

**Community Viewer Version 3.4**  
**Community Care Provider User Guide**



**August 2020**

**Department of Veterans Affairs (VA)**  
**Office of Information and Technology (OIT)**

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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 (CCPs). The exchange of data improves the coordination and continuity of care for VA patients receiving treatment outside of the VA network.

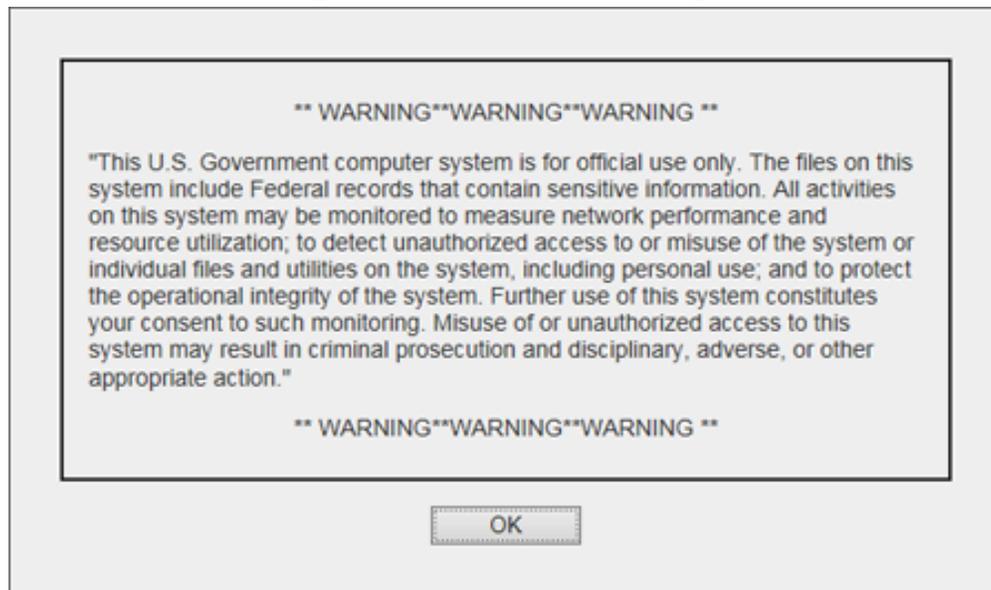
CV pulls information from VA health care systems in real time for viewing within a web browser. Through CV, VA Staff assign patients to providers and provision their use within the CV system, allowing providers access to view consolidated patient data from multiple Veterans Information Systems and Technology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

This user guide is written for CCPs who use CV to:

- Access and view patient data
- Request a password reset

Please read and bear in mind the following warning before using CV.

**Figure 1: Authorized Use Message**



## 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
- Emphasis is conveyed by using **bold**, underlined, and *italicized* text
-  is used to inform the reader of additional information

### 1.1.2. Terminology

The following standard terms are used throughout this guide:

- **CCP:** You, an authorized non-VA provider
-  **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  **Provider Portal** 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:** The expandable and collapsible tray on the portal pages that provides access to all widgets available for placement on the portal pages

## 1.2. Assumptions

This user guide is written from the perspective of CCPs, 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 **Login** page
- You 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. Mobile devices are not supported in this release. Accessing CV through a browser or device that is not fully compatible with the application may result in certain features not working as expected. Access CV from a desktop or laptop PC using one of the supported browsers:

- Internet Explorer (IE) v11
- Chrome v83
- Microsoft Edge v83
- Safari v13.1

## 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 [Logging in to CV](#) for detailed information about how to access CV.



### Community Provider Technical Service Desk

Phone: REDACTED

E-mail: REDACTED

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

Please open the **Online Help** index within CV for more information about the general functionality of CV and a complete list of the widgets available in the application.

## 2. Logging in to CV

Before logging in to and utilizing the functionality of CV, please read the warning in [Figure 1](#).

During log in, CV authenticates all providers against a registered list, provisioned by VA Staff. If you have not received credentials to access CV, you can either request access through the Community Provider Technical Service Desk or by clicking the **New User Request** link on the **Login** page as highlighted in [Figure 2](#).

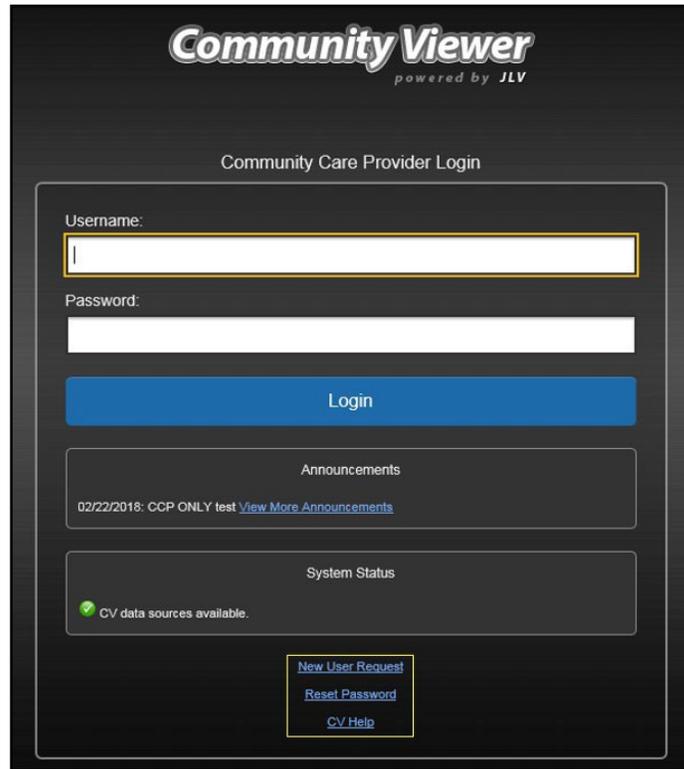
1. Open a supported Internet browser
2. Enter the CV URL, REDACTED in the address bar of the Internet browser
3. Review the **Authorized Use** message ([Figure 1](#))
4. Click **OK** to confirm that you are aware you are accessing a Government information system that is provided for authorized users only
5. Enter your username and password, provided by VA Staff, in the fields on the **Login** page ([Figure 2](#)):
  - a. Your username is the National Provider Identifier (NPI) number associated with your account



**NOTE:** If your username is not found or is not active, no further options appear and an error message displays: “*There is an issue preventing your access to Community Viewer. Please contact your VA Contractor or your VA Medical Center for assistance.*”

- b. If you have forgotten your password, click the **Reset Password** link
- c. If you are not already an authorized user, click on the **New User Request** link for guidance on obtaining access to CV

**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 login), the **VA Privacy and Security Awareness Training** page ([Figure 3](#)) appears

**i** **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.

**i** **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 since training certification must be renewed each year.

**ALL 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 (EHR) 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 EHR Rules and Behavior
12. Click the checkbox to certify that you have completed and understand the Health Insurance Portability and Accountability Act (HIPAA) Privacy training through your organization
13. Click **I Confirm** to proceed to the application

After logging in to CV:

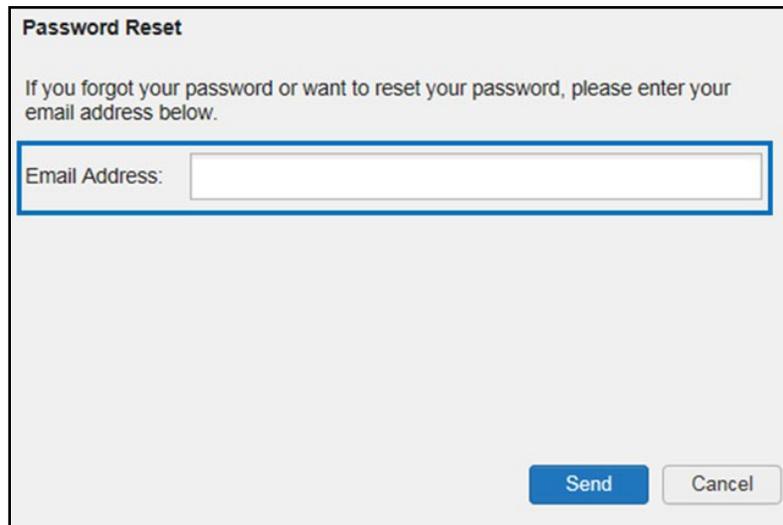
- Your username is displayed on the portal toolbar
- The patients assigned to you are shown in the **Assigned Patients** widget, under the **My Assigned Patients** tab
- The patients assigned to your practice group are shown in the **Assigned Patients** widget, under the **Group Assigned Patients** tab
- You can see the patients assigned to your practice group even if you do not have any active or scheduled patient assignments

## 2.1. Changing Your Password

If you forgot or want to reset your password, you can request a reset by using the **Reset Password** link on the **Login** page, highlighted in [Figure 2](#).

1. Click the **Reset Password** link
2. The **Password Reset** dialog box opens ([Figure 4](#))

**Figure 4: Password Reset Dialog Box**



**Password Reset**

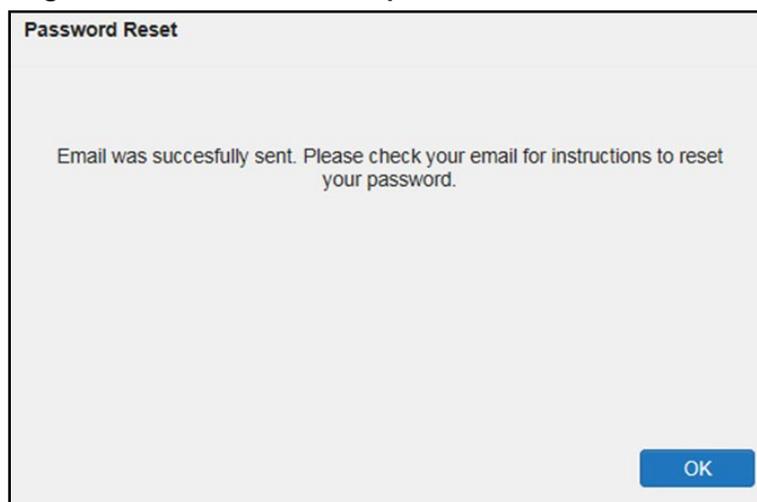
If you forgot your password or want to reset your password, please enter your email address below.

Email Address:

**Send** **Cancel**

3. Enter your e-mail address in the field provided in the dialog box
4. Click **Send**
5. A confirmation message displays ([Figure 5](#)) and an e-mail message is generated to **REDACTED**

**Figure 5: Confirmation of Request Sent to Reset Password**



**Password Reset**

Email was successfully sent. Please check your email for instructions to reset your password.

**OK**

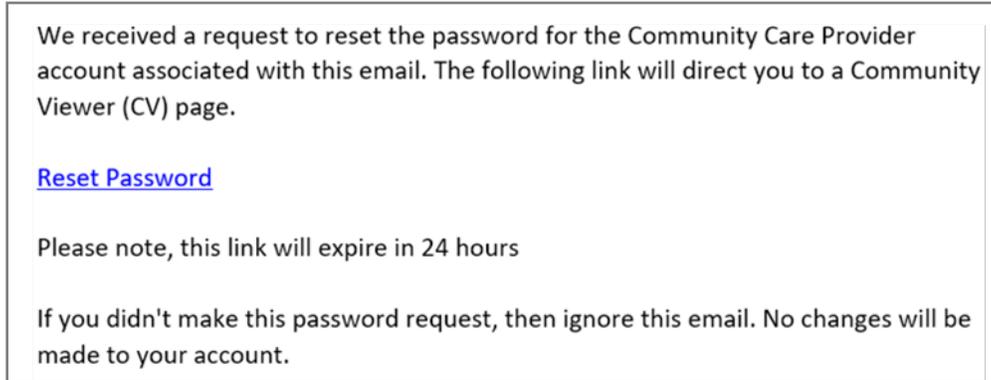
6. A password reset link is sent to the e-mail address you provided

**i** **NOTE:** The password reset link is active for 24 hours. After that, you must use the **Reset Password** link to reset your password.

Once you receive the password reset e-mail:

1. Click the link in the password reset e-mail ([Figure 6](#))

**Figure 6: Password Reset E-mail**



2. The **Password Reset** page opens ([Figure 7](#))

**Figure 7: Password Reset Page**

3. Create a new password following the password guidelines (See [Password Requirements](#)), and enter it in the **New Password** field

4. Repeat the password in the **Confirm Password** field

5. You receive a confirmation message when your password has been successfully reset ([Figure 8](#))

**Figure 8: Password Reset Confirmation Message**



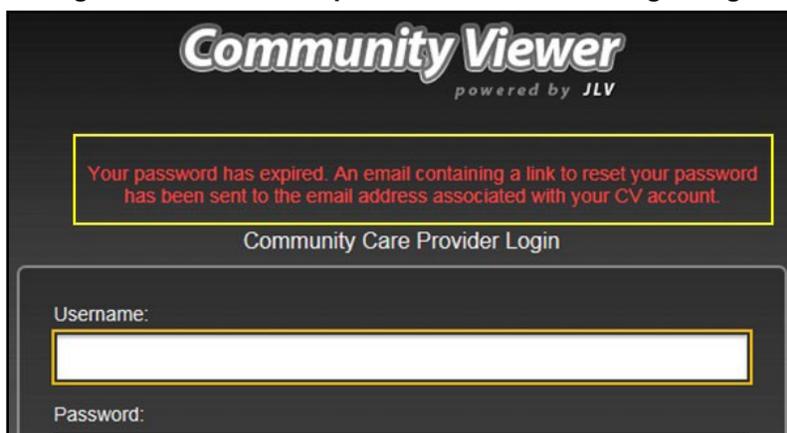
### **2.1.1. Password Requirements**

You are prompted to change your password every 90 days. Passwords are case sensitive and must comply with the following guidelines:

- Must be a minimum of eight characters (no blank spaces can be used)
- Must contain characters from three of these four categories:
  - An uppercase letter
  - A lowercase letter
  - A number
  - A special character (! @ # ? \$ % &)
- Six of the characters cannot occur more than once in the password
- Passwords cannot be reused within a 2-year period

When your password has expired, you see the message highlighted in [Figure 9](#) after an attempt to log in.

Figure 9: Password Expiration Notice on the Login Page



## 2.2. The CV Portal Pages

After a successful login, your username is shown on the portal toolbar and the CV portal pages are displayed. The CV portal pages are:

- The  **Patient Portal**
- The  **Provider Portal**

 **NOTE:** Switching from the  **Patient Portal** to the  **Provider Portal** closes all associated patient tabs and windows to prevent confusion between patient records.

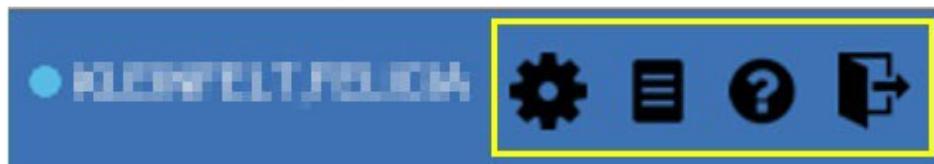
Upon login, you see the  **Provider Portal**. The portal displays the **Assigned Patients** widget by default ([Figure 11](#)).

### 2.2.1. The CV Portal Toolbar

The CV portal pages have tools that enable quick access to basic features (shown in [Figure 10](#), and detailed in [Table 3](#)).

- **Settings:** Click  to set your preferences, including the UI theme (See [Customizing CV](#))
- **Report Builder:** Click  on the  **Patient Portal** to create custom reports
- **Online Help:** Click  to open web-based help
- **Log Out:** Click  to terminate the current CV session

Figure 10: CV Portal Tools

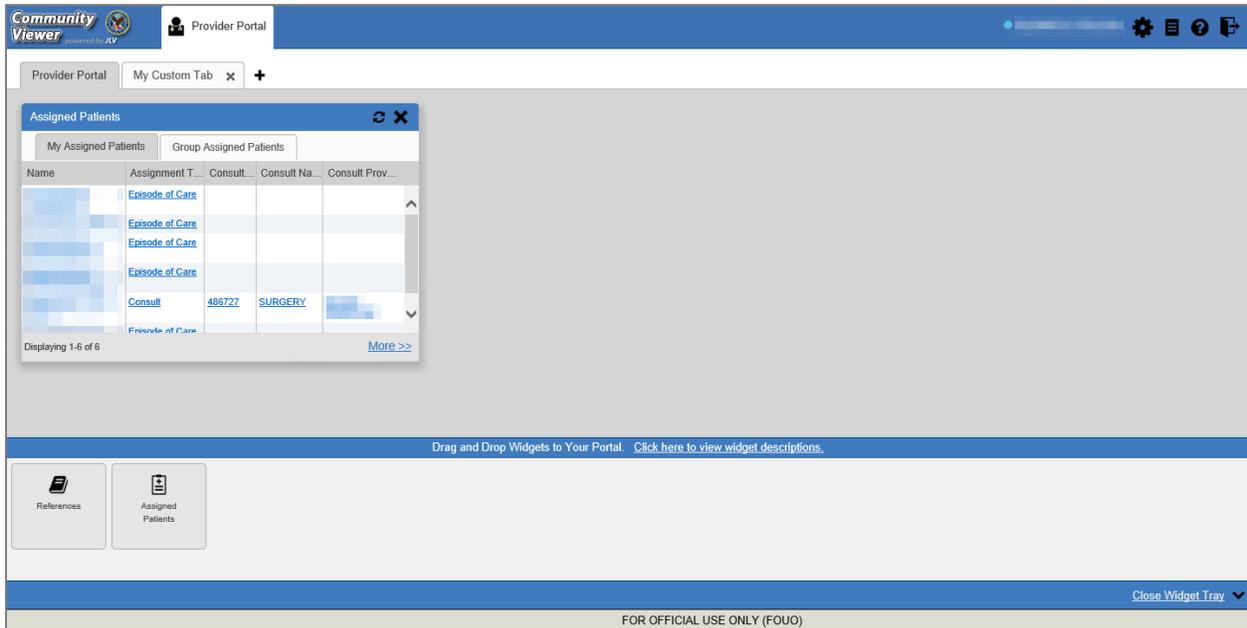


### 2.2.2. Default View

The default view of CV includes the **Assigned Patients** widget ([Figure 11](#)).

- i** **NOTE:** If the **Assigned Patients** widget is not open, click the **Open Widget Tray** link to open the widget tray. Click, hold, and drag the widget from the tray to the portal, and drop it in the desired location. Click the **Close Widget Tray** link to close the widget tray.

Figure 11: Default View



### 2.2.3. Customizing CV

Configuration options can be set within CV by clicking  ([Figure 11](#)). The data source and UI settings are part of your user profile and apply to future sessions until changed.

- i** **NOTE:** Changing the data sources or UI theme requires you to reselect and reload the current patient.

Choosing a data source allows you to configure whether you see VA data, Department of Defense (DOD) data, or both. A circular, blue icon in the **Data Sources** pane indicates that VA data is enabled; a square, orange icon indicates that DOD data is enabled; and a circular, gray icon indicates either VA or DOD data is disabled. One primary data source is required.

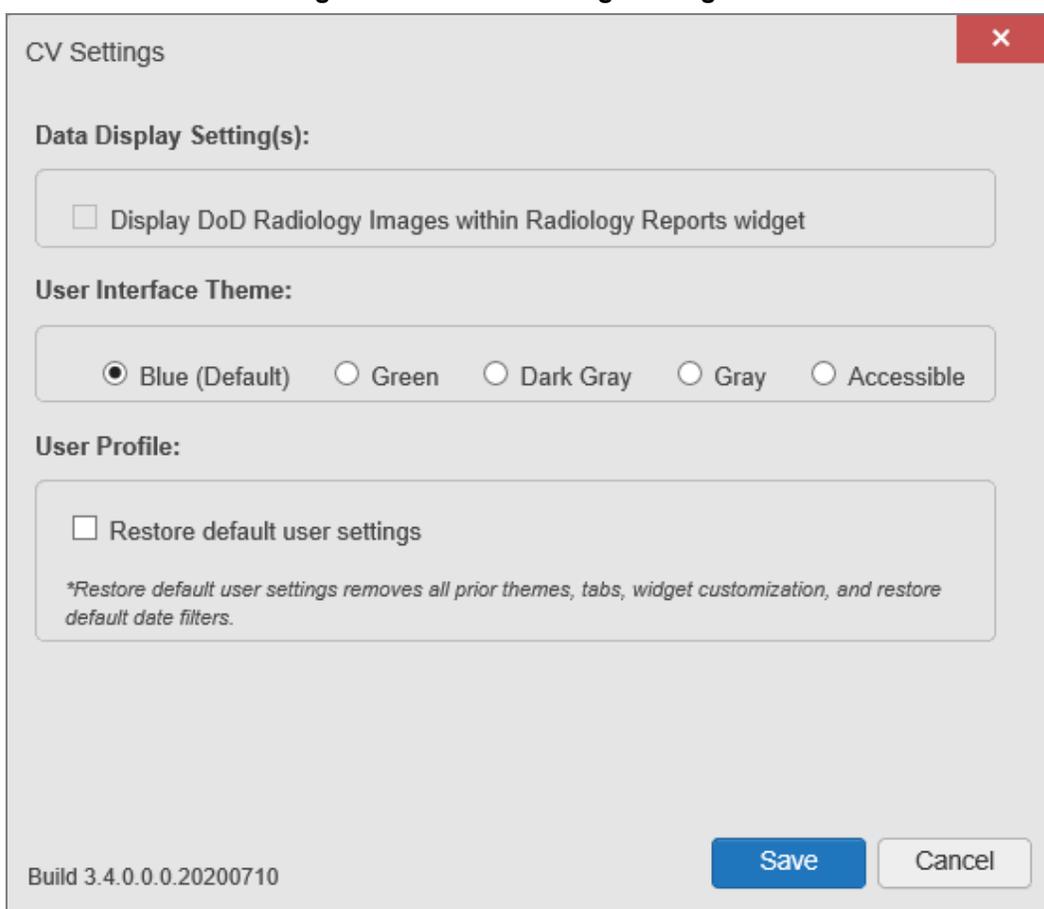
- i** **NOTE:** Data sources are restricted to VA for this release, and the DOD data radiology images option is disabled.

Choosing a **UI theme** sets the font color, foreground color, and background color of CV. Themes apply to all application elements, including widgets, toolbars, and dialog boxes. The UI theme

color choices are Blue (Default), Green, Dark Gray, Gray, and Accessible. The Accessible theme (Figure 17) is 508-compliant and designed to work with the accessibility tools installed on a user's device.

1. Click 
2. The **CV Settings** dialog opens (Figure 12)
3. Select the desired data source
4. Click the radio button next to the desired theme
5. Click **Save** to apply the selected theme **OR**
6. Click **Cancel** to exit the **CV Settings** dialog box and restore the previous theme

**Figure 12: The CV Settings Dialog Box**



Examples of the UI themes are displayed in the figures that follow.

Figure 13: Blue Theme

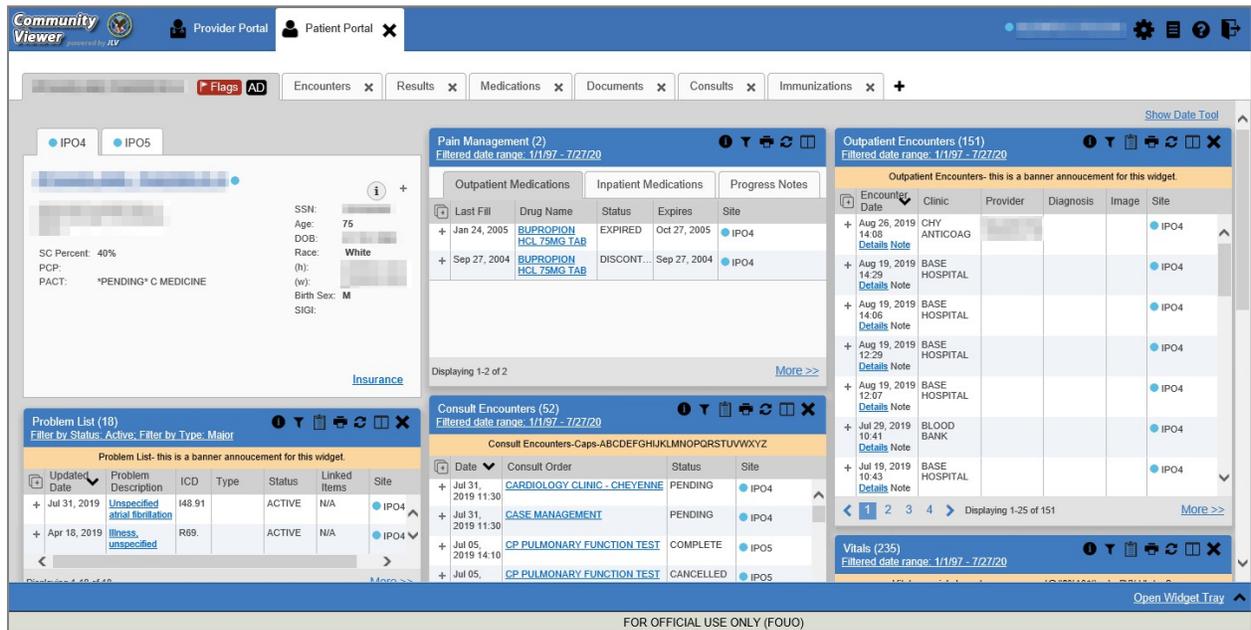


Figure 14: Green Theme

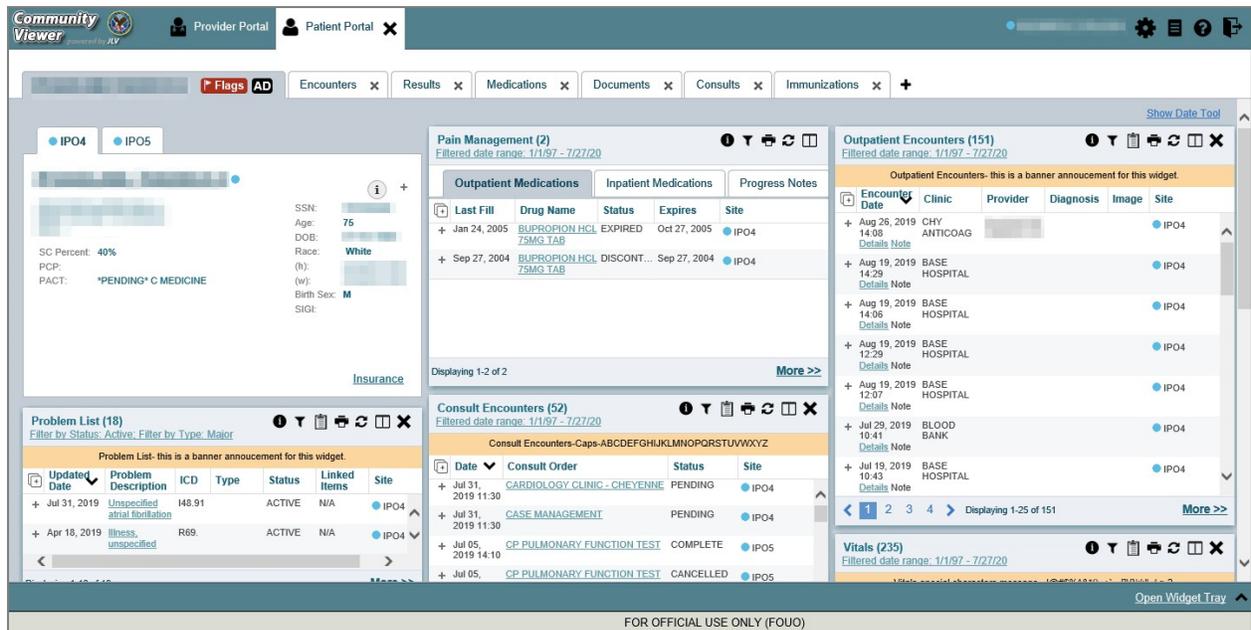


Figure 15: Dark Gray Theme

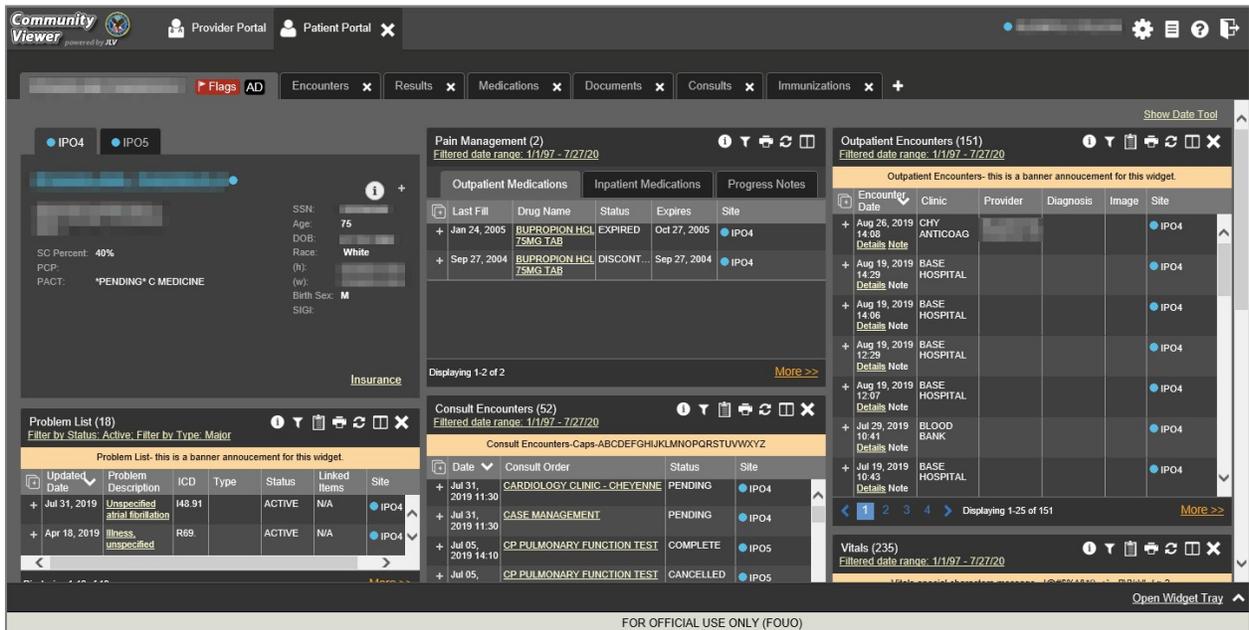


Figure 16: Gray Theme

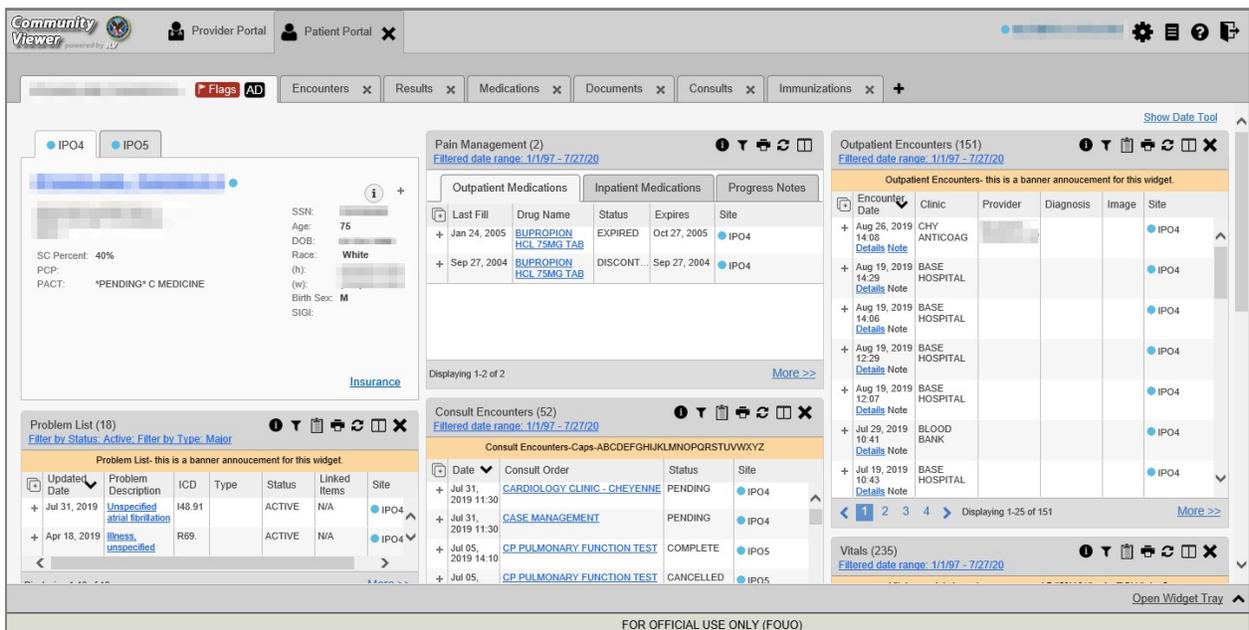
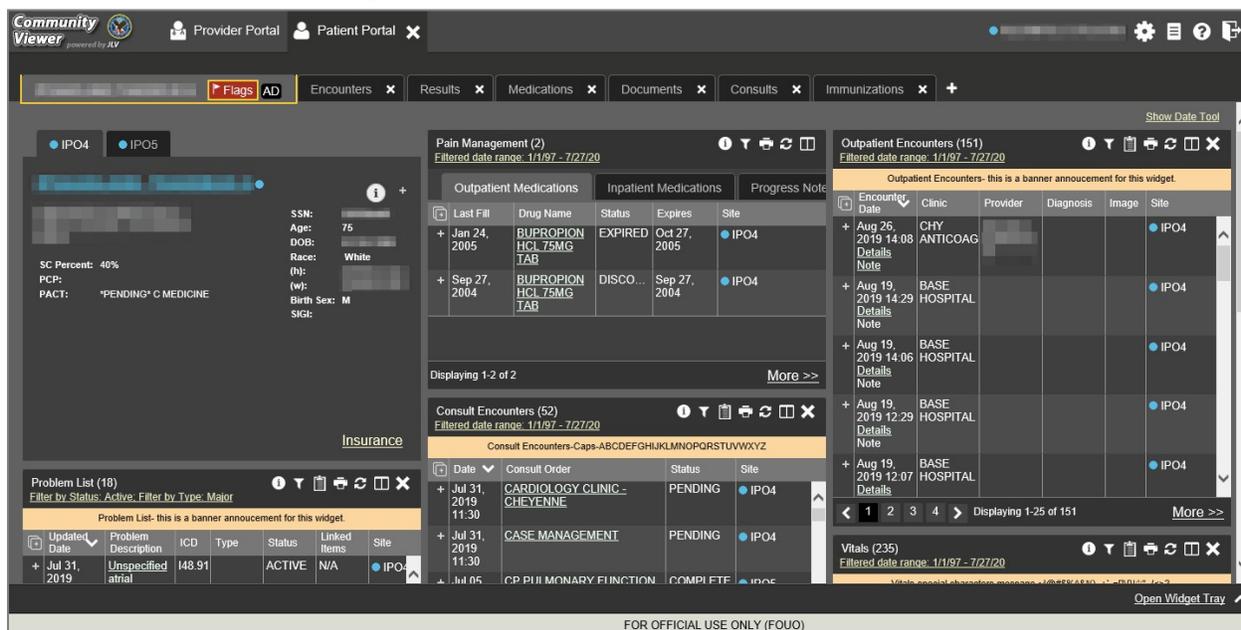


Figure 17: Accessible (508-Compliant) Theme



## 2.3. Logging Out of the Current CV Session

You may intentionally log out to end a CV session by clicking  at any time. A CV session ends automatically after 30 minutes of inactivity. You receive an audible and visual warning that the current session is about to terminate after 25 minutes of inactivity. Automatic termination of a session logs you out of the application, closes all CV tabs and windows, and displays the **Logout** page. Close and reopen the browser and return to the CV **Login** page to initiate a new CV session.

## 3. Using CV

### 3.1. Accessing Patient Data via the Assigned Patients Widget

Prior to accessing patient data in CV, please read the warning displayed in [Introduction](#).

After you log in to CV, the **Assigned Patients** widget appears, displaying a list of your patient assignments. Click a patient's name in the list on the **My Assigned Patients** tab ([Figure 18](#)) to open their records in the  **Patient Portal**.

 **NOTE:** If the **Assigned Patients** widget is not open, click the **Open Widget Tray** link to open the widget tray. Click, hold, and drag the widget from the tray to the portal, and drop it in the desired location. Click the **Close Widget Tray** link to close the widget tray.

**Figure 18: Minimized View of the Assigned Patients Widget**

Name	Assignment...	Consult...	Consult N...	Consult Prov...
[Redacted]	<a href="#">Consult</a>	<a href="#">486721</a>	<a href="#">CARDIOLO... CLINIC - CHEYENNE</a>	[Redacted]
[Redacted]	<a href="#">Consult</a>	<a href="#">486692</a>	<a href="#">OPHTHALM...</a>	[Redacted]
[Redacted]	<a href="#">Episode of Care</a>			
[Redacted]	<a href="#">Episode of Care</a>			
[Redacted]	<a href="#">Episode of Care</a>			

Displaying 1-7 of 7 [More >>](#)

The **Assigned Patients** widget also lists the active and scheduled assignments for all providers in the group to which you belong on the **Group Assigned Patients** tab. 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. Click the hyperlinked entries to open the patient's record in the **Patient Portal**.

- **Name:** The patient's name
- **Assignment Type:** The type of assignment that initiated the patient referral; assignment types include Consult and Episode of Care
- Columns of information that only contain data for patients with a *Consult* assignment type ([Figure 19](#))
  - **Consult No.:** A number generated by the VA system for the patient consult
  - **Consult Name:** A label generated by the VA system
  - **Consult Provider:** The VA provider who ordered the consult

The tab in the **Assigned Patients** widget that is active (currently selected) is highlighted. **My Assigned Patients** is the active tab, by default. Clicking the **More>>** link on the widget opens the expanded view of the active tab ([Figure 19](#)).

**Figure 19: Expanded View of the My Assigned Patients Widget**

Name	Assignment Type	Consult No	Consult Name	Consult Provider
[Redacted]	<a href="#">Episode of Care</a>			
[Redacted]	<a href="#">Episode of Care</a>			
[Redacted]	<a href="#">Episode of Care</a>			
[Redacted]	<a href="#">Episode of Care</a>			
[Redacted]	<a href="#">Episode of Care</a>			
[Redacted]	<a href="#">Episode of Care</a>			
[Redacted]	<a href="#">Consult</a>	<a href="#">486692</a>	<a href="#">OPHTHALMOLOGY</a>	[Redacted]
[Redacted]	<a href="#">Consult</a>	<a href="#">486694</a>	<a href="#">ENT</a>	[Redacted]

Displaying 1-8 of 8 [Show All](#)

## 3.2. Viewing System Notifications

CV uses announcements, system status messages, and connection status messages to notify you of system maintenance events and data source availability.

### 3.2.1. Viewing Announcements

System announcements display on the **Login** page ([Figure 20](#)) and in a banner on the portal page ([Figure 21](#)). Announcements are provided by VA and communicate upcoming system maintenance or other scheduled events that may impact you or CV system availability. An example announcement on the **Login** page is shown in the following figure. Where available, click the link to [View More Announcements](#) for additional information.

- i** **NOTE:** Announcements are separate from the System Status messages displayed on the **Login** page. System Status monitors the services that CV uses to connect to VA data sources. System Status updates continue to display on the **Login** page if there are no announcements when you access CV.

Figure 20: Announcements on the Login Page

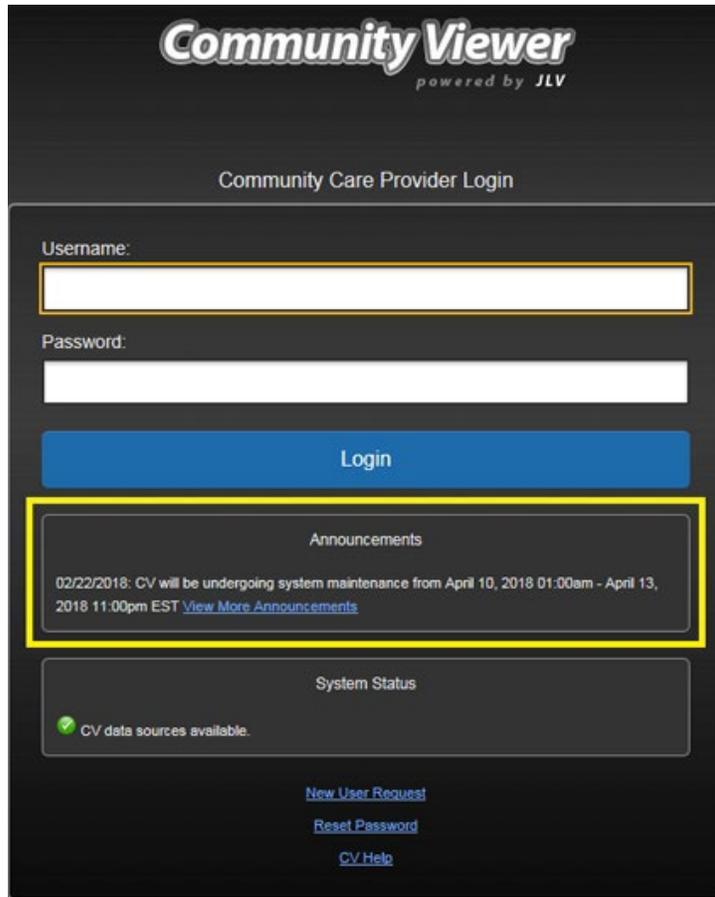
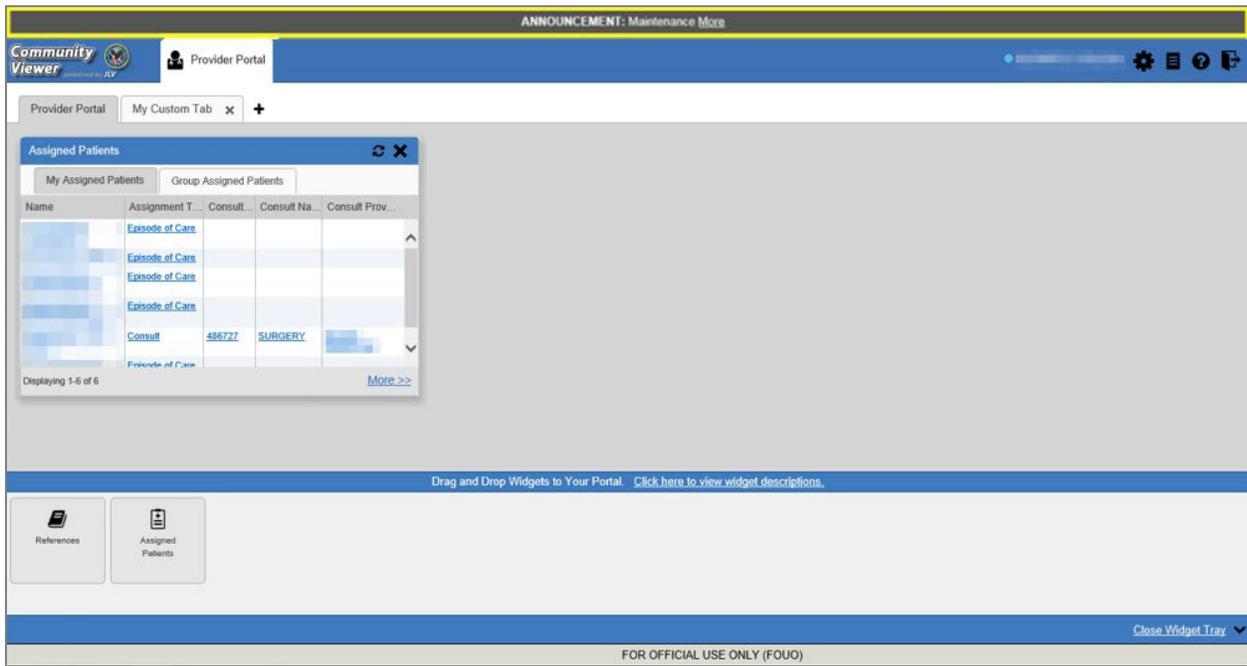


Figure 21: Announcements Banner



### 3.2.2. Viewing System Status

The system status reports the condition of the CV application. 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 displays:

- On the **Login** page ([Figure 2](#))
- On the portal pages (highlighted in [Figure 22](#))

When all monitored systems and services are online and connected,  appears with the message, “*CV data sources are available.*”

When one or more monitored systems or services are offline or unavailable,  appears with the message, “*Services are not available to CV*” ([Figure 22](#)).

When CV’s Health Monitor is unable to retrieve and report system status information,  appears with the message, “*System status is unavailable.*” When this status appears, you may not be able to log in to CV or view patient data until the connection is restored. See [Getting Help](#) for information on how to contact support.

**Figure 22: System Status Indicator on the Portal Pages**



These warnings may be accompanied by one or more of the notices listed in the table, depending on which services are unavailable.

**Table 1: System Status Notices**

Service	Notice
<b>jMeadows</b>	“ <b>The service that gathers patient data and prepares it for display in CV is unavailable.</b> CV is available for login but may not function otherwise.”
<b>Master Veteran Index (MVI)</b>	“ <b>VA Patient Identity Service is unavailable.</b> VA data may not display.”
<b>VistA Data Service (VDS)</b>	“ <b>The connection to VA sites is unavailable.</b> VA patient records of all types from all sites may not display.”
<b>Provider Profile Management System (PPMS)</b>	“ <b>The PPMS is unavailable.</b> Providers may be unable to log in or provider data may not display.”

### 3.2.3. Viewing Connection Status

CV widgets display the status of their connection to data sources. Connection status information is available for each widget.

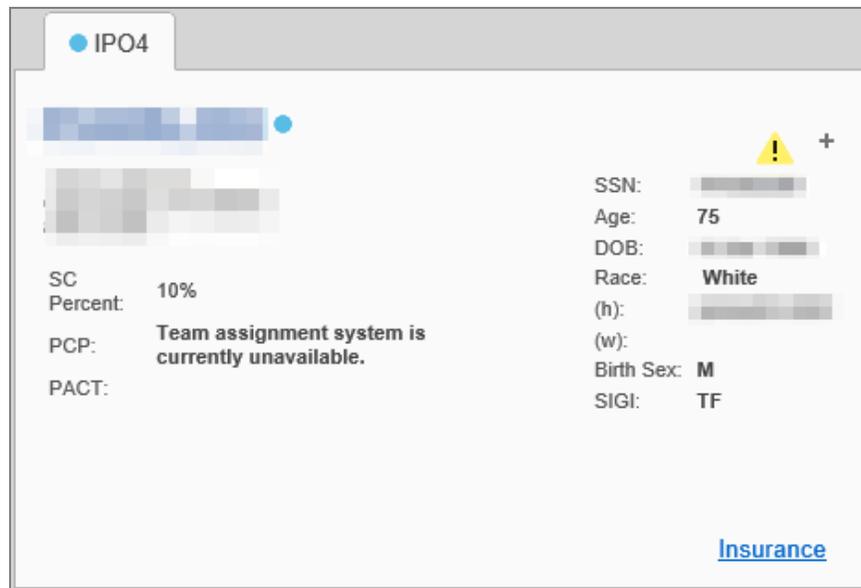
**i** **NOTE:** The Connection Status reports the condition of the connection between CV and its external resources, while System Status reports the overall condition of the CV application.

The **Connection Status** icon on a widget toolbar indicates the state of the connection to data sources. There are two status conditions:

- **i** all sources are connected (available)
- **!** one or more sources are not connected (unavailable)

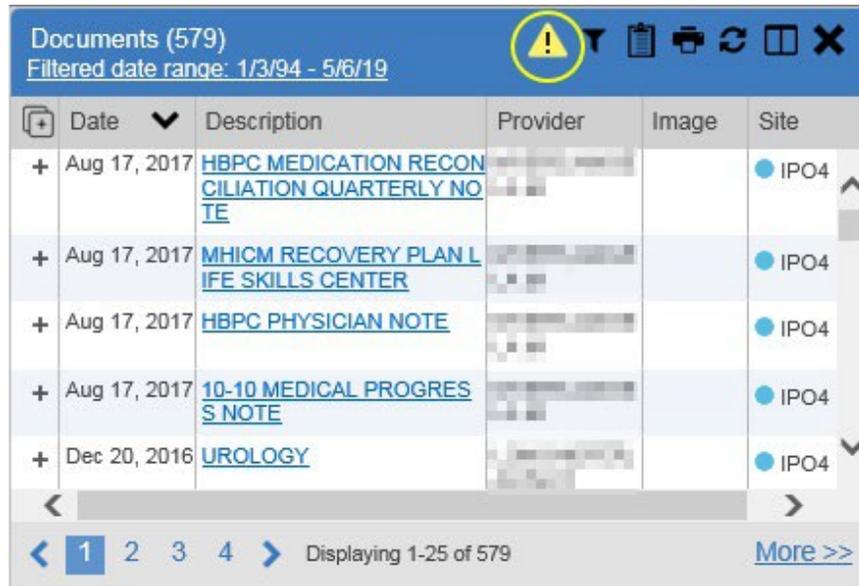
[Figure 23](#) shows **!** in the **Demographics** widget. When the Primary Care Management Module (PCMM) service is unavailable, the primary care fields in the **Demographics** widget display this error message: “*Team assignment system is currently unavailable.*”

**Figure 23: Demographics Widget, PCMM Connection Status Unavailable**



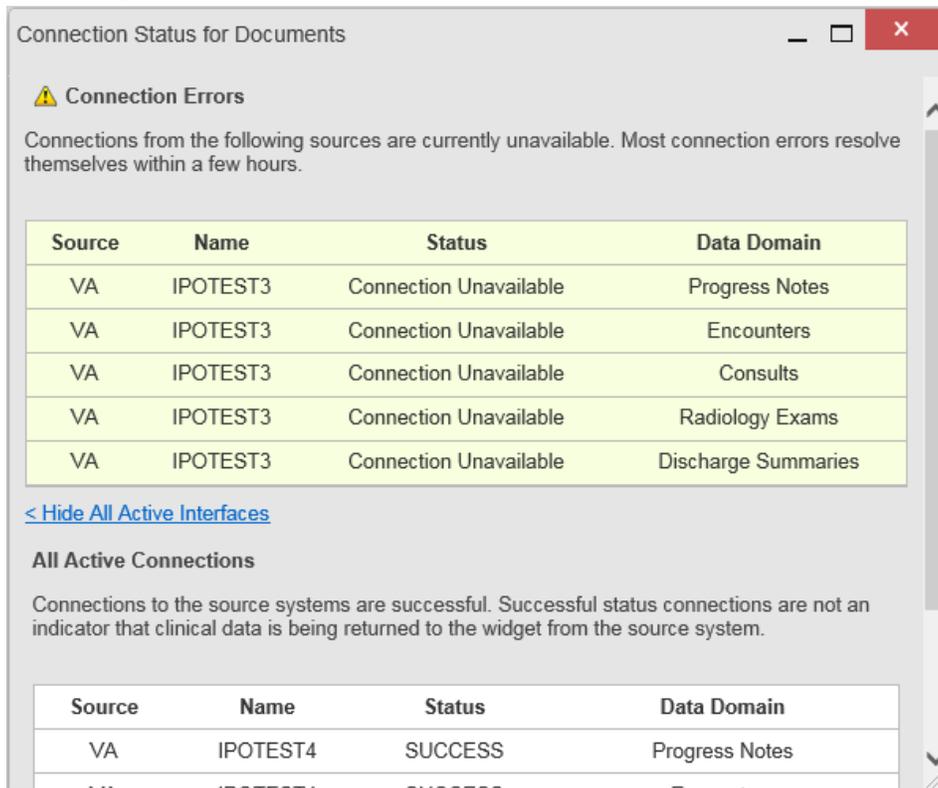
[Figure 24](#) shows a connection status indicator icon displayed on the **Documents** widget toolbar.

**Figure 24: Connection Status Icon, Documents Widget**



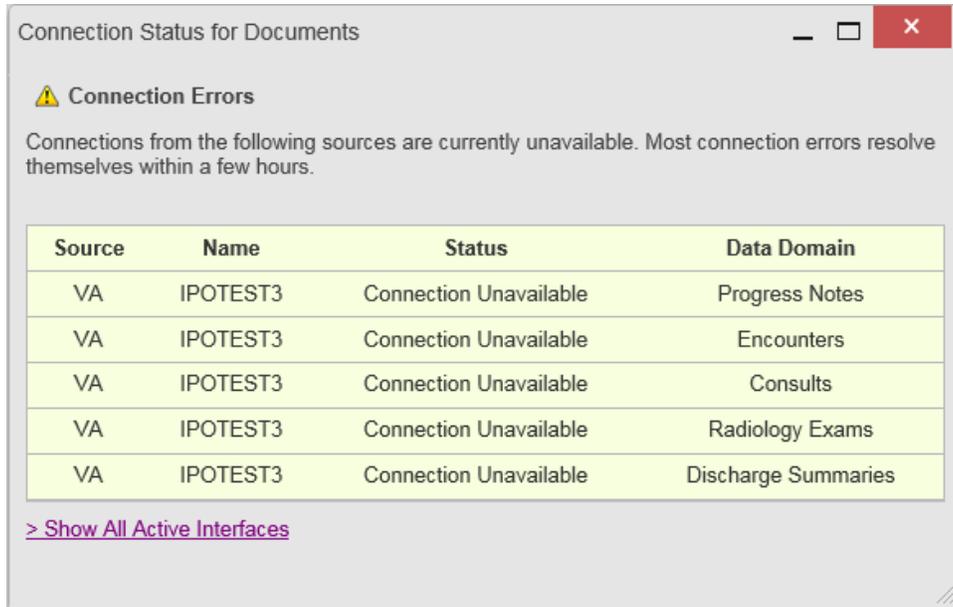
Clicking a **Connection Status** icon opens a standalone window with information about the connection to data sources. Clicking the **<Hide All Active Interfaces** link in the Connection Status window ([Figure 25](#)) hides the detailed **All Active Connections** view and displays only the connection errors.

**Figure 25: Connection Status Details, Active Interfaces Shown**



Clicking the [>Show All Active Interfaces](#) link in the **Connection Status** window ([Figure 26](#)) opens a **Connection Status** details view.

**Figure 26: Connection Status Details View, Active Interfaces Hidden**



### 3.3. Using Report Builder

The **Report Builder** feature is used to create custom PDF reports using patient data and records displayed in CV widgets. Content for reports can be selected from either the minimized or expanded view of a supported widget. Select  to access **Report Builder** from the  **Patient Portal** toolbar ([Figure 27](#)).

**Figure 27: Report Builder Icon on the Patient Portal Toolbar**



#### 3.3.1. About Report Builder

The **Report Builder** pane is comprised of the **Current Report** tab and the **Patient Reports** tab. When open, the **Report Builder** appears docked on the CV portal. Click  or  to minimize or maximize the **Report Builder**. Any report configurations in progress are saved when collapsing or closing the Report Builder and restored when the Report Builder is displayed again.

The **Current Report** tab ([Figure 28](#)) is used to build the custom report. The patient data and/or records are listed here as you select and add them. The records can be previewed and can be arranged in the desired order for the final report.

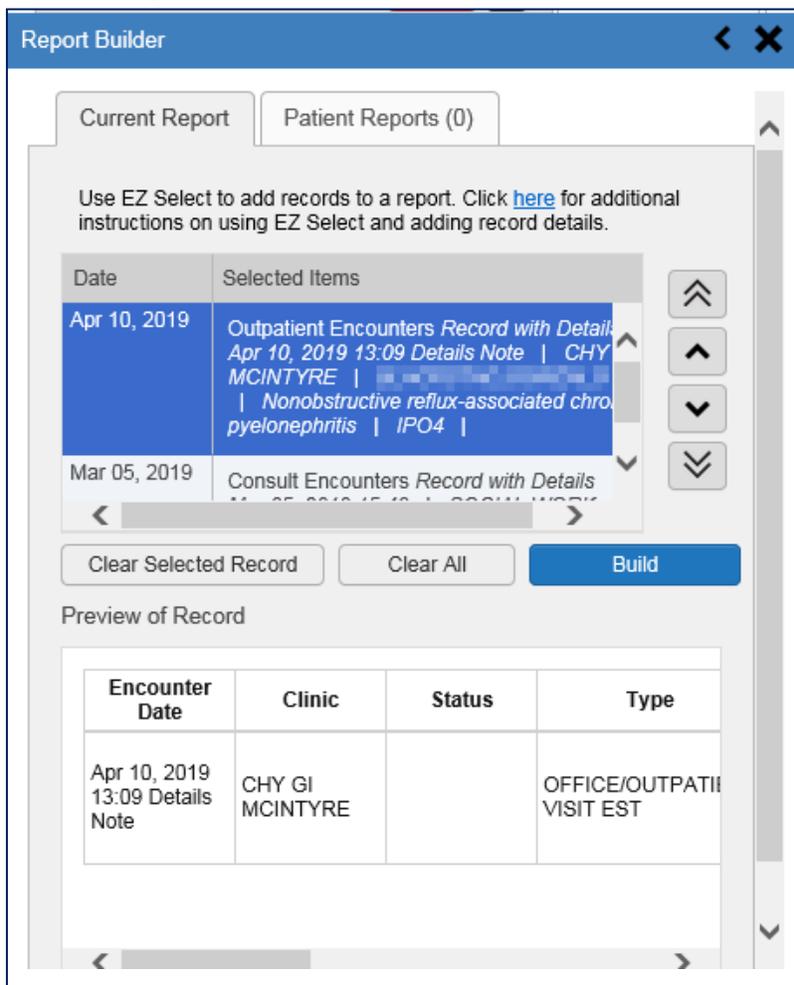
The **Patient Reports** tab ([Figure 30](#)) presents a list of all completed reports, the status of the report generation progress, the date the report expires, and a hyperlink to the contents of the completed report.

Actions within widgets to add patient data can be performed when the Report Builder is open or closed on the  **Patient Portal**. CV enforces a maximum number of 50 records per report.

### 3.3.2. Generating a Report

The selected records appear in the **Report Builder** pane ([Figure 28](#)).

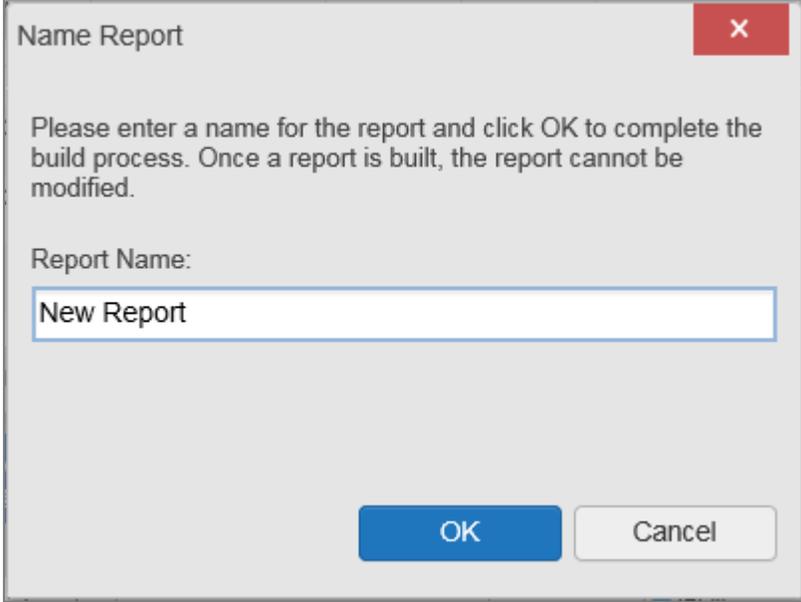
**Figure 28: Report Builder Current Report Tab**



1. Use the navigation arrows to arrange the records in the desired order in the generated report
  - a. Records can be removed by clicking **Clear Selected Record** or **Clear All**
2. When a record is selected for the report, it appears in the **Preview of Record** area of the **Report Builder** pane
3. Click **Build** to validate the selected records and prepare the report

- a. If a record is added to the report without an error, a **Ready** notation displays next to it in the **Status** column
  - b. If a record cannot be added to the report, an **Error** notation appears next to the record
4. Name the report when prompted and click **OK** ([Figure 29](#))

**Figure 29: Report Builder Name Report Dialog**



Name Report

Please enter a name for the report and click OK to complete the build process. Once a report is built, the report cannot be modified.

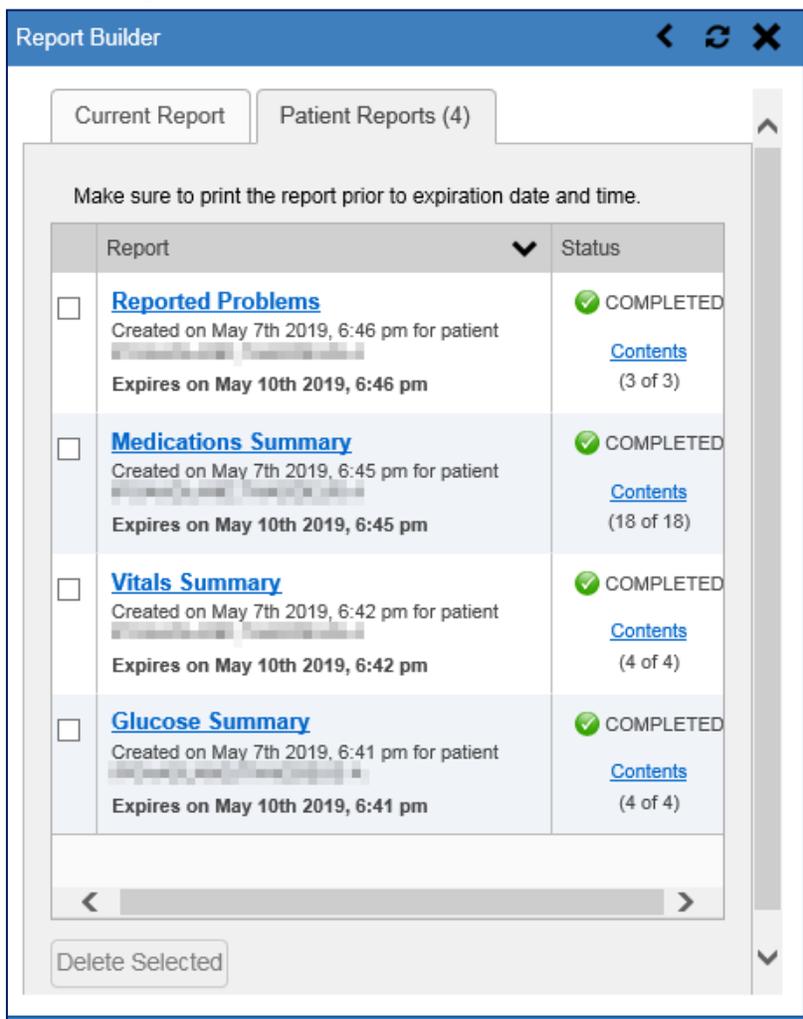
Report Name:

New Report

OK Cancel

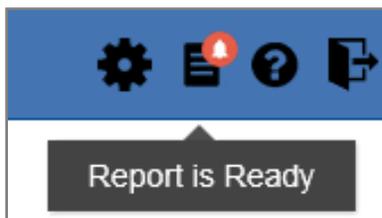
5. The **Patient Reports** tab opens and displays a report processing indicator in the **Status** column ([Figure 30](#))
6. When processing is complete, the **Status** column displays either *COMPLETED* or *ERROR*
- a. An *ERROR* in the **Status** column does not indicate the report failed to build, it is an indicator that one or more records could not be included in the generated report
  - b. Both the *COMPLETED* and *ERROR* entries include a **Contents** link, which provides a list of the records that appear in the generated report ([Figure 30](#))

**Figure 30: Report Builder Patient Reports Tab**



- c. A report ready message appears for 6 seconds on the portal page when the report has been built and is ready to be printed
- d.  changes to  when report builder is closed to indicate that a report is ready to be printed ([Figure 31](#))

**Figure 31: Report is Ready Indicator on Toolbar**



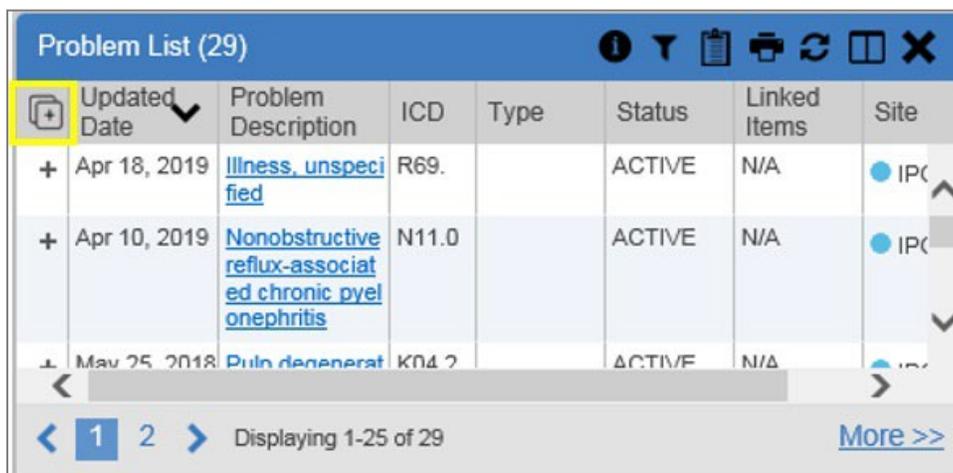
**i** **NOTE:** Once a report is created, it is available on the **Patient Reports** tab for 72 hours. After 72 hours, the report expires, is removed from the **Patient Reports** tab, and must be re-created.

### 3.3.2.1. Adding Multiple Records with EZ Select

EZ Select allows you to add all records displayed on a single page of a single widget to the Report Builder with one click. Click  (Figure 32) to add data from all records shown in the widget's page display to the Report Builder, including the details and notes associated with the record. EZ Select is available from the minimized and expanded views as well as the **Patient Flags and Postings** dialog box.

**i** **NOTE:** MAH/MAL reports accessed from the **Inpatient Medications** widget cannot be added using EZ Select. You must add them to a report one at a time, and you can only add MAH/MAL to reports from **Detail** view in the **Inpatient Medications** widget. However, you can use EZ Select to add MAH/MAL reports to Report Builder from the **Health Summaries and Reports** widget.

Figure 32: Report Builder Select All Icon



	Updated Date	Problem Description	ICD	Type	Status	Linked Items	Site
+	Apr 18, 2019	<a href="#">Illness, unspecified</a>	R69.		ACTIVE	N/A	IPC
+	Apr 10, 2019	<a href="#">Nonobstructive reflux-associated chronic pyelonephritis</a>	N11.0		ACTIVE	N/A	IPC
+	May 25, 2018	<a href="#">Pulv degenerat</a>	K04.2		ACTIVE	N/A	IPC

**+** in each row changes to  to confirm the record has been added (Figure 33).

**Figure 33: All Records on a Single Widget Page Added to Report Builder**

Problem List (29)							
	Updated Date	Problem Description	ICD	Type	Status	Linked Items	Site
RB	Apr 18, 2019	<a href="#">Illness, unspecified</a>	R69.		ACTIVE	N/A	IPC
RB	Apr 10, 2019	<a href="#">Nonobstructive reflux-associated chronic pyelonephritis</a>	N11.0		ACTIVE	N/A	IPC
RB	May 25, 2018	<a href="#">Pulv degenerat</a>	K04.2		ACTIVE	N/A	IPC

Displaying 1-25 of 29 [More >>](#)

### 3.3.2.2. Adding One Record

Click **+** next to a record in a widget to add data from that record to the Report Builder, including the details and notes associated with the record. **+** in the row changes to **RB** to confirm the record has been added to the Report Builder (Figure 34). This applies to both minimized and expanded widget views and the **Patient Flags and Postings** dialog box.

**Figure 34: Single Record Added to Report Builder**

Allergies (13)			
	Date Record	Allergen	Site
+	Feb 16, 2016	<a href="#">CHOCOLATE</a>	IPC04
RB	Jun 09, 2015	<a href="#">PEANUTS</a>	IPC04
+	Jun 09, 2015	<a href="#">CAFFEINE</a>	IPC04
+	Dec 03, 2014	<a href="#">CYLEX</a>	IPC05
+	Dec 02, 2014	<a href="#">TYLENOL</a>	IPC05

Displaying 1-13 of 13 [More >>](#)

### 3.3.2.3. Adding Details from Multiple Dates

When the details view of a record has a date filter—as in the **Health Summaries and Reports**, **Inpatient Medications**, and **Procedures** widgets—**RB** resets to **+** each time you change the date range, allowing you to build date-flexible reports using records from multiple date ranges.

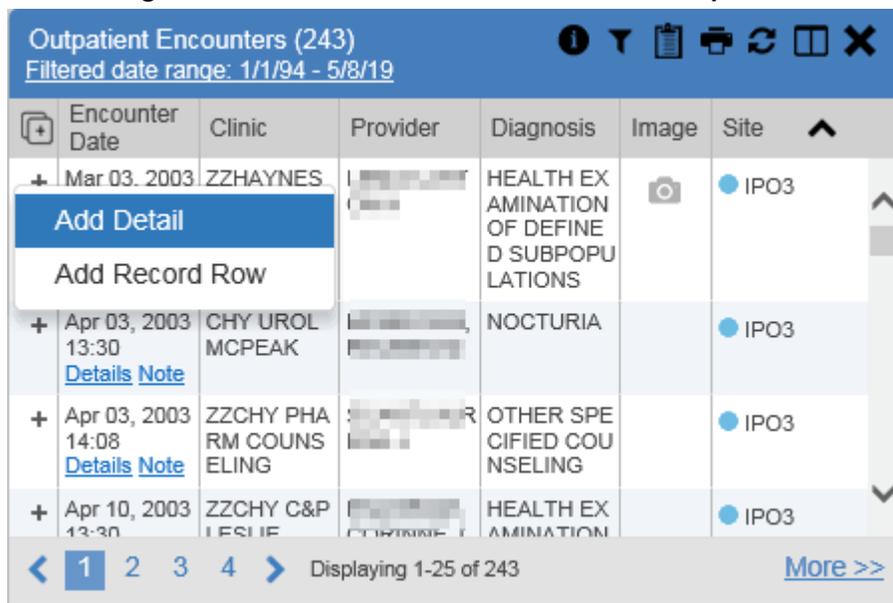
### 3.3.2.4. Adding Only Record Details or Notes

When adding records to a report using **+** or **RB**, CV adds the data displayed in the widget, as well as any details and notes associated with the record, by default. This applies to both the

minimized and expanded widget views, and the **Patient Flags and Postings** dialog box. If you would like to add just the details and notes or the record row data:

1. Select and hold **+** to access these options
2. Select **Add Detail** or **Add Detail/Note** to add the details and/or notes associated with the record as well as the record row data to the Report Builder ([Figure 35](#))
3. Select the **Add Record Row** option to add only the data displayed in the widget display for that record and not the information provided in the details and/or notes

**Figure 35: Add Detail and Add Record Row Dropdown**

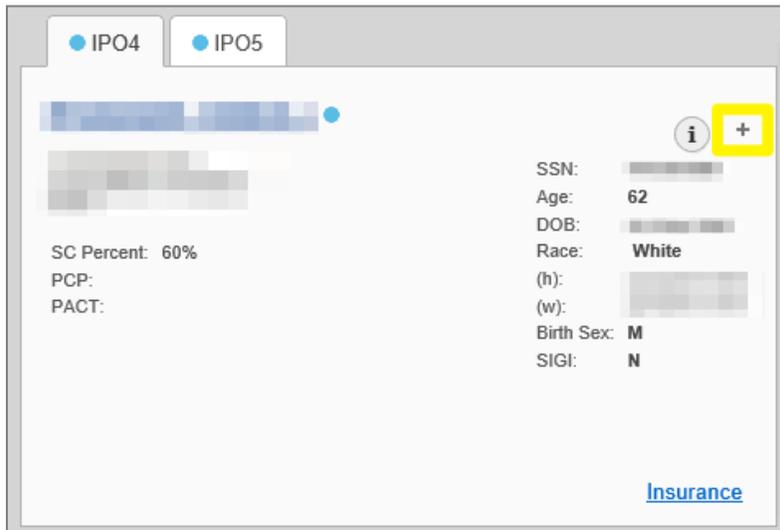


**i** **NOTE:** Once you add a record to Report Builder using either **+**, **Add Detail/Note**, or **Add Record Row** option, you cannot change the record data included in the report without first clearing the record from the report and adding it again.

### 3.3.2.5. Adding Patient Demographics

Clicking **+** in the **Demographics** widget adds the patient's demographics details for that site to the Report Builder ([Figure 36](#)). **+** changes to to confirm the demographics data has been added. Click additional site tabs within the **Demographics** widget and repeat as desired to add demographics details from other sites within the patient's health record.

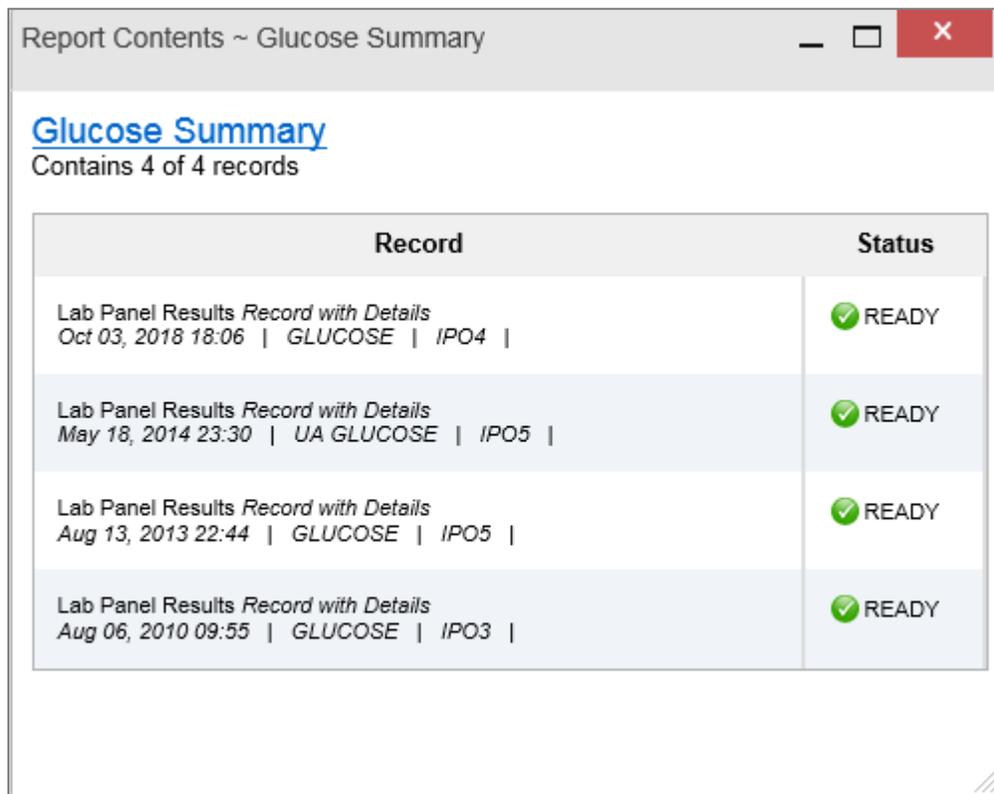
**Figure 36: Demographics Widget's Add to Report Builder Icon**



### 3.3.3. Opening a Report

1. Click the report name in the **Report** column of the **Patient Reports** tab (Figure 30) **OR**
2. Click the **Contents** link in the **Status** column of the **Patient Reports** tab to open a list of the records included in the report in the **Report Contents** window (Figure 30) **OR**
3. Click the blue, hyperlinked report name in the **Report Contents** window (Figure 37)

**Figure 37: Report Contents Dialog**



-  **NOTE:** The Report Builder prints the report content to a file in PDF format. It is recommended that you have the latest Adobe Reader installed on the system from which you access CV to utilize the Report Builder and other CV features.

The report opens in a standalone browser tab. Reports are available until the expiration date and time shown. If necessary, print the report before the report expires.

-  **NOTE:** If you closed the Report Builder while a report was *IN PROGRESS*,  appears on the portal toolbar when the report is available. Clicking  opens the Report Builder.

-  **NOTE:** Clicking  in Report Builder (when open to the **Patient Reports** tab) synchronizes the list of reports shown with the Report Builder Service so that all available reports are displayed.

### 3.3.4. Deleting a Report

1. Select the checkbox for the report on the **Patient Reports** tab ([Figure 30](#))
2. Click the **Delete Selected** button
3. Click **OK** to confirm deletion

## 3.4. Using the Accessible Theme's Functionality

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

### 3.4.1. Keyboard Focus and Portal Navigation in the Accessible Theme

Keyboard focus is the highlighting of portal elements that enables interaction with, and the navigation of, the web application through the keyboard and keystrokes. The portal element in focus is outlined in gold ([Figure 17](#)) as a visual indicator of keyboard focus.

CV uses 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 UI items are accessible via the keyboard when using the Accessible theme.

Pressing **Enter** or the **Spacebar** when an element that provides action is in keyboard focus performs the associated action. Pressing **Enter** or the **Spacebar** when  is in focus, for example, opens the **CV Settings** dialog box. The **Tab** or arrow keys allow a user to move between keyboard focus items to navigate through portal elements. A complete list of accessible keystrokes is provided in [Table 2](#).

**Table 2: Accessible Keystrokes**

Keystroke	Description
<b>Portal and Widget Navigation</b>	
<b>Alt + 4</b>	Press to transfer keyboard focus to the main or top portal element: Focus is transferred to the  <b>Provider Portal</b> tab on a portal page. Focus is transferred to the first link or data element in a widget. Focus is transferred to the dialog boxes <b>X</b> .
<b>ENTER</b>	Press to transfer keyboard focus to the highlighted widget.
<b>TAB</b>	Press to transfer keyboard focus to other UI items.
<b>ESC</b>	Press to return keyboard focus to the pane containing the UI item with keyboard focus or to exit a window, widget, or tab.
<b>SPACEBAR</b>	Press to activate any UI item (for example, click a button).
<b>Arrow Keys</b>	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 list contents.
<b>Ctrl + d</b>	Place keyboard focus on a reference or row within the <b>References</b> widget on the  <b>Provider Portal</b> and press <b>Ctrl + d</b> to remove the reference URL. Removing a default reference is not allowed.
<b>Ctrl + f</b>	Use standard browser find functionality to search text in the active window.
<b>Portal Tabs</b>	
<b>Arrow Keys</b>	Use the left and right arrow keys to navigate between tab panels.
<b>TAB</b>	<ol style="list-style-type: none"> <li>1) Press <b>Tab</b> until  is in focus</li> <li>2) Press <b>Enter</b></li> <li>3) The new tab dialog box opens and prompts you to enter a name for the new tab</li> <li>4) Tab to the <b>Add</b> button to confirm the new tab name or tab to the <b>Cancel</b> button to discard the new tab</li> </ol>
<b>ENTER</b>	Press while  is in focus to add a new portal tab. A dialog box prompts you to enter a name for the tab.
<b>ESC</b>	Focus on a tab and press <b>Esc</b> to remove it.
<b>Windows and Dialog Boxes</b>	
<b>TAB</b>	Press <b>Tab</b> to move keyboard focus through the items within the window.
<b>Adding Widgets to the Portal Pages</b>	
<b>Alt + 1, 2, or 3</b>	Add a widget to a portal page from the widget tray: <ol style="list-style-type: none"> <li>1) Determine in which column (1, 2, or 3) to place the widget</li> <li>2) Focus on the desired widget icon in the widget tray</li> <li>3) Press <b>Alt + 1, 2, or 3</b>, depending on the desired column</li> </ol>

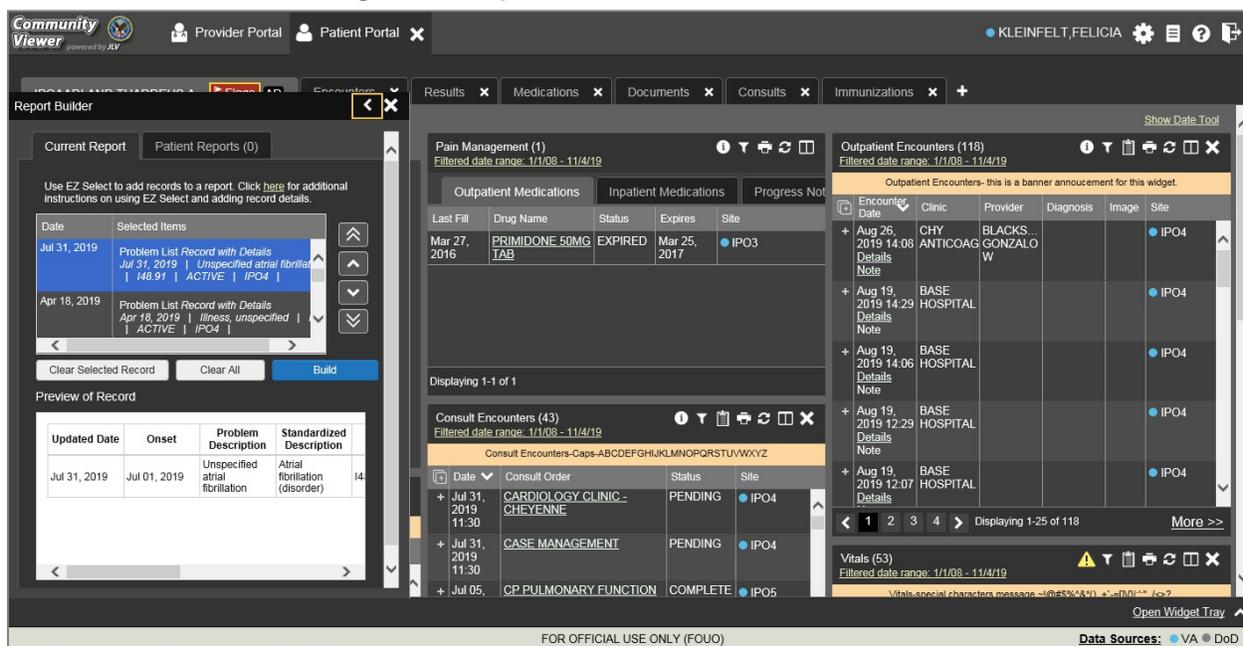
### 3.4.2. Using Report Builder in the Accessible Theme

Report Builder allows you to build a custom report of multiple patient records displayed in CV (including patient demographics, supported documents, record details, and record notes) and exports the contents of the records to a single report. Use keystroke navigation to place  in focus and press **Enter** to open the Report Builder.

There are multiple ways to add records and other patient data to a report. Actions can be performed within the widgets to add patient data when the Report Builder is open on the **👤 Patient Portal** (Figure 38) or when the Report Builder is closed or minimized. The Report Builder can be minimized by pressing **Enter** when **<** is in focus, as shown in Figure 38. This action collapses the Report Builder on the portal. Closing the window with **X** removes the Report Builder from the portal.

Use keystrokes to navigate between elements on the **Current Report** tab (open in the following example). When an element is in focus, press **Enter** to perform the action.

**Figure 38: Report Builder in Accessible Theme**



Jump between the **Current Report** tab and the **Patient Reports** tab using the left and right arrow keys when either tab is in focus. Tasks performed on the **Patient Reports** tab include:

- Opening reports in a standalone window by pressing **Tab** until focus is on the report name within the **Report** column and press **Enter**
- Viewing report contents by pressing **Tab** until focus is placed on the **Contents** link in the **Status** column and then pressing **Enter**
- Deleting reports by pressing **Tab** until the focus is on the report checkbox, checking the box, then pressing **Tab** until the **Delete Selected** button is in focus, and pressing **Enter**

### 3.5. Printing

The data list of a widget in either minimized or expanded view, the details window of a widget, and reports created in **Report Builder** can be printed.

Click **🖨** on the desired widget's toolbar to print the data list of a widget in either minimized or expanded view.

Click  on the details window's toolbar to print the details window of a widget.

Click the (PDF) **Print** icon within the report window to print a report created in **Report Builder**.

 **NOTE:** Each report generated using **Report Builder** includes this disclaimer: *The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws.*

## 4. Widgets

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

 **NOTE:** Widgets may take anywhere between 3 to 10 seconds to load.

The default layout of the  **Patient Portal** for a first-time CV user is shown in [Figure 13](#). The widgets presented are **Patient Demographics**, **Problem List**, **Allergies**, **Outpatient Medications**, **Pain Management**, **Consult Encounters**, **Progress Notes**, **Outpatient Encounters**, and **Vitals**.

First-time CV users see a default series of tabs, each providing a different widget layout, in addition to the default widget layout on the  **Patient Portal**:

- **Encounters Tab:** Outpatient Encounters, Appointments, and Progress Notes
- **Results Tab:** Radiology Reports, Lab Results, Procedures, and Progress Notes
- **Medications Tab:** Outpatient Medications, Inpatient Medications, Orders, and Allergies
- **Documents Tab:** Progress Notes, Outpatient Encounters, and Inpatient Summaries
- **Consults Tab:** Consult Encounters, Progress Notes, and Inpatient Summaries
- **Immunizations Tab:** Immunizations, Problem List, and Progress Notes

CV can display up to 12 widgets per tab. CV also allows you to add more than one instance of the same widget to a tab. CV displays a **Duplicate Widget** notice if you attempt to add a second instance of any widget already on the current tab. Click **OK** to confirm you want to add another instance of a widget to the same tab, or click **Cancel**.

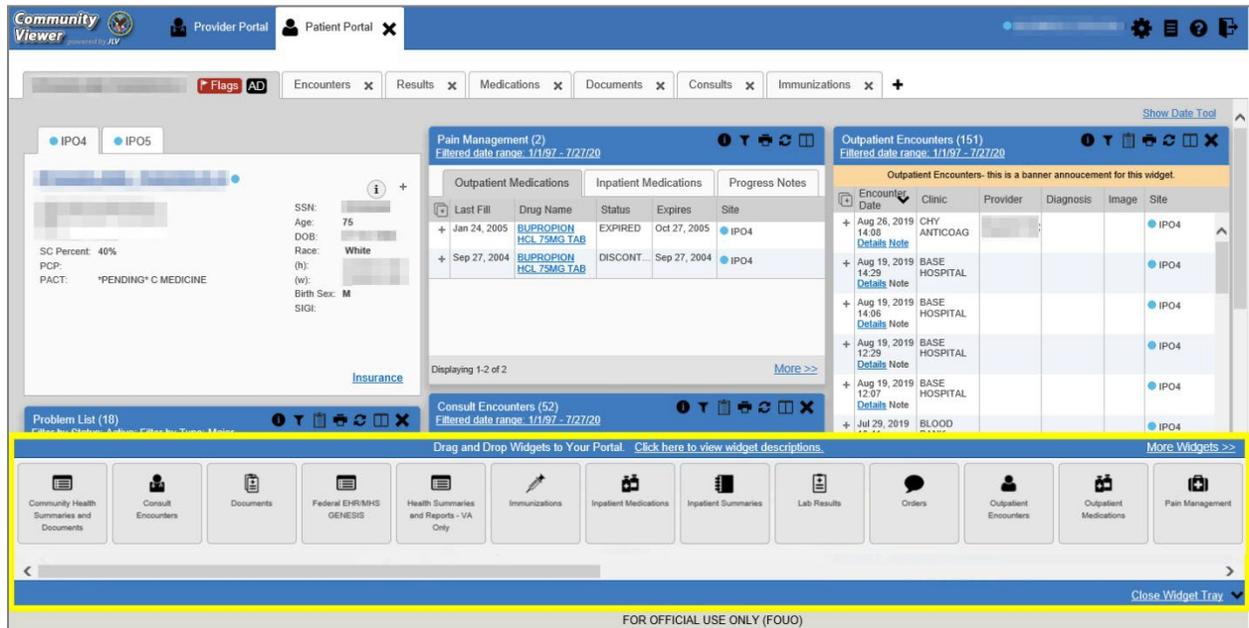
### 4.1. Accessing and Opening Widgets

[Figure 39](#) depicts the  **Patient Portal** with an open widget tray. Click the **Open Widget Tray** link to open the widget tray. Hover over a widget icon to view a description of the widget. Click, hold, and drag a widget from the tray to the portal. These actions dock the widget on the portal page. Once docked, the widget opens in minimized view.

Use the tray navigation tools (**<< More Widgets** or **More Widgets >>**) or the arrows (< or >) to scroll through all clinical domains available in the  **Patient Portal**.

 **NOTE:** Widgets can be removed from a portal page by clicking **X** in the docked widget.

Figure 39: Widget Tray on the Patient Portal



The list of widgets available for display on the **Patient Portal** is presented in the horizontal widget tray on the portal (highlighted in [Figure 39](#)). Data from VA systems is available for the following VA clinical domains<sup>1,2</sup>:

- Admissions
- Allergies
- Appointments
- Clinical Reminders
- Community Health Summaries and Documents<sup>1</sup>
- Consult Encounters
- Federal EHR/MHS<sup>2</sup> GENESIS<sup>1</sup>
- Documents
- Health Summaries and Reports
- Immunizations
- Inpatient Medications
- Inpatient Summaries
- Lab Results
- Orders
- Outpatient Encounters
- Outpatient Medications
- Pain Management
- Problem List
- Procedures
- Progress Notes
- Questionnaires and Deployment Assessments<sup>1</sup>
- Radiology Reports
- Social, Family, and Other Past Histories<sup>1</sup>
- Surgery/Procedure Reports
- Vitals

<sup>1</sup> While available in the widget tray, some widgets display “Data source not enabled,” “Connection unavailable,” or a connectivity error until data sources are connected in a future release.

<sup>2</sup> Military Health System (MHS)

### 4.1.1. Sort and Filter Options

Widgets have a variety of methods to sort and filter data:

- Click a column title to sort records according to data in that column; an **up** or **down** arrow appearing next to the column title provides a visual indicator that a sort is applied to that column
  - If you sort a column that appears in both minimized and expanded views of the widget, the sort saves in your user profile and persists
  - If you sort a column that is only in the expanded view of the widget, your next session restores the default widget sort or the last sort saved to your user profile
  - If you sort a **Date** column that has some partial or missing date values, understand:
    - Dates that have month and year but lack a day are treated as though the day were “00” (e.g., July 2018 sorts between June 30, 2018 and July 01, 2018)
    - Dates that have a year only are treated as though the month is January and the day is “00” (e.g., 2018 sorts between December 31, 2017 and January 01, 2018)
- Click  in the widget toolbar to hide or show the columns within the widget; check/uncheck the column names that appear in the pop-up box, and click **Apply**
- 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

Sort and filter capabilities are specific to the data presented in each widget and may vary between the minimized and expanded views of an individual widget or between widgets. Select **All** from the **Filter by...** dropdown to undo an individual filter, or click the **Remove All Filters** link shown in each widget to undo all filters.

Some widgets also have the capability to configure data to display multiple records of the same type in a graph or table view. See [Graph/Table View from the Lab Results Widget](#) for more information.

#### 4.1.1.1. Setting Multiple Filters in Widgets

CV supports the application of multiple filters in any of the widgets with two or more *Filter by* options in the expanded view. The sequence in which the filters are applied impacts the data that displays in the widget. The second or subsequent filter selected is applied to the subset of data from the previous filter.

#### 4.1.1.2. Widget Date Range Filters

Patient data displayed within a widget can be filtered by date range, if date filters are available on the widget.



**NOTE:** CCPs have limited access to records and can only retrieve records within the date range set by the VA Staff user who created the patient assignment.

If a date range filter is applied, the selected range is indicated in the widget header, below the title ([Figure 40](#)). Click  or the **Filtered Date Range** link on the widget toolbar to change the date range of the data displayed.

**Figure 40: Filtered Date Range Examples**

There are two ways to filter the date range of data displayed in a widget: The **Quick Date Range** filter and the **Start and End Date** filter. If the expected information does not appear in the widget display, use the date filter options to change the date range.

-  **NOTE:** Changes made to the date range in a widget persist from minimized to expanded view, patient to patient, and session to session, until the widget is either removed or the date range is changed.
-  **NOTE:** When looking for Essentris information associated with a specific admission in the **Inpatient Summaries** widget, expand your search date ranges to include additional days before and after the admission where possible. This includes preadmission notes as well as notes signed after the patient was discharged in the filtered widget display.

#### 4.1.1.2.1. Quick Date Range Filter

Use the preset, **Quick Date Range** filter to set or limit the display of patient records within a widget. This option is available by clicking the **Filtered Date Range** link or by clicking  in a widget on the  **Patient Portal**.

Clicking a **Quick Date Range** filter refreshes the data displayed to show only the records for the selected range. Selecting **Cancel**, which is the **Apply** button while the data refresh is running, stops the query. The options represent time counting back from the present day (for example, selecting 2y displays only records within the last 2 years). Examples of preset date ranges include 1w (last 7 days), 6m (last 6 months), and 3y (last 3 years).

**i** **NOTE:** The **Quick Date Range** filter is contextual, meaning it counts backwards from today’s date.

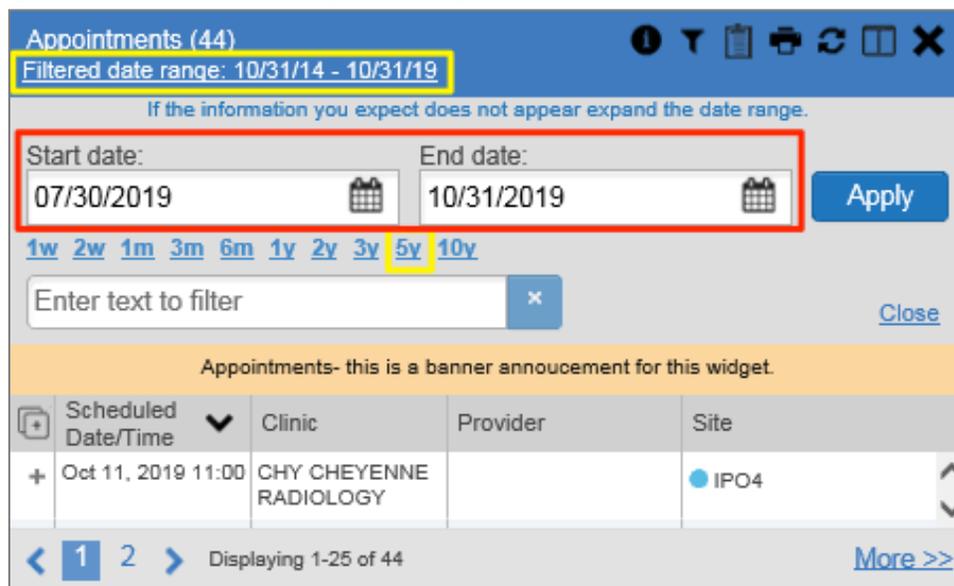
[Figure 41](#) highlights the **Quick Date Range** filter options in the expanded view of the **Appointments** widget.

**Figure 41: Quick Date Range Filters**

The screenshot shows the 'Appointments (145)' widget. At the top, it displays the 'Filtered date range: 1/1/08 - 11/1/19'. Below this, there are 'Start date' and 'End date' fields with calendar icons. An 'Apply' button is next to the date range. A yellow box highlights the 'Quick Date Range' filter options: 1w, 2w, 1m, 3m, 6m, 1y, 2y, 3y, 5y, and 10y. Below the date range fields are three dropdown filters: 'Filter by Clinic', 'Filter by Provider Specialty', and 'Filter by Site'. There is also a search box for filters and a 'Remove All Filters' button. The main table shows a list of appointments with columns for Scheduled Date/Time, Clinic, Provider, Provider Specialty, Appointment Status, Type, Reason, and Site. The first row shows an appointment on Aug 26, 2019 at CHY ANTICOAG. The bottom of the widget shows a pagination bar with 'Displaying 1-25 of 145' and a 'Show All' link.

CCPs have limited access to records and can only retrieve records within the date range set by the VA Staff user who created the patient assignment. [Figure 42](#) shows a CCP restricted to records from 07/20/2019 to present, in this case 10/31/2019, which is shown by default in the **Start Date** and **End Date** fields. When the 5y **Quick Date Range** filter is applied, the **Filtered Date Range** shows the entire 5-year period (10/31/14–10/31/19), which includes the date range history the CCP is permitted to view. However, records between the **Filtered Date Range** start date and the day before the CCP’s permitted history start date (10/31/14–07/19/2019) will not display.

Figure 42: Quick Date Range Filter (5y) Outside CCP's Permitted History Dates



#### 4.1.1.2.2. Start and End Date Filter

VA Staff set a date filter to control the records within widgets seen by the CCP. The CCP can set additional display filters within the set range by clicking  from the widget's toolbar. Use the **Start Date and End Date** filter to display data for a specific time range (Figure 43). The start and end date fields are accessible from by clicking the **Filtered Date Range** link or .

-  **NOTE:** The **Start and End Date** filter is static. If the start date is set to June 2, 2018 and the end date is set to June 2, 2019, the data in that date range displays, no matter what today's date is.

**Figure 43: Lab Results Widget Start and End Date Filters**

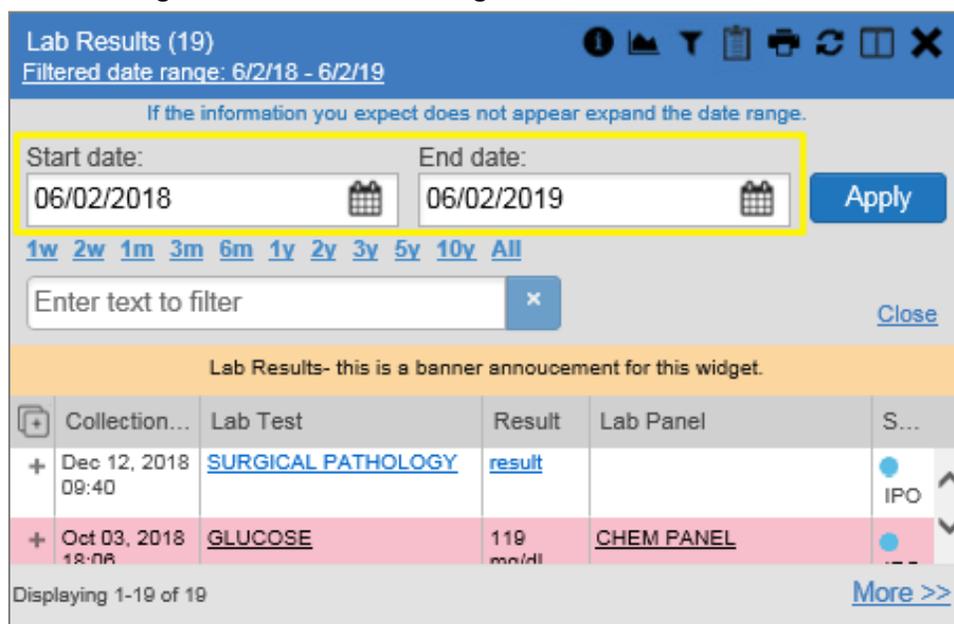
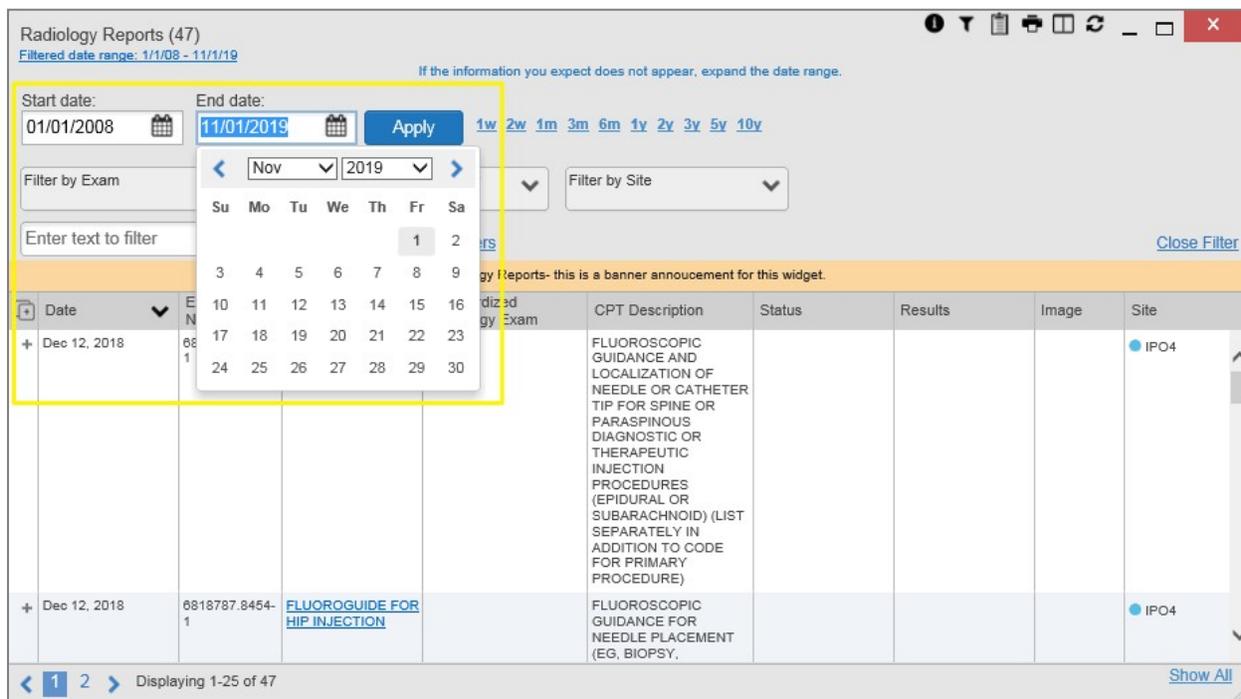


Figure 44 provides an example of the start and end date filter fields in the expanded view of the Radiology Reports widget.

**Figure 44: Radiology Reports Widget Start and End Date Calendar**



1. Click  next to **Start Date**
2. Select a month, day, and year start date for the display filter

3. Click  next to **End Date**
4. Select the month, day, and year end date for the display filter
5. When both a start and end date have been chosen, click **Apply**
6. (Optional) Click **Cancel** to stop the query

 **NOTE:** Prior day selections persist if you change only the month or year. If you change the month or year and the prior day value does not exist, the calendar will default to the last day of the new month. For example, changing only the month value of an existing August 31, 2018 entry to February would set the date to February 28, 2018 because there are less days in February. Similarly, if you had February 29, 2016 selected, a day which only exists in a leap year, switching the year to 2015 would set the date to February 28, 2015, the last day of the month in a standard year.

The widget refreshes and displays only the records that fall within the custom date range. The date range in use is displayed in the widget header.

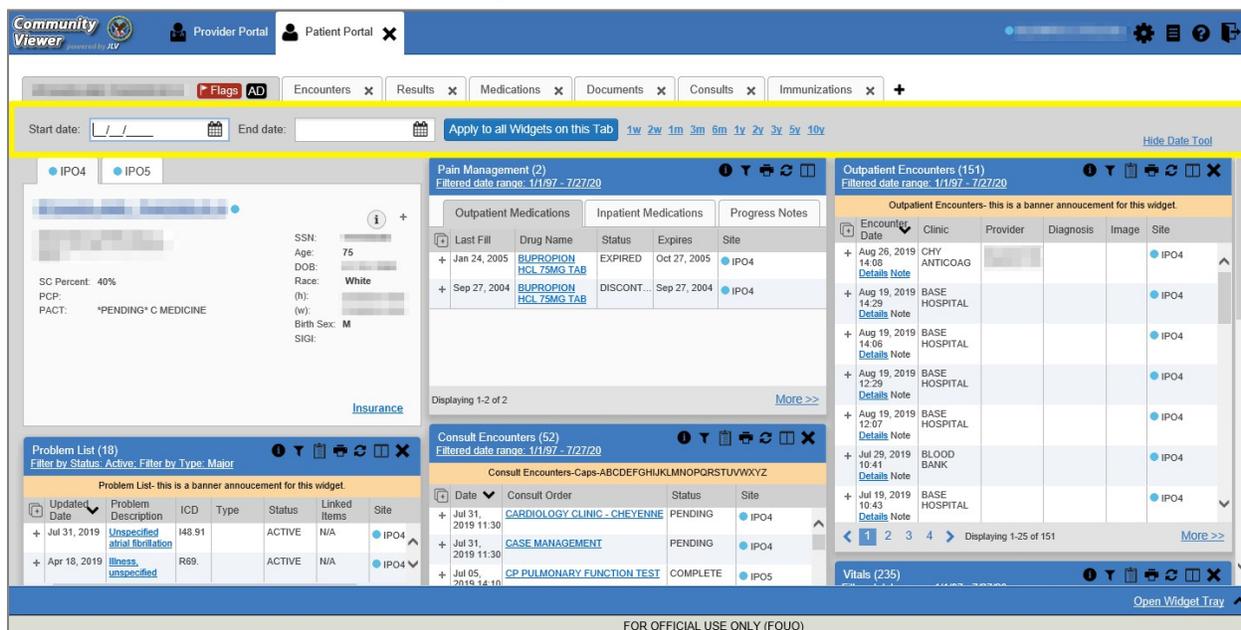
#### 4.1.1.3. **Tab Date Range Tool**

All tabs in the  **Patient Portal** have a **Tab Date** tool that you can use to filter all widgets on a single tab by the same date range. The **Tab Date** tool has the same **Start and End Date** and **Quick Date Range** filters available on most individual widgets, but it applies the date filter to all widgets on an individual tab.

1. Select the **Show Date Tool** hyperlink
2. Enter dates in the **Start Date** and **End Date** fields, and select the **Apply to All Widgets on This Tab** button **OR**
3. Select a **Quick Date Range** value in the **Tab Date** tool

The **Tab Date** tool ([Figure 45](#)) is hidden by default, and it hides again automatically after you apply a date filter to the tab. Should you decide not to apply a date filter to the tab, select the **Hide Date Tool** hyperlink to hide the tab-level date filters.

Figure 45: Tab Date Tool

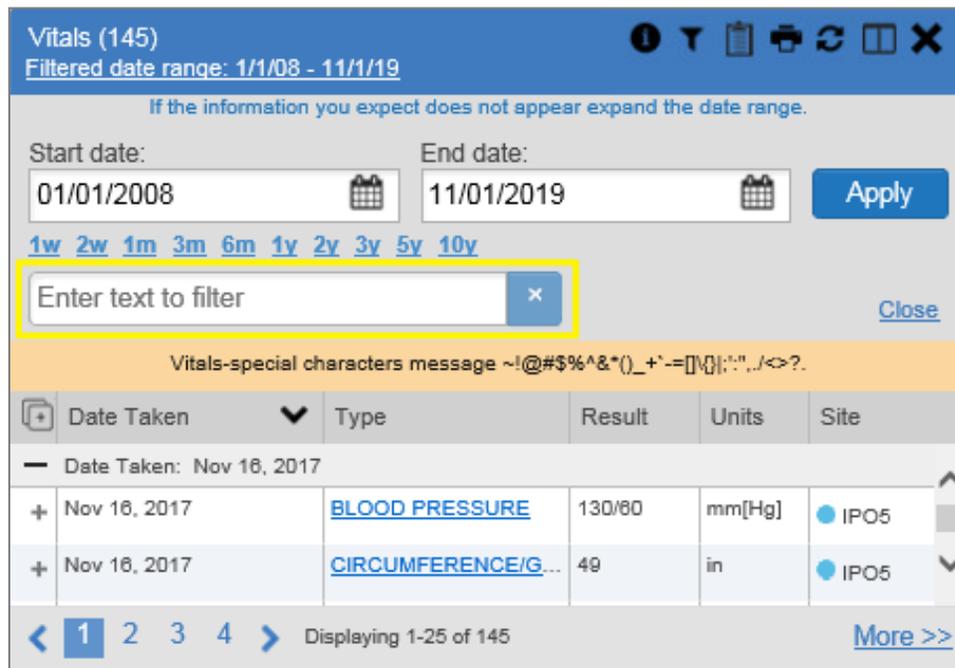


The **Tab Date** tool only filters widgets currently displayed on the active tab that support date range filtering. Widgets that display all data, without a date range, will continue to do so. Filtering only applies to widgets on the tab at the time you apply the **Tab Date** tool and will not affect new widgets added to the tab. You may still apply widget-level date filters to individual widgets after using the **Tab Date** tool.

#### 4.1.1.4. Text Filter

Clinical data widgets on the **Patient Portal** and the **Patient Flags and Postings** dialog box provide a text search filter option, allowing you to quickly locate relevant patient data using keywords or characters (Figure 46). Text filters are performed on the information displayed in all columns within a widget, including hidden columns. Filters are not performed on notes, attachments, or details associated with patient records.

Figure 46: Vitals Widget Text Filter



Click  in the minimized view of a widget to display the **Enter text to filter** field. If the filter options are not displayed in the expanded view of the widget, clicking  also opens the filter options. Keep in mind:

- Text filtering applies only to one widget
- Text filters are performed within the subset of filtered data if a date range filter or other dropdown filters are applied within the widget
- Text filters are performed on data within all columns shown in the expanded view of the widget even if the term is entered in the text filter field of the minimized view
- Text filters entered in the minimized view of a widget persist when you open the widget in expanded view
- On widgets with site tabs, text filters entered on one site tab persist when you select other site tabs
- All records across the widget pages are filtered if the widget has multiple page views
- The **Enter text to filter** field is not case sensitive and allows up to 25 characters, including numeric and special characters
- CV begins to filter when you pause while typing the term in the **Enter text to filter** field
- Text filtering is not available in the **Demographics** widget

## 4.2. Portal and Widget Toolbars

There is a toolbar on the CV portal pages, the minimized and expanded views of each widget, and most dialog boxes. The buttons on each toolbar vary. [Table 3](#) describes the functionality of each toolbar button.

**Table 3: Toolbar Buttons**

Icon	Name	Function
	<b>Add to Report Builder</b>	Adds the information displayed in the window to the Report Builder. This icon is available for supported domains when a record has a details or notes view that displays in a standalone window.
	<b>Close</b>	Removes the widget from the portal or closes a dialog box.
	<b>Column Settings</b>	Configures the columns within the widget. Turn the columns on or off by checking the column names that appear in the pop-up box and checking <b>Apply</b> .
	<b>Configure Filter</b>	Filters specific record types or other elements within the widget, including a date filter. If a date range filter is applied in an open widget, the date range is displayed in the widget header. <b>NOTE:</b> After setting a filter, the <b>Close Filter</b> option is enabled in the widget. Clicking <b>Close Filter</b> restores the full display of records within the widget.
	<b>Copy to Clipboard</b>	Copies the content of the open window to the clipboard for pasting into another application. <b>Copy to Clipboard</b> is disabled in the widget toolbar after clicking <b>Show All</b> within a widget.
	<b>Connection Status</b>	Both icons provide a status indicator for data sources.  indicates all sources are available.  indicates one or more data sources are unavailable. Clicking either status icon opens the connection status details in a separate window.
	<b>Graph</b>	Displays multiple results for the same lab test in a graph and table in the <b>Lab Results</b> widget.
	<b>Help</b>	Launches CV's online help.
	<b>Logout</b>	Logs out of CV.
	<b>Print</b>	Prints the contents of the open window. Printing is disabled in the widget toolbar after clicking <b>Show All</b> within a widget. <b>NOTE:</b> It is recommended that you have the latest Adobe Reader installed for the Report Builder and other printing features.
	<b>Refresh</b>	Refreshes the widget or window display. Only the data within that widget's dataset is updated.
	<b>Report Builder</b>	Launches Report Builder.
	<b>Rx</b>	Converts the medication data within the widget to text and opens the text in a pop-up window. Available from the <b>Outpatient Medications</b> widget.
	<b>Settings</b>	Launches the <b>CV Settings</b> dialog.

### 4.3. Widget Navigation and Display Options

Navigation tools and display options are provided within each widget (listed in [Table 4](#)). Click **More >>** in minimized view to open the widget in expanded view, as seen in [Figure 47](#).

**Table 4: Widget Navigation Tool Descriptions**

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

#### 4.4. 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](#)).

 **NOTE:** Some of the column headings appear in an abbreviated manner in minimized view because the widgets are width constrained. Click and drag the column header to resize the columns in minimized or expanded view.

Click the **More >>** link in minimized view to launch expanded view ([Figure 47](#)), which provides additional display and filtering options.

Click  from the widget toolbar if the additional display configuration options are not displayed in expanded view.

**Figure 47: Expanded View Widget Display**

## 4.5. 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 display in future CV sessions.

1. Click on the **Patient Portal** ([Figure 13](#))
  - a. The **Add Tab** dialog box opens
2. Type a name for the new tab in the **Add Tab** dialog box, and click **Add**
3. Open the widget tray within the new tab space, then click, hold, and drag each of the desired widgets to the portal page (max 12)

**NOTE:** Tab configurations remain set until you manually change them or restore your profile to default in the **CV Settings** dialog, which will remove all custom tabs.

4. Click between preset and custom tabs at any time without losing any of the configurations created on the custom tabs
  - a. Tabs persist, even when a patient change is made
  - b. Custom tabs can be renamed by double-clicking the tab name

## 4.6. Refreshing Widget Data

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

-  **NOTE:** Records previously added to a report remain in the Report Builder after a widget refresh. Clicking  in the widget refreshes the clinical data, refreshes the widget data display, and resets  to , even if the record has been added to the Report Builder. Records previously added to a report prior to the refresh remain in the Report Builder after a widget refresh.

## 4.7. Nondiagnostic Images

Nondiagnostic images are available in JPEG and PDF formats in the **Advance Directives** dialog and the **Documents, Outpatient Encounters, Procedures, Progress Notes, Radiology Reports, and Surgery/Procedure Reports** widgets, in addition to the **Progress Notes** tab of the **Pain Management** widget.

When  appears in the **Image** column ([Figure 48](#)), one or more images are associated with that record.

-  **NOTE:** CV does not support VistA Imaging Viewer. Images are nondiagnostic and may not be of high-quality resolution.
-  **NOTE:** While  appears in the **Advanced Directives' Image** column, images cannot be launched from this window in this release.

**Figure 48: Nondiagnostic Images in the Minimized View of the Radiology Reports Widget**

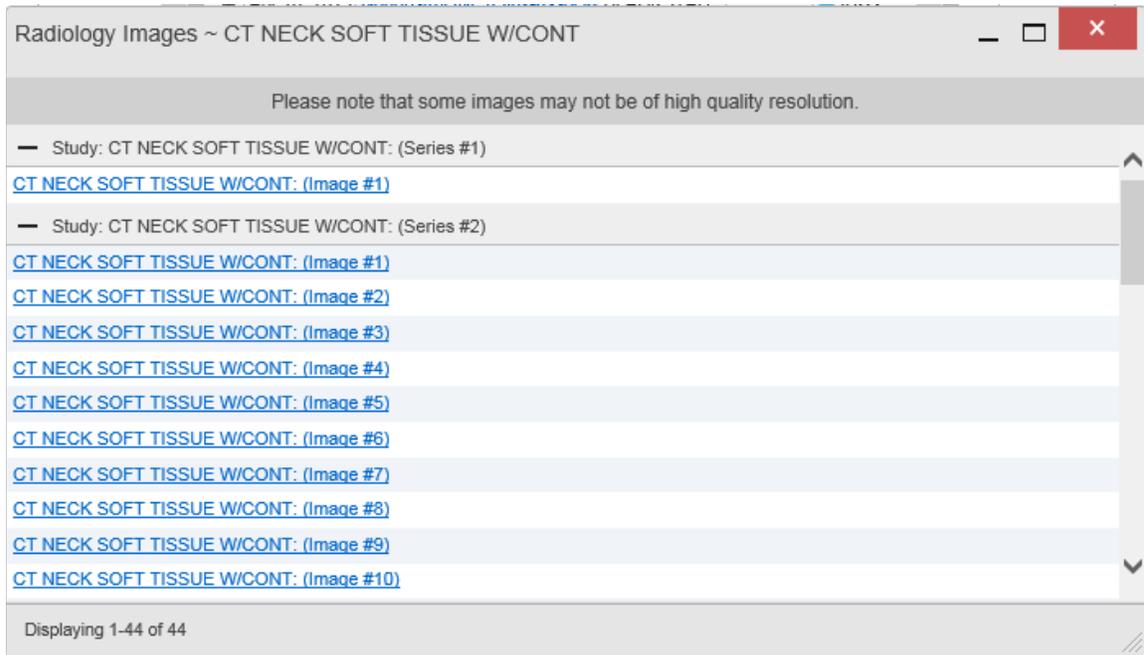


	Date	Exam	Image	Site
+ Mar 21, 2005		<a href="#">NON-INVAS. CAROT ID W IMAGING</a>		● IPO4
+ Feb 18, 2005		<a href="#">CT NECK SOFT TIS SUE W/CONT</a>		● IPO3
+ Feb 18, 2005		<a href="#">CT NECK SOFT TIS SUE W/CONT</a>		● IPO4
+ Sep 09, 2003		<a href="#">ULTRASOUND-CAR OTID</a>		● IPO3
+ Sep 09, 2003		<a href="#">ULTRASOUND-CAR OTID</a>		● IPO4
+ Sep 09, 2003		<a href="#">CHEST 2 VIEWS PA &amp; L A/T</a>		● IPO3

1 2 3 > Displaying 51-59 of 59 [More >>](#)

Click  to display a list of link(s) to the image(s) (Figure 49). Click the hyperlinked name of the image to open it.

**Figure 49: Multiple Nondiagnostic Radiology Images**



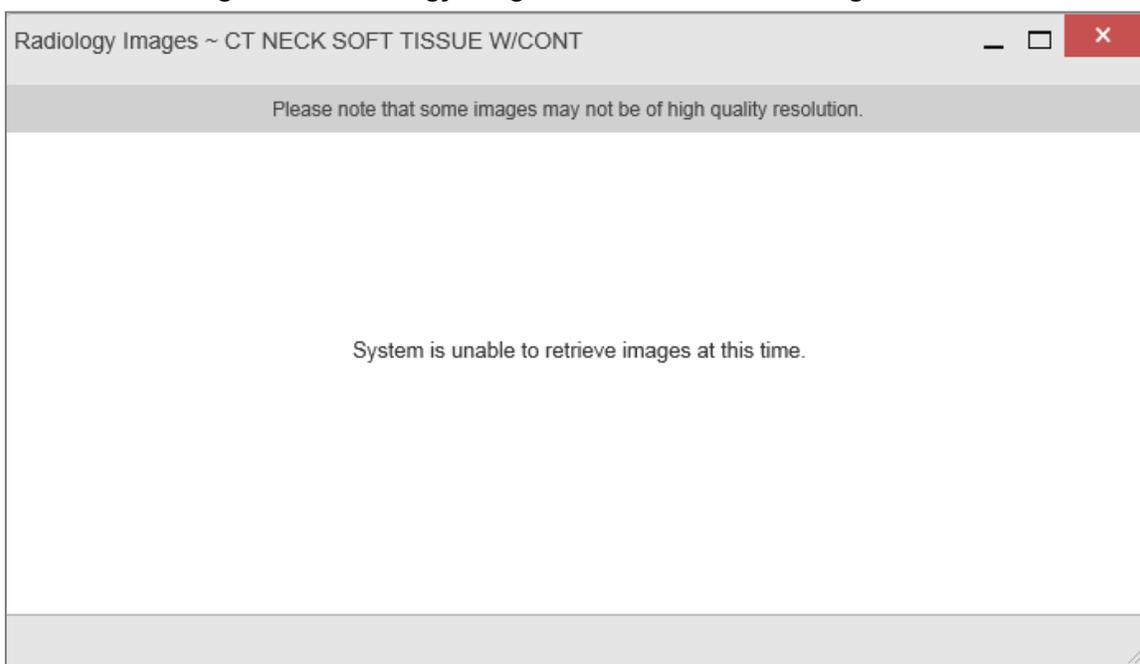
When in detail view, click the **Click image to open viewer** link (Figure 50) to open the associated image.

**Figure 50: Nondiagnostic Images in the Radiology Reports Detail View**



If an image is temporarily unavailable, users may see the message: “System is unable to retrieve images at this time” ([Figure 51](#)). Try to retrieve the image later, or contact the Community Provider Technical Service Desk if the problem persists ([Getting Help](#)).

**Figure 51: Radiology Images Unable to Retrieve Images Error**



## 4.8. 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.

**i** **NOTE:** Click **?** to see detailed information for all available widgets.

### 4.8.1. Patient Demographics

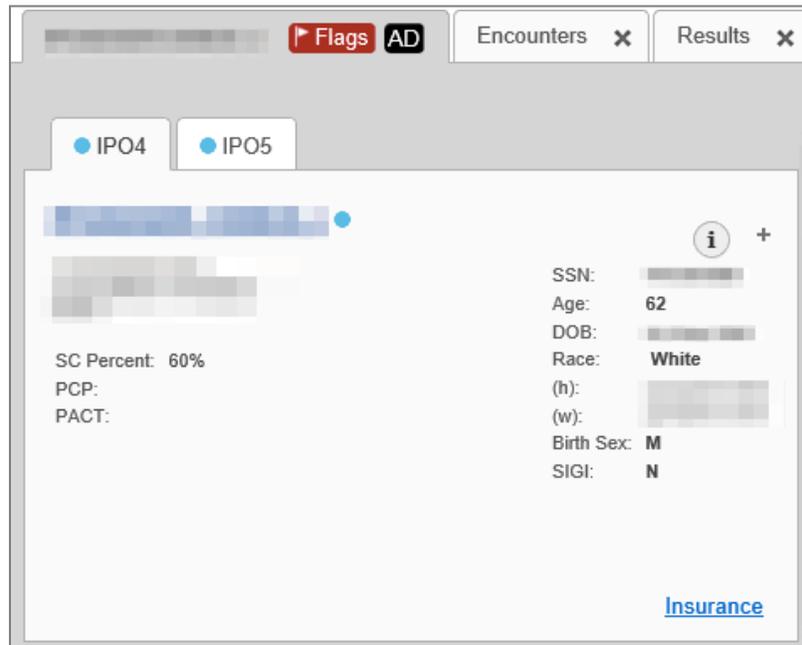
The **Demographics** widget displays a summary of the patient's nonclinical, personal data on the primary **Patient Portal** tab ([Figure 52](#)). This static widget cannot be removed from the **Patient Portal** or moved to a different position. The site tabs provide the patient's demographics summary 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.

Click **Flags** when it appears on the main **Demographics** widget tab to display information on the **Patient Flags and Postings** dialog, which only displays if there are alerts on the patient's record.

**AD** launches the **Advance Directives** dialog. **AD** displays and does not launch the **Advance Directives** dialog if there are no advance directives on the patient's record.

Figure 52: Patient Demographics Widget



#### 4.8.1.1. 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.

#### 4.8.1.2. 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** ([Figure 52](#)). Click the **Insurance** link in the **Demographics** widget to open a separate window that displays detailed 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.

### 4.8.2. Pain Management

The **Pain Management** widget ([Figure 53](#)) displays a patient's pain management treatment history, an up-to-date list of current and prior pain medications, and drugs that may interact with those pain medications.

The **Pain Management** widget is a static widget permanently positioned near the **Demographics** widget on the **👤 Patient Portal** ([Figure 13](#)). The default instance of the **Pain Management** widget cannot be moved or removed.

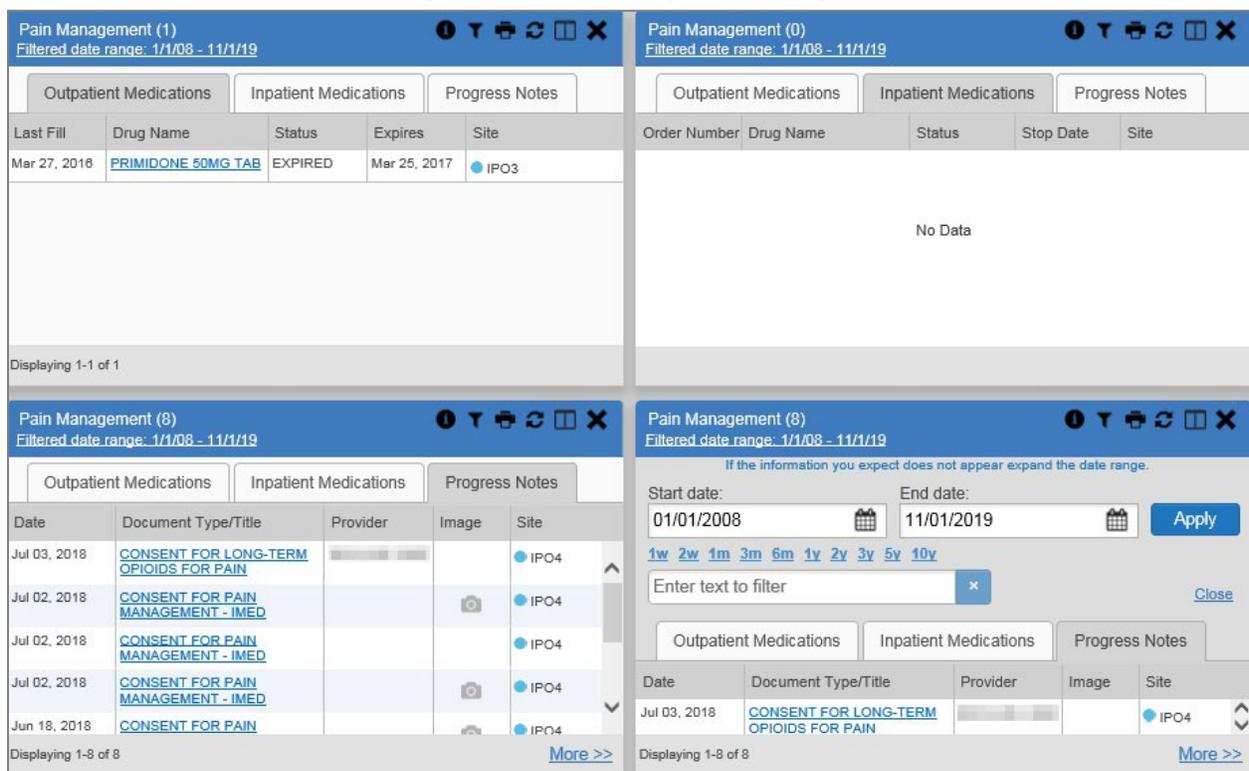
**i** **NOTE:** Multiple instances of the **Pain Management** widget can be added to any portal tab. This allows for multiple views of the same pain management data ([Figure 53](#)). These additional instances of the widget can be moved or removed.

The tabs of information in the minimized view of the **Pain Management** widget display a data subset of the **Outpatient Medications**, **Inpatient Medications**, and **Progress Notes** widgets.

**i** **NOTE:** Any tab of the **Pain Management** widget that does not have associated pain management records for the patient displays a “*No Data*” message.

Click **More >>** in the minimized view of the **Pain Management** widget to open an expanded view of each tab. The columns of information in the expanded view represent each clinical domain shown in the **Pain Management** widget (See [Outpatient Medications](#), [Inpatient Medications](#), and [Progress Notes](#) for more information).

**Figure 53: Pain Management Widget**

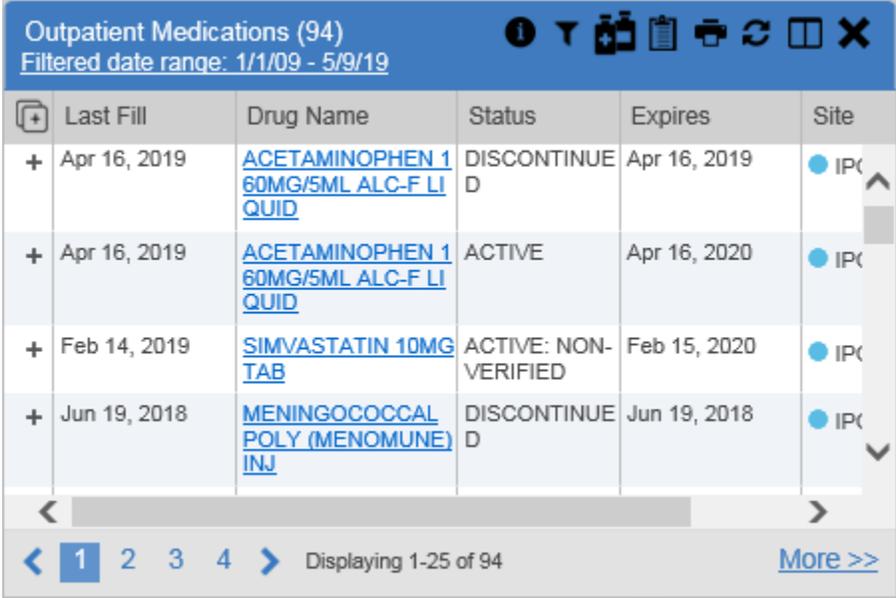


### 4.8.3. Outpatient Medications

The **Outpatient Medications** widget ([Figure 54](#)) displays outpatient medication information, including active medications and medications that have expired or been discontinued within the past 120 days. The information is displayed in reverse chronological order by the last fill order date.

Click  from the widget toolbar in minimized or expanded view to convert the active medications data within the widget to text for display within a separate window.

**Figure 54: Outpatient Medications**



Outpatient Medications (94) Filtered date range: 1/1/09 - 5/9/19					
	Last Fill	Drug Name	Status	Expires	Site
+	Apr 16, 2019	<a href="#">ACETAMINOPHEN 160MG/5ML ALC-F LIQUID</a>	DISCONTINUED	Apr 16, 2019	IPCC
+	Apr 16, 2019	<a href="#">ACETAMINOPHEN 160MG/5ML ALC-F LIQUID</a>	ACTIVE	Apr 16, 2020	IPCC
+	Feb 14, 2019	<a href="#">SIMVASTATIN 10MG TAB</a>	ACTIVE: NON-VERIFIED	Feb 15, 2020	IPCC
+	Jun 19, 2018	<a href="#">MENINGOCOCCAL POLY (MENOMUNE) INJ</a>	DISCONTINUED	Jun 19, 2018	IPCC

Displaying 1-25 of 94 [More >>](#)

#### 4.8.3.1. Outpatient Medications Widget Data

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

- Last Fill
- Drug Name
- Status
- Expires
- Site

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

- Last Fill
- Drug Name
- Standardized Drug Name
- Prescription Number
- Sig
- Quantity
- Days' Supply
- Refills Left
- Status

- Ordering HCP<sup>3</sup>
- Ordering HCP Specialty
- Expires
- Site

#### 4.8.3.2. Viewing Outpatient Medication Details

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

#### 4.8.4. Inpatient Medications

The **Inpatient Medications** widget (Figure 55) displays inpatient medication information. The medications are grouped by the order number, where available.

Figure 55: Inpatient Medications Widget

Order Nu.	Drug Name	Status	Order Stop Date	Site
Order Number: 7226631				
7226631	<a href="#">NIACIN (SLO-NIACIN) 500MG TAB, SA</a>	PENDING	Feb 14, 2018 00:00	IPO
Order Number: 7226588				
7226588	<a href="#">ACETAMINOPHEN 325 MG TAB</a>	PENDING		IPO
Order Number: 7226587				
7226587	<a href="#">ACARBOSE 25MG TAB</a>	PENDING		IPO

**i** **NOTE:** The sort arrow for the **Order Number** column overlaps the text in the minimized view.

#### 4.8.4.1. Inpatient Medications Widget Data

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

- Order Number<sup>4</sup>
- Drug Name
- Status

<sup>3</sup> Health Care Provider (HCP)

<sup>4</sup> 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.

- Order Stop Date
- Site

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

- Order Number<sup>4</sup>
- Order Start Date
- Order Stop Date
- Drug Name
- Standardized Drug Name
- Status
- Ordering HCP
- Ordering HCP Specialty
- Schedule
- MAH/MAL<sup>5</sup>
- Quantity
- Site

#### 4.8.4.2. 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.

CV inserts MAH report text in details view of all VA records in the **Inpatient Medications** widget.

The MAH presents data within the last week by default, but you can adjust it to any 7-day range. The MAL presents data within the last 2 weeks prior to and through the end of the medication end date by default, but you can adjust it to any 14-day range. You can add MAH/MAL reports to Report Builder only from the **Inpatient Medications MAH/MAL** details view, not by selecting  or  from the **Inpatient Medications** widget.

#### 4.8.5. Progress Notes

The **Progress Notes** widget ([Figure 56](#)) displays the patient's progress notes information, displayed in reverse chronological order by the note date.

When  appears in the **Image** column, one or more images are associated with that record (See [Nondiagnostic Images](#) for more information).

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<sup>5</sup> Medication Administration History (MAH) / Medication Administration Log (MAL)

**Figure 56: Progress Notes Widget**

Progress Notes (91) Filtered date range: 1/1/09 - 5/9/19					
Date	Document Type/Title	Provider	Image	Site	
+ Apr 10, 2019	<a href="#">GI (GASTROINTESTINAL) PROCEDURE NOTE</a>	[blurred]		● IPO4	▲
+ Apr 08, 2019	<a href="#">OPTOMETRY EYE CONSULT REPORT</a>	[blurred]		● IPO4	
+ Mar 05, 2019	<a href="#">ADVANCE DIRECTIVE CONSULT REPORT</a>	[blurred]		● IPO4	
+ Mar 05, 2019	<a href="#">RESCINDED ADVANCE DIRECTIVE</a>	[blurred]		● IPO4	
+ Dec 18, 2018	<a href="#">INFORMED CONSENT - CARDIAC SURGERY</a>	[blurred]		● IPO5	
+ Dec 12, 2018	<a href="#">SURGERY CONSULT REPORT</a>	[blurred]		● IPO4	▼

1 2 3 4 > Displaying 1-25 of 91 [More >>](#)

#### 4.8.5.1. Progress Notes Widget Data

The columns of information in the minimized view of the **Progress Notes** widget are:

- Date
- Document Type/Title
- Provider
- Image
- Site

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

- Date
- Document Type/Title
- Standardized Document Type
- Provider
- Provider Specialty
- Clinic
- Image
- Site

#### 4.8.5.2. Viewing Progress Notes Details

Click hyperlink in the **Document Type/Title** column of either view of the **Progress Notes** widget to open a separate window that displays detailed information about the record.

## 4.8.6. Lab Results

The **Lab Results** widget ([Figure 57](#)) displays the patient's lab result information, as well as skin test data and blood transfusion history when available in the patient's record. The information is displayed in reverse chronological order by the collection date.

Figure 57: Lab Results Widget

Collection...	Lab Test	Result	Lab Panel	S...
+ Dec 12, 2018 09:40	<a href="#">SURGICAL PATHOLOGY</a>	<a href="#">result</a>		IPO
+ Oct 03, 2018 18:06	<a href="#">GLUCOSE</a>	119 mg/dL	<a href="#">CHEM PANEL</a>	IPO
+ Oct 03, 2018 18:06	<a href="#">UREA NITROGEN</a>	9 mg/dL	<a href="#">CHEM PANEL</a>	IPO
+ Oct 03, 2018 18:06	<a href="#">CREATININE</a>	0.73 mg/dL	<a href="#">CHEM PANEL</a>	IPO
+ Oct 03, 2018 18:06	<a href="#">eGFR</a>	102 mL/min	<a href="#">CHEM PANEL</a>	IPO

### 4.8.6.1. Lab Results Widget Data

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

- Collection Date
- Lab Test
- Result
- Lab Panel
- Site

Click **More >>** in the minimized view of the **Lab Results** widget to open the expanded view.

The columns of information in the expanded view are:

- Collection Date
- Specimen Source
- Lab Test
- Result
- Interpretation
- Units
- Ref Range
- Lab Panel

- Type
- Order Number
- Ordering HCP
- Status
- Site



**NOTE:** While the **Standardized Lab Test** and **Ordering HCP Specialty** columns are not listed by default, you may add them to the expanded view by selecting their corresponding checkboxes in .

#### 4.8.6.2. Viewing Abnormal Results in the Lab Results Widget

CV highlights result values that fall within a calculated reference range for abnormal in both 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.

#### 4.8.6.3. Viewing Lab Results Details

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

#### 4.8.6.4. Graph/Table View from the Lab Results Widget

The **Lab Results** widget provides the option to display multiple results for the same lab test in a graph and table.

1. Select  from the widget toolbar in either minimized or expanded view **OR**
2. Click **More >>** from the minimized view of the **Lab Results** widget to open an expanded view of the widget, then select the **Show Graph/Table** link
3. Select a value from the **Select a Lab Test** dropdown in the **Lab Results Graph/Table** dialog
  - a. The graph displays with corresponding table values beneath ([Figure 58](#))
4. Select the **Show Labels** checkbox to toggle graph data labels on or off
5. Select **X** to exit **Graph/Table** view and return to the minimized or expanded view of the **Lab Results** widget

**Figure 58: Lab Results Graph/Table View**



In the expanded view of the **Lab Results** widget, selecting one or more values in the **Filter by Lab Test** dropdown will disable all other filter dropdowns until the filtered selections are removed. The lab test values in the **Filter by Lab Test** dropdown dynamically increase or decrease depending on the date filter criteria you apply. Tests with the same LOINC code (shown in parentheses following the lab test name) as the ones selected will be automatically included in the filtered results displayed in the widget.

You may only use the graph/table feature for a single lab test LOINC value. All lab tests with the same LOINC will be graphed even if the lab test names differ. While you can select multiple lab test values in the **Filter by Lab Test** dropdown, you will be forced to select a single lab test value from the **Select a Lab Test** dropdown in the **Lab Results Graph/Table** dialog ([Figure 59](#)) once you select either  or the **Show Graph/Table** link. The lab test values in the **Select a Lab Test** dropdown also dynamically increase or decrease depending on the filter criteria applied in the **Lab Results** widget.

**Figure 59: Lab Results Graph Table View, Select a Lab Test**

The screenshot shows a software interface for viewing lab results. At the top, it displays 'Lab Results (5)' and a filtered date range of '1/1/80 - 6/19/19'. Below this, there are date pickers for 'Start date' (01/01/1980) and 'End date' (06/19/2019). A 'Filter by Lab Test (3 selected)' dropdown is visible, along with a search box for filtering. A table of lab results is shown with columns for 'Collection Date', 'Specimen Source', and 'Lab Test'. The table contains five rows of data, with the first row being expanded. A dropdown menu titled 'Select a Lab Test' is open, showing three options: 'UA GLUCOSE (2350-7)', 'URINE GLUCOSE (2350-7)', and 'URINE GLUCOSE (5792-7)'. The bottom of the interface shows 'Displaying 1-5 of 5' and a 'Show All' link.

Collection Date	Specimen Source	Lab Test	250 MG/DL	MG/DL	-	CHEM	^7df69960-a08e-472a-899e-4a2d2158d180
+ May 18, 2014 23:30	URINE	<a href="#">UA GLUCOSE</a>					
+ Mar 03, 2010 09:25	URINE	<a href="#">URINE GLUCOSE</a>					
+ Mar 03, 2010 09:25	URINE	<a href="#">URINE GLUCOSE</a>					
+ Mar 03, 2003 09:12	URINE	<a href="#">URINE GLUCOSE</a>	250 MG/DL	MG/DL	-	CHEM	^7df69960-a08e-472a-899e-4a2d2158d180
+ Mar 03, 2003 09:12	URINE	<a href="#">URINE GLUCOSE</a>	250 MG/DL	MG/DL	-	CHEM	

You may also generate a graph for all lab tests with the same LOINC code by selecting  from the **Lab Results** details view.

#### 4.8.7. Problem List

The **Problem List** widget ([Figure 60](#)) displays a list of the patient's health issues. The information is first sorted by ACTIVE status and then displayed in reverse chronological order.

Figure 60: Problem List Widget

Updated Date	Problem Description	ICD	Type	Status	Linked Items	Site
Apr 18, 2019	<a href="#">Illness, unspecified</a>	R69.		ACTIVE	N/A	
Apr 10, 2019	<a href="#">Nonobstructive reflux-associated chronic pyelonephritis</a>	N11.0		ACTIVE	N/A	
May 25, 2018	<a href="#">Pulp degeneration</a>	K04.2		ACTIVE	N/A	
May 25, 2018	<a href="#">Family history of tobacco abuse and dependence</a>	Z81.2		ACTIVE	N/A	
Apr 17, 2018	<a href="#">Atherosclerotic he</a>	I25.10		ACTIVE	N/A	

#### 4.8.7.1. Problem List Widget Data

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

- Updated Date
- Problem Description
- International Classification of Diseases (ICD)
- Type
- Status
- Linked Items (DOD records only)
- Site

**i** **NOTE:** Linked items are available for DOD records only, which will not display until DOD data is added to CV. CV inserts “N/A” in the **Linked Items** column for all records from VA VistA sites.

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

- Updated Date
- Onset
- Problem Description
- Standardized Description
- ICD
- Severity
- Type

- Status
- Linked Items
- Site

#### **4.8.7.2. 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.