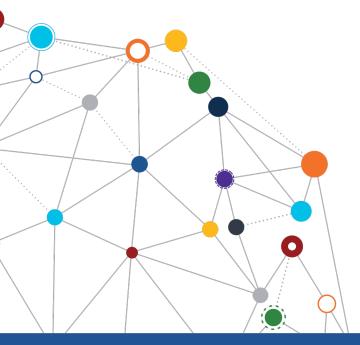


VS GUI User Guide Addendum

Release 1.7.0.2 Update





U.S. Department of Veterans Affairs Office of Information and Technology Enterprise Program Management Office



Enterprise Program Management Office

Revision History

Date	Revision	Description	Author
8/5/2020	1.8	Updated the document to reflect the new version of VS GUI 1.7.0.2.	REDACTED
7/7/2020	1.7	Updated the document to reflect the new version of VS GUI 1.7.0.1 and VistA Patch SD*5.3*762; updated table of contents and list of figures.	REDACTED
7/1/2020	1.6	Updated section 3.9 - Navigating and Viewing the Trace Log, table of contents and list of figures.	REDACTED
6/23/2020	1.5	Added section 3.10 Clinic ID Required Message Due to Clinic Abbreviation and updated table of contents and list of figures.	REDACTED
05/26/2020	1.4	Added Section 3.8 - Color/Number designation of Appointment status and Section 3.9 - Navigating and Viewing the Trace Log, updated section 3.1.2, table of contents and list of figures.	REDACTED
04/28/2020	1.3	Updated section 3.1.2, table of contents and list of figures.	REDACTED
04/23/2020	1.2	All changes accepted, Updated projected release period	REDACTED
04/21/2020	1.1	Added section 3.7 Midnight Appointment, Provided technical edits - Update table of contents and figures, fixed bullets and numberings.	REDACTED
04/14/2020	1.0	Created 1.7 Release Update Feature Documentation	REDACTED

CLIN Satisfaction Statement

This document is submitted in satisfaction of CLINs 8001BA and 8001BC.



Enterprise Program Management Office

Table of Contents

1	In	trod	uction	5
	1.1	Purp	ose	5
	1.2	Over	view	5
	1.3	Discl	aimers	5
	1.	3.1	Software Disclaimers	5
	1.	3.2	Documentation Disclaimers	5
	1.4	Proje	ect References	6
	1.	4.1	Information	6
2	51	isten	n Summary	7
			-	
3	K	ey Fe	ature Update in Version 1.7.0.2	7
	3.1	More	e Resilient Login Experience	7
	3.	1.1	Bypass PIV Login if Service Unavailable	7
	3.	1.2	Validate VS GUI Version Matches Current Build Release	8
	3.2	User	Preferences	9
	3.3	Help	Section	.11
	3.	3.1	Adding Local Links to Help Pane	.12
	3.	3.2	Correct / Update Local Link in VS GUI Help Pane	.13
	3.	3.3	Remove Local Link in VS GUI Help Pane	.15
	3.4	Drag	and Drop Functionality	.16
	3.5	Mult	iple Return To Clinic (MRTC) Disposition	
	3.	5.1	Parent	.21
	3.	5.2	Child	.23
	3.6	Varia	able Length (VL) Appointment	.25
	3.7		night Appointments	
	3.8		r/Number Designation Of Appointment Status	
	3.9		gating and Viewing the Trace Log	
	3.10	Cl	inic ID Required Message Due to Clinic Abbreviation	.31

List of Figures

Figure 1: User Login	8
Figure 2: Error Message Displayed When User Tries to Login Using 1.6 VS GUI into 1.7+ V	istA
Environment	9
Figure 3: Settings – User Preferences	10
Figure 4: Settings – Save As Default View	11
Figure 5: Help Pane	12
Figure 6: Add Local Link To Help Pane	13
Figure 7: New Local Link Added (VHA-COVID-19 RESPONSE)	13
Figure 8: Edit Local Link	14
Figure 9: Remove Local Link From The Help Pane	15
Figure 10: Removed The Local Link (VHA COVID-19 RESPONSE)	16



Figure 11:	Example For A Single Clinic In Week View	L7
Figure 12:	Example For An Appointment Within A Clinic Group Search	L7
Figure 13:	Drag And Drop Example	18
Figure 14:	Drag And Drop Example	19
Figure 15:	Standard Cancel Appointment Screen	L9
Figure 16:	Appointment Verification By Hover And By Pending Appointments Box	20
Figure 17:	Pop-Up Message For Drag And Drop Ineligible Appointment Types	21
Figure 18:	Error Indicator That An Appointment Cannot Be Moved To The Selected Destination	n
	2	21
Figure 19:	MRTC New Disposition Code For Parent - Removed/Scheduled-Assigned	22
Figure 20:	MRTC New Disposition Code For Parent - Removed/VA Contract Care	22
Figure 21:	Close MRTC Request Confirmation Box	23
Figure 22:	MRTC New Disposition Code For Child - Removed/Scheduled-Assigned	23
Figure 23:	MRTC New Disposition Code For Child – Removed/VA Contract Care	24
Figure 24:	MRTC New Disposition CHILD – Close MRTC Request	24
Figure 25:	Variable Length Appointment - Duration Options Limited To Multiples Of Default	
Appointme	ent Length	25
Figure 26:	Appointment That Starts At Midnight2	26
Figure 27:	Appointment That Ends At Midnight	26
Figure 28:	Appointment That Crosses Over Midnight	26
Figure 29:	Calendar View: Appointment Status Visual Indicators Now Include Both Color And	
Number		27
Figure 30:	Navigate To Windows File Explorer From The Task Bar	28
Figure 31:	Navigate Inside C: Drive And Open "Users" Folder	28
Figure 32:	Navigating To The Username Folder	28
Figure 33:	Navigating To Appdata And How To View Hidden Files And Folders	29
Figure 34:	Navigating To Local Folder	30
Figure 35:	Navigating To VA Vista Scheduler Folder	30
Figure 36:	List Of Trace Log Files	31
Figure 37:	Message User Gets When An Invalid Clinic Is Selected	32
Figure 38:	Appointment Request – When Abbreviation (BR/N) Is Different From The Clinic	
	Y NEURO)	
	Appointment Request -User Should Search By Only The Clinic Name (CHY NEURO) 3	
Figure 40:	Appointment Request - When An Abbreviation With A Symbol Is Used To Search Fo	r
Figure 41:	Appointment Request - Showing The Clinic Name Truncated	36



1 Introduction

Department of Veterans Affairs (VA) Veterans Health Information Systems and Technology Architecture (VistA) Scheduling Graphical User Interface (VS GUI) module is the Windows GUI version of the Patient Information Management System (PIMS) Scheduling module. It provides appointment management functions included in PIMS Scheduling, but with the added convenience and usability of a GUI.

1.1 Purpose

The Veterans Health Administration (VHA) Office of Veterans Access to Care (OVAC) requested an enterprise enhancement for the VS package that supports COVID-19 response. The enhancement reduces operating costs for VHA and improves operational efficiencies, resulting in patient-centered access to care, coordinated care, increased customer satisfaction, and the reduction of excessive cycle/wait time for scheduling patients.

1.2 Overview

VS GUI is a software module that allows schedulers to make appointments quickly by viewing multiple appointment request types and multiple clinics in one screen. A scheduler can easily view patient requests for service, find the next available open appointment, view the provider's availability in multiple clinics, and track a patient's appointment process. Refer to <u>System</u> <u>Summary</u> for a more detailed description of VS GUI functionality.

1.3 Disclaimers

1.3.1 Software Disclaimers

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely if any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.3.2 Documentation Disclaimers

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.



Enterprise Program Management Office

1.4 Project References

1.4.1 Information

The VS GUI points of contact (POCs) include:

» **REDACTED**

VSE Resources

- » Veterans Health Administration (VHA) VSE SharePoint: REDACTED
- » VA Software Document Library (VDL) Scheduling (VSE manuals near the bottom):
- » National Return to Clinic (RTC) Order: REDACTED



2 System Summary

The VSE project delivers a series of enhancements to legacy VistA Scheduling Version 5.3 via the VS GUI application.

This update is for the nationally released version 1.7.0.2, which includes VS GUI 1.7.0.2 R1, VistA patch SD*5.3*694 and VistA Patch SD*5.3*762. At time of publishing, install period is projected for August 2020.

This update includes the following:

- » More Resilient Log-In Experience:
 - If Personal Identification Verification (PIV) authentication/Single Sign On (SSOi) is offline, VS GUI will allow users to access VS GUI with their VistA Access/Verify codes.
 - VS GUI will ensure only the VS GUI version that matches the current VistA build can be used.
- » User preference for column order can be saved as default, and will be remembered from session to session
- » Help section with hyperlinks to Veteran Crisis Line (and their new secure chat), VSE resources, and contact information to report a problem or suggestion.
- » More robust drag and drop functionality:
 - Appointments that were created from Patient Centered Scheduling (PtCSch) (Recall) can now be dragged and dropped.
 - Appointments are prevented from being dragged to/from the past to avoid encounter and note issues.
 - View Only users are prevented from any drag and drop access.
 - Drag and drop across clinics in provider or clinic group search (including across clinics with different stop codes).
- » Multiple Return to Clinic (MRTC) appointment requests have two additional disposition reasons available
- » Clinics with variable length should only allow time to be added in multiples of the default slot length.
- » VS GUI will store trace logs for up to 7 days.
- » Updated the location of the VS GUI application and trace log files in order to avoid conflict with Group Policy Objects (GPOs) at facilities installing via VistA Applications Central Server (VACS).

3 Key Feature Update in Version 1.7.0.2

3.1 More Resilient Login Experience

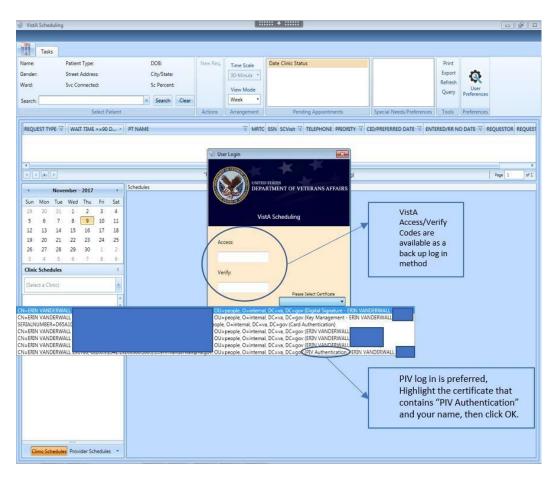
3.1.1 Bypass PIV Login if Service Unavailable

VistA User Access and Verify codes are required to login to the VS GUI, along with VistA options and keys according to the user's role. Once a user has the appropriate access assigned within VistA, the user will need to link their Personal Identification Verification card (PIV) to their VistA



account. Guidance on linking a PIV to VistA can be found in this document: <u>https://mobile.va.gov/sites/default/files/piv-linkage-process.pdf</u>. If a user has already linked their PIV and VistA account, they will not need to repeat this step unless the user changes duty stations or VistA instances.

VS GUI uses two factor authentication with PIV-enabled login and Personal Identification Number (PIN) as the primary method for logging into the system. If the PIV authentication service has an issue authenticating the user, an error may occur, but the users will now be able to bypass the PIV login and enter their Access/Verify Code in the Login Box.





3.1.2 Validate VS GUI Version Matches Current Build Release

VS GUI will ensure only the VS GUI version that matches the current VistA build can be used. If a user tries to login with the wrong version, the user will get a popup message labeled **User Access Rights.**

Note: The error message does not specifically state that a user has tried to login with the



wrong version. It states, "The user does not have access rights to this application. Contact the system administration for further information." The user will be able to see the login version on the login screen and if it displays a version other than v1.7.0.2 R1, the user will need to submit a trouble ticket to request the correct version of VS GUI be installed. If the user has 1.6 VS GUI and are logging into a 1.7+ VistA environment, the user will receive a popup message "The user does not have access rights to this application. Contact the system administration for further information."



Figure 2: Error Message Displayed When User Tries to Login Using 1.6 VS GUI into 1.7+ VistA Environment.

After the introduction of 1.7.0.2 VS GUI, if a user tries to login with the wrong version of VS GUI, the user will receive a popup message requiring them to install the latest VS GUI version.

3.2 User Preferences

Users may now set their own column preferences within a session or as their default view.

Within the session, a user can drag and drop a column in the Request Management grid and move it left or right to rearrange the column order for the length of the session.

The current column order is:

- » Request Type
- » Wait Time
- » Patient (PT) Name
- » Multiple Return To Clinic (MRTC)
- » SSN
- » SC Visit



- » Telephone
- » Priority
- » CID/Preferred Date
- » Entered/RR No Date
- » Requestor
- » Requested By
- » Clinic/Service
- » Comment

If the user would like to set a new default column order for future sessions, select the User Preferences box in the ribbon bar. The User Preferences Settings icon with a green box around it indicates the user preferences are stored.

Gender: M Street Address Natil Sic Connectes ACP Millip Search	SCHITTION DOR CAYSTAN	Trev Res Date 11 Nav 11, 202050200 Mar 13, 202051500 Mar 34, 202050130	Clear Thebas NO ACTION TAKEN NO ACTION TAKEN NO ACTION TAKEN Tending Republicment	Image: The second sec	
PT NAME	T COMMENT EWL17	8600 13971 1987 1987	(555) 555-5555 RATENT	SR CLARCSERVCE Use Professions Controls Controls PT Nuter COMMONT	Sove 17 ROOT 7 0 COURT 0 COURT 0 COURT 0 COURT 0 COURT 0 COURT 0
1 1 4 5 March-28 5 m Mon Tue Wed 1 2 3 4	The Fil Sat	E Dry	n "Tacal" his been revened to "PLCsch" i WDIX Month Tarvaine	Patient Centered Sciencing Patient Centered Sciencing REQUESTION CURRORSHIPS OF AUXOUSTID OF	1 Nov - d
8 9 10 11 15 16 17 18 22 23 24 25 20 50 31 1 3 0 2 0 Clinic Schedules	12 10 44 19 20 21 26 27 28 2 3 4 0 10 10 1 1	1200 AM 40 100 AM 40 200 AM	ay 14 Saturday	13 Sunday METC SIN Wait Thate SCVIDT PRODUCTY	
2		400 AM 300 AM 300 AM 400 AM 30 30 30 30 30 30 30 30 30 30		CR.PHETIMED DUTE ENTERDURE NO DATE OK. CHIVE CHIVE INS. CHIVE	

Figure 3: Settings – User Preferences

Note: Filter and sort functionality previously included in User Preferences has been removed in version 1.7.0.2.

To save your user preferences:

- 1. Drag and drop a column up or down to create the new column order.
- 2. To save the selections as your default view, select "Save as Default View" on the bottom right. If you do not select "Save as Default View," your selections will only be applicable to your current session.
- 3. Click OK to save.



To remove any existing user preferences for the user's default view:

- 1. Click the User Preferences icon.
- 2. In the User Preferences window, click Clear, Save as Default View, then click OK to save.

The User Preferences Settings icon will now display without the green highlight when no user preferences have been stored.

User Preferences		×
🔇 Select sort order:		
Column		
PT NAME		
COMMENT		
REQUEST TYPE		
TELEPHONE		
REQUESTOR		
CLINIC/SERVICE		
REQUESTED BY		
MRTC		
SSN		
WAIT TIME		
SCVISIT		
PRIORITY		
CID/PREFERRED DATE		
ENTERED/RR NO DATE		
OK Cancel	Clear	Save as Default View

Figure 4: Settings – Save As Default View

3.3 Help Section

A Help section has been added with hyperlinks to items such as the Veteran Crisis Line (and their new chat), VSE Resources, and contact information to report a problem or suggestion. The VA National Links that can only be updated through the release of new patches. Local links can be added or updated by the site through a new option VS GUI Help Pane Edit [SDEC HELP PANE EDIT (LOCAL)]. The option has been added to the Supervisor Menu [SDSUP] and cannot be a stand-alone option. Users must hold the SDEC HELP security key in order to access this new option.



Enterprise Program Management Office

ne: der: d: :	Str Sv	itient Type reet Addr c Connec HP:	ess:			DOB: City/State Sc Percent Phone:			rw Req.	Date 77 Clinic	∀ Status ∀			Print Export Reload Query	User Preferences	VS. GUI, Help, Link (VS. GUI, Keyboard S VS. GUI, Resources Contact, VSE Progr Veterant Crisis Link	Shortcuts	Î	
			Select	t Patier	nt :	Search	Cicar		ctions	Pending Appr	ointments	Special Nee	ds/Preferences	Tools	Preferences	MIT I LA INC		*	
EQUEST 1	TYPE 7	PT NAME					7	MRTC	CID/F	REFERRED DATE	ENTERED/RR	NO DATE V	CLINIC/SERVICE	E	T	REQUESTED BY		COMMENT	
ONSULT	6 N	BUDGE,B	ETTIE N	A.					04/12	2/2017	04/12/2017		INPATIENT WO	UND CAR	E	FTC PACT TEAM 1 A	M		
PPT		PREHODA	KIM						06/20	/2017	04/27/2017		CHY OPTOMET	RY TEAM	1	PATIENT			
		PARROTT	C1 53.45	-					10/02	2/2017	04/27/2017		CHY AUDIO TEI	CH CLEAN	ING	PATIENT			
PPT																			
		PARRUTT	CLEME	ENTE					1.1.01.01	1	anamed to "Pti	CS-In* /Datian	t Centered Schar	(ulina)				200	
PT				ENTE	Sch	edules				1 "Recall" has been r	renamed to "Pto	CSch* (Patien	t Centered Sched	(uling)				Page	1
	Na Ma	arch - 202	0		1		TURF-X			1	renamed to "Pto	CSch" (Patien	t Centered Sched	(uling)				Page	t
	Na Ma	arch - 202		Fri 6		edules -ACUPUNC	TURE-X			ll "Recall" has been r				fuling)			24 - 30		
()	Ma Ma Ion Tue 2 3	arch - 202	0	Fri	1		TURE-X		•	Recall" has been r	WEEK	Month	Imeline			20.5) March 2020 (
n Ma 2 9	Ma Ion Tue 2 3 9 10	rrch - 202 Wed 4	0 Thu S	Fri 6	Sat C		TURE-X		Time	ll "Recall" has been r	WEEK			2	7 Friday 5 min Acet I Mar	28 Saturday	24 - 30 29 Sunday		
in Mo 2 1 9	Ma lon Tue 2 3 9 10 16 17	wed 4 11	10 Thu 5 12	Fri 6 13	Sat 0 7 14		TURE-X		Time	Recall* has been n Day 24 Tuesday	WEEK	Month	Imeline	2	7 Friday 5 min Appt Max) March 2020 (
n Ma 2 9 5 16	Ma lon Tue 2 3 9 10 16 17 23 24	wed 4 11 18	10 Thu 5 12 19	Fri 6 13 20	Sat Cl 7 14 21		TURE-X		Time Slot	Day 24 Tuesday 8:00 AM	WEEK	Month	imeline _26 Thursday	2 VL 1 1			29 Sunday) March 2020 (
n Ma 2 9 5 16 2 23	Ma lon Tue 2 3 9 10 16 17 23 24	wed 4 11 18	10 Thu 5 12 19	Fri 6 13 20	Sat Cl 7 14 21		TURE-X		Time	Dey 24 Tuesday	WEEK	Month	Iimeline 26 Thursday	2			29 Sunday) March 2020 (
n Ma 9 5 16 2 23 9 30 6	Ma lon Tue 2 3 9 10 16 17 23 24	wed 4 11 18	0 Thu 5 12 19 26 2	Fri 6 13 20 27 3	Sat Ci 7 14 21 28 4		TURE-X		Time Slot Viewer	Recall' has been n	WEEK	Month	imeline _26 Thursday	2 VL 1 1			29 Sunday) March 2020 (
n Ma 2 9 16 23 0 30 6 9	Ma ton Tue 2 3 9 10 16 17 123 24 10 31 6 7 hedules	rch - 202 Wed 4 11 18 25 1 8	0 Thu 5 12 19 26 2	Fri 6 13 20 27 3	Sat Ci 7 14 21 28 4		TURE-X		Time Slot Viewer	B "Recall" has been n 24 Tuesday 8:00 AM 15 9:00 AM 15	WEEK	Month	Imeline 26 Thursday	2 VL 1 1			29 Sunday) March 2020 (
n Ma 2 9 16 23 0 30 6 9	Ma lon Tue 2 3 9 10 16 17 13 24 10 31 6 7	rch - 202 Wed 4 11 18 25 1 8	0 Thu 5 12 19 26 2	Fri 6 13 20 27 3	Sat Ci 7 14 21 28 4		TURE-X		Time Slot Viewer	"Recall" has been n " 2exall" has been n 2exall" has been n 2exall" has been n	WEEK	Month	Jimeline 26 Thursday	2 VL 1 1			29 Sunday) March 2020 (

Figure 5: Help Pane

3.3.1 Adding Local Links to Help Pane

- 1. From Supervisor Menu [SDSUP], select VS GUI Help Pane Edit option.
- 2. Select SDEC SETTINGS NAME: VS GUI LOCAL
- 3. Select HELP LINK TEXT: Enter Text to be displayed in Help Pane, such as VHA COVID-19 RESPONSE
- 4. Are you adding 'VHA COVID-19 RESPONSE' as a new HELP LINK TEXT (the 2nd for this SDEC SETTINGS)? NO//y (Yes)
 - Default setting is NO, Enter y for Yes
- 5. Link Type: Enter ?? for a list of Link Types and select appropriate type
 - Example: Enter 2 for HTTPS
- 6. LINK ADDRESS: Enter Link address desired, but do not enter the Link Type (protocol) with the address.
 - Example: Enter www.va.gov and not https://www.va.gov
- 7. MAIL SUBJECT:
 - If the URL is "mailto:" then this field can store an optional e-mail message subject that is passed to the mail client when it opens a window for the user.
- 8. Hit Enter to return to the previous menu.



Enterprise Program Management Office

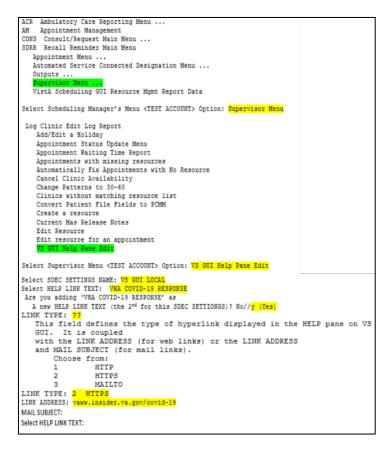


Figure 6: Add Local Link To Help Pane



Figure 7: New Local Link Added (VHA-COVID-19 RESPONSE)

3.3.2 Correct / Update Local Link in VS GUI Help Pane

1. From Supervisor Menu [SDSUP], select VS GUI Help Pane Edit option.



Enterprise Program Management Office

- 2. Select SDEC SETTINGS NAME: VS GUI LOCAL
- 3. Select HELP LINK TEXT: VHA COVID-19 RESPONSE//
- 4. HELP LINK TEXT: VHA COVID-19
 - Enter the Help Link text to be visible in the Help Pane if it needs to be changed
- 5. Link Type: HTTPS//
 - Enter ?? to review a list of Link Types if it needs to be changed from the current setting
- 6. LINK ADDRESS: vaww.insider.va.gov/covid-10
 - Link address that is currently assigned to the Help Link Text above
- 7. Replace

vaww.insider.va.gov/covid-19

- Enter the Link Address to replace the link address set above, but do not enter the Link Type (protocol) with the address
- 8. MAIL SUBJECT:
 - If the URL is "mailto:" then this field can store an optional e-mail message subject that is passed to the mail client when it opens a window for the user.
- 9. Hit Enter to return to the previous menu.

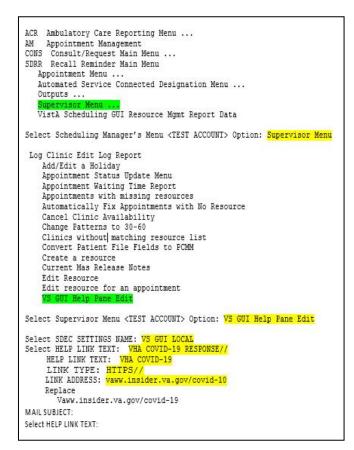


Figure 8: Edit Local Link



Enterprise Program Management Office

3.3.3 Remove Local Link in VS GUI Help Pane

- 1. From Supervisor Menu [SDSUP], select VS GUI Help Pane Edit option.
- 2. Select SDEC SETTINGS NAME: VS GUI LOCAL
- 3. Select HELP LINK TEXT: VHA COVID-19 RESPONSE//??
- 4. Choose from:

VHA COVID-19 RESPONSE

VHA COVID-19 RESPONSE BAD LINK

You may enter a new HELP LINK TEXT, if you wish. This is the text displayed to the user for a help link.

- 5. Select HELP LINK TEXT: @VHA COVID-19 RESPONSE BAD LINK
- 6. HELP LINK TEXT: VHA COVID-19 RESPONSE BAD LINK Replace ... With @ Replace
- SURE YOU WANT TO DELETE THE ENTIRE 'VHA COVID-19 RESPONSE BAD LINK' HELP LINK TEXT? No//y (Yes)
 - Default setting is NO, Enter y for Yes
- 8. Hit Enter to return to the previous menu.

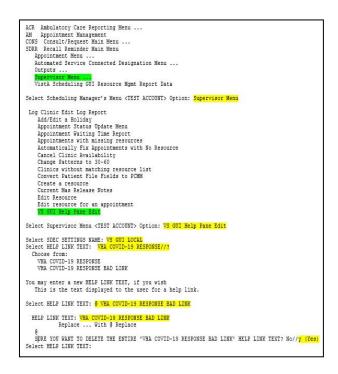


Figure 9: Remove Local Link From The Help Pane

Tasks	System Reports							
Name: Gender: Ward: PCP: Search:	Patient Type: Street Address: Svc Connected: MHP:	DOB: City/State: Sc Percent: Phone: Search Clear	New Req.	Date \overline{V} Clinic \overline{V} Status \overline{V}		Print Export Reload Query	User Preferences	Veterans Crisis Line - (800) 273-8255 x1 OIT Helpdesk - (855) 673-4357 MISSION Act Scheduling Manager (SM) Virtual Care Manager (VCM) - Video Visit
	Select Patient		Actions	Pending Appointments	Special Needs/Preferences	Tools	Preferences	Help



Enterprise Program Management Office

Figure 10: Removed The Local Link (VHA COVID-19 RESPONSE)

3.4 Drag and Drop Functionality

Drag and Drop functionality allows a scheduler who intends to cancel and reschedule an appointment to another slot in view to automate that reschedule process. VS GUI v1.7.0.2 enhances the drag and drop functionality to make it more consistent and stable.

The new version prevents:

- » Consult appointments from being moved
- » Walk-in appointments from being moved
- » Appointments in the past from being moved
- » Appointments in the future from being dragged into the past
- » Appointments from being dragged into a date without any availability (entirely gray)
- » View Only users using drag and drop in any scenario
- » Encounter "Action Required" errors left behind on the cancelled appointment
- » Ghost patients being left behind from the cancelled appointment
- » Half slots
- » Violations of clinic set up rules such as default appointment length, variable length setting, prohibited user lists, etc.

The new version allows:

- » Patient Centered Schedule (PtCSch) (Recall) appointments to be dragged and dropped
- » Eligible appointments can be dragged within the viewable portion of clinics within a clinic group
- » Eligible appointments can be dragged within the viewable portion of clinics within a provider search results
- » Eligible appointments can be dragged across different clinics in view, regardless of stop code

Note: When beginning a drag and drop, hover over the appointment to ensure you have the correct patient, date, and time.



Enterprise Program Management Office

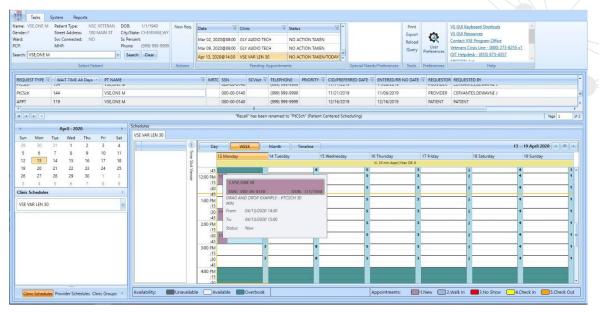


Figure 11: Example For A Single Clinic In Week View

ime: VSE,ONE M inder: F ard: P:	Patient Type Street Addre Svc Connect MHP:	ss: 100	VETER MAIN :	T City Sc P	k 1/1/1940 State: CHEYENNE,WY ercent: ne: (999) 999-9999	New Req.	Mar 02, 20		Clinic SLY AUDIO TEC SLY AUDIO TEC		ACTION TAKEN	¥.			Print Export Reload	Q User	VS GUI Keyboard Shorton VS GUI Resources Contact VSE Program Of Veterans Crisis Line - (80	lice	
arch: VSE,ONE M				* 5	earch Clear		and the second second second		/SE VAR LEN 3	o NO	ACTION TAKEN/	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -				Preferences	OIT Helpdesk - (855) 673	-4357	
		Select Pat	ient			Actions			Pending A	Appointments		Spe	cial Needs	/Preferences	Tools	Preferences	Help		
EQUEST TYPE I	WAIT TIME	All Days	- PT	NAME			T MRT	SSN	SCVisit 🕅	TELEPHONE	PRIORITY 1	CID/PREFERRED	DATE 🐨	ENTERED/RR	NO DATE	REQUESTOR	R REQUESTED BY		
ONSULT	1097		VS	E,ONE M				000-00-01-	40	(999) 999-999	9	04/12/2017		04/12/2017		PROVIDER	FTC PACT TEAM 1 AM		
ONSULT	523		VS	E,ONE M				000-00-01	40	(999) 999-999	9	11/07/2018		11/07/2018		PROVIDER	CHY CARDIOLOGY		
ONICULT.	£12			LONG M				000.00.01	10 11	10001-000-000	0	11/20/2010		55.07/2010		BRONIDER.	CURCARDIOLOCY		
								"Re	call" has been	renamed to "Pt	CSch" (Patient Ce	ntered Scheduli	ng)						Page 1
	April - 20	20			Schedules		_												
Sun Mon	Tue Wed	Thu	Fri	Sat	VSE DRAG AND DR	OP EXAMPLE													
29 30	31 1	2	3	4	DAY	Week	Mont	h Tim	eline									13 Apr	ril 2020 🔸 💻
5 6	7 8	9	10	- 11	VSE FIX	LEN 15		VSE VAR LE	EN 10	VS	E VAR LEN 15		VSE VA	R LEN 20		VSE VAR	LEN 30	VSE VAR LEN 60	
	14 15	16	17	18	13 Mor			13 Monday			Monday		13 Mor			13 Mone		13 Monday	
19 20	21 22	23	24	25		S min Appt Ma	n OB:8	VL 10	min Appt Max (OB: 999	VL 15 min App	t Max O8: 99	1	VL 20 min Appt 1	Max OB: 8	M	L 30 min Appt Max OB: 9	VL 60 min A	opt Max OB: 5
26 27	28 29	30	1	2	:30			1		5			4			5		3	
3 4	5 0	. 7	8	9	:40			-					•			-			
linic Groups				<	1:00 PM								4			5 1.V5	SE,ONE M		
VSE DRAG AND D	OROP EXAMPLE			-	:10			•					4				000-00-0140	DOB: 1/1/1940	
VSE FIX LEN 1	c .				:30			•					4				S AND DROP EXAMPLE - F	PTCSCH 30	
VSE VAR LEN				_	:40								4				04/13/2020 14:30		
VSE VAR LEN					2:00 PM					,			4			s To:	04/13/2020 15:00		
VSE VAR LEN					:10		_						4			s Statu	c New		
VSE VAR LEN					:20		_			3			4						
					:40					3			4			5			395
VSE VAR LEN	60			_	:50 3:00 PM		_			¹			4			5		3	
					:10								4						
					:20											5		-	

Figure 12: Example For An Appointment Within A Clinic Group Search

Once the appointment is confirmed to be correct, left click and drag it to the new date, time, and clinic (as applicable). VS GUI will show the scheduler a yellow shadow "preview" with the new start time, patient name, and original start time before the scheduler drops the new appointment.



Enterprise Program Management Office

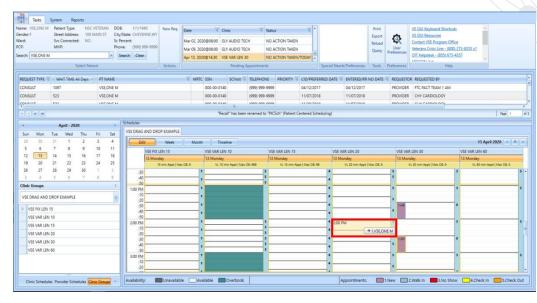


Figure 13: Drag And Drop Example

VS GUI will retain the original appointment's duration when creating the new appointment within the same clinic location or between two locations with the same default length and variable setting.

If the scheduler is dragging across clinics in clinic group or provider search, the destination clinic may not have the same default length and variable setting as the original clinic. The system will automatically select a new appointment length as close to the original it can manage and confirm with the user.

- » If the destination clinic location is NOT variable length, the new appointment will honor that rule and only allow a new appointment to be single slot at the default length.
- » If the new clinic is variable and has a default length that allows the original length to be carried forward, it will.
- » If the new clinic is variable, but the default length will not allow the original length, the system will try to get it as close as possible. If it cannot decide, it will ask the user to choose the length.

18

 $\star\star\star$

Enterprise Program Management Office

ard:	Street Address: 10 Svc Connected: NO MHP:	D Sc Pe Phor	State: CHEVENNE,WY ercent: e: (999) 999-9999 earch Clear	Mar 09, 20	20@08:00	ELY AUDIO TECH ELY AUDIO TECH I <mark>SE VAR LEN 30</mark>	NO AC	TION TAKEN TION TAKEN TION TAKEN/		Prin Expo Reloa Que	rt 😥 ad User Y Preferences	VS GUI Keyboard Shortouts VS GUI Resources Context VSE Program Office Veterans Crisis Line - (800) 273-8255 x1 Off Helgdek - (853) 073-4357 Veterans Line - (800) 273-8255 x1
	Select P	atient	Actions			Pending Ap	pointments		Special N	leeds/Preferences Tool	s Preferences	Help
EQUEST TYPE 🐨	WAIT TIME All Days	PT NAME		T MRT	SSN	SCVisit 🕅	TELEPHONE	PRIORITY T	CID/PREFERRED DATI	E 🐨 ENTERED/RR NO DA	TE 🐨 REQUESTO	R REQUESTED BY
ONSULT	1097	VSE,ONE M			000-00-01-	40	999) 999-9999		04/12/2017	04/12/2017	PROVIDER	FTC PACT TEAM 1 AM
	523	VSE,ONE M			000-00-014		999) 999-9999		11/07/2018	11/07/2018		CHY CARDIOLOGY
	100	VET ONT N			000.00	Move Appoint	ment		×	**/07/2010	0000000	CUNCARDIOLOCY +
19 20 2	31 1 2 7 8 9 14 15 16 21 22 23 28 29 30 5 6 7	3 4 10 11 17 18 24 25 1 2 8 9	VSE FIX LEN 15 13 Monday 15 min Appt M -30 -50	Mont ax OB 8	VSE VA 13. Mor		ew appointment select a new ap 20 40 60 80	v minuter	gth. 13	SE VAR LEN 20 5 Monday V. 20 min Appt Max OB	s	Moving Appointment into a Variable Length Clinic with 20 minute default length
	ROP EXAMPLE		1:00 PM :10	_								
		د م	1:00 PM :10 :20 :30				100				5	
VSE DRAG AND DR	5	•	1:00 PM :10 :20				100 120 140		4 4		S THE	Original Appointment
VSE DRAG AND DR	5		1.00 PM .10 .20 .30 .40 .50 2.00 PM				100			00 PM		was scheduled in a
VSE DRAG AND DR VSE FIX LEN 15 VSE VAR LEN 10	5 10 15		1.00 PM .10 .20 .30 .50 2.00 PM .10 .20				100 120 140 160 180 200			00 PM		was scheduled in a variable length clinic with
VSE FIX LEN 15 VSE VAR LEN 10 VSE VAR LEN 11	5 10 15 20		1.00 PM 10 20 30 40 50 2.00 PM 10				100 120 140 160 180		4 4 4 4 23 4 4			was scheduled in a

Figure 14: Drag And Drop Example

After confirming the new appointment duration, start time and clinic (if applicable), the system will present the user with the standard Cancel Appointment screen for the original appointment. Proceed to cancel by patient, by clinic, and PID changes, as appropriate. Schedulers will be given a chance to print the cancellation letter, if needed

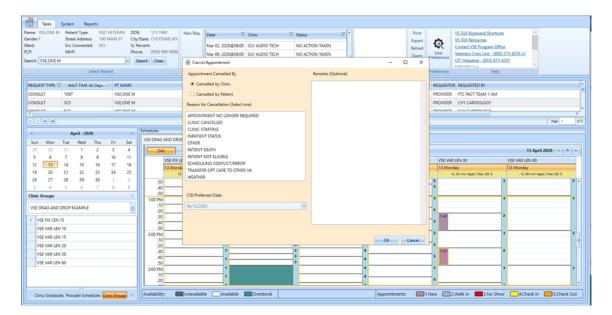


Figure 15: Standard Cancel Appointment Screen



The new appointment is then automatically created. The scheduler cannot edit the start time or duration from what was presented in the confirmation window, so there is some limitation in the custom start time if the patient requires an appointment.

It is recommended, but not required for schedulers to verify the new appointment by hovering over the new appointment and checking the statuses in pending appointments box.

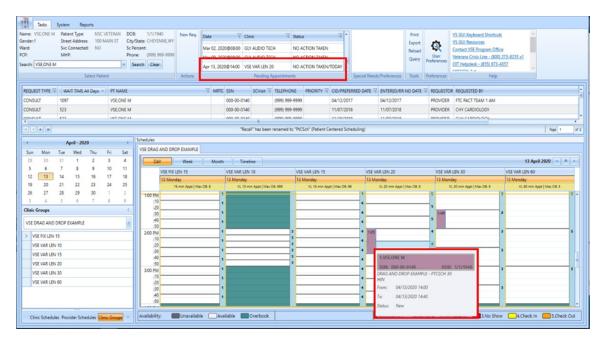


Figure 16: Appointment Verification By Hover And By Pending Appointments Box

If the appointment is ineligible for drag and drop, the system will tell the user in three ways:

- » Not allow the user to click and drag an existing appointment (most often for appointments in the past)
- » Alert the user that the appointment type is ineligible (most often for consults or walk in appointments)





Figure 17: Pop-Up Message For Drag And Drop Ineligible Appointment Types

» Show an indicator (red circle with a slash) that the destination proposed is not available for drop until the scheduler moves the mouse over a valid slot. This typically occurs for appointment destinations in the past, or on a day that does not have any established appointment availability.

10 Friday	11 Saturday 12 Sunday	13 Monday	14 Tuesday	15 Wednesday	16 Thursday
		VL 20 min Appt	Max OB: 8		
00 AM	8 8		5	6	3 5
:20	8 8		5	6	3 5
:40	8 8	1.VI	4	6	3 5
00 AM	8 8	_	5	6	3 5
:20	Tried to Drag and Drop		5	6 1.ST	2 5
:40	appointment from Monday, 13		5	6	3 5
00 AM	April into the past to Sunday, 12		5	6	3 5
:20	April. The red circle with a slash		5	6 1JF	2 5
:40	indicates the appointment cannot		5	6	3 5
00 PM	be moved to this destination.		5	6	3 5
:20			5	6	3 5
:40	8		5	6	3 5
00 PM	*		5	-	25
:20	8		5	6	5
:40	8		5	6	35
00 PM	8 01.VSE,ONE M	1.VO	4	6	5
:20	8		4	6	5
:40	8		5	6	5
00 PM	8		5	6	3 5
-20	8		5	6	3 5

Figure 18: Error Indicator That An Appointment Cannot Be Moved To The Selected Destination

3.5 Multiple Return To Clinic (MRTC) Disposition

3.5.1 Parent

A parent request can now be dispositioned directly from the Request Management grid using an expanded set of reasons. If any of the children have been scheduled or dispositioned, any pending appointments will be cancelled and requests for children will not return to the grid.

If the scheduler dispositions the parent series by Removed/Scheduled-Assigned as the first action on that series, the Computerized Patient Record System (CPRS) MRTC order will be closed as Complete.



Enterprise Program Management Office

	Tasks	System Reports										_
C	VSE, ACTIVE	DUTY Patient Type: ACTIV	E DUTY DOB: 8/22/1970	New Req.	Date		P P	rerequisites		-		Print
Gende	n F		AIN STREET City/State: NATURAL BRO	5,VA		-	Ap	pointment Request Info:				xport
Ward: PCP:		Svc Connected: YES MHP:	Sc Percent: 50 Phone:		Mar 31							eload
	VSE, ACTIVE				Apr 02	_		Name:	VSE, ACTIVE DUTY			Query
Searcr	: VSE,ACTIVE	DUTY	Search Clear		Apr 13	202		CID/PID:	5/10/2019 12:00:00 AM			
		Select Patie	ent	Actions					CHY PC PRINCE REACTIVATED			Tools
Inco	UEST TYPE 🗑		PT NAME		V MRT				#NLT			REQ! *
RTC	UEST TYPE 4	WAIT TIME All Days *	VSEACTIVE DUTY		4 MKI	98		comments.				PROV
RTC		476	VSE,ACTIVE DUTY		1 1	98						PRO
RTC		485	VSEACTIVE DUTY		1 2	98	Dea	requisites				PRO
RTC		485	VSEACTIVE DUTY		11	98	Fie	requisites				PRO
RTC		476	VSEACTIVE DUTY		1	98		The above Appointme	ent Request was ordered with the following	ng prerequisi	tes:	PROV
RTC		338	VSEACTIVE DUTY		P/	_	ſ	NO LABS				PRO
RTC		338	VSEACTIVE DUTY	APPT/VETER	AN Dispo	sition		View Request				PRO
RTC		36	VSEACTIVE DUTY	EWL Disposi	tion		>	Edit Request				PRO
RTC		506	VSEACTIVE DUTY	Contact Atte			_	Transfer to EWL				PROV
4		200	100,00000		inpo			Death	Close			-
н	4 🗭 H		1	PtCSch Disp	osition		>					of 1
		11 2020	Schedules					Removed/Non-VA Ca				
		pril - 2020 >						Removed/Scheduled-				
Sun 29	Mon Tue 30 31	Wed Thu Fri Sat						Removed/VA Contrac	t Care			
29	30 31	1 2 3 4						Removed/No Longer	Necessary			
2	<u>-</u>	15 15 17 10						Entered in Error				

Figure 19: MRTC New Disposition Code For Parent - Removed/Scheduled-Assigned

If the scheduler selects Death, Removed/Non-VA Care, Removed/VA Contract Care, Removed/No Longer Necessary, or Entered in Error as the first action on the series, the CPRS order will be closed as Discontinued.

ame: VSEACTIVE	DUTY Patient Type: ACTIVI	E DUTY DOB: 8/22/1970	New Reg.				Prerequisites			-		Print
Sender: F		AIN STREET City/State: NATURAL BRG, VA		Date			oppointment Request Info:					xport
Vard:	Svc Connected: YES	Sc Percent: 50		Mar	31, 2	4	oppointment Request into:					eload
CP:	MHP:	Phone:		Apr (02, 20	2	Name:	VSE, ACTIV	E DUTY			Query
earch: VSE,ACTIVE	DUTY	 Search Clear 		Apr 1	13, 20	2	CID/PID:	5/10/2019	12:00:00 AM			
	Select Patie	ent	Actions						INCE REACTIVATED			lools
		1					Clinic:	#NLT				
REQUEST TYPE T	WAIT TIME All Days	PT NAME		T MF			Comments:	#NLI				REQU
RTC	485	VSE,ACTIVE DUTY				e						PRO
RTC	476	VSE,ACTIVE DUTY		•	1	6						PRO
RTC	485	VSE,ACTIVE DUTY		•	1	é p	rerequisites					PRO
RTC	485	VSE,ACTIVE DUTY		٦.,	1	¢						PRO
RTC	476	VSE, ACTIVE DUTY		٦.,	1	¢	The above Appointme	ent Reques	t was ordered with the followin	ng prerequisit	es:	PRO
RTC	338	VSE.ACTIVE DUTY		I R	(d .	NO LABS					PRO
RTC	338	VSE,ACTIVE DUTY	APPT/VETER	AN Dis	posit	on 🕨	View Request					PRO
RTC	36	VSE,ACTIVE DUTY	EWL Disposi	tion		Þ	Edit Request					PRO
RTC	506	VSEACTIVE DUTY	Contact Atte	motr			Transfer to EWL					PRO
•				mpts			_		Close			-
н • н		-	PtCSch Disp	osition		•	Death					of
		Schedules					Removed/Non-VA C	are				
	oril - 2020 >						Removed/Scheduled	I-Assigned				
Sun Mon Tue							Removed/VA Contra	ct Care				
29 30 31	1 2 3 4						Removed/No Longer	Necessary				

Figure 20: MRTC New Disposition Code For Parent - Removed/VA Contract Care

After the disposition, the following confirmation box displays. If the user selects Cancel, the disposition of this series is aborted. If the user selects Ok, the disposition is processed.



Enterprise Program Management Office

Close MRTC Request	-2		×
₽✓ Do you want to cancel/close pending occur	rences in	the MRT	C series:
Clinic/Service: CHY PC PRINCE REA	ACTIVATED)	
CID/Preferred Date: 05/10/2019			
Entered/RR NO Date: 05/07/2019			
	0	k C	ancel

Figure 21: Close MRTC Request Confirmation Box

If the scheduler is closing a parent that has pending appointments, they will be presented with the standard Cancel Appointment pop up box. The scheduler's choices and free text reasons from that box will apply to all appointments cancelled as part this disposition action.

3.5.2 Child

A single child request within a series also has expanded disposition reasons. The first scheduling action (disposition or scheduled) will be sent to the corresponding CPRS MRTC Order. Once all the children in parent request have been acted on once, CPRS ignores any subsequent scheduling or dispositions from that series.

If the scheduler dispositions the child request by Removed/Scheduled-Assigned as the first action on that child, the CPRS MRTC order will become Partial Results until the rest of the children are addressed.

If the children in the series send the CPRS Order mixed messages (completed vs. discontinued within the same series), CPRS will retain Partial Results as the final order status.

RTC		_	485			_	VSE, ACTIVE DUTY		1 9	APPT/VETERAN Disposition	View Request	12/11/2018 PF
PTC			476			_	VICE ACTIVE DUTY		Recall" has been renamed to "F	EWL Disposition	Edit Request	12/20/2019
4	• • •		oril - 20	20		+	Schedules		vecall has been renamed to a	Contact Attempts	Transfer to EWL Death	Page 1
Sun	Mon	Tue	Wed	Thu	Fri	Sat	VSE 40 AFTER			PtCSch Disposition	Removed/Non-VA Care	
29	30	31	1	2	3	4			Day WEEK	Month Timeline	Removed/Scheduled-Assigned	9 - 15 April 2020 🔫 💻
5	6	7	8	9	10	11		Time	09 Thursday 10	Friday 11 Saturday	Removed/VA Contract Care	14 Tuesday 15 Wednesday
12	13	14	15	16	17	18		e Slot			Removed/VA Contract Care	1 100000
19	20	21	22	23	24	25		ot Vie	8:00 AM		Removed/No Longer Necessary	
26	27	28	29	30	1	2		iewo	:15		Entered in Error	
-		5	6	7	8	9		4	:30			

Figure 22: MRTC New Disposition Code For Child - Removed/Scheduled-Assigned



If the scheduler selects Death, Removed/Non-VA Care, Removed/VA Contract Care, Removed/No Longer Necessary, or Entered in Error as the first action on the child request, the CPRS order will be sent a message that that child was Discontinued.

If the children in the series send the CPRS Order mixed messages (completed vs. discontinued within the same series), CPRS will retain Partial Results as the final order status.

nder: F	OUTY Patient Type: ACTIVE Street Address: 100 M	DUTY DOB: 8/22/1970 AIN STREET City/State: NATURAL BRG,VA	New Req.	Date 7	ि Clinic चि	Status 🟹 🕯		Print
rd:	Svc Connected: YES	Sc Percent: 50		Mar 31, 2020@08:20	VSE VAR LEN 20	CANCELLED BY CLINIC		Expor
P:	MHP:	Phone:		Apr 02, 2020@11:45	PATCH722	NO ACTION TAKEN		Query
arch: VSE,ACTIVE	DUTY	· Search Clear		Apr 13, 2020@08:00	CHY CARDIOLOGY	CANCELLED BY CLINIC		
	Select Patie	ent	Actions		Pending Appointmen	its	Special Needs/Preferences	Tools
EQUEST TYPE 🔻	WAIT TIME All Days	PT NAME		V MRTC SSN		PRIORITY TO CID/PREFERRED DATE		
rc	485	VSE, ACTIVE DUTY		APP	/VETERAN Disposition	View Request	12/11/2018	PRO
r.	A76	VCE ACTIVE DUTY			Disposition +	Edit Request	12/20/2019	ner
4 🐽 H		"Recall	l" has been re		Disposition		Page 1	4
Ar	ril - 2020 🔸	Schedules		Cont	tact Attempts	Transfer to EWL		
	Wed Thu Fri Sat			PtCS	ch Disposition	Death		
9 30 31	1 2 3 4					Removed/Non-VA Care		
5 6 7	8 9 10 11					Removed/Scheduled-Assigned		
	15 16 17 18					Removed/VA Contract Care		
2 13 14	22 23 24 25					Removed/No Longer Necessary		
						Entered in Error		
	29 30 1 2					Entered in Error		

Figure 23: MRTC New Disposition Code For Child – Removed/VA Contract Care

After the disposition of one child, the scheduler will be asked what they would like to do with the remaining pending appointments and requests in the series.

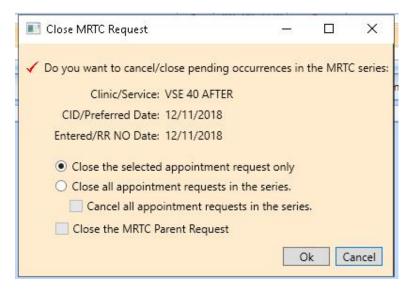


Figure 24: MRTC New Disposition CHILD – Close MRTC Request

If the scheduler cancels pending appointments as part of closing the parent, the scheduler will be presented with the standard Cancel Appointment pop up box. The scheduler's choices and



free text reasons from that box will apply to all appointments cancelled as part this disposition action.

3.6 Variable Length (VL) Appointment

Clinics with variable length should only allow time to be added in multiples of the default slot length.

-	1	Patient	: Eligib	lity Info	mation:				-		×																														
41.5	50.0	ercent	_	-							-		-											-1									1	61 H M							
ende lard: CP:		etert		Patient,	VSE, ONE	M, has n	o current	disabilitie				req. ment	Date			¥ 0	inic			V 58	atus			V		×				Print Export Reload Query	t	Q User	VS Co Ve	GUI Re ntact V terans (sources SE Progr	hortcuts am Office t - (800) 2	73-8255	Lx1			
REQU		wry Elig	gibility	Code: N	sc								VSE, ON				,	Val. 7	00-00-	0140							re 🔻 e	ENTER	D/RR I		εV	eference REQUES	TOR F	EQUES	TED BY	5) 673-43 Help	527				
ning -		ondary		ty Codes	R									40		-	PERCE			1140								ULTUTT				PROVID									
APP1 RTC			523				LONE M							AF Regu	had	-	PENCE		Svc Re	alastan d								04/24/				PATIENT		ATIENT	HTANG						
KIC.			523			VS	LONE M					and it		no redo	neo.				J SVC PA	Janeo								11/0///	2018			PROVID	EK I	/CKN/Q	HT,ANG	ELA L					
	().e.										itment																													Page 1	of
		_	,	pril - 20	20		,	Schedul	es		enefit/ igibility:	NSC																													
Sun	. ,	Mon	Tue	Wed	Thu	Fri	Sat	VSE V	AR.					_		_																									
29		30	31	1	2	3	4	04/14	1 12	Sta	rt Time	04/	14/202	20 12	:00 PM	4 💻	Appt	Type	REGU	LAR						-											1	3 - 19 /	pril 20	05	-
5		6	7	8	9	10	11				uration					~		Clinic	VSE VA	AR LEN 6	0						16 T	hursda	v		17	Friday			18 Sat	urday		19 5	unday		
12		13	14	15	16	17 24	18				Notes	60 120					+			_					_	-			Appt M	ax 08: 5											
19 26		20 27	21 28	22 29	23 30	24	25			- 1		180															•				·				·			1			•
3		4	5	6	7		9			- 1		240	<u>. </u>																												
Clini	c Sch	edules					<			L		_	_	_												2		_	_		1		_	-			-	•			
VSE	VAR	LEN 60					0			Appoin	itment (Conflic	cts																					-							
>		EK, SON	L AL				-			Drag a	column)	header	and dro	pit here to	o group I	by that	column									Η		_	_	_		_	_	_			_				
_										R	lesource					V	Patie	nt			A	Star	t Time	Enc	d Time	4								_							
																											_			_							_				
																											•			-	,			-				-			_
																										1	•	_	_		1		_	-							-
									L																																
_	_	_		1111	_		_																ОК		Cancel	-1															•
100					edules C			Availa	b.it																		400	pointm	ante-	-	11.54	w E	12 W	ik in		to Show		· Charle	In E	15 Cha	the Out

Figure 25: Variable Length Appointment - Duration Options Limited To Multiples Of Default Appointment Length

3.7 Midnight Appointments

An Appointment that starts, ends, or crosses over midnight will be handled more gracefully in VS GUI than in previous versions. If the appointment starts or ends at midnight, VS GUI will automatically change the start or end time to 12:01AM. In VS GUI, this change will be displayed as Jan 1, 2020@00:01, even if the scheduler inputs the start time as 12:00AM or types 0000.



Enterprise Program Management Office

14								
New Appointment	×	20	0 Monda	у	21 Tuesday	22 W	/ednesday	23 1
Appointments		60	min Appt	Max OB	8: 10			
Patient Information	-							
Name: VSE, ONE M		s	pecial Inst	ructions				
DOB: 1/1/1940 SSN: 000-00-0140		1	.vo	4	1	5	7	'
SVC CONNECTED: NO SC PERCENT:								
GAF: New GAF Required Svc Related		ŝ	-					
Appointment								
Benefit/		11	1.VSE	ONE N	Λ			
Eligibility: NSC								
Start Time: 04/20/2020 12:00 AM # Appt Type: REGULAR	~	-	SSN:	000-00	0-0140	DOE	3: 1/1/1940	
Duration: 60 Clinic: VSE MIDNIGHT START CLINIC		-						
Notes:	~	н	From:	04/2	20/2020 00:01			
			To:	04/2	20/2020 01:00			
			Status:	Nev	4			
Appointment Conflicts		Ц	Status.	146.14	, ,			
Appointment Conflicts		l				_		
Drag a column header and drop it here to group by that column								
Resource V Patient V Start T	Time 🕅 End Time 🕅	-					,	
		Da	te	T	Clinic	T	Status	
		-						
		Ap	r 17, 2020@	00:800	VSE SINGLE PROV	IDER F2F	NO ACTION T	AKEN/TOD
		Ap	r 18, 2020@	₫23:00	VSE MIDNIGHT ST	ART CLINIC	NON-COUNT/	/FUTURE
		Ap	r 20, 2020@	ຉ00:01	VSE MIDNIGHT ST	ART CLINIC	NON-COUNT/	FUTURE
0	K Cancel	1	. 20, 20200				(
	concer				Pending A	ppointment	5	

Figure 26: Appointment That Starts At Midnight

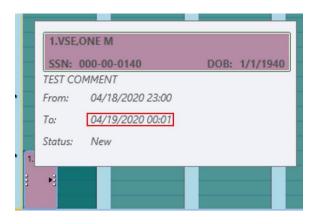


Figure 27: Appointment That Ends At Midnight

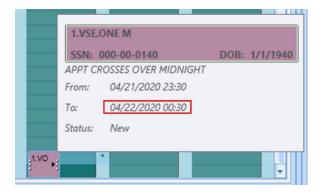


Figure 28: Appointment That Crosses Over Midnight



3.8 Color/Number Designation Of Appointment Status

Appointments in the calendar grid now include both a color and number to designate the current status of that appointment. The number will appear before the initials of each patient in the calendar.

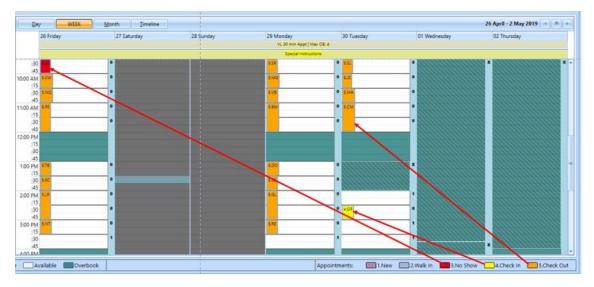


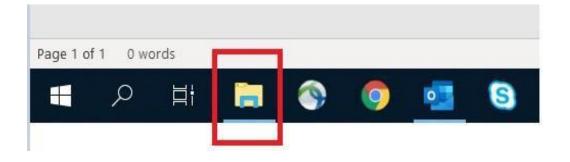
Figure 29: Calendar View: Appointment Status Visual Indicators Now Include Both Color And Number

3.9 Navigating and Viewing the Trace Log

VS GUI Version 1.7.0.2 will store trace logs for up to 7 days, greatly increase OIT's ability to troubleshoot an issue that happened during a user's previous session. The user may need to retrieve a past trace log for the OIT Helpdesk. Trace log files now resides under 'C:\Users>[userid]>AppData>Local>VA VistA Scheduler'.

The user who experienced the issue should be logged into the computer where the issue happened.

1. Once VSE has been installed and the user logs in to VSE, navigate to the taskbar at the bottom and open the Windows File Explorer.





Enterprise Program Management Office

Figure 30: Navigate To Windows File Explorer From The Task Bar

Image: Image						-	
A Copy Paste access Clipboard	Copy path Paste shortcut Organize	New item • D Easy access • New folder	Properties • Open	Select all Select none Invert selection			
	This PC > (C:) OSDisk >				~ U	Search (C:) OSDisk	م
Quick access	Name	Date modified	Туре	Size			
A CUICK access	Cprs	6/15/2020 5:02 PM	File folder				
🕒 This PC	Intel	2/3/2020 11:00 AM	File folder				
3D Objects	MSOCache	5/22/2019 2:41 PM	File folder				
Desktop	PerfLogs	6/3/2020 3:53 PM	File folder				
Documents	Program Files	3/18/2020 2:22 PM	File folder				
Downloads	Program Files (x86)	5/22/2020 3:32 PM	File folder				
Music	ProgramData	7/1/2020 9:46 AM	File folder				
Pictures	Quarantine	5/27/2020 10:21 A	File folder				
Videos	Users	6/19/2020 3:11 PM	File folder				
C:) OSDisk	WebAiiLog	4/16/2020 9:58 AM	File folder				
C:) USDISK	Windows	6/30/2020 9:32 AM	File folder				
Network	\$WINRE_BACKUP_PARTITION.MARKER	1/28/2020 12:33 PM		0 KB			
	msidbg.log	10/18/2019 4:32 PM	Text Document	2 KB			

2. In Windows File Explorer, click on C: drive from the left side menu and then double click on the "Users" folder.

Figure 31: Navigate Inside C: Drive And Open "Users" Folder

3. Find your username and double click on the corresponding folder.

	Copy path Paste shortcut Organize	Easy access *	Properties • Open • History Open	Select all			
	his PC > (C:) OSDisk > Users				~ O	Search Users	a,
	Name	Date modified	Туре	Size			
A Quick access	ADMINI~1	10/18/2019 4:14 PM	File folder				
This PC	Administrator	6/19/2020 3:11 PM	File folder				
3D Objects	CustomerSEE		File folder				
Desktop	Default	2/3/2020 11:25 AM	File folder				
Documents	OITCOLafonB0	6/19/2020 2:56 PM	File folder				
Downloads	OITCOPateIP0	6/30/2020 1:38 PM	File folder				
Music	OITCOSikalP0	6/15/2020 4:55 PM	File folder				
F Pictures	Public	2/3/2020 1:54 PM	File folder				
Videos	vacodouglc0	4/3/2020 1:14 PM	File folder				
	vacoFreemG0	2/3/2020 11:23 AM	File folder				
USDisk (C:) OSDisk	VACOMackH0	2/3/2020 11:23 AM	File folder				
Network	vacopackj20	6/19/2020 3:06 PM	File folder				
	VACOPateIP1	7/1/2020 9:45 AM	File folder				

Figure 32: Navigating To The Username Folder



4. In the correct user's folder, locate the "AppData" folder and double click to open the folder. If the "AppData" folder is not visible, select the "View" tab at the top left corner of the File Explorer and make sure that "Hidden Items" is check marked. Once selected, "AppData" should now be visible.

avigation Details p	Small icons	EE Details	÷ sort by •	Group by • Add columns • Size all columns to fit	 Item check boxes File name extensions Hidden items 	Hide selected items	
Panes	Lay	rout		Current view	Show/hide		
> • ↑ 📕 > 1	This PC > (C:) OSDisk > Users > VACOPate	IP1			v U	Search VACOPateIP1	
Quick access	Name	Date modified	Туре	Size			
A QUICK access	.cisco	11/12/2019 12:15	File folder				
🧢 This PC	3D Objects	5/5/2020 8:58 AM	File folder				
3D Objects	AppData	2/3/2020 11:02 AM	File folder				
Desktop	De Contacts	5/5/2020 8:58 AM	File folder				
Documents	Desktop	6/30/2020 2:04 PM	File folder				
Downloads	Documents	6/17/2020 8:22 PM	File folder				
Music	Downloads	6/30/2020 3:48 PM	File folder				
E Pictures	Revorites	5/5/2020 8:58 AM	File folder				
Videos	P Links	5/5/2020 8:58 AM	File folder				
	MicrosoftEdgeBackups	11/13/2019 10:05	File folder				
📢 (C:) OSDisk	Music	5/5/2020 8:58 AM	File folder				
Network	 OneDrive 	10/18/2019 4:38 PM	File folder				
	E Pictures	6/22/2020 3:22 PM	File folder				
	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	5/5/2020 8:58 AM	File folder				
	Display Searches	5/5/2020 8:58 AM	File folder				
	Tracing	3/30/2020 11:58 A	File folder				
	Videos	5/5/2020 8:58 AM	File folder				

Figure 33: Navigating To Appdata And How To View Hidden Files And Folders

5. Then double click on the "Local" folder.

I [🕑 📕 ╤ [AppData File Home Share										-27	
Preview pane		Large icons	Medium icons	- Sort	Group by *] Add columns * Size all columns to fit	 ☐ Item check boxes ✓ File name extensions ✓ Hidden items 	s Hide selected items	Options			
Panes		Layout			Current view	Show/hid	e				
← → × ↑ 📕 > T	his PC > (C:) OSDis	k → Users → VA	COPatelP1 > AppDa	ta					~ 0	Search AppData	م
	Name	^	Date	modified	Туре	Size					
A Quick access	Local		6/30	/2020 10:07 A	File folder						
S This PC	LocalLow			4/2019 11:49							
3D Objects	Roaming			/2020 9:05 AM							
Desktop											
Documents											
Downloads											
Music											
Fictures											
Videos											
😃 (C:) OSDisk											
🐝 Network											
3 items 1 item selected											



Figure 34: Navigating To *Local Folder*

6. Locate and double click on the "VA VistA Scheduler" folder.

Note: This folder will only be created by VSE once VSE has been started for the first time.

I I ╤ I Local File Home Share	View							
avigation Details pane		Medium icons Details T Sort by T	☐ Group by ▼ ☐ Add columns ▼ ☐ Size all columns to fit	 ☐ Item check boxes ☑ File name extensions Hidde select items 	ed Options			
Panes	Layout		Current view	Show/hide				
← → ~ ↑ 📕 > T	his PC > (C:) OSDisk > Users > VACOPati	elP1 > AppData > Local				v Ö	Search Local	م
	Name	Date modified	Туре	Size				
🖈 Quick access	Google	12/9/2019 4:27 F						
🔊 This PC	GoTo Opener	2/4/2020 11:09 4	M File folder					
3D Objects	GoToMeeting	6/26/2020 9:51 /	M File folder					
Desktop	Intel	11/12/2019 12:1	5 File folder					
Documents	Microsoft	6/4/2020 7:25 AI	A File folder					
	Microsoft Help	5/22/2019 2:42 F	M File folder					
Downloads	MicrosoftEdge	11/13/2019 10:0	5 File folder					
Music	Packages	6/29/2020 1:19 F	M File folder					
Pictures	PeerDistRepub	5/22/2019 2:32 F	M File folder					
Videos	PlaceholderTileLogoFolder	5/22/2019 3:19 F	M File folder					
関 (C:) OSDisk	PolicyPak	11/12/2019 12:1						
Network	Publishers	5/22/2019 2:21 F						
- NCLINDIK	SquirrelTemp	3/30/2020 11:44						
	📜 Temp	7/1/2020 10:32 /						
	Unprovisioningtool	10/18/2019 8:28						
	VA VistA Scheduler	6/30/2020 2:10 F						
	VirtualStore	3/30/2020 11:15		50.100				
29 items	ConCache.db	6/30/2020 4:22 F	M Data Base File	59 KB				(j==)

Figure 35: Navigating To VA Vista *Scheduler Folder*

7. In the "VA VistA Scheduler" folder, you should find a file called "VS_GUI_Application" file with a .log extension and other corresponding trace logs. Each trace log will be labeled with the date in the format: VSETraceLog-YYYYMMDD_timelastused. The system will keep up to seven days of trace logs in this folder. If the user needs to open the file, they may need to tell the system what application to use. Notepad is suggested in most circumstances.



Enterprise Program Management Office

rigation 📑 Details pane	Extra large icons Large icons Medium Small icons List Details Tiles Content	n icons → ▼	Sort by •	Group by • Add columns • Size all columns to fit	 ☐ Item check boxes ☑ File name extensions Hide selecte Hidden items 	d Options			
Panes	Layout			urrent view	Show/hide				
· -> -> + 📕 > T	his PC > (C:) OSDisk > Users > VACOPateIP1 >	AppData >	Local > \	/A VistA Scheduler			v Ö	Search VA VistA Scheduler	P
A 1210 1	Name	Date mod	lified	Туре	Size				
Quick access	VS_GUI_Application.log	6/30/2020	2.10 PM	Text Document	22 KB				
SThis PC	VSETraceLog - 20200630_100822.xml		10:09 A	XML Document	17 KB				
3D Objects	VSETraceLog - 20200630_100937.xml	6/30/2020	0 10:10 A	XML Document	17 KB				
Desktop	VSETraceLog - 20200630_102222.xml	6/30/2020	10:29 A	XML Document	44 KB				
Documents	VSETraceLog - 20200630_102910.xml	6/30/2020	0 10:34 A	XML Document	17 KB				
Downloads	VSETraceLog - 20200630_103454.xml	6/30/2020	10:48 A	XML Document	17 KB				
Music	VSETraceLog - 20200630_140214.xml	6/30/2020	2:10 PM	XML Document	172 KB				
Pictures	VSETraceLog - 20200630_141046.xml	6/30/2020	3:20 PM	XML Document	361 KB				
Videos									
(C:) OSDisk	í								
Network									

Figure 36: List Of Trace Log Files

3.10 Clinic ID Required Message Due to Clinic Abbreviation

When the user attempts to create a Recall/ PtCSch request in VSE, the clinic field does not handle clinic abbreviations that are the same as the starting characters of the clinic name only the second half of the clinic name is populated in the Clinic field. When a clinic abbreviation with a symbol is entered, both the abbreviation and clinic name are populated in the Clinic field and the user gets a "Clinic ID Required" message because the abbreviation is not supposed to populate the Clinic field.

1. Message user gets when an invalid clinic is selected.



Enterprise Program Management Office

Name	DOB		SSN			
Gender	Institution	Institution		Originating Date		
Male						
Originating User	Priority Grou	Priority Group		Ethnicity		
	GROUP 3	×	NOT HISPANIC	OR LATINO	Ŷ	
Race	Address		City	State	Zip Code	
WHITE	~	×	1	co 🤟		
Country	Phone (res		Phone (work)			
United States	 (222) 222 	Clinic ID is required.				
Bad Address?						
Special Needs/Preferences		ОК				
	p to Edit the Par	ient information / Specia	Needs / Prefere	nces		
NOTE: Ctrl- PtCSch Information						
		PtCSch Date (Pe	er Patient): Ente	er date as m/d/yy	vy 📕	
PtCSch Information	AL EXAM		er Patient): Ente		yy 🗖	

Figure 37: Message User Gets When An Invalid Clinic Is Selected

2. When the abbreviation (BR/N) is different from the clinic name (CHY NEURO) but contains a symbol, both the abbreviation and clinic names are incorrectly populated. Only the clinic name should remain in the Clinic Field.



Enterprise Program Management Office

Appointment Reque	st for				
Gender		Institution	Originating Date		
Male		CHEYENNE VA MEDICAL	06/23/2020		
Originating User		Priority Group	Ethnicity		
		GROUP 3 V	NOT HISPANIC OR L	ONITA	~
Race		Address	City	State	Zip Code
WHITE	Ŷ			co ~	
Country		Phone (residence)	Phone (work)		
United States	~				
Bad Address	erences	o Edit the Patient Information / Specia	I Needs / Preferences		
tCSch Information					
CSch Date:*	09/21/2020	PtCSch Date (Pe	er Patient): Enter date	as m/d/yy	yy 📕
PtCSch Appt. Type:*	SEMI-ANNUAL	EXAM Y Fasting:	ength of Appt: 15		
Clinic:	BR/N CHY NEU	RO PtCSch Provider	*		~
Comment:					
				OK	Cancel

Figure 38: Appointment Request – When Abbreviation (BR/N) Is Different From The Clinic Name (CHY NEURO)

If that is the case, the user should search by only the clinic name (CHY NEURO):



Enterprise Program Management Office

Appointment Request for					
ender	Institution	Originating	Date		
/lale	CHEYENNE VA MEDICAL	06/23/2020	06/23/2020		
riginating User	Priority Group	Ethnicity	Ethnicity		
	GROUP 3	NOT HISPA	NIC OR LATINO	~	
ace	Address	City	Stat	e Zip Code	
WHITE ~			СО	~	
ountry	Phone (residence)		Phone (work)		
United States v					
Bad Address?	to Edit the Patient Information / Spec	ial Needs / Pre	ferences		
CSch Information					
tCSch Date:* 09/21/2020	PtCSch Date (Per Patient):	Enter date as m/o	i/yyyy 🖷	
CSch Appt. Type:* SEMI-ANNUAL	L EXAM Y Fasting:	Length of App	t: 15		
Clinic: CHY NE	PtCSch Provid	ler:*		~	
omment: CHY NEURO					
CHY NEURO E-	CONSULT-X				

Figure 39: Appointment Request -User Should Search By Only The Clinic Name (CHY NEURO)

 Clinic field shows both the abbreviation (VSE/SPE) and the clinic name (VSE/SPECIALCHARNOLOWER) when an abbreviation with a symbol is used to search for the clinic. In this case because the abbreviation matches the first part of the clinic name, the user would have to enter the Recall/ PtCSch request through VistA. (This also happens to other requests created in VSE).



Enterprise Program Management Office

Appointment Request for				×		
Gender	Institution	Originating Da	te			
Male	CHEYENNE VA MEDICAL	06/23/2020				
Originating User	Priority Group	Ethnicity				
	GROUP 3	NOT HISPANIC	OR LATINO	× .		
Race	Address	City	State	Zip Code		
WHITE	~		co ~			
Country	Phone (residence)	Phone (work)				
United States	~					
	p to Edit the Patient Information / Spe	cial Needs / Prefere	nces			
PtCSch Information		_				
PtCSch Date:* 09/21/2020	PtCSch Date	(Per Patient): Ent	er date as m/d/yy	уу 📕		
PtCSch Appt. Type:* SEMI-ANNU	AL EXAM Y Fasting:	Length of Appt:	15			
Clinic: VSE/SPE VSE	/SPECIALCHARNOLC PtCSch Provid	der:*		~		
Comment:						
			ОК	Cancel	~	

Figure 40: Appointment Request - When An Abbreviation With A Symbol Is Used To Search For The Clinic

If the user attempts to enter the clinic name when the abbreviation that contains a space and is also matching the name of the clinic, then the clinic name becomes truncated. The characters equivalent to the abbreviation are removed from the clinic name. (This also happens to other requests created in VSE).

 $\star\star\star$

Enterprise Program Management Office

Appointment Request for			
Gender	Institution	Originating Date	
Male	CHEYENNE VA MEDICAL	06/23/2020	
Originating User	Priority Group	Ethnicity	
	GROUP 3	V NOT HISPANIC C	OR LATINO ~
Race	Address	City	State Zip Code
WHITE	v		co 🗸
Country	Phone (residence)	Phone (work)	
United States	~		
Special Needs/Preference: NOTE	s : Ctrl-p to Edit the Patient Information	/ Special Needs / Preference	ces
PtCSch Information			
PtCSch Date:* 09/21	/2020 PtCSch	Date (Per Patient): Enter	date as m/d/yyyy
PtCSch Appt. Type:* SEMI-	ANNUAL EXAM Y Fasting	Ength of Appt: 15	5
Clinic: CIALC	HARNOLOWER PtCSch	Provider:*	~
Comment:			
-			
			OK Cancel

Figure 41: Appointment Request - Showing The Clinic Name Truncated

