

COMMUNITY VIEWER 2.5 FACT SHEET

Overview

Community Viewer (CV) 2.5 is a secure web-based application that simplifies the sharing of Veteran Electronic Health Records (EHRs) between VA and community providers. It includes user enhancements for VA staff and community providers.

User Features

Community Viewer 2.5 allows VA staff users to:

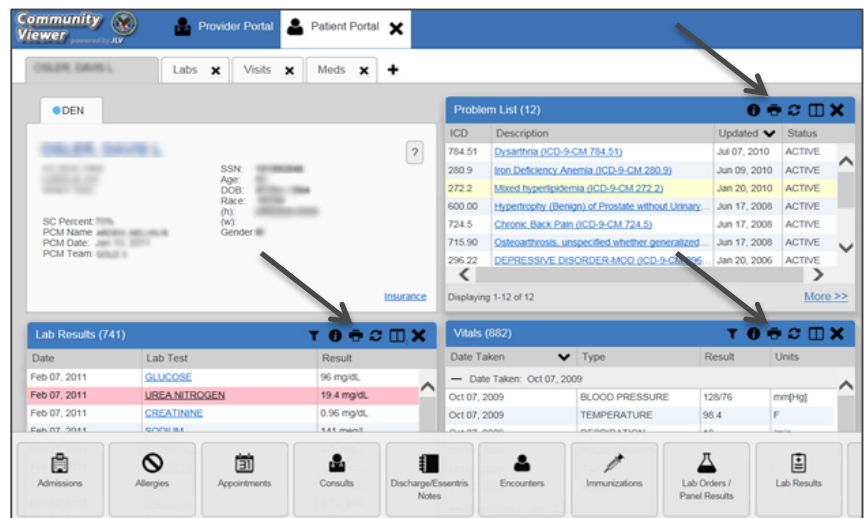
- Add a new provider and assign a Veteran to a provider from the *Manage Community Care Provider Group* screen
- Edit Veteran care assignment information including the start and end date, and the history start date (the date records are initially available to the provider for the consult)
- Search for Veteran(s) assignments locally and across the enterprise, and view the provider(s) a Veteran is assigned to
- View the Veteran name, assignment type, consult number and name, consult status, consult provider name, CV2.5 usage, and the requesting VA provider
- Print health record information by clicking on a print icon located on the user interface. Only information displayed within the CV 2.5 browser will print

Benefits

- Improves Veteran experience through enhanced care coordination
- Reduces administrative workload for VA staff by electronically sharing the Veteran health record
- Helps manage Veteran referrals
- Allows VA Community Care staff to enroll community providers in CV and assign Veterans to them

About Community Viewer 2.5

Community Viewer 2.5 allows community providers to view the electronic health record (EHR) of a Veteran under their care as authorized by VA. It promotes secure care coordination for Veterans between VA and community providers. Users can view VistA-based medical history within the timeframe set by VA staff when assigning a Veteran to a community provider.



Help Desk

- A Community Provider Technical Service Desk is available to community provider users of CV 2.5 and can be reached by e-mail at [Community Provider Technical Service Desk@va.gov](mailto:Community_Provider_Technical_Service_Desk@va.gov) or by calling 1-844-788-6161.

Start Using Community Viewer 2.5

1. VA staff will assign referred Veterans to community providers through CV 2.5. Staff can select from 30-Day Wait, Consult, Distance-Eligible (40 mile), and Episode of Care as the assignment type, and define when the provider's ability to view starts and ends. CV 2.5 creates a draft notification e-mail to the community provider and the group point of contact when a Veteran is assigned.
2. Community providers can then log in to CV 2.5 and view the Veteran's health information for the time period set by the VA staff.

More Information

Community providers can access additional resources through the following link:
https://www.va.gov/COMMUNITYCARE/provider_info/provider_resources.asp

