Community Viewer
FREQUENTLY ASKED QUESTIONS

What is Community Viewer (CV)?
CV is a web-based application that enables community providers to view the full VA electronic health record of each Veteran referred to them.

Why should I use CV?
CV allows community providers to view the health information of a Veteran that has been referred to them. Through CV, VA staff can assign Veterans to community providers and allow them to view the Veteran’s electronic health records.

Who should have access to CV?
Community providers providing care to Veterans that have been referred to their practice or that have been assigned to them.

How do I request access to CV?
You will receive access information from a VA staff member once you are added to the system.

Who will demo the Community Viewer capabilities to community providers?
The Community Viewer Project Team is available to conduct demonstrations for community providers. Email Community_Provider_Technical_Service_Desk@va.gov to request a demo.

Will there be training available?
Community providers can access the Community Viewer page for product-related information such as user guide, fact sheet, etc.

Is there support available?
There will be multiple avenues of support available to Community Care Providers (CCPs). CCPs can call the Community Provider Technical Service Desk at 1-844-788-6161 for support.

Who will assign and maintain community provider access to Community Viewer?
VA Community Care staff at each site use the Community Care Provider Management (CCPM) menu to manage community provider access.

If a community provider is associated with multiple groups, do they need a separate email address/user ID for each group?
For privacy and security reasons, CV requires the community provider to create a separate email address/user ID for each group or organization with which they are affiliated.

Can I print from CV?
Neither VA staff nor the community provider can print patient records due to HIPAA concerns and compliance.