
Telehealth Management Platform (TMP) Phase 3

4.8.0 Release Requirements Specification

Project [TMP \(RM\)](#)
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June 10, 2020

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INTRODUCTION

The purpose of this document is to define the Business Requirements. Telehealth Management Platform (TMP) Phase 3 version 4.8.0 Release will deploy the following functionality:

- Twelve defect fixes to address issues found in TMP Production.
- A yearly review process for Telehealth Service Agreements including a review due date and email reminders prior to expiration.
- Data quality improvements that prevent creation of invalid VistA clinics (missing/invalid IENs) or Scheduling Packages with missing patient side clinics.
- The ability to pass through cancellation remarks to VistA.
- Other efficiencies and defect remediations including: Additional date filter on RTCs/Consults; streamlining of available Patient Technology Types (e.g. COTS/CVT Tablet renamed to SIP Device); Account 90 Day report now has option to display deactivated as well as active users.

TMP 4.8.0 BUSINESS EPICS

TMP TSA Management

As a TMP TSA Approver, I need to manage TSA approvals so that agreements are reviewed and approved by staff as required (FTCs, Hub Director, Service Chiefs, Chief of Staff).

TMP Reports & Dashboards

As a TMP User, I need to view reports and dashboards, so that the application usage and data can be reviewed as required.

TMP Scheduling Package Management

As a TMP Scheduling Package Manager, I need to manage scheduling packages and associated TSAs.

TMP Efficiencies

As a TMP User, I need the system to be efficient and streamlined.

TMP Scheduling

As a TMP Scheduler, I need to schedule and cancel appointments for patients and providers along with any required resources.

TMP 4.8.0 DEFECT FIXES

13457 - Group Appointment: 2nd Patient Site booking into 1st Patients Site's Vista IEN

DEFECT: As a TMP Scheduler, scheduling a group appointment, I need to verify that each VistA clinic IEN is booked into the expected VistA station when multiple patients are booked either within different facilities (inter) or within the same facility (intra).

12901 - Preventing Alphanumeric characters in Clinic IEN number when clinics are created

DEFECT: Preventing Alphanumeric characters in Clinic IEN number when clinics are created.

12856 - Intermittent Issues Pulling RTCs and Consults

DEFECT: As a TMP Scheduler scheduling an appointment, I am able to view the patient's RTCs/Consult orders so that one selected can be linked to the appointment and passed through to VistA.

13770 - Account 90 Day report is showing User Type as 'Not Available' even though there is a value in the user record

DEFECT: Account 90 Day report is showing User Type as 'Not Available' even though there is a value in the user record.

13266 - Handle error scenarios while canceling an appointment scheduled with TSA (i.e., w/o SP)

DEFECT: As a TMP Scheduler, I need to be prevented from cancelling an appointment that was created prior to 4.6 since the appointment structure has changed and the cancellation will give errors.

16306 - Adding a Non-VA Email on an appointment is not sending the email

DEFECT: As a TMP Scheduler, I need to be able to add family member/caregiver emails, so that they will also be notified on the VVC appointment.

14133 - TSA 2.0 Provider Preferences Report

DEFECT: As a TSA Approver, I need the provider preferences to display on the TSA 2.0 report and the Provider Preference report so that the data displays according to the report specs.

13478 - TMP Inventory Screen Doesn't Refresh

DEFECT: As a TMP Resource Manager I need the Approve and Complete action to refresh so that the status changes without me doing a manual refresh.

8594 - Business Process Error when updating TMP Resource's TMP Site

DEFECT: TMP Resource Manager is unable to change the TMP Site associated with the Resource and gets a Business Process Error.

14795 - Patient Participating Site - Missing VistA Clinic Message

DEFECT: As an Scheduling Package Manager or Hub SP Manager, trying to save a participating site with Can Be scheduled flag=Yes, there is a Typo in Business process error message when no VistA clinic was added.

15561 - Real time clinic updates throws an error when information is missing in the VistA inbound message

DEFECT: As a System Administrator, VistA real time clinic updates aren't processed by TMP if the Station Number is not present in the pay load, which throws an error and TMP doesn't create / update the clinic.

15734 - Error on Appt Cancel Dialog for CVT INTER Group appointment when the Reserve Resource is already in Canceled status

DEFECT: As a TMP Scheduler scheduling a CVT INTER Group appointment, I am able to cancel from the top level appointment, which cancels all the associated patients on each RR.

TMP 4.8.0 PRODUCT ENHANCEMENTS

13741 - Update Account 90 Day report

USER STORY: As a TMP Administrator, I need the Account 90 Day Report updated so that the output can show user's that have logged in in the past 90 days also and are not de-activated.

5107 - Additional facility approval views for records needing review

USER STORY: As a TSA Manager, I need the ability to view all Facility Approvals(TSAs) reviewed so that I can see any outstanding or completed reviews as follows:

- show what is due to be reviewed this quarter => Pending Review
- show what is overdue for review (e.g. based on review due date is past)
- show what was reviewed this quarter as 'Reviewed and Confirmed'
- show what was reviewed this quarter as 'Reviewed and Updated'
- user can select the date in a filter option if built as a view

These additional views are required for Facility Approvals within selected time period:

TSAs Pending Review This Quarter - any record where FTCs/Hub Director Status is Review Pending

TSAs Overdue for Review This Quarter - any record where FTCs/Hub Director Status is Review Pending AND current date > review due date

TSA's Reviewed and Confirmed This Quarter - any record where (Provider FTC Approval Status=Reviewed and Confirmed) OR Patient (FTC Approval Status=Reviewed and Confirmed) OR Hub Director Approval Status=Reviewed and Confirmed)

TSA's Reviewed and Updated This Quarter - any record where (Provider FTC Approval Status=Reviewed and Updated) OR Patient (FTC Approval Status=Reviewed and Updated) OR Hub Director Approval Status=Reviewed and Updated)

7925 - Update Participating Site Default Lookup

USER STORY: As a TMP Scheduling Package Manager, adding a Participating Site to an intrafacility or interfacility Scheduling Package(SP), I need to efficiently view the TMP Sites that are selectable, so that I don't have to scroll through all TMP sites. On the Participating Site form, the user must specify whether it is a Patient or Provider site, prior to selecting the TMP Site.

11219 - Managing Patient Technology Types

USER STORY: As TMP Resource Manager I need to update available technology types for a Patient so that obsolete names are removed and device names are streamlined for clarity in the field.

5094 - Reviewed and updated action

USER STORY: As a member of the TSA Initial Approval Team (FTCs for non-hub, Hub Director for Hub), I need to mark an interfacility Facility Approval(TSA) as 'Reviewed and Confirmed', so that an interfacility Facility Approval(TSA) is re-verified on a periodic basis. This should be for both Provider Side and Patient side FTC Teams for non hub approval process and Hub Director for hub approval process.

8313 - Update participating site views

USER STORY: As a SP Manager, I need to see the vista clinics associated with a participating site (PS) and audit dates, so that I don't have to click into each record individually.

5093 - Initiate review process

USER STORY: As a member of the TSA Initial Approval Team (FTCs for non-hub, Hub Director for Hub), I need the system to initiate a review process so that I have a window of time to review previously approved interfacility TSA's according to the yearly review policy. The 'review due date' is calculated as the 1 year anniversary of final approval date +30 calendar days (from Date when Facility Approval Status=Approved).

8027 - Participating site resource subgrid

USER STORY: As an SP Manager, I need to list out TMP resources under a participating site's associated Paired Resource Group (PRG) so that I don't have to click into each PRG to see what resources are inside of it.

7080 - Appointment screen - cancelation remarks

USER STORY: As a TMP Scheduler, I need to optionally enter cancel remarks/comments so that these comments can flow to VistA for documentation (into the cancel remarks field).

11197 - Include Hub name and additional text in Hub related Facility Approvals emails

USER STORY: As a TSA Approver, I need to understand information for Hub related approvals so that I know which Hub and Provider Facilities are requiring my approval.

5092 - Reviewed and confirmed action

USER STORY: As a member of the TSA Initial Approval Team (FTCs for non-hub, Hub Director for Hub), I need to mark an interfacility Facility Approval(TSA) as 'Reviewed and Confirmed', so that the interfacility Facility Approval(TSA) complies with yearly review policy. This should be for both Provider Side and Patient side FTC Teams for non-hub approval process, Hub Director team for hub approval process. Next Review Due Date will be 1 yr+30 days from this action date.

8020 - Resource Group – Increase Unique ID Character Limit

USER STORY: As a TMP Resource Manager editing a TMP Resource Group, I need to have a bigger text size for the unique identifier, so that up to 30 characters can be entered.

5090 - Initial review notification email

USER STORY: As a member of the TSA Initial Approval Team (FTCs for non-hub, Hub Director for Hub), I need to be notified that a previously approved interfacility Facility Approval(TSA) needs to be reviewed by a specific 'review due date', so that I can review and confirm the existing Facility Approval or make updates that trigger required approvals all over again.

7079 - Appointment screen - Consult/RTC table additional filters

USER STORY: As a TMP Scheduler, I need the RTC and Consult display to allow me to filter on a date range, so that I don't have to scroll through all the RTC/Consults in one single table (given the 2 year+future VistA criteria).

14064 - Scheduling package validation when adding patient side resources

USER STORY: As a Scheduling Package Manager, adding patient side scheduling resources, I should include a VistA clinic for clinic based type appointments, so that I avoid scheduling errors.

5590 - Final Warning Email Notification

USER STORY: As a member of the TSA Initial Approval Team (FTCs for non-hub, Hub Director for Hub), I need to get a final reminder that the Facility Approval(TSA) will be deactivated 7 calendar days before the deactivation date (review due date + 1 days), so that I get a final warning to do the overdue review.

14031 - Avoid Linking Inappropriate VistA clinic to a Scheduling Resource

USER STORY: As a Scheduling Package Manager, adding VistA clinic type scheduling resources to an SP, I shouldn't be allowed to select views that explicitly point to invalid clinics, so that I chose valid clinics for scheduling.

15183 - Update TSA review related views

USER STORY: As a TSA Approver, I need the TSA review related views updated so that I have better readability and additional columns visible.

5382 - Keep history of all reviewers and approvers

USER STORY: As a TSA Manager, I need the system to keep a history of all previous approvals and reviews for a Facility Approval (TSA), so that any audit would show the entire history of approvals and reviews including dates and signee information.

5108 - Deactivation/Overdue Email Notification

USER STORY: As a member of the TSA Initial Approval Team (FTCs for non-hub, Hub Director for Hub), I need to be notified that a previously approved interfacility TSA is still waiting to be reviewed by a specific 'review due date' when the review date is past.

7981 - Add Participating Sites and Scheduling Resources to VVC Scheduling Package

USER STORY: As a TMP Scheduling Package Manager, I need to add sites and scheduling resources to patient side VVC appointments, so that I can add the appropriate administrative VistA Clinic or other scheduling resources.

Approval Signatures

VA IT PM Signature

Date

Business Owner Signature

Date