**Department of Veterans Affairs**

**PROSTHETICS ELECTRONIC ORDER / SUSPENSE PROCESSING**

**User Manual**



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| Date | Version | Description | Author |
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| 08/2017 | RMPR\*3.0\*182 | Updates for RMPR\*3.0\*182  (pp. [5](#P5), [7](#P7), [12](#P12), [17](#P17), [19](#P19), [20](#P20), [21](#P21), [22](#P22), [23](#P23), [27](#P27), [28](#P28), [29](#P29), [31](#P31), [33](#P33), [35](#P35), [36](#P36), [37](#P37), [40](#P40), [42](#P42), [43](#P43), [46](#P46), [47](#P47), [49](#P49), [51](#P51), [59](#P59), [61](#P61), [64](#P64), [80](#P80)) | REDACTED |
| 08/2014 | RMPR\*3.0\*168 | Updates for ICD-10  Updated title page  Added revision history page  Changed “ICD-9” references to “ICD”  (pp. [35](#ICDupdate1), [55](#ICDupdate2), [71](#PSAS_HCPCS)) | REDACTED |
| 08/2011 | RMPR\*3\*167 | Modify text when referencing Form 1358. See page 88. | REDACTED |
| 3/01/2010 | RMPR\*3\*150 | Added new option EDIT 2319 (Vendor, QTY, Cost) | REDACTED |
| 5/19/2004 |  | Initial Version 3.0 |  |

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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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| [[1]](#footnote-1)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 |

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| --- | --- |
| [[2]](#footnote-2)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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| 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. |

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| 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. |

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 |

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| 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. |

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 Select Prosthetic Official’s Menu Option prompt, type SU for the Suspense Menu, and press <Enter>. |
| 2 | The **Suspense** Menu displays. |

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| --- | --- |
| Prosthetic Official’s Menu | PU Purchasing ...  DD Display/Print ...  UT Utilities ...  AM AMIS ...  **SU Suspense ...**  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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| 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. |

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| 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: **SP** Suspense Processing |

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

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| Step | Action |
| 1 | At the **Suspense Option** prompt, type **SP** for the **Suspense** **Processing** **Menu**, and press **<Enter>**. The **Suspense List** screen displays below. |

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| --- | --- |
| New Suspense screen Patch 80 -  3 New Options highlighted | Suspense Processing Sep 15, 2003@14:22:12 Page: 1 of 1  Open/Pending/Closed Suspense for PROSPATIENT,TWO (000-oo-0002) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  1 09/04/03! CLOTHING PROVIDER,ONE CLOTING ALLOW @7 OPEN  2 09/04/03 AUTO ADA PROVIDER,ONE THIS IS AN AUTO ADAPTI @7 OPEN  3 08/28/03 CLONE PROVIDER,ONE PINK WHEELCHAIR @12 OPEN  4 08/28/03 AUTO ADA PROVIDER,ONE BLUE WHEELCHAIR @12 OPEN  5 08/28/03 CLOTHING PROVIDER,ONE GREEN WHEELCHAIR @12 OPEN  6 04/08/03 MANUAL PROVIDER,TWO FGDF DFGDF @113 OPEN  7 07/23/02 MANUAL PROVIDER,THREE BLIND AID, HAND HELD L 03/04/03 \*157 CLOSED  8 07/23/02 MANUAL PROVIDER,ONE HOSPITAL BED, RAILS PL @295 OPEN  9 06/19/03 MANUAL PROVIDER,ONE 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 |

Select a Site and a Patient

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| 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. |

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| --- | --- |
| 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. |

|  |  |
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| 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. |

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

|  |  |
| --- | --- |
| Step | Action |
| 1 | Select the site at the default **Site** 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: **SC Veteran**...**OK? Yes// (Yes)**, press **<Enter>** 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: PROSPATIENT,TWO, **<Enter>** 12-27-50 000000002 YES  SC VETERAN  ...OK? Yes// <**Enter**> (Yes)  SUPPORT ISC |

Display a Prosthetic Suspense List

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| --- | --- |
| 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 PROSPATIENT,TWO (000-00-0002) '!' = STAT  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

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

|  |  |
| --- | --- |
| Column | Description |
| Date | This is the date the order was written or the date the CPRS order was sent. |
| Type | There are multiple types of electronic orders via CPRS including the following consults:  Routine Prosthetics  Contacts  Eye Glass  Oxygen (Home Oxygen)  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. |
| Requestor | This is the name of the person who entered the order. |
| Description | This is a free-text field that is manually entered with approximately 15 characters in length. |
| Initial Action | This is a date field. It displays the date of the first action taken on the suspense record. |
| Days | This is a number field. This displays the number of “Work“ days (**not** 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 **the Five Day Delayed Order Report**.  **At-Sign (@):** If there is an At-sign (@) next to a number, this signifies that the order is in an **OPEN** status, and the suspense is greater than five “Work” days.  **Asterisk (\*):** 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 **PENDING** or from OPEN to **CLOSED**.  **Note:** 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. Holidays are always counted. A “work day” is defined as Monday through Friday. |

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Understanding Field/Column Descriptions, Continued

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

|  |  |
| --- | --- |
| Column | Description |
| Status | This field shows the following status types:  Open  Pending  Closed  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.  **Note:** The status can change from OPEN to CLOSED. |

Suspense Menu Actions

View a Request (VR)

|  |  |
| --- | --- |
| Function description | [[3]](#footnote-3)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 **Select Item(s) Next Screen//** prompt, type **VR** for the **View Request** action, and press <**Enter**.> |
| 2 | The next prompt displays: **Enter a list or a range of numbers** (shown in parenthesis) to select a suspense record. |
| 3 | Type the number for the record you want to view, and press <**Enter**.> |

|  |  |
| --- | --- |
| Screen sample | Suspense Processing Feb 02, 2001 14:03:36 Page: 2 of 7  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-22-4444) '!' = STAT  Date Type Requestor Description Init Act Days Status  15 10/17/00 MANUAL 02/22/01 \*92 PENDING  16 10/13/00 ROUTINE PROVIDER,ONE WHEELCHAIR @119 OPEN  17 10/13/00 ROUTINE PROVIDER,ONE SHOE PAD @119 OPEN  18 09/25/00 MANUAL PROVIDER,ONE WHEELCHAIR 09/29/00 4 CLOSED  19 08/17/00 MANUAL PROVIDER,ONE CANE 09/18/00 \*22 CLOSED  20 07/11/00 MANUAL PROVIDER,ONE CANE @187 OPEN  21 07/11/00 MANUAL PROVIDER,ONE 08/17/00 \*27 CLOSED  22 07/11/00 ROUTINE PROVIDER,ONE WHEELCHAIR, BULE, GR 07/11/00 0 CLOSED  23 07/11/00 MANUAL PROVIDER,ONE WHEELCHAIR @187 OPEN  24 07/11/00 ROUTINE PROVIDER,ONE DESCRIPTION OF APPLI 09/15/00 \*48 CLOSED  25 07/05/00! ROUTINE PROVIDER,ONE DESCRIPTION OF APPLIAN @191 OPEN  26 07/03/00 ROUTINE PROVIDER,ONE TEST AGAIN URGENCY @193 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  Select Item(s): Next Screen// **VR** **<Enter>** View Request  Enter a list or range of numbers (15-28): **25 <Enter>** |

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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: PROSPATIENT, ONE Requestor: PROSPROVIDER,THREE  Suspended By: PROSPROVIDER,THREE  ------------------------------------------------------------------------------  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 |

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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  ------------------------------------------------------------------------------  \_\_\_LPM During Exercise \_\_\_LPM Exercise Only  \_\_\_LPM @ Night \_\_\_LPM Night Only    3. PRIMARY DELIVERY SYSTEM    \_\_\_\_\_ Compressed Gas  \_\_\_\_\_ Concentrator  \_\_\_\_\_ Liquid System    4. ADDITIONAL ITEMS    \_\_\_\_\_ Portable Cylinders (steel \_\_\_\_\_ aluminum \_\_\_\_\_)  Tank Size Quantity per Month  \_\_\_\_\_\_ \_\_\_\_\_\_  \_\_\_\_\_\_ \_\_\_\_\_\_  \_\_\_\_\_\_ \_\_\_\_\_\_  \_\_\_\_\_\_ \_\_\_\_\_\_  View FEB 27,2001 11:22 PAGE 3  ------------------------------------------------------------------------------  \_\_\_\_\_ Conserving Device  Type \_\_\_\_\_\_    \_\_\_\_\_Nasal Cannula  \_\_\_\_\_Oxygen Mask  \_\_\_\_\_Trach Mask  \_\_\_\_\_Humidification  \_\_\_\_\_Other (e.g., cart, shoulder bag, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    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 |

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. |

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

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| 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. |

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| 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 PROSPROVIDER,ONE  ------------------------------------------------------------------------------  Completion Note - **SEP 18, 2000@15:31:27** posted by PROSPROVIDER,ONE  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)

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

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| Steps | To view the full 2319, follow these steps: |

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

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| 10-2319 Entitlement information | Suspense Processing Oct 30, 2003@14:14:58 Page: 1 of 4  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-12-2750P)  **Date Type Requestor Description Init Act Days Status**  1 10/29/03 CLOTHING PROVIDER,THREE New Clothing Allowance 1 OPEN  2 05/22/01 CLONE PROVIDER,ONE ROES "OKAY" NO CONNECT @633 OPEN  3 10/01/03 CLONE PROVIDER,ONE TESTING ITEM DESCRIPTI @21 OPEN  4 10/01/03 CLONE PROVIDER,FOUR REASON FOR REQUEST: ( @21 OPEN  5 10/01/03 CLONE PROVIDER,ONE ROES "OKAY" NO CONNECT @21 OPEN  6 09/25/03 CLONE PROVIDER,ONE @25 OPEN  7 09/24/03 CLOTHING PROVIDER,THREE @26 OPEN  8 09/24/03 AUTO ADA PROVIDER,THREE @26 OPEN  9 09/23/03 CLOTHING PROVIDER,THREE @27 OPEN  10 09/23/03 AUTO ADA PROVIDER,THREE Editing a test AA cons @27 OPEN  11 09/22/03 CLONE PROVIDER,ONE @28 OPEN  12 09/22/03 AUTO ADA PROVIDER,THREE Testing the AAE @28 OPEN  13 09/15/03 CLONE PROVIDER,THREE REASON FOR REQUEST: ( @33 OPEN  14 09/15/03 CLONE PROVIDER,ONE 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 **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// **23** **<Enter>** 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)

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| 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. |

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| Steps | To add a manual suspense, follow these steps: |

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

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| Add Manual Record Screen | Prosthetic Suspense June 9, 2000 10:02:11 Page: 1 of 2  Suspense Processing  Open/Pending/Closed Suspense for PROSPATIENT,TWO (000-00-0002) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 06/06/00 OXYGEN PROVIDER,ONE REASON FOR REQUEST: 3 OPEN  2 06/06/00 CONTACT PROVIDER,ONE CONTACT LENS RX: 3 OPEN  3 06/06/00 EYEGLASS PROVIDER,ONE EYEGLASS RX: 3 OPEN  4 06/06/00 ROUTINE PROVIDER,ONE 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 **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// **AD** **<Enter>** Add Manual Suspense |

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Add a Manual Suspense Record (AD), Continued

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| 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. |

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| Steps (continued) | To continue to add a manual suspense, follow these steps: |

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

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| Add a Manual Record Screen (continued) | PROSTHETIC SUSPENSE DATE RX WRITTEN: **T-5**  **<Enter>** (JUN 23, 2000)  REQUESTOR: **PROSPROVIDER,THREE, <Enter>** PROSPROVIDER,THREE 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)

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| 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. |

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

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| Step | Action |
| 1 | At the following prompt: **Select Item(s): Next Screen//**, type **PI** to access the **Post Initial Action** option, and press <**Enter**.> |
| 2 | The next prompt displays: **Enter a list or a range of numbers** (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 **<Enter.>** |
| 4 | At the next prompt, **Edit? No//**, type a **Y** for Yes to create a new note. |
| 5 | The text editor displays for you to type a free-text note. When complete, press the “**Num Lock”** key and then the “**E**” key to exit out of the text editor, save the data, and return to the Suspense Processing list. |

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| Post Initial Action screen | Prosthetic Suspense Mar 22, 2000 09:49:25 Page: 1 of 2  Suspense Processing  Open/Pending/Closed Suspense for PROSPATIENT,TWO (000-00-0002) '!' = STAT  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  **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// **PI** **<Enter>** Post Initial Action  Enter a list or range of numbers (1-3): **1 <Enter>**  INITIAL ACTION NOTE:  No existing text  Edit? NO// **YES <Enter>**  ==[ WRAP ]==[ INSERT ]=========< INITIAL ACTION NOTE >=====[ <PF1>H=Help ]====  **Training on the Post Initial Note function...**  <=======T=======T=======T=======T=======T=======T=======T=======T=======T |

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Post Other Note (OT)

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| 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. |

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

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| Step | Action |
| 1 | At the **Select Item(s): Next Screen//**, type **OT** to access the **Post Other Note** action, and press <**Enter**.> |
| 2 | The next prompt displays: **Enter a list or a range of numbers** (shown in parenthesis) to select a suspense record. |
| 3 | At the **Edit? NO//** prompt, type a **Y** 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 “**Num Lock”** key and then the “**E**” key to exit out of the text editor, save the data, and return to the Suspense Processing list. |

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| Post Other Note screen | Prosthetic Suspense Mar 22, 2000 09:54:49 Page: 1 of 2  Suspense Processing  Open/Pending/Closed Suspense for PROSPATIENT,TWO (000-00-0002) '!' = STAT  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  **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 Note  Enter a list or range of numbers (1-12): **1 <Enter>**  ACTION NOTE:  No existing text  Edit? NO// **YES <Enter>**  ==[ WRAP ]==[ INSERT ]==========< ACTION NOTE >===========[ <PF1>H=Help ]====  **Posting An Additional Note.**  <=======T=======T=======T=======T=======T=======T=======T=======T======T>===== |

Post a Complete Note (PC)

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| 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. |

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| Steps | To post a complete note, follow these steps: |

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

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| Post Complete Note screen | Prosthetic Suspense Mar 22, 2000 09:59:29 Page: 1 of 2  Suspense Processing  Open/Pending/Closed Suspense for PROSPATIENT,TWO (000-00-0002) '!' = STAT  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// **PC** **<Enter>** Post Complete Note  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 ]====  **POSTING A COMPLETE NOTE TO SEE STATUS CHANGE FROM PENDING TO CLOSED.**  <=======T=======T======T======T======T=======T======T======T======T>====== |

Change to a Different Patient (CP)

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| 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. |

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| Steps | To change to a different patient, follow these steps: |

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

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| Change to Different Patient screen | Prosthetic Suspense June 9, 2000 10:04:53 Page: 1 of 2  Suspense Processing  Open/Pending/Closed Suspense for PROSPATIENT,TWO (000-00-0002) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 06/06/00 OXYGEN PROVIDER,ONE REASON FOR REQUEST: ( 3 OPEN  2 06/06/00 CONTACT PROVIDER,ONE CONTACT LENS RX: 3 OPEN  3 06/06/00 EYEGLASS PROVIDER,ONE EYEGLASS RX: 3 OPEN  4 06/06/00 ROUTINE PROVIDER,ONE 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** ED Edit Suspense PR Print Consult  Select Item(s): Next Screen// **CG** **<Enter>** Change to Different Patient  Select PROSTHETIC PATIENT: **PROSPATIENT,THREE**, PATIENT **<Enter>** PROSPATIENT,FOUR 1-1-30 000000004  NO PILL  ...OK? Yes// <**Enter**> (Yes)  HINES, IL |

Edit Manual Suspense (ED)

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| 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. |

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| Steps | To edit a manual suspense, follow these steps: |

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| Step | Action |
| 1 | At the **Select Item(s): Next Screen//** prompt, type **ED** for the **Edit Manual** suspense action, and press <**Enter**.>  **Note:** 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.>** |

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| --- | --- |
| Edit Manual Suspense screen | Prosthetic Suspense June 6, 2000 10:04:53 Page: 1 of 2  Suspense Processing  Open/Pending/Closed Suspense for PROSPATIENT,TWO (000-00-0002) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 06/06/00 OXYGEN PROVIDER,ONE REASON FOR REQUEST: ( 3 OPEN  2 06/06/00 CONTACT PROVIDER,ONE CONTACT LENS RX: 3 OPEN  3 06/06/00 EYEGLASS PROVIDER,ONE EYEGLASS RX: 3 OPEN  4 06/06/00 ROUTINE PROVIDER,ONE 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 **ED Edit Suspense** PR Print Consult  Select Item(s): Next Screen// **ED** **<Enter>** Change to Different Patient |

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Edit Manual Suspense (ED), Continued

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

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

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

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| Edit Manual Suspense screen (continued) | OTHER OPEN  STATION: HINES, IL// **<Enter>**  VETERAN: PROSPATIENT,TWO // **<Enter>**  SUSPENSE FORM: OTHER// **<Enter>**  REQUESTOR: PROSPROVIDER,THREE // **<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)

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| 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.  [[4]](#footnote-4)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. |

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| Steps | To cancel a request, follow these steps: |

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| Step | Action |
| 1 | At the Select Item(s): Next Screen// prompt, type CR for the Cancel Request action, and press <Enter.> |
| 2 | Select the record in the list to be canceled (indicated within parenthesis), and press **<Enter.>** |
| 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 **<Enter**,**>** and the suspense record will be deleted/canceled. |

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| --- | --- |
| 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   1. AUTO ADAPTIVE   TYPE OF REQUEST: **1** **<Enter>**  ROUTINE PROSTHETICS  DELETED/CANCELLED! |

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. |

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| Steps | To forward a consult, follow these steps: |

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

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| Forward Consult Screen | Suspense Processing Jul 03, 2000 15:14:44 Page: 1 of 4  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-11-1111) '!' = STAT  Date Type Requestor Description Init Act Days Status  **1 06/30/00 OXYGEN PROVIDER,THREE REASON FOR REQUEST: 1 OPEN**  2 06/30/00 CONTACT PROVIDER,THREE CONTACT LENS RX: 1 OPEN  3 06/30/00 EYEGLASS PROVIDER,THREE EYEGLASS RX: 1 OPEN  4 06/29/00 MANUAL PROVIDER,FOUR 2 OPEN  5 06/29/00! ROUTINE PROVIDER,ONE DESCRIPTION OF APPLIA 07/03/00 2 CLOSED  6 06/28/00 ROUTINE PROVIDER,ONE DESCRIPTION OF APPLIAN 06/28/00 0 CLOSED  7 06/28/00 MANUAL PROVIDER,THREE REPAIR WHEELCHAIR WHEE 06/28/00 0 CLOSED  8 06/26/00 ROUTINE PROVIDER, FOUR Remove Poison Cath. 5 OPEN  9 06/09/00 EYEGLASS PROVIDER,THREE EYEGLASS RX: 06/15/00 \*4 CLOSED  10 06/07/00 ROUTINE PROVIDER,THREE 06/27/00 \*14 PENDING  11 06/07/00 OXYGEN PROVIDER,THREE REASON FOR REQUEST: @18 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  Select Item(s): Next Screen// **FW**  **<Enter>**  Forward Consult  Enter a list or range of numbers (1-14): **1 <Enter>** |

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Forward a Consult (FW), Continued

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

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

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

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| Forward Consult Screen (continued) | CONSULT REQUEST SERVICE: **DERMATOLOGY**  COMPLETION NOTE:  No existing text  Edit? NO// **<Enter> YES**  ==[ WRAP ]==[ INSERT ]===========< COMPLETION NOTE >=======[ <PF1>H=Help ]====  **FORWARD A CONSULT TO DERMATOLOGY.**  <=======T=======T=======T=======T=======T=======T=======T=======T=======T>====  **Consult Forwarded.**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Suspense Processing Jul 03, 2000 15:16:36 Page: 1 of 4  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-OO-OOO1) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  **1 06/30/00 OXYGEN PROVIDER,THREE REASON FOR REQUEST: 07/03/00 1 CLOSED**  2 06/30/00 CONTACT PROVIDER,THREE CONTACT LENS RX: 1 OPEN  3 06/30/00 EYEGLASS PROVIDER,THREE EYEGLASS RX: 1 OPEN  4 06/29/00 MANUAL PROVIDER,FOUR 2 OPEN  5 06/29/00!ROUTINE PROVIDER,ONE DESCRIPTION OF APPLIAN 07/03/00 2 CLOSED  6 06/28/00 ROUTINE PROVIDER,ONE DESCRIPTION OF APPLIAN 06/28/00 0 CLOSED  7 06/28/00 MANUAL PROVIDER,THREE REPAIR WHEELCHAIR WHEE 06/28/00 0 CLOSED  8 06/26/00 ROUTINE PROVIDER,FIVE Remove Poison Cath. 5 OPEN  9 06/09/00 EYEGLASS PROVIDER,THREE EYEGLASS RX: 06/15/00 \*4 CLOSED  10 06/07/00 ROUTINE PROVIDER,THREE 06/27/00 \*14 PENDING  11 06/07/00 OXYGEN PROVIDER,THREE REASON FOR REQUEST: @18 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 |

Print a Consult (PR)

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

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| Steps | To print a consult, follow these steps: |

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

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| Print Consult Screen | Suspense Processing Jun 19, 2000 10:16:30 Page: 1 of 4  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-11-1111) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 06/09/00 EYEGLASS PROVIDER,THREE EYEGLASS RX: 06/15/00 \*6 CLOSED  2 06/07/00 OXYGEN PROVIDER,THREE REASON FOR REQUEST: @8 OPEN  3 06/07/00 MANUAL PROVIDER,THREE Replace part on a WheeL06/07/00 0 CLOSED  4 06/06/00 OXYGEN PROVIDER,ONE EASON FOR REQUEST: @9 OPEN  5 06/06/00 CONTACT PROVIDER,ONE CONTACT LENS RX: @9 OPEN  6 06/06/00 EYEGLASS PROVIDER,ONE EYEGLASS RX: 06/07/00 1 CLOSED  7 06/06/00! ROUTINE PROVIDER,ONE FIX BROKEN WHEELCHAIR @9 OPEN  8 05/27/00 MANUAL PROVIDER,ONE FIX WHEELCHAIR @16 OPEN  9 04/10/00 ROUTINE PROVIDER,ONE 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 **PR Print Consult**  Select Item(s): Next Screen// **PR**  **<Enter>** Print Consult  Enter a list or range of numbers (1-14): **1 <Enter>**  Chart Copy (Y/N)? Y// **N** **<Enter>**  NO  DEVICE: HOME// **<Enter>** TELNET Right Margin: 80// **<Enter>** |

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Print a Consult (PR), Continued

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

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| 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  ------------------------------------------------------------------------------  PROSPATIENT,ONE SC VETERAN CONSULTATION SHEET  000-00-0001P 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  ==============================================================================  PROSPATIENT,ONE SC VETERAN CONSULTATION SHEET (Continued)  000-00-0001 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] ORDERING INFORMATION-  Frame Name: OBLIGATION #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Color: TOTAL COST\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Eyesize: VISA#\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Bridge Size: EXP DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Temple Length:  AUTHORIZATION SIGNATURE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ------------------------------------------------------------------  [EYEWEAR OPTIONS]  Lens Material: \_\_\_\_Plastic \_\_\_\_Glass \_\_\_\_Polycarb  Lens Style:\_\_\_Single Vision \_\_\_Bifocal \_\_\_Trifocal \_\_\_Lenses Only \_\_\_Safety |

CPRS Display (CD)

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| 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 |

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

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

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| Note: Four Consults in list | Suspense Processing Jun 07, 2000 09:36:55 Page: 1 of 3  Open/Pending/Closed Suspense for PROSPATIENT (000-00-0002) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 06/06/00 **OXYGEN** PROVIDER,ONE REASON FOR REQUEST: ( 1 OPEN  2 06/06/00 **CONTACT** PROVIDER,ONE CONTACT LENS RX: 1 OPEN  3 06/06/00 **EYEGLASS** PROVIDER,ONE EYEGLASS RX: 1 OPEN  4 06/06/00 **ROUTINE** PROVIDER,ONE FIX BROKEN WHEELCHAIR 1 OPEN  5 04/27/00 MANUAL PROVIDER,ONE FIX WHEELCHAIR @29 OPEN  6 04/10/00! ROUTINE PROVIDER,ONE FIRST DATA TRANSFERE 04/10/00 0 CLOSED  7 02/11/00 ROUTINE PROVIDER,ONE 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 **CD CPRS Display**  CG Change Patient ED Edit Suspense PR Print Consult  Select Item(s): Next Screen// **CD** **<Enter>** CPRS Display  Enter a list or range of numbers (1-14): |

[[5]](#footnote-5)New Options with Patch RMPR\*3\*80

Introduction

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| 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. |

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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 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 be included in the count on the CPRS Compliance Report as a CPRS type of suspense. |

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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. |

[[6]](#footnote-6)Auto Adaptive Suspense Entry (AA)

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| 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.* |

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

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

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| Auto Adaptive sample | Suspense Processing Oct 16, 2003@19:42:50 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  1 10/16/03! ROUTINE PROVIDER,SIX Update CPAP Rx: 9cm @ 0 OPEN  2 07/16/03 ROUTINE PROVIDER,SEVEN TOILET TISSUE ROD,REPL 07/21/03 3 CLOSED  3 07/11/03 ROUTINE PROVIDER,SEVEN CUSTOM STOCKINGS 07/16/03 3 CLOSED  4 07/11/03 ROUTINE PROVIDER,SEVEN 20"REACHER – REP 07/16/03 3 CLOSED  5 07/11/03 ROUTINE PROVIDER,SEVEN SHOWER HOSE 07/11/03 0 CLOSED  6 07/11/03 ROUTINE PROVIDER,SEVEN REACHER – REPLACE 07/11/03 0 CLOSED  7 06/30/03 EYEGLASS PROVIDER,EIGHT EYEGLASS RX: 07/01/03 1 CLOSED  8 06/30/03 EYEGLASS PROVIDER,EIGHT EYEGLASS RX: 07/01/03 1 CLOSED  9 06/13/03 ROUTINE PROVIDER,NINE IRIS 10000 mattress pa 06/25/03 \*8 CLOSED  10 05/29/03 ROUTINE PROVIDER,SIX 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 **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// **AA Auto Adaptive <Enter>**  PROSTHETIC SUSPENSE DATE RX WRITTEN: **T <Enter>** (OCT 16, 2003)  REQUESTOR: PROSPROVIDER,TEN **<Enter>** 121 PROGRAM MANAGER,PROSTHETICS  DESCRIPTION OF ITEM/SERVICES:  1>RECEIVED AAE APPLICATION **<Enter>**  2> **<Enter>**  EDIT Option: **<Enter>** |

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| 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. |

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| New Auto Adaptive Suspense Record | Suspense Processing Oct 16, 2003@19:43:50 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  **1 10/16/03 AUTO ADA PROVIDER,TEN RECEIVED AAE APPLICA 0 OPEN**  2 10/16/03! ROUTINE PROVIDER,SIX Update CPAP Rx: 9cm @ 0 OPEN  3 07/16/03 ROUTINE PROVIDER,SEVEN TOILET TISSUE ROD 07/21/03 3 CLOSED  4 07/11/03 ROUTINE PROVIDER,SEVEN CUSTOM STOCKINGS 07/16/03 3 CLOSED  5 07/11/03 ROUTINE PROVIDER,SEVEN 20"REACHER - REP 07/16/03 3 CLOSED  6 07/11/03 ROUTINE PROVIDER,SEVEN SHOWER HOSE/DIV 07/11/03 0 CLOSED  7 07/11/03 ROUTINE PROVIDER,SEVEN REACHER – REPLACE 07/11/03 0 CLOSED  8 06/30/03 EYEGLASS PROVIDER,EIGHT EYEGLASS RX: 07/01/03 1 CLOSED  9 06/30/03 EYEGLASS PROVIDER,EIGHT EYEGLASS RX: 07/01/03 1 CLOSED  10 06/13/03 ROUTINE PROVIDER,NINE IRIS 10000 mattress pad 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// |

[[7]](#footnote-7)Clothing Allowance Suspense Entry (CA)

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| 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.* |

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

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

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| Clothing Allowance | Suspense Processing Oct 16, 2003@19:53:17 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  1 10/16/03 AUTO ADD PROVIDER,TEN RECEIVED AAE APPLICATI 10/16/03 0 CLOSED  2 10/16/03! ROUTINE PROVIDER1,ONE Update CPAP Rx: 9cm @ 0 OPEN  3 07/16/03 ROUTINE PROVIDER1,TWO TOILET TISSUE ROD 07/21/03 3 CLOSED  4 07/11/03 ROUTINE PROVIDER1,TWO CUSTOM STOCKINGS 07/16/03 3 CLOSED  5 07/11/03 ROUTINE PROVIDER1,TWO 20"REACHER - REP 07/16/03 3 CLOSED  6 07/11/03 ROUTINE PROVIDER1,TWO SHOWER HOSE 07/11/03 0 CLOSED  7 07/11/03 ROUTINE PROVIDER1,TWO REACHER – REPLACE 07/11/03 0 CLOSED  8 06/30/03 EYEGLASS PROVIDER1,THREE 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// **CA <Enter>**  1 Clothing Allowance  2 Cancel Request  CHOOSE 1-2: **1** **<Enter>** Clothing Allowance  PROSTHETIC SUSPENSE DATE RX WRITTEN: **T** **<Enter>** (OCT 16, 2003)  REQUESTOR: PROSPROVIDER1,FOUR **<Enter>** 121 PROGRAM MANAGER,PROSTHETICS  DESCRIPTION OF ITEM/SERVICES: **<Enter>**  1>RECEIVED APPLICATION FOR CLOTHING ALLOWANCE **<Enter>**  2> **<Enter>** |

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| 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. |

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| New Clothing Allowance Suspense record | Suspense Processing Oct 16, 2003@19:53:51 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  **1 10/16/03 CLOTHING PROVIDER,TEN RECEIVED APPLICATION F 0 OPEN**  2 10/16/03 AUTO ADA PROVIDER,TEN RECEIVED AAE APPLICATI 10/16/03 0 CLOSED  3 10/16/03! ROUTINE PROVIDER1,FIVE Update CPAP Rx: 9cm @ 0 OPEN  4 07/16/03 ROUTINE PROVIDER1,TWO TOILET TISSUE RO 07/21/03 3 CLOSED  5 07/11/03 ROUTINE PROVIDER1,TWO CUSTOM STOCKINGS 07/16/03 3 CLOSED  6 07/11/03 ROUTINE PROVIDER1,TWO 20"REACHER - REP 07/16/03 3 CLOSED  7 07/11/03 ROUTINE PROVIDER1,TWO SHOWER HOSE 07/11/03 0 C LOSED  8 07/11/03 ROUTINE PROVIDER1,TWO REACHER – REPLACE 07/11/03 0 CLOSED  9 06/30/03 EYEGLASS PROVIDER1,THREE 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)

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| Introduction to Cloning | The [[8]](#footnote-8)**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. |

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| 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. |

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| 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 issues 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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| 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. |

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| What you CANNOT clone | You cannot clone the following:   * Manual Suspense Entries * Auto Adaptive Equipment Suspense entry * Clothing Allowance Suspense entry |

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| 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 codes. |

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| 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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| 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. |

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

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

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| CPRS Clone Consult | Suspense Processing Oct 16, 2003@19:53:51 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  1 10/16/03 CLOTHING PROVIDER,TEN RECEIVED APPLICATION F 0 OPEN  2 10/16/03 AUTO ADA PROVIDER,TEN RECEIVED AAE APPLICATI 10/16/03 0 CLOSED  3 10/16/03 ROUTINE PROVIDER1,ONE Update CPAP Rx: 9cm @ 0 OPEN  4 07/16/03 ROUTINE PROVIDER1,TWO TOILET TISSUE ROD 07/21/03 3 CLOSED  5 07/11/03 ROUTINE PROVIDER1,TWO CUSTOM STOCKINGS 07/16/03 3 CLOSED  6 07/11/03 ROUTINE PROVIDER1,TWO 20"REACHER - REP 07/16/03 3 CLOSED  7 07/11/03! ROUTINE PROVIDER1,TWO SHOWER HOSE 07/11/03 0 CLOSED  8 07/11/03 ROUTINE PROVIDER1,TWO REACHER – REPLACE 07/11/03 0 CLOSED  9 06/30/03 EYEGLASS PROVIDER1,THREE EYEGLASS RX: 07/01/03 1 CLOSED  10 06/30/03 EYEGLASS PROVIDER1,THREE EYEGLASS RX: 07/01/03 1 CLOSED  **11 06/13/03 ROUTINE PROVIDER1,SIX 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// **CC <Enter> Clone CPRS**  Enter a list or range of numbers (1-11): **11 <Enter>**    Done... Please select a device to print the new SUSPENSE Record.  DEVICE: **<Enter>**  TELNET VIRTUAL **<Enter>** |

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

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| Cloned CPRS - Completed Note | View OCT 16,2003 19:56 PAGE 1  --------------------------------------------------------------------------------    Order Date: OCT 16,2003 Patient: PROSPATIENT,FIVE ASSN: 000-00-0005  Requestor: PROSPROVIDER1,SIX Suspended By: PROSPATIENT,FIVE  --------------------------------------------------------------------------------  Initial Action Date: Complete Date:  ================================================================================  Description of Item/Services Requested  IRIS 10000 mattress pad  ======================================================================  (Describe PROSTHETIC APPLIANCE or REPAIR above LINE)    ISSUING INSTRUCTIONS:  [X] VETERAN WILL PICK UP  [] WARD/CLINIC PERSONNEL WILL PICKUP  [] 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 PROVIDER5,TWOJILL    See Completion Note for Initial Action Taken.  --------------------------------------------------------------------------------  Completion Note - JUN 25, 2003@11:40:10 posted by PROVIDER5,TWOJILL    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: |

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| 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. |

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| Cloned Suspense Entry | Suspense Processing Oct 16, 2003@19:56:12 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  **1 10/16/03 CLONE PROVIDER1,SIX IRIS 10000 mattress pa 0 OPEN**  2 10/16/03 CLOTHING PROVIDER,TEN RECEIVED APPLICATION F 0 OPEN  3 10/16/03 AUTO ADA PROVIDER,TEN RECEIVED AAE APPLICATI 10/16/03 0 CLOSED  4 10/16/03! ROUTINE! PROVIDER1,ONE Update CPAP Rx: 9cm @ 0 OPEN  5 07/16/03 ROUTINE PROVIDER1,TWO TOILET TISSUE RO 07/21/03 3 CLOSED  6 07/11/03 ROUTINE PROVIDER1,TWO CUSTOM STOCKINGS 07/16/03 3 CLOSED  7 07/11/03 ROUTINE PROVIDER1,TWO 20"REACHER - REP 07/16/03 3 CLOSED  8 07/11/03 ROUTINE PROVIDER1,TWO SHOWER HOSE 07/11/03 0 CLOSED  9 07/11/03 ROUTINE PROVIDER1,TWO REACHER – REPLACE 07/11/03 0 CLOSED  10 06/30/03 EYEGLASS PROVIDER1,THREE EYEGLASS RX: 07/01/03 1 CLOSED  11 06/30/03 EYEGLASS PROVIDER1,THREE EYEGLASS RX: 07/01/03 1 CLOSED  **12 06/13/03 ROUTINE PROVIDER1,SEVEN 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)

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

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

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

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| Clone CPRS | Suspense Processing Oct 16, 2003@20:00:47 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  1 10/16/03 CLONE PROVIDER1,FIVE IRIS 10000 mattress pa 0 OPEN  2 10/16/03 CLOTHING PROVIDER,TEN RECEIVED APPLICATION F 0 OPEN  3 10/16/03 AUTO ADA PROVIDER,TEN RECEIVED AAE APPLICATI 10/16/03 0 CLOSED  4 10/16/03 ROUTINE PROVIDER1,ONE Update CPAP Rx: 9cm @ 0 OPEN  5 07/16/03 ROUTINE PROVIDER1,TWO TOILET TISSUE ROD 07/21/03 3 CLOSED  6 07/11/03 I ROUTINE PROVIDER1,TWO CUSTOM STOCKING 07/16/03 3 CLOSED  7 07/11/03 ROUTINE PROVIDER1,TWO 20"REACHER - REP 07/16/03 3 CLOSED  8 07/11/03 ROUTINE PROVIDER1,TWO SHOWER HOSE 07/11/03 0 CLOSED  9 07/11/03 ROUTINE PROVIDER1,TWO REACHER – REPLACE 07/11/03 0 CLOSED  **10 06/30/03 EYEGLASS PROVIDER1,THREE 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// **CC Clone CPRS <Enter>**  Enter a list or range of numbers (1-10): **10 <Enter>**    Done... Please select a device to print the new SUSPENSE Record.  DEVICE: **<Enter>**TELNET VIRTUAL **<Enter>** |

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

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| Printout of Eyeglass Clone | View OCT 16,2003 20:01 PAGE 1  ------------------------------------------------------------------------------    Order Date: OCT 16,2003 Patient: PROSPATIENT,ONE (000-00-0001) ASSN:  Requestor: PROVIDER1,SIX Suspended By: PROSPROVIDER3,TWO  ------------------------------------------------------------------------------  Initial Action Date: Complete Date:  ========================================================================  Description of Item/Services Requested  EYEGLASS 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: PROVIDER1,SIX 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  PROSPATIENT,ONE  Order #: 15001331  Status: ACTIVE  Provider: PROSPROVIDER1,SEVEN  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  ---------------------------------------------------------------------- |

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| Clone display (continued) | Below is the displayed version of the new cloned entry of the eyeglass consult. |

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| 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  EYEGLASS REPLACEMENT: [ ] Lost [ ] Broken [ ] Stolen  ----------------------------------------------------------------------  /es/ PROSUSER,ONE  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 PROSUSER,TWO    See Completion Note for Initial Action Taken.  ------------------------------------------------------------------------------  Completion Note - JUL 01, 2003@10:42:49 posted by PROSUSER,TWO  PO T ODIAMOND |

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| 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). |

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| New Eyeglass CPRS Record Cloned | Suspense Processing Oct 16, 2003@20:01:12 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  2 10/16/03 CLONE PROVIDER1,FIVE IRIS 10000 mattress pa 0 OPEN  3 10/16/03 CLOTHING PROVIDER,TEN RECEIVED APPLICATION F 0 OPEN  4 10/16/03 AUTO ADA PROVIDER,TEN RECEIVED AAE APPLICATI 10/16/03 0 CLOSED  5 10/16/03! ROUTINE PROVIDER1,ONE Update CPAP Rx: 9cm @ 0 OPEN  6 07/16/03 ROUTINE PROVIDER1,TWO TOILET TISSUE ROD 07/21/03 3 CLOSED  7 07/11/03 ROUTINE PROVIDER1,TWO CUSTOM STOCKINGS 07/16/03 3 CLOSED  8 07/11/03 ROUTINE PROVIDER1,TWO 20"REACHER – REP 07/16/03 3 CLOSED  9 07/11/03 ROUTINE PROVIDER1,TWO SHOWER HOSE 07/11/03 0 CLOSED  10 07/11/03 ROUTINE PROVIDER1,TWO REACHER - REPLACE. STO 07/11/03 0 CLOSED  **11 06/30/03 EYEGLASS PROVIDER,EIGHT 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// |

View a Cloned Consult in CPRS

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| 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. |

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| Suspense entry | Suspense Processing Oct 17, 2003@07:34:43 Page: 1 of 1  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-4040) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  **1 10/15/03 CLONE PROVIDER1,NINE Date of implant: Feb 1 10/15/03 0 CLOSED**  2 10/08/03 AUTO ADA PROVIDER1,EIGHT TEST 10/08/03 0 CLOSED  3 10/08/03 CLONE PROVIDER1,TEN Date of implant: Apr 2 10/08/03 0 CLOSED  4 10/08/03 AUTO ADA PROVIDER1,EIGHT TEST2 10/08/03 0 CLOSED  5 10/08/03 AUTO ADA PROVIDER1,EIGHT NEW AAE TEST CLAIM 10/08/03 0 CLOSED  6 10/08/03 CLOTHING PROVIDER1,EIGHT NEW CA CLAIM 10/08/03 0 CLOSED  7 10/06/03 CLONE PROVIDER1,TEN Date of implant: Apr 2 10/08/03 2 CLOSED  8 04/29/03! ROUTINE PROVIDER1,TEN Date of implant: Apr 2 05/07/03 \*6 CLOSED  9 04/29/03 ROUTINE PROVIDER1,TEN Date of implant: Apr 2 05/07/03 \*6 CLOSED  10 04/15/03 MANUAL PROVIDER1,EIGHT AAE Application 04/15/03 0 CLOSED  11 02/28/03 ROUTINE PROVIDER2,ONE Date of implant: Feb 6 03/20/03 \*14 CLOSED  12 02/20/03 ROUTINE PROVIDER2,ONE Date of implant: Feb 1 02/20/03 0 CLOSED  13 01/31/03 ROUTINE PROVIDER2,TWO Date of implant:Jan 3 02/19/03 \*12 CLOSED  14 12/19/02 ROUTINE PROVIDER2,ONE 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// |

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View a Cloned Consult in CPRS, Continued

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| CPRS Screen sample | Notice the last three comments on the CPRS screen sample below:   * The “RECEIVED” is when the clone was created. * The 2nd “ADDED COMMENT” is the Initial Action note. * The 3rd “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**. |

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

View Request (VR) of a Clone

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| 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. |

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| Clone Consult - #1 | Suspense Processing Oct 16, 2003@19:56:12 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Day Status**  2 10/16/03 CLOTHING PROVIDER,TEN RECEIVED APPLICATION F 0 OPEN  3 10/16/03 AUTO ADA PROVIDER,TEN RECEIVED AAE APPLICATI 10/16/03 0 CLOSED  4 10/16/03 ROUTINE PROVIDER1,ONE Update CPAP Rx: 9cm @ 0 OPEN  5 07/16/03! ROUTINE PROVIDER1,TWO TOILET TISSUE RO 07/21/03 3 CLOSED  6 07/11/03 ROUTINE PROVIDER1,TWO CUSTOM STOCKINGS 07/16/03 3 CLOSED  7 07/11/03 ROUTINE PROVIDER1,TWO 20"REACHER - REP 07/16/03 3 CLOSED  8 07/11/03 ROUTINE PROVIDER1,TWO SHOWER HOSE 07/11/03 0 CLOSED  9 07/11/03 ROUTINE PROVIDER1,TWO REACHER – REPLACE 07/11/03 0 CLOSED  10 06/30/03 EYEGLASS PROVIDER1,THREE EYEGLASS RX: 07/01/03 1 CLOSED  11 06/30/03 EYEGLASS PROVIDER1,THREE EYEGLASS RX: 07/01/03 1 CLOSED  **12 06/13/03 ROUTINE** PROVIDER1,FOUR  **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>** |

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

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| Sample View Request (continued) | **View OCT 16,2003 19:58 PAGE 1**  --------------------------------------------------------------------------------    Order Date: OCT 16,2003 Patient: PROSPATIENT,ONE (000-00-0001) ASSN:  Requestor: PROSPROVIDER2,TEN  Suspended By: PROSPROVIDER1,FOUR  --------------------------------------------------------------------------------  **Initial Action Date:** Complete Date:  ======================================================================  Description of Item/Services Requested  IRIS 10000 mattress pad  ======================================================================  (Describe PROSTHETIC APPLIANCE or REPAIR above LINE)    ISSUING INSTRUCTIONS:  [X] VETERAN WILL PICK UP  [] WARD/CLINIC PERSONNEL WILL PICKUP  [] DELIVERY LOCATION      **View OCT 16,2003 19:58 PAGE 2**  --------------------------------------------------------------------------------    FOR (INPATIENT) - ESTIMATED DISCHARGE DATE:  --------------------------------------------------------------------------------  Initial Action Note:  --------------------------------------------------------------------------------  **Complete Note:**    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

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

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

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

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| Auto Adaptive Suspense record | Suspense Processing Oct 16, 2003@19:49:05 Page: 1 of 18  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  **Date Type Requestor Description Init Act Days Status**  1 10/16/03 AUTO ADA PROVIDER,TEN RECEIVED AAE APPLICATI 10/16/03 0 **CLOSED**  2 10/16/03 ROUTINE PROVIDER1,ONE Update CPAP Rx: 9cm @ 0 OPEN  3 07/16/03! ROUTINE PROVIDER1,TWO TOILET TISSUE ROD 07/21/03 3 CLOSED  4 07/11/03 ROUTINE PROVIDER1,TWO CUSTOM STOCKINGS 07/16/03 3 CLOSED  5 07/11/03 ROUTINE PROVIDER1,TWO 20"REACHER - REP 07/16/03 3 CLOSED  6 07/11/03 ROUTINE PROVIDER1,TWO SHOWER HOSE/ 07/11/03 0 CLOSED  7 07/11/03 ROUTINE PROVIDER1,TWO REACHER – REPLACE 07/11/03 0 CLOSED  8 06/30/03 EYEGLASS PROVIDER1,THREE EYEGLASS RX: 07/01/03 1 CLOSED  9 06/30/03 EYEGLASS PROVIDER1,THREE 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>** |

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| View Auto Adaptive Suspense entry | View OCT 16,2003 19:49 PAGE 1  --------------------------------------------------------------------------------  Order Date: OCT 16,2003 Patient: PROSPATIENT,ONE (000-00-0001) ASSN:  Requestor PROSPROVIDER1,FOUR Suspended By: PROSPROVIDER,TEN  --------------------------------------------------------------------------------  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 PROSPROVIDER,TEN  SENT AAE PAPERS TO VARO |

View Sample Consults

View Oxygen Consult

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

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| Oxygen Consult | Current Pat. Status: Inpatient  Ward: 3AS  Eligibility: SC VETERAN  Order Information  To Service: DERMATOLOGY  From Service: NUR 3AS  Requesting Provider: PROSPROVIDER1,FOUR  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    \_\_\_LPM @ Rest \_\_\_LPM Continuous  \_\_\_LPM During Exercise \_\_\_LPM Exercise Only  \_\_\_LPM @ Night \_\_\_LPM Night Only    3. PRIMARY DELIVERY SYSTEM    \_\_\_\_\_ Compressed Gas  \_\_\_\_\_ Concentrator  \_\_\_\_\_ Liquid System    4. ADDITIONAL ITEMS    \_\_\_\_\_ Portable Cylinders (steel \_\_\_\_\_ aluminum \_\_\_\_\_)  Tank Size Quantity per Month  \_\_\_\_\_\_ \_\_\_\_\_\_  \_\_\_\_\_\_ \_\_\_\_\_\_  \_\_\_\_\_\_ \_\_\_\_\_\_  \_\_\_\_\_\_ \_\_\_\_\_\_    \_\_\_\_\_ Conserving Device  Type \_\_\_\_\_\_    \_\_\_\_\_Nasal Cannula  \_\_\_\_\_Oxygen Mask  \_\_\_\_\_Trach Mask  \_\_\_\_\_Humidification  \_\_\_\_\_Other (e.g., cart, shoulder bag, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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View Oxygen Consult, Continued

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| Example | Below is a continued example of an Oxygen Consult: |

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| 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 PROSPROVIDER1,FOUR PROSPROVIDER1,FOUR  FORWARDED FROM 07/03/00 15:15 PROSPROVIDER1,FOUR PROSPROVIDER1,FOUR  HOME OXYGEN REQUEST  TESTING THE FORWARD OPTION. |

View Contact Lens Consult

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| Example | Below is a sample of the Contact Lens Consult: |

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| Contact Lens Consult | Current Pat. Status: Inpatient  Ward: 3AS  Eligibility: SC VETERAN  Order Information  To Service: DERMATOLOGY  From Service: NUR 3AS  Requesting Provider: PROSPROVIDER3,ONE  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  +  EYEGLASS 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 PROSPROVIDER1,FOUR PROSPROVIDER1,FOUR  FORWARDED FROM 07/03/00 15:15 PROSPROVIDER1,FOUR PROSPROVIDER1,FOUR  CONTACT LENS REQUEST  TESTING THE FORWARD FUNCTION. |

View Eyeglass Consult

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| Example | Below is a sample of the Eyeglass Consult: |

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| Eyeglass Consult | Current Pat. Status: Inpatient  Ward: 3AS  Eligibility: SC VETERAN  Order Information  To Service: EYEGLASS REQUEST  From Service: NUR 3AS  Requesting Provider: PROSPROVIDER3,ONE  Service is to be rendered on an INPATIENT basis  Place: Bedside  Urgency: Routine  Orderable Item: EYEGLASS REQUEST  Consult: Consult Request  Provisional Diagnosis: Glaucoma NEC (365.89)  Reason For Request:  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 Ins  Right  Left  --------------------------------------------------------------------------  [FRAME SELECTION] ORDERING INFORMATION-  Frame Name: OBLIGATION #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Color: TOTAL COST\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Eyesize: VISA#\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Bridge Size: EXP DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Temple Length:  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  +  EYEGLASS 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 PROSPROVIDER1,FOUR PROSPROVIDER1,FOUR  COMPLETE/UPDATE 07/19/00 15:53 PROSPROVIDER3,TWO PROSPROVIDER3,TWO |

View a Prosthetics Consult (Routine)

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

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| Prosthetics Consult | Current Pat. Status: Inpatient  Ward: 3AS  Eligibility: SC VETERAN  Order Information  To Service: AMPUTEE/PROSTHETICS CLINIC  From Service: NUR 3AS  Requesting Provider: PROSPROVIDER3,TWO  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 PROSPROVIDER3,TWO PROSPROVIDER3,TWO  FORWARDED FROM 07/03/00 15:07 PROSPROVIDER3,TWO PROSPROVIDER3,TWO  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

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| 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 Suspenserecord(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). |

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| 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. |

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| 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 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. |

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| 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  **LS Link Patient Record to Suspense**  Select Suspense Option: |

Suspense Items Linked

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| 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).** |

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| Steps | To link suspense items, follow these steps: |

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| Step | Action |
| 1 | From the **Suspense Processing List Screen**, select the action: **Post Initial (PI)**, **Post Other (OT),** or **Post Complete (PC)** 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 **Enter 2319 Record to be LINKED** 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. |

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| NEW Screen and Prompts!! | Suspense Processing Oct 02, 2001@08:51:17 Page: 1 of 1  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 08/29/01 MANUAL ROVIDER,FOUR MANUAL SUSPENSE ENTERE @24 OPEN  2 02/21/01 MANUAL ROVIDER,FOUR 08/29/01 \*135 CLOSED  3 08/16/00 MANUAL PROVIDER,THREE DESCRIPTION OF APPLIAN @294 OPEN  4 08/15/00 MANUAL PROVIDER,THREE EDIT DESCRIPTION. @295 OPEN  5 07/05/00!ROUTINE ROVIDER,FOUR DESCRIPTION OF APPLIAN 04/26/01 \*211 CLOSED  6 05/24/00 MANUAL PROVIDER,THREE EDITING THE DESCRIPTIO 08/02/00 \*50 CLOSED  7 05/11/00 MANUAL PROVIDER,THREE Editing free-text field 05/11/00 0 CLOSED  8 05/05/00 MANUAL PROVIDER,THREE Adding a manual suspen @367 OPEN  9 03/27/00 ROUTINE 08/03/00 \*93 CLOSED  10 03/22/00 MANUAL PROVIDER,THREE ADDING A PATIENT SUSPE @399 OPEN  11 03/22/00 MANUAL PROVIDER,THREE ADDING AND POSTING cLO 03/22/00 0 CLOSED  12 03/20/00 MANUAL PROVIDER3,THREE, PROVIDER5,THREE 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  **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// **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 VENDOR,ONE**  **Enter 2319 Record to be LINKED : (1-1): 1 <Enter>**  INITIAL ACTION NOTE:  No existing text  Edit? NO// |

Link a Range of 2319 Records

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| 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. |

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| Suspense Processing screen Multiple 2319 records linked | Suspense Processing Oct 05, 2001@12:39:18 Page: 1 of 8  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 08/29/01 MANUAL PROVIDER,FOUR PCE 08/29/01 0 CLOSED  2 08/29/01 MANUAL PROVIDER,FOUR TESTING PCE 09/19/01 \*15 PENDING  3 08/29/01 MANUAL PROVIDER3,FIVE 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 PROVIDER,FOUR 08/23/01 \*20 CLOSED  6 06/08/01 DESCRIPTION OF APPLIAN 08/22/01 \*53 CLOSED  7 05/22/01! ROUTINE PROVIDER,ONE SECOND TEST ROES 08/14/01 \*60 CLOSED  8 05/22/01 ROUTINE PROVIDER,ONE 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 PROVIDER,FOUR @143 OPEN  12 03/15/01 MANUAL PROVIDER,FOUR TEST C @146 OPEN  13 12/04/00 MANUAL PROVIDER3,FOUR DFSDFS 12/04/00 0 CLOSED  14 11/17/00 ROUTINE PROVIDER3,FOUR 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 VENDOR,ONE  2. 10/05/01 EYEGLASSES VENDOR,ONE  3. 10/05/01 OXYGEN CONCENTR VENDOR,ONE  Enter 2319 Record to be LINKED : (1-3): **1-2 <Enter>**  ACTION NOTE:  No existing text  Edit? NO// |

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| 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

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| 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. |

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| 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. |

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| 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

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| 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. |

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| Suspense Processing List Manager screen | Suspense Processing Aug 21, 2001@12:15:44 Page: 1 of 8  Open/Pending/Closed Suspense for PROSPATIENT,ONE (000-00-0001) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 07/26/01 MANUAL PROVIDER,FOUR @18 PENDING  2 05/22/01 ROUTINE PROVIDER,ONE OXYGEN 08/14/01 \*60 PENDING  3 05/22/01 ROUTINE PROVIDER,ONE TOOLS @65 OPEN  4 03/20/01 MANUAL @110 OPEN  5 03/20/01 MANUAL PROVIDER,FOUR @110 OPEN  6 03/15/01 MANUAL PROVIDER,FOUR GLOVES @113 OPEN  7 12/04/00 MANUAL PROVIDER3,FOUR EYEGLASS 12/04/00 0 CLOSED  8 11/17/00! ROUTINE PROVIDER3,FOUR SHOE LIFT 12/26/00 \*27 PENDING  9 10/17/00 MANUAL PROVIDER,ONE 10/24/00 5 CLOSED  10 10/17/00 MANUAL PROVIDER,ONE 02/14/01 \*86 CLOSED  11 10/17/00 MANUAL PROVIDER,ONE 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 |

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| 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

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| 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)**. |

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| 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: **PROSPATIENT,ONE** **<Enter>** PROSPATIENT,ONE 12-27-50 OOOOOOOO1P YES SC VETERAN  Enrollment Priority: GROUP 2 Category: IN PROCESS End Date:  SUPPORT ISC  1 PROSPATIENT,ONE 12-13-1999 EYEGLASSES $ 10.00  2 PROSPATIENT,ONE 12-13-1999 PORK-GROUND/FRZN $ 1.00  3 PROSPATIENT,ONE 12-13-1999 WHEELCHAIR-ADULT/HEMI/B $ 0.00  4 PROSPATIENT,ONE 12-13-1999 WHEELCHAIR-ADULT/HEMI/B $ 0.00  5 PROSPATIENT,ONE 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 |

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| 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)

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

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| Steps | To edit the Suspense Station, follow these steps: |

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| Step | Action |
| 1 | At the Select Suspense Option prompt, type ES for the Edit Suspense Station option, and press <Enter.> |
| 2 | At the **Select Prosthetic Suspense Date** prompt**,** type the date you want to edit, and press <**Enter**.> |

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| Edit Suspense Station 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: **ES** **<Enter>** Edit Suspense Station  Select PROSTHETIC SUSPENSE DATE: **T** **<Enter>** JUL 27, 2000 JUL 27, 2000 JUL 27, 2000 |

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| In this section | This section covers the following topics: |

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

Inquire to Individual Suspense Record (IS)

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

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

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

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| 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: PROSPATIENT,SEVEN **<Enter>** PROSPATIENT,SEVEN 1-1-30 000000007 NO PILL  CHOOSE FROM:  1. 07/05/00 PROSPATIENT,SEVEN OPEN DESCRIPTION OF APPLIANCE OR REP  2. 05/24/00 PROSPATIENT,SEVEN OPEN EDITING THE DESCRIPTION TO ADD  **3. 05/16/00** PROSPATIENT,SEVEN **CLOSED Description edited.**  4. 05/11/00 PROSPATIENT,SEVEN CLOSED Editing free-text field to Add  5. 05/05/00 PROSPATIENT,SEVEN OPEN Adding a manual suspense and po  6. 03/27/00 PROSPATIENT,SEVEN 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: PROSPATIENT,ONE Requestor: PROVIDER,FOUR  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

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| 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) |

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| In this section | This section covers the following topics: |

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| 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)

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| 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. |

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| 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**. |

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

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| Step | Action |
| 1 | At the Select Suspense Option prompt, type PC for the Print Closed Suspense Records Menu option, and press <Enter.> |
| 2 | At the **Start With Completion Date: First//** 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 Go to Completion Date: Last// prompt, type the ending date of the date range. NOTE: If the end date is the current date, you can type N for NOW. |
| 4 | At the **Device** prompt, press <**Enter**> to accept the current default or you can enter two question marks and select an item from a list. |

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| 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

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

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| Print Closed Suspense Records Screen | Prosthetics Closed Suspense File List AUG 21,2000 14:07 **PAGE 1**  ----------------------------------------------------------------------------  STATION: SUPPORT ISC  SUSPENSE DATE: AUG 14,2000 ATTITUDEBAD,VERYBAD MANUAL  COMPLETION DATE: AUG 21,2000 COMPLETED BY: PROSPROVIDER5,FOUR  \*\*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 **PAGE 2**  ------------------------------------------------------------------------------  STATION: PROSPROVIDER5,FOUR  SUSPENSE DATE: AUG 21,2000 PROSUSER,THREE EYEGLASS  COMPLETION DATE: AUG 21,2000 COMPLETED BY: PROVIDER,ONEELEN  \*\*First Line Description\*\*  EYEGLASS RX:  \*\*Completion Note\*\*  Not a Prosthetic Patient. Needs appt.  ------------------------------------------------------------------------------  STATION: PROSPROVIDER5,FOUR  SUSPENSE DATE: AUG 21,2000 PROSUSER,THREE ROUTINE  COMPLETION DATE: AUG 21,2000 COMPLETED BY: PROVIDER,ONEELEN  \*\*First Line Description\*\*  BACK BRACE, SMALL  \*\*Completion Note\*\*  DONE  ------------------------------------------------------------------------------  Prosthetics Closed Suspense File List AUG 21,2000 14:07 **PAGE 3**  ------------------------------------------------------------------------------  STATION: PROSPROVIDER5,FOUR SUSPENSE DATE: AUG 21,2000 WAX,FLOOR CONTACT  COMPLETION DATE: AUG 21,2000 COMPLETED BY: PROVIDER,ONEELEN  \*\*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)

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| 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 Select Suspense Option prompt, type PO for the Print Detailed Open/Pending Suspense Records option, and press <Enter.> |
| 2 | At the **Device: Home//** 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 PROSPATIENT,ONE 0001 OPEN 299 CONTACT SALT LAKE CITY  CONTACT LENS RX:  -----------------------------------------------------------------------------  02/28/00 PROSPROVIDER3,TWO 0008 PEND 288 MANUAL SUPPORT ISC  THIS IS A MANUAL RECORD  \*\*Initial Action Date: 09/18/00 **(145 Working Days)**  TEST  ---------------------------------------------------------------------  06/06/00 PROSPATIENT,EIGHT 0008 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. |

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

|  |  |
| --- | --- |
| Step | Action |
| 1 | At the Select Suspense Option prompt, type PR for the Print 5 Day Old Suspense Report Menu option, and press <Enter.> |
| 2 | At the **Site** prompt, press <**Enter**> to accept the default or type two question marks to select an option from the list. |
| 3 | At the **Device: Home//** prompt, press <**Enter**> 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 PROSPATIENT,ONE 0009 OTHER PROVIDER4,FIVE  Severe Right ankle sprain. needs crutches  03/23/01 PROSPROVIDER3,TWO 899 OTHER PROVIDER4,SIX  VELCRO CLOSURE FOR LEG BRACES  03/26/01 PROSPATIENT,TWO 00072 OTHER PROVIDER4,SIX  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 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 Select Suspense Option prompt, type PS for the Print Summary Open/Pending Suspense Records Menu option, and press <Enter.> |
| 2 | At the **Device: Home//** 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 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  **PS Print Summary Open/Pending Suspense Records**  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 BYPAGE 1  ------------------------------------------------------------------------------  01/04/01 PEND 63 PROSPATIENT2,SIX 0026 ROUTINE PROSPROVIDER5,FIVE  01/18/01 PEND 53 PROSPATIENT2, SEVEN 0027 ROUTINE PROSPROVIDER5,SIX  02/22/01 PEND 28 PROSPATIENT2,EIGHT 0028 MANUAL PROSPROVIDER5,SEVEN  03/08/01 PEND 18 PROSPATIENT2,NINE 0029 ROUTINE PROSPROVIDER5,EIGHT  03/14/01 PEND 14 PROSPATIENT2,TEN 0210 ROUTINE PROSPROVIDER5,NINE  03/19/01 PEND 11 PROSPATIENT3,ONE 0031 ROUTINE PROSPROVIDER5,TEN  03/20/01 PEND 10 PROSPATIENT3,TWO 0032 MANUAL PROSPROVIDER6,ONE  03/20/01 PEND 10 PROSPATIENT3,THREE 0033 ROUTINE PROSPROVIDER6,TWO  03/21/01 PEND 9 PROSPATIENT3,FOUR 0034 MANUAL PROSPROVIDER6,THREE  03/21/01 PEND 9 PROSPATIENT3,FIVE 0035 ROUTINE PROSPROVIDER6,FOUR  03/22/01 PEND 8 PROSPATIENT3,SIX 0036 ROUTINE PROSPROVIDER6,FIVE  03/22/01 PEND 8 PROSPATIENT3,SEVEN 0037 ROUTINE PROSPROVIDER6,SIX  03/23/01 OPEN 7 PROSPATIENT3,EIGHT 0038 ROUTINE PROSPROVIDER6,SEVEN  03/23/01 OPEN 7 PROSPATIENT3,NINE 0039 ROUTINE PROSPROVIDER6,EIGHT  03/23/01 PEND 7 PROSPATIENT3,TEN 0310 ROUTINE PROSPROVIDER6,NINE |

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 Select Suspense Option prompt, type ST for the Print Suspense Statistics Menu option, and press <Enter.> |
| 2 | You can enter a Starting Date and an Ending Date. |
| 3 | At the **Device: Home//** 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 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 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 ERROR  PSC 2421 2237 2529-3 2529-7 2474 2431 2914 OTHER 2520 STK ISU MARGIN  0.0 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    PROSPATIENT2,ONE 23  PROSPATIENT2,TWO 43  PROSPATIENT2, THREE 23  PROSPATIENT2,FOUR 4 |

More Suspense Reports

Overview

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| --- | --- |
| 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 ICD 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  ------------------------------------------------------------------------------  TYPE OF CPRS  DATE PATIENT ITEM REQUEST REQUESTOR INITIATOR  ---- ------- ---- ------- --------- ---------  12/11/01 PATIENT,EIGHT SPONGE-BATH ROUTINE PROVIDER4,SEVEN PROVIDER5,ONE  12/11/01 PATIENT,EIGHT SHOEHORN-24IN-STAI ROUTINE PROVIDER4,SEVEN PROVIDER5,ONE  12/11/01 PATIENT,EIGHT TICK-DRESSING ROUTINE PROVIDER4,SEVEN PROVIDER5,ONE  12/11/01 PATIENT,EIGHT SOCK AID-EASY PULL ROUTINE PROVIDER4,SEVEN PROVIDER5,ONE  12/11/01 PATIENT,EIGHT WHEELCHAIR PARTS MANUAL PROVIDER4,EIGHT PROVIDER5,ONE  12/11/01 PATIENT2,FIVE WHEELCHAIR PARTS MANUAL PROVIDER4,EIGHT PROVIDER5,ONE  12/11/01 PATIENT2,FIVE CANE-WALKIN-EAG-WO ROUTINE PROVIDER4,NINE PROVIDER5,TWO  12/11/01 PATIENT2,FIVE AID-SOCK ROUTINE PROVIDER4,TEN PROVIDER5,TWO  12/11/01 PATIENT2,FIVE SHOEHORN-24IN-STAI ROUTINE PROVIDER4,TEN PROVIDER5,TWO  12/11/01 PATIENT2,FIVE SPONGE-BATH ROUTINE PROVIDER4,TEN PROVIDER5,TWO  12/11/01 PATIENT2,FIVE REACHER-32-PLASTIC ROUTINE PROVIDER4,TEN PROVIDER5,TWO  12/11/01 PATIENT2,FIVE STICK-DRESSING ROUTINE PROVIDER4,TEN PROVIDER5,TWO  ------------------------------------------------------------------------------  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 PATIENT,ONE WHEELCHAIR - ELECT 10.00 1108 PROVIDER,FOUR  09/20/01 PATIENT,TEN SHOE COMPONENTS 0.00 1115 PROVIDER,FOUR  09/25/01 PATIENT,ONE EYEGLASSES 1.00 1120 PROVIDER,ONE  09/27/01 PATIENT,SEVEN EYEGLASSES 1.00 1129 PROVIDER,FOUR  10/11/01 PATIENT,ONE WHEELCHAIR - ELECT 10.00 1143 PROVIDER,FOUR  10/16/01 PATIENT,ONE WHEELCHAIR - MANUA 14.00 1148 PROVIDER,FOUR  10/18/01 PATIENT,ONE SHOE COMPONENTS 22.00 1149 PROVIDER,THREE  11/15/01 PATIENT,ONE SHOE COMPONENTS 24.75 1156 PROVIDER,THREE  11/20/01 PATIENT,SEVEN SHOE COMPONENTS 2.00 1159 PROVIDER,THREE  11/27/01 PATIENT,SEVEN SHOE COMPONENTS 20.00 1161 PROVIDER,THREE  12/04/01 PATIENT,SEVEN WHEELCHAIR - MANUA 14.00 1162 PROVIDER,FOUR  ------------------------------------------------------------------------------  <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  ------------------------------------------------------------------------------  TYPE OF CPRS PCE  DATE PATIENT ITEM REQUEST REQUESTOR CD9 DATE DIAGNOSIS  ---- ------- ---- ------- --------- ---- -------- ---------  12/11/01 PATIENT1,ONE WALKER-W ROUTINE PROVIDER3,SIX 829.0 12/12/01 ctures  12/11/01 PATIENT1,TWO STOCKING ROUTINE PROVIDER3,SEVEN 799.3 12/12/01 Debility  12/11/01 PATIENT1,THREE MIRROR-I ROUTINE PROVIDER3,EIGHT 344.1 12/12/01 paraplegi  12/11/01 PATIENT1,FOUR WHEELCHA ROUTINE PROVIDER3,NINE 344.00 12/12/01 Quadriple  12/11/01 PATIENT1,FIVE BLOOD PR ROUTINE PROVIDER3,TEN 401.9 12/12/01 Hypertens  12/11/01 PATIENT1,SIX BA-RECRE ROUTINE PROVIDER4,ONE 369.4 12/12/01 Legal bli  12/11/01 PATIENT1,SEVEN CANE-WAL ROUTINE PROVIDER4,TWO 716.46 12/12/01 Transient  12/11/01 PATIENT1,EIGHT AIL-BAT ROUTINE PROVIDER4,THREE 799.3 12/12/01 Debility  12/11/01 PATIENT1,NINE CRUTCH-A ROUTINE PROVIDER4,FOUR 892.0 12/12/01 Open woun  12/11/01 PATIENT1,TEN CANE-WAL ROUTINE PROVIDER3,SEVEN 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 Select Item(s): Next Screen//, type AD,PC, and press <Enter.> |

|  |  |
| --- | --- |
| Add and Post Complete Screen | Prosthetic Suspense Mar 22, 2000 10:02:11 Page: 1 of 2  Suspense Processing  Open/Pending/Closed Suspense for PROSPATIENT,SEVEN (000-11-1111) '!' = STAT  Date Type Requestor Description Init Act Days Status  1 06/06/00 OXYGEN PROVIDER,ONE REASON FOR REQUEST: ( @12 OPEN  2 06/06/00 CONTACT PROVIDER,ONE CONTACT LENS RX: @12 OPEN  3 06/06/00 EYEGLASS PROVIDER,ONE EYEGLASS RX: @12 OPEN  4 06/06/00 ROUTINE PROVIDER,ONE 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// **AD,PC** **<Enter>** 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 **Requestor** prompt, type the physician name, and press **<Enter.>** |
| 3 | At the **Edit? NO//** prompt, type **Y** for Yes to edit the note. |
| 4 | Type a free-text note in the text editor. |
| 5 | Press the “**PF1”** key and then the “**E**” keys simultaneously to exit the text editor. |
| 6 | Enter a list or range of number to complete the note, and press **<Enter.>** |
| 7 | At the **Edit? NO//** prompt, type **Y** for Yes to edit the note. |
| 8 | Type a note to complete the suspense record. |
| 9 | Press the “**PF1”** key and then the “**E**” 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>======  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>==== |

Appendix B – Appointment Management

Overview

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| 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 | **CI Check In** PT Change Patient  CO Check Out **UN Unscheduled Visit**  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. |

1. CPRS Cloning, Auto Adaptive and Clothing Allowance Suspense entries are new functionality with Patch RMPR\*3\*80. [↑](#footnote-ref-1)
2. Three options removed from the **Suspense Processing (SP)** screen: IA, VO, CO, with Patch RMPR\*3\*80. [↑](#footnote-ref-2)
3. The **View Request (VR)** option has been enhanced with Patch RMPR\*3\*80. [↑](#footnote-ref-3)
4. The Cancel Request (CR) feature has been updated with Patch RMPR\*3\*80. [↑](#footnote-ref-4)
5. New options with Patch RMPR\*3\*80. [↑](#footnote-ref-5)
6. New option with Patch RMPR\*3\*80. [↑](#footnote-ref-6)
7. New option with Patch RMPR\*3\*80. [↑](#footnote-ref-7)
8. Clone CPRS (CC) is a new option with Patch RMPR\*3\*80. [↑](#footnote-ref-8)