Clinical Reminders

VA-Gateway to Healthy Living Reminder Dialogs

Install Guide

May 2017

Product Development
Office of Information Technology
Department of Veterans Affairs
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Introduction

The Gateway to Healthy Living Program was designed by the VHA National Center for Health Promotion and Disease Prevention to serve as an entry point for Veterans who might benefit from self-care and healthy living programming. The program aims to facilitate Veteran engagement in health behavior change, increase confidence for changing, and link Veterans with effective healthy living interventions.

The Gateway is a 90-minute, face-to-face group session, followed by two follow-up phone calls which occur 1-2 and 4-6 weeks after the group session. The goal of the program is to help participants increase motivation for change, set health behavior change goals, if interested, and connect them to resources available in and outside of VA.

Three reminder dialogs are being distributed with this update

UPDATE_2_0_22 contains 1 Reminder Exchange entry:
UPDATE_2_0_22 VA-GATEWAY TO HEALTHY LIVING

The exchange file contains the following components:

REMINDER DIALOG
VA-GATEWAY TO HEALTHY LIVING F/U 2 CALL NOTE
VA-GATEWAY TO HEALTHY LIVING F/U 1 CALL NOTE
VA-GATEWAY TO HEALTHY LIVING INITIAL NOTE

REMINDER TERM
VA-REMINDER UPDATE_2_0_22

TIU TEMPLATE FIELD
GEN WORD PROC REQ LARGE
GEN TEXT BOX 50 REQUIRED
GHL DETAILS COMMENT
GEN TEXT BOX 50
VA-GHL INFO SELF MANAGEMENT
VA-GHL INFO COMMUNITY PROGRAMS
VA-GHL INFO VA PROGRAMS
GEN WORD PROCESSING
DATE & TIME (REQ)
GEN TEXT 20 REQ
DATE (*)
CHECK ALL THAT APPLIES
GEN WORD PROCESSING REQ

HEALTH FACTORS
VA-REMINDER UPDATES
VA-UPDATE_2_0_22
VA-GW HEALTHY LIVING F/U
VA-GW F/U PT PREFER NO CONTACT
VA-GW F/U PT WILL CALL IN
VA-GW F/U SECURE MESSAGE
VA-GW F/U CALL PATIENT
VA-GW SMART GOAL DETAILS
VA-GW PT NOT READY TO SET GOAL
VA-GW SMART GOAL CONFIDENCE SCORE
VA-GW SMART GOAL 2 CONFIDENCE:UNKNOWN
VA-GW SMART GOAL 2 CONFIDENCE:0
VA-GW SMART GOAL 2 CONFIDENCE:10
VA-GW SMART GOAL 2 CONFIDENCE:9
VA-GW SMART GOAL 2 CONFIDENCE:8
VA-GW SMART GOAL 2 CONFIDENCE:7
VA-GW SMART GOAL 2 CONFIDENCE:6
VA-GW SMART GOAL 2 CONFIDENCE:5
VA-GW SMART GOAL 2 CONFIDENCE:4
VA-GW SMART GOAL 2 CONFIDENCE:3
VA-GW SMART GOAL 2 CONFIDENCE:2
VA-GW SMART GOAL 2 CONFIDENCE:1
VA-GW SMART GOAL 2
VA-GW SMART GOAL 1
VA-GW PROG ADDL SUPPORT CHOICE
VA-GW PROGRAM-SELF MGT PLAN
VA-GW PROGRAM-PERSONAL ACTIVITY PLAN
VA-GW PROGRAM-PERSONAL TOBACCO PLAN
VA-GW PROGRAM-PERSONAL WT MGT PROGRAM
VA-GW PROGRAM-MOBILE APP
VA-GW PROGRAM-OTH COMMUNITY RESOURCE
VA-GW PROGRAM-QUITLINE
VA-GW PROGRAM-PRIVATE GYM
VA-GW PROGRAM-TOPS
VA-GW PROGRAM-WEIGHT WATCHERS
VA-GW PROGRAM-YMCA
VA-GW PROGRAM-SILVER SNEAKERS
VA-GW PROGRAM-OTH VA GROUP
VA-GW PROGRAM-WELLNESS PROGRAM
VA-GW PROGRAM-STRESS MGT
VA-GW PROGRAM-DIABETES EDUC
VA-GW PROGRAM-TOBACCO CESSATION
VA-GW PROGRAM-MOVE!
VA-GW HEALTHY LIVING TARGET
VA-GW PT RECEIVED RESOURCES
VA-GW SMART GOAL 1 CONFIDENCE:UNKNOWN
VA-GW SMART GOAL 1 CONFIDENCE:0
VA-GW SMART GOAL 1 CONFIDENCE:10
VA-GW SMART GOAL 1 CONFIDENCE:9
VA-GW SMART GOAL 1 CONFIDENCE:8
VA-GW SMART GOAL 1 CONFIDENCE:7
VA-GW SMART GOAL 1 CONFIDENCE:6
VA-GW SMART GOAL 1 CONFIDENCE:5
VA-GW SMART GOAL 1 CONFIDENCE:4
VA-GW SMART GOAL 1 CONFIDENCE:3
VA-GW SMART GOAL 1 CONFIDENCE:2
VA-GW SMART GOAL 1 CONFIDENCE:1
VA-GW TARGET-OTHER
VA-GW TARGET-BE SAFE
VA-GW TARGET-MANAGE STRESS
VA-GW TARGET-SCREENING/IMMUNIZATIONS
VA-GW TARGET-LIMIT ALCOHOL
VA-GW TARGET-STRIVE FOR HLTHY WEIGHT
VA-GW TARGET-BE PHYSICALLY ACTIVE
VA-GW TARGET-EAT WISELY
VA-GW TARGET-BE TOBACCO FREE
VA-GW TARGET-BE INVOLVED IN HEALTHCARE
VA-GW F/U 2 PROG ADDL SUPPORT CHOICE
VA-GW F/U 2 PROGRAM-OTH SELF MGT PLAN
VA-GW F/U 2 PROGRAM-PERSONAL ACTIV PLAN
VA-GW F/U 2 PROGRAM-PERSONAL WT MGT PROG
VA-GW F/U 2 PROGRAM-PERSONAL TOB PLAN
VA-GW F/U 2 PROGRAM-MOBILE APP
VA-GW F/U 2 PROGRAM-OTH COMMUN RESOURCE
VA-GW F/U 2 PROGRAM-QUITLINE
VA-GW F/U 2 PROGRAM-PRIVATE GYM
VA-GW F/U 2 PROGRAM-TOPS
VA-GW F/U 2 PROGRAM-WEIGHT WATCHERS
VA-GW F/U 2 PROGRAM-YMCA
VA-GW F/U 2 PROGRAM-SILVER SNEAKERS
VA-GW F/U 2 PROGRAM-OTH VA GROUP
VA-GW F/U 2 PROGRAM-WELLNESS PROGRAM
VA-GW F/U 2 PROGRAM-STRESS MGT
VA-GW F/U 2 PROGRAM-DIABETES EDUC
VA-GW F/U 2 PROGRAM-TOBACCO CESSATION
VA-GW F/U 2 PROGRAM-MOVE!
VA-GW F/U 2 PT RECEIVED RESOURCES
VA-GW F/U 1 PROG ADDL SUPPORT CHOICE
VA-GW F/U 1 PROGRAM-OTH SELF MGT PLAN
VA-GW F/U 1 PROGRAM-PERSONAL ACTIV PLAN
VA-GW F/U 1 PROGRAM-PERSONAL TOB PLAN
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VA-GW F/U 1 PROGRAM-TOBACCO CESSATION
VA-GW F/U 1 PROGRAM-MOVE!
VA-GW F/U 1 PT RECEIVED RESOURCES
VA-GW F/U 1 HEALTHY LIVING F/U
VA-GW F/U 1 PT PREFERENCES NO CONTACT
VA-GW F/U 1 PT WILL CALL IN
VA-GW F/U 1 SECURE MESSAGE
VA-CW F/U 1 CALL PATIENT
VA-GW F/U 1 CALL PT
VA-GW F/U 2 SMART GOAL CONFIDENCE SCORE
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:UNK
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:10
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:9
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:8
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:7
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:6
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:5
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:4
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:3
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:2
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:1
VA-GW F/U 2 SMART GOAL 2 CONFIDENCE:0
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:UNK
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:10
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:9
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:8
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:7
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:6
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:5
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:4
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:3
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:2
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:1
VA-GW F/U 2 SMART GOAL 1 CONFIDENCE:0
VA-GW F/U 1 SMART GOAL CONFIDENCE SCORE
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:UNK
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:10
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:9
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:8
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:7
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:6
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:5
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:4
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:3
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:2
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:1
VA-GW F/U 1 SMART GOAL 2 CONFIDENCE:0
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:UNK
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:10
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:9
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:8
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:7
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:6
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:5
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:4
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:3
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:2
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:1
VA-GW F/U 1 SMART GOAL 1 CONFIDENCE:0
VA-GW F/U 2 SMART GOAL DETAILS
VA-GW F/U 2 SMART GOAL 2
VA-GW F/U 2 SMART GOAL 1
VA-GW F/U 1 SMART GOAL DETAILS
VA-GW F/U 1 SMART GOAL 2
VA-GW F/U 1 SMART GOAL 1
VA-GW F/U 2 HEALTHY LIVING TARGET
VA-GW F/U 2 REVIEWED PROGRESS
VA-GW F/U 2 NO GOALS SET, NO F/U
VA-GW F/U 2 PT NOT READY TO SET GOAL
VA-GW F/U 2 TARGET-STRIVE FOR HLTHY WT
VA-GW F/U 2 TARGET-SCRN/IMMUNIZATIONS
VA-GW F/U 2 TARGET-OTHER
VA-GW F/U 2 TARGET-MANAGE STRESS
VA-GW F/U 2 TARGET-LIMIT ALCOHOL
VA-GW F/U 2 TARGET-EAT WISELY
VA-GW F/U 2 TARGET-BE TOBACCO FREE
VA-GW F/U 2 TARGET-BE SAFE
VA-GW F/U 2 TARGET-BE PHYSICALLY ACTIVE
VA-GW F/U 2 TARGET-BE INV IN HLTHCARE
VA-GW F/U 2 SUCCESSFUL LINKAGE W/ PROG
VA-GW F/U 2 BARRIER/CHALLENGE DISCUSSED
VA-GW F/U 1 HEALTHY LIVING TARGET
VA-GW F/U 1 TARGET-BE SAFE
VA-GW F/U 1 TARGET-OTHER
VA-GW F/U 1 TARGET-STRIVE FOR HLTHY WT
VA-GW F/U 1 TARGET-MANAGE STRESS
VA-GW F/U 1 TARGET-LIMIT ALCOHOL
VA-GW F/U 1 TARGET-SCRN/IMMUNIZATIONS
VA-GW F/U 1 TARGET-EAT WISELY
VA-GW F/U 1 TARGET-BE TOBACCO FREE
VA-GW F/U 1 TARGET-BE PHYSICALLY ACTIVE
VA-GW F/U 1 TARGET-BE INV IN HLTHCARE
VA-GW F/U 1 SUCCESSFUL LINKAGE W/ PROG
VA-GW F/U 1 NO GOALS SET, NO F/U
VA-GW F/U 1 PT NOT READY TO SET GOAL
VA-GW F/U 1 REVIEWED PROGRESS
VA-GW PT NOT READY TO SET GOAL, NO F/U
VA-GW F/U 1 BARRIER/CHALLENGE DISCUSSED
VA-GW F/U 2 REVISED SMART GOAL
VA-GW F/U 1 REVISED SMART GOAL

REMINDER SPONSOR
  National Center for Health Promotion and Disease Prevention (NCP)

HEALTH SUMMARY TYPE
  VA-GHL LINKED PROGRAMS
  VA-GHL FOLLOW-UP
  VA-GHL CONFIDENCE LEVEL
  VA-GHL SMART GOAL
  VA-GHL GOAL CATEGORY

HEALTH SUMMARY OBJECTS
  GHL LINKED PROGRAMS (TIU)
  GHL FOLLOW-UP (TIU)
  GHL CONFIDENCE LEVEL (TIU)
  GHL SMART GOAL (TIU)
  GHL GOAL CATEGORY (TIU)

TIU DOCUMENT DEFINITION
  GHL LINKED PROGRAMS
  GHL FOLLOW-UP
  GHL CONFIDENCE LEVEL
  GHL SMART GOAL
  GHL GOAL CATEGORY
Install Details
This update is being distributed as a web host file. The address for the host file is:
http://vista.med.va.gov/reminders/UPDATE_2_0_22.PRD

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

Installation:
============
This update can be loaded with users on the system. Installation will take less than 30 minutes.

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

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:
http://vista.med.va.gov/reminders/UPDATE_2_0_22.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_22 VA-GATEWAY TO HEALTHY LIVING in reminder exchange.

Enter the number that corresponds with your entry titled UPDATE_2_0_22 VA-GATEWAY TO HEALTHY LIVING (in this example it is entry 64, it will vary by site).

At the Select Action prompt, type \textbf{IA} for Install all Components and hit enter.

Select Action: Next Screen// IA   Install all Components

During installation, you will see multiple prompts. YOU WILL INSTALL ALL NEW COMPONENTS.
After the individual components install, you will be prompted to install the dialog components – There are three different dialogs and you will need to install each of them:

<table>
<thead>
<tr>
<th>Item</th>
<th>Seq.</th>
<th>Dialog Findings</th>
<th>Type</th>
<th>Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VA-GATEWAY TO HEALTHY LIVING INITIAL NOTE</td>
<td>dialog</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>5 VA-GHL TXT LEGEND-INFO ONLY</td>
<td>element</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Finding: <em>NONE</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>10 VA-GHL INTRODUCTION</td>
<td>group</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Finding: <em>NONE</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>10.5 VA-GHL HF PT NOT READY FOR GOAL</td>
<td>element</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Finding: VA-GHL PT NOT READY TO SET GOAL (HEALTH FACTOR)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>10.10 VA-GHL PATIENT GOALS</td>
<td>group</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Finding: <em>NONE</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>10.10.5 VA-GHL PATIENT GOAL CHOICES</td>
<td>group</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Finding: <em>NONE</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>10.10.5.5 VA-GHL HF GOAL-BE INVOLVED IN HEALTH CARE</td>
<td>element</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Finding: VA-GHL TARGET:BE INVOLVED IN HEALTHCARE (HEALTH)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

When the dialog has completed installation, you will then be returned to this screen. At the Select Action prompt, type Q.
You will be prompted to install the next dialog:

At the **Select Action** prompt, type **IA** to install the dialog – VA-GATEWAY TO HEALTHY LIVING F/U 2 CALL NOTE

Select Action: Next Screen//IA Install All

All dialog components for VA-GATEWAY TO HEALTHY LIVING F/U 2 CALL NOTE are new.

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

When the dialog has completed installation, you will then be returned to this screen. At the **Select Action** prompt, type **Q**.
You will be prompted to install the final dialog

At the **Select Action** prompt, type **IA** to install the dialog – **VA-GATEWAY TO HEALTHY LIVING F/U 1 CALL NOTE**

Select Action: Next Screen/IA - Install All

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

When the dialog has completed installation, you will then be returned to this screen. At the **Select Action** prompt, type **Q**.
YOU WILL THEN BE PROMPTED TO INSTALL THE REMAINING COMPONENTS:
YOU WILL INSTALL ALL NEW COMPONENTS

<table>
<thead>
<tr>
<th>Component</th>
<th>Category</th>
<th>Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source: GRIFFITH, ELIZABETH A at SALT LAKE CITY</td>
<td>Date Packed: 05/12/2017 09:36:43</td>
<td>Package Version: 2.0P35</td>
</tr>
</tbody>
</table>

Description:
The following Clinical Reminder items were selected for packing:

- REMINDER DIALOG
  - VA-GATEWAY TO HEALTHY LIVING INITIAL NOTE
  - VA-GATEWAY TO HEALTHY LIVING F/U 2 CALL NOTE
  - VA-GATEWAY TO HEALTHY LIVING F/U 1 CALL NOTE

- REMINDER TERM
  - VA-REMINDER UPDATE_2_0_22

Keywords:

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

Install Completed
Post Installation

1. Make the Dialog templates available to be attached to a Personal or Shared template or to be able to attach the dialog to a progress note title.

There are 3 reminder dialog templates included in this update:
- VA-Gateway to Healthy Living Initial Note
- VA-Gateway to Healthy Living Follow-Up 1 Call Note
- VA-Gateway to Healthy Living Follow-Up 2 Call Note

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: **2**

148 VA-VETERANS CHOICE NOTE
149 VA-TBI SCREENING
151 VACO TRANSPLANT REFERRAL (D)

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>
Clinical Reminder Dialogs: **VA-GATEWAY TO HEALTHY LIVING INITIAL NOTE <Enter>**
2. Add the reminder dialog templates to Shared Templates folder in CPRS. To do this, click on “Options” in the toolbar on the Notes tab Select Create New Shared Template

Determine if the 3 reminder dialog templates will be in a folder in shared templates or if they will be listed separately in the Shared Template folder.

- Creating a folder in shared templates
  - New Template Name: Gateway to Healthy Living
  - Template Type: Folder

- Highlight Gateway to Healthy Living Shared Template folder
- Choose New Template (top right-hand corner)
  - New Template Name: Gateway to Healthy Living Initial Note
  - Template Type: Reminder Dialog
  - Select the VA-Gateway to Healthy Living Initial Note template in the Reminder Dialog drop-down selections
Highlight Gateway to Healthy Living Shared Template folder

- Choose New Template (top right-hand corner)
  - New Template Name: Gateway to Healthy Living Follow-Up 1 Call Note
  - Template Type: Reminder Dialog
  - Select the VA-Gateway to Healthy Living F/U 1 Call Note template in the Reminder Dialog drop-down selections

Highlight Gateway to Healthy Living Shared Template folder

- Choose New Template (top right-hand corner)
  - New Template Name: Gateway to Healthy Living Follow-Up 2 Call Note
  - Template Type: Reminder Dialog
  - Select the VA-Gateway to Healthy Living F/U 2 Call Note template in the Reminder Dialog drop-down selections

Creating New Shared Templates

- Highlight Shared Template folder
  - Choose New Template (top right-hand corner)
    - New Template Name: Gateway to Healthy Living Initial Note
    - Template Type: Reminder Dialog
• Select the VA-Gateway to Healthy Living Initial Note template in the Reminder Dialog drop-down selections

• Choose New Template (top right-hand corner)
  • New Template Name: Gateway to Healthy Living FOLLOW-UP 1 Call Note
  • Template Type: Reminder Dialog
  • Select the VA-Gateway to Healthy Living F/U 1 Call Note template in the Reminder Dialog drop-down selections

• Choose New Template (top right-hand corner)
  • New Template Name: Gateway to Healthy Living Follow-Up 2 Call Note
  • Template Type: Reminder Dialog
  • Select the VA-Gateway to Healthy Living F/U 2 Call Note template in the Reminder Dialog drop-down selections

NOTE: If you require further technical assistance, please notify your local IT support to log a national CA Service Desk Manager (SDM) ticket (previously a Remedy™ ticket) or contact the VA Service Desk at 1-888-596-4357 and have them submit a national CA ticket to the Incident Area: NTL.APP.VISTA.CLINICAL REMINDERS 2_0 and we will contact you