



Summary of Care App

User Manual




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User Manual

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Overview

The Summary of Care mobile application (app) allows patients to view parts of their Department of Veterans Affairs (VA) Electronic Health Record (EHR) from the convenience of their mobile devices. This information helps patients better understand their health, reference information about their health history and treatment plans and monitor health and track progress over time.

The Summary of Care App shows VA patients their contact information, medical diagnoses, allergies, medications, surgeries and upcoming appointments. It also provides summary pages about Vital Signs, Medications, Lab Results, Radiology and Consults.

This app is available for iOS, Android and Windows operating systems and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Safari 7 and higher
3. Firefox 24 and higher
4. Google Chrome 30 and higher

The following User Manual provides an in-depth, step-by-step guide for using the Summary of Care App.

The Basics

Prerequisites

To use the Summary of Care App, you must:

1. Be enrolled in VA health care or be the Caregiver for a Veteran who is enrolled in VA health care.
2. Have a DS Logon Level 2 (Premium) Account – The Summary of Care App can access your VA EHR and therefore, for your security, requires a DS Logon Level 2 (Premium) Account.
 - If you do not have a DS Logon Level 2 (Premium) Account, or you are not sure, visit mobile.va.gov/dslogon for more information.
 - **NOTE:** Even if you are a My HealtheVet user, you will still need to register for a DS Logon Level 2 (Premium) Account in order to access the Summary of Care App.

Logging in

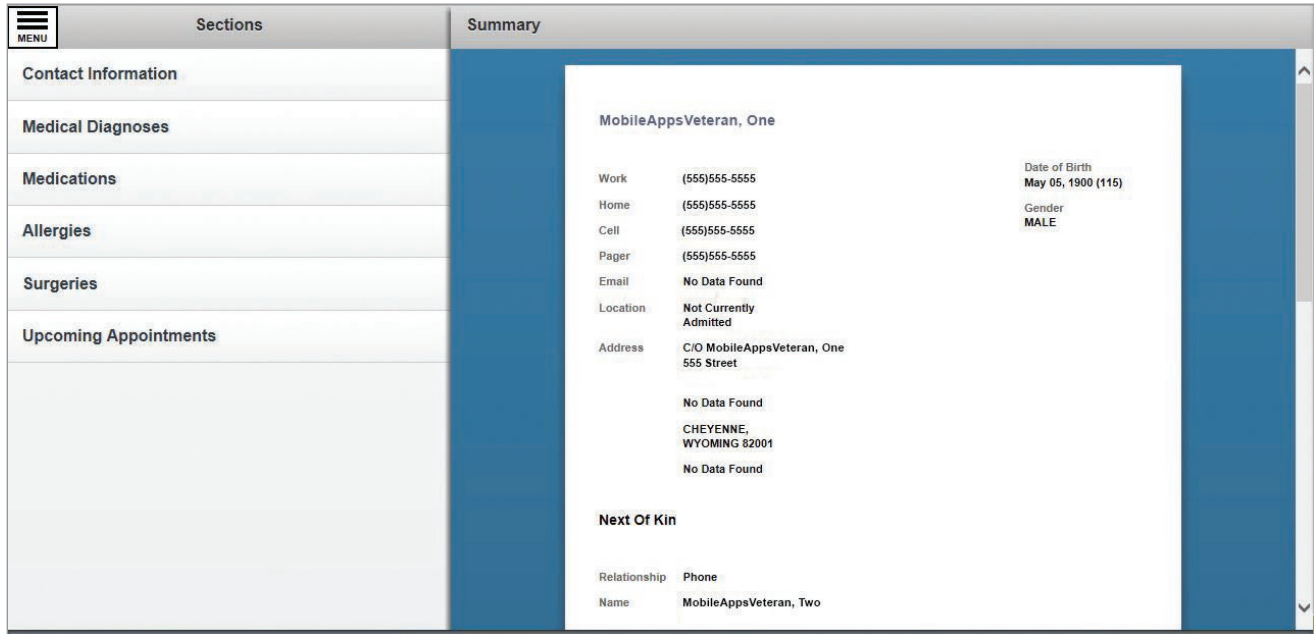
Access the Summary of Care App > Enter your DS Logon Level 2 (Premium) Account credentials on the first screen > Tap **Logon** > You will see a license agreement screen > Read the End User License Agreement (“EULA”) and Notice of Privacy Practices (“Notice”) > Tap **Accept** > You will proceed into the app.

NOTE: If this is your first time using a VA app that requires a DS Logon Level 2 (Premium) Account, you may have to provide your Right of Access as part of the log in process. The app will prompt you if this is necessary. If it is necessary, you will be taken to a Right of Access screen > Read the Request for Access to Your Health Information > If you would like to continue, tap **Next** > You will go to a Review screen > Read VA Form 10-5345a > If you agree, tap **Verify** to “sign” the form > You will proceed into the app.

NOTE: You can access the Summary of Care App either directly or through the VA Launchpad. The VA Launchpad contains links to all VA Apps that access information from your VA EHR. By signing into the VA Launchpad once with your DS Logon Level 2 (Premium) Account credentials, you can access multiple apps without signing into each app separately. If you are accessing the Summary of Care App through the VA Launchpad and have already signed into another app, you will not need to re-enter your credentials.

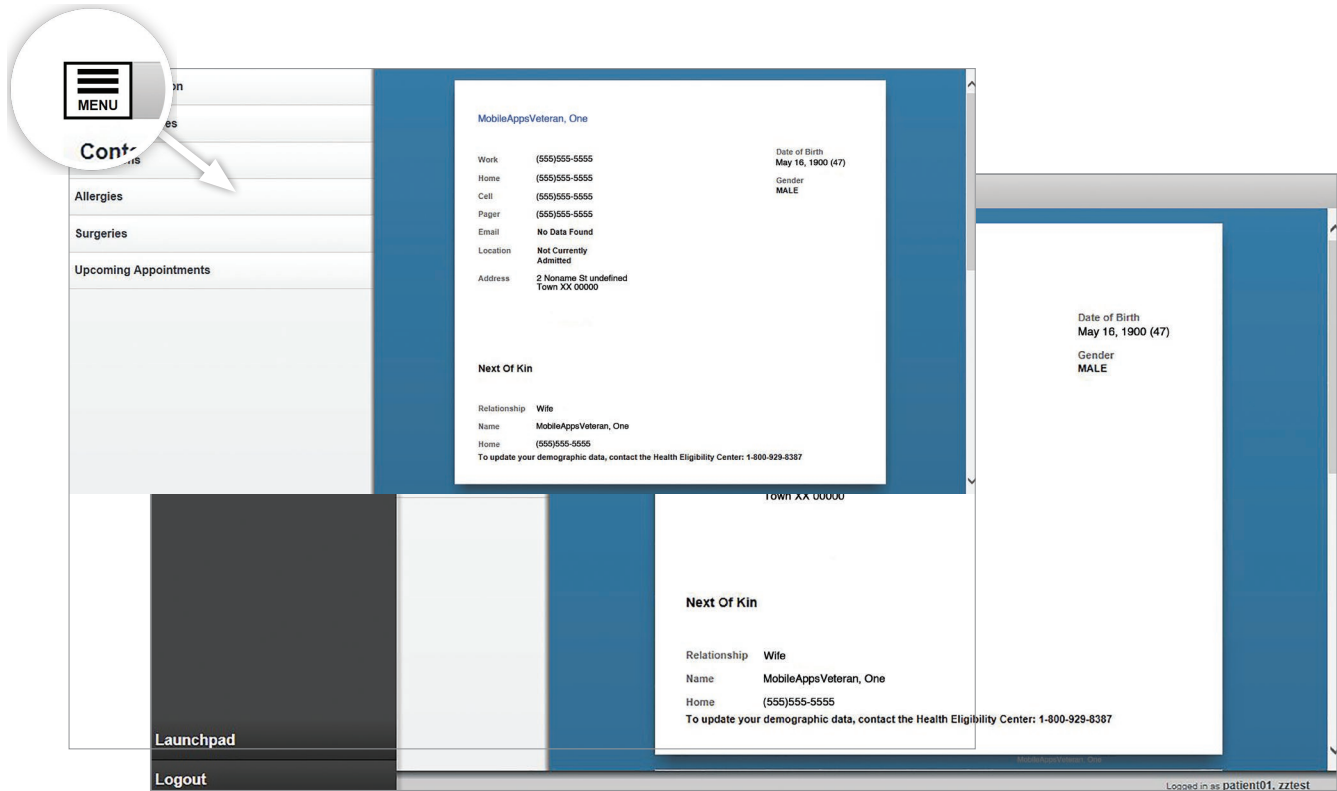
Getting to know the Summary screen

When the app opens, your screen will be divided into two windows. The left side of your screen is the Sections window, which provides a menu of information you can view. The right side of your screen is the Summary window. You can scroll through your data in the Summary window or jump to a particular section by tapping the category in the Sections window.



Viewing the Menu screen

No matter what section of the app you are currently viewing, a **Menu** button with a three-line icon will always be available in the upper left corner of your screen. Tap the icon, and a slide-out Menu will appear. The Menu shows you all the features and capabilities of the app: About, Summary, Vital Signs, Medications, Lab Results, Radiology, Consults, Launchpad and Logout. To close the Menu, tap the **X** button in the right corner of the Menu screen.



Accessing the VA Launchpad

Through the VA Launchpad, you can access other apps without re-entering your DS Logon Level 2 (Premium) Account credentials. No matter what information you are currently viewing, you can always access the VA Launchpad by tapping the **Menu** button with a three-line icon in the upper left corner > A slide-out Menu will appear > Tap **Launchpad** > You will be taken to the VA Launchpad Menu screen.

Logging out

To exit the app, tap the **Menu** button with a three-line icon in the upper left corner of your screen > A slide-out Menu will appear > Tap **Logout**.

Viewing the About section

The About section gives you an overview of the Summary of Care App. Tap the **Menu** button with a three-line icon in the upper left corner of your screen > A slide-out Menu screen will appear > Tap **About** > An About screen will appear with an overview of the app and a link to additional information. Tap **Additional Information** to open a PDF with an in-depth app overview. To return to the Menu screen, tap **OK**.

Reading your Summary

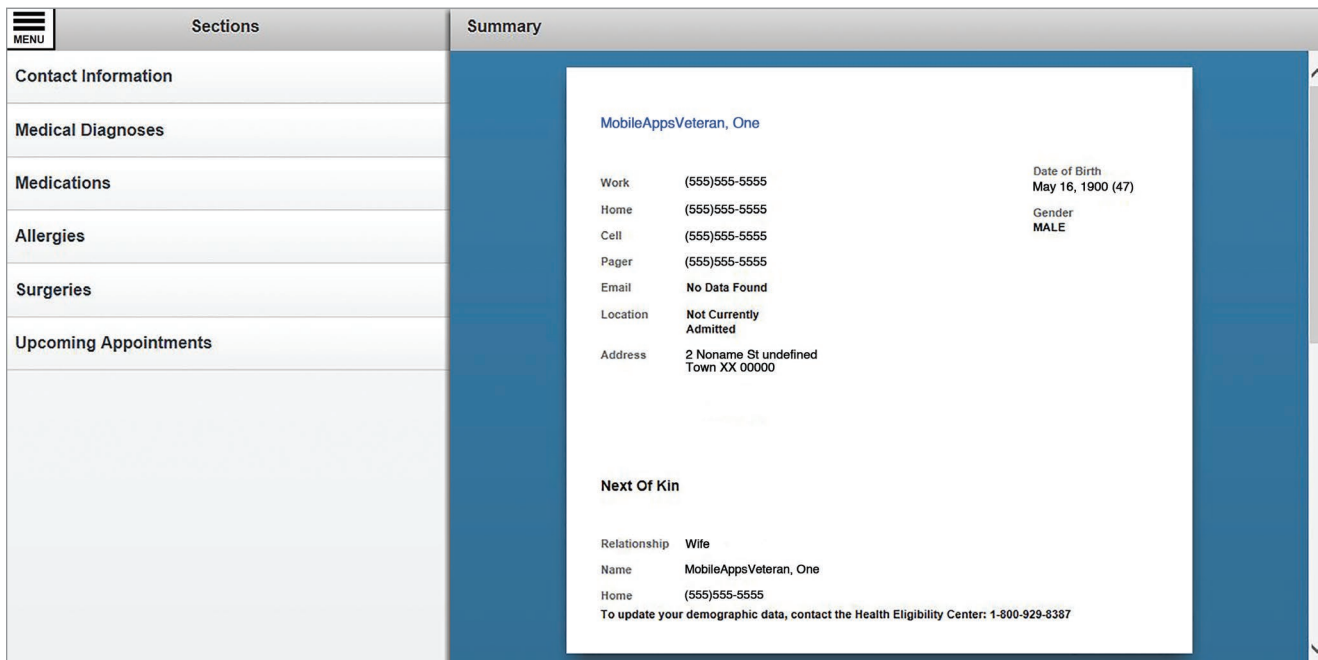
Your Summary provides you with an overview of the information in your VA EHR.

When you log into the app, the screen defaults to your Summary. You can revisit the screen at any time by tapping the **Menu** button with a three-line icon (upper left corner of your screen) and selecting Summary from the slide-out Menu that appears. The Sections window will appear on the left, and the Summary window will appear on the right. The Sections window shows the main categories of information in your medical record:

- Contact Information
- Medical Diagnoses
- Medications
- Allergies
- Surgeries
- Upcoming Appointments

By tapping on the categories in the Sections window (left side of screen), you will jump to the details in the Summary window (right side of screen). You can also scroll through the Summary window to read all the categories of information.

NOTE: The back button in your browser or mobile device may not be recognized by the app. It's recommended that you use the navigation features contained within the app to access the Summary of Care functionalities and information. If you want to switch between menu items, use the Menu button.



Contact Information

Tap the **Contact Information** category in the Sections window (left side of screen), and the Summary window (right side of screen) will jump to the information. You will see the contact details for both you and your next of kin.

Medical Diagnoses

Tap the **Medical Diagnoses** category in the Sections window (left side of screen), and the Summary window (right side of screen) will jump to the information. You will see the history of conditions you have relayed to your VA care team or diagnoses you have received from your VA care team.

Medications

Tap the **Medications** category in the Sections window (left side of screen), and the Summary window (right side of screen) will jump to the information. You will see a history of your outpatient medications documented in your EHR. (You can view additional information in the separate Medications tab accessible from the Menu screen.)

Allergies

Tap the **Allergies** category in the Sections window (left side of screen), and the Summary window (right side of screen) will jump to the information. You will see a list of your allergies documented in your EHR.

Surgeries

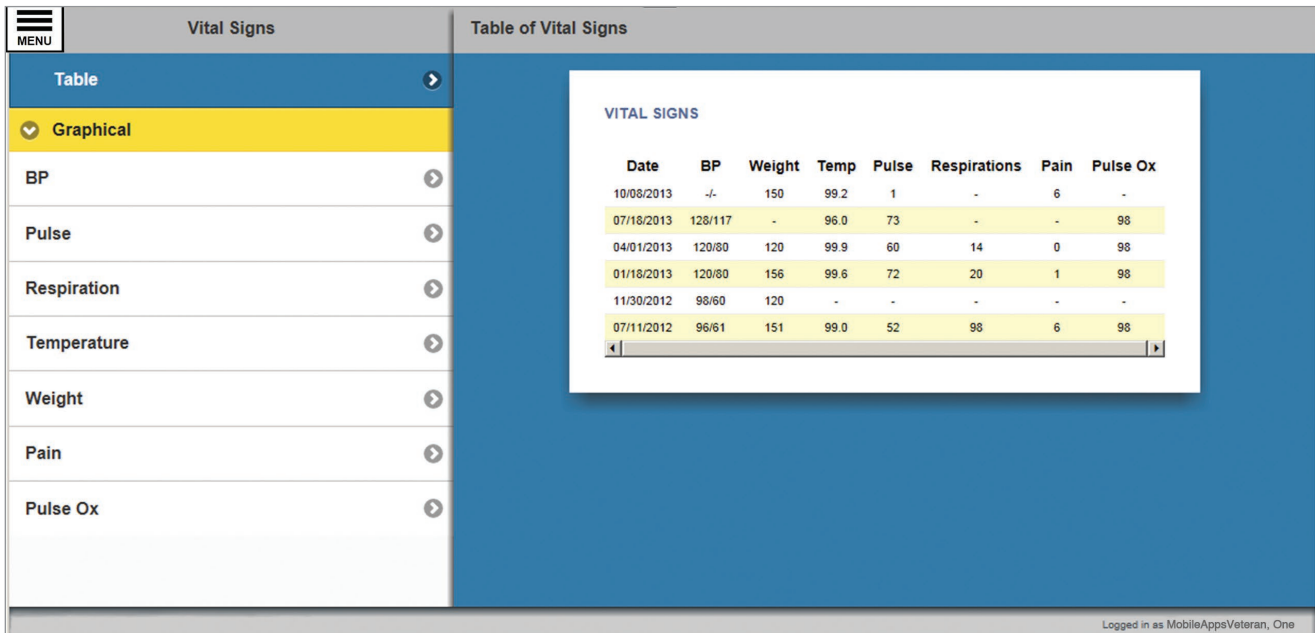
Tap the **Surgeries** category in the Sections window (left side of screen), and the Summary window (right side of screen) will jump to the information. You will see the history of your surgeries documented in your EHR.

Upcoming Appointments

Tap the **Upcoming Appointments** category in the Sections window (left side of screen), and the Summary window (right side of screen) will jump to the information. You will see a list of your future appointments at VA medical facilities.

Vital Signs

The Vital Signs tab lets you view details about your vital signs and graph the changes over a six year range. Information displayed in Vital Signs includes Date, Blood Pressure (BP), Pulse, Respiration, Temperature, Weight, Pain and Pulse Ox.



Finding vital signs information

Tap the **Menu** button with a three-line icon in the upper left corner of your screen > Tap **Vital Signs** from the slide-out Menu that appears > The header on the left side of the screen will change to Vital Signs > Choose whether you would like to view the information as a table or a graph.

Viewing vital signs as a table

The Table option shows you a chart of all of your vital signs readings over time. In the Vital Signs window (left side of screen), tap the **Table** subheading tab > A chart showing your vital signs will appear in the Table of Vital Signs window (right side of screen) > Scroll through the data using the bar with the arrows at the bottom of the chart.

Viewing vital signs as a graph

The Graphical option will graph readings for a selected vital sign over time. In the Vital Signs window (left side of screen), tap the **Graphical** subheading tab > A drop-down list of the types of vital signs will appear > Tap the vital sign you wish to see:

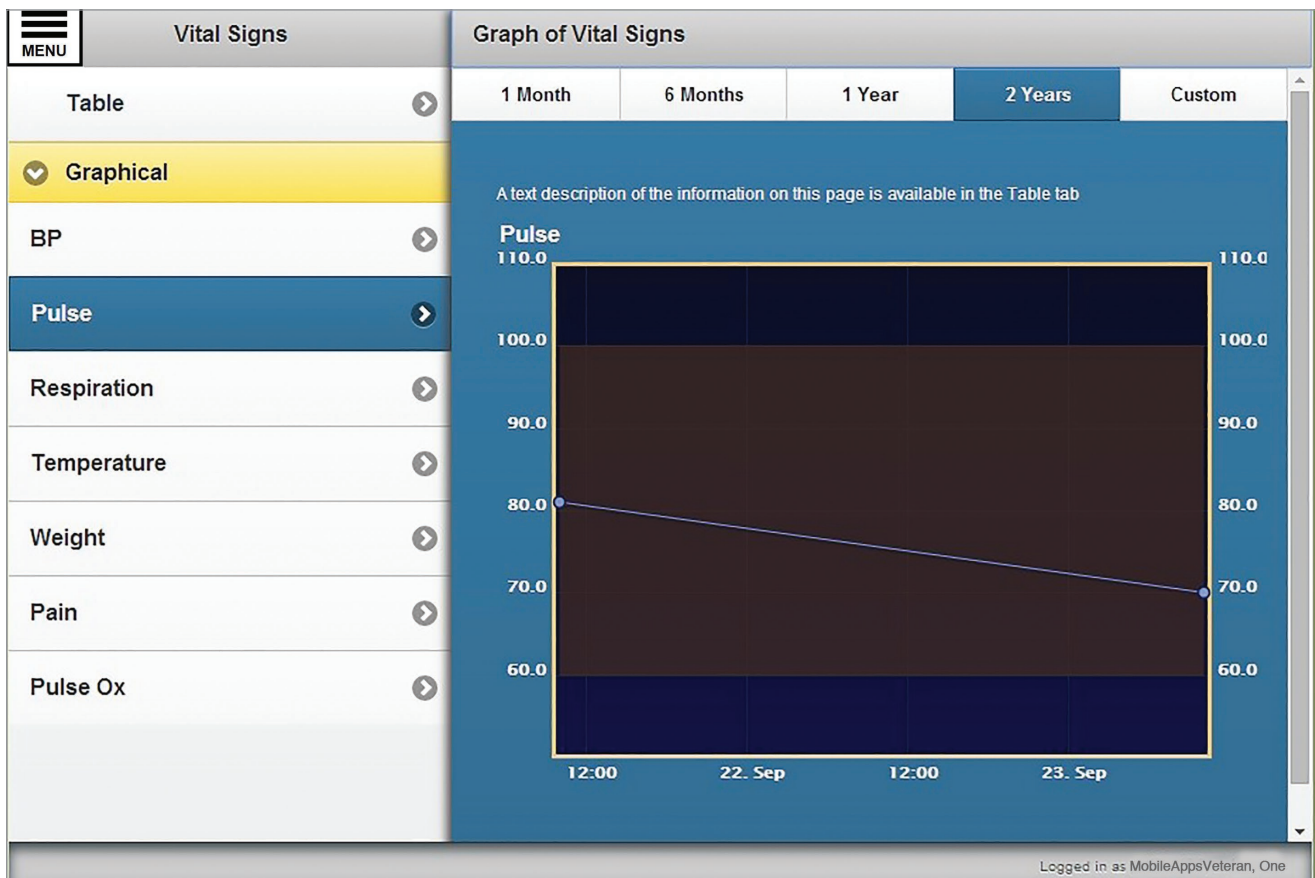
- Blood Pressure (BP)
- Pulse
- Respiration
- Temperature
- Weight
- Pain
- Pulse Ox

Details for the selected vital sign will appear in the Graph of Vital Signs window (right side of screen). You can adjust the time frame you wish to graph. To graph a different vital sign, tap the name in the Vital Signs window (left side of screen).

Changing date ranges for graphs of vital signs

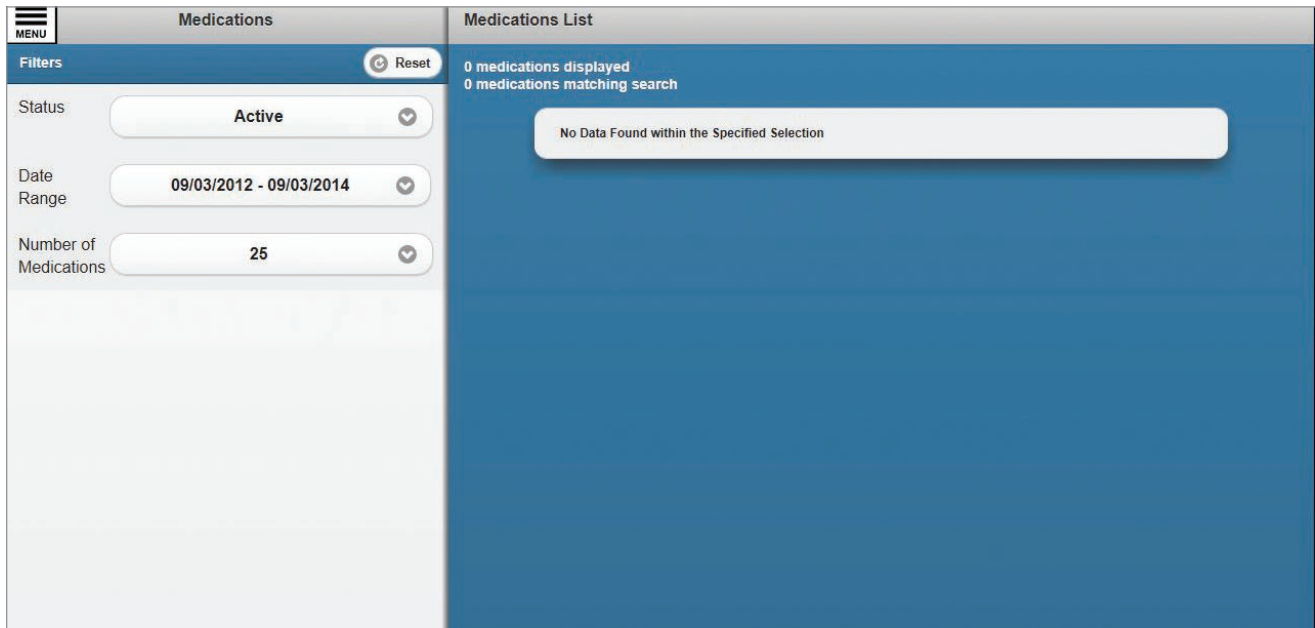
When you view vital signs as a graph, you can change the date ranges for the data you want to see. After you have selected the vital sign you wish to view, the details will appear in the Graph of Vital Signs window (right side of screen) > The time frame of the graph will default to 2 Years. You can change the date range of the graph by tapping the options listed above the graph: 1 Month, 6 Months, 1 Year, 2 Years or Custom. To customize a date range:

1. Tap the **Custom** tab.
2. A pop-up window will appear that reads Date Range up to 6 years.
3. Tap the bar under **From** and select the month, date and year from which you wish to start.
4. Tap **Set** to confirm your choice.
5. Tap the bar under **To** and select the month, date and year at which you wish to end.
6. Tap **Set** to confirm your choice.
7. Tap **Apply** to finalize both your From and To selections. The graph will adjust accordingly.



Medications

Although a brief overview of your medication history can be found in your Summary tab, the Medications screen provides more details about each of your active and expired medications.



Viewing detailed medications information

Tap the **Menu** button with a three-line icon in the upper left corner of your screen > Tap **Medications** from the slide-out Menu that appears > The header on the left side of the screen will change to Medications > You will see the details of your prescriptions in the Medications List (right side of screen):

- Medication name and prescription number
- Status – whether your medication is active, expired or discontinued
- Instructions – directions for taking your medication
- Quantity – amount of medication that was prescribed (e.g., number of tablets/capsules, number of inhalers, weight in grams of an ointment, volume of liquid, etc.)
- Refills – number of refills remaining
- Last filled – date of last refill
- Initial order – date of initial order
- Source – facility where your medication was prescribed or entered

Using the filters

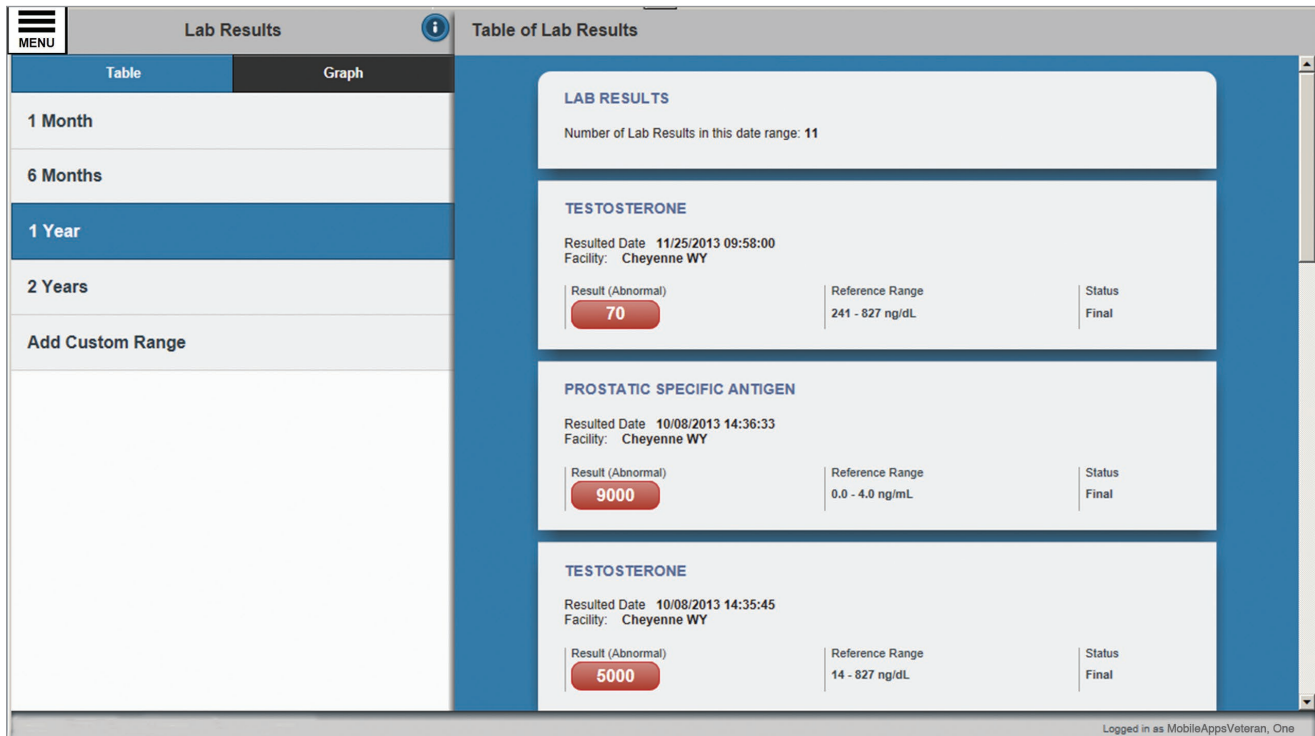
The Medications tab offers filters to help you search for medications. Tap the Filter categories to change the information. The following filters are available:

- Status – Choose from Active (medications that are currently prescribed) and/or Expired (medications that are no longer prescribed).
- Date Range – A pop-up window will allow you to customize the date range up to six years. To customize:
 1. Tap the bar under **From** and select the month, date and year from which you wish to start.
 2. Tap **Set** to confirm your choice, or tap the **X** in the upper right corner to cancel any change.
 3. Tap the bar under **To** and select the month, date and year at which you wish to end.
 4. Tap **Set** to confirm your choice, or tap the **X** in the upper right corner to cancel any change.
 5. Tap **Apply** to finalize both your From and To selections. The Medications List will adjust accordingly.
- Number of Medications – Choose whether you would like to view 10, 25, 50, 100 or ALL medications at one time.

To restart your search, tap the **Reset** button with an arrow icon next to the Filters heading.

Lab Results

The Lab Results tab lets you view details about your lab results over a six year range and display them on a graph.



Viewing your lab results

Tap the **Menu** button with a three-line icon in the upper left corner of your screen > Tap **Lab Results** from the slide-out Menu that appears > The header on the left side of the screen will change to Lab Results > Choose whether you would like to view your lab results as a table or a graph.

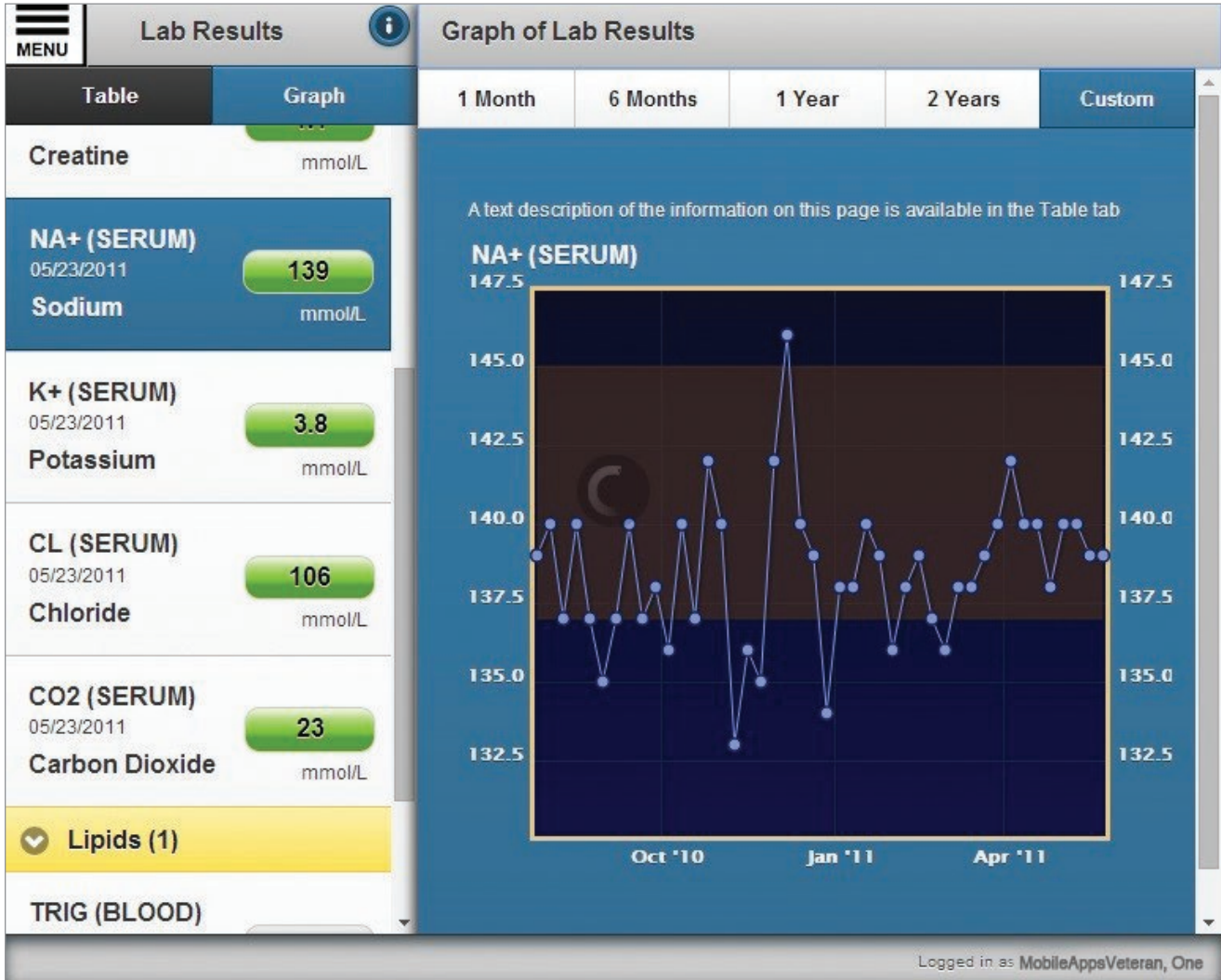
Viewing lab results as a table

The Table option of Lab Results shows you a chart of every type of Lab Result over a designated amount of time. In the Lab Results window (left side of screen), tap the **Table** subheading tab > A list of date ranges will appear beneath the Table subheading > Select from the following: 1 month, 6 months, 1 year, 2 years or Add Custom Range > Details about your lab results within the selected time frame will display in the Table of Lab Results window (right side of screen):

- Lab test name
- Resulted Date – date when your lab results were reported
- Facility – location where your lab test was taken
- Result – value of your lab result as depicted by:
 - Green = if the lab result falls within the reference range (see below)
 - Red = if the lab result falls outside the reference range (see below)
 - Grey = if no normal reference range (see below) is provided for the test
- Reference Range – defined range of lab test values in which the majority of the normal population will fall
- **NOTE:** What is normal or abnormal for you may vary with your medical history, so ask your care team to explain the results.
- Status – stage of your lab results during processing, with Final indicating that results are available

Viewing lab results as a graph

The Graph option of Lab Results graphs one kind of lab result over time. In the Lab Results window (left side of screen), tap the **Graph** subheading tab > A list of available groupings of lab results will appear > Tap the type of lab result grouping you would like to view > A drop-down list of individual lab results in the selected category will appear > Choose which lab result you would like to view graphed alongside other results for the same lab within the date range > The graph of the lab result will display in the Graph of Lab Results window (right side of screen). Tapping on a point that is graphed will give you the numerical value of the lab test and the resulted date. The date range for the graph will default to 2 Years, but you can change it by tapping on the tabs above the graph: 1 Month, 6 Months, 1 Year, 2 Years or Custom.



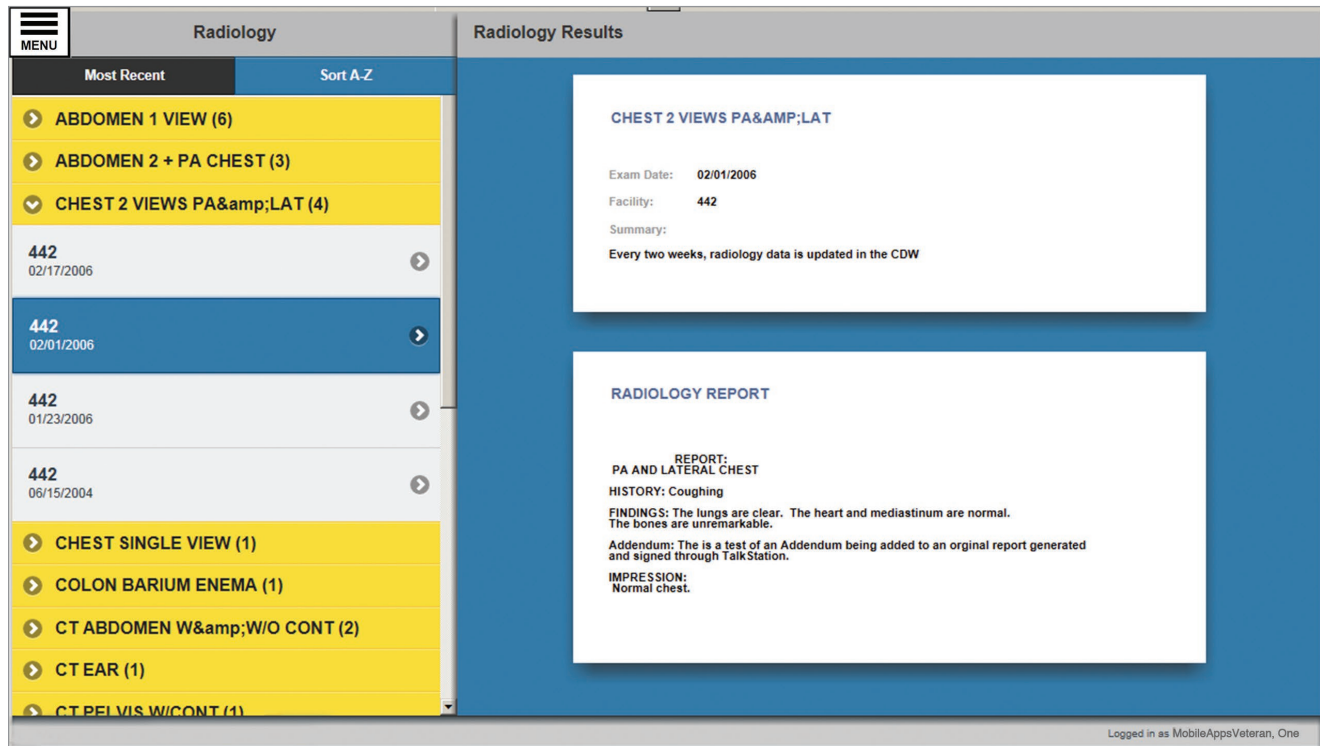
Customizing lab results date ranges

Whether you are viewing your lab results as a table or graph, you can customize the date range for the labs you wish to see up to six years. If you are viewing lab results as a table, tap the **Add Custom Range** tab beneath the table subheading. If you are viewing lab results as a graph, first graph the lab result you wish to see, and tap the **Custom** tab above the graph. After you tap the **Custom Range/Custom** tab:

1. A pop-up window will appear that reads Date Range up to 6 years.
2. Tap the bar under **From** and select the month, date and year from which you wish to start.
3. Tap **Set** to confirm your choice, or tap the **X** in the upper right corner to cancel any change.
4. Tap the bar under **To** and select the month, date and year at which you wish to end.
5. Tap **Set** to confirm your choice, or tap the **X** in the upper right corner to cancel any change.
6. Tap **Apply** to finalize both your From and To selection. The Lab Results will adjust accordingly.

Radiology

After your radiology exams are interpreted by a radiologist, you can review the results of the exams in the Radiology section of the app.



Viewing radiology information

Tap the **Menu** button with a three-line icon in the upper left corner of your screen > Tap the **Radiology** option from the slide-out Menu that appears > The header on the left side of the screen will change to Radiology > Choose how you would like to view your reports:

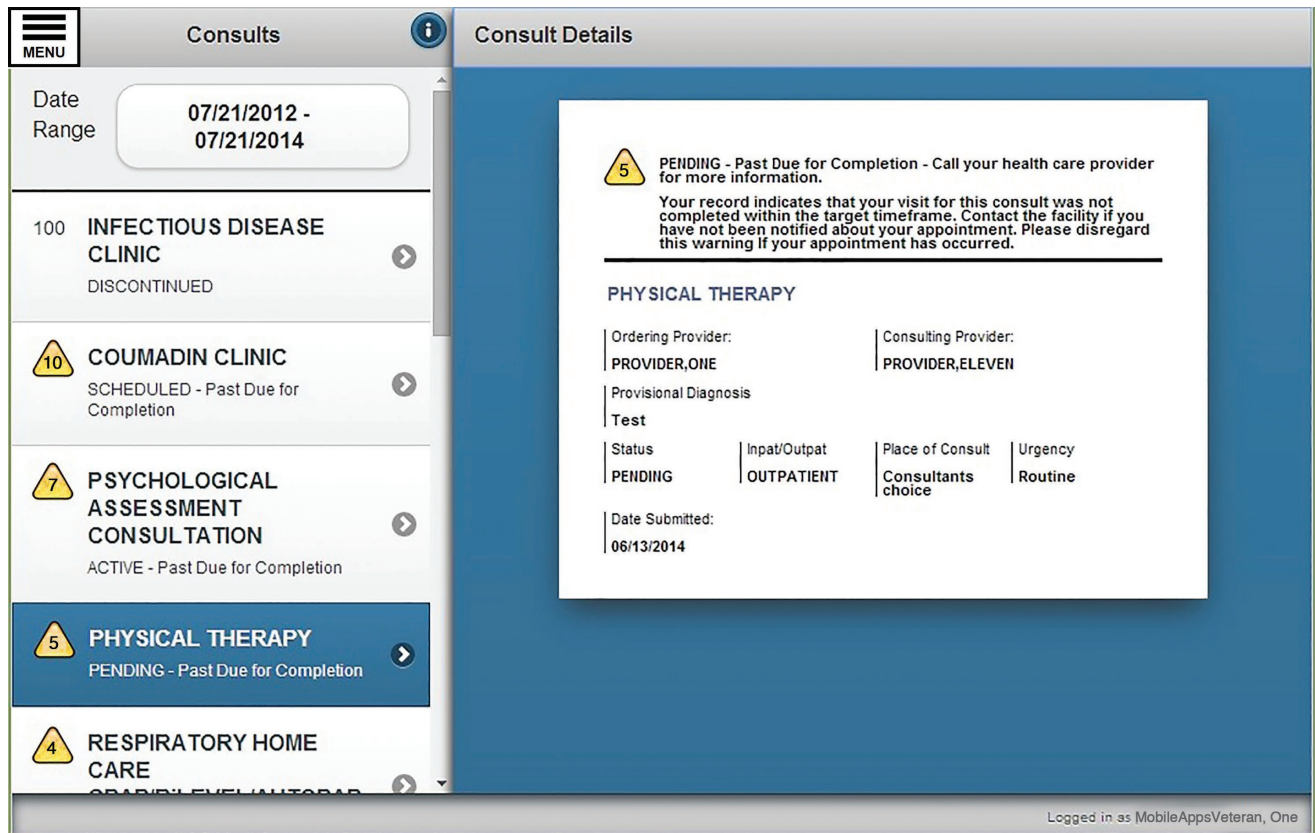
- Most Recent – A list of your radiology exams in reverse chronological order with the most recent exams at the top.
- Sort A-Z – Alphabetically by type of report. If you select this option, you will see a list of radiology exam types you have received > Tap the radiology exam type you wish to view > A drop-down list will appear, starting from the most recent exam you received of that type.

Tap on the report you wish to view > The selected choice will appear in the Radiology Results window (right side of screen) > You will see:

- An overview of the exam – exam name, exam date, facility where the exam was performed and a summary of the exam
- Radiology Report – results of the radiology exam as well as the overall impression of what the exams shows

Consults

When you've requested a consult with your VA care team, you can check the status of your requests and the details of the appointments.



Viewing your consults

Tap the Menu button with a three-line icon in the upper left corner of your screen > Tap **Consults** from the slide-out Menu that appears > The header on the left side of the screen will change to Consults, and a list of consults and their status will appear below > Tap a consult, and the details will appear in the Consult Details window (right side of screen):

- Overview (days since request, status and instructions)
- Type of consult
- Ordering Provider
- Consulting Provider
- Provider Diagnosis
- Status (pending, active, scheduled, discontinued or canceled)
- Inpatient/Outpatient (if inpatient or outpatient)
- Place of Consult
- Urgency (if routine or emergency)
- Date Submitted

The number next to each consult represents the number of days since the consult was created. Most consults will progress from pending, active, scheduled to discontinued or canceled. If a consult has not been moved to the next status within the expected time, the number will be highlighted with a yellow triangle icon. This includes consults which have not been scheduled within seven days and consults which have not been completed in 37 days.

Learning more about consults

If you would like to learn more about the Consults feature, an explanation can be found within the app. Next to the Consults heading, tap the information button (a circular icon with an **i** in the center) > A pop-up Consults Info window will appear that describes the feature > Tap **OK** to close.

Changing date ranges for consults

You can customize the date range for the consults you wish to see up to six years.

1. Tap the button with the date range, and a pop-up window will appear that reads Date Range up to 6 years.
2. Tap the bar under **From** and select the month, date and year from which you wish to start.
3. Tap **Set** to confirm your choice, or tap the **X** in the upper right corner to cancel any change.
4. Tap the bar under **To** and select the month, date and year at which you wish to end.
5. Tap **Set** to confirm your choice, or tap the **X** in the upper right corner to cancel any change.
6. Tap **Apply** to finalize both your From and To selection. Consult Details will adjust accordingly.

Help and Additional Information

Additional Training Materials for the Summary of Care App

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on mobile.va.gov/training.

Help Desk Information

If you need assistance with the Summary of Care App, dial **1-877-470-5947** 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. For clinical questions regarding your personal medical information, please contact your VA care team.

DS Logon Help

If you have questions about your DS Logon account, visit mobile.va.gov/dslogon or dial **1-800-983-0937** for assistance.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: va.gov/directory/guide/home.asp?isflash=1. Note that you should never use this App in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

Appendices

Appendix #1: Project References

The Summary of Care App was one of a suite of apps tested during a pilot program beginning in 2013; participants included more than 1,000 Caregivers of seriously injured post-911 Veterans.

Agilex [www.agilex.com] developed this app according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts who served in the Summary of Care App's creation are: Dr. Neil Evans, et al.

Appendix #2: Glossary

App – an application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose

Consolidated Mail Outpatient Pharmacy (CMOP) – a virtual extension of VA Medical Center pharmacies that mails prescription medications and supplies directly to Veteran patients

Consult – a request for a professional opinion or assistance in the evaluation or treatment options for a patient, which may be done electronically or in a face-to-face appointment between the provider and the patient

DoD – Department of Defense

DS Logon (Department of Defense Self-Service Logon) – a secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password

- **DS Logon Level 1 (Basic) Account:** Provides limited access to website features
- **DS Logon Level 2 (Premium) Account:** Offers the highest level of access to website features, including access to your VA EHR. (**NOTE:** You must have a DS Logon Level 2 (Premium) Account to use VA's mobile Apps.)

eBenefits – an online portal that allows Veterans, Servicemembers and their families to research, find, access and manage their benefits and personal information

Electronic Health Record (EHR) – a digital record of a patient’s treatment plan and health care interactions with his or her providers

My HealthVet – My HealthVet is VA’s online personal health record – designed for Veterans, active duty Servicemembers, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health

Radiology – a branch of medicine that uses some forms of radiation (such as X-rays) to diagnose and treat diseases

VA – Department of Veterans Affairs

VA Mobile Health – an initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams [more at: mobile.va.gov]

Vital Signs – clinical measurements (such as pulse rate, temperature, respiration rate and blood pressure) that indicate the state of a patient’s essential body functions