Menu Functions

Functional Area	Function	For User/System Admin	Description	Parent Menu in Application
Scheduling	Appointments	User	Make/Cancel of required appointment types (Clinic Based, VA Video Connect, Store and Forward) with provider and patient side specifics that feeds to VistA. New appointments as well as RTC/Consults availability. Intra and Inter facility. Individual or Group appointments.	Scheduling
Scheduling	Reserved Resource	User	Reserving a resource for various purposes (e.g. Room for group use, provider time block, etc.)	Scheduling
Scheduling	Patient Search	User	Search and view for Patients via MVI integration	Scheduling
Scheduling	Service Calendar	User	Calendar view of scheduled services	Scheduling
Scheduling	Request VOD	User	Initiate request for VA Video Connect between Provider and Patient (VR URL)	Scheduling
Scheduling	Patients	User	Search and view for Patients within TMP	Scheduling
Scheduling Package	Scheduling Package	User	Scheduling templates used for creating appointments based on Specialty, Sub Specialty, Modality, Patient/Provider Sites. Intra and Inter facility. Individual or Group appointments. Includes resources required at participating sites.	TeleHealth Administration
Scheduling Package	TSAs	User	TeleHealth Service Agreements between VA Sites (notification and approvals process)	TeleHealth Administration
Scheduling Package	Participating Sites	User	Search and View of participating sites linked to scheduling packages	TeleHealth Administration

Provider Credentialing & Privileging	Telehealth Privileging	User	Provider privileging to sites based on specialties	TeleHealth Administration
Provider Credentialing & Privileging	PPE Reviews	User	Provider privileging reviews	TeleHealth Administration
Provider Credentialing & Privileging	PPE Feedbacks	User	Provider privileging feedback requests	TeleHealth Administration
Scheduling Package	Archived Agreements	User	Archived TeleHealth Service Agreements between VA Sites (pre scheduling package)	TeleHealth Administration
Resource Management	Facilities	User	Management of facilities in the TeleHealth network	Resources
Resource Management	TMP Sites	User	Management of associated sites within facilities in TeleHealth network	Resources
Resource Management	TMP Resource Groups	User	Management of Telehealth bundled resources	Resources
Resource Management	TMP Resources	User	Management of Telehealth resource types (e.g. room, technology, vista clinics with stop codes)	Resources
Resource Management	Components	User	Management of Telehealth component types (e.g. equipment such as codec, hardware, cameras, CPU's, desktops, laptops, peripherals, etc....)	Resources
Resource Management	Users	User	Management of Telehealth users (sign on, permissions, roles, etc.)	Resources
Resource Management	Teams	User	Management of Telehealth teams (e.g. facility/hub approvers, etc..)	Resources
Resource Management	Inventory	User	Management of Telehealth cart inventory and location (Clinical, Specialty)	Resources
Resource Management	Staging Components	System	Management of import staging area for components	Resources
TMP Efficiencies	On Call Entries	User	On call schedule (e.g. for provider)	Phone Book

TMP Efficiencies	TMP Sites	User	Contact phone information for TMP Sites (e.g. emergency contact number, radiology tech phone number, radiology desk, etc..)	Phone Book
CRM Foundational	Dashboard	User	Telehealth Dashboard	Workplace
CRM Foundational	Activities	User	CRM foundational element	Workplace
CRM Foundational	Calendar	User	CRM foundational element	Workplace
CRM Foundational	Imports	System	CRM foundational element	Workplace
CRM Foundational	Duplicate Detection	System	CRM foundational element	Workplace
CRM Foundational	Queues	System	CRM foundational element	Workplace
CRM Foundational	Articles	System	CRM foundational element	Workplace
CRM Foundational	Reports	User	Telehealth Management Reporting (e.g. inventory utilization metrics)	Workplace
CRM Foundational	Announcements	System	CRM foundational element	Workplace
CRM Foundational	Feedback	System	CRM foundational element	Workplace
CRM Foundational	Support Resources	System	CRM foundational element	Workplace
TeleHealth Configurations	Specialties	User	Metadata Management Specialties	MetaData & Configuration
TeleHealth Configurations	Specialty Sub-Types	User	Metadata Management specialty sub-types	MetaData & Configuration
TeleHealth Configurations	Manufacturers	User	Metadata Management manufacturers	MetaData & Configuration
TeleHealth Configurations	Models	User	Metadata Management models	MetaData & Configuration
TeleHealth Configurations	Component Types	User	Metadata Management component types	MetaData & Configuration
TeleHealth Configurations	Cart Types	User	Metadata Management cart types	MetaData & Configuration
TeleHealth Configurations	Sites	User	Metadata Management sites	MetaData & Configuration
TeleHealth Configurations	Equipment	User	Metadata Management equipment	MetaData & Configuration

TeleHealth Configurations	Resource Groups	User	Metadata Management resource groups	MetaData & Configuration
TeleHealth Configurations	Services	System	Metadata Management services	MetaData & Configuration
Integration	Video on Demand	System	Integration data video on demand	Integration
Integration	Integration Result	System	Integration data integration result	Integration
Integration	Integration Settings	System	Integration data integration settings	Integration
Integration	User DUZS	System	Integration data user duzs	Integration
Integration	Interface Settings	System	Integration data interface settings	Integration
Integration	Integration System Jobs	System	Integration data integration system jobs	Integration
Integration	URL Definitions	System	Integration data URL definitions	Integration
Integration	URL Variables	System	Integration data URL variables	Integration
Integration	Message Log	System	Integration data message log	Integrations
Integration	Interface Audit Log	System	Integration data interface audit log	Integration
Integration	Interface Definition	System	Integration data interface definition	Integration
Integration	Interface Message	System	Integration data interface message	Integration
Integration	Interface Endpoints	System	Integration data interface endpoints	Integration
Integration	Interface Message IO	System	Integration data interface message io	Integration
Integration	Message Maps	System	Integration data message maps	Integration
Integration	Entity to Message Translation	System	Integration data entity to message translation	Integration

Integration	Message to Message Translation	System	Integration data message to message translation	Integration
CRM Foundational	Administration	System	CRM foundational element	Settings
CRM Foundational	Auditing	System	CRM foundational element	Settings
CRM Foundational	Security	System	CRM foundational element	Settings
CRM Foundational	Data Management	System	CRM foundational element	Settings
CRM Foundational	Service Management	System	CRM foundational element	Settings
CRM Foundational	Plugin Settings	System	CRM foundational element	Settings
CRM Foundational	Plugin Logs	System	CRM foundational element	Settings
CRM Foundational	Customizations	System	CRM foundational element	Settings
CRM Foundational	Solutions	System	CRM foundational element	Settings
CRM Foundational	Processes	System	CRM foundational element	Settings
CRM Foundational	Email Automation	System	CRM foundational element	Settings
TMP Efficiencies	Video on Demand	User	View all VOD data	Settings
CRM Foundational	Business Management	System	CRM foundational element	Settings
CRM Foundational	Templates	System	CRM foundational element	Settings
CRM Foundational	System Jobs	System	CRM foundational element	Settings
CRM Foundational	Group Resources	System	CRM foundational element	Settings
TeleHealth Configurations	Provider Site Resources	System	CRM foundational element	Settings
TeleHealth Configurations	Patient Site Resources	System	CRM foundational element	Settings
CRM Foundational	Product Catalog	System	CRM foundational element	Settings
CRM Foundational	Document Management	System	CRM foundational element	Settings

CRM Foundational	Dynamics Marketplace	System	CRM foundational element	Settings
CRM Foundational	Email Configuration	System	CRM foundational element	Settings
CRM Foundational	Activity Feeds Configuration	System	CRM foundational element	Settings
CRM Foundational	Activity Feeds Rules	System	CRM foundational element	Settings
CRM Foundational	Customer Center	System	CRM foundational element	Help

Features

Functional Area	Function	Feature	Description
Scheduling	Appointments	Make Appointment Clinic Based - Individual (CVT Modality)	As a TMP Scheduler, I need the ability to schedule an individual CB CVT appointment with required resources and send appropriate email notifications
Scheduling	Appointments	Make Appointment Clinic Based - Individual (SFT Modality)	Ability to make individual CB SFT appointment with required resources and appropriate email notifications
Scheduling	Appointments	Make Appointment Clinic Based - Group (CVT Modality)	Ability to make group CB CVT appointment with required resources and appropriate email notifications
Scheduling	Appointments	Make Appointment VA Video Connect - Individual (CVT Modality)	Ability to make individual VVC CVT appointment with required resources and appropriate email notifications
Scheduling	Appointments	Make Appointment VA Video Connect - Individual (SFT Modality)	Ability to make individual VVC SFT appointment with required resources and appropriate email notifications
Scheduling	Appointments	Make Appointment VA Video Connect - Group (CVT Modality)	Ability to make group VVC CVT appointment with required resources and appropriate email notifications
Scheduling	Appointments	Make appointment Efficiency	All sides of the appointment can be made with either Patient or Provider side login by scheduler.

Scheduling	Appointments	Cancel Appointment	Ability to cancel any TMP Scheduled appointment with associated resources and send appropriate email notifications (whole appointment cancellation, patient cancellation, patient site cancellation)
Scheduling	Appointments	Real time clinic updates	Ability to receive clinic updates from VistA
Scheduling	Appointments	Find Available Times - Return to Clinic	View and Select RTC Orders associated with a Patient in order to link with appointment
Scheduling	Appointments	Find Available Times - Consults	View and Select Consult Orders associated with a Patient in order to link with appointment
Scheduling	Appointments	Appointment Views	Various data views (e.g. by facility, by VIZN, by Site, Provider and Patient side)
Scheduling	Appointments	VistA: Integration of Make/Cancel/Complete of Appointments to VistA	Bi Directional integration to VistA with required fields. Appointments that are scheduled or canceled in the Telehealth Management Platform are automatically updated in VistA. Schedulers are no longer required to enter appointments into VistA after scheduling in the Telehealth Management Platform.
Scheduling	Reserved Resource	Reserved Resource	Ability to reserve a resource for a block of time for various purposes (e.g. Room for group use, provider time block, etc.)
TMP Efficiencies	Notifications	Provider notifications	Email notifications as part of appointment scheduling. Also Providers who prescribe medication will receive email notifications that indicate if the patient site where the Veteran is being seen is DEA registered.
TMP Efficiencies	Notifications	Patient notifications (and other interested parties requested)	Email notifications as part of appointment scheduling. Veterans who are being seen in their home can receive email notifications with an internet calendar server (iCal) to save appointment information to their calendar
TMP Efficiencies	Notifications	Staff notifications	Email notifications as part of appointment scheduling or approval processes (e.g. reminder emails)
TMP Efficiencies	Notifications	Approval processes	Interfacility and Intrafacility approval process (approve or reject within email notification link)

Scheduling	Patient Search	Patient Search	Search and view for Patients in MVI through multiple screens (appointment scheduling, Patients views).
Scheduling	Service Calendar	Calendar View	Calendar view of scheduled services
Scheduling	Request VOD	On Demand VOD	Request an On demand VA Video Connect between Provider and Patient (VR URL received)
Scheduling	Patients	Patient Search	Search and view for Patients within TMP
Scheduling Package	Scheduling Package	Scheduling Package Template	Scheduling templates used for creating appointments and TSAs based on Specialty, Sub Specialty, Modality, Patient/Provider Sites. Intra and Inter facility. Individual or Group appointments. Includes resources required at participating sites. Usage type field to determine TSA vs. Scheduling use.
Scheduling Package	Scheduling Package	Standardized Naming Convention	Automatically name packages based on standard naming convention (specialty, sub specialty, Individual/Group, etc.)
Scheduling Package	Scheduling Package	Appointment Template	Re-usable template for an appointment including standard duration times
Scheduling Package	TSAs	Telehealth Service Agreements	History of approvals between VA Facilities with printable TSA and provider preference reports (interfacility)
Scheduling Package	TSAs	Telehealth Service Agreements	Approval process with notifications for TSAs (e.g. FTC=>Service Chiefs=>Chief of Staffs OR Hub Director => Chief of Staffs for hub scheduling packages)
Scheduling Package	Participating Sites	Participating Site Views	Search and View of participating sites linked to scheduling packages
Provider Credentialing & Privileging	Telehealth Privileging	Provider privileging to sites based on specialties	Initiate Credentialing & Privileging -Create Home/Parent Privileging Record For Provider -Create Proxy/Secondary Privileging Record For Provider
Provider Credentialing & Privileging	PPE Reviews	Provider privileging reviews	The Telehealth Management Platform automatically acknowledges and logs such review requests, and triggers a notification to the requesting Service Chief when all requests for feedback have been responded to.

Provider Credentialing & Privileging	PPE Feedbacks	Provider privileging feedback requests	PPE Process is initiated to provide a feedback-based evaluation of a provider's process. The mechanism for this process includes the generation of automated requests to the Receiving facilities prompting for feedback related to the provider's practice
Scheduling Package	Archived Agreements	Archived TSA data views	Historical TeleHealth Service Agreements between VA Sites (pre scheduling package)
Resource Management	Facilities	Data management of facilities in the TeleHealth network	Management of facilities in the TeleHealth network
Resource Management	TMP Sites	Data management of associated sites within facilities in TeleHealth network	Management of associated sites within facilities in TeleHealth network
Resource Management	TMP Resource Groups	Data management of Telehealth bundled resources	Technology, rooms, and users can be linked together as a resource group and simultaneously scheduled for an appointment (rather than having to schedule technology, rooms, and users separately); these resource groups can be viewed remotely, resulting in transparency of resource availability.
Resource Management	TMP Resources	Data management of Telehealth resource types (e.g. room, technology, vista clinics with stop codes)	Management of Telehealth resource types (e.g. room, technology, vista clinics with stop codes)
Resource Management	Components	Data management of Telehealth component types (e.g. equipment such as codec, hardware, cameras, CPU's, desktops, laptops, peripherals, etc.…)	Management of Telehealth component types (e.g. equipment such as codec, hardware, cameras, CPU's, desktops, laptops, peripherals, etc.…)
Resource Management	Users	Data management of Telehealth staff database (Providers, Preceptors, Telepresenters, etc.) along with TMP User information (sign on, permissions, roles, etc.)	Management of Telehealth staff database (Providers, Preceptors, Telepresenters, etc.) along with TMP User information (sign on, permissions, roles, etc.)

Resource Management	Teams	Data management of Telehealth teams (e.g. facility/hub approvers, etc..)	Management of Telehealth teams (e.g. facility/hub approvers, etc..)
Resource Management	Inventory	Data management of Telehealth cart inventory and location (Clinical, Specialty)	Management of Telehealth cart inventory and location (Clinical, Specialty)
Additional TMP Efficiencies	On Call Entries		On call schedule (e.g. for provider)
Additional TMP Efficiencies	TMP Sites		Contact phone information for TMP Sites (e.g. emergency contact number, radiology tech phone number, radiology desk, etc..)
CRM Foundational	Dashboard	Telehealth Dashboard	Combination of reports into one dashboard view (user definable)
CRM Foundational	Reports	Telehealth Management Reporting	Reports can be easily generated at the National, Veterans Integrated Service Network (VISN) and Facility levels with desired levels of granularity (e.g. inventory utilization metrics)
TeleHealth Configurations	Specialties	Data Management Specialties	List of available specialties
TeleHealth Configurations	Specialty Sub-Types	Data Management specialty sub-types	List of specialty sub types related to each specialty
TeleHealth Configurations	Manufacturers	Data Management manufacturers	List of available equipment manufacturers
TeleHealth Configurations	Models	Metadata Management models	List of available equipment models
TeleHealth Configurations	Component Types	Metadata Management component types	List of available component types
TeleHealth Configurations	Cart Types	Metadata Management cart types	List of available cart types
TeleHealth Configurations	Sites	Metadata Management sites	List of VA sites in the Telehealth network
TeleHealth Configurations	Equipment	Metadata Management equipment	List of available equipment

TeleHealth Configurations	Resource Groups	Metadata Management resource groups	List of resources that are bundled together as a group
TMP Efficiencies	Video on Demand	View all VOD data	View all VOD data initiated from TMP
Integrations	VistA	VistA: Appointment Scheduling	Appointments that are scheduled or canceled in the Telehealth Management Platform are automatically updated in VistA. Schedulers are no longer required to enter appointments into VistA after scheduling in the Telehealth Management Platform appointment make/cancel ; TMP Get Return to Clinic Orders/Consults TMP Make Appt to VistA TMP Cancel Appt to VistA VistA Login
Integrations	VistA	VistA: Support for multiple VistA Systems	Mapping of VistA systems, stop codes list, etc.
Integrations	VistA	VistA: Proxy Add to	Unregistered Veterans who are scheduled through the Telehealth Management Platform will automatically be proxy registered into the distant VistA station.
Integrations	MVI	Patient retrieval	Realtime
Integrations	TMS/IronBow	Component imports (TMS, IronBow)	Periodic batch load
Integrations	VMR	Virtual Medical Room (VMR)	Realtime
Integrations	VVS	Video Visit Service (VVS)	Realtime
Integrations	VIA	Vista Integration Adapter (VIA) - used to login to Vista stations so HealthShare is dependent on it	Realtime
Integrations	CDM	Initial system load of patient data	Initial batch load