**Department of Veterans Affairs**

**Scheduling Package**

**Telehealth Management Platform (TMP) VistA**

**USER MANUAL**

**

**October 2021**

**Version 5.3**

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| June 2022 | 1.04 | Changes of SD\*5.3\*817 patch | Booz Allen Hamilton |
| April 2022 | 1.03 | Changes of SD\*5.3\*812 patch | Booz Allen Hamilton |
| 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] |
|  |  |  |  |

Contents

[Introduction 4](#_Toc95991494)

[VistA Telehealth User Options - Management Toolbox 4](#_Toc95991495)

[Option Overview 4](#_Toc95991496)

[Telehealth Inquires [SD TELE INQ] 5](#_Toc95991497)

[Telehealth Stop Code Add/Edit [SD TELE STOP CODE] 10](#_Toc95991498)

[VistA-Telehealth Clinic Update [SD TELE CLN UPDATE] 11](#_Toc95991499)

[Provider Add/Edit [SD PROVIDER ADD/EDIT] 12](#_Toc95991500)

[Display Clinic Availability Report [SD DISPLAY AVAIL REPORT] 13](#_Toc95991501)

# 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* |
| DEF | *Default Provider Bulk Update* |
| MSN | *Clinics Missing Station Number Report* |
| DISP | *Display Clinic Availability Report* |

# 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: **TELE**health Management Toolbox  INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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  N Patient ICN  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  SN Station Number (Time Sensitive)  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-Provider, One << 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  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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  N Patient ICN  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  SN Station Number (Time Sensitive)  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  Facility DEA # : AV4538419  Facility Exp. date: 5/31/18  ===============================================================================  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  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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  N Patient ICN  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  SN Station Number (Time Sensitive)  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 # : AV2359620  Facility Exp. date: 6/1/19  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

N Patient ICN

L List Telehealth Stop Codes

S Telehealth Stop Code Lookup

SN Station Number (Time Sensitive)

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

Select Patient: Patient, One Patient, One xx-xx-xxxx 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) : xxxxx

Name : Patient, One

Sex : MALE

Date of Birth : xx-xx-xxxx

SSN : xxx-xx-xxxx

DOD Number : xxxxxxxx

Full ICN : xxxxxxx

Integrated Control: xxxxxxxx

ICN Checksum : xxxxxx

Full ICN History : xxxxxxxxxxxx

xxxxxxxxxxxx

Deceased Date :

PATIENT'S SERVICE CONNECTION AND RATED DISABILITIES:

Service Connected: No

Primary Eligibility Code: NSC

No Service Connected Disabilities Listed

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

Select Patient: Patient, Two Patient, Two \*SENSITIVE\*

\*SENSITIVE\* YES SC VETERAN C

\*\*\*WARNING\*\*\*

\*\*\*RESTRICTED RECORD\*\*\*

Enrollment Priority: GROUP 1 Category: ENROLLED End Date:

Combat Vet Status: EXPIRED End Date: 04/26/2017

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

Number (IEN) : xxxxxxx

Name : Patient, Two

Sex : FEMALE

Date of Birth : xx-xx-xxxx

SSN : xxx-xx-xxxx

DOD Number : xxxxxx

Full ICN : xxxxxxxxxxxx

Integrated Control:

ICN Checksum :

Full ICN History : NO ICN HISTORY

Deceased Date :

\*\*\*\*\*\*\*\*\*\* THIS PATIENT IS 50% OR GREATER SERVICE-CONNECTED \*\*\*\*\*\*\*\*\*\*

PATIENT'S SERVICE CONNECTION AND RATED DISABILITIES:

SC Percent: 90%

LABYRINTHITIS (SC - 10%)

HEMORRHAGE OF THE BRAIN (SC - 0%)

TINNITUS (SC - 10%)

LUMBOSACRAL OR CERVICAL STRAIN (SC - 10%)

PARALYSIS OF SCIATIC NERVE (SC - 10%)

FACIAL SCARS (SC - 0%)

POLYCYTHEMIA VERA (SC - 10%)

SCARS (SC - 0%)

ASTHMA,BRONCHIAL (SC - 30%)

PARALYSIS OF MEDIAN NERVE (SC - 10%)

NEUROSIS, GEN ANX DIS (SC - 50%)

LUMBOSACRAL OR CERVICAL STRAIN (SC - 10%)

ECZEMA (SC - 10%)

2ND DEGREE BURNS (SC - 0%)

MIGRAINE HEADACHES (SC - 0%)

Primary Eligibility Code: SERVICE CONNECTED 50% to 100%

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

**Example 5: List Telehealth Stop Codes**

The List Telehealth Stop Codes Query allows the user 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  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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  N Patient ICN  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  SN Station Number (Time Sensitive)  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 |

**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  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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  N Patient ICN  L List Telehealth Stop Codes  S Telehealth Stop Code Lookup  SN Station Number (Time Sensitive)  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: ^ |

**Example 7: Inquire by Station Number**

Inquire by Station Number allows the scheduling supervisor to inquire on the Station Number (Time Sensitive) file (#389.9) from the Telehealth Inquiries [SD TELE INQ] option.

INQ Telehealth Inquiries

ST Telehealth Stop Code Add/Edit

CLN VistA-Telehealth Clinic Update

PR Provider Add/Edit

DEF Default Provider Bulk Update

MSN Clinics Missing Station Number Report

DISP Display Clinic Availability Report

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

N Patient ICN

L List Telehealth Stop Codes

S Telehealth Stop Code Lookup

**SN Station Number (Time Sensitive)**

Search Option or (Q)uit: SN Station Number (Time Sensitive)

Select STATION NUMBER (TIME SENSITIVE) REFERENCE NUMBER: **1** 01-01-80 CH

EYENNE VAMROC 545

Another one:**?**

Answer with STATION NUMBER (TIME SENSITIVE), or REFERENCE NUMBER, or

EFFECTIVE DATE, or MEDICAL CENTER DIVISION

Choose from:

1 01-01-80 CHEYENNE VAMROC 545

2 03-28-97 CASPER 442GA

3 12-01-97 FORT COLLINS 442GC

4 10-01-98 GREELEY 442GD

5 07-01-99 SIDNEY 442GB

6 03-23-09 CHEYENNE MOC 442HK

7 04-27-11 IDES - F.E. WARREN AFB 442MA

8 02-23-17 RAWLINS 442QA

9 12-11-15 TORRINGTON 442QB

10 02-01-16 CHEYENNE VA DOMICILIARY 442BU

Another one:**2** 03-28-97 CASPER 442GA

Another one:

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

Number: 1 Reference Number: 1

Effective Date: Jan 01, 2080 Medical Center Division: 1-CHEYENNE VAMROC

Station Number: 545 Inactive: No

Is Primary Division: Yes

Number: 2 Reference Number: 2

Effective Date: Mar 28, 1997 Medical Center Division: 2-CASPER

Station Number: 442GA Inactive: Yes

Is Primary Division: No

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

Select STATION NUMBER (TIME SENSITIVE) REFERENCE 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  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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// |

**Example 2: Delete existing stop code**

|  |
| --- |
| INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  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 Patient, One  Providers associated with this clinic:  - Nurse, One << Default >>  DEFAULT PROVIDER: TEST,PROVIDER TP 192 OI&T STAFF  EMAIL ADDRESS:  Select PROVIDER: Nurse, One//  PROVIDER: Nurse, One//  DEFAULT PROVIDER: YES//  Select PROVIDER:  Press <Enter> to continue: |

# Default Provider Bulk Update [SD DEFAULT PROVIDER UPDATE]

This option provides users with the ability to bulk update Default Provider for dedicated clinics. A dedicated clinic is one in which only one provider is found with a Default Provider flag. The bulk update operation should be allowed on dedicated clinics only. If a clinic is shared clinic with multiple providers, no updates will take place.

Telehealth patient clinics are restricted.

**Example #1:** Search the option using Clinic option to select multiple clinics to update the default provider field for them. (Selected clinics with no Default provider entered and one entry in the PROVIDER multiple found and marked as default will be updated).

INQ Telehealth Inquiries

ST Telehealth Stop Code Add/Edit

CLN VistA-Telehealth Clinic Update

PR Provider Add/Edit

DEF Default Provider Bulk Update

MSN Clinics Missing Station Number Report

DISP Display Clinic Availability Report

Select Telehealth Management Toolbox <TEST ACCOUNT> Option: def Default Provider Bulk Update

Bulk update for Default Provider field

Select (C)linic, (S)top Code, (P)rovider, or (Q)uit: C// c Clinic

Select Clinic: `2070 GOPC/TH/BARIATRIC GRP/WROX/PAT Provider, One

Another one:`2072 WOPC/TH/PHARM/GENERAL/PRO-X

Another one:`1666 NHM/ECHO Provider, One

Another one:

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

1666 NHM/ECHO (303/115)

--- No action taken, default provider is already set.

2070 GOPC/TH/BARIATRIC GRP/WROX/PAT (115/136)

>>> Default Provider is set to: Provider, One

2072 WOPC/TH/PHARM/GENERAL/PRO-X (118/)

--- No action taken, no default provider found.

Total number of clinics updated 1 out of 3

Press <Enter> to continue

**Example #2:** Search the option by Stop code option to select multiple clinics to update the default provider field for them.

Bulk update for Default Provider field

Select (C)linic, (S)top Code, (P)rovider, or (Q)uit: C// s Stop Code

(P)rimary Stop Code, (S)econdary Stop Code: P// s Secondary Stop Code

Select Telehealth Stop Code: 115

Select another Telehealth Stop Code:

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

1666 NHM/ECHO (303/115)

--- No action taken, default provider is already set.

Total number of clinics updated 0 out of 1

Press <Enter> to continue

**Example #3:** Search the option using the ‘Provider’ option to select multiple clinics to update the default provider field for them.

(Note: Dedicated clinics in this case are clinics assigned the selected Provider and has no Default provider field assigned and PROVIDER multiple has one entry and flagged as default with be updated).

Bulk update for Default Provider field

Select (C)linic, (S)top Code, (P)rovider, or (Q)uit: C// p Provider

Select Provider: Provider, One AA

Another one:

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

1666 NHM/ECHO (303/115)

>>> Default Provider set to: Provider, One

2070 GOPC/TH/BARIATRIC GRP/WROX/PAT (115/136)

>>> Default Provider set to: Provider, One

6497 NHM/TH/SCI/PROVIDER-X (118/693)

--- No action taken, multiple providers assigned.

Total number of clinics updated 2 out of 3

Press <Enter> to continue

# Clinics Missing Station Number Report [SD MISSING STATION NUMBER]

This report displays any local clinics that do not point to a valid Station Number. This report has two filters. The first is Active Clinics, Inactive Clinics or Both. The second is a choice of Clinic Types. The options are: (C)linic, (M)odule, (W)ard, (Z)Other Location, (N)on-Clinic Stop, (F)ile Area, (I)maging, Operating (R)oom or (A)ll. See an example below.

**Example:**

|  |
| --- |
| Select OPTION NAME: SDMGR Scheduling Manager's Menu  Scheduling Version 5.3  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  You have PENDING ALERTS  Enter "VA to jump to VIEW ALERTS option  Select Scheduling Manager's Menu <TEST ACCOUNT> Option: TELEhealth Management To  olbox  INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: MSN Clinics Missing  Station Number Report  CLINICS THAT ARE MISSING STATION NUMBER  List which clinics - (A)ctive, (I)nactive or (B)oth ? B// OTH  List which clinic types - (C)linic, (M)odule, (W)ard, (Z)Other Location, (N)on-C  linic Stop, (F)ile Area, (I)maging, Operating (R)oom or (A)ll ? C// ALL  DEVICE: HOME// 0;132;66 HOME (CRT)  CLINICS THAT ARE MISSING STATION NUMBER DATE: 04/07/22 PAGE: 1  CLINIC TYPE: ALL  BOTH ACTIVE AND INACTIVE CLINICS  CLINIC CLINIC NAME ABR TYPE INST DIV PRI SC SEC SC NCNT STATION  ------- ------------------------------- ----------- ---------------- ------- ---------------- ------ ------ ---- -------  3 MISSING LOCATION IEN=3  10 Missing Hospital Location  1500 ZZCHY LORI HEARING AID ZZLHAC CLINIC 117 428 N  2185 ZZOUTSIDE CHY RAD CLINIC  2187 OUTSIDE BASE RAD CLINIC 379 112 N  2188 OUTSIDE BASE NUC MED CLINIC 379 116 N  2189 OUTSIDE BASE ULTRASOUND CLINIC 379 122 N  2190 OUTSIDE BASE MRI CLINIC 379 338 N  2191 OUTSIDE BASE CT CLINIC 379 337 N  2192 OUTSIDE BASE VAS CLINIC 379 188 N  2193 OUTSIDE BASE MAM CLINIC 379 266 N  2659 ZZFTC PC KELLEY CLINIC N  3382 zzchy test CLINIC N  3559 OUTSIDE US IMAGING  3621 ZZSTR TELE DERM IFC DNVR PAT CLINIC N  3742 ZZSET CLINIC  4179 ZZSMITH PC ZZSMITH CLINIC  4351 ZZZZ 1 CLINIC  4476 ZZDONT KNOW WHAT THIS IS CLINIC  4864 NEW TH TEST CLINIC  10998  INQ Telehealth Inquiries  ST Telehealth Stop Code Add/Edit  CLN VistA-Telehealth Clinic Update  PR Provider Add/Edit  DEF Default Provider Bulk Update  MSN Clinics Missing Station Number Report  DISP Display Clinic Availability Report  Select Telehealth Management Toolbox <TEST ACCOUNT> Option: |

# Display Clinic Availability Report [SD DISPLAY AVAIL REPORT]

This option is an existing option on other Scheduling menus and placed here for convience for TMP users. It behaves as it has in the past. See an example below.

**Example:**

|  |
| --- |
| Select Telehealth Management Toolbox <TEST ACCOUNT> Option: DISP Display Clinic  Availability Report  Select division: ALL//  Select clinic: ALL// RAVI  1 RAVI 692 - 442 Patient, One  2 RAVI PAT 442 Patient, Two  CHOOSE 1-2: 1 RAVI 692 - 442 Patient, One  Select another clinic: RAVI  1 RAVI 692 - 442 Patient, One  2 RAVI PAT 442 Patient, Two  CHOOSE 1-2: 2 RAVI PAT 442 Patient, Two  Select another clinic:  \*\*\*\* Date Range Selection \*\*\*\*  Beginning DATE : T (FEB 17, 2022)  Ending DATE : T+6 (FEB 23, 2022)  INCLUDE CANCELLATIONS AND/OR NO-SHOWS? No// (No)  DEVICE: HOME// HOME (CRT) Right Margin: 80// |

|  |
| --- |
| FEB 17,2022@11:30  FORT COLLINS  RAVI 692 - 442  FEBRUARY 2022  TIME|8 |9 |10 |11 |12 |1 |2 |3 |4 |5 |6  DATE| | | | | | | | | | |  TH 17[j j j|9 9 9|j j j|j j j] [j j j|j j j|j j j]  FR 18[1 1 1|1 1 1|1 1 1|1 1 1]  SA 19[1 1 1|1 1 1|1 1 1|1 1 1]  SU 20[1 1 1|1 1 1|1 1 1|1 1 1]  MO 21[j j j|j j j|j j j|j j j] [j j j|j j j|j j j]  TU 22[1 1 1|1 1 1|1 1 1] [1 1 1|1 1 1|1 1 1|1 1 1]  WE 23[5 5 5|5 5 5|5 5 5|5 5 5|5 5 5|5 5 5|5 5 5|5 5 5]  PRESS RETURN TO CONTINUE OR ^ TO QUIT |

|  |
| --- |
| FOR CLINIC AVAILABILITY PATTERNS:  0-9 and j-z --denote available slots where j=10,k=11...z=26  A-W --denote overbooks with A being the first slot to be overbooked  and B being the second for that same time, etc.  \*,$,!,@,# --denote overbooks or appts. that fall outside of a clinic's  regular hours  PRESS RETURN TO CONTINUE OR ^ TO QUIT |

|  |
| --- |
| RAVI 692 - 442  FEBRUARY 2022  THURSDAY FEB 17,2022  9:15 AM Patient, One \*\*\*\*\*6780 (60) MINUTES  PRESS RETURN TO CONTINUE OR ^ TO QUIT |

|  |
| --- |
| RAVI 692 - 442  FEBRUARY 2022  FOR INDIVIDUAL APPOINTMENT LISTINGS:  \*\*\* --UNSCHEDULED VISIT  PRESS RETURN TO CONTINUE OR ^ TO QUIT |

|  |
| --- |
| FEB 17,2022@11:30  GREELEY  RAVI PAT 442  FEBRUARY 2022  TIME |8 |9 |10 |11 |12 |1 |2 |3 |4  DATE | | | | | | | | |  TH 17 [j 9 9 9|9 j j j|j j j j|j j j j|j j j j|j j j j|j j j j|j j j j]  MO 21 [j j j j|j j j j|j j j j|j j j j|j j j j|j j j j|j j j j|j j j j]  TU 22 [j j 9 9|9 9 j j|j j j j|j j j j|j j j j|j j j j|j j j j|j j j j]  WE 23 [j j j j|j j j j|j j j j|j j j j|j j j j|j j j j|j j j j|j j j j]  Clinic --inactive from 05/07/2013 to 06/13/2019  FOR CLINIC AVAILABILITY PATTERNS:  0-9 and j-z --denote available slots where j=10,k=11...z=26  A-W --denote overbooks with A being the first slot to be overbooked  and B being the second for that same time, etc.  \*,$,!,@,# --denote overbooks or appts. that fall outside of a clinic's  regular hours  PRESS RETURN TO CONTINUE OR ^ TO QUIT |