# Patient Viewer App

## *Quick Start Guide*

U.S. Department of Veterans Affairs
Veterans Health Administration
*Office of Connected Care*

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# Overview

The Patient Viewer, Version 3 (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.

# General Info

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## Prerequisites

To use the Patient Viewer App, you must be a VA health care professional with credentials for the Veterans Health Information Systems and Technology Architecture (VistA).

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## Understanding and Switching to Patient Record and Staff Views

You can view data in the app through either the Patient Record View, which shows you specific patient information, or the Staff View, which will show you your task list and consults. You can switch between the two views by tapping the folder icon with two arrows surrounding it in the upper right corner of your screen. The Patient Record View has a blue background while the Staff View has a teal background, to help you distinguish between the two at a glance.

# Patient Record View

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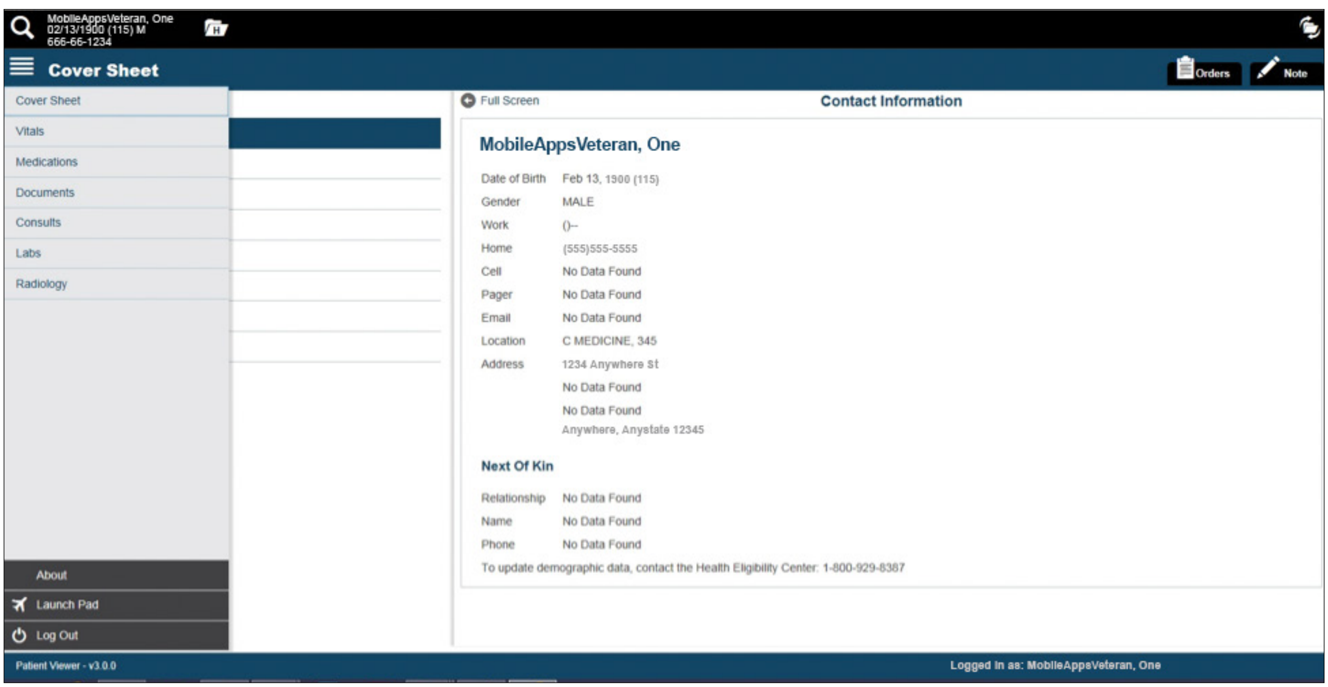
## Getting to Know the Patient Record View Screen

When you log in to the Patient Viewer App, your screen will default to the Patient Record View (which will have a blue background), and you will see a few features to help you navigate the app:

- Patient Search (magnifying glass icon) – Find a patient by name, social security number (SSN), clinic, ward or from a list of recently searched patients.
- Patient Information (file folder icon) – View an overview of a patient's information.
- Menu (four-line icon) – Access information about the app, the Cover Sheet , Vitals, Medications, Documents, Consults, Labs, Radiology, accessing the VA Launchpad and logging out of the app.
- Orders Viewer – View a complete list of recent orders for the patient.
- Note – Enter a progress note for the patient.



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## Patient Search

The app will automatically load the last patient you accessed. To switch to a new patient, tap the magnifying glass icon in the upper left corner, and a pop-up Patient Search window will appear. Search by tapping one of the four tabs at the top of the Search box: **Patient, Clinic, Ward** or **Last 20**. Based on how you searched, a drop-down list of patients will appear. Tap the name of the patient whose information you would like to view. A pop-up Select Patient box with the patient's overview information will appear. Tap **Select Patient**, and you will go to the selected patient's Contact Information screen from his or her Cover Sheet.

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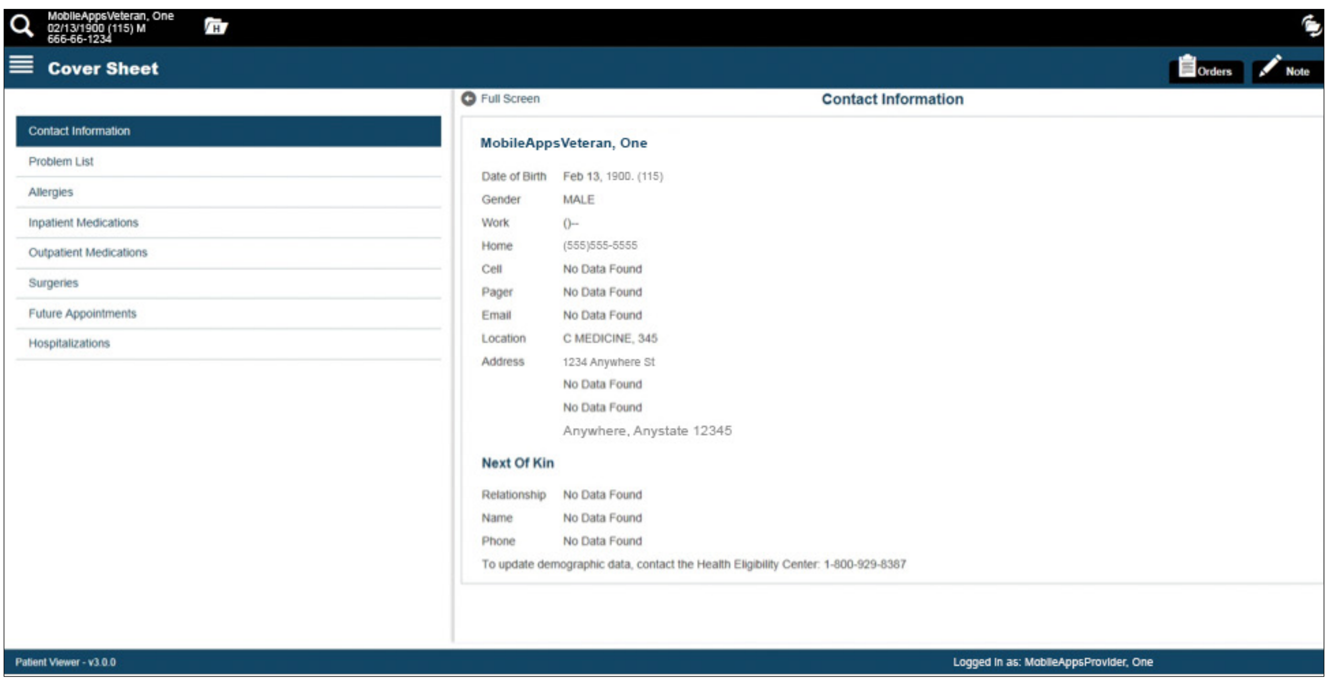
## Patient Cover Sheet

A patient's cover sheet provides an easy, outlined way to view his or her health history and visits to VA medical facilities. The categories covered in the Cover Sheet include the patient's contact information, problem list, allergies, inpatient medications, outpatient medications, surgeries, future appointments and hospitalizations.

Make sure you have a patient selected, and then tap the **Cover Sheet**. You will see a list of categories. Tap on a category, and you will see the patient's information in the right pane of your screen.



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## Vitals

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Vitals**. Narrow down the results by using the Filters: Date Range and View. If you choose to view your patient's vitals as a table, you will see a list of dates, and the reading for each vital sign on that date. The default is a table view of your patient's vitals, showing you the dates and values for each vital sign. If you choose to view your patient's vitals graphically, tap the checkbox next to Graphs, and then tap on the checkboxes under Graph Types to display only selected vital sign graphs (BP, Pulse, Respiration, Temp, Weight, Pain and Pulse Ox), which will appear in the right pane of your screen. **NOTE:** If you are using a device with a touchscreen, you can zoom in or out on the graph by using multi-touch gestures.

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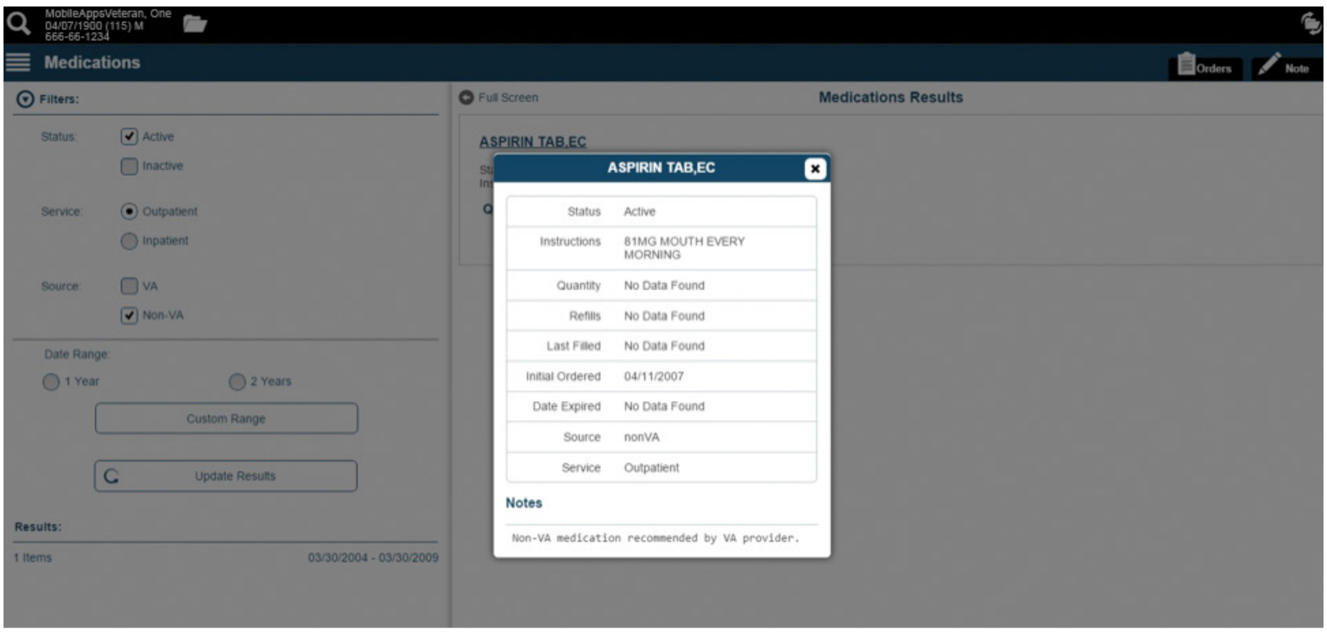
## Medications

Even though an overview of a patient's medications is available in his or her Cover Sheet, more details are available in the Medications section. You can see the medication name, status, instructions, quantity, refills remaining, date of last filling, date of initial order and whether it was prescribed by a VA or non-VA provider.

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Medications**. Narrow down the results by using the Filters: Status, Service, Source and/or Date Range. Tap **Update Results** to apply the filters selections, and a list of results that match your specifications will appear under the Results heading. Tap on a specific medication you would like to view, and the medication's details will appear under the Medication Results heading in the right pane of your screen.



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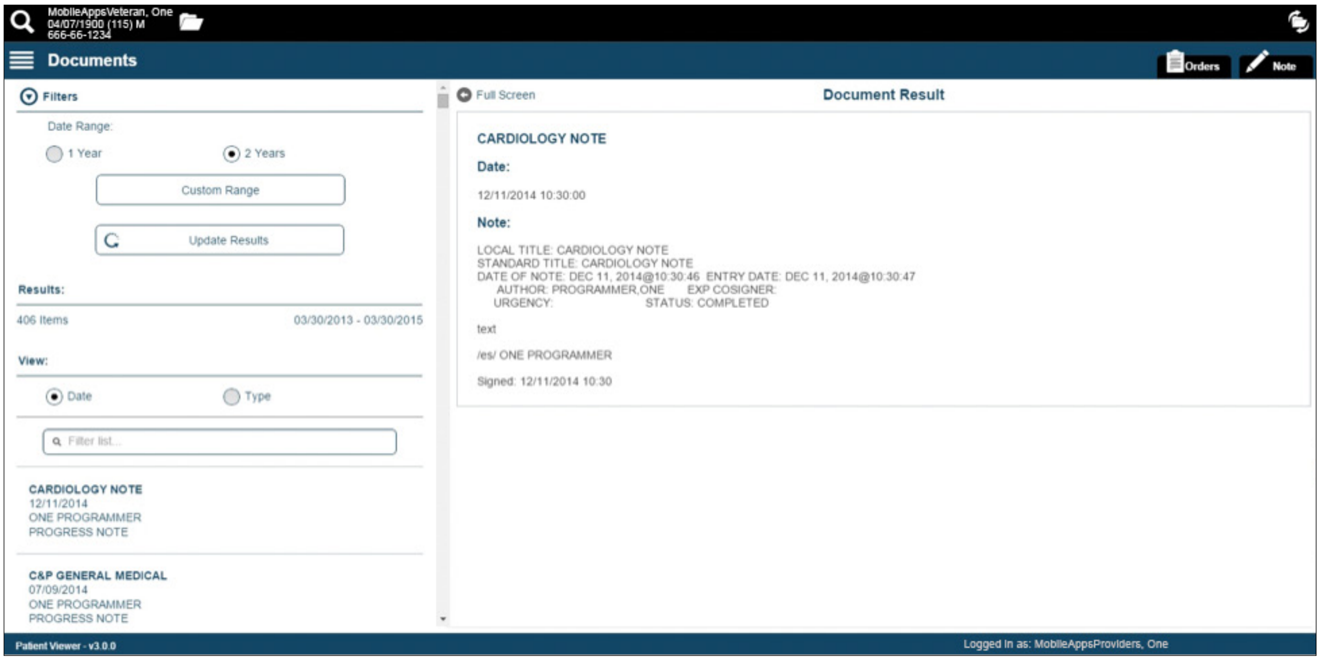
## Documents

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Documents**. Narrow down the results by using the Filters: Date Range, View and/or Search. A list of results that match your search specifications will be available on the lower half of the left pane of your screen. Tap on a specific document you would like to view, and the document's details will appear under the Document Result heading in the right pane of your screen.



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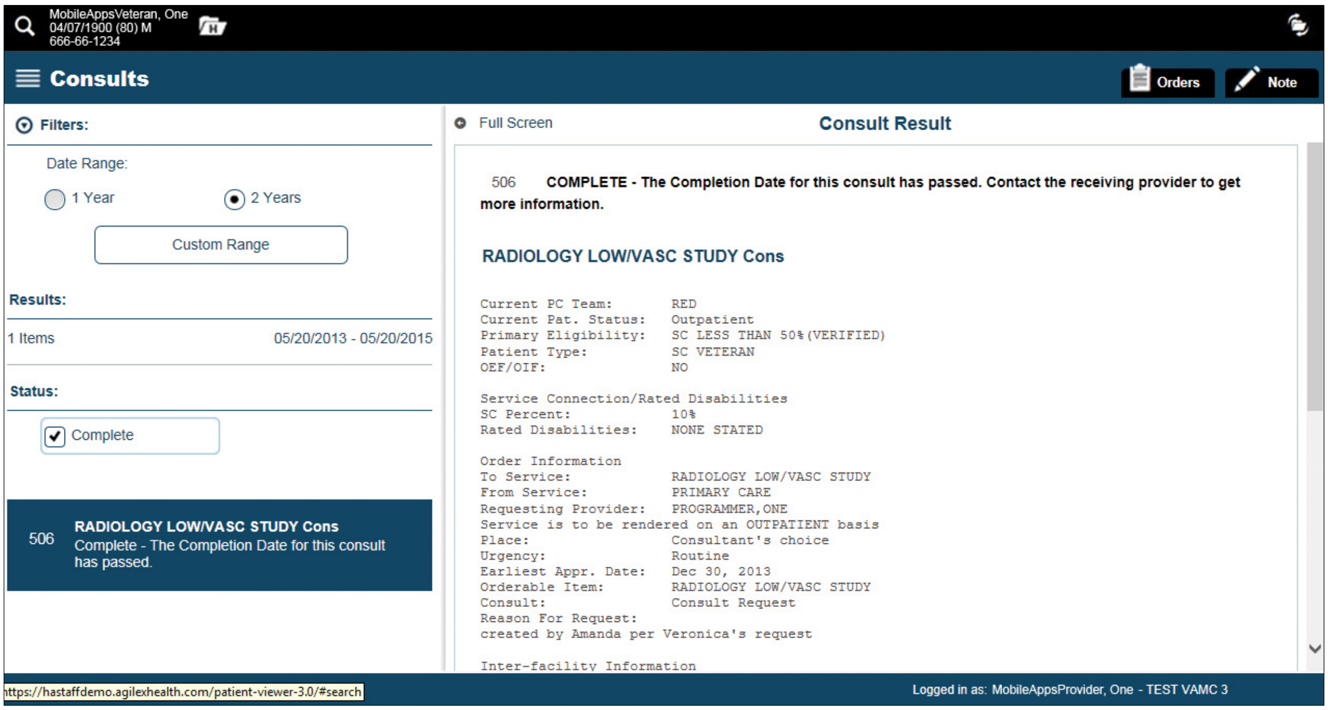
## Consults

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Consults**. Narrow down the results by using the Filters: Date Range and/or Status. A list of results that match your search specifications will be available on the lower half of the left pane of your screen. Tap on a specific consult you would like to view, and the consult's details will appear under the Consult Result heading in the right pane of your screen.



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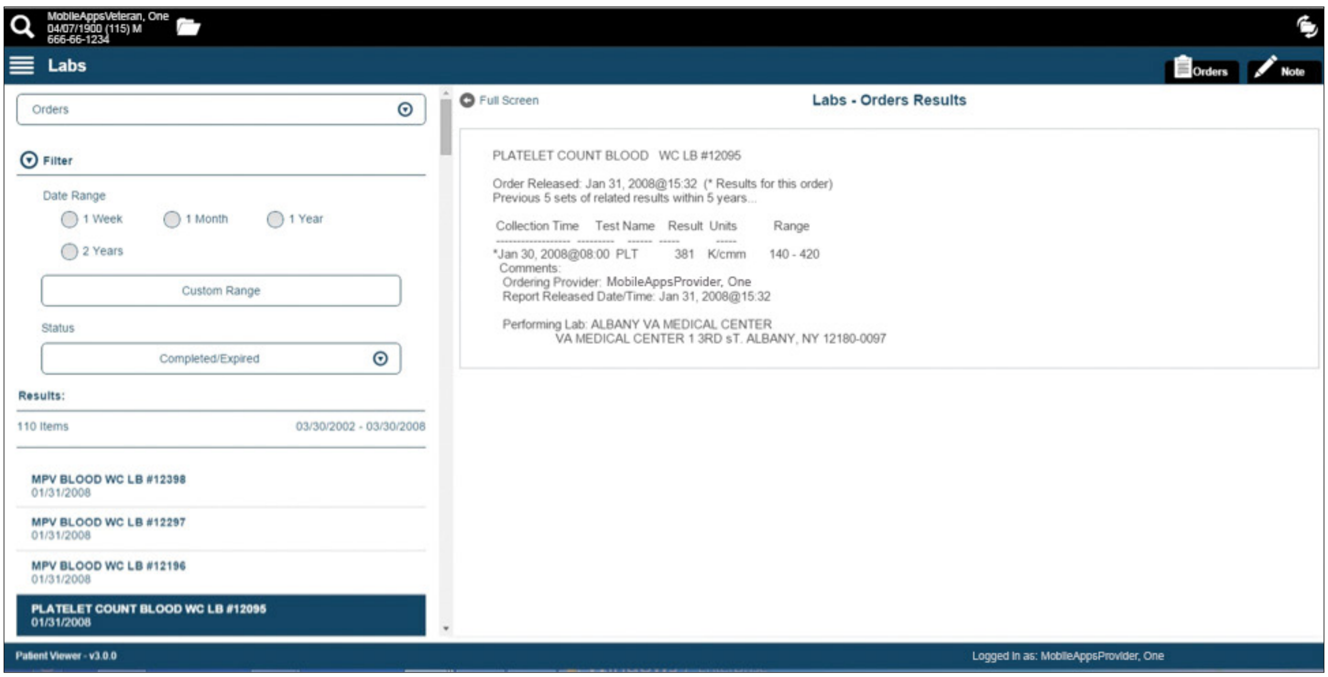
## Lab Results

You can view three different types of lab results: Orders, Chemistry/Hematology and Microbiology.

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Labs**. Lab Results will default to Orders. Tap the Orders heading, and then tap **Chem/Hem** or **Microbiology** to select a different category. Narrow down the results by using the available filters, and a list of results matching your specifications will be available in the lower half of the left pane of your screen. Tap on a specific lab result you would like to view, and the details will appear in the right pane of your screen. **NOTE:** The search criteria will apply only to data for the type of lab result you are currently viewing. Chemistry/Hematology results will appear as a graph, while Orders and Microbiology results will appear as a written summary.



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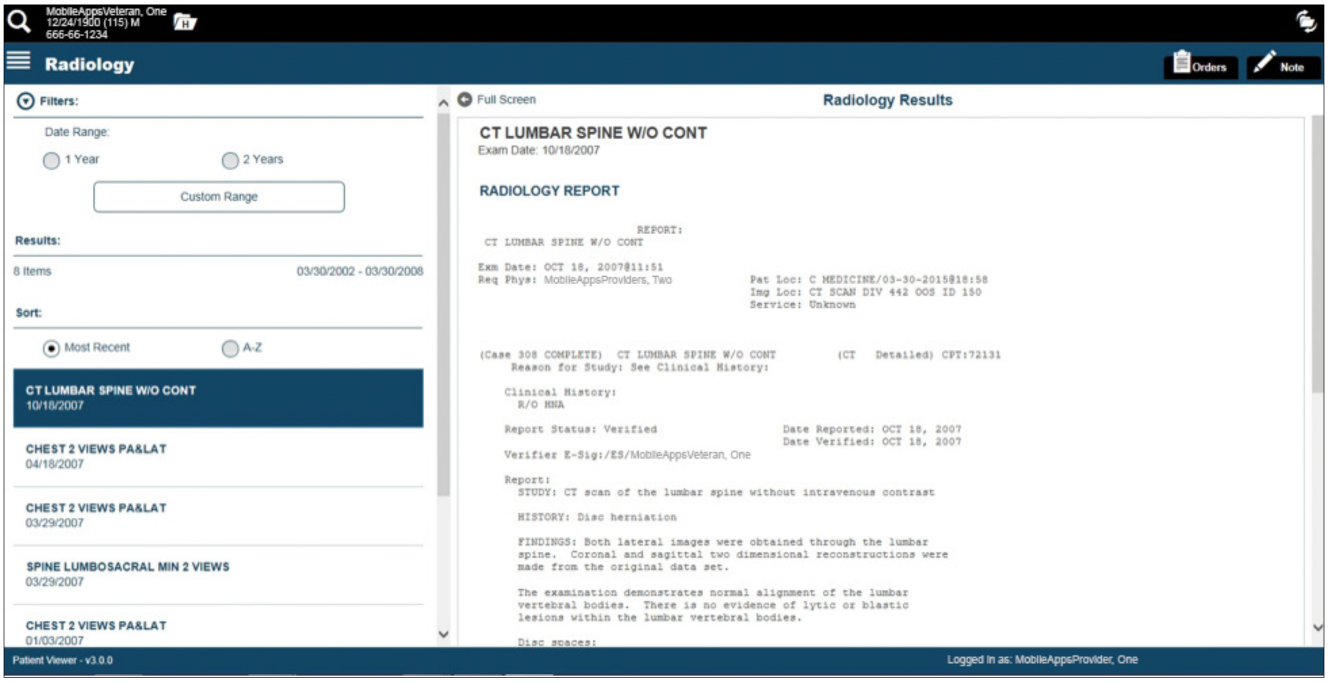
## Radiology Reports

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Radiology**. Narrow down the results by using the Filters: Date Range and/or Sort. A list of results that match your specifications in the order you chose will appear. (**NOTE:** If you choose to search alphabetically, you will see your results grouped by test name). Tap on a specific radiology report you would like to view, and the radiology report's details will appear under the Radiology Results heading in the right pane of your screen.

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## Orders Viewer

You can use the Orders Viewer at any time to view all clinic orders associated with the patient whose record you are currently viewing. Tap **Orders** (with the clipboard icon) in the upper right corner of your screen, and a slide-out Orders Viewer menu will appear from the left side of your screen. Tap on a type of Order, and a list of the specific orders of that type will expand below. Tap an order you would like to view, and you will see a pop-up screen with the order's details.

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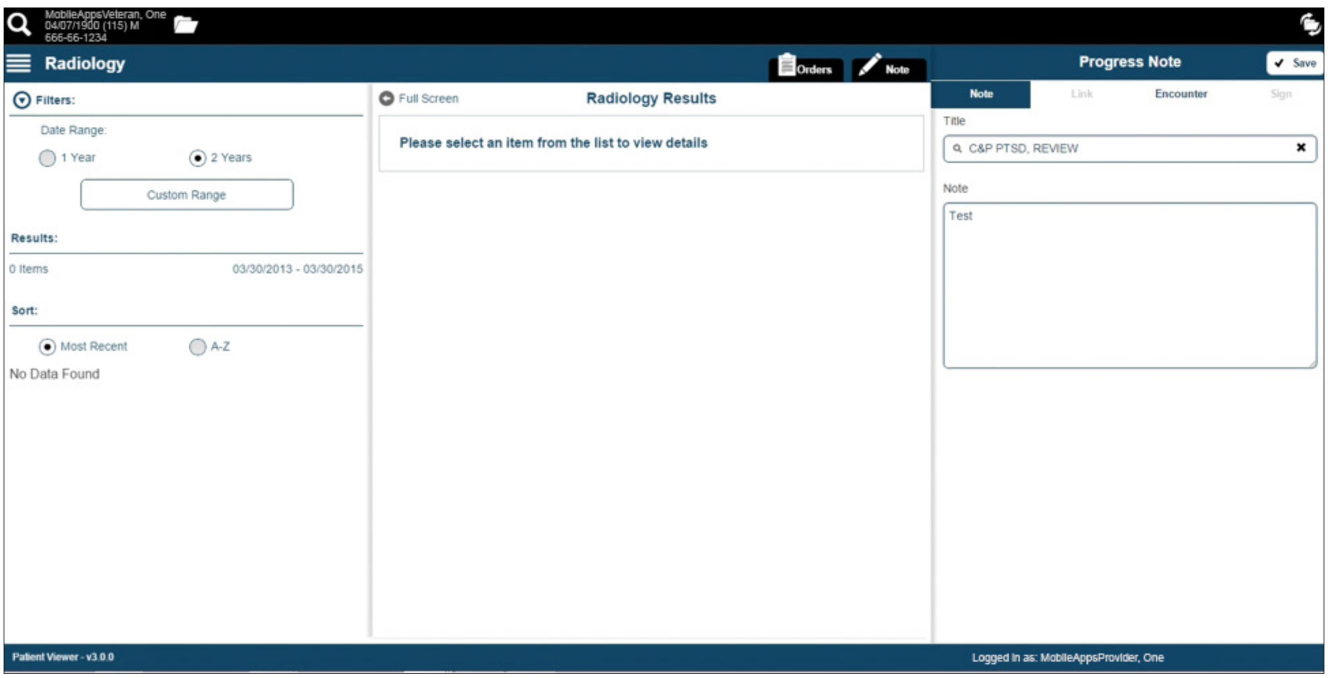
## Notes

You can use the Notes feature at any time to enter a progress note or finish a note you have started previously. Tap **Note** (pencil icon) in the upper right corner, and a slide-out Progress Note menu will appear from the left side of your screen. You will have four options: Note, Link, Encounter and Sign. First, tap **Note** to enter or complete your progress note, and then tap **Link** to enter information connecting the note to a particular clinic or hospital event. Tap **Encounter** to enter additional information such as Visit Type, associated providers, related medical conditions, diagnoses and procedures. After you have entered the information, tap **Sign** to go to a screen that will allow you to sign the progress note. **NOTE:** All notes you begin in Patient Viewer must be completed and signed in the app before they appear in the patient's record. If your notes require a co-signer, you cannot use the app to write and sign notes as there is no co-signature capability in this version of the app.

You may also save your note to come back to and finish later at any time. To do so, tap **Save** in the upper right corner.



# Staff View

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## Getting to Know the Staff View Screen

When you log in to the Patient Viewer App, your screen will default to the Patient Record View. Tap the folder icon with two arrows surrounding it in the upper right corner of your screen, and you will go to the Staff View (the background will change to teal). Your screen will default to your Task List. Tap the menu in the upper left corner to access information about the app, your Task List, the Staff View - Consults, the VA Launchpad and to log out of the app.

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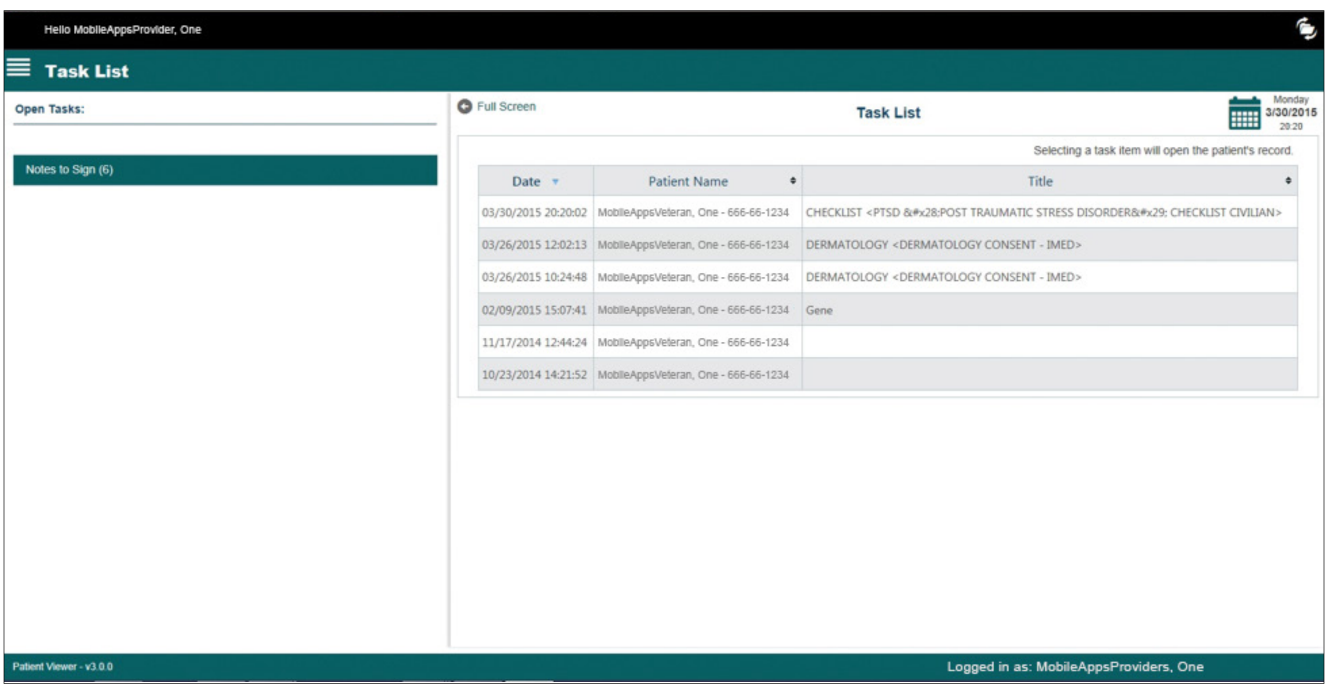
## Task List

Tap the menu button with a four-line icon, and then tap **Task List** from the slide-out menu that appears. The number in parentheses next to Notes to Sign shows how many notes the clinician has started but not yet signed. You can sort by the following: Date, Patient Last Name or Note Title. Tap the note you would like to view or finish, and the note will open in the Progress Note section in Patient Record View. Finish the note as described in the Notes section of this document.



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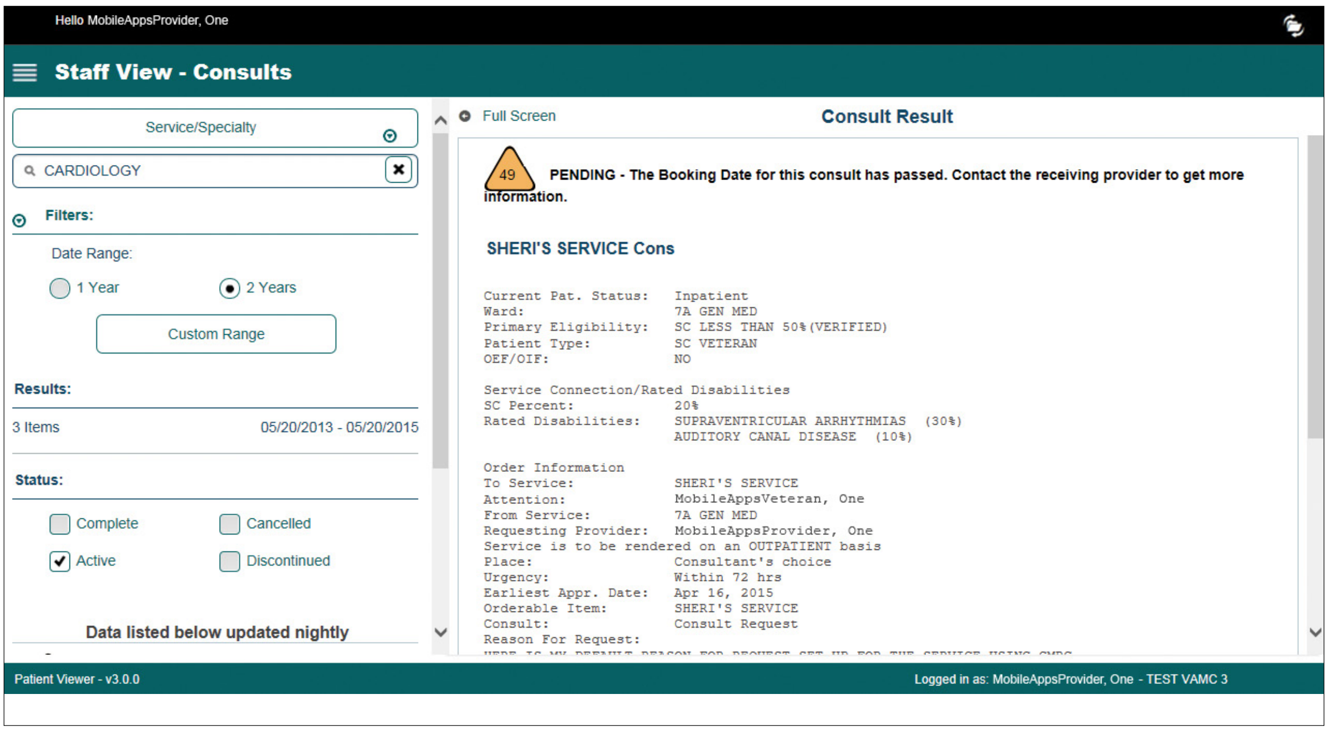
## Staff View-Consults

The consults section in Staff View allows you to view a list of consults filtered by service/specialty or a list of all the consults you have entered. Tap the menu button with a four-line icon, and then tap **Staff View – Consults** from the slide-out menu that appears. Narrow down the results by using the Filters: From Me, Service or Specialty, Date Range and/or Status. The number of results that match your specifications will appear under Results at the bottom of the left pane of your screen. The list will also give details on if the consult is pending or scheduled and a yellow triangle next to the consult means it is overdue. Tap on a specific consult you would like to view and the consult's details will appear under the Consult Result heading in the right pane of your screen.




# Help and Additional Information

## Additional Training Materials for the Patient Viewer App

The Patient Viewer App has built-in User Guides to help explain the app's features. From either the Patient Record or Staff View, tap the four-line menu icon in the upper left corner of the screen, and tap **About** from the slide-out menu that appears. A pop-up About window will appear that provides an overview of the app and explanation about its features. Either tap the **X** in the upper right corner to close the pop-up window, or tap the Additional Information hyperlink to see a built-in User Guide that will allow you to view additional information about each category. In addition to the user guides built into the app, more resources, such as a User Manual, Slideshow and FAQs, can be found on ***mobile.va.gov/appstore***, and search for the app to access the resources.

## Help Desk Information

If you need assistance with the Patient Viewer App, dial **1-844-482-6624** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.