PATS

Patient Advocate Tracking System

Patient Advocate Tracking System

The Patient Advocate Tracking System (PATS) will soon replace the legacy Patient Representative System (Patient Rep).

In Patient Rep, you received alerts to respond to a patient complaint or view a compliment.

In the PATS application, you will receive an Outlook email with a link to view patient information.

There are two types of notifications.

Informational Notifications are FYI; no response is required on your part.

Action Request Notifications require a response from you within a specified period of time.

I received an email Notification.

What do I do?

This is an example of an email sent to the recipient of an Informational Notification.

The recipient should make a note of the Institution mentioned in the email (Test Parent Stn 110) and then click on the link.

When you click on the email link, the PATS Logon page displays.

acceptance that there is no reasonable expectation of privacy in the use of Government networks or systems.

The data and documents on this system include Federal records that contain sensitive information protected by various Federal statutes, including the Privacy Act, 5 U.S.C. § 552a, and veterans' records confidentiality statutes such as 38 U.S.C. §§ 5701 and 7332. Access to the data and records is on a need-to-know basis only.

All access or use of this system constitutes user understanding and acceptance of these terms and constitutes unconditional consent to review and action including (but not limited to) monitoring, recording, copying, auditing, inspecting, investigating, restricting access, blocking, tracking, disclosing to authorized personnel, or any other authorized actions by all authorized government and law enforcement personnel.

Log on for: Patient Advocate Tracking System (PATS)

2. Enter VistA Access and Verify codes

Enter access code:

Enter verify code:

HealtheVet-VistA

◉ Sort by Station Number *   ○ Sort by Station Name *

Refresh

Institution: TEST Parent Stn 110 (110)   *

1. Select the Institution

Login

3. Click the Login button

* Persistent Cookie Used (more information).

1. Select the Institution listed in the email from the drop-down list.
2. Enter your VistA Access and Verify codes.
3. Press the Login button.

After you log on, the View Informational Notification page displays.

View Informational Notification

You have been asked to view this page because a Patient Advocate wants to bring a compliment or complaint to your attention.

Notification Details

ROC Number :	110.200700011	**Date of Contact :**	01/19/2007
Notification Sent By :	PATSPA, ONE	**Information Taken By :**	SRCU, PATS
Recipient :	PATSEMPLOYEE, ONE		
Date Sent :	01/19/2007	**Date Read :**	
Patient Name :	PATSPATIENT, ONE	**Treatment Status :**	Outpatient
SSN :	000685184	**Eligibility Status :**	EMPLOYEE

Contact Phone/Fax :

Name or Description	Number
PATSrelative	555-555-5555

Method of Contact : Phone   **Contacting Entities :** Relative

ROC Issue Text : Patient was allergic to the cleaning solution that was used and became very ill while waiting for the doctor. The patient was overcome and had to be taken to Emergency.

Log off

The PATS application has marked that you have received this Informational Notification. The Patient Advocate will notify you if further action from you is needed.

Patient Advocate Tracking System (PATS)
Questions, Feedback: National Help Desk   888-596-4357

Review the information and then press the Log off link to finish.

Next, we'll view an Action Request Notification.

This is an example of an email sent to the recipient of an Action Request Notification.

PATS Notification - Informational - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

Toolbars ▾ Tools ▾

From: PATS Notification [PATS_Notification@Do_Not_Reply.va.gov]   Sent: Fri 1/19/2007 9:44 AM
To: PATSSUPERVISOR, ONE
Cc:
Subject: PATS Notification - Action Request

A Patient Advocate has logged an Action Request Notification.

For more information, click the following link:
<http://vhaishappv1.vha.med.va.gov:7511/PATS/jsp/notifications/viewINRcpt.jsp?
qs=JHjvYVKkVU8WkC39o7E7x2t9H4KLXZCruzJtK4nkaqPAb1o2uR>
At the PATS Login page, select TEST Parent Stn 110 (110) from the Institution drop-down list.
Note: If you have trouble accessing the notifica... ...eturn to this email and click on the link again.
If the problem continues, contact the Help Des... ...88.596.4357.

The recipient should make a note of the Institution mentioned in the email (Test Parent Stn 110) and then click on the link.

When you click on the email link, the PATS Logon page displays.

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Log on for: Patient Advocate Tracking System (PATS)

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Enter access code:

Enter verify code:

◉ Sort by Station Number * ◯ Sort by Station Name *

Refresh

HealtheVet-VistA

Institution: TEST Parent Stn 110 (110) ∨ *

1. Select the Institution

3. Click the Login button

Login

* Persistent Cookie Used (more information).

1. Select the Institution listed in the email from the drop-down list.
2. Enter your VistA Access and Verify codes.
3. Press the Login button.

Here is an example of a View Action Request Notification page.

View Action Request Notification

A complaint or compliment has been logged by this VA Facility's Patient Advocate as a Report of Contact. The Patient Advocate has sent you this notification in order to bring this issue to your attention.

Notification Details

ROC Number :	110.200700011	**Date of Contact :**	01/19/2007
Notification Sent By :	PATSPA, ONE	**Information Taken By :**	SRCU, PATS
Recipient :	PATSSUPERVISOR, ONE	**ARN Status :**	**PENDING**
Date Sent :	01/19/2007	**Expiration Date:**	05/30/2006
Patient Name :	PATSPATIENT, ONE	**Treatment Status :**	Outpatient
SSN :	000685184	**Eligibility Status :**	EMPLOYEE

Contact Phone/Fax :

Name or Description	**Number**
PATSrelative	555-555-5555

Method of Contact : Phone   **Contacting Entities :** Relative

ROC Issue Text : Patient was allergic to the cleaning solution that was used and became very ill while waiting for the doctor. The patient was overcome and had to be taken to Emergency.

Log off

Additional Comments:

from   PATSPA, ONE   on 05/22/2006

I was very upset to learn that a patient had become ill due to the cleaning solution that your crew uses. Please let me know how and when you plan to handle this problem.

Add Comment:

Add

The Patient's concern is detailed in ROC Issue Text section. Patient Advocate comments are in the Additional Comments section.

Review the information and enter a response in the Add Comment section. Press the Add button and then the Log off link to finish.

View Action Request Notification

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ROC Issue Text : Patient was allergic to the cleaning solution that was used and became very ill while waiting for the doctor. The patient was overcome and had to be taken to Emergency.

Log off

3

Additional Comments:

from   PATSPA, ONE   on 05/22/2006

I was very upset to learn that a patient had become ill due to the cleaning solution that your crew uses. Please let me know how and when you plan to handle this problem.

Add Comment:

1

We will look for a more environmentally freindly cleaner immediately.

Add

2

The advocate is notified by email that a response has been made to the Action Request Notification.

Timeliness is Important!

VHA Handbook 1003.4

b.   Patients Must Have Their Complaints Addressed in a Timely Manner

 (1) There must be sufficient staffing devoted to the Patient Advocacy Program to ensure timely resolution of complaints, identification and resolution of system issues, and tracking, trending and reporting to appropriate areas. Response to complaints occurs as soon as possible, but no longer than 7 days after the complaint is made.   Should the complaint require more than 7 days, staff are responsible for continuously updating the patient on the status of the complaint and/or resolution. ***NOTE:*** *Privacy complaints are to be processed in accordance with VHA Handbook 1605.1, Privacy and Release of Information.*