Community Viewer (CV) Version 2.9

User Guide for VA Staff



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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 of care and continuity of care for VA patients receiving treatment outside of the VA network.

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

This User Guide is intended for VA Staff users who use the functionality within the **Community Care Provider Management (CCPM)** widget of CV to:

- Create and edit providers
- Assign patients

A

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- Search patient assignments
- Manage patient data access parameters

NOTE: There are notations throughout this guide to indicate functionality that is available only to CV Portal Administrators, VA Staff users with administrative privileges.

NOTE: CV is designed to improve the community providers' ability to view comprehensive VA health information for Veterans. CV does **NOT** replace the creation and uploading of documentation packages to the Third-Party Administrator (TPA) portals. VA Administrative Staff must continue to create and upload documentation packages as specified in their facility's current SOP.

Please read and bear in mind the warning displayed in <u>Figure 1</u> before using CV.

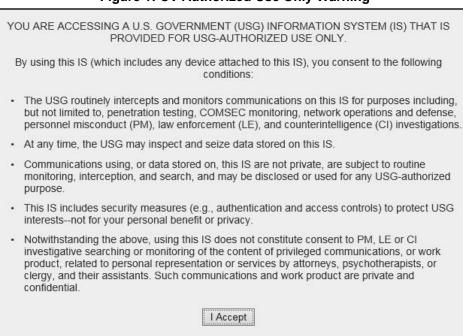


Figure 1: CV Authorized Use Only Warning

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 the **CCPM** widget of CV.

1.1.1. Guide Conventions

This document is designed for both online and hardcopy consumption.

- <u>Cross-References</u> are indicated by blue, underlined text, and provide a hyperlink to figures, tables, and other sections within this guide
- Emphasis is expressed by **bold**, <u>underlined</u>, and *italicized* text
- The information symbol **i** 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 at the bottom of the portal page that provides access to the widgets available for placement on the portal page

1.2. Assumptions

The user guide is written 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, system user names, a Personal Identification Verification (PIV) card, and the Access/Verify codes required to launch CV
- You use CCPM to make patient assignments to providers and manage providers who practice outside the VA network

1.3. System Requirements

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



NOTE: This release does not support mobile devices.

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

- Internet Explorer (IE) v11
- Chrome v70
- Microsoft Edge v42
- Safari v12

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 REDACTED

Prior to contacting the ESD for support, please refer to <u>Logging in to CV</u> for detailed information about how to access CV, and to <u>Troubleshooting</u> for suggested resolution steps and troubleshooting information.

2. Logging in to CV

Before logging in to and utilizing the functionality of the **CCPM** widget, please read the Sensitive Information warning in the <u>Introduction</u>.

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

- 1. Ensure your PIV card is inserted into your computer or card reader
- 2. Open a supported Internet browser
- 3. Enter the URL for the <u>CV web application</u> into the address bar of the browser
- 4. When prompted with a certificate list, select the PIV Authentication certificate
- 5. When prompted, enter your PIV Personal Identification Number (PIN)
- 6. Click **I Accept** after reading the important user consent information regarding accessing a Government information system (<u>Figure 1</u>)
- 7. Enter the following information in the fields on the **Login** page (<u>Figure 2</u>):
 - a. VistA Access code
 - b. VistA Verify code
 - c. Select "VA" from the **Agency** field
 - d. Select your local VistA host site from the Site dropdown



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 <u>Viewing Announcements</u> and <u>Viewing System</u> <u>Status</u> for detailed information.

8. Click Login

VistA Access Cod	** 7,		
VistA Verify Code			
Agency: VA	Site: TE	EST4	
Edit Profile			
		Login	
	Anno	ouncements	
CV will be undergoin	g system maintenance fr	rom April 10, 2018 01:0	0am - April 13, 2018 11:00p
EST View More Ann			
	Sys	stem Status	
CV data sources			

Figure 2: Login Page

NOTE: Users who are not authorized to access CV receive an "*Access denied*" message. If you believe you have received the message in error, please contact the ESD. See <u>Getting Help</u> for details.

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 <u>CV Help</u> link opens CV online help, which guides you through the steps to reset your Verify code.

2.1.1. Viewing Announcements

System announcements are provided by the VA and displayed on the **Login** page when scheduled system activities may impact the user or CV system availability. The <u>View More</u> <u>Announcements</u> link opens additional announcement information.



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NOTE: Announcements are separate from the system status messages displayed on the **Login** page. See <u>Viewing System Status</u> for details.

2.2. Editing Your User Profile at Login

Users can customize their 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.

- 1. Click the Edit Profile link on the Login page
 - a. Profile options are presented
- 2. Enter your VistA Access and Verify codes in the fields provided
- 3. Enter your agency and site in the fields provided
- 4. Select the desired UI theme
- 5. Click Save and Login

2.3. The CV Portal Pages

The CV portal pages have tools that enable quick access to basic features. These tools appear in the upper right corner of the application window (Figure 3).

- Select the UI theme: Click Settings **\$** to select the UI theme (See <u>Profile Settings</u>)
- Access online help: Click Help ? to open web-based, online help
- Log out: Click Logout 🗜 to terminate the current CV session

Figure 3: CV Portal Tools



2.3.1. Default View

After logging in to CV, the VA Staff Portal opens. The default view of the VA Staff Portal includes the CCPM widget (Figure 4).



NOTE: If the **CCPM** widget is not displayed, click the plus + sign in the lower right corner of the screen (Figure 4) to open the **Widget Tray**. Click, hold, and drag the icon from the **Widget Tray** to the screen, and drop the widget in the desired location.



Figure 4: Default View

2.3.2. 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 2)
- 2. Atop the VA Staff portal page (Figure 5)

When all monitored systems and services are online and connected, a green icon \heartsuit appears next to the status with the message, "*CV data sources available*" (Figure 2).

When one or more monitored systems or services are offline or unavailable, a yellow warning icon $\cancel{1}$ appears with the message, "*CV is having problems*."

When CV's Health Monitor is unable to retrieve and report system status information, a red icon

²³ 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 <u>Getting Help</u> for information on how to contact the ESD.

Figure 5: System Status Indicator



2.3.3. Profile Settings

Profile settings are accessible within CV by clicking **Settings** located in the upper right corner of the portal pages (Figure 4).



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 the CV Graphical User Interface (GUI). 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 10) is 508-compliant, and it is designed to work with the accessibility tools installed on a user's device.

- 1. Click **Settings** in the upper right corner of the portal pages
- 2. The CV Settings dialog opens (Figure 6)
- 3. Click the radio button next to the desired theme
- 4. Click Save
- 5. Click Cancel to exit the CV Settings dialog and restore the previous theme

Settings					×
elect Theme					
 Default 	🖲 Green	O Blue	Gray	Accessible	
				Save	Cancel
	elect Theme	elect Theme	elect Theme	elect Theme	elect Theme O Default Green Blue Gray Accessible

Figure 6: The CV Settings Dialog

UI theme choices are displayed in the following figures. The Default theme was presented in Default View, Figure 4.

Figure 7: Blue UI Theme

Community Viewer menety Ju	🛇 S	System Status	KLEINFELT, FELICIA	\$ 0	₽
VA Staff Portal My Custom Tab 🗙 🕇					
Community Care Provider Management Create / Edit Community Care Provider Groups Manage Provider (CCP) / Patient Assignment Search Patient Assignments					

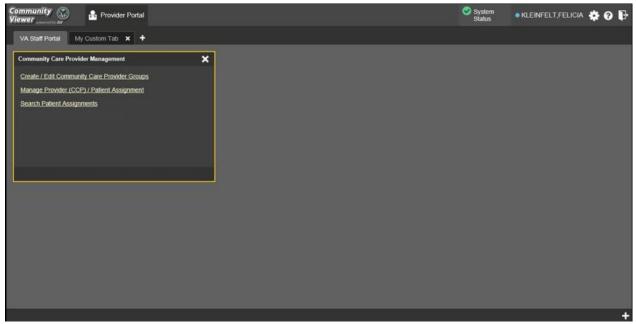
Figure 8: Gray UI Theme

Community 🛞 🏦 Provider Portal		System Status	• KLEINFELT,FELICIA 🛊 🛛 🖡
VA Staff Portal My Custom Tab 🗙 🕇			
Community Care Provider Management	×		
Create / Edit Community Care Provider Groups			
Manage Provider (CCP) / Patient Assignment			
Search Patient Assignments			
			+

Figure 9: Green UI Theme

Community Rever	🔗 System Status	• KLEINFELT,FELICIA 🔅 🔗 🕞
VA Staff Portal My Custom Tab 🗙 🕇		
Community Care Provider Management		
Create / Edit Community Care Provider Groups		
Manage Provider (CCP) / Patient Assignment		
Search Patient Assignments		
		+

Figure 10: Accessible (508-Compliant) UI Theme



2.3.4. Using the Accessible Theme's Functionality

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



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

2.3.4.1. Keyboard Focus and Screen Navigation

Keyboard focus is the highlighting of screen elements that enables interaction with, and the navigation of, the web application through the keyboard and keystrokes. The screen element in focus is outlined in gold (Figure 10) 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 UI items are accessible via the keyboard under the Accessible theme.

Pressing Enter or the Spacebar when an element that provides action is in keyboard focus

performs the associated action. Pressing **Enter** or the **Spacebar** when the **Settings** icon **S** is in focus, for example, opens the **CV Settings** dialog. Using the arrow keys or the **Tab** key allows a user to move between keyboard focus items to navigate through screen elements. <u>Table 1</u> provides a complete list of accessible keystrokes.

Keystroke	Description
	Application and Portal Navigation
Alt+4	Press to transfer keyboard focus to the main or top screen 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 Close button (X).
Alt+5	Press on a page with two panels to toggle keyboard focus between the main or top element on left and right panels.
ENTER	Press to transfer keyboard focus to the highlighted widget.
ТАВ	Press to transfer keyboard focus to other UI items.
ESC	Press to return keyboard focus to the panel containing the UI item with keyboard focus or to exit a window or widget.
SPACEBAR	Press to activate any UI item (for example, click an icon).
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. Add a Tab: 1) Press the right arrow 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.
ТАВ	Press one or more times when focus is on a portal tab to place the (+) in keyboard focus.
ENTER	Press while the (+) is in focus to add a new portal tab. A dialog prompts the user to enter a name for the tab.

Table 1: Keyboard Accessible Keystrokes

Keystroke	Description				
ESC	Focus on a tab and press ESC to remove it.				
Windows and Dialog Boxes					
ТАВ	Press the Tab key to move the keyboard focus to other UI items within the window.				
	Adding Widgets to the Portal Pages				
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.				

2.3.4.2. Accessible Theme Screen Navigation

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

Figure 11 depicts the Manage Providers pane with Provider Group field as the keyboard focus. Focus can be changed by pressing Tab key. Pressing the Tab key in this example shifts the keyboard focus from the Provider Group field to the field immediately below the Provider Group field. Press Shift + Tab to navigate back up through the fields. Pressing the Alt + 4 keys shifts the keyboard focus back to the Provider Group field.

NOTE: Focus on the element within the widget that has hover text. After a small delay, the text appears as if the user hovered over the element with a mouse cursor.

View	er powered by JLV	Rovider Portal					System Status	• KLEINFELT, FELICIA	*0	₽
Sear Faciliti	ch Providers		Manage Providers							×
(V1	994 IPOTEST4 [IPO	Browse	Provider Group	Honolulu Care Center		Browse				^
		U.	Network(s)	TRIWEST		Browse				
-			Specialty	Orthopedics						
john		Search	First Name	John						
	Provider Name	Provider Group Speciality Group	Last Name	Provider						
	Marcelo, John	Ablevet Test Groups	NPI	Optional Acc	ount Type	~				
		One	Email	jprovider@email.com						
	Perez3,John	AbleVets Test Group One	Phone	(808) 555-1111						
۰	Provider, John	Honolulu Care Center	User Name	jprovider@email.com						
	Rondon,John	Test Group August	Password	Reset Password						
	Smith, John	A Test Provider Speciality Group	Allow Access to Data Types	☑ VA ■ DoD ■ VA VLER	DoD VLER					
~		New Provider	Assigned Patients <u>+ Assign New Patient</u> Unassign Patient Name Assignment	Winner (Consult Provider Consult St	tatus View Start	Date View End Date	History Start Date CV Usage	2	~
							Delete	Provider Save	Can	cel

Figure 11: Navigation Using Elements with Keyboard Focus

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The **Browse Networks** dialog opens with **Close** (**X**) as the keyboard focus (Figure 12). Focus can be changed by pressing the **Tab** key. Pressing the **Tab** key in this example shifts the keyboard focus to the checkbox of listed networks. Pressing the **Spacebar** key to check or uncheck the checkbox. Move to **OK** and press **Enter** to save changes. Press **Alt** + **4** keys shifts focus to **Close** (**X**) and press **Enter** to close dialog box without changes.

Brows	Browse Networks						
Selec	Select Networks						
	Network						
	HEALTHNET						
	PC3						
	PROVIDER AGREEMENT						
•	TRIWEST						
•	Other						
		ок	Can	cel			
		OR	Can	CCI .			

Figure 12: Browse Networks Dialog with Keyboard Focus

2.4. Logging Out of the Current CV Session

You may intentionally log out to end a CV session by clicking **Logout** that 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 any new activity is attempted.

3. Using CV

After logging in, VA Staff see the **CCPM** widget on the **VA Staff** portal tab by default.

i NOTE: If the **CCPM** widget is not displayed, click the **plus** + icon in the lower right corner of the portal page (Figure 13) to open the **Widget Tray**. Click, hold, and drag the icon from the **Widget Tray** to the portal page, and drop it in the desired location.

Community Solution Provider Portal		System Status 🔹 KLEINFELT,FELICIA 🌞 🕜
VA Staff Portal My Custom Tab 🗙 🕇		
Community Care Provider Management	×	
Create / Edit Community Care Provider Groups		
Manage Provider (CCP) / Patient Assignment Search Patient Assignments		

Figure 13: Default Portal Page (Green Theme)

VA Staff create providers, assign patients to CCPs, and grant the CCP limited access to patient records within the **CCPM** widget.

There are three workflow options (Figure 14) within the CCPM widget:

- Create/Edit Community Care Provider Groups
- Manage Provider (CCP)/Patient Assignment
- Search Patient Assignments

Figure 14: The CCPM Widget

×

3.1. About Search

CV's search features are used to find a provider group, a provider, or a patient.

3.1.1. Searching Provider Groups

When using the **Create/Edit Community Care Provider Groups** feature, users can perform a detailed search within the **Search Community Care Provider Groups** pane (Figure 15):

- Search by facility (Veterans Integrated Service Network [VISN], site identification[ID], facility name, and facility short name), provider group name, city and state, or zip code
- Sort the facilities list by state, when browsing for a facility

Searc Facilitie	ch Community Care Provider Groups	Manage Communit	y Care Provider Groups	
_	994 IPOTEST4 [IPO4] Brow	Browse Facilities Select Facilities		
	~	Facility	State	^
		IPOTEST3 - • IP	03 CA	
Prov	ider Group Name	IPOTEST4 - • IP	04 CA	
Wasl	hington District Of Columbia	Sacramento - S	SAC CA	
		San Diego - 🔍 SD	CA CA	
Zip	Sear	h Honolulu - 🔍 HNL	H	
	Provider Group Name		01 ^{HI}	
0	AbleVets Test Group One		05 HI	
Ŭ	123 Main St Washington, DC	Kapolei - KAH	н	
0	Barcelona Test Group 21 Main St Washington, DC			
0	LHS - Bob Smith 123 asdf Washington, DC		ОК Сап	ncel
0	LHS - VACO Test 810 Vermont NW Washington, DC			
0	raiaeri iulu 2017			

Figure 15: Browse Facilities Dialog Box–CCP Provider Groups

When searching for a Community Care Provider Group, users:

- See the provider group name and address within the search results
- Receive a notification to refine the search by inputting additional search criteria when a large number of results are returned (Figure 16)



NOTE: <u>Figure 16</u> and <u>Figure 28</u> depict searches within and information from test databases.

Community Solution Provider Portal
Search Community Care Provider Groups Facilities V1 994 IPOTEST4 [IPO4] Browse
group City Zip Search
Your search criteria has returned a large number of Provider Groups. Please enter additional search criteria to refine your search.
Create New Provider Group

Figure 16: CV CCP Group Search Too Many Results Notification

3.1.2. Searching Providers

When using the **Manage Provider (CCP)/Patient Assignment** feature, users can perform a detailed search within the **Search Providers** pane (Figure 17):

- Search by facility (VISN, site ID, facility name, and facility short name), provider group name, or provider name
- Sort the facilities list by state, when browsing for a facility

Community Viewer presently IV	Provider Portal					
Search Providers Facilities		Manage Providers				
(V1 994 IPOTEST4 [IPO4])	Browse	Browse Facilities Select Facilities				
	\sim	Facility	State 🔺			
Search	Search	IPOTEST3 - • IPO3	CA			
ocuren		IPOTEST4 - • IPO4	CA			
Provider Name Pr	ovider Group	Sacramento - SAC	CA			
	able Mesa Medical Group	San Diego - SDC	CA			
		Honolulu - • HNL	HI			
	bleVets Test Group	IPOTEST1 - • IPO1	н			
		IPOTEST5 - • IPO5	HI			
		Kapolei - 🔍 KAH	HI			
Create New	/ Provider		OK Cancel			

Figure 17: Browse Facilities Dialog Box–Search Providers

When searching for a provider, users see the provider name and provider group within the search results.

3.1.3. 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
- Enterprise Search: Searches all VistAs across the Enterprise; the patients listed in the search results are registered to one or more VistAs

When searching for a patient within your site:

- 1. Select the Search Patient Assignments link from the CCPM widget
- 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 SSN (123456789) -OR-

- d. The first letter of the patient's last name followed by the last 4 digits of the patient's SSN (S6789)
- 4. Click Search or press Enter

Comn Viewe	nunity 🛞 🔒 Pr B powered by JLV	ovider Portal
Patie	nt Search	
	y Site O Enterprise	
Ipo		Search
	Patient Name	SSN
۲	IPOAADLAND,THADDEUS A 10/23/1944	xxx-xx-6540
0	IPOAA SEN,LUCIA A 04/29/1952	xxx-xx-3472
< 1	2 3 4 > Displaying	g 1-2 of 44

Figure 18: My Site Patient Search

When searching for a patient across the Enterprise:

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

When using the **Patient Search** and the **Patient Assignment** search features, search results display with the ability to scroll through multiple pages or select a specific page.

	ly Site Enter ent SSN	prise * Last Na	me
101-	93-6540	Ipoaadl	and
ООВ		First Nam	ie
YYY	YMMDD	First Na	ime
			Search
	Patient Name		SSN
۲	IPOAADLAND,THA A 10/23/1944	DDEUS	xxx-xx-6540

Figure 19: Enterprise Patient Search

Please see <u>Assigning and Unassigning Patients</u> for detailed instructions on how to run a **My Site** or **Enterprise** search from the **Manage Providers pane**.

3.2. About Provider Groups and Facilities

Before a user can assign a patient to a CCP, the CCP must be assigned to a provider group.

CV has been prepopulated with over 200,000 groups and providers. Users can edit existing groups, but in this release, the task of creating provider groups is performed by CV Portal Administrators. Users should contact a CV Portal Administrator to request the creation of a new group.



NOTE: Provider groups are validated on the combination of the group name and street address to avoid the creation of duplicates.

Each group is associated with one or more local VA sites, referred to as *Facilities*. A facility is a local VA site. Provider groups can contain one or more VA facilities.

EXAMPLE 1: Dr. Hanyok works with a family practice called Evergreen Health Care. Dr. Hanyok is the *Provider* in this example, and Evergreen Health Care is the *Provider Group* to which she is assigned.

EXAMPLE 2: Dr. Woodroof, the *Provider*, is a sole practitioner. The *Provider Group* name for a sole practitioner may be a business name or can be the provider's name; in this example, Dr. Woodroof.

3.2.1. Editing Provider Groups

Provider groups can be edited through the CCPM widget (Figure 20).

- 1. Click the Create/Edit Community Care Provider Groups link in the CCPM widget
- 2. Enter the facility, provider group name, city and state, or zip code in the **Search** fields
- 3. Click Search
- 4. Select the desired provider group from the search results
- 5. Edit the provider group fields as needed
- 6. Click **Browse** next to the **Facilities** field, and select the desired facility from the list

Comm Viewe	Provider Portal					System Status	KLEINFELT, FELICIA	* 0 F	
Searc Facilities	h Community Care Provider Groups	Manage Community Care Pro	vider Groups					×	5
(V1 9	994 IPOTEST4 (IPO4) Browse	Facilities	(V1 993 IPOTEST5 [IPO5]) (V1 994 IPOTEST4 [IPO4])	Browse	1			^	
Valley	1	Provider Group Name	Valley Provider Group						
City		Address	123 Isle St.						
Zip	Search	City	Main City						
	Provider Group Name	State	Hawaii 💙 ZIP	96545					
۲	Valley Provider Group 123 Isle St.	NPI	Optional						
	Main City, HI	Point of Contact (POC)	Point of Contact						
		POC Email Address	poc@testmail.com						
		POC Phone	(555) 123-1234						
		Secondary Phone	Optional						
		Assigned Providers							
		Add New Provider Provider Name	mail Speci	altv				~	
	Create New Provider Group				1	Delete Provider Gr	oup Save	Cancel)

Figure 20: Search and Manage CCP Groups Panes

- 7. Providers assigned to the provider group are listed in the lower right portion of the screen
 - a. Edit provider profiles or remove providers from the group using the <u>Edit</u> link within the Assigned Providers list (<u>Figure 21</u>)
- 8. Click Save

0	•	• •	0				
Community Solution Provider Portal					System Status	KLEINFELT, FELICIA	\$ 0
Search Community Care Provider Groups	Manage Community Care Provi	ider Groups					×
(V1 994 IPOTEST4 [IPO4]) Browse	Facilities	(V1 994 IPOTEST4 [IPO4])	~				^
~	Provider Group Name	Valley Provider Group					
valley	Address	123 Isle St.					
City	City	Main City					
Zip Search	State	Hawaii 🗸 ZI	P 96545				
Provider Group Name	NPI	Optional					
Valley Provider Group 123 Isle St.	Point of Contact (POC)	Point of Contact					
Main City, HI	POC Email Address	poc@testmail.com					
	POC Phone	(555) 123-1234					
	Secondary Phone	Optional					
	Assigned Providers Add New Provider						
	Provider Name Em	nail Spe	cialty				
	Doctor,A. Heart doct	ctor@testmail.com Cardi	iology	Edit Delete			~
Create New Provider Group					Delete Provider G	roup Save	Cancel

Figure 21: Search and Manage CCP Groups Panes, Assigned Providers Edit and Delete Links

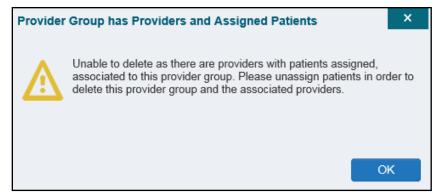
NOTE: Only CV Portal Administrators can add new groups, delete provider groups, and delete providers from a group in this release. VA Staff users cannot see the Create New Provider Group button, the Delete Provider Group button, or the Delete link. Contact a CV Portal Administrator for assistance with these tasks.

3.2.2. Deleting a Provider Group

CV Portal Administrators may only delete a provider group when the individual providers within that group have no patient assignments. If any patients are assigned to a provider within the provider group, the error message in Figure 22 displays. Assigning and Unassigning Patients details steps to unassign patients from an individual provider.

- 1. Click the Create/Edit Community Care Provider Groups link in the CCPM widget
- 2. Enter the facility, provider group name, city and state, or zip code in the **Search** field
- 3. Click Search
- 4. Select the desired provider group from the search results
- 5. Select the **Delete Provider Group** button

Figure 22: Provider Group Deletion Error Message



A CV Portal Administrator can delete providers along with their associated provider group if they do not have patients assigned. If the provider group has associated providers that you intend to also delete, select the **Yes** button when prompted.

Figure 23: Provider Group Has Providers Without Patient Assignments



3.3. About Provider Accounts

All CCP accounts are created in the **CCPM** widget. When a CCP account is created, so is their user profile.

3.3.1. Creating Provider Accounts

Users can assign patients to CCPs once their account has been created.

- 1. Click the <u>Manage Provider (CCP)/Patient Assignment</u> link (<u>Figure 14</u>) in the CCPM widget
- 2. Click **Create New Provider** in the **Search Providers** pane, on the left side of the application window, as shown in <u>Figure 24</u>
 - a. The Create/Edit Provider pane opens on the right side of the application window

3. Click **Browse** to the right of the **Provider Group** field to search for an existing group

4. Select the desired group from the list of results and click **OK**

Community W Provider Portal				🤣 System Status 🔹 KLEINFELT,FELICIA 🌞 🚱 🚺	c†1
Search Providers	Manage Providers			:	×
(V1 994 IPOTEST4 [IPO4]) Browse	Provider Group	Required	Browse		
	Network(s)	Required	Browse		
	Specialty	Optional]		
Search Search	First Name	Required]		
Provider Name Provider Group	Last Name	Required]		
	NPI	Optional Account Type	~		
	Email	Required]		
	Phone	Required]		
	User Name	Required			
	Password	%*YRo]`^@V)6	Generate		
	Allow Access to Data Types	VA DoD VAVLER DoD VLER			
Create New Provider					
				Save	

Figure 24: Search Providers and Manage Providers Panes

5. Enter the provider information in each of the required fields on the **Manage Providers** pane (Figure 24)

NOTE: Providers are differentiated by their e-mail address. If a provider is associated with multiple provider groups, they must provide a unique e-mail address for each provider group. When a new provider is created, their e-mail address, which also serves as their username, is validated to avoid the creation of duplicates. If an e-mail address is already associated with a provider in CV, a *"Username already exists"* message displays (Figure 25).

6

Manage Providers		
Provider Group	Aloha Dental	Browse
Network(s)	TRIWEST	Browse
Specialty	Optional	
First Name	A. Heart	
Last Name	Doctor	
NPI	Optional Account Type	~
Email	doctor@testmail.com	
Phone	(999) 999-9999	
User Name	doctor@testmail.com	Username already exists
Password	>L_\c68TEe':	Generate
Allow Access to Data Types	☑ VA □ DoD □ VA VLER □ DoD VLER	

Figure 25: Username Already Exists Error Message

- 6. Click Browse to select the Provider Group
- 7. Click **Browse** to select the **Network(s)** to which the provider belongs from the following options: Health Net, PC3, Provider Agreement, TriWest, or Other
 - a. A free-text field labeled Other Network opens when Other is selected
- 8. Enter a **Specialty** as needed
- 9. Enter the provider's **First Name** and **Last Name**
- 10. Enter the provider's National Provider Identifier (NPI) if available
- 11. Select Outside Provider from the Account Type dropdown
- 12. Enter the provider's E-mail address and Phone number
- 13. The User Name field is automatically populated with the address entered in the Email field
- 14. Either have the system create the CCP's password or manually enter a password



NOTE: Passwords are case-sensitive and must meet the 6500 security compliance criteria.

- a. Click Generate, record the User Name and Password as displayed, then click Save -OR-
- b. Manually enter a password that meets 6500 security compliance criteria, then click Save
- 15. Securely provide the CCP with his/her user name and password for CV using VirtuPro or phone
- 16. When the Provider successfully created message appears, there are two options:
 - a. Click Assign Patients and follow the steps outlined in <u>Assigning and Unassigning</u> <u>Patients</u>
 - -OR-

b. Click **OK** to return to the **CCPM** widget

CCPs can now request access to CV from the CCP **Login** page. When a CCP clicks the <u>New</u> <u>User</u> link, s/he sees a message directing them to contact their local VA Medical Center for access. They are then given a link to a list of VA points of contact (POCs) from whom they can request access to the application.

3.3.2. Editing Provider Profiles

You can edit a CCP's profile using the CCPM widget.

- 1. Click the Manage Provider (CCP)/Patient Assignment link in the CCPM widget
- 2. Enter the provider name in the Search field, and click Search
- 3. Select the desired provider from the search results (Figure 26)
- 4. Edit the provider information in the fields provided, as necessary
- 5. Click Save

Community 🛞 Viewer	Provider Portal					📀 Syst	em Status 🛛 🔍	KLEINFELT,FELICIA	\$ 0	₽
Search Providers		Manage Providers								×
(V1 994 IPOTEST4 [IPO4])	Browse	Provider Group	Valley Provider Group		Brows	9				^
		Network(s)	Other		Brows	3				
	·	Other Network	Required							
d	Search	Specialty	Cardiology							
Provider Name Pro	wider Group	First Name	A. Heart							
O Dey,Ruma SD	_Group	Last Name	Doctor							
O digs,taye Ab	leVets Test Group le	NPI	Optional	Account Type		~				
Doctor,A. Heart Va	lley Provider Group	Email	doctor@testmail.com							
O Doe,Jane LH	IS - VACO Test	Phone	(555) 123-1234							
O Doe,Joe Va	dim's Test Group 2	User Name	doctor@testmail.com							
O Doe, John Ab On	levet Test Groups ie	Password	Reset Password							
C dsfs iod Ab	leVets Test Group	Allow Access to Data Types		DoD VLER						
Create New F	Provider	Assigned Patients + Assign New Patient Unassign S	elected Patients							
		Patient Name Assignment	t Type Consult No Consult Na	me Consult Pro	ovi Consult Status Vi	ew Start Date View End Da	ate History Sta	rt Date CV Usage		~
							Delete Provide	er Save	Cano	:el

Figure 26: Search Providers and Manage Providers Panes

If a provider is assigned to the wrong group, edit the provider group using the **CCPM** widget. See <u>Editing Provider Groups</u> for more information.

If the provider needs to be added to another practice group, users must click **Add New Provider** in the **Search Providers** pane and create the provider within the additional practice group. The provider name can be the same, but a different e-mail address must be used for each unique provider.

3.3.3. Resetting Provider Passwords

If a CCP user has forgotten his/her password, they can click the **<u>Reset Password</u>** link on the **Login** page to open a window that enables the provider to send a password reset link directly to

their e-mail address, which they can then use to reset their own password. Password resets can also be performed by VA Staff, using the **CCPM** widget.

- 1. Click the Manage Provider (CCP)/Patient Assignment link in the CCPM widget
- 2. Enter the provider name in the **Search** field
- 3. Click Search
- 4. Select the desired provider from the search results
- 5. Click **Reset Password** (highlighted in Figure 27) in the **Manage Providers** pane
 - **a.** Click **Generate** to allow the system to create a new, random password, record the new password, then click **Save**

-OR-

- b. Manually enter a password that meets 6500 security compliance criteria, then click Save
- 6. Securely provide the CCP with his/her new password for CV using VirtuPro or by phone
- 7. Click Save

liew/	munity 🛞 er	Provider Portal					😴 System Status 🔹 KLEINFELT, FELICIA 🚦	k 🕜 🗗
Sea Facili	rch Providers		Manage Providers					×
	1 994 IPOTEST4 [IP	O4] Browse	Provider Group	Valley Provider Group		Browse		^
			Network(s)	Other		Browse		
		~	Other Network	Required				
d		Search	Specialty	Cardiology				
	Provider Name	Provider Group	First Name	A. Heart				
0	Dey,Ruma	SD_Group	Last Name	Doctor				
0	digs,taye	AbleVets Test Group One	NPI		Account Type	~		
۲	Doctor, A. Heart	Valley Provider Group	Email	doctor@testmail.com				
0	Doe,Jane	LHS - VACO Test	Phone	(555) 123-1234				
0	Doe,Joe	Vadim's Test Group 2	User Name	doctor@testmail.com				- 1
0	Doe,John	Ablevet Test Groups One	Password	Reset Password				
0	dsfs ind	AbleVets Test Group	Allow Access to Data Types		DoD VLER			
	Create	New Provider	Assigned Patients + Assign New Patient Unassign	n Selected Patients				
			Patient Name Assignm	ent Type Consult No Consult Na	me Consult Provi Co	onsult Status View Start Da	te View End Date History Start Date CV Usage	~
							Delete Provider Save	Cancel
_								

Figure 27: CCP Password Reset

3.3.4. Assigning and Unassigning Patients

Once the CCP's account has been created, VA Staff can assign them patients. Follow the steps outlined in <u>Creating Provider Accounts</u>.

0

NOTE: If you chose **Assign Patients** immediately after creating the provider, the **Search** pane is prepopulated with that provider's profile information, and no search is necessary.

1. Click the Manage Provider (CCP)/Patient Assignment link in the CCPM widget

- 2. Enter the provider's name in the field to the left of the **Search** button within the **Search Providers** pane (Figure 28)
- 3. Click Search

Community Solution Provider Portal		🛇 System Status 🔹 KLEINFELT,FELICIA 🌞 🕐 🖡
Search Providers Facilities	Manage Providers	×
(V1 994 IPOTEST4 [IPO4]) Browse	Provider Group Browse	^
U.S. S.	Network(s) Other Browse	
	Other Network Required	
d Search	Specialty Cardiology	
Provider Name Provider Group	First Name A. Heart	
O Dey,Ruma SD_Group	Last Name Doctor	
O digs,taye AbleVets Test Group One	NPI Optional Account Type	
Doctor,A. Heart Valley Provider Group	Email doctor@testmail.com	
O Doe,Jane LHS - VACO Test	Phone (555) 123-1234	
O Doe, Joe Vadim's Test Group 2	User Name doctor@testmail.com	
O Doe,John Ablevet Test Groups One	Password Reset Password	
dsfs ind AbleVets Test Group	Allow Access to Data Types	
Create New Provider	Assigned Patients + Assign New Patient Unassign Selected Patients Patient Name Assignment Type Consult No Consult Name Consult Provi Consult Status View Start D	ate View End Date History Start Date CV Usage

Figure 28: Search Providers Pane

i NOTE: The task of deleting a provider is performed by CV Portal Administrators in this release. VA Staff users cannot see the **Delete Provider** button. Instead, they must contact a CV Portal Administrator to request that a provider be deleted.

- 4. Select the provider from the list of results
 - a. The Manage Providers pane opens with the provider's information
- 5. Click the <u>+ Assign New Patient</u> link (highlighted in Figure 29)
 - a. The Patient Search dialog opens

Provider Group	Valley Provider G	Browse	
Network(s)	Other	Browse	
Other Network	Required		
Specialty	Cardiology		
First Name	A. Heart		
Last Name	Doctor		
NPI	Optional	Account Type	
Email	doctor@testmail.c	com	
Phone	(555) 123-1234		
User Name	doctor@testmail.	com	
Password	Reset Password		
Allow Access to Data Types	VA DoD	VA VLER DoD VLER	

Figure 29: Manage Providers Fields Detail

- 6. Enter the patient name in the blank field at the top of the Patient Search dialog (Figure 30)
- 7. Select the **My Site** or **Enterprise** search option and enter the search criteria (Please refer to <u>Searching Patients</u> for details)

		Figure 30	: Patient Sea	arch Dialog B		
Patient Search My Site O	Enterprise	Search				×
Patient Nam	ne SS					
View Start Date	10/24/2017	#	View End Date	01/24/2018	節	
History Start Date	07/24/2017	Ê			Assign	Cancel

Figure 30: Patient Search Dialog Box

8. Click Search

Community Viewer 2.9 User Guide for VA Staff

- 9. Select a patient from the search results list
- 10. Select the **Assignment Type** from the dropdown: 30 Day Wait, Consult, Distance-Eligible (40 mile), or Episode of Care
 - a. If *Consult* is specified, select one consult record from the list for the selected patient; the consult status must be *Active or Scheduled* for the consult to appear in the list
- **11.** If desired, adjust the default **View Start Date**, **View End Date**, and **History Start Date** fields to restrict the data seen by the CCP (See <u>Setting Record Display Limits</u>.)

12. Click Assign

- 13. A notification is generated and sent to the CCP
 - a. Review the message and edit as needed

14. Click Send Email

CV uses the following rules to manage patient assignments:

- A specific Veteran may be assigned to multiple CCPs
- A Veteran may be assigned to more than one CCP for the following Assignment Types:
 - 30 Day Wait
 - Distance Eligible
 - Episode of Care
- A specific Veteran/consult combination may only be assigned to a single CCP

	Veteran John Davis has multiple active referrals to be assigned:								
Referral 1	30 Day Wait for Dental	Assign to CCP A	A Veteran may have multiple,						
Referral 2	30 Day Wait for Podiatry	Assign to CCP B	active assignments for an Assignment Type						
Referral 3	30 Day Wait for Podiatry	Assign to CCP C	Assignment Type						
Referral 4	Episode of Care for Optometry	Assign to CCP D							
Referral 5	Consult for Cardiology	Assign to CCP E	This specific consult can only be assigned to one CCP at a time						
Referral 6	Consult for Chiropractic	Assign to CCP F	This specific consult can only be assigned to one CCP at a time						

 Table 2: Assignment Rules Examples

When it is necessary to unassign patient(s) from a CCP:

- Repeat steps 1–4 from the CCPM widget or select the Edit link from the Manage CCP Groups pane (Figure 21) to navigate to the Manage Providers pane
- 2. Click the <u>Unassign Selected Patients</u> link (highlighted in Figure 29)

3.3.5. Setting Record Display Limits

Users 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 the patient 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
 - If the history start date is set to 01/01/2012, for example, the CCP has access to the patient's records from available VA facilities from 2012 to present

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

- 1. Click the **Calendar** icon in next to the **View Start Date** and the **View End Date** fields
- 2. Select the start and end dates (Figure 31)
- 3. Alternatively, click the Calendar icon mext to the History Start Date
- 4. Select a date
- 5. Click Assign

Patie	nt Search											×
• M	y Site	Enter	prise				Assi	gnment Type	30 Da	y Wait		~
IPO				5	Search	۱						
	Patient Name	e		SSN								
۲	IPOAADLAN A 10/23/1944	ID,THA	ADDE	XXX-X	x-6540	^						
0	IPOAA SEN, 04/29/1952	LUCIA	A	xxxx-x	x-3472	-						
0	IPOABOOD, EUGENE 11/03/1948	<	Oc	t	2	017	~	>				
0	IPOABUD,B	Su 1	Mo 2	Tu 3	We 4	Th 5	Fr 6	Sa 7				
0	IPOACEVED		9	10	11	12	13	14				
	DEAN 09/11/1946	15	16	17	18	19	20	21				
$\widehat{}$		22	23	24	25	26	27	28				
<		29	30	31								
View	Start Date	10/24	4/201	17			Ê	View End	Date	01/24/2018	Ê	
Histo	ry Start Date	07/24	4/201	7			Ê]			Assign	Cancel

Figure 31: Data Access Controls

4. Widgets: What Community Providers See

Once the CCP has been granted access to CV, they can see their assigned patient's VA health information on the **Patient Portal**. Patient data is presented through widgets (Figure 32), each displaying data specific to an administrative or clinical domain. A summary of the patient's demographics (personal data) appears in the upper left section of the **Patient Portal**. The **Pain Management** widget is a static widget permanently positioned to the right of the **Demographics** widget are static widgets that cannot be removed from the **Patient Portal** or moved to a different position. The **Encounter, Results, Medications, Documents, Consults**, and **Immunization** tabs provide unique widget layouts.

	ND,THADDEUSA Encounters × Res	ults 🗙 Medications	× Documer	nts x Consults x	Immunizations ×	+					
		-									
 IPO4 	© IPO5		Pain Managen	nent (1)		T 0 0 C II	Encounters (29)				0 ÷ C 🗆 X
IPOAAD	LAND, THADDEUS A	Alert	Outpatient Med	Ications Inpatient Medications	Progress Notes		Date 🗸		Provider	Diagnosis	Site
	HAMPTON CT SSN: 101936540		Last Fill	Drug Name State	us Expires	Site	Jun 05, 2017 11: C Details Note	ATT ANTICOAG	KOTHA, SREVA.	PAMILY HISTO	• :PO4
	NS, COLORADO Age: 73 DOB: 23 Oct 1944			PRIMIDONE 50MG TAB EXPI	ner hendersten	 IP03 	Sep 08, 2016 18 0 Details Note	HY CHEYENN	BLACKSTAD,G	HEMORRHAGI	IPO4
SC Percent 4							Sep 08, 2016 16 C	HY CHEYENN	BLACKSTAD,G	SARCOIDOSIS	• IPO4
PCM Name S PCM Date: D PCM Team T							Jul 28, 2016 12:58 C Details Note	HY CHEYENN	TTS,NURSE TUI		 IPO4
							Jun 07, 2016 13: C Details Note	HY ANTICOAG	ROBERTS, JERI	ACUTE CHAGA	IPO4
		Insurance					Jun 06, 2016 12: C Details Note	HY CPL GENE	ROBERTS, JERI.		• IPO4
Problem List	t (14)	0 ÷ 0 🗆 X	Displaying 1-1 of 1			More >>	Jun 12, 2015 17: C Details Note	MEDICINE	MYERS, ANGEL.		• IPO4
ICD Onse	et Description Updated Status	Site	-				Jun 12, 2015 13 0 Details Note	HY GI MOINT	BLACKSTAD,G	ORTHOSTATIC	 IPO4
Z83.511	FAMILY HISTORY Jun 05, 2017 ACTIVE	@ IPO4	Progress Not			0 e c II X	Jun 12, 2015 13 0	HY GI MOINT	FOSTER, SHELLI	GASTROINTES	 IPO4
D86.0	SARCOIDOSIS 0 Sep 08, 2016 ACTIVE	@ IPO4	Date 🗸	Document Type/Title	Provider	Site	Details Note		-		
R69.	ILLNESS, UNSPE Feb 10, 2016 ACTIVE	@ IP04	Jun 05, 2017	DIABETES NUTRITION MAP		• IPO4	Jun 12, 2015 13: 0 Details Note	ATT GEMGINE	POSTERCSHELD	OTHER DALTO	• IPO4
24.1	Acute thoracic bac Aug 13, 2013 ACTIVE	9 IPO5	Sep 08, 2016	EYE - RETINA OPTICAL COM		 IPO4 	Jun 11, 2015 09 0 Details Note	HY GI MOINT	BLACKSTAD,G	OTHER VIRAL	IPO4
	Hyperlipidemia (IC Aug 16, 2010 ACTIVE	• IPO4	Sep 08, 2016	10-10 MEDICAL PROGRESS	and the second s	• IPO4	(12)	Displaying 1-25 of	29		More >
272.4			Jul 28, 2016	10-10 MEDICAL PROGRESS		 IPO4 					- HISTOL
	714	More >>	Jun 07, 2016	NURSING ONE ONE ONE OD	00. ROBERTS, JERIL	• IPO4	Lab Orders / Pa	nel Results (7)	т	0 ÷ 2 🗆 >
			Jun 06, 2016	10-10 MEDICAL PROGRESS			Collection Date	V Orde	r / Result	Site	
Displaying 1-14 of))		Jun 14, 2015	RESIDENT DISCHARGE SUM	MM SHAVI, POORNA	• IPO4	Nov 25, 2015	CYTO	PATHOLOGY	• IPO	5
Allergies (10		0 ⊕ C □ X	VUL 14, AV12								
Allergies (10 Date Recorded		Site	Jun 09, 2015	Adverse React/Allergy	HEARN, BOB	IPO4	Nov 24, 2015	CYTO	PATHOLOGY	IPO	4
Allergies (10 Date Recorder Jun 09, 2015	d Allergen A	site e IPQ4	Jun 09, 2015	Adverse React/Alteray Discharge Summary	HEARN, BOB		Nov 24, 2015 Jun 01, 2014		ERIOLOGY		
272.4 Displaying 1-14 of Allergies (10 Date Recorded Jun 09, 2015 Feb 16, 2016 Dec 03, 2014	d Allergen	Site	Jun 09, 2015	and the second se		• IPO4		BACT		091 0 091 0 091 0	5

Figure 32: Widget Display on the Patient Portal

**Primary Care Management (PCM)

All widgets available for display on the Patient Portal are housed in a horizontal tray at the bottom of the page, the **Widget Tray**. When customizing their view of CV, CCPs click the + icon in the lower right corner of the page (Figure 32) to open the **Widget Tray**.

The widgets that are available for display on the Patient Portal are:

- Patient Demographics
- Admissions
- Allergies
- Appointments
- Clinical Reminders
- Consults
- Discharge/Essentris Notes
- Encounters

- Lab Panel Results
- Lab Results
- Outpatient Medications
- Orders
- Pain Management
- Problem List
- Procedures
- Progress Notes

- Immunizations
- Inpatient Medications

- Radiology Exams
- Vitals

4.1. Nondiagnostic Images

Nondiagnostic images are available in JPEG and PDF format from the **Encounters**, **Progress Notes**, and **Radiology Exams** widgets, in addition to the **Progress Notes** tab of the **Pain Management** widget (Figure 33).

Figure 33: Pain Management Widget (Minimized View)–Nondiagnostic Images

Pain Man	agement (2)			τØ	● 2 🛛
Outpatien	nt Medications	Inpatient Me	dications	Progress	Notes
Date	Document Ty	pe/Title	Provider	Image	Site
Jul 03, 2018	CONSENT FOR	R LONG-TER	MCCLAIN,M		IPO4
Jul 02, 2018	CONSENT FOR	R PAIN MAN		0	IPO4
Displaying 1-	-2 of 2				More >>

A **Camera** icon **O** in the **Image** column of a widget in minimized view indicates one or more images are associated with that record (<u>Figure 34</u>). Clicking the **Camera** icon **O** in a supported widget opens the list of images associated with the record. See <u>Figure 36</u> and <u>Figure 37</u>.

Figure 34: Radiology Exams Widget (Minimized View)–Nondiagnostic Images

Date	Exam	Image	Site	
Feb 01, 2018	CHEST 2 VIEWS PA	O	IPO5	
Feb 01, 2018	PELVIS 1 VIEW	Ō	IPO5	
Feb 01, 2018	BONE DENSITY AXI	0	IPO5	
Jan 16, 2018	ACROMIOCLAVICU	0	IPO4	
Jan 16, 2018	NON-INVAS.,LOW E		IPO4	
Jan 16, 2018	ULTRASOUND ABD		IPO4	
Displaying 1-6 of 6				More >>

Clicking the <u>Click Image to Open Viewer</u> link in the Detail view (<u>Figure 35</u>) of a widget opens the list of images associated with that record.

Radiology Exams Detail ~ • IPO5 CHES	T 2 VIEWS PA&LA	л † _ 🗆 🗡	(
			1
		Click image to open viewer	
Priority:		Click image to open viewei	
CHEST 2 VIEWS PA&LAT			
Exm Date: FEB 01, 2018@13:01			1
Req Phys: PETERSON, BILL	Pat Loc:	W4U/04-23-2018@11:32	
	Img Loc:	NHM/X-RAY	
	Service:	PSYCHIATRY	
1)	

Figure 35: Radiology Exams Detail–Nondiagnostic Images

Figure 36: Single Encounter Nondiagnostic Image



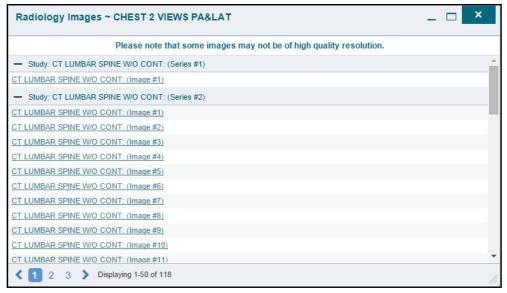


Figure 37: Multiple Radiology Nondiagnostic Images

If an image is temporarily unavailable, users see a *"System is unable to retrieve images at this time"* message (Figure 38).

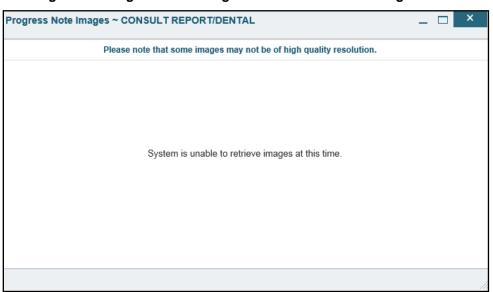


Figure 38: Progress Note Images–Unable to Retrieve Images Error

5. Troubleshooting

5.1. Login Page Errors

Access to CV is limited to registered, authorized users. CV validates user access against information retrieved from your smart card. If you are experiencing trouble logging in to CV, please review Table 3 before contacting the ESD.

Error Message	Resolution Steps		
Access denied. You are not an authorized user.	 WHY? There is a PIV card processing problem; the wrong security or an invalid security certificate was selected; or you are not an authorized user. FIX IT: 1) Close the browser window 2) Reinsert your PIV card and relaunch CV 		
	 3) Select a certificate that is not expired and specifies: "<i>Issued by: Veterans Affairs CA B1</i>" 4) If this is unsuccessful, contact the ESD 		
Could not save User Profile	 WHY? The error occurred during PIV authentication for VA users. It is typically a PIV card processing problem, or the wrong security certificate was chosen. FIX IT: 1) Close your browser window 2) Reinsert your PIV card and relaunch CV 3) Select a certificate that is not expired and specifies: "<i>Issued by: Veterans Affairs CA B1</i>" 4) If this is unsuccessful, close all open IE windows/tabs, then open IE and 		
Not a valid ACCESS/VERIFY CODE pair	try CV again WHY? 1) CV could not match your Access and Verify codes to the Site selected in the dropdown or VA; or 2) A username and password were entered instead of Access/Verify codes. FIX IT:		
	 Veterans Health Administration (VHA) users must select the parent VistA host site for their facility Reenter your Access and Verify codes (Computerized Patient Record System (CPRS) or VistA codes for VHA users) 		
Page cannot be displayed	 WHY? The CV URL requires certain IE settings. FIX IT: 1) Click the Tools menu (press ALT-X) in IE 		
	 Click the Fools ment (press ALT-X) mile Select Internet Options When the dialog opens, select the Advanced tab Scroll down in the list until you see the Secure Socket Layer (SSL) 2.0 setting, and ensure it is NOT checked Ensure that Transport Layer Security (TLS) 1.0, 1.1, and 1.2 ARE checked Click OK to close the dialog box, then relaunch CV (The page should load) 		

Table 3. Login	Page	Frror	ADESSOM	Troubleshooting
Table 5. Login	гауе	EIIOI	INIESSAYE	rioubleshooting

Error Message	Resolution Steps	
Smart Card required	 WHY? Your Smart Card was not read by Windows Security and CV before opening the CV URL. FIX IT: 1) Close all browser sessions/browser-based applications 2) Reinsert PIV 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	 WHY? Your CPRS VERIFY CODE has expired. FIX IT: 1) Open CPRS or VistA a) If prompted for a PIV card certificate by CPRS, click Cancel 2) Select the Change Verify Code checkbox on the sign-on dialog before clicking OK 3) You are prompted to create a new Verify code 4) Once your Verify code is changed for CPRS, CV recognizes the new code immediately 	

5.1.1. Patient Search Errors

The following error messages may appear when you are searching for a patient in the **CCPM** widget. If you are experiencing errors while searching for patients, please review <u>Table 4</u> before contacting the ESD.

Error Message	Resolution Steps
An invalid search criteria was entered. Please enter at least 2 characters.	<i>WHY?</i> You entered an invalid patient name. <i>FIX IT:</i> Please try your search again.
	When searching by patient name, enter at least two characters of the patient's first and last name. Search results display the closest match to the characters entered in the format of [last name], [first name].
An invalid SSN format	WHY? You entered an invalid SSN.
was entered. Please	FIX IT: Please try your search again.
enter a 9-digit SSN.	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	WHY? You entered an invalid patient name or SSN.
format was entered.	FIX IT: Please try your search again.
Please enter the first letter of the last name followed by the last 4- digits of the SSN.	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.	WHY? This error may display when invalid patient identifiers were entered, or an error occurred at the service layer or with an external system.
Please try your search again.	FIX IT: Please try your search again.

Table 4: Patient Search Error Messages and Resolution Steps

6. Acronyms and Abbreviations

<u>Table 5</u> lists the acronyms and abbreviations used throughout this document and their descriptions.

Acronym	Description
ССР	Community Care Provider
ССРМ	Community Care Provider Management
CPRS	Computerized Patient Record System
CV	Community Viewer
ESD	Enterprise Service Desk
GUI	Graphical User Interface
ID	Identification
IE	Internet Explorer
MVI	Master Veteran Index
ΟΙΤ	Office of Information and Technology
РСМ	Primary Care Management
PIN	Personal Identification Number
PIV	Personal Identification Verification
SSL	Secure Socket Layer
SSN	Social Security Number
TLS	Transport Layer Security
UI	User Interface
URL	Uniform Resource Locator
VA	Department of Veterans Affairs
VDS	VistA Data Service
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture

Table 5: Acronyms and Abbreviations