



**PROSTHETICS ELECTRONIC ORDER /  
SUSPENSE PROCESSING**

**USER MANUAL**

Patch RMPR\*3\*80

Version 3.0

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Department of Veterans Affairs  
VISTA Health System Design and Development (HSD&D)

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# Using Electronic Orders/Suspense (SU) Menu

## Overview

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### Description

The purpose of the Electronic Order feature is to provide a method for any request for service or request for items in Prosthetics to be ordered electronically. Requests are made either manually through the Prosthetics system or sent electronically from CPRS (Computerized Patient Record System) via Consult Tracking.

Through the **Suspense (SU)** option, Prosthetic employees are able to post notes to consults, cancel and complete the consult. Reports are available to display open, pending, and completed consults.

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### What is a Suspense?

A Suspense Request is a request for service or an item that is tracked by a **Five-Day Delayed Order Report**. The five workday policy refers to the process or time it takes for a request to be created to the day an *initial action* on a request is made. If this process takes more than five workdays, it is flagged on the report for monitoring and reporting purposes.

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### <sup>1</sup>New Suspense Entries with Patch 80

With Patch RMPR\*3\*80, there are three new types of Suspense entries that can be entered into the Suspense module including the following and will be explained later in this manual:

- Clone CPRS
  - Auto Adaptive
  - Clothing Allowance
- 

### <sup>2</sup>Three Options Removed

There were three options removed from the **Suspense Processing (SP)** screen with Patch RMPR\*3\*80 due to programming screen space limitations including the following:

- View Initial Action Note (IA)
- View Other Action Notes (VO)
- View Complete Note (CO)

**Note:** You can still view the notes on the request through the **View a Request (VR)** option, and all notes attached to a record will now be displayed there.

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<sup>1</sup> CPRS Cloning, Auto Adaptive and Clothing Allowance Suspense entries are new functionality with Patch RMPR\*3\*80.

<sup>2</sup> Three options removed from the **Suspense Processing (SP)** screen: IA, VO, CO, with Patch RMPR\*3\*80.

## Overview, Continued

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### **CPRS Clone (Patch 80)**

With Patch RMPR\*3\*80, we can now clone a CPRS consult. This provides PSAS with the ability to copy the original CPRS consult for an order without requiring a new prescription to be made nor another physician visit with the patient.

A Purchasing Agent will look for the original CPRS order for a requested item, and copy the CPRS consult to create a new Suspense record saving time for everyone in the process.

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### **Auto Adaptive (Patch 80)**

When Prosthetics receives a request for Auto Adaptive Equipment, they now have the ability to create an Auto Adaptive Suspense record with Patch 80. This will NOT be included in the count on the *CPRS Compliance Report* as a CPRS type of suspense.

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### **Clothing Allowance (Patch 80)**

When Prosthetics receives a request for a Clothing Allowance, they now have the ability to create a Clothing Allowance Suspense record with Patch 80. This will NOT be included in the count on the *CPRS Compliance Report* as a CPRS type of suspense.

---

### **Types of Consults**

Prosthetics has these nationally designed CPRS consults including the following:

1. Eyeglass Prescription
2. Home Oxygen Prescription
3. Contact Lens Prescription
4. Routine Prosthetic Prescription

It is required that the clinicians use these consults in order to prescribe prosthetic appliances or services in lieu of the paper Prosthetic Request form. These consults are interfaced to the Prosthetics software, and automatically populate the **Suspense (SU)** option, where the consult is kept as a Suspense record until completed by Prosthetics.

The new Suspense record is an amendment to the original consult. This is counted in the *CPRS Compliance Report* as it is considered a CPRS record.

**IMPORTANT:** You cannot clone a manual Suspense record only an original CPRS electronic record that is not more than 2 years old.

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# Understanding Status Types

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**Status Types** There are three status types that are used with a suspense record including the following:

- Open
  - Pending
  - Closed
- 

**Cancel Status** When a record is cancelled, it is *removed* from the Suspense Processing list entirely; it will no longer be shown there.

You can change a suspense record to CANCEL from either an OPEN status or a PENDING STATUS. Once a suspense record has a CLOSED status, it cannot be cancelled.

**Example:** If a manual suspense record was added twice incorrectly, it can then be cancelled.

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**Status Flow** When a suspense record is added to Prosthetics, the status is OPEN. Once an initial action is taken on the suspense record, the status changes from OPEN to PENDING.

The status remains PENDING when additional action is taken on a suspense record. The status changes to CLOSED when the process is complete and either service was performed or an item was given to the patient.

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**Message sent to Physician** When an electronic order (ROUTINE type) suspense record is canceled in Prosthetics, a notifying message is sent to the ordering physician through CPRS. A notifying message is also sent when posting initial notes (PI), additional notes (OT), and completed notes (PC).

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**CPRS Electronic Orders** If an order is placed by a physician in CPRS, it is electronically sent to Prosthetics and is displayed in the Suspense Processing list with an OPEN status.

Sample scenario: If it takes three to four months to receive a requested item(s) on an order, and the patient comes in for service that refers to this Suspense request, an action note is entered for that record. When an action note is entered, the status changes from OPEN to PENDING.

Another action note can be placed, and the status remains PENDING. Only when the patient has the last appointment and receives the item(s), the Suspense record is completed, and the status is changed to CLOSED.

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# Access the Suspense Processing (SP) Menu

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**Suspense Menu** The **Suspense (SU)** Menu can be accessed from the **Prosthetic Official's** Menu.

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**Steps** To access the **Suspense** Menu, follow these steps:

---

| Step | Action   |
|------|--|
| 1    | At the <b>Select Prosthetic Official's Menu</b> Option prompt, type <b>SU</b> for the <b>Suspense</b> Menu, and press <b>&lt;Enter&gt;</b> . |
| 2    | The <b>Suspense</b> Menu displays.   |

---

**Prosthetic  
Official's Menu**

|           |  |
|-----------|--|
| PU        | Purchasing ...                                 |
| DD        | Display/Print ...                              |
| UT        | Utilities ...                                  |
| AM        | AMIS ...                                       |
| <b>SU</b> | <b>Suspense ...</b>                            |
| CO        | Correspondence ...                             |
| SC        | Scheduled Meetings and Home/Liaison Visits ... |
| PS        | Process Form 2529-3 ...                        |
| EL        | Eligibility Inquiry                            |
| ET        | PSC/Entitlement Records ...                    |
| HO        | Home Oxygen Main Menu ...                      |
| INV       | Pros Inventory Main ...                        |
| ND        | NPPD Tools ...                                 |

Select Prosthetic Official's Menu Option: **SU <Enter>** Suspense

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## Access the Suspense Processing (SP) Menu, Continued

**Suspense (SU) option** Once you have selected the **Suspense (SU)** option from the **Prosthetic Official's Menu**, the **Suspense (SU) Menu** displays as shown below.

**Suspense Menu options**

|           |  |
|-----------|--|
| <b>SP</b> | <b>Suspense Processing</b>                   |
| ES        | Edit Suspense Station                        |
| IS        | Inquire to Individual Suspense Record        |
| PC        | Print Closed Suspense Records                |
| PO        | Print Detailed Open/Pending Suspense Records |
| PR        | Print 5 Day Old Suspense Report              |
| PS        | Print Summary Open/Pending Suspense Records  |
| ST        | Print Suspense Statistics                    |
| RL        | Print Patient Records Linked To Suspense     |
| RN        | Print Patient Records Not Linked To Suspense |
| PD        | Print Patient PCE Data                       |
| LS        | Link Patient Record to Suspense              |

Select Suspense Option: **SP** Suspense Processing

**Steps** To continue to access the **Suspense Processing Menu**, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>suspense</b> option prompt, type <b>SP</b> for the <b>Suspense Processing Menu</b> , and press <Enter>. The <b>Suspense List</b> screen displays below. |

**New Suspense screen**

| Suspense Processing                                     |          | Sep 15, 2003@14:22:12 |                        | Page: 1 of 1       |             |
|---|----------|-----------------------|------------------------|--------------------|-------------|
| Open/Pending/Closed Suspense for OHIO,Dan (000-89-0765) |          |                       |                        |                    |             |
| Date  | Type     | Requestor             | Description            | Init Act           | Days Status |
| 1 09/04/03  | CLOTHING | CORKWELL,H            | CLOTING ALLOW          |                    | @7 OPEN     |
| 2 09/04/03  | AUTO ADA | CORKWELL,H            | THIS IS AN AUTO ADAPTI |                    | @7 OPEN     |
| 3 08/28/03  | CLONE    | CORKWELL,H            | PINK WHEELCHAIR        |                    | @12 OPEN    |
| 4 08/28/03  | AUTO ADA | CORKWELL,H            | BLUE WHEELCHAIR        |                    | @12 OPEN    |
| 5 08/28/03  | CLOTHING | CORKWELL,H            | GREEN WHEELCHAIR       |                    | @12 OPEN    |
| 6 04/08/03  | MANUAL   | SUBASIC,RA            | FGDF DFGDF             |                    | @113 OPEN   |
| 7 07/23/02  | MANUAL   | PETERSON,A            | BLIND AID, HAND HELD L | 03/04/03           | *157 CLOSED |
| 8 07/23/02  | MANUAL   | CORKWELL,H            | HOSPITAL BED, RAILS PL |                    | @295 OPEN   |
| 9 06/19/03  | MANUAL   | CORKWELL,H            | WHEELCHAIR, MANUAL WIT |                    | @62 OPEN    |
| + Enter ?? for more actions                             |          |                       |                        |                    |             |
| VR View Request   |          | AD Add Manual         |                        | CR Cancel Request  |             |
| PC Post Complete  |          | AA Auto Adaptive      |                        | FW Forward Consult |             |
| PI Post Initial Action                                  |          | CC Clone CPRS         |                        | 23 Display 2319    |             |
| OT Post Other   |          | CA Clothing Allowance |                        | CD CPRS Display    |             |
| CG Change Patient                                       |          | ED Edit Suspense      |                        | PR Print Consult   |             |

Patch 80 -  
3 New Options  
highlighted



## Select a Site and a Patient

**Site** Once you are in the **Suspense Processing (SP)** List screen, you will be prompted to select a site. You can enter two question marks to display a list if the site is a multi-site facility or location.

**Patient** Secondly, you will be prompted to select a patient. You can also enter two question marks to display the patient database and select one from a list.

**Restricted patients** **WARNING:** If you wish to select a patient that has a restricted record, you will get a warning message that the record is restricted. You will also be notified that your Security Officer will contact you if you wish to proceed.

**Steps** To select a site and a patient, follow these steps:

| Step | Action   |
|------|--|
| 1    | Select the site at the default <b>site</b> prompt. (Or you can enter two question marks to view the list of available sites.)        |
| 2    | Select a patient.  |
| 3    | At the following confirmation prompt: <b>SC Veteran...OK? Yes// (Yes)</b> , press <b>&lt;Enter&gt;</b> to accept the default of Yes. |
| 4    | The Prosthetic Suspense list screen displays. (See next page.)   |

### Site and patient selection

```

SITE: HINES-P ?? <Enter>
SITE: HINES
  1  HINES-T                578
  2  HINESTEST              999
  3  HINESTEST              998

CHOOSE 1-3: 1<Enter> HINES-T                578

Select PROSTHETIC PATIENT: OHIO, <Enter> Dan                12-27-50
000224444 YES
SC VETERAN
...OK? Yes// <Enter> (Yes)
SUPPORT ISC
  
```

# Display a Prosthetic Suspense List

## Suspense Menu actions

Below the display of a patient's suspense record is a list of actions that can be performed on each suspense record. The actions available are the following:

| Entry | Action                   | Description   |
|-------|--------------------------|---|
| 23    | Display Full 2319        | This displays the 10-2319 Entitlement information.                          |
| VR    | View Request             | View the detail of a suspense record.                                       |
| PI    | Post Initial Action Note | Enter the first note on a suspense.   |
| OT    | Post Other Note          | Enter additional notes on a suspense.                                       |
| PC    | Post Complete Note       | Enter the final note on a suspense.   |
| AD    | Add Manual Suspense      | Add a manual suspense order in Prosthetics.                                 |
| ED    | Edit Manual Suspense     | Edit the description of the manual order.                                   |
| CD    | CPRS Display             | View the CPRS entry in Prosthetics.   |
| CG    | Change Patient           | Change the patient within the suspense module.                              |
| CR    | Cancel Request           | Cancel a request that is in Open or Pending.                                |
| FW    | Forward Consult          | Forward a consult to a provider via CPRS.                                   |
| PR    | Print Consult            | Prints only a consult to a printer or displays to your screen.              |
| AA    | Auto Adaptive            | New Suspense Entry with Patch RMPR*3*80.                                    |
| CC    | Clone CPRS               | Copy of a CPRS consult to create a new Suspense Entry with Patch RMPR*3*80. |
| CA    | Clothing Allowance       | New Suspense Entry with Patch RMPR*3*80.                                    |

## Prosthetic Suspense screen

|  |                     |                       |                    |                      |                      |
|--|---------------------|-----------------------|--------------------|----------------------|----------------------|
| Prosthetic Suspense                                      |                     | Mar 22, 2000 09:49:25 |                    | Page: 1 of 2         |                      |
| Suspense Processing                                      |                     |                       |                    |                      |                      |
| Open/Pending/Closed Suspense for Ohio,Dan (000-99-9999P) |                     |                       |                    |                      |                      |
|  | Date                | Type                  | Requestor          | Description          | Init Act Days Status |
| 1  | 03/02/00            | MANUAL                |                    | CALCULATOR FOR BLIND | 03/02/00 0 CLOSED    |
| 2  | 03/01/00            | MANUAL                |                    | FIX BRACE            | 03/02/00 1 PENDING   |
| 3  | 03/01/00            | MANUAL                |                    | FIX WHEELCHAIR       | 03/02/00 1 PENDING   |
| 4  | 03/01/00            | MANUAL                |                    | REVIEW               | 03/01/00 0 CLOSED    |
| 5  | 02/11/00            | ROUTINE               |                    | CONTACT LENS RX:     | @28 OPEN             |
| 6  | 02/11/00            | ROUTINE               |                    | CONTACT LENS RX:     | @28 OPEN             |
| 7  | 02/11/00            | ROUTINE               |                    | CONTACT LENS RX:     | 03/22/00 *28 PENDING |
| + Enter ?? for more actions                              |                     |                       |                    |                      |                      |
| VR   | View Request        | AD                    | Add Manual         | CR                   | Cancel Request       |
| PC   | Post Complete       | AA                    | Auto Adaptive      | FW                   | Forward Consult      |
| PI   | Post Initial Action | CC                    | Clone CPRS         | 23                   | Display 2319         |
| OT   | Post Other          | CA                    | Clothing Allowance | CD                   | CPRS Display         |
| CG   | Change Patient      | ED                    | Edit Suspense      | PR                   | Print Consult        |
| Select Item(s): Next Screen//                            |                     |                       |                    |                      |                      |

## Page Number(s)

Notice at the top of the page on the right-hand corner, the page number is listed. It will display the total number of pages, if multiple pages are available to be viewed. Pressing <Enter> scrolls to the following page until you have reached the last page.

# Understanding Field/Column Descriptions

## Columns

Below is a list of the column titles shown on the Prosthetics Suspense list.

| Column                | Description   |
|-----------------------|---|
| <b>Date</b>           | This is the date the order was written or the date the CPRS order was sent.   |
| <b>Type</b>           | <p>There are multiple types of electronic orders via CPRS including the following consults:</p> <ul style="list-style-type: none"> <li>• Routine Prosthetics</li> <li>• Contacts</li> <li>• Eye Glass</li> <li>• Oxygen (Home Oxygen)</li> </ul> <p>There are also Manual (NON-CPRS) entries as well as Clothing Allowance, Auto Adaptive and Clone Suspense entries that will display in the Type column.</p>  |
| <b>Requestor</b>      | This is the name of the person who entered the order.   |
| <b>Description</b>    | This is a free-text field that is manually entered with approximately 15 characters in length.  |
| <b>Initial Action</b> | This is a date field. It displays the date of the first action taken on the suspense record.  |
| <b>Days</b>           | <p>This is a number field. This displays the number of “Work” days (<b>not</b> Calendar days) from the original date the order was entered as a suspense to the day it is completed. There will be either an At-Sign (@) or an asterisk (*) next to this number, if the number is more than 5 days in length from the order entry date. Then the request will be put on <b>the Five Day Delayed Order Report</b>.</p> <p><b>At-Sign (@):</b> If there is an At-sign (@) next to a number, this signifies that the order is in an <b>OPEN</b> status, and the suspense is greater than five “Work” days.</p> <p><b>Asterisk (*):</b> If there is an asterisk (*) next to the number in the Days column, this signifies that the order took more than 5 work days to change the status from OPEN to <b>PENDING</b> or from OPEN to <b>CLOSED</b>.</p> <p><b>Note:</b> The calculation subtracts Saturdays and Sundays from the number of days the order was entered, even if a CPRS order was written over a weekend. <u>Holidays are always counted</u>. A “work day” is defined as Monday through Friday.</p> |

*Continued on next page*

## Understanding Field/Column Descriptions, Continued

---

**Columns**  
(continued)

Below is a list of the column titles shown on the **Suspense Processing (SP)** list.

---

| <b>Column</b> | <b>Description</b>  |
|---------------|---|
| <b>Status</b> | <p>This field shows the following status types:</p> <ol style="list-style-type: none"><li>1. Open</li><li>2. Pending</li><li>3. Closed</li></ol> <p>An order is placed into a PENDING status once initial action is taken. It remains in that status until the order is fulfilled and then changes to a CLOSED status.</p> <p><b>Note:</b> The status can change from OPEN to CLOSED.</p> |

---

# Suspense Menu Actions

## View a Request (VR)

### Function description

<sup>1</sup>A change has been made to the **View Request (VR)** option on the **Suspense Processing** option [RMPR SUSP MENU] with **Patch RMPR\*3\*80**. This prompt now displays the initial action notes, the other action notes and the posted complete notes.

This option begins by displaying the requested text and then all notes posted to a request. It displays notes in chronological order starting with the most recent. If more than one screen is required, it prompts you to press any key before continuing.

### Step

To view a request, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s) Next Screen//</b> prompt, type <b>VR</b> for the <b>View Request</b> action, and press <b>&lt;Enter.&gt;</b> |
| 2    | The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.               |
| 3    | Type the number for the record you want to view, and press <b>&lt;Enter.&gt;</b>  |

### Screen sample

| Date   | Type     | Requestor             | Description | Init               | Act  | Days | Status  |
|--|----------|-----------------------|-------------|--------------------|------|------|---------|
| Suspense Processing Feb 02, 2001 14:03:36 Page: 2 of 7             |          |                       |             |                    |      |      |         |
| Open/Pending/Closed Suspense for Michigan,Baby (000-22-4444)       |          |                       |             |                    |      |      |         |
| 15   | 10/17/00 | MANUAL                |             | 02/22/01           | *92  |      | PENDING |
| 16   | 10/13/00 | ROUTINE               | CORKWELL,H  |                    | @119 |      | OPEN    |
| 17   | 10/13/00 | ROUTINE               | CORKWELL,H  |                    | @119 |      | OPEN    |
| 18   | 09/25/00 | MANUAL                | CORKWELL,H  | 09/29/00           | 4    |      | CLOSED  |
| 19   | 08/17/00 | MANUAL                | CORKWELL,H  | 09/18/00           | *22  |      | CLOSED  |
| 20   | 07/11/00 | MANUAL                | CORKWELL,H  |                    | @187 |      | OPEN    |
| 21   | 07/11/00 | MANUAL                | CORKWELL,H  | 08/17/00           | *27  |      | CLOSED  |
| 22   | 07/11/00 | ROUTINE               | CORKWELL,H  | 07/11/00           | 0    |      | CLOSED  |
| 23   | 07/11/00 | MANUAL                | CORKWELL,H  |                    | @187 |      | OPEN    |
| 24   | 07/11/00 | ROUTINE               | CORKWELL,H  | 09/15/00           | *48  |      | CLOSED  |
| 25   | 07/05/00 | ROUTINE               | CORKWELL,H  |                    | @191 |      | OPEN    |
| 26   | 07/03/00 | ROUTINE               | CORKWELL,H  |                    | @193 |      | OPEN    |
| + Enter ?? for more actions  |          |                       |             |                    |      |      |         |
| <b>VR View Request</b>   |          | AD Add Manual         |             | CR Cancel Request  |      |      |         |
| PC Post Complete   |          | AA Auto Adaptive      |             | FW Forward Consult |      |      |         |
| PI Post Initial Action   |          | CC Clone CPRS         |             | 23 Display 2319    |      |      |         |
| OT Post Other  |          | CA Clothing Allowance |             | CD CPRS Display    |      |      |         |
| CG Change Patient  |          | ED Edit Suspense      |             | PR Print Consult   |      |      |         |
| Select Item(s): Next Screen// <b>VR &lt;Enter&gt;</b> View Request |          |                       |             |                    |      |      |         |
| Enter a list or range of numbers (15-28): <b>25 &lt;Enter&gt;</b>  |          |                       |             |                    |      |      |         |

*Continued on next page*

<sup>1</sup> The **View Request (VR)** option has been enhanced with Patch RMPR\*3\*80.

## View a Request (VR), Continued

### Chronological order

Notice the order of the notes by the date and time of the notes displayed in the sample below. The following is displayed on Page 1:

- Order Date (date order was entered)
- Patient name
- Requestor
- Suspended by person
- Initial action date and note
- Completion date and note (if applicable)
- Description of item(s)/services requested

### Step

To view a request, follow these steps:

| Step | Action   |
|------|--|
| 1    | Press <Enter> to view each page of the text for the suspense record. |

### Page 1 of Suspense Record

```
View                                     FEB 27, 2001  11:22  PAGE 1
-----
Order Date: JUN 30, 2000  Patient: MICHIGAN, BABY  Requestor:
PETERSON, ALISA
Suspended By: PETERSON, ALISA
-----
Initial Action Date: JUL  3, 2000  Complete Date: JUL  3, 2000  15:15
=====
Description of Item/Services Requested
REASON FOR REQUEST:  (complaints and findings)

1.  RESULTS OF ARTERIAL BLOOD GASES OR PULSE OXIMETRY

    Room Air at Rest:
    Room Air with Exercise:
    O2@ LPM of:
    O2@ LPM with exercise of:

2.  PRESCRIPTION FOR HOME OXYGEN

    ___ LPM @ Rest                ___ LPM Continuous
```

*Continued on next page*

## View a Request (VR), Continued

### View Request data

The page number is listed at the top of a page on the right-hand side of the order. The content of each page is shown on the screen below.

- Page 2 displays ordering information and issuing instructions.
- Page 3 displays delivery instructions if applicable.

### Step

To view a request, follow these steps:

| Step | Action   |
|------|--|
| 1    | Press <Enter> to view each page of the text for the suspense record. |

### Page 2 of Suspense Record Text

|  |  |                                    |        |
|--|--|------------------------------------|--------|
| View   | FEB 27, 2001   | 11:22                              | PAGE 2 |
| -----  |  |                                    |        |
| <input type="checkbox"/> LPM During Exercise   | <input type="checkbox"/> LPM Exercise Only                     |                                    |        |
| <input type="checkbox"/> LPM @ Night   | <input type="checkbox"/> LPM Night Only                        |                                    |        |
| 3. PRIMARY DELIVERY SYSTEM   |  |                                    |        |
| <input type="checkbox"/> Compressed Gas  |  |                                    |        |
| <input type="checkbox"/> Concentrator  |  |                                    |        |
| <input type="checkbox"/> Liquid System   |  |                                    |        |
| 4. ADDITIONAL ITEMS  |  |                                    |        |
| <input type="checkbox"/> Portable Cylinders (steel <input type="checkbox"/> aluminum <input 3"="" type="checkbox/&gt;)&lt;/td&gt; &lt;td colspan="/> |  |                                    |        |
| <input type="checkbox"/>   | Tank Size  | Quantity per Month                 |        |
| <input type="checkbox"/>   | <input type="checkbox"/>                                       | <input type="checkbox"/>           |        |
| <input type="checkbox"/>   | <input type="checkbox"/>                                       | <input type="checkbox"/>           |        |
| <input type="checkbox"/>   | <input type="checkbox"/>                                       | <input type="checkbox"/>           |        |
| View   | FEB 27, 2001   | 11:22                              | PAGE 3 |
| -----  |  |                                    |        |
| <input type="checkbox"/> Conserving Device   |  |                                    |        |
| Type <input type="checkbox"/>  |  |                                    |        |
| <input type="checkbox"/> Nasal Cannula   |  |                                    |        |
| <input type="checkbox"/> Oxygen Mask   |  |                                    |        |
| <input type="checkbox"/> Trach Mask  |  |                                    |        |
| <input type="checkbox"/> Humidification  |  |                                    |        |
| <input type="checkbox"/> Other (e.g., cart, shoulder bag, etc.)  | <input type="text"/>   |                                    |        |
| DELIVERY LOCATION:   |  |                                    |        |
| 5. LOGISTICS   |  |                                    |        |
| a.   | Outpatient <input type="checkbox"/>                            | Inpatient <input type="checkbox"/> |        |
| b.   | Patient scheduled for discharge (date): <input type="text"/>   |                                    |        |
| c.   | Patient requires portable O2 for transport home: (yes / no)    |                                    |        |
| d.   | Patient requires recertification of prescription and follow-up |                                    |        |

*Continued on next page*

## View a Request (VR), Continued

### Chronological list of notes

The chronological list of notes that displays includes Completion Notes, Initial Action Notes, and one or more Other Notes posted to the suspense record. The list of note(s) display in order of the most recent note entered first.

### Step

To view a list of notes posted to a request in chronological order, follow these steps:

| Step | Action  |
|------|---|
| 1    | Press <Enter> to view the last page of the text for the suspense record.  |
| 2    | The chronological list of notes posted to the request displays.   |
| 3    | At the Enter to RETURN to continue or '^' to exit: prompt, press <Enter> to view all the notes posted to the request. |

### Page 4 and Chronological List of Notes

```

View                                FEB 27,2001  11:22    PAGE 4
-----
      appointment:  (6 months / 12 months)
e.    Date of last visit:  _____
f.    Date of next visit:  _____

6.  Does patient have advance directive on file?  Yes ____  No ____
-----
Initial Action Note:
See Completion Note, this was forwarded to another service.
-----
Complete Note:
TESTING THE FORWARD OPTION.

Enter RETURN to continue or '^' to exit: <Enter>

                Chronological list of notes posted to the request...

Initial Action Note - SEP 15, 2000@12:34  posted by CORKWELL,H
-----
Completion Note - SEP 18, 2000@15:31:27  posted by CORKWELL,H

DONE
-----
Other Action Note - APR 13, 2001@10:44:31

This is a note posted to view the list of notes chronologically from a
time standpoint of entry.
-----
Other Action Note - APR 13, 2001@10:45:39

This is another note posted to this request for purposes of viewing the
time the note was posted and the chronological view of it.
-----
Enter RETURN to continue or '^' to exit:
  
```

# Display 2319 (23)

**Function description**

The **Display Full 2319** action displays the 10-2319 Entitlement information including clothing allowance (if applicable) and Disability Codes.

**Steps**

To view the full 2319, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s) : Next Screen//</b> prompt, type <b>23</b> for the <b>Display 2319</b> option, and press <b>&lt;Enter.&gt;</b> |
| 2    | The current Disability Codes display.   |

**10-2319 Entitlement information**

| Suspense Processing   |                       | Oct 30, 2003@14:14:58  |                        | Page: 1 of 4         |
|---|-----------------------|------------------------|------------------------|----------------------|
| Open/Pending/Closed Suspense for Michigan,Baby (000-12-2750P)           |                       |                        |                        |                      |
| Date  | Type                  | Requestor              | Description            | Init Act Days Status |
| 1 10/29/03  | CLOTHING              | PETERSON,A             | New Clothing Allowance | 1 OPEN               |
| 2 05/22/01  | CLONE                 | CORKWELL,H             | ROES "OKAY" NO CONNECT | @633 OPEN            |
| 3 10/01/03  | CLONE                 | CORKWELL,H             | TESTING ITEM DESCRIPTI | @21 OPEN             |
| 4 10/01/03  | CLONE                 | DAYON,RUFI             | REASON FOR REQUEST: (  | @21 OPEN             |
| 5 10/01/03  | CLONE                 | CORKWELL,H             | ROES "OKAY" NO CONNECT | @21 OPEN             |
| 6 09/25/03  | CLONE                 | CORKWELL,H             |                        | @25 OPEN             |
| 7 09/24/03  | CLOTHING              | PETERSON,A             |                        | @26 OPEN             |
| 8 09/24/03  | AUTO ADA              | PETERSON,A             |                        | @26 OPEN             |
| 9 09/23/03  | CLOTHING              | PETERSON,A             |                        | @27 OPEN             |
| 10 09/23/03   | AUTO ADA              | PETERSON,A             | Editing a test AA cons | @27 OPEN             |
| 11 09/22/03   | CLONE                 | CORKWELL,H             |                        | @28 OPEN             |
| 12 09/22/03   | AUTO ADA              | PETERSON,A             | Testing the AAE        | @28 OPEN             |
| 13 09/15/03   | CLONE                 | PETERSON,A             | REASON FOR REQUEST: (  | @33 OPEN             |
| 14 09/15/03   | CLONE                 | CORKWELL,H             | TESTING ITEM DESCRIPTI | @33 OPEN             |
| + Enter ?? for more actions   |                       |                        |                        |                      |
| VR View Request   | AD Add Manual         | CR Cancel Request      |                        |                      |
| PC Post Complete  | AA Auto Adaptive      | FW Forward Consult     |                        |                      |
| PI Post Initial Action  | CC Clone CPRS         | <b>23 Display 2319</b> |                        |                      |
| OT Post Other   | CA Clothing Allowance | CD CPRS Display        |                        |                      |
| CG Change Patient   | ED Edit Suspense      | PR Print Consult       |                        |                      |
| Select Item(s): Quit// <b>23</b> <b>&lt;Enter&gt;</b> Display Full 2319 |                       |                        |                        |                      |
| Current Disability Codes are:   |                       |                        |                        |                      |
| AMP/LWD   | NSC A&A               | S/C                    |                        |                      |
| AMP/RC  | INPATIENT             | S/C                    |                        |                      |
| AMP/LS  | NSC A&A               | NSC                    |                        |                      |
| AMP/RHD   | SC VIETNAM            | S/C                    |                        |                      |
| *More Disability Codes on File, See Screen 1                            |                       |                        |                        |                      |

# Add a Manual Suspense Record (AD)

**Function description**

You can add a manual suspense record to Prosthetics to request an item or service through the **Add Manual (AD)** action. The manually entered suspense record status begins in an OPEN status with a new request.

**Steps**

To add a manual suspense, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Item(s) : Next Screen//</b> , type <b>AD</b> to access the <b>Add Manual</b> action, and press <b>&lt;Enter&gt;</b> . |

**Add Manual Record Screen**

| Prosthetic Suspense   |          | June 9, 2000 10:02:11 |                        | Page: 1 of 2       |         |
|---|----------|-----------------------|------------------------|--------------------|---------|
| Suspense Processing   |          |                       |                        |                    |         |
| Open/Pending/Closed Suspense for Ohio,Dan (000-99-9999)                   |          |                       |                        |                    |         |
| Date  | Type     | Requestor             | Description            | Init Act Days      | Status  |
| 1 06/06/00  | OXYGEN   | CORKWELL,H            | REASON FOR REQUEST: (  | 3                  | OPEN    |
| 2 06/06/00  | CONTACT  | CORKWELL,H            | CONTACT LENS RX:       | 3                  | OPEN    |
| 3 06/06/00  | EYEGLOSS | CORKWELL,H            | EYEGLOSS RX:           | 3                  | OPEN    |
| 4 06/06/00  | ROUTINE  | CORKWELL,H            | FIX BROKEN WHEELCHAIR  | 3                  | OPEN    |
| 5 03/22/00  | MANUAL   |                       | ADDING AND POSTING CLO | 03/22/00 0         | CLOSED  |
| 6 02/11/00  | ROUTINE  |                       | CONTACT LENS RX:       | 03/22/00 *40       | CLOSED  |
| 7 02/11/00  | ROUTINE  |                       | CONTACT LENS RX:       | 03/22/00 *40       | PENDING |
| 8 02/11/00  | ROUTINE  |                       | CONTACT LENS RX:       | 03/22/00 *40       | PENDING |
| 9 03/02/00  | MANUAL   |                       | CALCULATOR FOR BLIND   | 03/02/00 0         | CLOSED  |
| 10 03/01/00   | MANUAL   |                       | FIX BRACE              | 03/02/00 0         | PENDING |
| 11 03/01/00   | MANUAL   |                       | FIX WHEELCHAIR         | 03/02/00 0         | PENDING |
| 12 03/01/00   | MANUAL   |                       | REVIEW                 | 03/01/00 0         | CLOSED  |
| 13 02/21/00   | MANUAL   |                       | NEW WHEELCHAIR         | 02/29/00 *8        | CLOSED  |
| + Enter ?? for more actions   |          |                       |                        |                    |         |
| VR View Request   |          | <b>AD Add Manual</b>  |                        | CR Cancel Request  |         |
| PC Post Complete  |          | AA Auto Adaptive      |                        | FW Forward Consult |         |
| PI Post Initial Action  |          | CC Clone CPRS         |                        | 23 Display 2319    |         |
| OT Post Other   |          | CA Clothing Allowance |                        | CD CPRS Display    |         |
| CG Change Patient   |          | ED Edit Suspense      |                        | PR Print Consult   |         |
| Select Item(s): Next Screen// <b>AD &lt;Enter&gt;</b> Add Manual Suspense |          |                       |                        |                    |         |

*Continued on next page*

## Add a Manual Suspense Record (AD), Continued

### Appendix A

To add a manual suspense record and close the record at the same time, see Appendix A for instructions on how to combine actions.

### Steps (continued)

To continue to add a manual suspense, follow these steps:

| Step | Action  |
|------|---|
| 2    | At the <b>PROSTHETIC SUSPENSE DATE RX WRITTEN</b> prompt, you can enter <b>T</b> for the current date or for a previous date, type <b>T - #</b> (number of days the request was actually made), and press <b>&lt;Enter.&gt;</b> . |
| 3    | At the <b>Requestor</b> prompt, type the physician name, and press <b>&lt;Enter.&gt;</b>  |
| 4    | At the <b>Edit? NO//</b> prompt, type <b>Y</b> for Yes to edit the note.  |
| 5    | Type a free-text note in the text editor.   |
| 6    | When complete, press the “ <b>Num Lock</b> ” key and then the “ <b>E</b> ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.   |

### Add a Manual Record Screen (continued)

```

PROSTHETIC SUSPENSE DATE RX WRITTEN: T-5   <Enter>   (JUN 23, 2000)

REQUESTOR: PETERSON, <Enter>   PETERSON,ALISA   AP   RM FIELD OFFICE
          TECHNICAL WRITER

DESCRIPTION OF ITEM/SERVICES:
  No existing text
  Edit? NO// YES   <Enter>

[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >====[ <PF1>H=Help ]====
ADDING A MANUAL SUSPENSE RECORD.

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

# Post Initial Action Note (PI)

**Function description**

You can post an initial action note on a suspense record through the **Post Initial Action (PI)** action. This indicates that some form of action has taken place. The status changes from OPEN to PENDING and will remain in this status until all action is completed.

**Steps**

To post an initial action note on a consult, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the following prompt: <b>Select Item(s): Next Screen//</b> , type <b>PI</b> to access the <b>Post Initial Action</b> option, and press <b>&lt;Enter.&gt;</b>  |
| 2    | The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.  |
| 3    | Type the number for the record you want to post an initial action note, and press <b>&lt;Enter.&gt;</b>  |
| 4    | At the next prompt, <b>Edit? No//</b> , type a <b>Y</b> for Yes to create a new note.  |
| 5    | The text editor displays for you to type a free-text note. When complete, press the <b>“Num Lock”</b> key and then the <b>“E”</b> key to exit out of the text editor, save the data, and return to the Suspense Processing list. |

**Post Initial Action screen**

| Prosthetic Suspense   |                       | Mar 22, 2000 09:49:25 |                       | Page: 1 of 2  |         |
|---|-----------------------|-----------------------|-----------------------|---------------|---------|
| Suspense Processing   |                       |                       |                       |               |         |
| Open/Pending/Closed Suspense for Ohio,Dan (000-99-9999)                       |                       |                       |                       |               |         |
| Date  | Type                  | Requestor             | Description           | Init Act Days | Status  |
| 1 02/11/00  | ROUTINE               |                       | CONTACT LENS RX:      | @28           | OPEN    |
| 2 02/11/00  | ROUTINE               |                       | CONTACT LENS RX:      | 03/22/00 *28  | PENDING |
| 3 03/02/00  | MANUAL                |                       | CALCULATOR FOR BLIND  | 03/02/00 0    | CLOSED  |
| 4 03/01/00  | MANUAL                |                       | FIX BRACE             | 03/02/00 1    | PENDING |
| 5 03/01/00  | MANUAL                |                       | FIX WHEELCHAIR        | 03/02/00 1    | PENDING |
| 6 03/01/00  | MANUAL                |                       | REVIEW                | 03/01/00 0    | CLOSED  |
| 7 02/29/00  | MANUAL                |                       | NEW WHEELCHAIR NEEDED | 02/29/00 0    | CLOSED  |
| 8 02/29/00  | MANUAL                |                       | NEW BED               | 02/29/00 0    | CLOSED  |
| + Enter ?? for more actions   |                       |                       |                       |               |         |
| VR View Request   | AD Add Manual         | CR Cancel Request     |                       |               |         |
| PC Post Complete  | AA Auto Adaptive      | FW Forward Consult    |                       |               |         |
| <b>PI Post Initial Action</b>   | CC Clone CPRS         | 23 Display 2319       |                       |               |         |
| OT Post Other   | CA Clothing Allowance | CD CPRS Display       |                       |               |         |
| CG Change Patient   | ED Edit Suspense      | PR Print Consult      |                       |               |         |
| Select Item(s): Quit// <b>PI</b> <b>&lt;Enter&gt;</b> Post Initial Action     |                       |                       |                       |               |         |
| Enter a list or range of numbers (1-3): <b>1</b> <b>&lt;Enter&gt;</b>         |                       |                       |                       |               |         |
| INITIAL ACTION NOTE:  |                       |                       |                       |               |         |
| No existing text  |                       |                       |                       |               |         |
| Edit? NO// <b>YES</b> <b>&lt;Enter&gt;</b>                                    |                       |                       |                       |               |         |
| ==[ WRAP ]==[ INSERT ]===== < INITIAL ACTION NOTE >===== [ <PF1>H=Help ]===== |                       |                       |                       |               |         |
| <b>Training on the Post Initial Note function...</b>                          |                       |                       |                       |               |         |
| <=====T=====T=====T=====T=====T=====T=====T=====T=====                        |                       |                       |                       |               |         |

*Continued on next page*

# Post Other Note (OT)

**Function description** You can post an additional note on a request through the **Post Other Note (OT)** action. This provides a means to make a comment to the Requestor.

**Steps** To post an additional note to the suspense order, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s): Next Screen//</b> , type <b>OT</b> to access the <b>Post Other Note</b> action, and press <b>&lt;Enter.&gt;</b>                             |
| 2    | The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.   |
| 3    | At the <b>Edit? NO//</b> prompt, type a <b>Y</b> for Yes to edit the note on the suspense record. The text editor displays for you to type a free-text note           |
| 4    | When complete, press the <b>"Num Lock"</b> key and then the <b>"E"</b> key to exit out of the text editor, save the data, and return to the Suspense Processing list. |

## Post Other Note screen

| Prosthetic Suspense  |                       | Mar 22, 2000 09:54:49 |                       | Page: 1 of 2 |             |
|--|-----------------------|-----------------------|-----------------------|--------------|-------------|
| Suspense Processing  |                       |                       |                       |              |             |
| Open/Pending/Closed Suspense for Ohio,Dan (000-99-9999)                      |                       |                       |                       |              |             |
| Date   | Type                  | Requestor             | Description           | Init Act     | Days Status |
| 1 03/02/00   | MANUAL                |                       | CALCULATOR FOR BLIND  | 03/02/00 0   | CLOSED      |
| 2 03/01/00   | MANUAL                |                       | FIX BRACE             | 03/02/00 1   | PENDING     |
| 3 03/01/00   | MANUAL                |                       | FIX WHEELCHAIR        | 03/02/00 1   | PENDING     |
| 4 03/01/00   | MANUAL                |                       | REVIEW                | 03/01/00 0   | CLOSED      |
| 5 02/29/00   | MANUAL                |                       | NEW WHEELCHAIR NEEDED | 02/29/00 0   | CLOSED      |
| 6 02/21/00   | MANUAL                |                       | NEW WHEELCHAIR        | 02/29/00 *6  | CLOSED      |
| 7 02/29/00   | MANUAL                |                       | NEW BED               | 02/29/00 0   | CLOSED      |
| 8 02/11/00   | ROUTINE               |                       | CONTACT LENS RX:      | 03/22/00 *28 | PENDING     |
| 9 02/11/00   | ROUTINE               |                       | CONTACT LENS RX:      | 03/22/00 *28 | PENDING     |
| 10 02/11/00  | ROUTINE               |                       | CONTACT LENS RX:      | 03/22/00 *28 | PENDING     |
| + Enter ?? for more actions  |                       |                       |                       |              |             |
| VR View Request  | AD Add Manual         | CR Cancel Request     |                       |              |             |
| PC Post Complete   | AA Auto Adaptive      | FW Forward Consult    |                       |              |             |
| PI Post Initial Action   | CC Clone CPRS         | 23 Display 2319       |                       |              |             |
| <b>OT Post Other</b>   | CA Clothing Allowance | CD CPRS Display       |                       |              |             |
| CG Change Patient  | ED Edit Suspense      | PR Print Consult      |                       |              |             |
| Select Item(s): Next Screen// <b>OT</b> <b>&lt;Enter&gt;</b> Post Other Note |                       |                       |                       |              |             |
| Enter a list or range of numbers (1-12): <b>1</b> <b>&lt;Enter&gt;</b>       |                       |                       |                       |              |             |
| ACTION NOTE:   |                       |                       |                       |              |             |
| No existing text   |                       |                       |                       |              |             |
| Edit? NO// <b>YES</b> <b>&lt;Enter&gt;</b>                                   |                       |                       |                       |              |             |
| ==[ WRAP ]==[ INSERT ]===== < ACTION NOTE >===== [ <PF1>H=Help ]=====        |                       |                       |                       |              |             |
| <b>Posting An Additional Note.</b>   |                       |                       |                       |              |             |
| <=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====                |                       |                       |                       |              |             |

# Post a Complete Note (PC)

## Function description

You can post a complete note when all action has taken place for a requested Prosthetic item or service through the **Post Complete (PC)** action. When you post the complete note, the status on the suspense record changes from PENDING (if action has previously taken place on the request) or OPEN to CLOSED.

## Steps

To post a complete note, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s): Next Screen//</b> , type <b>PC</b> to access the <b>Post Complete Note</b> action, and press <b>&lt;Enter&gt;</b> .   |
| 2    | The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.   |
| 3    | Type the number for the record you want to view, and press <b>&lt;Enter&gt;</b> .   |
| 4    | At the <b>Edit? NO//</b> prompt, type a <b>Y</b> for Yes to edit the note on the suspense record. The text editor displays for you to type a free-text note, and the note will be complete with a status of <b>CLOSED</b> . |
| 5    | When complete, press the <b>"Num Lock"</b> key and then the <b>"E"</b> key to exit out of the text editor, save the data, and return to the Suspense Processing list.   |

## Post Complete Note screen

| Prosthetic Suspense   | Mar 22, 2000 09:59:29 | Page: 1 of 2 |                      |          |                 |         |
|---|-----------------------|--------------|----------------------|----------|-----------------|---------|
| Suspense Processing   |                       |              |                      |          |                 |         |
| Open/Pending/Closed Suspense for Ohio,Dan (000-99-9999)                         |                       |              |                      |          |                 |         |
| Date  | Type                  | Requestor    | Description          | Init Act | Days            | Status  |
| 1   | 03/02/00              | MANUAL       | CALCULATOR FOR BLIND | 03/02/00 | 0               | CLOSED  |
| 2   | 03/01/00              | MANUAL       | FIX BRACE            | 03/02/00 | 1               | PENDING |
| 3   | 03/01/00              | MANUAL       | FIX WHEELCHAIR       | 03/02/00 | 1               | PENDING |
| 4   | 03/01/00              | MANUAL       | REVIEW               | 03/01/00 | 0               | CLOSED  |
| 5   | 02/21/00              | MANUAL       | NEW WHEELCHAIR       | 02/29/00 | *6              | CLOSED  |
| 6   | 02/11/00              | ROUTINE      | CONTACT LENS RX:     | 03/22/00 | *28             | PENDING |
| 7   | 02/11/00              | ROUTINE      | CONTACT LENS RX:     | 03/22/00 | *28             | PENDING |
| + Enter ?? for more actions   |                       |              |                      |          |                 |         |
| VR  | View Request          | AD           | Add Manual           | CR       | Cancel Request  |         |
| PC  | Post Complete         | AA           | Auto Adaptive        | FW       | Forward Consult |         |
| PI  | Post Initial Action   | CC           | Clone CPRS           | 23       | Display 2319    |         |
| OT  | Post Other            | CA           | Clothing Allowance   | CD       | CPRS Display    |         |
| CG  | Change Patient        | ED           | Edit Suspense        | PR       | Print Consult   |         |
| Select Item(s): Next Screen// <b>PC</b> <b>&lt;Enter&gt;</b> Post Complete Note |                       |              |                      |          |                 |         |
| Enter a list or range of numbers (1-12): <b>1</b> <b>&lt;Enter&gt;</b>          |                       |              |                      |          |                 |         |
| COMPLETION NOTE:  |                       |              |                      |          |                 |         |
| No existing text  |                       |              |                      |          |                 |         |
| Edit? NO// <b>YES</b> <b>&lt;Enter&gt;</b>                                      |                       |              |                      |          |                 |         |
| [ WRAP ]==[ INSERT ]===== < COMPLETION NOTE >===== [ <PF1>H=Help ]====          |                       |              |                      |          |                 |         |
| <b>POSTING A COMPLETE NOTE TO SEE STATUS CHANGE FROM PENDING TO CLOSED.</b>     |                       |              |                      |          |                 |         |
| <=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====                   |                       |              |                      |          |                 |         |

# Change to a Different Patient (CP)

**Function description**

You can change the screen to view a different patient when viewing a patient's data. Use the **Change Patient (CP)** action to switch to another patient.

**Steps**

To change to a different patient, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CP</b> for the <b>Change Patient</b> action, and press <Enter.> |
| 2    | At the <b>Select PROSTHETIC PATIENT</b> prompt, enter the patient's name, and press <Enter.>                                |
| 3    | The Prosthetic Suspense list will display for the new patient.  |

**Change to Different Patient screen**

| Prosthetic Suspense  |                       | June 9, 2000 10:04:53 |                        | Page: 1 of 2 |             |
|--|-----------------------|-----------------------|------------------------|--------------|-------------|
| Suspense Processing  |                       |                       |                        |              |             |
| Open/Pending/Closed Suspense for Ohio,Dan (000-99-9999)                          |                       |                       |                        |              |             |
| Date   | Type                  | Requestor             | Description            | Init Act     | Days Status |
| 1 06/06/00   | OXYGEN                | CORKWELL,H            | REASON FOR REQUEST: (  |              | 3 OPEN      |
| 2 06/06/00   | CONTACT               | CORKWELL,H            | CONTACT LENS RX:       |              | 3 OPEN      |
| 3 06/06/00   | EYEGLASS              | CORKWELL,H            | EYEGLASS RX:           |              | 3 OPEN      |
| 4 06/06/00   | ROUTINE               | CORKWELL,H            | FIX BROKEN WHEELCHAIR  |              | 3 OPEN      |
| 5 03/22/00   | MANUAL                |                       | ADDING AND POSTING CLO | 03/22/00 0   | CLOSED      |
| 6 03/02/00   | MANUAL                |                       | CALCULATOR FOR BLIND   | 03/02/00 0   | CLOSED      |
| 7 03/01/00   | MANUAL                |                       | FIX BRACE              | 03/02/00 1   | PENDING     |
| 8 03/01/00   | MANUAL                |                       | FIX WHEELCHAIR         | 03/02/00 1   | PENDING     |
| 9 03/01/00   | MANUAL                |                       | REVIEW                 | 03/01/00 0   | CLOSED      |
| 10 02/29/00  | MANUAL                |                       | NEW BED                | 02/29/00 0   | CLOSED      |
| 11 02/21/00  | MANUAL                |                       | NEW WHEELCHAIR         | 02/29/00 *6  | CLOSED      |
| 12 02/11/00  | ROUTINE               |                       | CONTACT LENS RX:       | 03/22/00 *28 | CLOSED      |
| 13 02/11/00  | ROUTINE               |                       | CONTACT LENS RX:       | 03/22/00 *28 | PENDING     |
| 14 02/11/00  | ROUTINE               |                       | CONTACT LENS RX:       | 03/22/00 *28 | PENDING     |
| + Enter ?? for more actions  |                       |                       |                        |              |             |
| VR View Request  | AD Add Manual         | CR Cancel Request     |                        |              |             |
| PC Post Complete   | AA Auto Adaptive      | FW Forward Consult    |                        |              |             |
| PI Post Initial Action   | CC Clone CPRS         | 23 Display 2319       |                        |              |             |
| OT Post Other  | CA Clothing Allowance | CD CPRS Display       |                        |              |             |
| <b>CG Change Patient</b>   | ED Edit Suspense      | PR Print Consult      |                        |              |             |
| Select Item(s): Next Screen// <b>CG</b> <Enter> Change to Different Patient      |                       |                       |                        |              |             |
| Select PROSTHETIC PATIENT: <b>SMITH</b> , PATIENT <Enter> FLORIDA,PATIENT 1-1-30 |                       |                       |                        |              |             |
| 000999777  |                       |                       |                        |              |             |
| NO   | PILL                  |                       |                        |              |             |
| ...OK? Yes// <Enter> (Yes)   |                       |                       |                        |              |             |
| HINES, IL  |                       |                       |                        |              |             |

# Edit Manual Suspense (ED)

**Function description**

You can only edit a manual Suspense record, not a CPRS electronic record for a patient. You can edit the following information for a suspense record through the **Edit Manual (ED)** action:

- Station
- Veteran Suspense form
- Requestor
- Description of item/services.

**Steps**

To edit a manual suspense, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>ED</b> for the <b>Edit Manual</b> suspense action, and press <Enter.><br><br><b>Note:</b> If no changes are required, press <Enter> at the // prompt to bypass the editing option. |
| 2    | Type a number (from the list shown) to select an order, and press <Enter.>   |

**Edit Manual Suspense screen**

| Prosthetic Suspense   |                         | June 6, 2000 10:04:53 |                        | Page: 1 of 2 |             |
|---|-------------------------|-----------------------|------------------------|--------------|-------------|
| Suspense Processing   |                         |                       |                        |              |             |
| Open/Pending/Closed Suspense for Ohio,Dan (000-12-2750P)                    |                         |                       |                        |              |             |
| Date  | Type                    | Requestor             | Description            | Init Act     | Days Status |
| 1 06/06/00  | OXYGEN                  | CORKWELL,H            | REASON FOR REQUEST: (  | 3            | OPEN        |
| 2 06/06/00  | CONTACT                 | CORKWELL,H            | CONTACT LENS RX:       | 3            | OPEN        |
| 3 06/06/00  | EYEGLASS                | CORKWELL,H            | EYEGLASS RX:           | 3            | OPEN        |
| 4 06/06/00  | ROUTINE                 | CORKWELL,H            | FIX BROKEN WHEELCHAIR  | 3            | OPEN        |
| 5 03/22/00  | MANUAL                  |                       | ADDING AND POSTING CLO | 03/22/00 0   | CLOSED      |
| 6 03/02/00  | MANUAL                  |                       | CALCULATOR FOR BLIND   | 03/02/00 0   | CLOSED      |
| 7 03/01/00  | MANUAL                  |                       | FIX BRACE              | 03/02/00 1   | PENDING     |
| 8 03/01/00  | MANUAL                  |                       | FIX WHEELCHAIR         | 03/02/00 1   | PENDING     |
| 9 03/01/00  | MANUAL                  |                       | REVIEW                 | 03/01/00 0   | CLOSED      |
| 10 02/29/00   | MANUAL                  |                       | NEW BED                | 02/29/00 0   | CLOSED      |
| 11 02/21/00   | MANUAL                  |                       | NEW WHEELCHAIR         | 02/29/00 *6  | CLOSED      |
| 12 02/11/00   | ROUTINE                 |                       | CONTACT LENS RX:       | 03/22/00 *28 | CLOSED      |
| 13 02/11/00   | ROUTINE                 |                       | CONTACT LENS RX:       | 03/22/00 *28 | PENDING     |
| 14 02/11/00   | ROUTINE                 |                       | CONTACT LENS RX:       | 03/22/00 *28 | PENDING     |
| + Enter ?? for more actions   |                         |                       |                        |              |             |
| VR View Request   | AD Add Manual           | CR Cancel Request     |                        |              |             |
| PC Post Complete  | AA Auto Adaptive        | FW Forward Consult    |                        |              |             |
| PI Post Initial Action  | CC Clone CPRS           | 23 Display 2319       |                        |              |             |
| OT Post Other   | CA Clothing Allowance   | CD CPRS Display       |                        |              |             |
| CG Change Patient   | <b>ED Edit Suspense</b> | PR Print Consult      |                        |              |             |
| Select Item(s): Next Screen// <b>ED</b> <Enter> Change to Different Patient |                         |                       |                        |              |             |

*Continued on next page*

## Edit Manual Suspense (ED), Continued

**Editing orders** You can edit a manual suspense order (MANUAL) only. You cannot edit a CPRS electronic order (ROUTINE).

**Steps** (continued) To continue to edit a manual suspense record, follow these steps:

| Step | Action  |
|------|---|
| 3    | At the <b>STATION: HINES, IL//</b> prompt, press <Enter> or change the station.   |
| 4    | At the <b>VETERAN</b> prompt, press<Enter> if the correct veteran name is shown or enter the correct name.  |
| 5    | At the <b>SUSPENSE FORM</b> prompt, press <Enter> to accept the default option.   |
| 6    | At the <b>REQUESTOR</b> prompt, press <Enter> to accept the requestor shown or enter the correct requestor.   |
| 7    | At the <b>DESCRIPTION OF ITEM/SERVICES:</b> prompt, press <Enter> to accept the description shown.  |
| 8    | At the <b>Edit? NO//</b> prompt, type a <b>Y</b> for Yes to edit the description, and press <Enter.>  |
| 9    | In the text editor, revise the information as needed.   |
| 10   | When complete, press the “ <b>Num Lock</b> ” key and then the “ <b>E</b> ” key to exit out of the text editor, save the data, and return to the Suspense Processing list. |

**Edit Manual Suspense screen** (continued)

```

OTHER OPEN
STATION: HINES, IL// <Enter>
VETERAN: OHIO,DAN// <Enter>
SUSPENSE FORM: OTHER// <Enter>
REQUESTOR: PETERSON,ALISA// <Enter>
DESCRIPTION OF ITEM/SERVICES: <Enter>
ADDING AND POSTING CLOSED AT THE SAME TIME.

Edit? NO// Y YES <Enter>

==[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >=[ <PF1>H=Help ]====
TEST - Editing this test.

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

# Cancel a Request (CR)

## Function description

You can cancel an order that was entered manually through the **Cancel Request (CR)** action. If an order was entered electronically through CPRS (ROUTINE order) into Prosthetics, and the order is cancelled, the physician will receive a cancelled note in CPRS.

<sup>1</sup>Note that the list of potential Suspense records that can be cancelled are shown in gray highlighted area and include the new Suspense records for Clothing Allowance, Auto Adaptive and also the Clone of a CPRS consult.

## Steps

To cancel a request, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CR</b> for the <b>Cancel Request</b> action, and press <b>&lt;Enter.&gt;</b> |
| 2    | Select the record in the list to be canceled (indicated within parenthesis), and press <b>&lt;Enter.&gt;</b>                             |
| 3    | Enter the "Type" of the request or type two question marks to display the available options and select one.                              |
| 4    | After selecting an option from the list, press <b>&lt;Enter,&gt;</b> and the suspense record will be deleted/canceled.                   |

## Cancel Request screen

```
Select Item(s): Quit// CR <Enter> Cancel Request
Enter a list or range of numbers (1-5): 2 <Enter>

This will CANCEL/DELETE this Suspense Request.
Are you sure you want to CANCEL/DELETE this Suspense Request? (Y/N) ? N// Y
<Enter> YES
TYPE OF REQUEST: ?? <Enter>
    This is the type of order from CPRS Consult Tracking Module.
    Choose from:

Choose from:
1  ROUTINE PROSTHETICS
2  EYEGLASS
3  CONTACT LENS
4  OXYGEN
5  MANUAL NON CPRS
6  CLOTHING ALLOWANCE
7  CLONE
8  AUTO ADAPTIVE

TYPE OF REQUEST: 1 <Enter> ROUTINE PROSTHETICS

DELETED/CANCELLED!
```

<sup>1</sup> The Cancel Request (CR) feature has been updated with Patch RMPR\*3\*80.

# Forward a Consult (FW)

## Function description

An order can be forwarded through the **Forward Consult (FW)** action.

If you forward an order, you will be prompted to enter the service where the order is being forwarded. The status changes from OPEN to CLOSED in the Suspense list when an order has been forwarded.

**Note:** If an order was forwarded to Rehab for a patient to be evaluated, then a new order may be sent to Prosthetics after that for an item(s) or service.

## Steps

To forward a consult, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Item(s) : Next Screen//</b> prompt, type <b>FW</b> for the <b>Forward Consult</b> action, and press <b>&lt;Enter.&gt;</b> |
| 2    | Type a number (from the list shown) to select an order, and press <b>&lt;Enter.&gt;</b>  |

## Forward Consult Screen

| Date   | Type                | Requestor | Description        | Init Act               | Days                   | Status      |
|--|---------------------|-----------|--------------------|------------------------|------------------------|-------------|
| Suspense Processing Jul 03, 2000 15:14:44 Page: 1 of 4                       |                     |           |                    |                        |                        |             |
| Open/Pending/Closed Suspense for Michigan,Baby (000-11-1111)                 |                     |           |                    |                        |                        |             |
| 1  | 06/30/00            | OXYGEN    | PETERSON,A         | REASON FOR REQUEST:    | 1                      | OPEN        |
| 2  | 06/30/00            | CONTACT   | PETERSON,A         | CONTACT LENS RX:       | 1                      | OPEN        |
| 3  | 06/30/00            | EYEGLASS  | PETERSON,A         | EYEGLASS RX:           | 1                      | OPEN        |
| 4  | 06/29/00            | MANUAL    | DAYON,RUFI         |                        | 2                      | OPEN        |
| 5  | 06/29/00            | ROUTINE   | CORKWELL,H         | DESCRIPTION OF APPLIAN | 07/03/00               | 2 CLOSED    |
| 6  | 06/28/00            | ROUTINE   | CORKWELL,H         | DESCRIPTION OF APPLIAN | 06/28/00               | 0 CLOSED    |
| 7  | 06/28/00            | MANUAL    | PETERSON,A         | REPAIR WHEELCHAIR WHEE | 06/28/00               | 0 CLOSED    |
| 8  | 06/26/00            | ROUTINE   | ACKERMAN,N         | Remove Poison Cath.    |                        | 5 OPEN      |
| 9  | 06/09/00            | EYEGLASS  | PETERSON,A         | EYEGLASS RX:           | 06/15/00               | *4 CLOSED   |
| 10   | 06/07/00            | ROUTINE   | PETERSON,A         |                        | 06/27/00               | *14 PENDING |
| 11   | 06/07/00            | OXYGEN    | PETERSON,A         | REASON FOR REQUEST:    | @18                    | OPEN        |
| + Enter ?? for more actions  |                     |           |                    |                        |                        |             |
| VR   | View Request        | AD        | Add Manual         | CR                     | Cancel Request         |             |
| PC   | Post Complete       | AA        | Auto Adaptive      | <b>FW</b>              | <b>Forward Consult</b> |             |
| PI   | Post Initial Action | CC        | Clone CPRS         | 23                     | Display 2319           |             |
| OT   | Post Other          | CA        | Clothing Allowance | CD                     | CPRS Display           |             |
| CG   | Change Patient      | ED        | Edit Suspense      | PR                     | Print Consult          |             |
| Select Item(s): Next Screen// <b>FW</b> <b>&lt;Enter&gt;</b> Forward Consult |                     |           |                    |                        |                        |             |
| Enter a list or range of numbers (1-14): <b>1</b> <b>&lt;Enter&gt;</b>       |                     |           |                    |                        |                        |             |

*Continued on next page*

## Forward a Consult (FW), Continued

**Status change** Notice that the status changes from OPEN to CLOSED when a consult is forwarded.

**Steps** To continue to forward an order, follow these steps:  
(continued)

| Step | Action  |
|------|---|
| 3    | At the <b>Consult Request Service</b> prompt, enter the service where the consult will be forwarded.  |
| 4    | At the <b>Edit? NO//</b> prompt, type <b>YES</b> to enter a free-text Completion Note.  |
| 5    | In the text editor, revise the information as needed.   |
| 6    | When complete, press the " <b>Num Lock</b> " key and then the " <b>E</b> " key to exit out of the text editor, save the data, and return to the Suspense Processing list. |

**Forward Consult Screen**  
(continued)

| CONSULT REQUEST SERVICE: <b>DERMATOLOGY</b>  |                     |          |                    |                        |                        |                    |
|--|---------------------|----------|--------------------|------------------------|------------------------|--------------------|
| COMPLETION NOTE:   |                     |          |                    |                        |                        |                    |
| No existing text   |                     |          |                    |                        |                        |                    |
| Edit? NO// <Enter> <b>YES</b>  |                     |          |                    |                        |                        |                    |
| <pre> ====[ WRAP ]====[ INSERT ]===== &lt; COMPLETION NOTE &gt;===== [ &lt;PF1&gt;H=Help ]==== <b>FORWARD A CONSULT TO DERMATOLOGY.</b> </pre> |                     |          |                    |                        |                        |                    |
| <=====T=====T=====T=====T=====T=====T=====T=====T=====T=====>=====   |                     |          |                    |                        |                        |                    |
| <b>Consult Forwarded.</b>  |                     |          |                    |                        |                        |                    |
| Suspense Processing Jul 03, 2000 15:16:36 Page: 1 of 4   |                     |          |                    |                        |                        |                    |
| Open/Pending/Closed Suspense for Michigan, Baby (000-11-1111)  |                     |          |                    |                        |                        |                    |
|  | Date                | Type     | Requestor          | Description            | Init Act               | Days Status        |
| 1  | 06/30/00            | OXYGEN   | PETERSON,A         | REASON FOR REQUEST:    | 07/03/00               | 1 <b>CLOSED</b>    |
| 2  | 06/30/00            | CONTACT  | PETERSON,A         | CONTACT LENS RX:       |                        | 1 OPEN             |
| 3  | 06/30/00            | EYEGLOSS | PETERSON,A         | EYEGLOSS RX:           |                        | 1 OPEN             |
| 4  | 06/29/00            | MANUAL   | DAYON,RUFI         |                        |                        | 2 OPEN             |
| 5  | 06/29/00            | ROUTINE  | CORKWELL,H         | DESCRIPTION OF APPLIAN | 07/03/00               | 2 <b>CLOSED</b>    |
| 6  | 06/28/00            | ROUTINE  | CORKWELL,H         | DESCRIPTION OF APPLIAN | 06/28/00               | 0 <b>CLOSED</b>    |
| 7  | 06/28/00            | MANUAL   | PETERSON,A         | REPAIR WHEELCHAIR WHEE | 06/28/00               | 0 <b>CLOSED</b>    |
| 8  | 06/26/00            | ROUTINE  | ACKERMAN,N         | Remove Poison Cath.    |                        | 5 OPEN             |
| 9  | 06/09/00            | EYEGLOSS | PETERSON,A         | EYEGLOSS RX:           | 06/15/00               | *4 <b>CLOSED</b>   |
| 10   | 06/07/00            | ROUTINE  | PETERSON,A         |                        | 06/27/00               | *14 <b>PENDING</b> |
| 11   | 06/07/00            | OXYGEN   | PETERSON,A         | REASON FOR REQUEST:    |                        | @18 <b>OPEN</b>    |
| + Enter ?? for more actions  |                     |          |                    |                        |                        |                    |
| VR   | View Request        | AD       | Add Manual         | CR                     | Cancel Request         |                    |
| PC   | Post Complete       | AA       | Auto Adaptive      | <b>FW</b>              | <b>Forward Consult</b> |                    |
| PI   | Post Initial Action | CC       | Clone CPRS         | 23                     | Display 2319           |                    |
| OT   | Post Other          | CA       | Clothing Allowance | CD                     | CPRS Display           |                    |
| CG   | Change Patient      | ED       | Edit Suspense      | PR                     | Print Consult          |                    |

# Print a Consult (PR)

**Function description**

The **Print Consult (PR)** action allows you to print the consult or display the consult on your terminal screen.

**Steps**

To print a consult, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>PR</b> for the <b>Print Consult</b> action, and press <b>&lt;Enter&gt;</b> .                      |
| 2    | Select the suspense record in the list to be printed (indicated within parenthesis), and press <b>&lt;Enter&gt;</b> .   |
| 3    | At the <b>Chart Copy (Y/N)? Y//</b> prompt, type <b>NO</b> , and press <b>&lt;Enter&gt;</b> .   |
| 4    | At the <b>DEVICE: HOME//</b> prompt, press <b>&lt;Enter&gt;</b> to display the consult. You can also type two question marks to select a printer from a list. |

**Print Consult Screen**

| Suspense Processing  |                       | Jun 19, 2000 10:16:30   |                        | Page: 1 of 4 |             |
|--|-----------------------|-------------------------|------------------------|--------------|-------------|
| Open/Pending/Closed Suspense for Michigan,Baby (000-11-1111)                       |                       |                         |                        |              |             |
| Date   | Type                  | Requestor               | Description            | Init Act     | Days Status |
| 1 06/09/00   | EYEGLOSS              | PETERSON,A              | EYEGLOSS RX:           | 06/15/00     | *6 CLOSED   |
| 2 06/07/00   | OXYGEN                | PETERSON,A              | REASON FOR REQUEST:    |              | @8 OPEN     |
| 3 06/07/00   | MANUAL                | PETERSON,A              | Replace part on a Whee | 06/07/00     | 0 CLOSED    |
| 4 06/06/00   | OXYGEN                | CORKWELL,H              | REASON FOR REQUEST:    |              | @9 OPEN     |
| 5 06/06/00   | CONTACT               | CORKWELL,H              | CONTACT LENS RX:       |              | @9 OPEN     |
| 6 06/06/00   | EYEGLOSS              | CORKWELL,H              | EYEGLOSS RX:           | 06/07/00     | 1 CLOSED    |
| 7 06/06/00   | ROUTINE               | CORKWELL,H              | FIX BROKEN WHEELCHAIR  |              | @9 OPEN     |
| 8 05/27/00   | MANUAL                | CORKWELL,H              | FIX WHEELCHAIR         |              | @16 OPEN    |
| 9 04/10/00   | ROUTINE               | CORKWELL,H              | FIRST DATA TRANSFERE   | 04/10/00     | 0 CLOSED    |
| + Enter ?? for more actions  |                       |                         |                        |              |             |
| VR View Request  | AD Add Manual         | CR Cancel Request       |                        |              |             |
| PC Post Complete   | AA Auto Adaptive      | FW Forward Consult      |                        |              |             |
| PI Post Initial Action   | CC Clone CPRS         | 23 Display 2319         |                        |              |             |
| OT Post Other  | CA Clothing Allowance | CD CPRS Display         |                        |              |             |
| CG Change Patient  | ED Edit Suspense      | <b>PR Print Consult</b> |                        |              |             |
| Select Item(s): Next Screen// <b>PR</b> <b>&lt;Enter&gt;</b> Print Consult         |                       |                         |                        |              |             |
| Enter a list or range of numbers (1-14): <b>1</b> <b>&lt;Enter&gt;</b>             |                       |                         |                        |              |             |
| Chart Copy (Y/N)? Y// <b>N</b> <b>&lt;Enter&gt;</b> NO                             |                       |                         |                        |              |             |
| DEVICE: HOME// <b>&lt;Enter&gt;</b> TELNET Right Margin: 80// <b>&lt;Enter&gt;</b> |                       |                         |                        |              |             |

*Continued on next page*

# Print a Consult (PR), Continued

## Printout

Below is a sample part of a printout of a consult:

## Consult Printout (continued)

|   |   |  |
|---|---|--|
| MEDICAL RECORD                                | CONSULTATION SHEET  | Page 1 of 7  |
| Consult Request: Consult                      |   | Consult No.: 359                                     |
| -----   |   |  |
| To: EYEGLASS REQUEST                          |   |  |
| From: NUR 3AS                                 | Requested: 06/09/2000 3:03 pm   |  |
| -----   |   |  |
| Requesting Facility: HINES DEVELOPMENT        |   |  |
| =====   |   |  |
| REASON FOR REQUEST: (Complaints and findings) |   |  |
| =====   |   |  |
| AUTHOR & TITLE:                               |   | DATE:  |
| -----   |   |  |
| ID #: _____                                   | ORGANIZATION: HINES DEVELOPMENT                                       | REG #: _____   |
|   |   | LOC: 3AS   |
|   |   | RM/BD: 330-1   |
| -----   |   |  |
| MICHIGAN, BABY SC VETERAN                     | CONSULTATION SHEET  |  |
| 000-12-2750P                                  | 12/27/1950  | Standard Form 513 (Rev 9-77)                         |
| 100 HOLLYWOOD                                 |   |  |
| HOLLYWOOD CALIFORNIA                          |   |  |
| -----   |   |  |
| MEDICAL RECORD                                | CONSULTATION SHEET  | Page 2 of 7  |
| Consult Request: Consult                      |   | Consult No.: 359                                     |
| =====   |   |  |
| Reason For Request continued.                 |   |  |
| EYEGLASS RX:                                  |   |  |
| [DISTANCE]                                    |   |  |
|   | Sphere  | Cylinder Axis Prism Base BC MRP                      |
| Right   |   |  |
| Left  |   |  |
| -----   |   |  |
| [NEAR]  |   |  |
|   | Addition  | Height Type Width PD Far PD Near PD Near Inset Total |
| Inset   |   |  |
| Right   |   |  |
| Left  |   |  |
| =====   |   |  |
| MICHIGAN, BABY SC VETERAN                     | CONSULTATION SHEET (Continued)  |  |
| 000-11-4444                                   | 12/27/1950  | Standard Form 513 (Rev 9-77)                         |
| -----   |   |  |
| MEDICAL RECORD                                | CONSULTATION SHEET  | Page 3 of 7  |
| Consult Request: Consult                      |   | Consult No.: 359                                     |
| =====   |   |  |
| Reason For Request continued.                 |   |  |
| [FRAME SELECTION]                             |   |  |
| Frame Name:                                   | ORDERING INFORMATION-   |  |
| Color:  | OBLIGATION #: _____   |  |
| Eyesize:                                      | TOTAL COST _____  |  |
| Bridge Size:                                  | VISA# _____   |  |
| Temple Length:                                | EXP DATE _____  |  |
|   | AUTHORIZATION SIGNATURE _____   |  |
| -----   |   |  |
| [EYEWEAR OPTIONS]                             |   |  |
| Lens Material:                                | ___ Plastic ___ Glass ___ Polycarb                                    |  |
| Lens Style:                                   | ___ Single Vision ___ Bifocal ___ Trifocal ___ Lenses Only ___ Safety |  |

# CPRS Display (CD)

**Four Consults** There are four types of consult requests that are entered through Prosthetics Suspense module via CPRS. They can be displayed through the **CPRS Display (CD)** action.

The four consults are:

1. Oxygen (Home Oxygen) Consult Request
2. Contact Lens Consult Request
3. Eyeglass Consult Request
4. Routine Prosthetics Request

**Steps** To display a CPRS consult, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CD</b> for the <b>CPRS Display</b> action, and press <Enter.> |
| 2    | The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.   |
| 3    | Type the number for the record you want to view, and press <Enter.>   |

**Note: Four Consults in list**

| Suspense Processing  |                 | Jun 07, 2000 09:36:55 |                       | Page: 1 of 3           |         |
|--|-----------------|-----------------------|-----------------------|------------------------|---------|
| Open/Pending/Closed Suspense for Ohio,Dan (000-11-1111)      |                 |                       |                       |                        |         |
| Date   | Type            | Requestor             | Description           | Init Act Days          | Status  |
| 1 06/06/00   | <b>OXYGEN</b>   | CORKWELL,H            | REASON FOR REQUEST: ( | 1                      | OPEN    |
| 2 06/06/00   | <b>CONTACT</b>  | CORKWELL,H            | CONTACT LENS RX:      | 1                      | OPEN    |
| 3 06/06/00   | <b>EYEGLOSS</b> | CORKWELL,H            | EYEGLOSS RX:          | 1                      | OPEN    |
| 4 06/06/00   | <b>ROUTINE</b>  | CORKWELL,H            | FIX BROKEN WHEELCHAIR | 1                      | OPEN    |
| 5 04/27/00   | MANUAL          | CORKWELL,H            | FIX WHEELCHAIR        | @29                    | OPEN    |
| 6 04/10/00   | ROUTINE         | CORKWELL,H            | FIRST DATA TRANSFERE  | 04/10/00 0             | CLOSED  |
| 7 02/11/00   | ROUTINE         | CORKWELL,H            | CONTACT LENS RX:      | 04/25/00 *52           | PENDING |
| + Enter ?? for more actions                                  |                 |                       |                       |                        |         |
| VR View Request  |                 | AD Add Manual         |                       | CR Cancel Request      |         |
| PC Post Complete   |                 | AA Auto Adaptive      |                       | FW Forward Consult     |         |
| PI Post Initial Action                                       |                 | CC Clone CPRS         |                       | 23 Display 2319        |         |
| OT Post Other  |                 | CA Clothing Allowance |                       | <b>CD CPRS Display</b> |         |
| CG Change Patient  |                 | ED Edit Suspense      |                       | PR Print Consult       |         |
| Select Item(s): Next Screen// <b>CD</b> <Enter> CPRS Display |                 |                       |                       |                        |         |
| Enter a list or range of numbers (1-14):                     |                 |                       |                       |                        |         |

# <sup>1</sup>New Options with Patch RMPR\*3\*80

## Introduction

---

**Purpose** There are three new options with Patch RMPR\*3\*80 including the following:

- Auto Adaptive (AA)
- Clothing Allowance (CA)
- Clone CPRS (CC)

The **Auto Adaptive (AA)** option and the **Clothing Allowance (CA)** option are manually entered Suspense records. The **Clone CPRS (CC)** is a manually entered copy of a CPRS original order.

---

**Auto Adaptive (Patch 80)** When Prosthetics receives a request for Auto Adaptive Equipment, they now have the ability to create an Auto Adaptive Suspense record with Patch 80. This will be included in the count on the CPRS Compliance Report as a CPRS type of suspense.

---

**Clothing Allowance (Patch 80)** When Prosthetics receives a request for a Clothing Allowance, they now have the ability to create a Clothing Allowance Suspense record with Patch 80. This will be included in the count on the CPRS Compliance Report as a CPRS type of suspense.

---

**CPRS Clone (Patch 80)** With Patch RMPR\*3\*80, we can now clone a CPRS consult. This provides PSAS with the ability to copy the original CPRS consult for an order without requiring a new prescription to be made nor another physician visit with the patient.

A Purchasing Agent will look for the original CPRS order for a requested item, and copy the CPRS consult to create a new Suspense record saving time for everyone in the process.

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<sup>1</sup> New options with Patch RMPR\*3\*80.

# 1 Auto Adaptive Suspense Entry (AA)

## Add an Auto Adaptive (AA)

Below is a sample of the **Auto Adaptive (AA)** Suspense Entry. The Auto Adaptive description is free text.

**Note:** Since the AA entries are manual Suspense entries and are easily identifiable by their name, these entries will not be counted against the *CPRS Compliance Report*.

## Steps

To enter an Auto Adaptive Suspense entry, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>AA</b> for the <b>Auto Adaptive</b> action, and press <b>&lt;Enter.&gt;</b> |
| 2    | Enter a date of the Prosthetic Suspense RX written (T for Today) and press <b>&lt;Enter.&gt;</b>  |
| 3    | Enter a Description of the item/services and press <b>&lt;Enter.&gt;</b>  |

## Auto Adaptive sample

| Date        | Type     | Requestor  | Description            | Init Act | Days | Status |
|-------------|----------|------------|------------------------|----------|------|--------|
| 1 10/16/03  | ROUTINE  | LARSEN,MA  | Update CPAP Rx: 9cm @  |          | 0    | OPEN   |
| 2 07/16/03  | ROUTINE  | MUELLER,BA | TOILET TISSUE ROD,REPL | 07/21/03 | 3    | CLOSED |
| 3 07/11/03  | ROUTINE  | MUELLER,BA | CUSTOM STOCKINGS       | 07/16/03 | 3    | CLOSED |
| 4 07/11/03  | ROUTINE  | MUELLER,BA | 20"REACHER – REP       | 07/16/03 | 3    | CLOSED |
| 5 07/11/03  | ROUTINE  | MUELLER,BA | SHOWER HOSE            | 07/11/03 | 0    | CLOSED |
| 6 07/11/03  | ROUTINE  | MUELLER,BA | REACHER – REPLACE      | 07/11/03 | 0    | CLOSED |
| 7 06/30/03  | EYEGLASS | BROWN,CHA  | EYEGLASS RX:           | 07/01/03 | 1    | CLOSED |
| 8 06/30/03  | EYEGLASS | BROWN,CHA  | EYEGLASS RX:           | 07/01/03 | 1    | CLOSED |
| 9 06/13/03  | ROUTINE  | DUCK,DAFFY | IRIS 10000 mattress pa | 06/25/03 | *8   | CLOSED |
| 10 05/29/03 | ROUTINE  | LARSEN,MA  | Veteran traveling on v | 05/29/03 | 0    | CLOSED |

+ Enter ?? for more actions

|                        |                         |                    |
|------------------------|-------------------------|--------------------|
| VR View Request        | AD Add Manual           | CR Cancel Request  |
| PC Post Complete       | <b>AA Auto Adaptive</b> | FW Forward Consult |
| PI Post Initial Action | CC Clone CPRS           | 23 Display 2319    |
| OT Post Other          | CA Clothing Allowance   | CD CPRS Display    |
| CG Change Patient      | ED Edit Suspense        | PR Print Consult   |

Select Item(s): Next Screen// **AA Auto Adaptive** **<Enter>**

PROSTHETIC SUSPENSE DATE RX WRITTEN: **T <Enter>** (OCT 16, 2003)

REQUESTOR: DOE,JANE **<Enter>** 121 PROGRAM MANAGER,PROSTHETICS

DESCRIPTION OF ITEM/SERVICES:  
 1>RECEIVED AAE APPLICATION **<Enter>**  
 2> **<Enter>**

EDIT Option: **<Enter>**

*Continued on next page*

<sup>1</sup> New option with Patch RMPR\*3\*80.

# Auto Adaptive Suspense Entry (AA), Continued

**New entry** After entering the data for the new Auto Adaptive suspense entry, it will display in the Suspense screen as shown on the first line item below.

## New Auto Adaptive Suspense Record

| Suspense Processing Oct 16, 2003@19:43:50 Page: 1 of 18       |                     |          |            |                        |          |      |                 |
|---|---------------------|----------|------------|------------------------|----------|------|-----------------|
| Open/Pending/Closed Suspense for Michigan, Baby (000-45-6789) |                     |          |            |                        |          |      |                 |
|   | Date                | Type     | Requestor  | Description            | Init Act | Days | Status          |
| 1   | 10/16/03            | AUTO ADA | DOE,JANE   | RECEIVED AAE APPLICA   |          | 0    | OPEN            |
| 2   | 10/16/03            | ROUTINE  | LARSEN,MA  | Update CPAP Rx: 9cm @  |          | 0    | OPEN            |
| 3   | 07/16/03            | ROUTINE  | MUELLER,BA | TOILET TISSUE ROD      | 07/21/03 | 3    | CLOSED          |
| 4   | 07/11/03            | ROUTINE  | MUELLER,BA | CUSTOM STOCKINGS       | 07/16/03 | 3    | CLOSED          |
| 5   | 07/11/03            | ROUTINE  | MUELLER,BA | 20"REACHER - REP       | 07/16/03 | 3    | CLOSED          |
| 6   | 07/11/03            | ROUTINE  | MUELLER,BA | SHOWER HOSE/DIV        | 07/11/03 | 0    | CLOSED          |
| 7   | 07/11/03            | ROUTINE  | MUELLER,BA | REACHER - REPLACE      | 07/11/03 | 0    | CLOSED          |
| 8   | 06/30/03            | EYEGLASS | BROWN,CHA  | EYEGLASS RX:           | 07/01/03 | 1    | CLOSED          |
| 9   | 06/30/03            | EYEGLASS | BROWN,CHA  | EYEGLASS RX:           | 07/01/03 | 1    | CLOSED          |
| 10  | 06/13/03            | ROUTINE  | DUCK,DAFFY | IRIS 10000 mattress pa | 06/25/03 | *8   | CLOSED          |
| + Enter ?? for more actions                                   |                     |          |            |                        |          |      |                 |
| VR  | View Request        |          | AD         | Add Manual             |          | CR   | Cancel Request  |
| PC  | Post Complete       |          | AA         | <b>Auto Adaptive</b>   |          | FW   | Forward Consult |
| PI  | Post Initial Action |          | CC         | Clone CPRS             |          | 23   | Display 2319    |
| OT  | Post Other          |          | CA         | Clothing Allowance     |          | CD   | CPRS Display    |
| CG  | Change Patient      |          | ED         | Edit Suspense          |          | PR   | Print Consult   |
| Select Item(s): Next Screen//                                 |                     |          |            |                        |          |      |                 |

# 1 Clothing Allowance Suspense Entry (CA)

## Intro to Clothing Allowance (CA)

Below is a sample of the **Clothing Allowance (CA)** Suspense Entry. The Clothing Allowance description is free text.

**Note:** Since the CA entries are manual Suspense entries and are easily identifiable by their name, these entries will not be counted against the *CPRS Compliance Report*.

## Steps

To enter a Clothing Allowance Suspense entry, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CA</b> for the <b>Clothing Allowance</b> action, and press <b>&lt;Enter.&gt;</b> |
| 2    | Enter a date of the Prosthetic Suspense RX written (T for Today) and press <b>&lt;Enter.&gt;</b>   |
| 3    | At the <b>Requestor</b> prompt, type the name of the Requestor and press <b>&lt;Enter.&gt;</b>   |
| 4    | Enter a Description of the item/services and press <b>&lt;Enter.&gt;</b>   |

## Clothing Allowance

| Date   | Type                | Requestor  | Description            | Init Act | Days            | Status |
|--|---------------------|------------|------------------------|----------|-----------------|--------|
| 1 10/16/03   | AUTO ADA            | DOE,JANE   | RECEIVED AAE APPLICATI | 10/16/03 | 0               | CLOSED |
| 2 10/16/03   | ROUTINE             | DARSEN,MA  | Update CPAP Rx: 9cm @  |          | 0               | OPEN   |
| 3 07/16/03   | ROUTINE             | KUELLER,BA | TOILET TISSUE ROD      | 07/21/03 | 3               | CLOSED |
| 4 07/11/03   | ROUTINE             | KUELLER,BA | CUSTOM STOCKINGS       | 07/16/03 | 3               | CLOSED |
| 5 07/11/03   | ROUTINE             | KUELLER,BA | 20"REACHER - REP       | 07/16/03 | 3               | CLOSED |
| 6 07/11/03   | ROUTINE             | KUELLER,BA | SHOWER HOSE            | 07/11/03 | 0               | CLOSED |
| 7 07/11/03   | ROUTINE             | KUELLER,BA | REACHER - REPLACE      | 07/11/03 | 0               | CLOSED |
| 8 06/30/03   | EYEGLASS GROWN,CHA  |            | EYEGLASS RX:           | 07/01/03 | 1               | CLOSED |
| + Enter ?? for more actions  |                     |            |                        |          |                 |        |
| VR   | View Request        | AD         | Add Manual             | CR       | Cancel Request  |        |
| PC   | Post Complete       | AA         | Auto Adaptive          | FW       | Forward Consult |        |
| PI   | Post Initial Action | CC         | Clone CPRS             | 23       | Display 2319    |        |
| OT   | Post Other          | CA         | Clothing Allowance     | CD       | CPRS Display    |        |
| CG   | Change Patient      | ED         | Edit Suspense          | PR       | Print Consult   |        |
| Select Item(s): Next Screen// <b>CA &lt;Enter&gt;</b>                      |                     |            |                        |          |                 |        |
| 1 Clothing Allowance   |                     |            |                        |          |                 |        |
| 2 Cancel Request   |                     |            |                        |          |                 |        |
| CHOOSE 1-2: 1 <b>&lt;Enter&gt;</b> Clothing Allowance                      |                     |            |                        |          |                 |        |
| PROSTHETIC SUSPENSE DATE RX WRITTEN: T <b>&lt;Enter&gt;</b> (OCT 16, 2003) |                     |            |                        |          |                 |        |
| REQUESTOR: TEXAS,JANE <b>&lt;Enter&gt;</b> 121 PROGRAM MANAGER,PROSTHETICS |                     |            |                        |          |                 |        |
| DESCRIPTION OF ITEM/SERVICES: <b>&lt;Enter&gt;</b>                         |                     |            |                        |          |                 |        |
| 1>RECEIVED APPLICATION FOR CLOTHING ALLOWANCE <b>&lt;Enter&gt;</b>         |                     |            |                        |          |                 |        |
| 2> <b>&lt;Enter&gt;</b>  |                     |            |                        |          |                 |        |

*Continued on next page*

<sup>1</sup> New option with Patch RMPR\*3\*80.

## Clothing Allowance Suspense Entry (CA), Continued

**New entry** After entering the data for the new Clothing Allowance Suspense entry, it will display in the Suspense screen as shown on the first line item below.

### New Clothing Allowance Suspense record

| Suspense Processing   |                     | Oct 16, 2003@19:53:51 |             | Page: 1 of 18          |          |                 |        |
|---|---------------------|-----------------------|-------------|------------------------|----------|-----------------|--------|
| Open/Pending/Closed Suspense for Michigan, Baby (000-45-6789) |                     |                       |             |                        |          |                 |        |
|   | Date                | Type                  | Requestor   | Description            | Init Act | Days            | Status |
| 1   | 10/16/03            | CLOTHING              | DOE,JANE    | RECEIVED APPLICATION F |          | 0               | OPEN   |
| 2   | 10/16/03            | AUTO ADA              | DOE,JANE    | RECEIVED AAE APPLICATI | 10/16/03 | 0               | CLOSED |
| 3   | 10/16/03            | ROUTINE               | KARSSSEN,MA | Update CPAP Rx: 9cm @  |          | 0               | OPEN   |
| 4   | 07/16/03            | ROUTINE               | KUELLER,BA  | TOILET TISSUE RO       | 07/21/03 | 3               | CLOSED |
| 5   | 07/11/03            | ROUTINE               | KUELLER,BA  | CUSTOM STOCKINGS       | 07/16/03 | 3               | CLOSED |
| 6   | 07/11/03            | ROUTINE               | KUELLER,BA  | 20"REACHER - REP       | 07/16/03 | 3               | CLOSED |
| 7   | 07/11/03            | ROUTINE               | KUELLER,BA  | SHOWER HOSE            | 07/11/03 | 0               | CLOSED |
| 8   | 07/11/03            | ROUTINE               | KUELLER,BA  | REACHER - REPLACE      | 07/11/03 | 0               | CLOSED |
| 9   | 06/30/03            | EYEGLASS              | GROWN,CHA   | EYEGLASS RX:           | 07/01/03 | 1               | CLOSED |
| + Enter ?? for more actions                                   |                     |                       |             |                        |          |                 |        |
| VR  | View Request        |                       | AD          | Add Manual             | CR       | Cancel Request  |        |
| PC  | Post Complete       |                       | AA          | Auto Adaptive          | FW       | Forward Consult |        |
| PI  | Post Initial Action |                       | CC          | Clone CPRS             | 23       | Display 2319    |        |
| OT  | Post Other          |                       | CA          | Clothing Allowance     | CD       | CPRS Display    |        |
| CG  | Change Patient      |                       | ED          | Edit Suspense          | PR       | Print Consult   |        |

## Clone a CPRS Consult (CC)

---

### Introduction to Cloning

The <sup>1</sup>**Clone CPRS (CC)** option is a new action within the **Suspense (SU)** screen with Patch RMPR\*3\*80. This new feature allows you to create a duplicate Suspense record from an original CPRS order in Suspense. This saves the patient from having to make another physician visit and creating another encounter.

The Purchasing Agent can search the Suspense history on a patient to find an original order for a requested item, and copy the CPRS consult to create the new Suspense record.

---

### Types of Suspense Records

Below are the TYPES of Suspense records and are designated as “types” in the second column of the **Suspense (SU)** screen. The list below will appear as part of the *CPRS Compliance Report*. This data is rolled up nationally every month as part of the National Prosthetic Patient Database (NPPD).

1. ROUTINE PROSTHETICS
2. EYEGLASS
3. CONTACT LENS
4. OXYGEN
5. MANUAL NON CPRS
6. CLOTHING ALLOWANCE
7. CLONE
8. AUTO ADAPTIVE

**Note:** Number #5 (MANUAL NON CPRS) does not appear as part of the CPRS Compliance Report, and you cannot create a Clone of a manual Suspense record, Clothing Allowance or Auto Adaptive Suspense records (since they are created manually as well.) You can only create a clone of a CPRS original order.

---

### Why create a Clone?

When you create a clone of a CPRS order, it creates a separate Suspense record and provides documentation in CPRS on a replaced or repaired item. This is similar to documenting in the medical record any new item or service that was issued or performed. The clone (or new Suspense record) is sent to the Originator/Provider as a note.

**The new Suspense record is an amendment to the original consult.** A Clone is counted in the *CPRS Compliance Report* as it is considered to be a CPRS record.

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*Continued on next page*

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<sup>1</sup> Clone CPRS (CC) is a new option with Patch RMPR\*3\*80.

## Clone a CPRS Consult (CC), Continued

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### What can you Clone?

You can clone the following consults:

- Eyeglass
- Home Oxygen
- Contact Lens
- Routine (general request from CPRS)

**Note:** These are part of the Consult Tracking application.

**Note:** A MANUAL NON CPRS Suspense record does not appear as part of the CPRS Compliance Report. You cannot create a Clone of a manual Suspense record, Clothing Allowance or Auto Adaptive Suspense records (since they are created manually as well.) You can only create a clone of a CPRS original order.

**IMPORTANT:** Do NOT clone an initial order that is more than two (2) years old. This is for safety and health purposes in case the patient has physical changes within two years.

---

### What you CANNOT clone

You cannot clone the following:

- Manual Suspense Entries
  - Auto Adaptive Equipment Suspense entry
  - Clothing Allowance Suspense entry
- 

### CA and AA orders

The **Clothing Allowance (CA)** and the **Auto Adaptive (AA)** options are not consults or CPRS orders, but are manually entered Suspense records. You cannot clone these orders; only create a new Suspense record.

**Note:** These entries do not have ICD-9 codes.

---

### Initial and Complete Action Notes

When an Initial Action or Complete Action note is written on a clone, the CPRS record is updated as well. This is created under the name of the original prescriber.

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*Continued on next page*

## Clone a CPRS Consult (CC), Continued

### Example

Below is a sample of the Clone CPRS Consult. Notice that the **Clone CPRS (CC)** option is used to make a clone of a ROUTINE Suspense record. This means that this record is a CPRS order.

### Steps

To create a clone of a routine CPRS consult, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CC</b> for the <b>Clone CPRS</b> action, and press <b>&lt;Enter&gt;</b> .                   |
| 2    | Enter the line item that you want to clone or a range of numbers for multiple line items, and press <b>&lt;Enter&gt;</b> .                              |
| 3    | You have completed the clone process! You can now display the option on your screen at the <b>Device</b> prompt by pressing <b>&lt;Enter&gt;</b> twice. |

### CPRS Clone Consult

| Date  | Type                | Requestor           | Description            | Init Act | Days            | Status |
|---|---------------------|---------------------|------------------------|----------|-----------------|--------|
| 1   | 10/16/03            | CLOTHING DOE, JANE  | RECEIVED APPLICATION F |          | 0               | OPEN   |
| 2   | 10/16/03            | AUTO ADA DOE, JANE  | RECEIVED AAE APPLICATI | 10/16/03 | 0               | CLOSED |
| 3   | 10/16/03            | ROUTINE DARSSSEN,MA | Update CPAP Rx: 9cm @  |          | 0               | OPEN   |
| 4   | 07/16/03            | ROUTINE KUELLER,BA  | TOILET TISSUE ROD      | 07/21/03 | 3               | CLOSED |
| 5   | 07/11/03            | ROUTINE KUELLER,BA  | CUSTOM STOCKINGS       | 07/16/03 | 3               | CLOSED |
| 6   | 07/11/03            | ROUTINE KUELLER,BA  | 20"REACHER - REP       | 07/16/03 | 3               | CLOSED |
| 7   | 07/11/03            | ROUTINE KUELLER,BA  | SHOWER HOSE            | 07/11/03 | 0               | CLOSED |
| 8   | 07/11/03            | ROUTINE KUELLER,BA  | REACHER - REPLACE      | 07/11/03 | 0               | CLOSED |
| 9   | 06/30/03            | EYEGLASS GROWN,CHA  | EYEGLASS RX:           | 07/01/03 | 1               | CLOSED |
| 10  | 06/30/03            | EYEGLASS GROWN,CHA  | EYEGLASS RX:           | 07/01/03 | 1               | CLOSED |
| 11  | 06/13/03            | ROUTINE DAVIS,MARK  | IRIS 10000 mattress pa | 06/25/03 | *8              | CLOSED |
| + Enter ?? for more actions   |                     |                     |                        |          |                 |        |
| VR  | View Request        | AD                  | Add Manual             | CR       | Cancel Request  |        |
| PC  | Post Complete       | AA                  | Auto Adaptive          | FW       | Forward Consult |        |
| PI  | Post Initial Action | CC                  | Clone CPRS             | 23       | Display 2319    |        |
| OT  | Post Other          | CA                  | Clothing Allowance     | CD       | CPRS Display    |        |
| CG  | Change Patient      | ED                  | Edit Suspense          | PR       | Print Consult   |        |
| Select Item(s): Next Screen// <b>CC &lt;Enter&gt;</b> <b>Clone CPRS</b> |                     |                     |                        |          |                 |        |
| Enter a list or range of numbers (1-11): <b>11 &lt;Enter&gt;</b>        |                     |                     |                        |          |                 |        |
| Done... Please select a device to print the new SUSPENSE Record.        |                     |                     |                        |          |                 |        |
| DEVICE: <b>&lt;Enter&gt;</b> TELNET VIRTUAL <b>&lt;Enter&gt;</b>        |                     |                     |                        |          |                 |        |

*Continued on next page*

## Clone a CPRS Consult (CC), Continued

**Clone display** Below is the cloned CPRS completed note that is displayed when you create the clone entry.

### Cloned CPRS - Completed Note

|  |                        |                   |
|--|------------------------|-------------------|
| View   | OCT 16,2003 19:56      | PAGE 1            |
| -----  |                        |                   |
| Order Date: OCT 16,2003  | Patient: TEXAS,JANE    | ASSN: 000-45-6789 |
| Requestor: DAVIS,MARK  | Suspended By: DOE,JANE |                   |
| -----  |                        |                   |
| Initial Action Date:   | Complete Date:         |                   |
| =====  |                        |                   |
| Description of Item/Services Requested                             |                        |                   |
| IRIS 10000 mattress pad  |                        |                   |
| =====  |                        |                   |
| (Describe PROSTHETIC APPLIANCE or REPAIR above LINE)               |                        |                   |
| ISSUING INSTRUCTIONS:  |                        |                   |
| <input checked="" type="checkbox"/> VETERAN WILL PICK UP           |                        |                   |
| <input type="checkbox"/> WARD/CLINIC PERSONNEL WILL PICKUP         |                        |                   |
| <input type="checkbox"/> DELIVERY LOCATION                         |                        |                   |
| View   | OCT 16,2003 19:56      | PAGE 2            |
| -----  |                        |                   |
| FOR (INPATIENT) - ESTIMATED DISCHARGE DATE:                        |                        |                   |
| -----  |                        |                   |
| Initial Action Note:   |                        |                   |
| -----  |                        |                   |
| Complete Note:   |                        |                   |
| -----  |                        |                   |
| Chronological list of notes posted to the request...               |                        |                   |
| Initial Action Note - JUN 25, 2003@11:40:10 posted by PHERSON,JILL |                        |                   |
| See Completion Note for Initial Action Taken.                      |                        |                   |
| -----  |                        |                   |
| Completion Note - JUN 25, 2003@11:40:10 posted by PHERSON,JILL     |                        |                   |
| -----  |                        |                   |
| CHRIS CALL VET TO PICK UP  |                        |                   |
| -----  |                        |                   |
| Other Action Note - JUL 11, 2003@13:20:42                          |                        |                   |
| -----  |                        |                   |
| VETERAN PICKED UP IRIS 7-11-03 --                                  |                        |                   |
| -----  |                        |                   |
| Enter RETURN to continue or '^' to exit:                           |                        |                   |

*Continued on next page*

## Clone a CPRS Consult (CC), Continued

### New Clone

Below is the continuation of the new Suspense entry that was created using the **Clone CPRS (CC)** order.

See order #1 with a Type of CLONE.

Also notice the Suspense record #12 which has a Type of ROUTINE. This record was the original CPRS order and was cloned or copied to create the new Suspense record.

### Cloned Suspense Entry

| Suspense Processing   |                     | Oct 16, 2003@19:56:12 |                    | Page: 1 of 18          |                 |      |        |
|---|---------------------|-----------------------|--------------------|------------------------|-----------------|------|--------|
| Open/Pending/Closed Suspense for Michigan, Baby (000-45-6789) |                     |                       |                    |                        |                 |      |        |
|   | Date                | Type                  | Requestor          | Description            | Init Act        | Days | Status |
| 1   | 10/16/03            | CLONE                 | DAVIS,MARK         | IRIS 10000 mattress pa |                 | 0    | OPEN   |
| 2   | 10/16/03            | CLOTHING              | DOE,JANE           | RECEIVED APPLICATION F |                 | 0    | OPEN   |
| 3   | 10/16/03            | AUTO ADA              | DOE,JANE           | RECEIVED AAE APPLICATI | 10/16/03        | 0    | CLOSED |
| 4   | 10/16/03            | ROUTINE               | DARSEN,MA          | Update CPAP Rx: 9cm @  |                 | 0    | OPEN   |
| 5   | 07/16/03            | ROUTINE               | KUELLER,BA         | TOILET TISSUE RO       | 07/21/03        | 3    | CLOSED |
| 6   | 07/11/03            | ROUTINE               | KUELLER,BA         | CUSTOM STOCKINGS       | 07/16/03        | 3    | CLOSED |
| 7   | 07/11/03            | ROUTINE               | KUELLER,BA         | 20"REACHER - REP       | 07/16/03        | 3    | CLOSED |
| 8   | 07/11/03            | ROUTINE               | KUELLER,BA         | SHOWER HOSE            | 07/11/03        | 0    | CLOSED |
| 9   | 07/11/03            | ROUTINE               | KUELLER,BA         | REACHER - REPLACE      | 07/11/03        | 0    | CLOSED |
| 10  | 06/30/03            | EYEGLASS              | GROWN,CHA          | EYEGLASS RX:           | 07/01/03        | 1    | CLOSED |
| 11  | 06/30/03            | EYEGLASS              | GROWN,CHA          | EYEGLASS RX:           | 07/01/03        | 1    | CLOSED |
| 12  | 06/13/03            | ROUTINE               | GAVIS,MARK         | IRIS 10000 mattress pa | 06/25/03        | *8   | CLOSED |
| + Enter ?? for more actions                                   |                     |                       |                    |                        |                 |      |        |
| VR  | View Request        | AD                    | Add Manual         | CR                     | Cancel Request  |      |        |
| PC  | Post Complete       | AA                    | Auto Adaptive      | FW                     | Forward Consult |      |        |
| PI  | Post Initial Action | CC                    | Clone CPRS         | 23                     | Display 2319    |      |        |
| OT  | Post Other          | CA                    | Clothing Allowance | CD                     | CPRS Display    |      |        |
| CG  | Change Patient      | ED                    | Edit Suspense      | PR                     | Print Consult   |      |        |
| Select Item(s): Next Screen//                                 |                     |                       |                    |                        |                 |      |        |

# Clone an Eyeglass Consult (CC)

## Eyeglass consult

Below is a sample of a cloning of an eyeglass consult (CPRS order).

## Steps

To create a clone of an eyeglass consult, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CC</b> for the <b>Clone CPRS</b> action, and press <b>&lt;Enter.&gt;</b> |
| 2    | Enter the line item for the eyeglass consult that you want to clone, and press <b>&lt;Enter.&gt;</b>                                 |
| 3    | You have completed the clone process!  |
| 4    | You can now display the option on your screen at the <b>Device</b> prompt by pressing <b>&lt;Enter&gt;</b> twice.                    |

## Clone CPRS

| Date   | Type                | Requestor       | Description        | Init Act               | Days            | Status          |
|--|---------------------|-----------------|--------------------|------------------------|-----------------|-----------------|
| Suspense Processing Oct 16, 2003@20:00:47 Page: 1 of 18          |                     |                 |                    |                        |                 |                 |
| Open/Pending/Closed Suspense for Michigan, Baby (000-45-6789)    |                     |                 |                    |                        |                 |                 |
| 1  | 10/16/03            | CLONE           | GAVIS,MARK         | IRIS 10000 mattress pa | 0               | OPEN            |
| 2  | 10/16/03            | CLOTHING        | DOE,JANE           | RECEIVED APPLICATION F | 0               | OPEN            |
| 3  | 10/16/03            | AUTO ADA        | DOE,JANE           | RECEIVED AAE APPLICATI | 10/16/03        | CLOSED          |
| 4  | 10/16/03            | ROUTINE         | DARSSSEN,MA        | Update CPAP Rx: 9cm @  | 0               | OPEN            |
| 5  | 07/16/03            | ROUTINE         | KUELLER,BA         | TOILET TISSUE ROD      | 07/21/03        | 3 CLOSED        |
| 6  | 07/11/03            | ROUTINE         | KUELLER,BA         | CUSTOM STOCKINGS       | 07/16/03        | 3 CLOSED        |
| 7  | 07/11/03            | ROUTINE         | KUELLER,BA         | 20"REACHER - REP       | 07/16/03        | 3 CLOSED        |
| 8  | 07/11/03            | ROUTINE         | KUELLER,BA         | SHOWER HOSE            | 07/11/03        | 0 CLOSED        |
| 9  | 07/11/03            | ROUTINE         | KUELLER,BA         | REACHER - REPLACE      | 07/11/03        | 0 CLOSED        |
| <b>10</b>  | <b>06/30/03</b>     | <b>EYEGLOSS</b> | <b>GROWN,CHA</b>   | <b>EYEGLOSS RX:</b>    | <b>07/01/03</b> | <b>1 CLOSED</b> |
| + Enter ?? for more actions                                      |                     |                 |                    |                        |                 |                 |
| VR   | View Request        | AD              | Add Manual         | CR                     | Cancel Request  |                 |
| PC   | Post Complete       | AA              | Auto Adaptive      | FW                     | Forward Consult |                 |
| PI   | Post Initial Action | <b>CC</b>       | <b>Clone CPRS</b>  | 23                     | Display 2319    |                 |
| OT   | Post Other          | CA              | Clothing Allowance | CD                     | CPRS Display    |                 |
| CG   | Change Patient      | ED              | Edit Suspense      | PR                     | Print Consult   |                 |
| Select Item(s): Next Screen// <b>CC Clone CPRS &lt;Enter&gt;</b> |                     |                 |                    |                        |                 |                 |
| Enter a list or range of numbers (1-10): <b>10 &lt;Enter&gt;</b> |                     |                 |                    |                        |                 |                 |
| Done... Please select a device to print the new SUSPENSE Record. |                     |                 |                    |                        |                 |                 |
| DEVICE: <b>&lt;Enter&gt;TELNET VIRTUAL &lt;Enter&gt;</b>         |                     |                 |                    |                        |                 |                 |

*Continued on next page*

# Clone an Eyeglass Consult (CC), Continued

## Clone display

Below is the displayed version of the new cloned entry of the eyeglass consult.

## Printout of Eyeglass Clone

```
View OCT 16,2003 20:01 PAGE 1
-----
Order Date: OCT 16,2003 Patient: Michigan,Baby ASSN: 000-45-6789
Requestor: TEXAS,JILL Suspended By: FLORIDA, JOE
-----
Initial Action Date: Complete Date:
=====
Description of Item/Services Requested
EYEGLOSS RX:
TITLE: EYE OUTPT OPTICIAN EYE GLASS INITIAL FITTING NOTE [T]
DATE OF NOTE: JUN 30, 2003@07:40 ENTRY DATE: JUN 30, 2003@07:40:12

AUTHOR: TEXAS,JILL EXP COSIGNER:

URGENCY: STATUS: COMPLETED

Initial fitting of eye glasses performed.
CORRECTIVE LENS PRESCRIPTION MIW
Diagnosis: MYOPIA 367.1
-----

OD: -2.00 +0.50 X 180
OS: -3.00+0.25 X 005
R ADD: +1.50/+3.00 LINED TRIFOCAL
L ADD: Same as Right

MICHIGAN,BABY
Order #: 15001331
Status: ACTIVE
Provider: TESTER,JOE
Entered: JUN 27, 2003@10:33
-----
[NEAR] Right Left
Addition Height:20
Type:FT
Width:7/28
PD Far:66
PD Near:63
PD Near Inset:
Total Inset:
-----
[FRAME SELECTION]
Frame Name:PT 48
Color:GOLD
Eyesize:56
Bridge Size:19
Temple Length:145
-----
```

*Continued on next page*

## Clone an Eyeglass Consult (CC), Continued

Clone display  
(continued)

Below is the displayed version of the new cloned entry of the eyeglass consult.

Printout of  
Eyeglass Clone  
(continued)

```
[EYEWEAR OPTIONS]
  Lens Material: [X ] Plastic      [ ] Glass      [ ] Polycarb

  Lens Style: [ ] Single Vision
              [ ] Bifocal
              [X ] Trifocal
              [ ] Lenses Only
              [ ] Safety
              [X 88%GREY ] Tint*
              [ ] Progressive*
              [X ] Supply Case
              [XUC COTE ] Other (Description):

  *Medical Necessity (required) for Tint or Progressive:
-----
SPECIAL INSTRUCTIONS FOR EYEWEAR FABRICATION:
-----
DELIVERY INSTRUCTIONS: [xx] Veteran      [ ] VA Medical Center
EYEGLOSS REPLACEMENT: [ ] Lost          [ ] Broken          [ ] Stolen
-----
/es/ JANE FLORIDA
OPT
Signed: 06/30/2003 07:42
-----
Initial Action Note:
-----
Complete Note:

Chronological list of notes posted to the request...

Initial Action Note - JUL 01, 2003@10:42:49   posted by FLORIDA,JILL

See Completion Note for Initial Action Taken.
-----
Completion Note - JUL 01, 2003@10:42:49   posted by FLORIDA,JILL
PO T ODIAMOND
```

*Continued on next page*

# Clone an Eyeglass Consult (CC), Continued

## New cloned record

Below is the Suspense screen displaying the new Clone of the eyeglass consult.

See # 1 (with a Type of CLONE) and #11 (with a Type of EYEGLASS).

## New Eyeglass CPRS Record Cloned

| Suspense Processing   |                     | Oct 16, 2003@20:01:12 |                    | Page: 1 of 18          |                 |             |               |
|---|---------------------|-----------------------|--------------------|------------------------|-----------------|-------------|---------------|
| Open/Pending/Closed Suspense for Michigan, Baby (000-45-6789) |                     |                       |                    |                        |                 |             |               |
| Date  | Type                | Requestor             | Description        | Init Act               | Days            | Status      |               |
| <b>1</b>  | <b>10/16/03</b>     | <b>CLONE</b>          | <b>GROWN,CHA</b>   | <b>EYEGLASS RX:</b>    | <b>0</b>        | <b>OPEN</b> |               |
| 2   | 10/16/03            | CLONE                 | MAVIS, MARK        | IRIS 10000 mattress pa | 0               | OPEN        |               |
| 3   | 10/16/03            | CLOTHING              | DOE,JANE           | RECEIVED APPLICATION F | 0               | OPEN        |               |
| 4   | 10/16/03            | AUTO ADA              | DOE,JANE           | RECEIVED AAE APPLICATI | 10/16/03        | 0           | CLOSED        |
| 5   | 10/16/03            | ROUTINE               | DARSSEN,MA         | Update CPAP Rx: 9cm @  |                 | 0           | OPEN          |
| 6   | 07/16/03            | ROUTINE               | KUELLER,BA         | TOILET TISSUE ROD      | 07/21/03        | 3           | CLOSED        |
| 7   | 07/11/03            | ROUTINE               | KUELLER,BA         | CUSTOM STOCKINGS       | 07/16/03        | 3           | CLOSED        |
| 8   | 07/11/03            | ROUTINE               | KUELLER,BA         | 20"REACHER - REP       | 07/16/03        | 3           | CLOSED        |
| 9   | 07/11/03            | ROUTINE               | KUELLER,BA         | SHOWER HOSE            | 07/11/03        | 0           | CLOSED        |
| 10  | 07/11/03            | ROUTINE               | KUELLER,BA         | REACHER - REPLACE. STO | 07/11/03        | 0           | CLOSED        |
| <b>11</b>   | <b>06/30/03</b>     | <b>EYEGLASS</b>       | <b>BROWN,CHA</b>   | <b>EYEGLASS RX:</b>    | <b>07/01/03</b> | <b>1</b>    | <b>CLOSED</b> |
| + Enter ?? for more actions                                   |                     |                       |                    |                        |                 |             |               |
| VR  | View Request        | AD                    | Add Manual         | CR                     | Cancel Request  |             |               |
| PC  | Post Complete       | AA                    | Auto Adaptive      | FW                     | Forward Consult |             |               |
| PI  | Post Initial Action | CC                    | Clone CPRS         | 23                     | Display 2319    |             |               |
| OT  | Post Other          | CA                    | Clothing Allowance | CD                     | CPRS Display    |             |               |
| CG  | Change Patient      | ED                    | Edit Suspense      | PR                     | Print Consult   |             |               |
| Select Item(s): Next Screen//                                 |                     |                       |                    |                        |                 |             |               |

## View a Cloned Consult in CPRS

### Cloning and the CPRS application

Below is the cloned consult in Suspense. Once a clone has been created, any initial action notes, other notes or complete notes posted to the new Suspense entry are posted in CPRS.

The next page shows how a clone of a consult appears in CPRS with the action notes. See next page for the CPRS sample screen.

### Suspense entry

| Suspense Processing Oct 17, 2003@07:34:43 Page: 1 of 1        |                     |                      |                        |          |                 |        |  |
|---|---------------------|----------------------|------------------------|----------|-----------------|--------|--|
| Open/Pending/Closed Suspense for Michigan, Baby (000-00-4040) |                     |                      |                        |          |                 |        |  |
| Date  | Type                | Requestor            | Description            | Init Act | Days            | Status |  |
| 1   | 10/15/03            | CLONE NELSON,SAM     | Date of implant: Feb 1 | 10/15/03 | 0               | CLOSED |  |
| 2   | 10/08/03            | AUTO ADA LONES,SALLY | TEST                   | 10/08/03 | 0               | CLOSED |  |
| 3   | 10/08/03            | CLONE MOUSE,MICK     | Date of implant: Apr 2 | 10/08/03 | 0               | CLOSED |  |
| 4   | 10/08/03            | AUTO ADA LONES,SALLY | TEST2                  | 10/08/03 | 0               | CLOSED |  |
| 5   | 10/08/03            | AUTO ADA LONES,SALLY | NEW AAE TEST CLAIM     | 10/08/03 | 0               | CLOSED |  |
| 6   | 10/08/03            | CLOTHING LONES,SALLY | NEW CA CLAIM           | 10/08/03 | 0               | CLOSED |  |
| 7   | 10/06/03            | CLONE MOUSE,MICK     | Date of implant: Apr 2 | 10/08/03 | 2               | CLOSED |  |
| 8   | 04/29/03            | ROUTINE MOUSE,MICK   | Date of implant: Apr 2 | 05/07/03 | *6              | CLOSED |  |
| 9   | 04/29/03            | ROUTINE MOUSE,MICK   | Date of implant: Apr 2 | 05/07/03 | *6              | CLOSED |  |
| 10  | 04/15/03            | MANUAL LONES,SALLY   | AAE Application        | 04/15/03 | 0               | CLOSED |  |
| 11  | 02/28/03            | ROUTINE XELSON,SAM   | Date of implant: Feb 6 | 03/20/03 | *14             | CLOSED |  |
| 12  | 02/20/03            | ROUTINE XELSON,SAM   | Date of implant: Feb 1 | 02/20/03 | 0               | CLOSED |  |
| 13  | 01/31/03            | ROUTINE MOUSE,MIN    | Date of implant:Jan 3  | 02/19/03 | *12             | CLOSED |  |
| 14  | 12/19/02            | ROUTINE XELSON,SAM   | Date of implant: Dec 1 | 12/27/02 | *5              | CLOSED |  |
| + Enter ?? for more actions                                   |                     |                      |                        |          |                 |        |  |
| VR  | View Request        | AD                   | Add Manual             | CR       | Cancel Request  |        |  |
| PC  | Post Complete       | AA                   | Auto Adaptive          | FW       | Forward Consult |        |  |
| PI  | Post Initial Action | CC                   | Clone CPRS             | 23       | Display 2319    |        |  |
| OT  | Post Other          | CA                   | Clothing Allowance     | CD       | CPRS Display    |        |  |
| CG  | Change Patient      | ED                   | Edit Suspense          | PR       | Print Consult   |        |  |
| Select Item(s): Quit//  |                     |                      |                        |          |                 |        |  |

*Continued on next page*

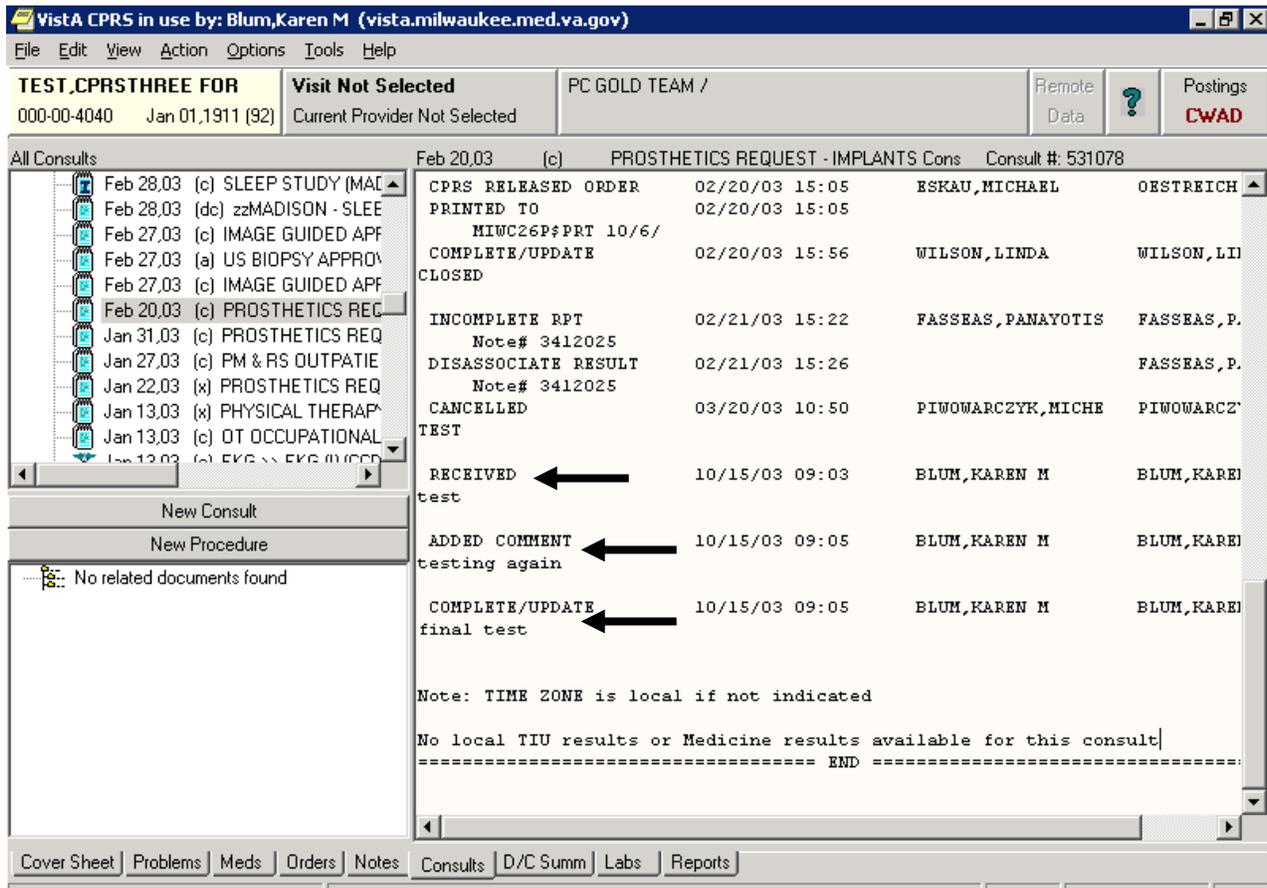
# View a Cloned Consult in CPRS, Continued

## CPRS Screen sample

Notice the last three comments on the CPRS screen sample below:

- The “RECEIVED” is when the clone was created.
- The 2<sup>nd</sup> “ADDED COMMENT” is the Initial Action note.
- The 3<sup>rd</sup> “COMPLETE/UPDATE” is the Post Complete note.

Notice on the left-panel, that the Feb 20,03 PROSTHETICS REQUEST was chosen and is highlighted. **This is the original consult that was cloned.** The notes are posted to the original consult. There is no new consult with the date 10/15/03 PROSTHEICS REQUEST – CLONE. The notes are attached to the original consult.



# View Request (VR) Option (Patch RMPR\*3\*80 Enhancement)

## View Request (VR) of a Clone

### View Request (VR)

You can select the **View Request (VR)** option to view a cloned Routine CPRS consult. This option has been enhanced with Patch RMPR\*3\*80 to include all the notes posted to a Suspense entry including the initial action notes, the other posted notes, and the completed posted notes.

**Note:** When an Initial Action or Complete Action is taken, the CPRS record is updated as well. This is created under the name of the original prescriber.

### Clone Consult - #1

| Date | Type     | Requestor | Description | Init Act               | Days     | Status |        |
|------|----------|-----------|-------------|------------------------|----------|--------|--------|
| 1    | 10/16/03 | CLONE     | MAVIS,MARK  | IRIS 10000 mattress pa |          | 0      | OPEN   |
| 2    | 10/16/03 | CLOTHING  | DOE,JANE    | RECEIVED APPLICATION F |          | 0      | OPEN   |
| 3    | 10/16/03 | AUTO ADA  | DOE,JANE    | RECEIVED AAE APPLICATI | 10/16/03 | 0      | CLOSED |
| 4    | 10/16/03 | ROUTINE   | DARSSSEN,MA | Update CPAP Rx: 9cm @  |          | 0      | OPEN   |
| 5    | 07/16/03 | ROUTINE   | KUELLER,BA  | TOILET TISSUE RO       | 07/21/03 | 3      | CLOSED |
| 6    | 07/11/03 | ROUTINE   | KUELLER,BA  | CUSTOM STOCKINGS       | 07/16/03 | 3      | CLOSED |
| 7    | 07/11/03 | ROUTINE   | KUELLER,BA  | 20"REACHER - REP       | 07/16/03 | 3      | CLOSED |
| 8    | 07/11/03 | ROUTINE   | KUELLER,BA  | SHOWER HOSE            | 07/11/03 | 0      | CLOSED |
| 9    | 07/11/03 | ROUTINE   | KUELLER,BA  | REACHER - REPLACE      | 07/11/03 | 0      | CLOSED |
| 10   | 06/30/03 | EYEGLASS  | GROWN,CHA   | EYEGLASS RX:           | 07/01/03 | 1      | CLOSED |
| 11   | 06/30/03 | EYEGLASS  | GROWN,CHA   | EYEGLASS RX:           | 07/01/03 | 1      | CLOSED |
| 12   | 06/13/03 | ROUTINE   | DAVIS,MARK  | IRIS 10000 mattress pa | 06/25/03 | *8     | CLOSED |

+ Enter ?? for more actions

|                        |                       |                    |
|------------------------|-----------------------|--------------------|
| VR View Request        | AD Add Manual         | CR Cancel Request  |
| PC Post Complete       | AA Auto Adaptive      | FW Forward Consult |
| PI Post Initial Action | CC Clone CPRS         | 23 Display 2319    |
| OT Post Other          | CA Clothing Allowance | CD CPRS Display    |
| CG Change Patient      | ED Edit Suspense      | PR Print Consult   |

Select Item(s): Next Screen// VR <Enter> View Request

Enter a list or range of numbers (1-12): 1 <Enter>

DEVICE: <Enter> TELNET VIRTUAL <Enter>

*Continued on next page*

# View Request (VR) of a Clone, Continued

## View Request (VR)

This is a continuation of the cloned consult from the **View Request (VR)** option.

## Sample View Request (continued)

|   |                                 |
|---|---------------------------------|
| <b>View</b>   | <b>OCT 16,2003 19:58 PAGE 1</b> |
| -----   |                                 |
| Order Date: OCT 16,2003 Patient: MICHIGAN,BABY ASSN: 000-45-6789<br>Requestor: CALIFORNIA,MARK<br>Suspended By: TEXAS,JANE  |                                 |
| -----   |                                 |
| <b>Initial Action Date:</b>   | Complete Date:                  |
| =====   |                                 |
| Description of Item/Services Requested<br>IRIS 10000 mattress pad   |                                 |
| =====   |                                 |
| (Describe PROSTHETIC APPLIANCE or REPAIR above LINE)  |                                 |
| ISSUING INSTRUCTIONS:<br><input checked="" type="checkbox"/> VETERAN WILL PICK UP<br><input type="checkbox"/> WARD/CLINIC PERSONNEL WILL PICKUP<br><input type="checkbox"/> DELIVERY LOCATION |                                 |
| <b>View</b>   | <b>OCT 16,2003 19:58 PAGE 2</b> |
| -----   |                                 |
| FOR (INPATIENT) - ESTIMATED DISCHARGE DATE:   |                                 |
| -----   |                                 |
| Initial Action Note:  |                                 |
| -----   |                                 |
| <b>Complete Note:</b>   |                                 |
| Chronological list of notes posted to the request...  |                                 |
| No notes have been posted to this request   |                                 |
| Enter RETURN to continue or '^' to exit:  |                                 |

# View Request (VR) - Auto Adaptive Suspense Record

## Example

Below is a sample of a closed Auto Adaptive Suspense Record. The same procedure is used with a Clothing Allowance Suspense record.

## Steps

To view an Auto Adaptive Suspense record, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Item(s) : Next Screen//</b> prompt, type <b>VR</b> for the <b>View Request</b> action, and press <b>&lt;Enter.&gt;</b> |
| 2    | Enter a line item (or a range of line items to view multiple requests), and press <b>&lt;Enter.&gt;</b>                                 |
| 3    | Display the option on your screen at the <b>Device</b> prompt by pressing <b>&lt;Enter&gt;</b> twice.                                   |

## Auto Adaptive Suspense record

| Date     | Type     | Requestor    | Description            | Init Act | Days | Status |
|----------|----------|--------------|------------------------|----------|------|--------|
| 10/16/03 | AUTO     | ADA DOE,JANE | RECEIVED AAE APPLICATI | 10/16/03 | 0    | CLOSED |
| 10/16/03 | ROUTINE  | DARSSEN,MA   | Update CPAP Rx: 9cm @  |          | 0    | OPEN   |
| 07/16/03 | ROUTINE  | KUELLER,BA   | TOILET TISSUE ROD      | 07/21/03 | 3    | CLOSED |
| 07/11/03 | ROUTINE  | KUELLER,BA   | CUSTOM STOCKINGS       | 07/16/03 | 3    | CLOSED |
| 07/11/03 | ROUTINE  | KUELLER,BA   | 20"REACHER - REP       | 07/16/03 | 3    | CLOSED |
| 07/11/03 | ROUTINE  | KUELLER,BA   | SHOWER HOSE/           | 07/11/03 | 0    | CLOSED |
| 07/11/03 | ROUTINE  | KUELLER,BA   | REACHER - REPLACE      | 07/11/03 | 0    | CLOSED |
| 06/30/03 | EYEGLASS | GROWN,CHA    | EYEGLASS RX:           | 07/01/03 | 1    | CLOSED |
| 06/30/03 | EYEGLASS | GROWN,CHA    | EYEGLASS RX:           | 07/01/03 | 1    | CLOSED |

+ Enter ?? for more actions

|                        |                       |                    |
|------------------------|-----------------------|--------------------|
| VR View Request        | AD Add Manual         | CR Cancel Request  |
| PC Post Complete       | AA Auto Adaptive      | FW Forward Consult |
| PI Post Initial Action | CC Clone CPRS         | 23 Display 2319    |
| OT Post Other          | CA Clothing Allowance | CD CPRS Display    |
| CG Change Patient      | ED Edit Suspense      | PR Print Consult   |

Select Item(s): Next Screen// **VR View Request <Enter>**  
 Enter a list or range of numbers (1-10): **1 <Enter>**  
 DEVICE: **<Enter>** TELNET VIRTUAL **<Enter>**

## View Auto Adaptive Suspense entry

|   |                        |                   |
|---|------------------------|-------------------|
| View  | OCT 16,2003 19:49      | PAGE 1            |
| Order Date: OCT 16,2003   | Patient: MICHIGAN,BABY | ASSN: 000-45-6789 |
| Requestor TEXAS,JANE  | Suspended By: DOE,JANE |                   |
| Initial Action Date: OCT 16,2003 Complete Date: OCT 16,2003 19:46 |                        |                   |
| Description of Item/Services Requested                            |                        |                   |
| RECEIVED AAE APPLICATION  |                        |                   |
| Initial Action Note:  |                        |                   |
| CONTACTED VET TO REQUEST COPY OF TITLE                            |                        |                   |
| Completion Note - OCT 16, 2003@19:46:40 posted by DOE, JANE       |                        |                   |
| SENT AAE PAPERS TO VARO   |                        |                   |

# View Sample Consults

## View Oxygen Consult

### Example

Below is a sample of the Oxygen (Home Oxygen) Consult:

### Oxygen Consult

Current Pat. Status: Inpatient  
Ward: 3AS  
Eligibility: SC VETERAN

Order Information  
To Service: DERMATOLOGY  
From Service: NUR 3AS  
Requesting Provider: TEXAS, JANE  
Service is to be rendered on an INPATIENT basis  
Place: Bedside  
Urgency: Routine  
Orderable Item: DERMATOLOGY  
Consult: Consult Request  
Provisional Diagnosis: Open angle glaucoma (365.10)  
Reason For Request:

REASON FOR REQUEST: (complaints and findings)

1. RESULTS OF ARTERIAL BLOOD GASES OR PULSE OXIMETRY

Room Air at Rest:  
Room Air with Exercise:  
O2@ LPM of:  
O2@ LPM with exercise of:

2. PRESCRIPTION FOR HOME OXYGEN

|  |  |
|--|--|
| <input type="checkbox"/> LPM @ Rest          | <input type="checkbox"/> LPM Continuous    |
| <input type="checkbox"/> LPM During Exercise | <input type="checkbox"/> LPM Exercise Only |
| <input type="checkbox"/> LPM @ Night         | <input type="checkbox"/> LPM Night Only    |

3. PRIMARY DELIVERY SYSTEM

Compressed Gas  
 Concentrator  
 Liquid System

4. ADDITIONAL ITEMS

|   |                          |
|---|--------------------------|
| <input type="checkbox"/> Portable Cylinders (steel <input type="checkbox"/> aluminum <input type="checkbox"/> ) |                          |
| Tank Size   | Quantity per Month       |
| <input type="checkbox"/>  | <input type="checkbox"/> |
| <input type="checkbox"/>  | <input type="checkbox"/> |
| <input type="checkbox"/>  | <input type="checkbox"/> |

Conserving Device  
Type

Nasal Cannula  
 Oxygen Mask  
 Trach Mask  
 Humidification  
 Other (e.g., cart, shoulder bag, etc.)

Continued on next page

# View Oxygen Consult, Continued

## Example

Below is a continued example of an Oxygen Consult:

## Oxygen Consult (continued)

DELIVERY LOCATION:

5. LOGISTICS

a. Outpatient \_\_\_\_\_ Inpatient \_\_\_\_\_

b. Patient scheduled for discharge (date): \_\_\_\_\_

c. Patient requires portable O2 for transport home: (yes / no)

d. Patient requires recertification of prescription and follow-up appointment: (6 months / 12 months)

e. Date of last visit: \_\_\_\_\_

f. Date of next visit: \_\_\_\_\_

6. Does patient have advance directive on file? Yes \_\_\_\_\_ No \_\_\_\_\_

Status: PENDING

Last Action: FORWARDED FROM

Detailed Display Jul 28, 2000 14:12:10 Page: 6 of 6

Detailed Display

+

| Activity        | Date/Time      | Responsible Person | Entered By |
|-----------------|----------------|--------------------|------------|
| ENTERED IN CPRS | 06/30/00 10:44 | TEXAS,JANE         | TEXAS,JANE |
| FORWARDED FROM  | 07/03/00 15:15 | TEXAS,JANE         | TEXAS,JANE |

HOME OXYGEN REQUEST

TESTING THE FORWARD OPTION.

# View Contact Lens Consult

## Example

Below is a sample of the Contact Lens Consult:

## Contact Lens Consult

```

Current Pat. Status:  Inpatient
Ward:                 3AS
Eligibility:         SC VETERAN

Order Information
To Service:          DERMATOLOGY
From Service:        NUR 3AS
Requesting Provider: ILLINOIS,LUCY
Service is to be rendered on an INPATIENT basis
Place:              Bedside
Urgency:            Routine
Orderable Item:     DERMATOLOGY
Consult:            Consult Request
Provisional Diagnosis: Glaucoma, Suspect (365.00)
Reason For Request:

CONTACT LENS RX:
      Base   Power   DIA   OZ   Thick  SEC   PER   EDGE
Right
Left
-----
MFG:                                     LENS TYPE:
TINT:                                    DOT:
-----
___ D.W.                                ORDERING INFORMATION-
___ E.W.                                OBLIGATION #: _____
___ Mono                                TOTAL COST _____
                                         VISA# _____
                                         EXP DATE _____

                                         AUTHORIZATION SIGNATURE _____
-----
ISSUING INSTRUCTIONS:
___ See DR. for Dispensing
___ Dispense Only
___ Replacement
___ Needs I&R
___ Kit Training
___ Reinstruct
___ Other (Describe)

DELIVERY INSTRUCTIONS:  ___ Veteran      ___ VA Medical Center

Detailed Display          Jul 28, 2000 14:11:09          Page:    4 of 4
Detailed Display
+
EYEGLOSS REPLACEMENT:  ___ Lost      ___ Broken      ___ Stolen

Status:                  PENDING
Last Action:             FORWARDED FROM

Activity                 Date/Time      Responsible Person  Entered By
ENTERED IN CPRS         06/30/00 10:44  TEXAS,JANE          TEXAS,JANE
FORWARDED FROM         07/03/00 15:15  TEXAS,JANE          TEXAS,JANE
      CONTACT LENS REQUEST
      TESTING THE FORWARD FUNCTION.
    
```

# View Eyeglass Consult

## Example

Below is a sample of the Eyeglass Consult:

## Eyeglass Consult

```

Current Pat. Status:  Inpatient
Ward:                 3AS
Eligibility:         SC VETERAN

Order Information
To Service:          EYEGLOSS REQUEST
From Service:        NUR 3AS
Requesting Provider: ILLINOIS,LUCY
Service is to be rendered on an INPATIENT basis
Place:              Bedside
Urgency:            Routine
Orderable Item:     EYEGLOSS REQUEST
Consult:            Consult Request
Provisional Diagnosis: Glaucoma NEC (365.89)
Reason For Request:
EYEGLOSS RX:
[DISTANCE]
      Sphere   Cylinder   Axis   Prism   Base   BC   MRP
Right
Left
-----
[NEAR]
      Addition Height   Type   Width   PD   Far PD   Near PD   Near Inset   Total
Ins
Right
Left
-----
[FRAME SELECTION]
Frame Name:
Color:
Eyesize:
Bridge Size:
Temple Length:
ORDERING INFORMATION-
OBLIGATION #: _____
TOTAL COST _____
VISA# _____
EXP DATE _____
AUTHORIZATION SIGNATURE _____
-----
[EYEWEAR OPTIONS]
Lens Material:  ___Plastic  ___Glass  ___Polycarb
Lens Style: ___Single Vision ___Bifocal ___Trifocal ___Lenses Only ___Safety
___Tint*  ___Progressive*
*Medical Necessity (required) for Tint or Progressive:
___Other: (Description)

SPECIAL INSTRUCTIONS FOR EYEWEAR FABRICATION:

DELIVERY INSTRUCTIONS:  ___Veteran  ___VA Medical Center

Detailed Display          Jul 28, 2000 14:11:31          Page:    4 of 4
Detailed Display
+
EYEGLOSS REPLACEMENT:  ___Lost  ___Broken  ___Stolen  ___Repair

Status:                  COMPLETE
Last Action:             COMPLETE/UPDATE
Activity                 Date/Time   Responsible Person   Entered By
ENTERED IN CPRS         06/30/00 10:44   TEXAS,JANE           TEXAS,JANE
COMPLETE/UPDATE        07/19/00 15:53   FLORIDA,JOE         FLORIDA,JOE
    
```

# View a Prosthetics Consult (Routine)

## Example

Below is a sample of a Prosthetics Consult (Routine Consult):

## Prosthetics Consult

|   |                            |                    |            |
|---|----------------------------|--------------------|------------|
| Current Pat. Status:                            | Inpatient                  |                    |            |
| Ward:   | 3AS                        |                    |            |
| Eligibility:                                    | SC VETERAN                 |                    |            |
| Order Information                               |                            |                    |            |
| To Service:                                     | AMPUTEE/PROSTHETICS CLINIC |                    |            |
| From Service:                                   | NUR 3AS                    |                    |            |
| Requesting Provider:                            | FLORIDA, J                 |                    |            |
| Service is to be rendered on an INPATIENT basis |                            |                    |            |
| Place:  | Bedside                    |                    |            |
| Urgency:  | Routine                    |                    |            |
| Orderable Item:                                 | AMPUTEE/PROSTHETICS CLINIC |                    |            |
| Consult:  | Consult Request            |                    |            |
| Provisional Diagnosis:                          | Bell's Palsy (351.0)       |                    |            |
| Reason For Request:                             |                            |                    |            |
| DESCRIPTION OF APPLIANCE OR REPAIR REQUESTED:   |                            |                    |            |
| ISSUING INSTRUCTIONS:                           |                            |                    |            |
| _____ VETERAN WILL PICK UP                      |                            |                    |            |
| _____ WARD/CLINIC PERSONNEL WILL PICKUP         |                            |                    |            |
| _____ DELIVERY LOCATION                         |                            |                    |            |
| IF IN-PATIENT, ENTER ESTIMATED DISCHARGE DATE:  |                            |                    |            |
| Status:   | PENDING                    |                    |            |
| Last Action:                                    | FORWARDED FROM             |                    |            |
| Activity  | Date/Time                  | Responsible Person | Entered By |
| ENTERED IN CPRS                                 | 06/29/00 16:37             | FLORIDA,J          | FLORIDA,J  |
| FORWARDED FROM                                  | 07/03/00 15:07             | FLORIDA,J          | FLORIDA,J  |
| PROSTHETICS REQUEST                             |                            |                    |            |
| FORWARD TO AMPUTEE CLINIC                       |                            |                    |            |
| Detailed Display                                | Jul 28, 2000 14:13:02      | Page:              | 4 of 4     |
| Detailed Display                                |                            |                    |            |

# Linking and the Suspense Processing (SP) Menu

## Overview

---

### Patch description

Patch RMPR\*3.0\*62 (February, 2002) enhances the purchase order process from the **Purchasing (PU) Menu** to link the transaction to the Suspense record(s). You can access the Prosthetic purchase orders through the **Enter New Request (EN) Menu** (under the **Purchasing (PU) Menu**). The **Suspense Processing List Manager** screen now automatically displays after posting a transaction.

**Note:** There are other Prosthetic menus and options that automatically display the **Suspense Processing List Manager** screen (listed on the first page of this document).

---

### New Menu option

In addition to the new reports with Patch RMPR\*3.0\*62, there is a new **Suspense Menu** option entitled: **Link Patient Record to Suspense (LS)**, but the main changes with this patch have been done to the **Suspense Processing List Manager** screen.

---

### Linking Feature

With Patch RMPR\*3.0\*62, you will now **LINK** a transaction to the Suspense record (from CPRS) in the patient's **Suspense Processing List Manager** screen.

- A result of the linking is a match of the HCPCS Code to the ICD-9 Code which will automatically create the PCE (Patient Care Encounter) for electronic consults.
  - Linking is required for manual suspense entries; however, no PCE is generated. Therefore, the **Appointment Management Menu** no longer appears.
- 

### New Suspense Menu option



|           |  |
|-----------|--|
| SP        | Suspense Processing                          |
| ES        | Edit Suspense Station                        |
| IS        | Inquire to Individual Suspense Record        |
| PC        | Print Closed Suspense Records                |
| PO        | Print Detailed Open/Pending Suspense Records |
| PR        | Print 5 Day Old Suspense Report              |
| PS        | Print Summary Open/Pending Suspense Records  |
| ST        | Print Suspense Statistics                    |
| RL        | Print Patient Records Linked To Suspense     |
| RN        | Print Patient Records Not Linked To Suspense |
| PD        | Print Patient PCE Data                       |
| <b>LS</b> | <b>Link Patient Record to Suspense</b>       |

Select Suspense Option:

---

# Suspense Items Linked

## Accessing the Suspense Processing Screen

After you post a transaction, the **Suspense Processing List Manager** screen automatically displays. You can then **Post Initial Action (PI)**, **Post Other Note (OT)**, or **Post Complete (PC)** to link to a transaction.

You can also perform any action on a patient that you need to as if you had accessed this screen from the **Suspense Processing (SP) Menu** EXCEPT the following action: **Change Patient (CG)**.

## Steps

To link suspense items, follow these steps:

| Step | Action  |
|------|---|
| 1    | From the <b>Suspense Processing List Screen</b> , select the action: <b>Post Initial (PI)</b> , <b>Post Other (OT)</b> , or <b>Post Complete (PC)</b> on the Suspense record for the patient you want to link with the transaction. |
| 2    | Select the number of the Suspense record that you want to post the note.  |
| 3    | The List of 2319 Record(s) display which includes the date, the item description, and the vendor in the 2319.   |
| 4    | At the <b>Enter 2319 Record to be LINKED</b> prompt, select the number of the transaction you issued or posted.   |
| 5    | You then have the option to edit the note that you just created or quit.  |

## NEW Screen and Prompts!!!

| Date        | Type    | Requestor  | Description            | Init Act | Days | Status |
|-------------|---------|------------|------------------------|----------|------|--------|
| 1 08/29/01  | MANUAL  | DAYON,RUFI | MANUAL SUSPENSE ENTERE |          | @24  | OPEN   |
| 2 02/21/01  | MANUAL  | DAYON,RUFI |                        | 08/29/01 | *135 | CLOSED |
| 3 08/16/00  | MANUAL  | PETERSON,A | DESCRIPTION OF APPLIAN |          | @294 | OPEN   |
| 4 08/15/00  | MANUAL  | PETERSON,A | EDIT DESCRIPTION.      |          | @295 | OPEN   |
| 5 07/05/00  | ROUTINE | DAYON,RUFI | DESCRIPTION OF APPLIAN | 04/26/01 | *211 | CLOSED |
| 6 05/24/00  | MANUAL  | PETERSON,A | EDITING THE DESCRIPTIO | 08/02/00 | *50  | CLOSED |
| 7 05/11/00  | MANUAL  | PETERSON,A | Editing free-text fiel | 05/11/00 | 0    | CLOSED |
| 8 05/05/00  | MANUAL  | PETERSON,A | Adding a manual suspen |          | @367 | OPEN   |
| 9 03/27/00  | ROUTINE |            |                        | 08/03/00 | *93  | CLOSED |
| 10 03/22/00 | MANUAL  | PETERSON,A | ADDING A PATIENT SUSPE |          | @399 | OPEN   |
| 11 03/22/00 | MANUAL  | PETERSON,A | ADDING AND POSTING cLO | 03/22/00 | 0    | CLOSED |
| 12 03/20/00 | MANUAL  | ADAMS,TONY | THE PHYSICIAN, DR. TON | 03/20/00 | 0    | CLOSED |

+ Enter ?? for more actions

|                               |                       |                    |
|-------------------------------|-----------------------|--------------------|
| VR View Request               | AD Add Manual         | CR Cancel Request  |
| PC Post Complete              | AA Auto Adaptive      | FW Forward Consult |
| <b>PI Post Initial Action</b> | CC Clone CPRS         | 23 Display 2319    |
| OT Post Other                 | CA Clothing Allowance | CD CPRS Display    |
| CG Change Patient             | ED Edit Suspense      | PR Print Consult   |

Select Item(s): Quit// **PI** <Enter> Post Initial Action  
 Enter a list or range of numbers (1-14): 1 <Enter>

**List of 2319 Records:**  
 1. 10/02/01 OXYGEN CONCENTR ABBOTT LABORATO  
**Enter 2319 Record to be LINKED : (1-1): 1 <Enter>**

INITIAL ACTION NOTE:  
 No existing text  
 Edit? NO//

## Link a Range of 2319 Records

### Link a Range of Items

You can link a range of 2319 transactions by entering a dash between two numbers if there are multiple 2319 records listed. You can only select one Suspense record at a time, but you can link multiple transactions to that specific Suspense record.

### Suspense Processing screen

| Suspense Processing   |                     | Oct 05, 2001@12:39:18 |                                   | Page: 1 of 8 |                 |
|---|---------------------|-----------------------|-----------------------------------|--------------|-----------------|
| Open/Pending/Closed Suspense for Michigan,Baby (000-12-2750P) |                     |                       |                                   |              |                 |
| Date  | Type                | Requestor             | Description                       | Init Act     | Days Status     |
| 1   | 08/29/01            | MANUAL                | DAYON,RUFI PCE                    | 08/29/01     | 0 CLOSED        |
| 2   | 08/29/01            | MANUAL                | DAYON,RUFI TESTING PCE            | 09/19/01     | *15 PENDING     |
| 3   | 08/29/01            | MANUAL                | CALLAHAN,D TEST LINK              | 08/29/01     | 0 PENDING       |
| 4   | 08/28/01            | MANUAL                | ADDING A MANUAL SUSPEN            | 09/10/01     | *9 CLOSED       |
| 5   | 07/26/01            | MANUAL                | DAYON,RUFI                        | 08/23/01     | *20 CLOSED      |
| 6   | 06/08/01            |                       | DESCRIPTION OF APPLIAN            | 08/22/01     | *53 CLOSED      |
| 7   | 05/22/01            | ROUTINE               | CORKWELL,H SECOND TEST ROES       | 08/14/01     | *60 CLOSED      |
| 8   | 05/22/01            | ROUTINE               | CORKWELL,H ROES ON TOOLS OK, NO C | 08/23/01     | *67 CLOSED      |
| 9   | 03/20/01            | MANUAL                |                                   |              | @143 OPEN       |
| 10  | 03/20/01            |                       |                                   |              | @143 UNKNOWN    |
| 11  | 03/20/01            | MANUAL                | DAYON,RUF                         |              | @143 OPEN       |
| 12  | 03/15/01            | MANUAL                | DAYON,RUF TEST C                  |              | @146 OPEN       |
| 13  | 12/04/00            | MANUAL                | JAMES,OLI DFSDFS                  | 12/04/00     | 0 CLOSED        |
| 14  | 11/17/00            | ROUTINE               | JAMES,OLI TEST ASTERIKS           | 12/26/00     | *27 PENDING     |
| + Enter ?? for more actions                                   |                     |                       |                                   |              |                 |
| 23 Display 2319   |                     | PI                    | Post Initial Action               | CD           | CPRS Display    |
| VR  | View Request        | AD                    | Add Manual                        | CR           | Cancel Request  |
| PC  | Post Complete       | AA                    | Auto Adaptive                     | FW           | Forward Consult |
| PI  | Post Initial Action | CC                    | Clone CPRS                        | 23           | Display 2319    |
| OT  | Post Other          | CA                    | Clothing Allowance                | CD           | CPRS Display    |
| CG  | Change Patient      | ED                    | Edit Suspense                     | PR           | Print Consult   |
| Select Item(s): Next Screen// OT <Enter> Post Other           |                     |                       |                                   |              |                 |
| Enter a list or range of numbers (1-14): 1 <Enter>            |                     |                       |                                   |              |                 |
| List of 2319 Records:   |                     |                       |                                   |              |                 |
| 1.  | 10/05/01            |                       | WHEELCHAIR - EL ABBOTT LABORATO   |              |                 |
| 2.  | 10/05/01            |                       | EYEGLASSES ABBOTT LABORATO        |              |                 |
| 3.  | 10/05/01            |                       | OXYGEN CONCENTR ABBOTT LABORATO   |              |                 |
| Enter 2319 Record to be LINKED : (1-3): 1-2 <Enter>           |                     |                       |                                   |              |                 |
| ACTION NOTE:  |                     |                       |                                   |              |                 |
| No existing text  |                     |                       |                                   |              |                 |
| Edit? NO//  |                     |                       |                                   |              |                 |

Multiple 2319 records linked

### Sample Scenario Example

If two or more transactions are shown for one consult, but they were created from different menus (i.e., **Stock Issue Menu** and **Purchase Card Menu**), when linking the first transaction (**Stock Issue Menu**), you would perform one of these actions:

**1) Post Initial (PI) or Post Other (OT)** for a note on that consult. In the second transaction linking, you would then **Post a Complete (PC)** note to the same consult.

- Or -

**2) Remember that you can always Post Other (OT)** after a consult has been closed. An example is the case of two transactions from one consult resulting from different menus. You can **Post Complete Note (PC)** for the first transaction (**Stock Issue**) and then **Post Other (OT)** for the second transaction (**Purchase Card**) in order to complete the "Linking" process.

# Adding New Line Items/Shipping Charges During Reconcile/Close Out

---

## Introduction to Automatic Linking

You can add a new line item or a shipping charge to an already created Purchase Order (PO) during the reconciling/close out process. There are two possible linking scenarios including:

1. Multiple Consults - where you will select the proper link for the new line item or a shipping charge.
  2. Single Consult - Automatic Linking – where you are adding a line item or a shipping charge to a PO that has only one consult associated with it. Therefore the linking association is done **automatically** for you.
- 

## Scenario 1 – Multiple Consults

When creating a PO – a 1358 or Visa, it may be associated with two or more Suspense (consults) records. One consult could be a CPRS consult and the other one is a Manual consult. But when you reconcile/close out the transaction, you need to add a new line item or a shipping charge as you did not include this in the original transaction.

Because you are adding to the PO, and it has two Suspense records associated with it, you will be prompted to identify which record – the CPRS or the Manual consult to link the new line item or the shipping charge to the correct transaction.

**Note:** Since the PO has some items associated with one consult, and some items associated with another, you will have to determine the proper link.

---

## Scenario 2 – Automatic Linking

A PO is created and linked to one Suspense record. It is not split into multiple records, and NO estimated shipping charge was included. At the reconcile/close out of this transaction, you need to add the shipping charge.

Because all the items were on the same consult (same Suspense record), all additional items and/or shipping charges will be **automatically linked** at the close out without the user having to select the link. Because the linking is done automatically, there will be no additional prompt for you.

---

# No Suspense Item is Selected/No Linking

## No action on Suspense

When no action is performed on a Suspense record, there is no linking done. When you exit the **Suspense Processing List Manager** screen, a new message displays as shown below.

## Suspense Processing List Manager screen

| Suspense Processing  |          | Aug 21, 2001@12:15:44 |            | Page: 1 of 8 |                      |
|--|----------|-----------------------|------------|--------------|----------------------|
| Open/Pending/Closed Suspense for Michigan,Baby (000-12-9999) |          |                       |            |              |                      |
|  | Date     | Type                  | Requestor  | Description  | Init Act Days Status |
| 1  | 07/26/01 | MANUAL                | DAYON,RUFI |              | @18 PENDING          |
| 2  | 05/22/01 | ROUTINE               | CORKWELL,H | OXYGEN       | 08/14/01 *60 PENDING |
| 3  | 05/22/01 | ROUTINE               | CORKWELL,H | TOOLS        | @65 OPEN             |
| 4  | 03/20/01 | MANUAL                |            |              | @110 OPEN            |
| 5  | 03/20/01 | MANUAL                | DAYON,RUFI |              | @110 OPEN            |
| 6  | 03/15/01 | MANUAL                | DAYON,RUFI | GLOVES       | @113 OPEN            |
| 7  | 12/04/00 | MANUAL                | JAMES,OLIV | EYEGLASS     | 12/04/00 0 CLOSED    |
| 8  | 11/17/00 | ROUTINE               | JAMES,OLIV | SHOE LIFT    | 12/26/00 *27 PENDING |
| 9  | 10/17/00 | MANUAL                | CORKWELL,H |              | 10/24/00 5 CLOSED    |
| 10   | 10/17/00 | MANUAL                | CORKWELL,H |              | 02/14/01 *86 CLOSED  |
| 11   | 10/17/00 | MANUAL                | CORKWELL,H | WHEELCHAIR   | 03/21/01 *111 CLOSED |

+ Enter ?? for more actions

|                        |                       |                    |
|------------------------|-----------------------|--------------------|
| VR View Request        | AD Add Manual         | CR Cancel Request  |
| PC Post Complete       | AA Auto Adaptive      | FW Forward Consult |
| PI Post Initial Action | CC Clone CPRS         | 23 Display 2319    |
| OT Post Other          | CA Clothing Allowance | CD CPRS Display    |
| CG Change Patient      | ED Edit Suspense      | PR Print Consult   |

Select Item(s): Quit// <Enter> QUIT

\*\*\*\*\*  
**\*\* Patient record(s) is/are still exist..... \*\***  
**\*\* You must select an entry from the list to complete \*\***  
**\*\* all transactions, otherwise some transactions will \*\***  
**\*\* not be linked to SUSPENSE!!! \*\***  
 \*\*\*\*\*

Would you like to LINK Suspense or EXIT without linking?: (L/E): L// ??  
 <Enter>

Answer `L` to Link to suspense, 'E' to Exit transaction without link to suspense.  
 Select one of the following:

|   |                                 |
|---|---------------------------------|
| L | LINK Suspense to Patient Record |
| E | EXIT and NO Link to Suspense    |

Would you like to LINK Suspense or EXIT without linking?: (L/E): L// <Enter>  
 LINK Suspense

## Link prompt

You can then return to the **Suspense Processing List Manager** screen by selecting "L" for **Link Suspense to Patient Record** or select "E" to **Exit** with no link to Suspense.

**Note:** To eliminate the message (as shown above), you need to link the transactions!

# Link Patient Records to Suspense (LS) Option

## Function description

The **Link Patient Records to Suspense (LS)** option is used for linking patient records to Suspense records. This option can be used as a **BACKUP** to perform linking if it is not done directly after posting a transaction.

In order to link a patient record to a Suspense record, you must access the Suspense record and add a note using either of these actions: **Post Initial (PI)**, **Post Other (OT)**, or **Post Complete (PC)**.

## Screen sample

```
SP      Suspense Processing
ES      Edit Suspense Station
IS      Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PO      Print Detailed Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
PS      Print Summary Open/Pending Suspense Records
ST      Print Suspense Statistics
RL      Print Patient Records Linked To Suspense
RN      Print Patient Records Not Linked To Suspense
PD      Print Patient PCE Data
LS      Link Patient Record to Suspense

Select Suspense Option: LS <Enter> Link Patient Record to Suspense
SITE: Hines Development System// <Enter> 499

Select PATIENT: Michigan,Baby <Enter> MICHIGAN,BABY 12-27-50
000122750P YES SC VETERAN

Enrollment Priority: GROUP 2 Category: IN PROCESS End Date:
SUPPORT ISC
  1 MICHIGAN,BABY 12-13-1999 EYEGLASSES $ 10.00
  2 MICHIGAN,BABY 12-13-1999 PORK-GROUND/FRZN $ 1.00
  3 MICHIGAN,BABY 12-13-1999 WHEELCHAIR-ADULT/HEMI/B $ 0.00
  4 MICHIGAN,BABY 12-13-1999 WHEELCHAIR-ADULT/HEMI/B $ 0.00
  5 MICHIGAN,BABY 12-13-1999 WHEELCHAIR-ADULT/HEMI/B $ 0.00

Press <RETURN> to see more, '^' to exit this list, OR
CHOOSE 1-5: 3 <Enter> 12-13-1999 WHEELCHAIR-ADULT/HEMI/B $ 0.00
```

## Suspense Processing List

After you select an item from the 2319 list, then you will be routed to the **Suspense Processing List Manager** screen where you can link the record to the transaction from this list.

# Managing Suspense Items

## Edit the Suspense Station (ES)

---

**Function description**

The **Edit Suspense Station (ES)** option will edit the record for a patient.

---

**Steps**

To edit the Suspense Station, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Suspense Option</b> prompt, type <b>ES</b> for the <b>Edit Suspense Station</b> option, and press <b>&lt;Enter.&gt;</b> |
| 2    | At the <b>Select Prosthetic Suspense Date</b> prompt, type the date you want to edit, and press <b>&lt;Enter.&gt;</b>                    |

---

**Edit Suspense Station Screen**

|  |  |
|--|--|
| SP   | Suspense Processing                          |
| <b>ES</b>  | <b>Edit Suspense Station</b>                 |
| IS   | Inquire to Individual Suspense Record        |
| PC   | Print Closed Suspense Records                |
| PO   | Print Detailed Open/Pending Suspense Records |
| PP   | Print Summary Open/Pending Suspense Records  |
| PR   | Print 5 Day Old Suspense Report              |
| ST   | Print Suspense Statistics                    |
| Select Suspense Option: <b>ES</b> <b>&lt;Enter&gt;</b> Edit Suspense Station             |  |
| Select PROSTHETIC SUSPENSE DATE: <b>T</b> <b>&lt;Enter&gt;</b> JUL 27, 2000 JUL 27, 2000 |  |

---

**In this section**

This section covers the following topics:

| Topic                                      |
|--|
| Edit the Suspense Station (ES)             |
| Inquire to Individual Suspense Record (IS) |

---

# Inquire to Individual Suspense Record (IS)

**Function description** The **Inquire to Individual Suspense Record (IS)** option will display the complete Suspense Record for a veteran.

**Steps** To inquire to an individual suspense record, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Suspense Option</b> prompt, type <b>IS</b> for the <b>Inquire to Individual Suspense Record</b> option, and press <b>&lt;Enter&gt;</b> . |
| 2    | At the <b>Site</b> prompt, press <b>&lt;Enter&gt;</b> to accept the default site, or you can type two question marks to select a site from the list.      |
| 3    | At the <b>Select Patient</b> prompt, type the name of the patient to be viewed.   |
| 4    | At the <b>Device</b> prompt, press <b>&lt;Enter&gt;</b> to display the data online or enter a printer to print the information.                           |

## Inquire to Individual Suspense Record Screen

```

SP      Suspense Processing
ES      Edit Suspense Station
IS      Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PO      Print Detailed Open/Pending Suspense Records
PP      Print Summary Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
ST      Print Suspense Statistics

Select Suspense Option: IS <Enter> Inquire to Individual Suspense Record

SITE: SAN ANTONIO VAMC// <Enter>                                671
Select PATIENT: TEXAS,DAN <Enter> TEXAS,DAN                1-1-30    000890765    NO
PILL
CHOOSE FROM:
1.  07/05/00  TEXAS,DAN      OPEN      DESCRIPTION OF APPLIANCE OR REP
2.  05/24/00  TEXAS,DAN      OPEN      EDITING THE DESCRIPTION TO ADD
3.  05/16/00  TEXAS,DAN      CLOSED    Description edited.
4.  05/11/00  TEXAS,DAN      CLOSED    Editing free-text field to Add
5.  05/05/00  TEXAS,DAN      OPEN      Adding a manual suspense and po
6.  03/27/00  TEXAS,DAN      OPEN      Description entered.

Enter a number (1-10): 3 <Enter>

DEVICE:  TELNET      Right Margin: 80// <Enter>
Complete Note                                AUG  1,2000  11:21    PAGE 1
-----
Order Date: MAY 16,2000  Patient: MICHIGAN,BABY      Requestor: DAYON,RUFINO
Initial Action Date: JUL  5,2000
-----
Complete Date: JUL  5,2000
-----
Note:    Item was given to pt
Enter RETURN to continue or '^' to exit:
    
```

# Printing Suspense Reports

## Overview of Reports

---

### Print Menu Options

There are five (5) **Print** menu options available within the **Suspense** Menu that are detailed over the next few pages. The menu options are as follows:

- Print Closed Suspense Records (PC)
  - Print Detailed Open/Pending Suspense Records (PO)
  - Print 5 Day Old Suspense Report (PR)
  - Print Summary Open/Pending Suspense Records (PS)
  - Print Suspense Statistics (ST)
- 

### In this section

This section covers the following topics:

| Topic   |
|---|
| Print Closed Suspense Records (PC)                |
| Print Detailed Open/Pending Suspense Records (PO) |
| Print 5 Day Old Suspense Report (PR)              |
| Print Summary Open/Pending Records (PS)           |
| Print Suspense Statistics (ST)                    |

---

# Print Closed Suspense Records (PC)

**Print Closed** The **Print Closed Suspense Records (PC)** Menu option provides the data for the closed suspense records.

**Note:** This report will include closed records with a completion date that is within an entered date range, regardless of the initial request date. This means that the totals on this report will not necessarily equal the corresponding totals on the Print Suspense Statistics (ST) report.

**Date and Times** Also, this report is date and time sensitive. An ending time should be entered, otherwise, the system will default to a time of 00:00. Do **NOT** enter a T for Today or you will not receive full results. It is recommended that you enter **16:30** for the end time or **N** for **Now**.

**Steps** To print the Closed Suspense Record(s), follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Suspense Option</b> prompt, type <b>PC</b> for the <b>Print Closed Suspense Records</b> Menu option, and press <b>&lt;Enter&gt;</b> .                           |
| 2    | At the <b>Start With Completion Date: First//</b> prompt, type the beginning date of the date range. (You can enter T for Today minus the number of days for the starting date.) |
| 3    | At the <b>Go to Completion Date: Last//</b> prompt, type the ending date of the date range. <b>NOTE: If the end date is the current date, you can type N for NOW.</b>            |
| 4    | At the <b>Device</b> prompt, press <b>&lt;Enter&gt;</b> to accept the current default or you can enter two question marks and select an item from a list.                        |

## Print Closed Suspense Record Screen

```

SP      Suspense Processing
ES      Edit Suspense Station
IS      Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PO      Print Detailed Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
PS      Print Summary Open/Pending Suspense Records
ST      Print Suspense Statistics

Select Suspense Option: PC <Enter> Print Closed Suspense Records
* Previous selection: COMPLETION DATE from Aug 21,2000 to Aug 22,2000@24:00
START WITH COMPLETION DATE: FIRST// T <Enter> (AUG 21, 2000)
GO TO COMPLETION DATE: LAST// N <Enter> (AUG 21, 2000@14:06:59)
DEVICE:  HOME      Right Margin: 80// <Enter>
    
```

*Continued on next page*

# Print Closed Suspense Records (PC), Continued

**Sample screen** Below is a sample screen of the **Print Closed Suspense Records (PC)** menu option.

## Print Closed Suspense Records Screen

|  |                              |       |               |
|--|------------------------------|-------|---------------|
| Prosthetics Closed Suspense File List                          | AUG 21,2000                  | 14:07 | <b>PAGE 1</b> |
| -----  |                              |       |               |
| STATION: SUPPORT ISC   |                              |       |               |
| SUSPENSE DATE: AUG 14,2000                                     | ATTITUDEBAD,VERYBAD          |       | MANUAL        |
| COMPLETION DATE: AUG 21,2000                                   | COMPLETED BY: HINES,TONY     |       |               |
| **First Line Description**                                     |                              |       |               |
| THIS IS THE DESCRIPTION OF ITEMS FREE TEXT FIELD               |                              |       |               |
| **Completion Note**  |                              |       |               |
| THIS IS THE COMPLETION NOTE DESCRIPTION TEXT                   |                              |       |               |
| -----  |                              |       |               |
| Prosthetics Closed Suspense File List                          | AUG 21,2000                  | 14:07 | <b>PAGE 2</b> |
| -----  |                              |       |               |
| STATION: HINES MR TONY   |                              |       |               |
| SUSPENSE DATE: AUG 21,2000                                     | VETO,SUSAN                   |       | EYEGLASS      |
| COMPLETION DATE: AUG 21,2000                                   | COMPLETED BY: CORKWELL,HELEN |       |               |
| **First Line Description**                                     |                              |       |               |
| EYEGLASS RX:   |                              |       |               |
| **Completion Note**  |                              |       |               |
| Not a Prosthetic Patient. Needs appt.                          |                              |       |               |
| -----  |                              |       |               |
| STATION: HINES MR TONY   |                              |       |               |
| SUSPENSE DATE: AUG 21,2000                                     | VETO,SUSAN                   |       | ROUTINE       |
| COMPLETION DATE: AUG 21,2000                                   | COMPLETED BY: CORKWELL,HELEN |       |               |
| **First Line Description**                                     |                              |       |               |
| BACK BRACE, SMALL  |                              |       |               |
| **Completion Note**  |                              |       |               |
| DONE   |                              |       |               |
| -----  |                              |       |               |
| Prosthetics Closed Suspense File List                          | AUG 21,2000                  | 14:07 | <b>PAGE 3</b> |
| -----  |                              |       |               |
| STATION: HINES MR TONY   |                              |       |               |
| SUSPENSE DATE: AUG 21,2000                                     | WAX,FLOOR                    |       | CONTACT       |
| COMPLETION DATE: AUG 21,2000                                   | COMPLETED BY: CORKWELL,HELEN |       |               |
| **First Line Description**                                     |                              |       |               |
| CONTACT LENS RX:   |                              |       |               |
| **Completion Note**  |                              |       |               |
| COMPLETED THE 2914 REQUEST, SENT TO VENDOR. MAILED TO PATIENT. |                              |       |               |

# Print Detailed Open/Pending Suspense Records (PO)

**Function description**

You can print the detailed information from an OPEN or PENDING suspense record using the **Print Detailed Open/Pending Suspense Records (PO)** Menu option.

**Note:** The number of working days that a request has been OPEN or PENDING from the data entry date into Suspense to the date the report is printed is shown (in parenthesis) next to the **Initial Action Date** field (see below).

**Steps**

To print the detailed Open/Pending suspense records, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Suspense Option</b> prompt, type <b>PO</b> for the <b>Print Detailed Open/Pending Suspense Records</b> option, and press <Enter.> |
| 2    | At the <b>Device: Home//</b> prompt, press <Enter> to accept the default. (You can also type two question marks to select a device from a list.)   |
| 3    | The detailed data displays.  |

**Print Detailed Open/Pending Suspense Records Screen**

```

SP      Suspense Processing
ES      Edit Suspense Station
IS      Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PO      Print Detailed Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
PS      Print Summary Open/Pending Suspense Records
ST      Print Suspense Statistics

Select Suspense Option: PO <Enter> Print Detailed Open/Pending Suspense
Records
DEVICE: HOME// <Enter> TELNET      Right Margin: 80// <Enter>
Prosthetics Open/Pending Suspense File List  APR 05, 2001 08:51
DATE      PATIENT          SSN  STATUS  TYPE          STATION      PAGE 10
-----
02/11/00  MICHIGAN,BABY      0001 OPEN 299  CONTACT      SALT LAKE CITY
CONTACT LENS RX:
-----
02/28/00  FLORIDA,JOE      0008 PEND 288  MANUAL      SUPPORT ISC
THIS IS A MANUAL RECORD
**Initial Action Date: 09/18/00  (145 Working Days) ←
TEST
-----
06/06/00  TEXAS,JOE      0001 OPEN 217  ROUTINE      ATLANTA, GA
FIX BROKEN WHEELCHAIR
-----

```

# Print 5 Day Old Suspense Report (PR)

**Function description**

The **Print 5 Day Old Suspense Report (PR)** Menu option prints all open records between two fixed dates. The start date is 90 days prior to the report run date (current date), and the end date is seven (7) days prior to the report run date (current date).

**Note:** Do not compare this report with the Suspense Statistics Report as they were developed for different purposes and will not necessarily show the same figures.

**Steps**

To print the 5 Day Old Suspense Report, follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Suspense Option</b> prompt, type <b>PR</b> for the <b>Print 5 Day Old Suspense Report</b> Menu option, and press <b>&lt;Enter&gt;</b> .      |
| 2    | At the <b>Site</b> prompt, press <b>&lt;Enter&gt;</b> to accept the default or type two question marks to select an option from the list.                     |
| 3    | At the <b>Device: Home//</b> prompt, press <b>&lt;Enter&gt;</b> to accept the default. (You can also type two question marks to select a device from a list.) |
| 4    | The detailed data displays.   |

**Print 5 Day Old Suspense Report Screen**

```

SP      Suspense Processing
ES      Edit Suspense Station
IS      Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PO      Print Detailed Open/Pending Suspense Records
PR    Print 5 Day Old Suspense Report
PS      Print Summary Open/Pending Suspense Records
ST      Print Suspense Statistics

Select Suspense Option: PR <Enter> Print 5 Day Old Suspense Report
SITE: SAN ANTONIO VAMC// <Enter> 671
DEVICE: HOME// <Enter> TELNET Right Margin: 80// <Enter>

DELINQUENT OPEN SUSPENSE REPORT STA 695
DATE PATIENT SSN FORM SUSPENDED BY PAGE 1
03/23/01 MICHIGAN,BABY 0009 OTHER TEXAS,JOE
Severe Right ankle sprain. needs crutches
03/23/01 FLORIDA, JOE 899 OTHER CALIFORNIA,JILL
VELCRO CLOSURE FOR LEG BRACES
03/26/01 OHIO, DAN 0007 OTHER CALIFORNIA,JILL
WALKER SKIS AND WHEELS FOR LUMEX WALKER
-----
PSC 2421 2237 2529-3 2529-7 2474 2431 2914 OTHER 2520 STK ISU TOTAL
0 0 0 0 0 0 0 3 0 0 3
    
```

# Print Summary Open/Pending Suspense Records (PS)

**Function description** The **Print Summary Open/Pending Suspense Records (PS)** Menu option will print both the Open and Pending suspense records in a summary format.

**Steps** To print the summary Open/Pending suspense record(s), follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Suspense Option</b> prompt, type <b>PS</b> for the <b>Print Summary Open/Pending Suspense Records</b> Menu option, and press <b>&lt;Enter.&gt;</b> |
| 2    | At the <b>Device: Home//</b> prompt, press <b>&lt;Enter&gt;</b> to accept the default. (You can also type two question marks to select a device from a list.)       |
| 3    | The detailed data displays.   |

## Print Summary Open/Pending Suspense Records Screen

|           |  |
|-----------|--|
| SP        | Suspense Processing                                |
| ES        | Edit Suspense Station                              |
| IS        | Inquire to Individual Suspense Record              |
| PC        | Print Closed Suspense Records                      |
| PO        | Print Detailed Open/Pending Suspense Records       |
| PR        | Print 5 Day Old Suspense Report                    |
| <b>PS</b> | <b>Print Summary Open/Pending Suspense Records</b> |
| ST        | Print Suspense Statistics                          |

Select Suspense Option: **PS <Enter>** Print Summary Open/Pending Suspense Records  
 DEVICE: HOME// **<Enter>** TELNET Right Margin: 80// **<Enter>**

Prosthetics Open/Pending Summary Suspense List APR 03, 2001 13:36 STA 695

| DATE     | STATUS  | PATIENT        | SSN  | TYPE    | SUSPENDED BY | PAGE 1 |
|----------|---------|----------------|------|---------|--------------|--------|
| 01/04/01 | PEND 63 | OHIO,PATIENT1  | 9999 | ROUTINE | TESTER1,JOE  |        |
| 01/18/01 | PEND 53 | OHIO,PATIENT2  | 8888 | ROUTINE | TESTER2,JOE  |        |
| 02/22/01 | PEND 28 | OHIO,PATIENT3  | 7777 | MANUAL  | TESTER3,JOE  |        |
| 03/08/01 | PEND 18 | OHIO,PATIENT4  | 6666 | ROUTINE | TESTER4,JOE  |        |
| 03/14/01 | PEND 14 | OHIO,PATIENT5  | 5555 | ROUTINE | TESTER5,JOE  |        |
| 03/19/01 | PEND 11 | OHIO,PATIENT6  | 4444 | ROUTINE | TESTER6,JOE  |        |
| 03/20/01 | PEND 10 | OHIO,PATIENT7  | 3333 | MANUAL  | TESTER7,JOE  |        |
| 03/20/01 | PEND 10 | OHIO,PATIENT8  | 2222 | ROUTINE | TESTER8,JOE  |        |
| 03/21/01 | PEND 9  | OHIO,PATIENT9  | 1111 | MANUAL  | TESTER9,JOE  |        |
| 03/21/01 | PEND 9  | OHIO,PATIENT10 | 9988 | ROUTINE | TESTER10,JOE |        |
| 03/22/01 | PEND 8  | OHIO,PATIENT11 | 8877 | ROUTINE | TESTER11,JOE |        |
| 03/22/01 | PEND 8  | OHIO,PATIENT12 | 7766 | ROUTINE | TESTER12,JOE |        |
| 03/23/01 | OPEN 7  | OHIO,PATIENT13 | 6655 | ROUTINE | TESTER13,JOE |        |
| 03/23/01 | OPEN 7  | OHIO,PATIENT14 | 5544 | ROUTINE | TESTER14,JOE |        |
| 03/23/01 | PEND 7  | OHIO,PATIENT15 | 4433 | ROUTINE | TESTER15,JOE |        |

# Print Suspense Statistics (ST)

**Function description**

The **Print Suspense Statistics (ST)** Menu option prints statistics from the PROSTHETICS SUSPENSE file (#668). This report will summarize only those suspense records whose initial request date is within an entered date range.

Thus if a record has an initial request date prior to the report begin date, but a completed (close out) date within the date range, it will not be counted in the CLOSED SUSPENSE RECORDS totals. The same reasoning applies to the OPEN and PENDING totals. It is important to realize that the figures in this report will not necessarily equal the corresponding figures in the other suspense reports.

**Steps**

To print the summary Open/Pending suspense record(s), follow these steps:

| Step | Action  |
|------|---|
| 1    | At the <b>Select Suspense Option</b> prompt, type <b>ST</b> for the <b>Print Suspense Statistics</b> Menu option, and press <Enter.>              |
| 2    | You can enter a Starting Date and an Ending Date.   |
| 3    | At the <b>Device: Home//</b> prompt, press <Enter> to accept the default. (You can also type two question marks to select an option from a list.) |

**Print Suspense Statistics Screen**

```

Statistics AUG 08, 2000 09:06
                For The Period AUG 01, 2000-AUG 04, 2000 STA 695
OPEN SUSPENSE RECORDS
PSC 2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK ISU
   0    0    0         0         0    0    0    219    0    0
CLOSED SUSPENSE RECORDS
PSC 2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK ISU
   0    0    0         0         0    0    0    93    0    0
NUMBER INITIAL ACTION AFTER 5 DAYS: 0
PERCENT OF DELIQUENT RECORDS: NONE
NUMBER OF DELIQUENT OPEN RECORDS: 44      PERCENT:  20.1

TOTAL CLOSED RECORDS: 93
TOTAL PENDING RECORDS: 7
TOTAL OPEN RECORDS: 219

TOTAL RECORDS: 319

OVERALL PERCENT OF RECORDS BY FORM TYPE
PSC 2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK ISU  ERROR
MARGIN
0.0 0.0  0.0    0.0    0.0  0.0  0.0  97.8  0.0    0.0  2.2%

RECORDS CLOSED BY PROSTHETICS AGENT

WASHINGTON, DONALD                23
MONTANA, SALLY                      43
INDIANA, SARAH                      23
COLORADO, LYNN                       4
    
```

# More Suspense Reports

## Overview

---

**New Reports** These three reports are available from the **Suspense Processing (SP) Menu** as follows:

- Print Patient Records Linked to Suspense (RL)
  - Print Patient Records Not Linked to Suspense (RN)
  - Print Patient PCE Data (PD)
- 

### Suspense Menu options

|    |  |
|----|--|
| SP | Suspense Processing                          |
| ES | Edit Suspense Station                        |
| IS | Inquire to Individual Suspense Record        |
| PC | Print Closed Suspense Records                |
| PO | Print Detailed Open/Pending Suspense Records |
| PR | Print 5 Day Old Suspense Report              |
| PS | Print Summary Open/Pending Suspense Records  |
| ST | Print Suspense Statistics                    |
| RL | Print Patient Records Linked To Suspense     |
| RN | Print Patient Records Not Linked To Suspense |
| PD | Print Patient PCE Data                       |
| LS | Link Patient Record to Suspense              |

Select Suspense Option:

---

**Print Patient Records Linked to Suspense (RL)** The **Print Patient Records Linked to Suspense (RL)** report displays or prints patient record(s) from a given date range that have been linked to any Suspense records.

---

**Patient Records Not Linked to Suspense (RN)** The **Patient Records Not Linked to Suspense (RN)** report displays or prints patient record(s) in a given date range that have not been linked to any Suspense records.

---

**Print Patient PCE Data (PD)** The report **Print Patient PCE Data (PD)** option prints all patients in a given date range with a PCE linked to it. You can only review data for the previous day that has been through batch processing.

---

**PSAS HCPCS History (PH)** The **PSAS HCPCS History (PH)** option, from the **NPPD Tools Menu (ND)** has a modification that includes an ICD9 Code and a description in the printout now.

---

# Print Patient Records Linked to Suspense (RL)

**Report description**

With Patch RMPR\*3.0\*62, the **Print Patient Records Linked to Suspense (RL)** is a new report that displays or prints patient record(s) from a given date range that have been linked to any Suspense records.

**Output sample**

```

SITE: Hines Development System// <Enter> 499
Starting Date: T-300 <Enter> (FEB 20, 2001)
Ending Date: T <Enter> (DEC 17, 2001)
DEVICE: HOME// <Enter> TELNET Right Margin: 80// <Enter>

Processing report.....
*** PROSTHETICS PATIENT RECORDS LINKED TO SUSPENSE *** PAGE: 11
Start Date: FEB 20, 2001 End Date: DEC 17, 2001 station: MILWAUKEE, WI
-----
DATE PATIENT ITEM TYPE OF CPRS INITIATOR
-----
12/11/01 TEXAS,JE SPONGE-BATH ROUTINE MAINE,MARGA GROGER,
12/11/01 TEXAS,JE SHOEHORN-24IN-STAI ROUTINE MAINE,MARGA GROGER,
12/11/01 TEXAS,JE STICK-DRESSING ROUTINE MAINE,MARGA GROGER,
12/11/01 TEXAS,JE SOCK AID-EASY PULL ROUTINE MAINE,MARGA GROGER,
12/11/01 TEXAS,JE WHEELCHAIR PARTS MANUAL VERMONT,JAME GROGER,
12/11/01 VIRGINIA WHEELCHAIR PARTS MANUAL VERMONT,JAME GROGER,
12/11/01 VIRGINIA CANE-WALKIN-EAG-WO ROUTINE TENNESSEE,SA PHERSON,
12/11/01 VIRGINIA AID-SOCK ROUTINE TENNESSEE,MARGA PHERSON,
12/11/01 VIRGINIA SHOEHORN-24IN-STAI ROUTINE TENNESSEE,MARGA PHERSON,
12/11/01 VIRGINIA SPONGE-BATH ROUTINE TENNESSEE,MARGA PHERSON,
12/11/01 VIRGINIA REACHER-32-PLASTIC ROUTINE TENNESSEE,MARGA PHERSON,
12/11/01 VIRGINIA STICK-DRESSING ROUTINE TENNESSEE,MARGA PHERSON,
-----
Totals: Routine Prosthetics = 57 Eyeglass = 4 Contact Lens = 0
Oxygen = 1 Manual = 3

```

## Patient Records Not Linked to Suspense (RN)

### Report description

The **Patient Records Not Linked to Suspense (RN)** report displays or prints patient record(s) in a given date range that have not been linked to any Suspense records.

The following information will NOT be included on this report:

1. All Home Oxygen patients and patient data (from Screen 8 of the 2319).
2. Shipping data (from the 2319).
3. Historical Data (from the integration of sites)

### Cost Column

The **Cost** column displays the dollar cost of the item that is shown.

### Output sample

```
SITE: Hines Development System// <Enter> 499
Starting Date: T-300 <Enter> (FEB 20, 2001)
Ending Date: T <Enter> (DEC 17, 2001)
DEVICE: HOME// <Enter> TELNET Right Margin: 80// <Enter>

Processing report.....
PROSTHETICS PATIENT RECORDS NOT LINKED TO SUSPENSE Run Date:12/17/01 PAGE: 4
Start Date: FEB 20, 2001 End Date: DEC 17, 2001 station: SUPPORT ISC
-----
DATE          PATIENT          ITEM              COST      VISTA #    INITIATOR
-----
09/19/01     MICHIGAN,BA     WHEELCHAIR - ELECT  10.00     1108       DAYON,RUFI
09/20/01     DANGER,DAN      SHOE COMPONENTS     0.00     1115       DAYON,RUFI
09/25/01     MICHIGAN,BA     EYEGLASSES         1.00     1120       CORKWELL,H
09/27/01     TEXAS,DAN       EYEGLASSES         1.00     1129       DAYON,RUFI
10/11/01     MICHIGAN,BA     WHEELCHAIR - ELECT  10.00     1143       DAYON,RUFI
10/16/01     MICHIGAN,BA     WHEELCHAIR - MANUA  14.00     1148       DAYON,RUFI
10/18/01     MICHIGAN,BA     SHOE COMPONENTS     22.00     1149       PETERSON,A
11/15/01     MICHIGAN,BA     SHOE COMPONENTS     24.75     1156       PETERSON,A
11/20/01     TEXAS,DAN       SHOE COMPONENTS     2.00     1159       PETERSON,A
11/27/01     TEXAS,DAN       SHOE COMPONENTS     20.00     1161       PETERSON,A
12/04/01     TEXAS,DAN       WHEELCHAIR - MANUA  14.00     1162       DAYON,RUFI
-----
<End of Report>
```

### To eliminate items from this report...

You can eliminate item(s) from displaying on this report! You must create a manual Suspense entry if there is no Suspense entry already created. Then you can link this entry to the transaction to eliminate the item(s) on this report.

Also you may have the Suspense entry already created, but you have not linked it to the transaction yet. This will also continue to display item(s) on this report.

# Print Patient PCE Data (PD)

## Report description

The **Print Patient PCE Data (PD)** option prints all patients in a given date range with a PCE linked to it.

**Note:** You can only review data for the previous day that has been through batch processing.

## Output sample

```
SITE: Hines Development System// <Enter> 499
Starting Date: T-300 <Enter> (FEB 20, 2001)
Ending Date: T <Enter> (DEC 17, 2001)
DEVICE: HOME// <Enter> TELNET Right Margin: 80// <Enter>

Processing report.....

*** PROSTHETICS PCE DATA ***          Run Date: 12/17/01          PAGE: 1
Start Date: FEB 20, 2001 End Date: DEC 17, 2001 station: SUPPORT ISC
-----
DATE          PATIENT      ITEM          TYPE OF      CPRS          PCE
-----
12/11/01     OHIO,FRE    WALKER-W     ROUTINE      XAHON,M       829.0  12/12/01  Fractures
12/11/01     OHIO,MER    STOCKING     ROUTINE      XAILAND,M     799.3  12/12/01  Debility
12/11/01     OHIO,TH     MIRROR-I     ROUTINE      XRANKOWSK    344.1  12/12/01  Paraplegi
12/11/01     OHIO,KEN    WHEELCHA     ROUTINE      XAZUR,DOU    344.00 12/12/01  Quadriple
12/11/01     OHIO,CALV   BLOOD PR     ROUTINE      XANNINGER    401.9  12/12/01  Hypertens
12/11/01     OHIO,MARL   BA-RECRE     ROUTINE      XAITH,LEO    369.4  12/12/01  Legal bli
12/11/01     OHIO,DAVIE  CANE-WAL     ROUTINE      XANGORP,B    716.46 12/12/01  Transient
12/11/01     OHIO,LIO    RAIL-BAT     ROUTINE      XAACK,LIS    799.3  12/12/01  Debility
12/11/01     OHIO,JAM    CRUTCH-A     ROUTINE      XARZANO,M    892.0  12/12/01  Open woun
12/11/01     OHIO,L      CANE-WAL     ROUTINE      XAILAND,M    719.46 12/12/01  Pain in j
-----
<End of Report>
```

## Appendix A – Combine Actions

### Add Manual Suspense/Post Complete Note Simultaneously (AD,PC)

**Function description**

You can combine actions for timesaving purposes in the Suspense Processing module. You can enter up to a maximum of three actions at one time. This is done by entering commas between the action code (i.e., AD,PI,PC, to add a manual suspense record, post an initial action note, and close the record simultaneously).

You can add a manual suspense and post a complete note all in the same step. The combination of the two steps may be done at one time if a suspense order was created and the service was completed all at the same patient appointment visit.

**Steps**

To add a manual suspense and complete a note at the same time, follow these steps:

| Step | Action   |
|------|--|
| 1    | At the <b>Select Item(s) : Next Screen//</b> , type <b>AD,PC</b> , and press <b>&lt;Enter.&gt;</b> |

**Add and Post Complete Screen**

| Prosthetic Suspense  |          | Mar 22, 2000 10:02:11 |                        | Page: 1 of 2       |             |
|--|----------|-----------------------|------------------------|--------------------|-------------|
| Suspense Processing  |          |                       |                        |                    |             |
| Open/Pending/Closed Suspense for Texas,Dan (000-11-1111)                     |          |                       |                        |                    |             |
| Date   | Type     | Requestor             | Description            | Init Act           | Days Status |
| 1 06/06/00   | OXYGEN   | CORKWELL,H            | REASON FOR REQUEST: (  | @12                | OPEN        |
| 2 06/06/00   | CONTACT  | CORKWELL,H            | CONTACT LENS RX:       | @12                | OPEN        |
| 3 06/06/00   | EYEGLASS | CORKWELL,H            | EYEGLASS RX:           | @12                | OPEN        |
| 4 06/06/00   | ROUTINE  | CORKWELL,H            | FIX BROKEN WHEELCHAIR  | @12                | OPEN        |
| 5 03/22/00   | MANUAL   |                       | ADDING AND POSTING CLO | 03/22/00 0         | CLOSED      |
| 6 02/11/00   | ROUTINE  |                       | CONTACT LENS RX:       | 03/22/00 *28       | CLOSED      |
| 7 02/11/00   | ROUTINE  |                       | CONTACT LENS RX:       | 03/22/00 *28       | PENDING     |
| 8 02/11/00   | ROUTINE  |                       | CONTACT LENS RX:       | 03/22/00 *28       | PENDING     |
| 9 03/02/00   | MANUAL   |                       | CALCULATOR FOR BLIND   | 03/02/00 0         | CLOSED      |
| 10 03/01/00  | MANUAL   |                       | FIX BRACE              | 03/02/00 1         | PENDING     |
| 11 03/01/00  | MANUAL   |                       | FIX WHEELCHAIR         | 03/02/00 1         | PENDING     |
| 12 03/01/00  | MANUAL   |                       | REVIEW                 | 03/01/00 0         | CLOSED      |
| 13 02/21/00  | MANUAL   |                       | NEW WHEELCHAIR         | 02/29/00 *6        | CLOSED      |
| 14 02/29/00  | MANUAL   |                       | NEW BED                | 02/29/00 0         | CLOSED      |
| + Enter ?? for more actions  |          |                       |                        |                    |             |
| VR View Request  |          | AD Add Manual         |                        | CR Cancel Request  |             |
| PC Post Complete   |          | AA Auto Adaptive      |                        | FW Forward Consult |             |
| PI Post Initial Action   |          | CC Clone CPRS         |                        | 23 Display 2319    |             |
| OT Post Other  |          | CA Clothing Allowance |                        | CD CPRS Display    |             |
| CG Change Patient  |          | ED Edit Suspense      |                        | PR Print Consult   |             |
| Select Item(s): Next Screen// <b>AD,PC &lt;Enter&gt;</b> Add Manual Suspense |          |                       |                        |                    |             |
| Post Complete Note   |          |                       |                        |                    |             |

*Continued on next page*

# Add Manual Suspense/Post Complete Note Simultaneously (AD,PC), Continued

## Completing an Order

Below are the steps and a screen print of the combination of two actions to be done at one time in the Suspense module. Notice that the text editor displays at both steps for you to make notations on the order.

**Note:** If you select a record to post a complete note, and it already has a CLOSED status, the following message displays: *“Completion note already posted.”*

## Steps (continued)

To add a suspense order and post a complete note, follow these steps:

| Step | Action  |
|------|---|
| 2    | At the <b>Requestor</b> prompt, type the physician name, and press <b>&lt;Enter.&gt;</b>                          |
| 3    | At the <b>Edit? NO//</b> prompt, type <b>Y</b> for Yes to edit the note.  |
| 4    | Type a free-text note in the text editor.   |
| 5    | Press the <b>“PF1”</b> key and then the <b>“E”</b> keys simultaneously to exit the text editor.                   |
| 6    | Enter a list or range of number to complete the note, and press <b>&lt;Enter.&gt;</b>                             |
| 7    | At the <b>Edit? NO//</b> prompt, type <b>Y</b> for Yes to edit the note.  |
| 8    | Type a note to complete the suspense record.  |
| 9    | Press the <b>“PF1”</b> key and then the <b>“E”</b> keys simultaneously to save the data and exit the text editor. |

## Text Editor of Suspense Note

```

REQUESTOR: PETERSON, ALISA PETERSON,ALISA AP IRM FIELD OFFICE
TECHNICAL WRITER
DESCRIPTION OF ITEM/SERVICES:
No existing text
Edit? NO// YES <Enter>

[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >====[ <PF1>H=Help ]====
ADDING AND POSTING CLOSED AT THE SAME TIME.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====

Enter a list or range of numbers (1-12): 1 <Enter>
COMPLETION NOTE:
No existing text
Edit? NO// YES <Enter>

[ WRAP ]==[ INSERT ]=====< COMPLETION NOTE >===== [ <PF1>H=Help ]====
NOW I'M CLOSING THE SUSPENSE - ISSUED THE REQUEST = GAVE CANE TO VET.

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

# Appendix B – Appointment Management

## Overview

---

### Introduction to using Appointment Management in Prosthetics

The **Appointment Management** feature is used to view appointments for a selected patient or clinic and to execute appropriate action(s) against these appointments, such as the **Check-in/Unscheduled Visit** action. If a patient is selected, all appointments for the selected patient within the designated time frame will be displayed.

**Note:** If you do **NOT** use the **Appointment Management** feature at your facility, you can type the ^ to QUIT and exit this screen.

---

### Reference

For more detailed instructions on how to use the Appointment Management feature, you can access the following website for the User Manual:  
<http://vista.med.va.gov/pms/scheduling>

---

### Displaying Clinic Appointments

If selecting a clinic, you will be prompted for the appointment date range to display. Only clinic appointments within the designated time frame and with a status of NO ACTION TAKEN or ACTION REQUIRED are displayed.

---

### Actions

Following is a list of actions that may be accomplished through the **Appointment Management** Screen.

---

### Appointment Management Screen

|                          |                             |
|--------------------------|-----------------------------|
| <b>CI Check In</b>       | PT Change Patient           |
| CO Check Out             | <b>UN Unscheduled Visit</b> |
| CL Change Clinic         | EC Edit Classification      |
| MA Make Appointment      | CD Change Date Range        |
| PR Provider Update       | CA Cancel Appointment       |
| EP Expand Entry          | DX Diagnosis Update         |
| NS No Show               | AE Add/Edit                 |
| DE Delete Check Out      | DC Discharge Clinic         |
| RT Record Tracking       | AL Appointment Lists        |
| PD Patient Demographics  | CP Procedure Update         |
| PC PC Assign or Unassign | TI Display Team Information |
| GAF GAF Score            |                             |

---

### Most commonly used actions in Prosthetics

The most common actions used in Prosthetics include the **Check In (CI)** action and the **Unscheduled Visit (UN)** action. See the next page for more information on these actions.

---

# Using the Check-in/Unscheduled Visit Actions in Appointment Management

---

## Check-in/ Unscheduled Visit option

The **Check-in/Unscheduled Visit** option is used to schedule in an unanticipated appointment (for current date or past date) or to record a patient's arrival time (check in time) for statistical purposes for existing and/or unscheduled appointments.

To add a new unscheduled appointment, the patient must be actively enrolled in the selected clinic. If the patient is not enrolled in the specified clinic, you will have the opportunity to either enroll or schedule the patient for a consultation.

---

## Check out a patient

You may also check out a patient using this option when adding a new unscheduled appointment. When you choose **Checkout**, a checkout interview is displayed.

Depending on how parameters are set at your site and classification criteria, the checkout interview may prompt you for provider, diagnosis, classification, and procedure code information. The default provider and diagnosis assigned to the clinic through the **Set up a Clinic** option (if any) appear as defaults. If all required information is entered, the appointment is automatically checked out.

---

## Unscheduled appointments

If an unscheduled appointment is entered, you may print a routing slip for the visit. If you are entering the unscheduled appointment at the time it is actually occurring, you may be able to issue a request for the patient's records. This will only occur if your site is running the Record Tracking package and the clinic has been so defined in Record Tracking. A request notice is automatically printed on the appropriate file room printer.

If while adding a new unscheduled appointment, you select a clinic where the clinic parameter, **ASK FOR CHECK IN/OUT TIME**, (**Supervisor Menu - Set Up a Clinic** option) is set to YES, you will be prompted for a checked in/out date/time.

To schedule an appointment type of COLLATERAL, EMPLOYEE, or SHARING AGREEMENT requires the patient to be registered with a primary eligibility or other entitled eligibility of COLLATERAL, EMPLOYEE, or SHARING AGREEMENT. If the selected appointment type has subcategories, you will be asked to select the appropriate subcategory.

Any appointment made through this option will have a visit status of UNSCHEDULED VISIT.

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