Department of Veterans Affairs

Scheduling Package

Telehealth Management Platform (TMP) VistA

User Manual

October 2021

Version 5.3

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Revision History

Date	Version	Description	Author
October 2021	1.02	Changes of SD*5.3*780 patch	LIBERTY ITS
August 2021	1.01	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 user to execute the following menu options. The Telehealth Management Toolbox menu can be found under the *Scheduling Manager's Menu* [SDMGR]:

Example: Scheduling Manager's Menu and Telehealth Management Toolbox menu

```
   ACR     Ambulatory Care Reporting Menu ...
   AM      Appointment Management
   CONS    Consult/Request Tracking User Menu ...
   SDRR    Recall Reminder Main Menu ...
           Appointment Menu ...
           Automated Service Connected Designation Menu ...
           Outputs ...
           Supervisor Menu ...
           Telehealth Management Toolbox ...
           VistA Scheduling GUI Resource Mgmt Report Data
```

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*

Telehealth Inquires [SD TELE INQ]

This option allows the user 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-█████████████        << 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: ^
```

Example 2: Inquire by Medical Center Division

The Medical Center Division Query allows the user 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: ^
```

Example 3: Inquire by Institution

The Institution Query allows the user to view the INSTITUTION **file (#44)**, which is a National Filed 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: ^
```

Example 4: Inquire by Patient

The Patient Information Query allows the user 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: ███████████████████████          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             : ██████████████████
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:
```

Example 5: List Telehealth Stop Codes

The List Telehealth Stop Codes Query allows the user to view the current contents

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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
```

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```
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)
```

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```
          685 > HT PROGRAM PATIENTS
================================================================================
Total number of Telehealth Stop code: 86

Press <Enter> to continue
```

Example 6: Inquire by Stop Code

The Telehealth Stop Code Lookup Query allows the user 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: ^
```

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

This option allows the Holder of the SDTOOL key 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!
```

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```
Do you want to edit another stop code? NO//
```

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//
```

VistA-Telehealth Clinic Update [SD TELE CLN UPDATE]

This option allows the Holder of the SDTOOL key 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
```

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
```

Provider Add/Edit [SD PROVIDER ADD/EDIT]

This option provides holder of the SDTOOL key 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      ███████████

DEFAULT PROVIDER:   TEST,PROVIDER    TP    192    OI&T STAFF
EMAIL ADDRESS:

Select PROVIDER: ██████████████
  PROVIDER:      █████████████
  DEFAULT PROVIDER:
Select PROVIDER:


Press <Enter> to continue:
```