

# **Joint Legacy Viewer (JLV) 2.7.2**

## **User Guide**



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## Revision History

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## Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the user guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it is updated as needed. A user guide is a technical communication document intended to give assistance to people using a system, such as Veterans Health Information Systems and Technology Architecture (VistA) end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. It is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The user guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

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# 1. Introduction

Born from a joint Department of Defense (DoD)–Department of Veterans Affairs (VA) venture called JANUS, Joint Legacy Viewer (JLV) was directed by the Secretary of the VA and the Secretary of Defense in early 2013 to further support interoperability between the two departments. JLV is a centrally hosted, Java-based web application managed as a single code baseline and deployed in separate DoD and VA environments. Its browser-based, graphical user interface (GUI) provides an integrated, read-only view of Electronic Health Record (EHR) data from the VA, DoD, and Veterans Health Information Exchange (VHIE) community partners, within a single application.

JLV eliminates the need for VA and DoD clinicians to access disparate viewers. The GUI retrieves clinical data from several native data sources and systems, then presents it to the user via widgets, each corresponding to a clinical data domain.

Users can create and personalize tabs, drag and drop widgets onto tabs, sort data within a widget’s columns, set date filters, and expand a widget for a detailed view of patient information. Within each widget, a circular, blue icon indicates the data retrieved is from a VA source; a square, orange icon indicates that the data retrieved is from a DoD source; and a hexagonal, purple icon indicates data that the data retrieved is from VA VHIE partners.

This document is intended for VA JLV users supporting the:

- Veterans Health Administration (VHA)
- Veterans Benefits Administration (VBA)

[Table 1](#) describes authorized JLV users and their responsibilities.

**Table 1: JLV User Profiles**

User	Description and Responsibilities
<b>Compensation and Pension Record Interchange (CAPRI)-Claims</b>	VA administrative staff who access patient EHRs to assist in VBA processes
<b>VHA</b>	VA clinicians and administrative staff who access patient EHRs to assist in providing health care services
<b>DoD Clinician</b>	DoD clinicians who access patient EHRs

## 1.1. Purpose of the Guide

The purpose of the user guide is to familiarize VA users with the important features and navigational elements of JLV.

The major features of the JLV GUI include:

- Access to patient data (through widgets)
- Patient context management
- User-restricted access (Break the Glass)
- Use of the Report Builder
- Option to use the accessible (508-compliant) interface

### 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** and *italicized* text
- The information symbol  calls the reader's attention to additional information

### 1.1.2. Terminology

The following standard terms are used throughout this guide:

- **Patient Portal:** The page that displays patient data through widgets
- **Provider Portal:** The landing page, or default view, of JLV that appears after logging in to the application that displays widgets and the tools that enable quick access to basic features
- **Tab:** A component of the JLV interface that displays the **Patient** and **Provider** portals and presents user-customized views of widgets
- **Widget:** A component of the JLV 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 pages that provides access to all widgets available for placement on the portal pages

## 1.2. Assumptions

The user guide is written from the perspective of VA users, assuming the following:

- 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 JLV **Login** page, a system username, and the required Access and Verify codes
- You are using the functionality of JLV to support VHA and/or VBA workflows

## 1.3. System Requirements

JLV is optimized for use with the VA standard browser, Internet Explorer (IE) version 11. It is recommended that JLV is viewed using:

- A monitor set to a minimum screen resolution of 1024 x 768
- The approved browser, with the browser's zoom percentage set to 100%

JLV must be accessed through IE. Other web browsers may function but are not certified for support. It is also recommended that Adobe Reader be installed on your system.

## 1.4. Getting Help

Please see online help for how-to information within JLV. Please visit [JLV Resources](#) for access to JLV training videos and additional JLV training materials.

Prior to contacting the Enterprise Service Desk (ESD) for support ([Table 2](#)), please refer to [Logging in to JLV](#) for detailed information about how to access JLV and to [Troubleshooting](#) for suggested resolution steps and troubleshooting information.

If you are an authorized user having trouble logging in to JLV or experiencing other application issues, please contact the ESD via telephone or by using the YourIT self-service portal for assistance.

**Table 2: ESD Contact Information**



**IT Enterprise Service Desk**

Phone: 855-673-4357

YourIT Self-Service Portal: <https://yourIT.va.gov>

If you are unable to retrieve community partner documents for a patient, please contact your local VHIE Coordinator. If you need assistance identifying your local contact, please e-mail [VHIECommunityEngagement@va.gov](mailto:VHIECommunityEngagement@va.gov).

## 2. Logging in to JLV

Users who have access to the Computerized Patient Record System (CPRS) or CAPRI are automatically authorized to use JLV.

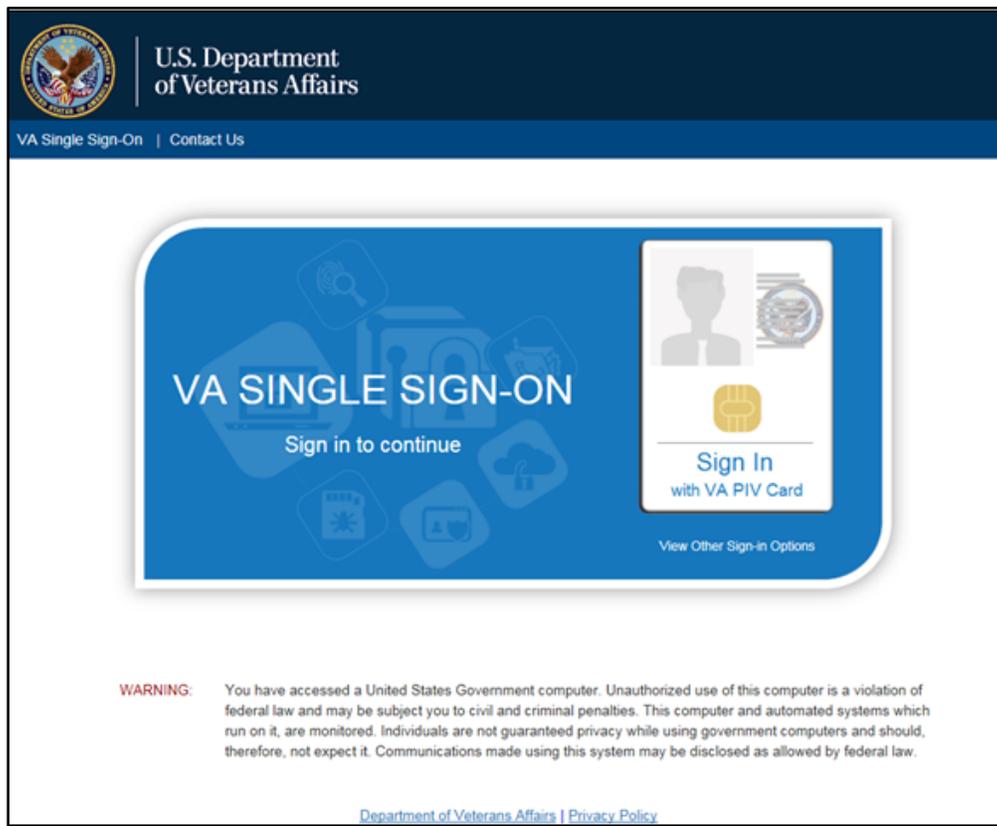
**i** **NOTE:** There is no functionality available to change a user identification (ID) and password in JLV. See [Troubleshooting](#) for information about login errors, Access code errors, or Verify code errors.

### 2.1. VHA User Login

These login steps apply to VHA users accessing JLV through a URL.

1. Enter the JLV URL (<https://jlv.med.va.gov/JLV>) into the address bar of your Internet browser
  - a. If using CPRS, select the **JLV** button
2. All users are redirected to the **VA Single Sign-On Internal (SSOi)** page ([Figure 1](#))
  - a. Click the **Sign in with VA Personal Identity Verification (PIV) Card** graphic
  - b. Select the CA B1 certificate, and click **OK**
  - c. Enter your Personal Identification Number (PIN), and click **OK**

Figure 1: SSOi Page for VA Users



3. Once authenticated by the SSOi system, you are redirected to JLV
4. Read the important user consent information regarding access to a Government information system, and click **I Accept**
5. If you have adaptive technology installed, you can check the **Accessibility Mode** option in the top-right corner, above the JLV **Login** page fields
  - a. If selected, JLV opens and displays the application in the 508-compliant Accessible User Interface (UI) theme (See [Using the Accessible Theme's Functionality](#) for detailed information)
6. Enter your VA login credentials:
  - a. Enter your CPRS (VistA) Access Code
  - b. Enter your CPRS (VistA) Verify Code
  - c. Select VA from the **Agency** field
  - d. Select your VA Medical Center or regional Health Care System from the Site field
7. Click **Login**

## 2.2. CAPRI-Claims User Login

The following instructions apply to CAPRI-Claims users accessing JLV.

1. Enter the URL into the address bar of your Internet browser (<https://jlv.med.va.gov/JLV>)
  - a. If using CAPRI, select the **Joint Legacy Viewer** tab
2. All VA users are redirected to the **VA SSOi** page ([Figure 1](#))
  - a. Click the **Sign in with VA PIV Card** graphic
  - b. Select the CA B1 certificate, and click **OK**
  - c. Enter your PIN, and click **OK**
3. Once authenticated by the SSOi system, you are redirected to JLV
4. Read the important user consent information regarding access to a Government information system, and click **I Accept**
5. If desired, check the **Accessibility Mode** option in the top-right corner, above the JLV **Login** page fields
  - a. If selected, JLV opens and displays the application in the 508-compliant Accessible UI theme (See [Using the Accessible Theme's Functionality](#) for detailed information)
6. Enter your login credentials:
  - a. Enter your CAPRI Access Code
  - b. Enter your CAPRI Verify Code
  - c. Select VA from the **Agency** field
  - d. Select CAPRI-Claims from the **Site** dropdown list
7. Click **Login**

**i** **NOTE:** Users with any CAPRI patient selection restrictions must use the **Joint Legacy Viewer** tab in CAPRI to access JLV.

## 2.3. Editing Your User Profile at Login

One method of setting application configuration options (customizing) is by using the **Edit Profile** link ([Figure 2](#)) to access the user profile fields through the JLV **Login** page ([Figure 3](#)). User profile options can also be set within JLV. See [Customizing JLV](#).

**i** **NOTE:** The selected options are saved to your user profile by clicking **Save and Login** and remain set for all subsequent JLV sessions until you change them.

Figure 2: Edit Profile Link on the JLV Login Page

The screenshot shows the JLV Login Page with the following elements:

- Logo: **Joint Legacy Viewer** powered by *Janus*
- Accessibility Mode:
- VistA Access Code:
- VistA Verify Code:
- Agency:   Site:
- Edit Profile** (highlighted in yellow)
- Login:
- Announcements: System going down for ALL 2 [More](#)
- System Status:  JLV data sources available.
- [JLV Help](#)

Figure 3: User Profile Data Source and User Interface Option Fields

The screenshot shows the User Profile Data Source and User Interface Option Fields with the following elements:

- Accessibility Mode:
- VistA Access Code:
- VistA Verify Code:
- Agency:   Site:
- Data Source(s): One primary source is required.
  - VA - Veteran Affairs
  - DoD - Department of Defense
- User Interface Theme:
  - Blue (Default)
  - Green
  - Dark Gray
  - Gray
  - Accessible
- 
- [JLV Help](#)

Selecting a data source allows you to configure whether you see VA data, DoD data, or both. One primary data source is required. The **Data Source** choices appear below the **Agency** and **Site** fields, as seen in [Figure 3](#). Refer to [Setting the Data Source](#) for more information

Selecting a UI theme sets the font color and foreground/background colors of the JLV GUI for the widgets, toolbars, and dialog boxes. Theme color options are Blue (Default), Green, Dark Gray, Gray, and Accessible (508-compliant). The UI theme choices appear below **Data Source** choices, as seen in [Figure 3](#). Refer to [Setting the UI Theme](#) for more information.

- i** **NOTE:** The **Accessible** theme provides larger fonts, enhanced tab and keystroke functionality, and screen reader compatibility, compliant with Federal accessibility requirements and Section 508 standards. Refer to [Using the Accessible Theme's Functionality](#) for more information.

## 2.4. Logging Out of the Current JLV Session

Click the **Log Out** icon  (highlighted in [Figure 4](#)) at any time to end the current session, exit JLV, and close all JLV tabs and windows.

Figure 4: JLV Log Out Icon



- i** **NOTE:** Closing the browser window does not close all other JLV tabs and windows.

A JLV session ends automatically after 30 minutes of inactivity. Actions in JLV that are considered activity are changing patients, refreshing widgets, opening or closing widgets, adding or removing widgets from the portal pages, and adjusting date ranges. You receive a warning that the current session is about to terminate after 25 minutes of inactivity. Automatic termination of a session logs you out of the application, closes all JLV tabs and windows, and displays the **Logout** page. Close and reopen the browser and return to the JLV **Login** page to initiate a new JLV session.

If SSOi is enabled, you are redirected to the **VA Single Single-On Logout** page.

## 3. The Elements and Functionality of JLV

### 3.1. The JLV Portal Pages

After a successful log in, your username is shown in the upper right corner of the application, and the JLV portal pages are displayed. The JLV portal pages are:

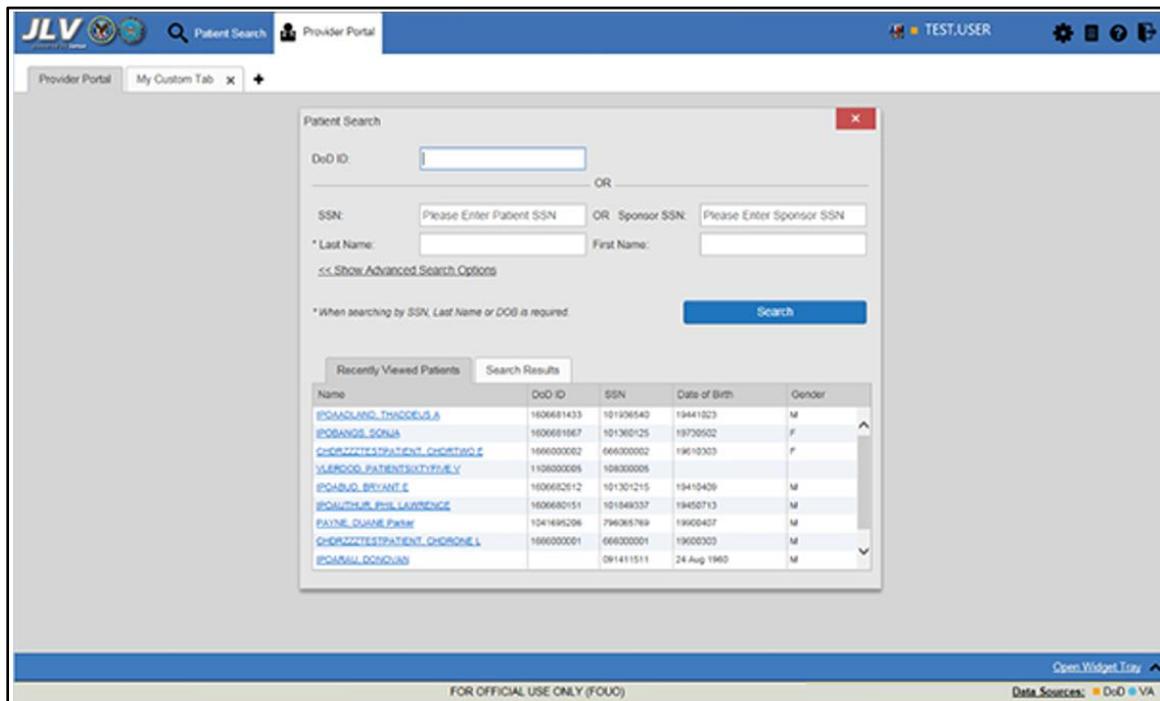
- The **Patient Portal** 
- The **Provider Portal** 

### 3.1.1. Default View

Upon log in, you see the **Provider Portal** . The portal displays the **Patient Search** dialog box by default.

 **NOTE:** CPRS users who select a patient within CPRS, then launch JLV are taken directly to the JLV **Patient Portal** , where the records for the patient selected in CPRS are displayed.

Figure 5: Default View



The **Patient Portal** displays a selected patient's clinical records and other patient-centric information.

New JLV users see a preconfigured, default widget layout on the **Patient Portal**  when a patient is selected. The default layout includes the **Allergies**, **Problem List**, **Documents**, **Outpatient Medications**, and **Lab Results** widgets, as well as the **Patient Flags and Postings** widget, if applicable.

 **NOTE:** You can configure the layout of widgets on the **Patient Portal** and create multiple widget tabs, as described in [Customizing JLV](#) and in [Accessing and Opening Widgets](#). Customizations are saved to your user profile and remain until manually changed.

### 3.1.2. System Menu

Each portal page has a toolbar in the top-right corner of either portal page (highlighted in [Figure 6](#)) that enables quick access to the following features:

- **Configuration Options:** Click the **Settings** icon  to set user preferences, including the UI theme (Refer to [Customizing JLV](#))
- **Report Builder:** Click the **Report Builder** icon  to create custom reports (Refer to [Using Report Builder](#))
- **Access Online Help:** Click the **Help** icon  to open online help
- **Log Out of JLV:** Click the **Log Out** icon  to log out and close the current JLV session (Refer to [Logging Out of the Current JLV Session](#))

Figure 6: JLV Tools on the Portal Pages



The following functions can be completed from the portal pages (highlighted in [Figure 7](#)):

- Perform a **Patient Search** 
- Switch between the **Patient Portal**  and the **Provider Portal** 
- View the system status 
- View Context Management status 
- Open the widget tray **Open Widget Tray**  (lower right corner of the portal pages)

Figure 7: More JLV Functionality



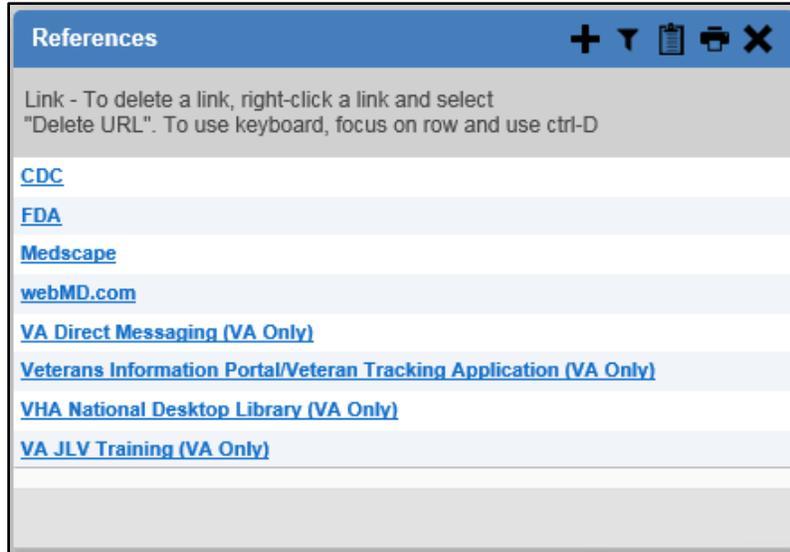
Switching from the **Patient Portal**  to the **Provider Portal**  closes all associated patient tabs and windows to prevent confusion between patient records.

### 3.1.3. References Widget

The **References** widget ([Figure 8](#)) displays hyperlinked references to online resources. Click the **Open Widget Tray** link (or click the up arrow) in the lower right corner of the **Provider Portal**  to view the widget tray. Click and drag the References widget from the tray up to the portal screen and position where desired. Click a reference link to access the associated website. Click the **Add** icon + to add a new reference link.

Only the reference links you add can be deleted. Right-click the link and select **Delete URL** to delete a reference link. You cannot delete reference links included in the default widget configuration.

**Figure 8: References Widget**



### 3.1.4. Viewing System Status

The system status reports the condition of the JLV application. If there is a system status alert, the warning icon  is displayed to the left of your username. Hovering over **System Status** provides additional information.

-  **NOTE:** The System Status reports the overall condition of the JLV application, while the Connection Status reports the condition of the connection between JLV and its external resources. See [Viewing Connection Status](#) for more information.

JLV displays the system status on the **Login** page, below the user credential fields.

- When all monitored systems and services are online and connected, a green icon  appears next to the status message, “*JLV data sources are available*”
- When one or more of the monitored systems or services is offline or unavailable, a yellow warning icon  appears next to the status message, “*Services are not available to JLV*”
- When JLV is unavailable, a red icon  appears next to the message, “*System status is unavailable*”
  - You may not be able to log in to JLV or view patient data until the connection is restored

These warnings may be accompanied by one or more of the notices listed in [Table 3](#), depending on which services are unavailable.

**Table 3: System Status Notices by Service**

Service	Notice
jMeadows	<b><i>“The service that gathers patient data and prepares it for display in JLV is unavailable. JLV is available for login but may not function otherwise.”</i></b>
MVI	<b><i>“VA Patient Identity Service is unavailable. Patient search may not be available, and VA and community partner data may not display.”</i></b>
PDWS	<b><i>“DoD Patient Identity Service is unavailable. Patient search may not be available and DoD data may not display.”</i></b>
Relay Service	<b><i>“The connection to DoD is unavailable. DoD patient records of all types from all sites may not display.”</i></b>
VDS	<b><i>“The connection to VA sites is unavailable. VA patient records of all types from all sites may not display.”</i></b>

[Figure 9](#) shows a system status message on the **Login** page, and [Figure 10](#) shows the **System Status** hover text on the toolbar in the upper right corner of the application.

**Figure 9: System Status on the JLV Login Page**

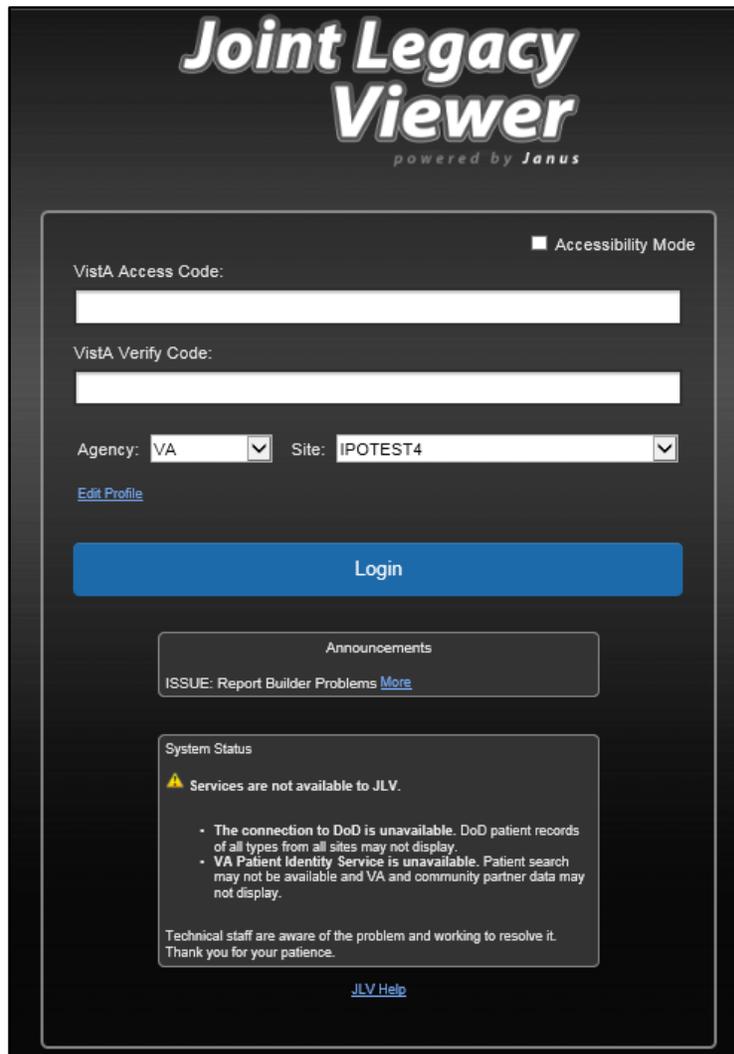
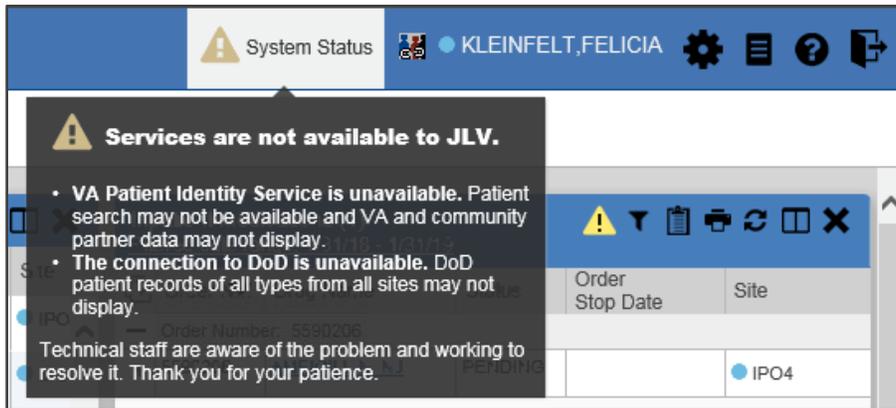


Figure 10: System Status on the JLV Toolbar



### 3.1.5. Patient Context Management

Clinical Context Management (CCOW) is a way for applications to synchronize the display of clinical context, based on the Health Level 7 (HL7) CCOW standard. If CCOW-compliant applications are sharing context and one of the applications changes the data display to a different patient, the other applications switch to display that same patient.

JLV is context management-enabled. When context is enabled, a patient change made in one context-enabled application (i.e., CPRS) triggers the same change in JLV. The same effect is shown vice versa; that is, when a patient is selected in JLV, it triggers a patient change in other context-enabled applications.

Context management is enabled by default, and JLV attempts to connect to the context vault upon a valid login. The context status appears in the top-right corner of the portal pages. When context is established, the **Context On** icon  is shown. When context is suspended, the **Context Suspended** icon  is shown.

[Figure 11](#) shows the context indicator location on a JLV portal page. Context is suspended in this example.

Figure 11: Context Indicator



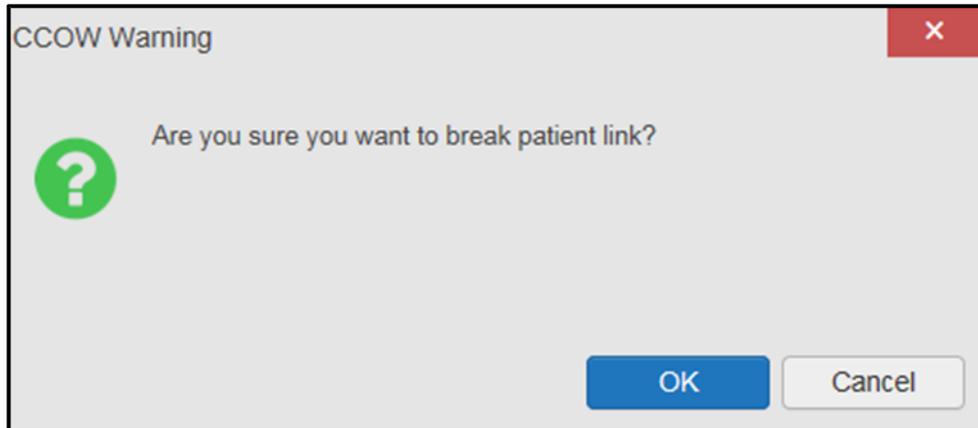
#### 3.1.5.1. Suspending Context

Context can be manually suspended.

1. Click the **Context On** icon 
2. The CCOW warning message, “Are you sure you want to break patient link?” appears ([Figure 12](#))
3. Click **Yes** to continue

Once context is suspended, the **Context Suspended** icon  is displayed on the portal pages. When context is suspended, patient changes are not reflected in either JLV or other CCOW-enabled applications.

**Figure 12: Suspending Context**



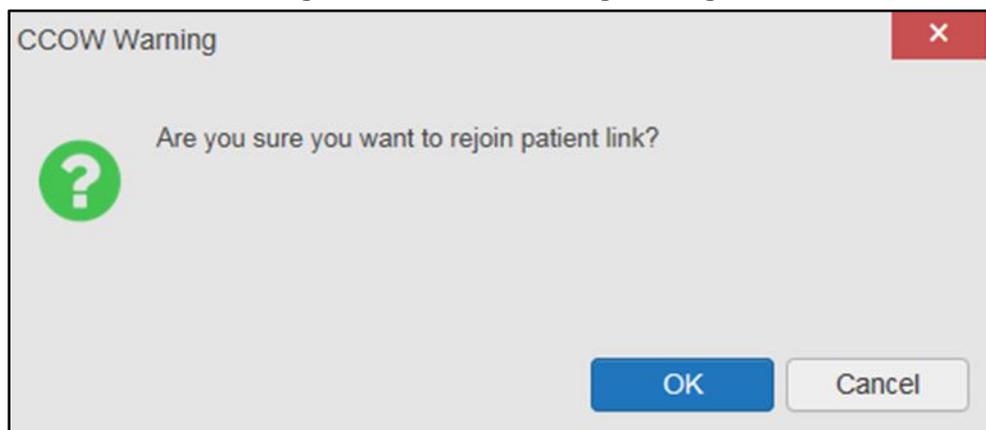
### 3.1.5.2. Establishing Context

When context is suspended, it can be reestablished manually.

1. Click the **Context Suspended** icon 
2. The CCOW warning message, “Are you sure you want to rejoin patient link?” appears ([Figure 13](#))
3. Click **Yes**

Once context is established, the **Context On** icon  is displayed on the portal pages.

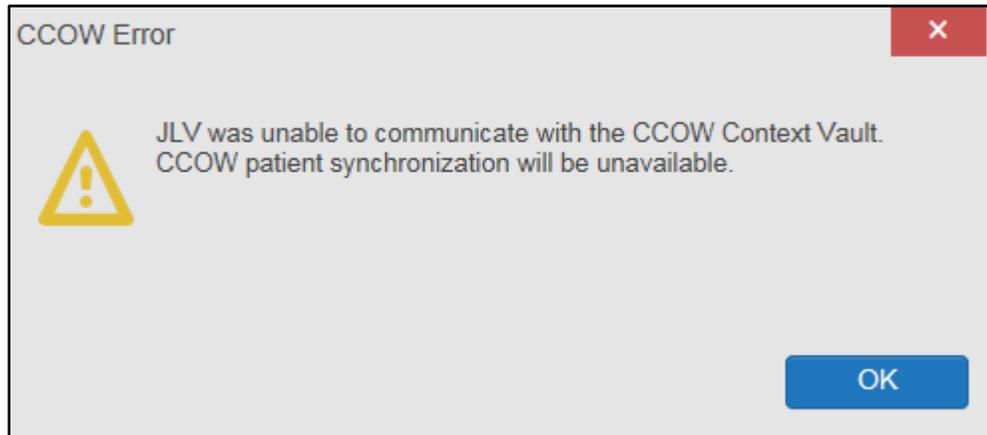
**Figure 13: CCOW Warning Message**



### 3.1.5.3. Unable to Communicate with Vault

If JLV is unable to initiate context management upon log in, you see the CCOW Error message (Figure 14). Click **OK** to continue. The **Context Suspended** icon  is displayed on the portal pages. If the CCOW error persists, contact your local service desk for assistance.

Figure 14: CCOW Error Message



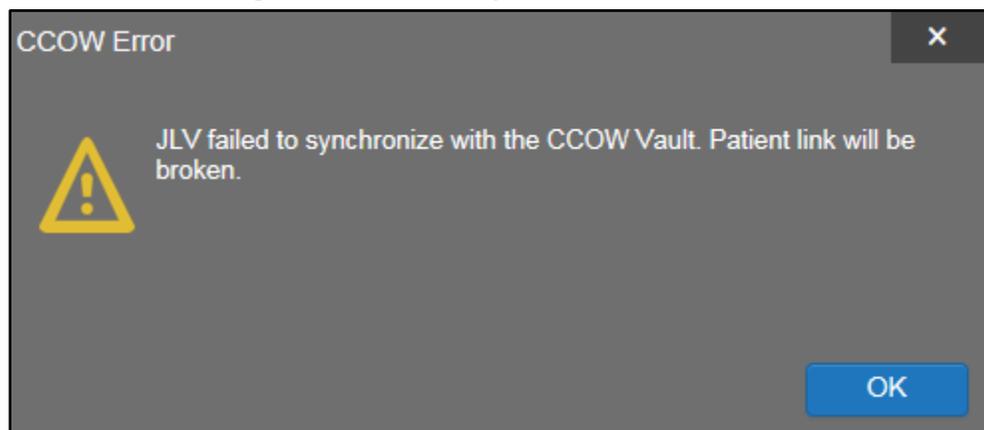
 **NOTE:** This error message will automatically display if you have more than one active JLV session open.

### 3.1.5.4. Context Synchronization Failure

A CCOW Error message is presented if JLV is unable to reestablish context (Figure 15). This indicates context is suspended. Click **OK** to continue. The **Context Suspended** icon  is displayed on the portal pages.

CAPRI-Claims users may encounter the error message (Figure 15) at each log in, as there are usually no CCOW system components installed on their computers.

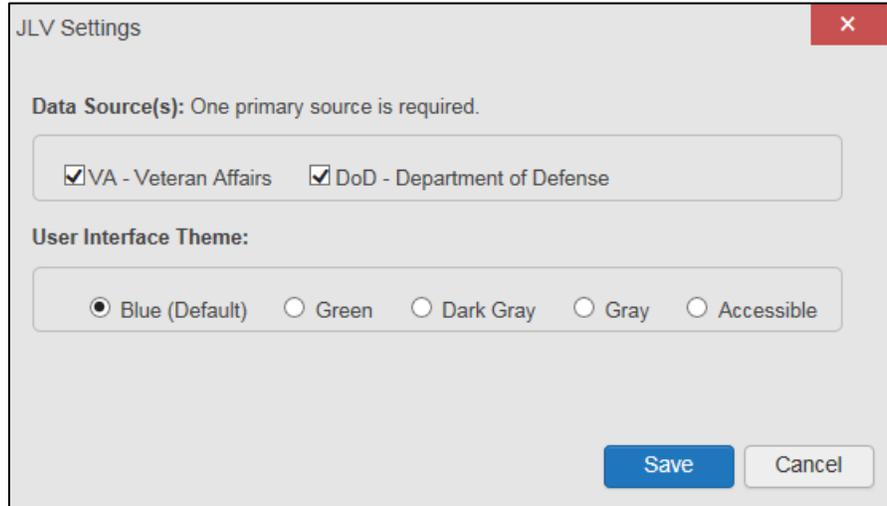
Figure 15: Context Synchronization Failure



## 3.2. Customizing JLV

Configuration options ([Figure 16](#)) can be set within JLV by clicking the **Settings**  icon.

**Figure 16: JLV Settings Dialog Box**



 **NOTE:** Changing the data sources or UI theme will require you to reselect and reload the current patient.

### 3.2.1. Setting the Data Source

The data source setting is part of your user profile. Choosing a data source allows you to configure whether you see VA data, DoD data, or both. A circular, blue icon in the **Data Sources** pane indicates that VA data is enabled; a square, orange icon indicates that DoD data is enabled; and a circular, gray icon indicates either VA or DoD data is disabled ([Figure 17](#)). One primary data source is required. Once selected, the data source selection is stored in your user profile and remains set until changed.

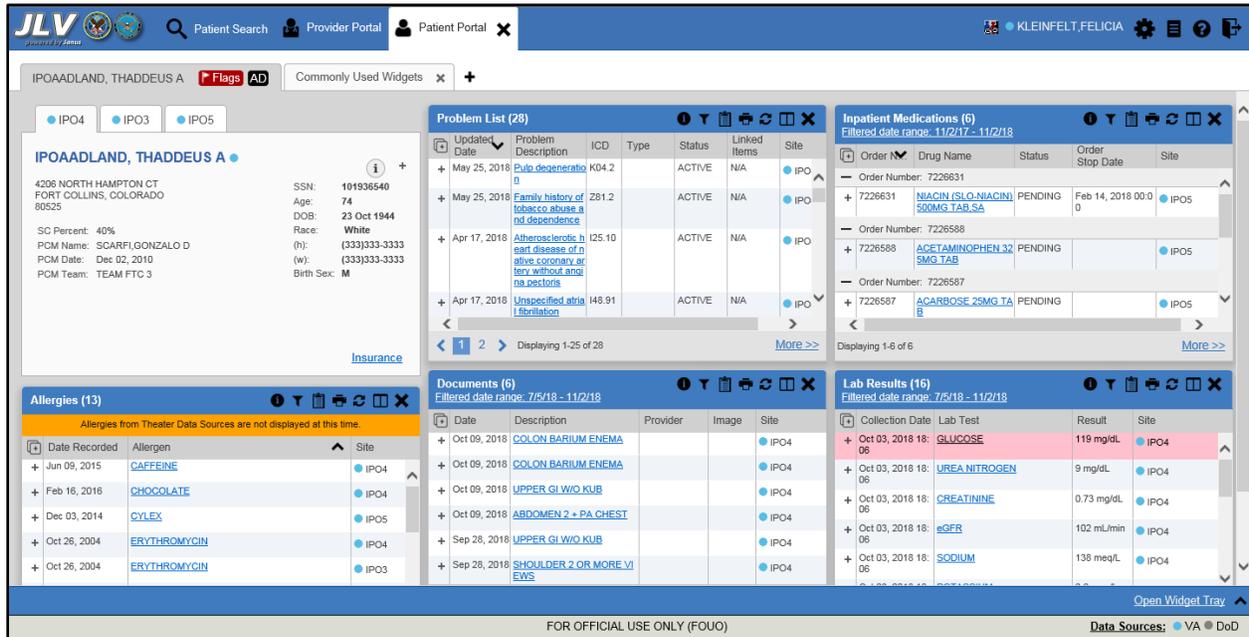
1. Click the **Settings**  icon in the upper right corner of the portal page ([Figure 6](#)) or the **Data Sources** link at the lower right corner of the portal page (see the figures in [Setting the UI Theme](#))
2. The **JLV Settings** dialog box opens ([Figure 16](#))
3. Select the desired data source and click **Save**
4. Alternatively, click **Cancel** to exit the dialog box and restore the previous data source configuration

### 3.2.2. Setting the UI Theme

The UI theme setting is a part of your user profile. Choosing a UI theme sets the font, foreground, and background colors of the widgets, toolbars, and dialog boxes. Once selected, the UI theme is stored in your user profile and remains set until you change it. The available UI themes are Blue (Default), Green, Dark Gray, Gray, and Accessible (508-compliant).

1. Click the **Settings**  icon in the upper right corner of the portal pages ([Figure 6](#))
2. The **JLV Settings** dialog box opens ([Figure 16](#))
3. Select the desired theme and click **Save**
4. Alternatively, click **Cancel** to exit the dialog box and restore the previous theme

**Figure 17: Blue (Default) UI Theme, DoD Data Disabled<sup>1</sup>**



The screenshot displays the JLV patient portal interface for patient IPOAADLAND, THADDEUS A. The interface is organized into several panels:

- Patient Information:**
  - Address: 4206 NORTH HAMPTON CT, FORT COLLINS, COLORADO 80525
  - SSN: 101936540
  - Age: 74
  - DOB: 23 Oct 1944
  - Race: White
  - SC Percent: 40%
  - PCM Name: SCARFI, GONZALO D
  - PCM Date: Dec 02, 2010
  - PCM Team: TEAM FTC 3
  - Birth Sex: M
- Problem List (28):**

Updated Date	Problem Description	ICD	Type	Status	Linked Items	Site
May 25, 2018	Pulv. degeneratio	K04.2		ACTIVE	N/A	IPO4
May 25, 2018	Family history of tobacco abuse and dependence	Z81.2		ACTIVE	N/A	IPO4
Apr 17, 2018	Atherosclerotic heart disease of native coronary artery without angina pectoris	I25.10		ACTIVE	N/A	IPO4
Apr 17, 2018	Unspecified atrial fibrillation	I48.91		ACTIVE	N/A	IPO4
- Inpatient Medications (6):**

Order #	Drug Name	Status	Order Stop Date	Site
7226631	NIACIN (SLO-NIACIN) 50MG TAB 5A	PENDING	Feb 14, 2018 00:00	IPO5
7226588	ACETAMINOPHEN 325MG TAB	PENDING		IPO5
7226587	ACARBOSE 25MG TAB	PENDING		IPO5
- Allergies (13):**

Date Recorded	Allergen	Site
Jun 09, 2015	CAFFEINE	IPO4
Feb 16, 2016	CHOCOLATE	IPO4
Dec 03, 2014	CYLEX	IPO5
Oct 26, 2004	ERYTHROMYCIN	IPO4
Oct 26, 2004	ERYTHROMYCIN	IPO3
- Documents (6):**

Date	Description	Provider	Image	Site
Oct 09, 2018	COLON BARIUM ENEMA			IPO4
Oct 09, 2018	COLON BARIUM ENEMA			IPO4
Oct 09, 2018	UPPER GI W/O KUB			IPO4
Oct 09, 2018	ABDOMEN 2 + PA CHEST			IPO4
Sep 28, 2018	UPPER GI W/O KUB			IPO4
Sep 28, 2018	SHOULDER 2 OR MORE VIEWS			IPO4
- Lab Results (16):**

Collection Date	Lab Test	Result	Site
Oct 03, 2018 18:06	GLUCOSE	119 mg/dL	IPO4
Oct 03, 2018 18:06	UREA NITROGEN	9 mg/dL	IPO4
Oct 03, 2018 18:06	CREATININE	0.73 mg/dL	IPO4
Oct 03, 2018 18:06	eGFR	102 mL/min	IPO4
Oct 03, 2018 18:06	SODIUM	138 meq/L	IPO4

The interface includes a footer with the text "FOR OFFICIAL USE ONLY (FOUO)" and "Data Sources: VA DoD".

<sup>1</sup> Primary Care Management (PCM), Social Security Number (SSN), Date of Birth (DOB)

Figure 18: Dark Gray UI Theme, DoD Data Disabled

FOR OFFICIAL USE ONLY (FOUO) Data Sources: VA DoD

Figure 19: Green UI Theme, DoD Data Disabled

FOR OFFICIAL USE ONLY (FOUO) Data Sources: VA DoD

Figure 20: Gray UI Theme, DoD Data Disabled

The screenshot displays the patient portal interface in a gray theme. At the top, there are navigation tabs for Patient Search, Provider Portal, and Patient Portal. The patient's name, IPOAADLAND, THADDEUS A, is prominently displayed. Below this, there are several data sections:
 

- Demographics:** Address (4206 NORTH HAMPTON CT, FORT COLLINS, COLORADO 80525), SSN (101936540), Age (74), DOB (23 Oct 1944), Race (White), and birth sex (M).
- Problem List (28):** A table listing medical conditions such as 'Pulp degeneration', 'Family history of tobacco abuse and dependence', and 'Atherosclerosis of heart disease of native coronary artery without angina pectoris'.
- Inpatient Medications (6):** A list of medications including NIACIN (SLO-NIACIN) 500MG TAB SA, ACETAMINOPHEN 325MG TAB, and ACARBOSE 25MG TAB.
- Documents (6):** A list of medical documents, including 'COLON BARIUM ENEMA' and 'UPPER GI W/O KUB'.
- Lab Results (16):** A list of laboratory tests such as GLUCOSE, UREA NITROGEN, CREATININE, and SODIUM.
- Allergies (13):** A list of allergens including CAFFEINE, CHOCOLATE, CYLEX, and ERYTHROMYCIN.

 The interface includes a search bar, navigation icons, and a footer with the text 'FOR OFFICIAL USE ONLY (FOUO)' and 'Data Sources: VA DoD'.

Figure 21: Accessible (508-Compliant) UI Theme, DoD Data Disabled

This screenshot shows the same patient portal interface as Figure 20, but in an accessible (508-compliant) theme. The layout and data are identical, but the text is significantly larger and more legible. The font size for the patient name, headers, and table text is noticeably increased compared to the gray theme. The overall appearance is more high-contrast and easier to read, while maintaining the same functional elements and data as the previous figure.

### 3.2.3. 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.

### 3.2.3.1. Keyboard Focus and Screen Navigation

Keyboard focus is the highlighting of a screen element, field, or control that enables interaction with, and navigation of, JLV using the keyboard and keystrokes. The item in focus is outlined in gold as a visual indicator of the element, field, or control with keyboard focus that receives information typed on the keyboard.

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

Pressing **Enter** or the **Spacebar** when an element that provides action is in keyboard focus performs the associated action; for example, pressing **Enter** or the **Spacebar** when the **Settings**  icon is in focus opens the **JLV Settings** dialog box. Using the arrow keys or the **Tab** key moves between keyboard focus items to navigate through screen elements. [Table 4](#) provides a complete list of accessible keystrokes.

**Table 4: Accessible Theme Keyboard Shortcuts**

Keystroke	Description
<b>Application &amp; Portal Navigation</b>	
<b>ALT + 4</b>	Press to transfer keyboard focus to the main or top screen element 1) Focus transfers to Patient Search or the patient tab in the <b>Demographics</b> widget on a portal page 2) Focus transfers to the <b>More&gt;&gt;</b> link in a widget 3) Focus transfers to the dialog box's <b>Close</b> button in a dialog box
<b>ENTER</b>	Press to initiate the action associated with the item in focus
<b>TAB</b>	Press to transfer keyboard focus to other user interface items
<b>ESC</b>	Press to return keyboard focus to the panel containing the user interface item with keyboard focus or to exit a window, widget, or tab
<b>SPACEBAR</b>	Press to activate any user interface item (for example, click an icon)
<b>Arrow Keys</b>	When focused on a widget, press the arrow keys to change page viewing in a widget's data table When focused on a dropdown list, press the down arrow key to view list contents
<b>Ctrl + d</b>	Place keyboard focus on a reference or row within the References widget on the Provider portal and press Ctrl + d to remove the reference URL Removing a default reference is not allowed
<b>Tab Panels</b>	
<b>Arrow Keys</b>	Use the left and right arrow keys to change tabs
<b>TAB</b>	Press one or more times when focus is on a portal tab to place <b>Add Tab (+)</b> in keyboard focus. Add a Tab: 1) Press <b>Tab</b> until <b>Add Tab (+)</b> is in focus 2) Press <b>Enter</b> 3) The new tab dialog box opens and prompts you to enter a name for the new tab 4) Tab to the <b>Add</b> button to confirm the new tab name or tab to the <b>Cancel</b> button to discard the new tab

<b>Keystroke</b>	<b>Description</b>
<b>Windows or Dialog Boxes</b>	
<b>TAB</b>	Press to transfer keyboard focus to other user interface items within the window or dialog box
<b>Adding Widgets to a Portal Page</b>	
<b>Number position</b>	Add a widget from the widget tray using keystrokes: <ul style="list-style-type: none"> <li>1) Determine in which column (1, 2, or 3) to place the widget</li> <li>2) Focus on the desired widget icon in the widget tray, and press the Alt key and the 1, 2, or 3 key, depending on the column chosen</li> </ul>

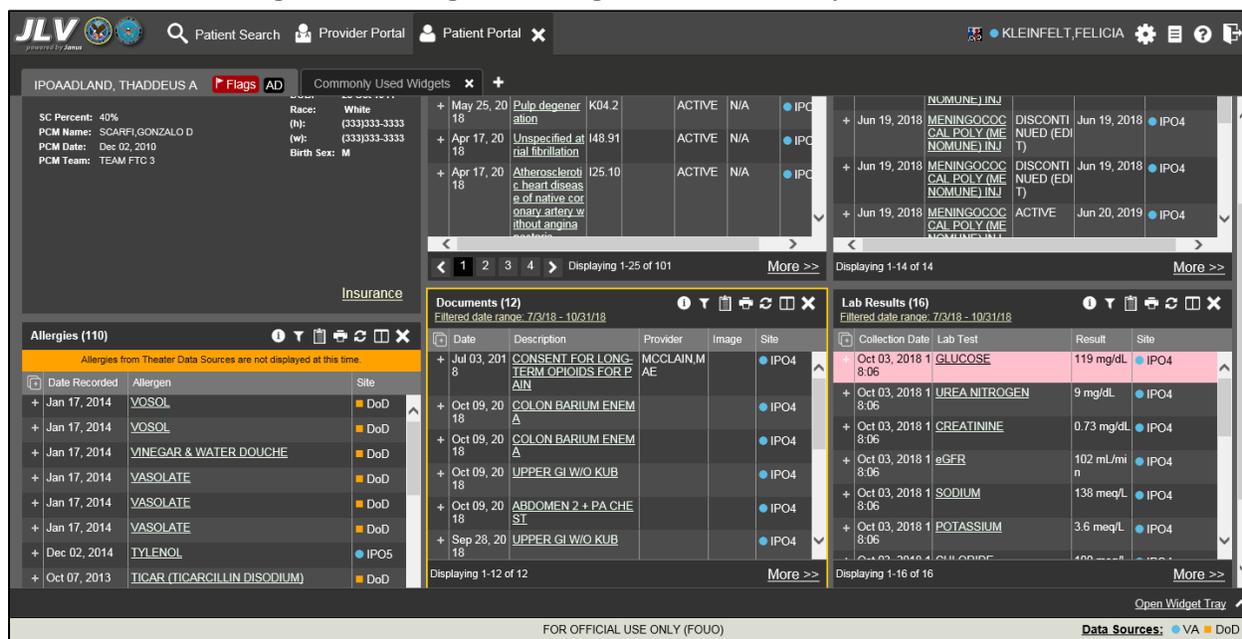
### 3.2.3.2. Accessible Theme Screen Navigation

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 22](#) depicts the **Documents** widget with keyboard focus. Focus can be changed by pressing the **Tab** key. Pressing the **Tab** key in this example shifts the keyboard focus from the **Documents** widget to the widget immediately below the **Documents** widget. Pressing the **Tab** key again shifts the keyboard focus to the widget at the top of the next column.

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

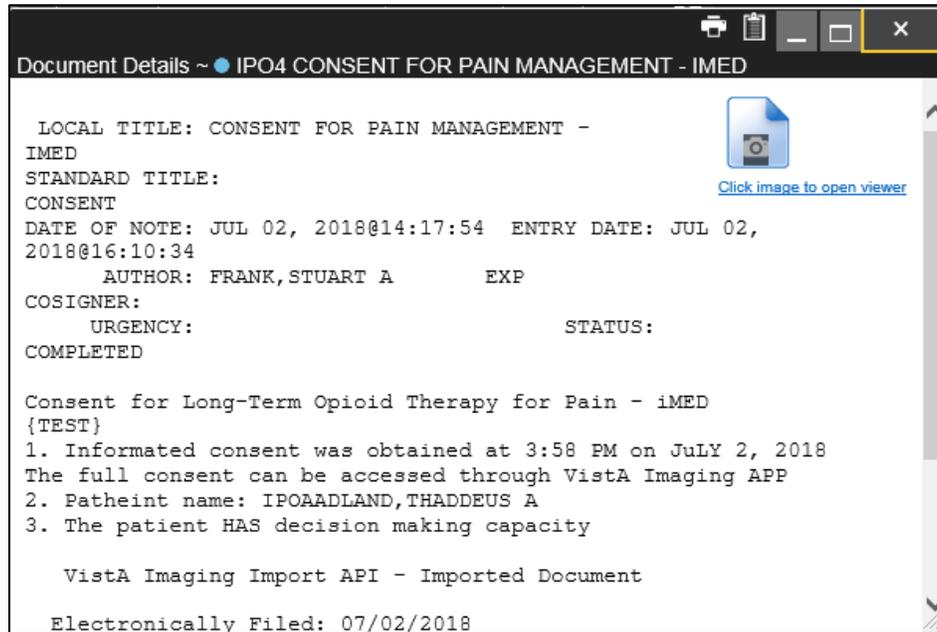
**Figure 22: Navigation Using Elements with Keyboard Focus**



The **Document** details window has keyboard focus in [Figure 23](#). Move through the toolbar buttons by using the arrow keys, or by pressing **Tab**. Move to **Close (X)** and press **Enter** to close

the details window. After closing the window, keyboard focus returns to the last element that had keyboard focus prior to opening the window.

**Figure 23: Document Details with Keyboard Focus**



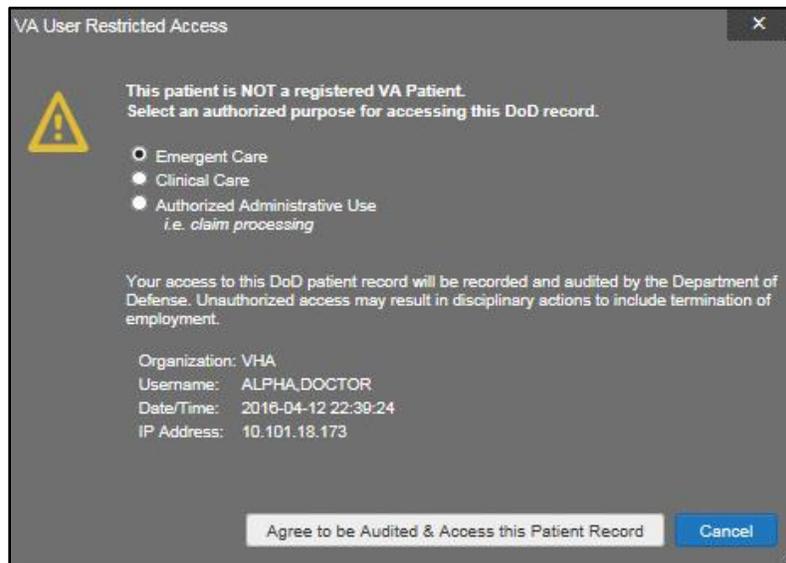
### 3.3. User-Restricted Access to Patient Data

#### 3.3.1. VHA Users Viewing DoD-only Patients

VHA users are permitted to view the records of patients considered DoD-only, meaning they either have no VA identifiers or are not registered in the Master Veteran Index (MVI), but VA requires that these actions be audited. If an attempt is made to access DoD-only patient records, the VHA user is asked to specify the purpose for access. The purpose options presented to the user are: Emergent Care, Clinical Care, or Authorized Administrative Use ([Figure 24](#)).

Once the purpose for access is selected, clicking **Agree to be Audited & Access this Patient Record** ([Figure 24](#)), displays the requested data, and audits the action. The access purpose, organization of the VA provider, date, username, IP address, user's Internal Entry Number (IEN), host system's ID, and patient's Electronic Data Interchange Personal Identifier (EDIPI) are captured in the audit record.

**Figure 24: VA User Restricted Access Dialog**

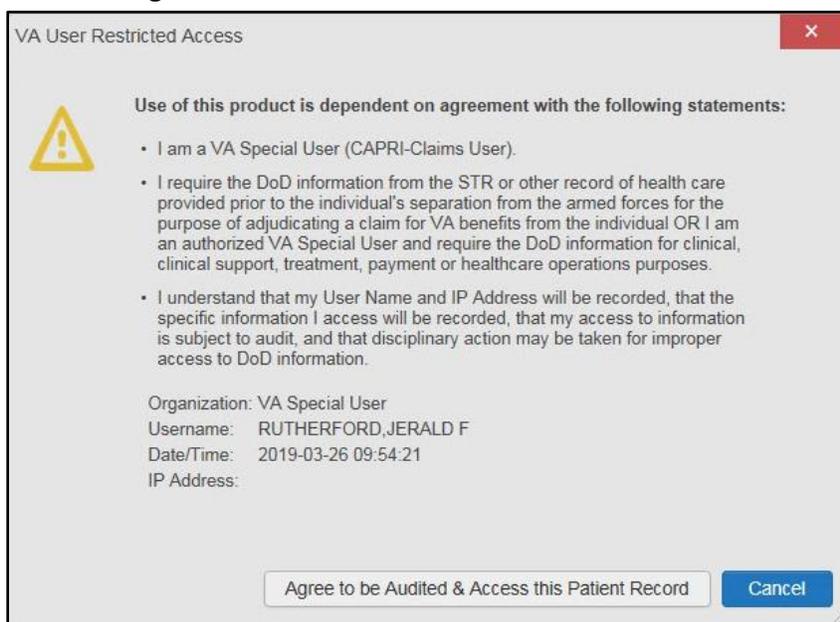


### **3.3.2. CAPRI-Claims Users Viewing Patients with DoD Data**

CAPRI-Claims users may see one of two different dialog boxes, depending on whether the patient is registered for care in the VA. If the patient is registered for care in the VA, they are in MVI.

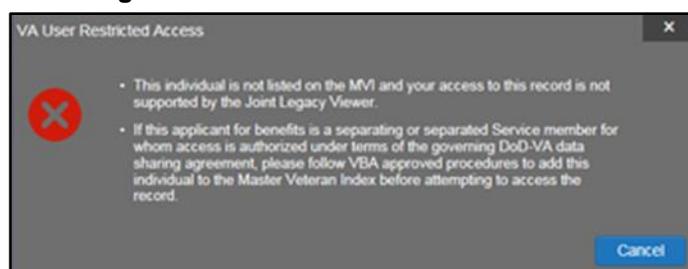
- **Patient registered in MVI:** CAPRI-Claims users are permitted to view the records of a patient who is registered in MVI, but the VA requires that these actions be audited
- After performing a patient search and selecting a patient from the search results, a CAPRI-Claims user sees the audit notification ([Figure 25](#)) if the patient they selected is registered in MVI
  - After agreeing to the audit, the CAPRI-Claims user can access the patient's record

**Figure 25: CAPRI-Claims User Audit Notification**



- **Patient not registered in MVI:** CAPRI-Claims users are not permitted to access the records of a patient who is not registered in MVI
  - After performing a patient search and selecting a patient from the search results, a CAPRI-Claims user sees the restricted access notification ([Figure 26](#)) if the selected patient is not registered in MVI
  - Clicking **Cancel** returns the user to the previous screen

**Figure 26: Restricted Access Notification**



### 3.3.3. Access to DoD Sensitive Records

All JLV users are audited each time a sensitive DoD record is accessed. Auditing applies to sensitive documents, lab panel results, outpatient encounters, or progress notes records. JLV records the user's name, organization, SSN/EDIPI (for DoD users), PIV (for VA users), location, patient identifiers (patient last name, first name, middle initial [MI], SSN/EDIPI [DoD only], MVI [VA only], and DOB), data accessed, date and time, and reason for access for each attempt to access sensitive data.

JLV notifies you before you are audited. The message is triggered the first time you click a masked record that is marked **\*\* Sensitive\*\***. Your acknowledgement of the audit notification

covers all subsequent DoD sensitive records in any widget during the remainder of the session, and it only expires when you switch patients or log off. An example of a masked record audit notification is depicted in [Figure 27](#).

After you select the purpose for viewing the record and agree to be audited, the sensitive data displays in the **Details** view of the widget.

**Figure 27: DoD Sensitive Record and Audit Dialog Box**



### 3.4. Patient Searches

The core function of JLV is to display patient information on the **Patient Portal** . Use the **Patient Search** feature to perform a patient search, perform a family search, or use the advanced search options.

JLV determines which enterprise service to use for a patient search, based upon the search criteria:

- If the EDIPI or Sponsor SSN is entered, JLV utilizes Patient Discovery Web Service (PDWS) for the search (See [PDWS Search Rules and Supported Searches](#) for details)
- If the EDIPI or Sponsor SSN fields are empty, JLV utilizes MVI for the search (See [MVI Search Guidelines](#) for details)

#### 3.4.1. PDWS Search Rules and Supported Searches

When JLV utilizes PDWS for patient search, the applicable rules and rule sets required for the PDWS interface must be used:

- **Rule Set 1:** When searching by SSN, the full nine-digit SSN must be entered, and the Last Name or DOB must also be supplied
  - This is true for search by patient SSN as well as Sponsor SSN

- **Rule Set 2:** If you do not have the patient's SSN, you must supply ALL the following identifiers: Last Name, First Name, DOB, and Birth Sex
  - Blanks in any of these four required fields generates an error
- A 10-digit string is required for telephone number

The following search combinations are supported when PDWS is utilized:

- DoD ID, also referred to as the EDIPI
- Patient SSN and Last Name
- Patient SSN and DOB
- Sponsor SSN and Last Name
- Sponsor SSN and DOB
- Last Name, First Name, DOB, and Birth Sex (ALL identifiers must be entered)

### 3.4.2. MVI Search Guidelines

JLV utilizes MVI for a patient search when the search parameters include the patient's name and SSN. MVI requires the full last name is entered when the patient's SSN is entered. MVI may also require entering the patient's first name and DOB to increase the efficiency of the search, and the likelihood of locating the patient. An example would be searching for a patient with a common last name, such as Smith or Jones.

### 3.4.3. Patient Search Using DoD ID

1. Click the **Patient Search** icon  at the top of the portal pages
  - a. The **Patient Search** dialog opens
2. Enter the 10-digit patient DoD ID (EDIPI) in the **DoD ID** field ([Figure 28](#))

**Figure 28: DoD ID (EDIPI) Search**

DoD ID: 1606681433

OR

SSN: Please Enter Patient SSN OR Sponsor SSN: Please Enter Sponsor SSN

\* Last Name: First Name:

<< Show Advanced Search Options

\* When searching by SSN, Last Name or DOB is required.

Search

Recently Viewed Patients Search Results

Name	SSN	Date of Birth	Birth Sex
<a href="#">IPOAADLAND, THADDEUS A</a>	101936540	19441023	M

3. Click **Search**
  - a. The search results are displayed in the lower third of the dialog box, under the **Search Results** tab
4. Click a patient's name in the search results list to open the associated record
  - a. The **Name**, **SSN**, **DOB**, and **Birth Sex** columns in the results list provide information to assist with patient identification
5. After selecting a patient, the **Patient Portal**  opens and displays the selected patient's data

#### **3.4.4. Patient Search Using SSN**

1. Click the **Patient Search** icon  at the top of the portal pages
  - a. The **Patient Search** dialog box opens
2. Enter the patient's full, nine-digit SSN in the **SSN** field ([Figure 29](#))
  - a. When searching by SSN, either the last name or the DOB *must* be entered to perform the search

**Figure 29: SSN Search**

The screenshot shows a 'Patient Search' window with the following fields and values:

- DoD ID:
- OR
- SSN:
- OR Sponsor SSN:
- \* Last Name:
- First Name:

Below the fields is a link: << Show Advanced Search Options

A note states: \* When searching by SSN, Last Name or DOB is required.

A blue 'Search' button is located to the right of the note.

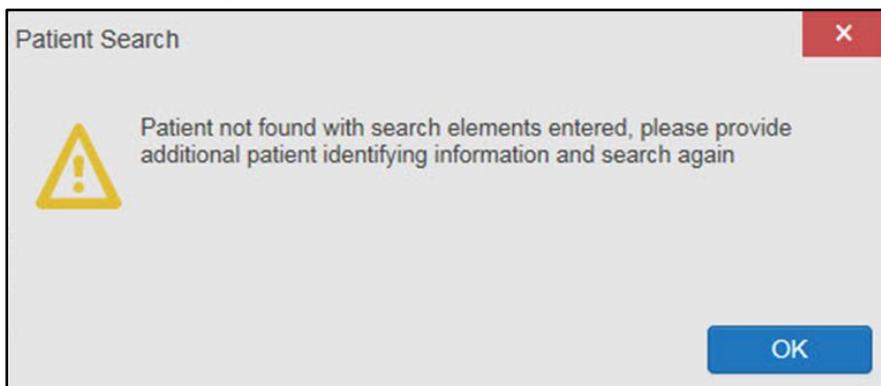
Below the search area are two tabs: 'Recently Viewed Patients' and 'Search Results'. The 'Search Results' tab is active and displays a table with the following data:

Name	SSN	Date of Birth	Birth Sex
<a href="#">IPOAADLAND, THADDEUS A</a>	101936540	19441023	M

3. Click **Search**

- a. If the required patient identifiers are not provided, hover text appears, indicating the information necessary to complete the patient search
- b. If a match of patient names cannot be made, enter additional identifiers (first name, DOB) to refine the search ([Figure 30](#))

**Figure 30: Additional Identifiers Needed**



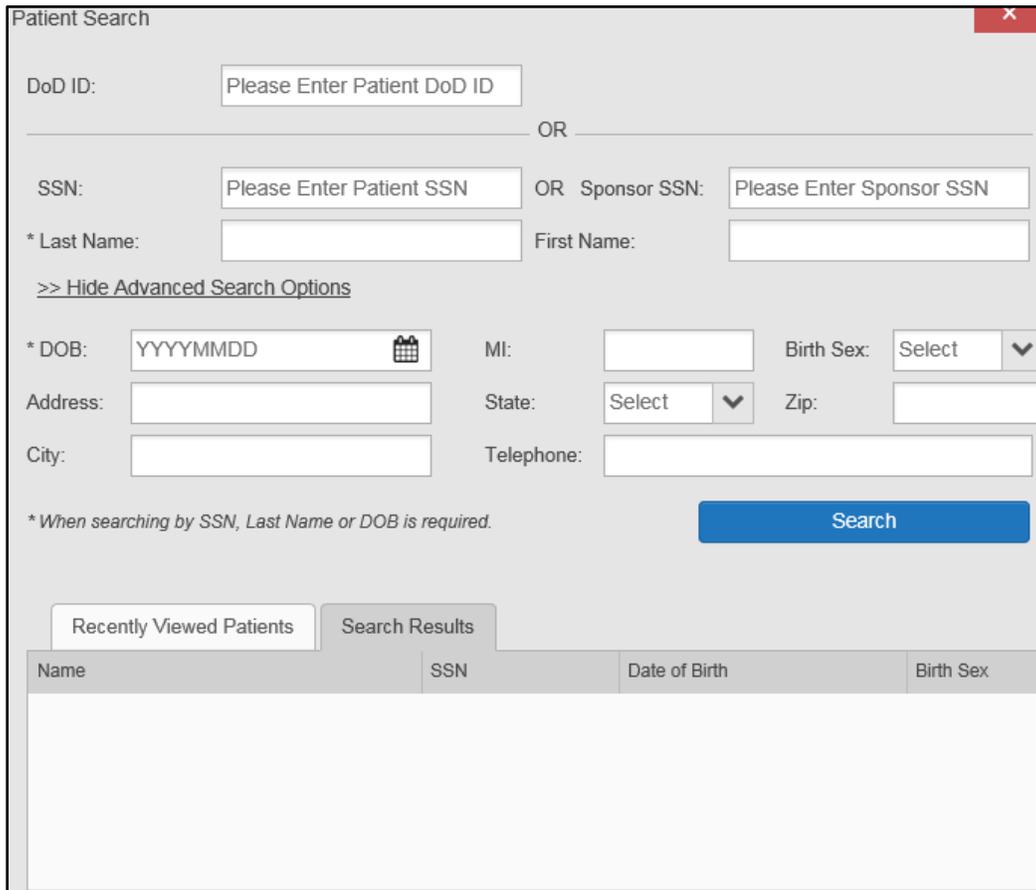
4. The search results are displayed in the lower third of the dialog box, under the **Search Results** tab
5. Click a patient's name in the search results list to open the associated record
  - a. The **Name, SSN, DOB,** and **Birth Sex** columns in the results list provide information to assist with patient identification
6. After selecting a patient, the **Patient Portal**  opens and displays the selected patient's data

### 3.4.5. Advanced Patient Search Options

Advanced patient search options in the **Patient Search** dialog box allow for the use of additional patient identifiers when performing a patient search.

1. Click the **Patient Search** icon  at the top of the portal pages
  - a. The **Patient Search** dialog box opens
2. Click the **<<Show Advanced Search Options** link under the **\*Last Name** field (seen in [Figure 29](#))
3. Enter the patient identifiers in the appropriate search fields, as desired
  - a. Advanced search option fields include **\*DOB, MI, Birth Sex, Address, State, City, Zip,** and **Telephone** (seen in [Figure 31](#))

**Figure 31: Advanced Search Options**



The screenshot shows a 'Patient Search' dialog box with the following fields and options:

- DoD ID:**
- OR**
- SSN:**  **OR** **Sponsor SSN:**
- \* Last Name:**  **First Name:**
- [>> Hide Advanced Search Options](#)
- \* DOB:**   **MI:**  **Birth Sex:**  
- Address:**  **State:**   **Zip:**
- City:**  **Telephone:**
- \* When searching by SSN, Last Name or DOB is required.*
- Search** button
- Navigation tabs: **Recently Viewed Patients** and **Search Results** (selected)
- Table with columns: **Name**, **SSN**, **Date of Birth**, **Birth Sex**

4. Click **Search**
  - a. If the required patient identifiers are not provided, hover text appears, indicating the information necessary to complete the patient search
5. The search results are displayed in the lower third of the dialog box, under the **Search Results** tab
6. Click a patient's name in the search results list to open the associated record
  - a. The **Name**, **SSN**, **DOB**, and **Birth Sex** columns in the results list provide information to assist with patient identification
7. After selecting a patient, the **Patient Portal**  opens and displays the selected patient's data

### 3.4.6. Family Member Search

A family member search can be performed using the **Sponsor SSN** field in the **Patient Search** dialog box.

1. Click the **Patient Search** icon  at the top of the portal pages
  - a. The **Patient Search** dialog box opens
2. Enter the SSN in the **Sponsor SSN** field
  - a. The **Last Name** or **DOB** of the patient must also be entered in the appropriate fields ([Figure 32](#))
3. Click **Search**
  - a. If the required patient identifiers are not provided, hover text appears indicating the information necessary to complete the patient search
4. The search results are displayed in the lower third of the dialog box, under the **Search Results** tab ([Figure 32](#))

**Figure 32: Sponsor SSN Search**

The screenshot shows a 'Patient Search' dialog box with a search form and a results table. The search form includes fields for DoD ID, SSN, Sponsor SSN, Last Name, and First Name. A 'Search' button is present. Below the form is a note: '\* When searching by SSN, Last Name or DOB is required.' The results table has two tabs: 'Recently Viewed Patients' and 'Search Results'. The 'Search Results' tab is active and displays a table with one row of data.

Name	SSN	Date of Birth	Birth Sex
<a href="#">Pierce, Ruth M</a>	666460945	19880422	F

5. Click a name in the **Search Results** list
  - a. The **Family Members** dialog opens ([Figure 33](#))
  - b. The sponsor's identifiers and a list of dependents are displayed in the dialog
6. Click a name in the list of family members to open the associated record
7. After selecting a patient, the **Patient Portal**  opens and displays the selected patient's data

**Figure 33: Family Members Dialog Box**

Name	SSN	Date of Birth	Birth Sex
Pierce, Ruth M	666460945	19880422	F

Name	DoD ID	SSN	Date of Birth	Birth Sex
<a href="#">Pierce, ROB</a>	1903120197	666478198	20091210	M
<a href="#">Phillips, Rick Adam</a>	1901651911	666307647	19880208	M

### 3.4.7. Recently Viewed Patients List

Users who have previously logged in to JLV, searched for a patient, and viewed that patient's records can see and access a list of recently viewed patients. A recent patient is defined as a patient whose record has been viewed (opened) by the user.

**i** **NOTE:** The **Recently Viewed Patients** list does not include search history or recent search results, only a list of patients whose data was accessed and viewed. The list is limited to 10 patients.

1. Click the **Patient Search** icon  at the top of the portal pages
  - a. The **Patient Search** dialog box opens
2. Click the **Recently Viewed Patients** tab in the lower third of the **Patient Search** dialog box
3. A list of recently viewed patients is displayed ([Figure 34](#))
  - a. The **Name**, **DoD ID**, **SSN**, **DOB**, and **Birth Sex** columns in the results list provide information to assist with patient identification
4. Click a patient's name in the **Recently Viewed Patients** list to open the associated record
5. After selecting a patient, the **Patient Portal**  opens and displays the selected patient's data

Figure 34: Recently Viewed Patients List

The screenshot shows a 'Patient Search' window with a search form and a table of results. The search form includes fields for DoD ID, SSN, Sponsor SSN, Last Name, and First Name, along with a 'Search' button and a note: '\* When searching by SSN, Last Name or DOB is required.' Below the search form are two tabs: 'Recently Viewed Patients' and 'Search Results'. The 'Recently Viewed Patients' tab is active, displaying a table with the following data:

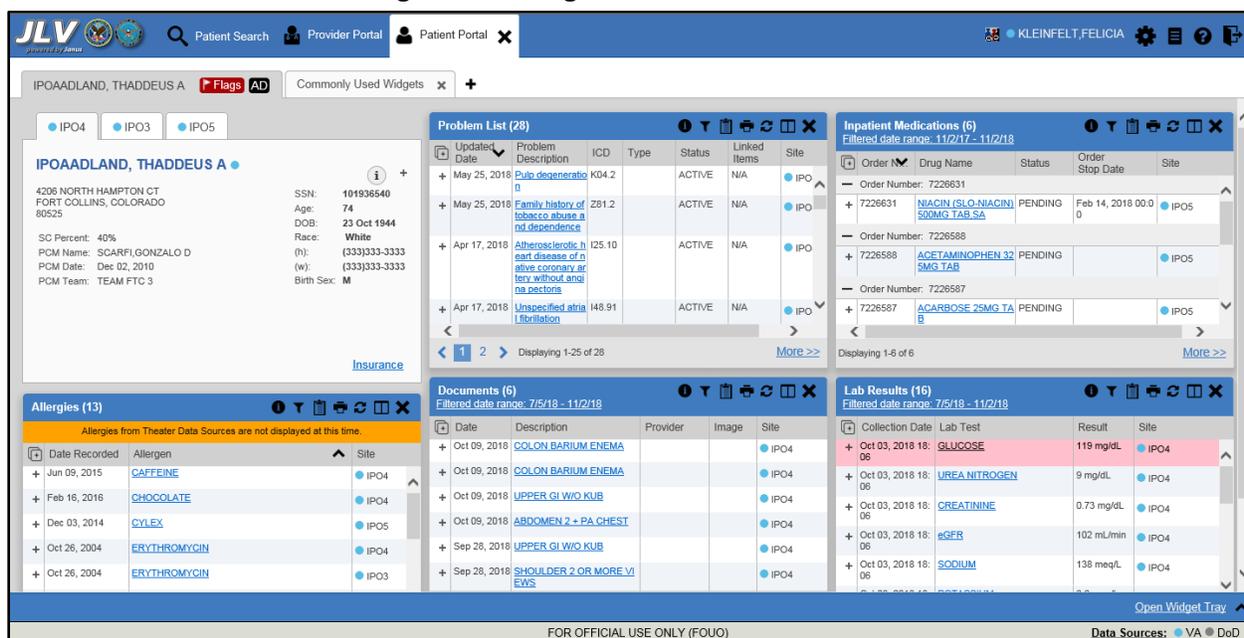
Name	DoD ID	SSN	Date of Birth	Birth Sex
<a href="#">IPOAADLAND, THADDEUS A</a>	1606681433	101936540	23 Oct 1944	M
<a href="#">IPOBEHAN, SAUL G</a>	1606682375	101551411	17 Jun 1920	M
<a href="#">IPOABUD, BRYANT E</a>	1606682812	101301215	09 Apr 1941	M

## 4. Widgets

Widgets are elements on the JLV portal pages that display data specific to a clinical domain. By default, widgets are displayed in minimized view on the portal pages ([Figure 35](#)), but they can be expanded to view additional details. The list of available widgets is provided in a horizontal tray at the bottom of the page.

- i** **NOTE:** Widgets may take anywhere between 10 seconds to 90 seconds to load, depending on the date range settings.

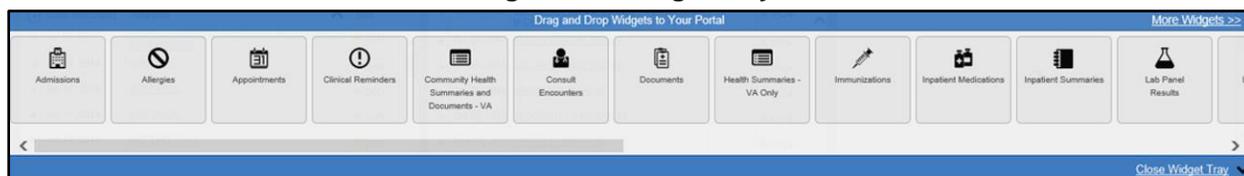
Figure 35: Widgets on the Patient Portal



#### 4.1. Accessing and Opening Widgets

Widgets can be opened, rearranged, and closed. All available widgets are displayed in the widget tray, at the bottom of the portal pages (Figure 36).

Figure 36: Widget Tray



1. Open the widget tray by clicking the **Open Widget Tray** link in the lower right corner of the portal page
  2. Use the scroll bar arrows < > at either end of the tray to see all widget choices
- OR-**
3. Click the **More Widgets >>** link to scroll through the list of widgets
  4. Click and hold a widget in the tray, then drag it to the portal page and drop it in the desired location
  5. The widget is docked on the portal page, and opens in minimized view
  6. Close the widget tray by clicking the **Close Widget Tray** link

**i** **NOTE:** JLV displays a notice if you attempt to add a duplicate instance of a widget to a tab.

Widgets can be closed (removed from the portal page) by clicking the **Close** icon **X** in the top-right corner of the widget. Rearrange the widgets displayed on the portal page by dragging and dropping them.

## 4.2. Widget Navigation and Display Options

Each widget has tools and display options available to navigate through, and change, the display of data. The vertical scroll bar allows you to move through, and view, the widget's data. The options at the bottom of a widget provide various ways to see all the records loaded for the widget's clinical domain.

Navigation icons and actions are detailed in [Table 5](#).

**Table 5: Navigation Icons and Actions**

Navigation Icon/Action		Description
	Go to Previous Page	Changes the focus of the widget to the previous group or page of records within the results display.
	Jump to Page	Changes the focus of the widget to the page number selected.
	Go to Next Page	Changes the focus of the widget to the next group or page of records within the results display.
<b>More &gt;&gt;</b>	Go to Expanded View	Available in minimized views only. Opens the expanded view of the widget in a secondary window.
<b>1-25 of 55</b>	Record Display Indicator	Indicates the number of records displayed in that widget page out of the total number of results for that widget.
<b>Show All/ Show Paged</b>	Display Setting	Click Show All to open all records for a given widget in a scrollable window. Click Show Paged to return to the display of records grouped by pages.

When there are more than 25 records available in a widget, they are grouped in **Show Paged** view. Records 1 through 25 can be viewed by using the widget's vertical scroll bar. Records 26+ can be viewed by using the page navigation options, in the lower left corner of the widget, to jump to subsequent pages. The expanded view of a widget contains a **Show All** link, which opens all records for that widget, in a scrollable window. Click **Show Paged** to return to the display of records grouped by pages.

## 4.3. Widget Toolbars

There is a toolbar in the upper right corner of both the minimized and expanded views of each widget, and most dialog boxes. Toolbar icons vary by widget, open dialog box, and window. [Table 6](#) describes the functionality of each toolbar icon.

**Table 6: Widget Toolbar Icons**

Icon	Name	Function
	Add to Report Builder	Adds the information displayed in the widget to the Report Builder, including any <b>Details</b> or <b>Notes</b> .
	Close	Removes the widget from the portal screen or closes a dialog box.
	Column Settings	Used to configure the columns within the widget. Turn on or off the columns displayed by checking the column names that appear in the pop-up box and checking <b>Apply</b> .
	Configure Filter	Used to filter on specific record types or other elements within the widget, including a date filter. If a date range filter is applied in an open widget, the date range is displayed in the widget header. <b>Note:</b> After setting a filter, the <b>Close Filter</b> option is enabled in the widget. Clicking <b>Close Filter</b> restores the full display of records within the widget.
	Copy to Clipboard	Copies the content of the open window to the clipboard for pasting into another application. Copy to Clipboard is disabled in the widget toolbar after clicking <b>Show All</b> within a widget.
	Connection Status	Both icons provide a status indicator for DoD and VA data sources. The circle with the lowercase "i"  indicates all sources are available. The yellow triangle warning  indicates one or more data sources are unavailable. Clicking either status icon opens the connection status details in a separate window.
	Print	Prints the contents of the open window. Printing is disabled in the widget toolbar after clicking <b>Show All</b> within a widget. <b>Note:</b> It is recommended that you have the latest Adobe Reader installed for the Report Builder and other printing features.
	Refresh	Refreshes the widget or window display. Only the data within that widget's dataset is updated.
	Rx	Converts the medication data within the widget to text and opens the text in a pop-up window. Available from the <b>Outpatient Medications</b> widget.
	Site List	Opens a list of community sites where the patient has been seen (only available from the <b>Community Health Summaries and Documents - VA</b> widget).

#### 4.4. Minimized vs. Expanded Widget View

Each widget can be displayed in either a minimized (default) or an expanded view. Minimized view displays a simple list of the available patient data for a clinical domain, arranged in reverse chronological order by default. Expanded view provides a detailed list of similarly arranged patient data. When the expanded view of a widget is launched, it opens in a new, separate window that displays more attributes of the records in the widget, including additional, sortable columns of data.

 **NOTE:** The **Community Health Summaries and Documents - VA** widget does not have an expanded view. Instead, a document opened from the minimized view of the widget is displayed in a new, separate window.

Click the **More >>** link at the bottom of a widget to launch the expanded view and see the additional display and functionality options.

## 4.5. Sort and Filter Options

Widgets have a variety of methods to sort and filter data. In general, you can:

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

Sort and filter capabilities are specific to the data presented in each widget and may vary between the minimized and expanded views of an individual widget or between widgets. The table lists available filters and their corresponding widgets.

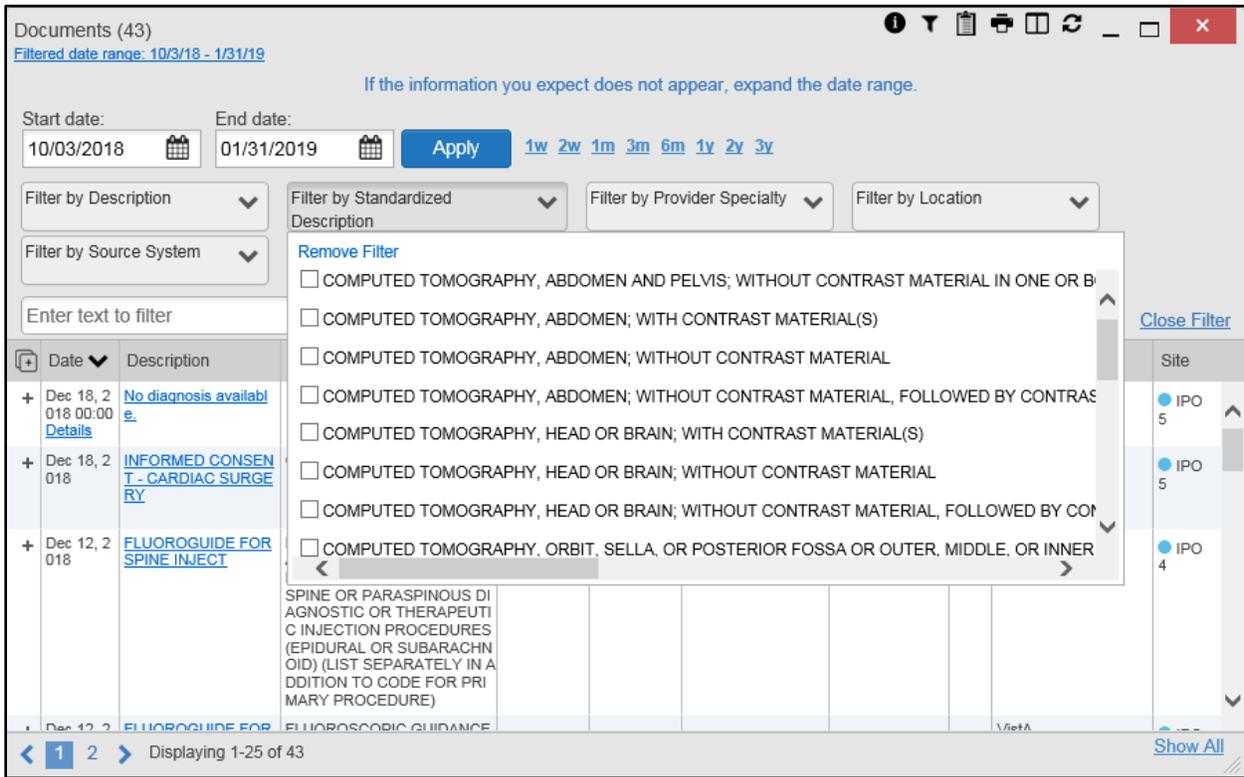
Filter By	Widgets
<b>Site</b>	Admissions, Allergies, Appointments, Consult Encounters, Documents, Inpatient Medications, Inpatient Summaries, Lab Panel Results, Lab Results, Outpatient Encounters, Outpatient Medications, Problem List, Procedures, Progress Notes, Radiology Reports, Surgery/Procedure Reports, Vitals
<b>Site (Reporting)</b>	Immunizations
<b>Provider</b>	Inpatient Summaries, Progress Notes, Surgery/Procedure Reports
<b>Provider Specialty</b>	Appointments, Consult Encounters, Documents, Inpatient Summaries, Orders, Outpatient Encounters, Procedures, Progress Notes
<b>Clinic</b>	Appointments, Outpatient Encounters
<b>Consult Order</b>	Consult Encounters
<b>Description</b>	Documents, Problem List
<b>Standardized Description</b>	Documents, Problem List
<b>Location</b>	Documents <sup>2</sup> , Inpatient Summaries
<b>Source System</b>	Documents
<b>Vaccine Administered Product Type</b>	Immunizations

<sup>2</sup> Only available in expanded view

<b>Filter By</b>	<b>Widgets</b>
<b>Standardized Vaccine Product Type</b>	Immunizations
<b>Drug Name</b>	Inpatient Medications, Outpatient Medications
<b>Standardized Drug Name</b>	Inpatient Medications, Outpatient Medications
<b>Ordering Health Care Provider (HCP) Specialty</b>	Inpatient Medications, Outpatient Medications
<b>Note Type</b>	Inpatient Summaries
<b>Order/Results</b>	Lab Panel Results
<b>Lab Test</b>	Lab Results
<b>Type</b>	Lab Results; Orders; Social, Family, and other Past Histories; Vitals
<b>Standardized Type</b>	Orders, Vitals
<b>Status</b>	Problem List
<b>Document Type/Title</b>	Progress Notes
<b>Standardized Document Type</b>	Progress Notes
<b>Exam</b>	Radiology Reports
<b>Standardized Radiology Exam</b>	Radiology Reports
<b>Standardized Finding</b>	Social, Family, and other Past Histories
<b>Note Title</b>	Surgery/Procedure Reports
<b>Procedure</b>	Surgery/Procedure Reports

Filter dropdowns dynamically expand and sometimes have a horizontal scroll bar to display long lines of data by which records can be filtered ([Figure 37](#)).

**Figure 37: Dynamically Expanded Filter Dropdown in the Documents Widget**



Some widgets also have the capability to configure data to display multiple records of the same type in a graph or table view.

#### 4.5.1. Date Range Filters

Patient data displayed within a widget can be filtered by date range. If a date range filter is applied, the selected range is indicated in the widget header, below the title. Click the **Configure Filter** icon  or the **Filtered Date Range** link on the widget toolbar to change the date range of the data displayed ([Figure 38](#)).

Figure 38: Date Range Filters Applied

Appointments (6) Filtered date range: 4/5/18 - 9/2/18				
Scheduled Date/Time	Clinic	Provider	Site	
Jun 19, 2018 11:00	CHY CHEYENNE MEDICAL SPEC	BLACKSTAD,GONZALO W	IPO4	
Jun 18, 2018 09:00	CHY CHEYENNE MEDICAL SPEC	BLACKSTAD,GONZALO W	IPO4	
Jun 15, 2018 08:14	CHY CHEYENNE MEDICAL SPEC	BLACKSTAD,GONZALO W	IPO4	
May 30, 2018 11:04	CHY CARDIOLOGY		IPO4	
May 25, 2018 13:33	CHY ANTICOAG	BLACKSTAD,GONZALO W	IPO4	
May 21, 2018 13:4	W4U		IPO5	

Consult Encounters (9) Filtered date range: 8/3/15 - 8/3/18			
Date	Consult Order	Status	Site
Apr 04, 2018 15:42	CARDIOLOGY CLINIC - CHEYENNE	COMPLETE	IPO4
Feb 08, 2018 12:22	Dental Consult	COMPLETE	IPO5
Feb 02, 2018 12:07	Cardiology	COMPLETE	IPO5
Jan 16, 2018 15:31	CARDIOLOGY CLINIC - CHEYENNE	COMPLETE	IPO4
Nov 16, 2017 08:55	Dental Consult	PENDING	IPO5
Jul 31, 2017 13:41	DENTAL	COMPLETE	IPO4

Vitals (9) Filtered date range: 8/3/17 - 8/3/18				
Date Taken	Type	Result	Units	Site
Nov 16, 2017	BLOOD PRESSURE	130/80	mm[Hg]	IPO5
Nov 16, 2017	CIRCUMFERENCE/GIRTH	49	in	IPO5
Nov 16, 2017	HEIGHT	69	in	IPO5
Nov 16, 2017	PULSE	80	/min	IPO5
Nov 16, 2017	PAIN	0		IPO5
Nov 16, 2017	PULSE OXIMETRY	7	%	IPO5

Immunizations (53)			
Vaccine Administered Date	Vaccine Administered Product Type	Adverse Vaccine Reaction	Site (Reporting)
Jun 19, 2018	MENINGOCOCCAL C/Y-H IB PRP	NONE	IPO4
Jun 18, 2018	MENINGOCOCCAL C/Y-H IB PRP		IPO4
Jun 15, 2018	MENINGOCOCCAL C/Y-H IB PRP		IPO4
Jan 16, 2018	COCCI		IPO4
Jan 16, 2018	CANDIDA		IPO4
Jul 28, 2016	PNEUMOCOCCAL CONJUGATE PCV 7	FEVER	IPO4

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

**i** **NOTE:** Changes made to the date range in a widget persist from minimized to expanded view, patient to patient, and session to session, until the widget is either removed or the date range is changed.

#### 4.5.1.1. Quick Date Range Filter

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

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

**i** **NOTE:** The **Quick Date Range** filter is contextual. If today is February 2, 2017, the preset filter counts backwards using that date. If today is April 16, 2017, the preset filter counts backwards using that date.

[Figure 39](#) highlights the **Quick Date Range** filter options in the expanded view of the **Documents** widget.

**Figure 39: Quick Date Range Filter Options**

Documents (27)  
 Filtered date range: 4/5/18 - 8/3/18

If the information you expect does not appear, expand the date range.

Start date: 04/05/2018 End date: 08/03/2018 Apply **1w 2w 1m 3m 6m 1y 2y 3y**

Filter by Description Filter by Standardized Description Filter by Provider Specialty  
 Filter by Location Filter by Source System Filter by Site

Enter text to filter Remove All Filters Close Filter

Date	Description	Standardized Description	Provider	Provider S...	Location	Status	Image	Source...	Site
Jul 03, 2018	<a href="#">CONSENT FOR LONG-TERM OPIOIDS FOR PAIN</a>	Consent Document Patient	MCCLAIN, MAE	Allopathic and Osteopathic Physicians	CHYSQA260			VistA	IPO4
Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>	Consent Document Patient			CHYSQA260			VistA	IPO4
Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT -</a>	Consent Document Patient			CHYSQA260			VistA	IPO4

Displaying 1-25 of 27 Show All

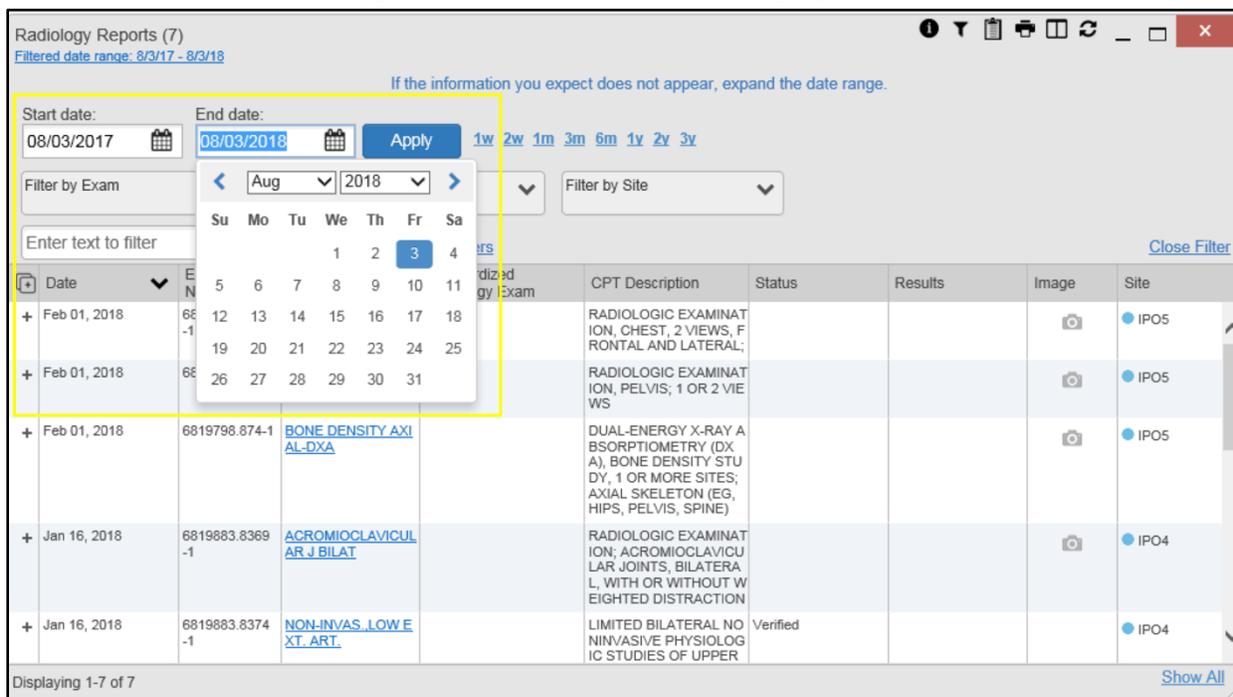
#### 4.5.1.2. Start and End Date Filter

Use the **Start Date and End Date** filter to display data for a specific time range. The start and end date fields are available at the top of multiple widgets by clicking the **Filtered Date Range** link or the **Configure Filter** icon .

**i** **NOTE:** The **Start and End Date** filter is static. If the start date is set to June 2, 2016 and the end date is set to June 2, 2017, the data in that date range displays, no matter what today's date is.

[Figure 40](#) provides an example of the start and end date filter fields in the expanded view of the **Radiology Reports** widget.

**Figure 40: Start and End Date Display Filter**



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

**i** **NOTE:** The custom date range option requires that a specific day is selected within the calendar. The custom date range does not apply if no day is selected.

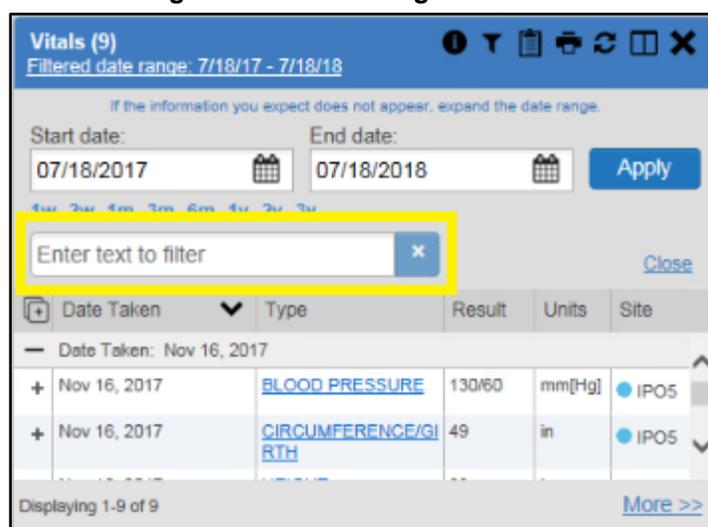
3. Click the **Calendar** icon next to **End Date**
4. Select the month, day, and year end date for the display filter
5. When both a start and end date have been chosen, click **Apply**

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

#### 4.5.2. Text Filter

Clinical data widgets on the **Patient** portal and the **Patient Flags and Postings** dialog box provide a text filter option (Figure 41), allowing you to quickly locate relevant patient data using keywords or characters. Text filters are performed on the information displayed in all columns within a widget, including hidden columns. Notes, attachments, or details associated with patient records are not filtered.

Figure 41: Vitals Widget Text Filter



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

- Text filtering applies only to one widget
- Text is filtered within the subset of filtered data if a date range filter or other dropdown filters are applied within the widget
- Text is filtered on the information displayed in all columns within a widget, including columns that are hidden in minimized view; thus, filter terms entered in minimized view may display results from column data that is visible only in expanded view
- All records across the widget pages are filtered if the widget has multiple page views
- The **Enter text to filter** field is not case sensitive and allows up to 25 characters, including numeric and special characters
- JLV begins to filter when you pause while typing the term in the **Enter text to filter** field
- Text filtering is not available in the **Demographics** widget

## 4.6. Viewing Connection Status

JLV widgets display the status of their connection to VA and DoD data sources. Connection status information is available for each widget.

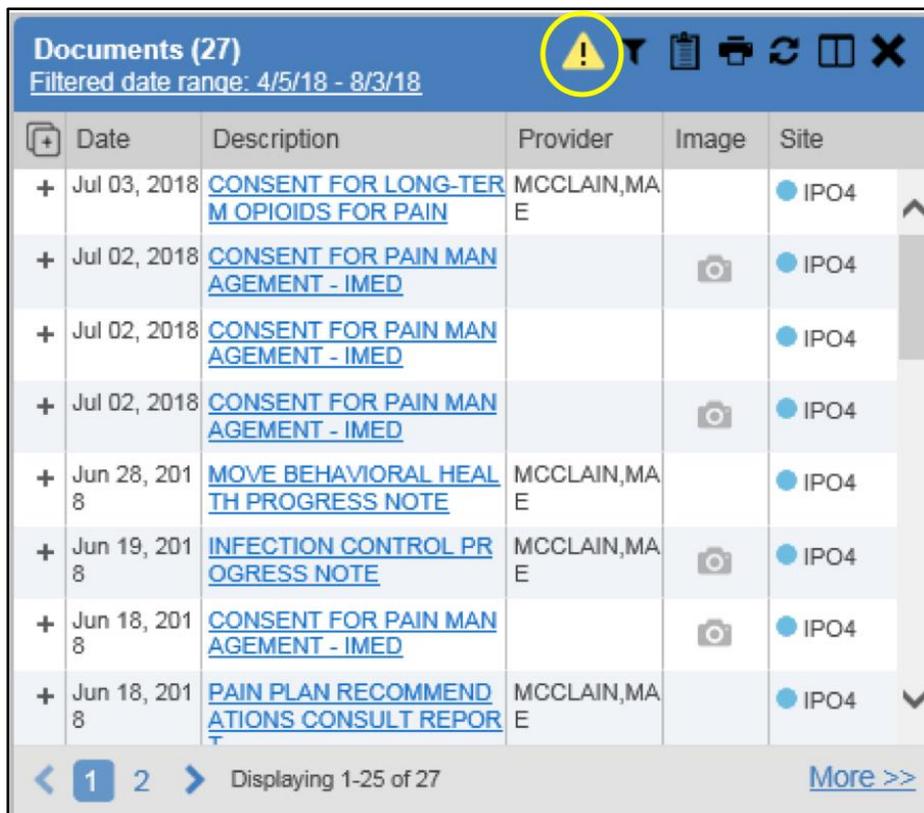
- i** **NOTE:** The Connection Status reports the condition of the connection between JLV and its external resources, while System Status reports the overall condition of the JLV application. See [Viewing System Status](#) for more information.

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

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

[Figure 42](#) shows a connection status indicator icon displayed on the **Documents** widget toolbar.

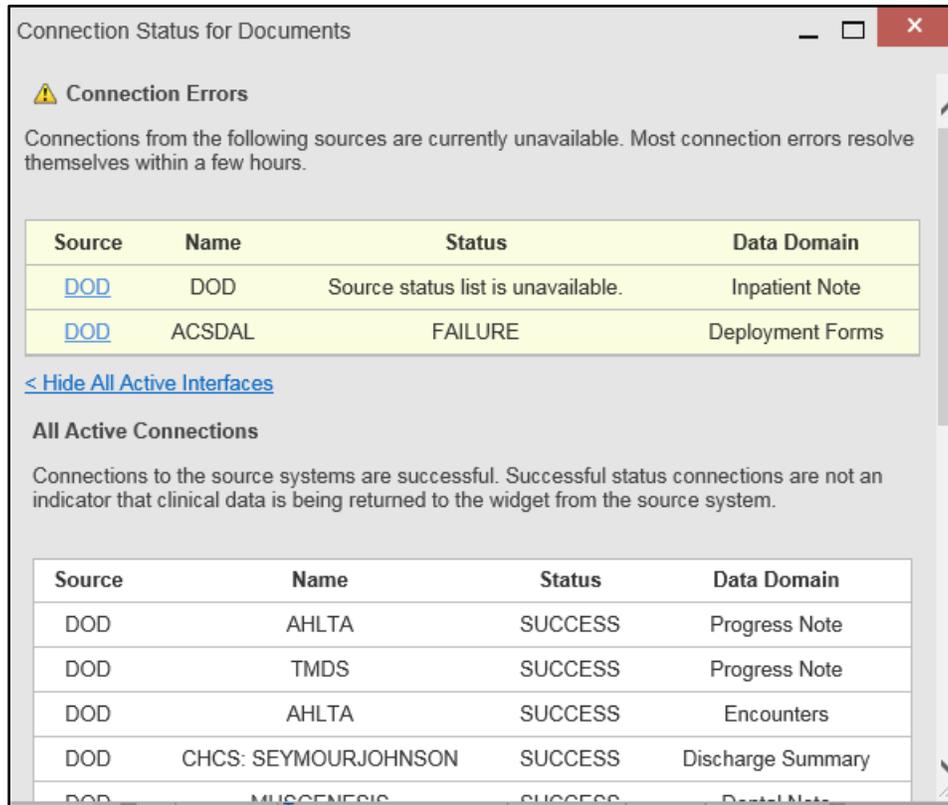
**Figure 42: Connection Status Indicator**



Date	Description	Provider	Image	Site
Jul 03, 2018	<a href="#">CONSENT FOR LONG-TERM OPIOIDS FOR PAIN</a>	MCCLAIN, MAE		● IPO4
Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4
Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4
Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4
Jun 28, 2018	<a href="#">MOVE BEHAVIORAL HEALTH PROGRESS NOTE</a>	MCCLAIN, MAE		● IPO4
Jun 19, 2018	<a href="#">INFECTION CONTROL PROGRESS NOTE</a>	MCCLAIN, MAE		● IPO4
Jun 18, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4
Jun 18, 2018	<a href="#">PAIN PLAN RECOMMENDATIONS CONSULT REPORT</a>	MCCLAIN, MAE		● IPO4

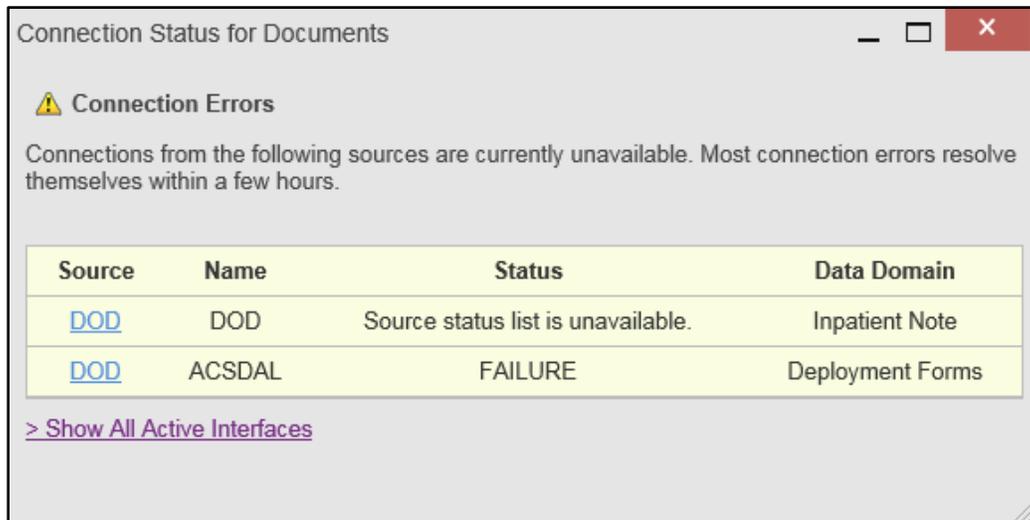
Clicking a **Connection Status** icon ([Figure 42](#)) opens a standalone window with information about the connection to data sources. Clicking the **>Hide All Active Interfaces** link ([Figure 43](#)) in the Connection Status window hides the detailed **All Active Connections** view and displays only the connection errors.

**Figure 43: Connection Status Details**



Clicking the [>Show All Active Interfaces](#) link in the **Connection Status** window ([Figure 44](#)) opens a **Connection Status Details** view ([Figure 43](#)).

**Figure 44: Connection Status Window**



This message may display when you select the hyperlinked **Source** value in the **Community Health Summaries and Documents - VA** widget.

Connection Status for Community Health Summaries and Documents - VA

**⚠ Connection Errors**

Connections from the following sources are currently unavailable. Most connection errors resolve themselves within a few hours.

Source	Name	Status	Data Domain
<a href="#">VA Partner</a>	GRACHIE	NotAvailable	DocumentReference

< H

JLV was unable to retrieve community partner documents for this patient, from one or more community partners, for one or more of the following reasons:

- The partner requires patient consent to release their data and the patient has not yet consented on the partner side
- The patient was seen outside of the dates that the partner can provide records for
- VA has not yet established an identity correlation for the patient with the partner
- A system issue occurred which prevented retrieval of documents from the partner (could be technical issues with the partner, the exchange gateway, network or other factors)

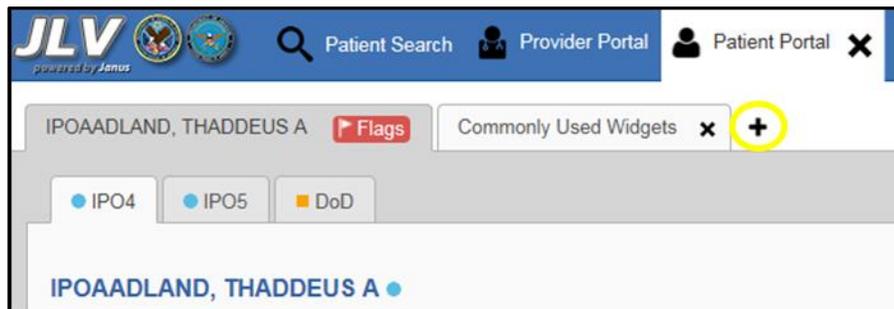
For further information please contact your local VHIE Coordinator. If you need assistance identifying your local contact please e-mail [VHIECommunityEngagement@va.gov](mailto:VHIECommunityEngagement@va.gov)

#### 4.7. Displaying Widgets on Custom Tabs

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

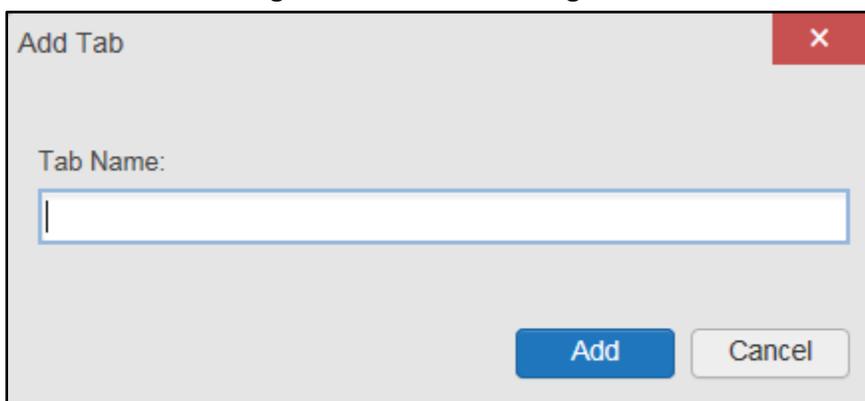
1. Click the plus sign + beside the existing tabs on the portal page ([Figure 45](#))

Figure 45: Add Custom Tab Icon



2. The **Add Tab** dialog box opens ([Figure 46](#))

Figure 46: Add Tab Dialog Box



3. Type the name of the new tab in the **Add Tab** dialog box and click **Add**
4. Click the **Open Widget Tray** link within the new tab space to display all available widgets
5. Click, hold, and drag each of the desired widgets to the screen

**i** **NOTE:** Tab configurations remain set until manually changed.

6. Click between tabs at any time, without losing each tab's configuration
  - a. Tab layouts persist, even when a patient change is made
  - b. Custom tabs can be renamed by double-clicking the tab name

#### 4.8. Refreshing Data in a Widget

The data displayed in a widget can be refreshed by clicking the **Refresh** icon . This action retrieves data from VA and DoD sources and refreshes the individual widget's display.

#### 4.9. Terminology Normalization

Normalization Standard	Description	Widgets
<b>CDC Race Standard</b>	Code set based on the current Federal standards to classify race and ethnicity	Patient Demographics
<b>CPT Standard</b>	Uniform code to describe medical, surgical, and diagnostic services	Procedures, Radiology Reports <sup>3</sup>
<b>CVX Standard</b>	Numeric string that identifies the type of vaccine product used	Immunizations
<b>LOINC Standard</b>	Universal standard for identifying health measurements, observations, and documents	Documents, Lab Results, Orders, Progress Notes, Questionnaires and Deployment Assessments, Radiology Reports, Vitals

<sup>3</sup> If LOINC mappings are not available for an entry in the Radiology Reports widget, JLV looks for CPT mappings and displays CPT normalization for standardized type and standardized code, if found.

Normalization Standard	Description	Widgets
<b>NUCC Taxonomy Standard</b>	Unique, 10-character alphanumeric code that identifies a provider grouping, classification, and area of specialization	Admissions, Appointments, Consult Encounters, Documents, Inpatient Medications, Inpatient Summaries, Lab Panel Results, Orders, Outpatient Encounters, Outpatient Medications, Procedures, Progress Notes
<b>RxNorm Standard</b>	Standard names given to allergens, clinical drugs, and drug delivery devices in the United States	Allergies, Inpatient Medications, Orders, Outpatient Medications
<b>SNOMED CT Standard</b>	Core, general terminology used in electronic health records	Admissions, Outpatient Encounters, Problem List
<b>X12 Health Insurance Type Standard</b>	Defines electronic data interchange standards for health care insurance	Patient Demographics

### 4.10. VistA Imaging Viewer

JLV integrates access to the VistA Imaging Viewer (an external application), allowing you access to VA imaging artifacts for supported clinical domains (widgets). You can open an instance of the VistA Imaging Viewer through JLV. Please see the [VistA Imaging SharePoint site](#) for more information regarding the VistA Imaging Viewer.

A **Camera** icon  displayed in the **Image** column ([Figure 47](#)) of the **Documents, Outpatient Encounters, Procedures, Progress Notes, Radiology Reports, and Surgery/Procedure Reports** widgets indicates that one or more images are associated with that record. Clicking the **Camera** icon  within the widget opens the VistA Imaging Viewer in a standalone window and displays the associated image.

**Figure 47: Camera Icon in the Image Column**

Documents (27)					
Filtered date range: 4/8/18 - 8/6/18					
Date	Description	Provider	Image	Site	
+ Jul 03, 2018	<a href="#">CONSENT FOR LONG-TERM OPIOIDS FOR PAIN</a>	MCCLAIN, MAE		● IPO4	^
+ Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4	
+ Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4	
+ Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4	
+ Jun 28, 2018	<a href="#">MOVE BEHAVIORAL HEALTH PROGRESS NOTE</a>	MCCLAIN, MAE		● IPO4	
+ Jun 19, 2018	<a href="#">INFECTION CONTROL PROGRESS NOTE</a>	MCCLAIN, MAE		● IPO4	
+ Jun 18, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4	
+ Jun 18, 2018	<a href="#">PAIN PLAN RECOMMENDATIONS CONSULT REPORT</a>	MCCLAIN, MAE		● IPO4	v

1 2 > Displaying 1-25 of 27 [More >>](#)

If a record has one or more images associated with it, the **Details** view of the record includes a display of a thumbnail in the top-right corner of the window ([Figure 48](#)). Below the thumbnail, the **Click image to open viewer** link is also displayed. Clicking either the thumbnail or the link opens the VistA Imaging Viewer and displays the associated image(s).

**Figure 48: Thumbnail and Link in Details View of the Documents Widget**

Document Details ~ ● IPO4 INFECTION CONTROL PROGRESS NOTE

LOCAL TITLE: INFECTION CONTROL PROGRESS NOTE  
 STANDARD TITLE: INFECTION CONTROL NOTE

DATE OF NOTE: JUN 19, 2018@11:45      ENTRY DATE: JUN 19, 2018@11:46:23  
 AUTHOR: MCCLAIN, MAE      EXP

COSIGNER:  
 URGENCY:      STATUS:  
 COMPLETED

1ST SERIES MENINGOCOCCAL VACCINATION ADMINISTERED

/es/ Mae MCCLAIN

Signed: 06/19/2018 12:03  
 null



[Click image to open viewer](#)

## 4.11. Using Report Builder

The **Report Builder** feature is used to create custom PDF reports using patient data and records displayed in JLV widgets. Content for reports can be selected from either the minimized or expanded view of a supported widget. **Report Builder** is accessed from the toolbar in the upper right corner of the **Patient Portal** (highlighted in [Figure 49](#)).

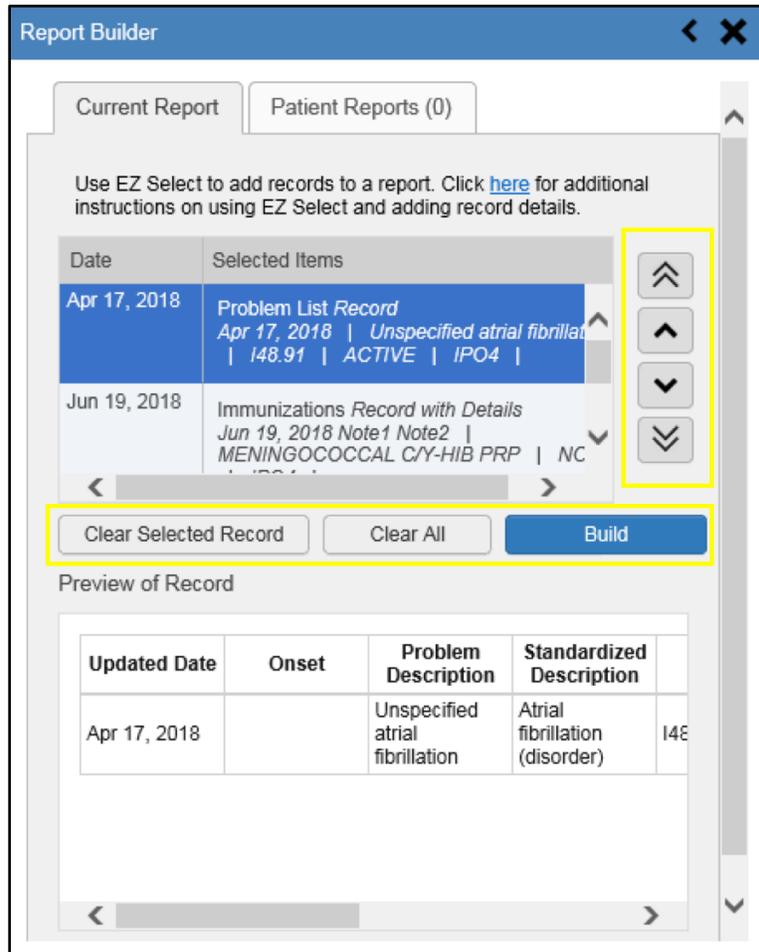
Figure 49: Report Builder Icon



The **Report Builder** pane is comprised of the **Current Report** tab ([Figure 50](#)) and the **Patient Reports** tab ([Figure 51](#)). When open, the **Report Builder** appears over the left side of the JLV portal window. Click the left (collapse) < or right (expand) > arrow buttons to collapse or expand the **Report Builder**. Any report configurations in progress are saved when collapsing or closing the Report Builder and restored when the Report Builder is displayed again.

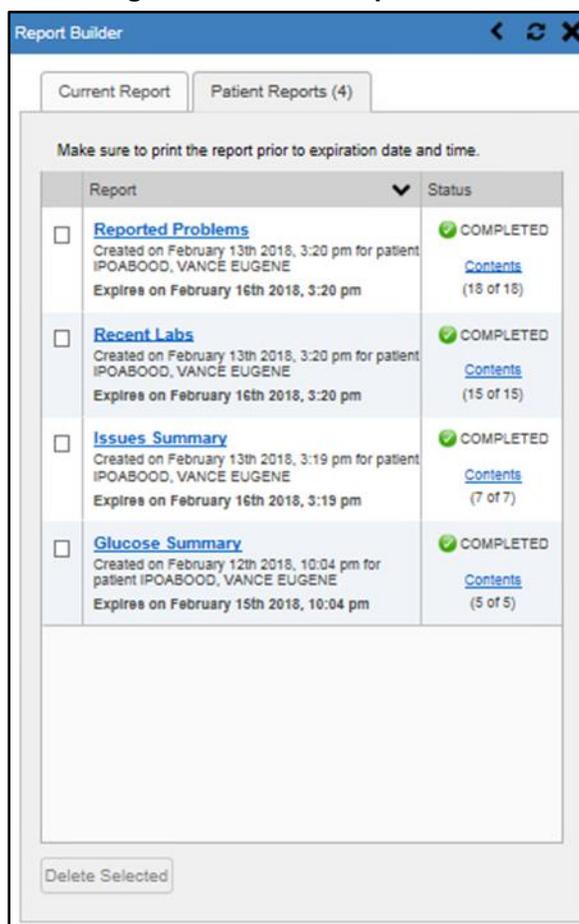
The **Current Report** tab ([Figure 50](#)) is used to build the custom report. The patient data and/or records are listed here as you select and add them. The records can be previewed and can be arranged in the desired order for the final report.

**Figure 50: Current Report Tab**



The **Patient Reports** tab ([Figure 51](#)) presents a list of all completed reports, the status of the report generation progress, the date the report expires, and a hyperlink to the contents of the completed report.

Figure 51: Patient Reports Tab



You can perform actions within widgets to add patient data when the Report Builder is open or closed. JLV enforces a maximum number of 50 records per report. A message appears when this limit is reached.

#### 4.11.1. Adding Multiple Records with EZ Select

EZ Select allows you to add all records displayed on a single page of a single widget to the Report Builder with one click. Click the **Select All**  icon at the top of the left column ([Figure 52](#)) to add data from all records shown in the widget's page display to the Report Builder, including the details and notes associated with the record. EZ Select is available from the minimized and expanded views as well as the **Patient Flags and Postings** dialog box.

 **NOTE:** Sensitive records cannot be added using EZ Select and must be added one at a time.

Figure 52: Report Builder EZ Select

Problem List (16)						
Updated Date	Problem Description	ICD	Status	Type	Site	
+ May 25, 2018	<a href="#">Pulp degeneration</a>	K04.2	ACTIVE		● IPO4	+
+ May 25, 2018	<a href="#">Family history of tobacco abuse and dependence</a>	Z81.2	ACTIVE		● IPO4	+
+ Apr 17, 2018	<a href="#">Atherosclerotic heart disease of native coronary artery without angina pectoris</a>	I25.10	ACTIVE		● IPO4	+
+ Apr 17, 2018	<a href="#">Unspecified atrial fibrillation</a>	I48.91	ACTIVE		● IPO4	+

Displaying 1-16 of 16 [More >>](#)

The **Add to Report Builder +** icon in each row changes to the **Added to Report Builder RB** icon to confirm the record has been added ([Figure 53](#)).

Figure 53: Records Added to Report Builder

Problem List (16)						
Updated Date	Problem Description	ICD	Status	Type	Site	
RB May 25, 2018	<a href="#">Pulp degeneration</a>	K04.2	ACTIVE		● IPO4	RB
RB May 25, 2018	<a href="#">Family history of tobacco abuse and dependence</a>	Z81.2	ACTIVE		● IPO4	RB
RB Apr 17, 2018	<a href="#">Atherosclerotic heart disease of native coronary artery without angina pectoris</a>	I25.10	ACTIVE		● IPO4	RB
RB Apr 17, 2018	<a href="#">Unspecified atrial fibrillation</a>	I48.91	ACTIVE		● IPO4	RB

Displaying 1-16 of 16 [More >>](#)

**i** **NOTE:** Records previously added to a report remain in the Report Builder after a widget refresh. Clicking **Refresh** in the widget re-pulls clinical data, refreshes the widget data display, and resets the state of the **RB** icon in the left column to the **Add to Report Builder +** icon, even if the record has been added to the Report Builder.

### 4.11.2. Adding Sensitive Records

Sensitive records can be added to the Report Builder by clicking the **Add to Report Builder +** icon next to the item in the widget. When prompted, click **Agree to be Audited & Access This Sensitive Record** to continue. The **Add to Report Builder +** icon in the row changes to the **Added to Report Builder** icon to confirm the record has been added (Figure 53). Sensitive records must be added to the Report Builder individually; therefore, repeat as necessary for additional sensitive items.

### 4.11.3. Adding One Record

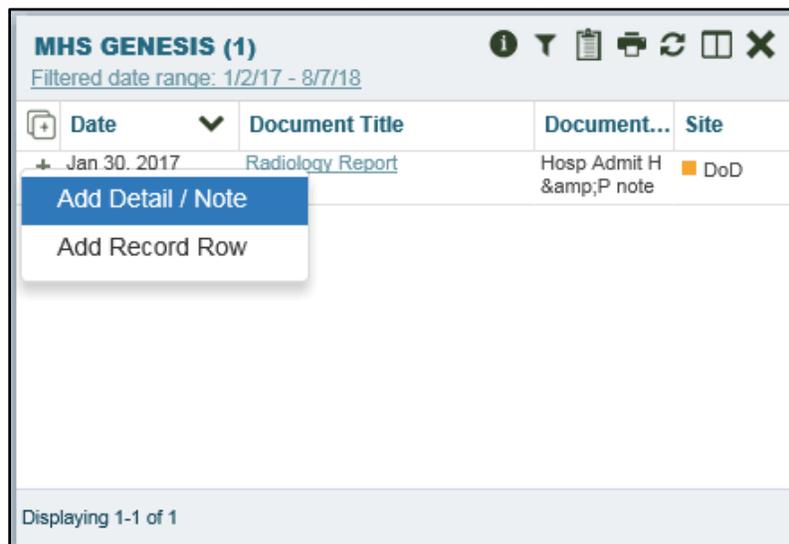
Click the **Add to Report Builder +** icon next to a record in a widget to add data from that record to the Report Builder, including the details and notes associated with the record. The **Add to Report Builder +** icon in the row changes to the **Added to Report Builder** icon to confirm the record has been added to the Report Builder (Figure 53). This applies to both minimized and expanded widget views and the **Patient Flags and Postings** dialog box.

### 4.11.4. Adding Only Record Details or Notes

When adding records to a report using the EZ Select **Select All** icon or the **Add to Report Builder +** icon in the widget, JLV by default adds the data displayed in the widget as well as any details and notes associated with the record. This applies to both minimized and expanded widget views and the **Patient Flags and Postings** dialog box. If you would like to add just the details and notes or the record row data:

1. Select and hold the **Add to Report Builder +** icon to access these options (Figure 54)
2. Select **Add Detail** or **Add Note** to add the details and/or notes associated with the record as well as the record row data to the Report Builder
3. Select the **Add Record Row** option to add only the data displayed in the widget display for that record and not the information provided in the details and/or notes

Figure 54: Report Builder Options

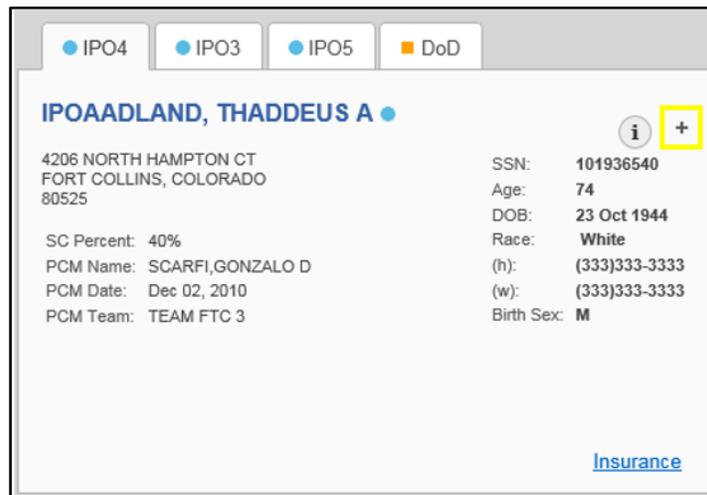


**i** **NOTE:** Once you add a record to Report Builder using either the **Add to Report Builder +** icon, **Add Detail/Note**, or **Add Record Row** option, you cannot change the record data included in the report without first clearing the record from the report and adding it again.

#### 4.11.5. Adding Patient Demographics

Clicking the **Add to Report Builder +** icon in the top-right corner of the **Demographics** widget ([Figure 55](#)) adds the patient's demographics details for that site to the Report Builder. The **Add to Report Builder +** icon changes to the **Added to Report Builder**  icon to confirm the demographics data has been added. Click additional site tabs within the **Demographics** widget and repeat as desired to add demographics details from other sites within the patient's health record.

**Figure 55: Demographics Widget Add to Report Builder Icon**

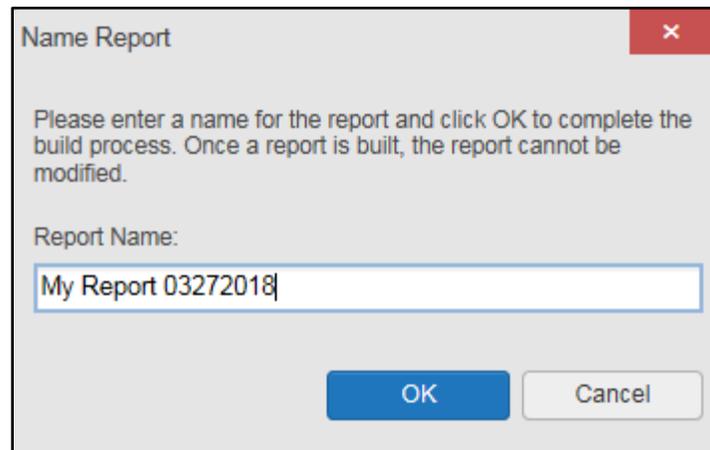


#### 4.11.6. Generating a Report

The selected records appear in the **Report Builder** pane ([Figure 50](#)).

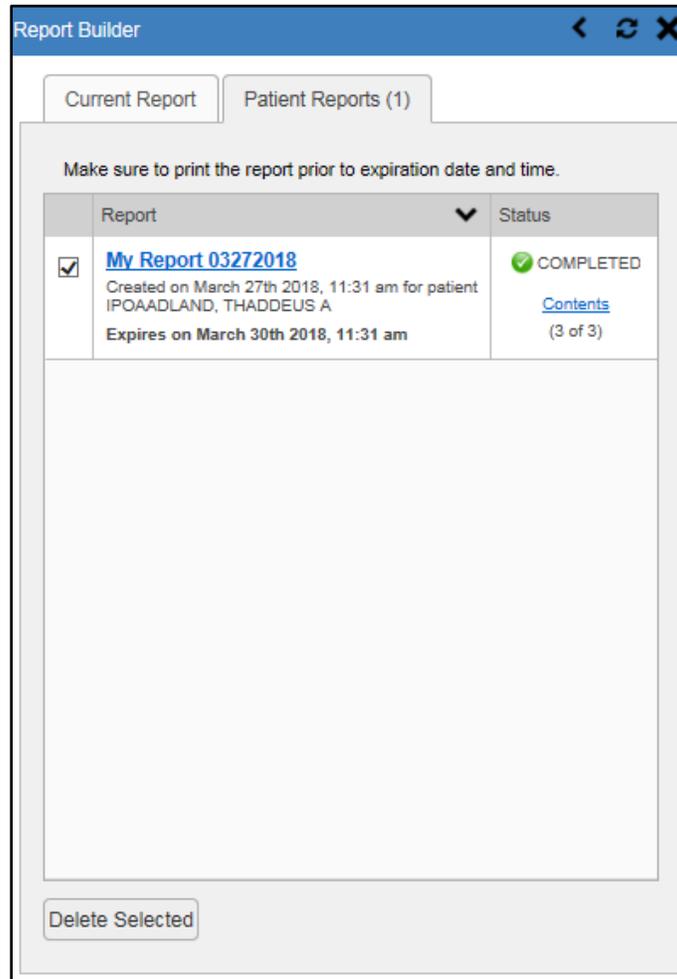
1. Use the navigation arrows to the right of the listed records to arrange the records in the desired order in the generated report
  - a. Records can be removed by clicking **Clear Selected Record** or **Clear All**
2. When a record is selected for the report, it appears in the **Preview of Record** area of the **Report Builder** pane
3. Click **Build** to validate the selected records and prepare the report
  - a. If a record is added to the report without an error, a **Ready** notation displays next to it in the **Status** column
  - b. If a record cannot be added to the report, an **Error** notation appears next to the record
4. Name the report when prompted and click **OK** ([Figure 56](#))

**Figure 56 Name Report Dialog Box**



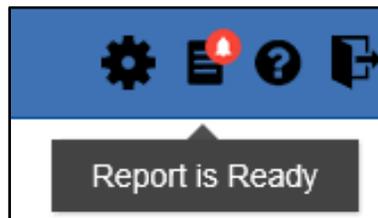
5. The **Patient Reports** tab opens and displays a report processing indicator in the **Status** column
6. When processing is complete, the **Status** column displays either *COMPLETED* or *ERROR* ([Figure 57](#))
  - a. An *ERROR* in the **Status** column does not indicate the report failed to build, it is an indicator that one or more records could not be included in the generated report
  - b. Both the *COMPLETED* and *ERROR* entries include a **Contents** link ([Figure 57](#)), which provides a list of the records that appear in the generated report

**Figure 57: Patient Reports Tab Report Ready and Delete Option**



- c. A report ready message appears for 6 seconds on the portal page when the report has been built and is ready to be printed ([Figure 58](#))
- d. A red icon ([Figure 58](#)) appears over the **Report Builder** icon when report builder is closed to indicate that a report is ready to be printed

**Figure 58: Report Ready Message and Indicator**

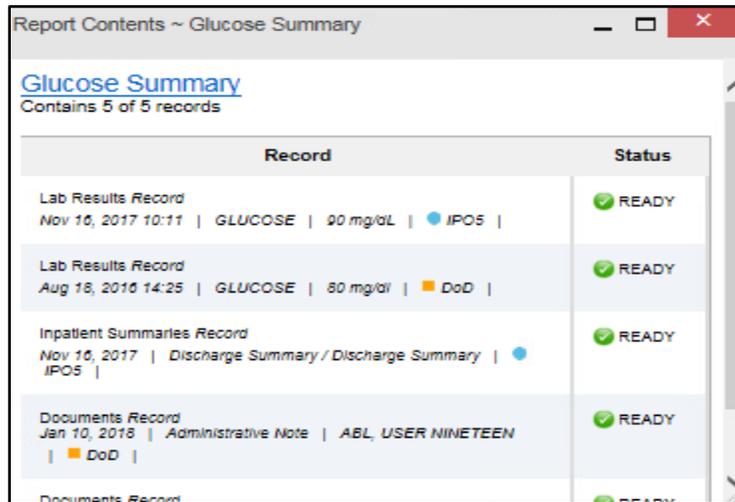


- i** **NOTE:** Once a report is created, it is available on the Patient Reports tab for 72 hours. After 72 hours, the report expires, is removed from the Patient Reports tab, and can no longer be accessed.

#### 4.11.7. Opening a Report

1. Click the report name in the **Report** column of the **Patient Reports** tab ([Figure 57](#)) -OR-
2. Click the **Contents** link in the **Status** column of the **Patient Reports** tab to open a list of the records included in the report in the **Report Contents** window ([Figure 57](#)) -OR-
3. Click the blue, hyperlinked report name in the **Report Contents** window ([Figure 59](#))

Figure 59: Report Contents Window

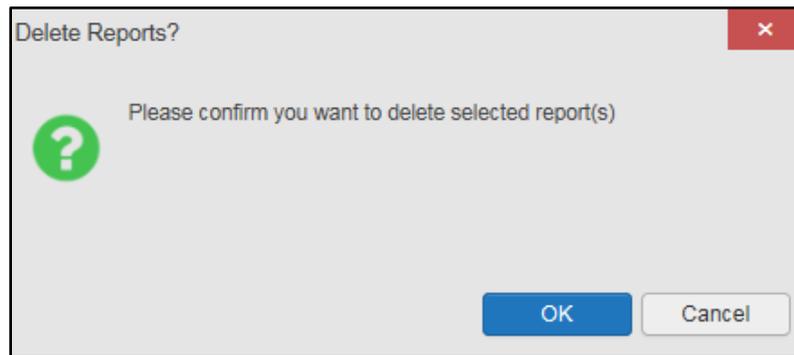


**i** **NOTE:** The Report Builder prints the report content to a file in PDF format. It is recommended that you have the latest Adobe Reader installed on the system from which you access JLV to utilize the Report Builder and other JLV features.

#### 4.11.8. Delete a Report

1. Select the checkbox to the left of the report name on the **Patient Reports** tab ([Figure 57](#))
2. Click the **Delete Selected** button
3. Click **OK** to confirm deletion ([Figure 60](#))

Figure 60: Delete Reports Dialog Box



## 4.12. Printing

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

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

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

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

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

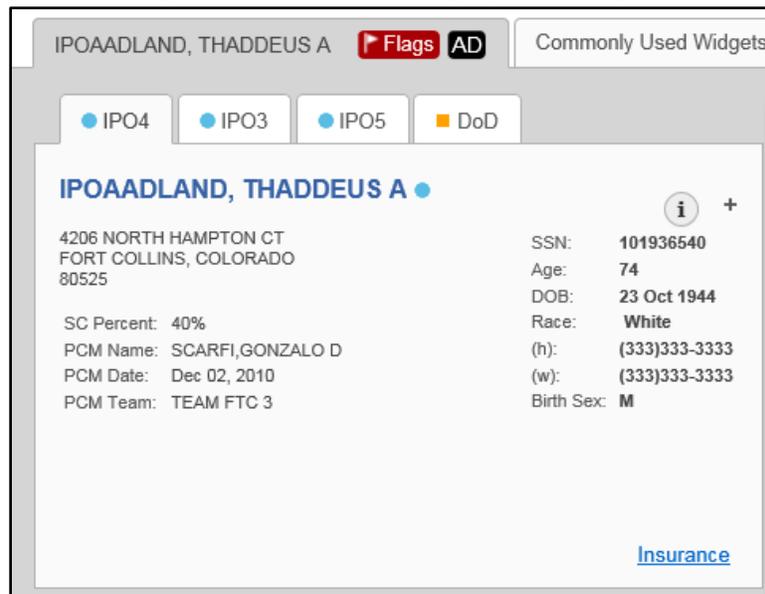
## 5. Widget Functionality

The following subsections detail the functionality in a sampling of the widgets available in JLV.

### 5.1. Patient Demographics Widget

The **Patient Demographics** widget displays a summary of the patient's non-clinical, personal data. The widget appears in the upper left section of the **Patient Portal** ([Figure 61](#)). The tabs above the patient's name provide a demographics summary for each site (VA or DoD) the patient has visited.

Figure 61: Patient Demographics Widget



The **Patient Demographics** widget provides additional functionality:

- Clicking the patient's name opens details in a standalone window

- Clicking a **Connection Status** icon   opens the connection status details in a separate window
- Clicking the **Flags** icon above the tabs in the widget opens clinical flag details in a new window
- Clicking the **AD** icon above the tabs in the widget opens the **Advanced Directives** dialog in a new window

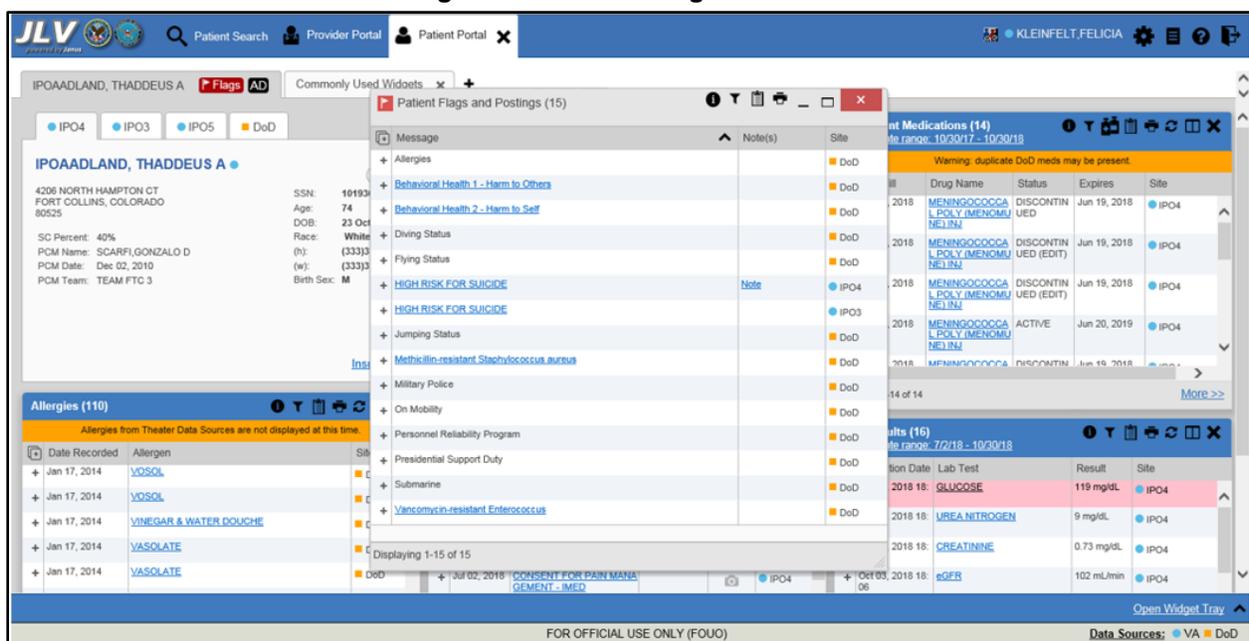
A **Warning** icon  that displays on one or more tabs within the **Demographics** widget is an indication that the patient is not registered at that VA site or DoD facility.

### 5.1.1. Patient Flags and Alerts

If the patient has one or more clinical warnings, alerts, or flags in their record from VA and DoD sites, the **Flags** icon is displayed next to the **Patient Name** tab, above the **Demographics** widget, on the **Patient Portal** ([Figure 62](#)).

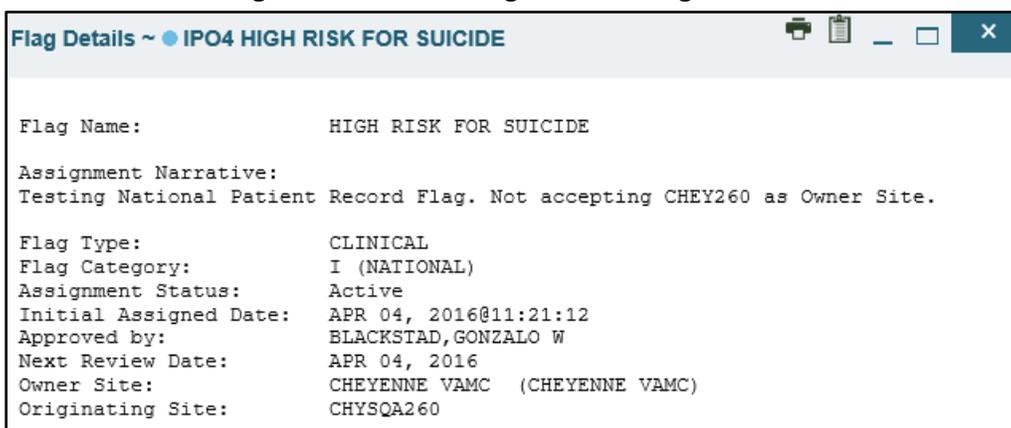
The **Patient Flags and Postings** window opens and displays by default when the **Patient Portal** opens, if there are warnings associated with the selected patient.

**Figure 62: Patient Flags Indicator**



Click the **Flags** icon to open the **Patient Flags and Postings** window ([Figure 62](#)). The window displays a list of alerts and flags within the patient’s record. Selecting the hyperlinked message for each patient alert opens the Flag Details window ([Figure 63](#)). Selecting the **Note** link ([Figure 62](#)) will open documents pertaining to placement of the flag. If the patient’s record does not contain any clinical warnings, the **Flags** icon is not displayed.

**Figure 63: Patient Flags and Postings Details**



### 5.1.2. Advanced Directives

You can view Advanced Directives ([Figure 64](#)) by selecting the  icon on **Demographics** widget. Advanced Directives are pulled from DoD and VA data sources. The  icon changes if it is loading  or may be greyed out  if no Advance Directives were found for the patient.

**Figure 64: Advanced Directives Dialog**

Advance Directive (2)			
Date	Document Title	Site	
+ Aug 01, 2006	<a href="#">ADVANCE DIRECTIVE DISCUSSION</a>	IPO4	
+ Aug 01, 2006	<a href="#">ADVANCE DIRECTIVE DISCUSSION</a>	IPO3	

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### 5.1.3. Viewing Third-Party Insurance Information

Third-party payers and insurance information is available from the **Patient Demographics** widget. Click the **Insurance** link in the **Demographics** widget. A new window opens with the following insurance information, some of which is displayed in [Figure 65](#):

- Health Plan Type
- Health Plan Name
- Standardized Insurance Type (See [Terminology Normalization](#) for more information.)
- Plan Effective Date

- Plan Expiration Date
- Site
- Group Number
- Member ID
- Subscriber ID
- RxBIN
- RxPCN
- Notes
- Comments
- Subscriber Date of Birth
- Subscriber’s Relationship to Insurer
- Health Plan Mailing Address
- Health Plan Contact Information

Figure 65: Insurance Information

Health Plan Type	Health Plan Name	Standardized Insurance Type	Plan Effective Date	Plan Expiration Date	Site	Group Number
+ MEDICARE (M)	MEDICARE (WNR)	Medicare Primary	Sep 01, 2009		• IPO4	GRP NUM 9232
+ MEDICARE (M)	MEDICARE (WNR)	Medicare Primary	Sep 01, 2009		• IPO4	GRP NUM 9303
+ MEDIGAP PLAN C	MUTUAL O	Medicare Primary	Sep 01, 2009		• IPO4	GRP NUM 13129

X12 Health Insurance Type  
Standardized Name: Medicare Primary  
Standardized Code: MP

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

## 5.2. Documents Widget

The **Documents**  widget ([Figure 66](#)) includes documents from multiple clinical domains, including radiology reports (exams), progress notes, outpatient encounters, consult encounters, discharge summaries (inpatient notes), questionnaires, and Health Artifact and Image Management Solution (HAIMS) records. HAIMS records retrieved by JLV include scanned paper records, imported paper records, scanned non-radiology images, and imported non-radiology images, displayed in chronological order by the document date.

Figure 66: Documents Widget, Minimized View

Documents (27)					
Filtered date range: 4/8/18 - 8/6/18					
Date	Description	Provider	Image	Site	
+ Jul 03, 2018	<a href="#">CONSENT FOR LONG-TERM OPIOIDS FOR PAIN</a>	MCCLAIN, MAE		● IPO4	^
+ Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4	
+ Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4	
+ Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4	
+ Jun 28, 2018	<a href="#">MOVE BEHAVIORAL HEALTH PROGRESS NOTE</a>	MCCLAIN, MAE		● IPO4	
+ Jun 19, 2018	<a href="#">INFECTION CONTROL PROGRESS NOTE</a>	MCCLAIN, MAE		● IPO4	
+ Jun 18, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>			● IPO4	
+ Jun 18, 2018	<a href="#">PAIN PLAN RECOMMENDATIONS CONSULT REPORT</a>	MCCLAIN, MAE		● IPO4	v

1 2 > Displaying 1-25 of 27 [More >>](#)

### 5.2.1. Documents Widget Data

The minimized view of the **Documents** widget displays the following information:

- Date
- Description
- Provider
- Image
- Site

Outpatient encounter records displayed in the **Documents** widget may have a **Details** link enabled in the **Date** column. Where available, click the link to open a **Details** window for records of this type.

The **Description** column displays the document title, where available. Click a hyperlinked entry in the **Description** column in either the minimized or expanded view of the widget to open the document.

A **Camera** icon  in the **Image** column of the **Documents** widget indicates that one or more images are associated with that record. Clicking the **Camera** icon opens the VistA Imaging Viewer in a standalone window and displays the associated image(s).

Click **More >>** in the minimized view of the **Documents** widget to open the expanded view ([Figure 67](#)). Information in expanded view includes:

- Date
- Standardized Description
- Provider Specialty
- Description
- Provider
- Location

- Status
- Source System
- Image
- Site

Figure 67: Documents Widget, Expanded View

Documents (27)  
Filtered date range: 4/9/18 - 8/7/18

If the information you expect does not appear, expand the date range.

Start date: 04/09/2018 End date: 08/07/2018 Apply 1w 2w 1m 3m 6m 1y 2y 3y

Filter by Description Filter by Standardized Description Filter by Provider Specialty Filter by Location  
Filter by Source System Filter by Site

Enter text to filter Remove All Filters Close Filter

Date	Description	Standardized Description	Provider	Provider...	Location	Status	Im...	Source System	Site
Jul 03, 2018	<a href="#">CONSENT FOR LONG-TERM OPIOIDS FOR PAIN</a>	Consent Document Patient	MCCLAIN,MAE	Allopathic and Osteopathic Physicians	CHYSQA260			VistA	IPO 4
Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>	Consent Document Patient			CHYSQA260		📷	VistA	IPO 4
Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>	Consent Document Patient			CHYSQA260			VistA	IPO 4
Jul 02, 2018	<a href="#">CONSENT FOR PAIN MANAGEMENT - IMED</a>	Consent Document Patient			CHYSQA260		📷	VistA	IPO 4
Jun 28, 2018	<a href="#">MOVE BEHAVIORAL HEALTH PROGRESS NOTE</a>	Multi-specialty program Note	MCCLAIN,MAE	Allopathic and Osteopathic Physicians	CHYSQA260			VistA	IPO 4
Jun 22, 2018	VIDEO						📷	VistA	IPO 4

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### 5.2.2. Viewing Documents

Click a hyperlinked entry in the **Description** column in either the minimized or expanded view of the **Documents** widget to access additional information for a listed record. Depending on the record type, the additional information may open in either a details window or a separate browser window. [Figure 68](#) displays outpatient encounters details, accessed through the **Documents** widget.

Figure 68: Details View of a Document



### 5.2.3. Viewing DoD Sensitive Data

JLV masks the display of sensitive records in the **Documents** widget. The record is masked with the tag **\*\*Sensitive\*\***. You may view the data, but the action is audited each time you view the sensitive DoD record.

After clicking the hyperlink in the **Description** column for a sensitive record, JLV notifies you that you will be audited. This message is triggered each time you click a sensitive record. After you select your purpose for viewing the record and agree to be audited, the sensitive data appears in **Details** view, but the record remains masked in the minimized and expanded views of the widget.

## 5.3. Community Health Summaries and Documents - VA

The **Community Health Summaries and Documents - VA** widget  displays the patient's VA VHIE community partner information, including Continuity of Care Documents (CCDs) in C32 and C62 formats and HL7 Consolidated-Clinical Document (CCDA) structured documents available for the patient. The information in this widget is sorted by the title of the entry listed in the **Document** column.

 **NOTE:** CAPRI-Claims users cannot see the **Community Health Summaries and Documents - VA** widget.

### 5.3.1. Community Health Summaries and Documents - VA Widget Data

Data displayed within the **Community Health Summaries and Documents - VA** widget includes:

- Date

- Document
- Source

The purple hexagon beside entries in the **Source** column denotes the source of the data is outside the VA. The widget displays all data available 150 years into the past and 1 year into the future.

**Figure 69: Community Health Summaries and Documents - VA, Minimized View**

Date	Document	Source
Mar 31, 2018	<a href="#">Procedure Pass Summary</a>	UC San Diego
Apr 01, 2018	<a href="#">Procedure Pass Summary</a>	UC San Diego
Apr 01, 2018	<a href="#">Hospital Encounter Summary</a>	UC San Diego
Apr 05, 2018	<a href="#">Scanned Document Summary</a>	UC San Diego
Aug 02, 2018	<a href="#">Emergency Summary</a>	Hawaii Pacific Health
Nov 30, 2018	<a href="#">Continuity of Care Document</a>	UC San Diego
Nov 30, 2018	<a href="#">Continuity of Care Document</a>	Hawaii Pacific Health
Nov 30, 2018	<a href="#">Continuity of Care Document</a>	MemorialCare

The **Site List** icon  on the toolbar in the **Community Health Summaries and Documents - VA** widget ([Figure 69](#)) generates a list of community sites where the patient has been seen.

Click the **Site List** icon  to open the full list of community sites where the patient has been seen. The site list content is gathered from the widget's **Source** column and the sites where the patient was seen, but no document was generated. Click **Close Site List** to remove the full site list from the widget display.

### 5.3.2. Viewing VA Community Health Summary Documents

The **Community and Health Summaries and Documents - VA** widget is rendered only in minimized view. Instead of an expanded view, the selected document opens in a new browser window ([Figure 70](#)).

[Figure 69](#) shows health summary records available from the **Document** column in the **Community Health Summaries and Documents - VA** widget. Clicking a hyperlinked entry in the **Document** column opens the document in a separate browser tab ([Figure 70](#)).

 **NOTE:** Multiple documents can be opened in separate browser tabs for simultaneous viewing and printing.

Figure 70: Community Health Document

**Susquehanna Health System**

**Imaging**

Created On: April 27, 2017

<b>Patient:</b>	NWHINFIVE NWHINZZTESTPATIENT 1500 TEST STREET HELENA, AL, 35080 tel: PATIENT PHONE MISSING	<b>Patient ID:</b> 700002
<b>Birthdate:</b>	January 5, 1985	<b>Sex:</b> M
<b>Source:</b>	Susquehanna Health System Author: STELTZ, MICHAEL	

**Table of Contents**

**Attached File**

```

EXAM: (MUS 1553)  ULT LEG UNI VENOUS DUPLEX  - LEFT  -Accession #:
6749809
DATE AND TIME EXAM COMPLETED: Apr 27 2017  1:45PM
REASON FOR EXAM:  pain
*****
Venous Doppler of the leftlower extremity.
Indication: Hard lump just above the knee.
Comparison: None
TECHNIQUE:  Gray-scale, pulsed Doppler and color Doppler images.
INTERPRETATION:  No evidence of deep venous thrombus within the left
lower extremity.
At the area of interest ultrasound showed a small 3 x 3 mm cystic area in
the subcutaneous zone.  Nonspecific but suspicious for benign sebaceous
cyst.
Also small popliteal cyst, 3 x 1 cm.
    
```

## 5.4. Health Summaries and Reports – VA Only Widget

### 5.4.1. Health Summaries and Reports – VA Only Widget Data

The **Health Summaries and Reports – VA Only** widget displays the patient's national and local health summaries from VA sites where the patient has been registered, including the MAH, MAL, Cytopathology, Surgical Pathology, Lab Summary—Cumulative, and Blood Bank reports. This widget is available to VA users only. Click the  **Health Summaries and Reports – VA Only** icon from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop it where desired on the portal to open the widget.

JLV sorts records by **Site** by default. The widget also presents report data within last 14 days by default, but you can adjust the date range. Additionally, if a patient has national health summaries, JLV displays records of National type at the top of the widget.

The **Description** column displays the document title, where available. Click a hyperlinked entry in the **Description** column in either the minimized or expanded views of the widget to open the document.

In the minimized view of the **Health Summaries and Reports – VA Only** widget, information includes:

- Description

- Site

In the minimized view, national records are named in the **Site** column ([Figure 71](#)).

**Figure 71: Health Summaries and Reports - VA Only Widget, Minimized View**

Description	Site
<a href="#">Blood Bank Report</a>	National
<a href="#">Cytopathology</a>	National
<a href="#">Lab Summary - Cumulative</a>	National
<a href="#">Medication Administration History</a>	National
<a href="#">Medication Administration Log</a>	National
<a href="#">REMOTE MHV REMINDERS DETAIL</a>	National
<a href="#">REMOTE MHV REMINDERS SUMMARY</a>	National

Displaying 1-25 of 111 [More >>](#)

Click **More >>** from the minimized view of the **Health Summaries and Reports – VA Only** widget to open an expanded view of the widget. In the expanded view, information includes:

- Description
- Type
- Site

In the expanded view, national records are named in the **Type** and **Site** columns.

**Figure 72: Health Summaries and Reports - VA Only Widget, Expanded View**

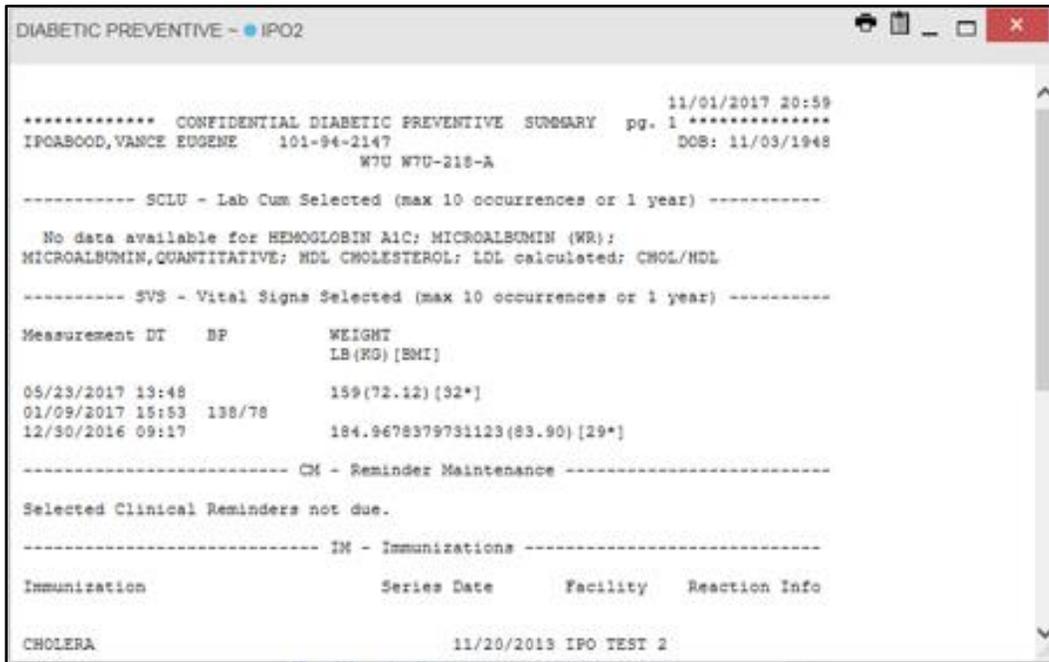
Description	Type	Site
+ <a href="#">Blood Bank Report</a>	National	National
+ <a href="#">Cytopathology</a>	National	National
+ <a href="#">Lab Summary - Cumulative</a>	National	National
+ <a href="#">Medication Administration History</a>	National	National
+ <a href="#">Medication Administration Log</a>	National	National
+ <a href="#">REMOTE MHV REMINDERS DETAIL</a>	National	National
+ <a href="#">REMOTE MHV REMINDERS SUMMARY</a>	National	National
+ <a href="#">Remote Clinical Data (3m)</a>	National	National
+ <a href="#">Remote Clinical Data (1y)</a>	National	National
+ <a href="#">Remote Clinical Data (4y)</a>	National	National
+ <a href="#">Remote Demo/Visits/PCE (3m)</a>	National	National
+ <a href="#">Remote Dis Sum/Surg/Prod (12y)</a>	National	National
+ <a href="#">Remote Labs All (3m)</a>	National	National

### 5.4.2. Viewing Health Summaries

Click a hyperlinked entry in the **Description** column of either the minimized or expanded view of the **Health Summaries and Reports – VA Only** widget to view additional information for the record. This widget is available to VA users only.

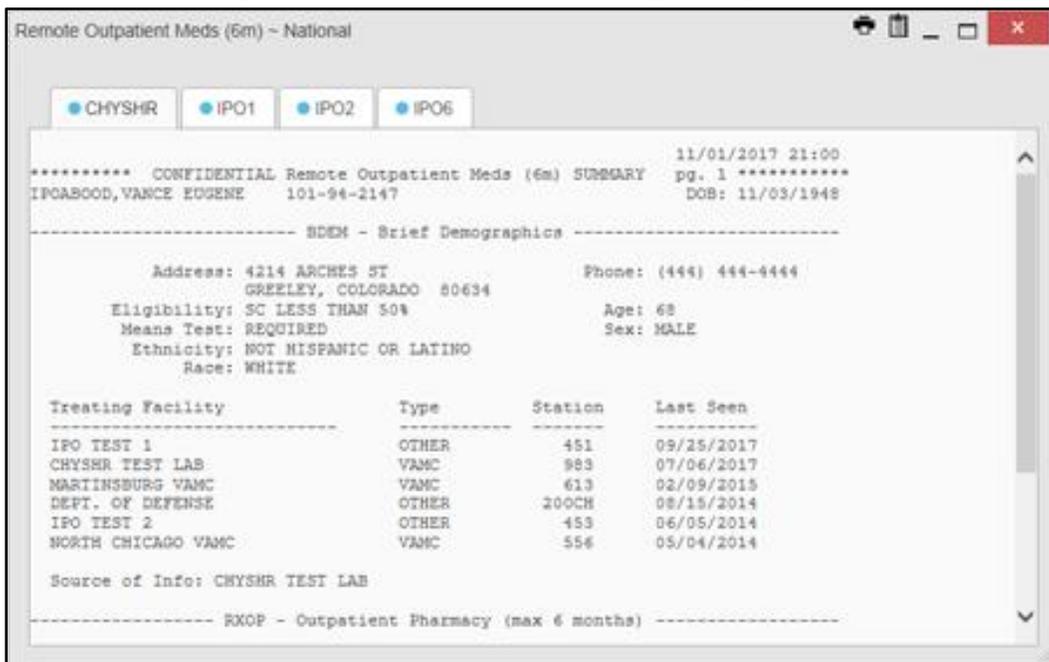
The following example displays a health summary record exported from a single, local site.

Figure 73: Health Summary from a Single, Local Site



The following is an example of JLV's display of a national health summary. Within the window, tabs represent the VistA sites where the patient is registered. Click each tab to view patient records for that site.

Figure 74: National Health Summary, Multiple Sites



## 5.5. Military Health System (MHS) GENESIS Widget

The **MHS GENESIS** widget  displays DoD patient documents and dental summaries from the DoD's MHS GENESIS system. The information is displayed in reverse chronological order by date.

**i** **NOTE:** MHS GENESIS is a DoD data source. You must enable DoD data sources to view data in this widget. If you opt to view only VA data sources, MHS GENESIS data is suppressed.

### 5.5.1. MHS GENESIS Widget Data

The minimized view of the **MHS GENESIS** widget includes the following information:

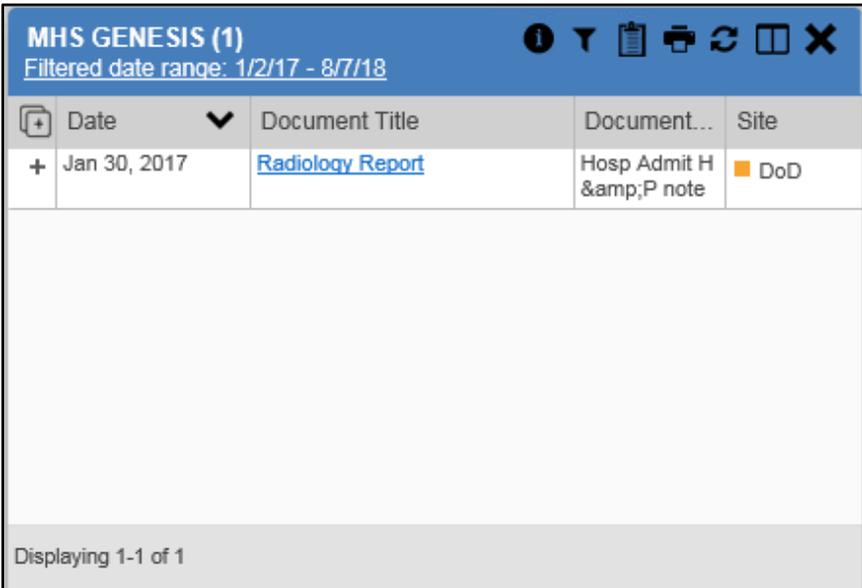
- Date
- Document Title
- Document Type
- Site

[Figure 75](#) highlights the **MHS GENESIS** widget in minimized view. There is no expanded view for the widget; instead, the CCDA document selected opens in a new browser window ([Figure 76](#)).

**i** **NOTE:** The **Outpatient Medications** widget displays an orange banner with a warning that reads, “*Duplicate DoD meds may be present*” due to the integration of data from MHS GENESIS.

Medical CCDs, Dental CCDs, and aggregate CCDs with blank entries in the **Date** column for the record appear first in the widget by default.

Figure 75: MHS GENESIS Widget



MHS GENESIS (1)				
Filtered date range: 1/2/17 - 8/7/18				
	Date	Document Title	Document...	Site
+	Jan 30, 2017	<a href="#">Radiology Report</a>	Hosp Admit H &P note	DoD

Displaying 1-1 of 1

## 5.5.2. Viewing MHS GENESIS Documents

Click a hyperlink in the **Document** column in either view of the **MHS GENESIS** widget to display a CCDA document ([Figure 76](#)) in a new browser window.

Figure 76: CCDA Document

Transition of Care/Referral Summary  
created on **February 28, 2017, 14:30:17, CST**

**MB Military Baseline  
Medical Center**

Patient: CHDRONE  
CHDRZZTESTPATIENT  
DOB: March 3, 1960  
Gender: Male

[ - ] Table of Contents

[-] Patient Information

Patient Information	
Address	Primary Home: 1234 Howard St La Jolla, CA 92038- , US Tel: (760)222-5555
Marital status	
Religious Affiliation	
Race	Black or African American
Ethnicity	Not Hispanic or Latino
Language(s)	
Preferred Language	

[-] Encounters

2/17/17  
FC Fairchild Clinics 9 (9) -  
2/17/17

## 6. Troubleshooting

The following subsections provide information about troubleshooting common errors in JLV.

Please see online help for how-to information within JLV. Please visit [JLV Resources](#) to see JLV training videos and access additional JLV training materials.

### 6.1. Special Instructions for Error Correction

JLV utilizes access control and authentication services to limit access to registered, authorized users. When enabled, JLV validates you against information retrieved from your Smart Card. If you are having trouble logging in to JLV, and have used the correct URL for your agency, please review the following before contacting the ESD:

VHA users:

- Have accessed JLV using the JLV URL (<https://jlv.med.va.gov/JLV>) or the **JLV** button in CPRS if available
- Have entered their existing CPRS Access and Verify codes correctly in the fields on the JLV **Login** page

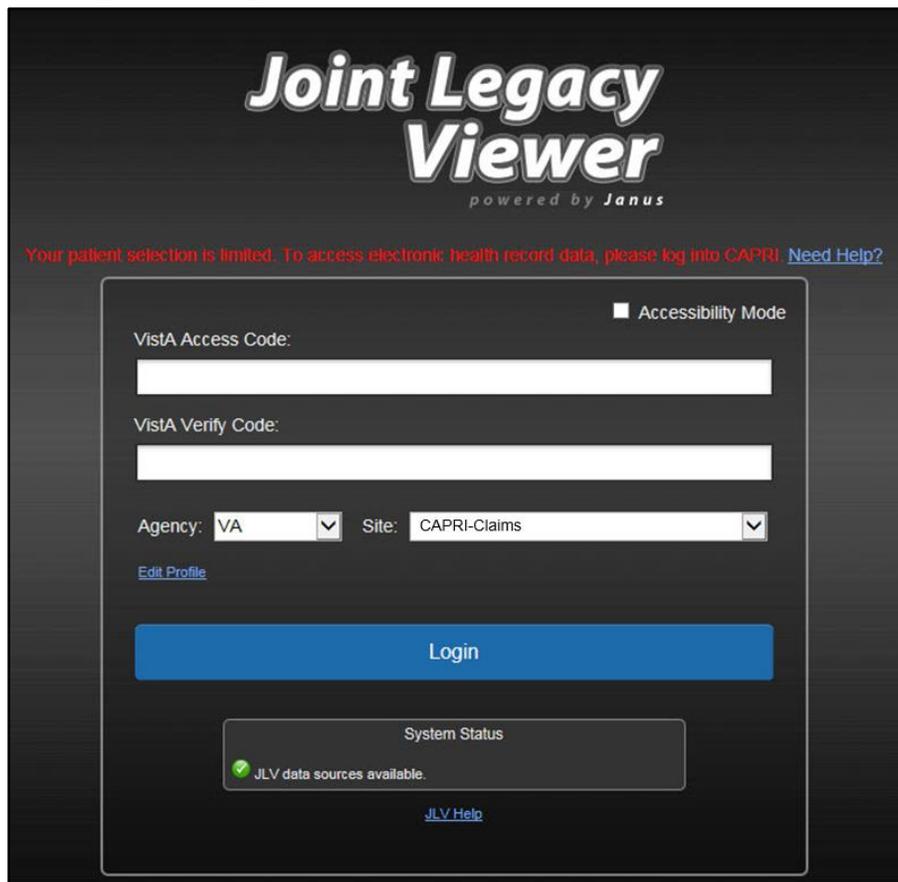
- Have selected a site from the **Site** dropdown list on the **JLV Login** page (Most users must specify the individual facility name or their parent healthcare system name)

CAPRI-Claims users:

- Have accessed JLV using the JLV URL(<https://jlv.med.va.gov/JLV>) or the **Joint Legacy Viewer** tab in CAPRI
- Have entered their existing CAPRI Access and Verify codes correctly in the fields on the **JLV Login** page
- Have selected CAPRI-Claims from the **Site** dropdown list
- Do not have any CAPRI patient selection restrictions

Users with any CAPRI patient selection restrictions (restricted users) must use the **Joint Legacy Viewer** tab in CAPRI to access JLV. Restricted users will see the message shown in [Figure 77](#) on the **JLV Login** page if attempting to access JLV via the JLV URL.

**Figure 77: Login Error - CAPRI Patient Selection Restrictions**



### 6.1.1. Login Page Error Messages

Troubleshooting steps for error messages received at the **Login** page are provided in [Table 7](#).

**Table 7: Error Messages and Resolution Steps**

Error Message/Behavior	Description/Resolution Steps
<b>No access allowed for this user</b>	<p><b>WHY?</b> You have not signed onto CAPRI or CPRS for too long and your account is inactive.</p> <p><b>FIX IT:</b> Contact the ESD and tell them that either your access to CAPRI or CPRS (whichever you use) has been deactivated.</p>
<b>Access denied. You are not an authorized user.</b>	<p><b>WHY?</b> There may be an issue with your Single Sign-on account.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) Go to the <a href="#">Link My Account</a> website</li> <li>2) Select a certificate that is not expired, and specifies: <i>“Issued by: Veterans Affairs CA B1”</i></li> <li>3) Select <i>Link VistA User</i> from the left side of the page</li> <li>4) Select the VA Medical Center to link to</li> <li>5) Enter your CPRS Access/Verify codes</li> <li>6) Click Submit</li> <li>7) If unsuccessful, contact the ESD</li> </ol>
<b>Could not save User Profile</b>	<p><b>WHY?</b> The error occurred during PIV authentication. It is either a PIV card processing problem, or you chose the wrong security certificate.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) Close your browser window</li> <li>2) Reinsert your PIV card and relaunch JLV</li> <li>3) Select a certificate that is not expired and specifies: <i>“Issued by: Veterans Affairs CA B1”</i></li> <li>4) If unsuccessful, close all open IE windows/tabs, then open IE and try JLV again</li> </ol>
<b>Not a valid ACCESS/VERIFY CODE pair</b>	<p><b>WHY?</b> JLV could not match your Access and Verify codes to the site selected in the dropdown, or you entered username and password instead of Access/Verify codes.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) VHA users must select the parent VistA host site for their facility</li> <li>2) Reenter your Access and Verify codes (CAPRI codes for CAPRI-Claims users, CPRS codes for VHA users)</li> </ol>
<b>Page cannot be displayed</b>	<p><b>WHY?</b> The JLV URL requires certain IE settings.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) Click the <b>Tools</b> menu (press ALT+X) in IE</li> <li>2) Select <b>Internet Options</b></li> <li>3) When the dialog box opens, click the <b>Advanced</b> tab</li> <li>4) Scroll down in the list until you see the Secure Sockets Layer (SSL) 2.0 setting, and ensure it is NOT checked</li> <li>5) Ensure that the Transport Layer Security (TLS) 1.0, 1.1 and 1.2 settings ARE checked</li> <li>6) Click <b>OK</b> to close the dialog box, then relaunch JLV (The page should load)</li> </ol>

Error Message/Behavior	Description/Resolution Steps
<b>Smart Card required</b>	<b>WHY?</b> Your Smart Card was not read by Windows Security and JLV before opening the JLV URL. <b>FIX IT:</b> <ol style="list-style-type: none"> <li>1) Close all browser sessions and browser-based applications</li> <li>2) Reinsert your PIV card, and relaunch the JLV URL</li> <li>3) If unsuccessful, close all open IE windows/tabs, then open IE and try JLV again</li> </ol>
<b>VERIFY CODE must be changed before continued use</b>	<b>WHY?</b> Your CPRS or CAPRI Verify code has expired. <b>FIX IT:</b> <ol style="list-style-type: none"> <li>1) Open CPRS, VistA, or CAPRI (CAPRI-Claims users) <ol style="list-style-type: none"> <li>a) If prompted for a PIV card certificate by CPRS, click <b>Cancel</b></li> </ol> </li> <li>2) You are prompted to create a new Verify code</li> <li>3) Once your Verify code has been changed for CPRS or CAPRI, relaunch JLV, which recognizes the new code immediately</li> </ol>
<b>No message displays but behavior occurs: Clicking the JLV button in CPRS does not open JLV</b>	<b>WHY?</b> You are likely using Google Chrome as your default browser. <b>FIX IT:</b> <ol style="list-style-type: none"> <li>1) Click <b>Start</b> menu, then select <b>Default Programs</b> in the right pane</li> <li>2) Click <b>Set your default programs</b></li> <li>3) Click <b>Internet Explorer</b> in the list, then click <b>Set this program as default.</b></li> </ol>

## 6.1.2. System Error Messages

[Table 8](#) summarizes system messages that may be presented to JLV users.

**Table 8: System Error Messages**

Error Message/Behavior	Description/Resolution Steps
<b>No message displays but behavior occurs: The browser window does not allow the user to scroll to widgets or access the JLV icons on the portal pages.</b>	<b>WHY?</b> You may be using an unsupported browser, or your screen resolutions settings do not match the recommended configuration. <b>FIX IT:</b> <ol style="list-style-type: none"> <li>1) Access JLV using IE 11</li> <li>2) Use a monitor with a minimum screen resolution of 1024 x 768</li> <li>3) Set the browser zoom feature to 100%</li> <li>4) If browser display issues continue, log out of JLV, close the browser window, open a new browser window, and log in to JLV again</li> </ol>
<b>Warning: An error occurred while attempting to retrieve VistA Imaging Viewer URL.</b>	<b>WHY?</b> JLV is unable to retrieve the necessary data object to launch a VistA Imaging Viewer instance. <b>FIX IT:</b> Try again later; either VDS or CVIX is offline.
<b>MVI Error: Your query yields too many results. Please modify your search parameters to narrow the search.</b>	<b>WHY?</b> JLV adheres to VA guidelines and blocks search results when a search request yields more than 10 patients. <b>FIX IT:</b> Modify the information in the Patient Search dialog box using additional patient identifiers to reduce the number of results.

Error Message/Behavior	Description/Resolution Steps
<b>MVI Message: There are no patients found using the current parameters.</b>	<p><b>WHY?</b> No patient records were found using the information entered in the Patient Search dialog box.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) Verify the accuracy of the information</li> <li>2) Reenter patient identifiers in the Patient Search dialog box fields</li> </ol>
<b>MVI Error: Application Reject. There was an error attempting to process your query. Please modify your search parameters and try again.</b>	<p><b>WHY?</b> There may be one or more errors in the Patient Search dialog fields.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) Validate the patient identifiers, and try the search again</li> <li>2) If problems persist, there may be an error between MVI and the Defense Enrollment Eligibility Reporting System (DEERS)</li> </ol>
<b>MVI Error: Patient not found with search elements entered, please provide additional patient identifying information and search again.</b>	<p><b>WHY?</b> No unique patient is found with the identifiers used in the search.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) Click <b>OK</b> to return to the Patient Search window</li> <li>2) Provide additional patient identifiers, like the full first name or DOB</li> </ol>
<b>You do not have authorization to view this record. Security regulations prohibit computer access to your own medical record.</b>	<p><b>WHY?</b> VA security regulations prevent you from accessing your own medical records.</p>
<b>You do not have authorization to view this record. Your SSN is missing from the NEW PERSON file. Contact your ADP Coordinator.</b>	<p><b>WHY?</b> Per VA policy, JLV does not allow access to patient records if the JLV user's SSN is not in their Vista profile.</p> <p><b>FIX IT:</b> Contact your Automated Data Processing Application Coordinator (ADPAC).</p>
<b>An error occurred while attempting to retrieve the document.</b>	<p><b>WHY?</b> This error occurs when something goes wrong when JLV tries to retrieve a selected document.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) Try again</li> <li>2) If the error persists, contact local support or the ESD</li> </ol>
<b>An error occurred while attempting to display the document.</b>	<p><b>WHY?</b> This error occurs when JLV tries to retrieve a document but has trouble converting the document to a viewable format.</p> <p><b>FIX IT:</b></p> <ol style="list-style-type: none"> <li>1) Try again</li> <li>2) If the error persists, contact local support or the ESD</li> </ol>
<b>Your patient selection is limited. To access electronic health record data, please log in to CAPRI.</b>	<p><b>WHY?</b> Some CAPRI-Claims users have patient or site restrictions attached to their profile.</p> <p><b>FIX IT:</b> Log in to CAPRI and select the <b>Joint Legacy Viewer</b> tab to view patient records.</p>

Error Message/Behavior	Description/Resolution Steps
<p><b>Connection Status alert or error displayed in the Community Health Summaries and Documents - VA widget:</b>  <b>One or more data sources could not be connected; some entries will not appear.</b>  <b>or</b>  <b>Error: DAS Query failure. HTTP error.</b></p>	<p><b>WHY?</b> These messages appear when the VA VHIE service is not available.  <b>FIX IT:</b> If either message persists for more than 5 minutes, contact support. If you are unable to retrieve community partner documents for a patient, please contact your local VHIE Coordinator. If you need assistance identifying your local contact, please e-mail <a href="mailto:VHIECommunityEngagement@va.gov">VHIECommunityEngagement@va.gov</a>.</p>
<p><b>Error displayed in Community Health Summaries and Documents - VA widget:</b>  <b>Connection Error – No Data</b></p>	<p><b>WHY?</b> JLV was unable to retrieve data from eHealth Exchange (eHX).  <b>FIX IT:</b>  1) Try again  2) If the error persists, contact local support or the ESD</p>

## A. Acronyms and Abbreviations

[Table 9](#) lists the acronyms and abbreviations used throughout this document and their descriptions.

**Table 9: Acronyms and Abbreviations**

<b>Acronym</b>	<b>Description</b>
<b>ADPAC</b>	Automated Data Processing Application Coordinator
<b>CAPRI</b>	Compensation and Pension Record Interchange
<b>CCD</b>	Continuity of Care Document
<b>CCDA</b>	Consolidated Clinical Document Architecture
<b>CCOW</b>	Clinical Context Object Workgroup
<b>CDC</b>	Centers for Disease Control
<b>CPRS</b>	Computerized Patient Record System
<b>CPT</b>	Current Procedural Terminology
<b>DEERS</b>	Defense Enrollment Eligibility Reporting System
<b>DOB</b>	Date of Birth
<b>DoD</b>	Department of Defense
<b>EDIPI</b>	Electronic Data Interchange Personal Identifier
<b>EHR</b>	Electronic Health Record
<b>eHX</b>	eHealth Exchange
<b>ESD</b>	Enterprise Service Desk
<b>GUI</b>	Graphical User Interface
<b>HAIMS</b>	Healthcare Artifact and Image Management Solution
<b>HCP</b>	Health Care Provider
<b>HL7</b>	Health Level 7
<b>ID</b>	Identification
<b>IE</b>	Internet Explorer
<b>IEN</b>	Internal Entry Number
<b>IP</b>	Internet Protocol
<b>JLV</b>	Joint Legacy Viewer
<b>LOINC</b>	Logical Observation Identifiers Names and Codes
<b>MAH</b>	Medication Administration History
<b>MAL</b>	Medication Administration Log
<b>MHS</b>	Military Health System
<b>MI</b>	Middle Initial
<b>MVI</b>	Master Veteran Index
<b>NUCC</b>	National Uniform Claim Committee
<b>OIT</b>	Office of Information and Technology
<b>PCM</b>	Primary Care Management
<b>PDWS</b>	Patient Discovery Web Service

<b>Acronym</b>	<b>Description</b>
<b>PIN</b>	Personal Identification Number
<b>PIV</b>	Personal Identity Verification
<b>SSL</b>	Secure Sockets Layer
<b>SSN</b>	Social Security Number
<b>SSOi</b>	Single Sign-On Internal
<b>TLS</b>	Transport Layer Security
<b>UI</b>	User Interface
<b>URL</b>	Uniform Resource Locator
<b>VA</b>	Department of Veterans Affairs
<b>VBA</b>	Veterans Benefits Administration
<b>VHA</b>	Veterans Health Administration
<b>VistA</b>	Veterans Health Information Systems and Technology Architecture
<b>VHIE</b>	Veterans Health Information Exchange

## B. Patient Portal Widgets, Columns, and Supported Views

[Table 10](#) details each data column within the minimized and expanded views of each widget. Data columns available in each view are ordered from left to right.

- An asterisk (\*) next to a column title in the table indicates the data for that record is available in “detail view” from within the widget; clicking a link opens the contents of that record in a standalone window
- A dagger (†) next to a column title in the table indicates the data in that column is normalized (mapped to standards)

**Table 10: Widget Details**

Widget	Description	Minimized View	Expanded View
<b>Admissions</b>	Displays the patient’s inpatient admissions information including VA expanded admission discharge transfer history and detailed discharge diagnosis data	Adm Date*   Discharge Date   Diagnosis†   Ward   Site	Adm Date*   Discharge Date   Ward   Provider†   Diagnosis†   Standardized Diagnosis†   Registration Number   Site
<b>Allergies</b>	Displays the patient’s allergy information	Date Recorded   Allergen*†   Site	Date Recorded   Allergen*†   Standardized Allergen†   Reaction   Severity   Comments   Site
<b>Appointments</b>	Displays the patient’s past and future appointments information	Scheduled Date/Time*   Clinic   Provider† <sup>4</sup>   Site	Scheduled Date/Time*   Clinic   Provider† <sup>4</sup>   Provider Specialty† <sup>4</sup>   Appointment Status   Type   Reason   Site
<b>Clinical Reminders - VA Only</b>	Displays the patient’s clinical reminders information from all VA sites	Reminder*   Site <sup>5</sup>	Reminder*   Site <sup>5</sup>
<b>Community Health Summaries - VA</b>	Displays the patient’s community health documents from VHIE partners including any CCDs, in C32 and C62 formats, and HL7 C-CDA structured documents	Date   Document*   Source	N/A

<sup>4</sup> Column hover display includes provider address and phone number.

<sup>5</sup> Lists a sortable, filterable reminder column for each site to which the patient is registered. A maximum of three site columns display in minimized view. All site columns display in expanded view.

Widget	Description	Minimized View	Expanded View
<b>Consult Encounters</b>	Displays the patient's outpatient consult information	Date   Consult Order*   Status   Site	Date   Consult Order*   Provider†   Provider Specialty†   Status   Site
<b>Demographics</b>	Displays the patient's non-clinical or personal data including Patient Inquiry, Demographics, Insurance, Disabilities, and Primary Care assignments	The tabs above the patient's name provide a summary at site (VA or DoD) where the patient is registered	Click the patient name to open a separate window that provides patient demographic details (VistA patient inquiry for each VA site and DoD DEERS)
<b>Documents</b>	Displays documents from multiple clinical domains including radiology reports (exams), progress notes, outpatient encounters, consult encounters, discharge summaries, inpatient notes, questionnaires, and HAIMS and MHS GENESIS records	Date   Description*†   Provider†   Image   Site	Date   Description*†   Standardized Description†   Provider†   Provider Specialty†   Location   Status   Image   Source System   Site
<b>Health Summaries and Reports - VA Only</b>	Displays the patient's national and local health summaries and reports from VA sites where the patient has been registered	Description*   Site	Description*   Type   Site
<b>Immunizations</b>	Displays the patient's immunization history, including skin test data where available in the patient's record	Vaccine Administered Date (Note[s]*)   Vaccine Administered Product Type*†   Adverse Vaccine Reaction   Site (Reporting)	Vaccine Administered Date (Note[s]*)   Vaccine Administered Product Type*†   Standardized Vaccine Product Type†   Series   Immunization Result   Adverse Vaccine Reaction   Exemption/Refusal Reason   Exemption/Refusal Date   Site of Admin   Site (Reporting) <sup>6</sup>

<sup>6</sup> The **Immunizations** widget differentiates between the reporting site and the site of administration of a vaccine, and it includes a visual indicator when the two sites match.

Widget	Description	Minimized View	Expanded View
<b>Inpatient Medications</b>	Displays a patient's inpatient medications information including inpatient infusions	Order Number   Drug Name*†   Status   Order Stop Date   Site	Order Number   Order Start Date   Order Stop Date   Drug Name*†   Standardized Drug Name†   Status   Ordering HCP†   Ordering HCP Specialty†   Schedule   MAH/MAL   Quantity   Site
<b>Inpatient Summaries</b>	Displays the patient's discharge summaries, history, and physical summaries	Date   Note Type/Title*   Site	Date   Note Type/Title*   Provider†   Provider Specialty† <sup>7</sup>   Location   Visit/Adm Date   Status   Site
<b>Lab Panel Results</b>	Displays the patient's lab panel results information by lab panel order with order details	Collection Date   Order/Result*   Site	Collection Date   Order Number   Order/Results*   Ordering HCP†   Ordering HCP Specialty†   Sample   Status   Site
<b>Lab Results</b>	Displays the patient's lab results information by individual lab test for all test types (i.e., Microbiology, Cytopathology, and Surgical Pathology) as well as skin test data and blood bank (blood type testing and transfusion) history, when available in the patient's record	Collection Date   Lab Test*†   Result*   Site	Collection Date   Order Number   Status   Ordering HCP†   Ordering HCP Specialty†   Lab Test*†   Standardized Lab Test*†   Type   Specimen Source   Result*   Interpretation   Units   Ref Range   Site
<b>MHS GENESIS</b>	Displays patient documents and dental summaries from the MHS GENESIS system	Date   Document Title*   Document Type   Site	N/A
<b>Orders</b>	Displays the patient's medication, consult, radiology, and lab orders	Order Date   Description*†   Status/Priority   Type†   Site	Order Date   Order Number   Description*†   Status/Priority   Start Date   Stop Date   Type†   Standardized Type†   Provider†   Provider Specialty†   Site

<sup>7</sup> Data in the **Provider Specialty** column is populated with VA data only.

Widget	Description	Minimized View	Expanded View
<b>Outpatient Encounters</b>	Displays records of the patient's outpatient encounters	Encounter Date (Details*   Note*)   Clinic   Provider†   Diagnosis†   Site	Encounter Date (Details*   Note*)   Clinic   Status <sup>8</sup>   Type   Provider†   Provider Specialty†   Reason   Diagnosis†   Standardized Diagnosis†   Site
<b>Outpatient Medications</b>	Displays the patient's outpatient medications information, including those discontinued or expired within the past 120 days	Last Fill   Drug Name*†   Status   Expires   Site	Last Fill   Drug Name*†   Standardized Drug Name†   Prescription Number   Sig   Quantity   Days' Supply   Refills Left   Status   Ordering HCP†   Ordering HCP Specialty†   Expires   Site
<b>Problem List</b>	Displays the patient's problem list information	Updated Date   Problem Description*†   ICD   Status   Type   Site	Updated Date   Onset   Problem Description*†   Standardized Description†   ICD   Severity   Type   Status   Site
<b>Procedures</b>	Displays the patient's procedures for all Current Procedural Terminology (CPT) codes	Procedure Date (Note[s]*)   Location <sup>9</sup>   Provider†   Procedure Description†   Image   Site <sup>10</sup>	Procedure Date (Note[s]*)*   Location <sup>9</sup>   Provider†   Provider Specialty†   CPT Code   Procedure Description†   Standardized Procedure Description†   Image   Site <sup>10</sup>
<b>Progress Notes</b>	Displays the patient's progress notes information as well as advance directives, clinical warnings, and crisis notes	Date   Document Type/Title*†   Provider†   Image   Site	Date   Document Type/Title*†   Standardized Document Type†   Provider†   Provider Specialty†   Clinic   Image   Site
<b>Questionnaires and Deployment Assessments (AHLTA Only)</b>	Displays the patient's history of questionnaires and DoD pre- and post-deployment assessments	Date   Document Title*†   Site	Date   Entered By   Document Title*†   Standardized Document Title†   Site
<b>Radiology Reports</b>	Displays the patient's radiology exams information	Date   Exam*†   Image   Site	Date   Exam Number   Exam*†   Standardized Radiology Exam†   CPT Description†   Status   Results   Image   Site

<sup>8</sup> Data in the **Status** column is populated with DoD data only.

<sup>9</sup> **Location** represents a ward or clinic within a given DoD or VA facility where the procedure took place.

<sup>10</sup> **Site** represents the source of procedure (i.e., VA or DoD). **Site** is different from **Location** or **Facility**.

<b>Widget</b>	<b>Description</b>	<b>Minimized View</b>	<b>Expanded View</b>
<b>Social, Family, and Other Past Histories</b>	Displays the patient's history records from DoD only	Date Reported   Type   Findings   Status   Site	Date Reported   Type   Findings†   Standardized Findings   Comments   Status   Site
<b>Surgery/Procedure Reports - VA Only</b>	Displays surgical and operative reports for all dates	Date   Note Title   Provider   Image   Site	Date   Note Title   Procedure   Provider   Image   Status   Site
<b>Vitals</b>	Displays the patient's vital signs information from inpatient or outpatient settings	Date Taken   Type*†   Result   Units   Site	Date Taken   Type*†   Standardized Type†   Result   Units   Site