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]

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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*
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: TELEhealth 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 ***
```

7

```
              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
```

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```
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
```

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```
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: 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: ^
```

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
```

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```
    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
```

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```
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)
```

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```
 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
```

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```
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|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|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|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|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
```

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