



Update _2_0_129

Clinical Reminders

**VA-COVID-19 TELEPHONE FOLLOW UP
Install Guide**

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Product Development
Office of Information Technology
Department of Veterans Affairs

Table of Contents

INTRODUCTION	1
PRE-INSTALL.....	2
INSTALL DETAILS	2
INSTALL EXAMPLE.....	3
POST INSTALLATION.....	6

Introduction

DESCRIPTION:

The template will be used when a patient is COVID-19 positive, or is suspected of having COVID-19, so that clinical staff may:

- document attempts to contact
- document contact with notification of lab results
- document contact with symptom monitoring and disposition

UPDATE_2_0_129 contains 1 Reminder Exchange entry:

UPDATE_2_0_129 VA-COVID-19 TELEPHONE FOLLOW-UP

The exchange file contains the following components:

TIU TEMPLATE FIELD

WORD PROC 70X5

VA-WORD

HYPERLINK COVID-19 HOW TO PROTECT SELF

HEALTH FACTORS

VA-REMINDER UPDATES

VA-UPDATE_2_0_129

VA-COVID-19

VA-HOME MONITORING BLOOD PRESSURE

VA-HOME MONITORING PULSE OX

VA-HOME MONITORING TEMP

VA-COVID-19 PLAN OTHER FOLLOW UP

VA-COVID-19 PLAN SECURE MESSAGE

VA-COVID-19 PLAN ANNIE AP FOLLOW UP

VA-COVID-19 PLAN CONTINUE CALLS

VA-COVID-19 PLAN PROVIDE PREVENTION INFO

VA-COVID-19 PLAN CONTACT VA NURSE LINE

VA-COVID-19 PATIENT WORSENING

VA-COVID-19 PATIENT STABLE

VA-COVID-19 PATIENT IMPROVING

VA-COVID-19 FOLLOW UP PC

VA-COVID-19 UNABLE TO CARE FOR SELF HOME

VA-COVID-19 CAN CARE FOR SELF AT HOME

VA-TRAVEL SCREEN [C]

VA-TRAVEL DIARRHEA NO

VA-TRAVEL DIARRHEA YES

VA-TRAVEL FLU NO

VA-TRAVEL FLU YES

VA-TRAVEL COUGH NO
VA-TRAVEL COUGH YES
VA-TRAVEL FEVER NO
VA-TRAVEL FEVER YES
VA-COVID-19 TEST PENDING RESULTS
VA-COVID-19 TEST POSITIVE
VA-COVID-19 TEST NEGATIVE
VA-COVID-19 UNABLE TO LEAVE MESSAGE
VA-COVID-19 UNABLE TO REACH PATIENT

REMINDER TERM

VA-REMINDER UPDATE_2_0_129

REMINDER DIALOG

VA-COVID-19 TELEPHONE FOLLOW-UP

Pre-Install

Using the Vista menu Reminder Dialog Manager, Reminder Dialog, change your view to GROUP and choose inquire/print for the following reminder dialog group:

VAL-COVID 19 RESULTS NEGATIVE LOCAL INFORMATION

Save this info for the post install, it will make adding information back post -install easier if your site has made local edits. Not all sites will have made local edits to these dialog groups.

Install Details

This update is being distributed as a web host file. The address for the host file is:
https://vaww.va.gov/reminders/docs/UPDATE_2_0_129.PRD

The file will be installed using Reminder Exchange, programmer access is not required.

If your site is unable to use LWH, you will have a vista mail message with subject of UPDATE 129.

Installation:

=====

This update can be loaded with users on the system. Installation will take less than 10 minutes.

Install Example

To Load the Web Host File. Navigate to Reminder exchange in Vista

```
+      + Next Screen  - Prev Screen  ?? More Actions  >>>
CFE Create Exchange File Entry      LHF Load Host File
CHF Create Host File                 LMM Load MailMan Message
CMM Create MailMan Message           LR  List Reminder Definitions
DFE Delete Exchange File Entry       LWH Load Web Host File
IFE Install Exchange File Entry       RI  Reminder Definition Inquiry
IH  Installation History              RP  Repack
Select Action: Next Screen// LWH    Load Web Host File
Input the URL for the .prd file: https://vaww.va.gov/reminders/docs/UPDATE_2_0_129.PRD
```

At the **Select Action:** prompt, enter **LWH** for Load Web Host File

At the **Input the url for the .prd file:** prompt, type the following web address:

https://vaww.va.gov/reminders/docs/UPDATE_2_0_129.PRD

You should see a message at the top of your screen that the file successfully loaded.

Search and locate an entry titled **UPDATE_2_0_129 VA-COVID-19 TELEPHONE FOLLOW-UP** in reminder exchange.

```
+Item  Entry                                     Source                                     Date Packed
138    UPDATE_2_0_129 VA-COVID-19 TELEPHONE FOLLOW-UP  GRIFFITH@SALT LAKE CI  04/14/2020@16:16
139    UPDATE_2_0_12_1 VA-DIFFICULT AIRWAY          GRIFFITH@SALT LAKE CI  11/27/2015@09:51
140    UPDATE_2_0_12_2 VA-DIFFICULT AIRWAY          GRIFFITH@SALT LAKE CI  02/10/2016@06:52
141    UPDATE_2_0_13 VA-COMBINATION DRUG CLASSES CROC SILVERMAN@SALT LAKE CI  07/29/2016@09:12
142    UPDATE_2_0_131 VA-SCARCE RESOURCE ALLOCATION    GRIFFITH@SALT LAKE CI  04/14/2020@11:25
+      + Next Screen  - Prev Screen  ?? More Actions  >>>
CFE Create Exchange File Entry      LHF Load Host File
CHF Create Host File                 LMM Load MailMan Message
CMM Create MailMan Message           LR  List Reminder Definitions
DFE Delete Exchange File Entry       LWH Load Web Host File
IFE Install Exchange File Entry       RI  Reminder Definition Inquiry
IH  Installation History              RP  Repack
Select Action: Next Screen// IFE    Install Exchange File Entry
Enter a list or range of numbers (1-367): 138
```

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry

Enter the number that corresponds with your entry **UPDATE_2_0_129 VA-COVID-19 TELEPHONE FOLLOW-UP** (in this example it is entry 138 it will vary by site). The date of the exchange file should be 04/14/2020.

```

Component                                     Category      Exists
Source:      GRIFFITH,ELIZABETH A at SALT LAKE CITY
Date Packed: 04/14/2020@16:16:35
Package Version: 2.0P35

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-COVID-19 TELEPHONE FOLLOW-UP

REMINDER TERM
  VA-REMINDER UPDATE_2_0_129

Keywords:

Components:

+      Enter ?? for more actions                >>>
IA  Install all Components                    IS  Install Selected Component
Select Action: Next Screen// IA

```

At the **Select Action** prompt, type **IA** for Install all Components and hit enter.

Select Action: Next Screen// **IA Install all Components**

You will see several prompts, for all new entries you will choose **I to Install**

For components that already exists but the packed component is different, you will choose **S to Skip**.

You will be prompted to install the reminder dialog component – You will choose to install all even though the components have an X to indicate that they exist. These components have been updated and should be installed.

```

Packed reminder dialog: VA-COVID-19 TELEPHONE FOLLOW-UP [NATIONAL DIALOG]

```

Item	Seq.	Dialog Findings	Type	Exists
1		VA-COVID-19 TELEPHONE FOLLOW-UP	dialog	
2	5	VA-COVID-19 FOLLOW-UP CALL VERSION Finding: *NONE*	element	
3	8	VA-GP COVID-19 FOLLOW-UP CONTACT Finding: *NONE*	group	
4	8.5	VA-GP COVID-19 FOLLOW-UP CALL Finding: *NONE*	group	
5	8.5.5	VA-GP COVID-19 SYMPTOMS Finding: *NONE*	group	
6	8.5.5.5	VA-GP COVID SYMPTOM FEVER Finding: *NONE*	group	X
7	8.5.5.5.5	VA-COVID SYMPTOM FEVER Y Finding: VA-TRAVEL FEVER YES (HEALTH FACTOR)	element	X

```

+      + Next Screen  - Prev Screen  ?? More Actions
DD  Dialog Details      DT  Dialog Text      IS  Install Selected
DF  Dialog Findings    DU  Dialog Usage    QU  Quit
DS  Dialog Summary     IA  Install All
Select Action: Next Screen// IA

```

At the **Select Action** prompt, type **IA** to install the dialog – **VA-COVID-19 TELEPHONE FOLLOW-UP**

Select Action: Next Screen// **IA Install All**

Install reminder dialog and all components with no further changes: Y// **Yes**

```

Packed reminder dialog: VA-COVID-19 TELEPHONE FOLLOW-UP [NATIONAL DIALOG]
VA-COVID-19 TELEPHONE FOLLOW-UP (reminder dialog) installed from exchange file.
Item  Seq. Dialog Findings                                     Type  Exists
  1    VA-COVID-19 TELEPHONE FOLLOW-UP                       dialog  X
  2    5 VA-COVID-19 FOLLOW-UP CALL VERSION                   element  X
      Finding: *NONE*
  3    8 VA-GP COVID-19 FOLLOW-UP CONTACT                     group   X
      Finding: *NONE*
  4    8.5 VA-GP COVID-19 FOLLOW-UP CALL                      group   X
      Finding: *NONE*
  5    8.5.5 VA-GP COVID-19 SYMPTOMS                         group   X
      Finding: *NONE*
  6    8.5.5.5 VA-GP COVID SYMPTOM FEVER                     group   X
      Finding: *NONE*
  7    8.5.5.5 VA-COVID SYMPTOM FEVER Y                      element  X
      Finding: VA-TRAVEL FEVER YES (HEALTH FACTOR)
+      + Next Screen  - Prev Screen  ?? More Actions
DD  Dialog Details      DT  Dialog Text      IS  Install Selected
DF  Dialog Findings    DU  Dialog Usage     QU  Quit
DS  Dialog Summary     IA  Install All
Select Action: Next Screen// Q

```

After completing this dialog install, you will type Q.

```

Component                                     Category  Exists
Source:      GRIFFITH,ELIZABETH A at SALT LAKE CITY
Date Packed: 04/14/2020@16:16:35
Package Version: 2.0P35

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-COVID-19 TELEPHONE FOLLOW-UP

REMINDER TERM
  VA-REMINDER UPDATE_2_0_129

Keywords:

Components:

+      Enter ?? for more actions                                     >>>
IA  Install all Components      IS  Install Selected Component
Select Action: Next Screen// Q

```

You will then be returned to this screen. At the **Select Action** prompt, type **Q**.

Install complete.

Post Installation

1. **Make the Dialog able to be attached to a Personal/Shared template or to a progress note title.**

From the Reminders Manager Menu:

Select Reminder Managers Menu Option: **CP CPRS Reminder Configuration**

- CA Add/Edit Reminder Categories
- CL CPRS Lookup Categories
- CS CPRS Cover Sheet Reminder List
- MH Mental Health Dialogs Active
- PN Progress Note Headers
- RA Reminder GUI Resolution Active
- TIU TIU Template Reminder Dialog Parameter**
- DL Default Outside Location
- PT Position Reminder Text at Cursor

Select CPRS Reminder Configuration Option: **TIU TIU Template Reminder Dialog Parameter**

Reminder Dialogs allowed as Templates may be set for the following:

- 1 User USR [choose from NEW PERSON]
- 3 Service SRV [choose from SERVICE/SECTION]
- 4 Division DIV [choose from INSTITUTION]
- 5 System SYS [NATREM.FO-SLC.MED.VA.GOV]

Enter selection: **5** *Choose the appropriate number for your site. Your site may do this by System or other levels. The example below uses SYSTEM level*

Setting Reminder Dialogs allowed as Templates for System:

Select Display Sequence: **?**

- 148 VA-VETERANS CHOICE NOTE
- 149 VA-TBI SCREENING

*When you type a question mark above, you will see the list of #'s (with dialogs) that are already taken. Choose a number **NOT** on this list. For this example, looking above I see the number 150 is not present, so I will use 150.*

Select Display Sequence: **150**

Are you adding 150 as a new Display Sequence? Yes// **Y YES**

Display Sequence: 150// **<Enter>** 150

Clinical Reminder Dialog: **VA-COVID-19 TELEPHONE FOLLOW-UP**

then **<enter>** reminder dialog NATIONAL

OK? Yes// **<Enter>** (Yes)

2. Associate the new reminder dialog with a shared template in CPRS

To do this, go to Template Editor, then Shared Templates, select the appropriate folder (if applicable), and choose **New Template** (top right-hand corner).

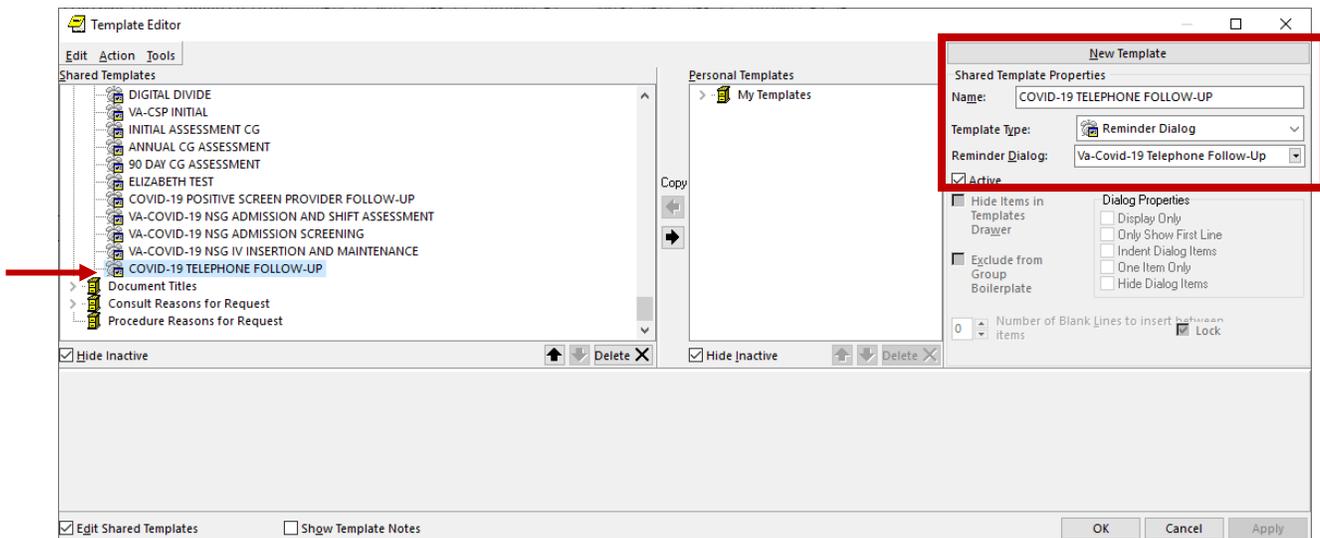
Type in the following information:

Name: **COVID-19 TELEPHONE FOLLOW-UP**

Template Type: **Reminder Dialog**

Reminder Dialog: **VA-COVID-19 TELEPHONE FOLLOW-UP**

Next, select Apply.



Setup of specific Note title. (Optional)

If your site wants to create a new note title specifically for this template. You can add this to the category that your site uses for your telephone notes. The note title should be:

COVID-19 TELEPHONE FOLLOW-UP

Map it to the VHA Enterprise Standard Title: TELEPHONE ENCOUNTER NOTE

Note: Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the [TIU/ASU Implementation Guide](#)

3. **Associate the new reminder dialog with the specific note title in CPRS (Optional)**
To do this, go to Template Editor, then Document Titles, select the appropriate folder (if applicable), and choose **New Template** (top right-hand corner).

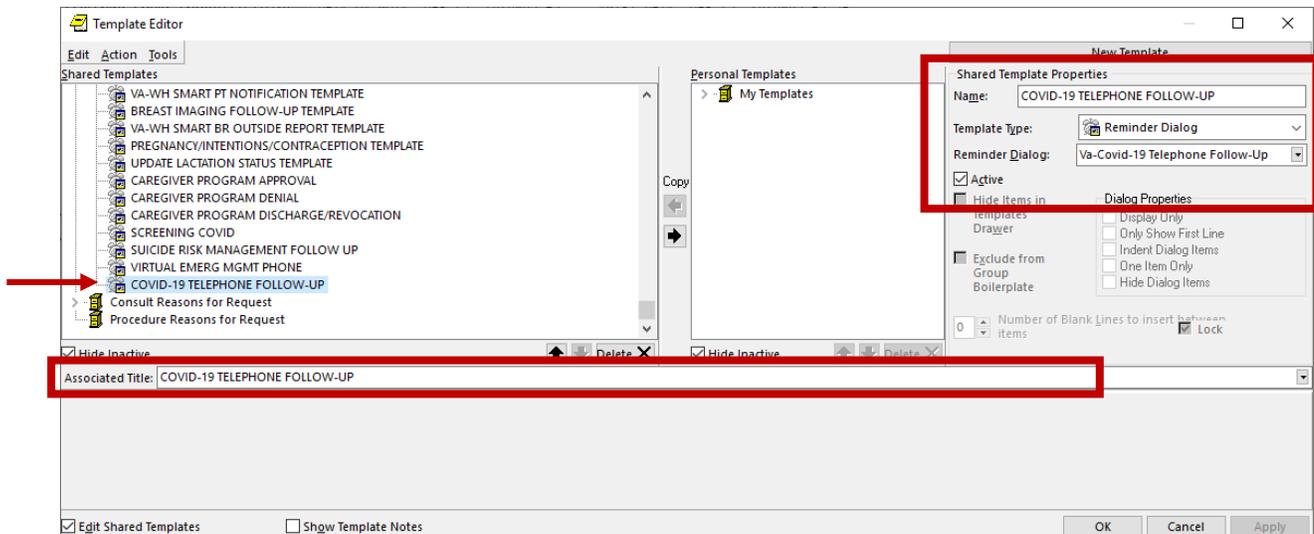
Type in the following information:

Name: **COVID-19 TELEPHONE FOLLOW-UP**

Template Type: **Reminder Dialog**

Reminder Dialog: **VA-COVID-19 TELEPHONE FOLLOW-UP**

Next, type in the Associated Title, which in this case is **COVID-19 TELEPHONE FOLLOW-UP** and hit Apply.



4. **Add local content:**

There is a reminder dialog element in the plan that indicated that the ANNIE service will be used, if your site does not offer this service, please edit this element **VAL-COVID-19 FOLLOW-UP PLAN ANNIE** and disable it. If you disable this option, make sure you choose the option **DISABLE AND DO NOT SEND MESSAGE**

The reminder dialog element **VAL-COVID-19 FOLLOW-UP PLAN ED NURSE HOTLINE** contains the VA nurse phone line information, this is a local element and you can edit the dialog text to add a specific phone number if needed.

5. **Add local reminder dialog groups and elements if needed. (Optional)**

This template was built with the standard items included. If a site would like to add additional site-specific information at the end of the call sections, you can add text to the local reminder dialog group **VAL-GP COVID-19 FOLLOW UP CALL**.

If your site would like to add additional items specifically to the Plan and Patient Education section, this group is local, and you can add additional elements or groups if needed locally.
VAL-GP COVID-19 FOLLOW-UP PLAN EDUCATION

If you had made changes to the below items before, you will need to re-do any local modifications to the following groups:

VAL-COVID 19 RESULTS NEGATIVE LOCAL INFORMATION.

***NOTE:** If there are any questions or problems during the installation, please notify your local IT support to log a national help desk ticket or contact the VA Service Desk and have them submit a national ticket to:*

Category: Affected Service

Affected Service: VistA – CPRS: Clinical Reminders

Assignment Group: NTL SUP Clin 2