**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 ToolboxINQ Telehealth InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect 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 LookupSearch Option or (Q)uit: **C** ClinicSelect CLINIC: **`2070** GOPC/TH/BARIATRIC GRP/WROX/PAT SUSAN,PROVIDER ===============================================================================Clinic : 2070-GOPC/TH/BARIATRIC GRP/WROX/PATDefault Provider : Provider : 520691300-FORSTER,OFELIA E << Default >>Medical Division : 1-NORTHAMPTONInstitution : 631-VA CNTRL WSTRN MASSCHUSETS HCSStation Number : 631Stop Code : 120-HOME TREATMENT SERVICES (118)Credit Stop Code : 525-PALLIATIVE CARE (353)Country : 1-USALocation Timezone : 2-EASTERNTimezone 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 InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect 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 LookupSearch Option or (Q)uit: **M** Medical Center DivisionSelect MEDICAL CENTER DIVISION NAME: NOR-PRRTP 631PA===============================================================================Medical Division : 3-NOR-PRRTPFacility Number : 631PAInstitution : 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 InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect 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 LookupSearch Option or (Q)uit: **I** InstitutionSelect INSTITUTION NAME: CENTRAL OFFICE DC CO 101 ===============================================================================Name : 101-CENTRAL OFFICECity : WASHINGTONState : 11-DISTRICT OF COLUMBIADistrict : 29VA region IEN : Location Timezone : 2-EASTERNTimezone Exception: Country : 1-USAStation # : 101Facility 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 InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect 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 LookupSearch Option or (Q)uit: **L** List Stop codes===============================================================================Stop Code: 103 > TELEPHONE TRIAGEStop Code: 111 > TELE-PATHOLOGYStop Code: 118 > HOME TREATMENT SERVICESStop Code: 136 > TELE POST DEPLOY PT SITEStop Code: 137 > TELE POST DEPLOY PROV SITEStop Code: 147 > TELEPHONE/ANCILLARYStop Code: 148 > TELEPHONE/DIAGNOSTICStop Code: 160 > CLINICAL PHARMACYStop Code: 169 > TELEPHONE/CHAPLAINStop Code: 178 > TELEPHONE HBPCStop Code: 179 > RT CLIN VID CARE HOMEStop Code: 181 > TELEPHONE/DENTALStop Code: 182 > TELEPHONE CASE MANAGEMENTStop Code: 184 > CARE/CASE MANAGERStop Code: 185 > NURSE PRACTITIONERStop Code: 186 > PHYSICIAN ASSISTANTStop Code: 189 > STORE & FORWARD HOME PROV SITEStop Code: 199 > TELEPHONE POLYTRAUMA/TBIStop Code: 216 > TELEPHONE/REHAB AND SUPPORTStop Code: 221 > TELEPHONE VISTStop Code: 224 > TELEPHONE SCIStop Code: 225 > SCI TELEHEALTH VIRTUALStop Code: 229 > TELEPHONE/BLIND REHAB PROGRAMStop Code: 322 > COMP WOMEN'S HLTHStop Code: 324 > TELEPHONE/MEDICINEStop Code: 325 > TELEPHONE/NEUROLOGYStop Code: 326 > TELEPHONE/GERIATRICSStop Code: 338 > TELEPHONE PRIMARY CAREStop Code: 348 > PRIMARY CARE SHARED APPTStop Code: 371 > HT SCREENINGStop Code: 424 > TELEPHONE/SURGERYStop Code: 425 > TELEPHONE/PROSTHETICS/ORTHOTICStop Code: 428 > TELEPHONE/OPTOMETRYStop Code: 440 > TELE FIT & ADJUST PROV SITEStop Code: 441 > TELEPHONE ANESTHESIAStop Code: 444 > C&P VIA CVT PT SITEStop Code: 445 > C&P VIA CVT PROV SITEStop Code: 446 > IDES VIA CVT PT SITEStop Code: 447 > IDES VIA CVT PROV SITEStop Code: 490 > TELETRANSPLANT PT SITEStop Code: 491 > TELETRANSPLANT PROV SITEStop Code: 502 > MENTAL HEALTH CLINIC - INDStop Code: 527 > TELEPHONE MHStop Code: 528 > TELEPHONE HCMIStop Code: 530 > TELEPHONE/HUD-VASHStop Code: 534 > MH INTGRTD CARE INDStop Code: 536 > TELEPHONE/MH VOC ASSISTANCEStop Code: 542 > TELEPHONE/PTSDStop Code: 545 > TELEPHONE SUDStop Code: 546 > TELEPHONE ICMHRStop Code: 579 > TELEPHONE/PSYCHOGERIATRICSStop Code: 584 > TELEPHONE PRRCStop Code: 597 > TELEPHONE - RRTPStop Code: 611 > TELEPHONE/DIALYSISStop Code: 644 > NC RTCV TELECARE PT LOCStop Code: 645 > NC RTCV TELECARE PRV LOCStop Code: 646 > NC S&F TELECARE PT LOCStop Code: 648 > RT CVT W NONVAMC PROVID LOCStop Code: 674 > ADMIN PAT ACTIVTIES (MASNONCT)Stop Code: 679 > NC CVT TO HOME PROVID LOCStop Code: 680 > HCBC ASSESSMENTStop Code: 683 > HT NON-VIDEO MONITORINGStop Code: 684 > HT NON-VIDEO INTERVENTIONStop Code: 685 > HT PROGRAM PATIENTSStop Code: 686 > TELEPHONE BY HT STAFFStop Code: 690 > RT CLIN VID TH PAT SITEStop Code: 692 > CVT PRV SITE SAME DIV/STAStop Code: 693 > RT CLIN VD TH PRV SITE(DIFSTA)Stop Code: 694 > SF TH PAT SITEStop Code: 695 > SF TH PRV SITE SAME DIV/STAStop Code: 696 > SF TH PRV SITE(DIFSTA)Stop Code: 697 > CHART CONSULTStop Code: 698 > SF TELECARE FROM NONVAMC PROVStop Code: 699 > CVT EMERGENCY CONSULTStop Code: 708 > TELE SMOKE CESS PROV SITEStop Code: 718 > EYE TELE SCREENINGStop Code: 719 > MHV SECURE MESSAGINGStop Code: 723 > OEND ED CVT PT SITEStop Code: 724 > OEND ED CVT PRV SITEStop Code: 901 > TELE-ICU PATIENT SITEStop Code: 103801 103 > TELEPHONE TRIAGE 801 > TELEPHONE TRIAGE IN VISNStop Code: 103802 103 > TELEPHONE TRIAGE 802 > TELEPHONE TRIAGE OUT OF VISNStop Code: 103803 103 > TELEPHONE TRIAGE 803 > TELEPHONE TRIAGE COMMERCIALStop Code: 323531 323 > PRIMARY CARE/MEDICINE 531 > PRI CARE FOR PTS WITH SMIStop Code: 338531 338 > TELEPHONE PRIMARY CARE 531 > PRI CARE FOR PTS WITH SMIStop Code: 674685 674 > ADMIN PAT ACTIVTIES (MASNONCT) 685 > HT PROGRAM PATIENTS===============================================================================Total number of Telehealth Stop code: 86Press <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 InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect 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 LookupSearch Option or (Q)uit: **S**top Code LookupSelect 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 InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect Telehealth Management Toolbox <TEST ACCOUNT> Option: **ST** Telehealth Stop Code Add/EditEnter Stop Code: **311**This stop code is NOT in the file, do you want to add it? NO// **Y** YESSTOP 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 InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect Telehealth Management Toolbox <TEST ACCOUNT> Option: **ST** Telehealth Stop Code Add/EditEnter Stop Code: **311**This stop code is already in the file, do you want to delete it? NO// **Y** YESSTOP 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 InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect Telehealth Management Toolbox <TEST ACCOUNT> Option: **CLN** VistA-Telehealth Clinic Update VistA Real-Time Clinic UpdatesSelect (C)linic, (S)top Code or (Q)uit: C// linicSelect Clinic: ZZSA/TEL/PM Another one:===============================================================================Clinic: 1108 ZZSA/TEL/PM===============================================================================Sending HL7 message for Clinic: ZZSA/TEL/PMPress <Enter> to continue |

Figure Send Update for Selected Clinic

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

|  |
| --- |
| INQ Telehealth InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect Telehealth Management Toolbox <TEST ACCOUNT> Option: **CLN** VistA-Telehealth Clinic Update VistA Real-Time Clinic UpdatesSelect (C)linic, (S)top Code or (Q)uit: C// **S** Stop Code(A)ctive Clinics, (I)nactive Clinics, (B)oth: A// ctiveSelect 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-XClinic: 915 ( /103) NHM/TELE TRIAGE/NIGHTS-XClinic: 1976 (103/802) NHM/DAYTON TELE TRIAGE(631)-XClinic: 7479 (103/117) NHM/TELE TRIAGE/RN DAYS-X===============================================================================Sending HL7 message for Clinic: 913-NHM/TELE TRIAGE/DAYS-XSending HL7 message for Clinic: 915-NHM/TELE TRIAGE/NIGHTS-XSending HL7 message for Clinic: 1976-NHM/DAYTON TELE TRIAGE(631)-XSending HL7 message for Clinic: 7479-NHM/TELE TRIAGE/RN DAYS-XTotal number of clinics updated: 4Press <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 InquiriesST Telehealth Stop Code Add/EditCLN VistA-Telehealth Clinic UpdatePR Provider Add/EditSelect Telehealth Management Toolbox <TEST ACCOUNT> Option: **PR** Provider Add/EditCAUTION: DO NOT USE - Default Provider for setting up a Shared or Patient Site Telehealth VistA Clinics.Select Clinic: RAVI 692 - 442 BONTEMPO,PHIL MDEFAULT PROVIDER: TEST,PROVIDER TP 192 OI&T STAFFSelect PROVIDER: ABIDE,JILLIAN R//  PROVIDER: ABIDE,JILLIAN R//  DEFAULT PROVIDER: Select PROVIDER:Press <Enter> to continue:  |

Figure Provider Add/Edit