



## **Prosthetics Patch RMPR\*3\*59**

# **Automated Delayed Order Report (DOR) User Manual**

Version 3.0

June 2003



# Table of Contents

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<b>Automated Delayed Order Report (DOR) User Manual.....</b>	<b>1</b>
Overview.....	1
<b>Display the DOR Data.....</b>	<b>3</b>
Introduction.....	3
Select a Site(s).....	4
Select a Starting Date.....	5
Select a Status.....	6
Select the SSN Range.....	7
Display the Data.....	8
View DOR Calculation Detail.....	10
View Pending Calculations.....	14
<b>View 2319 Information.....</b>	<b>15</b>
View 2319 – Patient Demographics.....	15
View 2319 - Clinic Enrollments/Correspondence.....	16
View 2319 - Entitlement Information.....	17
View 2319 – Appliance Transactions.....	18
View 2319 – Auto Adaptive Info.....	20
View 2319 - Critical Comments.....	21
View 2319 – View HISA Information.....	22
View 2319 – Home Oxygen.....	23
<b>View and Manage the DOR.....</b>	<b>25</b>
View CPRS.....	25
View Request.....	26
Save as an Excel File.....	27
Print the DOR.....	28
<b>Appendix A.....</b>	<b>29</b>
Using the Menus.....	29
<b>Appendix B.....</b>	<b>30</b>
Getting Help.....	30
Activate Section 508 Assistance.....	31

# Automated Delayed Order Report (DOR) User Manual

## Overview

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**Introduction** The **Delayed Order Report (DOR) User Manual** corresponds to Patch RMPR\*3\*59. This patch provides Prosthetics GUI (graphical user interface) windows for the **Delayed Order Report (DOR)** feature.

**Note:** *Using this feature requires basic MS Windows skills.*

The Prosthetics users will be able to do the following with this patch:

- Search for and display manual suspense entries/electronic consult (CPRS order) data by one or all sites.
  - Display data using one or multiple statuses (Open, Pending, Cancelled or Closed).
  - Use a starting date for Closed and Cancelled records to display data.
  - Sort and rearrange the view; display data in a custom view.
  - Print the display.
  - Convert the display into a Microsoft Excel file (for more sorting capabilities).
- 

**Working Days** A delayed order is counted in Working days not Calendar days. **This does NOT include Saturdays and Sundays or Holidays!!!**

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**Record Status** The **Status** column shows the following status types:

1. Open
  2. Pending
  3. Closed
  4. Cancelled
- 

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## Overview, Continued

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### Status cycle

The **Initial Action Date** displays the date of the first action taken on the suspense entry/electronic consult (CPRS order) record. This changes the status from OPEN to PENDING. An order remains in PENDING status until it is fulfilled and then changes to a CLOSED status.

**Note:** The status can change from OPEN to CLOSED if the order has been fulfilled upon the initial action.

Keep in mind that when creating the first action note, the status changes from OPEN to PENDING and when creating the second or additional action note(s), the status remains PENDING. Only when a record is completed does the status change to CLOSED.

When a complete note is posted, all action has taken place for a requested Prosthetic item or service. When you post the complete note, the status on the record changes from PENDING (if action has previously taken place on the request) or OPEN to a CLOSED status.

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### Work Days, not Calendar Days

The **Delayed Order Report** displays the number of “Work“ days (**not** Calendar days) from the original date the order was entered as an electronic consult or a suspense entry to the day it is completed. A “Work” day is defined as Monday through Friday.

**Note:** The calculation subtracts Saturdays and Sundays and Holidays from the number of days the order was entered, even if a CPRS order was written over a weekend. **Holidays are NOT counted.**

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# Display the DOR Data

## Introduction

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### General steps to view DOR Data

To utilize the **Delayed Order Report (DOR)** data, here is a general set of steps to display DOR data as follows:

1. Select ALL sites by checking the “*Or...All Sites*” checkbox (or you can select a specific site from the drop down list).
  2. Enter a Starting Date (defaults to the current date).
  3. Select a Status if you want to change the default statuses. The default statuses are set to **Open**, **Pending**, and **Closed**.
  4. Enter the SSN range of the patient display (mandatory).
  5. Click the **Display** button.
- 

### Description

The *Description* is a free-text field that is manually entered with approximately 15 characters in length. If you can't view the entire description, you can expand the column by clicking and dragging the borderline to a wider position.

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### Data displayed

The data that is displayed with this GUI feature includes the following:

#### Grid Columns:

- Site
- Delayed column (Yes or No)
- Status of the order
- Type of Order – Manual Suspense or Routine (electronic orders via CPRS including Eyeglass, Contact Lens and Home Oxygen orders)
- Station number
- Create Date (Suspense entry date)
- First Action Date – Date that the order was put into PENDING status
- Number of Days that the order has been delayed including columns for: 0-5, 6-9, 10-29, 30-90, and 90+ columns
- Link information – linked message(s) to the order record
- Brief description
- Patient name
- Social Security Number

#### Fields:

- Selection Result Totals (near bottom of window) include:
    - Total records found
    - Total delayed records by calculation
    - Percent delayed records by calculation
-

## Select a Site(s)

**Select Site** The first thing you must do to view the DOR is to select a site for the records that you want to display. If you are a multi-site facility, you will be able to select the specific site you want to view via the drop down box. **Recommendation:** It is highly recommended that you select the “*Or...All Sites*” checkbox.

**Steps** To begin the process to display the DOR data, follow this first step:

Step	Action
1	Click the “ <i>Or...All Sites</i> ” checkbox to view ALL sites and CBOC data.

## DOR window

**Select “ALL Sites”** If you want to view all available suspense entries/electronic consult orders including Community Based Outpatient Clinics (CBOC) data, click the **All Sites** checkbox instead of selecting your specific site from the **Site** drop-down list box. This ensures that the display will include all sites. For example, the Kenosha, Wisconsin CBOC will not display when the Milwaukee site is selected only. These records display when the **All Sites** checkbox is selected.

# Select a Starting Date

**Date/Calendar** Note the *Starting Date* defaults to the current date. You can change this date. Enter a *Starting Date* by clicking on the drop-down list box. A calendar displays with the current date circled in red and shown at the bottom of the calendar. You can accept the current date by clicking on it.

**Steps** To continue to display the DOR data, follow this step:

Step	Action
2	Enter a Starting Date (defaults to the current date).

**Date** You can change the date by the following methods:

Change the...	Description
<b>Day</b>	Click on the actual day of the week in the calendar.
<b>Month</b>	Click on the month at the top of the calendar to display a list of all months and select one. Or you can decrease or increase one month at a time by clicking the left or right arrows.
<b>Year</b>	Click on the year and an up and down arrow button displays for you to increase or decrease the year.

## Starting date calendar

The screenshot shows the 'Delayed Order Report' application window. At the top, it says 'You are logged onto brokerserver'. Below that, there are fields for 'Please select ... A Site:', 'Or ... All Sites:', and 'A Starting Date: 6/ 3/2003'. There are also checkboxes for 'The Status: Open, Pending, Cancelled, Closed'. A table with columns 'Dlyd', 'Status', 'Type', 'Station', 'Create', '1st Action', and various filters is visible. A calendar for June 2003 is open, showing the 3rd of June circled in red. At the bottom, there are buttons for '2319', 'DOR Detail', 'CPRS', 'Pending Calc', 'Request', 'Excel', 'Print', 'Refresh', 'Clear', and 'Menu'. Status indicators show 'Total Number of Records -> 0', 'Total Number of Delayed Orders -> 0', and 'Percent of Delayed Orders -> 00.00'. A small text at the bottom left says 'Select a Pending Start date'.



# Select a Status

---

**Status** You can view **Open**, **Pending**, **Closed** or **Canceled** records by clicking the checkbox for one or all of these options. The default statuses that are already checked are: **Open**, **Pending** and **Closed**. You can click in these boxes to uncheck any status.

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**Steps** To continue to display the DOR data, follow this step:

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Step	Action
3	Select a Status if you want to change the default statuses.

---

**Status Scenarios** There are a number of combinations that you can choose including the following status scenarios:

**Scenario 1:** If you select the **Open** and **Pending** statuses, you will view all suspense records/electronic consult records (CPRS orders) available with a status of **Open** and **Pending**.

**Scenario 2:** The **Starting Date** field works with the **Closed** and **Canceled** statuses. If you check either one of these statuses, you can then select the **Starting Date** to display these records. (The **Starting Date** field that you select plus **Closed** Delayed records for that period does NOT affect the **Open** and **Pending** status record display.)

**Scenario 3:** If you select all four statuses, you will view ALL **Open** and **Pending** records. You will also view the **Closed** and **Canceled** records beginning with the **Starting Date** you select ONLY.

---

# Select the SSN Range

## SSN fields

You must have an SSN range to view DOR data. There is a **Starting SSN** and an **Ending SSN** field box. This is a range of patient Social Security Numbers by the last two digits. When you enter a range, it will display electronic consults or manual suspense entries within that range.

If your workload is categorized by the SSN for a specific Purchasing Agent, then you can display entries that are assigned by one Purchasing Agent at a time.

**Note:** Enter a range of 00 to 99 to view all Purchasing Agents' SSNs for all patients.

## Steps

To continue to display the DOR data, follow this step:

Step	Action
4	Enter the SSN range of the patient display (mandatory).

## SSN range

# Display the Data

## Data display

The data displayed are manual suspense and all other consult entries. You'll notice columns with a breakdown of days of 0-5, 6-9, 10-29, 30-89 and 90+ columns.

These columns display the total number of days old by category within the breakdown of the columns. It does NOT display the total number of instances of records (manual suspense entries or electronic consults via CPRS orders).

## Steps

To continue to display the DOR data, follow this step:

Step	Action
5	Once you have the desired criteria, click the <b>Display</b> button. (You can also double click a record to view the <b>Request</b> window.) <b>Shortcut:</b> Press the <Alt> key + <D> key.

## Sizing and Sorting columns

Columns are sizable on this window, but not movable. To resize a column, you can place the cursor on the column header borderline until you can view the double-headed arrow. Then click and drag the column until it is the size you want.

To sort the columns, click the column header and the data will redisplay in ascending or descending order. **Note:** Due to some records not having a 1<sup>st</sup> Action date, sorting by this column will not sort in date order.

## Delayed Order Report window

Delayed Order Report . . . You are logged onto DEV

Please select . . . A Site:  Or . . . All Sites:  A Starting Date: 6/ 4/2003

The Status:  Open  Cancelled  
 Pending  Closed

The last two digits of the . . . Starting SSN: 00 . . . Ending SSN: 90

Dlyd	Status	Type	Station	Create	1st Action	0~5	6~9	10~29	30~89	90+	Lnk	Description	Pa.	S
YES	PENDING	MANJAL		03/20/2001	12/18/2001	0	0	0	0	195	2		BOF	1
YES	PENDING	MANJAL		06/08/2001	08/22/2001	0	0	0	53	0	1	DESCRIPTION OF APPLIAN	BOF	1
YES	PENDING	MANJAL		08/29/2001	09/19/2001	0	0	15	0	0	3	TESTING PCE	BOF	1
YES	PENDING	MANJAL	500	07/23/2002	01/08/2003	0	0	0	0	120	1	DIABETIC SHOES, BLACK	TES	0
NO	PENDING	MANJAL	500	05/01/2003	05/01/2003	0	0	0	0	0	0	DESC OF ITEM LIKE OXYG	MAF	1
YES	PENDING	CLONE	508	09/22/2003	02/18/2004	0	0	0	0	106	0		BOF	1
YES	PENDING	MANJAL		12/08/2003	03/24/2004	0	0	0	0	76	0	TEST	VILE	2
NO	PENDING	MANJAL		02/18/2004	02/18/2004	0	0	0	0	0	0	TESTING ITEM	BOF	1
NO	PENDING	CLONE	14100	06/10/2004	06/14/2004	2	0	0	0	0	2	EYEGLOSS RX:	VILE	2
YES	OPEN	MANJAL		03/20/2001		0	0	0	0	919	1		BOF	1
YES	OPEN	MANJAL		05/08/2001		0	0	0	0	884	0	ITEM LISTED	TES	0
YES	OPEN	ROUTINE	508	05/22/2001	08/23/2001	0	0	0	67	0	3	ROES 'OKAY' NO CONNECT	BOF	1
YES	OPEN	MANJAL		04/16/2002		0	0	0	0	639	1		BOF	1
YES	OPEN	MANJAL		04/17/2002		0	0	0	0	638	0	ITEM 1	TES	3
YES	OPEN	MANJAL		04/17/2002		0	0	0	0	638	0	ITEM 2	TES	3
YES	OPEN	CLOTHING	500	07/09/2002		0	0	0	0	579	0	NEXT ITEM FOR PURCHASE	BOF	1
YES	OPEN	MANJAL	500	07/09/2002		0	0	0	0	579	0	WHEELCHAIR, MANUAL	BOF	1
YES	OPEN	MANJAL		07/22/2002		0	0	0	0	570	0	TEST MANUAL	TES	3
YES	OPEN	MANJAL	500	06/19/2003		0	0	0	0	336	0	WHEELCHAIR, MANUAL WIT	DAN	4
YES	OPEN	MANJAL	500	07/23/2002		0	0	0	0	569	1	HOSPITAL BED, RAILS PL	DAN	4

Total Number of Records -> 163  
 Total Number of Delayed Orders -> 147  
 Percent of Delayed Orders -> 92.45

Buttons: 2319, DQR Detail, CPRS, Pending Calc, Request, Excel, Refresh, Print, Clear, Menu

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## Display the Data, Continued

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**Menu, Refresh and Clear buttons** The **Menu** button returns you to the **Prosthetics Main Menu** window where you can open additional applications at the same time. The **Refresh** button resets (recalls) the data if you had made some column sizing changes. It is the same as clicking the **Display** button again. You can use the **Clear** button to blank out the window and start over with new display criteria.

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**Column titles** Below are the header titles of each column and a description of each.

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Column	Description
<b>Dlyd</b>	The <b>Delayed</b> column will display either a Yes or No as to whether the record is delayed or not. You can sort on this column by all “Yes” records or all “No” records by clicking on the column.
<b>Status</b>	The <b>Status</b> of the record is either Open, Pending, Closed or Cancelled. Records with an Open status are shown in blue.
<b>Type</b>	This is the <b>Type</b> of record - Manual Suspense entry or Routine Consult (electronic orders via CPRS including Eyeglass, Contact Lens and Home Oxygen orders).
<b>Station</b>	This is the <b>Station Identifying number</b> .
<b>Create</b>	The <b>Create date</b> is the date that the record was created.
<b>1<sup>st</sup> Action</b>	The <b>First Action date</b> is the date that initial action was taken on the request and the status changed from Open to Pending.
<b>0-5</b>	The number of days (0-5) that an order record is <b>not</b> delayed.
<b>6-9; 10-29; 30-89; 90+</b>	These columns of number ranges designate the number of Workdays within these ranges that a request has been delayed. <b>This does NOT include Saturdays and Sundays nor Holidays</b> . This also designates that the record is in a Pending status. Any record over 5 days is highlighted in red with yellow numbers.  <b>Note:</b> The numbers listed in each row for a record designate the <u>number of days NOT the number of record instances</u> .
<b>Lnk</b>	The <b>Link</b> column designates how many items that were linked to that record. It could be a zero or a number.  Note that if the status is <b>Closed</b> , and there is a zero in the Link column, then those records were never linked.
<b>Description</b>	This is the <b>description</b> of the request.
<b>Patient</b>	The <b>patient name</b> is displayed.
<b>SSN</b>	The <b>Social Security Number</b> for the patient is displayed.

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**Yellow and Red fields** Records that have a delayed date beyond 5 days will have the number of days in yellow and the block will be highlighted in red.

Records with 0-5 days will have the number shown in bold print.

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# View DOR Calculation Detail

**DOR Detail button**

You can view the DOR calculation detail for the range of consults and manual suspense entries that you displayed. When you select the **DOR Detail** button, it doesn't matter what status is checked because the calculation looks at all the **Open**, **Pending** and **Closed** records from the starting date you selected.

**Number of MANUALS**

You can view the total number of *Manual* suspense entries that are in **Open**, **Pending** or **Closed** status. Those in the 6-9 or higher columns show the ones that are Delayed.

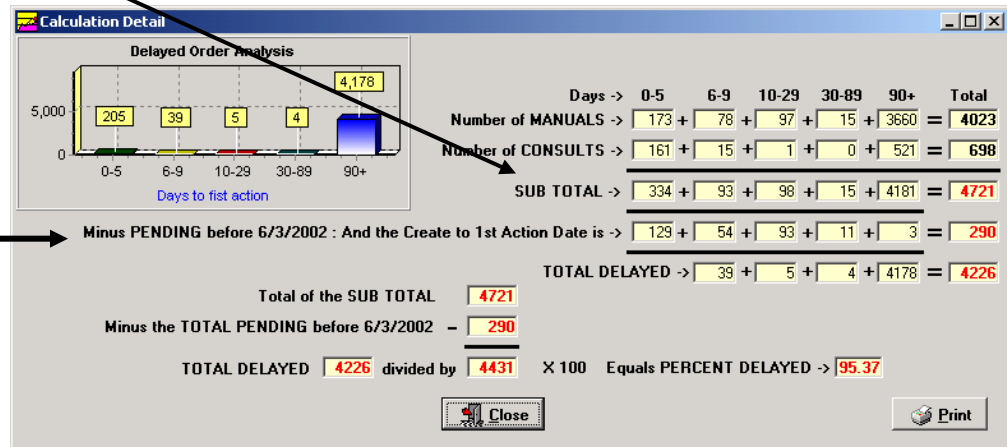
**Number of CONSULTS**

You can view the total number of electronic Consults (that were not entered manually) that are in **Open**, **Pending** or **Closed** status and have not had any action taken on them. Those in the 6-9 or higher columns show the ones that are Delayed.

**SUB TOTAL**

The **SUB TOTAL** row totals the number of *Manual* suspense entries + the total number of all other consults.

**DOR Calculation Detail window**



**Minus PENDING**

This row displays the number of consults that have had an initial action taken on it (starting with the date you selected in the calendar for the starting date which is shown here by 1/1/2003) and put into a **Pending** status.

This number is subtracted from the subtotal for the **Total Delayed** row below that.

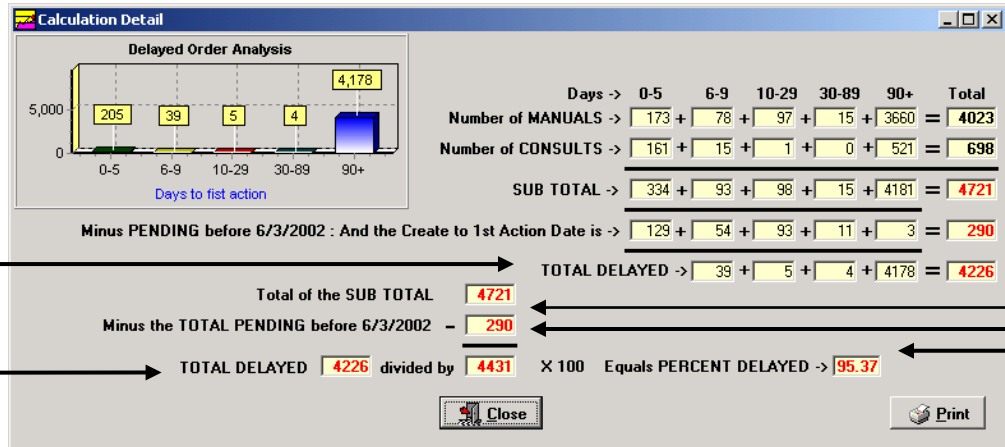
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# View DOR Calculation Detail, Continued

**TOTAL DELAYED**

The **TOTAL DELAYED** is calculation that adds the total number of *Manual* Suspense records + the total number of all other consults and subtracts the number of consults in a **Pending** status (Pending from before the Start Date selected).

**DOR Calculation Detail window**



**Total of Sub Total**

The **Total of the Sub Total** field includes: 1) the total from the **Sub Total** above (third row), 2) all totals of *Manual* Suspense entries and 3) all other electronic consults.

**Minus Total Pending**

The next row shows the calculation for the Total consults minus the **Pending** consults from the starting date that you selected.

**TOTAL DELAYED**

The **TOTAL DELAYED** field is shown.

This displays the Total Delayed from the grid above (any greater than 5 days delayed) divided by (the result of the total Sub Total minus Total Pending as of 1/1/03) and multiplied by 100. This is the percentage delayed.

**Percent Delayed**

The final calculations above, this equals the **Percent Delayed** (shown as 95.37%).

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## View DOR Calculation Detail, Continued

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**Scenarios below** The scenarios below describe different timelines when orders are received at different times of the month and if they are delayed. Then it will explain which month's Calculation Report where the data will appear.

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**Scenario 1** An order is received on Tuesday, June 3rd and is changed to **Pending** or **Closed** status on Friday, 6/6. This is not a delayed order and would appear in the June Calculation Report as an order received.

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**Scenario 2** An order is received on Tuesday, 6/3 and is changed to **Pending** or **Closed** on Wednesday, 6/20. This is a delayed order and would be included in the June Calculation Report as a delayed order.

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**Scenario 3** An order is received on Thursday, 6/26 and is changed to **Pending** or **Closed** on Tuesday, 7/15. This was not a delayed order in June; however the order is included in the June Calculation Report, because it was received in June. Since it took greater than 5 days to change it to **Pending** or **Closed**, it would also be included in the July report as a delayed order and would be included in the calculations.

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**Scenario 4** An order is received on Thursday, 6/26 and changed to **Pending** or **Closed** on Monday, August 4<sup>th</sup>. This is not a delayed order in June; however, the order is included in the June Calculation Report, because it was received in June. Since it took greater than 5 days to change it to **Pending** or **Closed**, it would be included in both the July and August report as a delayed order and would also be included in the calculations.

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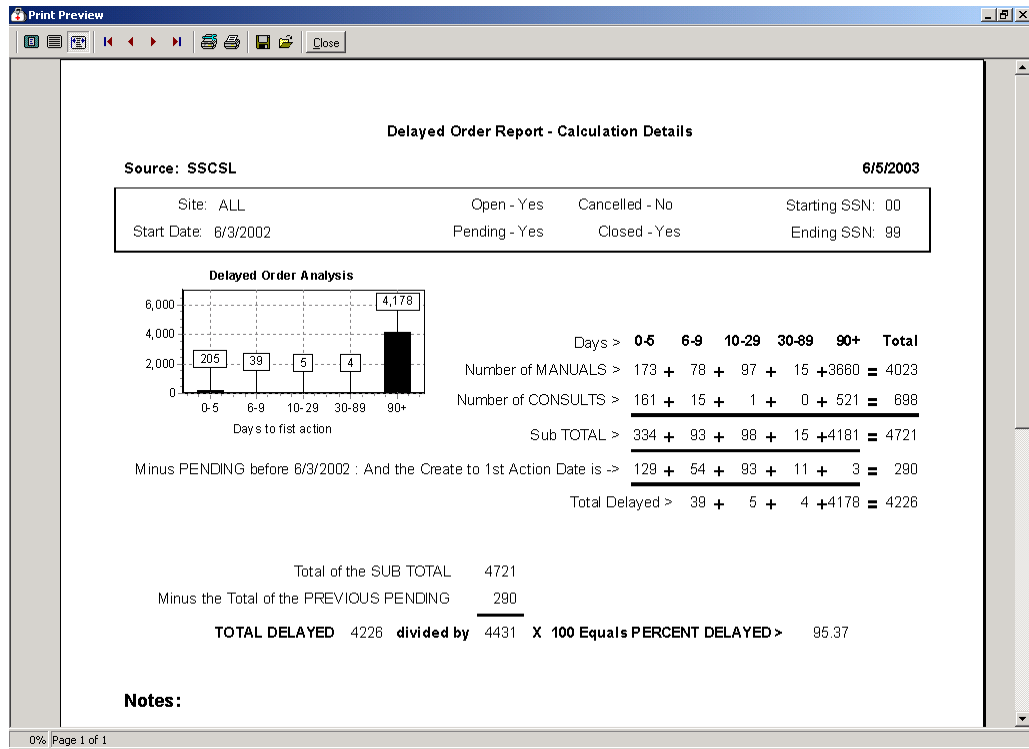
# View DOR Calculation Detail, Continued

## Print button

You can print the **DOR Calculation Detail** data by clicking the **Print** button. A **Print Preview** pane will display that allows you to zoom in, scroll forward/backward, print, save the data, or open/load a new report.

Click the **Close** button to return to the **DOR Calculation Detail** window.

## Print Preview





# View Pending Calculations

## Pending Calc Button

Click on the **Pending Calc** button on the **DOR** window and the window displays based on the selection criteria of this window.

## Pending status consults

The **Pending Calculations** window displays the total number of Workdays with the total number of **Pending** records since an initial action was taken on it. These records are categorized into columns by the number of Workdays it has remained in a **Pending** status.

The calculation used to display these **Pending** status records is from the First Action date (not from Creation Date) to the current date. This is a tool to help managers monitor their consults and manual suspense entries that have been **Pending** for an extended period of time.

## Pending Calculations

Only records in Pending status: Days from 1st Action Date to Today's Date

Station	Create	1st Action	Pend 0-5	Pend 6-9	Pend 10-29	Pend 30-89	Pend 90+	Description	Patient	SN
	03/20/2001	12/18/2001	0	0	0	0	724			
	06/08/2001	08/22/2001	0	0	0	0	808	DESCRIPTION OF APPLIAN	PROPAT	000-
	08/29/2001	09/19/2001	0	0	0	0	788	TESTING PCE	PROPAT	000-
500	07/23/2002	01/08/2003	0	0	0	0	449	DIABETIC SHOES, BLACK	PROPAT	000-
500	05/01/2003	05/01/2003	0	0	0	0	370	DESC OF ITEM LIKE OXYG	PROPAT	000-
508	09/22/2003	02/18/2004	0	0	0	0	163		PROPAT	000-
	12/08/2003	03/24/2004	0	0	0	0	138	TEST	PROPAT	000-
	02/18/2004	02/18/2004	0	0	0	0	163	TESTING ITEM	PROPAT	000-
14100	06/10/2004	06/14/2004	0	0	0	80	0	EYEGLASS RX:	PROPAT	1000-

Days Pending -> 0-5    6-9    10-29    30-89    90+    Total

Total PENDING from the 1st Action Date to Today's Date is -> 0 + 0 + 0 + 1 + 8 = 9

Buttons: Close, Print, Excel

## Print button

The **Print** button allows you to print the Pending Action Calculations and will display the **Print** dialog box.

## Excel button

You can send this data to MS Excel by clicking the **Excel** button. It will launch the application and display the data at the same time.

## Close button

To exit, click the **Close** button or the  button in the top right-hand corner.

# View 2319 Information

## View 2319 – Patient Demographics

### Introduction

The **View 2319** button displays the 10-2319 Prosthetic patient records. The title bar displays the patient name and SSN. Here are the windows of information that you can view from the patient's 2319:

1. Patient Demographics
2. Clinic Enrollments/Correspondence
3. Entitlement Info
4. Appliance Transactions
5. Auto Adaptive Info
6. Critical Comments
7. HISA Information
8. Home Oxygen Items

**Note:** Use the <Alt> key and the number to toggle to different tabs.

### Demographics data

You can view the patient demographics for the veteran. This includes: Name (in red if deceased with Date of Death listed above the Date of Birth and the age field will not display), address, next of kin, emergency contact information, veteran benefits and eligibility (former Prisoner of War (highlighted in blue if “Yes”), Aid & Attendance, service connected, non-service connected, etc.).

### 1. Patient Demographics window

The screenshot shows the 'View 2319' window for 'PROSPATIENT, ONE' with SSN 000-00-0001. The window has several tabs: 4. Appliance Transactions, 5. Auto Adaptive Info, 6. Critical Comments, 7. HISA Information, 8. Home Oxygen, 1. Patient Demographics (selected), 2. Clinic Enrollments/Correspondence, and 3. Entitlement Info.

**Patient Demographics:**

**PROSPATIENT, ONE** Date of Death: SEP 4, 2002@12:00:36  
Address: 212 ANY STREET DOB: NOV 17, 1915  
City: BATTLE CREEK Sex: FEMALE  
State: MICHIGAN Race:  
Zip: 49017 Religion: BAPTIST  
Phone: 6666666666 Marital Status: MARRIED  
County: CALHOUN SSN: 123-43-2343

**Next of Kin:** Name: RELATIVE Address: 1212 Street City: BATTLE CREEK State: MICHIGAN Zip: 49016 Phone: 6666666666 Relation: MOTHER

**Emergency Contact:** Name: Address: City: State: Zip: Phone: Relation:

**Benefits & Eligibility:**

Claim #: 77777777  
Patient Type: ACTIVE DUTY  
Period of Service: NAVY, MARINE-ACTIVE DU  
Pri Eligibility Code: SHARING AGREEMENT  
Eligibility Verified?: PENDING VERIFICATION  
P.O.W.: YES

**Receiving A & A:** YES  
Housebound: YES  
VA Pension: YES  
VA Disability: YES  
Total Annual Amount: \$0.01

Disability Code: AMP/LAE-SC

**Disabilities:**

Disability	%	SC
LOSS OF ALL TOES	10	
LOSS OF FIELD OF VISION	0	NO
THIGH, AMPUTATION OF UPPER TH 50		
BONE INFLAMMATION	0	

# View 2319 - Clinic Enrollments/Correspondence

**Window description**

This second tab details clinic enrollments and correspondence for the veteran. This includes the following: the last movement actions (i.e., hospital admissions and discharges), clinic enrollments, pending appointments and correspondence letters.

**Note:** Due to some records not having a 1<sup>st</sup> Action date, sorting by this column will not sort in date order.

**2. Clinic Enrollments/Correspondence**

The screenshot shows a software window titled 'View 2319' for 'PROSPATIENT, ONE' with SSN 000-00-0000. The window has several tabs: 4. Appliance Transactions, 5. Auto Adaptive Info, 6. Critical Comments, 7. HISA Information, 8. Home Oxygen, 1. Patient Demographics, 2. Clinic Enrollments/Correspondence (selected), and 3. Entitlement Info. Under the selected tab, there are three main sections:

- Last Movement Actions:** A summary table showing two actions: a DISCHARGE on SEP 4, 2002 and an ADMISSION on FEB 16, 1998. Both actions were performed in the MICU ward.
- Clinic Enrollments:** A table with columns for Clinic, Date/Time, and Type. It shows 'NOTHING TO REPORT'.
- Pending Appointments:** A table with columns for Appt. Date/Time, Clinic, Status, and Type. It also shows 'NOTHING TO REPORT'.
- Letters on File:** A table with columns for Type of Letter, Employee, and Date. It lists four letters: two 'PRESC. EXPIRY' letters from PROEMPLOYEE, ONE (dated FEB 22, 2001 and DEC 08, 2000) and two 'TEST' letters from PROEMPLOYEE, ONE (dated DEC 08, 2000 and JUL 30, 1997).

A 'Close' button is visible at the bottom right of the window.

**Exit**

To exit, click the **Close** button or the button in the top right-hand corner.

## View 2319 - Entitlement Information

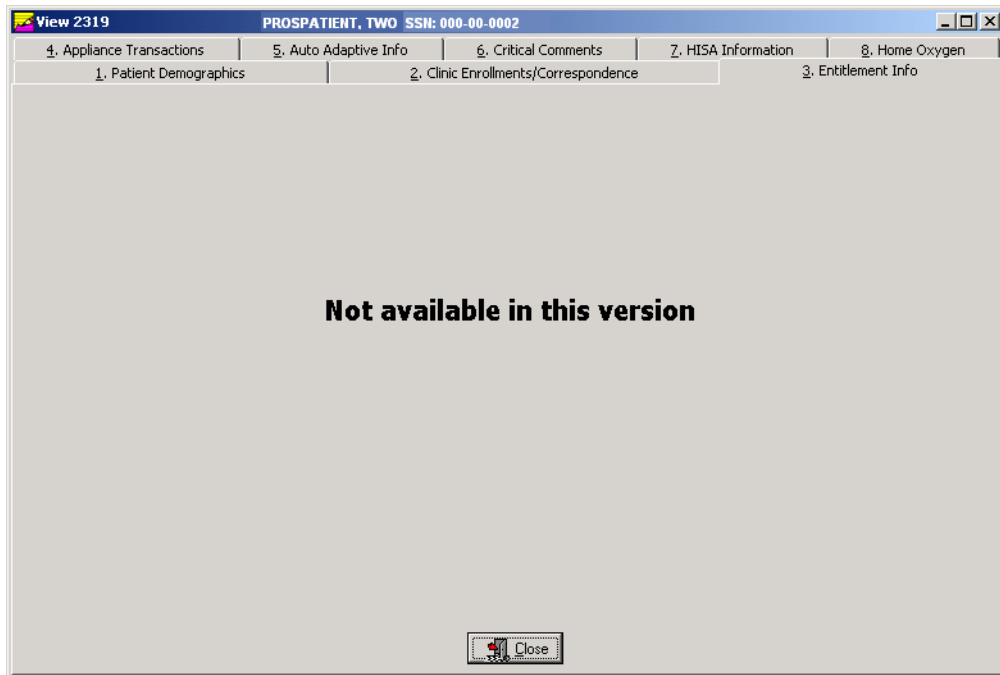
---

### Window description

The third tab details entitlement and loan information for the veteran. This includes the following: PSC Issue Card, clothing allowance, items on loan, and items returned.

---

### 3. Entitlement Info



### Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

---

# View 2319 – Appliance Transactions

## Appliance Transactions

The **Appliance Transactions** tab of the **View 2319** window displays all transaction history for a veteran. The **Date** column is the date of the PO. Columns are re-sizeable on this window (not movable). The total records found displays at the bottom.

**Note:** Due to some records not having a 1<sup>st</sup> Action date, sorting by this column will not sort in date order.

## Steps

To view the Appliance Transactions detail, follow these steps:

Step	Action
1	Select a transaction by clicking on it to highlight it.
2	Click the <b>View Detail</b> button below to display the appliance details. (You can also double click a record to view the details.)

## 4. Appliance Transactions

1. Patient Demographics		2. Clinic Enrollments/Correspondence		3. Entitlement Info				
4. Appliance Transactions				5. Auto Adaptive Info	6. Critical Comments	7. HISA Information	8. Home Oxygen	
△Date	Qty	Item	Typ	Vendor	Station	Serial	HCPC	Total Cost
03/17/00	1	PU/DEL CHG	X	VENDOR,ONE	516		VA100	35.00
01/21/00	1	BED WEDGE-TORSO-GLOBAL COMFORT PIL	I	VENDOR,TWO	516		E0315	42.01
12/16/99	1	PUMP-ALT PRESS-ALPHACARE HM95	I	VENDOR,THREE	516	ACO23918	E0182	169.60
12/16/99	1	PAD-ALT PRESS-74X31 DBL BUBBLE-AOP5	I	VENDOR,THREE	516		E0181	108.00
12/16/99	1	CUSHION-ROHO-HIGH PROFILE-8X9CELL	R	**VENDOR,FOUR	516	IR99C	E0192	218.23
03/19/99	1	PU/DEL CHG	X	VENDOR,ONE	516		E1340	35.00
03/19/99	1	BRODA CHAIR	I	VENDOR,FIVE	516	1701-0835V0	E1031	0.00
01/20/99	1	MATTRESS-GC55 GEL/FOAM OVERLAY	I	VENDOR,TWO	516		E0185	97.46
09/09/98	1	FOOT-SUPPORT-FOR-WC-PLASTIC W/VELC	I	VENDOR,SIX	516		K0108	51.00
09/09/98		SHIPPING	X	VENDOR,SIX	516			34.95
07/16/98	1	HEATPACK-HAND HELD-STAR	I	VENDOR,SEVEN	516		E0238	15.50
08/27/97	1	GUARD-BUNION-LG	I	VENDOR,EIGHT	516	14862	L3649	18.50
06/02/97	1	CUSHION-ROHO-LOW PROFILE-8X9CELL	I	**VENDOR,FOUR	516		E0192	218.23
04/09/97	1	CUSHION-JAY 2-18X18	I	**VENDOR,NINE	516		E0192	225.00
04/09/97	1	WHEELCHAIR-9XT-18X16-ELEV FR	I	VENDOR,TEN	516	97C09253	K0001	364.99

Total records found -> 15

## Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

*Continued on next page*

## View 2319 – Appliance Transactions, Continued

**Steps** To continue to view the Appliance Transactions detail, follow these steps:

Step	Action
3	The <b>Transaction Detail</b> window is shown below.
4	Click the Close button to return to the <b>Appliance Transaction</b> window.

### Appliance Transaction Detail

The screenshot shows a window titled "Transaction Detail" with the following sections:

- Appliance Item:**
  - Appliance: BED WEDGE-TORSO-COMFORT PILLOW
  - Description:
  - HCPCS: E0315 Qty: 1
  - HCPCS Desc: BED ACCESSORY BRD/TBL/SUPPRT
  - ICD-9 Code: CPT Modifier: Disability: ISC/OP
  - Invent Point:
  - Source: COMMERCIAL
  - Deliver To: Delivery Date: JAN 21, 2000
  - Recv Sta:
  - Return Stat:
  - Remarks: MAILED CERTIFIED TO BOGA CIEGA,HU
- Lab:**
  - Lab Cost:
  - Material Cost:
  - Labor Hrs:
  - Labor Cost:
  - Tech:
  - Completed:
  - Ortho Code:
  - Restor Code:
- Lab Remarks:**
  - Remarks:
- IFCAP Vendor:**
  - Name: VENDOR.TWO
  - Add: 5328 CENTRAL AVE
  - City: ST PETERSBURG
  - State: FLORIDA Zip: 33707
  - Phone: 327-1918
  - Track #:
- Historical Data:**
  - Name:
  - Add:
  - City:
  - State: Zip:
  - Phone:
  - Item:
  - Station:
- Extended Description:** (Empty text area)
- Date:** JAN 21, 2000
- Work Order:**
- Transaction:**
- Type Trans:** INITIAL ISSUE
- Form Type:** STOCK ISSUE
- Initiator:** PROCTOR,ANITA T
- Site:** VAMC
- Bank Auth:**
- Total Cost:** \$42.01
- Close** button in the bottom right corner.

### Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

## View 2319 – Auto Adaptive Info

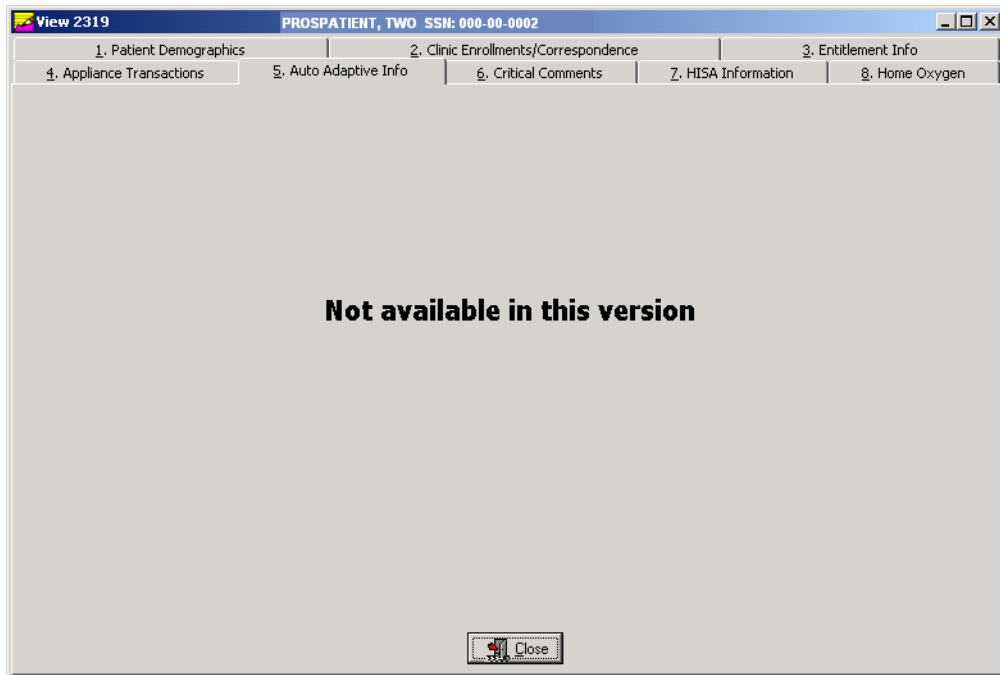
---

### Window description

The fifth tab details the Auto Adaptive information.

---

### 5. Auto Adaptive Info



### Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

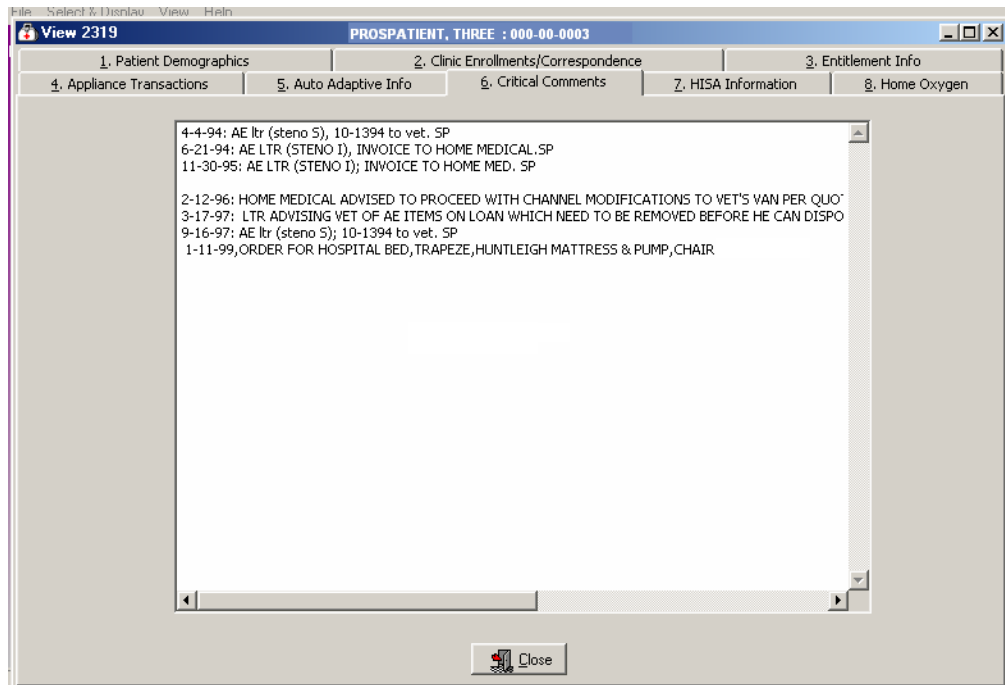
---

## View 2319 - Critical Comments

### Window description

The sixth tab details any critical comments recorded for the veteran.

### 6. Critical Comments



### Exit

To exit, click the **Close** button or the  button in the top right-hand corner.



## View 2319 – View HISA Information

### Window description

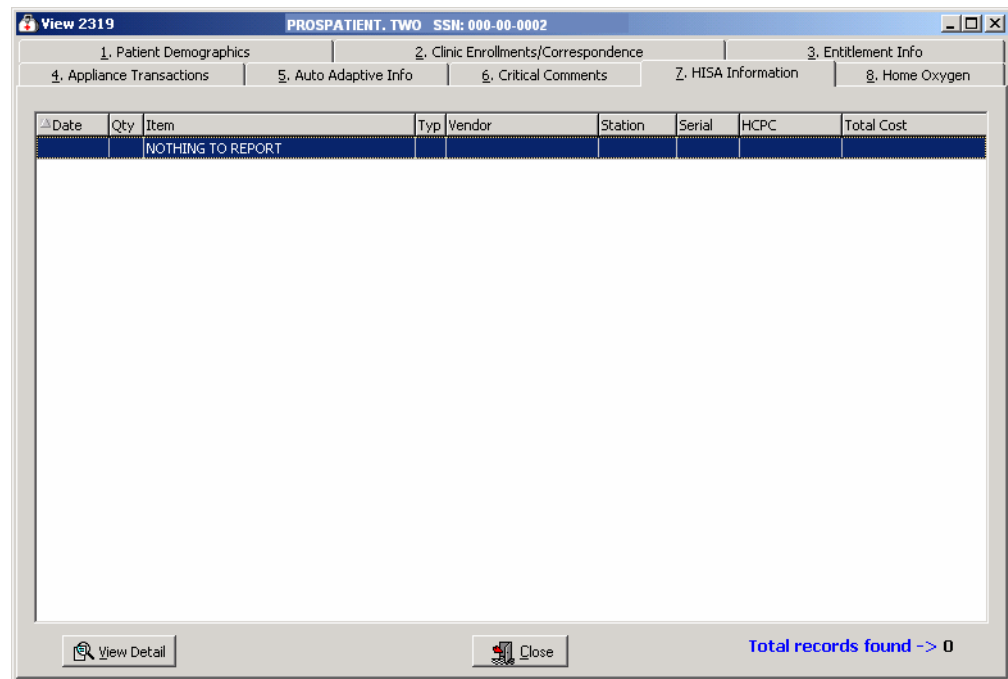
The seventh tab details the HISA (Home Improvement Structural Alteration) information including the date, quantity, item, type, vendor, station number, serial, HCPCS Code and cost of the item ordered.

**Note:** “*HISA Information*” is the new name for this window; it used to be “*Add/Edit Disability Codes.*”

**Note:** Due to some records not having a 1<sup>st</sup> Action date, sorting by this column will not sort in date order.

Step	Action
1	Select a transaction by clicking on it to highlight it.
2	Click the <b>View Detail</b> button below to display the HISA information details. (You can also double click a record to view the details.)

### 7. HISA Information



### Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

# View 2319 – Home Oxygen

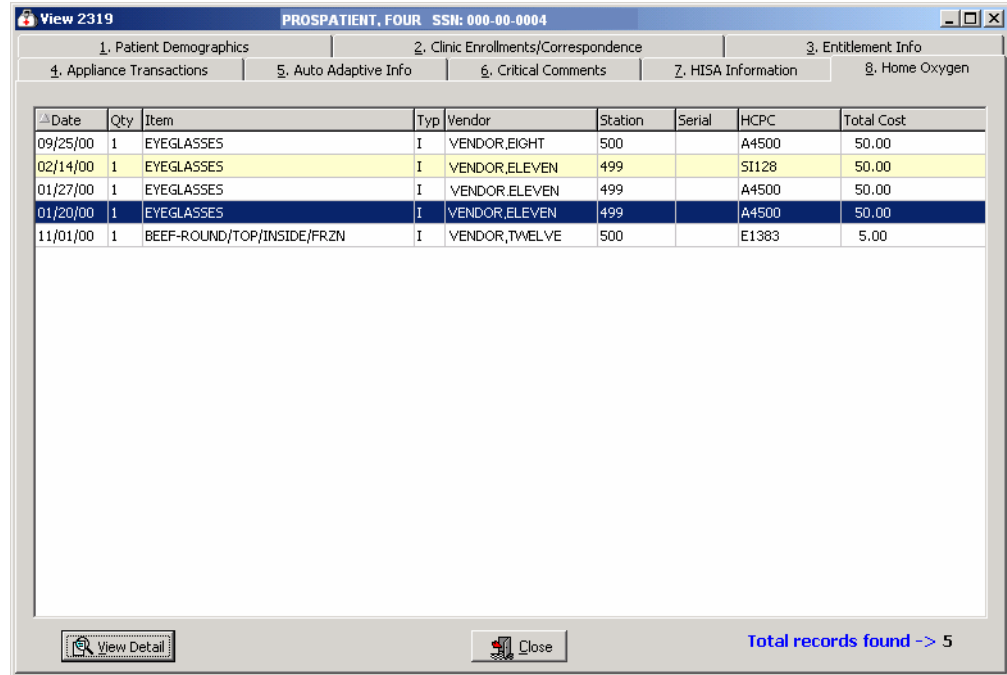
**Window description**

The eighth tab details the **Home Oxygen** information including the date, quantity, item, type, vendor, station, serial, HCPCS Code, and total cost of the item(s).

**Note:** Due to some records not having a 1<sup>st</sup> Action date, sorting by this column will not sort in date order.

Step	Action
1	Select a transaction by clicking on it to highlight it.
2	Click the <b>View Detail</b> button below to display the Home Oxygen information details. (You can also double click a record to view the details.)

**8. Home Oxygen**



**Exit**

To exit, click the **Close** button or the  button in the top right-hand corner.

**View Detail**

When you select a record and click the **View Detail** button, the following window displays as shown on the next page

*Continued on next page*

# View 2319 – Home Oxygen, Continued

**View Detail button**

After clicking the **View Detail** button on the **Home Oxygen** window, the following window displays for the patient.

**Transaction Detail window**

**Close button**

To exit, click the **Close** button or the  button in the top right-hand corner.

The screenshot shows a software window titled "Transaction Detail" with the following sections:

- Appliance Item:**
  - Appliance: EYEGASSES
  - Description:
  - HCPCS: A4500 Qty: 1
  - HCPCS Desc: BELOW KNEE SURGICAL STOCKING
  - ICD-9 Code: CPT Modifier: Disability: SC/OP
  - Invent Point:
  - Source: COMMERCIAL
  - Deliver To: Delivery Date: JAN 20, 2000
  - Recv Sta:
  - Return Stat:
  - Remarks:
- Lab:**
  - Lab Cost:
  - Material Cost:
  - Labor Hrs:
  - Labor Cost:
  - Tech:
  - Completed:
  - Ortho Code:
  - Restor Code:
- Lab Remarks:**
  - Remarks:
- IFCAP Vendor:**
  - Name: VENDOR. ELEVEN
  - Add: 33333
  - City: ORLANDO
  - State: FLORIDA Zip: 11111
  - Phone:
  - Track #:
- Historical Data:**
  - Name:
  - Add:
  - City:
  - State: Zip:
  - Phone:
  - Item:
  - Station:
- Extended Description:**
  - Empty text area for description.
- Metadata:**
  - Date: JAN 20, 2000
  - Work Order:
  - Transaction: P60107
  - Type Trans: INITIAL ISSUE
  - Form Type: CREDIT CARD
  - Initiator: PROSPROVIDER.THREE
  - Site: SUPPORT ISC
  - Bank Auth:
  - Total Cost: \$50.00

A "Close" button is visible in the bottom right corner of the window.

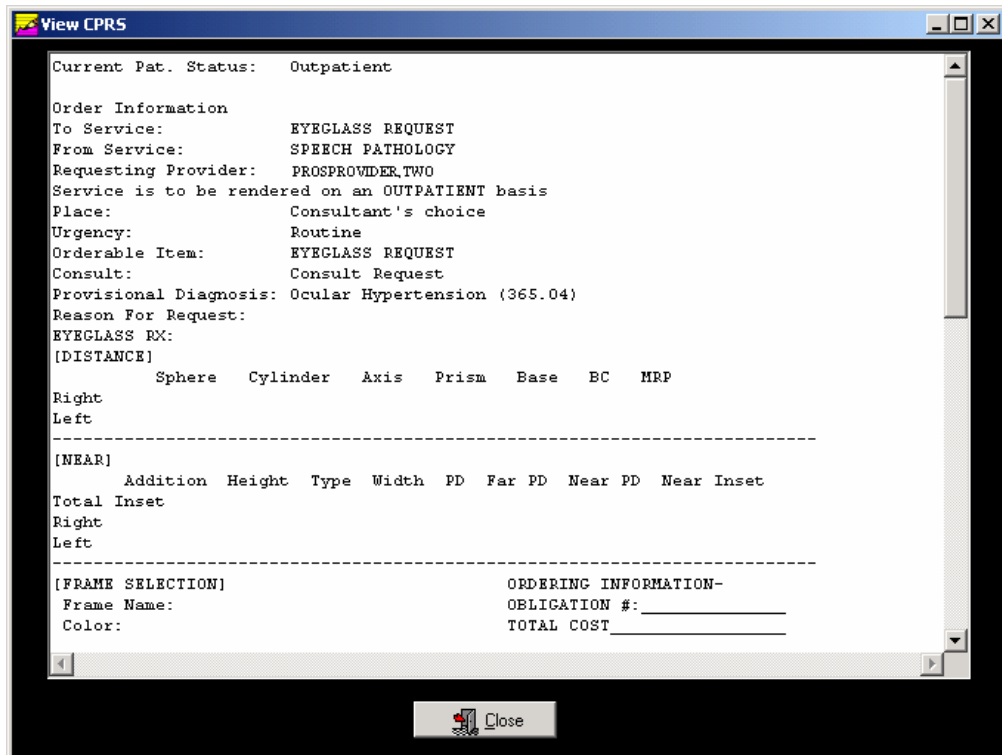
# View and Manage the DOR

## View CPRS

### Function description

The **View CPRS** button from the **DOR** window allows you to view all the consult data on the **View CPRS** window as shown below. This is the same data as in the electronic Consult - **Suspense (SU) Menu** feature where you can enter CD for the CPRS Display.

### View CPRS window



The screenshot shows a window titled "View CPRS" with the following content:

```
Current Pat. Status:  Outpatient

Order Information
To Service:           EYEGLASS REQUEST
From Service:        SPEECH PATHOLOGY
Requesting Provider:  PROSPROVIDER,TWO
Service is to be rendered on an OUTPATIENT basis
Place:               Consultant's choice
Urgency:             Routine
Orderable Item:      EYEGLASS REQUEST
Consult:             Consult Request
Provisional Diagnosis: Ocular Hypertension (365.04)
Reason For Request:
EYEGLASS RX:
[DISTANCE]
      Sphere  Cylinder  Axis  Prism  Base  BC  MRP
Right
Left
-----
[NEAR]
      Addition Height  Type  Width  PD  Far PD  Near PD  Near Inset
Total Inset
Right
Left
-----
[FRAME SELECTION]
Frame Name:
Color:
ORDERING INFORMATION-
OBLIGATION #: _____
TOTAL COST _____
```

At the bottom center of the window is a "Close" button with a red 'X' icon.

### Close button

To exit, click the **Close** button or the  button in the top right-hand corner.

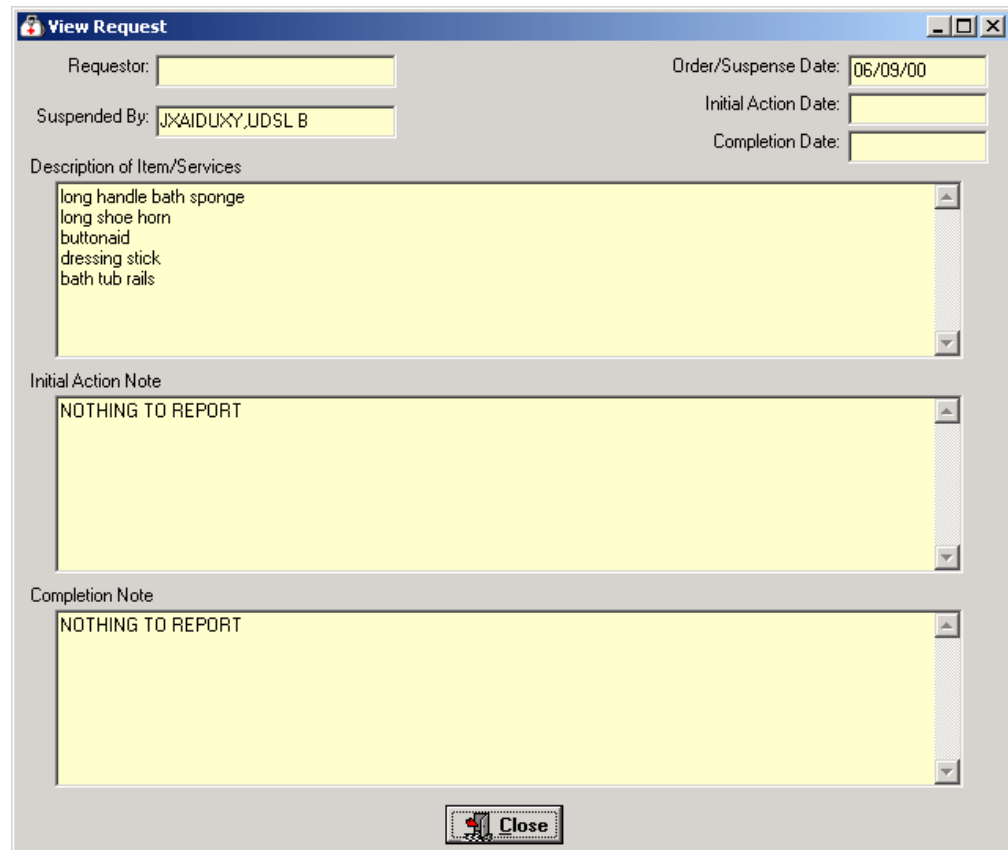
# View Request

## Function description

When you click the **View Request** button on the **DOR** window, the **View Request** window displays as shown below. This provides the display of the manual suspense entry for the patient.

**Note:** You can also double click on a record in the **DOR** window grid to display this **View Request** window.

## View Request window



The screenshot shows a window titled "View Request" with the following fields and sections:

- Requestor:** [Empty text box]
- Suspended By:** JXAIDUXY,UDSL B
- Order/Suspense Date:** 06/09/00
- Initial Action Date:** [Empty text box]
- Completion Date:** [Empty text box]
- Description of Item/Services:** long handle bath sponge, long shoe horn, buttonaid, dressing stick, bath tub rails
- Initial Action Note:** NOTHING TO REPORT
- Completion Note:** NOTHING TO REPORT
- Close button:** A button with a red 'X' icon and the word "Close" is located at the bottom center of the window.

## Close button

To exit, click the **Close** button or the  button in the top right-hand corner.

# Save as an Excel File

## Excel Button

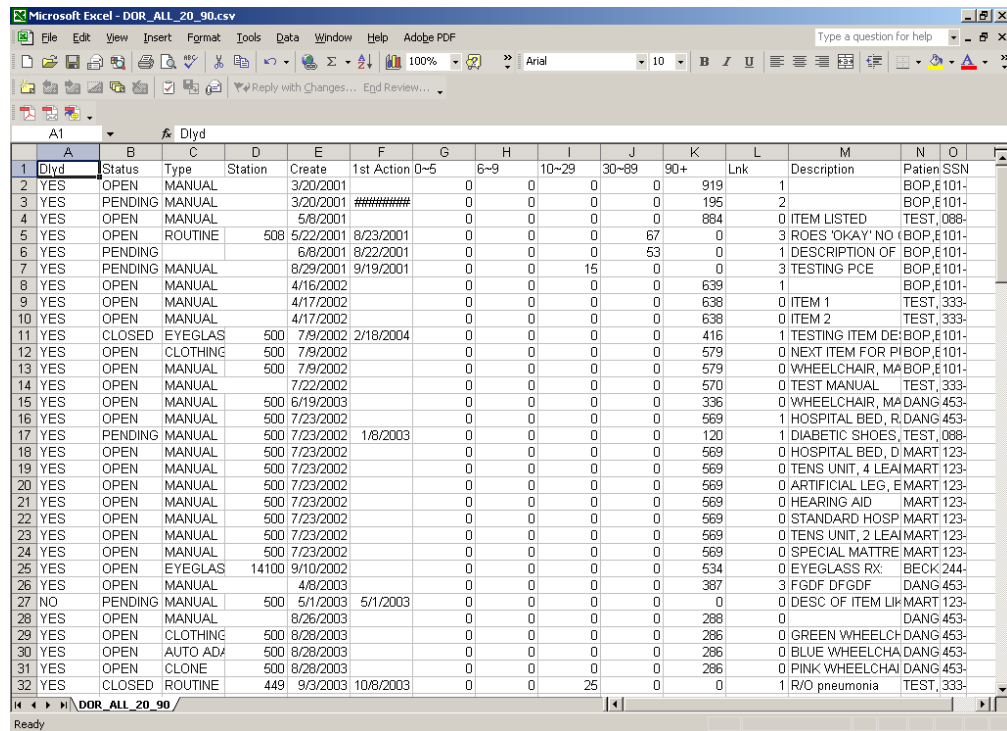
The **Excel** button on the **DOR** window will automatically launch the Microsoft Excel software program for you. It converts the data that you have selected to display into the Excel file as shown below.

**Shortcut:** Press the <Alt> key + <X> key.

This feature creates a temporary Excel **.CSV** file in the C:\NPPDDownload folder where the file is temporarily held. The file name is based on the site + the beginning and ending range of the patient's SSN. You can save this as an Excel file using the **Save As** option from the **File** Menu. When you exit the **Prosthetics Main Menu** window (VISTA suite), the **.CSV** file will be deleted.

**Example:** The **DOR\_9\_50\_60.csv** filename includes the Site ID # or "ALL" and SSN range.

## MS Excel data



A1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Dlyd	Status	Type	Station	Create	1st Action	0-5	6-9	10-29	30-89	90+	Lnk	Description	Patien	SSN
2	YES	OPEN	MANUAL		3/20/2001		0	0	0	0	919	1		BOP	E 101-
3	YES	PENDING	MANUAL		3/20/2001	#####	0	0	0	0	195	2		BOP	E 101-
4	YES	OPEN	MANUAL		5/8/2001		0	0	0	0	884	0	ITEM LISTED	TEST	,088-
5	YES	OPEN	ROUTINE	508	5/22/2001	8/23/2001	0	0	0	0	67	0	3 ROES 'OKAY' NO	(BOP	E 101-
6	YES	PENDING			6/8/2001	8/22/2001	0	0	0	0	53	0	1 DESCRIPTION OF	BOP	E 101-
7	YES	PENDING	MANUAL		8/29/2001	9/19/2001	0	0	15	0	0	0	3 TESTING PCE	BOP	E 101-
8	YES	OPEN	MANUAL		4/16/2002		0	0	0	0	639	1		BOP	E 101-
9	YES	OPEN	MANUAL		4/17/2002		0	0	0	0	638	0	ITEM 1	TEST	,333-
10	YES	OPEN	MANUAL		4/17/2002		0	0	0	0	638	0	ITEM 2	TEST	,333-
11	YES	CLOSED	EYEGLAS	500	7/9/2002	2/18/2004	0	0	0	0	416	1	1 TESTING ITEM DE	BOP	E 101-
12	YES	OPEN	CLOTHING	500	7/9/2002		0	0	0	0	579	0	0 NEXT ITEM FOR	PIBOP	E 101-
13	YES	OPEN	MANUAL	500	7/9/2002		0	0	0	0	579	0	0 WHEELCHAIR, MA	BOP	E 101-
14	YES	OPEN	MANUAL		7/22/2002		0	0	0	0	570	0	0 TEST MANUAL	TEST	,333-
15	YES	OPEN	MANUAL	500	6/19/2003		0	0	0	0	336	0	0 WHEELCHAIR, MA	DANG	453-
16	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	1	1 HOSPITAL BED, R	DANG	453-
17	YES	PENDING	MANUAL	500	7/23/2002	1/8/2003	0	0	0	0	120	1	1 DIABETIC SHOES,	TEST	,088-
18	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	0 HOSPITAL BED, D	MART	123-
19	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	0 TENS UNIT, 4 LEA	MART	123-
20	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	0 ARTIFICIAL LEG,	EMART	123-
21	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	0 HEARING AID	MART	123-
22	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	0 STANDARD HOSP	MART	123-
23	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	0 TENS UNIT, 2 LEA	MART	123-
24	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	0 SPECIAL MATTRE	MART	123-
25	YES	OPEN	EYEGLAS	14100	9/10/2002		0	0	0	0	534	0	0 EYEGLASS RX:	BECK	244-
26	YES	OPEN	MANUAL		4/8/2003		0	0	0	0	387	3	3 FGDF DFGDF	DANG	453-
27	NO	PENDING	MANUAL	500	5/1/2003	5/1/2003	0	0	0	0	0	0	0 DESC OF ITEM LI	MART	123-
28	YES	OPEN	MANUAL		8/26/2003		0	0	0	0	288	0		DANG	453-
29	YES	OPEN	CLOTHING	500	8/28/2003		0	0	0	0	286	0	0 GREEN WHEELCH	DANG	453-
30	YES	OPEN	AUTO ADA	500	8/28/2003		0	0	0	0	286	0	0 BLUE WHEELCHA	DANG	453-
31	YES	OPEN	CLONE	500	8/28/2003		0	0	0	0	286	0	0 PINK WHEELCHAI	DANG	453-
32	YES	CLOSED	ROUTINE	449	9/3/2003	10/8/2003	0	0	25	0	0	1	1 R/O pneumonia	TEST	,333-

## MS Excel

You can now use any of the features of Microsoft Excel to manipulate your data. Notice that you may need to scroll to the right to view all of the columns.

## Print the data

You can also print the data from Microsoft Excel. Click the **File** Menu and the **Print** option. See next page for more printing information.

# Print the DOR

## Print the DOR data

You can print the **DOR** data using the **Print** button to send this data to your local printer. You can also click the **File** Menu and the **Print-Request Grid** option, and the **Print** dialog box displays. The layout of the print will be the same as the display.

**Shortcut:** Press the <Alt> key + <P> key.

**Note:** You can select a different printer that you have setup to print the detail.

## Landscape default

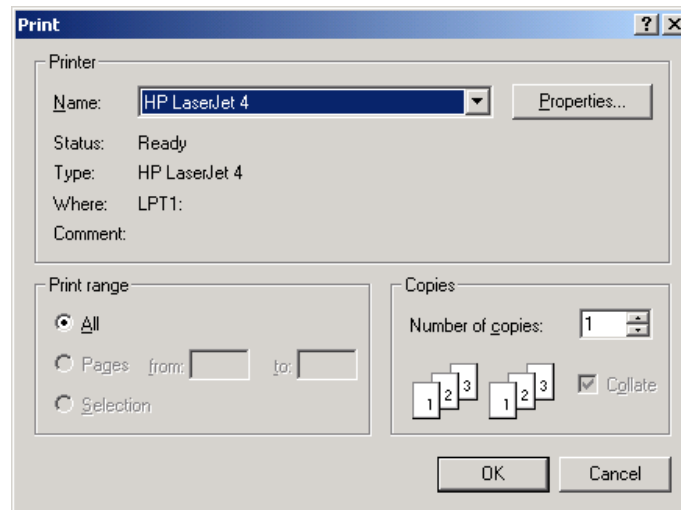
When printing grids, the default is set to print in the **Landscape** format and then returns the printer to the prior state.

## Steps

To print the DOR, follow these steps:

Step	Action
1	Click the <b>Print</b> button on the <b>DOR</b> window.
2	The <b>Print</b> dialog box displays.
3	Click the <b>Properties</b> button (to the right of the <b>Name</b> field) on the <b>Print</b> dialog box if you want to change the page orientation of the printout. (Optional)
4	Click the <b>OK</b> button.

## Print dialog box



# Appendix A

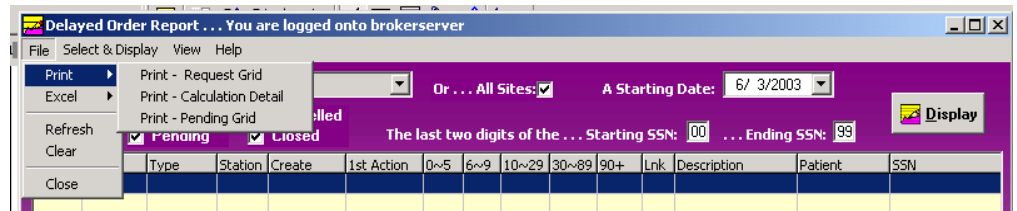
## Using the Menus

### Menus

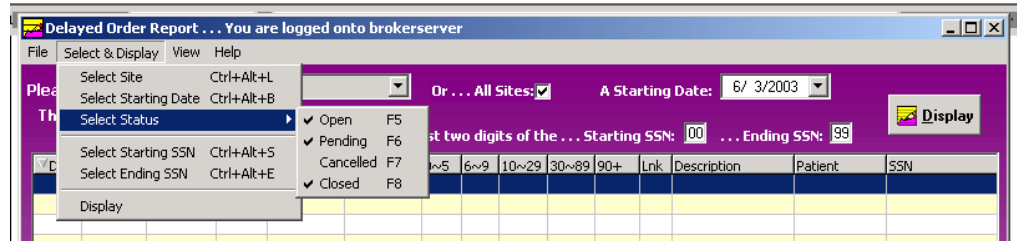
Below are the different menus and menu options that are available to be used instead of the corresponding buttons. You can use these menu options alternatively.

The **Help** Menu is the only menu that does not have a corresponding button. This menu leads you to online help through the **Contents** option. The **Section 508** option is described more in Appendix B.

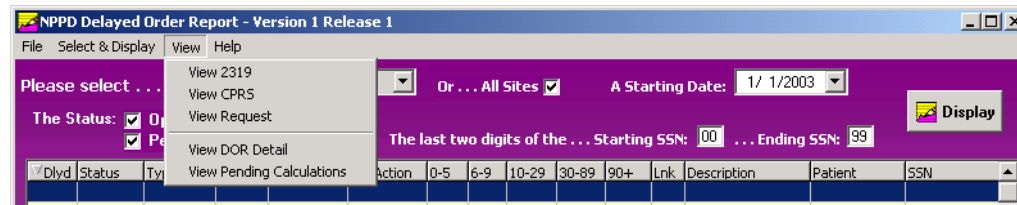
### File Menu



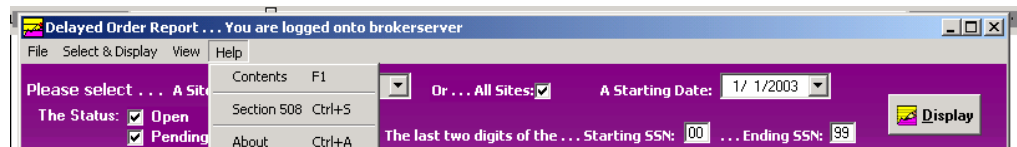
### Select and Display Menu



### View Menu



### Help Menu





# Appendix B

## Getting Help

### F1 Key

Online Help can be accessed in three methods:

1. Click the **Help** Menu (located in the upper left corner of the menu bar) and the **Contents** option.
2. Press the <F1> key.
3. Press the <Alt> key + <H> key. (This activates the **Help** Menu, not the DOR contents.)

### Help Menu

Dlyd	Status	Type	Station	Create	1st Action	0~5	6~9	10~29	30~89	90+	Lnk	Description	Patient	SSN
YES	CANCELLE	CLONE		10/01/2003		0	0	0	0	262	0	REASON FOR REQUEST: (	PROSP	000-
YES	CANCELLE	CLONE		10/01/2003		0	0	0	0	262	0	REASON FOR REQUEST: (	PROSP	000-
YES	CANCELLE	MANUAL		11/04/2003		0	0	0	0	238	0		PROSP	234-
NO	CANCELLE	CLONE	14100	08/03/2004	08/03/2004	0	0	0	0	0	0		PROSP	000-
YES	CANCELLE	CLONE	14100	08/19/2004		0	0	0	0	32	0		PROSP	234-
YES	CANCELLE	CLONE	14100	08/19/2004		0	0	0	0	32	0		PROSP	000-

# Activate Section 508 Assistance

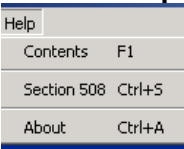
## Introduction

You can change the colors of the screen to black/white, which is required for Section 508 requirements to be read by visually and hearing impaired veterans.

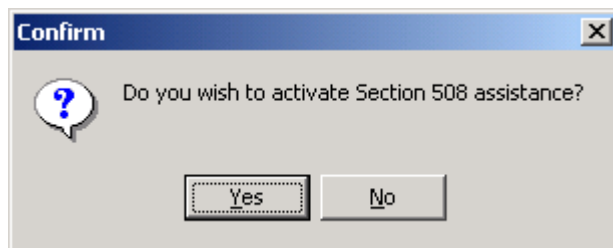
This feature can be updated from the **Help** Menu. It provides a toggle to go back and forth between using the colors or the black/white screens depending on your needs.

## Steps

To activate the Section 508 assistance, follow these steps:

Step	Action
1	Click the <b>Help</b> Menu, and click the <b>Section 508</b> option.  <b>Shortcut:</b> Press the <Ctrl> key + <S> key.
2	Click <b>OK</b> on the confirmation message dialog box as shown below.
3	Click <b>OK</b> again to exit out of the system and restart to activate the changes.

## Confirmation message



## Exit/Restart message

