GDx App for Veterans

User Manual

User Manual

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Overview

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The Genetic Diagnostic Testing (GDx) mobile application (app) for Veterans is an informational tool to display results of genetic and molecular diagnostic tests that have been ordered by your VA clinicians. The GDx App also provides links for you to access current research, education and other helpful information related to genetic and molecular diagnostic testing. The GDx App can also be used as a communication tool to allow you to contact your VA care team via Secure Messaging with questions.

The GDx App is supported by the following browsers:

1. Internet Explorer 11 and higher

2. Safari 7 and higher

This user manual provides an in-depth, step-by-step guide for using the GDx App.

The Basics

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Prerequisites

To use the GDx App, you must have 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.

Logging in

Access the GDx App > You will go to a Login screen > Enter your DS Logon Level 2 (Premium) credentials > Tap **Sign In** > And you will proceed into the GDx App.

> **NOTE:** You can access the GDx App either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps that access information from your VA Electronic Health Record (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 GDx App through the VA Launchpad and have already signed in to another app, you will not need to re-enter your credentials.

> **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 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.

Important Information

When you first log into the app you will see a pop-up Important Information box letting you know the test results are provided for your awareness and that if you have any questions, you should contact your health care team. Tap **OK** to close the pop-up Important Information box.
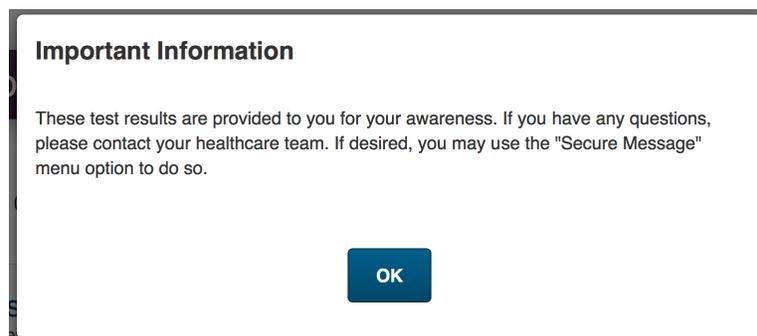
Device and window size

Depending on the device and size of the screen you are viewing the app on, you will see one of two layouts for accessing additional functionality:

1. If you are viewing the GDx App on a wider screen, such as on a computer or in the landscape orientation of a tablet, the navigation options of Home, Features, About and Help will always be visible in the upper-right corner. You will be able to directly tap **Home**, **Features**, **About** and **Help** from anywhere in the app.

2. If you are viewing the GDx App on a smaller screen, such as on a phone or in portrait orientation of a tablet, the navigation options (Home, My Test Results, Educational Information, Secure Message, About and Help) will be accessible by tapping **menu** (three-line icon in upper right corner) and choosing the option from the drop-down menu that appears.

These materials are written as if you are viewing the app on a wider screen, so the Home, Features, About and Help buttons will always be visible.
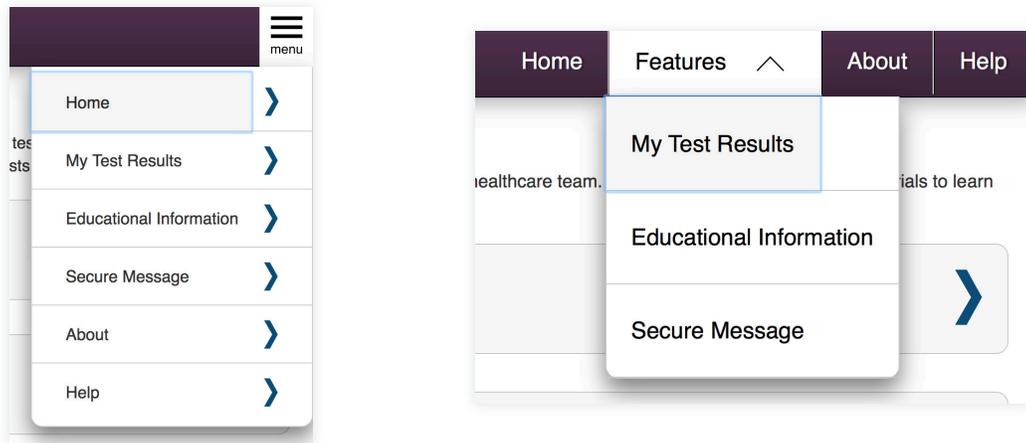
Getting to know the screen

When you log into the GDx App, you will see your name (last name, first name) in the upper right corner of the Home screen. There is an app menu just below your name, which displays four tabs: Home, Features, About and Help. In the middle of the screen, you can see your test results, education information, and access Secure Messaging in My Health*e*Vet. Throughout the app, you can tap the **<** button or **Back** to return to the previous screen.

Learning about the app

Tap **About** > A pop-up About box will appear, which provides the app's name, version number, name of the developer, national release date and a brief overview of the app > Tap **Close** to exit the pop-up About box. Additionally, for information on some parts of the app, tap the **i** icon, and a pop-up with limited information about that functionality will appear.

Accessing help for the app

Tap **Help** > A pop-up Help box will appear, which provides the app's supported browsers, information about the Help Desk, what do to in an emergency and how to provide feedback about the app > Tap **Close** to exit the pop-up Help box.

Accessing the VA Launchpad

In the upper right corner of the screen, you will see your name > Tap your name , and a drop-down menu will appear > Tap **Return to Launchpad** > You will return to the VA Launchpad..

Logging out

You will be automatically logged out after 15 minutes of inactivity. A Session Timeout warning is shown when you have two minutes remaining. To continue working, tap **Continue**. To log out, tap **Logout**. To log out manually, tap your name in the upper right corner of the Home screen > A drop-down menu will appear > Tap **Log Out**, and you will be logged out of the app.

My Test Results

View genetic diagnostic testing results, including the reference range for the test and clinical implications.

Accessing your test results

View your genetic diagnostic testing results. From the Home screen, tap **My Test Results** > You will go to the My Test Results screen where you will see a table of your tests including the test name, date reported and test result. To view details of a specific test, tap **View Details**. You will see the details of the test including the test result, reference range, test result details, clinical implication, accession/specimen number, specimen/site, ordering location, ordering provider and performing lab.   Note: The test results will vary based on the test administered.

Additionally, the Test Result Detail screen may include a detailed lab report, which means an attachment was included with the result. To access the detailed lab report, tap **Detailed Lab Report** > If the attachment is a PDF, the document will automatically be launched in the viewer. If the attachment is not a PDF, you will be prompted to download the file before viewing.

NOTE: Some attachments may represent raw test data and may require specialized programs and expertise to interpret. These have been provided to aid providers who may need to examine or reanalyze the underlying test data to make treatment decisions.

Educational Information

Access additional educational information.
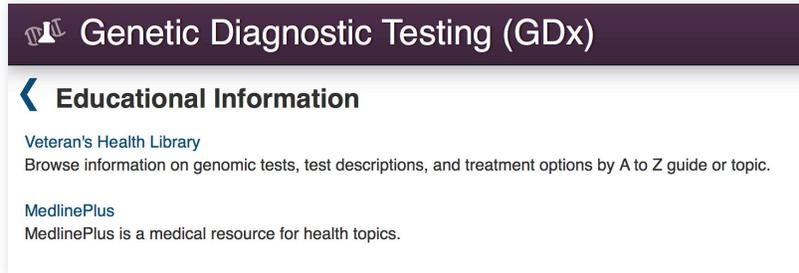
Accessing the Veteran's Health Library

Browse information on genomic tests, test descriptions and treatment options alphabetically or by topic. From the Home screen, tap **Educational Information**, and you will go to the Educational Information screen > Tap **Veteran's Health Library** > A pop-up External Website box will appear informing you that you will be leaving the GDx App to go to an external website > Tap **Continue** to go to the Veteran's Health Library, or tap **Cancel** to close the pop-up box and return to the app.

Accessing MedlinePlus

MedlinePlus is a medical resource for health topics. From the Home screen tap **Educational Information**, and you will go to the Educational Information screen > Tap **MedlinePlus** > A pop-up External Website box will appear informing you that you will be leaving the GDx App to go to an external website > Tap **Continue** to go to MedlinePlus, or tap **Cancel** to close the pop-up External Website box and return to the app.

Secure Messaging

Securely message your provider with My Health*e*Vet.
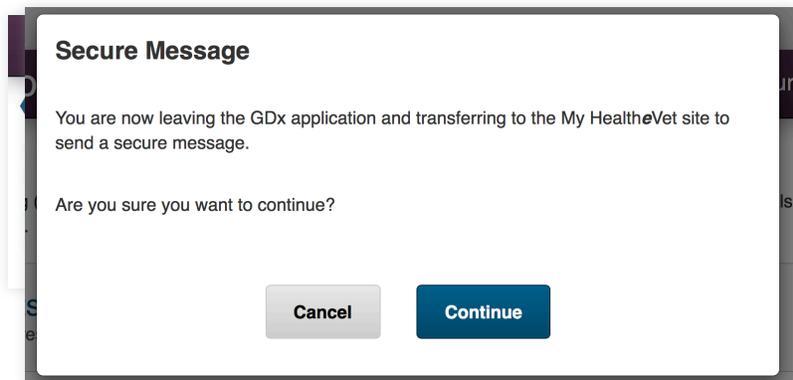
Accessing Secure Messaging

Send a message to your healthcare team using My Health*e*Vet. From the Home screen, tap **Secure Message** > A pop-up Secure Message box will appear informing you that you will be leaving the GDx App to go to My Health*e*Vet > Tap **Continue** to go to My Health*e*Vet and send a secure message, or tap **Cancel** to close the pop-up Secure Message box and return to the app.

Help and Additional Information

Additional training materials for the GDx App

More resources, such as a Quick Start Guide, 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 GDx 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.

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: **http://www.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.

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.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. It was tested in a demo environment to ensure optimal functionality. Subject Matter Experts include Dr. Michael Icardi, National Director of Pathology & Laboratory Medicine, Dr. Julie Lynch, Nurse Research Scientist, VA Informatics and Computing Infrastructure, Dr. Laurence Meyer, Chief Officer, Specialty Care and Dr. Michael Kelley, National Director of Oncology.

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 specific purpose.

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.
> (**NOTE:** You must have a DS Logon Level 2 (Premium) Account to use VA's Mobile Apps.)

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

GDx – Genetic Diagnostic Testing

MedlinePlus – MedlinePlus is a medical resource for health topics.

My HealtheVet – An online resource created by VA that allows Veterans and Caregivers to create a personal health record and access educational health care information.

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 care teams. For more information, visit: mobile.va.gov.

Veteran's Health Library – Browse information on genomic tests, test descriptions, and treatment options alphabetically or by topic.