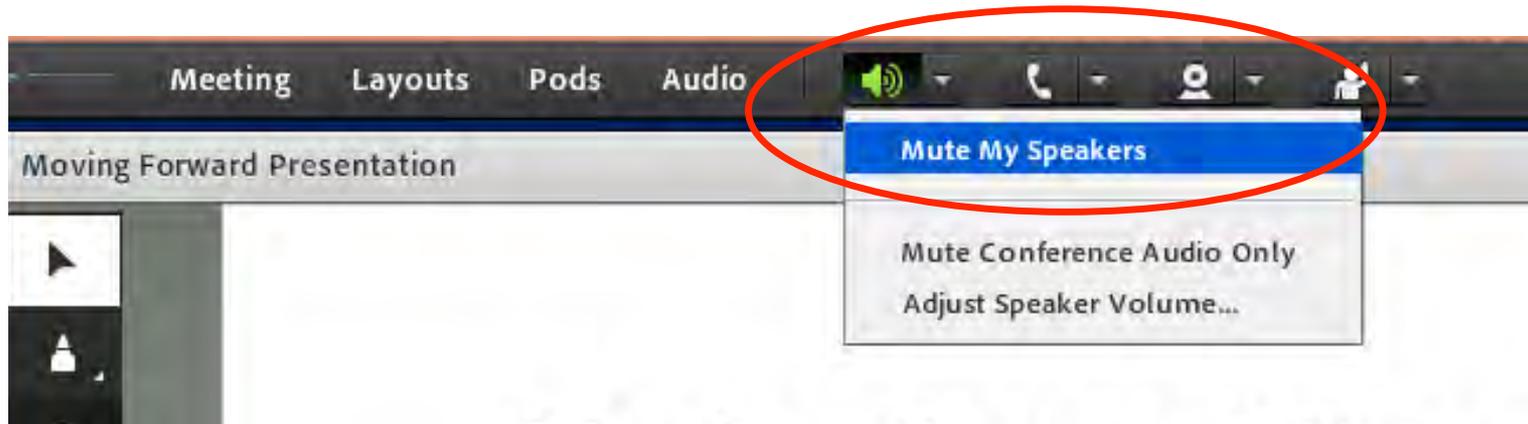


Please remember to mute your speakers.



VA Mobile Discussion Series

For audio, please dial in using VANTS:

1-800-767-1750 pc: 43950#

Thank you for joining. We will begin shortly.



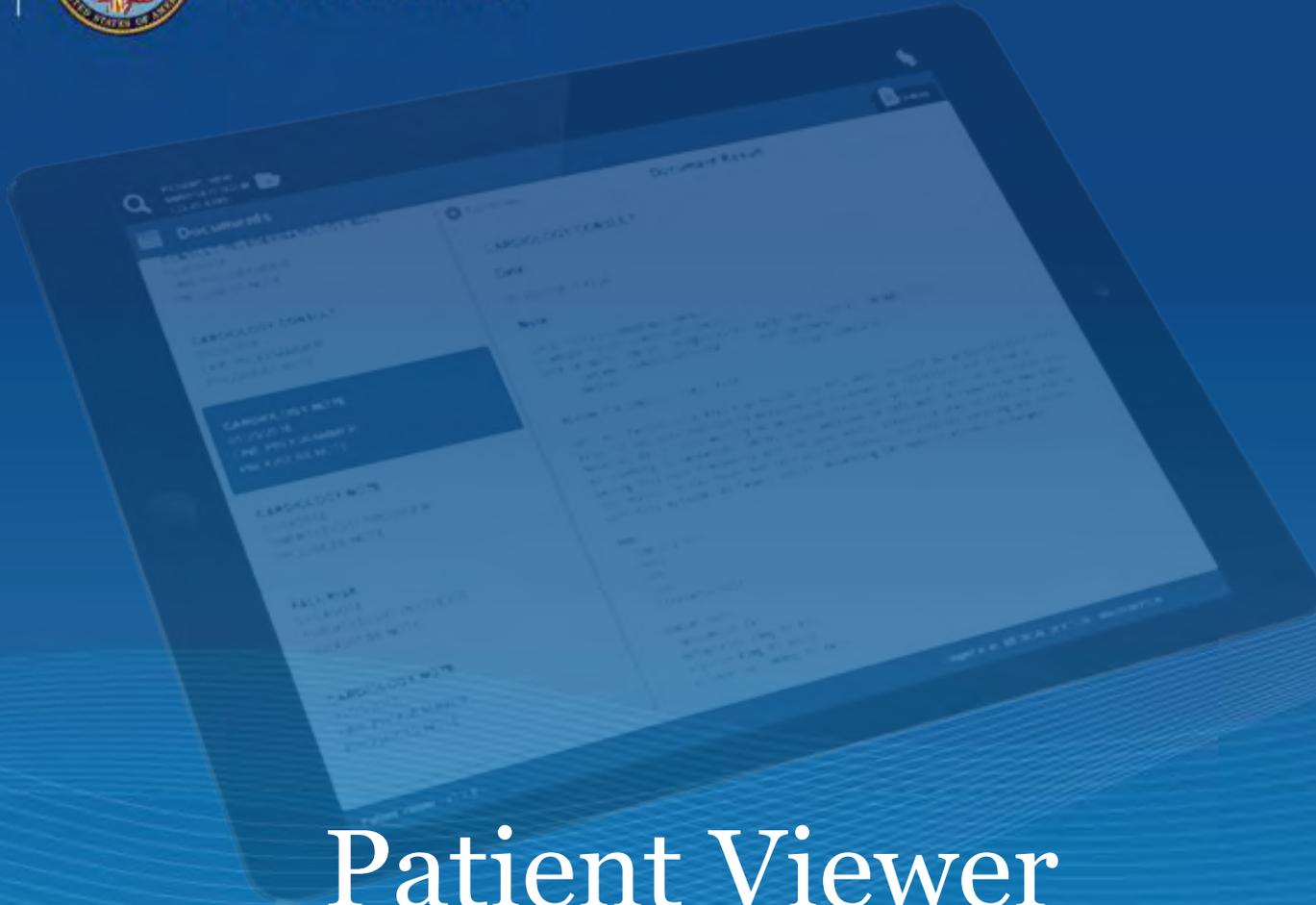
U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

VA



U.S. Department
of Veterans Affairs



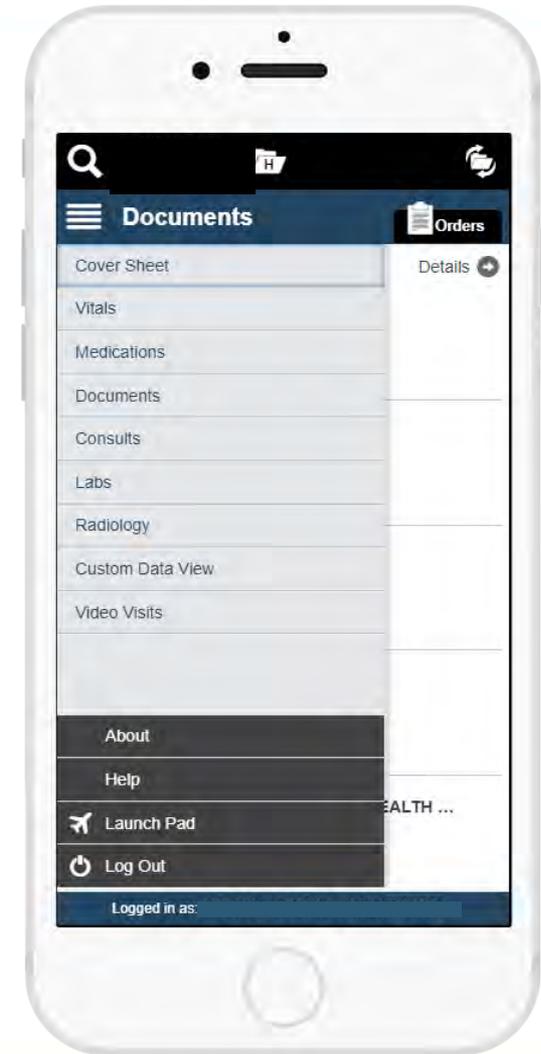
Patient Viewer

A Mobile CPRS/EHR App



What is Patient Viewer?

- Mobile app to view all pertinent info about your patients
 - Vital signs
 - Notes
 - Medications
 - Consults
 - Labs
 - Radiology Reports
- Essentially, a mobile app for CPRS





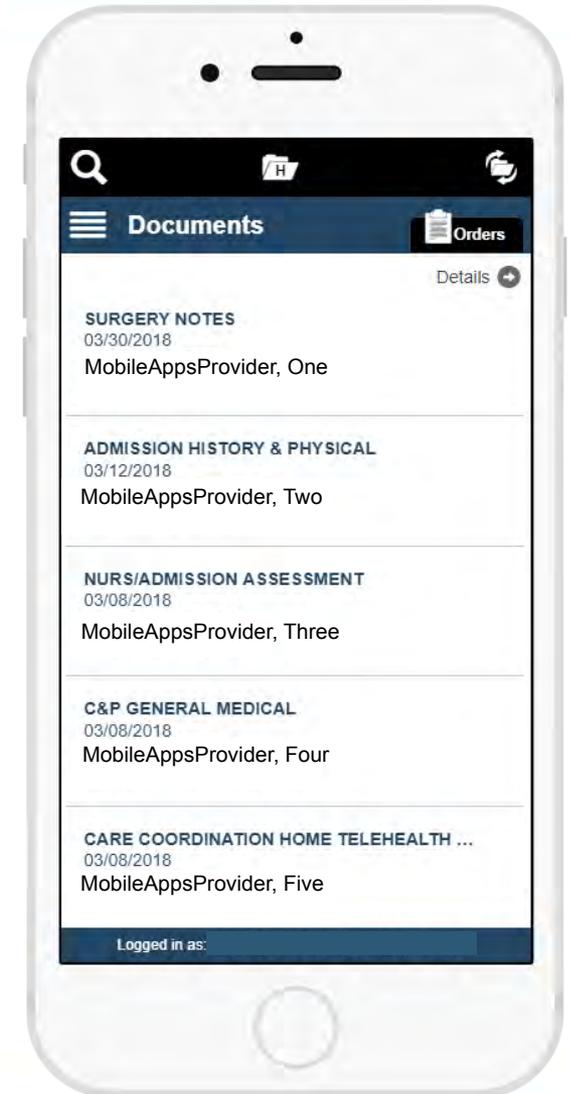
Objectives

- What you will learn:
 - Best use cases for this application
 - Patient information available on a mobile device
 - How to access the application
 - How to provide feedback to the VA
 - How to report patient safety issues



Patient Viewer Helps Hospitalist on Rounds

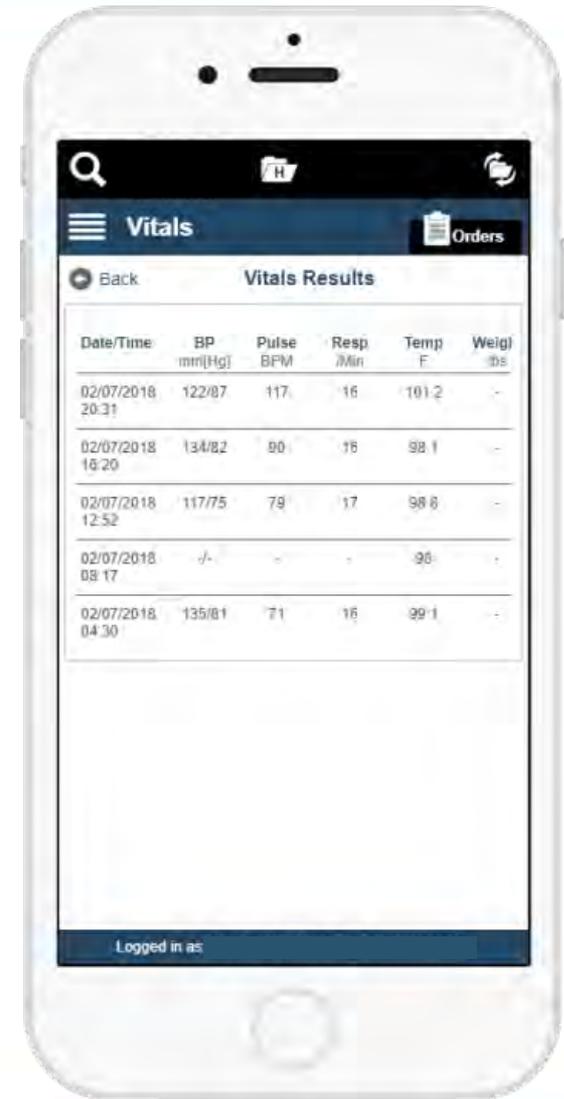
- Inpatient rounders can minimize pre-rounding by having all necessary info with them at all times
- Review Vitals, Labs, etc. right outside the patient's door, or at the bedside
- Increase efficiency of rounds
- Improve shift handoffs and teaching rounds





Rapid Response Capabilities

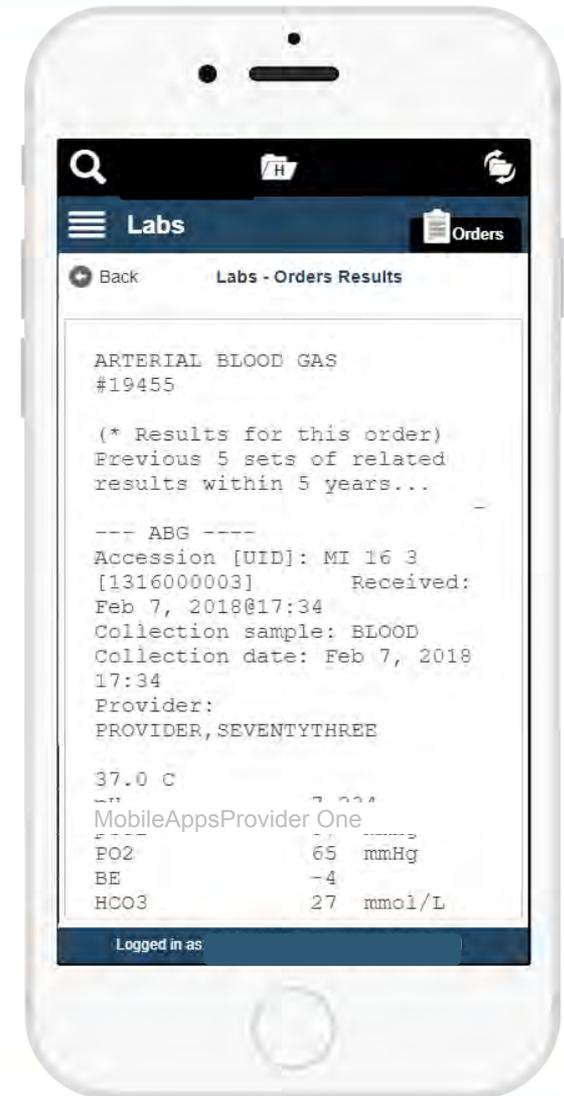
- Consider: rapid response is called on a patient in the hospital
- Instantly retrieve recent Vital Signs at bedside
- Review recent notes, contributory medical history and treatment plans while at bedside
- Saving time by not having to leave bedside to review patient info





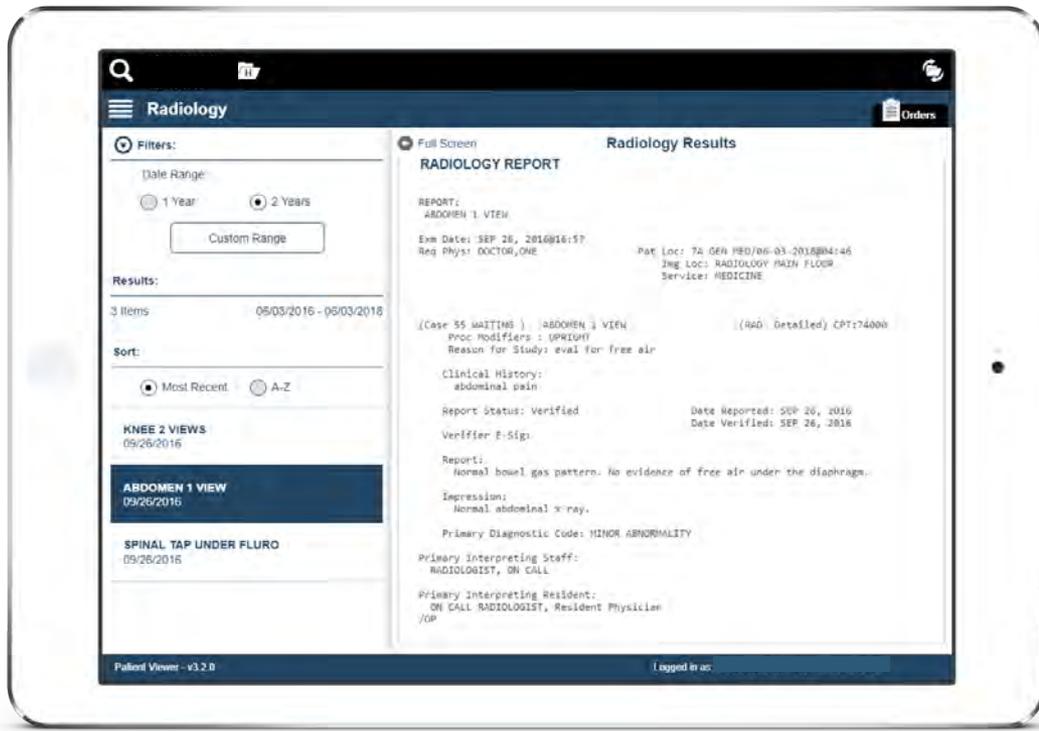
Answering an Urgent Consult

- Consider: your team is called about a patient with respiratory distress
- ABG has already been ordered
- Without needing to return to your office or find an open computer: the ABG, labs and patient's history can now be reviewed while on the go





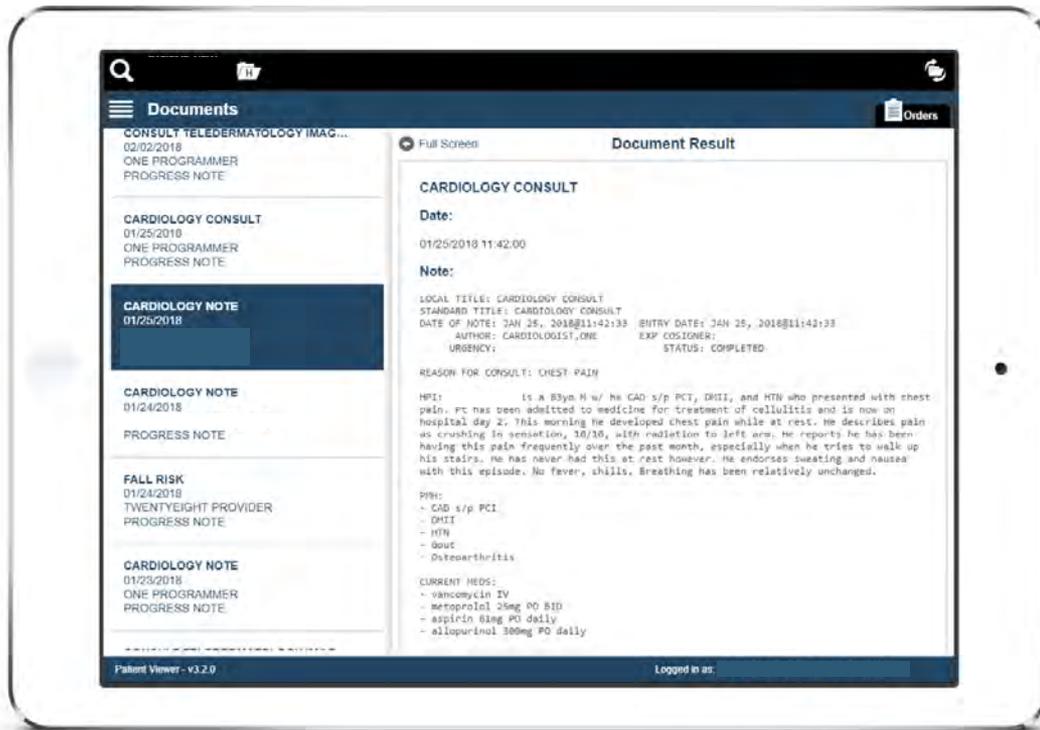
Late Night On Call



- Consider: You are on-call and paged to see a patient with abdominal pain
- You are interested about the consulting team's prior workup, including an abdominal x-ray
- Review full radiology reports all within this app



After Hours Follow-up



- Consider: you are called by triage nurse because your patient is having chest pain
- You quickly notice he saw Cardiology recently who scheduled a cardiac catheterization
- You refer patient to the nearest ER



Patient Viewer Capabilities

PV is a subset of the patient EHR, providing these functions...

Patient Search: Find a patient by name, social security number (SSN), clinic, ward or from a list of recently searched patients

Vital Signs: View a patient's vital signs (blood pressure, pulse, respirations, temperature, weight, pain, pulse oximetry, etc.) as a table or a graph

Cover Sheet: Provides an easy, outlined way to view his or her health history, future appointments and hospitalizations

Medications: View medication name, status, instructions, quantity, refills remaining, date last filled, date of initial order, and whether medication was prescribed by a VA or non-VA provider; provides more detailed medication information than the medication overview available in the Cover Sheet

Documents: Details about patient's discharge summaries, pathology reports, progress notes, radiology, and surgery reports

Consults by Patient: View the status of a patient's consults

Lab Results: View graphs of patient's chemistry/hematology lab results, and view written details about a patient's orders and microbiology results

Radiology Reports: View patient's radiology reports

Video Visit: Create a new video visit, view a Veteran's upcoming video appointments, and start a video visit

Orders View: View a complete list of recent orders for the patient. View all orders related to the patient you have selected

Consults by Staff: Allows the view of a list of consults filtered by service/specialty or a list of all the consults entered

Custom Data View: allows providers to view Patient-generated data (PDG) from the Veteran apps My VA Health Journal and Mobile Kidney. CDV consists of the following five modules in My VA Health Journal: 1) Assessments, 2) Health Messages, 3) Meds/Allergies, 4) My Story, and 5) Patient's Agenda

More information about the entire Patient Viewer app can be found on the VA app store [here](#).



Patient Viewer Sample Screens

Menu Choices with Medications selected

Medications

- Cover Sheet
- Vitals
- Medications**
- Documents
- Consults
- Labs
- Radiology
- Custom Data View
- Video Visits

Medications Results

ASPIRIN TAB,EC

Status Active
Instructions 81MG MOUTH EVERY MORNING

Quantity	Refills	Last filled	Initial order	Source
	-	-	04/11/2007	nonVA

Full Screen

Orders

Patient Viewer - v3.2.0

Logged in as:



Patient Viewer Sample Screens

Cover Sheet with Problem List selected

The screenshot displays the Patient Viewer interface. The top navigation bar includes a search icon, a folder icon, and an 'Orders' icon. The main header is labeled 'Cover Sheet'. On the left, a sidebar menu lists various patient information categories: Contact Information, Problem List (selected), Allergies, Inpatient Medications, Outpatient Medications, Surgeries, Future Appointments, and Hospitalizations. The main content area is titled 'Problem List' and shows a table of active medical conditions.

Active	Date
Acute myocardial infarction, unspecified site, episode of care unspecified (ICD-9-CM 410.90)	03/17/2005
Chronic Systolic Heart failure (ICD-9-CM 428.22)	03/09/2004
Diabetes Mellitus Type II or unspecified (ICD-9-CM 250.00)	12/07/1997
Hyperlipidemia (ICD-9-CM 272.4)	04/07/2005
Hypertension (ICD-9-CM 401.9)	04/07/2005

At the bottom of the interface, the text 'Patient Viewer - v3.2.0' is visible on the left, and 'Logged in as:' is visible on the right.



Patient Viewer Sample Screens

Vitals with Graph selected using Custom Dates

The screenshot displays the 'Vitals' section of a patient viewer. The interface includes a search bar, a folder icon, and a 'Vitals' header with a menu icon and an 'Orders' button. The main content area is titled 'Vitals Results' and shows a 'Graph Date Range' of 04/24/2006 - 04/24/2012. The 'View' section has 'Graphs' selected. Under 'Graph Types', all options (BP, Pulse, Respiration, Temp, Weight, Pain, Pulse Ox) are checked. The 'Blood Pressure' graph shows two data series: systolic pressure (top line) and diastolic pressure (bottom line). The y-axis ranges from 80.0 to 180.0. The x-axis represents time from 04/24/2006 to 04/24/2012. The status bar at the bottom indicates 'Patient Viewer - v3.2.0' and 'Logged in as:'.

Results: 04/24/2006 - 04/24/2012

View: Table Graphs

Graph Types

- BP
- Pulse
- Respiration
- Temp
- Weight
- Pain
- Pulse Ox

Full Screen Vitals Results

Graph Date Range: 1 Week 1 Month 1 Year 2 Years

Blood Pressure

04/24/2006 - 04/24/2012

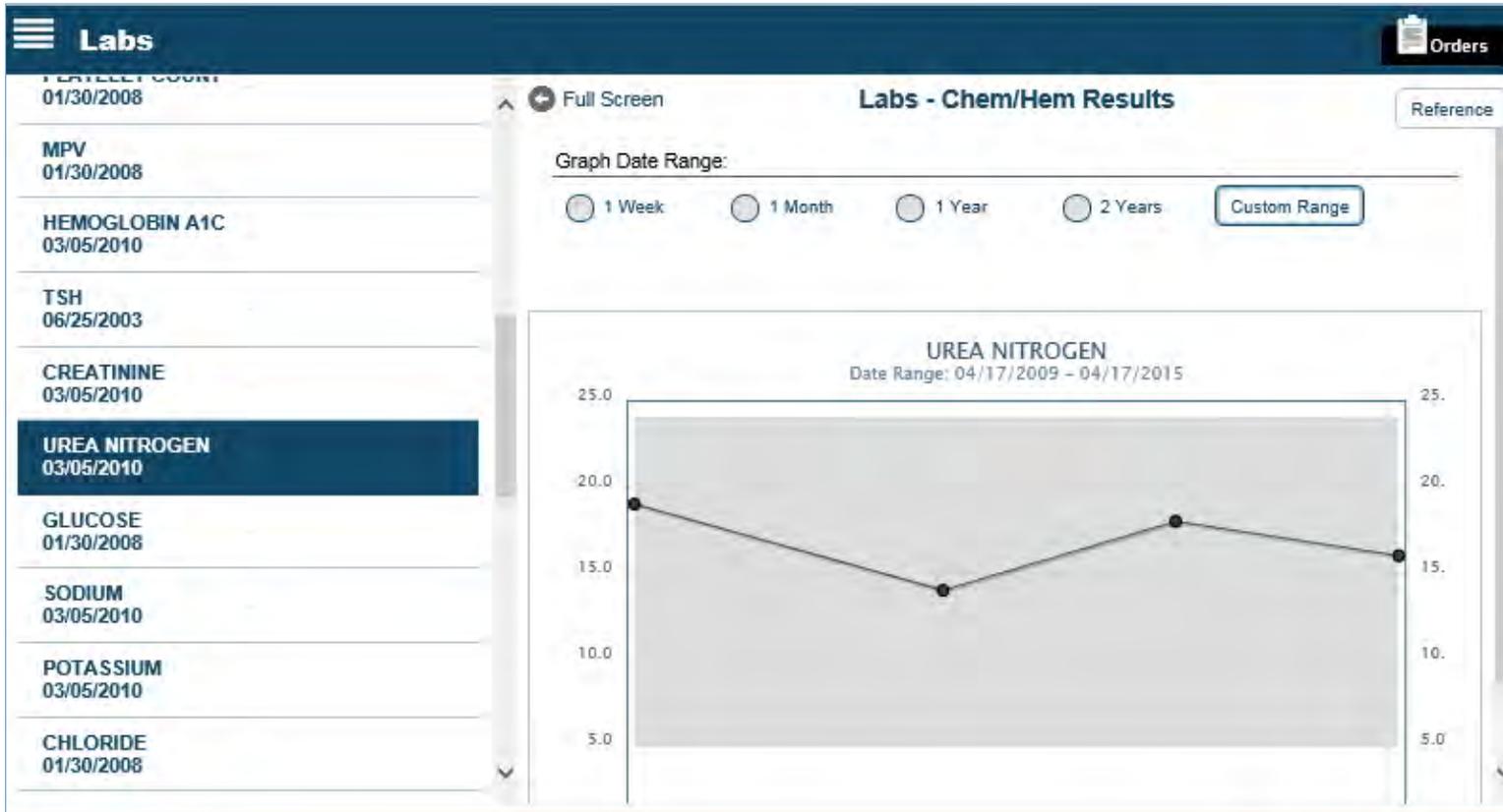
Date	Systolic BP	Diastolic BP
04/24/2006	158	95
05/01/2006	155	92
05/08/2006	135	88
05/15/2006	138	90
05/22/2006	140	92
05/29/2006	145	95
06/05/2006	155	98
06/12/2006	122	80
06/19/2006	135	85
06/26/2006	142	88
07/03/2006	152	90
07/10/2006	142	88
07/17/2006	132	85

Patient Viewer - v3.2.0 Logged in as:



Patient Viewer Sample Screens

Lab Test Results with Graph selected using Custom Dates





How to Access the Patient Viewer Application

Patient Viewer 3.2

- Can be accessed by the following link:
<https://staff.mobilehealth.va.gov/pv-3.2.0>
- PV 3.2 is on the iPad in this home screen icon:





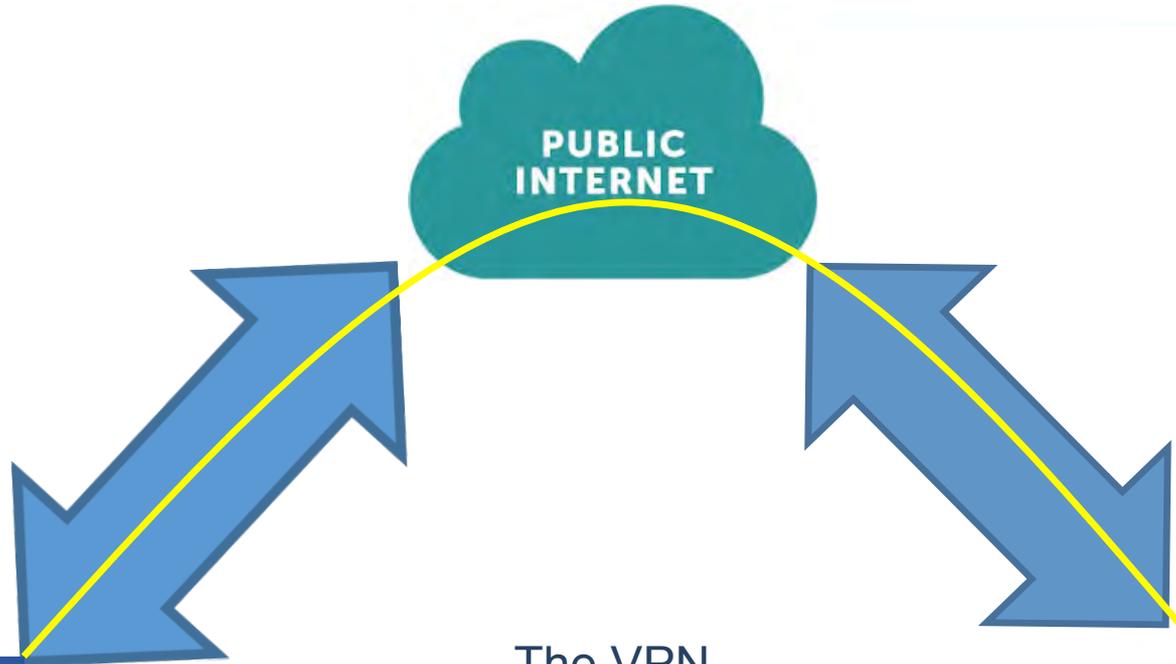
Providing Feedback and Reporting Safety Concerns

Provide Feedback to VA

- Your feedback is vital, as we strive to make the best apps possible.
- Please visit this link to provide your feedback on the use of this app, things we should change, and/or things we should add: <https://mobile.va.gov/app/patient-viewer#AppReviews>
- Report anomalies to the Mobile Services Help Desk at 844-482-6624 or help@vamobile.us



How remote access to VA Staff Apps work using your GFE iPad and iPhone



The VPN
VA's Virtual Private Network
connects your app to VA using the Internet.
Requires remote access approval.
The AnyConnect app on your iPad creates an
encrypted tunnel for private and secure data transfer
inside the Internet.



http://vamobile.us/groups/docs/wiki/e7969/How_do_I_Install_and_Use_Cisco_AnyConnect_for_iPad.html



Providing Feedback and Reporting Safety Concerns

- If you discover any issue that you feel is a potential patient safety issue, please report it immediately by contacting the VA Mobile Services Help Desk:
 - Via the web at <http://help.vamobile.us>,
 - Via automated email emailing help@vamobile.us, or by
 - Calling 844-482-6624.
- If you chose to report your issue at <http://help.vamobile.us>, when you select the Patient Viewer app, please check the Patient Safety box. Login issues are not considered Patient Safety related, so please do not report any login problem as a patient safety issue. The Mobile Services Help Desk will assist you in resolving your login issues.

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 login 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:)

Attachments

Location: Error Escalation: VAR

Priority: Low

Please see Patient Safety Impact instructions above.



Help and Resources

- VA App Store site for Patient Viewer
 - Provides link to access the application
 - Contains quick start guide, user manual and other resources
 - <https://mobile.va.gov/app/patient-viewer>
- Patient Viewer Communications Toolkit
 - Provides promotional materials (e.g. posters, wallet cards) that can be downloaded for use in VA facilities.
 - <https://vaww.connectedhealth.va.gov/Communications/SitePages/VA%20Mobile%20Health.aspx>
- Patient Viewer SharePoint Site
 - Provides resources for getting started with the app
 - Contains an interactive user guide detailing specific features of the app
 - <https://vaww.connectedhealth.va.gov/mhd/VAMR/patientviewer/SitePages/Home.aspx>
- Additional Demonstration Videos
 - Overview of Patient Viewer: <https://www.vapulse.net/videos/17534>
 - Creating a Video Visit: <https://www.vapulse.net/videos/17532>
 - Conducting a Video Visit: <https://www.vapulse.net/videos/17531>
- The Mobile App Service Desk: 844-482-6624
 - Can provide technical assistance with the application



Thank you!

What future topics would you like to discuss?

Let us know by providing feedback
at this link:

<https://www.surveymonkey.com/r/PatientViewer>