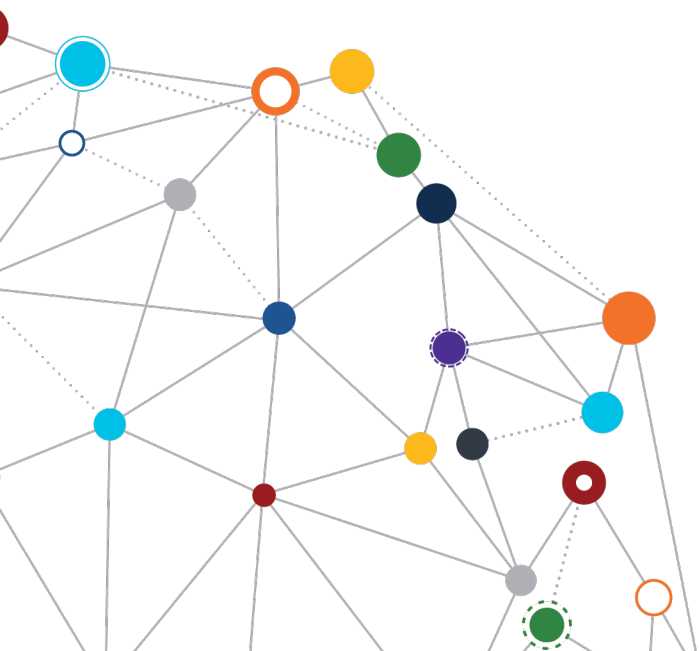


OFFICE OF
INFORMATION
AND TECHNOLOGY

Patient Check In Clinical Staff Viewer (PCICSV) User Guide

Version 2.8.0 | August 2026



VA



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



Table of Contents

1. INTRODUCTION	10
1.1 OVERVIEW	10
1.2 USER ACCESS LEVELS	10
1.3 PIV LOGIN	10
2. FAMILIARIZING YOURSELF WITH PCICSV	12
2.1 MY ACCOUNT	12
2.1.1 <i>User Preferences</i>	12
2.1.1.1 Notifications	13
2.1.1.2 Tips & Guidance	13
2.1.1.3 Daily Appointment and Workflow List	14
2.1.1.4 Workflow Status	16
2.1.2 <i>Signing Out of PCICSV</i>	17
2.2 HELP	18
2.3 FILTERS	19
2.3.1 <i>Sort by Ascending and Descending</i>	19
2.3.2 <i>Toggle Density</i>	19
2.3.3 <i>Show, Hide, and Search Filters</i>	20
2.3.4 <i>Search Function</i>	21
2.3.5 <i>Reset Filters</i>	22
2.4 APPLICATION WALKTHROUGH	22
3. CLINIC LIST MANAGEMENT	24
3.1 CREATE NEW CLINIC LIST	24
3.2 EDIT A PERSONAL CLINIC LIST	27
3.3 DELETE A PERSONAL CLINIC LIST	29
4. DAILY APPOINTMENT AND WORKFLOW LIST	31
4.1 DAILY APPOINTMENT LIST	31
4.1.1 <i>Patient Arrived</i>	32
4.1.2 <i>Printing</i>	34
4.2 DAILY WORKFLOW LIST	35
4.2.1 <i>Change A Workflow Status</i>	36
4.2.2 <i>Memos</i>	38
4.2.3 <i>Quick Filters</i>	40
4.3 COMMONALITIES FOR BOTH LIST PAGES	41
4.3.1 <i>General Grid Information</i>	41
4.3.1.1 Refresh	41
4.3.1.2 Checked in Appointments	41
4.3.1.3 Check In Column	42
4.3.1.4 Check Out Time Column	43
4.3.1.5 Time Column	43
4.3.1.6 Icon Indicators	43
4.3.2 <i>Expanded Details</i>	44
4.3.3 <i>Messaging</i>	46
4.3.4 <i>Pre-Visit Summary</i>	50
4.3.5 <i>Medications</i>	52
4.3.6 <i>Appointment Comments</i>	53
4.3.7 <i>Current Day Appointments</i>	54
4.3.8 <i>After Visit Summary</i>	55

5. QUEUE MANAGEMENT	57
5.1 CREATING QUEUES	58
5.2 EDITING QUEUES	59
5.3 DELETING QUEUES	61
6. QUEUE	62
6.1 UTILIZING QUEUES	62
6.2 QUEUE LIST MEMOS	64
6.3 MARKING VISIT AS COMPLETE/UNDO MARK AS COMPLETE IN QUEUE	67
7. APPENDIX	68
7.1 ALERT NOTIFICATIONS	68
7.2 ICON DESCRIPTIONS	69
7.3 FLAG DESCRIPTIONS	69
7.4 ACRONYMS AND ABBREVIATIONS	70

Table of Figures

FIGURE 1: SINGLE SIGN-ON INTERNAL (SSOI) LOGIN	11
FIGURE 2: ACTIVCLIENT LOGIN POP-UP WINDOW	11
FIGURE 3: LOGGING IN TO PCICSV	12
FIGURE 4: SIDE MENU BUTTON FOR PCICSV	12
FIGURE 5: MY ACCOUNT BUTTON FOR PCICSV	13
FIGURE 6: PREFERENCES BUTTON	13
FIGURE 7: DISABLE WINDOWS NOTIFICATIONS SETTING	13
FIGURE 8: TIPS AND GUIDANCE SETTING	14
FIGURE 9: DAILY APPOINTMENT AND WORKFLOW LIST COLUMN CHECKBOX	14
FIGURE 10: BUTTON TO ADJUST COLUMN ORDER	15
FIGURE 11: SAVE CHANGES BUTTON FOR DAILY APPOINTMENT AND WORKFLOW LIST SETTINGS	15
FIGURE 12: RESET TO DEFAULT BUTTON FOR DAILY APPOINTMENT AND WORKFLOW LIST SETTINGS	15
FIGURE 13: WORKFLOW STATUS CHECKBOX SETTINGS	16
FIGURE 14: SAVE CHANGES BUTTON FOR WORKFLOW STATUS SETTINGS	16
FIGURE 15: RESET TO DEFAULT BUTTON FOR WORKFLOW STATUS SETTINGS	17
FIGURE 16: MY ACCOUNT BUTTON FOR PCICSV	17
FIGURE 17: SIGN OUT BUTTON FOR PCICSV	17
FIGURE 18: LOGGED OUT OF MOBILE APPLICATIONS PAGE	18
FIGURE 19: HELP PAGE FOR PCICSV	18
FIGURE 20: ASCENDING/DESCENDING FILTER ARROW	19
FIGURE 21: TOGGLE DENSITY BUTTON	19
FIGURE 22: SHOW/HIDE FILTER OPTIONS BUTTONS	20
FIGURE 23: EXAMPLE OF FILTER SEARCH MENU ON GRID VIEW	20
FIGURE 24: EXAMPLE OF FILTERED RESULTS IN GRID VIEW	20
FIGURE 25: CLEARING FILTER BUTTON	21
FIGURE 26: SELECTING SHOW/HIDE FILTERS BUTTON TO HIDE FILTER MENU	21
FIGURE 27: SHOW/HIDE SEARCH BUTTON	21
FIGURE 28: FILTERED SEARCH EXAMPLE	22
FIGURE 29: CLEAR BUTTON FOR SEARCH BAR	22
FIGURE 30: RESET FILTERS BUTTON ON GRID VIEW	22
FIGURE 31: IN-APP WALKTHROUGH ICON	23
FIGURE 32: BEGIN WALKTHROUGH POP-UP	23
FIGURE 33: CLOSE BUTTON FOR PCICSV WALKTHROUGH	23

FIGURE 34: CLINIC LIST MANAGEMENT TAB	24
FIGURE 35: VISTA ACCESS REMOVED ERROR FOR CLINIC LIST MANAGEMENT	24
FIGURE 36: CREATE NEW CLINIC LIST BUTTON	25
FIGURE 37: CREATE CLINIC LIST WINDOW	25
FIGURE 38: CREATE CLINIC LIST BUTTON	26
FIGURE 39: CANCEL BUTTON FOR CREATE CLINIC LIST WINDOW	26
FIGURE 40: SET AS DEFAULT CLINIC LIST BUTTON	27
FIGURE 41: ACTION MENU BUTTON FOR EDITING CLINIC LIST	27
FIGURE 42: EDIT CLINIC LIST BUTTON	27
FIGURE 43: EDIT CLINIC LIST WINDOW	28
FIGURE 44: SAVE CHANGES BUTTON FOR EDIT CLINIC LIST	29
FIGURE 45: CANCEL BUTTON FOR EDIT CLINIC LIST WINDOW	29
FIGURE 46: ACTION MENU BUTTON FOR DELETING CLINIC LIST	30
FIGURE 47: DELETE CLINIC LIST BUTTON IN THE CLINIC LIST MANAGEMENT ACTION MENU	30
FIGURE 48: EXAMPLE OF DELETE CLINIC LIST BUTTON DISABLED FOR DEFAULT LIST	30
FIGURE 49: DELETE LIST BUTTON	31
FIGURE 50: CANCEL BUTTON FOR DELETE CLINIC LIST WINDOW	31
FIGURE 51: DAILY APPOINTMENT LIST PAGE	32
FIGURE 52: SELECT CLINIC LIST DROPDOWN FOR DAILY APPOINTMENT LIST	32
FIGURE 53: ACTION MENU BUTTON FOR PATIENT ARRIVAL	33
FIGURE 54: PATIENT ARRIVED BUTTON	33
FIGURE 55: CONFIRM WORKFLOW STATUS CHANGE WINDOW FOR PATIENT ARRIVAL	33
FIGURE 56: CLOSE BUTTON FOR PATIENT ARRIVAL	34
FIGURE 57: EXAMPLE OF CONFIRMING PATIENT ARRIVAL	34
FIGURE 58: PRINT LIST BUTTON	35
FIGURE 59: DAILY WORKFLOW LIST PAGE	35
FIGURE 60: SELECT CLINIC LIST BUTTON FOR DAILY WORKFLOW LIST	36
FIGURE 61: WORKFLOW STATUS COLUMN	36
FIGURE 62: EXAMPLE OF WORKFLOW STATUS OPTIONS	37
FIGURE 63: CONFIRM WORKFLOW STATUS CHANGE WINDOW	37
FIGURE 64: CLOSE BUTTON FOR WORKFLOW STATUS CHANGE	38
FIGURE 65: NEW MEMO BUTTON	38
FIGURE 66: ADD NEW MEMO TO APPOINTMENT WINDOW	38
FIGURE 67: VIEW ALL MEMOS BUTTON	39
FIGURE 68: ADD MEMO BUTTON	39
FIGURE 69: CLOSE BUTTON FOR ADD NEW MEMOS WINDOW	40
FIGURE 70: EXAMPLE OF MEMO ENTERED ON APPOINTMENT	40
FIGURE 71: VIEW ALL MEMOS BUTTON ON THE DAILY WORKFLOW LIST PAGE	40
FIGURE 72: QUICK FILTERS EXAMPLE	41
FIGURE 73: REFRESH LIST BUTTON	41
FIGURE 74: CHECK-IN DATA EXAMPLE	42
FIGURE 75: LATE PATIENT EXAMPLE	42
FIGURE 76: ICON EXAMPLE	43
FIGURE 77: FLAG INFORMATION EXAMPLE	44
FIGURE 78: ACTION MENU BUTTON FOR EXPANDED DETAILS	44
FIGURE 79: EXPANDED DETAILS BUTTON	45
FIGURE 80: EXPANDED DETAILS ACCORDION BUTTONS	45
FIGURE 81: CLOSE BUTTON FOR EXPANDED DETAILS	46
FIGURE 82: eCHECK-IN ICON FOR A COMPLETED eCHECK-IN	46
FIGURE 83: ACTION MENU BUTTON FOR MESSAGING	46
FIGURE 84: MESSAGES BUTTON	47
FIGURE 85: NEW MESSAGE DROPDOWN MENU	47
FIGURE 86: NEW MESSAGE FOR GENERAL TEMPLATE WINDOW	48

FIGURE 87: NEW MESSAGE FOR POST LAB/X-RAY WINDOW	48
FIGURE 88: SEND MESSAGE BUTTON	49
FIGURE 89: CLOSE BUTTON FOR CREATING NEW MESSAGE	49
FIGURE 90: MESSAGE WAS NOT SENT NOTIFICATION	50
FIGURE 91: ACTION MENU BUTTON FOR PRE-VISIT SUMMARY	50
FIGURE 92: PRE-VISIT SUMMARY BUTTON	51
FIGURE 93: EXAMPLE OF PRE-VISIT SUMMARY	51
FIGURE 94: ACTION MENU BUTTON FOR MEDICATIONS	52
FIGURE 95: MEDICATIONS BUTTON	52
FIGURE 96: MEDICATIONS WINDOW	53
FIGURE 97: ACTION MENU BUTTON FOR APPOINTMENT COMMENTS	53
FIGURE 98: APPOINTMENT COMMENTS BUTTON	53
FIGURE 99: APPOINTMENT COMMENTS WINDOW	54
FIGURE 100: ACTION MENU BUTTON FOR CURRENT DAY APPOINTMENTS	54
FIGURE 101: CURRENT DAY APPOINTMENTS BUTTON	55
FIGURE 102: CURRENT DAY APPOINTMENTS WINDOW	55
FIGURE 103: ACTION MENU BUTTON FOR AFTER VISIT SUMMARY	56
FIGURE 104: AFTER VISIT SUMMARY BUTTON	56
FIGURE 105: EXAMPLE OF AFTER VISIT SUMMARY	57
FIGURE 106: QUEUE MANAGEMENT PAGE	58
FIGURE 107: CREATE NEW QUEUE BUTTON	58
FIGURE 108: CREATE QUEUE WINDOW	58
FIGURE 109: CREATE QUEUE BUTTON	59
FIGURE 110: ACTION MENU BUTTON FOR EDITING QUEUES	59
FIGURE 111: EDIT QUEUE BUTTON	60
FIGURE 112: EDIT QUEUE WINDOW	60
FIGURE 113: SAVE CHANGES BUTTON FOR EDITING QUEUE	60
FIGURE 114: ACTION MENU BUTTON FOR DELETING QUEUES	61
FIGURE 115: DELETE QUEUE BUTTON	61
FIGURE 116: DELETE QUEUE WINDOW	61
FIGURE 117: QUEUE DELETION ERROR	62
FIGURE 118: QUEUE PAGE	62
FIGURE 119: SELECT QUEUE DROPDOWN	63
FIGURE 120: ADD PATIENT BUTTON	63
FIGURE 121: ADD PATIENT TO QUEUE WINDOW	63
FIGURE 122: ADD PATIENT TO QUEUE BUTTON	64
FIGURE 123: CLOSE BUTTON ON THE ADD PATIENT TO QUEUE WINDOW	64
FIGURE 124: NEW MEMO BUTTON FOR QUEUE PATIENTS	64
FIGURE 125: ADD NEW MEMO TO VISIT FOR QUEUE PATIENTS	65
FIGURE 126: VIEW ALL MEMOS BUTTON FOR QUEUE PATIENTS	65
FIGURE 127: ADD MEMO BUTTON FOR QUEUE PATIENTS	66
FIGURE 128: CLOSE BUTTON FOR ADDING MEMO TO VISIT	66
FIGURE 129: EXAMPLE OF MEMO ENTERED IN QUEUE LIST	66
FIGURE 130: ALL MEMOS BUTTON FOR QUEUE PATIENTS	67
FIGURE 131: ACTION MENU BUTTON FOR MARKING A PATIENT COMPLETE	67
FIGURE 132: MARK AS COMPLETE BUTTON	67
FIGURE 133: PATIENT MARKED AS COMPLETE IN GRID OF QUEUE LIST	68
FIGURE 134: UNDO MARK AS COMPLETE BUTTON	68
FIGURE 135: PCICSV ALERT NOTIFICATION	68
FIGURE 136: UPDATE TO DAILY WORKFLOW EXAMPLE	69

Table of Tables

TABLE 1: ICONS	69
TABLE 2: FLAGS	69
TABLE 3: ACRONYMS AND ABBREVIATIONS	70

Revision History

Date	Version	Description	Author
8/7/2026	2.8.0	Added sections 2.1.1.2 and 2.4	Tech Writers Booz Allen Hamilton
7/15/2026	2.7.0	Updated UI for new check in and check out. Updated outdated figures and information throughout the document. Added after visit summary.	Tech Writers Booz Allen Hamilton
05/18/2026	2.5.0	Updated UI for Filters	Tech Writers Booz Allen Hamilton
04/10/2026	2.4.0	Added information on Quick Filters, updated UI graphics	Tech Writers Booz Allen Hamilton
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08/20/2025	2.0.0	Update to UI and format. Update outdated information throughout document.	Tech Writers Booz Allen Hamilton
05/28/2024	1.29	Updated to add the new Arrived Column on the Daily Appointment List. Also added Arrived as a new Workflow Status selection on the Daily Workflow List.	VSE PMO Booz Allen Hamilton
02/15/2024	1.28	Updated to add a filter function to the Insurance and Demographics columns of the Daily Appointment List. Enables users to: undo marking a queue appointment complete; view a list of multiple appointments patients have for the day across all clinics; and select and deselect column filters with more than three filter options.	VSE PMO Booz Allen Hamilton

Date	Version	Description	Author
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07/07/2023	1.24	Updated to implement the ability to provide system notifications to users.	VSE PMO Booz Allen Hamilton
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Date	Version	Description	Author
12/14/2022	1.15	Updated the document with section 5.2.2 Updates Check In and Check Out Status Logic	VSE PMO Booz Allen Hamilton
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09/21/2022	1.12	Updated document to include removal of insurance column for MANILA – RO 358.	VSE PMO Booz Allen Hamilton
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08/22/2022	1.8	Updated document to include the following new functionalities: Display Fugitive Felon, Local/National & Restricted Record Flags, and Enhanced Error Messages.	VSE PMO Booz Allen Hamilton
08/10/2022	1.7	Updated Section 5.3 Daily Workflow List to include the Memo functionality.	VSE PMO Booz Allen Hamilton
06/14/2022	1.6	Updated Section 5.4 Medication List and Pre-Visit Summary with Sensitive record pop-up page.	VSE PMO Booz Allen Hamilton
05/12/2022	1.5	Updated the document with Test Patient Screenshots	VSE PMO
03/03/2022	1.4	Accepted all recommended changes and finalized the document	VSE PMO Liberty IT Solutions

Date	Version	Description	Author
03/01/2022	1.3	Updated the document with Medications List, Pre-Visit Summary, and Alert Notifications.	VSE PMO Liberty IT Solutions
02/08/2022	1.2	Final review/proofread and accepted all recommended changes	VSE PMO Liberty IT Solutions
01/28/2022	1.1	Developers Review	VSE PMO Liberty IT Solutions
12/30/2021	1.0	Baseline for VSECS	VSE PMO Liberty IT Solutions

1. Introduction

1.1 Overview

The Department of Veterans Affairs (VA) Veterans Health Information Systems and Technology Architecture (VistA) Patient Check In Clinical Staff Viewer (PCICSV) module is a VA-internal web application that allows clinical staff to track patient appointments from check-in, through the clinic workflow, and to a completed appointment. The purpose of PCICSV is to improve the overall Veteran check-in experience and reduce operating costs for VHA. With this document, users can familiarize themselves with the features and navigation of PCICSV, including clinic list management, daily appointment and workflow lists, queues, and queue management.

1.2 User Access Levels

PCICSV is accessible to any VA network user who has a Personal Identity Verification (PIV) card and Identity and Access Management (IAM) account provisioned to a VistA station.

- Schedulers are required to have the SDECRPC Menu Option. All scheduling personnel should already have the menu option.
- Non-Schedulers, Nurses, and Providers are required to have SDECRPC Menu Option and SDECVIEW Key.
- Users needing access to the Queue Management tab must have SD SUPERVISOR Key assigned to them.
- Users must have SECONDARY MENU OPTIONS: VIAB WEB SERVICES OPTION to utilize patient search for queuing.

PCICSV will validate a user's clinic list access upon app load. Clinics that the user no longer has access to will be removed from the drop-down on the Daily Appointment List and Daily Workflow List. Additionally, the clinics the user no longer has access to will only be able to be deleted within the Clinic List Management page to indicate the user no longer has access to that clinic.

1.3 PIV Login

1. Begin by opening a browser and going to the PCICSV web application. The VA Single Sign-On page will then appear. Select the "Sign in with PIV" option, as seen in **Figure 1**, to proceed with the log in process.

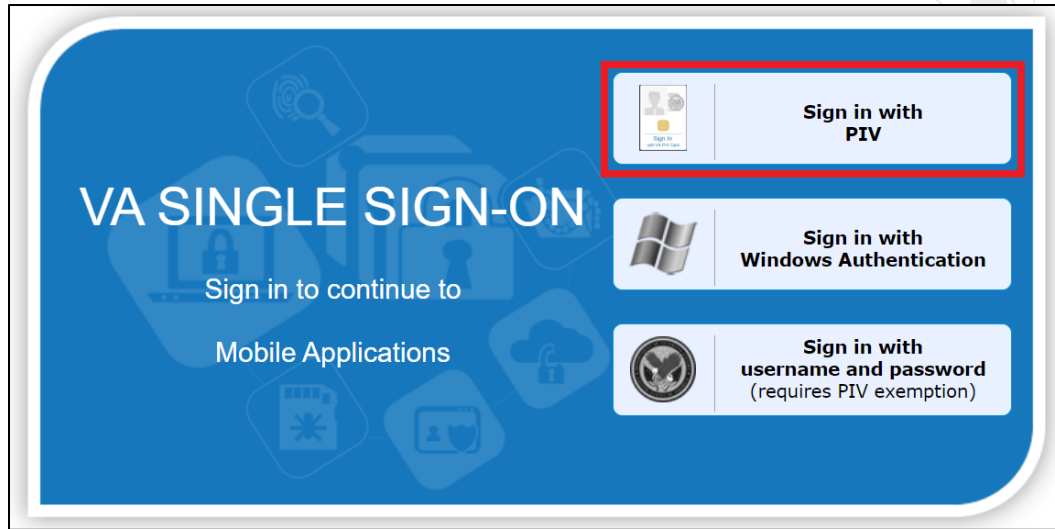


Figure 1: Single Sign-On Internal (SSOi) Login

2. After selecting, an ActivClient Login dialog box will appear to prompt you to enter your PIN. Type the numbers of your PIN as prompted in **Figure 2**. If authentication is successful, PCICSV will load. If it is not successful, you will be prompted to enter your correct PIN instead.

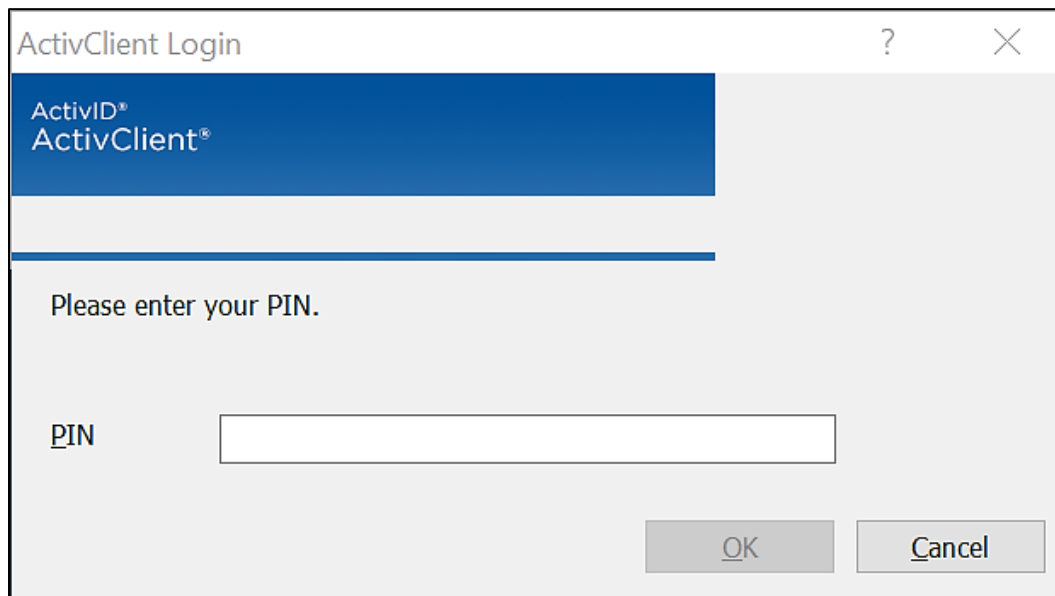


Figure 2: ActivClient Login Pop-Up Window

2. Familiarizing Yourself with PCICSV

Once log in is complete, the user will see the Daily Appointment List page seen in **Figure 3**. The user can then select the tabs on the left-hand side of the page to maneuver through the different features of PCICSV.

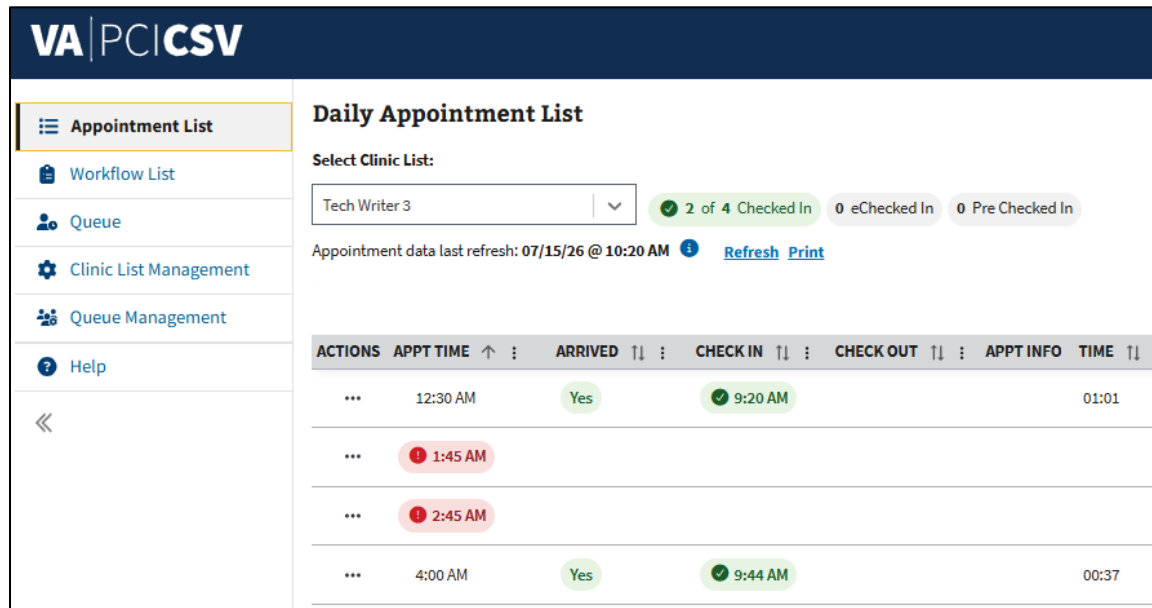


Figure 3: Logging in to PCICSV

- ❖ *Note: The user can select the “Side Menu” button seen in **Figure 4** to collapse or expand the menu.*

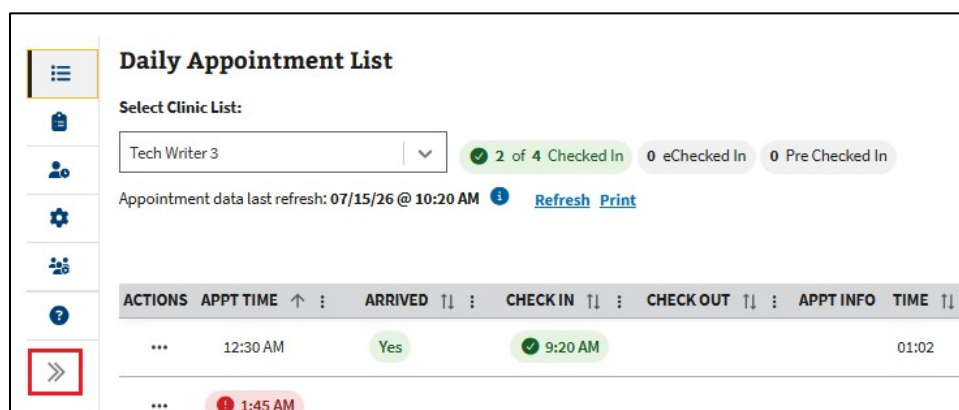


Figure 4: Side Menu Button for PCICSV

2.1 My Account

2.1.1 User Preferences

1. To change user preferences, the user can select the “My Account” button in the upper right-hand corner, seen in **Figure 5**, to open the dropdown.

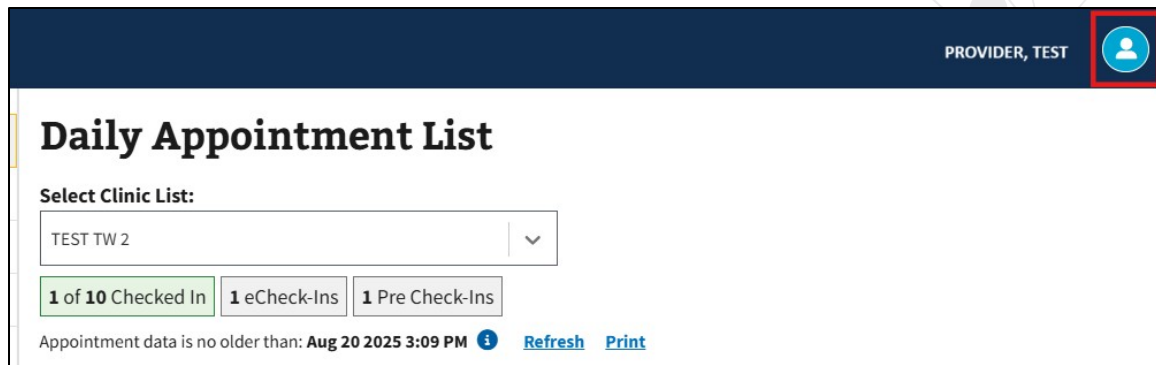


Figure 5: My Account Button for PCICSV

- The user can then select the “Preferences” button, seen in **Figure 6**, to be taken to the User Preferences page.

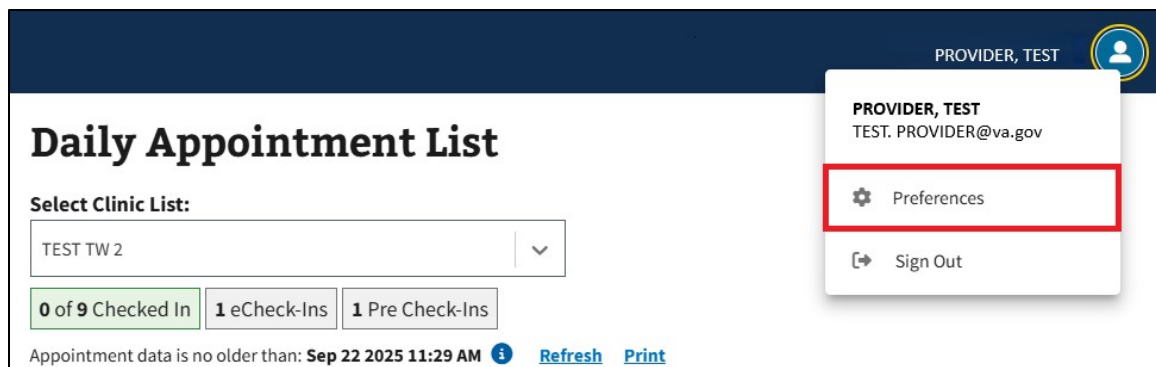


Figure 6: Preferences Button

2.1.1.1 Notifications

On the User Preferences page, the user has the option to disable windows alerts for both new appointments or all other appointment updates and for checked in appointments by selecting the corresponding checkbox seen below in **Figure 7**.

Notifications

☐
Disable Windows desktop alerts for checked in appointments ⓘ

☐
Disable Windows desktop alerts for new appointments or all other appointment updates ⓘ

Figure 7: Disable Windows Notifications Setting

2.1.1.2 Tips & Guidance

On the User Preferences page, the user has the option to disable walkthrough popups by selecting the corresponding checkbox seen below in Figure 8.

Tips & Guidance



Disable walkthrough popups 

Figure 8: Tips and Guidance Setting

2.1.1.3 Daily Appointment and Workflow List

Disclaimer: The information contained in this section applies to both the Daily Appointment List and the Daily Workflow List sections on the User Preferences page. For information on Workflow Status preferences, please see section 2.1.1.4 Workflow Status.

1. To adjust the default columns, the user will need to select the checkboxes in **Figure 9** to show or hide columns. The user will know that the column is hidden when the checkbox displays empty (see **Figure 10** for example).

Daily Appointment List

Adjust the default order of columns displayed in the Daily Appointment List table by clicking and dragging the column title.

Show or hide the column by checking or unchecking the checkbox for the respective column.

= APPT TIME	☒
= ARRIVED	☒
= CHECK-IN TIME	☒
= APPT INFO	☒
= CLINIC	☒
= PATIENT	☒
= PREF NAME	☒
= FLAGS	☒

Save Changes
[Reset to Default](#)

Figure 9: Daily Appointment and Workflow List Column Checkbox

2. The user can also select the button seen below in **Figure 10** to drag and drop the column and change the default order.

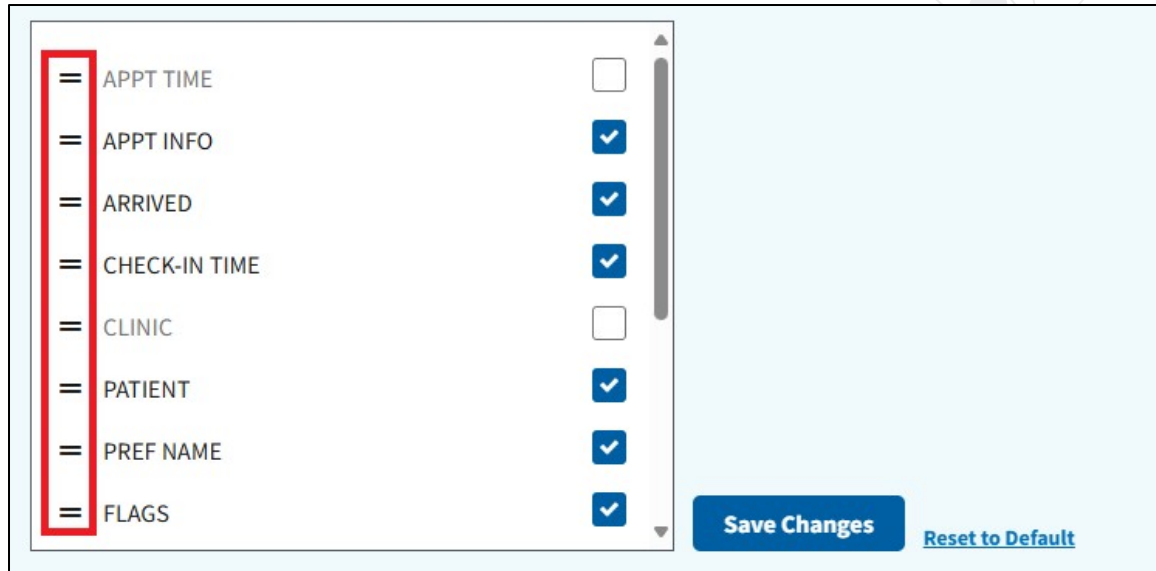


Figure 10: Button to Adjust Column Order

3. The user can then select the “Save Changes” button seen in **Figure 11** to save their changes.

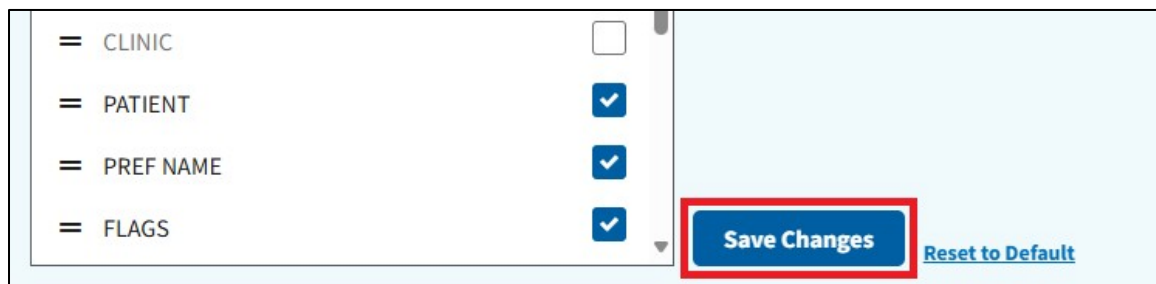


Figure 11: Save Changes Button for Daily Appointment and Workflow List Settings

4. To reset preferences, select the “Reset to Default” button shown in **Figure 12**.

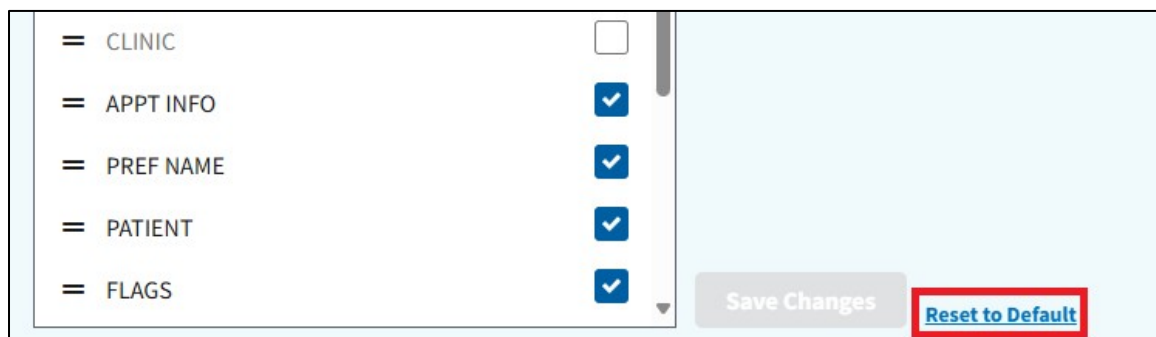


Figure 12: Reset to Default Button for Daily Appointment and Workflow List Settings

❖ *Note: User preferences will be reset whenever the user clears their browser cache.*

2.1.1.4 Workflow Status

1. To adjust the default options, the user will need to select the checkboxes in **Figure 13** to show or hide status options. The user will know that the options are hidden when the checkbox displays empty (see **Figure 14** for example).

Workflow Status Options

Show or hide the Workflow Status option by checking or unchecking the checkbox for the respective option.

Call	☒
Call Again	☒
No Show	☒
Status Unknown	☒
Arrived	☒
Needs Clerk	☒
With Clerk	☒

[Save Changes](#) [Reset to Default](#)

Figure 13: Workflow Status Checkbox Settings

2. The user can then select the “Save Changes” button seen in **Figure 14** to save their changes.

Workflow Status Options

Show or hide the Workflow Status option by checking or unchecking the checkbox for the respective option.

Call	☒
Call Again	☐
No Show	☒
Status Unknown	☒
Arrived	☐
Needs Clerk	☐
With Clerk	☒

[Save Changes](#) [Reset to Default](#)

Figure 14: Save Changes Button for Workflow Status Settings

- To reset preferences, select the “Reset to Default” button shown in **Figure 15**.

Figure 15: Reset to Default Button for Workflow Status Settings

❖ *Note: User preferences will be reset whenever the user clears their browser cache.*

2.1.2 Signing Out of PCICSV

- To sign out of PCICSV, the user will need to select the “My Account” button in the upper-right hand corner, as seen in **Figure 16**.

Figure 16: My Account Button for PCICSV

- The user will then need to select the “Sign Out” button from the dropdown menu shown in **Figure 17**.

Figure 17: Sign Out Button for PCICSV

3. Upon signing out of the PCICSV application, the user will be taken to the page seen in **Figure 18** that will prompt them to log out of the VA SSOi and close the browser.

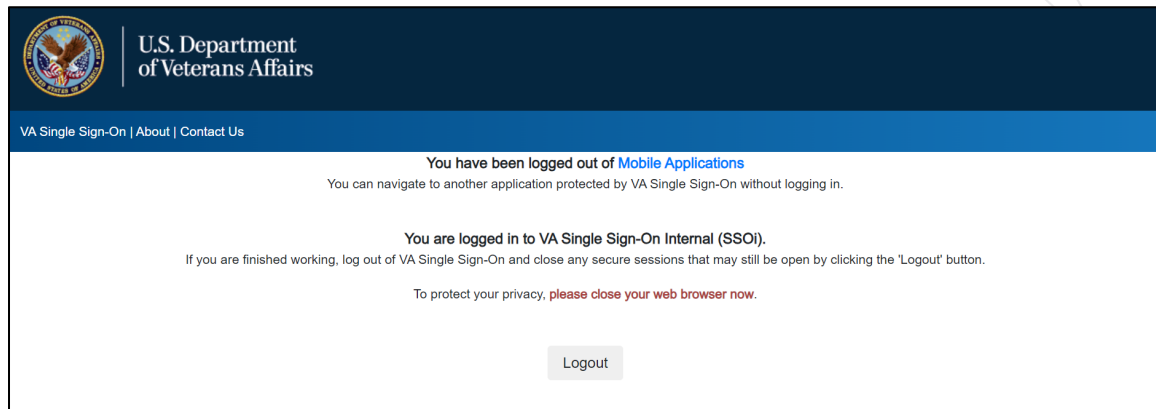


Figure 18: Logged Out of Mobile Applications Page

2.2 Help

Users can select the Help tab to be brought to the Help page. From here, users will be shown quick links to the PCICSV User Guide, YourIT Service Portal, and the most recent Release Notes. as well as the number for the VA Help Desk and a section on frequently asked questions. If a quick reset of the application is needed, users have the option to select the “Reset Session” button seen in **Figure 19** to reload the application.

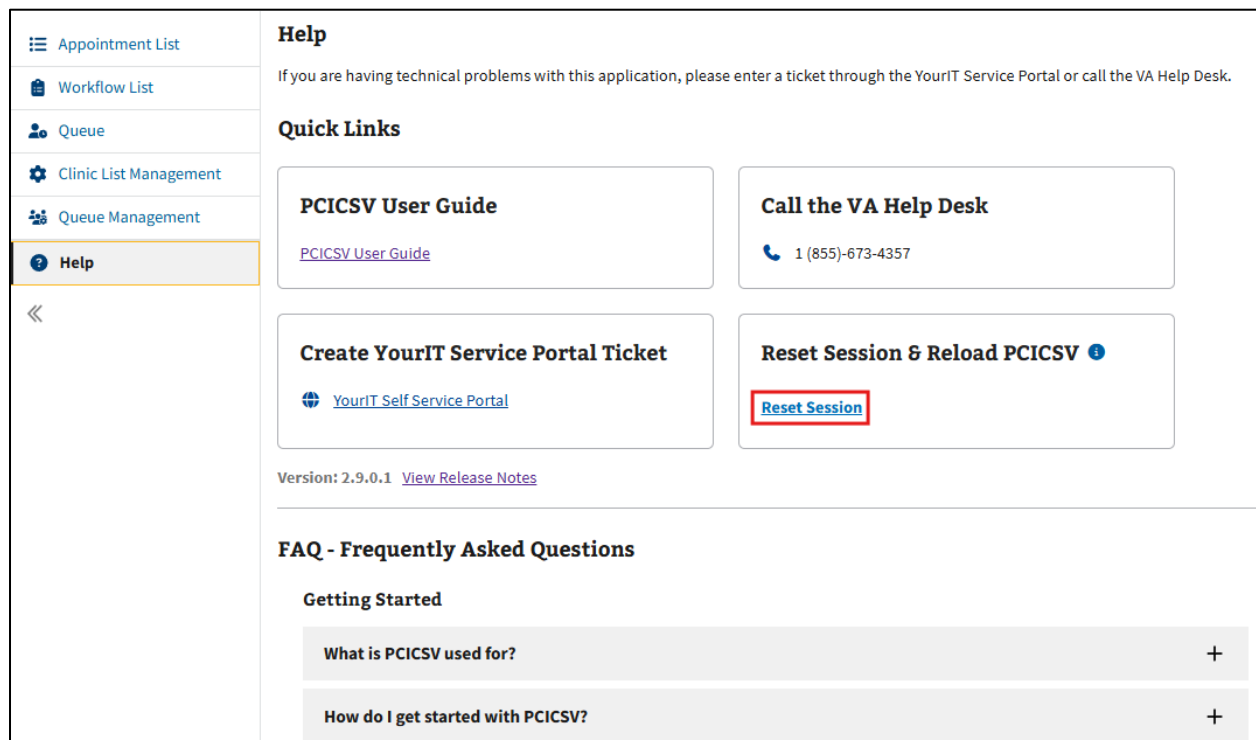


Figure 19: Help Page for PCICSV

2.3 Filters

2.3.1 Sort by Ascending and Descending

1. When looking in the grids on PCICSV, the user can sort rows within the table. To begin, the user will need to hover the cursor next to a column's name and select the arrow button that appears in **Figure 20**.

ACTIONS	APPT TIME ↑	ARRIVED ↑↓	CHECK IN ↑↓	CHECK OUT ↑↓	APPT INFO	TIME ↑↓	CLINIC ↑↓
...	12:30 AM	Yes	✓ 9:20 AM			01:05	TEST VIHA MIDNIGHT CLINIC
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC
...	2:45 AM						TEST VIHA MIDNIGHT CLINIC
...	4:00 AM	Yes	✓ 9:44 AM			00:41	TEST VIHA MIDNIGHT CLINIC

Figure 20: Ascending/Descending Filter Arrow

2. Selecting the arrow once will cause results to sort by ascending order (↑), a second time to sort by descending order (notated by ↓), and a third time to cause results to appear in the default order again (notated by ↑↓).

2.3.2 Toggle Density

1. The user has the option to adjust toggle density of the grid. To begin adjusting the toggle density, select the button shown in **Figure 21**.

TIME ↑↓	CLINIC ↑↓	PATIENT ↑↓	FLAGS	PRE CHE
01:08	TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST THREE 5410 02/12/1977 (49y)		Not Star
	TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST ONE 0044 09/27/1980 (45y)		Not Star
	TEST VIHA MIDNIGHT CLINIC-1	VIHA,SENSITIVE PATIENT 0886 04/21/1964 (62y)	SR	Not Star
00:44	TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST TWO 1263 09/19/1975 (50y)		Not Star

Figure 21: Toggle Density Button

2. There are three different options for the user to choose from depending on the user's preference. Simply keep selecting the "Toggle Density" button to rotate through the options until the user finds their preferred density.

2.3.3 Show, Hide, and Search Filters

1. The user has the option to show and hide filters. To begin, the user will need to select the “Show/Hide Filters” button, or the “Filter by (Column Name)” button, both shown in **Figure 22**. Selecting either will cause the search functions to appear under each column name.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT	FLAGS	PRE CHECK
...	12:30 AM	Yes				01:10	TEST VIHA MIDNIGHT CLINIC-1	VIHA, TEST THREE 5410 02/12/1977 (49y)		Not Start
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA, TEST ONE 0044 09/27/1980 (45y)		Not Start
...	2:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA, SENSITIVE PATIENT 0886 04/21/1964 (62y)	SR	Not Start

Figure 22: Show/Hide Filter Options Buttons

2. Once the search options appear as seen in **Figure 23**, the user can select the search bar or dropdown menu under the desired column to be filtered and enter or select the required information needed.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT	FLAGS	PRE CHECK
...	12:30 AM	Yes	9:20 AM			01:13	TEST VIHA MIDNIGHT CLINIC-1	VIHA, TEST THREE 5410 02/12/1977 (49y)		Not Start
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA, TEST ONE 0044 09/27/1980 (45y)		Not Start
...	2:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA, SENSITIVE PATIENT 0886 04/21/1964 (62y)	SR	Not Start
...	4:00 AM	Yes	9:44 AM			00:49	TEST VIHA MIDNIGHT CLINIC-1	VIHA, TEST TWO 1263 09/19/1975 (50y)		Not Start

Figure 23: Example of Filter Search Menu on Grid View

❖ *Note: Leaving the individual filters unpopulated will result in the grid showing all unfiltered data.*

3. Once the filter field has been populated, results will automatically refresh and show items based on the filtered criteria as seen below in **Figure 24**.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT	FLAGS	PRE CHECK
...	12:30 AM	Yes	9:20 AM			01:14	TEST VIHA MIDNIGHT CLINIC-1	VIHA, TEST THREE 5410 02/12/1977 (49y)		Not Start

Figure 24: Example of Filtered Results in Grid View

4. To clear the search, the user can then select either the “X” next to the search bar or the “Clear Filter” button seen in **Figure 25**. Selecting this will cause all results to appear within the table.

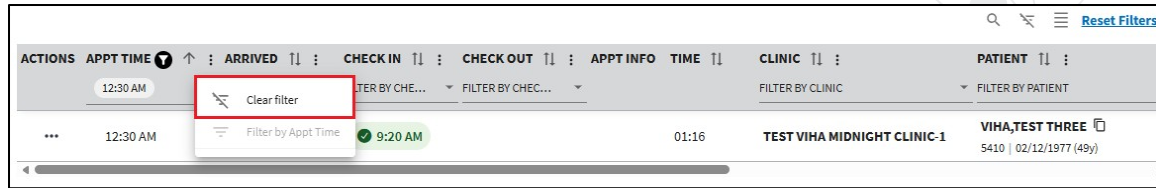


Figure 25: Clearing Filter Button

- Once finished searching, the user can then select the “Show/Hide Filters” button seen in **Figure 26** to hide the search bar.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT
---	12:30 AM	Yes	9:20 AM		01:22		TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST THREE 5410 02/12/1977 (49y)
---	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST ONE 0044 09/27/1980 (45y)
---	2:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA,SENSITIVE PATIENT 0886 04/21/1964 (62y)
---	4:00 AM	Yes	9:44 AM		00:58		TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST TWO 1263 09/19/1975 (50y)

Figure 26: Selecting Show/Hide Filters Button to Hide Filter Menu

2.3.4 Search Function

- The user can search through all items within the grid by selecting the “Show/Hide Search” button seen in **Figure 27**.

APPT INFO	TIME	CLINIC	PATIENT
	01:24	TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST THREE 5410 02/12/1977 (49y)
		TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST ONE 0044 09/27/1980 (45y)
		TEST VIHA MIDNIGHT CLINIC-1	VIHA,SENSITIVE PATIENT 0886 04/21/1964 (62y)
	01:00	TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST TWO 1263 09/19/1975 (50y)

Figure 27: Show/Hide Search Button

- The user can then type the requested information into the search function. This will cause matching results to filter within the grid as shown in **Figure 28** below.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST ONE 0044 09/27/1980 (45y)

Figure 28: Filtered Search Example

- To clear the search, the user will need to select the “Reset Filters” button seen in **Figure 29**. Selecting this will cause all results to appear within the grid.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT	FLAGS
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST ONE 0044 09/27/1980 (45y)	

Figure 29: Clear Button for Search Bar

- Once finished searching, the user can then select the “Show/Hide Search” button seen in **Figure 27** above to hide the search bar from view.

2.3.5 Reset Filters

To reset any filters within the grid, the user can select the “Reset Filters” button, as seen in **Figure 30**.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT
...	2:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA,SENSITIVE PATIENT 0886 04/21/1964 (62y)
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST ONE 0044 09/27/1980 (45y)
...	12:30 AM	Yes	9:20 AM			01:27	TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST THREE 5410 02/12/1977 (49y)
...	4:00 AM	Yes	9:44 AM			01:03	TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST TWO 1263 09/19/1975 (50y)

Figure 30: Reset Filters Button on Grid View

2.4 Application Walkthrough

- To access the PCICSV walkthrough, the user will need to select the lightbulb icon seen in **Figure 31**.

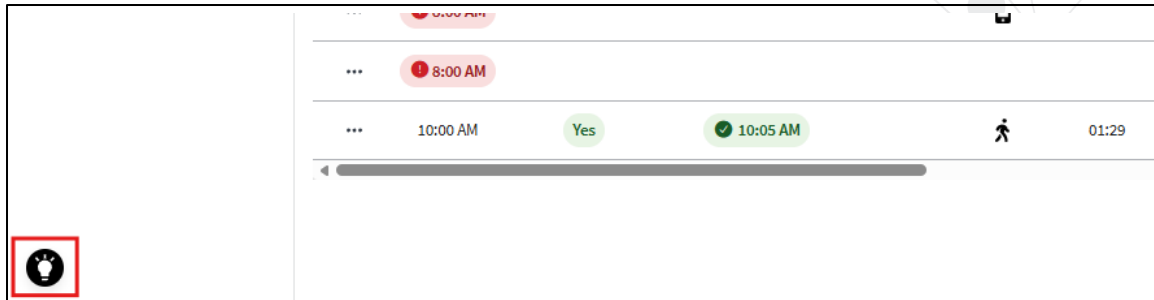


Figure 31: In-App Walkthrough Icon

❖ *Note: The walkthrough icon is available on the Daily Appointment List, Daily Workflow List, and Client List Management pages.*

- The user will see the pop up shown in **Figure 32** below. To start the walkthrough, the user will need to select the “Begin Walkthrough” button.

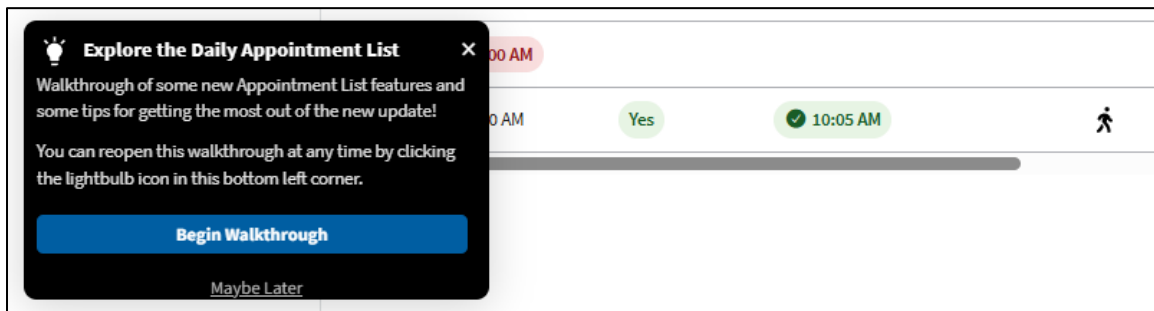


Figure 32: Begin Walkthrough Pop-up

- Once the walkthrough is started, the application will guide the user through a series of pop ups explaining the different features of PCICSV. Selecting the “>” button will guide the user forward through the guide. To go backwards, the user will need to select the “<” button.
- Once the walkthrough is complete, the user will need to select the “x” button seen below in **Figure 33** to close the walkthrough. The user can return to this feature anytime by selecting the lightbulb seen in **Figure 31**.

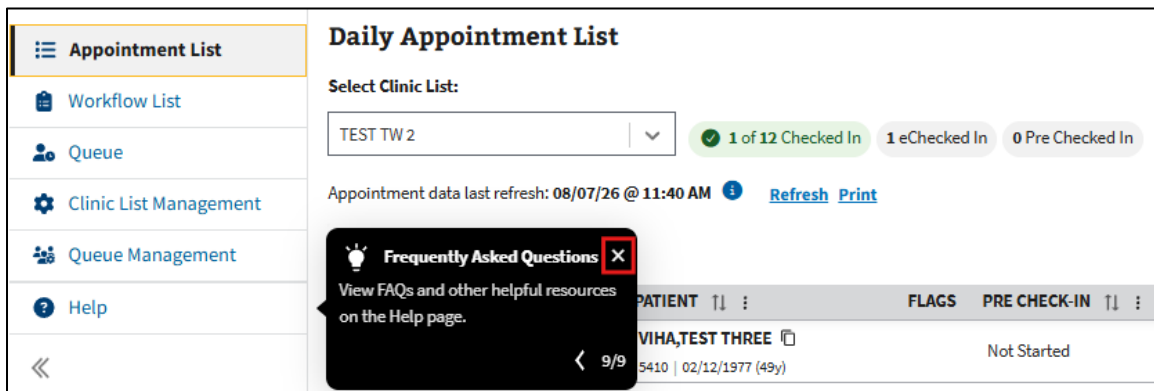


Figure 33: Close Button for PCICSV Walkthrough

3. Clinic List Management

The Clinic List Management page can be navigated to by selecting the “Clinic List Management” tab shown in **Figure 34**. The user can use this page to create new clinic lists, as well as edit and delete personal clinic lists.

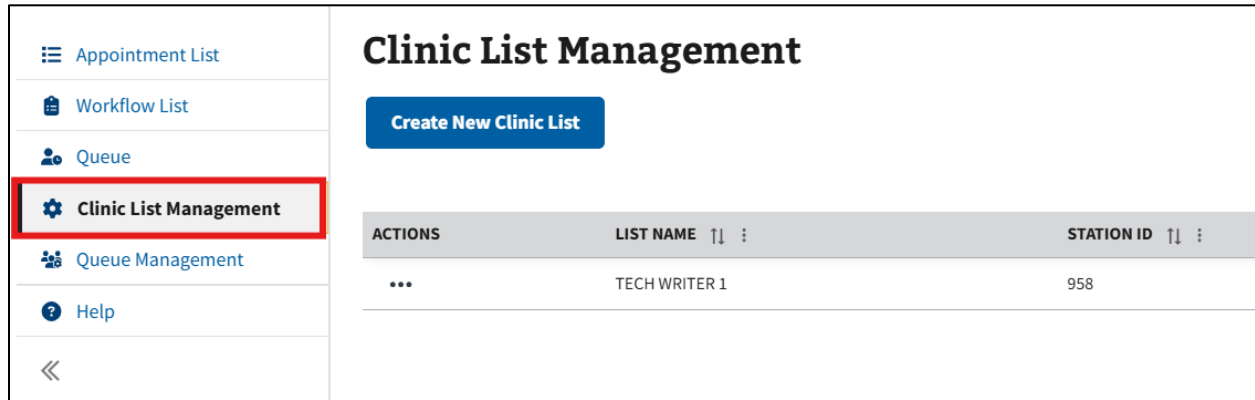


Figure 34: Clinic List Management Tab

- ❖ *Note: If a user’s VistA access is removed, the lists previously made under Clinic List Management for those instances will receive the error seen in **Figure 35**.*

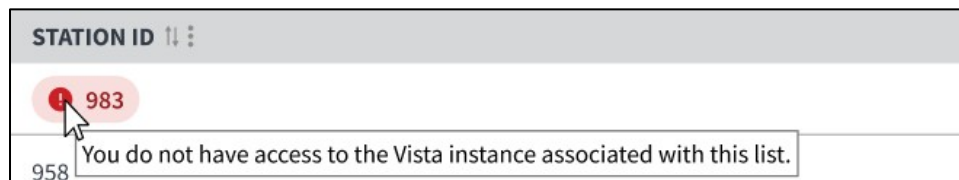


Figure 35: VistA Access Removed Error for Clinic List Management

3.1 Create New Clinic List

Creating a clinic list allows the clinicians to group clinics into one manageable list. The Clinic List grid will display in alphabetical order, with the default clinic list at the top. After successfully logging into PCICSV, follow the steps below to create a new clinic list.

1. To create a new clinic list, the user will need to select the “Create New Clinic List” button shown in **Figure 36** to open the Create Clinic List window.

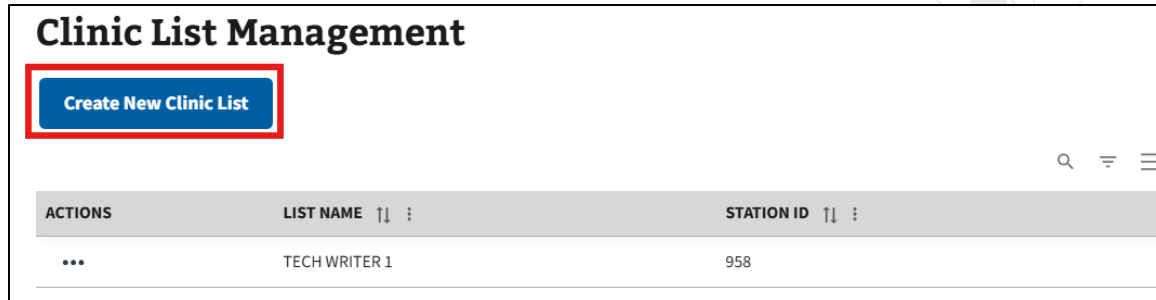


Figure 36: Create New Clinic List Button

- The user will then need to fill in all the required information (see **Figure 37** for example) and any optional information as needed.

Create Clinic List

Select Facility (*Required)
FT WORDEN VAMC (958)

Clinic List Name (*Required)
TEST TW 2

☐ Set as default Clinic List

Search and Add Clinics:
Search for clinics...

Current Clinic List (Max 75):
Search list...

24HR TEST +
6483 TEST +
6483 TEST LINIC +
958 CLINIC +
ABC +
ACCESSIBILITY CLINIC +

No selected clinics

0 of 75 (maximum) selected

Cancel Create Clinic List

Figure 37: Create Clinic List Window

- Once all applicable information has been filled, the user will select the “Create Clinic List” button, seen in **Figure 38**, to create the new clinic list.

Create Clinic List

Select Facility (*Required)
FT WORDEN VAMC (958)

Clinic List Name (*Required)
TEST TW 2

☐ Set as default Clinic List

Search and Add Clinics:
TEST

24HR TEST
6483 TEST
6483 TEST LINIC
AUTO - TEST CLINIC
AUTOCVS SMOKE TEST CREATE
AUTOCVS SMOKE TEST EDIT

Add All

Current Clinic List (Max 75):
Search list...

ISS F2F CLINIC
TEST VIHA MIDNIGHT CLINIC-1
TEST VIHA MIDNIGHT CLINIC-2
TEST VIHA MIDNIGHT CLINIC-3

Remove All

4 of 75 (maximum) selected

Cancel Create Clinic List

Figure 38: Create Clinic List Button

- ❖ **Note:** The user can select the “Cancel” button seen in **Figure 39** to exit creating a clinic list and go back to the Clinic List Management page.

6483 TEST LINIC
958 CLINIC
ABC
ACCESSIBILITY CLINIC

No selected clinics

0 of 75 (maximum) selected

Cancel Create Clinic List

Figure 39: Cancel Button for Create Clinic List Window

- ❖ **Note:** The first clinic list created by the user will automatically be set as the default clinic list. To change the default clinic list once more are created, the user will need to select the “Set as Default” button seen below in **Figure 40**.

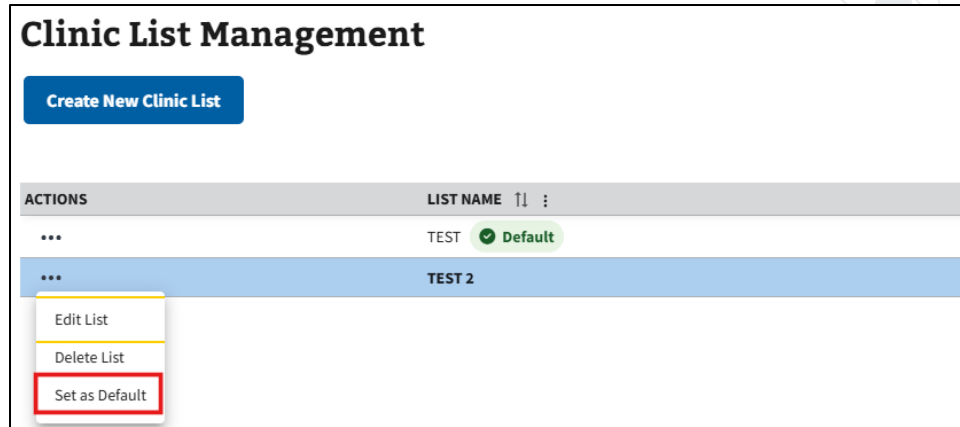


Figure 40: Set as Default Clinic List Button

3.2 Edit a Personal Clinic List

1. To edit a clinic list, the user will need to select the ellipsis, seen in **Figure 41**, next to any clinic list within the grid.

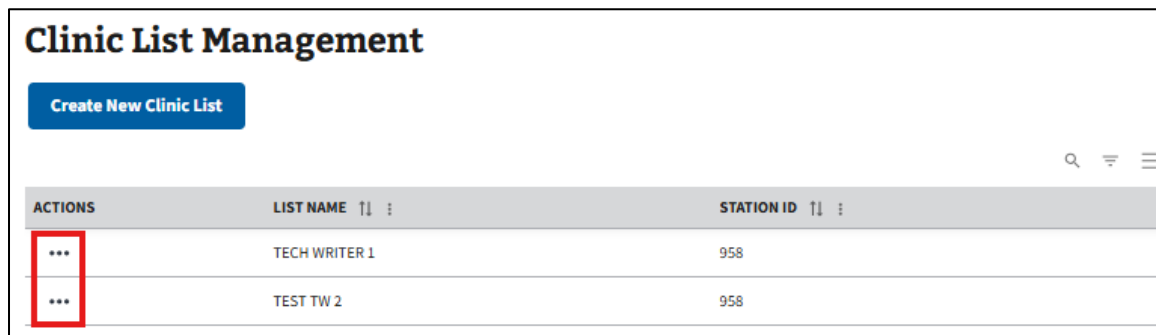


Figure 41: Action Menu Button for Editing Clinic List

2. This will cause the action menu to appear. The user will then need to select the “Edit List” button, seen in **Figure 42**, to open the Edit Clinic List window.

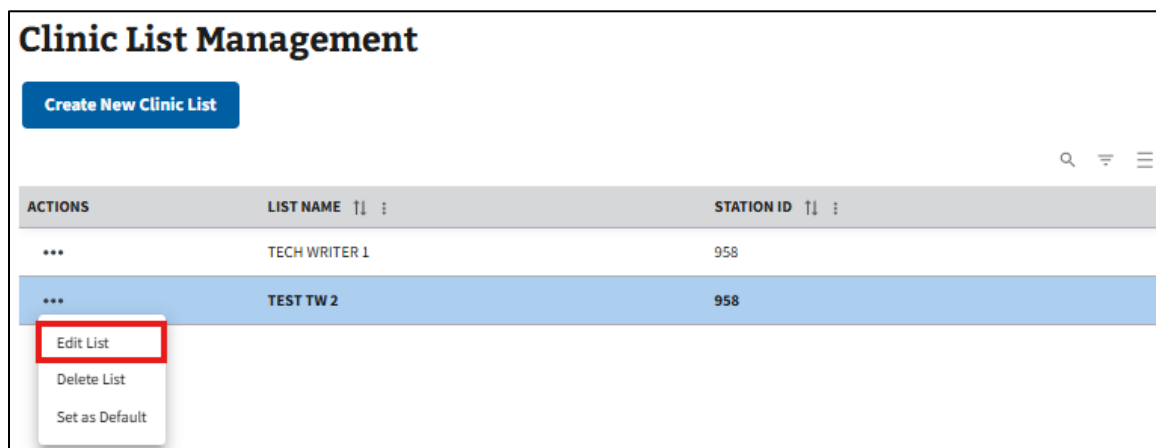


Figure 42: Edit Clinic List Button

3. On this window, the user can edit the name of the clinic list, as well as add or delete any clinic(s) included (see **Figure 43**).

Edit Clinic List

Select Facility
FT WORDEN VAMC (958)

Clinic List Name (*Required)
TEST TW 2

☐ Set as default Clinic List

Search and Add Clinics:
Search for clinics...

24HR TEST +
6483 TEST +
6483 TEST LINIC +
958 CLINIC +
ABC +
ACCESSIBILITY CLINIC +

[Add All](#)

Current Clinic List (Max 75):
Search list...

No selected clinics

0 of 75 (maximum) selected

[Cancel](#) [Save Changes](#)

Figure 43: Edit Clinic List Window

4. Once all edits have been made, the user will need to select the “Save Changes” button, seen in **Figure 44**, to save the edits to the clinic list.

Figure 44: Save Changes Button for Edit Clinic List

- ❖ *Note: The user can select the “Cancel” button seen in Figure 45 to exit editing a clinic list and go back to the Clinic List Management page.*

Figure 45: Cancel Button for Edit Clinic List Window

3.3 Delete a Personal Clinic List

1. To delete a clinic list, the user will need to select the ellipsis, seen in **Figure 46**, next to any clinic list within the grid.

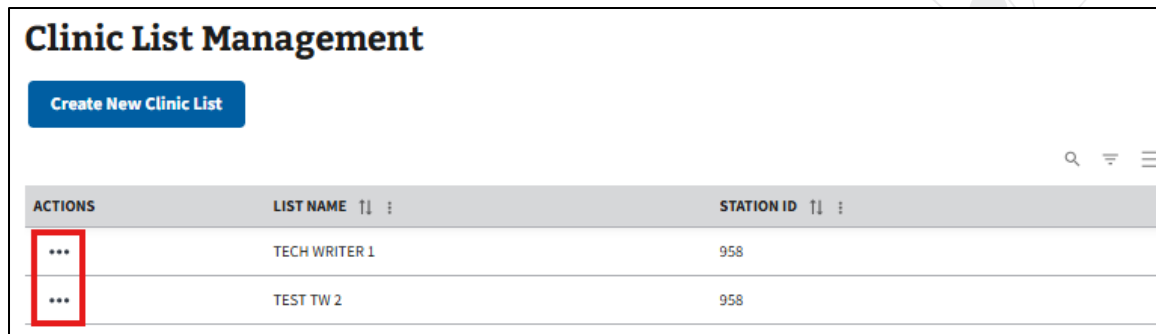


Figure 46: Action Menu Button for Deleting Clinic List

- This will cause the action menu to appear. The user will then need to select the “Delete List” button, seen in **Figure 47**.

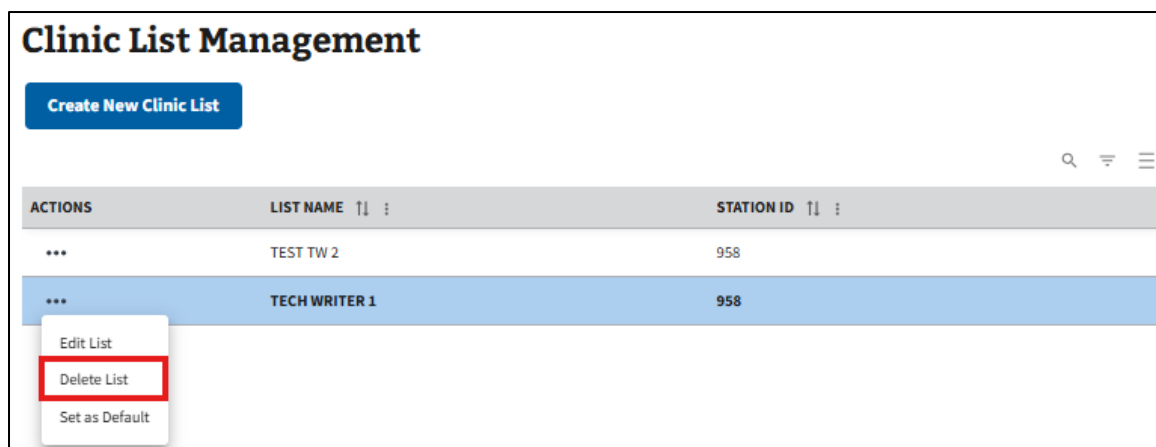


Figure 47: Delete Clinic List Button in the Clinic List Management Action Menu

- ❖ *Note: The default clinic list is unable to be deleted and the “Delete List” button will always be disabled for that list (see **Figure 48** for example).*

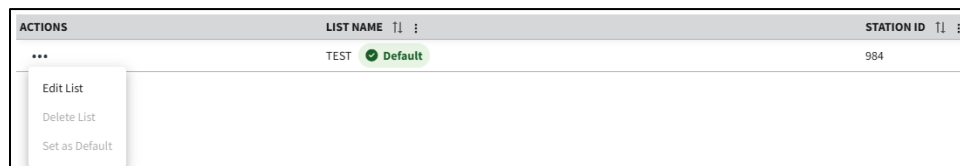


Figure 48: Example of Delete Clinic List Button Disabled for Default List

- The Delete Clinic List window will appear. The user can then select the “Delete List” button, shown in **Figure 49**, to confirm clinic list deletion.

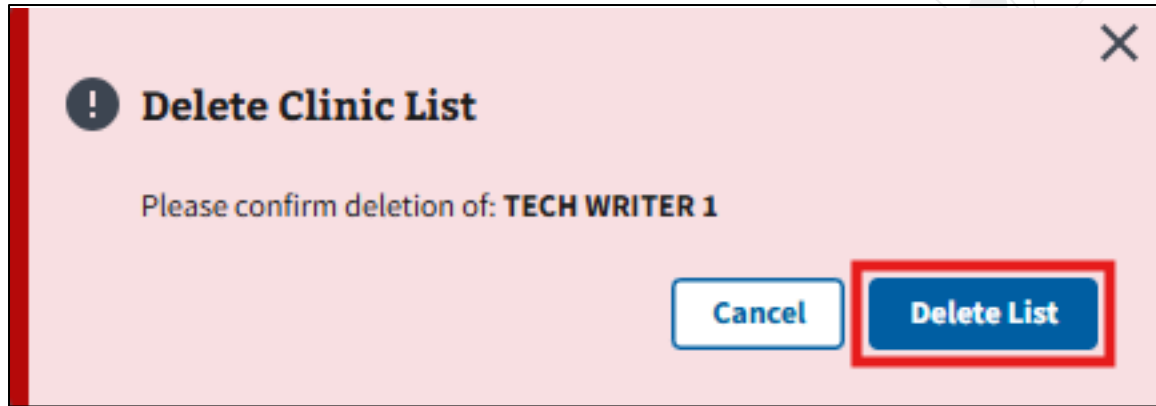


Figure 49: Delete List Button

- ❖ *Note: The user can select the “Cancel” button seen in **Figure 50** to exit deleting a clinic list and go back to the Clinic List Management page.*

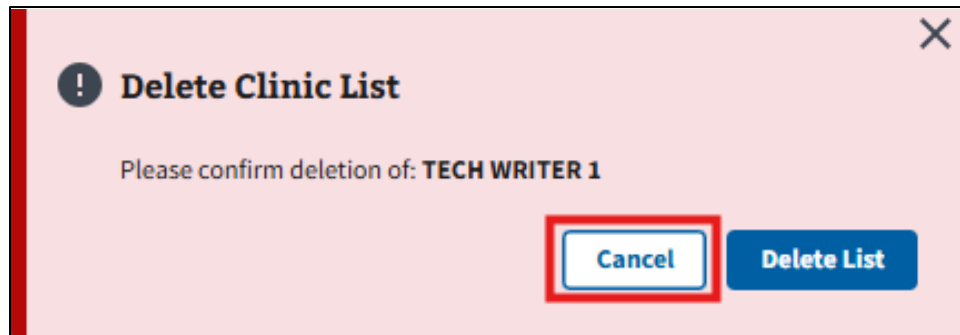


Figure 50: Cancel Button for Delete Clinic List Window

4. Daily Appointment and Workflow List

4.1 Daily Appointment List

*Disclaimer: The Daily Appointment List and Daily Workflow List pages both share similar functionality. Please see the **4.3 Commonalities for Both List Pages** section for steps on how to complete actions for either page.*

The Daily Appointment List page can be navigated to by selecting the “Appointment List” tab shown in **Figure 51**.

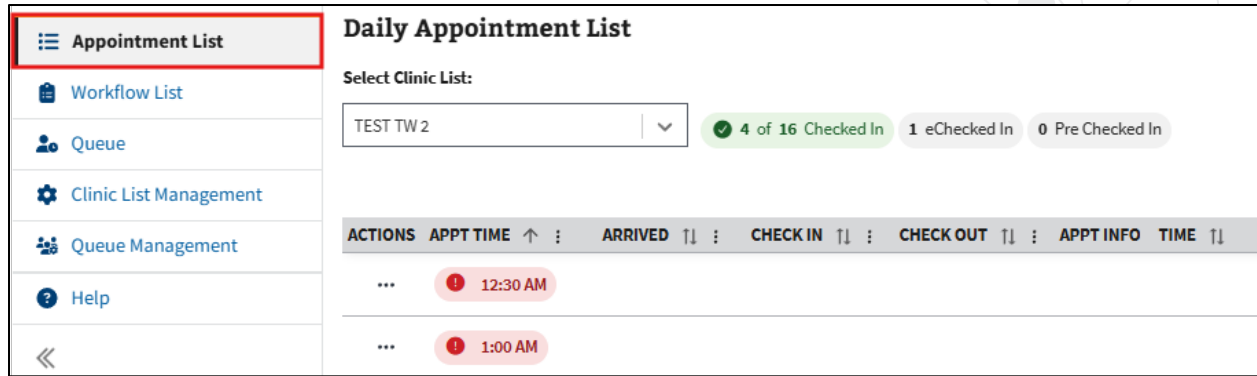


Figure 51: Daily Appointment List Page

Once a clinic list is created and appointments are made within one of the clinics included, the grid will populate with information on the Daily Appointment List page for clinical staff to view and track. The Daily Appointment List displays all current day appointments for the clinics under the selected clinic list. It also tracks patient attributes like Current Check-In Step, Pre-Check-In status, E-Check-In status, Demographics, and Insurance indicators.

- ❖ *Note: Users can use the dropdown button, shown in **Figure 52**, to select a different clinic list.*

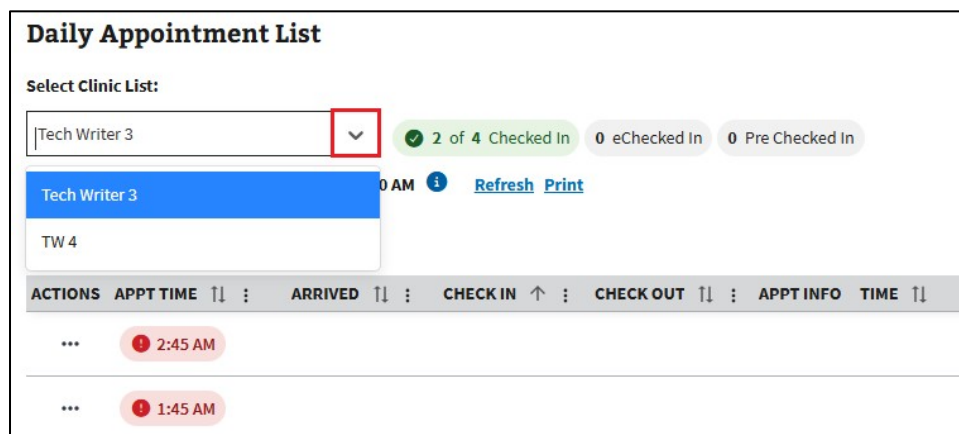


Figure 52: Select Clinic List Dropdown for Daily Appointment List

- ❖ *Note: Users can select a patient's name from the Daily Appointment List to copy it to their clipboard.*

4.1.1 Patient Arrived

1. To mark a patient has arrived, the user will need to select the ellipsis, seen in **Figure 53**, next to an eligible patient within the grid.

ACTIONS	APPT TIME ↑↓	ARRIVED ↑↓	CHECK IN ↑	CHECK OUT ↑↓	APPT INFO	TIME ↑↓	CLINIC ↑↓
...	2:45 AM						TEST VIHA MIDNIGHT CLINIC-1
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1
...	12:30 AM	Yes	9:20 AM		01:33		TEST VIHA MIDNIGHT CLINIC-1

Figure 53: Action Menu button for Patient Arrival

- This will cause the action menu to appear. The user will then need to select the “Patient Arrived” option, seen in **Figure 54**.

ACTIONS	APPT TIME ↑	ARRIVED ↑↓	CHECK IN ↑↓	CHECK OUT ↑↓	APPT INFO	TIME ↑↓	CLINIC ↑↓
...	12:30 AM						TEST VIHA MIDNIGHT CLINIC-1
Expanded Details							TEST VIHA MIDNIGHT CLINIC-3
Patient Arrived							TEST VIHA MIDNIGHT CLINIC-1
After-Visit Summary							TEST VIHA MIDNIGHT CLINIC-3
Appointment Comments							TEST VIHA MIDNIGHT CLINIC-2
Current Day Appointments							TEST VIHA MIDNIGHT CLINIC-1
Medications							TEST VIHA MIDNIGHT CLINIC-2
Messages							TEST VIHA MIDNIGHT CLINIC-1
Pre-Visit Summary							TEST VIHA MIDNIGHT CLINIC-2
...	3:00 AM						

Figure 54: Patient Arrived Button

- This will cause the Confirm Workflow Status Change window to appear. From here, the user will need to select the “Confirm Change” button, seen below in **Figure 55**, to mark the patient as arrived.



Confirm Workflow Status Change

Patient: TESTSAME,TESTTWO

New Workflow Status: Arrived

Close
Confirm Change

Figure 55: Confirm Workflow Status Change Window for Patient Arrival

- ❖ *Note: The user can select the “Close” button seen in **Figure 56** to cancel the workflow status change. This will take the user back to the Daily Appointment List page.*



Figure 56: Close Button for Patient Arrival

4. Confirming status change will cause the Daily Appointment List grid to update and display a green “Yes” in the Arrived column (see **Figure 57** for example).

ACTIONS	APPT TIME ↑↓ :	ARRIVED ↑↓ :	CHECK IN ↑ :	CHECK OUT ↑↓ :	APPT INFO	TIME ↑↓	CLINIC ↑↓ :
...	2:45 AM						TEST VIHA MIDNIGHT CLINIC-1
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1
...	12:30 AM	Yes	9:20 AM			01:36	TEST VIHA MIDNIGHT CLINIC-1
...	4:00 AM	Yes	9:44 AM			01:12	TEST VIHA MIDNIGHT CLINIC-1

Figure 57: Example of Confirming Patient Arrival

- ❖ *Note: When a patient is checked in via ISS or VS GUI, the patient will automatically be marked as arrived within the grid. The Arrived column will also display a green “Yes” if the patient’s status is anything past “Checked In.”*

4.1.2 Printing

Users can print from the Daily Appointment List page. Selecting the “Print” button, seen in **Figure 58**, will prompt the user to open or save a PDF file, where the ability to print the list is accessible.

Select Clinic List:

TEST TW 2 4 of 16 Checked In 1 eChecked In 0 Pre Checked In

Appointment data last refresh: 06/18/26 @ 12:47 PM Refresh Print

Reset Filters

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC
...	12:30 AM						TEST VIHA MIDNIGHT CLINIC-1
...	1:00 AM						TEST VIHA MIDNIGHT CLINIC-3
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1

Figure 58: Print List Button

4.2 Daily Workflow List

*Disclaimer: The Daily Appointment List and Daily Workflow List pages both share similar functionality. Please see the **4.3 Commonalities for Both List Pages** section for steps on how to complete actions for either page.*

The Daily Workflow List page can be navigated to by selecting the “Workflow List” tab shown in **Figure 59**.

Appointment List

Workflow List

Queue

Clinic List Management

Queue Management

Help

«

Daily Workflow List

Select Clinic List:

TEST TW 2 4 of 16 Checked In 1 eChecked In 0 Pre Checked In

Quick Filters: Checked In Only Hide Completed Appts

ACTIONS	PATIENT	FLAGS	CLINIC	APPT TIME
...	VIHA,TEST THREE 5410 02/12/1977 (49y)		TEST VIHA MIDNIGHT CLINIC-1	12:30 AM
...	VIHA,SENSITIVE PATIENT 0886 04/21/1964 (62y)	SR	TEST VIHA MIDNIGHT CLINIC-3	1:00 AM

Figure 59: Daily Workflow List Page

Once a clinic list is created and appointments are made within one of the clinics included, the clinic list will show up in the Daily Workflow List for the clinical staff to view. The Daily Workflow List page shows a patient’s current workflow status and allows users to track and change the status of the workflow.

❖ *Note: Users can use the dropdown button shown in **Figure 60** to view different clinic lists.*

Daily Workflow List

Select Clinic List:

Tech Writer 3  2 of 4 Checked In 0 eChecked In 0 Pre Checked In

Tech Writer 3 2 AM [Refresh](#)

TW 4 Deleted Appts Reset Filters

ACTIONS	PATIENT	FLAGS	CLINIC	APPT TIME	CHECK IN	CHECK OUT	APPT
...	VIHA,TEST THREE 5410 02/12/1977 (49y)		TEST VIHA MIDNIGHT CLINIC-1	12:30 AM	9:20 AM		
...	VIHA,TEST ONE 0044 09/27/1980 (45y)		TEST VIHA MIDNIGHT CLINIC-1	1:45 AM			
...	VIHA,SENSITIVE PATIENT 0886 04/21/1964 (62y)	SR	TEST VIHA MIDNIGHT CLINIC-1	2:45 AM			

Figure 60: Select Clinic List Button for Daily Workflow List

- ❖ *Note: Users can select a patient's name from the Daily Workflow List to copy it to their clipboard.*

4.2.1 Change A Workflow Status

- To change a patient's workflow status, the user will need to navigate to the Workflow Status column seen in **Figure 61**.

TIME	CHECK IN	CHECK OUT	APPT INFO	TIME	WORKFLOW STATUS	MEMO
12:30 AM	9:20 AM		01:43	Arrived		New
1:45 AM				- Select -		New
2:45 AM				Call Back		New
00 AM	9:44 AM		01:19	Arrived		New

Figure 61: Workflow Status Column

- The user will then need to expand the dropdown menu and select the appropriate status from the options listed (see **Figure 62** for example).

The screenshot shows a table with columns: TIME, CHECK IN, CHECK OUT, APPT INFO, TIME, WORKFLOW STATUS, and MEMO. The 'WORKFLOW STATUS' column has a dropdown menu open, showing a list of status options. The options are: Contact Patient, Contact Patient Again, No Show, Status Unknown, Arrived, Call Back, Call Back Again, Needs Clerk, With Clerk, Needs Tech/Other, With Tech/Other, Needs LPN, With LPN, Needs RN, With RN, and Needs Provider. The 'Arrived' status is currently selected in the table row above the dropdown.

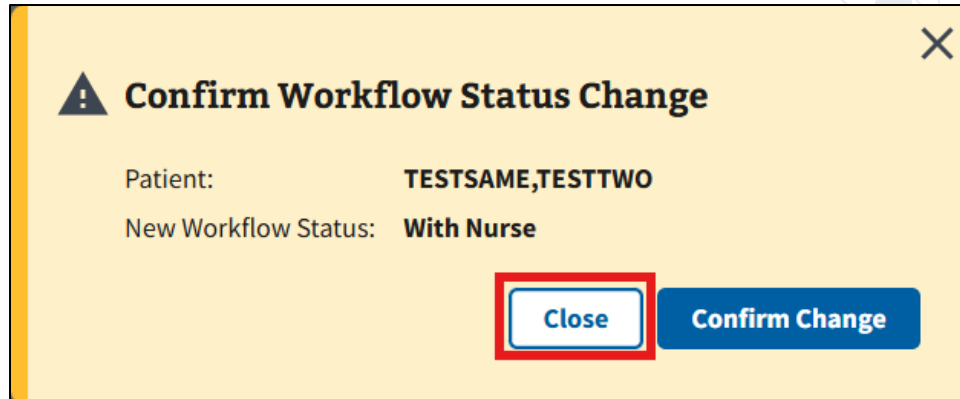
Figure 62: Example of Workflow Status Options

- After selecting a status, the Confirm Workflow Status Change window will display asking the user to confirm. The user will need to select the “Confirm Change” button, seen below in **Figure 63**, to save a patient’s status.

The screenshot shows a confirmation window titled "Confirm Workflow Status Change". It contains the following information: Patient: TESTSAME,TESTTWO; New Workflow Status: With Nurse. At the bottom, there are two buttons: "Close" and "Confirm Change". The "Confirm Change" button is highlighted with a red border.

Figure 63: Confirm Workflow Status Change Window

- ❖ Note: The user can select the “Close” button seen in **Figure 64** to cancel the workflow status change. This will take the user back to the Daily Workflow List page.



Confirm Workflow Status Change

Patient: **TESTSAME,TESTTWO**

New Workflow Status: **With Nurse**

Close **Confirm Change**

Figure 64: Close Button for Workflow Status Change

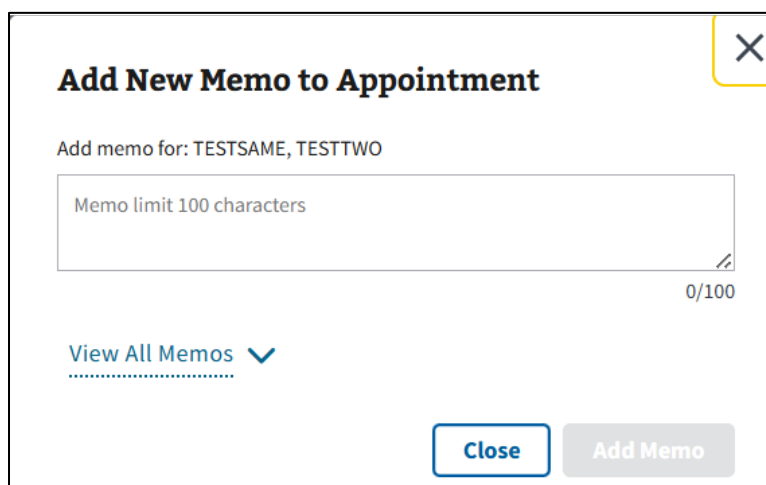
4.2.2 Memos

1. To add a memo to patient appointments, the user can select the “New” button shown in **Figure 65**.

TIME ↑	CHECK IN ↑	CHECK OUT ↑	APPT INFO	TIME ↑	WORKFLOW STATUS ↑	MEMO
1:30 AM	✓ 9:20 AM		01:47	Arrived	▼	New
1:45 AM				- Select -	▼	New
2:45 AM				Call Back	▼	New
00 AM	✓ 9:44 AM		01:23	Arrived	▼	New

Figure 65: New Memo Button

2. The user will be brought to the Add New Memo to Appointment window, shown in **Figure 66**. From here, users may add a memo that is up to 100 characters.



Add New Memo to Appointment

Add memo for: TESTSAME, TESTTWO

Memo limit 100 characters

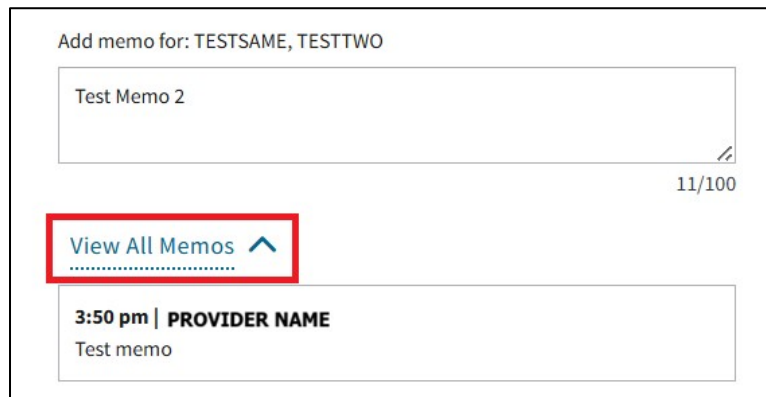
0/100

[View All Memos](#) ▼

Close **Add Memo**

Figure 66: Add New Memo to Appointment Window

- ❖ *Note: Users may also choose to view all previous memos from this page. Simply select the “View All Memos” button, shown in **Figure 67**, to expand the window with all previously entered memos.*



Add memo for: TESTSAME, TESTTWO

Test Memo 2

11/100

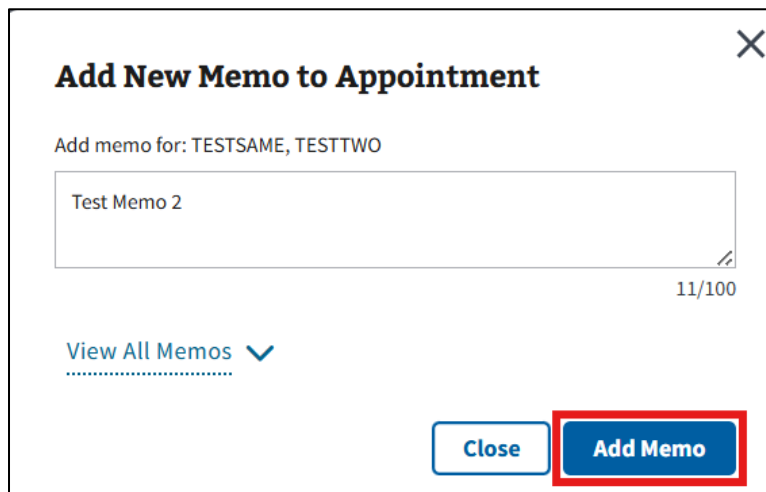
View All Memos ^

3:50 pm | PROVIDER NAME

Test memo

Figure 67: View All Memos Button

- Once the memo has been entered, select the “Add Memo” button, shown in **Figure 68**, to add the memo to the appointment.



Add New Memo to Appointment X

Add memo for: TESTSAME, TESTTWO

Test Memo 2

11/100

View All Memos v

Close Add Memo

Figure 68: Add Memo Button

- ❖ *Note: The user can select the “Close” button seen in **Figure 69** to cancel adding a memo to an appointment. This will take the user back to the Daily Workflow List page.*

Figure 69: Close Button for Add New Memos Window

4. The user will then return to the Daily Workflow List page, where the memo will be displayed in the Memo column of the related appointment with a timestamp and the initials of the user (see **Figure 70** for example).

Quick Filters: Checked In Only Hide Completed Appts						Reset Filters
TIME ↑ ↓	CHECK IN ↑ ↓	CHECK OUT ↑ ↓	APPT INFO	TIME ↑ ↓	WORKFLOW STATUS ↑ ↓	MEMO
11:30 AM	9:20 AM		01:48	Arrived		11:08 am BN Test New

Figure 70: Example of Memo Entered on Appointment

- ❖ **Note:** When users add more than one memo to an appointment, the “All” button will appear in the Memo column of the grid as seen in **Figure 71**. When selected, the user will be brought to the View All Memos for Appointment window where they can see all previous memos for the appointment, as well as who made the memo and what time it was created.

TIME ↑ ↓	WORKFLOW STATUS ↑ ↓	MEMO
01:50	Arrived	11:10 am BN TEST 2 All New
	- Select -	New
	Call Back	New
01:26	Arrived	New

Figure 71: View All Memos Button on the Daily Workflow List Page

4.2.3 Quick Filters

Users can easily toggle on and off general filters via the Quick Filters feature on the Daily Workflow List page (see **Figure 72**).

Figure 72: Quick Filters Example

❖ *Note: Please see section 2.3 Filters for more information on filters.*

4.3 Commonalities for Both List Pages

The Daily Appointment List and Daily Workflow List pages both share similar functionality. Please see the sections below for steps on how to complete actions for either page.

4.3.1 General Grid Information

4.3.1.1 Refresh

Users can refresh the grid from the Daily Appointment and Daily Workflow List pages. Selecting the “Refresh” button, seen in **Figure 73**, engages the page to refresh and allows any new information to display. Please be aware that the table will refresh automatically every two minutes with updated information.

Figure 73: Refresh List Button

4.3.1.2 Checked in Appointments

The number of Checked-in appointments, eCheck-ins, and Pre Check-ins will show on the Daily Appointment and Daily Workflow List page. Please see **Figure 74** for reference.

Daily Appointment List						
Select Clinic List:						
TEST TW 2		✓ 4 of 16 Checked In 1 eChecked In 0 Pre Checked In				
ACTIONS	APPT TIME ↑ ↓	ARRIVED ↑ ↓	CHECK IN ↑ ↓	CHECK OUT ↑ ↓	APPT INFO	TIME ↑ ↓
...	! 12:30 AM					
...	! 1:00 AM					
...	! 1:45 AM					

Figure 74: Check-In Data Example

- ❖ *Note: If a patient is more than 15 minutes late to an appointment, the appointment time will display in red with an “!” icon, as seen in **Figure 75**.*

FLAGS	CLINIC ↑ ↓	APPT TIME ↑ ↓	CHECK IN ↑ ↓	CHECK OUT ↑ ↓	APPT INFO	TIME ↑ ↓
	TEST VIHA MIDNIGHT CLINIC-1	12:30 AM	✓ 9:20 AM			01:53
	TEST VIHA MIDNIGHT CLINIC-1	! 1:45 AM				
SR	TEST VIHA MIDNIGHT CLINIC-1	! 2:45 AM			It is more than 15 minutes past the appointment start time. Patient is not checked in.	
	TEST VIHA MIDNIGHT CLINIC-1	4:00 AM	✓ 9:44 AM			01:29

Figure 75: Late Patient Example

*Note: If a patient has been checked in during a refresh, the row will highlight yellow, a blue dot indicator icon will appear in the actions and check in columns, and a toast will appear at the top of the page indicating there has been at least one new checked in patient since last refresh. For more information about alert notifications, please see **7.1 Alert Notifications**.*

4.3.1.3 Check In Column

The Daily Appointment and Daily Workflow List both contain a Check In column within the grid. This column will be blank if the patient has not been checked in or the time of check in.

4.3.1.4 Check Out Time Column

The Daily Appointment and Daily Workflow List both contain a Check Out column within the grid. This column will be blank if the patient has not been checked out or the time of check out.

4.3.1.5 Time Column

The Daily Appointment and Daily Workflow List both contain a Time column within the grid. This column will display the total care time for the visit, i.e., from check-in to check-out. The column will remain blank for patients who have not checked in.

4.3.1.6 Icon Indicators

Users can hover over icons within PCICSV to see a brief description about what the icon is indicating (see **Figure 76** for an example of Walk-In Appointment and Patient eCheck In). For a full list of icons and flags in the application, please see sections **7.2 Icon Descriptions** and **7.3 Flag Descriptions**.

ACTIONS	APPT TIME ↑↓	ARRIVED ↑	CHECK-IN TIME ↑↓	APPT INFO	CLINIC ↑↓	PAT
...	02:00	Yes	Not Checked In		TEST VIHA MIDNIGHT CLINIC-2	
...	03:00	Yes	Not Checked In		TEST VIHA MIDNIGHT CLINIC-2	
...	04:00	Yes	Not Checked In		TEST VIHA MIDNIGHT CLINIC-2	
...	01:00	Yes	Not Checked In		TEST VIHA MIDNIGHT CLINIC-3	
...	01:45	Yes	Not Checked In		TEST VIHA MIDNIGHT CLINIC-3	
...	11:00	Yes	✓ 10:59	🚶	T1135 KAREN PCICSV	
...	08:00		Not Checked In	Walk-In Appointment		
...	10:00		Not Checked In		T1135 KAREN PCICSV	
...	11:00		✓ 12:00	📱	T1135 KAREN PCICSV	
...	12:00		Not Checked In	Patient eChecked In		

Figure 76: Icon Example

- ❖ Note: When hovering over flags, the user will see more detailed information on the patient's applied flags (see **Figure 77** below).

PREF NAME ↑↓	FLAGS	DOB ↑↓	CLINIC ↑↓	APPT TIME ↑
		1980-09-27	TEST VIHA MIDNIGHT CLINIC-1	00:45
	SR	1964-04-21	TEST VIHA MIDNIGHT CLINIC-1	01:30
				01:15
				01:00
				01:45

Flag Details (1)

TESTSAME,TESTTWO

Flag Name: **HIGH RISK FOR SUICIDE** Type: **I (NATIONAL)**

Assignment Narrative:
FOR TESTING

Figure 77: Flag Information Example

4.3.2 Expanded Details

1. To access expanded details, the user will need to select the ellipsis, seen in **Figure 78**, next to a patient or an appointment within the grid.

ACTIONS	APPT TIME ↑↓	ARRIVED ↑↓	CHECK IN ↑	CHECK OUT ↑↓	APPT INFO	TIME ↑↓	CLINIC ↑↓	PATIENT
...	2:45 AM	Yes					TEST VIHA MIDNIGHT CLINIC-1	VII 08:12
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VII 00:12
...	12:30 AM	Yes	9:20 AM		01:55		TEST VIHA MIDNIGHT CLINIC-1	VII 54:12
...	4:00 AM	Yes	9:44 AM		01:31		TEST VIHA MIDNIGHT CLINIC-1	VII 12:12

Figure 78: Action Menu Button for Expanded Details

2. This will cause the action menu to appear. The user will then need to select the “Expanded Details” option, seen in **Figure 79**, where the user will be brought to the Expanded Details window.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PA
...	2:45 AM	Yes			TEST VIHA MIDNIGHT CLINIC-1		TEST VIHA MIDNIGHT CLINIC-1	VII
Expanded Details					TEST VIHA MIDNIGHT CLINIC-1		TEST VIHA MIDNIGHT CLINIC-1	VII
Patient Arrived					TEST VIHA MIDNIGHT CLINIC-1		TEST VIHA MIDNIGHT CLINIC-1	VII
After-Visit Summary		Yes	9:20 AM	01:57	TEST VIHA MIDNIGHT CLINIC-1		TEST VIHA MIDNIGHT CLINIC-1	VII
Appointment Comments		Yes	9:44 AM	01:33	TEST VIHA MIDNIGHT CLINIC-1		TEST VIHA MIDNIGHT CLINIC-1	VII
Current Day Appointments								
Medications								
Messages								
Pre-Visit Summary								

Figure 79: Expanded Details Button

- From here, the user can select the “Expand All+” button to open all of the accordions at once or individually expand each accordion by selecting the “+” button seen in **Figure 80** below.

Expanded Details

VIHA, TEST ONE
Age: 45
DOB: 1980-09-27
Flag(s):

Appointment Info
TEST VIHA MIDNIGHT CLINIC-1
Appt Info:
Appt Time: 00:45
Check-In Time: 10:28

Expand all +

Appointment Comments

+

Current Day Appointments

+

Medications

+

Messages

+

PCICSV Memos

+

Figure 80: Expanded Details Accordion Buttons

- ❖ *Note: The user can select the “X” button seen in **Figure 81** to close the Expanded Details window. This will take the user back to either the Daily Appointment or Daily Workflow List pages.*

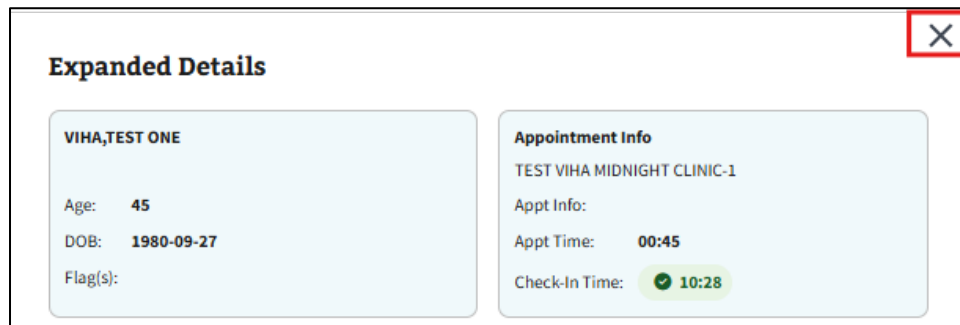


Figure 81: Close Button for Expanded Details

4.3.3 Messaging

1. On the Daily Workflow and Daily Appointment Lists pages, patients who have started or completed the eCheck-in process meet the criteria for messaging. Users will see the icon highlighted in **Figure 82** next to a patient who has completed the eCheck-In process.

ACTIONS	APPT TIME ↓	ARRIVED ↑↓	CHECK-IN TIME ↑↓	APPT INFO CLINIC ↑↓	PATIENT ↑↓	PREF N
...	12:00		Not Checked In	T1135 KAREN PCICSV	TEST, MURAKAMI BEHAVIORAL	
...	11:00	Yes	10:59	T1135 KAREN PCICSV	TEST, MURAKAMI LOCAL FLAG	
...	11:00		12:00	T1135 KAREN PCICSV	TEST, MURAKAMI FOUR	KAREN I
...	10:00		Not Checked In	T1135 KAREN PCICSV	TEST, MURAKAMI FUGITIVE TWO	

Figure 82: eCheck-In Icon for a Completed eCheck-In

2. To send a message, the user will need to select the ellipsis, seen in **Figure 83**, next to an eligible patient within the grid.

ACTIONS	APPT TIME ↓	ARRIVED ↑↓	CHECK-IN TIME ↑↓	APPT INFO CLINIC ↑↓	PATIENT ↑↓	PREF N
...	12:00		Not Checked In	T1135 KAREN PCICSV	TEST, MURAKAMI BEHAVIORAL	
...	11:00	Yes	10:59	T1135 KAREN PCICSV	TEST, MURAKAMI LOCAL FLAG	
...	11:00		12:00	T1135 KAREN PCICSV	TEST, MURAKAMI FOUR	KAREN I
...	10:00		Not Checked In	T1135 KAREN PCICSV	TEST, MURAKAMI FUGITIVE TWO	

Figure 83: Action Menu Button for Messaging

3. This will cause the action menu to appear. The user will then need to select the “Messages” option, seen in **Figure 84**, where the user will be brought to the Messages page.

ACTIONS	APPT TIME	ARRIVED	CHECK-IN TIME	APPT INFO	CLINIC	PATIENT	PREF N
...	11:00	Yes	10:59	🚶	T1135 KAREN PCICSV	TEST,MURAKAMI LOCAL FLAG	
...	11:00	Yes	12:00	📱	T1135 KAREN PCICSV	TEST,MURAKAMI FOUR	KAREN
Patient Arrived	Yes	Not Checked In			TEST VIHA MIDNIGHT CLINIC-2	VIHA,TEST TWO	
Appointment Comments	Yes	Not Checked In			TEST VIHA MIDNIGHT CLINIC-2	VIHA,TEST THREE	
Current Day Appointments	Yes	Not Checked In			TEST VIHA MIDNIGHT CLINIC-2	VIHA,SENSITIVE PATIENT	
Medications	Yes	Not Checked In			TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST ONE	
Messages	Yes	Not Checked In			TEST VIHA MIDNIGHT CLINIC-1	VIHA,SENSITIVE PATIENT	
Pre-Visit Summary	Yes	Not Checked In			TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST TWO	

Figure 84: Messages Button

- From here, the user will need to select the “New Message” button to open the dropdown and select a template from the options shown in **Figure 85**.

← Messages

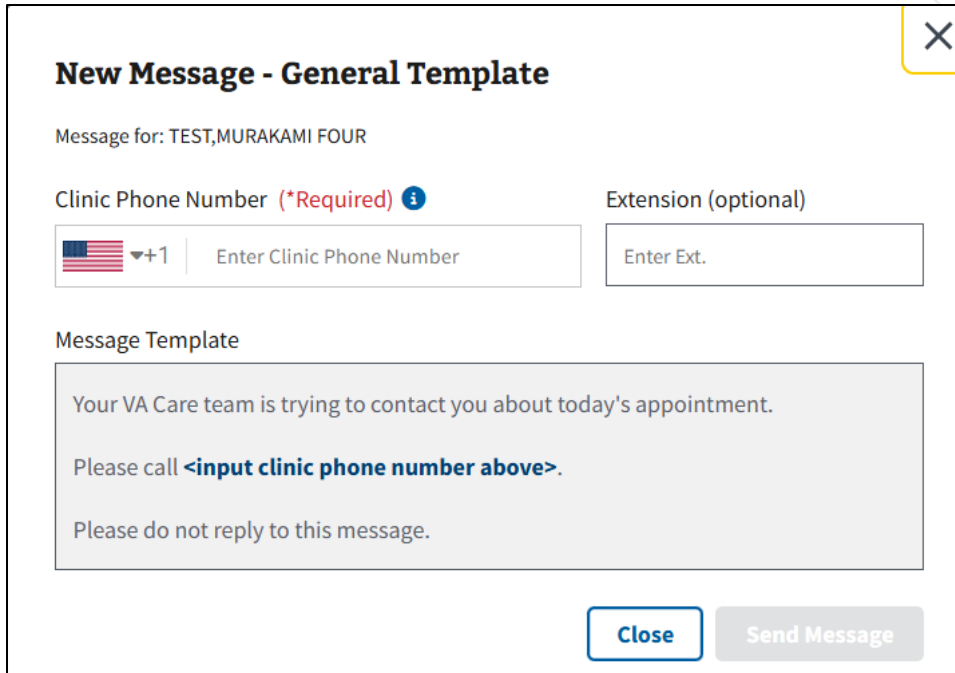
Messages for TEST,MURAKAMI FOUR
Message list current as of: Sep 26 2025 1:30:55 PM
[Refresh](#)
[New Message ^](#)

DATE AND TIME ↓	MESSAGE ↑↓	SENT BY ↑↓
This patient does not currently have any messages for this appointment.		

General Contact Patient Template
Post Lab/X-Ray Contact Template

Figure 85: New Message Dropdown Menu

- Once a template has been chosen, the New Message – (Template Name Here) window will appear (see **Figure 86** below for an example of the general new message template and **Figure 87** for an example of the Post Lab/X-Ray template).

A screenshot of a web application window titled "New Message - General Template". The window has a close button (X) in the top right corner. Below the title, it says "Message for: TEST,MURAKAMI FOUR". There are two input fields: "Clinic Phone Number (*Required)" with a dropdown menu showing a US flag and "+1", and "Extension (optional)" with a placeholder "Enter Ext.". Below these is a "Message Template" section with a text area containing: "Your VA Care team is trying to contact you about today's appointment. Please call <input clinic phone number above>. Please do not reply to this message." At the bottom right are "Close" and "Send Message" buttons.

New Message - General Template

Message for: TEST,MURAKAMI FOUR

Clinic Phone Number (*Required) ⓘ

Extension (optional)

Message Template

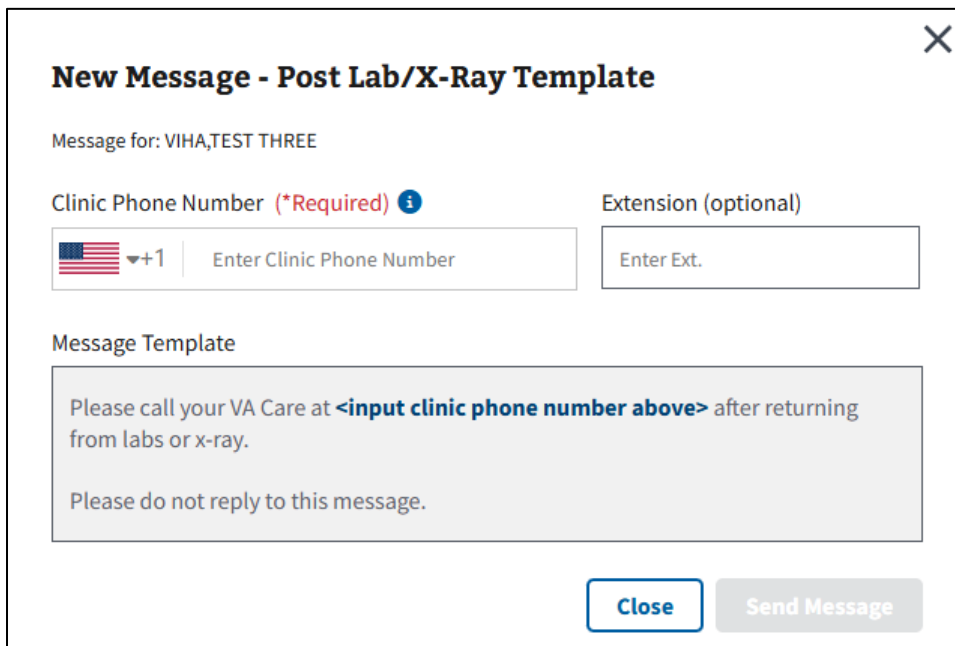
Your VA Care team is trying to contact you about today's appointment.

Please call <input clinic phone number above>.

Please do not reply to this message.

Close Send Message

Figure 86: New Message for General Template Window

A screenshot of a web application window titled "New Message - Post Lab/X-Ray Template". The window has a close button (X) in the top right corner. Below the title, it says "Message for: VIHA,TEST THREE". There are two input fields: "Clinic Phone Number (*Required)" with a dropdown menu showing a US flag and "+1", and "Extension (optional)" with a placeholder "Enter Ext.". Below these is a "Message Template" section with a text area containing: "Please call your VA Care at <input clinic phone number above> after returning from labs or x-ray. Please do not reply to this message." At the bottom right are "Close" and "Send Message" buttons.

New Message - Post Lab/X-Ray Template

Message for: VIHA,TEST THREE

Clinic Phone Number (*Required) ⓘ

Extension (optional)

Message Template

Please call your VA Care at <input clinic phone number above> after returning from labs or x-ray.

Please do not reply to this message.

Close Send Message

Figure 87: New Message for Post Lab/X-Ray Window

- Users will need to fill in the Clinic Phone Number field with a valid phone number to update the information in the message template section. Once finished, select the "Send Message" button shown in **Figure 88**.

New Message - General Template

Message for: TEST,MURAKAMI FOUR

Clinic Phone Number (*Required) ⓘ

Extension (optional)

Enter Ext.

Message Template

Your VA Care team is trying to contact you about today's appointment.

Please call +1 321 867 5309.

Please do not reply to this message.

Close Send Message

Figure 88: Send Message Button

- ❖ **Note:** The user can select the “Close” button seen in **Figure 89** to cancel creating a message. This will take the user back to the Messages page.

Message Template

Your VA Care team is trying to contact you about today's appointment.

Please call <input clinic phone number above>.

Please do not reply to this message.

Close Send Message

Figure 89: Close Button for Creating New Message

- ❖ **Note:** If the message was not sent, the Message Was Not Sent window will appear (see **Figure 90**). The user will need to close the window and retry sending the message.

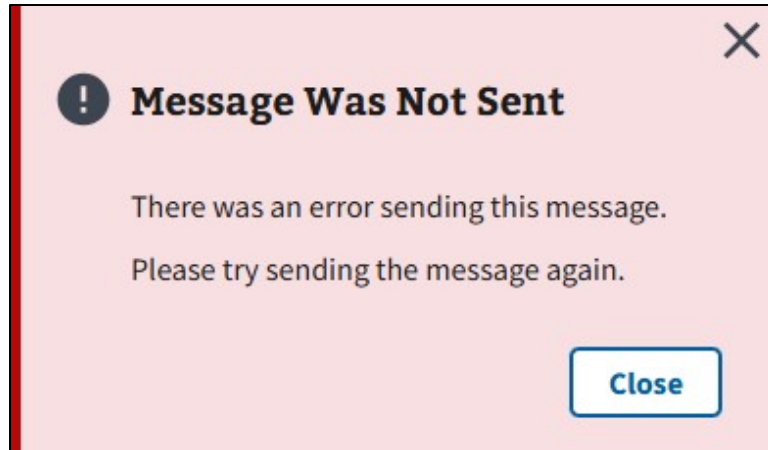


Figure 90: Message Was Not Sent Notification

4.3.4 Pre-Visit Summary

This PCICSV functionality allows users the ability to print or save a PDF format of the Pre-Visit Summary for a patient to ensure patients are informed before their appointment. This functionality is available on both the Daily Appointment and Daily Workflow List.

1. To access a patient's pre-visit summary, the user will need to select the ellipsis, seen in **Figure 91**, next to an eligible patient within the grid.

ACTIONS	APPT TIME ↑↓	ARRIVED ↑↓	CHECK IN ↑	CHECK OUT ↑↓	APPT INFO	TIME ↑↓	CLINIC ↑↓	PATIENT
...	2:45 AM	Yes					TEST VIHA MIDNIGHT CLINIC-1	VII 08:00
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VII 00:00
...	12:30 AM	Yes	9:20 AM			01:55	TEST VIHA MIDNIGHT CLINIC-1	VII 54:12
...	4:00 AM	Yes	9:44 AM			01:31	TEST VIHA MIDNIGHT CLINIC-1	VII 12:00

Figure 91: Action Menu Button for Pre-Visit Summary

2. This will cause the action menu to appear. The user will then need to select the "Pre-Visit Summary" option, seen in **Figure 92**.

ACTIONS	APPT TIME ↑ ↓	ARRIVED ↑ ↓	CHECK IN ↑ ↓	CHECK OUT ↑ ↓	APPT INFO	TIME ↑ ↓	CLINIC ↑ ↓
...	12:30 AM						TEST VIHA MIDNIGHT CLINIC-1
Expanded Details							TEST VIHA MIDNIGHT CLINIC-3
Patient Arrived							TEST VIHA MIDNIGHT CLINIC-1
After-Visit Summary							TEST VIHA MIDNIGHT CLINIC-3
Appointment Comments							TEST VIHA MIDNIGHT CLINIC-3
Current Day Appointments							TEST VIHA MIDNIGHT CLINIC-2
Medications							TEST VIHA MIDNIGHT CLINIC-1
Messages							TEST VIHA MIDNIGHT CLINIC-2
Pre-Visit Summary							TEST VIHA MIDNIGHT CLINIC-2
...	3:00 AM						

Figure 92: Pre-Visit Summary Button

- Once selected, a new tab will open in the user's browser with the pre-visit summary (see **Figure 93** for example). From here, the user can choose to print or save the pre-visit summary.

Name: Viha,Test One | DOB: 09/27/1980 (44y) | Visit Date: August 19, 2025 00:45 |
For care on evenings and weekends, please call 24 hour Telephone Care at 1-877-252-4866

Pre-Visit Summary

Viha,Test One
DOB: 09/27/1980 (44y)
Visit date: August 19, 2025
Date generated: August 19, 2025 12:23

Today's Visit

Clinic Visits

Aug 19, 2025 00:45 - Unknown Clinic

Reason For Visit

What concerns would you like your provider to address?
Do you have questions about:

- ☐ Medications
- ☐ Tests
- ☐ Diagnoses
- ☐ Referrals
- ☐ Other

Health Reminders

No health reminders due

My Ongoing Care

Primary Care Provider

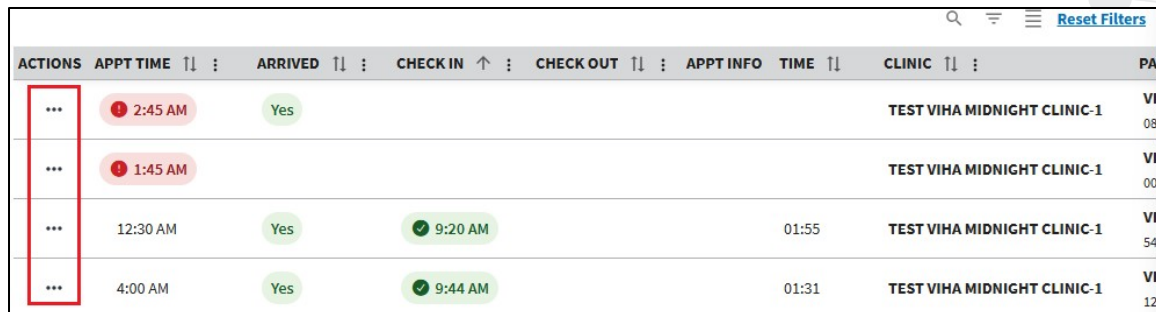
[No PACT assigned at this VA location \(Click for more\)](#)

Allergies and Adverse Drug Reactions (Signs / Symptoms)

Figure 93: Example of Pre-Visit Summary

4.3.5 Medications

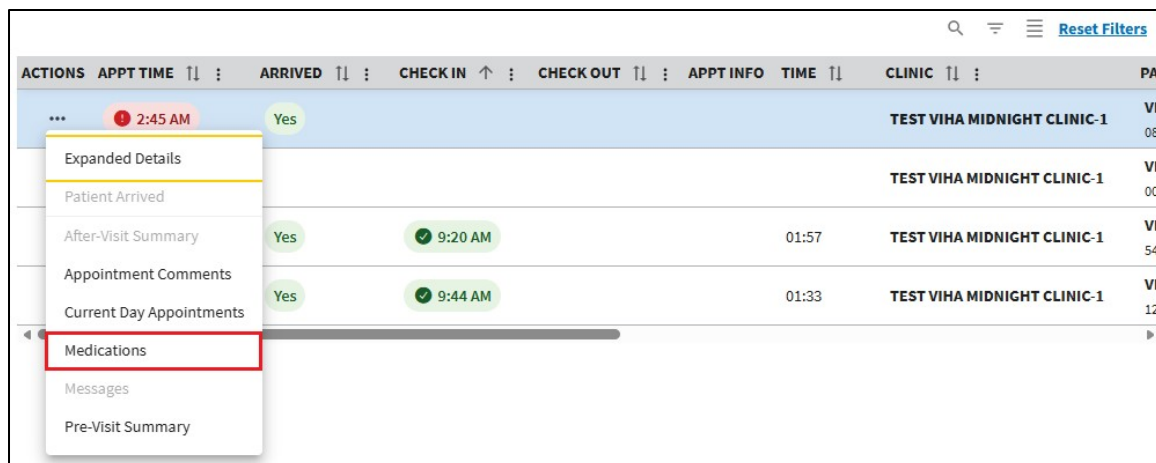
1. To access a patient's medication list, the user will need to select the ellipsis, seen in **Figure 94**, next to an eligible patient within the grid.



ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT
...	2:45 AM	Yes					TEST VIHA MIDNIGHT CLINIC-1	VII 081
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VII 004
...	12:30 AM	Yes	9:20 AM		01:55		TEST VIHA MIDNIGHT CLINIC-1	VII 541
...	4:00 AM	Yes	9:44 AM		01:31		TEST VIHA MIDNIGHT CLINIC-1	VII 121

Figure 94: Action Menu Button for Medications

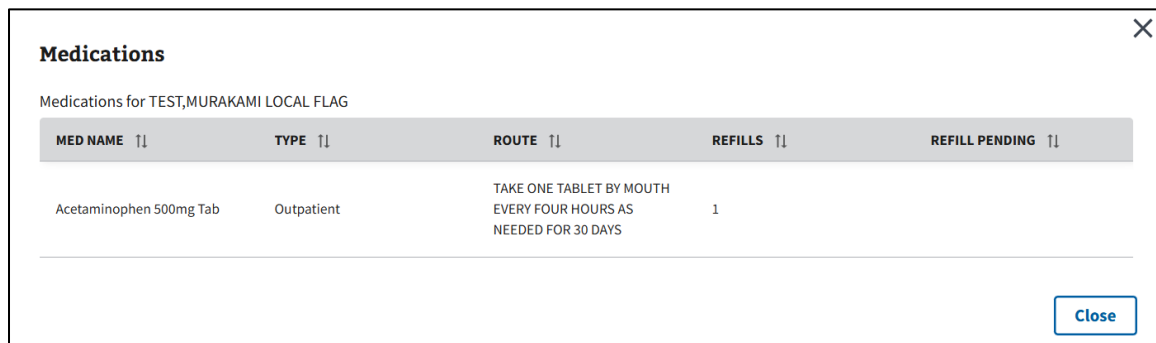
2. This will cause the action menu to appear. The user will then need to select the "Medication" option, seen in **Figure 95**.



ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT
... Expanded Details Patient Arrived After-Visit Summary Appointment Comments Current Day Appointments Medications Messages Pre-Visit Summary	2:45 AM	Yes					TEST VIHA MIDNIGHT CLINIC-1	VII 081
							TEST VIHA MIDNIGHT CLINIC-1	VII 004
		Yes	9:20 AM		01:57		TEST VIHA MIDNIGHT CLINIC-1	VII 541
		Yes	9:44 AM		01:33		TEST VIHA MIDNIGHT CLINIC-1	VII 121

Figure 95: Medications Button

3. The user will be brought to the Medications window shown below in **Figure 96**, where they can see a list of the patient's medications.



Medications				
Medications for TEST, MURAKAMI LOCAL FLAG				
MED NAME	TYPE	ROUTE	REFILLS	REFILL PENDING
Acetaminophen 500mg Tab	Outpatient	TAKE ONE TABLET BY MOUTH EVERY FOUR HOURS AS NEEDED FOR 30 DAYS	1	

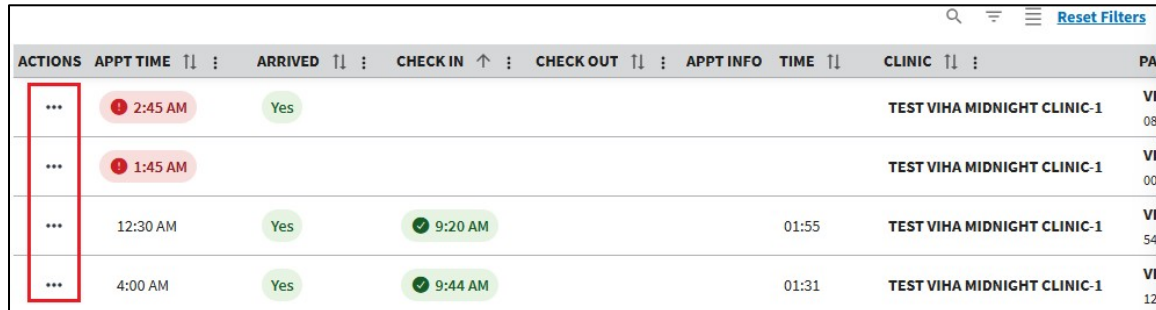
Close

Figure 96: Medications Window

4.3.6 Appointment Comments

Appointment comments will appear in the Daily Appointment and Workflow List sections when a comment is added while making an appointment in the Integrated Scheduling Solution (ISS) application.

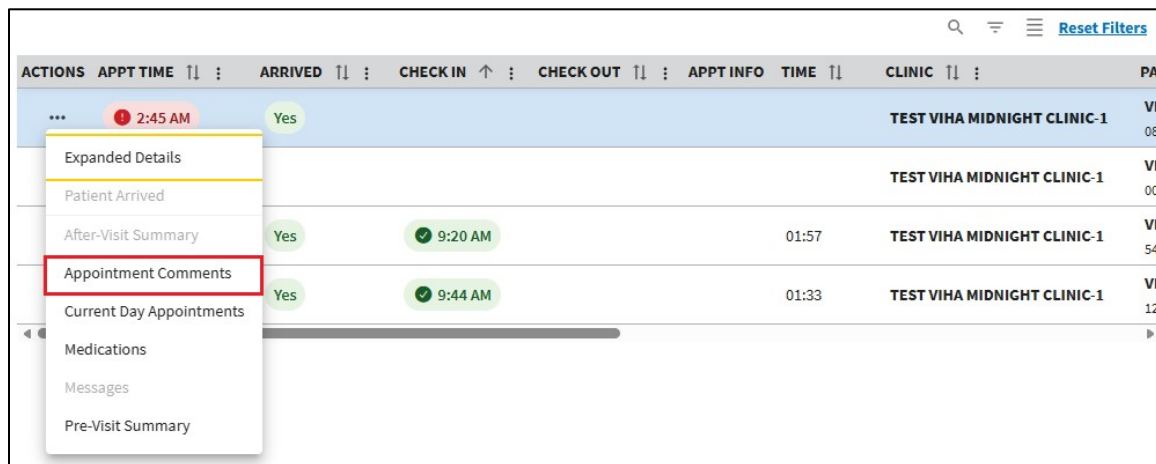
1. To access the appointment comments, the user will need to select the ellipsis, seen in **Figure 97**, next to an eligible patient within the grid.



ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PAT
...	2:45 AM	Yes					TEST VIHA MIDNIGHT CLINIC-1	VII 08
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VII 00
...	12:30 AM	Yes	9:20 AM		01:55		TEST VIHA MIDNIGHT CLINIC-1	VII 54
...	4:00 AM	Yes	9:44 AM		01:31		TEST VIHA MIDNIGHT CLINIC-1	VII 12

Figure 97: Action Menu Button for Appointment Comments

2. This will cause the action menu to appear. The user will then need to select the “Appointment Comments” option, seen in **Figure 98**.



ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PAT
... Expanded Details Patient Arrived After-Visit Summary Appointment Comments Current Day Appointments Medications Messages Pre-Visit Summary	2:45 AM	Yes					TEST VIHA MIDNIGHT CLINIC-1	VII 08
							TEST VIHA MIDNIGHT CLINIC-1	VII 00
		Yes	9:20 AM		01:57		TEST VIHA MIDNIGHT CLINIC-1	VII 54
		Yes	9:44 AM		01:33		TEST VIHA MIDNIGHT CLINIC-1	VII 12

Figure 98: Appointment Comments Button

3. The user will be brought to the Appointment Comments window, shown below in **Figure 99**, where they can see a list of the appointment comments.

Appointment Comments

Patient:TESTSAME,TESTTWO

Appt:08/19/2025 @ 08:30

Clinic:ISS F2F CLINIC

Test, Provider | 08/19/2025

Test Comment

Close

Figure 99: Appointment Comments Window

4.3.7 Current Day Appointments

- 1. To access the current day’s appointments for a patient, the user will need to select the ellipsis, seen in **Figure 100**, next to an eligible patient within the grid.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT
...	2:45 AM	Yes					TEST VIHA MIDNIGHT CLINIC-1	VII 08:30
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VII 00:00
...	12:30 AM	Yes	9:20 AM			01:55	TEST VIHA MIDNIGHT CLINIC-1	VII 54:12
...	4:00 AM	Yes	9:44 AM			01:31	TEST VIHA MIDNIGHT CLINIC-1	VII 12:00

Figure 100: Action Menu Button for Current Day Appointments

- 2. This will cause the action menu to appear. The user will then need to select the “Current Day Appointments” option, seen in **Figure 101**.

ACTIONS	APPT TIME ↑	ARRIVED ↑↓	CHECK IN ↑↓	CHECK OUT ↑↓	APPT INFO	TIME ↑↓	CLINIC ↑↓
...	12:30 AM						TEST VIHA MIDNIGHT CLINIC-1
							TEST VIHA MIDNIGHT CLINIC-3
							TEST VIHA MIDNIGHT CLINIC-1
							TEST VIHA MIDNIGHT CLINIC-3
							TEST VIHA MIDNIGHT CLINIC-2
							TEST VIHA MIDNIGHT CLINIC-1
...	3:00 AM						TEST VIHA MIDNIGHT CLINIC-2

Figure 101: Current Day Appointments Button

- The user will be brought to the Current Day Appointments window, shown below in **Figure 102**, where they can see a list of the patients' appointments for the day.

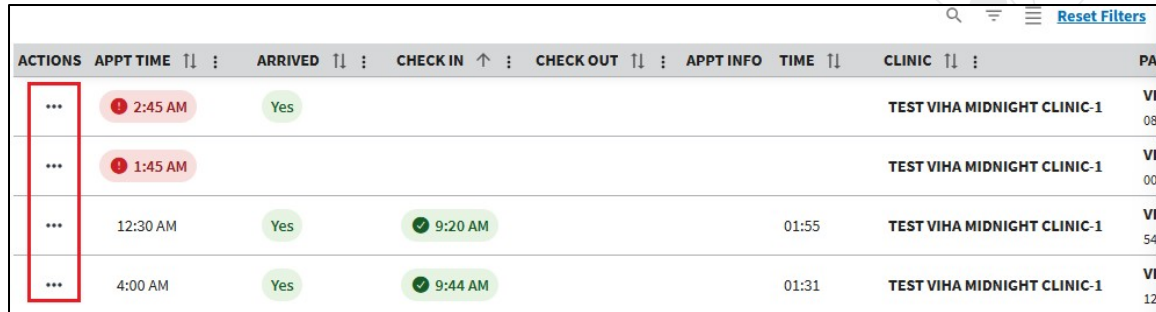
Patient Name	Appointment Date	Appointment Time	Clinic Name
VIHA,TEST TWO	8/19/2025	02:00	TEST VIHA MIDNIGHT CLINIC-2
VIHA,TEST TWO	8/19/2025	03:00	TEST VIHA MIDNIGHT CLINIC-1

Figure 102: Current Day Appointments Window

4.3.8 After Visit Summary

This PCICSV functionality allows users the ability to print or save a PDF format of the After Visit Summary for a patient to ensure patients are informed of their appointment details. This functionality is available on both the Daily Appointment and Daily Workflow List.

- To access a patient's after visit summary, the user will need to select the ellipsis, seen in Figure 103, next to an eligible patient within the grid.

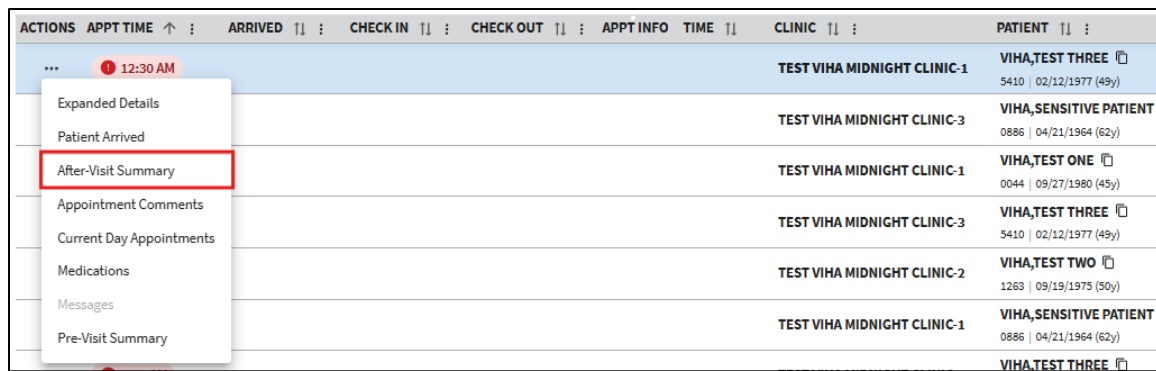


The screenshot shows a table with columns: ACTIONS, APPT TIME, ARRIVED, CHECK IN, CHECK OUT, APPT INFO, TIME, CLINIC, and PATIENT. A red box highlights the 'ACTIONS' column for the first four rows. The first two rows show '2:45 AM' and '1:45 AM' with a red clock icon. The next two rows show '12:30 AM' and '4:00 AM' with a green checkmark icon. The 'ARRIVED' column for all rows shows 'Yes'. The 'CHECK IN' and 'CHECK OUT' columns for the last two rows show '9:20 AM' and '9:44 AM' with green checkmark icons. The 'CLINIC' column for all rows shows 'TEST VIHA MIDNIGHT CLINIC-1'. The 'PATIENT' column shows 'VII 08', 'VII 00', 'VII 54', and 'VII 12'.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT
...	2:45 AM	Yes					TEST VIHA MIDNIGHT CLINIC-1	VII 08
...	1:45 AM						TEST VIHA MIDNIGHT CLINIC-1	VII 00
...	12:30 AM	Yes		9:20 AM		01:55	TEST VIHA MIDNIGHT CLINIC-1	VII 54
...	4:00 AM	Yes		9:44 AM		01:31	TEST VIHA MIDNIGHT CLINIC-1	VII 12

Figure 103: Action Menu Button for After Visit Summary

- This will cause the action menu to appear. The user will then need to select the “After-Visit Summary” option, seen in **Figure 104**.



The screenshot shows the same table as Figure 103, but with the 'ACTIONS' column for the first row expanded into a dropdown menu. The menu options are: Expanded Details, Patient Arrived, After-Visit Summary (highlighted with a red box), Appointment Comments, Current Day Appointments, Medications, Messages, and Pre-Visit Summary. The table data remains the same as in Figure 103.

ACTIONS	APPT TIME	ARRIVED	CHECK IN	CHECK OUT	APPT INFO	TIME	CLINIC	PATIENT
... Expanded Details Patient Arrived After-Visit Summary Appointment Comments Current Day Appointments Medications Messages Pre-Visit Summary	12:30 AM						TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST THREE 5410 02/12/1977 (49y)
							TEST VIHA MIDNIGHT CLINIC-3	VIHA,SENSITIVE PATIENT 0886 04/21/1964 (62y)
							TEST VIHA MIDNIGHT CLINIC-1	VIHA,TEST ONE 0044 09/27/1980 (45y)
							TEST VIHA MIDNIGHT CLINIC-3	VIHA,TEST THREE 5410 02/12/1977 (49y)
							TEST VIHA MIDNIGHT CLINIC-2	VIHA,TEST TWO 1263 09/19/1975 (50y)
							TEST VIHA MIDNIGHT CLINIC-1	VIHA,SENSITIVE PATIENT 0886 04/21/1964 (62y)
								VIHA,TEST THREE

Figure 104: After Visit Summary Button

- Once selected, a new tab will open in the user’s browser with the after visit summary (see Figure 105 for example). From here, the user can choose to print or save the document.

Name: Viha,Test Three | DOB: 02/12/1977 (49y) | Visit Date: July 15, 2026 00:30 |
 For care on evenings and weekends, please call 24 hour Telephone Care at 1-877-252-4866

After Visit Summary

Viha,Test Three
 DOB: 02/12/1977 (49y)
 Visit date: July 15, 2026
 Date generated: July 15, 2026 08:11

Today's Visit

Clinic Visits

Jul 15, 2026 00:30 - [TEST VIHA MIDNIGHT CLINIC-1](#)

You Were Diagnosed With

Vitals as of This Visit

My Treatment Plan

New Orders From This Visit

None

Other Instructions

None

Patient Education

None

My Ongoing Care

Primary Care Provider

[CHEYENNE VA...: No Local PACT; V4/693B4 ALLENTOWN OPC: A PRIMARY CARE TEAM 7](#)

Upcoming Appointments

Figure 105: Example of After Visit Summary

5. Queue Management

*Disclaimer: Only users that have SD SUPERVISOR Key assigned to them will have the Queue Management tab within PCICSV. Please see **Queue** for information on how to utilize a Queue.*

The Queue Management page can be navigated to by selecting the "Queue Management" tab shown in **Figure 106**.

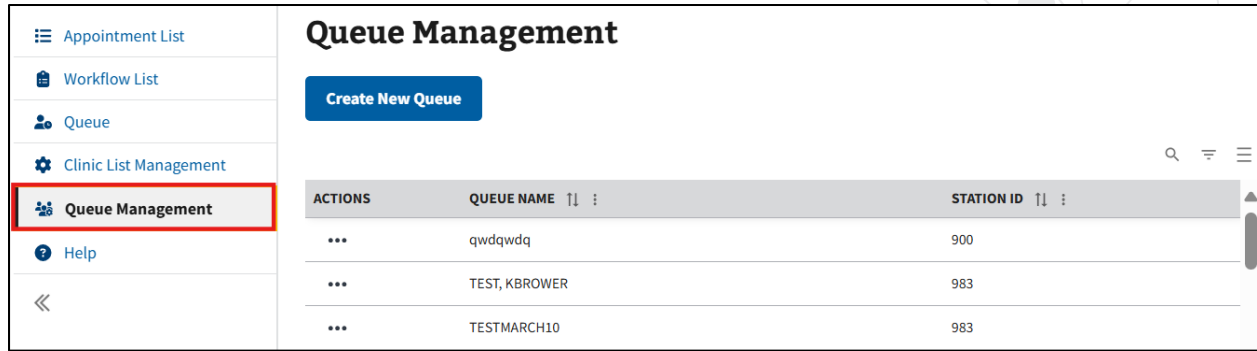


Figure 106: Queue Management Page

5.1 Creating Queues

1. To create a queue, the user will need to select the “Create New Queue” button seen in Figure 107 to open the Create Queue window.

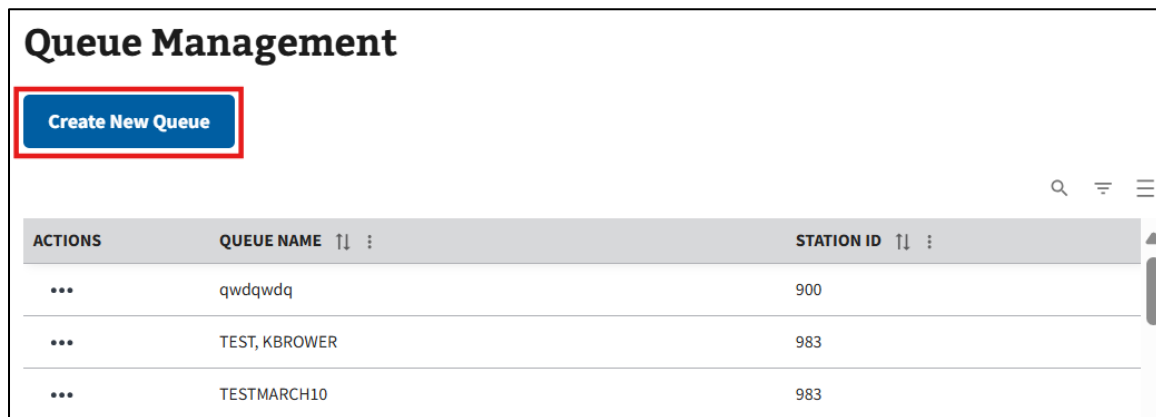


Figure 107: Create New Queue Button

2. On this window, the user will need to fill in all required information displayed in Figure 108.

Create Queue

Select Facility (*Required)

Select Facility

Queue Name (*Required)

Queue Name

Cancel Create Queue

Figure 108: Create Queue Window

❖ *Note: Queue names must be greater than 3 characters, but less than 50.*

- Once all applicable information has been filled, the user will select the “Create Queue” button, seen in Figure 109, to create the new queue.

Figure 109: Create Queue Button

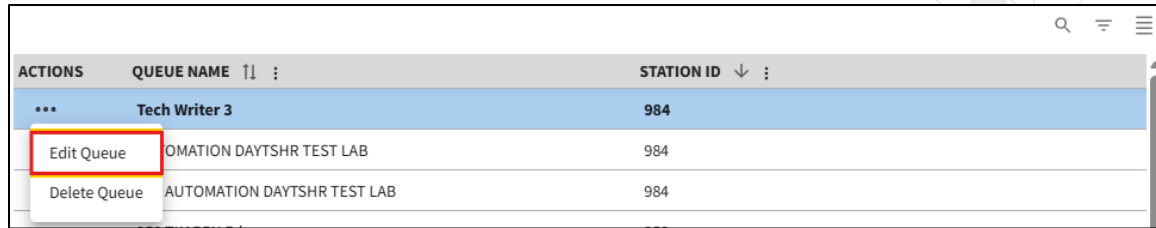
5.2 Editing Queues

- To edit a queue, the user will need to select the ellipsis, seen in Figure 110, next to any queue within the grid.

ACTIONS	QUEUE NAME	STATION ID
...	nate-test-q-959	959
...	Alisha Queue 1	959
...	ewdwewwedwed	959
...	TW Queue Test	959

Figure 110: Action Menu Button for Editing Queues

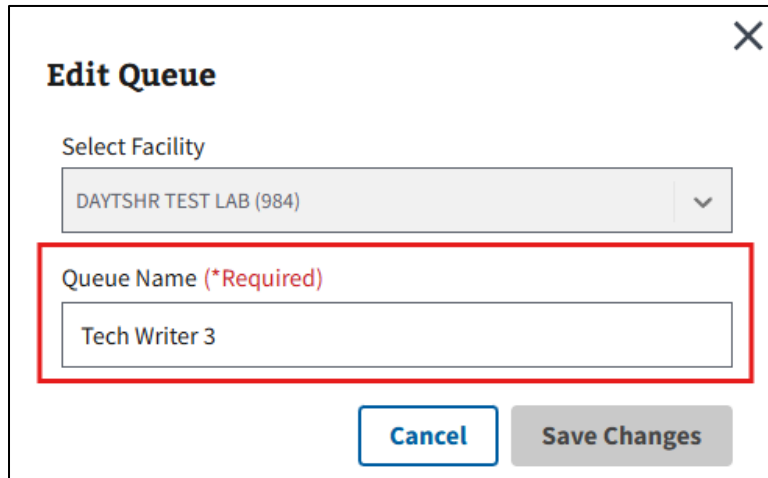
- This will cause the action menu to appear. The user will then need to select the “Edit Queue” option, seen in Figure 111, to open the Edit Queue window.



ACTIONS	QUEUE NAME ↑↓	STATION ID ↓
***	Tech Writer 3	984
Edit Queue	OMATION DAYTSR TEST LAB	984
Delete Queue	AUTOMATION DAYTSR TEST LAB	984

Figure 111: Edit Queue Button

- From here, the user can edit the queue name, as shown in Figure 112.



Edit Queue

Select Facility

DAYTSR TEST LAB (984)

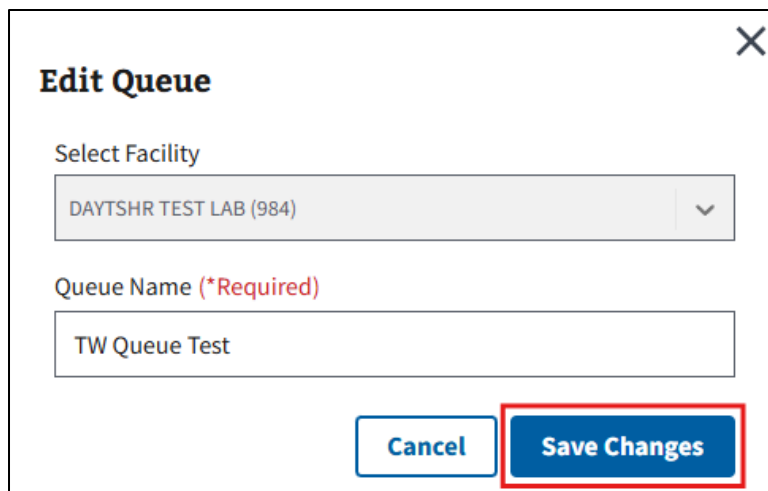
Queue Name (*Required)

Tech Writer 3

Cancel Save Changes

Figure 112: Edit Queue Window

- Once the edits have been made, the user will need to select the “Save Changes” button, seen in **Figure 113**, to save any edits to the queue.



Edit Queue

Select Facility

DAYTSR TEST LAB (984)

Queue Name (*Required)

TW Queue Test

Cancel Save Changes

Figure 113: Save Changes Button for Editing Queue

5.3 Deleting Queues

1. To delete a queue, the user will need to select the ellipsis, seen in Figure 114, next to any queue within the grid.

ACTIONS	QUEUE NAME ↑↓ ⋮	STATION ID ↑↓ ⋮
...	TW Queue Test 1	959
...	DEMO958	958
...	958-q-for-redirect	958

Figure 114: Action Menu Button for Deleting Queues

2. This will cause the action menu to appear. The user will then need to select the “Delete Queue” option, seen in **Figure 115**, to open the Delete Queue window.

ACTIONS	QUEUE NAME ↑↓ ⋮	STATION ID ↑↓ ⋮
... Edit Queue Delete Queue	TW Queue Test 1	959
	DEMO958	958
	958-q-for-redirect	958

Figure 115: Delete Queue Button

3. The user will need to select the “Delete Queue” button, shown in Figure 116, to confirm deletion.

! Delete Queue

Please confirm deletion of: **TW Queue Test 1**

Figure 116: Delete Queue Window

❖ *Note: A queue can only be deleted if no patients are assigned to it, or if the patients that are assigned to the queue are all in a complete status. If a user attempts to*

delete a queue where these requirements are not met, they will receive the notice shown below in **Figure 117**.

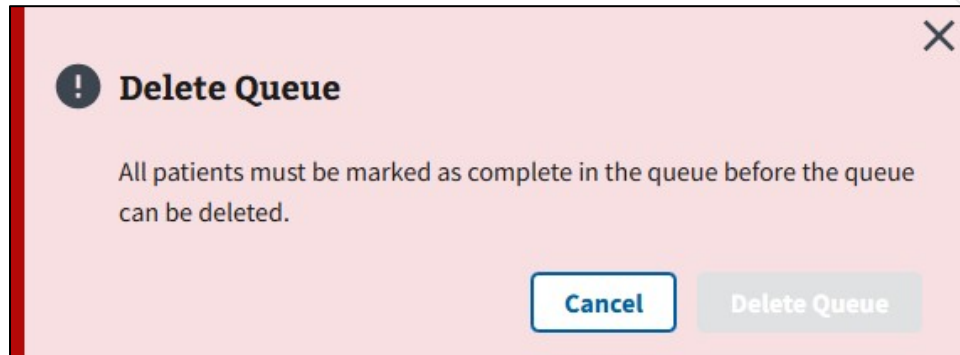


Figure 117: Queue Deletion Error

6. Queue

PCICSV allows users to add Veterans to a queue regardless of appointment or whether they are in the VA system so they can request services based on their arrival time. The Queue Page can be navigated to by selecting the “Queue” tab shown in Figure 118.

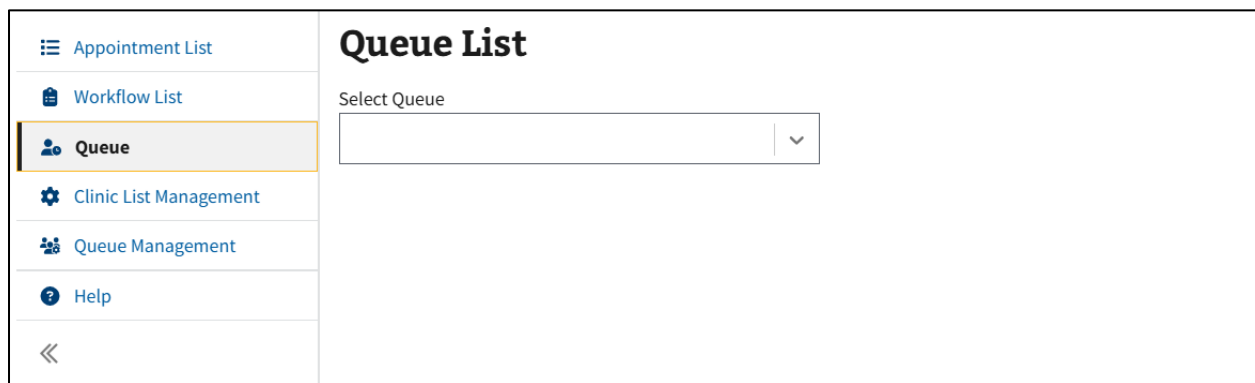


Figure 118: Queue Page

6.1 Utilizing Queues

1. To utilize queues, the user will need to select the “Select Queue” dropdown shown in Figure 119. From here, the user can either scroll and locate a queue or type and search for a specific queue.

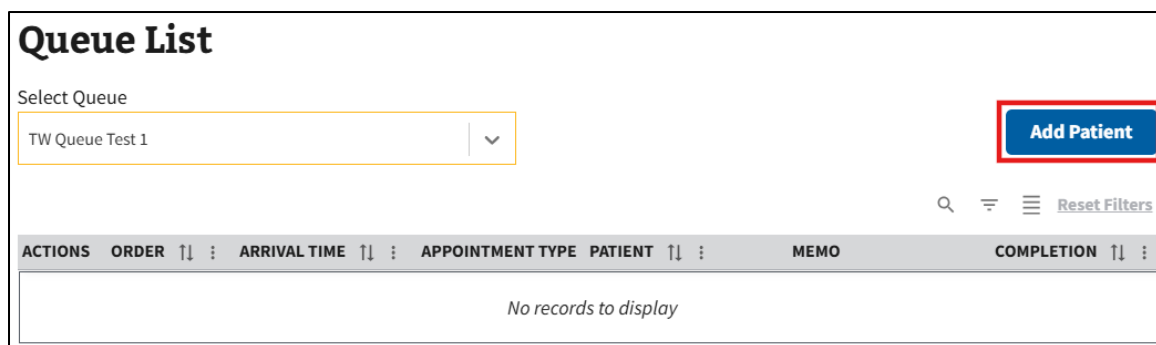


Queue List

Select Queue

Figure 119: Select Queue Dropdown

- Once the queue is selected, the Queue List page will be displayed. The user will need to select the “Add Patient” button, shown in **Figure 120**, to add patients to the queue.



Queue List

Select Queue

TW Queue Test 1

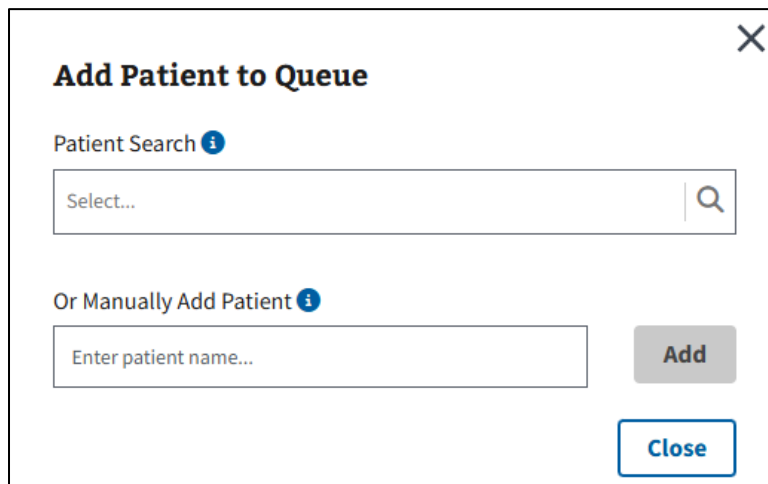
Add Patient

🔍 ⚙️ ☰ [Reset Filters](#)

ACTIONS	ORDER ↑↓	ARRIVAL TIME ↑↓	APPOINTMENT TYPE	PATIENT ↑↓	MEMO	COMPLETION ↑↓
No records to display						

Figure 120: Add Patient Button

- The Add Patient to Queue window will appear (see Figure 121 for example). On this window, the user can choose to search for a patient already in the system or manually add a patient.



Add Patient to Queue

Patient Search ⓘ

Select...

Or Manually Add Patient ⓘ

Enter patient name...

Add

Close

Figure 121: Add Patient to Queue Window

- Once either the Patient Search field or the Manually Add Patient field is populated, the user can select the “Add” button, shown in **Figure 122**, to add the patient to the queue.

Figure 122: Add Patient to Queue Button

- ❖ *Note: The user can select the “Close” button seen in Figure 123 to exit from adding a patient to the queue and return to the Queue List page.*

Figure 123: Close Button on the Add Patient to Queue Window

- The user will return to the Queue List page where the grid will refresh with the added patient. Repeat steps 2-4 to add more patients to the queue as needed.

6.2 Queue List Memos

- Users can add a memo to a specific patient in the queue by selecting the “New” button shown in **Figure 124**.

Figure 124: New Memo Button for Queue Patients

- The user will be brought to the Add New Memo to Visit window, shown in Figure 125. From here, users may add a memo that is up to 100 characters.

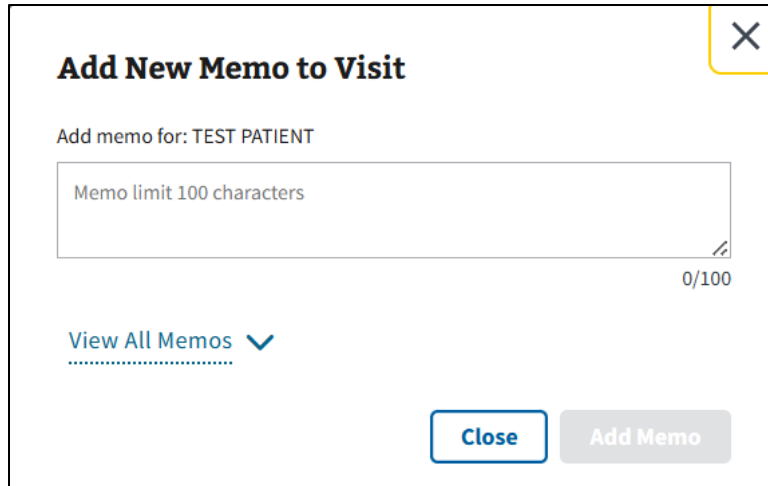


Figure 125: Add New Memo to Visit for Queue Patients

- ❖ **Note:** Users may also choose to view all previous memos from this page. Simply select the *View All Memos* button, shown in **Figure 126**, to expand the window with all previously entered memos.

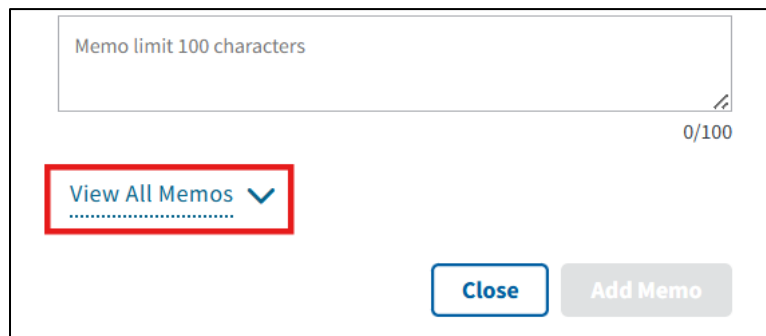


Figure 126: View All Memos Button for Queue Patients

3. Once the memo has been entered, select the “Add Memo” button, shown in Figure 127 to add the memo to the visit.

Figure 127: Add Memo Button for Queue Patients

- ❖ *Note: The user can select the “Close” button seen in **Figure 128** to cancel adding a memo to a visit. This will take the user back to the Queue List page.*

Figure 128: Close Button for Adding Memo to Visit

4. The user will then return to the Queue List page, where the memo will be displayed in the Memo column of the related patient with a timestamp and the initials of the user (see Figure 129 for example).

Select Queue					
TW Queue Test 1					
ACTIONS	ORDER ↑ ↓	ARRIVAL TIME ↑	APPOINTMENT TYPE	PATIENT ↑ ↓	MEMO
...	1	14:59	Queue	TEST 1	3:08 pm AR TEST New

Figure 129: Example of Memo Entered in Queue List

- ❖ *When users add more than one memo to a visit, the “All” button will appear in the Memo column of the grid as seen in Figure 130. When selected, the user will be brought to the View All Memos for Queued Patient window where they can see all previous memos for the visit.*

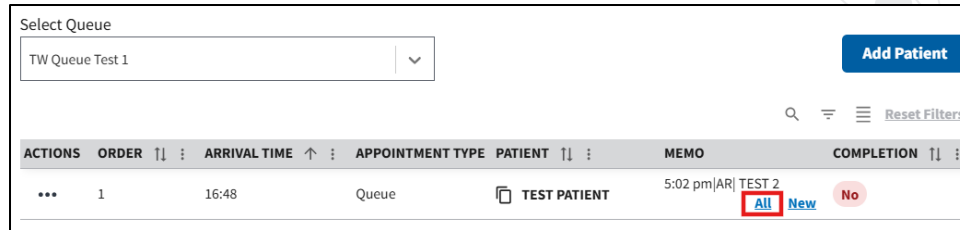


Figure 130: All Memos Button for Queue Patients

6.3 Marking Visit as Complete/Undo Mark as Complete in Queue

1. To mark a visit as complete, the user will need to select the ellipsis, seen in **Figure 131**, next to a visit within the grid.

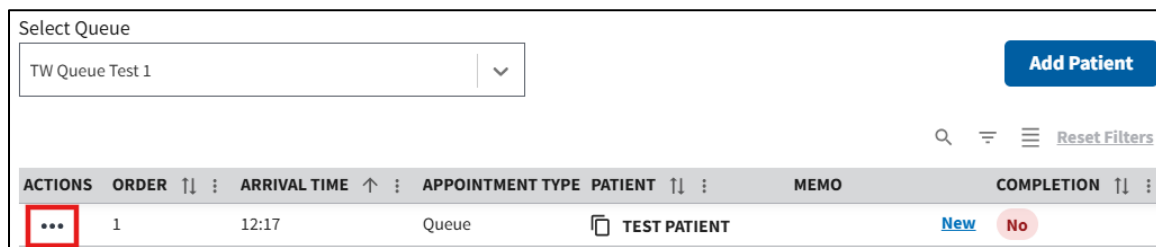


Figure 131: Action Menu Button for Marking a Patient Complete

2. This will cause the action menu to appear. The user will then need to select the “Mark as Complete” option, seen in Figure 132.

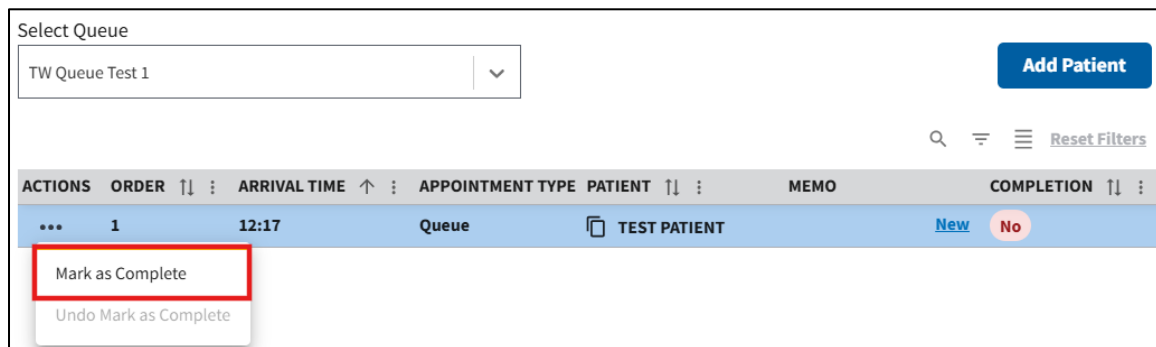


Figure 132: Mark as Complete Button

3. Once selected, the grid will refresh and mark the visit as complete (see Figure 133 for example).

Queue List

Select Queue
TW Queue Test 1

Add Patient

Reset Filters

ACTIONS	ORDER ↑↓	ARRIVAL TIME ↑	APPOINTMENT TYPE	PATIENT ↑↓	MEMO	COMPLETION ↑↓
...	1	12:17	Queue	TEST PATIENT	New	Yes

Figure 133: Patient Marked as Complete in Grid of Queue List

- If the visit is not completed and the completion needs to be undone, the user will need to select the ellipsis again and select the “Undo Mark as Complete” option, shown in Figure 134. This will cause the grid to refresh and update the visit as not completed.

Select Queue
TW Queue Test 1

Add Patient

Reset Filters

ACTIONS	ORDER ↑↓	ARRIVAL TIME ↑	APPOINTMENT TYPE	PATIENT ↑↓	MEMO	COMPLETION ↑↓
...	1	12:17	Queue	TEST PATIENT	New	Yes

Mark as Complete
Undo Mark as Complete

Figure 134: Undo Mark as Complete Button

7. Appendix

7.1 Alert Notifications

Whenever a change to the Daily Workflow List occurs, an alert notification will be displayed on the Windows taskbar (see Figure 135). Even if the PCICSV application is in the background, there will still continue to be notifications sent via the taskbar to inform staff of any changes. Changes that trigger an alert include a new appointment on the list or workflow status change.

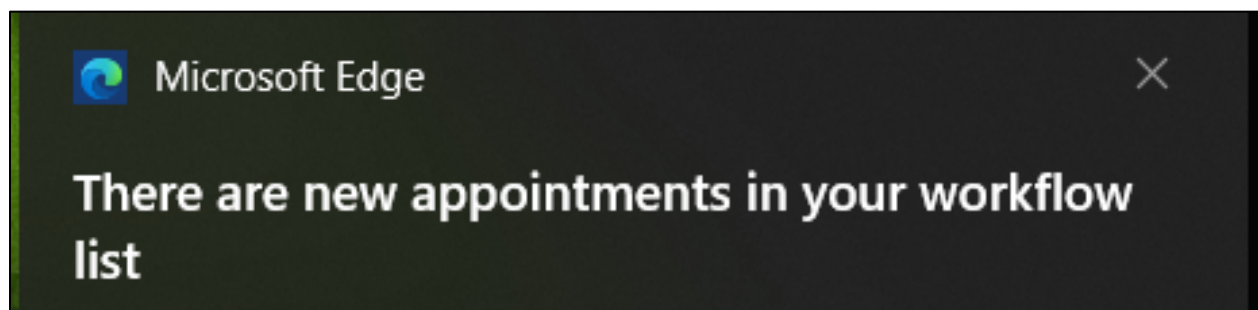


Figure 135: PCICSV Alert Notification

If there is an update on the Daily Workflow List while the user has the application open, the row added or changed will be highlighted as seen **Figure 136**.

ACTIONS	PATIENT	PREF NAME	FLAGS	DOB	CLINIC	APPT TIME	CH
...	VIHA,TEST THREE			1977-02-12	TEST VIHA MIDNIGHT CLINIC-3	01:45	N
...	VIHA,TEST TWO			1975-09-19	TEST VIHA MIDNIGHT CLINIC-2	02:00	N
...	VIHA,TEST THREE			1977-02-12	TEST VIHA MIDNIGHT CLINIC-2	03:00	N
...	VIHA,TEST TWO			1975-09-19	TEST VIHA MIDNIGHT CLINIC-1	03:00	N
...	VIHA,TEST THREE			1977-02-12	TEST VIHA MIDNIGHT CLINIC-1	03:45	N

Figure 136: Update to Daily Workflow Example

7.2 Icon Descriptions

Table 1: Icons

Icon	Description
	Denotes a walk-in appointment
	Denotes a patient has successfully eChecked In

7.3 Flag Descriptions

Table 2: Flags

Flag	Description
	Fugitive Felon
	Sensitive Record – User will see a pop-up notification before viewing a sensitive record. Viewing additional information about this patient will also be logged

	National/Local
---	----------------

7.4 Acronyms and Abbreviations

Table 3: Acronyms and Abbreviations

Term	Description
IAM	Identity and Access Management
PIV	Personal Identity Verification
SSOi	Single Sign-On Internal
VA	Department of Veterans Affairs
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture
VS	VistA Scheduling
VSE	VistA Scheduling Enhancements
PCICSV	Patient Check In Clinical Staff Viewer
ISS	Integrated Scheduling Solution