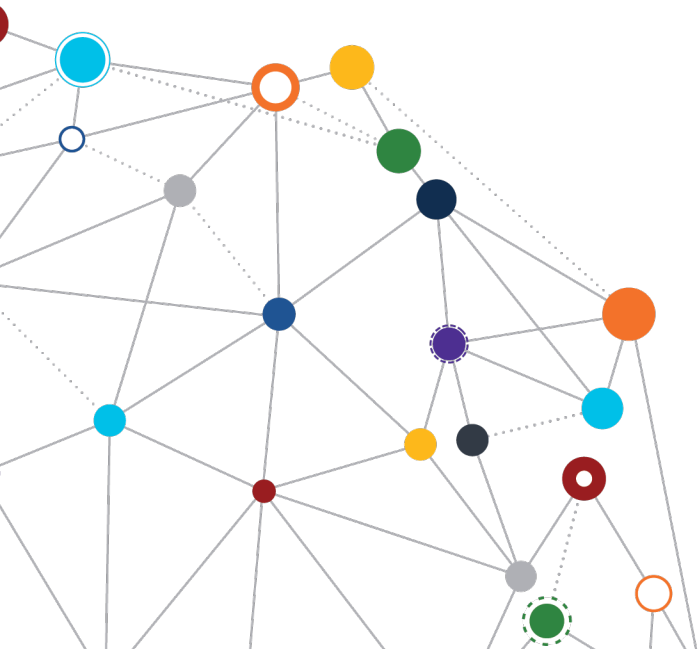


OFFICE OF
INFORMATION
AND TECHNOLOGY

Clinical Capacity Search Tool User Guide

Version 2.6.0 | January 2026



VA



U.S. Department of Veterans Affairs
Office of Information and Technology



Table of Contents

1. INTRODUCTION	5
1.1 OVERVIEW	5
1.2 PREREQUISITE CREDENTIALS	5
1.3 PIV LOGIN	5
2. FAMILIARIZING YOURSELF WITH CCST	7
2.1 HOME PAGE	7
2.1.1 <i>Changing Site Location</i>	7
2.1.2 <i>Additional Links</i>	12
2.2 MY ACCOUNT	12
2.2.1 <i>User Preferences</i>	12
2.2.2 <i>Signing Out of CCST</i>	15
3. SEARCHING FOR AVAILABLE APPOINTMENTS	16
3.1 START NEW SEARCH	16
3.2 AVAILABLE APPOINTMENTS	24
4. FILTERING AND COLUMN ACTIONS	28
4.1 SORT BY ASCENDING AND DESCENDING ORDER	28
4.2 TOGGLE DENSITY	30
4.3 FILTERS	30
4.4 SEARCH FUNCTION	35
5. UTILIZATION REPORT	37
5.1 OBTAINING DATA ON CCST USAGE	37

List of Figures

FIGURE 1: PIV CARD SIGN-IN IMAGE	5
FIGURE 2: CERTIFICATE FOR AUTHENTICATION DIALOG BOX	6
FIGURE 3: ACTIVCLIENT LOGIN POP-UP WINDOW WITH PIN ENTRY	6
FIGURE 4: CCST WEBPAGE	7
FIGURE 5: SITE LOCATIONS DROPDOWN	7
FIGURE 6: CHANGE SITE LOCATION MODAL	8
FIGURE 7: RECENT SITES BUTTON	8
FIGURE 8: SHOW SITE LOCATIONS	9
FIGURE 9: TEXT ENTRY IN SELECT SITE LOCATION INPUT FIELD	9
FIGURE 10: SELECT BUTTON FOR CHANGE SITE LOCATION MODAL	10
FIGURE 11: CLOSE BUTTON FOR THE CHANGE SITE MODAL	10
FIGURE 12: EXAMPLE OF NEW SITE LOCATION NAME	11
FIGURE 13: NEW SELECTED SITE LOCATION DISPLAYED IN THE START NEW SEARCH PANEL	11
FIGURE 14: AUTO-POPULATION OF SELECTED SITE LOCATION IN UTILIZATION REPORT	11
FIGURE 15: ADDITIONAL LINKS	12
FIGURE 16: MY ACCOUNT BUTTON FOR PREFERENCES	12
FIGURE 17: PREFERENCES BUTTON	12
FIGURE 18: DRAG AND DROP EXAMPLE FOR COLUMN ORDER	13
FIGURE 19: SAVE BUTTON FOR COLUMN ORDER	13
FIGURE 20: MODIFICATION OF TABLES WITHIN CCST	14

FIGURE 21: PREFERENCES SAVED NOTIFICATION	14
FIGURE 22: RESET TO DEFAULT BUTTON FOR COLUMN ORDER	15
FIGURE 23: RESET TO DEFAULT NOTIFICATION	15
FIGURE 24: LOG OUT BUTTON	16
FIGURE 25: LOG OUT PAGE FOR CCST	16
FIGURE 26: CLINICAL SERVICE SEARCH FIELD	17
FIGURE 27: SEARCH RADIUS FOR IN-PERSON APPOINTMENT TYPES	18
FIGURE 28: CLINICAL SERVICE SEARCH WITH CHARACTERS	19
FIGURE 29: POPULATED CLINICAL SERVICE	20
FIGURE 30: START DATE FOR DATE RANGE	20
FIGURE 31: START DATE CALENDAR VIEW	21
FIGURE 32: END DATE FOR DATE RANGE	21
FIGURE 33: END DATE CALENDAR VIEW	22
FIGURE 34: DATE DEFAULT FOR SEARCH	22
FIGURE 35: DATE RANGE WARNING	23
FIGURE 36: GET AVAILABILITY BUTTON	23
FIGURE 37: RESET BUTTON	24
FIGURE 38: SINGLE-VIEW AVAILABLE APPOINTMENTS TABLE	24
FIGURE 39: MULTIVIEW SEARCH RESULTS FOR AVAILABLE APPOINTMENTS	25
FIGURE 40: SEARCH CRITERIA BANNER	25
FIGURE 41: PARTIAL RESULTS ALERT	26
FIGURE 42: SEARCH RESULTS WITH A REMINDER TO CHECK AGREEMENTS	26
FIGURE 43: BUTTON TO CHANGE NUMBER OF ROWS	26
FIGURE 44: TABLE NAVIGATION	27
FIGURE 45: ROW SELECTION	27
FIGURE 46: APPOINTMENT SELECTED INFORMATION	27
FIGURE 47: AVAILABLE APPOINTMENT SELECTIONS DISPLAYED IN THE MULTIVIEW	28
FIGURE 48: COLUMN ACTIONS ICONS	28
FIGURE 49: SORTING OPTIONS	29
FIGURE 50: CLEAR SORT OPTION	29
FIGURE 51: SORT ICON	29
FIGURE 52: TOGGLE DENSITY ICON	30
FIGURE 53: SHOW FILTERS ICON	31
FIGURE 54: INPUT FIELDS FOR FILTERING	31
FIGURE 55: FILTER BY COLUMN NAME OPTION	32
FIGURE 56: APPLYING FILTER TO NARROW SEARCH RESULTS BY DURATION	32
FIGURE 57: APPLYING FILTER TO NARROW SEARCH RESULTS	33
FIGURE 58: CLEARING THE INPUT FOR FILTERING SEARCH RESULTS	33
FIGURE 59: USING THE CLEAR FILTER OPTION FROM COLUMN ACTIONS	34
FIGURE 60: ACTIVE CLEAR APPLIED FILTERS BUTTON	34
FIGURE 61: INACTIVE CLEAR APPLIED FILTERS BUTTON WITH ORIGINAL SEARCH RESULTS	35
FIGURE 62: SHOW SEARCH ICON	35
FIGURE 63: MATCHING SEARCH RESULT	36
FIGURE 64: CLEARING THE SEARCH FIELD	36
FIGURE 65: HIDE SEARCH ICON FOR CONCEALING THE SEARCH FIELD	37
FIGURE 66: ACCESSING THE UTILIZATION REPORT	37
FIGURE 67: UTILIZATION REPORT WEB PAGE	38
FIGURE 68: DATE RANGE DROPDOWN FOR UTILIZATION REPORT	38
FIGURE 69: CUSTOM DATE RANGE CALENDAR FOR THE UTILIZATION REPORT	39
FIGURE 70: SELECTING A CUSTOM DATE RANGE	40
FIGURE 71: PRESET DATE RANGES	40
FIGURE 72: SELECT SITE LOCATION(S) FIELD	41
FIGURE 73: REMOVING PATIENT SITES INDIVIDUALLY FROM SELECT SITE LOCATION(S)	41

FIGURE 74: REMOVING ALL PATIENT SITES FROM SELECT SITE LOCATION(S) -----	42
FIGURE 75: USER NAME CONTAINS FIELD -----	42
FIGURE 76: SEARCH BUTTON FOR UTILIZATION REPORT -----	42
FIGURE 77: INACTIVE SEARCH BUTTON -----	42
FIGURE 78: UTILIZATION REPORT ON CCST USAGE -----	43
FIGURE 79: NO RESULTS FOUND MESSAGE -----	43
FIGURE 80: RESET SEARCH BUTTON -----	43

List of Tables

TABLE 1: SEARCH CRITERIA FOR FILTERING -----	32
--	----

Revision History

Date	Version	Description	Author
1/7/2025	2.6.0	Updated screenshots for UI changes, updated format of document	Booz Allen Hamilton
7/18/2025	1.2	New baseline for Section 5.	Booz Allen Hamilton
6/16/2025	1.1	New baseline for Sections 2, 3 and 4. Added Sections 5 and 6 to provide information about the Utilization Report and Preferences web pages, respectively.	Booz Allen Hamilton
3/6/2025	1.0	Updated images in Sections 3 and 4, which reflect UI changes made to CCST since November 2024. Added information about the collapse/expand function for the Start New Search panel in Section 3.2. New baseline for Section 4.2.	Liberty ITS
11/18/2024	0.9	New baseline for Sections 1.1 and 1.2. Replaced Change Site modal screenshots in Section 2. Added information about the partial results alert to Section 3.	Liberty ITS
10/22/2024	0.8	New baseline for entire document.	Liberty ITS
3/26/2024	0.7	New baseline for page 15.	Liberty ITS
3/25/2024	0.6	Replaced all screenshots with the Show/Hide Column icon and Move icon. New baseline for Section 3 and 4.	Liberty ITS
3/19/2024	0.5	Removed instructions for the Move and Show/Hide Column functionality.	Liberty ITS
3/13/2024	0.4	Watermark "DRAFT" removed.	Liberty ITS
2/26/2024	0.3	New baseline for Section 3, Searching for Available Appointments.	Liberty ITS
2/14/2024	0.2	Modifications made throughout document based on business owner feedback.	Liberty ITS
1/11/2024	0.1	Draft.	Liberty ITS

1. Introduction

1.1 Overview

The Clinical Capacity Search Tool (CCST) is an internal web application that was developed to assist the Department of Veteran Affairs (VA) staff in finding available appointment slots across multiple VA facilities. The purpose of CCST is to deliver users with the functionality to find virtual available appointment slots based on existing clinical agreements and the ability to find in-person available appointment slots. With this document, users can familiarize themselves with important features and navigational elements of CCST, such as searching for available appointments and how to use the utilization report. This document is intended for CCST users supporting the Veterans Health Administration (VHA).

1.2 Prerequisite Credentials

- To view in-person available appointments, one of three types of scheduler keys (i.e., SDECVIEW, SDECZMENU and SDECZMGR) must be in place for the user. For users from a CRH, a scheduler key request is made through VA's [LEAF](#) system. Users associated with a particular VAMC must contact their automated data processing applications coordinator about acquiring a scheduler key.
- The user's PIV card must be linked to a VistA site (see [link](#) for guidance); additionally, viewing data on virtual available appointments requires the Telehealth Management Program to have scheduling packages in place.

1.3 PIV Login

1. Begin by opening a browser and entering the following web address in the browser's address bar: <https://staff.apps.va.gov/ccst/>. The VA Single Sign-On page will then appear. Select the PIV card image, as seen in **Figure 1** to proceed with the log in process.

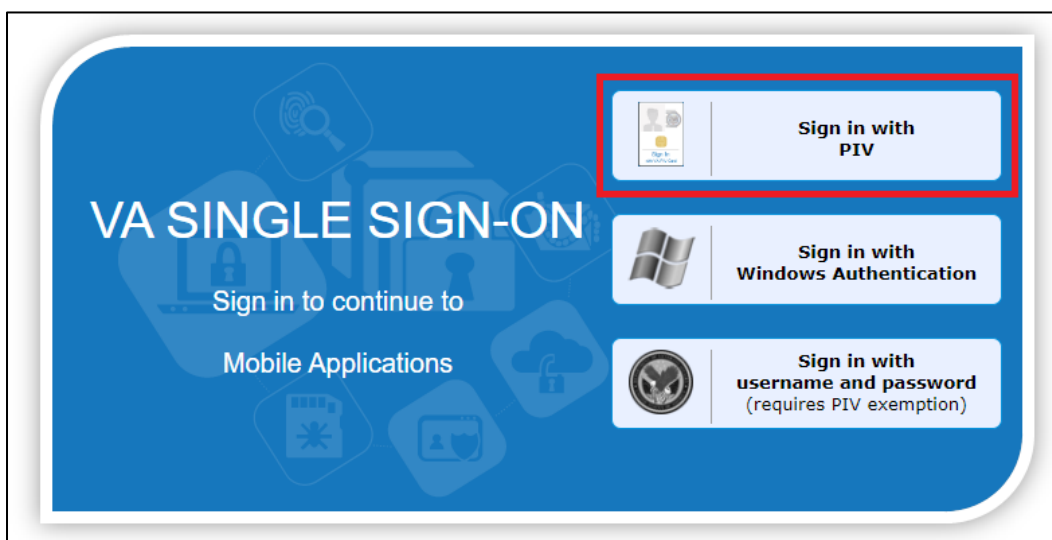


Figure 1: PIV Card Sign-In Image

2. After selecting the PIV card image, a dialog box will appear prompting the user to select a certificate for authentication (see **Figure 2**).

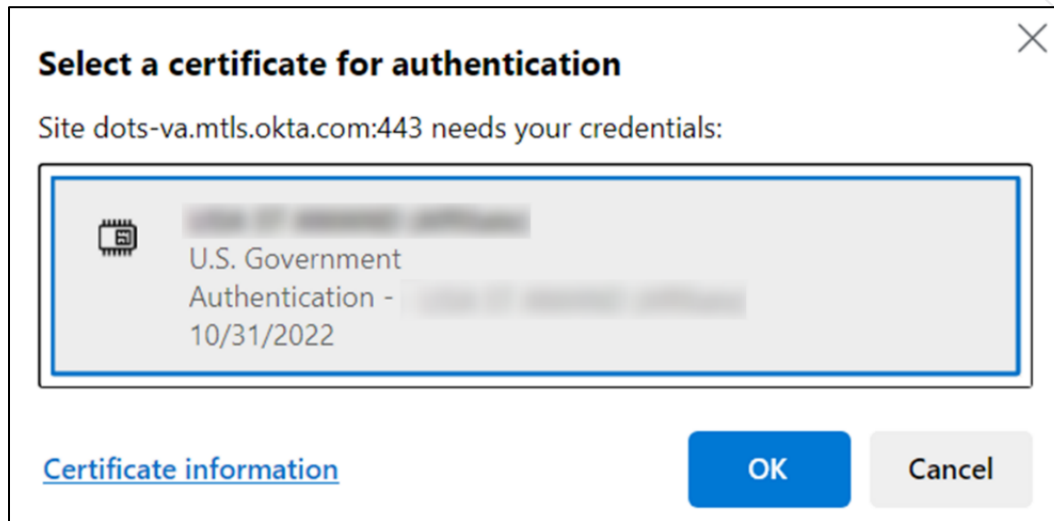


Figure 2: Certificate for Authentication Dialog Box

- ❖ *Note: Signing in to CCST may vary depending on when security time outs occur. This may mean selecting a certificate for authentication and/or entering a PIN may not be necessary.*
3. After finalizing your certificate selection, an ActivClient Login dialog box will appear prompting the user to enter their PIN number (see **Figure 3** for an example). If authentication is successful, CCST will load. If authentication is not successful, you will be prompted to enter your correct PIN instead.

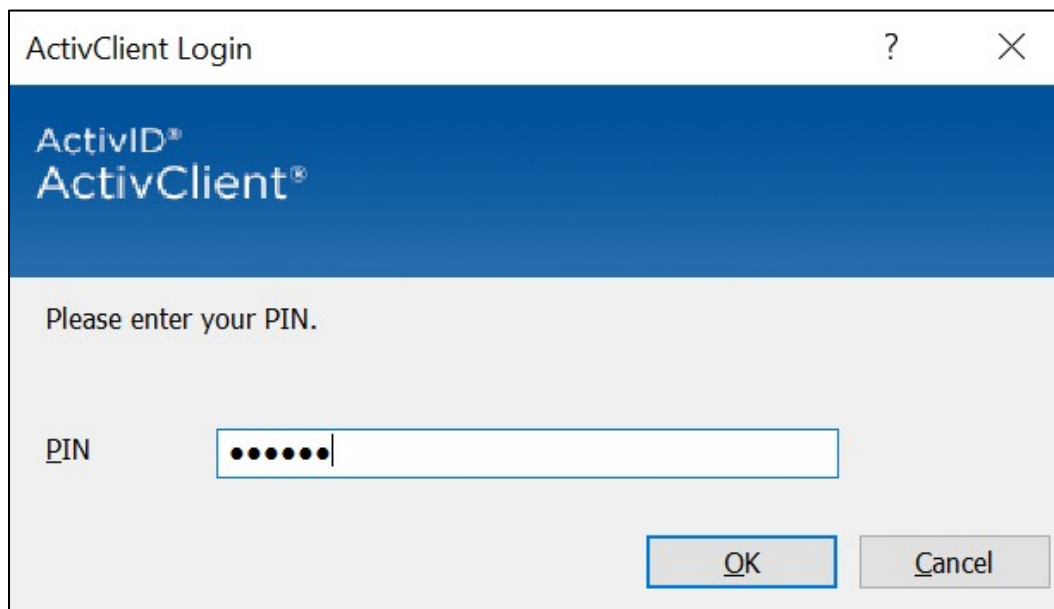


Figure 3: ActivClient Login Pop-Up Window with PIN Entry

2. Familiarizing Yourself with CCST

2.1 Home Page

Once log in is complete, users will see the CCST website with top and bottom headers as seen in **Figure 4**.

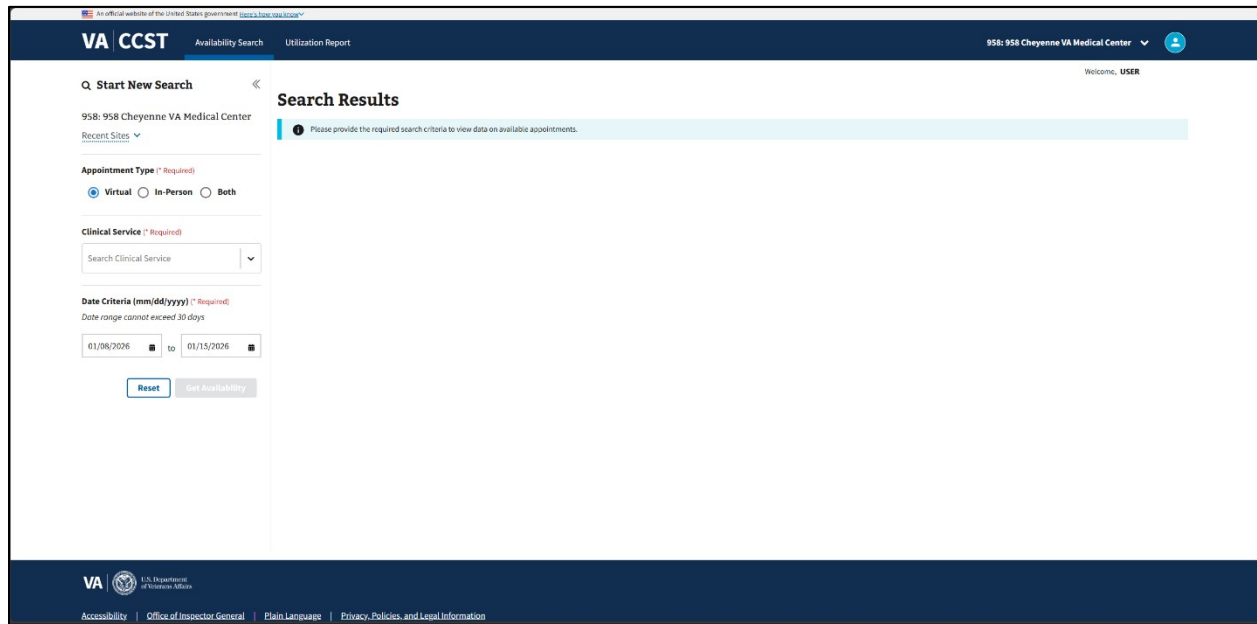


Figure 4: CCST Webpage

2.1.1 Changing Site Location

1. To change site locations, the user must first select the site location dropdown in the upper right-hand corner of the page as shown in **Figure 5**.

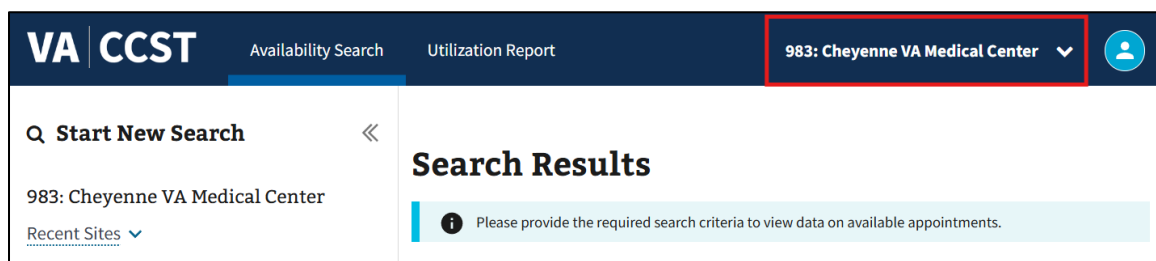


Figure 5: Site Locations Dropdown

2. The user will then need to select the desired site location by clicking on the arrow shown in **Figure 6**.

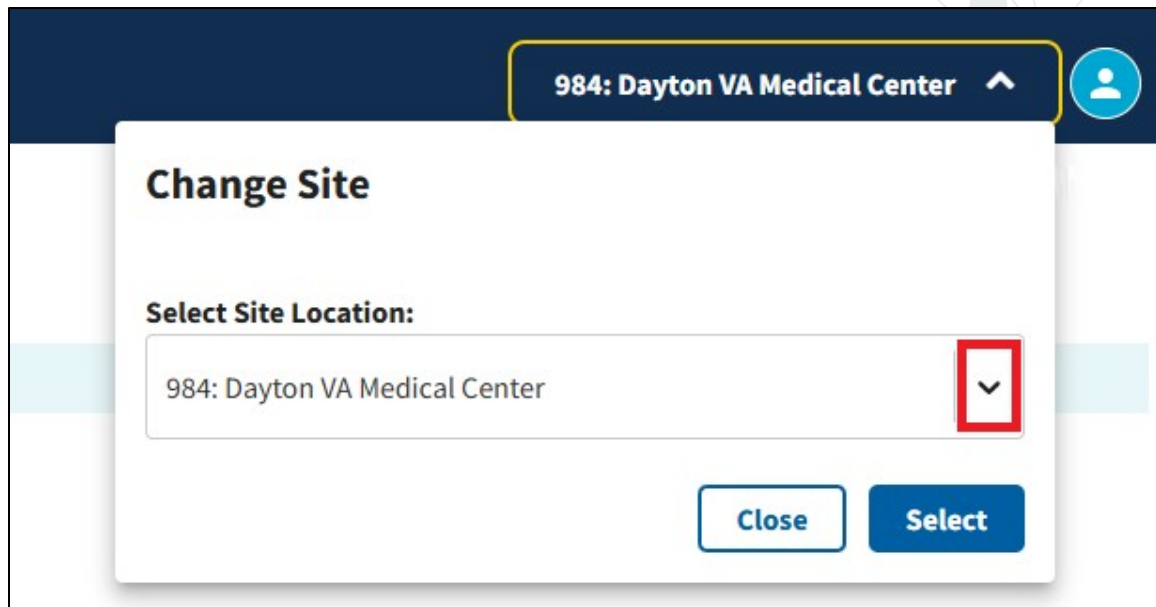


Figure 6: Change Site Location Modal

- ❖ *Note: The user can also change the patient sites via the “Recent Sites” dropdown seen in **Figure 7**. Using this option will only show the 10 most recently selected sites by the user and not the full set of options available from the Change Site modal shown in **Figure 6**.*

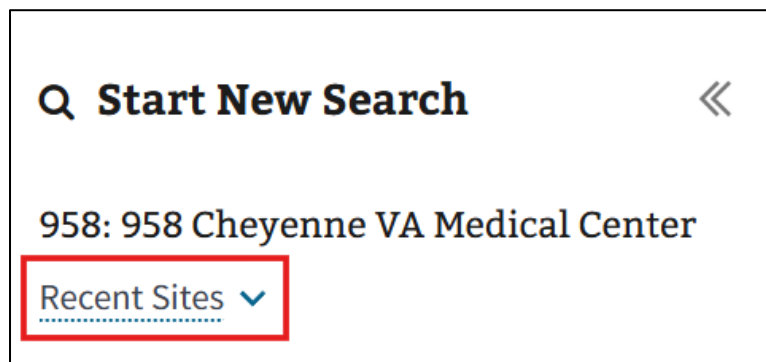
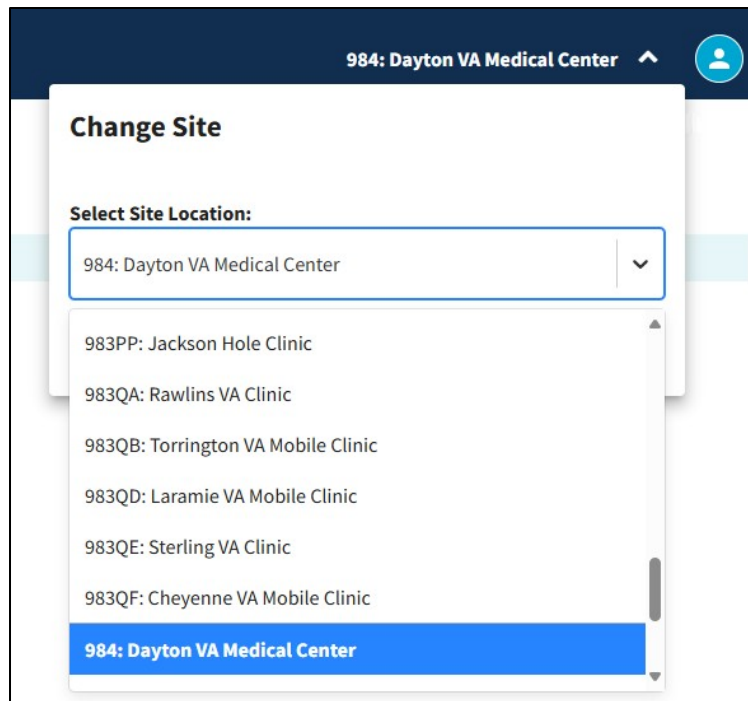


Figure 7: Recent Sites Button

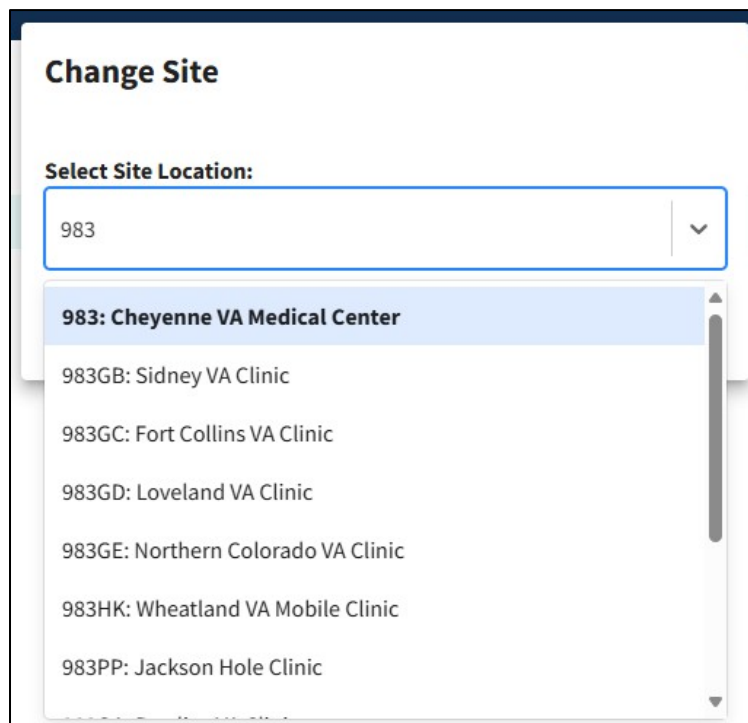
- From the Change Site modal, the user can view a list of one or more medical centers and their divisions (e.g., clinics) in the same catchment area after selecting the dropdown arrow as seen in **Figure 8**.
 - ❖ *Note: A division will render the same search results as their parent VA medical center.*



The screenshot shows a 'Change Site' modal window. At the top, it says '984: Dayton VA Medical Center' with an upward arrow and a user icon. Below this is a 'Select Site Location:' label. A dropdown menu is open, showing a list of site locations. The current selection is '984: Dayton VA Medical Center', which is highlighted in blue. Other options in the list include '983PP: Jackson Hole Clinic', '983QA: Rawlins VA Clinic', '983QB: Torrington VA Mobile Clinic', '983QD: Laramie VA Mobile Clinic', '983QE: Sterling VA Clinic', and '983QF: Cheyenne VA Mobile Clinic'.

Figure 8: Show Site Locations

- ❖ *Note: Users may choose to type the name of the site location needed, instead of manually scrolling through the Change Site modal dropdown (see **Figure 9** for example).*



The screenshot shows the same 'Change Site' modal window. The dropdown menu is now closed, and the input field contains the text '983'. The dropdown list is still visible below the input field, showing the same list of site locations as in Figure 8. The first option, '983: Cheyenne VA Medical Center', is highlighted in blue.

Figure 9: Text Entry in Select Site Location Input Field

- Simply click on the “Select” button, shown in **Figure 10**, to finalize the selection of a site location.

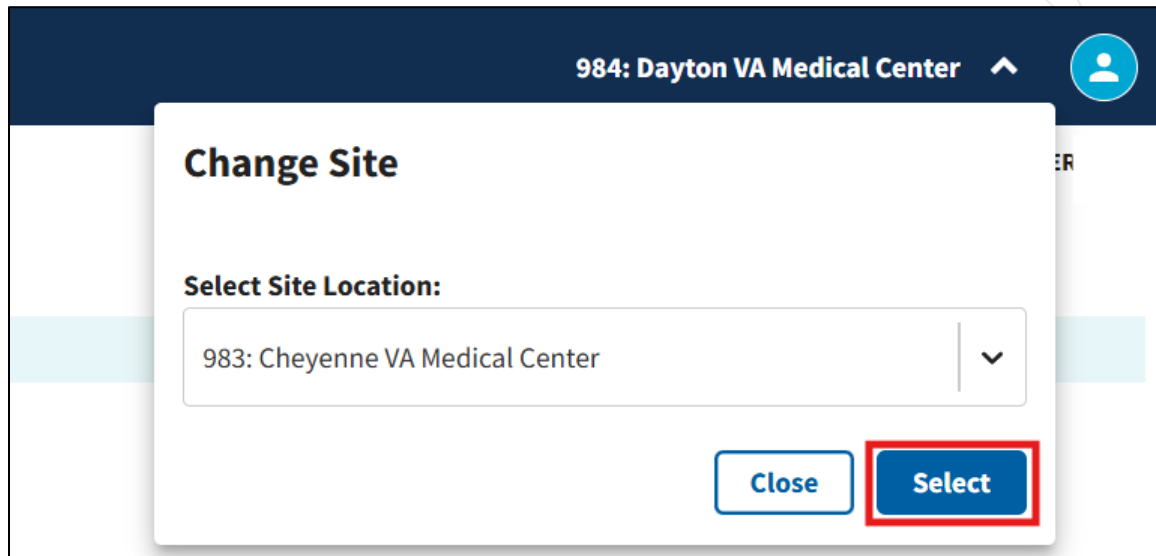


Figure 10: Select Button for Change Site Location Modal

- ❖ *Note: Instead of using the “Select” button to change the site location, the user can click on the “Close” button shown in **Figure 11** at any time to collapse the Change Site modal and continue with the previously selected location.*

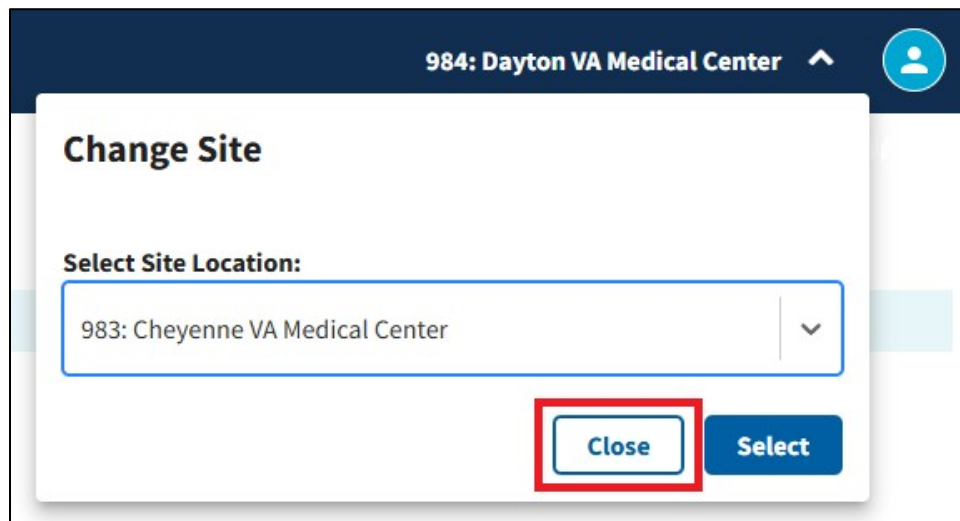


Figure 11: Close Button for the Change Site Modal

- Once a site location is chosen, the site selection will continue to persist in future uses of CCST as part of the criteria used to search for available appointment time slots. The name of the selected site location will appear next to the Change Site dropdown arrow, replacing the name of the previous selection (see **Figure 10** and **Figure 12** comparatively).

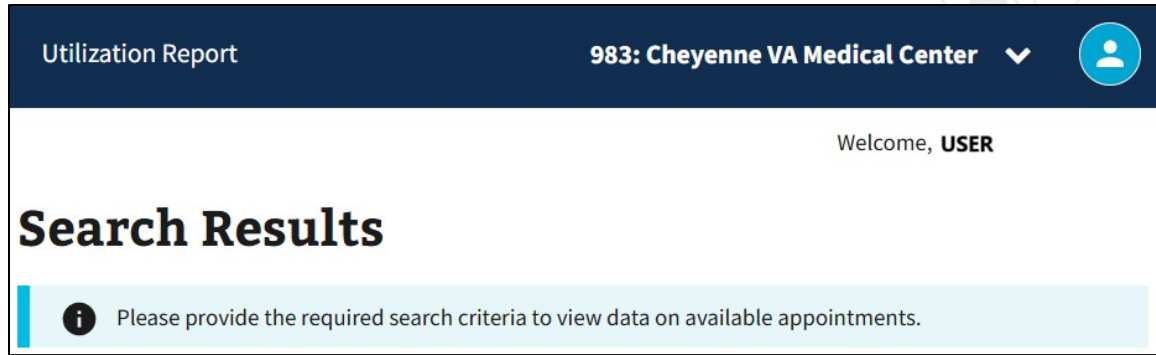


Figure 12: Example of New Site Location Name

- ❖ Note: Site selections will continue to persist except under the conditions of making a new site selection, changing computers, or clearing the browser history.
- ❖ Note: The new site location selection will also appear in the Start New Search panel on the Availability Search page and automatically populated in the “Select Site Location(s)” dropdown on the Utilization Report page (see **Figure 13** and **Figure 14** for example).

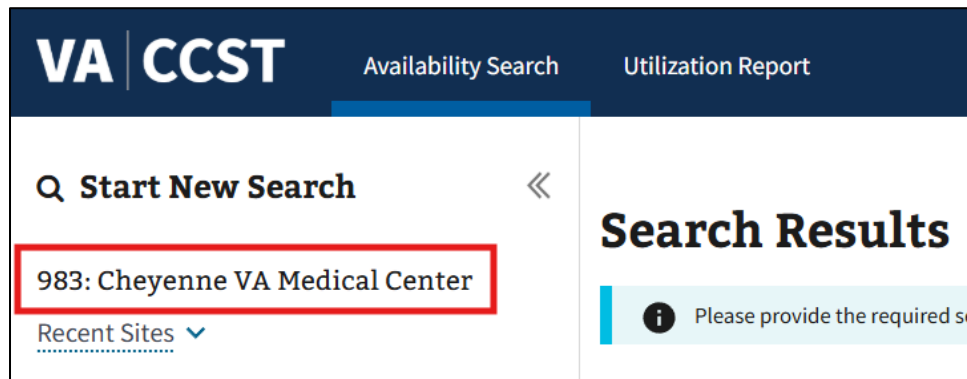


Figure 13: New Selected Site Location Displayed in the Start New Search Panel

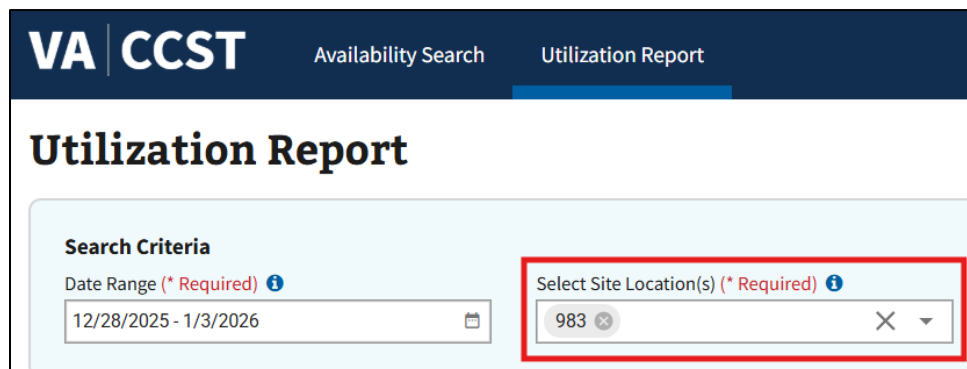


Figure 14: Auto-population of Selected Site Location in Utilization Report

2.1.2 Additional Links

There are links to additional information located at the bottom of the CCST page. See **Figure 15** below for reference.

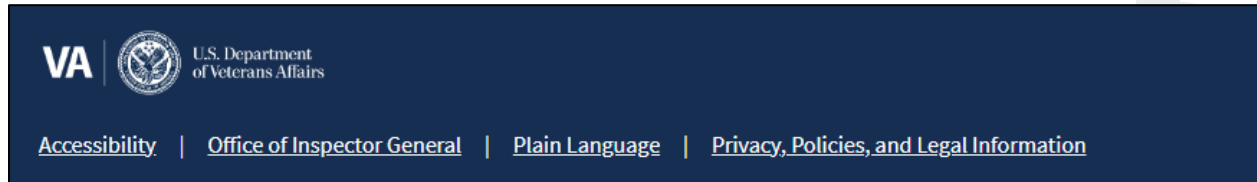


Figure 15: Additional Links

2.2 My Account

2.2.1 User Preferences

1. To change user preferences, the user can select the “My Account” button in the upper right-hand corner, seen in **Figure 16**, to open the dropdown.

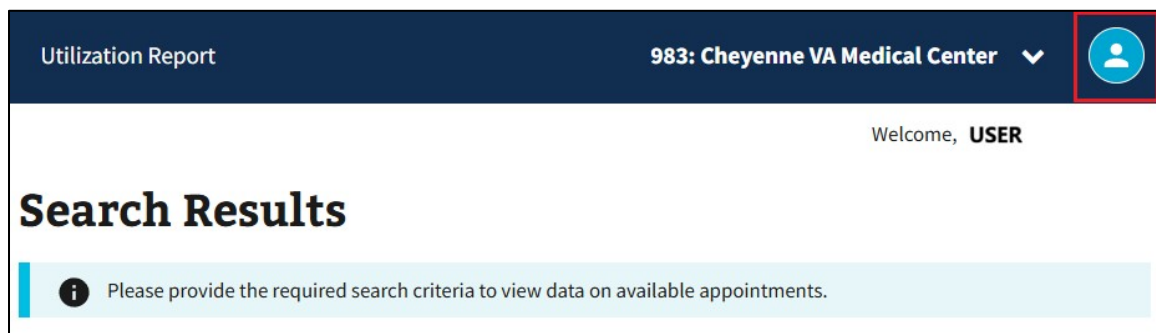


Figure 16: My Account Button for Preferences

2. The user can then select the “Preferences” button, seen in **Figure 17**, to be taken to the User Preferences page.



Figure 17: Preferences Button

3. After navigating to the User Preferences page, the user will see sections for Virtual Available Appointments, In-Person Available Appointments, and the Utilization Report that contain a

list of column names to be adjusted for the specified table. To adjust the default order of the column names within the sections, left-click and hold to drag and drop the different selections as seen in **Figure 18** below.

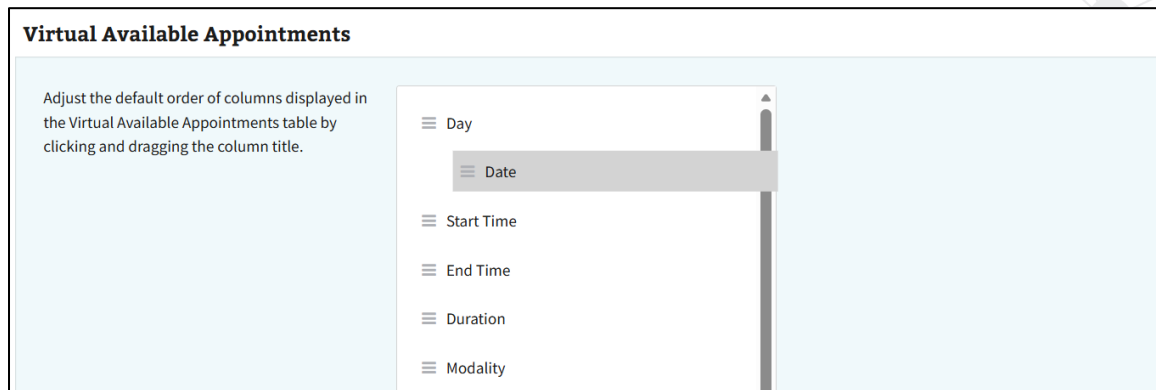


Figure 18: Drag and Drop Example for Column Order

4. The user can then select the “Save” button seen in **Figure 19** to save their changes.

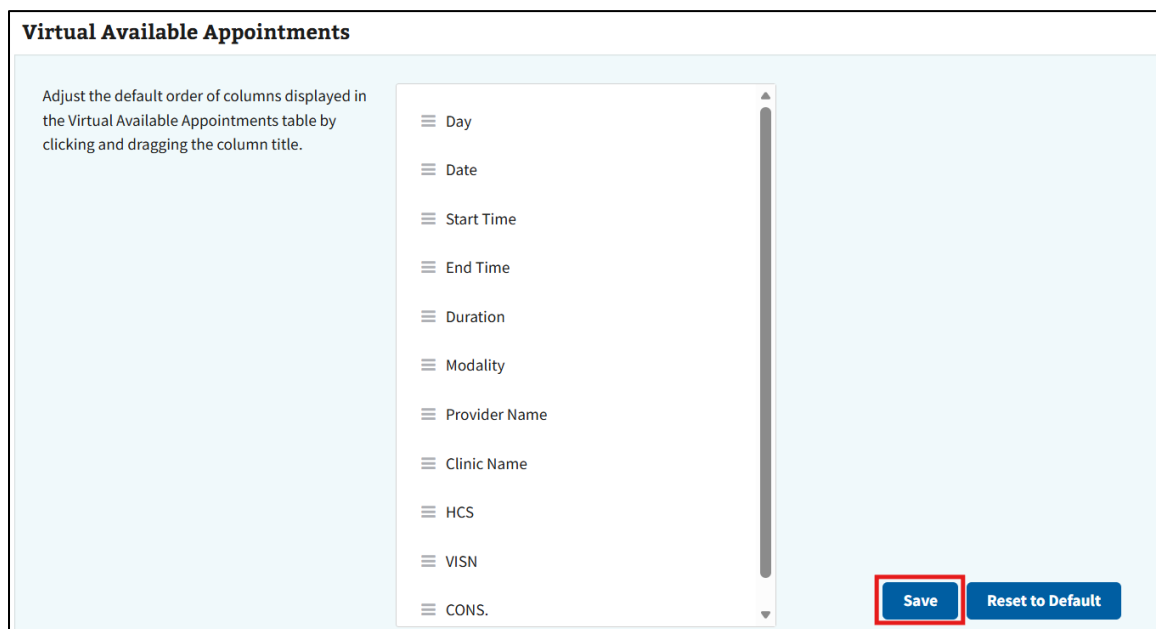


Figure 19: Save Button for Column Order

- ❖ *Note: Users will see the adjustments to column order in the respective tables located throughout CCST (see **Figure 20** for example).*

Virtual Available Appointments

Search Filter Reset Filters

Select	Day ↑↓	Date ↑↓	Start Time ↑↓	End Time ↑↓	Duration ↑↓	Modality ↑↓	Provider
☐	Monday	6/9/2025	2:00 PM MDT	3:00 PM MDT	60	Store and Forward	Haf
☐	Monday	6/9/2025	2:00 PM MDT	2:30 PM MDT	30	Telephone	Law
☐	Monday	6/9/2025	2:00 PM MDT	2:45 PM MDT	45	VA Video Connect Group	Ngu
☐	Monday	6/9/2025	2:00 PM MDT	2:30 PM MDT	30	Telephone	Dor
☐	Monday	6/9/2025	2:00 PM MDT	2:30 PM MDT	30	VA Video Connect Group	Ngu

Rows per page 5 1-5 of 146

Figure 20: Modification of Tables within CCST

- Once the “Save” button is selected, a save notification will appear and only the “Reset to Default” button will remain active (see **Figure 21** below). The user will need to close the “Preferences Saved!” notification by selecting the “x” button to close it manually. Users will not be able to leave the User Preferences page until the notification is closed.

Preferences

Virtual Available Appointments

Adjust the default order of columns displayed in the Virtual Available Appointments table by clicking and dragging the column title.

Preference Saved! ✕

- Day
- Date
- Start Time
- End Time
- Duration
- Modality
- Provider Name
- Clinic Name
- HCS
- VISN
- CONS.

Save **Reset to Default**

Figure 21: Preferences Saved Notification

- To restore the columns to default order for any section, select the “Reset to Default” button seen in **Figure 22**. Once selected, the “Reset Successful!” notification will appear and the columns will have returned to the default order (see **Figure 23_Ref200627206**).

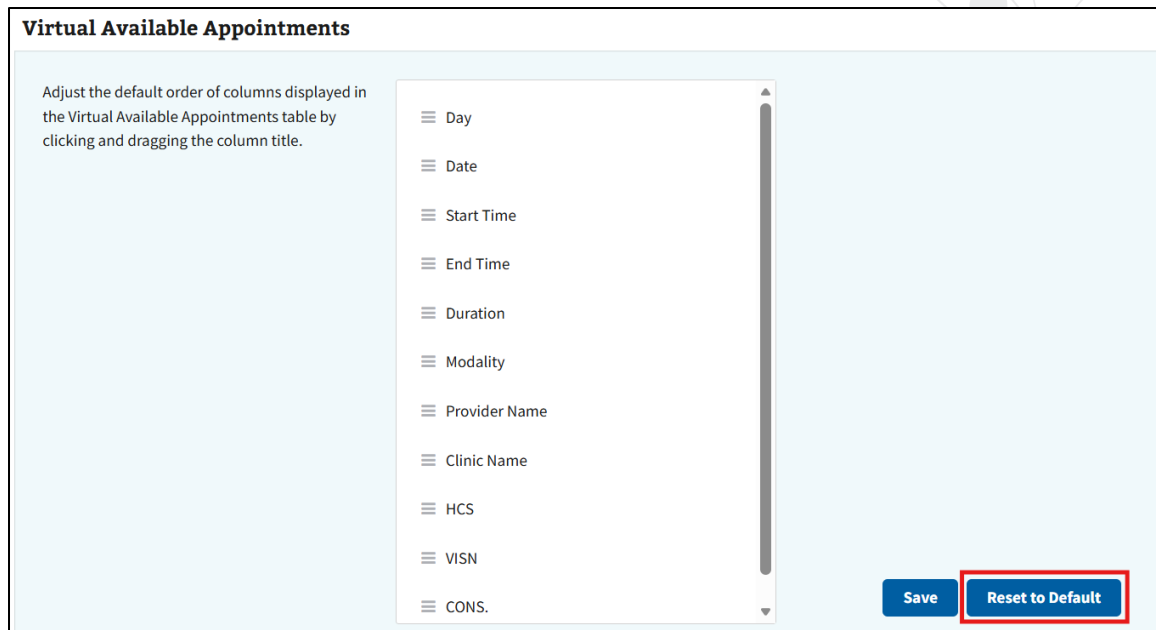


Figure 22: Reset to Default Button for Column Order

- ❖ **Note:** To close the “Reset Successful” notification, the user must manually close the notification by selecting the “x” button seen in **Figure 23**. Users will not be able to leave the User Preferences page until the notification is closed.

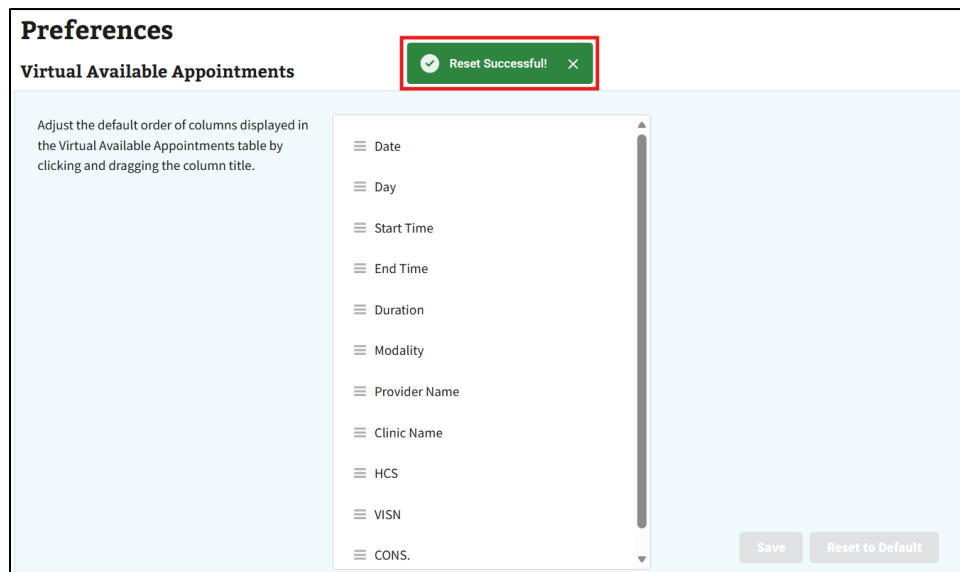


Figure 23: Reset to Default Notification

2.2.2 Signing Out of CCST

1. To log off when you are finished using CCST, click Log Out after selecting the My Account icon in the upper right-hand corner of CCST (see **Figure 24**).

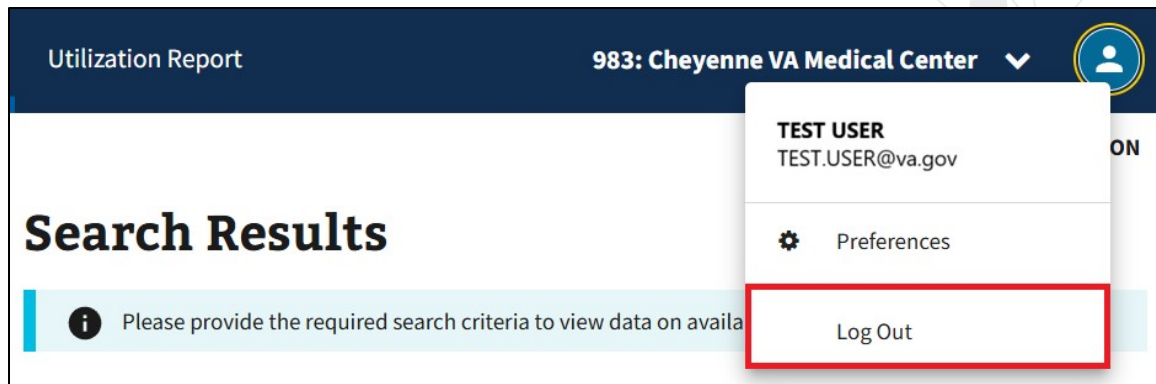


Figure 24: Log Out Button

- The user will be taken to the page seen in **Figure 25** upon signing out, which prompts them to log out of SSOi and close the browser.

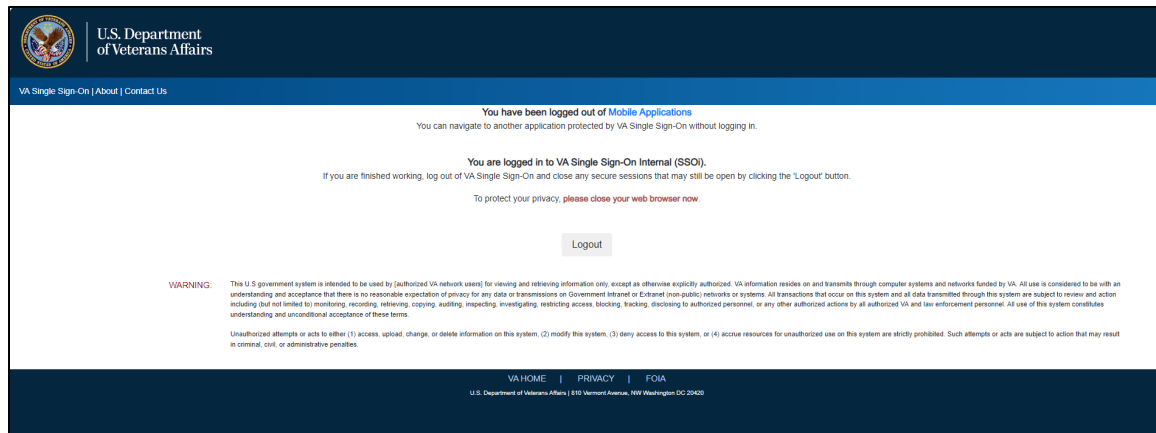


Figure 25: Log Out Page for CCST

- ❖ *Note: The user will automatically be logged out and taken to the page shown in **Figure 25** after one hour if logged in but not actively using CCST.*

3. Searching for Available Appointments

3.1 Start New Search

- After confirming the correct site location has been chosen, select one of three types of appointments: Virtual, In-Person, or Both by clicking on the appropriate radio button to establish the kind of clinical encounter desired as a criterion for performing a search on available appointments (located in the left panel) as shown in **Figure 26**.

- ❖ *Note: By default, the Virtual radio button is selected.*

VA | CCST Availability Search

Q Start New Search <<

984: Dayton VA Medical Center

Recent Sites

Appointment Type (* Required)

☒ Virtual ☐ In-Person ☐ Both

Clinical Service (* Required)

Loading Clinical Services... ▼

Date Criteria (mm/dd/yyyy) (* Required)

Date range cannot exceed 30 days

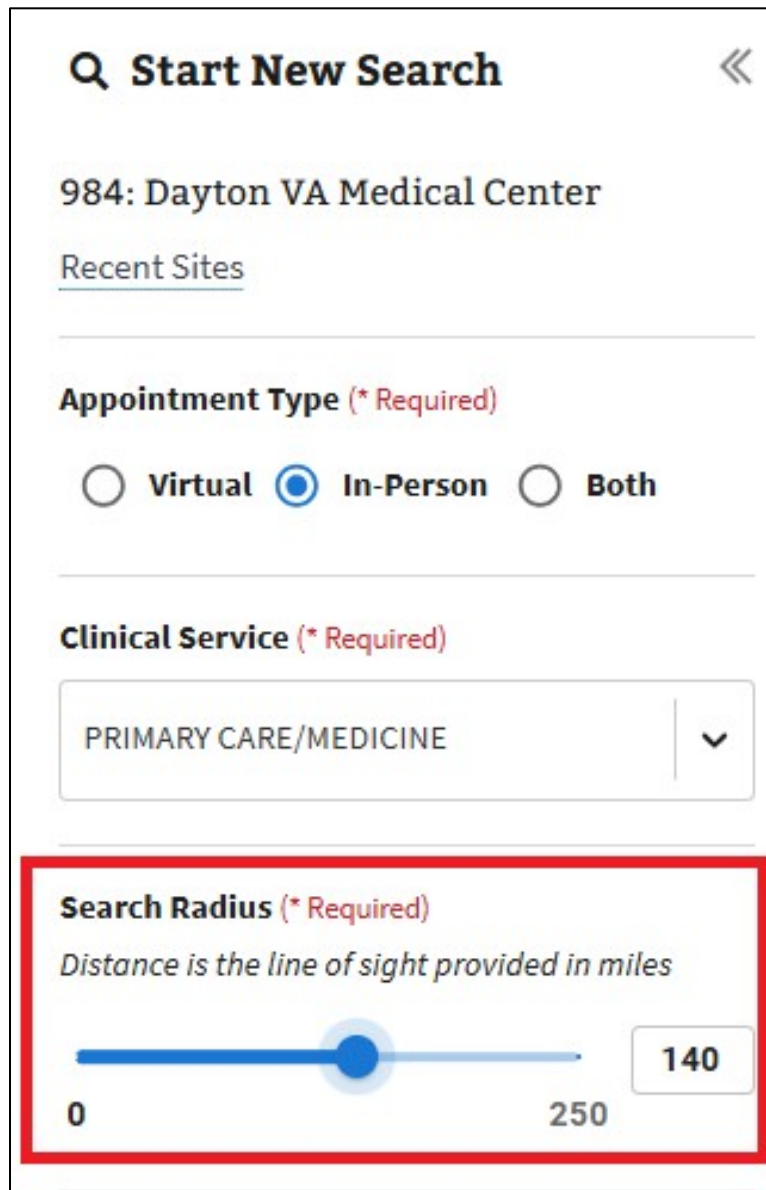
06/11/2025 to 06/18/2025

Reset **Get Availability**

Figure 26: Clinical Service Search Field

- ❖ Note: If either “In-Person” or “Both” radio buttons are selected, the Search Radius field shown in **Figure 27** will appear. Users will be required to choose a distance of 10 to 250 miles by either dragging the slider to the correct distance. The starting point

for the distance is based on the zip code of the patient site selected by the user in **2.1 Changing Site Location**. When running queries using the “Both” Appointment Type, the distance selected for Search Radius will only impact in-person search results.



Q Start New Search <<

984: Dayton VA Medical Center

Recent Sites

Appointment Type (* Required)

☐ Virtual ☒ In-Person ☐ Both

Clinical Service (* Required)

PRIMARY CARE/MEDICINE ▼

Search Radius (* Required)

Distance is the line of sight provided in miles

0 140 250

Figure 27: Search Radius for In-Person Appointment Types

2. In the Clinical Service input field, the user will need to either open the dropdown and search from the list provided or manually type the specific health care needed by the patient into the search field. When typing into the search field, CCST will list any clinical services matching the letters entered by the user in the input field via the dropdown list as shown in **Figure 28**.

VA | CCST Availability Search

Q Start New Search <<

984: Dayton VA Medical Center

Recent Sites
.....

Appointment Type (* Required)

☒ Virtual ☐ In-Person ☐ Both

Clinical Service (* Required)

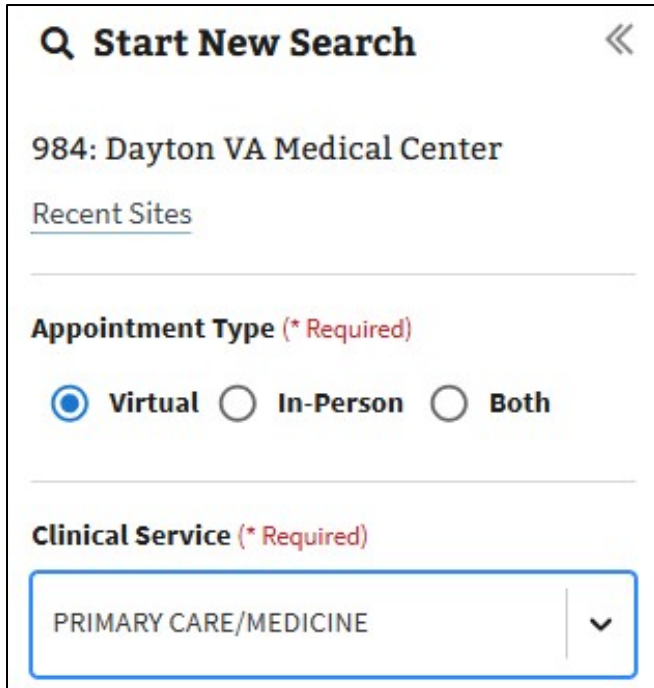
prim

- PRIMARY CARE SHARED APPT
- PRIMARY CARE/MEDICINE
- TELEPHONE PRIMARY CARE

Reset **Get Availability**

Figure 28: Clinical Service Search with Characters

- ❖ *Note: The user can also pull up the exact clinical service needed by typing in a stop code. For instance, typing “323” into the Clinical Service input field will prompt CCST to list only PRIMARY CARE/MEDICINE as a selectable option.*
3. The user will then need to select the preferred option from the dropdown list to populate the clinical service input field (see **Figure 29**).



Q Start New Search <<

984: Dayton VA Medical Center

Recent Sites

Appointment Type (* Required)

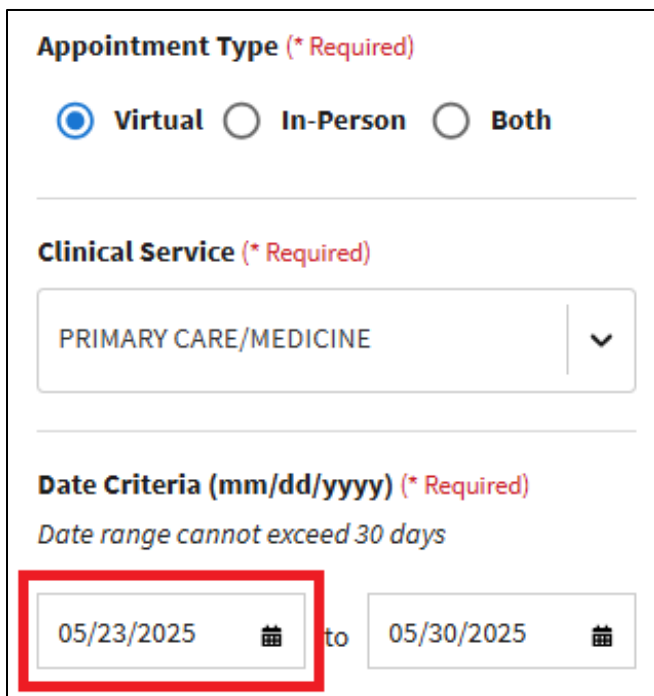
☒ Virtual ☐ In-Person ☐ Both

Clinical Service (* Required)

PRIMARY CARE/MEDICINE ▼

Figure 29: Populated Clinical Service

- To specify a date range as part of the criteria used to search for available appointments, the user will first select the left-hand input field for the Date Criteria as shown in **Figure 30**.



Appointment Type (* Required)

☒ Virtual ☐ In-Person ☐ Both

Clinical Service (* Required)

PRIMARY CARE/MEDICINE ▼

Date Criteria (mm/dd/yyyy) (* Required)

Date range cannot exceed 30 days

05/23/2025 📅 to 05/30/2025 📅

Figure 30: Start Date for Date Range

5. The user will then be able to select the start date for the date range by either navigating the calendar and selecting the desired date, as seen in **Figure 31**, or manually typing it in the MM/DD/YYYY format and pressing the Enter key on the keyboard.

Appointment Type (* Required)

☒ Virtual ☐ In-Person ☐ Both

Clinical Service (* Required)

PRIMARY CARE/MEDICINE ▼

Date Criteria (mm/dd/yyyy) (* Required)

Date range cannot exceed 30 days

06/04/2025 📅

Reset

Calendar view for June 2025:

Su	Mo	Tu	We	Th	Fr	Sa
			4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Figure 31: Start Date Calendar View

6. Next, the user will select the right-hand input field for the Date Criteria as shown in **Figure 32**.

Date Criteria (mm/dd/yyyy) (* Required)

Date range cannot exceed 30 days

06/04/2025 📅 to MM/DD/YYYY 📅

Reset Get Availability

Figure 32: End Date for Date Range

7. The user will then be able to select the end date by either navigating the calendar and selecting the desired end date as shown in **Figure 33**, or manually typing it in the MM/DD/YYYY format and pressing the Enter key on the keyboard.

Appointment Type (* Required)

☒ Virtual ☐ In-Person ☐ Both

Clinical Service (* Required)

PRIMARY CARE/MEDICINE ▼

Date Criteria (mm/dd/yyyy) (* Required)

Date range cannot exceed 30 days

06/04/2025 to MM/DD/YYYY

Reset Get Availability

June 2025						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Figure 33: End Date Calendar View

- ❖ Note: The start date defaults to today's date and the end date defaults to 1 week from the start date (see **Figure 34** for an example).

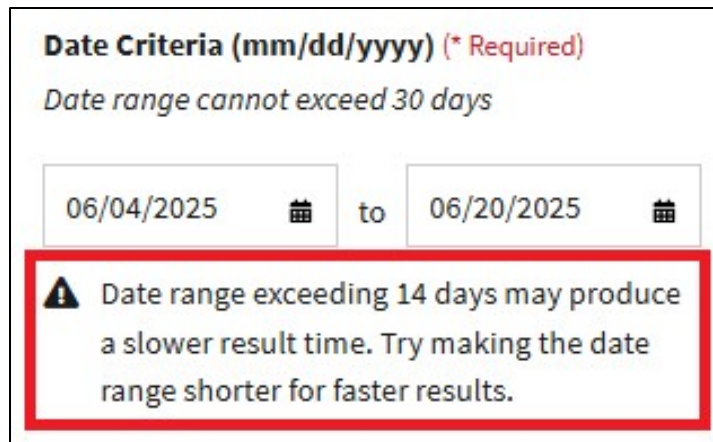
Date Criteria (mm/dd/yyyy) (* Required)

Date range cannot exceed 30 days

05/23/2025 to 05/30/2025

Figure 34: Date Default for Search

- ❖ Note: The user may only select an end date that falls within 30 days of the start date.
- ❖ Note: A warning message about slow performance will appear for date ranges greater than 14 days (see **Figure 35** for an example).



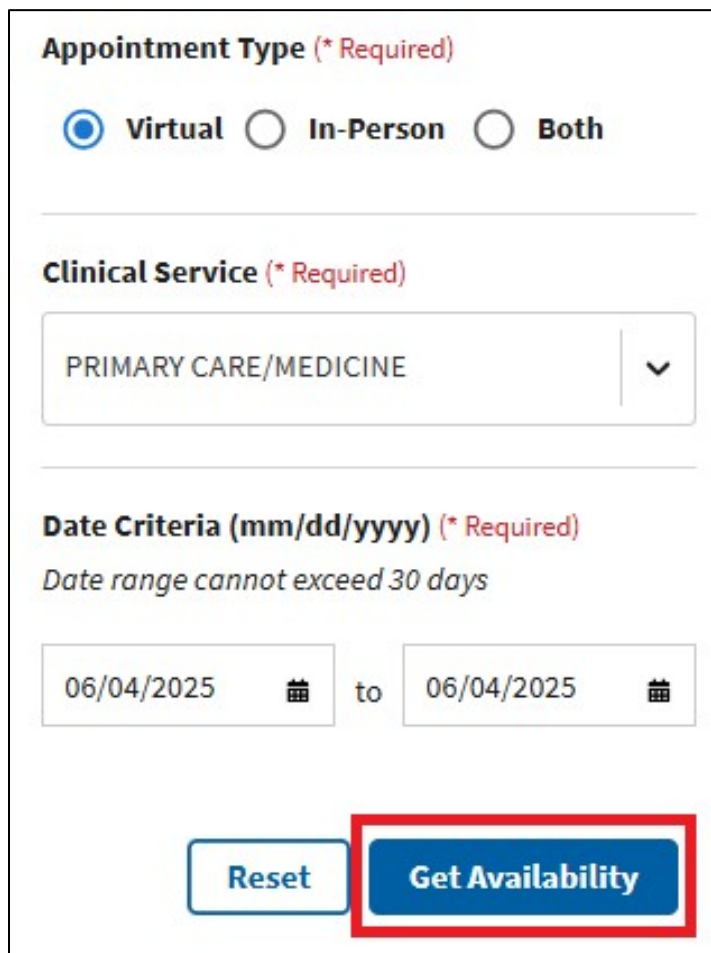
Date Criteria (mm/dd/yyyy) (* Required)
Date range cannot exceed 30 days

06/04/2025  to 06/20/2025 

⚠ Date range exceeding 14 days may produce a slower result time. Try making the date range shorter for faster results.

Figure 35: Date Range Warning

8. Providing all the required criteria in the Start New Search panel as described in the steps above will cause the Get Availability button to become selectable (changing from a grey to blue color) as shown below in Figure 36. The user can then select the Get Availability button to prompt a search by CCST for available appointments based on the chosen search criteria.



Appointment Type (* Required)

☒ Virtual ☐ In-Person ☐ Both

Clinical Service (* Required)

PRIMARY CARE/MEDICINE 

Date Criteria (mm/dd/yyyy) (* Required)
Date range cannot exceed 30 days

06/04/2025  to 06/04/2025 

Figure 36: Get Availability Button

- ❖ *Note: The Reset button shown below in **Figure 37** can be selected at any time to return all required fields to their default value (e.g., Clinical Service input field returns to an empty state) in the Start New Search panel. In the event a query has been performed, the Reset button will also clear search results.*

Date Criteria (mm/dd/yyyy) (* Required)
Date range cannot exceed 30 days

06/04/2025 to 06/04/2025

Reset **Get Availability**

Figure 37: Reset Button

3.2 Available Appointments

- Once the user has completed all steps from **3.1 Start New Search**, the search results will become visible in a table as pictured below in **Figure 38**. In the event a query is based on the Both Appointment Type, two separate search results tables will be provided together: one for virtual available appointments and another for in-person available appointments, as shown in **Figure 39**.

Search Results

Site Location: Dayton VA Medical Center

Clinical Service: PRIMARY CARE/MEDICINE

Radius: 140 miles

Date Range: 6/4/2025 - 6/4/2025

In-Person Available Appointments

Search results are not limited by the existence of agreements between VA facilities for consult services. Please follow your local process for scheduling appointments with a cooperating VA facility.

Select

Date

Day

Start Time

End Time

Duration

Provider Name

Clinic Name

Facility

HCS

VISN

CO

☐

06/04/2025

Wednesday

7:00 AM EDT

7:30 AM EDT

30

BENNETT, JAMIE

VLER HEALTH FORREST

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

7:30 AM EDT

8:00 AM EDT

30

BENNETT, JAMIE

VLER HEALTH FORREST

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:30 AM EDT

30

RIVERA, MARITZA

PCT_B RIVERA (F/U)

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:30 AM EDT

30

GANTI, SHYAMALA

PCT_B GANTI (F/U)

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:30 AM EDT

30

PATIL, SARASWATI

PCT_O PATIL (F/U)

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:30 AM EDT

30

DEGUZMAN, DELORES D

PCT_B DEGUZMAN (F/U)

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:30 AM EDT

30

PCT PRIME CARE CONSULTS

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:30 AM EDT

30

PEDDIREDDI, KAVITA

PCT_G PEDDIREDDI, K (F/U)

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:15 AM EDT

15

PCT_L NON TREATMENT

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:15 AM EDT

15

PCT_J NON TREATMENT

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:30 AM EDT

30

VERDAGUER, RAMON

PCTO&G PSY (F/U)

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

☐

06/04/2025

Wednesday

8:00 AM EDT

8:30 AM EDT

30

VENKATESH, ANJU

PCT_R VENKATESH, A

Dayton VA Medical Center

Dayton VA Medical Center

VISN 10

Mix

Rows per page: 251-25 of 650

Figure 38: Single-View Available Appointments Table

Search Results											
Site Location: Cheyenne VA Medical Center Clinical Service: PRIMARY CARE/MEDICINE Radius: 170 miles Date Range: 6/4/2025 - 6/4/2025											
Virtual Available Appointments											
Select	Start Time	Date	Day	End Time	Duration	Modality	Provider Name	Clinic Name	HCS	VISN	CONS.
☐	7:30 AM MDT	6/4/2025	Wednesday	8:00 AM MDT	30	Telephone	Knorr, Troy	CHY PHARMACY @ 983	CHYSHR	VISN 19	Western
☐	7:30 AM MDT	6/4/2025	Wednesday	8:30 AM MDT	60	Store and Forward	Lewis, Yolanda	CHY MENTAL HEALTH ONE @ 983	CHYSHR	VISN 19	Western
☐	7:30 AM MDT	6/4/2025	Wednesday	7:45 AM MDT	15	Clinical Video Telehealth	Finnie, Donald	ENLOW PC @ 983	CHYSHR	VISN 19	Western
☐	7:30 AM MDT	6/4/2025	Wednesday	8:30 AM MDT	60	Store and Forward	Mandekar, Nilesh	CHYSHR VVC PACT YELLOW @ 983	CHYSHR	VISN 19	Western
☐	7:30 AM MDT	6/4/2025	Wednesday	8:00 AM MDT	30	VA Video Connect Group	Nguy, Jennifer	CHY PC SMITH @ 983	CHYSHR	VISN 19	Western
Rows per page: 5 1-5 of 783											
In-Person Available Appointments											
Search results are not limited by the existence of agreements between VA facilities for consult services. Please follow your local process for scheduling appointments with a cooperating VA facility.											
Select	Start Time	Duration	Date	Day	End Time	Provider Name	Clinic Name	Facility	HCS	VISN	CONS.
☐	6:00 AM MDT	30	06/04/2025	Wednesday	6:30 AM MDT	DERHAM,REYNALDO A	AUTO CLINIC 3	958 Cheyenne VA Medical Center	958 Cheyenne VA Medical Center		
☐	6:00 AM MDT	30	06/04/2025	Wednesday	6:30 AM MDT		ISS DIVISION 958	958 Cheyenne VA Medical Center	958 Cheyenne VA Medical Center		
☐	6:00 AM MDT	30	06/04/2025	Wednesday	6:30 AM MDT	HARRIS,ZOIE A	V1136 VCAS-498 TEST	958 Cheyenne VA Medical Center	958 Cheyenne VA Medical Center		
☐	6:00 AM MDT	30	06/04/2025	Wednesday	6:30 AM MDT	DERHAM,REYNALDO A	PCI-CWS LISA 3 CLINIC	958 Cheyenne VA Medical Center	958 Cheyenne VA Medical Center		
☐	6:00 AM MDT	30	06/04/2025	Wednesday	6:30 AM MDT	HARRIS,ZOIE A	V1139 TEST WITH PATIENTS	958 Cheyenne VA Medical Center	958 Cheyenne VA Medical Center		
Rows per page: 5 1-5 of 701											

Figure 39: Multiview Search Results for Available Appointments

- ❖ **Note:** Except for Appointment Type, a blue banner appearing above the Available Appointments table(s) will display the search criteria chosen by the user. In addition to Site Location, Clinical Service, and Date Range for virtual available appointment queries, searches based on the In-Person or Both Appointment Type will also display Radius (see Figure 40).

Search Results											
Site Location: Dayton VA Medical Center Clinical Service: PRIMARY CARE/MEDICINE Radius: 140 miles Date Range: 6/4/2025 - 6/4/2025											
In-Person Available Appointments											
Search results are not limited by the existence of agreements between VA facilities for consult services. Please follow your local process for scheduling appointments with a cooperating VA facility.											
Select	Date	Day	Start Time	End Time	Duration	Provider Name	Clinic Name				
☐	06/04/2025	Wednesday	7:00 AM EDT	7:30 AM EDT	30	BENNETT,JAMIE	VLER HEALTH FORREST				
☐	06/04/2025	Wednesday	7:30 AM EDT	8:00 AM EDT	30	BENNETT,JAMIE	VLER HEALTH FORREST				

Figure 40: Search Criteria Banner

- ❖ **Note:** A partial results alert may also appear above the table(s) of search results if an incomplete dataset has been returned for a query (see Figure 41). Multiview search results based on the Both Appointment Type may show two partial results alerts: one for the virtual available appointment search results and another for the in-person available appointment search results.

Search Results

Site Location: Dayton VA Medical Center Clinical Service: PRIMARY CARE/MEDICINE Radius: 140 miles Date Range: 6/4/2025 - 6/4/2025

In-Person Available Appointments

Search results are not limited by the existence of agreements between VA facilities for consult services. Please follow your local process for scheduling appointments with a cooperating VA facility.

Select	Date	Day	Start Time	End Time	Duration	Provider Name	Clinic Name	Facility	HCS
☐	06/04/2025	Wednesday	7:00 AM EDT	7:30 AM EDT	30	BENNETT, JAMIE	VLER HEALTH FORREST	Dayton VA Medical Center	Dayton VA Medi
☐	06/04/2025	Wednesday	7:30 AM EDT	8:00 AM EDT	30	BENNETT, JAMIE	VLER HEALTH FORREST	Dayton VA Medical Center	Dayton VA Medi
☐	06/04/2025	Wednesday	8:00 AM EDT	8:30 AM EDT	30	RIVERA, MARITZA	PCT_B RIVERA (F/U)	Dayton VA Medical Center	Dayton VA Medi

Figure 41: Partial Results Alert

- ❖ **Note:** Above the search results on in-person available appointments, a yellow banner will appear with a reminder for users to check for a Traveling Veteran agreement and a resource sharing agreement before scheduling a clinical encounter (see **Figure 42**).

Search Results

Site Location: Dayton VA Medical Center Clinical Service: PRIMARY CARE/MEDICINE Radius: 140 miles Date Range: 6/4/2025 - 6/4/2025

In-Person Available Appointments

Search results are not limited by the existence of agreements between VA facilities for consult services. Please follow your local process for scheduling appointments with a cooperating VA facility.

Select	Date	Day	Start Time	End Time	Duration	Provider Name	Clinic Name	Facility	HCS	VISN	CO
☐	06/04/2025	Wednesday	7:00 AM EDT	7:30 AM EDT	30	BENNETT, JAMIE	VLER HEALTH FORREST	Dayton VA Medical Center	Dayton VA Medical Center	VISN 10	Mi
☐	06/04/2025	Wednesday	7:30 AM EDT	8:00 AM EDT	30	BENNETT, JAMIE	VLER HEALTH FORREST	Dayton VA Medical Center	Dayton VA Medical Center	VISN 10	Mi

Figure 42: Search Results with a Reminder to Check Agreements

- The user will be able to look through available appointments manually and will need to scroll through a table of search results until an appropriate time slot is found.

- ❖ **Note:** Users can edit the number of rows shown in a table of search results by selecting the arrow seen in **Figure 43**.

Clinical Video Smith, John VALD TEST VVC @ 983 CHYSHR

Rows per page 25 1-25 of 5,115 < >

Figure 43: Button to Change Number of Rows

- ❖ **Note:** Users can navigate a table to view more available time slots by selecting the arrows shown in **Figure 44**. From left to right, “|<” will allow the user to jump to the first page, “<” to navigate one page backward, “>” to navigate one page forward, and “>|” to jump to the last page. Arrows will be grayed out and unselectable if the user cannot navigate in a certain direction.

Clinical Video	Smith, John	VALD TEST VVC @ 983	CHYSHR
Rows per page 25 1-25 of 5,115			

Figure 44: Table Navigation

3. The user can select one or more items from a search results table by clicking on specific rows as seen in the screenshot of virtual available appointments in **Figure 45**.

Virtual Available Appointments										
2 of 84 row(s) selected		Clear selection								
Select	Date	Day	Start Time	End Time	Duration	Modality	Provider Name	Clinic Name	HCS	VISN
☐	10/13/2025	Monday	4:30 PM EDT	5:00 PM EDT	30	Clinical Video Telehealth	Chapman, Jeremy	BUS DSH V12 CRH PC PACT MD PAT @ 984	DAYSHR	VISN 10
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	Clinic to Clinic Group	Nunez, Mario	CHY PC CASSIDY @ 983	CHYSHR	VISN 19
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	Clinic to Clinic Group	Nunez, Mario	FTC AMPUTATION @ 983	CHYSHR	VISN 19
☒	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	VA Video Connect	Nunez, Mario	V19 CRH MH MD 01 VVC @ 983	CHYSHR	VISN 19
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30	VA Video Connect	Herrera, Christina	BUR V-IMPACT-MD 1-F2F-PACT @ 531GG	Boise TPC HUB	VISN 20
☐	10/13/2025	Monday	4:45 PM EDT	5:30 PM EDT	45	VA Video Connect Group	Adrian, James	CHY PC RUST @ 983	CHYSHR	VISN 19
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30	VA Video Connect Group	Laws, Yolanda	CHY PC BAKER @ 983	CHYSHR	VISN 19
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30	VA Video Connect Group	Nguy, Jennifer	CHY PC SMITH @ 983	CHYSHR	VISN 19
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	Telephone	Miller, Jessica	TESTDIVISION @ 983	CHYSHR	VISN 19
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	VA Video Connect Group	Donasco, Mary-Roselle	CHY PC CASSIDY @ 983	CHYSHR	VISN 19
☒	10/13/2025	Monday	5:00 PM EDT	6:00 PM EDT	60	Clinic to Clinic Group	Nunez, Mario	CHY PC CASSIDY @ 983	CHYSHR	VISN 19
☐	10/13/2025	Monday	5:00 PM EDT	6:00 PM EDT	60	Clinic to Clinic Group	Nunez, Mario	FTC AMPUTATION @ 983	CHYSHR	VISN 19

Figure 45: Row Selection

4. After selecting each available appointment row, the user can then scroll down to the bottom of the page, as shown in **Figure 46**, to see the information for each selected appointment.

Virtual Available Appointments Selected	
Monday, October 13, 2025 4:45 PM EDT - 5:45 PM EDT (60 minutes)	✕
Provider: NUNEZ, MARIO Clinic Name: V19 CRH MH MD 01 VVC @ 983 Modality: VA VIDEO CONNECT HCS: CHYSHR	
Monday, October 13, 2025 5:00 PM EDT - 6:00 PM EDT (60 minutes)	✕
Provider: NUNEZ, MARIO Clinic Name: CHY PC CASSIDY @ 983 Modality: CLINIC TO CLINIC GROUP HCS: CHYSHR	

Figure 46: Appointment Selected Information

- ❖ **Note:** Deselecting an appointment from the Available Appointments table or selecting the “x” for a selected appointment appearing below the table will remove that available appointment from the listed view.
- ❖ **Note:** For the multi-view of search results showing both in-person and virtual available appointments, selections from each table will appear at the bottom of the page (see **Figure 47**).

Virtual Appointments Selected	In-Person Appointments Selected
Monday, October 13, 2025 8:15 AM MDT - 9:15 AM MDT (60 minutes) ✕ Provider: HAHN, MICHELLE Clinic Name: CHY PRIMARY CARE PRO-X @ 983 Modality: STORE AND FORWARD HCS: CHYSHR	Monday, October 13, 2025 7:00 AM MDT - 7:30 AM MDT (30 minutes) ✕ Provider: BENNETT, JAMIE Clinic Name: VLER HEALTH FORREST Facility: CHEYENNE VA MEDICAL CENTER HCS: CHEYENNE VA MEDICAL CENTER
Monday, October 13, 2025 8:15 AM MDT - 8:45 AM MDT (30 minutes) ✕ Provider: KNOX, TROY Clinic Name: CHY PHARMACY @ 983 Modality: TELEPHONE HCS: CHYSHR	Monday, October 13, 2025 8:00 AM MDT - 9:00 AM MDT (60 minutes) ✕ Provider: CASSIDY, THOMAS G Clinic Name: CHY PC CASSIDY Facility: CHEYENNE VA MEDICAL CENTER HCS: CHEYENNE VA MEDICAL CENTER

Figure 47: Available Appointment Selections Displayed in the Multiview

- ❖ **Note:** The Reset button shown in **Figure 37** can be selected at any time to return all required fields to their default value (e.g., Clinical Service input field returns to an empty state) in the Start New Search panel. In the event a query has been performed, the Reset button will also clear search results.

4. Filtering and Column Actions

4.1 Sort by Ascending and Descending Order

- To make looking for an available appointment easier, the user can sort the search results within a table. To begin, the user will need to select a vertical ellipsis that serves as the Column Actions icon for the desired column, as seen below in **Figure 48**.

Select	Date	Day	Start Time	End Time	Duration	Modality
	↑↓	↑↓	↑↓	↑↓	↑↓	↑↓
	⋮	⋮	⋮	⋮	⋮	⋮
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30	VA Video Connect Group
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	Clinic to Clinic Group
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	Clinic to Clinic Group
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30	VA Video Connect
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	VA Video Connect Group
☐	10/13/2025	Monday	4:45 PM EDT	5:30 PM EDT	45	VA Video Connect Group
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	Telephone

Figure 48: Column Actions Icons

- The user can then select the option “Sort by [Column Name] ascending” or “Sort by [Column Name] descending” to arrange the elements of a column in increasing or decreasing order, respectively (see **Figure 49**).

Select	Date ↑↓	Day ↑↓	Start Time ↑↓	End Time ↑↓	Duration ↑↓	Modality ↑↓	Provider Name
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30		nnifer
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60		ario
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60		ario
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30		Christina
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60		, Mary-Ro
☐	10/13/2025	Monday	4:45 PM EDT	5:30 PM EDT	45	VA Video Connect Group	Adrian, James
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT	60	Telephone	Miller, Jessica

Figure 49: Sorting Options

- To return the search results to the default arranged order, the user will need to select the Column Actions icon again as seen in **Figure 48**, then select the “Clear sort” option shown in **Figure 50**.

Select	Date ↑↓	Day ↑↓	Start Time ↑↓	End Time ↑↓	Duration ↑	Modality ↑↓	Provider Name ↑↓
☐	10/13/2025	Monday	5:00 PM EDT	5:15 PM EDT	15		aukas, Joanne
☐	10/14/2025	Tuesday	5:00 PM EDT	5:15 PM EDT	15		aukas, Joanne
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30		nnifer
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30		Christina
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT	30		landa
☐	10/13/2025	Monday	5:00 PM EDT	5:30 PM EDT	30	VA Video Connect Group	Nguy, Jennifer

Figure 50: Clear Sort Option

- As an alternative option to using Column Actions, the user can also sort columns by selecting the arrow symbol located immediately to the right-hand side of the column’s name (see **Figure 51**).

Select	Date ↑↓	Day ↑↓	Start Time ↑↓	End Time ↑↓
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT
☐	10/13/2025	Monday	4:45 PM EDT	5:45 PM EDT
☐	10/13/2025	Monday	4:45 PM EDT	5:15 PM EDT

Figure 51: Sort Icon

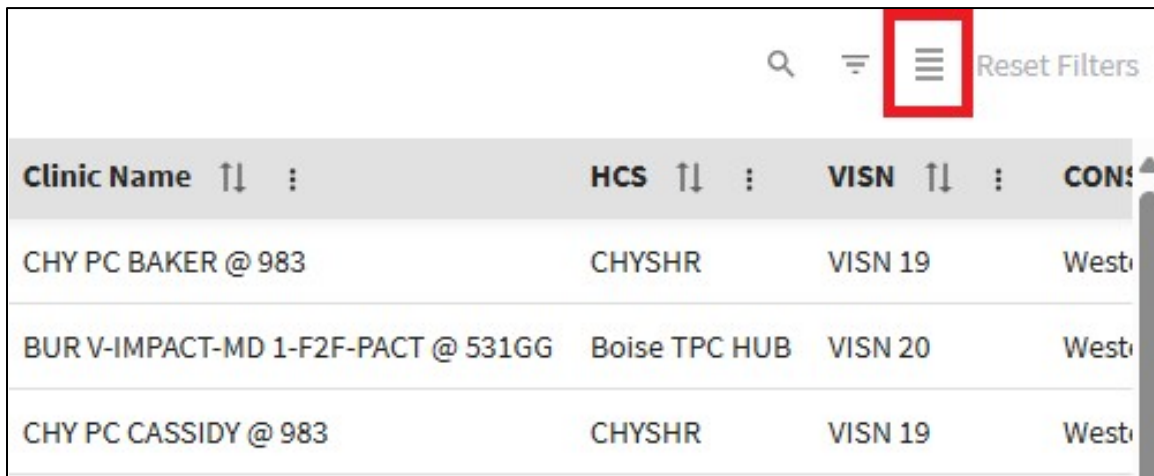
- Selecting the Sort icon (represented as “↑↓”) once will arrange the data for a particular column in ascending order (signified by “↑”), clicking a second time will sort in descending

order (signified by “↓”), and a third time will cause results to be organized in the unsorted default order (signified by “↑↓”).

❖ *Note: The default organization for the Date column is in ascending order (i.e., a Sort icon of “↑↓” and “↑” will result in the same data arrangement).*

4.2 Toggle Density

1. When looking for an available appointment, the option to adjust how much of the search results can be seen all at once is accomplished with the Toggle Density function. To adjust the default density level, select the Toggle Density icon once or twice, respectively (see **Figure 52**).



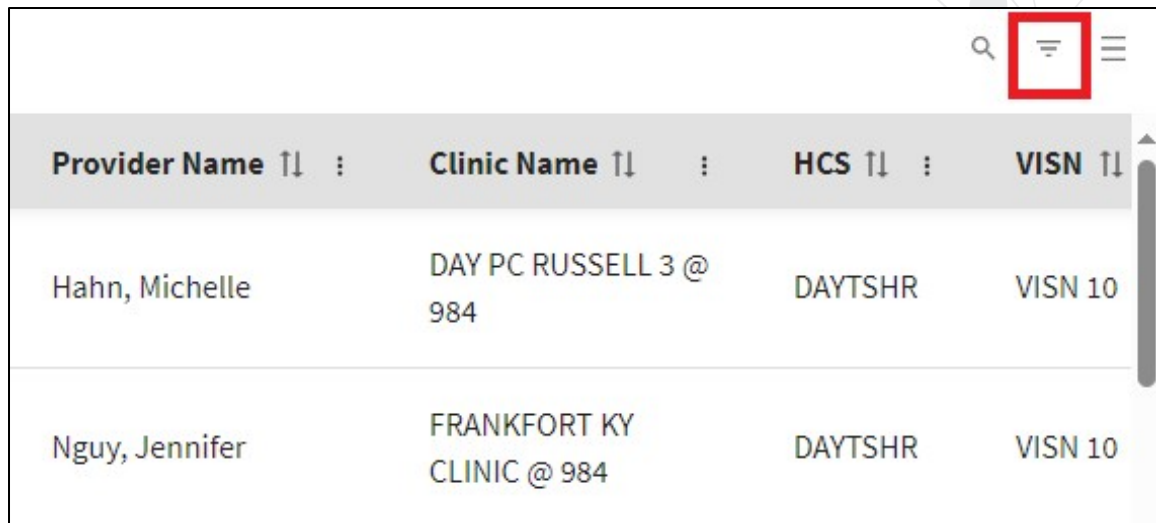
Clinic Name ↑↓ :	HCS ↑↓ :	VISN ↑↓ :	CONS
CHY PC BAKER @ 983	CHYSHR	VISN 19	West
BUR V-IMPACT-MD 1-F2F-PACT @ 531GG	Boise TPC HUB	VISN 20	West
CHY PC CASSIDY @ 983	CHYSHR	VISN 19	West

Figure 52: Toggle Density Icon

2. There are three different density levels for the user to choose from: spacious, comfortable, and compact view, depending on the user’s preference. Simply keep selecting the Toggle Density button to rotate through the options until the preferred spacing of search results is found.

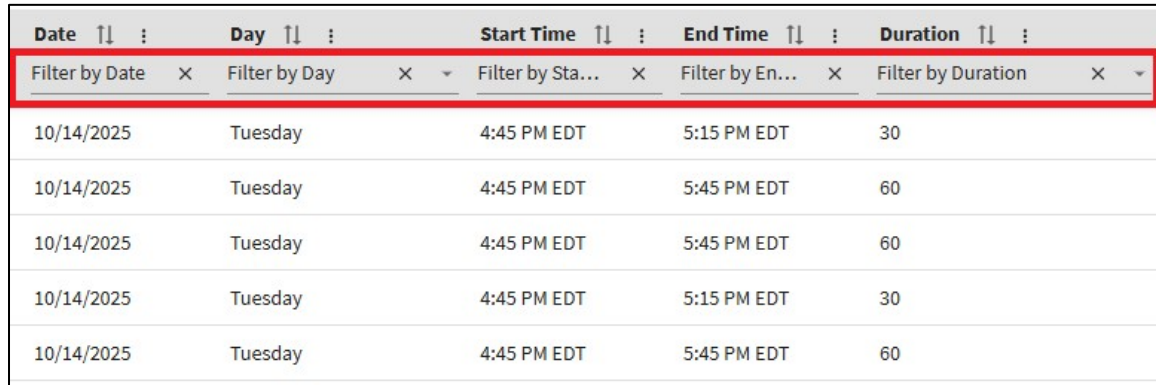
4.3 Filters

1. The option to show and hide filters is available when looking for available appointments. To begin, the user will need to select the Show Filters icon seen in **Figure 53**. Once the Show Filters icon is selected, an input field will appear under each column’s name (see **Figure 54**).



Provider Name ↑↓	Clinic Name ↑↓	HCS ↑↓	VISN ↑↓
Hahn, Michelle	DAY PC RUSSELL 3 @ 984	DAYTSHR	VISN 10
Nguy, Jennifer	FRANKFORT KY CLINIC @ 984	DAYTSHR	VISN 10

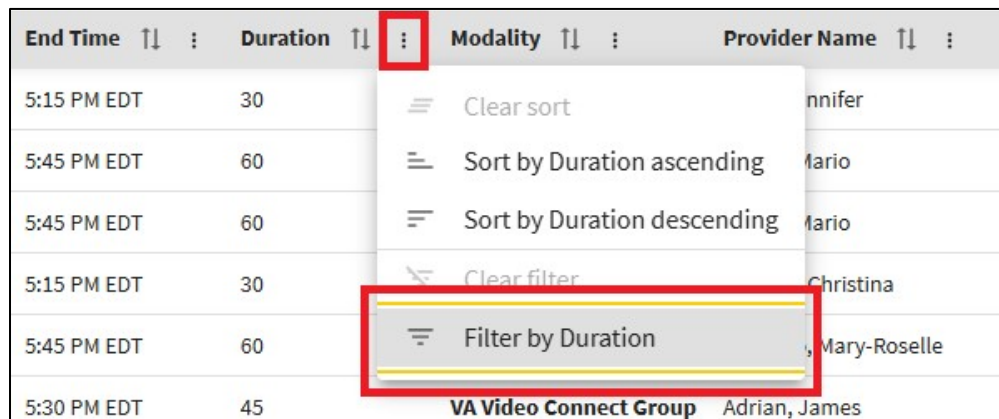
Figure 53: Show Filters Icon



Date ↑↓	Day ↑↓	Start Time ↑↓	End Time ↑↓	Duration ↑↓
Filter by Date ×	Filter by Day ×	Filter by Sta... ×	Filter by En... ×	Filter by Duration ×
10/14/2025	Tuesday	4:45 PM EDT	5:15 PM EDT	30
10/14/2025	Tuesday	4:45 PM EDT	5:45 PM EDT	60
10/14/2025	Tuesday	4:45 PM EDT	5:45 PM EDT	60
10/14/2025	Tuesday	4:45 PM EDT	5:15 PM EDT	30
10/14/2025	Tuesday	4:45 PM EDT	5:45 PM EDT	60

Figure 54: Input Fields for Filtering

- ❖ *Note: The user can also filter via the “Filter by [Column Name]” option that is available through CCST’s Column Actions functionality. To access this, the user will need to select the Column Actions icon and make the appropriate selection from the dropdown list (see the example in **Figure 55**).*



End Time ↑↓	Duration ↑↓	Modality ↑↓	Provider Name ↑↓
5:15 PM EDT	30		nnifer
5:45 PM EDT	60		Mario
5:45 PM EDT	60		Mario
5:15 PM EDT	30		Christina
5:45 PM EDT	60		, Mary-Roselle
5:30 PM EDT	45	VA Video Connect Group	Adrian, James

Figure 55: Filter by Column Name Option

- Once the input field appears for each column, the user is able to narrow their search results via the dropdown options (see **Figure 56** for an example), which is possible for all but three columns: Date, Start Time and End Time (see **Table 1** for more details).

Start Time	End Time	Duration	Modality
10:15 AM EDT	10:45 AM EDT	15	VA Video Connect
10:15 AM EDT	10:45 AM EDT	30	VA Video Connect Group
10:15 AM EDT	10:45 AM EDT	30	VA Video Connect Group
10:30 AM EDT	11:00 AM EDT	45	VA Video Connect
10:30 AM EDT	11:00 AM EDT	60	VA Video Connect Group
10:30 AM EDT	11:00 AM EDT	30	VA Video Connect Group
10:30 AM EDT	11:00 AM EDT	30	Clinical Video Telehealth

Figure 56: Applying Filter to Narrow Search Results by Duration

Table 1: Search Criteria for Filtering

Column	Search Format
Date	Free-text entry ranging from a single digit to using the entirety of the format MM/DD/YYYY
Day	Dropdown selection
Start & End Time	Free-text entry ranging from a single digit to using the entirety of the format h:mm AM/PM
Duration	Dropdown selection
Modality (Virtual Only)	Dropdown selection
Provider Name	Dropdown selection
Clinic Name	Dropdown selection

Facility (In Person Only)	Dropdown selection
VISN	Dropdown selection
CONS.	Dropdown selection

- ❖ *Note: To filter by date or time, the user must type a value into the appropriate input field. To narrow the search results based on a start or end time, the user can enter a single digit, or type a time based on a 12-hour clock using an h:mm format, such as 2:15 (see **Figure 57**). Additional options for filtering by time are provided in **Table 1**.*

Start Time ▾ ↑↓ ⌵	End Time ↑↓ ⌵	Duration ↑↓ ⌵	Modality ↑↓ ⌵	Provider Name ↑↓ ⌵
2:15	Filter by En...	Filter by Duration	Filter by Modality	Filter by Provider Name
2:15 PM EDT	3:15 PM EDT	60	Clinic to Clinic Group	Alsahhar, Sami
2:15 PM EDT	3:15 PM EDT	60	Clinic to Clinic Group	Alsahhar, Sami
2:15 PM EDT	3:15 PM EDT	60	Clinic to Clinic Group	Alsahhar, Sami
2:15 PM EDT	3:15 PM EDT	60	Clinic to Clinic Group	Alsahhar, Sami
2:15 PM EDT	3:15 PM EDT	60	Clinic to Clinic Group	Nunez, Mario
2:15 PM EDT	3:15 PM EDT	60	Clinic to Clinic Group	Nunez, Mario
2:15 PM EDT	3:15 PM EDT	60	VA Video Connect	Donasco, Mary-Roselle
2:15 PM EDT	3:15 PM EDT	60	VA Video Connect Group	Hahn, Michelle

Figure 57: Applying Filter to Narrow Search Results

- Once the input field has been populated, the page will automatically refresh and show the results for available appointments based on the filter(s) applied by the user. To clear the filter, simply select the “X” next to the filter input field as shown in **Figure 58**.

Select	Date ↑↓ ⌵	Day ↑↓ ⌵	Start Time ▾ ↑↓ ⌵	End Time ↑↓ ⌵
	Filter by Date	Filter by Day	2:15	Filter by En...
☐	10/13/2025	Monday	2:15 PM EDT	3:15 PM EDT
☐	10/13/2025	Monday	2:15 PM EDT	3:15 PM EDT
☐	10/13/2025	Monday	2:15 PM EDT	3:15 PM EDT
☐	10/13/2025	Monday	2:15 PM EDT	3:15 PM EDT
☐	10/13/2025	Monday	2:15 PM EDT	3:15 PM EDT
☐	10/13/2025	Monday	2:15 PM EDT	3:15 PM EDT

Figure 58: Clearing the Input for Filtering Search Results

- ❖ *Note: A column filter can also be cleared by using the “Clear Filter” option seen in Figure 59.*

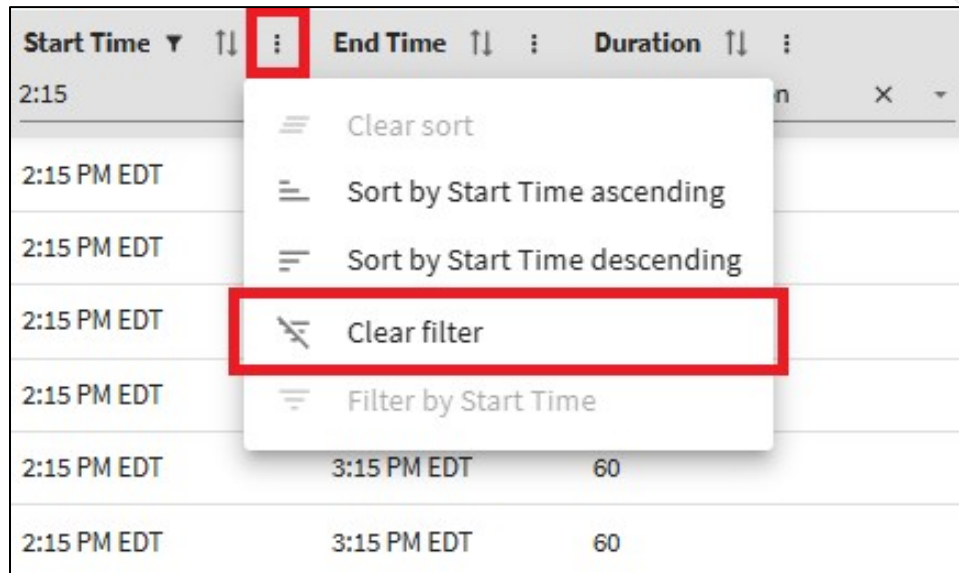


Figure 59: Using the Clear Filter Option from Column Actions

4. When at least one filter is utilized to narrow search results, the “Reset Filters” button above the Available Appointments table will become active and selectable (see **Figure 60**). Selecting the “Reset Filters” button removes all active filters, and the table will immediately refresh to display the original unfiltered search results; additionally, the “Reset Filters” button will return to its default grey color and no longer be selectable (see **Figure 61** for an example).

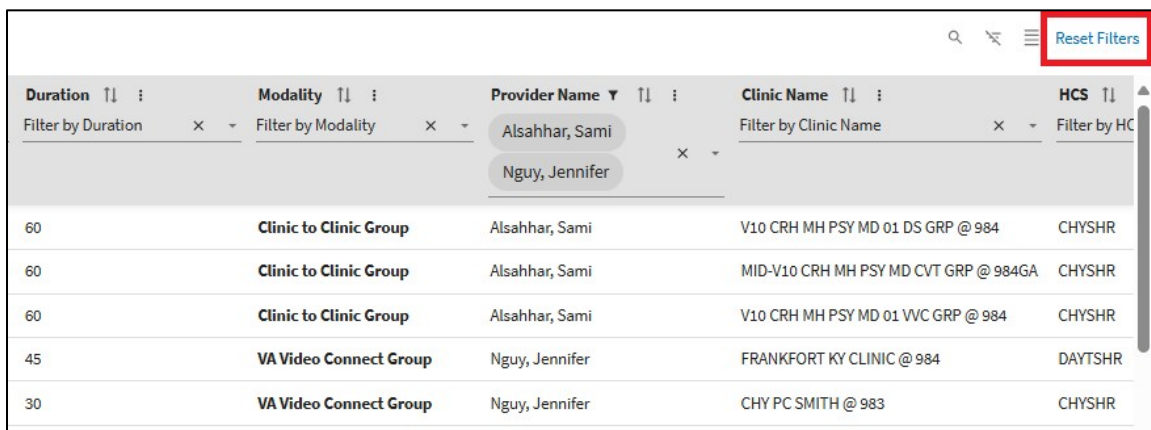
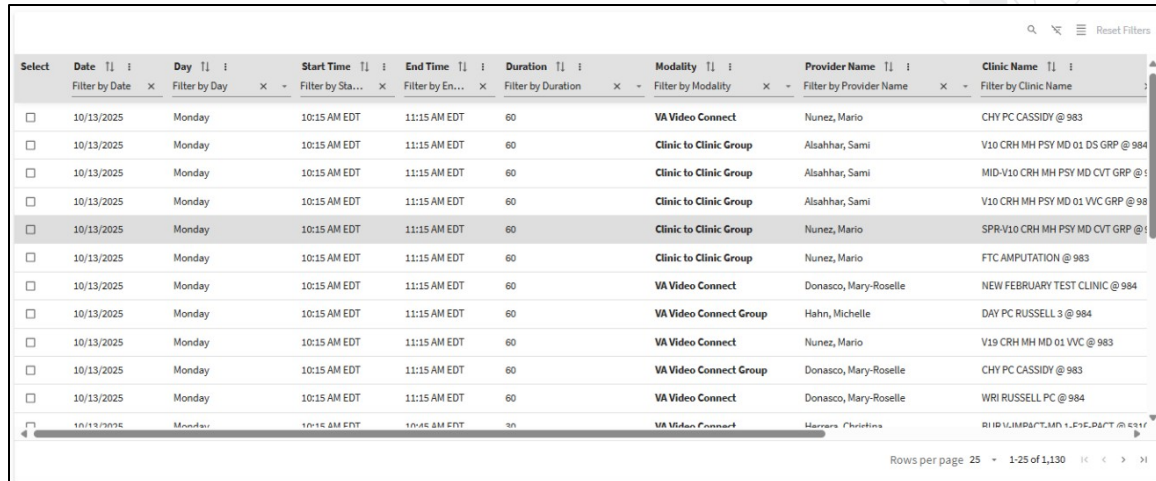


Figure 60: Active Clear Applied Filters Button

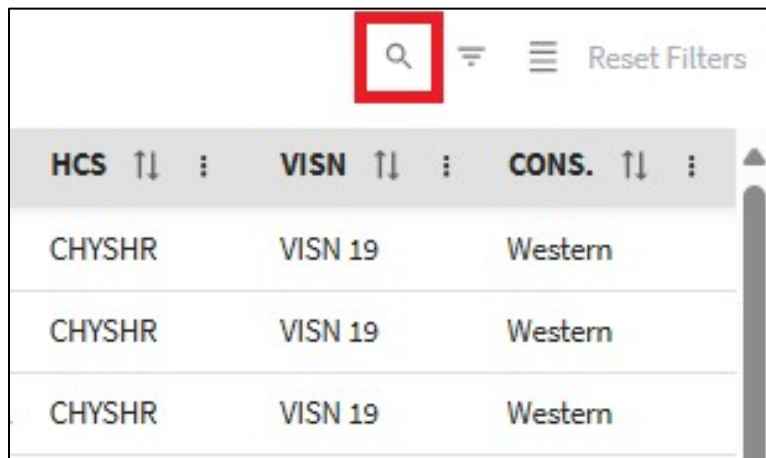


Select	Date	Day	Start Time	End Time	Duration	Modality	Provider Name	Clinic Name
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	VA Video Connect	Nunez, Mario	CHY PC CASSIDY @ 983
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	Clinic to Clinic Group	Alsahhar, Sami	V10 CRH MH PSY MD 01 DS GRP @ 984
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	Clinic to Clinic Group	Alsahhar, Sami	MID-V10 CRH MH PSY MD CVT GRP @ 984
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	Clinic to Clinic Group	Alsahhar, Sami	V10 CRH MH PSY MD 01 VVC GRP @ 984
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	Clinic to Clinic Group	Nunez, Mario	SPR-V10 CRH MH PSY MD CVT GRP @ 984
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	Clinic to Clinic Group	Nunez, Mario	FTC AMPUTATION @ 983
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	VA Video Connect	Donasco, Mary-Roselle	NEW FEBRUARY TEST CLINIC @ 984
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	VA Video Connect Group	Hahn, Michelle	DAY PC RUSSELL 3 @ 984
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	VA Video Connect	Nunez, Mario	V19 CRH MH MD 01 VVC @ 983
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	VA Video Connect Group	Donasco, Mary-Roselle	CHY PC CASSIDY @ 983
☐	10/13/2025	Monday	10:15 AM EDT	11:15 AM EDT	60	VA Video Connect	Donasco, Mary-Roselle	WRI RUSSELL PC @ 984

Figure 61: Inactive Clear Applied Filters Button with Original Search Results

4.4 Search Function

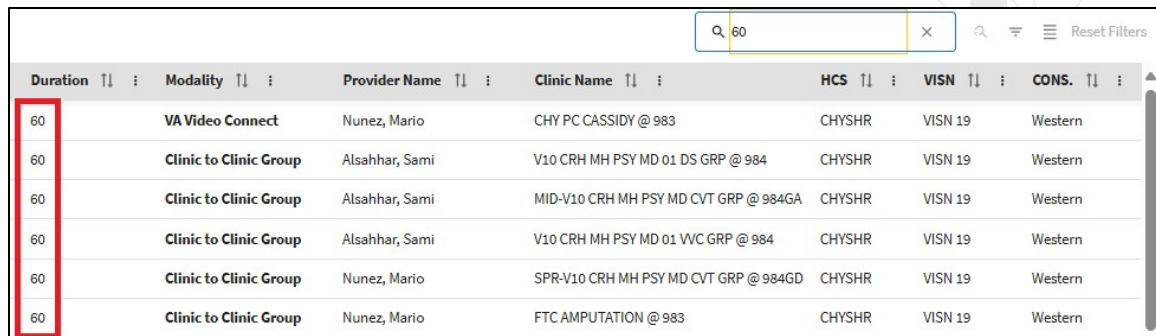
1. Optionally, the Search function can be used to find certain available appointments based on a specific criterion. To begin, the user will need to select the Show Search icon near the upper right-hand corner of the Available Appointments table as shown in **Figure 62**.



HCS	VISN	CONS.
CHYSHR	VISN 19	Western
CHYSHR	VISN 19	Western
CHYSHR	VISN 19	Western

Figure 62: Show Search Icon

2. Once the icon is selected, a search bar becomes available as a dedicated input field for a free-text entry (i.e., letters, numbers, and symbols). CCST will use the specified criterion entered as a requirement for finding and displaying available appointments with matching data from the search bar (see **Figure 63** for an example).



Duration	Modality	Provider Name	Clinic Name	HCS	VISN	CONS.
60	VA Video Connect	Nunez, Mario	CHY PC CASSIDY @ 983	CHYSHR	VISN 19	Western
60	Clinic to Clinic Group	Alsahhar, Sami	V10 CRH MH PSY MD 01 DS GRP @ 984	CHYSHR	VISN 19	Western
60	Clinic to Clinic Group	Alsahhar, Sami	MID-V10 CRH MH PSY MD CVT GRP @ 984GA	CHYSHR	VISN 19	Western
60	Clinic to Clinic Group	Alsahhar, Sami	V10 CRH MH PSY MD 01 VVC GRP @ 984	CHYSHR	VISN 19	Western
60	Clinic to Clinic Group	Nunez, Mario	SPR-V10 CRH MH PSY MD CVT GRP @ 984GD	CHYSHR	VISN 19	Western
60	Clinic to Clinic Group	Nunez, Mario	FTC AMPUTATION @ 983	CHYSHR	VISN 19	Western

Figure 63: Matching Search Result

❖ *Note: Examples of a specific criterion that serve as a search entry can include digits such as the number 60, to find available appointments with a 60-minute duration; a term like the word telephone, to find available appointments that will accommodate a clinical encounter by phone; or a name, to find available appointments with a particular provider.*

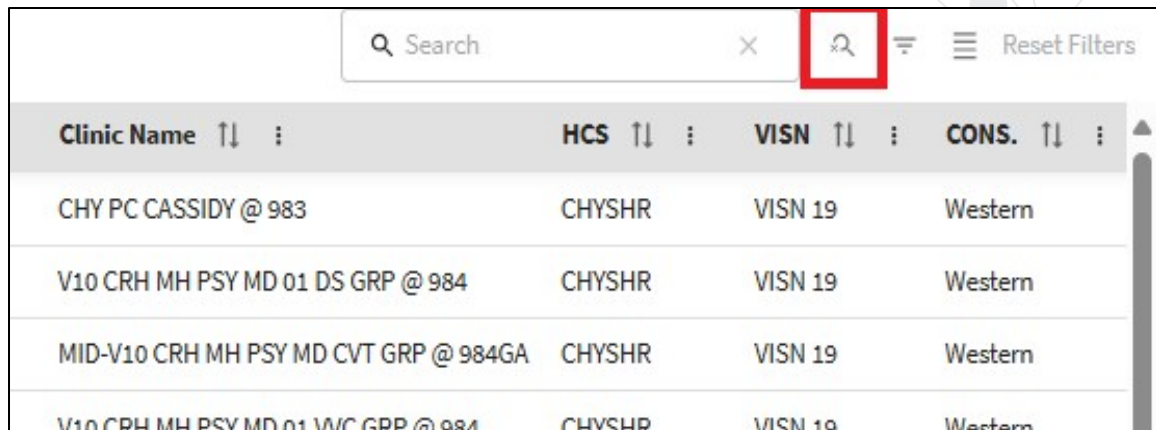
- The user can remove the text from the search bar by using the backspace or delete key on their keyboard; alternatively, the user can select the Clear Search icon, which displays as an “X” in the search bar (see **Figure 64**).



Duration	Modality	Provider Name	Clinic Name	HCS	VISN
60	VA Video Connect	Nunez, Mario	CHY PC CASSIDY @ 983	CHYSHR	VISN 19
60	Clinic to Clinic Group	Alsahhar, Sami	V10 CRH MH PSY MD 01 DS GRP @ 984	CHYSHR	VISN 19
60	Clinic to Clinic Group	Alsahhar, Sami	MID-V10 CRH MH PSY MD CVT GRP @ 984GA	CHYSHR	VISN 19
60	Clinic to Clinic Group	Alsahhar, Sami	V10 CRH MH PSY MD 01 VVC GRP @ 984	CHYSHR	VISN 19

Figure 64: Clearing the Search Field

- Once the search bar is cleared of any input, the Available Appointments table will refresh to show expanded search results. Assuming the Filter function is not in use, clearing the search bar will result in the return of the original search results. The user can then select the “Hide Search” icon seen in **Figure 65** to conceal the search bar.



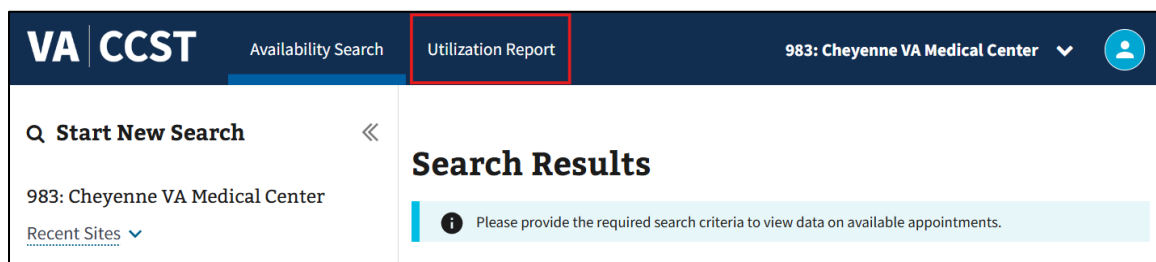
Clinic Name ↑↓ :	HCS ↑↓ :	VISN ↑↓ :	CONS. ↑↓ :
CHY PC CASSIDY @ 983	CHYSHR	VISN 19	Western
V10 CRH MH PSY MD 01 DS GRP @ 984	CHYSHR	VISN 19	Western
MID-V10 CRH MH PSY MD CVT GRP @ 984GA	CHYSHR	VISN 19	Western
V10 CRH MH PSY MD 01 W/C GRP @ 984	CHYSHR	VISN 19	Western

Figure 65: Hide Search Icon for Concealing the Search Field

5. Utilization Report

5.1 Obtaining Data on CCST Usage

1. Data on the usage of CCST (e.g., frequency of queries on available appointments) can be retrieved by navigating to the Utilization Report web page. To navigate to the Utilization Report, the user will need to select the Utilization Report tab on the upper left-hand side of the page as seen **Figure 66**.



VA CCST Availability Search **Utilization Report** 983: Cheyenne VA Medical Center

Q Start New Search <<

983: Cheyenne VA Medical Center
Recent Sites ▾

Search Results

i Please provide the required search criteria to view data on available appointments.

Figure 66: Accessing the Utilization Report

2. The user will be taken to the Utilization Report page shown below in **Figure 67**. On this page, the user can select the preferred search criteria for their utilization report. The default Date Range will automatically be populated with the start and end date for the week prior to the current day. Select Site Location(s) will also default to the site the user is currently in.

Figure 67: Utilization Report Web Page

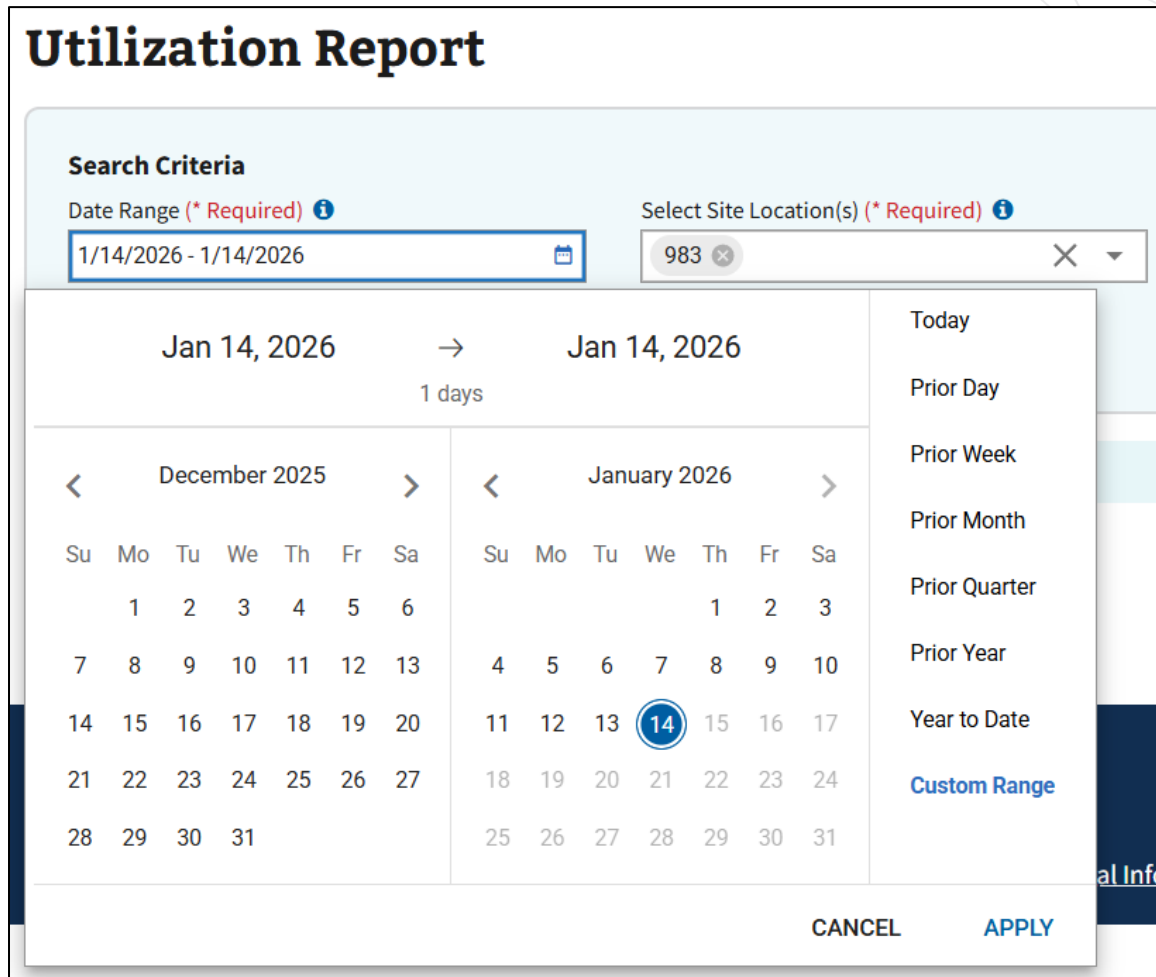
3. If a different start and end date is preferred over the default date range, users can select the button shown in **Figure 68**.

Figure 68: Date Range Dropdown for Utilization Report

- ❖ **Note:** No part of the Date Range can precede the first date of data capture or exceed the current day of data capture. Until the current day has completely passed, any search results for a utilization report that includes CCST usage for performing queries on available appointments today should be presumed incomplete.

4. Once selected, a dropdown will appear with different selections for preset date ranges and an option for a custom date range. Selecting a preset date range will automatically populate

the field with the proper dates. Choosing the “Custom Range” selection will cause the calendar shown in **Figure 69** to appear.



Utilization Report

Search Criteria

Date Range (* Required) ⓘ

1/14/2026 - 1/14/2026

Select Site Location(s) (* Required) ⓘ

983

Jan 14, 2026 → Jan 14, 2026
1 days

December 2025							January 2026						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6					1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28	29	30	31

Today
Prior Day
Prior Week
Prior Month
Prior Quarter
Prior Year
Year to Date
Custom Range

CANCEL APPLY

Figure 69: Custom Date Range Calendar for the Utilization Report

- Users can then select the required start and end dates for the search. Once both search dates have been selected, the user can then select the “APPLY” button seen in **Figure 70**.

The screenshot shows a web interface for selecting a date range. At the top, there are two input fields: "Date Range (* Required)" and "Select Site Location(s) (* Required)". The date range is set to "1/4/2026 - 1/10/2026". Below these fields, a calendar view displays two months: December 2025 and January 2026. The date range "32 days" is indicated between the two months. The calendar shows the dates from December 10, 2025, to January 10, 2026. On the right side, a list of preset date ranges is visible, including "Today", "Prior Day", "Prior Week", "Prior Month", "Prior Quarter", "Prior Year", "Year to Date", and "Custom Range". The "Custom Range" option is highlighted in blue. At the bottom right, there are two buttons: "CANCEL" and "APPLY". The "APPLY" button is highlighted with a red box.

Figure 70: Selecting a Custom Date Range

- ❖ *Note: The “APPLY” button only becomes available when a proper start and end date have both been selected.*
- ❖ *Note: Users can select the “CANCEL” button to close the custom date range calendar or select from the list of options seen in **Figure 71** to continue search with a preset date range.*

The screenshot shows the same web interface as Figure 70, but with a different date range selected: "7/1/2025 - 7/4/2025". The calendar view displays June 2025 and July 2025. The date range "4 days" is indicated between the two months. On the right side, the list of preset date ranges is visible, including "Prior Day", "Prior Week", "Prior Month", "Prior Quarter", "Prior Year", "Year to Date", and "Custom Range". The "Custom Range" option is highlighted in blue. At the bottom right, there are two buttons: "CANCEL" and "APPLY". The "APPLY" button is highlighted with a red box.

Figure 71: Preset Date Ranges

6. Users can edit the default Select Site Location search criteria by adding or removing as many sites as needed by using the dropdown selection seen in **Figure 72**. At least one site needs to be selected to perform a search.

The screenshot shows the 'Search Criteria' section of a web application. It includes a 'Date Range (* Required)' field with the value '1/4/2026 - 1/10/2026', a 'Select Site Location(s) (* Required)' dropdown menu, and a 'User Name Contains' field with the placeholder 'LAST NAME, FIRST NAME'. The dropdown menu is open, showing a list of site locations with checkboxes. The selected sites are 958, 959, and 983, all of which are 'Cheyenne VA Medical Center'. The unselected sites are 442 and 984, which are 'Cheyenne VA Medical Center' and 'Dayton VA Medical Center' respectively. A 'Reset' button is located to the right of the dropdown menu.

Figure 72: Select Site Location(s) Field

- ❖ *Note: Selecting a new site location via the Change Site modal will prompt an automatic repopulation of the Select Site Location(s) input field to the new chosen location. This will also automatically delete any other locations previously selected for the field.*
- ❖ *Note: Users can either remove specific site locations by selecting the “x” displayed next to the site number shown in **Figure 73** or remove all sites by selecting the “X” button located on the far right as seen in **Figure 74**.*

The screenshot shows the 'Utilization Report' section of a web application. It includes a 'Search Criteria' section with a 'Date Range (* Required)' field containing '7/2/2025 - 7/9/2025' and a 'Select Site Location(s) (* Required)' dropdown menu. The dropdown menu is open, showing a list of site locations with checkboxes. The selected sites are 958, 959, and 983, all of which are 'Cheyenne VA Medical Center'. Each site number has a red 'x' button next to it, indicating that individual sites can be removed. A 'Reset' button is located to the right of the dropdown menu. Below the dropdown menu, there is a message: 'Enter date range above, select a Site Location, and click Search to view results'.

Figure 73: Removing Patient Sites Individually from Select Site Location(s)

Utilization Report

Search Criteria

Date Range (* Required) ⓘ
7/2/2025 - 7/9/2025

Select Site Location(s) (* Required) ⓘ
958 ✕ 959 ✕ 983 ✕ **X**

Enter date range above, select a Site Location, and click Search to view results

Figure 74: Removing all Patient Sites from Select Site Location(s)

7. The User Name Contains field, shown below in **Figure 75**, can be used if the user prefers to run a utilization report based on a specific CCST user. If the user would like to search for a specific user, please utilize the LASTNAME, FIRSTNAME format and include at least three characters in the field to perform the search.

Utilization Report

Search Criteria

Date Range (* Required) ⓘ
12/1/2025 - 12/31/2025

Select Site Location(s) (* Required) ⓘ
983 ✕

User Name Contains ⓘ
LAST NAME, FIRST NAME

Reset Search

Figure 75: User Name Contains Field

8. Once all required search criteria has been entered, the search button shown in **Figure 76** can be selected.

Utilization Report

Search Criteria

Date Range (* Required) ⓘ
1/5/2026 - 1/14/2026

Select Site Location(s) (* Required) ⓘ
983 ✕ 959 ✕

User Name Contains ⓘ
TEST

Reset **Search**

Figure 76: Search Button for Utilization Report

- ❖ **Note:** If the user incorrectly populates the Select Site Location(s) field, the search button will remain inactive as seen in **Figure 77**.

Utilization Report

Search Criteria

Date Range (* Required) ⓘ
7/2/2025 - 7/9/2025

Select Site Location(s) (* Required) ⓘ
Click to view all sites

User Name Contains ⓘ
LAST NAME, FIRST NAME

Reset Search

Enter date range above, select a Site Location, and click Search to view results

Figure 77: Inactive Search Button

❖ *Note: Users can select the “Reset” button at any time to reset the entered search criteria.*

9. Once the search has been completed, the page will update to look like **Figure 78**. This page will display different informational charts and graphics relating to the previously selected search criteria. At the bottom of the page is a grid with more detailed information such as who made the searches, the number of queries they have made, etc.

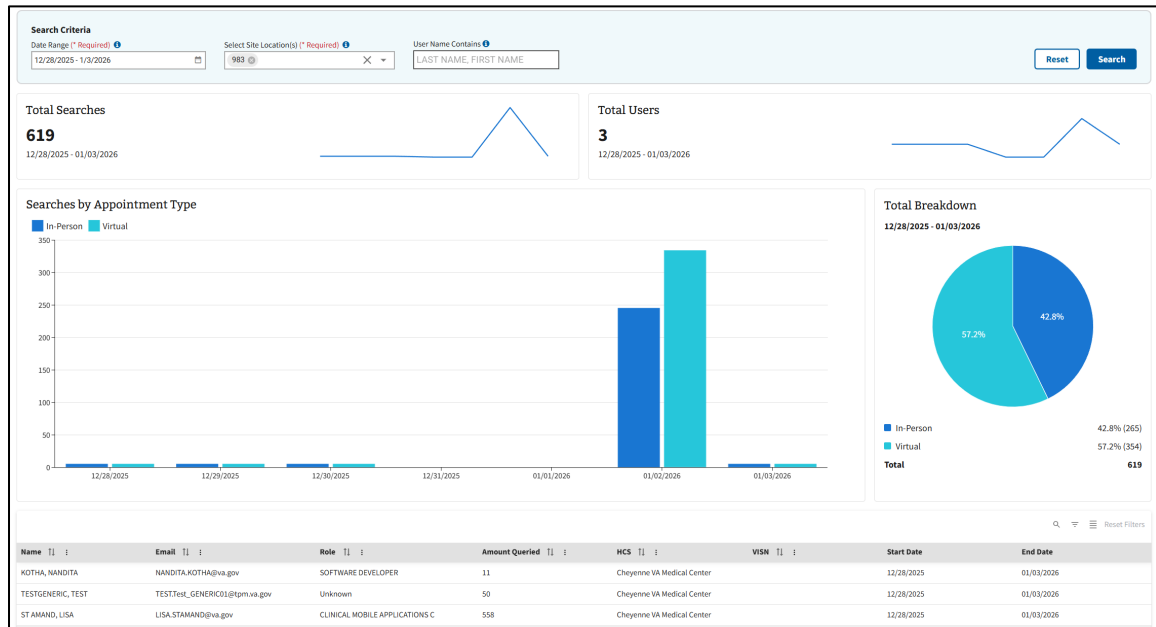


Figure 78: Utilization Report on CCST Usage

❖ *Note: A “No Results Found” message will appear if the available appointment query performed does not match the search criteria used to run a utilization report (see Figure 79).*

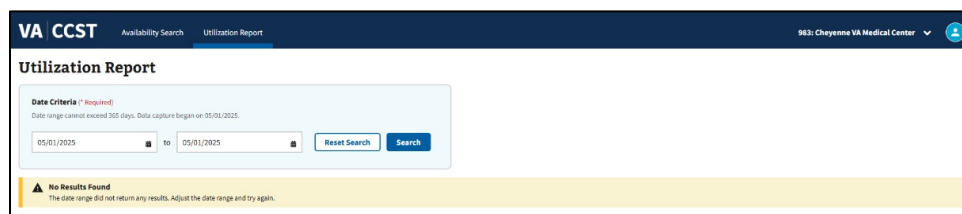


Figure 79: No Results Found Message

❖ *Note: Users can select the “Reset” button shown in Figure 80 to reset the page.*

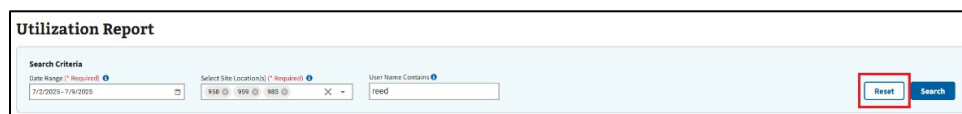


Figure 80: Reset Search Button