

Department of Veterans Affairs

Scheduling Package

Telehealth Management Platform (TMP) VistA

USER MANUAL



August 2021

Version 1.1

Revision History

Date	Version	Description	Author
August 2021	1.1	Changes of SD*5.3*779 patch	LIBERTY ITS
May 2021	1.0	Initial version for submission	[Development Team]

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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 1 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 2 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: TELEhealth 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 MASSCHUSETTS 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 3 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-PR RTP      631PA

=====

Medical Division : 3-NOR-PR RTP
Facility Number  : 631PA
Institution      : 11574-NORTH-MAIN-MASSCHST-PR RTP
=====
Select MEDICAL CENTER DIVISION NAME: ^

```

Figure 4 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 5 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 6 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 HCM
 Stop Code: 530 > TELEPHONE/HUD-VASH
 Stop Code: 534 > MH INTGRD 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 - R RTP
 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 ACTIVITIES (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 ACTIVITIES (MASNONCT)
          685 > HT PROGRAM PATIENTS
=====
Total number of Telehealth Stop code: 86

Press <Enter> to continue

```

Figure 7 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: Stop 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 8 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 9 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 10 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 11 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 12 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 13 Provider Add/Edit