**Department of Veterans Affairs**

**Scheduling Package**

**Telehealth Management Platform (TMP) VistA**

**USER MANUAL**

**

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**Revision History**

|  |  |  |  |
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|  |  |  |  |

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# Introduction

The Telehealth Management Program (TMP) integrates with Veterans Health Information Systems and Technology Architecture (VistA) to schedule, cancel or update appointments in support of Telehealth services provided by the VHA. When an appointment is made or canceled on TMP, a message is sent to VistA to update the VistA files with the appointment information. This information is then viewable in VistA Scheduling Options, Computerized Patient Record System (CPRS), Vista Scheduling Enhancements (VSE) Virtual Care Manager (VCM), VA Online Scheduling (VAOS) and other scheduling applications across the VHA. The integration with VistA is bi-directional and so Telehealth related appointments scheduled directly on VistA are also transmitted to TMP.

# VistA Telehealth User Options - Management Toolbox

The Telehealth Management Toolbox menu is a utility that pulls together several different tasks in VistA into one location for the Telehealth Scheduling Supervisor to execute the following menu options. The Telehealth Management Toolbox menu can be found under the *Supervisor Menu* [SDSUP]:

**Example: Supervisor Menu and Telehealth Management Toolbox menu**

|  |
| --- |
| Add/Edit a Holiday  Appointment Inquiry  Appointment Status Update Menu ...  Appointment Waiting Time Report  Appointments with missing resources  Appointments with no resource report  Automatically Fix Appointments with No Resource  Cancel Clinic Availability  Change Patterns to 30-60  Clinics without matching resource list  Convert Patient File Fields to PCMM  Create a resource  Create/Edit Local Cancellation Comments  Current MAS Release Notes  Edit Resource  Edit resource for an appointment  Encounter Inquiry  Enter/Edit Letters  Inactivate a clinic  List Appointments and Encounters by status  Look up on Clerk Who Made Appointment  Manually Fix Appointments with No Resource  Non-Conforming Clinics Stop Code Report  Pending RTC cleanup - by Date  Pending RTC cleanup - FULL  Print Clinic Installation Checklist  Purge Scheduling Data  Reactivate a Clinic  Release Appointment Request Locks  Remap Clinic  Resource Inquiry  Restore Clinic Availability  Scheduling Parameters  Set up a Clinic  Sharing Agreement Category Update  **Telehealth Management Toolbox ...**  Wait List (Sch/PCMM) Utilities ...  \*\*> Out of order: DO NOT USE!! - EWL DECOM - SD\*5.3\*769 |

Figure Supervisor Menu and Telehealth Management Toolbox Menu

# Option Overview

The main options included in this menu are listed below. To the left of the option name is the shortcut synonym that the user can enter to select the option.

|  |  |
| --- | --- |
| **Shortcut** | **Option Name** |
| INQ | Telehealth Inquiries |
| ST | Telehealth Stop Code Add/Edit |
| CLN | VistA-Telehealth Clinic Update |
| PR | Provider Add/Edit |

Figure Option Overview

# Telehealth Inquires [SD TELE INQ]

This option allows the Scheduling Supervisor to inquire using the Clinic, Medical Center Division, Institution, Patient, List Telehealth Stop Codes, and Telehealth Stop Code Lookup.

**Example 1: Inquire by Clinic**

The Clinic Query allows you to view information from several different files into a single query.

|  |
| --- |
| Select Supervisor Menu <TEST ACCOUNT> Option: **TELE**health Management Toolbox  INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **INQ** Telehealth Inquiries  Telehealth Inquiries  Select one of the following:  C Clinic  M Medical Center Division  I Institution  P Patient Information  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  Search Option or (Q)uit: **C** Clinic  Select CLINIC: **`2070** GOPC/TH/BARIATRIC GRP/WROX/PAT SUSAN,PROVIDER  ===============================================================================  Clinic : 2070-GOPC/TH/BARIATRIC GRP/WROX/PAT  Default Provider :  Provider : 520691300-FORSTER,OFELIA E << Default >>  Medical Division : 1-NORTHAMPTON  Institution : 631-VA CNTRL WSTRN MASSCHUSETS HCS  Station Number : 631  Stop Code : 120-HOME TREATMENT SERVICES (118)  Credit Stop Code : 525-PALLIATIVE CARE (353)  Country : 1-USA  Location Timezone : 2-EASTERN  Timezone Exception:  Overbooks per day : 20  ===============================================================================  Select CLINIC: **^** |

Figure Inquire by Clinic

**Example 2: Inquire by Medical Center Division**

The Medical Center Division Query allows the Scheduling Supervisor to view all Divisions in the current VistA system and the details of each selected as they pertain to Telehealth.

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **INQ** Telehealth Inquiries  Telehealth Inquiries  Select one of the following:  C Clinic  M Medical Center Division  I Institution  P Patient Information  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  Search Option or (Q)uit: **M** Medical Center Division  Select MEDICAL CENTER DIVISION NAME: NOR-PRRTP 631PA  ===============================================================================  Medical Division : 3-NOR-PRRTP  Facility Number : 631PA  Institution : 11574-NORTH-MAIN-MASSCHST-PRRTP  ===============================================================================  Select MEDICAL CENTER DIVISION NAME: **^** |

Figure Inquire by Medical Center Division

**Example 3: Inquire by Institution**

The Institution Query allows the Scheduling Supervisor to view the INSTITUTION **file (#4)**, which is a National File that is the same in each VistA system, and the details of each selected as they pertain to Telehealth.

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **INQ** Telehealth Inquiries  Telehealth Inquiries  Select one of the following:  C Clinic  M Medical Center Division  I Institution  P Patient Information  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  Search Option or (Q)uit: **I** Institution  Select INSTITUTION NAME: CENTRAL OFFICE DC CO 101  ===============================================================================  Name : 101-CENTRAL OFFICE  City : WASHINGTON  State : 11-DISTRICT OF COLUMBIA  District : 29  VA region IEN :  Location Timezone : 2-EASTERN  Timezone Exception:  Country : 1-USA  Station # : 101  Facility DEA #: :  Facility Exp. date::  Association : 1-VISN Parent: 1-  Association : 2-PARENT FACILITY Parent: 2-  ===============================================================================  Select INSTITUTION NAME: **^** |

Figure Inquire by Institution

**Example 4: Inquire by Patient**

The Patient Information Query allows the Scheduling Supervisor to view the Patient filed in the current VistA system and the details of each selected as they pertain to Telehealth.

Select one of the following:

C Clinic

M Medical Center Division

I Institution

P Patient Information

L List Telehealth Stop Codes

S Telehealth Stop Code Lookup

Search Option or (Q)uit: **P** Patient Information

Select Patient: kathleen,SOLOMON L KATHLEEN,SOLOMON L 6-8-37 10174678

0 NO NSC VETERAN DC

>>> Active Patient Record Flag(s):

<BEHAVIORAL> CATEGORY I

Do you wish to view active patient record flag details? Yes// n (No)

Enrollment Priority: Category: NOT ENROLLED End Date: 11/02/2010

\*\*\* Patient Requires a Means Test \*\*\*

Primary Means Test Required from AUG 23,2019

Enter <RETURN> to continue.

===============================================================================

Number (IEN) : 15937

Name : KATHLEEN,SOLOMON L

Sex : MALE

Date of Birth : JUN 8,1937

SSN : 101-74-6780

Full ICN : 1008655794V858823

Integrated Control: 1008655794

ICN Checksum : 858823

Full ICN History : 4420011765V792817

1008655794V858823

Deceased Date :

===============================================================================

Select Patient:

Figure Inquire by Patient

**Example 5: List Telehealth Stop Codes**

The List Telehealth Stop Codes Query allows the Scheduling Supervisor to view the current contents of the SD TELE HEALTH STOP CODE FILE (#40.6).

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **INQ** Telehealth Inquiries  Telehealth Inquiries  Select one of the following:  C Clinic  M Medical Center Division  I Institution  P Patient Information  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  Search Option or (Q)uit: **L** List Stop codes  ===============================================================================  Stop Code: 103 > TELEPHONE TRIAGE  Stop Code: 111 > TELE-PATHOLOGY  Stop Code: 118 > HOME TREATMENT SERVICES  Stop Code: 136 > TELE POST DEPLOY PT SITE  Stop Code: 137 > TELE POST DEPLOY PROV SITE  Stop Code: 147 > TELEPHONE/ANCILLARY  Stop Code: 148 > TELEPHONE/DIAGNOSTIC  Stop Code: 160 > CLINICAL PHARMACY  Stop Code: 169 > TELEPHONE/CHAPLAIN  Stop Code: 178 > TELEPHONE HBPC  Stop Code: 179 > RT CLIN VID CARE HOME  Stop Code: 181 > TELEPHONE/DENTAL  Stop Code: 182 > TELEPHONE CASE MANAGEMENT  Stop Code: 184 > CARE/CASE MANAGER  Stop Code: 185 > NURSE PRACTITIONER  Stop Code: 186 > PHYSICIAN ASSISTANT  Stop Code: 189 > STORE & FORWARD HOME PROV SITE  Stop Code: 199 > TELEPHONE POLYTRAUMA/TBI  Stop Code: 216 > TELEPHONE/REHAB AND SUPPORT  Stop Code: 221 > TELEPHONE VIST  Stop Code: 224 > TELEPHONE SCI  Stop Code: 225 > SCI TELEHEALTH VIRTUAL  Stop Code: 229 > TELEPHONE/BLIND REHAB PROGRAM  Stop Code: 322 > COMP WOMEN'S HLTH  Stop Code: 324 > TELEPHONE/MEDICINE  Stop Code: 325 > TELEPHONE/NEUROLOGY  Stop Code: 326 > TELEPHONE/GERIATRICS  Stop Code: 338 > TELEPHONE PRIMARY CARE  Stop Code: 348 > PRIMARY CARE SHARED APPT  Stop Code: 371 > HT SCREENING  Stop Code: 424 > TELEPHONE/SURGERY  Stop Code: 425 > TELEPHONE/PROSTHETICS/ORTHOTIC  Stop Code: 428 > TELEPHONE/OPTOMETRY  Stop Code: 440 > TELE FIT & ADJUST PROV SITE  Stop Code: 441 > TELEPHONE ANESTHESIA  Stop Code: 444 > C&P VIA CVT PT SITE  Stop Code: 445 > C&P VIA CVT PROV SITE  Stop Code: 446 > IDES VIA CVT PT SITE  Stop Code: 447 > IDES VIA CVT PROV SITE  Stop Code: 490 > TELETRANSPLANT PT SITE  Stop Code: 491 > TELETRANSPLANT PROV SITE  Stop Code: 502 > MENTAL HEALTH CLINIC - IND  Stop Code: 527 > TELEPHONE MH  Stop Code: 528 > TELEPHONE HCMI  Stop Code: 530 > TELEPHONE/HUD-VASH  Stop Code: 534 > MH INTGRTD CARE IND  Stop Code: 536 > TELEPHONE/MH VOC ASSISTANCE  Stop Code: 542 > TELEPHONE/PTSD  Stop Code: 545 > TELEPHONE SUD  Stop Code: 546 > TELEPHONE ICMHR  Stop Code: 579 > TELEPHONE/PSYCHOGERIATRICS  Stop Code: 584 > TELEPHONE PRRC  Stop Code: 597 > TELEPHONE - RRTP  Stop Code: 611 > TELEPHONE/DIALYSIS  Stop Code: 644 > NC RTCV TELECARE PT LOC  Stop Code: 645 > NC RTCV TELECARE PRV LOC  Stop Code: 646 > NC S&F TELECARE PT LOC  Stop Code: 648 > RT CVT W NONVAMC PROVID LOC  Stop Code: 674 > ADMIN PAT ACTIVTIES (MASNONCT)  Stop Code: 679 > NC CVT TO HOME PROVID LOC  Stop Code: 680 > HCBC ASSESSMENT  Stop Code: 683 > HT NON-VIDEO MONITORING  Stop Code: 684 > HT NON-VIDEO INTERVENTION  Stop Code: 685 > HT PROGRAM PATIENTS  Stop Code: 686 > TELEPHONE BY HT STAFF  Stop Code: 690 > RT CLIN VID TH PAT SITE  Stop Code: 692 > CVT PRV SITE SAME DIV/STA  Stop Code: 693 > RT CLIN VD TH PRV SITE(DIFSTA)  Stop Code: 694 > SF TH PAT SITE  Stop Code: 695 > SF TH PRV SITE SAME DIV/STA  Stop Code: 696 > SF TH PRV SITE(DIFSTA)  Stop Code: 697 > CHART CONSULT  Stop Code: 698 > SF TELECARE FROM NONVAMC PROV  Stop Code: 699 > CVT EMERGENCY CONSULT  Stop Code: 708 > TELE SMOKE CESS PROV SITE  Stop Code: 718 > EYE TELE SCREENING  Stop Code: 719 > MHV SECURE MESSAGING  Stop Code: 723 > OEND ED CVT PT SITE  Stop Code: 724 > OEND ED CVT PRV SITE  Stop Code: 901 > TELE-ICU PATIENT SITE  Stop Code: 103801  103 > TELEPHONE TRIAGE  801 > TELEPHONE TRIAGE IN VISN  Stop Code: 103802  103 > TELEPHONE TRIAGE  802 > TELEPHONE TRIAGE OUT OF VISN  Stop Code: 103803  103 > TELEPHONE TRIAGE  803 > TELEPHONE TRIAGE COMMERCIAL  Stop Code: 323531  323 > PRIMARY CARE/MEDICINE  531 > PRI CARE FOR PTS WITH SMI  Stop Code: 338531  338 > TELEPHONE PRIMARY CARE  531 > PRI CARE FOR PTS WITH SMI  Stop Code: 674685  674 > ADMIN PAT ACTIVTIES (MASNONCT)  685 > HT PROGRAM PATIENTS  ===============================================================================  Total number of Telehealth Stop code: 86  Press <Enter> to continue |

Figure List Telehealth Stop Codes

**Example 6: Inquire by Stop Code**

The Telehealth Stop Code Lookup Query allows the Scheduling Supervisor to Lookup a Stop Code and its Description.

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **INQ** Telehealth Inquiries  Telehealth Inquiries  Select one of the following:  C Clinic  M Medical Center Division  I Institution  P Patient Information  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  Search Option or (Q)uit: **S**top Code Lookup  Select SD TELE HEALTH STOP CODE FILE STOP CODE NUMBER: 685  ===============================================================================  Stop Code: 685 > HT PROGRAM PATIENTS  ===============================================================================  Select SD TELE HEALTH STOP CODE FILE STOP CODE NUMBER: ^ |

Figure Inquire by Stop Code

# Telehealth Stop Code Add/Edit [SD TELE STOP CODE]

This option allows the Scheduling Supervisor to Add or Edit the Stop Codes in the SD TELE HEALTH STOP CODE FILE (#40.6), which is responsible for two Real-Time Updates sent to the Telehealth Management Platform (TMP):

**Example 1: Adding new stop code**

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **ST** Telehealth Stop Code Add/Edit  Enter Stop Code: **311**  This stop code is NOT in the file, do you want to add it? NO// **Y** YES  STOP Code: 311 has been Added!  Do you want to edit another stop code? NO// |

Figure Adding New Stop Code

**Example 2: Delete existing stop code**

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **ST** Telehealth Stop Code Add/Edit  Enter Stop Code: **311**  This stop code is already in the file, do you want to delete it? NO// **Y** YES  STOP Code: 311 has been Deleted!  Do you want to edit another stop code? NO// |

Figure Delete Existing Stop Code

# VistA-Telehealth Clinic Update [SD TELE CLN UPDATE]

This option allows the Scheduling Supervisor to send clinic update message(s) from VistA to TMP without a need to edit the Clinic Profile. The option allows to send clinic update for specific clinic or a list of clinics that meet selected options.

**Example 1: Send update for selected clinic**

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **CLN** VistA-Telehealth Clinic Update  VistA Real-Time Clinic Updates  Select (C)linic, (S)top Code or (Q)uit: C// linic  Select Clinic: ZZSA/TEL/PM  Another one:  ===============================================================================  Clinic: 1108 ZZSA/TEL/PM  ===============================================================================  Sending HL7 message for Clinic: ZZSA/TEL/PM  Press <Enter> to continue |

Figure Send Update for Selected Clinic

**Example 2: Send update for all clinics that meet specific criteria**

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **CLN** VistA-Telehealth Clinic Update  VistA Real-Time Clinic Updates  Select (C)linic, (S)top Code or (Q)uit: C// **S** Stop Code  (A)ctive Clinics, (I)nactive Clinics, (B)oth: A// ctive  Select division: ALL// ?  ENTER:  - Return for all divisions, or  - A division and return when all divisions have been selected--limit 20  Imprecise selections will yield an additional prompt.  (e.g. When a user enters 'A', all items beginning with 'A' are displayed.)  Answer with MEDICAL CENTER DIVISION NUM, or NAME, or FACILITY NUMBER, or  TREATING SPECIALTY  Do you want the entire 16-Entry MEDICAL CENTER DIVISION List?  Select division: ALL//  Select Telehealth Stop Code: **103**  Select another Telehealth Stop Code:  ===============================================================================  Clinic: 913 (103/ ) NHM/TELE TRIAGE/DAYS-X  Clinic: 915 ( /103) NHM/TELE TRIAGE/NIGHTS-X  Clinic: 1976 (103/802) NHM/DAYTON TELE TRIAGE(631)-X  Clinic: 7479 (103/117) NHM/TELE TRIAGE/RN DAYS-X  ===============================================================================  Sending HL7 message for Clinic: 913-NHM/TELE TRIAGE/DAYS-X  Sending HL7 message for Clinic: 915-NHM/TELE TRIAGE/NIGHTS-X  Sending HL7 message for Clinic: 1976-NHM/DAYTON TELE TRIAGE(631)-X  Sending HL7 message for Clinic: 7479-NHM/TELE TRIAGE/RN DAYS-X  Total number of clinics updated: 4  Press <Enter> to continue |

Figure Send Update for All Clinics that Meet Specific Criteria

# Provider Add/Edit [SD PROVIDER ADD/EDIT]

This option provides users with the ability to add or edit the providers associated with a selected clinic.

**Example:**

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: **PR** Provider Add/Edit  CAUTION: DO NOT USE - Default Provider for setting up a Shared or Patient Site  Telehealth VistA Clinics.  Select Clinic: RAVI 692 - 442 BONTEMPO,PHIL M  DEFAULT PROVIDER: TEST,PROVIDER TP 192 OI&T STAFF  Select PROVIDER: ABIDE,JILLIAN R//  PROVIDER: ABIDE,JILLIAN R//  DEFAULT PROVIDER:  Select PROVIDER:  Press <Enter> to continue: |

Figure Provider Add/Edit