

**Community Viewer Version 2.5 User Guide
for Community Care Providers**



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1. Introduction

Community Viewer (CV) is a browser-based software application that facilitates the secure exchange of data between Department of Veterans Affairs (VA) systems and authorized non-VA providers, known as Community Care Providers. The exchange of data improves the coordination of care and continuity of care for VA patients receiving treatment outside of the VA network.

CV pulls information from VA health care systems in real time for viewing within a web browser. Through CV, VA Administrative Staff assign patients to providers and provision their use within the CV system, allowing providers access to view consolidated patient data from multiple Veterans Information Systems and Technology Architecture systems.

This User Guide is written for Community Care Providers, to give instruction on the general functionality of the application. Community Care Providers will use CV to perform the following tasks:

- Request Password Reset
- Access/View Patient Data

Please read, and bear in mind, the following warning before using Community Viewer:

****WARNING**WARNING**WARNING****

“This U.S. Government computer system is for official use only.
The files on this system include Federal records that contain sensitive information.

All activities on this system may be monitored to detect unauthorized access to,
or misuse of, the system or individual files and utilities on the system,
including personal use.

Further use of this system constitutes your consent to such monitoring.

Misuse of, or unauthorized access to, this system may result in criminal
prosecution and disciplinary, adverse, or other appropriate action.”

****WARNING**WARNING**WARNING****

1.1. Purpose of the Guide

The purpose of this guide is to familiarize users with the important features and navigational elements of the CV application.

1.1.1. Guide Conventions

This document is designed for both online and hardcopy consumption. The following conventions are used throughout:

- [Cross References](#) are indicated by blue, underlined text, and provide a hyperlink to figures, tables, and other sections within this guide
- The conventions used in this document for emphasis are **bold** and *italicized text*
- The information symbol  is used to inform the reader of additional information

1.1.2. Terminology

The following standard terms are used throughout this guide:

- **Patient Portal:** The page that displays patient data via widgets
- **Provider Portal:** The landing page, or default view, of CV that opens after logging into the application. The portal page displays widgets and the tools that enable quick access to basic features.
- **Widget:** A component of the CV interface that enables a user to perform a function or access a service.
- **Widget Tray:** An expandable and collapsible tray at the bottom of both portal pages that provides access to the widgets that are available for placement on each portal page.

1.2. Assumptions

This User Guide is written from the perspective of Community Care Providers, assuming the following:

- You can open, navigate, and use the menu options of a web browser
- You can use web-based applications, their menu options, and navigation tools
- You have received the required access credentials and the Uniform Resource Locator (URL) for the CV log in page
- You will use CV to view VA patient data, relevant to patient assignments

1.3. System Requirements

CV is a front-end web application, designed to run in a web browser. Accessing CV through a browser or device that is not fully compatible with the application may result in certain features not working as expected.

 **NOTE:** This release does not support mobile devices

It is recommended that CV is accessed from a desktop or laptop PC using a supported browser, such as:

- Chrome v54
- Firefox v50
- Edge v25
- Internet Explorer v11
- Safari v10

1.4. Getting Help

If you are an authorized user in need of technical assistance, contact the Community Provider Technical Service Desk.

Prior to contacting support, please refer to [Section 2, Logging in to CV](#), for detailed information about how to access CV.



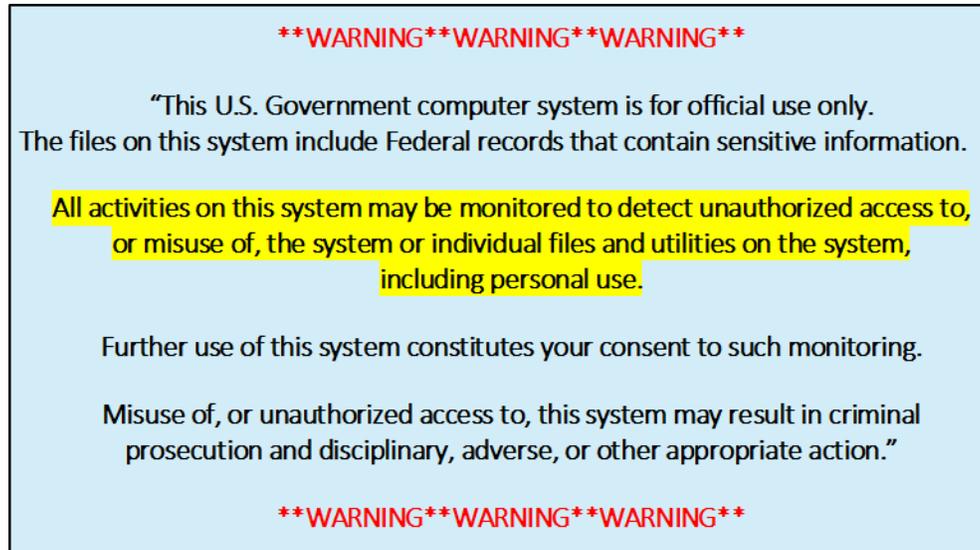
Community Provider Technical Service Desk

REDACTED

If you are an authorized user and do not have your password, follow the steps outlined in [Section 2.1, Changing Your Password](#) to request a password reset.

2. Logging in to CV

Before logging in to and utilizing the functionality of Community Viewer, please read the following:

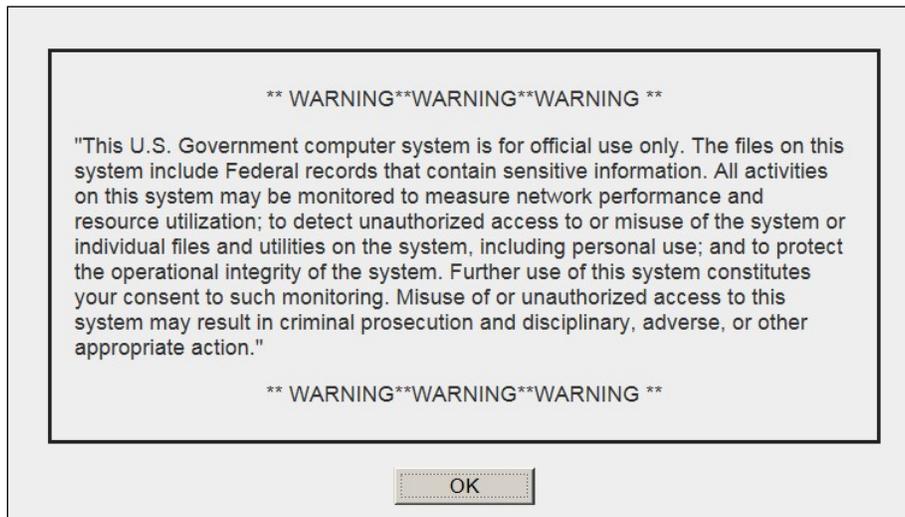


During login, CV authenticates all providers against a registered list, provisioned by VA Administrative Staff. If you have not received credentials to access CV, you must first request access through the Community Provider Technical Service Desk.

To log in to CV:

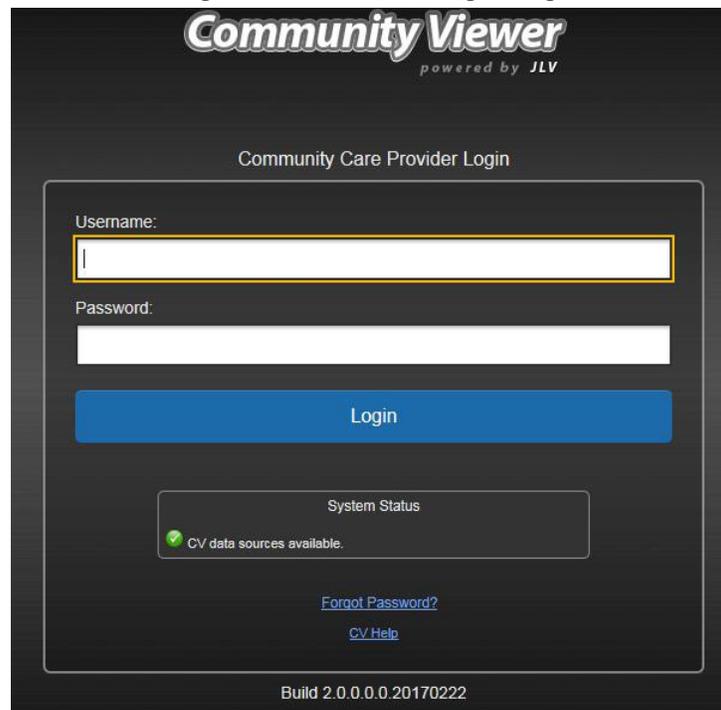
1. Open a supported Internet browser
2. Enter the web address for CV, provided by VA Administrative Staff, in the address bar of an approved Internet browser
3. The Authorized Use message ([Figure 1](#)), a security and legal disclaimer, appears
4. Click **OK** to confirm that you are aware you are accessing a government information system that is provided for authorized users only

Figure 1: Authorized Use Message



5. Enter your user name and password, provided by VA Administrative Staff, in the fields on the **Login** page ([Figure 2](#)):
 - a. Your user name is the e-mail address associated with your account
 - b. If you do not have, or have forgotten, your password, click the **Forgot Password?** link

Figure 2: CCP User Login Page



6. Click **Login**

7. If you are logging in to the CV application for the first time, (or 365 days after your first log in), the VA Privacy and Security Awareness Training page ([Figure 3](#)) appears



NOTE: Users are required to perform **all** acknowledgement tasks before access to CV is granted.

Figure 3: CCP VA Privacy and Security Awareness Training Page

VA Privacy and Security Awareness Training

You are seeing this page for one of the following reasons:

1. You are attempting to access Community Viewer for the first time.
2. Your security and privacy training certification has expired.

For Community Viewer access, please download and review the following training documents to satisfy VA security and privacy requirements. You will need to complete this training every 12 months.

- [Information Security Awareness \(pdf\)](#)
- [Electronic Health Records Rules of Behavior \(pdf\)](#)

After reviewing the training documents above, you must check all of the following boxes to acknowledge the training in order to enable the "I Confirm" button and continue to Community Viewer.

I certify that I have completed and understand the Information Security Awareness training.

I certify that I have renewed and understand the Electronic Health Records Rules of Behavior.

I certify that I have completed and understand the HIPAA privacy training provided by my organization.

Acknowledgement of Accuracy

Under penalty of perjury, I attest that the above information is accurate and true to the best of my knowledge, and I have completed the training shown above.



NOTE: The VA Privacy and Security Awareness Training page appears the first time you access the CV application, and again every 365 days after the first successful log in, as training certification must be renewed each year.

ALL of the acknowledgment tasks (Steps 8 – 13) must be completed to gain access to CV

8. Download and read the Information Security Awareness Training PDF document
9. Download and read the Electronic Health Records Rules and Behavior PDF document
10. Click the checkbox to certify that you have completed and understand the Information Security Awareness training
11. Click the checkbox to certify that you have read and understand the Electronic Health Records Rules and Behavior
12. Click the checkbox to certify that you have completed and understand the HIPAA Privacy training through your organization
13. Click **I Confirm** to proceed to the application

After logging in to CV:

- Your user name is displayed in the top-right corner of the page
- Any patients assigned to you are shown in the **Assigned Patients** widget
- You will be able to view patients assigned to your Provider Group, even if you do not have any active or scheduled patient assignments

2.1. Changing Your Password

Your user ID (user name) is the e-mail address associated with your account. It cannot be changed unless your e-mail address changes. Users have the option to request a password reset.

To request a password reset:

1. Enter the web address for CV, provided by VA Administrative Staff, in the address bar of an approved Internet browser
2. Click the **Forgot Password?** link
3. Enter your name, e-mail address, and phone number in the fields provided in the dialog box
4. Click **Send**
5. An e-mail message is generated to Community.Provider.Technical.Service.Desk@va.gov requesting that an associate contact you, at the phone number you provide, with a new password

2.2. Editing Your User Profile at Login

Users can customize the User Interface (UI) theme from the login page. UI theme preferences can also be set after logging in to CV. See [Section 2.3.3, Profile Settings](#).

To edit the user profile at login:

1. Click the **Edit Profile** link on the login page. UI theme options are presented
2. Select the desired UI theme
3. Click **Save and Login**

2.3. The CV Portal Pages

The CV portal pages have tools that enable quick access to basic features. These tools appear in the top-right corner of the application window (detailed in [Figure 4](#)).

- **Select the UI theme:** Click the **cog wheel**  to configure the UI theme. See [Section 2.3.3, Profile Settings](#).
- **Access online help:** Click **Help**  to open web-based, online help.
- **Log out:** Click **Logout**  to terminate the current CV session

Figure 4: CV Portal Tools



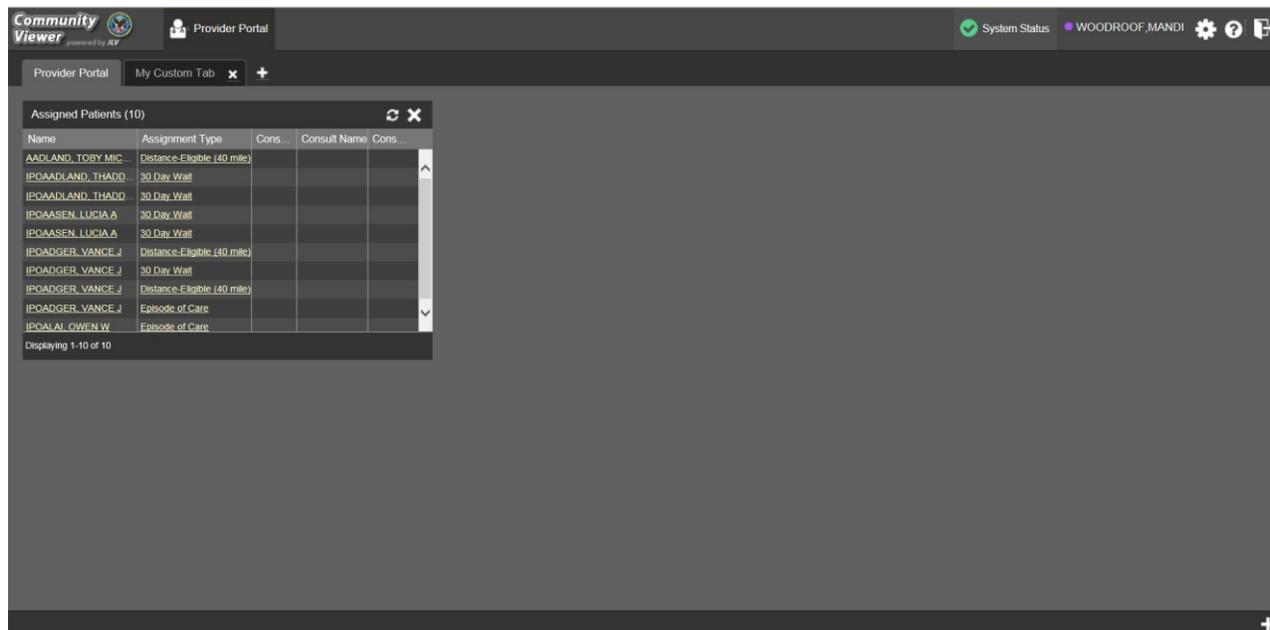
2.3.1. Default View

The default view of CV includes the **Assigned Patients** widget ([Figure 5](#)).



NOTE: If the **Assigned Patients** widget is not open, click the plus (+) sign in the lower-right corner of the screen ([Figure 5](#)) to open the **Widget Tray**. Click, hold, and drag the widget icon from the tray to the screen, and drop in the desired location.

Figure 5: Default View



2.3.2. Viewing System Status

System status updates are received from CV's Health Monitor, which monitors the services that CV uses to connect to VA data sources.

There are two areas of CV where system status is displayed:

1. On the login page
2. On the portal pages (highlighted in [Figure 6](#))

When all monitored systems and services are online and connected, a green icon  appears next to the status, with the message *CV data sources are available* ([Figure 6](#)).

When one or more monitored systems or services are offline or unavailable, a yellow warning icon  appears with the message *CV is having problems*.

When CV's health monitor is unable to retrieve and report system status information, a red icon  appears with the message, *System status is unavailable*. Users may not be able to log into CV or view patient data until the connection is restored. See [Section 1.4, Getting Help](#), for information on how to contact support.

Figure 6: System Status Indicator on the Portal Pages



2.3.3. Profile Settings

Profile settings are accessible within CV by clicking the **cog wheel**  located in the top-right corner of the portal pages ([Figure 5](#)).

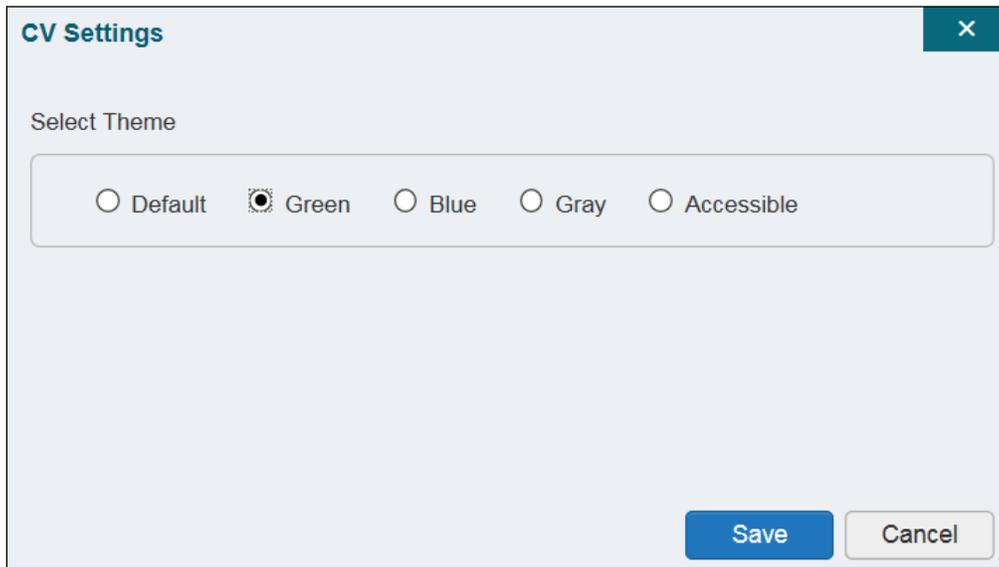
 **NOTE:** In this release, the configuration options are limited to choosing a UI theme.

Selecting a **User Interface Theme** sets the font color, foreground, and background colors of CV. Themes apply to all application elements, including widgets, toolbars, and dialog boxes. The UI theme color choices are Default, Green, Blue, Gray, and Accessible. The Accessible theme ([Figure 11](#)) is 508-compliant, and designed to work with the accessibility features installed on a user's device.

To set the UI theme:

1. Click the **cog wheel**  in the top-right corner of the application
2. The **CV Settings** dialog opens ([Figure 7](#))
3. Click the radio button next to the desired theme
4. Click **Save**
5. After clicking **Save**, you are asked whether or not to save the configuration. Click **Yes** to reload the application and apply the selected theme **-OR-**
6. Click **Cancel** to exit the **CV Settings** dialog and restore the previous theme

Figure 7: The CV Settings Dialog



Examples of the UI themes are displayed in the figures below. The Default theme was presented in [Section 2.3.1, Default View](#).

Figure 8: Blue Theme

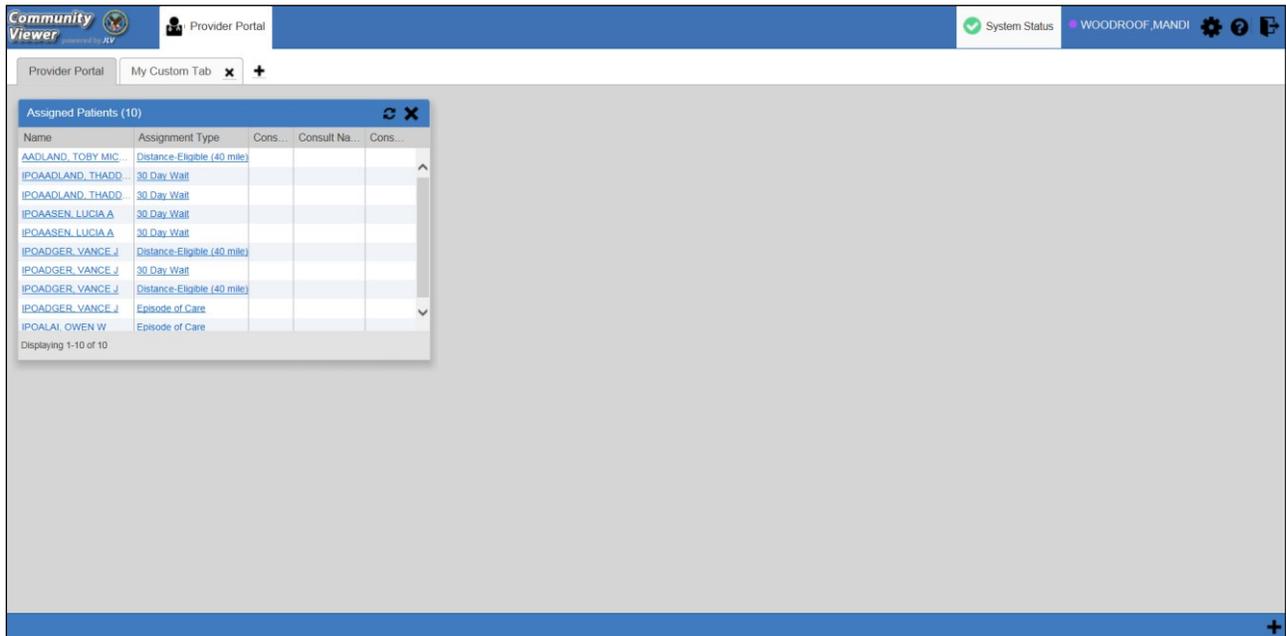


Figure 9: Gray Theme

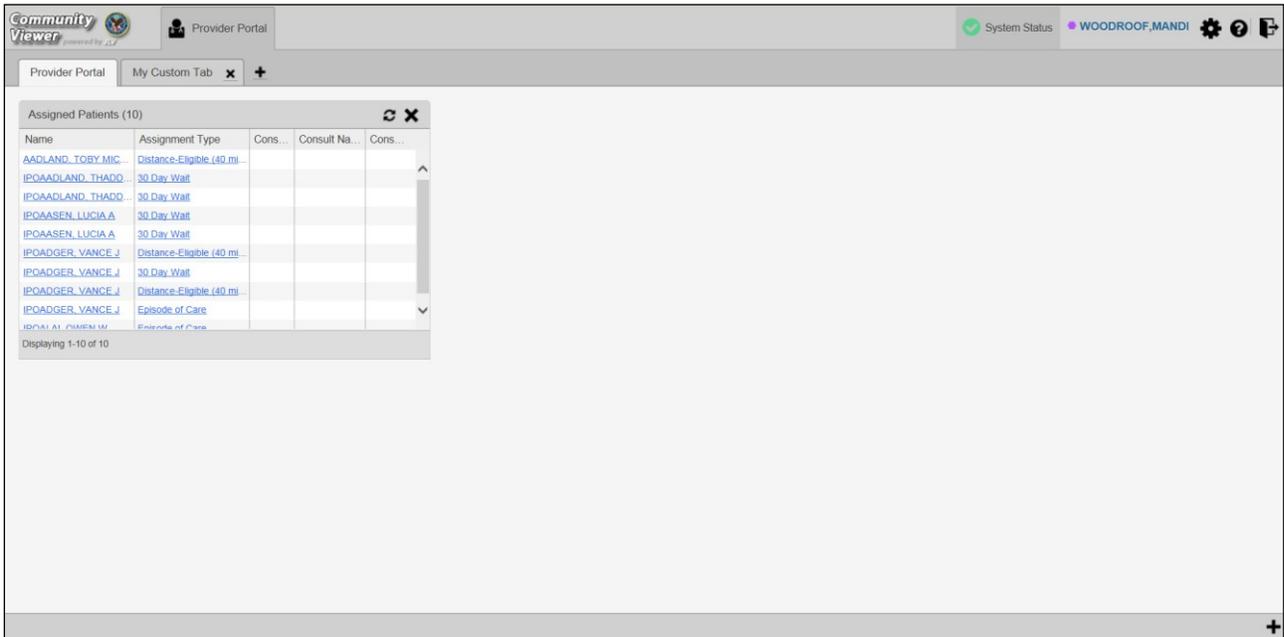


Figure 10: Green Theme

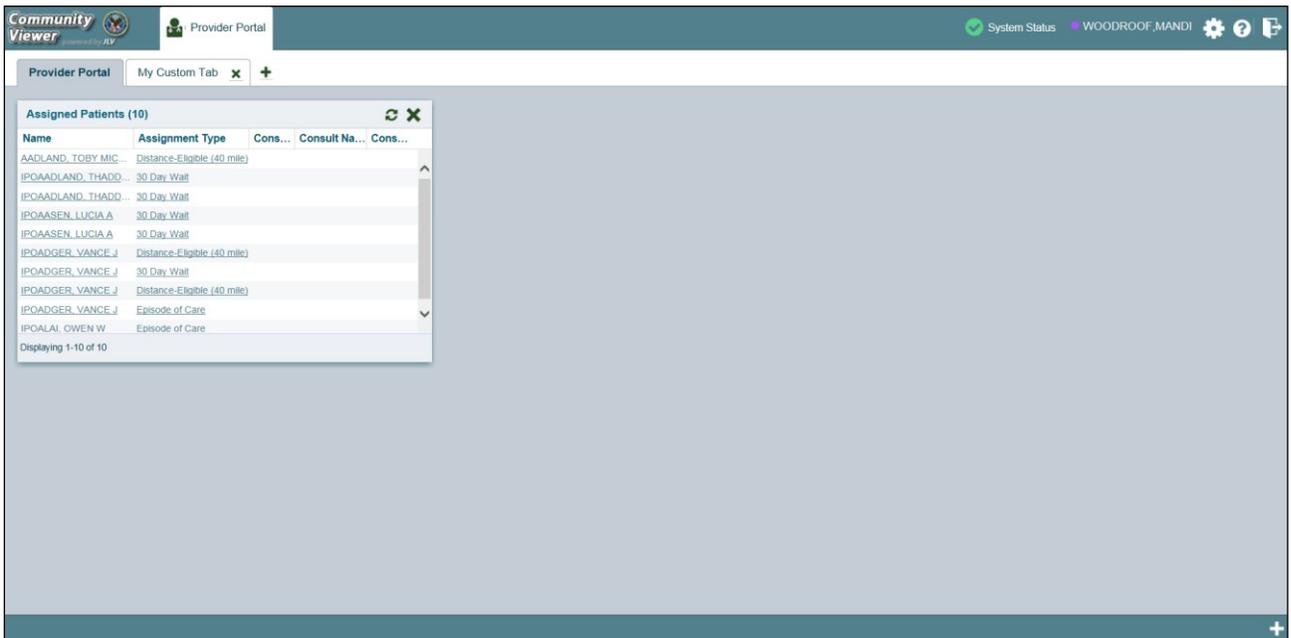
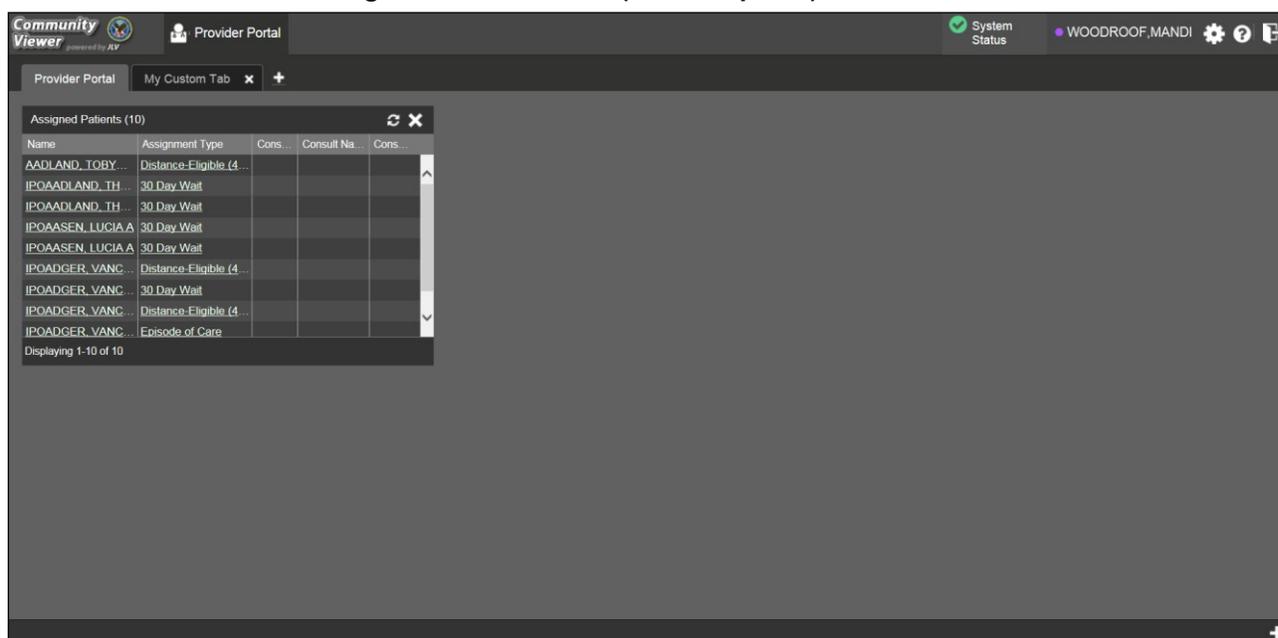


Figure 11: Accessible (508 Compliant) Theme



2.3.4. Using the Accessible Theme's Functionality

The Accessible theme includes larger fonts, enhanced tab and keystroke functionality, and screen reader compatibility to support Federal accessibility requirements and Section 508 compliance.

2.3.4.1. Keyboard Focus and Screen Navigation in Accessible Theme

Keyboard focus is the highlighting of screen elements that enables interaction with, and the navigation of, the web application through the keyboard and keystrokes. The on-screen item in focus is outlined. CV uses a gold outline as a visual indicator of the element with keyboard focus.

CV enables the use of standard Windows keystrokes (**Tab**, **Shift + Tab**, arrow keys, **Enter**), and keyboard shortcuts to move the focus to all menus, and activate all functions on the menus. All user interface items are accessible via the keyboard under the Accessible theme.

Pressing **Enter** or the **Spacebar** when an element that provides action is in keyboard focus performs the associated action. For example, pressing **Enter** or the **Spacebar** when the **cog wheel** icon is in focus opens the **CV Settings** dialog. Using the arrow keys or the **Tab** key allows a user to move between keyboard focus items to navigate through screen elements. A complete list of accessible keystrokes is provided in [Table 1](#).

Table 1: Keyboard Accessible Keystrokes

Keystroke	Description
<i>Application and Portal Navigation</i>	
ENTER	Press to transfer keyboard focus to the highlighted widget.
TAB	Press to transfer keyboard focus to other user interface items.
ESC	Press to return keyboard focus to the panel containing the user interface item with keyboard focus or to exit a window or widget.
SPACEBAR	Press to activate any user interface item (for example, click a button).
Arrow Keys	When keyboard focus is on a widget, press the arrow keys to change page viewing in a widget's data table. When keyboard focus is on a dropdown list, press the down arrow to view the contents.
<i>Tab Panels</i>	
Arrow Keys	Use the left and right arrow keys to change tab panels. To add a tab panel, press the right arrow key until the last tab (+) is selected. A dialog prompts the user to enter the tab name.
Ctrl + x	To close a tab, focus on the tab panel and press Ctrl + x.
<i>Windows and Dialog Boxes</i>	
TAB	Press the Tab key to move the keyboard focus to other user interface items within the window.
<i>Adding Widgets to the Portal Pages</i>	
SHIFT + (Number position)	To add a widget from the widget tray using keystrokes: 1. Determine which column (1, 2, or 3) to place the widget on the portal page. 2. Focus the desired widget in the widget tray and press the Shift key along with the 1, 2, or 3 key, depending on the desired column placement.

2.4. Logging Out of the Current CV Session

You may intentionally log out to end a CV session by clicking **Logout**  at any time. If you fail to log out, your session will automatically terminate after five minutes of inactivity. You will be redirected to the **Login** page when any new activity is attempted.

3. Using CV

3.1. Access to Patient Data

Prior to accessing patient data in Community Viewer, please read the following:

****WARNING**WARNING**WARNING****

“This U.S. Government computer system is for official use only.
The files on this system include Federal records that contain sensitive information.

**All activities on this system may be monitored to detect unauthorized access to,
or misuse of, the system or individual files and utilities on the system,
including personal use.**

Further use of this system constitutes your consent to such monitoring.

Misuse of, or unauthorized access to, this system may result in criminal
prosecution and disciplinary, adverse, or other appropriate action.”

****WARNING**WARNING**WARNING****

After you log in to CV, the **Assigned Patients** widget appears, displaying a list of patient assignments. Click a patient’s name in the **Assigned Patients** widget ([Figure 12](#)) to open their records in the **Patient Portal**.

 **NOTE:** If the **Assigned Patients** widget is not open, click the plus (+) sign in the lower-right corner of the portal to open the **Widget Tray**. Click, hold, and drag the widget from the tray to the screen, and drop in the desired location.

The **Assigned Patients** widget lists the active and scheduled assignments for all providers in the group to which the provider belongs. If there are two active assignments for one patient, the patient is listed twice.

The following information is available for each assignment listed in the widget:

- **Patient Name:** Click the entry to open the patient’s record in the **Patient Portal**
- **Assignment:** The type of assignment that initiated the patient referral:
 - 30 Day Wait
 - Consult
 - Distance Eligible
 - Episode of care
- **Consult No.:** A number generated by the VA system. Click the entry to open the patient’s record in the **Patient Portal**. This information is only shown for patients with a *Consult* assignment type

- **Consult Name:** A label generated by the VA system. Click the entry to open the patient’s record in the **Patient Portal**. This information is only shown for patients with a *Consult* assignment type
- **Consult Provider:** The VA provider who ordered the consult. This information is only shown for patients with a *Consult* assignment type

Figure 12: Assigned Patients Widget

Assigned Patients (10)  				
Name	Assignment Type	Cons...	Consult Na...	Cons...
AADLAND, TOBY MIC...	Distance-Eligible (40 mile)			
IPOAADLAND, THADD...	30 Day Wait			
IPOAADLAND, THADD...	30 Day Wait			
IPOAASEN, LUCIA A	30 Day Wait			
IPOAASEN, LUCIA A	30 Day Wait			
IPOADGER, VANCE J	Distance-Eligible (40 mile)			
IPOADGER, VANCE J	30 Day Wait			
IPOADGER, VANCE J	Distance-Eligible (40 mile)			
IPOADGER, VANCE J	Episode of Care			
IPOALAI, OWEN W	Episode of Care			
Displaying 1-10 of 10				

 **NOTE:** [Figure 12](#) depicts the default view of the **Assigned Patients** widget. Because the widget is width-constrained, some of the column headings will appear in an abbreviated manner.

4. Widgets

Patient-centric information is displayed on the **Patient Portal** through widgets ([Figure 13](#)). Widgets are elements of CV that display data specific to an administrative or clinical domain. Widget data is generally displayed in reverse chronological order, by date.

Figure 13: Widget Display on the Patient Portal

The screenshot displays the Patient Portal interface for patient IPOAADLAND, THADDEUS A. The interface includes a header with 'Community Viewer' and 'Patient Portal' tabs. The main content area is divided into several widgets:

- Patient Demographics:** Displays patient name, address (4206 NORTH HAMPTON CT, FORT COLLINS, COLORADO 80525), SSN (101936540), age (72), DOB (23 Oct 1944), race (White), gender (M), and contact information.
- Allergies (10):** A table listing allergens and their recorded dates:

Date Recorded	Allergen	Site
Dec 02, 2014	TYLENOL	IPO5
Jun 09, 2015	PEANUTS	IPO4
Jan 26, 2006	NIACIN	IPO4
Aug 27, 2014	INDOOR MOLD	IPO5
Aug 27, 2014	INDOCIN	IPO5
Oct 26, 2004	ERYTHROMYCIN	IPO4
Aug 13, 2013	ERYTHROMYCIN	IPO5
Dec 03, 2014	CYLEX	IPO5
Feb 16, 2016	CHOCOLATE	IPO4
Jun 09, 2015	CAFFEINE	IPO4
- Problem List (14):** A table listing medical problems with columns for ICD, Onset, Description, Updated, Status, and Site:

ICD	Onset	Description	Updated	Status	Site
Z83.511		FAMILY HISTO...	Jun 05, 2017	ACTIVE	IPO4
D86.0		SARCOIDOSIS	Sep 08, 2016	ACTIVE	IPO4
R69		ILLNESS_UNS...	Feb 10, 2016	ACTIVE	IPO4
724.1		Acute thoracic b...	Aug 13, 2013	ACTIVE	IPO5
272.4		Hyperlipidemia (...)	Aug 16, 2010	ACTIVE	IPO4
530.81		Gastroesophag...	Sep 03, 2009	ACTIVE	IPO4
305.1		TOBACCO USE	Sep 24, 2008	ACTIVE	IPO4
790.93		Elevated Prostat...	Sep 18, 2008	ACTIVE	IPO4
600.01		hypertrophy (Be...	Nov 28, 2006	ACTIVE	IPO4
412	2003	Old Myocardial (...)	Jan 30, 2006	ACTIVE	IPO4
414.9		Coronary Artery ...	Jan 30, 2006	ACTIVE	IPO4
401.9		Hypertension (I...	Jan 30, 2006	ACTIVE	IPO4
715.09		Osteoarthritis, ...	Jan 30, 2006	ACTIVE	IPO4
V15.2	Apr 12, 2005	Personal History...	May 10, 2005	ACTIVE	IPO4
- Appointments (1):** A table showing one appointment on Jun 05, 2017 at CHY ANTICOAG, provided by KOTHA,SREVALI at site IPO4.
- Vitals (10):** A table showing vital signs taken on Jun 01, 2017:

Date Taken	Type	Result	Units	Site
Jun 01, 2017	BLOOD PRESSURE	128/75	mm[Hg]	IPO4
Jun 01, 2017	CIRCUMFERENCE/GI...	25	in	IPO4
Jun 01, 2017	CENTRAL VENOUS P...	20	cmH2O	IPO4
Jun 01, 2017	HEIGHT	68	in	IPO4
Jun 01, 2017	PULSE	75	/min	IPO4
Jun 01, 2017	PAIN	5		IPO4
Jun 01, 2017	PULSE OXIMETRY	90	%	IPO4

The list of available widgets on the **Patient Portal** is presented in a horizontal tray at the bottom of the page (highlighted in [Figure 14](#)). When accessing the **Patient Portal** for the first time, a preset widget configuration is displayed.

The **Patient Portal** displays a patient's clinical records and other patient-centric information from VA systems for the following VA clinical domains:

- Patient Demographics
- Admissions
- Allergies
- Appointments
- Clinical Reminders
- Consults
- Discharge/Essentris Notes
- Encounters
- Immunizations
- Inpatient Medications
- Lab Panel Results
- Lab Results
- Outpatient Medications
- Orders
- Problem List
- Procedures
- Progress Notes
- Radiology Exams
- Vitals

i **NOTE:** Widgets may take anywhere between three (3) and ten (10) seconds to load.

4.1. Accessing and Opening Widgets

[Figure 14](#) depicts the **Patient Portal** with an open **Widget Tray**, highlighted at the bottom of the screen. To open the **Widget Tray**, click the plus sign (+) in the lower right-hand corner. Click, hold, and drag a widget from the tray to the portal. This action opens the widget in minimized view, and docks it on the portal.

To view all available clinical domains in the widget tray, use the arrows (< or >) placed below the tray icons in the lower left- and right-hand corners of the screen. Clicking the arrows will scroll left to right, or right to left through the tray.

i **NOTE:** Widgets can be removed from a portal page and placed back into the widget tray by clicking **Close** **X** in the top-right corner of the docked widget.

Figure 14: Widget Tray on the Patient Portal

The screenshot shows the Patient Portal interface for a patient named IPOAADLAND, THADDEUS A. The interface includes a header with navigation options (Community Viewer, Provider Portal, Patient Portal) and system status. The main content area is divided into several sections: Patient Information (SSN, Age, DOB, Race, etc.), Allergies (10), Problem List (14), and Appointments (1). A yellow highlight is placed on the bottom of the screen, showing a widget tray with icons for various clinical domains: Admissions, Allergies, Appointments, Consults, Discharge/Encounter Notes, Encounters, Immunizations, Inpatient Medications, Lab Orders / Panel Results, Lab Results, Orders, Outpatient Medications, Problem List, and Procedures. The tray also includes navigation arrows and a plus sign.

4.2. Widget Navigation and Display Options

Navigation tools and display options are provided within each widget (listed in [Table 2](#)).

Click **More >>** in the lower-right corner of a widget in minimized view to open the widget in expanded view, as seen in [Figure 15](#).

A widget in expanded view contains the **Show All** link which opens all records for a given widget in a scrollable window. Click the **Show Paged** link to return a display of records grouped by pages.

Table 2: Widget Navigation Tool Descriptions

Widget Element	Meaning	Description
<	Go to Previous Page	Changes the focus of the widget to the previous group or page of records within the results display.
1	Jump to Page	Changes the focus of the widget to the page number selected.
>	Go to Next Page	Changes the focus of the widget to the next group or page of records within the results display.
More >>	Go to Expanded View	Available in minimized views only. Opens the expanded view of the widget in a secondary window.
[variable] of #	Record Display Indicator	Indicates the number of records displayed in that widget page out of the total number of results for that widget.
Show All/Show Paged	Display Setting	Click Show All to open all records for a given widget in a scrollable window. Click Show Paged to return to the display of records grouped by pages.

4.3. Minimized vs. Expanded Widget View

Each widget can be displayed in either a minimized or expanded view. The default rendering of a widget is in minimized view ([Figure 13](#)). Click the **More >>** link at the bottom of the widget in minimized view to open the expanded view ([Figure 15](#)).

The expanded view of a widget provides additional display and filtering options. Click **Configure Filter**  from the widget toolbar if the additional display configuration options are not displayed in expanded view.

Figure 15: Expanded View Widget Display

The screenshot shows the 'Inpatient Medications (38)' widget. At the top, there is a header with window controls and a message: 'To reduce the amount of information shown, narrow the date range.' Below this are date filters: 'Start date: 01/01/2010' and 'End date: 08/02/2017', with an 'Apply' button and a 'Close Filter' link. There are three dropdown filters: 'Filter by Drug Name', 'Filter by StandardizedDrug Name', and 'Filter by OrderingHCP Specialty'. The main table has columns: Order Number, Drug Name, Standardized Drug Name, Status, Ordering HCP, Ordering HCP Specialty, Start Date, Stop Date, Schedule, Quantity, and Site. The table lists five medication orders, each with a minus sign to collapse the row. The bottom of the widget shows a pagination bar with '1 2' and 'Displaying 1-25 of 38', and a 'Show All' link.

Order Number	Drug Name	Standardized Drug Name	Status	Ordering HCP	Ordering HCP Specialty	Start Date	Stop Date	Schedule	Quantity	Site
5197629	SODIUM CHLORIDE 0.9% 1000ML BAG	Sodium Chloride 0.154 MEQ/ML Injectable Solution	EXPIRED	TIBBETS,PHIL	Allopathic and Osteopathic Physicians	Jul 18, 2010	Jul 18, 2010	Route: IV; Rate: 999 ml/hr		IPO4
5197634	MORPHINE SULFATE 1MG/ML 30ML PCA	30 ML Morphine Sulfate 1 MG/ML Prefilled Syringe	DISCON...	TIBBETS,PHIL	Allopathic and Osteopathic Physicians	Jul 18, 2010	Jul 18, 2010	Route: IV; Rate: 1MG/ML@1		IPO4
5197635	MORPHINE SULFATE 1MG/ML 30ML PCA	30 ML Morphine Sulfate 1 MG/ML Prefilled Syringe	DISCON...	TIBBETS,PHIL	Allopathic and Osteopathic Physicians	Jul 18, 2010	Jul 18, 2010	Route: IV; Rate: CONC = 1MG/ML@1		IPO4
5197636	ONDANSETRON HCL 2MG/ML 2ML INJ		DISCON...	TIBBETS,PHIL	Allopathic and Osteopathic Physicians	Jul 18, 2010	Jul 18, 2010	Give: 4MG/2ML IV NOW		IPO4

4.4. Displaying Widgets on Custom Tabs

You can use the *custom tabs* feature to create additional widget configurations for ease of use and quick reference. Changes made to the patient portal display (widget layouts and custom tabs) are saved to the user profile, and are displayed in future sessions.

To set up a customized tab:

1. Click the plus sign + to the right of the patient's name ([Figure 13](#)). The **Add Tab** dialog box opens
2. Type a name for the new tab in the **Add Tab** dialog box, and click **OK**
3. Open the **Widget Tray** within the new tab space, then click, hold, and drag each of the desired widgets to the screen
4. Click between tabs at any time, without losing any of the configurations created in the tabs. Tabs persist, even when a patient change is made

4.5. Refreshing Widget Data

Data in the widget display can be refreshed by clicking **Refresh** . This action updates the data in the widget.

4.6. Printing

You can print the information within the CV widgets from either the minimized or expanded views.

If printing from the default (minimized) view of a widget, the information that is presented by default is captured for printing.

If you have filtered the information in the widget, the filtered information is captured for printing.

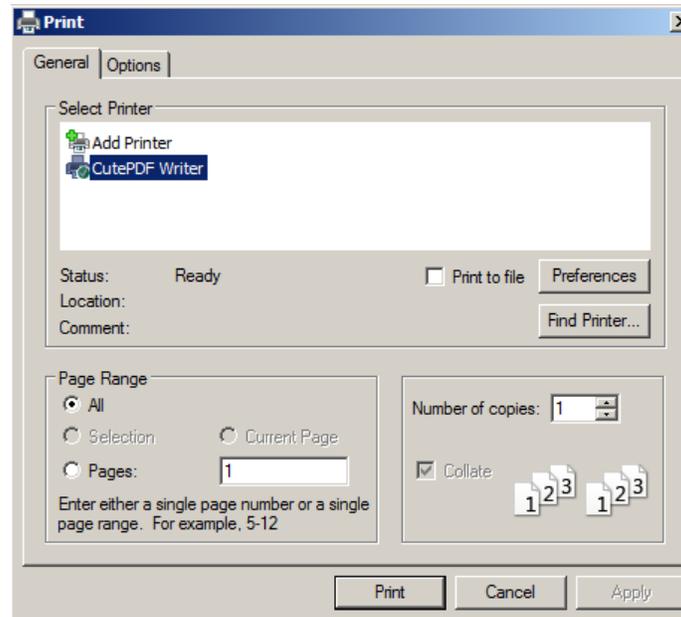
Figure 16: Widget Toolbar



To print information from a widget:

1. Click the **Print** icon (highlighted in [Figure 16](#)) at the top of either the minimized or expanded view of a widget
2. A new window opens and displays either the default or filtered widget information
3. The **Windows Print** dialog ([Figure 17](#)) opens and lists the available printers

Figure 17: Windows Print Dialog



4. Select the desired printer
5. Click **Print**

4.7. Examples of Widget Functionality

The **Patient Portal** displays the selected patient's clinical records and other patient-centric information. The **Patient Demographics**, **Inpatient Medications**, **Lab Results**, and **Problem List** widgets, detailed in the following subsections, provide examples of widget functionality.

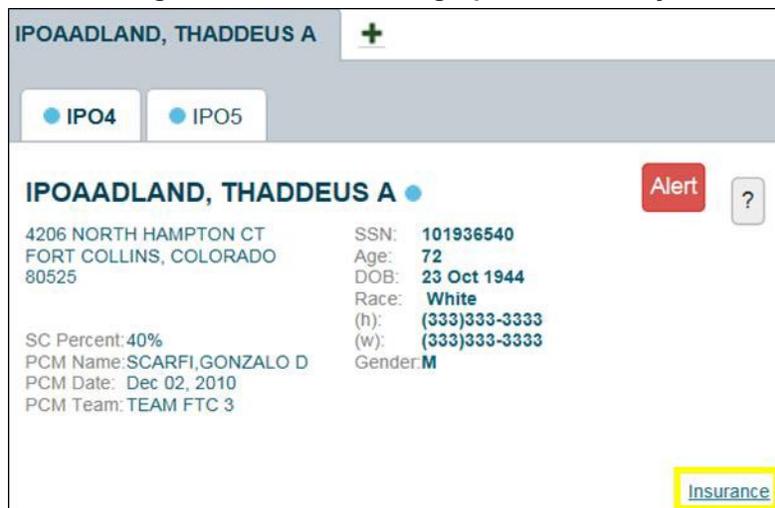
 **NOTE:** To see detailed information for any of the widgets available in CV, click **Help**  in the top-right corner of the portal pages.

4.7.1. Patient Demographics

A summary of the patient's demographics (personal data) appears in the top-left section of the **Patient Portal**. The tabs above the patient's name provide the patient's demographics summary at each VA site that the patient has visited.

The patient's name is displayed in color and is followed by a blue circle. The blue circle represents that the data was retrieved from a VA system.

Figure 18: Patient Demographics Summary



The screenshot shows a patient demographics summary for IPOAADLAND, THADDEUS A. At the top, there are two tabs: IPO4 and IPO5, with IPO5 selected. Below the tabs, the patient's name is displayed in blue text with a blue circle next to it. To the right of the name are two buttons: a red 'Alert' button and a grey button with a question mark. The patient's address is listed as 4206 NORTH HAMPTON CT, FORT COLLINS, COLORADO 80525. Other information includes SSN: 101936540, Age: 72, DOB: 23 Oct 1944, Race: White, (h): (333)333-3333, (w): (333)333-3333, and Gender: M. Below this, there is information about the patient's care: SC Percent: 40%, PCM Name: SCARFI, GONZALO D, PCM Date: Dec 02, 2010, and PCM Team: TEAM FTC 3. At the bottom right, there is a yellow box containing the word 'Insurance' with a blue underline, indicating a link to view detailed insurance information.

4.7.1.1. Viewing Detailed Patient Demographic Information

Additional patient demographic information is available from the **Demographics** widget on the **Patient Portal**. Click the patient's name to open a separate window that provides a detailed list of demographic information for that patient.

4.7.1.2. Viewing Third-party Insurance Information

Third-party payers and additional insurance information are available from a link within the **Demographics** widget on the **Patient Portal** (highlighted in [Figure 18](#)). Click the **Insurance** link in the **Demographics** widget. A separate window opens to display a detailed list of insurance information for the patient.

Use the horizontal scroll bar to view additional columns not seen within the default window size.

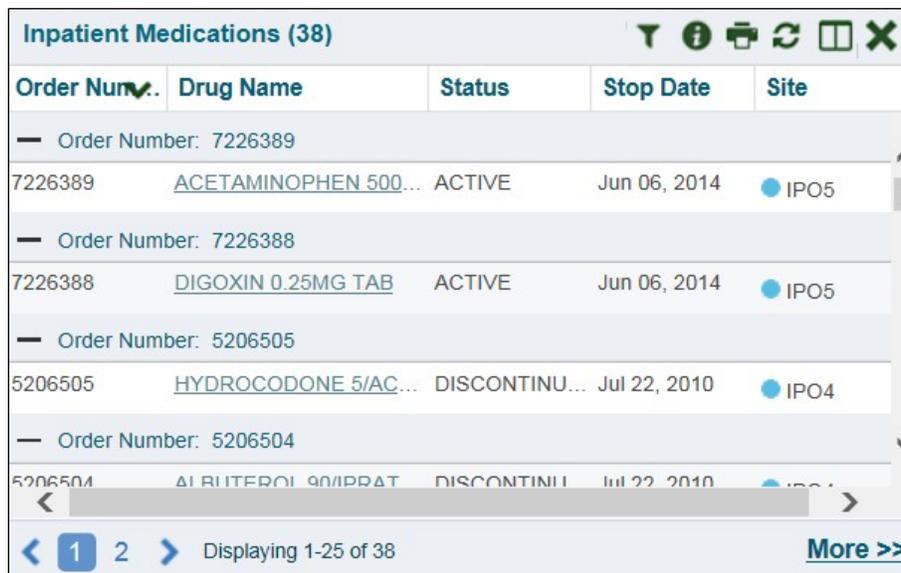
Data in the **Standardized Insurance Type** column is normalized to the X12 Health Insurance Type standard. Hover over entries in this column to display the standardized name and code for the insurance type.

4.7.2. Inpatient Medications

The  **Inpatient Medications** widget displays inpatient medication information. The medications are grouped by the order number, where available.

To open the widget, click and hold **Inpatient Medications** in the widget tray, drag it to the desired location on the screen, and drop it.

Figure 19: Inpatient Medications



Order Num	Drug Name	Status	Stop Date	Site
— Order Number: 7226389				
7226389	ACETAMINOPHEN 500...	ACTIVE	Jun 06, 2014	IPO5
— Order Number: 7226388				
7226388	DIGOXIN 0.25MG TAB	ACTIVE	Jun 06, 2014	IPO5
— Order Number: 5206505				
5206505	HYDROCODONE 5/AC...	DISCONTINU...	Jul 22, 2010	IPO4
— Order Number: 5206504				
5206504	ALBUTEROL 90/PRAT	DISCONTINU...	Jul 22, 2010	IPO4

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NOTE: In the minimized view, the sort arrow for the **Order Number** column overlaps the text.

4.7.2.1. Inpatient Medications Widget Data

The columns of information in the minimized view of the **Inpatient Medications** widget are:

- Order Number¹
- Drug Name
- Status
- Stop Date
- Site

¹ When there are multiple drugs with the same order number, CV maintains the grouping by order number when a column sort is applied in the widget.

Click **More >>** from the minimized view of the **Inpatient Medications** widget to open an expanded view of the widget. The columns of information in the expanded view are:

- Order Number
- Order Start Date
- Order Stop Date
- Drug Name
- Standardized Drug Name
- Status
- Ordering Health Care Provider (HCP)
- Ordering HCP Specialty
- Schedule
- Quantity
- Site

4.7.2.2. Viewing Inpatient Medication Details

Click the hyperlink in the **Drug Name** column of either view of the **Inpatient Medications** widget to open a separate window that displays detailed information about the medication.

4.7.2.3. Inpatient Medication Display and Filter Options

Display and filter options within the **Inpatient Medications** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both the minimized and expanded views, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that appears only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile. When there are multiple drugs with the same order number, CV maintains the grouping by order number when a column sort is applied in the widget
- Click **Column Settings**  in the widget toolbar to show or hide the columns within the widget. Check or uncheck the column names that appear in the pop-up box and click **Apply**
- Specify the date range for the records displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range



NOTE: CCP users have limited access to records, and can only specify dates within the range set by the VA staff user who created the patient assignment.

- Use the **Filter by Drug Name** dropdown to re-draw the widget to show only the records for the selected medication

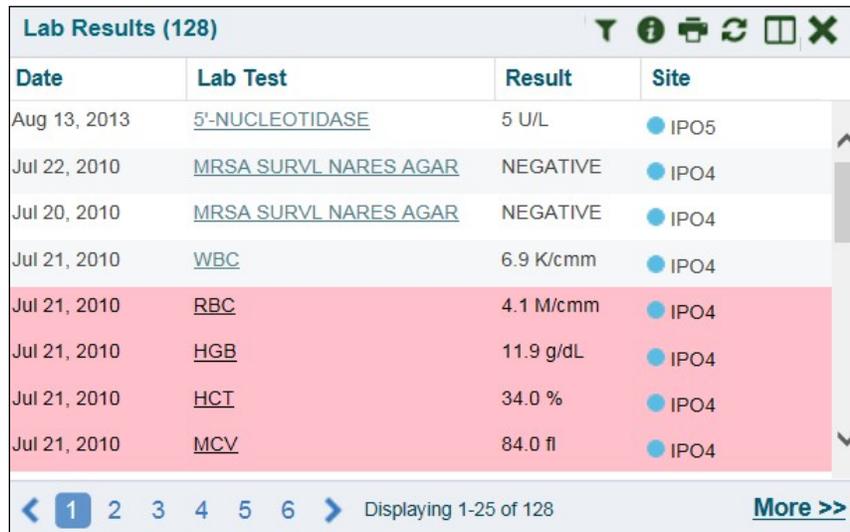
- Use the **Filter by Standardized Drug Name** dropdown to re-draw the widget to show only the records for the selected medication
- Use the **Filter by Ordering HCP Specialty** dropdown to re-draw the widget to show only the records for the ordering HCP

4.7.3. Lab Results

The  **Lab Results** widget displays the patient’s lab result information, as well as skin test data and blood transfusion history, where available in the patient’s record. The information is displayed in reverse chronological order, by the date of the last lab results.

To open the widget, click and hold **Lab Results** in the widget tray, drag it to the desired location on the screen, and drop it.

Figure 20: Lab Results



Date	Lab Test	Result	Site
Aug 13, 2013	5'-NUCLEOTIDASE	5 U/L	● IPO5
Jul 22, 2010	MRSA SURVL NARES AGAR	NEGATIVE	● IPO4
Jul 20, 2010	MRSA SURVL NARES AGAR	NEGATIVE	● IPO4
Jul 21, 2010	WBC	6.9 K/cmm	● IPO4
Jul 21, 2010	RBC	4.1 M/cmm	● IPO4
Jul 21, 2010	HGB	11.9 g/dL	● IPO4
Jul 21, 2010	HCT	34.0 %	● IPO4
Jul 21, 2010	MCV	84.0 fl	● IPO4

1 2 3 4 5 6 > Displaying 1-25 of 128 [More >>](#)

4.7.3.1. Lab Results Widget Data

The columns of information in the minimized view of the **Lab Results** widget are:

- Date
- Lab Test
- Result
- Site

Click **More >>** from the minimized view of the **Lab Results** widget to open an expanded view of the widget. The columns of information in the expanded view of the **Lab Results** widget are:

- Collection Date
- Order Number
- Status
- Ordering HCP

- Ordering HCP Specialty
- Lab Test
- Standardized Lab Test
- Type
- Specimen Source
- Result
- Interpretation
- Units
- Ref Range
- Site

4.7.3.2. Lab Results Display and Filter Options

Display and filter options within the **Lab Results** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both the minimized and expanded views, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that appears only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile
- Click **Column Settings**  in the widget toolbar to show or hide the columns within the widget. Check or uncheck the column names that appear in the pop-up box and click **Apply**
- Specify the date range for the records displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range
- Use the **Filter by Lab Test** dropdown to re-draw the widget to show only the records for the selected test
- Use the **Filter by Standardized Lab Test** dropdown to re-draw the widget to show only the records for the selected test
- Use the **Filter by Type** dropdown to re-draw the widget to show only the records for the selected type
- Use **Graph View** to display multiple records of the same type in graph format. See [Section 4.7.3.6, Graph View](#) for more information.
- Use **Table View** to display multiple records of the same type in tabular format. See [Section 4.7.3.5, Table View](#) for more information.

4.7.3.3. Viewing Abnormal Results in the Lab Results Widget

CV highlights results whose values fall within a calculated reference range for abnormal in the minimized and expanded views of the widget.

Pink highlighting represents either H (high) or L (low) abnormal indicators. Red highlighting represents that the abnormal indicator has an asterisk (H* or L*), or the result is critical.

4.7.3.4. Viewing Lab Results Details

Clicking a hyperlinked entry in the **Lab Test** column opens a separate window that displays the detailed test report.

4.7.3.5. Table View

There is an option to display multiple records of the same type in a table. By default, the **Show Table** link in the expanded view of the **Lab Results** widget is disabled until the user narrows the data selection, using display filters.

To view lab results in Table View:

1. Click **More >>** in the minimized view of the **Lab Results** widget to open expanded view
2. Select one entry from the **Filter by** dropdown (*except* for the **Filter by Type** option). This action enables the **Show Graph** and **Show Table** links

 **NOTE:** The **Show Graph** and **Show Table** links are not enabled after selecting one lab type from the **Filter by Type** drop down box.

3. Click **Show Table**
4. A separate window opens, displaying the records of the type selected in the filter in a table

4.7.3.6. Graph View

There is an option to display multiple records of the same type in a graph. By default, the **Show Graph** link in the expanded view of the **Lab Results** widget is disabled until the user narrows the data selection, using display filters.

To view lab results in Graph View:

1. Click **More >>** in the minimized view of the **Lab Results** widget to open expanded view
2. Select an available filter from the **Filter by** dropdown (*except* for the **Filter by Type** option). This action enables the **Show Graph** and **Show Table** links

 **NOTE:** The **Show Graph** and **Show Table** links are not enabled after selecting one lab type from the **Filter by Type** drop down box.

3. Click **Show Graph**
4. A separate window opens, displaying the records of the type selected in the filter in graph format

4.7.4. Problem List

The  **Problem List** widget displays a list of the patient’s health issues. The information is displayed in reverse chronological order, by the last modified date.

To open the widget, click and hold **Problems List** in the widget tray, drag it to the desired location on the screen, and drop it.

Figure 21: Problem List Widget

Problem List (14)					
ICD	Onset	Description	Updated	Status	Site
Z83.511		FAMILY HISTO...	Jun 05, 2017	ACTIVE	● IPO4
D86.0		SARCOIDOSIS...	Sep 08, 2016	ACTIVE	● IPO4
R69.		ILLNESS, UNS...	Feb 10, 2016	ACTIVE	● IPO4
724.1		Acute thoracic b...	Aug 13, 2013	ACTIVE	● IPO5
272.4		Hyperlipidemia (...	Aug 16, 2010	ACTIVE	● IPO4
530.81		Gastroesophag...	Sep 03, 2009	ACTIVE	● IPO4
305.1		TOBACCO USE...	Sep 24, 2008	ACTIVE	● IPO4
790.93		Elevated Prostat...	Sep 18, 2008	ACTIVE	● IPO4
600.01		Hypertrophy (Be...	Nov 28, 2006	ACTIVE	● IPO4
412.	2003	Old Myocardial I...	Jan 30, 2006	ACTIVE	● IPO4
414.9		Coronary Artery...	Jan 30, 2006	ACTIVE	● IPO4
401.9		Hypertension (I...	Jan 30, 2006	ACTIVE	● IPO4
715.09		Osteoarthrosis...	Jan 30, 2006	ACTIVE	● IPO4
V15.2	Apr 12, 2005	Personal History...	May 10, 2005	ACTIVE	● IPO4

Displaying 1-14 of 14 [More >>](#)

4.7.4.1. Problem List Widget Data

The columns of information in the minimized view of the **Problem List** widget are:

- International Classification of Diseases (ICD)
- Onset
- Description
- Updated
- Status
- Site

Click **More >>** in the minimized view to open expanded view. The columns of information in the expanded view of the widget are:

- ICD
- Onset

- Description
- Standardized Description
- Updated
- Severity
- Status
- Site

4.7.4.2. Viewing Problem List Details

Clicking a hyperlinked entry in the **Description** column in either the minimized or expanded views of the widget opens a separate window that displays a detailed report of the record.

4.7.4.3. Problem List Display and Filter Options

Display and filter options within the **Problem List** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both the minimized and expanded views, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that appears only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile
- Click **Column Settings**  in the widget toolbar to show or hide the columns within the widget. Check or uncheck the column names that appear in the pop-up box and click **Apply**
- Use the **Filter by Description** dropdown to re-draw the widget to show only the records for the selected problem
- Use the **Filter by Standardized Description** dropdown to re-draw the widget to show only the records for the selected problem
- Use the **Filter by Status** dropdown to re-draw the widget to show only the records with the selected status
- Specify the date range for the records displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range

For more information about the general functionality of CV and to see a list of all of the other widgets available in the application, please open the **Online Help** index within CV. If you need technical assistance, please see [Section 1.4, Getting Help](#).