

Patient Viewer 3.1.0 Test Introduction:

The Patient Viewer, Version 3.1 (Patient Viewer) mobile application (app) allows U.S. Department of Veterans Affairs (VA) care teams to find information quickly from patients' Electronic Health Records (EHRs) from the convenience of a mobile device. With the app, VA care teams can have a better understanding of a patient's health and gain immediate access to certain EHR data – whether they are walking the halls of a VA medical facility or on the go.

This test of Patient Viewer will test the functionality of the VA Video Connect (VVC) applet. The applet allows providers to schedule a Video Visit directly with their patients. The applet will generate a link to the video appointment and send one to the provider and one to the patient via email. This test will conclude when the provider is able to generate a link for the video appointment, and confirm its success by executing a Video Appointment with a patient.

Requirements:

The VA Mobile Beta App Store will be used to facilitate this test. The information on the Beta App Store includes:

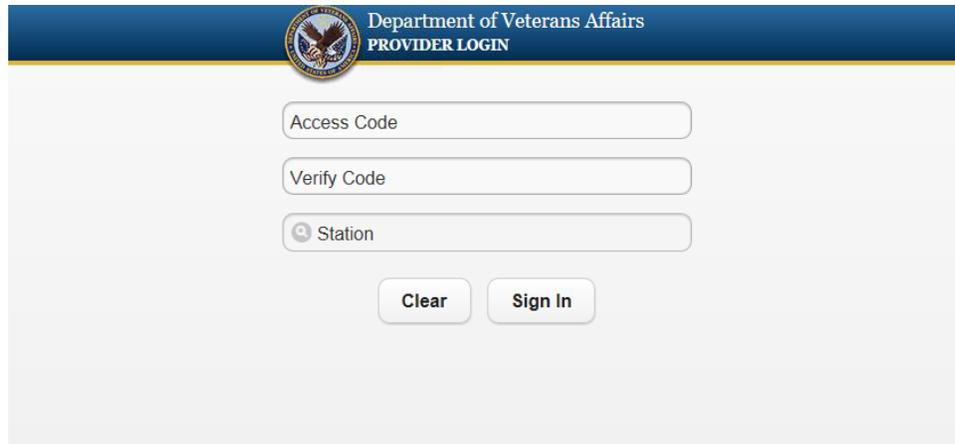
- Quick Start Guide
- A User Manual (updated with instructions for using the VVC functions)
- Training Videos
- Frequently Asked Questions (FAQs), with answers.
- A Launch button to start the app

Patient Viewer can be accessed from any device connected to the secure VA network by going to this Beta App Store address: <https://mobile.va.gov/app/beta/patient-viewer-310>. This includes desktop browsers and government furnished equipment (GFE) iPads and iPhones. [Please use this link to the beta app store every time you run a test.](https://mobile.va.gov/app/beta/patient-viewer-310) Feel free to bookmark this page on your device.

Before you Start:

Before you begin using Patient Viewer, please go through this check list to ensure a successful test:

1. Review the Patient Viewer quick start guide, user manual, instructional videos, training materials, and feedback form. All are located on the Beta App Store page. <https://mobile.va.gov/app/beta/patient-viewer-310>.
2. Upon clicking "Launch VA App" you will use your active VistA/CPRS **Access and Verify** codes to login to the app. You will also need to select your site location, as shown below:



3. Enter your own VistA/CPRS login credentials. See if you get a successful Login, which will let you into the app and show your name on the bottom line on the screen

If you receive a message that your Username and Password are invalid, confirm that:

- you used your CPRS access/verify code and NOT your Windows login
- your account is still active (you can login to CPRS)

If you have confirmed your VistA/CPRS credentials are correct and active, then you need to also do the following:

Ensure your Vista user profile has appropriate secondary menu options. You may need to contact your local Informatics team, OIT help desk, or ITAC. When you contact them, please ask them to ensure your account has the following “menu options”:

OR CPRS GUI CHART

DVBA CAPRI GUI

Follow this process for ensuring that you can access VA mobile apps:

- Have the missing menu options added to your VistA menu options and keys.
- Restart your VistA and CPRS session (logout and log back in to CPRS).
- Go back to <https://mobile.va.gov/app/beta/patient-viewer-310> using your desktop browser, entering your VistA credentials.

IF YOU STILL CANNOT LOGIN, CONTACT THE HELP DESK

1. Log onto the Help Desk at <http://help.vamobile.us/>. You may need to create a new account. Select “Patient Viewer” in the Request Type, as shown below:

Help Request

Request Type: Applications | Clinical
Patient Viewer

Instructions
Select this request type for assistance with the Patient Viewer application. Please continue to refine your request from the "App Issue" menu below. For more information on App Issues, please click [here](#).

No PII or PHI
In this ticket, do not provide any PII or PHI. This includes email addresses, last name, location, and SSN.

Patient Safety Impact
A Patient Safety concern is any problem that adversely affects patient care. Close calls, potential problems, and actual events should be reported. A logon issue is NOT considered patient safety impacting.

Request Detail

App Issue*
 Application Errors Connectivity Troubleshooting
 Feedback Submissions HowTo Troubleshooting
 Login Credentials Outreach Activities Report Requests
 Sustainment Needs See Request Detail

App Error Code

Patient Safety Impact* Yes No Not Applicable

Carbon Copy (Cc:) Enabled
Please see Patient Safety Impact instructions above.

Attachments

Location Error Escalation: VAR

Priority Low

If you have any technical issues performing the above functions call the VA Provider Mobile Service Desk at [844-482-6624](tel:844-482-6624).

CONNECTING IF YOU ARE NOT ON THE VA NETWORK

If you are not on the VA network, you can still access Patient Viewer using your GFE device. You will need to create a VPN connection to the VA network.

Note: You will need permission for "GFE mobile" access enabled on your account. If you are unable to logon to the VPN using instructions below, please contact your local Information Security Officer to ensure GFE Mobile access is enabled.

1. Open the Cisco AnyConnect app. You may need to download this from the "VA App Catalog" which is typically an icon found on your device's home screen.
2. Connect using the Cisco AnyConnect app to the VA network. This will require signing in with your VA Windows credentials (the same user name and password you use when you start your VA desktop)
3. Once the connection is made, go to the default browser and launch Patient Viewer as above.

Test Script:

Patient Viewer is a mobile electronic health record for VA patients. It is mobile-optimized and works on any internet browser from any device connected to the VA network. The test version you are reviewing is available in the Beta App Store here: <https://mobile.va.gov/app/beta/patient-viewer-310>.

On this web page you will find training materials, a User Guide, and the Launch button to start the app. Additionally, you will see a Feedback tab. Please use the Feedback button to report any issues you encounter during your testing. For technical assistance, please contact the Mobile Help Desk as described above.

I. What's New

- Creating a Video Visits with patients
- Bug fixes

Testing for Patient Viewer 3.1 is focused on the creation of a video visit with patients. This function will allow providers to schedule a video visit with patients. Patients will be able to use their own personal mobile device to talk with and see their provider. It is hoped that this will significantly improve access to care in an efficient method for patients and providers. Providers will eventually be able to receive workload credit.

II. General Testing

If you have not used Patient Viewer before, we recommend a brief introduction to the application performing the basic functions below. If you have used Patient Viewer before, please skip to the next section.

1. Logging In:

- Users will use their CPRS access/verify codes to login.
- Using your device's default browser, go to the URL above
- Use the above CPRS access/verify codes and location to login

2. Finding a Patient:

- You may find patients using their name or Last Initial Last 4
- Example: Search for test patient TwoSQA, Patient (T0002)
 - Enter "T0002" as your patient, and select "Search" or hit "Enter"
 - A confirmation window should pop-up with additional patient details. Tap "OK".

3. Cover Sheet:

- The Coversheet is the default page for a patient
- You may tap on any section to view more information, including Contact Information, Problem List, Allergies, brief medication list, surgical history, and future appointments.
 - Tap on Allergies to review allergies.

4. Vitals

- Tap on Menu at top left and select Vitals
- A table of recent Vital signs is displayed
 - Please note Date Range filters at left
- Under “Views”, Switch to graph view by selecting radio button next to “Graphs”

5. Documents:

- Tap on Menu at top left and select Document to view all Notes about a patient
- A list of all Documents should appear in the View section at the bottom left
 - Please note Date Range filter at top left
- Tap a Note to view the note.

6. Medications:

- Tap on Menu at top left and select Medications.
- For inpatients, under Filters at top left select “Inpatient” and then “Update Results”
- Click on any medication name for further details

7. Labs:

- Tap on Menu at top left and select Labs
- Under Results at the bottom left, you may select a lab order to view more details.
- To filter by Order, Chem/Hem, or Micro, tap the dropdown (default is Order) at top

8. Radiology:

- Tap on Menu at top left and select Radiology
- All radiology results for patient will be in bottom left
 - Please note Date Range filter at top left

9. Consults:

- Tap on Menu at top left and select Consults
- Please note there are Filters based on Status. You may need to select “Pending” or “Active” to find a consult.

II. Testing the Video Visit Applet

Preparation required

You will need a GFE laptop or desktop with a camera and microphone, or a GFE iPad with a PIV waiver; the patient will need a laptop or desktop with a camera and microphone, or any smartphone or tablet. You need to verify that both you and your patient have a proper device prior to booking a video appointment.

You can use Patient Viewer on your GFE desktop to book the Video Appointment, but both you and your patient must use a device with a camera and microphone to conduct the video appointment.

1. Open Patient Viewer v3.1.0 using the Launch VA App button on <https://mobile.va.gov/app/beta/patient-viewer-310> . Login using your VistA credentials.
2. If you are presented with a previous patient, when the app loads and asks if you would like to select current patient, tap the “x”

Search for the patient with whom you want to connect:

Example: OneSQA, Patient (T0001)

You may search by last name, or last initial plus last 4 (O0001)

3. Tap Menu at top left, select the Video Visits
4. Select the 'Create New Video Visit' button.
5. Complete all of the required fields in the 'Create New Video Visit' form and select the “Create” button. For testing purposes, insert your patient’s email address in the field.
6. After selecting “Create”, you should see a dialog that says “The following Video Visit has been booked for <patient name>”
7. Confirm that you received an email at your email address.
8. Confirm that your patient received a similar email.
9. Execute the link in the email you received; ask your patient to do the same.
10. Verify that you can conduct a video session with your patient.
11. Go back to the beta app store and enter your feedback using the Feedback tab on the page.

Thank you for your assistance. We look forward to your feedback!