

# **VS GUI User Guide Addendum**

Release 1.7.10.1 Update





U.S. Department of Veterans Affairs Office of Information and Technology Enterprise Program Management Office



### OFFICE OF INFORMATION AND TECHNOLOGY

Enterprise Program Management Office

# **Revision History**

Date	Revision	Description	Author
09/01/2021	1.1	Increment release version to VS GUI 1.7.10.1	VSE PMO
08/20/2021	1.0	Created Release Documentation	VSE PMO Liberty IT Solutions





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# **1** Introduction

Department of Veterans Affairs (VA) Veterans Health Information Systems and Technology Architecture (VistA) Scheduling Graphical User Interface (VS GUI) module is the Windows GUI version of the Patient Information Management System (PIMS) Scheduling module. It provides appointment management functions included in PIMS Scheduling, but with the added convenience and usability of a GUI.

#### 1.1 Purpose

The Veterans Health Administration (VHA) Office of Veterans Access to Care (OVAC) requested an enterprise enhancement for the VS package that supports COVID-19 response. The enhancement reduces operating costs for VHA and improves operational efficiencies, resulting in patient-centered access to care, coordinated care, increased customer satisfaction, and the reduction of excessive cycle/wait time for scheduling patients.

#### 1.2 Overview

VS GUI is a software module that allows schedulers to make appointments quickly by viewing multiple appointment request types and multiple clinics in one screen. A scheduler can easily view patient requests for service, find the next available open appointment, view the provider's availability in multiple clinics, and track a patient's appointment process. Refer to <u>System</u> <u>Summary</u> for a more detailed description of VS GUI functionality.

#### 1.3 Disclaimers

### 1.3.1 Software Disclaimers

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#### **1.4 Project References**

#### 1.4.1 Information

The VS GUI points of contact (POCs) include:

- » OVAC Program Office REDACTED
- » OIT VistA Scheduling Enhancement (VSE) Technical Manager REDACTED
- » OVAC Emerging Technologies Project Manager REDACTED
- » OVAC Emerging Technologies Acting Legacy Program Manager REDACTED
- » OVAC Emerging Technologies VSE Subject Matter Expert (SME) REDACTED
- » OVAC Emerging Technologies VSE Subject Matter Expert (SME) REDACTED
- » OVAC Emerging Technologies VSE Subject Matter Expert (SME) REDACTED

#### VSE Resources

- » Veterans Health Administration (VHA) VSE SharePoint: REDACTED
- » VA Software Document Library (VDL) Scheduling (VSE manuals near the bottom):
- » National Return to Clinic (RTC) Order: REDACTED





## 2 System Summary

The VSE project delivers a series of enhancements to legacy VistA Scheduling Version 5.3 via the VS GUI application.

This update is for the nationally released version 1.7.10.1, which includes VS GUI 1.7.10.1 and Emergency VistA patch SD\*5.3\*792. At time of publishing, install period is projected for September 2021.

VistA Scheduling (VS) Graphical User Interface (GUI) Release 1.7.10.1 and SD\*5.3\*792 include various enhancements and defect fixes, including fixes for: comments and provider information not correctly being carried over from a canceled/no-showed recall appointment to the new appointment request, the appointment type displaying incorrectly when viewing a new appointment request from a cancelled/no-showed recall appointment, an issue with Contact Attempt (CA) coloring on appointment requests created from cancelled/no-showed recall appointments, and an issue where the user would need to manually refresh the GUI after undoing 'no-show' to get the appointment back to 'scheduled'.

Additional defects resolved include column order not being kept in the User Preferences, and an error in the Create Video Visit window where the required field Patient Integration Control Number (ICN) was missing in pre-production environments.

Enhancements in this release include updates to the code to reopen an appointment request only when certain cancellation reasons are used, open an appointment request when a recall appointment is no-showed, disable the 'Create video visit' button when a Video Visit Service (VVS) appointment already exists, disable the edit button when a VVS appointment does not exist, add 'Failure to Respond' as a disposition reason for SDEC requests, and display most recent Check-In step status in the pending appointments list and time slot viewer in VS GUI.

Visible changes to user workflow/functionality are outlined in the following sections.

# 3 Key Feature Update in Version 1.7.10.1

#### 3.1 "Failure to Respond" Disposition Reason

In previous versions, "Failure to Respond" was a disposition option only for Recall/Patient Centered Scheduling request types. As of this release, users may use this disposition reason for APPT request types, as shown below.

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VistA Scheduling										
VistA Scheduling for Division: UNASSIGNED										
Tasks System Reports										
Name:         DONA         Patient Type:         NSC VETERAN         D           Gender:         M         Street Address:         O         O           Ward:         Svc Connected: NO         9         PCP:         MHP:         I           Search:         PONA         MHP:         I         I         Search:         PONA		DOB: City/State: Sc Percent: Phone: Refresh Clear	New Req.	Date 7 Clinic 7 Status 7	Checkin Step 🐨		Print Export Reload Query Pref	VS GUI VS GUI Contact Veteran VA Ente	Keyboard Shx Resources LVSE Program Is Crisis Line - Erprise Service	
	5	Select Patient		Actions	Pending Appoint	tments	Special Needs/Preferences	Tools Pref	erences	ŀ
REQUEST V WAIT TIME AI	I Days - CO			V	SSN CA PHONE CA	LETTER TREQUES	TOR MRTC SCVISIT 🕅 TEL	EPHONE PR	JORITY 🟹 PID	T ENTER
APPT 0		DONA				PATIENT	r 🛛	GF	OUP 5 08/25/	/2021 08/18/
APPT/VETERAN Disposition >         View Request           EWL Disposition >         Edit Request										
Contact Attempts PtCSch Disposition	Death Removed/Non-VA Care Removed/Scheduled-Assigned									
Removed/VA Contract Care										
Removed/No Longer Necessary		"Recall" has been renamed to "PtCSch" (Patient Centered Scheduling)								
August - 2	2021	Entered in Error								
Sun         Mon         Tue         Wed           1         2         3         4           8         9         10         11           15         16         17         18           22         23         24         25	Thu 5 6 12 13 19 20 26 27	Failure to respond     7   Image: Constraint of the second of the secon	22 7:00 AM	WEE	K Month Tin 23 Monday	24 Tuesday	25 Wednesday VL 60 min Appt   Max OB: 9	26 Thursday	27 Frid	<b>22 - 2</b> ay

Figure 1: Failure To Respond Disposition Reason.

#### 3.2 Check-in Step Status

As part of the effort to improve veteran check-in experience, the check-in status for appointments is displayed in the pending appointments list and in the time slot viewer for each appointment. Please note that this view will only populate for sites participating in the pilot release of the veteran and will be blank for most sites and users.

👔 VistA Scheduli	ing										
	VistA Scheduling for Division: UNASSIGNED										
Tasks	System	Reports									
Name: DONA		Patient Type: NSC VETERAN	DOB:	New Req.	Date	Clinic T	Status 7	Checkin Step 🟹		Print	
Gender: M		Street Address:	City/State:		Aug 24, 2021@09:0	CHY MH 10 AM	NON-COUNT/FUTURE			Export	1
PCP:		MHP:	Phone: (666) 666-6666							Reload	Ľ
Search Patients	DONA		Refresh Clear							Query	Pref
Select Patient					Pending Appointments Special Needs/Preferences Tools P						Pref
REQUEST T	WAIT TIME A	II Days - COVID PRIORITY V PATIENT NAME		T	SSN CA PH	IONE CA LETTER	REQUESTOR MRTC	SCVISIT TELEP	PHONE PRIORITY V PID	₹ E	NTER
нчын				'Recall" has b	een renamed to "PtCS	ch" (Patient Center	ed Scheduling)				
		Schedules									

Figure 2: The Most Recent Check-In Step Status Will Be Displayed In The Pending Appointment List.

