Patient Viewer 3.2.0 Field Test Introduction:

The Patient Viewer, Version 3.2.0 (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 Field Test of Patient Viewer will verify the functionality of the features and functions most commonly used by VA staff.

This version pf Patient Viewer includes the app's newest feature: Custom Data View (CDV). This menu selection allows providers to view Patient-Generated Data (PGD) from the My VA Health Journal and MobileKidney applications. Your test will conclude when you are able to:

- View patient entered data from five modules in My VA Health Journal app (Assessments, Health Messages, Meds/Allergies, My Story, and Patient's Agenda)
- View the patient entered data from the MobileKidney app (if applicable for your selected patient), and can verify with the patient that the correct information is shown in CDV.

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 CDV)
- 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-320. This includes desktop browsers and government furnished equipment (GFE) iPads and iPhones with a PIV waiver. Please use this link to the beta app store every time you run a test. Feel free to bookmark this page on your device.
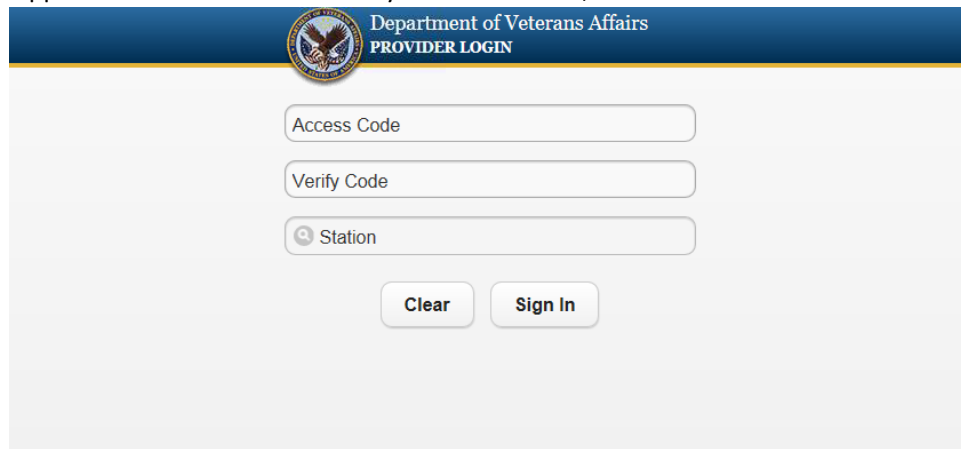
Before you Start:

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

1. Make sure your iPad or iPhone is connected to your facility's Wi-Fi, or VPN if testing off premises.
2. 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-320.
3. There are also training videos on VA Pulse, located here:
   1. Overview of Patient Viewer_v1.1
   https://www.vapulse.net/videos/17534
   2. Creating a Video Visit_v1.1
   https://www.vapulse.net/videos/17532

3. Conducting a Video Visit_v1.1
https://www.vapulse.net/videos/17531

4. 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:

5. 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
    - you 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-3210 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:

If you have any technical issues performing the above functions call the VA Provider Mobile Service Desk at 844-482-6624.

CONNECTING WITH YOUR iPad WHEN YOU ARE NOT ON THE INTERNAL VA NETWORK

If you are not on the VA network, you will need to create a VPN connection to the VA network. Once connected, you can access Patient Viewer by opening the Safari browser and launching Patient Viewer as explained above.

Note: You will need permission for Mobile Remote Access to be enabled. If you are unable to logon to the VPN using instructions below, please contact your local Information Security Officer to ensure Mobile Remote Access is enabled.

Follow these instructions to have yourself approved and set up for remote access using a VPN connection on your iPad**:**
http://vamobile.us/groups/docs/wiki/e7969/How_do_I_Install_and_Use_Cisco_AnyConnect_for_iPad.html

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-320.

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

- Viewing orders
- Viewing Patient-Generated Data through Custom Data View

Testing for Patient Viewer 3.2 includes viewing Patient-Generated Data from the My VA Health Journal and MobileKidney apps via Custom Data View. This function allows providers to view patient-entered data from five modules within the My VA Health Journal App (Assessments, Health Messages, Meds/Allergies, My Story, and Patient's Agenda) and all data from the MobileKidney app.

This functionality provides clinical support to providers by granting them the ability to collect and review Patient-Generated Data, creating a more robust picture of the Veteran's health status when used in conjunction with evaluation and treatment data from the Veteran's VA medical record.

II. General Testing

Start here: https://mobile.va.gov/app/beta/patient-viewer-320

After you have familiarized yourself with the information on this web page, press the "Launch VA App" button on the Beta App Store page. Then, please complete all of the steps listed below.

After you complete these tests, feel free to use the app in your day-to-day patient care duties. Please go back to the Beta App Store page to enter your feedback on your use of this app.

For your convenience, you can run the app multiple times by copying this link into the browser of your iPad, bookmark it, or make it a home scree icon: https://staff.mobilehealth.va.gov/pv-3.2.0

Instructions for making a home screen icon are located here: https://mobile.va.gov/saving-va-mobile-app-home-screen

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" to confirm your selection.

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
  - Tape on other menu items where you expect to see data for the selected patient.

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
- Search for other documents that should be available for your selected patient.

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 (Patient View):

- 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
- If you requested consults for the selected patient, they should display here.

10. Consults (Staff View):

- Tap on the icon located on the right side of the blue banner. This opens the Staff View.
- The blue banner will change to green, indicating you are now in the Consult (Staff View) module
- Please note there are Filters based on Status. You may need to select "Pending" or "Active" to find a consult
- You should see all consults you have ordered.
- Tap on the icon again to return to the patient view.

11. Orders View:

- Tap on the Orders icon located on the right-side of the blue banner; this icon will appear while in any module of PV
- All orders for the patient selected from the past six months will be listed in a panel on the right side of the screen; the list can be expanded and collapsed
- Tap in the Orders icon to close the Orders View box.

12. Video Visit: No testing required.
13. Custom Data View (CDV):

- To test CDV, you will need to coordinate with a patient(s) and have them enter data in the My VA Health Journal and MobileKidney apps.
    - The patient can launch the My VA Health Journal app using this link: https://mobile.va.gov/app/beta/myva-health-journal
    - To learn about the MobileKidney app, go here: https://mobile.va.gov/app/mobilekidney; To use the MobileKidney app for Field Test, execute this link: https://veteran.mobilehealth.va.gov/mobile-kidney
- Allow sufficient time for your patient to enter data into their app. The data does not need to be real information. At the conclusion of the Field Test, all data entered into the patient apps will be discarded. The test data will not become part of the patient's official medical record.
- Tap on Menu at top left and select Custom Data View
- The CDV modules will be listed and within each module Patient-Generated Data is populated; specifically:
    - Health Messages: Ensure you can post a message in this module and verify with the patient they have received the message
    - Meds/Allergies: Ensure you can view the medication and allergy information the patient has entered and verify the information is correct with the patient
    - MobileKidney: Ensure you can view the specific data elements entered by the patient

(blood pressure, pulse, weight, and glucose) and verify information is correct with the patient

o My Story: Ensure you can view the patient-entered data in each section of this module (summary, personal values, assessment, reflections, goals and learn) and verify information is correct with the patient

o Patient's Agenda: Ensure you can view planned appointment information entered by the patient and verify the information is correct with the patient

o Assessments: Ensure you can view self-assessment information for the three kinds of assessments (health status self-assessment, hospital admission care assessment, and outpatient care assessment) that the patient entered and verify the information if correct with the patient

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

For questions about this testing procedure, please contact Dr. Derek Juang at derek.juang@va.gov