatically. To find out what Notifications you should be getting, you can run the Show Me the Notifications I Can Receive option from the Notifications Management Menu. If this report shows any notifications you want to receive that are disabled, you may enable them with the Enable/Disable My Notifications option.

In this example we run the Show Me the Notifications I Can Receive report and then enable Consult/Request Cancel/Hold, Consult/Request Resolution, and New Service Consult/Request (Notice that Order(s) Require Electronic Signature is already on):

```
Select Notification Mgmt Menu Option: ?

1      Enable/Disable My Notifications
2      Erase All of My Notifications
3      Set Notification Display Sort Method (GUI)
4      Send me a MailMan bulletin for Flagged Orders
5      Show Me the Notifications I Can Receive
6      Set Surrogate to Receive My Notifications

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select Notification Mgmt Menu Option: 5 Show Me the Notifications I Can Receive

Would you like help understanding the list of notifications? No// Y (Yes)
DEVICE: HOME// <Enter> VAX

Notification List Help Message                                Page: 1

The delivery of notifications as alerts is determined from values set for:
Users, OE/RR Teams, Service/Sections, Inpatient Locations,
Hospital Divisions, Computer System and Order Entry/Results Reporting.
Possible values include 'Enabled', 'Disabled' and 'Mandatory'. These values
indicate a User's, OE/RR Team's, Service's, Location's, Division's, System's
and OERR's desire for the notification to be 'Enabled' (sent under most
conditions), 'Disabled' (not sent), or 'Mandatory' (almost always sent.)

All values, except the OERR (Order Entry) value, can be set by IRM
or Clinical Coordinators. Individual users can set 'Enabled/Disabled/Mandatory'
values for each specific notification via the 'Enable/Disable My Notifications'
option under the Personal Preferences and Notification Mgmt Menu option menus.
'ON' indicates the user will receive the notification under normal conditions.
'OFF' indicates the user normally will not receive the notification.
Notification recipient determination can also be influenced by patient
location (inpatients only.) This list does not consider patient location
when calculating the ON/OFF value for a notification.

- End of Report -

Press RETURN to continue: <Enter>

This will take a moment or two, please stand by.....
.....
DEVICE: HOME// <Enter> VAX

Notification List for ARCENEUX,CHARLES                        Page: 1
```

Package Reference

Notification	ON/OFF For This User and Why	
ABNORMAL IMAGING RESULTS	ON	OERR value is Mandatory
ABNORMAL LAB RESULT (INFO)	ON	User value is Mandatory
ABNORMAL LAB RESULTS (ACTION)	OFF	OERR value is Disabled
ADMISSION	ON	OERR value is Enabled
CONSULT/REQUEST CANCEL/HOLD	ON	User value is Mandatory
CONSULT/REQUEST RESOLUTION	ON	User value is Mandatory
CONSULT/REQUEST UPDATED	OFF	OERR value is Disabled
CRITICAL LAB RESULT (INFO)	ON	OERR value is Mandatory
CRITICAL LAB RESULTS (ACTION)	ON	OERR value is Mandatory
DC ORDER	OFF	OERR value is Disabled
DECEASED PATIENT	ON	OERR value is Enabled
DISCHARGE	OFF	OERR value is Disabled
DNR EXPIRING	OFF	OERR value is Disabled
ERROR MESSAGE	OFF	OERR value is Disabled
FLAG ORDER FOR CLARIFICATION	ON	OERR value is Enabled
FLAGGED OI EXPIRING - INPT	OFF	OERR value is Disabled
FLAGGED OI EXPIRING - OUTPT	OFF	OERR value is Disabled
FLAGGED OI ORDER - INPT	OFF	OERR value is Disabled
FLAGGED OI ORDER - OUTPT	ON	System value is Enabled
FLAGGED OI RESULTS - INPT	OFF	OERR value is Disabled
FLAGGED OI RESULTS - OUTPT	OFF	OERR value is Disabled
FOOD/DRUG INTERACTION	OFF	OERR value is Disabled
FREE TEXT	OFF	OERR value is Disabled
IMAGING PATIENT EXAMINED	OFF	User value is Disabled
IMAGING REQUEST CANCEL/HELD	ON	OERR value is Enabled
IMAGING RESULTS	OFF	User value is Disabled
IMAGING RESULTS AMENDED	OFF	OERR value is Disabled
LAB ORDER CANCELED	OFF	OERR value is Disabled
LAB RESULTS	OFF	OERR value is Disabled
MEDICATIONS EXPIRING	OFF	OERR value is Disabled
NEW ORDER	OFF	OERR value is Disabled
NEW SERVICE CONSULT/REQUEST	ON	User value is Mandatory
NPO DIET MORE THAN 72 HRS	OFF	OERR value is Disabled
ORDER CHECK	OFF	OERR value is Disabled
ORDER REQUIRES CHART SIGNATURE	ON	OERR value is Mandatory
ORDER REQUIRES CO-SIGNATURE	OFF	OERR value is Disabled
ORDER REQUIRES ELEC SIGNATURE	ON	OERR value is Mandatory
ORDERER-FLAGGED RESULTS	OFF	OERR value is Disabled
SERVICE ORDER REQ CHART SIGN	ON	OERR value is Mandatory
STAT IMAGING REQUEST	OFF	OERR value is Disabled
STAT ORDER	OFF	OERR value is Disabled
STAT RESULTS	OFF	OERR value is Disabled
TRANSFER FROM PSYCHIATRY	OFF	OERR value is Disabled
UNSCHEDULED VISIT	ON	OERR value is Enabled
UNVERIFIED MEDICATION ORDER	OFF	OERR value is Disabled
UNVERIFIED ORDER	OFF	OERR value is Disabled
URGENT IMAGING REQUEST	OFF	OERR value is Disabled

- End of Report -

```

Select Notification Mgmt Menu Option: 1  Enable/Disable My Notifications

                                Enable/Disable My Notifications
-----
----- Setting    for User: CHARLES,CHARLES -----
Select Notification: cons
      1  CONSULT/REQUEST CANCEL/HOLD
      2  CONSULT/REQUEST RESOLUTION
      3  CONSULT/REQUEST UPDATED
CHOOSE 1-3: 3  CONSULT/REQUEST UPDATED
Are you adding CONSULT/REQUEST UPDATED as a new Notification? Yes// <Enter> YES

Notification: CONSULT/REQUEST UPDATED// <Enter> CONSULT/REQUEST UPDATED
CONSULT/REQUEST UPDATED
Value: ?

Code indicating processing flag for the entity and notification.

      Select one of the following:

          M          Mandatory
          E          Enabled
          D          Disabled

Value: Enabled
Select Notification: <Enter>

Select Notification Mgmt Menu Option:

```

New Service Consult/Request

This notification is triggered by the Consults package when a new consult has been requested by a user.

In the following example, the system displays three notifications for new Consults:

```
HOLMES,SH (H5377): New consult Neuro (Stat)
ANDERSON, (A3456): New consult CAR (Routine)
DOE,WILLI (D6572): New consult PLM (Routine)
      Enter "VA VIEW ALERTS to review alerts

Select Systems Manager Menu Option:
```

As a follow-up action, the system displays the consult in a Consult/Tracking screen so that the recipient can take appropriate action. To initiate the follow-up action, enter VA at the prompt and select the notification you want to follow-up on. After selecting this notification from the View Alerts menu, the system deletes the notification.

In the following example, a new consult is first examined and then a receive action is performed:

```
1.  TRAT,JACK (T2342): NEW consult CAR (Routine)
2.  STONE,JER (S2432): Consult COMPLETED: CAR
      Select from 1 to 3
      or enter ?, A I, F, P, M, R, or ^ to exit
      or RETURN to continue: A

Processing alert: TRAT,JACK (T2342): NEW consult (Routine)
```

Consult/Request Alerts		Feb 13, 1998 13:43:55		Page: 1 of 1	
TRAT,JACK		234-24-2342 1A		MAR 3,1960 (40) <AD> Wt.(lb): 184	
Number	Date	St	Service	Procedure	
1	12/16/97	p	CARDIOLOGY	EKG Portable	<input type="checkbox"/>
Enter ?? for more actions					
SP Select Patient	FR Forward	CT Complete/Update	RT Results Display		
CV Change View ...	CX Cancel (Deny)	MA Make Addendum	PF Print Form 513		
RC Receive	DC Discontinue	SF Sig Findings	RM Remove Med Rslt		
SC Schedule	CM Add Comment	DD Detailed Display	ER Edit/Resubmit		
Select Action: Quit// DD Detailed Display					

```
Compiling Report...
```

CONSULTS DETAILED DISPLAY Dec 19, 1997 08:12:04 Page: 1 of 5

CONSULT DETAILED DISPLAY Consult No.: 731

TRAT,JACK 234-24-2342 DOB: (74) Wt. (lb): No Entry

Current Inpatient/Outpatient: Inpatient

Ward: 1A

To Service: CARDIOLOGY

From Service: 1A

Consult Type: EKG Portable

Provisional Diagnosis: Cardiomyopathy

Reason For Request: Rule out alternate diagnosis

Status: PENDING

Service is to be rendered on an INPATIENT basis

ATTENTION: ARCENEUX,CHARLES

Place: Bedside

Urgency: Stat

Request Activity Date/Time Ordering Clinician Entered By

CPRS RELEASED ORDER 12/16/97 15:52 SNOW,CHARLES R. SNOW,CHARLES R.

+ Enter ?? for more actions

Select Action: Next Screen// Q Q

Consult/Request Alerts Feb 13, 1998 13:44:53 Page: 1 of 1

TRAT,JACK 234-24-2342 1A MAR 3,1960 (40) <AD>

Wt.(lb): 184

Number	Date	St	Service	Procedure
1	12/16/97	p	CARDIOLOGY	EKG Portable

Enter ?? for more actions

SP Select Patient FR Forward CT Complete/Update RT Results Display

CV Change View ... CX Cancel (Deny) MA Make Addendum PF Print Form 513

RC Receive DC Discontinue SF Sig Findings RM Remove Med Rslt

SC Schedule CM Add Comment DD Detailed Display ER Edit/Resubmit

Select Action: Quit// RC Receive

Who received it?: **ARCENEUX,CHARLES** CA

Date/Time Actually Received: NOW// (DEC 19, 1997 @ 08:12)

(Continued on the next page.)

Package Reference

Consult/Request Alerts	Dec 19, 1997 08:13:01	Page: 1 of 1		
TRAT,JACK	234-24-2342 1A	MAR 3,1960 (40) <AD> Wt.(lb): 184		
Number	Date	St	Service	Procedure
1	12/16/97	a	CARDIOLOGY	EKG Portable
Enter ?? for more actions				
SP Select Patient	FR Forward	CT Complete/Update	RT Results Display	
CV Change View ...	CX Cancel (Deny)	MA Make Addendum	PF Print Form 513	
RC Receive	DC Discontinue	SF Sig Findings	ER Edit/Resubmit	
SC Schedule	CM Add Comment	DD Detailed Display		
Select Action: Quit// <Enter> QUIT				

Continue Processing ALERTS ? Y//

Consult/Request Resolution

This notification is triggered by the Consults package when it determines that a consult is complete.

In the following example, the originating provider receives notifications that consults are complete:

```
ANDERSON, (A3456): Completed Consult CAR HOLTER
BUD,ROSE (B1996): *Completed Consult CAR
JINGLE,BE (J8910): Completed Consult PSURG
                   Enter "VA  VIEW ALERTS      to review alerts

Select Systems Manager Menu Option:
```

As a follow-up action, the system displays the Consult/Request and results/report. To initiate the follow-up action, enter VA at the prompt and select the notification you want to follow-up on. After viewing, the system deletes the notification.

Notice the asterisk on the second notification. This means that there are significant findings for that consult.

Consult/Request Updated

This alert is triggered when a comment is added to consult. Comments may be added either with the Add Comment (CM) action or the Schedule (SC) action. The text of the alert is altered depending on which one of these actions initiated the alert as follows:

- **Adding a Comment #63** "Comment Added to Consult: . . ."
- **Scheduling #63** "Scheduled Consult: . . ."

As a follow-up action, the system displays the consult with comments. If appropriate, the clinician may write an additional comments or take other actions as needed.

Consult/Request Cancel/Hold

This notification is triggered from the Consults package when a Consult request is cancelled, discontinued, or put on hold.

In the following example, a user receives notification of a discontinued and a denied consult:

```
TRAT,JACK (T2342): Cancelled consult CAR
FERGUSON (F9876): Discontinued Consult MEDICINE
ANDERSON, (A3456): Cancelled consult POD
      Enter "VA  VIEW ALERTS      to review alerts

Select Systems Manager Menu Option:
```

As a follow-up action, the system displays consult with comments. If appropriate, the submitter may resubmit the consult based on this new information. To initiate the follow-up action, enter VA at the prompt and select the notification you want to follow-up on. After viewing, the notification is deleted by the system.

In the following example, a cancelled order is edited and resubmitted:

```
You have PENDING ALERTS
      Enter "VA  VIEW ALERTS      to review alerts

Select Consult Service Tracking Option: VA View Alerts

1.  BAXTER,NA (T2342): Cancelled consult to PLM
2.  ANDERSON, (A3456): Discontinued consult to CAR
3.  STONE,JER (S2432): Completed Consult CAR
      Select from 1 to 3
      or enter ?, A I, F, P, M, R, or ^ to exit
      or RETURN to continue: 1

Processing alert: BAXTER,NA (B8840): Cancelled consult PLM
```

(Continued on next page.)

Package Reference

Edit Consult Order	Feb 26, 1999 15:58:08	Page:	1 of 2
Edit Consult for Patient BAXTER,NATHAN Consult Number: 1336			
Sending Provider: SNOW,CHARLES R.			
Field Name	Current Field Contents		
CURRENT STATUS: (Not Editable): CANCELLED			
CANCELLED BY (Not Editable): SNOW,CHARLES R.			
CANCELLED COMMENT (Not Editable): Testing edit.			

CANCELLED BY (Not Editable): ARCENEUX,CHARLES			
CANCELLED COMMENT (Not Editable): Testing edit/resubmit.			

SENDING PROVIDER (Not Editable): SNOW,CHARLES R.			
REQUEST TYPE (Not Editable): Consult			

1 TO SERVICE: PULMONARY			
2 PROCEDURE:			
3 Performed as INPT OR OUTPT: Outpatient			
+ Enter ?? for more actions			
ED Edit A Field RS ReSubmit Consult			
Select Action: Next Screen// <Enter>			

Edit Consult Order	Feb 26, 1999 16:01:18	Page:	2 of 2
Edit Consult for Patient BAXTER,NATHAN Consult Number: 1336			
Sending Provider: SNOW,CHARLES R.			
+ Field Name	Current Field Contents		
4 URGENCY: Routine			
5 PLACE OF CONSULTATION:			
6 ATTENTION (CONSULTANT):			
7 PROVISIONAL DIAGNOSIS:			
8 REASON FOR REQUEST: Pt has trouble breathing.			
9 COMMENT(S): (Add Only)			
ADDED COMMENT (Not Editable) Entered: Jan 11, 1999 BY: SNOW,CHARLES R.			
Testing, more testing.			

Enter ?? for more actions			
ED Edit A Field RS ReSubmit Consult			
Select Item/Action:Quit// 7			

(Continued on the next page.)

Edit Consult Order	Feb 02, 1999 10:44:38	Page: 2 of 2
Edit Consult for Patient TRAT,JACK Consult Number: 1366		
Sending Provider: SNOW,CHARLES R.		
+ Field Name	Current Field Contents	<input type="checkbox"/>
8 REASON FOR REQUEST:	Pt is having chest pains.	
9 COMMENT(S): (Add Only)		
Enter ?? for more actions		
ED Edit A Field	RS ReSubmit Consult	
Select Item/Action:Quit// ED Edit A Field		

Select the fields to edit: 7
Provisional Diagnosis: Angina

Edit Consult Order	Feb 26, 1999 16:06:16	Page: 2 of 2
Edit Consult for Patient BAXTER,NATHAN Consult Number: 1336		
Sending Provider: SNOW,CHARLES R.		
+ Field Name	Current Field Contents	<input type="checkbox"/>
4 URGENCY: Routine		
5 PLACE OF CONSULTATION:		
6 ATTENTION (CONSULTANT):		
7 PROVISIONAL DIAGNOSIS: Angina		
8 REASON FOR REQUEST:	Pt has trouble breathing.	
9 COMMENT(S): (Add Only)		
ADDED COMMENT (Not Editable) Entered: Jan 11, 1999 BY: SNOW,CHARLES R. Testing, more testing.		
Enter ?? for more actions		
ED Edit A Field	RS ReSubmit Consult	
Select Action: Quit// <Enter> QUIT		

(Continued on the next page.)

Package Reference

```
This Consult Has Not Been Resubmitted!!  
Resubmit Or All Edits Will Be Lost!!
```

```
Do you wish to resubmit now? ? YES// Y YES  
Resubmitting Consult ... One moment please ...  
Filing Tracking Data...
```

1. ANDERSON, (A3456): Discontinued consult to CAR
2. STONE,JER (S2432): Completed Consult CAR
 Select from 1 to 2
 or enter ?, A I, F, P, M, R, or ^ to exit
 or RETURN to continue:

Special Considerations for Discontinued Orders

When an order is Discontinued, who gets the notification depends on the source of the discontinuation. This is dependent on the NOTIFY ON DC field in file 123.5 for the service to which the consult was directed. This field is set by the Set up Consult Services (SS) command of the Consult Management Option.

Consult/Request Has An Added Comment

If a comment is added to a consult by someone in the receiving service, that person is prompted to send notification to the originator of the consult and to any other persons. Other recipients of this notification are controlled as a New Service Consult.

In the following example, a clinician in the Surgery service has added a comment:

```
SIMPSON,H (S9999): Comment Added to Consult CARDIOLOGY
      Enter "VA VIEW ALERTS to review alerts

Select Consult Management Option:
```

The follow-up action is to display the orders containing the comments so that you can read them.

Order(s) Require Electronic Signature

If you do not sign a consult at the time you initiate it, the CPRS triggers a notification reminding you of the need for an electronic signature.

In the following example, three notifications are presented for Consults that need an electronic signature:

```
ANDERSON, (A3456): Order requires electronic signature.
NIVEK, EPS (N4723): Order requires electronic signature.
ESSTEPON, (E3234): Order requires electronic signature.
      Enter "VA VIEW ALERTS to review alerts

Select Systems Manager Menu Option:
```

The follow-up action is to display the orders requiring electronic signature in a CPRS screen so that you can use the Sign action. The system deletes the notification after you have signed the order.

Significant Findings for a Consult

If the status of the Significant Findings Flag is changed in any way, an alert is sent by the Consults package. As far as the recipients and delivery, this notification is treated like a Consult/ Request Resolution.

This alert may be delayed, at the user's option, until the consult is complete.

In the example that follows, three significant findings notifications are present. One for a completed consult, one for a pending consult, and one for the Significant Findings Flag being turned off on a completed consult:

```
ANDERSON, (A3456): Sig Findings for consult CAR
DOE,WILLI (D6572): Sig Findings for consult CAR
CONFORT, (C1432): No Sig Findings for consult PLM
                Enter "VA VIEW ALERTS to review alerts

Select Systems Manager Menu Option:
```

The follow-up action is to display the orders that have had a change in the Significant Findings Flag in the CPRS screen so that you can examine them.

Glossary

Action	An action in Consults can be selected throughout processing to 1) control screen movement, 2) add new consult orders, or 3) process existing orders.
Consult	Referral of a patient by the primary care physician to another hospital service/ specialty, to obtain a medical opinion based on patient evaluation and completion of any procedures, modalities, or treatments the consulting specialist deems necessary to render a medical opinion.
Consulting Site	In the case of Inter-Facility Consults (IFC, see below) the VA facility that originates the consult.
Discontinued Orders	Orders that are discontinued or cancelled.
IFC	Inter-Facility Consults permits the transmitting of consults and related information between Department of Veterans Affairs facilities. Consult requests are made to remote facilities because the needed service is not locally available or for patient convenience. Although the Consult Package is utilized in the hospital settings, Consult requests between facilities have been done manually in the past.
Order	A request for a consult (service/sub-specialty evaluation) or procedure (Electrocardiogram) to be completed for a patient.
Order Cancellation	A request to stop performance of a consult/procedure request; the order may be edited and reactivated
Order Discontinuation	A request to stop (discontinue) performance of a consult/procedure request.

Procedure Request	Any procedure (EKG, Stress Test, etc.) which may be ordered from another service/ specialty without first requiring formal consultation.
Request	See Procedure Request.
Requestor	This is the health care provider (e. g., the physician/clinician) who requests the order to be done.
Result	A consequence of an order. Refers to evaluation or status results. When you use the Complete Request (CT) action on a consult or request, you are transferred to TIU to enter the results.
Resulting Site	In the case of Inter-Facility Consults (IFC, see above) the remote site that performs the consult and enters the results.
Screen Context	This term refers to the particular selection of orders displayed on the screen (e. g., Medicine consults for the patient Ralph Jones).
Service	A clinical or administrative specialty (or department) within a Medical Center.
Status Result	A result that indicates the processing state of an order; for example, a Pharmacy TPN Consult order may be discontinued (dc) or completed (c).
Status Symbols	Codes used in order entry and Consults displays to designate the status of the order.

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