

Community Viewer (CV) Version 3.7

VA Staff User Guide



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Table of Contents

1. Introduction	1
1.1. Purpose of the Guide.....	3
1.1.1. Guide Conventions	3
1.1.2. Terminology.....	3
1.2. Assumptions	3
1.3. System Requirements	4
1.4. Getting Help.....	4
2. Logging in to CV	5
2.1. System Notifications.....	8
2.1.1. Viewing System Status.....	8
2.1.2. Viewing Announcements	9
2.2. Editing Your User Profile at Login	10
2.3. The CV Portal Toolbar	10
2.3.1. Default View.....	10
2.3.2. Profile Settings.....	11
2.3.3. Using the Accessible Theme’s Functionality.....	14
2.3.3.1. Keyboard Focus and Portal Navigation in the Accessible Theme	15
2.3.3.2. Accessible Theme Portal Navigation.....	17
2.4. Logging Out of the Current CV Session	17
3. Using CV.....	18
3.1. The Widget Tray	18
3.2. About the Community Care PPMS Provider Management Widget	18
3.3. About CCP Profiles	19
3.4. About Searches.....	19
3.4.1. Searching Providers	19
3.4.2. Searching Patients.....	20
3.5. Creating and Managing CCP Passwords	22
3.5.1. Creating CCP Passwords	22
3.5.2. Resetting Provider Passwords	23
3.6. Assigning and Unassigning Patients.....	24
3.6.1. Creating Patient Assignments.....	24
3.6.2. Removing Patient Assignments	27
3.6.3. Setting Record Display Limits	27
4. Troubleshooting.....	29
4.1. Login Page Errors	29
4.2. Provider Search Errors.....	30
4.3. Patient Search Errors	31

5. Acronyms and Abbreviations32

Table of Figures

Figure 1: Mann-Grandstaff (Spokane) Announcement.....	1
Figure 2: CV Authorized Use Only Warning	2
Figure 3: VA SSOi Page	6
Figure 4: Mann-Grandstaff (Spokane) Announcement.....	7
Figure 5: Login Page.....	8
Figure 6: System Status Indicator	9
Figure 7: CV Portal Tools.....	10
Figure 8: Default View	11
Figure 9: The CV Settings Dialog	12
Figure 10: Default Theme	12
Figure 11: Blue UI Theme	13
Figure 12: Gray UI Theme.....	13
Figure 13: Green UI Theme.....	14
Figure 14: Accessible (508-Compliant) UI Theme.....	14
Figure 15: Navigation Using Elements with Keyboard Focus.....	17
Figure 16: Widget Tray.....	18
Figure 17: Community Care PPMS Provider Management Widget.....	19
Figure 18: PPMS Provider Search	20
Figure 19: My Site Patient Search	21
Figure 20: Enterprise Patient Search.....	22
Figure 21: CCP Password Generation or Reset Dialog	23
Figure 22: PPMS Patient Assignment Pane.....	25
Figure 23: Patient Search Dialog Box.....	26
Figure 24: The Patient Search Dialog Box, Showing Results	27
Figure 25: Data Access Controls	28

Table of Tables

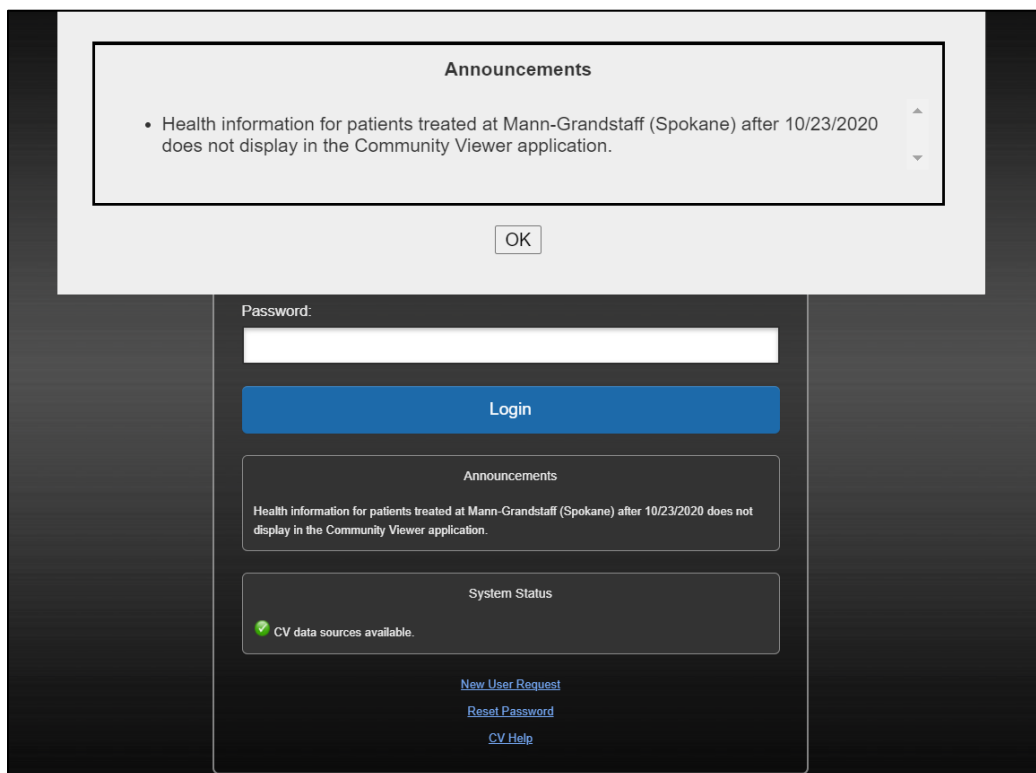
Table 1: Accessible Keystrokes	15
Table 2: Assignment Rules Examples	24
Table 3: Login Page Error Message Troubleshooting	29
Table 4: Provider Search Error Messages and Resolution Steps	30
Table 5: Patient Search Error Messages and Resolution Steps.....	31
Table 6: Acronyms and Abbreviations	32

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.

i **NOTE:** Healthcare information for patients treated at Mann-Grandstaff (Spokane) after 10/23/2020 does not display in the Community Viewer application. Please see the screenshot below for the Announcement information located on the login screen.

Figure 1: Mann-Grandstaff (Spokane) Announcement



CV pulls information from VA health care systems in real time for viewing within a web browser. VA Staff assign patients to CCPs through CV, allowing them access to view consolidated patient data from multiple Veterans Information Systems and Technology Architecture (VistA) systems.

This User Guide is intended for VA Staff who use the functionality within the **Community Care Provider Profile Management System (PPMS) Provider Management** widget.



NOTE: CV does **NOT** replace the creation and uploading of documentation packages to the Third-Party Administrator (TPA) portals. VA Staff must continue to create, and upload documentation packages as specified in their facility's current standard operating procedure (SOP).

Please read and bear in mind the warning displayed in [Figure 2](#) before using CV.

Figure 2: CV Authorized Use Only Warning

YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential.

VA Staff use the **Community Care PPMS Provider Management** widget to perform the following tasks:


- View CCP profiles
- Assign/unassign patients
- Search patient assignments
- Manage CCP access to patient data
- Perform My Site and Enterprise patient searches
- Generate or reset passwords

1.1. Purpose of the Guide

The purpose of this user guide is to familiarize VA Staff with the important features and navigational elements of CV.

1.1.1. Guide Conventions

This document is designed for both online and hardcopy consumption.

- [Cross-References](#) are indicated by blue, underlined text, and provide a hyperlink to figures, tables, and other sections within this guide
- Emphasis is expressed by **bold**, underlined, and *italicized* text
-  calls the reader's attention to additional information

1.1.2. Terminology

The following standard terms are used throughout this guide:

- **VA Staff Portal:** The landing page, or default view, of CV that appears after logging in; 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 view information or perform a function
- **Widget Tray:** An expandable and collapsible tray on the portal page that provides access to the widgets available for placement on the portal page

1.2. Assumptions

The user guide is authored from the perspective of VA Staff and assumes that:

- You can open, navigate, and use a web browser
- You can use web-based applications, their menu options, and navigation tools
- You have the Uniform Resource Locator (URL) for the CV **Login** page, a system username, a Personal Identification Verification (PIV) card, and the Orders (OR) Computerized Patient Record System (CPRS) Graphical User Interface (GUI) Chart VistA option and VistA Access/Verify codes required to launch CV

1.3. System Requirements

CV is a front-end web application, designed to run in a web browser on the VA network. 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 the most current version of the following supported browsers:

- Chrome
- Microsoft Edge
- Internet Explorer (IE)

1.4. Getting Help

Authorized users who have trouble logging in to CV or experience other application issues should call the Enterprise Service Desk (ESD) for assistance or create a ticket using the YourIT self-service portal.



IT Enterprise Service Desk

Phone: REDACTED

YourIT Self-Service Portal: REDACTED


Prior to contacting the ESD for support, please refer to [Logging in to CV](#) for detailed information about how to access CV, and to [Troubleshooting](#) for suggested resolution steps and troubleshooting information.


2. Logging in to CV

Before logging in to and utilizing CV functionality, please read the Sensitive Information warning in [Figure 2](#).

CV authenticates all VA users using their PIV card (also known as a Smart Card) and their VistA Access and Verify codes. During log in, first-time CV users are prompted to enter their agency, site, and user interface (UI) theme settings. This data is used to create a CV user profile, and it is utilized during future login sessions.

You must sign in to and be authenticated by the Single Sign-On Integration (SSOi) system to access CV using your PIV card and Personal Identification Number (PIN) or, if you have a PIV exemption, any of the alternate authentication options available through the **VA SSOi Login** page. When SSOi Bypass is enabled, you are also prompted for your Access and Verify codes.

 **NOTE:** PIV exemptions, if required, can be obtained from the ESD.

 **NOTE:** There is no functionality available to change a user ID and password in CV.

Ensure your PIV card is inserted into your computer or card reader

Open a supported Internet browser

Enter the URL for the REDACTED into the address bar of the browser

Upon redirect to the VA SSOi page ([Figure 3](#)):

Click the **Sign In with VA PIV Card** graphic

Select the authentication certificate Veterans Affairs User CA B1, and click **OK**

If you have multiple certificates, you may need to select the **More Choices** link to locate the authentication certificate

Enter your PIN, and click **OK**

Figure 3: VA SSOi Page



Once authenticated by the SSOi system, you are redirected to CV

Click **I Accept** after reading the important user consent information regarding accessing a Government information system ([Figure 2](#))

Enter the following information in the fields on the **Login** page ([Figure 5](#)):

VistA Access code

VistA Verify code

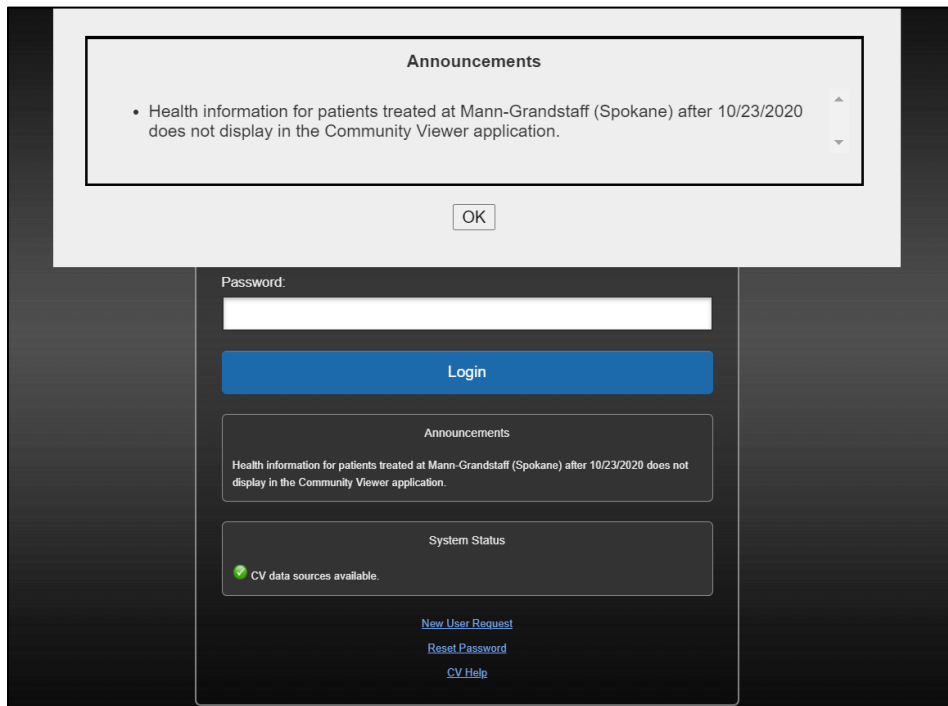
Select “VA” from the **Agency** field

Select your local VA Medical Center, from the **Site** dropdown

i **NOTE:** Users should review the Announcements and System Status panes on the **Login** page for information that may impact CV functionality or data availability. See [Viewing System Status](#) and [Viewing Announcements](#) for detailed information.

i **NOTE:** For this release, see [Section 1: Introduction](#), regarding non-availability of Federal Electronic Health Record (FEHR) data and the Announcement notification below:

Figure 4: Mann-Grandstaff (Spokane) Announcement



Click **Login**

Figure 5: Login Page

Vista Access Code:

Vista Verify Code:

Agency: VA Site: TEST4

[Edit Profile](#)

Login

Announcements

CV will be undergoing system maintenance from April 10, 2018 01:00am - April 13, 2018 11:00pm EST [View More Announcements](#)

System Status

✔ CV data sources available.

[CV Help](#)

2.1. System Notifications

The CV **Login** page displays system notifications to alert you to system outages, scheduled system activities, and important upgrades. The **Login** page also displays a notification when your VistA Verify code must be reset. The **CV Help** link opens CV online help, which guides you through the steps to reset your Verify code.


2.1.1. Viewing System Status

CV's Health Monitor provides system status updates and monitors the services CV uses to connect to VA data sources. The services that are monitored include: Master Veteran Index (MVI), VistA Data Service (VDS), and jMeadows Data Service.

The system status is displayed in two areas:

1. On the **Login** page ([Figure 5](#))
2. On the **VA Staff Portal** ([Figure 6](#))

When all monitored systems and services are online and connected, ✔ appears next to the status with the message, “CV data sources available” ([Figure 5](#)).

When one or more monitored systems or services are offline or unavailable,  appears with the message, “*CV is having problems.*”



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 the ESD.

Figure 6: System Status Indicator



2.1.2. Viewing Announcements

System announcements are provided by VA and displayed on the **Login** page ([Figure 5](#)) when scheduled system activities may impact the user or CV system availability. The **[View More Announcements](#)** link opens additional announcement information.

-  **NOTE:** Announcements are separate from the system status messages displayed on the **Login** page. See [Viewing System Status](#) for details.

2.2. Editing Your User Profile at Login

You can customize your profile from the **Login** page. First-time CV users are prompted to enter their agency, site, and User Interface (UI) theme settings before logging in. Once saved, the profile information is used each time you log in to CV.

UI theme preferences can also be set within CV. See [Profile Settings](#).

Click the **Edit Profile** link on the **Login** page

- a. Profile options are presented
3. Enter your VistA Access and Verify codes in the fields provided
4. Enter your agency and site in the fields provided
5. Select the desired UI theme
6. Click **Save** and **Login**

2.3. The CV Portal Toolbar

CV provides a toolbar that enables quick access to basic features ([Figure 7](#)).




- **Settings:** Click  to set your preferences, including the UI theme (See [Profile Settings](#))
- **Access online help:** Click  to open web-based help
- **Log out:** Click  to terminate the current CV session

Figure 7: CV Portal Tools

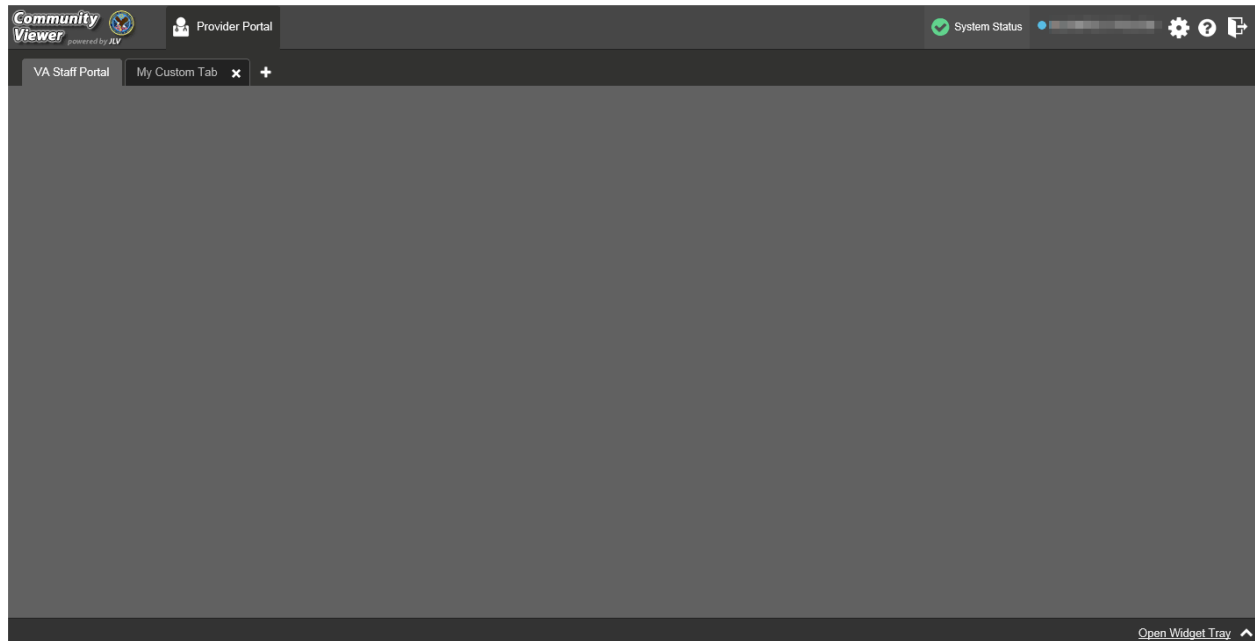


2.3.1. Default View


After logging in to CV, the **Provider Portal** opens, displaying the **VA Staff Portal** tab. The default view of the **VA Staff Portal** is blank. The **Community Care PPMS Provider Management** widget is not open by default. You must launch it from the widget tray.


Click the **Open Widget Tray** link ([Figure 8](#)) to open the widget tray. Click, hold, and drag the **Community Care PPMS Provider Management** icon from the widget tray to the portal, and drop the widget in the desired location. Your widget configurations are saved to your profile and used each time you log in to CV.

Figure 8: Default View



2.3.2. Profile Settings

Profile settings are accessible within CV by clicking  on the portal toolbar ([Figure 8](#)).

 **NOTE:** The configuration options are limited to choosing a UI theme in this release.

Selecting a **UI Theme** sets the font color, foreground, and background colors of CV. Themes apply to all application elements, including widgets, toolbars, and dialog boxes. Theme choices are Default, Green, Blue, Gray, and Accessible. The Accessible theme ([Figure 14](#)) is 508-compliant, and it is designed to work with the accessibility tools installed on your device.


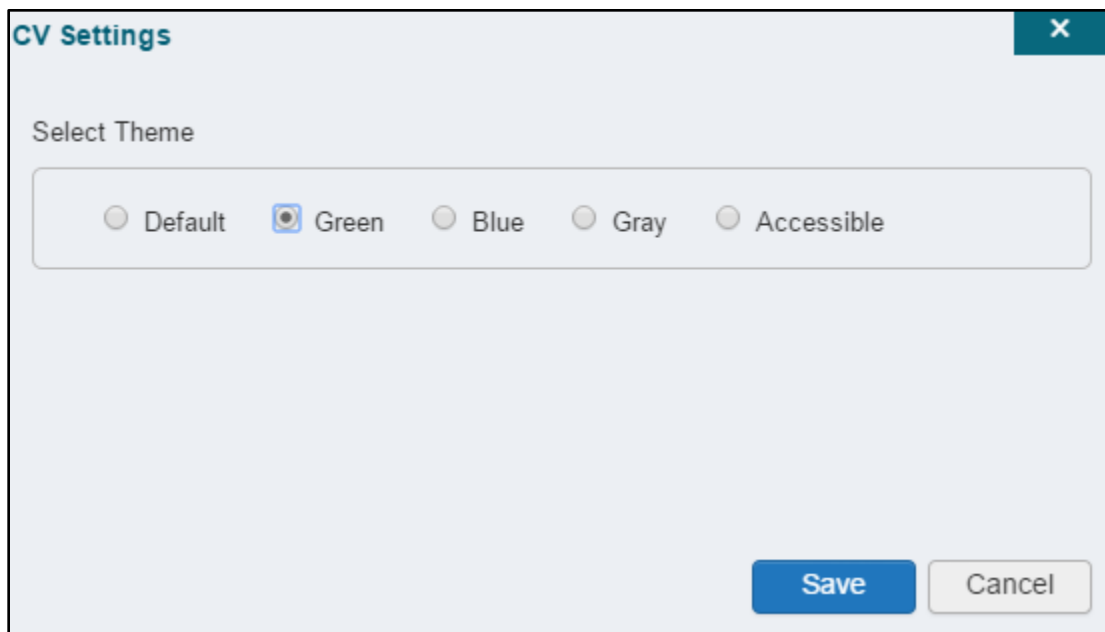
1. Click 
 - a. The **CV Settings** dialog opens ([Figure 9](#))
2. Click the radio button next to the desired theme
3. Click **Save** to apply the selected theme **OR**
4. Click **Cancel** to exit the **CV Settings** dialog and restore the previous theme

Figure 9: The CV Settings Dialog



UI theme choices are displayed in the following figures.

Figure 10: Default Theme

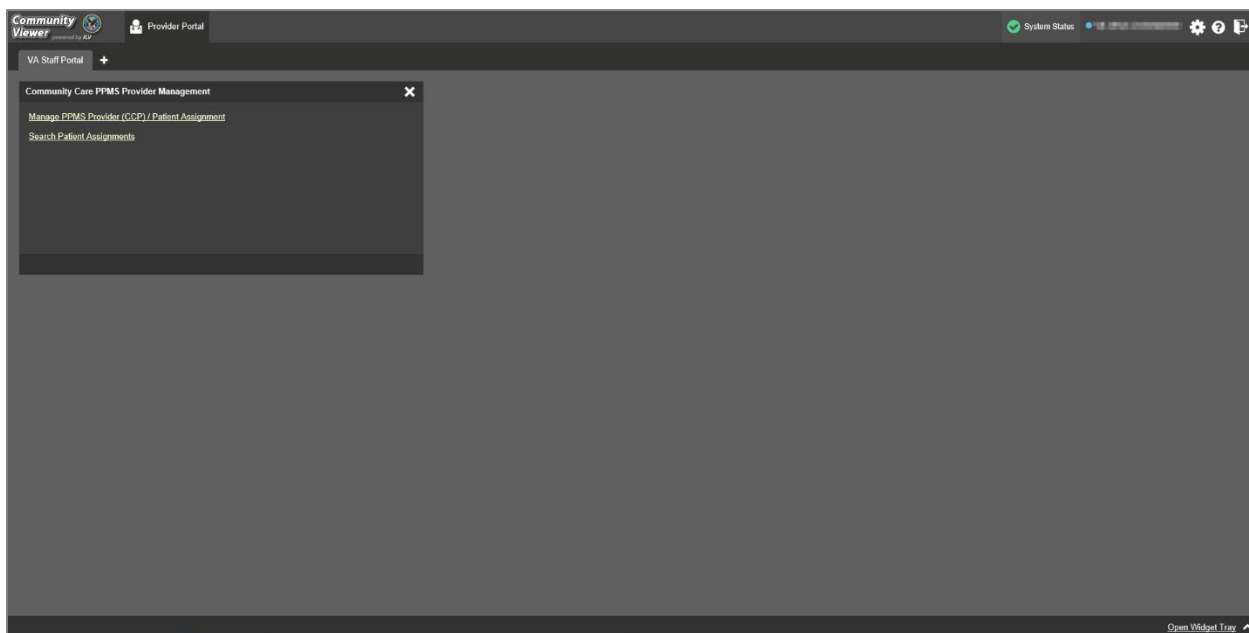


Figure 11: Blue UI Theme

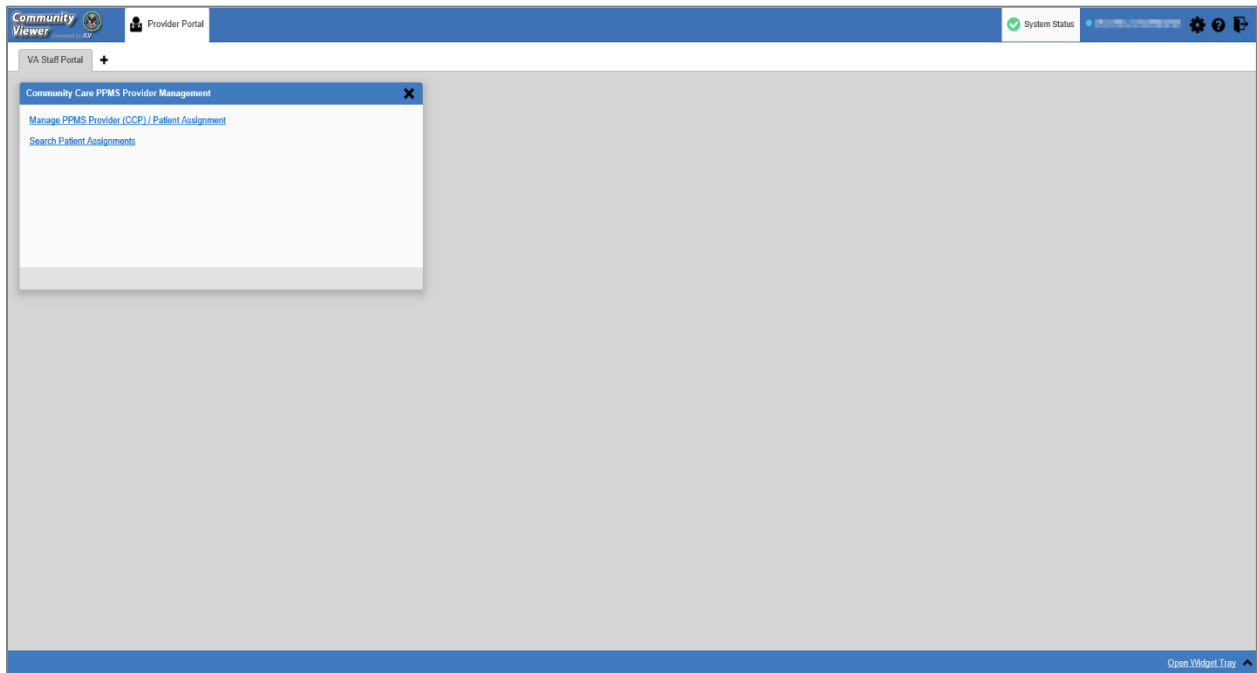


Figure 12: Gray UI Theme

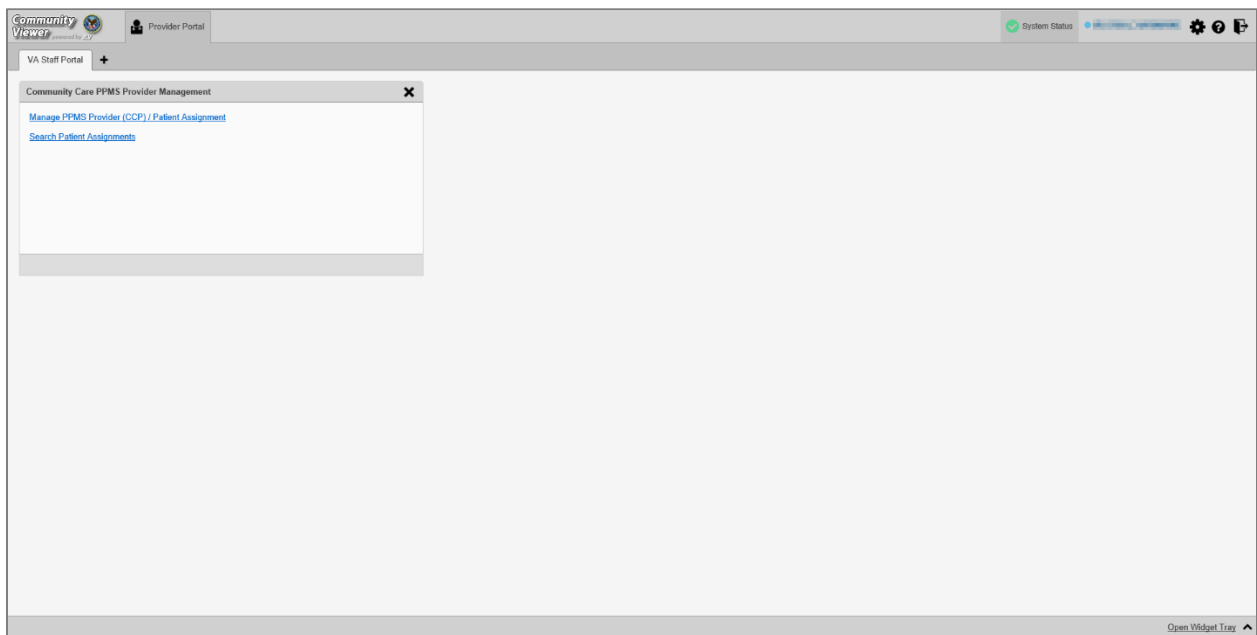


Figure 13: Green UI Theme

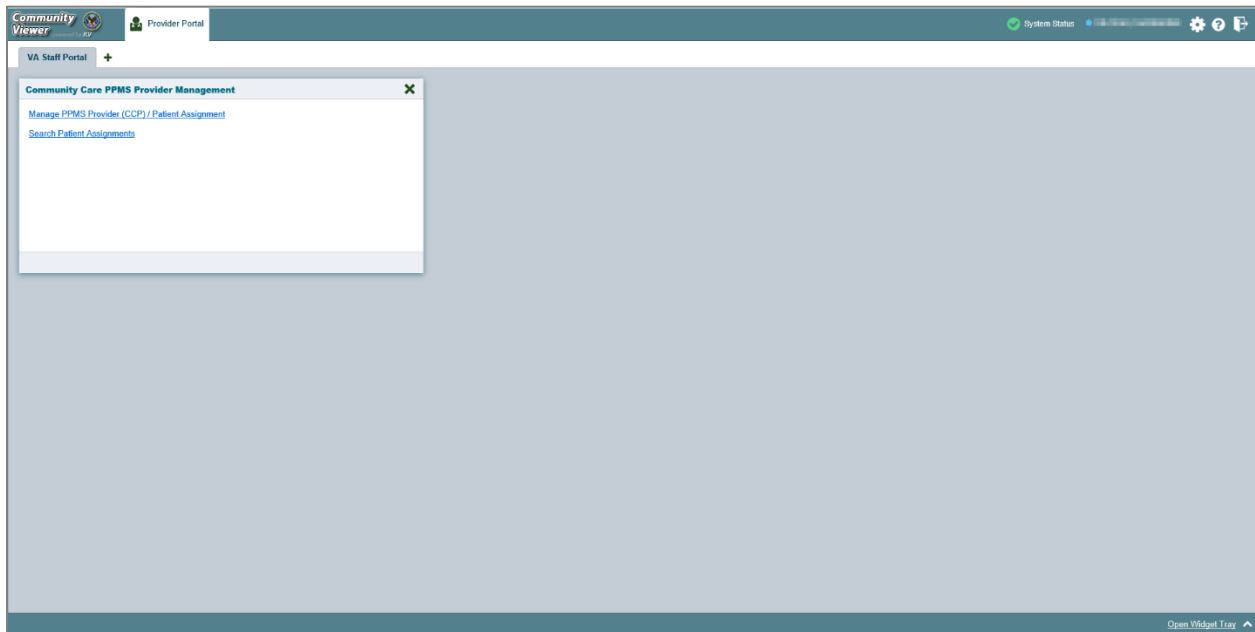
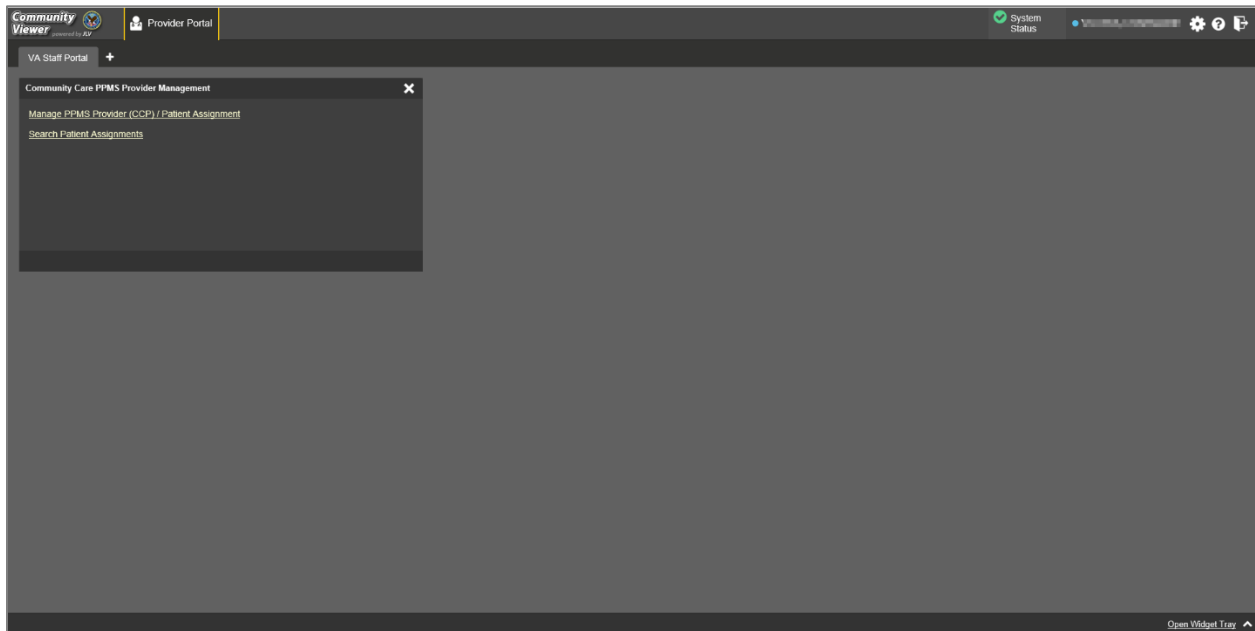


Figure 14: Accessible (508-Compliant) UI Theme



2.3.3. 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.

i **NOTE:** The Accessible theme is available for users who have adaptive technologies installed on their computers.

2.3.3.1. 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 14](#)) as a visual indicator of keyboard focus.

CV enables the use of 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 application components are accessible via the keyboard when the Accessible theme is in use.

 **NOTE:** If you focus on an element within the widget that has hover text, the text appears after a small delay as if the user hovered over the element with a mouse cursor.


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  is in focus, voiced “List box button, Settings,” 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 portal elements. [Table 1](#) provides a complete list of accessible keystrokes.

Table 1: Accessible Keystrokes

Keystroke	Description
Application and Portal Navigation	
Alt+4	Press to transfer keyboard focus to the main or top portal element: Focus is transferred to the Provider Portal tab on a portal page. Focus is transferred to the first link or data element in a widget. Focus is transferred to the dialog box's X .
Alt+5	Press on a page with two panes to toggle keyboard focus between the main or top element on left and right panes.
ENTER	Press to transfer keyboard focus to the highlighted widget. Press to activate an element in focus.
TAB	Press to transfer keyboard focus to other UI items.
ESC	Press to return keyboard focus to the pane containing the UI item with keyboard focus or to exit a window or widget.
SPACEBAR	Press to activate any UI item.
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, press the down arrow to view the contents.
Portal Tabs	
Arrow Keys	Use the left and right arrow keys to navigate between tabs.

Keystroke	Description
TAB	Add a Tab: 1) Press the Tab key until Add Tab (+) is in focus. 2) Press Enter . 3) The new tab dialog box opens and prompts you to enter a name for the new tab. 4) Tab to the Add button to confirm the new tab name or tab to the Cancel button to discard the new tab.
ENTER	Press while the portal tab (+) is in focus, voiced as “Add Tab button,” to add a new portal tab.
ESC	Focus on a tab and press ESC to remove it.
<i>Windows and Dialog Boxes</i>	
TAB	Press the Tab key to move the keyboard focus to other UI items within the window.
<i>Adding Widgets to the Portal Pages</i>	
Enter	Press while the widget tray <u>Open Widget Tray</u> link is in focus to add a widget.
Alt + 1, 2, or 3	Add a widget to a Portal page from the widget tray: 1) Determine in which column (1, 2, or 3) of the Portal page to place the widget. 2) Focus on the desired widget icon in the widget tray. 3) Press Alt + 1, 2, or 3, depending on the desired column.

2.3.3.2. Accessible Theme Portal Navigation

An element with keyboard focus is the starting point for portal navigation. Pressing the **Enter** or **Spacebar** keys when a portal element or icon has keyboard focus mimics a mouse click.

[Figure 15](#) depicts the **Patient Assignments** pane of the **Community Care PPMS Provider Management** widget.


- Focus can be changed by pressing **Tab** key
 - Pressing the **Tab** key in this example shifts the keyboard focus from the **My Site** radio button to the **Patient Search** field
- Typing at least two characters in the **Patient Search** field and pressing **Enter**, with focus either in the search field or on or the **Search** button, initiates a search
- Press **Tab** to navigate through the results
 - **Tab** once to focus first on the entire row of the patient result, then **Tab** again to put focus on the radio button associated with that record
- Press **Spacebar** with a radio button in focus to select a patient from the results
 - If you have a radio button selected, press the **arrow** keys up or down to navigate through the radio buttons for each patient result
 - If you have no radio buttons selected, **Shift + Tab** to navigate back up through the result rows
- Use **Alt + 5** on to toggle between the **Patient Search** and **Patient Assignments** panes.

Figure 15: Navigation Using Elements with Keyboard Focus

The screenshot displays the 'Community Viewer' interface. The top navigation bar includes 'Community Viewer powered by JVA', 'Provider Portal', and 'System Status'. The main content area is split into two panes. The left pane, titled 'Patient Search', has radio buttons for 'My Site' and 'Enterprise', a search input field, and a 'Search' button. Below the search field is a list of patient results with columns for 'Patient Name' and 'SSN'. The right pane, titled 'Patient Assignments', contains a table with columns: 'Provider Name', 'Assignment Type', 'Consult No', 'Consult Name', 'Consult Provider', 'Consult Status', 'View Start Date', 'View End Date', 'History Start Date', 'CV Usage', and 'Edit'. The table lists several 'Episode of Care' assignments with their respective dates and usage counts.

Provider Name	Assignment Type	Consult No	Consult Name	Consult Provider	Consult Status	View Start Date	View End Date	History Start Date	CV Usage	Edit
[Redacted]	Episode of Care					04/29/2019	07/29/2019	01/29/2019	0	Edit
[Redacted]	Episode of Care					04/29/2019	07/20/2022	01/01/1996	0	Edit
[Redacted]	Episode of Care					07/25/2019	10/25/2019	04/25/2019	0	Edit
[Redacted]	Episode of Care					05/21/2019	08/21/2020	02/21/2001	0	Edit
[Redacted]	Episode of Care					05/30/2019	08/01/2021	02/01/2001	0	Edit
[Redacted]	Episode of Care					05/24/2019	08/24/2020	02/24/2001	0	Edit
[Redacted]	Episode of Care					04/23/2000	07/23/2020	01/23/2000	0	Edit
[Redacted]	Episode of Care					04/25/2000	07/25/2019	01/25/2000	0	Edit
[Redacted]	Episode of Care					04/08/2019	07/06/2023	01/01/2005	0	Edit
[Redacted]	Episode of Care					04/25/2019	07/01/2023	01/01/1994	0	Edit

2.4. Logging Out of the Current CV Session

You may intentionally log out to end a CV session by clicking  at any time. If you fail to log out, the current session terminates automatically after 30 minutes of inactivity. You are redirected to the **Login** page when you attempt any new activity.

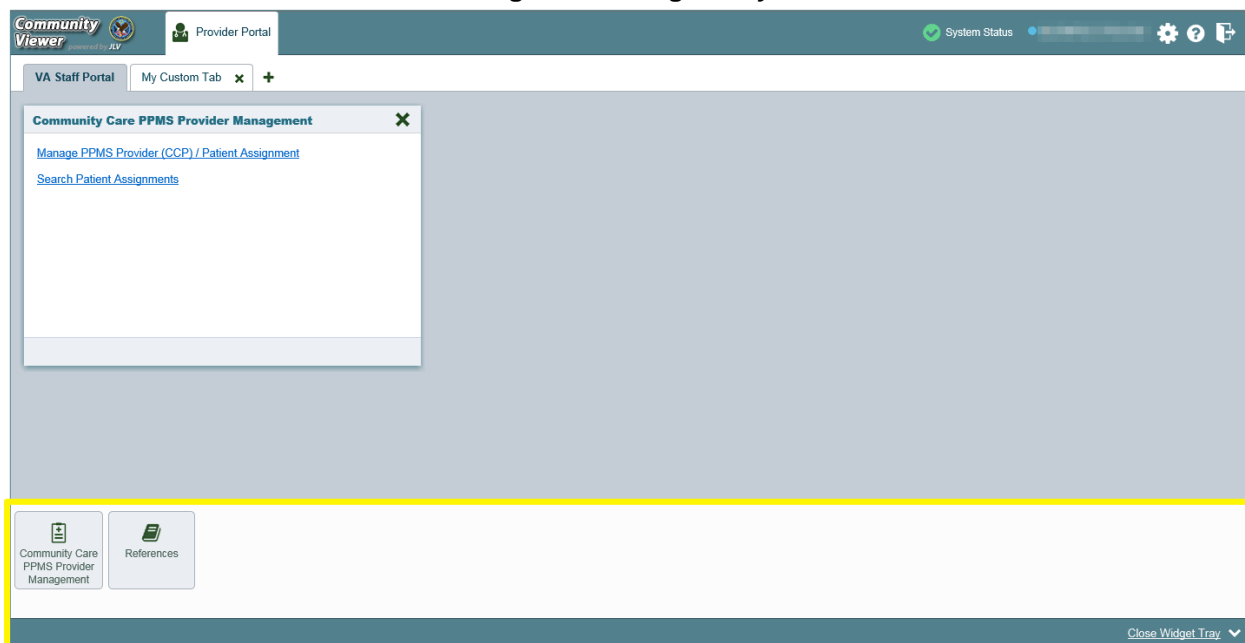
3. Using CV

3.1. The Widget Tray

The  **Provider Portal** contains the **VA Staff Portal** tab, which holds the **Community Care PPMS Provider Management** widget.

You can launch the **Community Care PPMS Provider Management** widget from the widget tray if it is not displayed immediately after you log in. Click the **Open Widget Tray** link to open the widget tray ([Figure 16](#)). Click, hold, and drag the icon from the widget tray to the portal page, and drop the widget in the desired location.

Figure 16: Widget Tray



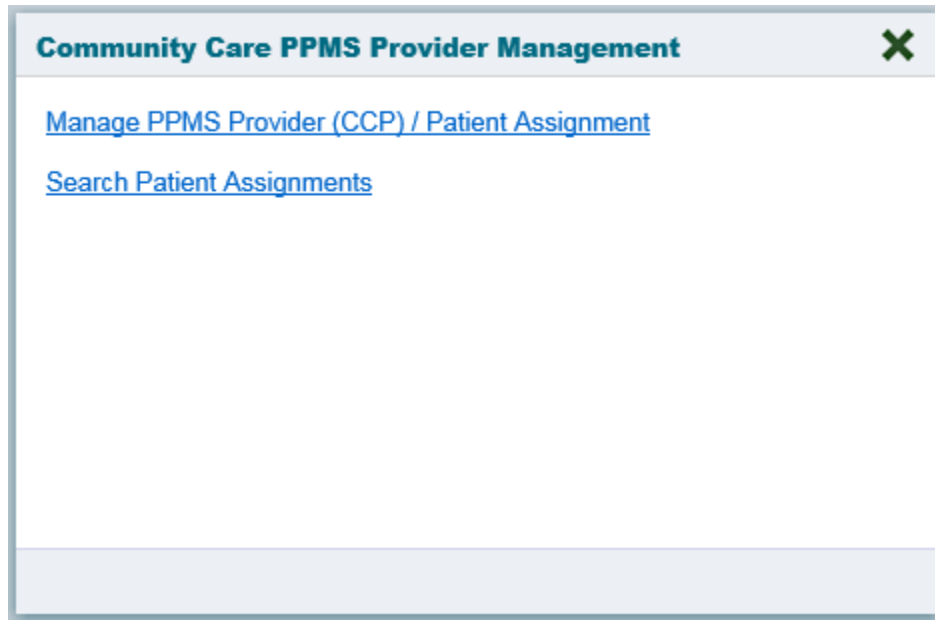
3.2. About the Community Care PPMS Provider Management Widget

The **Community Care PPMS Provider Management** widget within the **VA Staff Portal** ([Figure 17](#)) provides a read-only view of individual CCP profile data and is the starting point for multiple tasks, including assigning a VA patient to a CCP, setting limits on the CCP's access to the patient's VA medical record, and generating or resetting CCP passwords.

The following tasks (links) are available:

- Manage PPMS Provider (CCP)/Patient Assignment
- Search Patient Assignments

Figure 17: Community Care PPMS Provider Management Widget



3.3. About CCP Profiles

All CCP profiles in the **Community Care PPMS Provider Management** widget are read only. CCP profiles are created and maintained within PPMS. VA Staff can only view profile data from active, individual CCPs.

3.4. About Searches

The **Community Care PPMS Provider Management** widget's search features are used to find a provider or a patient. Search functionality is also used to find a list of patients assigned to a provider.

i **NOTE:** All search figures depict searches within and information from test databases.

3.4.1. Searching Providers

When using the **Manage PPMS Provider (CCP)/Patient Assignment** feature in the **Community Care PPMS Provider Management** widget, you can search for providers by entering a 10-digit National Provider Identifier (NPI) in the **Search Providers** field and selecting the **Search** button ([Figure 18](#)). The **Search** button remains disabled if you enter any value other than 10 digits. You can also use the **PPMS Provider Locator** or **NPI Registry** links to find the NPI value if you do not already have it.

Figure 18: PPMS Provider Search

The screenshot shows the 'Community Viewer' logo (powered by JLV) and a 'Provider Portal' header. Below the header is a section titled 'Manage PPMS Providers'. It features a search form with the label 'Search Providers:' followed by a text input field containing 'Provider NPI' and a blue 'Search' button. Below the search form are two blue links: 'PPMS Provider Locator' and 'NPI Registry'.

3.4.2. Searching Patients

There are two types of patient searches in CV from the **Search Patient Assignments** feature:

- **My Site Search:** Searches the user's local VistA (also known as facility or site)
 - The patients listed in the search results are registered to that local VistA only ([Figure 19](#))
- **Enterprise Search:** Searches all VistAs across the Enterprise
 - The patients listed in the search results are registered to one or more VistAs ([Figure 20](#))

When searching for a patient within your site:

1. Select the **Search Patient Assignments** link
2. Confirm the **My Site** radio button is selected by default
3. Enter search criteria into the **Patient Search** field:
 - a. A minimum of two characters of the patient's last name **OR**
 - b. The patient's last name, followed by a comma and either the first initial or full spelling of the patient's first name (Smith, J or Smith, John) **OR**
 - c. The patient's full Social Security Number (SSN) (123456789) **OR**
 - d. The first letter of the patient's last name followed by the last four digits of the patient's SSN (S6789)
4. Click **Search** or press **Enter**

Figure 19: My Site Patient Search

Community Viewer powered by JLV

Provider Portal

Patient Search

My Site Enterprise

ipo Search

	Patient Name	SSN
<input type="radio"/>	[blurred]	xxx-xx- [blurred]
<input type="radio"/>	[blurred]	xxx-xx- [blurred]
<input type="radio"/>	[blurred]	xxx-xx- [blurred]
<input type="radio"/>	[blurred]	xxx-xx- [blurred]
<input type="radio"/>	[blurred]	xxx-xx- [blurred]
<input type="radio"/>	[blurred]	xxx-xx- [blurred]

< 1 2 > Displaying 1-25 of 44

When searching for a patient across the Enterprise:

1. Select the **Search Patient Assignments** link
2. Select the **Enterprise** radio button
3. Enter the patient's SSN into the required **Patient SSN** field (required)
4. Enter the patient's full last name into the required **Last Name** field (required)
5. Enter the patient's date of birth (DOB) in the optional **DOB** field (optional)
6. Enter the patient's first name in the optional **First Name** field (optional)
7. Click **Search** or press **Enter**

Figure 20: Enterprise Patient Search

Community Viewer powered by JLV **Provider Portal**

Patient Search

My Site Enterprise

* Patient SSN

* Last Name

DOB YYYYMMDD

First Name First Name

	Patient Name	SSN
<input type="radio"/>	[Redacted]	xxx-xx-[Redacted]

Displaying 1-1 of 1

Please see [Assigning and Unassigning Patients](#) for detailed instructions on how to run either a **My Site** or **Enterprise** search from the **Manage Providers** pane.

3.5. Creating and Managing CCP Passwords

3.5.1. Creating CCP Passwords

VA Staff are required to generate a password before CCPs can log in for the first time. Follow these steps to automatically generate or manually create a CCP's password.

1. Open the **Community Care PPMS Provider Management** widget
2. Click the **Manage PPMS Provider (CCP)/Patient Assignment** link

3. Enter the provider's NPI in the **Search Providers** field ([Figure 21](#))
4. Click **Search**
 - a. The PPMS - Provider Information loads, and CV provides an automatically generated initial password
5. Retain the automatically generated initial password **OR**
6. Click **Generate** to allow the system to create another new, random password **OR**
7. Manually enter a password that meets VA Directive 6500 security compliance criteria

i **NOTE:** CCPs must have an e-mail address listed in their PPMS profile before a password can be generated in CV.

8. Record the new password
9. Click **Save Password**
10. Securely provide the CCP with his/her new password for CV using VirtuPro or by phone

Figure 21: CCP Password Generation or Reset Dialog

The screenshot shows the 'Manage PPMS Providers' dialog in the Community Viewer. The search field is populated with '1629185129'. Below the search, there are links for 'PPMS Provider Locator' and 'NPI Registry'. The provider information section displays the following details:

- Provider Identifier (NPI): 1629185129
- Provider Name: [Redacted]
- Phone Number: [Redacted]
- Provider Specialties: Family Medicine - Sports Medicine (S)
- Provider Group(s): TriWest - Choice
- Provider Network(s): TriWest - Choice
- Email: unknown@unknown.com
- User Name (NPI): 1629185129
- Password: s-{\11=n]wK? (with a 'Generate' button next to it)

At the bottom of the dialog, there is a table for 'Assigned Patients' which is currently empty with the message 'No patients found'. Below the table are two buttons: 'Save Password' and 'Cancel'.

3.5.2. Resetting Provider Passwords

If a provider has forgotten his/her password, (s)he can click the **Reset Password** link on the **Login** page to open a window that sends a password reset link directly to his/her e-mail address, which allows the provider to reset his/her own password. The password reset link is valid for 24 hours.

Password resets can also be performed manually by VA Staff by following the steps listed in [Creating CCP Passwords](#), and selecting the **Reset Password** button to activate the **Password** field where you can either enter a password manually or select the **Generate Password** button.

3.6. Assigning and Unassigning Patients

You can assign patients to CCPs using the **Community Care PPMS Provider Management** widget.

i **NOTE:** VA Staff cannot create CCP accounts in CV. See [About CCP Profiles](#) for more information.

CV uses the following rules to manage patient assignments:

- A Veteran may be assigned to more than one CCP for the following Assignment Types:
 - Consult
 - Episode of Care
- A specific Veteran/consult combination may only be assigned to a single CCP

Table 2: Assignment Rules Examples

Veteran John Davis has multiple active referrals to be assigned:			
Referral 1	Episode of Care for Optometry	Assign to CCP A	A Veteran may have multiple, active assignments for an Episode of Care
Referral 2	Consult for Cardiology	Assign to CCP B	This specific consult can only be assigned to one CCP at a time
Referral 3	Consult for Chiropractic	Assign to CCP C	This specific consult can only be assigned to one CCP at a time

3.6.1. Creating Patient Assignments

Once the CCP’s account has been created in PPMS, VA Staff can assign them patients in CV.

1. Click the **Manage Provider PPMS (CCP)/Patient Assignment** link in the **Community Care PPMS Provider Management** widget
2. Enter the provider’s NPI in the **Search Providers** field
3. Click **Search**
 - a. The provider’s information displays under **PPMS Provider Information**
 - b. The provider’s patient assignments display under **Assigned Patients**

4. Click the **+ Assign New Patient** link under **Assigned Patients** ([Figure 22](#))
 - a. The **Patient Search** dialog opens

Figure 22: PPMS Patient Assignment Pane

Community Viewer
Provider Portal
System Status

Manage PPMS Providers

Search Providers: 1629185129 Search

[PPMS Provider Locator](#) [NPI Registry](#)

PPMS - Provider Information

Provider Identifier (NPI): 1629185129
 Provider Name: [Redacted]
 Phone Number:
 Provider Specialties: Family Medicine - Sports Medicine (S)
 Provider Group(s):
 Provider Network(s): TriWest - Choice

Email: unknown@unknown.com
 User Name (NPI): 1629185129
 Password: Reset Password

Assigned Patients
[+ Assign New Patient](#) [Unassign Selected Patients](#)

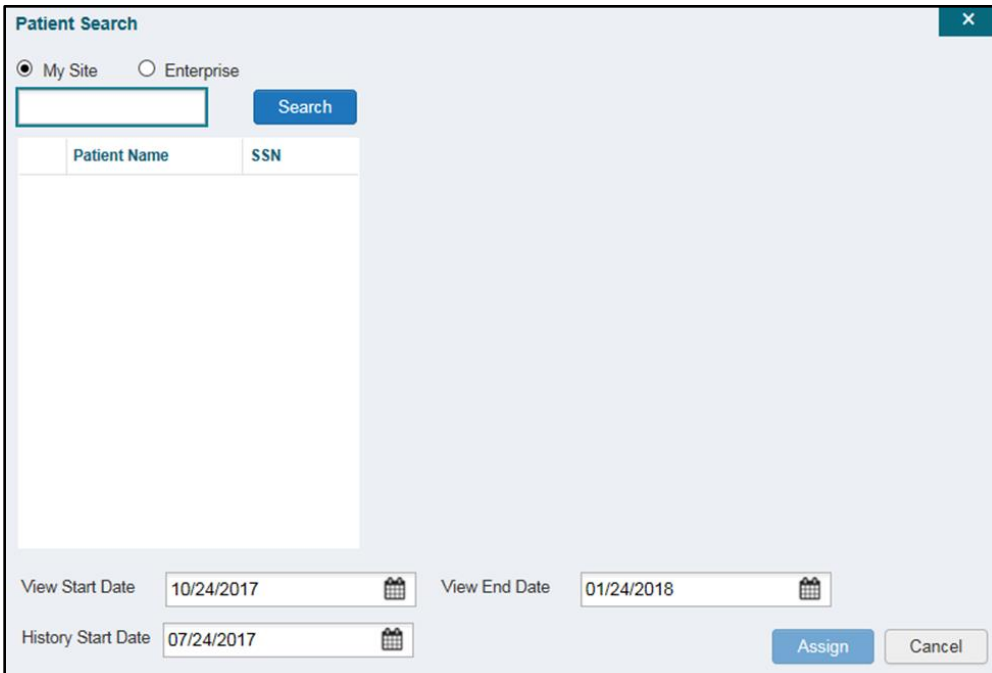
	Patient Name	Assignment Type	Consult No	Consult Name	Consult Provi...	Consult Status	View Start Date	View End Date	History Start Date	CV Usage	
<input type="checkbox"/>	[Redacted]	Episode of Care					07/25/2019	10/25/2019	04/25/2019	0	Edit
<input type="checkbox"/>	[Redacted]	Episode of Care					07/25/2019	10/25/2019	04/25/2019	0	Edit

Save Password Cancel

5. Enter the patient name in the blank field of the **Patient Search** dialog ([Figure 23](#))
6. Select the **My Site** or **Enterprise** search option and enter the search criteria (Please refer to [Searching Patients](#) for details)

i **NOTE:** FEHR sites (Cerner Millennium) are not being included in the list of available sites.

Figure 23: Patient Search Dialog Box

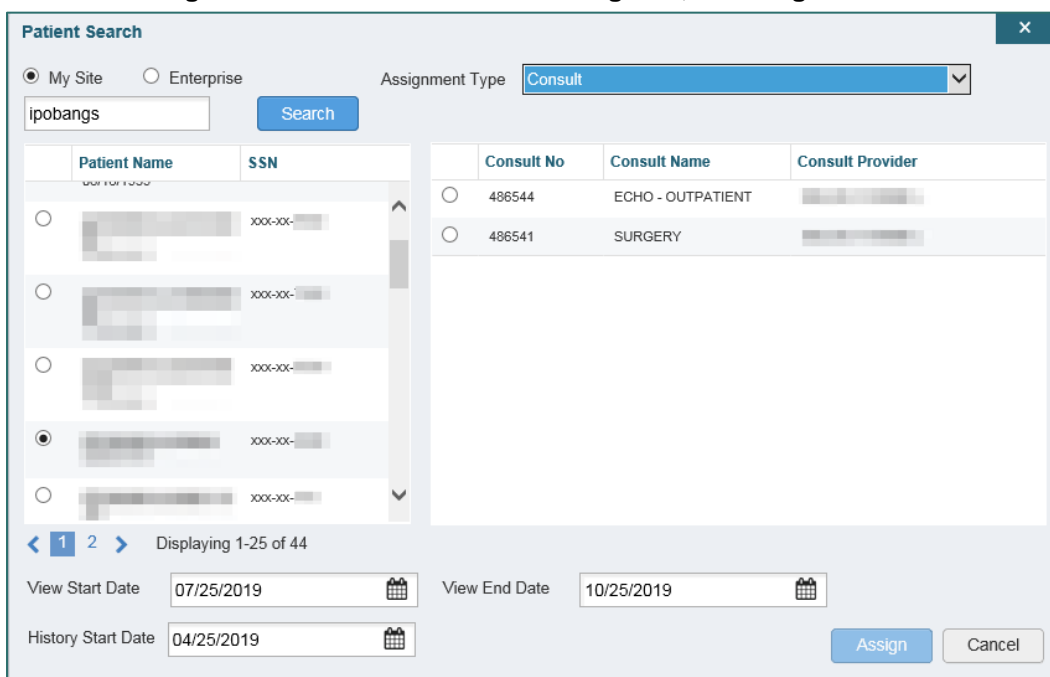


The image shows a 'Patient Search' dialog box with a title bar and a close button. It features two radio buttons for 'My Site' (selected) and 'Enterprise'. Below these is a search input field and a 'Search' button. A table with two columns, 'Patient Name' and 'SSN', is positioned below the search field. At the bottom, there are three date pickers: 'View Start Date' (10/24/2017), 'View End Date' (01/24/2018), and 'History Start Date' (07/24/2017). 'Assign' and 'Cancel' buttons are located at the bottom right.

Patient Name	SSN
--------------	-----

7. Click **Search**
8. Select a patient from the search results list ([Figure 24](#))
9. Select the **Assignment Type** from the dropdown: Consult (available when search was performed through **My Site** only) or Episode of Care
 - a. If Consult is specified, select one consult record from the list that appears (Consult status must be *Active* or *Scheduled* for the consult to appear in the list.)

Figure 24: The Patient Search Dialog Box, Showing Results



10. If desired, adjust the default **View Start Date**, **View End Date**, and **History Start Date** fields to restrict the patient data seen by the CCP
11. Click **Assign**
12. A notification is generated
 - a. Review the message and edit as needed
13. Click Send E-mail

3.6.2. Removing Patient Assignments

When it is necessary to unassign one or more patients from a CCP:

1. Repeat steps 1–3 from [Creating Patient Assignments](#) to navigate to the **Manage PPMS Providers** page
2. Select checkboxes for each patient you want to unassign
3. Click the **Unassign Selected Patients** link under **Assigned Patients**

3.6.3. Setting Record Display Limits

VA Staff can limit the patient records made available to the assigned CCP. There are two settings that control access to patient data:

- **View Start Date** and **View End Date**: These fields set the length of time the CCP has access to a patient’s records through CV
 - The default **View Start Date** is the date the patient is assigned to the CCP
 - The default **View End Date** is 3 months from the default start date

- **History Start Date:** This setting represents how far back in a patient's VA medical history the CCP is permitted to view
 - The default history start date is 3 months prior to the current date
 - If the history start date is set to 01/01/2012, for example, the CCP has access to the patient's records from 2012 to the present

Data access controls are set by VA Staff during the patient assignment process.



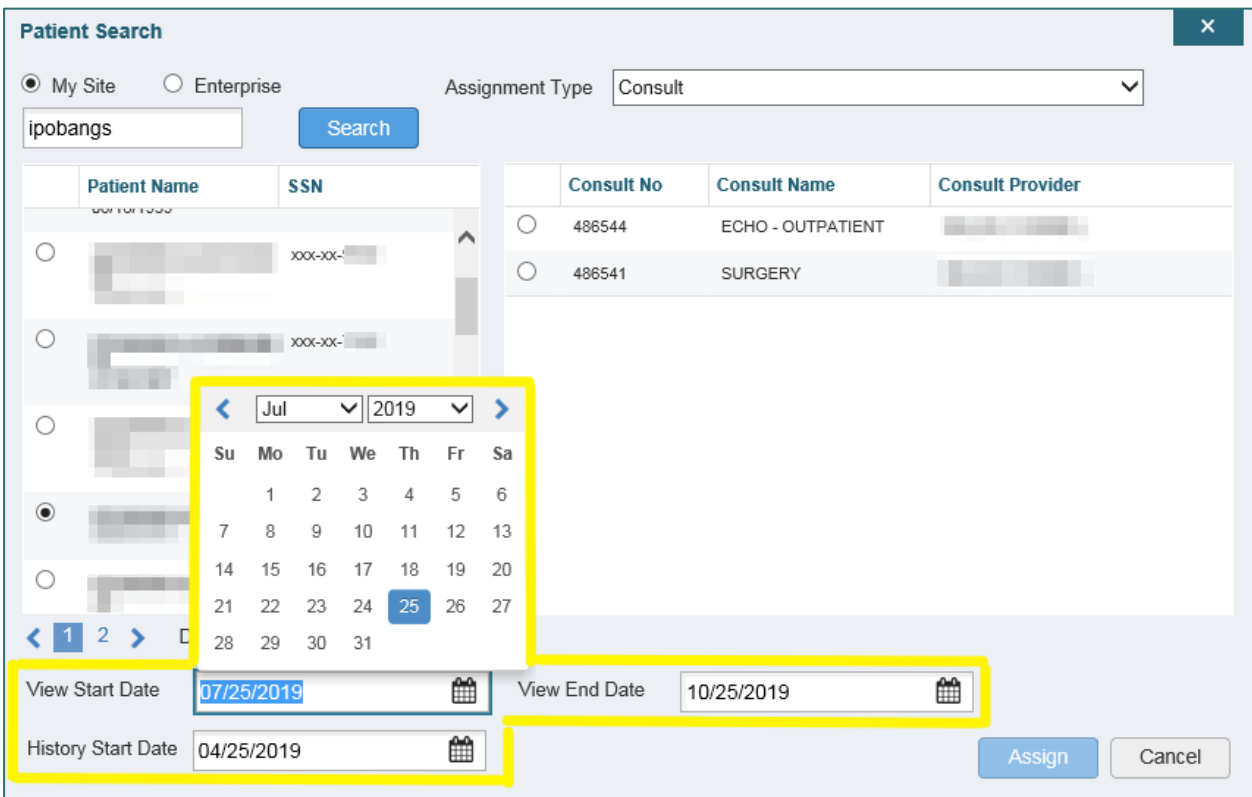
1. Click  next to the **View Start Date** and the **View End Date** fields
2. Select the start and end dates ([Figure 25](#))
3. Alternatively, click  next to the **History Start Date**
4. Select a date
5. Click **Assign**

Figure 25: Data Access Controls



4. Troubleshooting

4.1. Login Page Errors

Access to CV is limited to registered, authorized users. CV validates VA user access against information retrieved from your PIV (Smart Card). If you have trouble logging in to CV, please review [Table 3](#) before contacting the ESD.

Table 3: Login Page Error Message Troubleshooting

Error Message	Resolution Steps
<p>There is an issue preventing your access to Community Viewer. Please contact your VA Contractor or your VA Medical Center for assistance.</p>	<p>WHY? A CCP attempted to log in without an active status. FIX IT: Update the status to “active” in PPMS.</p>
<p>Access denied. You are not an authorized user.</p>	<p>WHY? There is a PIV card processing problem, you selected an invalid security certificate, or you may not have the OR CPRS GUI Chart VistA option enabled. FIX IT:</p> <ol style="list-style-type: none"> 1) Close your browser window 2) Reinsert your PIV card and relaunch CV 3) Select a certificate that is not expired and specifies: “<i>Issuer: Veterans Affairs User CA B1</i>” 4) If this does not resolve the issue, contact the ESD
<p>Could not save User Profile</p>	<p>WHY? The error occurred during PIV authentication for VA users. It is either a PIV card processing problem or the wrong security certificate was chosen. FIX IT:</p> <ol style="list-style-type: none"> 1) Close your browser window 2) Reinsert your PIV card and relaunch CV 3) Select a certificate that is not expired and specifies: “<i>Issuer: Veterans Affairs User CA B1</i>” 4) If this is unsuccessful, close all open Internet Explorer (IE) windows/tabs, then open IE and try CV again
<p>Not a valid ACCESS/VERIFY CODE pair</p>	<p>WHY? 1) CV could not match your Access and Verify codes to the site selected in the dropdown; or 2) A username and password were entered instead of Access/Verify codes. FIX IT:</p> <ol style="list-style-type: none"> 1) Select the parent VistA host site for your facility 2) Reenter your Access and Verify codes (CPRS or VistA codes for Veteran Health Administration [VHA] users)

Error Message	Resolution Steps
Smart Card required	<p>WHY? Your PIV (Smart Card) was not read by Windows Security and CV before opening the CV URL.</p> <p>FIX IT:</p> <ol style="list-style-type: none"> 1) Close all browser sessions/browser-based applications 2) Reinsert PIV (Smart Card) and relaunch CV 3) If this is unsuccessful, fully reboot your system to refresh all connections (This resolves greater than 95% of any remaining problems.)
VERIFY CODE must be changed before continued use	<p>WHY? Your VERIFY CODE has expired.</p> <p>FIX IT:</p> <ol style="list-style-type: none"> 1) Open CPRS or VistA <ol style="list-style-type: none"> a) If prompted for a PIV card certificate, click Cancel 2) Select the Change Verify Code checkbox on the sign-on dialog before clicking OK 3) Create a new Verify code <p>Once your Verify code is changed, CV recognizes the new code immediately.</p>

4.2. Provider Search Errors

The following error messages may appear when searching for a provider in the **Community Care PPMS Provider Management** widget. If you encounter error messages while searching for providers, please review [Table 4](#) before contacting the ESD.

Table 4: Provider Search Error Messages and Resolution Steps

Error Message	Resolution Steps
Patients may only be assigned to active individual (Type I) providers. Utilize PPMS to locate an individual (Type I) provider associated to the group (Type II) provider you entered.	<p>WHY? CV can only retrieve individual (Type I) providers. Provider groups (Type II) are not supported.</p> <p>FIX IT: Locate an individual (Type I) provider associated with the group (Type II) in PPMS.</p>
Patients may only be assigned to active individual (Type I) providers. Utilize PPMS to research why the provider you entered is not active.	<p>WHY? CV can only retrieve providers with an active status.</p> <p>FIX IT: Use PPMS to research why the provider you searched does not have an active status.</p>
Email is required to ensure notifications occur when patients are assigned. To continue with this provider, add the provider's email address in PPMS and search again.	<p>WHY? The e-mail address is blank in the PPMS profile.</p> <p>FIX IT: Update the provider's e-mail address in PPMS.</p>

Error Message	Resolution Steps
NPI entered not found. Validate the NPI in the NPI Registry. If the NPI is valid, follow the appropriate business process in PPMS.	WHY? NPIs must be 10-digits and belong to active, individual (Type 1) providers. FIX IT: Use the PPMS Provider Locator or NPI Registry links to verify the NPI value. If the NPI value is valid, follow the appropriate business process to add the provider to PPMS.

4.3. Patient Search Errors

The following error messages may appear when searching for a patient in the **Community Care PPMS Provider Management** widget. If you encounter error messages while searching for patients, please review [Table 5](#) before contacting the ESD.

Table 5: Patient Search Error Messages and Resolution Steps

Error Message	Resolution Steps
An invalid search criterion was entered. Please enter at least 2 characters.	WHY? You entered an invalid patient name. FIX IT: Please try your search again. When searching by patient name, enter at least two characters of the patient's last name. Search results display the closest match to the characters entered in the format of [last name], [first name].
An invalid SSN format was entered. Please enter a 9-digit SSN.	WHY? You entered an invalid SSN. FIX IT: Please try your search again. When searching by patient SSN, you are required to enter the patient's full 9-digit SSN. Dashes are allowed (e.g., 123-45-6789).
An invalid last 5 format was entered. Please enter the first letter of the last name followed by the last 4-digits of the SSN.	WHY? You entered an invalid patient name or SSN. FIX IT: Please try your search again. Patient search allows you to search for a patient using the first initial of the patient's last name and the last four digits of the patient's SSN. Please try your search again using the first initial of the patient's last name and the last four digits of the patient's SSN.
An error occurred during your search. Please try your search again.	WHY? This message may display when invalid patient identifiers are entered, or an error occurs either at the service layer or with an external system. FIX IT: Please try your search again.

5. Acronyms and Abbreviations

[Table 6](#) lists the acronyms and abbreviations used throughout this document and their descriptions.

Table 6: Acronyms and Abbreviations

Acronym	Description
CCP	Community Care Provider
CPRS	Computerized Patient Record System
CV	Community Viewer
DOB	Date of Birth
ESD	Enterprise Service Desk
FEHR	Federal Electronic Health Record
FHIR	Fast Healthcare Interoperability Resources
IE	Internet Explorer
JLV	Joint Longitudinal Viewer
MPI	Master Person Index
NPI	National Provider Identifier
OIT	Office of Information and Technology
OR	Orders
PIN	Personal Identification Number
PIV	Personal Identification Verification
PPMS	Provider Profile Management System
SOP	Standard Operating Procedure
SSL	Secure Sockets Layer
SSN	Social Security Number
SSOi	Single Sign-On Integration
TLS	Transport Layer Security
TPA	Third-Party Administrator
UI	User Interface
URL	Uniform Resource Locator
VA	Department of Veterans Affairs
VDS	VistA Data Service
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture