

# **VS GUI User Guide Addendum**

Release 1.7.19.1 Update





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



Enterprise Program Management Office

## **Revision History**

Date	Revision	Description	Author
02/18/2022	1.1	<ul> <li>Incremented release version to VS GUI 1.7.19.1</li> <li>Added new section – VVS Time Zone Updates</li> </ul>	VSE PMO <mark>REDACTED</mark>
02/09/2022	1.0	Created Release Documentation	VSE PMO <mark>REDACTED</mark>



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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
- » TeleHealth & Scheduling Technical 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

#### **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 1.7.19.1, which includes VS GUI 1.7.19.1 and Emergency VistA patch SD\*5.3\*805. At time of publishing, install period is projected for February 2022.

VistA Scheduling (VS) Graphical User Interface (GUI) Release 1.7.19.1 and SD\*5.3\*805 includes several defect corrections and enhancements. These include accessibility improvements in the Help section, the Appointment Letter window, and the Reports tab, as well as back-end updates to correct a check-in step recording issue, updates to support future modernization, and changes to support future time zone conversion fixes. Functionality changes in this release, detailed in later sections, include allowing a user to update the Patient Indicated Date (PID) when rescheduling an appointment that has been Cancelled by Patient or No-Showed, and allowing the user to update the PID on a request reopened due to no-show.

## **3** Key Feature Update in Version 1.7.19.1

# **3.1** Update the Patient Indicated Date (PID) on a request reopened from appointment that is no-showed

When an appointment is no-showed or cancelled by patient, the associated request returns to the Request Management (RM) Grid. Users may now edit the PID on requests reopened due to no-show. Editing the PID on requests reopened due to patient cancellation is existing functionality.

Date 🕅	Clinic	Status 🗸	Checkin Step 🟹 📤
Feb 08, 2022@15:00	CHY ACUTE CARE 3	NO-SHOW	=

Figure 1: No-showed Appointment

REQUEST T WAIT TIME AIL Days - COVID PRIORITY T PATIENT NAME T SSN CA PHONE CA LETTER T MRTC SCVISIT T TELEPHONE PRIORITY T PL	T ENTERED T REQUESTOR	REQUESTED BY
APPT         0         PORCARO         ✓         (222) 222-2222         GROUP 1         02/0	2022 02/08/2022 PATIENT	PATIENT
Parall' has been renamed to "DFCSch" (Batient Centered Schedulino)		Page 1 of 1

Figure 2: Request Returned to the RM Grid

Users may now edit the PID on reopened Appointment (APPT) or Return to Clinic (RTC) requests resulting from no-shows.

1. Right click on the request and select APPT/VETERAN Disposition > Edit Request



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REQUE	ST T	WAIT 1	TIME All	Days	- cov	ID PRIOR		NT N	AME			
APPT	C	)		_	PORCARO SON TAMOTSU							
					APPT/VE	teran d	isposition 🕨		View Request			
					EWL Disp	osition	•		Edit Request			
					Contact /	Attempts			Death	ecall		
February - 2					PtCSch Disposition				Removed/Non-VA Care			
Sun	Mon	Tue	Wed	Thu	Fri	Sat			Removed/Scheduled-Assigned			
30	31	1	2	3	4	5			Removed/VA Contract Care			
6	7	8	9	10	11	12			Removed/No Longer Necessary			
13	14	15	16	17	18	19			Entered in Error			
20	21	22	23	24	25	26			Failure to respond			
27	28	1	2	3	4	5			•			

Figure 3: Editing an Appointment Request from the RM Grid

2. PID is editable on the Edit Appointment Request window. Enter the desired date of appointment and click OK to update the PID on the request.

Edit Appointment Request	t for I	PORC	ARO											×
Patient Information														^
Name			DOB							SSN				
PORCARO														
Gender			Institu	tion						Originating Date				
Male			ROSEE	BURG	CEME	TERY				02/08/2022				
Originating User			Priority	y Gro	up					Ethnicity				
SHELOR			GROU	JP 1					~	NOT HISPANIC OR LA	TINO		~	
Race			Addre	ss						City	State	Zip Co	ode	
ASIAN		~	9249							LAS VEGAS	NV ~			
Country			Phone	(resid	dence)	)				Phone (work)				
United States		~	(222) 2	222-2	222									
Bad Address?							~			Svc Related		eteran		
Special Needs/Preference	s													
NOTE Request Information	E: Ctr	l-p to	Edit tl	he Pa	tient li	nform	ation	/ Spe	cial	Needs / Preferences				
Clinic O Service/Speci	alty	Г <b>Г</b>	PID Da	ate:						Appointment Type				
CHY ACUTE CARE 3		-	02/17	/202	2					SERVICE CONNECTED	)	v		
Requested By	-	. 6	Fel	oruar	v - 20	22		Þ		Status				
PATIENT		Sun	Mon	Tue	Wed	Thu	Fri	Sat	~	NEW		v		
Multiple Appointments Re	6	30	31	1	2	3	4	5	H					
	7	6	7	8	9	10	11	12						
Comment	8	13	14	15	16	17	18	19						$\sim$
	9	20	21	22	23	24	25	26			OK	C	ancel	
	10	27	28	1	2	3	4	5						
	11	6	7	8	9	10	11	12						

*Figure 4: The PID Date is Now Editable from Edit Appointment Request Window.* 

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# **3.2 Update Patient Indicated Date (PID) when rescheduling an appointment that was no-showed or cancelled by patient**

As of 1.7.19.1, users may update the PID in the New Appointment window when rescheduling an appointment that was previously no-showed or cancelled by patient. PID can be updated for any appointment type, including those created from Consult or Procedure requests.

1. To update the PID, select the request reopened due to the no-show or patient cancellation. This will load the clinic calendar.

**Note**: If the clinic calendar does not load, or you wish to schedule in a different clinic, search for the clinic using the clinic search under Clinic Schedules.



Figure 5: Clinic Calendar

2. Right click on the desired appointment slot and select "Add Appointment".



Figure 6: Add an Appointment from the Clinic Calendar



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New Appoir	ntme	nt											×
Patient Inform	ation	·											
Na	ame:	PORCA	RO										
C	OOB:					9	SSN:						
SVC CONNEC	TED:	YES			SC PE	RCI	ENT: 80						
(	GAF:	New G	AF Req	uired			Svc	Related					
Appointment													
Benefit/							(						
Eligibility:	SER	VICE C	ONNEC	TED 50	% to 1(	×	PID:	2/8/2022	-				
Start Time	2/0	/2022		0.20			Appt Type:						
Start Hille.	2/9/	/2022		9.50			Appr Type.	SERVICE CO	JININE	LIED			*
Duration:	30					~	Clinic:	CHY ACUT	e cari	3		*	
Notes:													~
													~
L													
Appointment C	onfli	cts											
Drag a column he	eader	and drop	it here t	o group ł	by that colu	ımn							
Resource					T	Pati	ient		T	Start Tir	ne T	End T	ime T
									_				
										OK		Cance	el

The New Appointment window displays, as shown below.

*Figure 7: New Appointment Window* 

3. If the patient's prior requested appointment was cancelled by patient or no-showed, the PID field will be editable. Enter the new PID and click OK to create the new appointment with the updated PID.



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New Appoir	ntme	nt	\ <i>I.</i> ,	-** C-1	a de de		- 13aa	nan t	KIAC		N	×
Patient Inform	atior	1										
Name: PORCARO												
C				S	SN:							
SVC CONNEC	TED:	YES			SC F	PERCE	NT: 8	80				
(	GAF:	New GAF F	Requir	ed				Svc	Relate	ed		
Appointment												
Benefit/ Eligibility:	SER	VICE CONN	IECTE	D 50%	to 10	~	Г	PID:	2/8/2	2022		
					Feb	oruar	v - 20	22	2/0/2	+		
Start Time:	2/9	/2022		Sun	Mon	Тие	Wed	Thu	Fri	Sat	DNNECTED	~
Duration	20		6	30	31	1	2	3	4	5	E CARE 3	
Notos	50		7	6	7	8	9	10	11	12		
Notes:			8	13	14	15	16	17	18	19		<u></u>
			9	20	21	22	23	24	25	26		
			10	27	28	1	2	3	4	5		
			11	6	7	8	9	10	11	12		~
A	01											
Appointment C	onfli	CTS										
Drag a column he	eader	and drop it he	re to g	roup by	that co	lumn						
Resource					V	Pati	ent				$\overline{\mathbb{V}}$ Start Time $\overline{\mathbb{V}}$ End	Time 🟹
											OK Can	cel

Figure 8: For Appointments Cancelled by Patient or No-Showed the PID Date is Now Editable

## 3.3 VVS Time Zone Updates

This release includes back-end changes to support accuracy of VVS appointment time zones. These changes include requiring that clinic's associated institution has an assigned time zone. If a user attempts to schedule a VVS appointment through VS GUI and gets the below error, they should have their local VistA administrator confirm that the INSTITUTION file (#4) has a Location Time Zone assigned.



Figure 9: Video Visit Service Error

