

Patient Viewer App User Manual



U.S. Department of Veterans Affairs

Veterans Health Administration Office of Connected Care

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User Manual

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Overview

The Patient Viewer, Version 3.2 (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 app is available for iOS, Android and Windows operating systems, and is supported by these Internet browsers:

- 1. Internet Explorer 9 and higher
- 2. Safari 7 and higher
- 3. Firefox 24 and higher
- 4. Google Chrome 30 and higher

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

The Basics

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). **NOTE:** There are additional prerequisites for using the Video Visit Applet, which are available in the Prerequisites for using the Video Visit Applet section of this user manual.

Logging In

Access the Patient Viewer App > Tap **Login** > Enter your VistA credentials (Access Code, Verify Code and Station ID) > A list of matching facilities will appear in a drop-down list > Tap your VA facility > Tap **Sign In**. **NOTE:** You can access the Patient Viewer App either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps that connect to VA's EHR. By signing into the VA Mobile Launchpad once with your VistA credentials, you can access multiple resources from one location and without having to log in to each app or website individually.

Understanding and switching to Patient Record and Staff Views

You will have two options for viewing data in the Patient Viewer App:

- Patient Record View Search for a specific patient and view information from his or her EHR, including cover sheet, vital signs, inpatient medications, outpatient medications, documents, consults, laboratory results and radiology reports.
- Staff View View your consults filtered by service/specialty or ones you have placed.

When you first log in to the app, your screen will default to the Patient Record View. To switch to the Staff View at any time, tap the folder icon with two arrows surrounding it in the upper right corner. You can switch back to the Patient Record View by tapping the icon again. 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.

(Cover Sheet			< Orders Note
Cover Sheet	D Full Screen	Contact Information	on
Vitals			
Medications	MobileApp	osVeteran, One	
Documents	Date of Birth		
Concert He	Gender	MALE	
Consults	Work		
Labs	Cell	No Data Found	
Radiology	Pager	No Data Found	
Video Visits	Email	No Data Found	
	Location		
About	Address		
Help			
g Launch Pad			
O Log Out			

Expanding and reducing your screen's view

From either the Patient Record or Staff View, you can see the information (patient data and consults) in full screen, or split the view into two screens: the filters and overviews of selections in the left pane, and the details of a specific selection in the right pane.

- If you split the view, tapping on a selection in the left pane will bring up the details in the right pane.
- If you view a selection in full screen, you can return to the category tabs by tapping **Reduce Screen** in the upper left corner.

You can switch your view by tapping either Full Screen or Reduce Screen next to the categories' titles.

(Cover Sheet		< Orders	Note
	D Full Screen	Contact Information	
Contact Information	Mark its Asso	Nicharan Ora	
Problem List	wobileApp	sveteran, One	
	Date of Birth		
Allergies	Gender	MALE	
Inpatient Medications	Work	No Data Found	
	Home	No Data Found	
Outpatient Medications	Cell	No Data Found	
Surgeries	Pager	No Data Found	
	Email	No Data Found	
Future Appointments	Location		
Hospitalizations	Address	No Data Found	
		No Data Found	
		No Data Found	
		No Data Found	

Learning about the app

From either the Patient Record or Staff View, tap the four-line menu icon in the upper left corner of the screen > A slide-out menu will appear from the left > Tap **About** > A pop-up About box will appear that provides an overview of the app an explanation about its features. Either tap the **X** in the upper right corner to close the pop-up box, or tap **Additional Information** > A pop-up User Guides box will appear > Tap the four-line menu icon in the upper left of the pop-up User Guides box > A slide-out menu will appear > Tap the tab that corresponds to the section of the app you would like to learn more about > Tap the **X** in the upper right corner to close the pop-up User Guides box.

(Cover Sheet	-			< Orders [Note
Cover Sheet	About		× pointr	nents
Vitals	Title	Patient Vie	wer	
Medications	Version	3.1.0		
Documents	The Patie	ent Viewer app pro	vides	
About	search fo	or and select patien f pathways, and on	o its via a ce	
Help	selected about the	view available info	rmation	
g Launch Pad	Additiona		(User Guides ×
o Log Out			Cover Sheet	> Insults By Patient Applet
6 Log Out	and the second second		Vitals	Its By Patient applet provides the mobile capability
			Medications	 Its. This applet can be run in a standalone mode or o a compiled application.
			Documents	>
			Consults	> puter with WiFi or wired access to the Internet
			Labs	active then select "Sign in"
			Radiology	 time frame for viewing Consults.
			Video Visits	>
			Search Patient	> aximum span of 6 years
			Orders Viewer	> Consults found within the selected date range. to range for the consults date rational.
			Note Writer	 a within the patient's data and selected time range ons are Pending, Active, and Scheduled. If es are present for the patient, the status checkbox
				that status value, select the corresponding om the listing on the left will display the details in

Accessing the VA Launchpad

Through the VA Launchpad, you can access other apps without re-entering your VistA credentials. No matter what information you are currently viewing, you can always access the VA Launchpad. From either the Patient Record or Staff View, tap the four-line menu icon in the upper left corner > A slide-out menu will appear > Tap Launch Pad.

Logging out

From either the Patient Record or Staff View, tap the four-line menu icon in the upper left corner > A slide-out menu will appear > Tap **Log Out**.

Patient Record View

Search for a specific patient and view information from his or her EHR including cover sheet, vitals, medications, documents, consults, labs, radiology and video visits.

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 including cover sheet, vitals, medications, documents, consults, labs, radiology, video visits, about, help, VA Launchpad and log out.
- Orders Viewer View a complete list of recent orders for the patient.

(Cover Sheet	Corders Note	
Cover Sheet	D Full Screen Contact Information	
Vitals		
Medications	MobileAppsVeteran, One	
Documents	Date of Birth Gender MALE	
Consults	Work	
Labs	Home	
Padialagu	Cell No Data Found	
Radiology	Pager No Data Found	
Video Visits	Email No Data Found	
About	Address	
Help		
g Launch Pad		
ပ Log Out		~

Patient Search

Find a patient by searching by the patient's name, social security number, clinic, ward or from the last 50 patients for whom you searched.

Patient Search						
Patient	Clinic	Ward	Last 20			
Patient:						
Q MobileAppsVeteran			×			
MobileAppsVeteran,	One					
MobileAppsVeteran,	Two					
MobileAppsVeteran,	Three					
MobileAppsVeteran,	Four					
MobileAppsVeteran,	Five					
MobileAppsVeteran,	Six					
MobileAppsVeteran,	Seven					
MobileAppsVeteran,	Eight					
MobileAppsVeteran,	Nine					
MobileAppsVeteran,	Ten					
MobileAppsVeteran,	Eleven					
	2010					

Searching for a patient

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 > A pop-up Patient Search box will appear > Search by tapping one of the four tabs at the top of the Search box:

- Patient Begin typing either a patient's (1) last name, (2) last name and first name, (3) first initial of last name and last four digits of the social security number (with no spaces) or (4) full social security number > A drop-down list of matching patients will appear > Tap the patient whose information you would like to view.
- Clinic Under the Appointment Date heading, either (1) tap Use Current Date to choose today's date or (2) to select a different date, tap the button with the date in a MM/DD/YYYY format > A pop-up box will appear > Scroll to select a past month, date and year (NOTE: You cannot choose a future date) > Tap Set to choose a date. Under the Clinic heading, begin typing in the name of a clinic > A drop-down list of clinics will appear > Under the Patient heading that appears, begin typing in the name of a patient to filter the patient list > A drop-down list of patients with appointments at the clinic on the selected date will appear > Tap the patient whose information you would like to view. You can further narrow down the list by typing a patient's name.
- Ward Begin typing in the name of a ward > A drop-down list of wards will appear > Tap the name of the ward you would like to select > A drop-down list of patients currently admitted to the selected ward will appear > Tap the patient whose information you would like to view.

 Last 50 – A drop-down list of the last 50 patients for whom you selected will appear > Tap the patient whose information you would like to view.

After tapping the desired patient's name from your search, a pop-up Select Patient box with the patient's overview information will appear > Tap **Select Patient** (or the **X** in the upper right corner to close without selecting) > You will go to the selected patient's contact information screen in his or her cover sheet.

Viewing a patient's overview information

After you have searched for and selected a patient, his or her overview information will appear in the bar on the top of the screen. You will see the name, birth date, age, gender and social security number. To see a patient's admission status and information, tap the file folder icon > A pop-up Patient Info box will appear.

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.

(Cover Sheet			< Orders	Note
	D Full Screen	Contact Information	on	
Contact Information	MobileApp	osVeteran. One		
Problem List	Data of Birth			
Allergies	Gender	MALE		
Inpatient Medications	Work			
Outpatient Medications	Home Cell	No Data Found		
Surgeries	Pager	No Data Found		
Future Appointments	Email Location	No Data Found		
Hospitalizations	Address			

Viewing a patient's cover sheet

Make sure you have a patient selected, and then tap the menu button with the four-line icon in the upper left corner > A slide-out menu will appear > Tap **Cover Sheet** > You will see a list of categories:

- Contact Information Contact details for the patient and next of kin.
- Problem List A list of past health issues, including the date the issue occurred.
- Allergies The allergen, reaction and facility where the reaction was documented.
- Inpatient Medications Active and recently expired (within 120 days) inpatient medications a patient is prescribed if currently admitted, with their status (active, discontinued or expired) and source. NOTE: Additional medication details are available in the Medications tab.
- Outpatient Medications Active and recently expired (within 120 days) outpatient medications, with their status (active or expired) and source. NOTE: Additional medication details are available in the Medications tab.
- Surgeries Description, date of surgery and facility where the surgery was conducted.
- Future Appointments Appointment date and facility name.
- Hospitalizations Admission date and facility name.

Tap on a category you would like to view > You will go to a screen that shows the patient's details for the topic.

Vitals

The Vitals tab allows you to view a patient's vital signs (Blood Pressure, Pulse, Respiration, Temperature, Weight, Pain, Pulse Oximetry, etc.) as a table or a graph.

Q MobileAppsVeteran, One 04/07/1900 (115) M 666-66-1234										Ģ
🗮 Vitals									1	Orders Note
• Filters	C Full Screen				Vitals	Results				
Date Range:		Date/Time	BP mm[Hg]	Pulse BPM	Resp /Min	Temp	Weight	Pain 1-10	Pulse Ox	
1 Week 1 Month		08/06/2014	169/74	76	12	98.8	174	2	93	
1 Year (2 Years		06/06/2014	170/56	85	13	97.7	189	0	94	
Custom Range		06/05/2014	114/74	72	12	98.3	192	2	99	
Desuite		06/04/2014	132/57	73	17	98.3	192	1	93	
NESUIS.	10.00000000	06/03/2014	129/79	75	13	97,6	195	1	92	
03/30/20	13 - 03/30/2015	06/02/2014	182/77	89	18	97.9	196	1	99	
View:		06/01/2014	180/71	65	12	97.6	198	0	94	
Table Graphs		05/31/2014	170/64	79	15	97.8	196	0	95	
		05/30/2014	164/58	91	18	98.9	196	2	93	
		05/29/2014	162/64	78	18	98.1	192	0	97	
		05/28/2014	136/73	76	14	98.4	195	0	95	
		05/27/2014	176/75	70	19	97.3	195	0	92	
		05/26/2014	167/76	84	18	98.7	194	1	98	
		05/25/2014	148/56	77	12	98.9	192	2	92	
		05/24/2014	183/57	69	18	97.6	191	0	94	
		05/23/2014	174/60	86	16	97.5	192	0	97	
		05/00/00++	+000+		+0	00.0	*69		n#	

Viewing your patients' 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 > Tap **Vitals** > Narrow down the results by using the filters:

- Date Range Tap the circle next to 1 Week, 1 Month, 1 Year, 2 Years, or tap Custom Range. If you choose to customize
 a date range, a pop-up Date Range box will appear > Tap the date next to Start Date, and enter the start date in the form
 of MM/DD/YYYY. Tap the date next to End Date, and enter the end date in the form MM/DD/YYYY > Tap Apply to set the
 range and close the Date Range box. NOTE: The customized date range cannot exceed six years.
- View Tap the circle next to either Table or Graphs, and your data will appear as either a graph or a table under the Vitals Results heading in the right pane of your screen. See the Reading the vitals graph section of this User Manual for additional details on viewing and filtering the vitals in graph form.

Reading the vitals table

If you choose to view your patient's vitals as a table, you will see a list of dates, and the reading for vital signs documented on that date. Scroll through the data by using the scroll bar to the right of the table.

Reading the vitals graph

If you choose to view your patient's vitals as a graph, tap the checkboxes next to the Graph Types you would like to view (BP, Pulse, Respiration, Temp, Weight, Pain and Pulse Ox) > A graph for each graph type you have selected will appear in the right pane of your screen > Scroll through the data by using the scroll bar to the right of the graphs. Tap on a point on the graph to view specific information about that entry, including date, time and specific readings. After you have graphed your information, you can change the date range by tapping the circles next to 1 Week, 1 Month, 1 Year, 2 Years or Custom Range along the top of the Vital Results screen. **NOTE:** If you are using a device with a touchscreen, you can zoom in on a point in the graph by touching two fingers to the point you would like to expand and sliding them apart. If you are using a mouse, you can zoom in on a point in the graph by picking a point and scrolling horizontally with your mouse.



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 it was last filled, date of initial order and whether it was prescribed by a VA or non-VA provider.

Q MobileAppsVeteran, One C4/07/1500 (115) M C566-6-1234		٩
Medications		Orders 🖍 Note
♥ Filters:	G Full Screen	Medications Results
Status: 🖉 Active	ASPIRIN TAB.EC Status Active Instructions 81MG MOUTH EVERY MORNING	
Service: Outpatient	Quantity Refills Last filled Initial order 04/11/2007	Source nonVA
Source: VA		
Date Range:		
Custom Range		
C Update Results		
Results:		
1 Items 03/30/2004 - 03/30/2009		
Patient Viewer - v3.0.0		Logged in as: MobileAppsProvider, One

Viewing a patient's medications

Make sure you have a patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Medications** > Narrow down the results by using the Filters:

- Status Tap the checkbox next to Active and/or Inactive.
- Service Tap the circle next to either Outpatient or Inpatient.
- Source Tap the checkbox next to VA and/or Non-VA.
- Date Range Tap the circle next to either 1 Year, 2 Years, or tap Custom Range. If you choose to customize a date range, a pop-up Date Range box will appear > Tap the date next to Start Date and End Date. Enter the date in the form MM/DD/YYYY, or tap the date from the pop-up Calendar that appears > Tap Apply to set the range and close the Date Range box. NOTE: The customized date range cannot exceed six years.

Tap **Update Results** > A list of results that match your search specifications will appear under the Medications Results heading > Tap on a specific medication you would like to view > You will see a pop-up box with the medication's details > Tap the **X** in the upper right corner to close the pop-up box. You must tap **Update Results** every time you change your filter selections.

Q	MobileApp 04/07/1900 666-66-123	osVeteran, One 0 (115) M 📶					<u>ل</u>
	Medica	tions					Orders 🖍 Note
\odot	Filters:		C Fu	II Screen		Medications Results	
	Status:	Active	A	SPIRIN TAB.EC			
		Inactive	St		ASPIRIN TAB,EC	×	
	Service:	 Outpatient 	a	Status	Active		
		Inpatient		Instructions	81MG MOUTH EVERY MORNING		
	Source:	VA		Quantity	No Data Found		
		Non-VA		Refills	No Data Found		
_	Date Rang	je:		Last Filled	No Data Found		
	1 Year	2 Years		Initial Ordered	04/11/2007		
		Custom Range		Date Expired	No Data Found		
				Source	nonVA		
	ſ	C Update Results		Service	Outpatient		
	C			Notes			
Resu	ults:			Non-VA medicatio	on recommended by VA provi	der.	
1 Iter	ns	03/30/20	04 - 03/30/2009				

Documents

See details about your patient's discharge summaries, pathology reports, progress notes, radiology and surgery reports.

Q MobileAppsVeteran, One 04/07/1900 (115) M C 666-65-1234			۹
Documents			Orders Note
• Filters	Full Screen	Document Result	
Date Range. 1 Year Custom Range	CARDIOLOGY NOTE Date: 12/11/2014 10:30:00		
C Update Results Results:	Note: LOCAL TITLE: CARDIOLOGY NOTE STANDARD TITLE: CARDIOLOGY N DATE OF NOTE: DEC 11, 2014@10 AUTHOR: PROGRAMMER.ONE UDCENTY	E NOTE 1030-46 ENTRY DATE: DEC 11, 2014@10:30.47 EXP COSIGNER: TUBE COMBETED	
406 Items 03/30/2013 - 03/30/2015 View:	text /es/ ONE PROGRAMMER	I US COMPLETED	-
Date Date	Signed: 12/11/2014 10:30		
Q. Filter list			
CARDIOLOGY NOTE 12/11/2014 ONE PROGRAMMER PROGRESS NOTE			
CAP GENERAL MEDICAL 07/09/2014 ONE PROGRAMMER PROGRESS NOTE			
Patient Viewer - v3.0.0		Logged In as: MobileAppsPro	vider, One

Viewing a patient's 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 > Tap **Documents** > Narrow down the results by using the Filters:

- Date Range Tap the circle next to 3 Months, 1 Year, 2 Years, or tap Custom Range. If you choose to customize a date range, a pop-up Date Range box will appear > Tap the date next to Start Date and End Date. Enter the date in the form MM/DD/YYYY, or tap the date from the pop-up Calendar that appears > Tap Apply to set the range and close the Date Range box. NOTE: The customized date range cannot exceed six years. Tap Update Results > The dates you are searching will be updated. You must tap Update Results every time you change your filter selections.
- View Tap the circle next to either Date or Type. If you choose Date, a list of your patient's documents will appear, beginning with the most recent. If you choose Type, your patient's documents will be sorted by category: Discharge Summaries, Pathology Reports, Progress Notes, Radiology and Surgery Reports > Tap on one of the categories to expand a list of documents within the specific category.
- Search Search terms entered here can retrieve results that have the term anywhere in the document. For example, type part of a document's title into the Filter list search bar with a magnifying glass, and hit enter > You will see a list of documents containing that word > Tap the document you would like to view. To clear your search, tap the X in the Filter list search bar.

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 > The document's details will appear under the Document Result heading in the right pane of your screen.

Consults

Q GAUDY 1900 (80) M 666 66 1234		۴)
\equiv Consults		📋 Orders 📝 Note
	Full Screen	Consult Result
Date Range. 1 Year Custom Range	506 COMPLETE - Th more information. RADIOLOGY LOW/VA3	e Completion Date for this consult has passed. Contact the receiving provider to get SC STUDY Cons
Results: 1 Items 05/20/2013 - 05/20/2015	Current PC Team: Current Pat. Status: Primary Eligibility: Patient Type: OEF/OIF:	RED Outpatient SC LESS THAN 50%(VERIFIED) SC VETERAN NO
Status: Complete	Service Connection/Rat SC Percent: Rated Disabilities: Order Information	ted Disabilities 10% NONE STATED
506 RADIOLOGY LOW/VASC STUDY Cons 506 Complete - The Completion Date for this consult has passed.	To Service: From Service: Requesting Provider: Service 15 to be rend Place: Urgency: Earliest Appr. Date: Orderable Item: Consult: Reason For Request: orcated by Amanda per	RADIOLOGY LOW/VASC STUDY PRIMARY CARE PROGRAMMER, ONE ered on an OUTPATIENT basis Consultant's choice Routine Des 30, 2013 RADIOLOGY LOW/VASC STUDY Consult Request Veronica's request
https://hastaffdemo.agilexhealth.com/patient-viewer-3.0/#search	inter-radiity inform	Logged in as: Mobile/spsProvider, One - TEST V/MC 3

View a patient's consults and sort by date range or status.

Viewing a patient's consults

Make sure you have the patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Consults** > Narrow down the results by using the Filters:

- Date Range Tap the circle next to either 1 Year, 2 Years, or tap Custom Range. If you choose to customize a date range, a pop-up Date Range box will appear > Tap the date next to Start Date and End Date. Enter the date in the form MM/DD/YYYY, or tap the date from the pop-up Calendar that appears > Tap Apply to set the range and close the Date Range box. NOTE: The customized date range cannot exceed six years.
- Status Tap the checkboxes next to the status of consults you would like to see (Pending, Complete and Partial Results). Only statuses for the consult results returned will be displayed.

A list of results that match your specifications will be available in the lower half of the left pane of your screen > Tap on a specific consult you would like to view > The consult's details will appear under the Consult Result heading in the right pane of your screen.

Labs

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

Q MobileAppsProvider, One 04/07/1900 (115) M 5656-56-1234			-
≣ Labs			rders Note
Orders	C Full Screen	Labs - Orders Results	
Pitter Date Range 1 Week 1 Month 2 Years Custom Range Status Completed/Expired Status Oraylogood MPV BLOOD WC LB #12398 01/31/2008 MPV BLOOD WC LB #12197 01/31/2008 MPV BLOOD WC LB #12195 01/31/2008	PLATELET COUNT BLOOD Order Released: Jan 31, 2008 Previous 5 sets of related resu Collection Time Test Name *Jan 30, 2008@08.00 PLT Comments: Ordering Provider: MobileApp Report Released Date/Time Performing Lab: ALBANY VA VA MEDICAL CEN	WC LB #12095 @15.32 (* Results for this order) Its within 5 years Result Units Range 381 K/cmm 140 - 420 psProvider, One Jan 31, 2008@15.32 AMEDICAL CENTER NTER 1 3RD sT. ALBANY, NY 12180-0097	
PLATELET COUNT BLOOD WC LB #12095 01/31/2008			
Palient Viewer - v3.0.0		Logged in as: MobileAppsProvider, One	

Viewing a patient's ordered lab results

Make sure you have a patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Labs** > Lab results will default to Orders (or you can tap the circle next to Chem/Hem or Microbiology) > Narrow down the results by using the Filters:

- Date Range Tap the circle next to either 1 Week, 1 Month, 1 Year, 2 Years, or tap Custom Range. If you choose to customize a date range, a pop-up Date Range box will appear > Tap the date next to Start Date and End Date. Enter the date in the form MM/DD/YYYY, or tap the date from the pop-up Calendar that appears > Tap Apply to set the range and close the Date Range box. NOTE: The customized date range cannot exceed six years.
- Status Tap the drop-down menu under Status > A pop-up screen will appear with a list of the different statuses you can choose from > Tap the status you would like to view to return to the Labs Orders Results screen (or tap the X in the upper left corner of the pop-up screen to close without choosing a status).

A list of results that match your specifications will be available in the lower half of the left pane of your screen > Tap on a specific lab orders result you would like to view > The orders details will appear under the Labs – Orders Results heading in the right pane of your screen. **NOTE:** The search criteria will apply only to your orders data.

Viewing a patient's chemistry/hematology lab result

Make sure you have a patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Labs** > Labs will default to Orders > Tap the circle next to Chem/Hem or Microbiology > You will see a list of available chemistry and hematology lab results > To filter the list, type the name of the result you are looking for into the Filter list search bar and then select the result from the filtered list that appears (you can clear your filter search at any time by tapping the **X** in the Filter list search bar) > Tap the result you would like to see graphed and the graph will appear on the right pane of your screen > Tap on a point on the graph to view specific information about that entry, including date, time and specific readings. **NOTE:** To view the graph, you will have to be sure you are viewing the correct date range. Compare the date of the result you have selected with the range you are viewing.

Customizing a date range for a chemistry/hematology lab result

After you have selected a specific lab result, that result's information will appear in the right pane of your screen > You will see a Graph Date Range option along the top of your screen > Tap the circle next to either 1 Week, 1 Month, 1 Year, 2 Years, or tap **Custom Range**. If you choose to customize a date range, a Date Range pop-up box will appear > Tap the date next to Start Date and End Date. Enter the date in the form MM/DD/YYYY, or tap the date from the pop-up Calendar that appears > Tap **Apply** to set the range and close the Date Range box > The graph will adjust to show the selected range **NOTE:** The customized date range cannot exceed six years.



Accessing external resources to reference chemistry/hematology lab normal ranges

To see what the normal ranges are for chemistry/hematology labs, go to the graph of a specific lab result > Tap **Reference** in the upper right corner of the screen > A separate browser window will open to the *labtestsonline.org* website for your reference.

Viewing a patient's microbiology lab results

Make sure you have a patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Labs** > Lab results will default to Orders > Tap the circle next to Microbiology > The types of Microbiology labs will appear below the heading > Tap on a type of Microbiology lab, and a list of the specific labs of that type will expand below > Tap a specific lab you would like to view > The lab result's detailed report will appear below the Lab Results heading in the right pane of your screen.

MobileAppsVeteran, One 04/07/1900 (115) M 66-65-1234				۵
E Labs				Orders 🖍 Note
Microbiology	O	G Full Screen	Labs - Microbiology Results	
AFB CULTURE & SMEAR (SPUTUM) (1)			DRT	P
10/16/1995 AFB CULTURE & SMEAR		Accession [UID]: MI 95 25 [] Collection sample: SPUTUM Provider: MobileAppsProvi	Received: Oct 16, 1995@15:18 Collection date: Oct 16, 1995 15:18 der, One	
ANAEROBIC CULTURE (FOREARM) (1)				¢)
CULTURE & SUSCEPTIBILITY (URINE) (1)		Test(s) ordered: AFB CULTUR MYCOLOGY CULTU	E & SMEAR completed: Oct 26, 1995 JRE completed: Oct 26, 1995	
CULTURE & SUSCEPTIBILITY (SPUTUM) (1)		* MYCOBACTERIOLOGY FIN/ Direct Acid Fast Stain Positive Quantity: 10,000/ML	AL REPORT => Oct 26, 1995 TECH CODE: 10958	E
		Mycobacterium: MYCOBACTER Quantity: 15,000/ML	RIUM CHELONEI	
		STR 3 PAS 2 INH 3		Ð
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		* MYCOLOGY FINAL REPORT Fungus/Yeast. ASPERGILLUS BOUFARDII	" => Oct 26, 1995 TECH CODE: 10958	

Radiology

View a patient's radiology reports.

Q MobileAppsVeteran, One 12/24/1900 (115) M 666-66-1234			(پ
≡ Radiology			Orders Note
• Filters:	G Full Screen	Radiology Results	
Date Range: 1 Year Custom Range	CT LUMBAR SPINE W/O CONT Exam Date: 10/19/2007 RADIOLOGY REPORT		
Results:	REPORT: CT LUMBAR SPINE W/O CONT		
8 Items 03/30/2002 - 03/30/2008 Sort:	Exm Date: OCT 18, 2007011:51 Reg Phys: MobileAppsProvider, One	Pat Loc: C MEDICINE/03-30-2015@18:58 Ing Loc: CT SCAN DIV 442 005 ID 150 Service: Unknown	
Most Recent A-Z	(Case 305 COMPLETE) CT LUMBAR SPI Reason for Study: See Clinica	NE W/O CONT (CT Detailed) CPT:72131 1 History:	
CT LUMBAR SPINE W/O CONT 10/18/2007	Clinical Mistory: R/O MNA		
CHEST 2 VIEWS PABLAT 04/18/2007	Report Status: Verified Verifier E-Sig:/ES/MobileAppsVe Report:	Date Reported: OCT 18, 2007 Date Verifled: OCT 18, 2007 Meran, One	0
CHEST 2 VIEWS PA&LAT 03/29/2007	STUDY: CT scan of the lumbar HISTORY: Disc herniation	spine without intravenous contrast	
SPINE LUMBOSACRAL MIN 2 VIEWS 03/29/2007	FINDINGS: Both lateral image spine. Coronal and sagittal made from the original data The examination demonstrates vertebral bodies. There is	s were obtained through the lumbar two dimensional reconstructions were set. normal alignment of the lumbar no evidence of lytic or blantic	
CHEST 2 VIEWS PA&LAT 01/03/2007	 Disc spaces; 	rtebral bodies.	~
Patient Viewer - v3.0.0		Logged in as: MobileAppsProvide	r, One

Viewing a patient's radiology results

Make sure you have a patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Radiology** > Narrow down the results by using the Filters:

- Date Range Tap the circle next to either 1 Year, 2 Years, or tap Custom Range. If you choose to customize a date range, a pop-up Date Range box will appear > Tap the date next to Start Date and End Date. Enter the date in the form MM/DD/YYYY, or tap the date from the pop-up Calendar that appears > Tap Apply to set the range and close the Date Range box. NOTE: The customized date range cannot exceed six years.
- Sort To sort the radiology reports by either most recent or alphabetically, tap the circle next to either Most Recent or A-Z. If you choose to search alphabetically, you will see your results grouped by test name. Tap the category you would like to expand, and then tap the date of the test you would like to view.

A list of results that match your specifications in the order you chose will appear > Tap on a specific radiology report you would like to view > The radiology report's details will appear under the Radiology Results heading in the right pane of your screen.

Q MobileAppsVeteran, One 04/07/1900 (115) M 666-66-1234					۵
Radiology			Orders Note	Orders	Viewer / Manager
Filters:	G Full Screen	Radiology Results	- 20 C C C C C C C C C C C C C C C C C C	C Last Updated: 7:10pm	
Date Range	Please select an item	from the list to view details		Expand All	Collapse All
1 Year 2 Years	Flease select all item	Please select an item from the list to view details		C Laboratory	13
Custom Range				Radiology	10
Results:					
0 Items 03/30/2013 - 03/30/2015					
Sort:					
Atest Decent					
No Data Found					
Patient Viewer - v3.0.0				Logged in as: MobileAppsProv	ider, One

Custom Data View

The Custom Data View Applet allows you to see views of the selected Veteran's Self-Entered Data (SED). The applet provides custom views using data from various data sources, including views combining data from different sources. The below sections provide instructions for viewing and working with the main Custom Data View features for the six custom data views available as of March 2018 (i.e., (Health Messages; Meds/Allergies – Patient Summary; MobileKidney Info; MyStory; Patient's Agenda; Assessments). Additional custom data views may be added in the future.

For additional information on the Custom Data View Applet, see the built-in User Guide. To access the built-in User Guide, tap the four-line menu icon in the upper left corner of the screen > A slide-out menu will appear > Tap **About** > A pop-up About box will appear > Tap **Additional Information**, and a built-in User Guide will appear > Tap the four-line menu icon in the upper left of the pop-up User Guides box > A slide-out menu will appear > Tap **Custom Data View**.

Custom Data View				Orde
Full Screen		MobileK	idney Info	
Health Messages Post Messages to Veterans	Filters			
	Start Date		End Date	
Meds/Allergies - Patient Summary View patient entered data by domains		09/16/2017 🗮		03/16/2018
Patient Info from Kidney Disease App	C Update Results			
My Story Patient's Personal Health Inventory	Showing data from 09/1	6/2017 to 03/16/2018		Expand All
Patient's Agenda	Date Time	Talo	Fallowing	Note
Veteran's concerns to address during an appointment	There are no entries for	the filter settings.	Pollow-up	Note
Assessments Patient Answered Questions	Blood Pressure and	Pulse Entries-Patient Reco	rded	Graph
		Property and a second second		THE OWNER OF THE OWNER

Viewing and posting health messages

If a Veteran has opted in to receive health message posts, you can view and post health messages. Make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen > A slide-out menu will appear > Tap **Custom Data View** > Tap **Health Messages**, and if the patient has chosen to receive health messages, you will see a list of health messages, including the author of the message and the date it was posted. If the patient has not chosen to receive health messages, you will see an "Important: Patient currently not accepting health messages" notification.

You may filter messages by the following:

- Date Tap the date next to Start Date and End Date, and enter the dates in the form MM/DD/YYYY, or tap the date from the pop-up calendar that appears.
- Keyword Type in the keyword you would like to search for.

Tap **Update Results**, and the data that meets the specified filter criteria will appear.

To post a message, tap **Post Message** and type in the message (250 characters maximum). Tap **Post Message** to make the message available to the patient, or tap the **X** to close and not post the message.

Viewing medications and allergies

View patient-entered medication and allergy data. Make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen > A slide-out menu will appear > Tap **Custom Data View** > Tap **Meds/Allergies – Patient Summary** > Patient-entered medications with an active status or with either no end date or end dates less than 90 days prior to current date will appear, along with patient-entered allergies > Tap **Expand All** to view details of the medications and allergies, or **Collapse All** to hide the details > You can view only medications or allergies by tapping the checkmark next to either Medications or Allergies and tapping **Update Results**.

Viewing MobileKidney Info

View patient-entered data from the MobileKidney App. Make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen > A slide-out menu will appear > Tap **Custom Data View** > Tap **Mobile Kidney Info**, and data the Veteran entered into their Mobile Kidney App will be displayed > To filter the data by date, tap the date next to Start Date and End Date, and enter the dates in the form MM/DD/YYYY, or tap the date from the pop-up calendar that appears > Tap **Update Results**, and the data that meets the specified filter criteria will appear > Tap **Expand All** to view data details, or **Collapse All** to hide the details > A note icon will display if the patient has recorded a note entry, tap the note to view the details > The MobileKidney App data will default to a table view, to view the data as a graph, tap **Graph**, and to return to the table view, tap **Table**.

Viewing lifestyle information

View the patient's answers regarding his/her personal health. Make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen > A slide-out menu will appear > Tap **Custom Data View** > Tap **My Story**, and the following information regarding the Veteran will appear:

- Personal Values Lists the questions and answers regarding the patient's values, including what matters in his/her life and what brings the patient joy and happiness.
- Assessment Lists the patient's answers to the personal health assessment based on well-being, self-care and professional care. You may view the assessments as either a graph (by tapping **Graph** from the table view) or a table (by tapping **Table** from the graph view).
- Reflections Lists the question and corresponding answer regarding the patient's vision for his/her best possible health.
- Active Goals Displays all the patient's active health goals.

Viewing patient's agenda

View information related to a patient's concerns to be addressed during an appointment and any comments following the visit. Make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen > A slide-out menu will appear > Tap **Custom Data View** > Tap **Patient's Agenda**, and the patient's agenda will be displayed > You can filter agenda items in three ways:

- Date Either tap the date next to Start Date and End Date, and enter the dates in the form MM/DD/YYYY, or tap the date from the pop-up calendar that appears.
- Text Tap the blank Filter List bar, and type in what you would like to search for.
- Status Tap the check-box next to Scheduled, Desired, Cancelled or Completed.

Tap **Update Results**, and the patient's agenda items will update based on the filters > Tap an agenda item to view details including pre-visit questions and the patient's corresponding answers as well as the patient's notes regarding the completed visit, if applicable.

Viewing assessments

View assessments taken by Veterans. Make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen > A slide-out menu will appear > Tap **Custom Data View** > Tap **Assessments**, and the patient's assessments will be displayed > You can filter assessments in the following ways:

- Date Either tap the date next to Start Date and End Date, and enter the dates in the form MM/DD/YYYY, or tap the date from the pop-up calendar that appears.
- Text Tap the blank Filter List bar, and type in the what you would like to search for.

Tap **Update Results**, and patient's assessments will update based on the filters > Tap an assessment to view details including health status assessment, hospital admission care assessment and outpatient care assessment.

Video Visits

Prerequisites for using the Video Visit Applet

To use the Video Visit Applet, you must have a GFE laptop or desktop with a camera and microphone or a GFE iPad with a PIV waiver. Your patient will need a laptop or desktop with a camera and microphone or any smart phone or tablet. You need to verify that both you and your patient have a proper device prior to booking a video appointment. You can use Patient Viewer on your GFE desktop to book the Video Appointment, but both you and your patient must use a device with a camera and microphone to conduct the video appointment.

Creating a new video visit

Schedule a video visit with a patient and email the link to participate. First, make sure you have a patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Video Visit** > Tap **Create New Video Visit**, and a form to create a new video visit will appear in the right pane of your screen > Confirm or update the following fields in the Create New Video Visit form:

- Date Tap the current date, and type in the date in the form MM/DD/YYYY for which you would like to schedule the video visit.
- Time Tap the blank field next to the date > A pop-up box to select the hour and minute will appear > Scroll to the hour and minute (00, 15, 30 or 45) for which you would like to schedule the video visit > Tap **Set**.
- Duration The default duration for a video visit is 20 minutes. To change the duration, tap the field under Duration, and a drop-down menu will appear > Tap one of the following, 15 minutes, 20 minutes or 30 minutes.
- Patient Email To edit, tap the Patient Email field, and type in the patient's email address.
- Patient Phone and Phone Type To edit, tap the Patient Phone field, and type in the patient's phone number > Tap the Phone Type field and a drop-down menu will appear > Tap either **Mobile**, **Home**, **Work** or **Fax**.
- Provider Name Your name will be in this field and cannot be changed.
- Provider Email To edit, tap the Provider Email field, and type in your email address. **NOTE:** Your email address is not shared with the patient.
- Provider Phone To edit, tap the Provider Phone field, and type in your phone number. NOTE: Your phone number is not shared with the patient.
- Comments Type in any comments you have for your Veteran patient (up to 250 characters).
- Instructions to Patient If you would like to include additional instructions with the new visit request, tap the circle next to Yes > A Select Instructions field will appear > Tap the field, and tap one of the following from the drop-down menu:
 - **Medication Review** A general message, indicating you would like to talk with the Veteran about medication will appear in a text field below.
 - Video Visit Preparation A general message with information about participating in a video visit will appear in a text field below.
 - **Other** A blank text field will appear below > Tap the blank box, and type in the additional instructions (up to 10,000 characters) you would like to send to the patient along with the new video visit.

Tap **Create** to create the new video visit > A pop-up confirmation box will appear to let you know the video visit has been booked, and an email will be sent to you and the Veteran with a link to start the video visit > Confirm you receive an email at your email address, and confirm your patient receives a similar email. Additionally, the video visit will be added to the list of upcoming appointments. To cancel, tap **Cancel**, and a pop-up Cancel Appointment will appear asking if you are sure you want to cancel. Tap **Yes, Cancel** to continue and exit the new video form, or tap **No, Continue** to return to the new video form.

			•
🗮 Video Visits			📋 Orders 📝 Note
Create New Video Visit	C Full Screen	Create New Video Visit	
Upcoming Video Visits (Next 90 days)			"required field
FRIDAY, 11/17/2017 AT 1345 MST FACILITY: CHEYENNE VAMC CLINIC:	"Date "11/22/2017	Time (MST) 13:45	
SUNDAY, 01/14/2018 AT 0945 MST FACILITY: CHEYENNE VAMC CLINIC:	Duration 20 minutes	٥	
	* Patient Email		
	Patient Phone		
	Phone Tune		
	Mobile	0	
	Provider Name		
	* Provider Email		
		×	
	* Provider Phone		
	Comments		
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Viewing a Veteran's upcoming video appointments

Make sure you have a patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Video Visit** > You will see all video visit appointments for the patient, which are scheduled within the next 90 days on the left pane of your screen > Tap a visit, and additional details of that visit including date, time, provider, clinic, facility, provider entered comments and any additional instructions selected or entered by the provider will appear in the right pane of your screen.

Starting a video visit

There are two ways to start a video visit.

- 1. Via email link: Execute the link in the email you received, and ask your patient to do the same.
- 2. Via the Patient Viewer 3.2 App: First make sure you have a patient selected, and then tap the menu button with a four-line icon > A slide-out menu will appear > Tap Video Visit > You will see all video visit appointments for the patient which are scheduled within the next 90 days on the right pane of your screen > Tap the visit you would like to begin, and additional details of that visit will appear in the right pane of your screen > Tap Start Appointment.

🗮 Video Visits		Crers / Note
Create New Video Visit	O Full Screen	
Upcoming Video Visits (Next 50 days)	TWOSQA, PATIENT	
SURGEN, DIRADISAT DIAS MST FACITY, CHEYDIAR UMAC CLINC:	Appointment Details: Dete: Sunday, Jensey 14, 2016 et 0545 MS Pacitity: Ciffee: Providee: Patient Contact Information: Phose Humber: Email: Emargency Contact: Name: Phone Number: Comment: Instructions to Patient:	57
	None	
	Use of Video Visits without a Wi-Fi connection will impact	t your data usage.
	•	Start Video Viait

The video appointment app will open in a new browser tab > Type in your first and last name and allow camera and microphone access > Open the video visit for the Veteran patient > Verify that you can conduct a video session with your patient. **NOTE:** The video visit will run outside of the Patient Viewer App in VA Video Connect. For more information on using VA Video Connect, visit the VA Video Connect intranet site, which is accessible via this link: *http://vaww.telehealth.va.gov/pgm/vvc/index.asp*. There are various resources available on this site, most of which may be accessed by going to Resources (right-hand side) and then VA Video Connect Documents, which launches the Telehealth SharePoint document library with a filter on for VA Video Connect documents.

Date:	Friday, November 17, 2017 at 1345 MST	
Facility:	CHEYENNE VAMC	100
Clinic:		VAHealth
Provider:		
Patient Cor	stact Information:	
Patient GOI	Start Video Visit ×	
Email: Kumu	unat de stast Mis Volas Vost es des Demides estast P/cst	Person or conference to call
Select	"No" to start this Video Visit as the Provider, select "Yes" "No" to return to the Appointment Detail view.	MobileAppVeteran.One@email ×
Eme		
Name		Your name
Phone Number	6	
Comment:		
		SETTINGS CONNECT C
This is a test		

Orders Viewer

View all orders related to the patient you have selected.

Using the Orders Viewer

Tap **Orders** (with the dipboard icon) in the upper right corner of your screen > A slide-out Orders Viewer menu will appear from the left side of your screen > You will see a list of the types of orders > Tap on a type of order, and a list of the specific orders of that type will expland below (You can expand or collapse all orders by tapping **Expand All** or **Collapse All**) > Tap an order you would like to view > You will see a pop-up screen with the order's details. To close the screen, tap the **X** in the upper right corner of the pop-up. You can refresh the orders list by tapping the circular arrow next to Last Updated at the top of the Orders Viewer slide-out menu. To close the Orders Viewer, tap **Manager** (the button with the pencil icon) in the upper right corner, or tap **Orders** (with the clipboard icon) again.

Staff View

Staff View is not patient specific and allows you to view consults you have conducted through Staff View – Consults.

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).

Service/Specialty	Full Screen	Consult Result
Q CARDIOLOGY	PENDING - T	he Booking Date for this consult has passed. Contact the receiving provider to get more
Date Range:	SHERI'S SERVICE	Cons
1 Year O 2 Years Custom Range	Current Pat. Statu Ward: Primary Eligibilit: Patient Type: OEF/OIF:	9: Inpatient 7A GEN MED 9: SC LESS THAN 50% (VERIFIED) SC VETERAN NO
Results:	Service Connection,	Rated Disabilities
3 Items 05/20/2013 - 05/20/2015	Rated Disabilities	: SUFRAVENTRICULAR ARRHYTHMIAS (30%) AUDITORY CANAL DISEASE (10%)
Status: Complete Cancelled Active Discontinued Data listed below updated nightly	Order Information To Service: Attention: From Service: Requesting Provide Service is to be re Place: Urgency: Earliest Appr. Date Orderable Item: Consult: Reason For Request	SHERI'S SERVICE MobileAppsVeteran, One 7A GEN MED 7: MobileAppsProvider, One endered on a OUTPATIENT basis Consultant's choice Within 72 hrs 8: Apr 16, 2015 SHERI'S SERVICE Consult Request

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.

Hello MobileAppsProvider, One			٤
■ Staff View - Consults			
Service/Specialty	Full Screen	Consult Result	
Q CARDIOLOGY	49 PENDING - The	Booking Date for this consult has passed. Contact the receiving provider to get more	
Filters:	information.		
Date Range:	SHERI'S SERVICE Co	ns	
1 Year 2 Years Custom Range	Current Pat. Status: Ward: Primary Eligibility: Patient Type:	Inpatient 7A GEN MED SC LESS THAN 50% (VERIFIED) SC VETERAN	
Results:	Service Connection/Ra	ted Disabilities	
3 ltems 05/20/2013 - 05/20/2015	SC Percent: Rated Disabilities:	20% SUBRAVENIRICULAR ARRHYTHMIAS (30%) AUDITORY CANAL DISEASE (10%)	
Status:	Order Information To Service: Attention:	SHERI'S SERVICE MobileAppsVeteran. One	
Complete Cancelled	From Service: Requesting Provider:	7A GEN MED MobileAppsProvider, One	
Active Discontinued	Service is to be rend Place: Urgency: Farliest hopp. Date:	ered on an OUTPATIENT basis Consultant's choice Within 72 hrs Dar 16 2015	
Data listed below updated nightly	Orderable Item: Consult: Reason For Request:	SHERI'S SERVICE Consult Request	~
Patient Viewer - v3 0 0		Logged in as: MobileAppsProvider, One - TEST VAMC 3	

Viewing your Staff View - Consults

Tap the menu button with a four-line icon > A slide-out menu will appear > Tap **Staff View - Consults** > Narrow down the results by using the Filters:

- From Me The filter will default to Service/Specialty > To view only consults you have created, tap the Service/ Specialty bar at the top of the left pane of your screen > From the drop-down menu that appears, tap From Me.
- Service or Specialty The filter will default to Service/Specialty > If you are viewing consults you have created and would like to view all consults from a particular Service/Specialty, tap From Me > From the drop-down menu, tap Service/Specialty > Tap the Search Specialties bar, and enter at least two letters for the topic you would like to search > A drop-down list will appear > Tap the service or specialty from the drop-down list.
- Date Range Tap the circle next to 1 Year, 2 Years, or tap Custom Range. If you choose to customize a date range, a popup Date Range box will appear > Tap the date next to Start Date and End Date. Enter the date in the form MM/DD/YYYY or tap the date from the pop-up Calendar that appears > Tap Apply to set the range and close the Date Range box.
 NOTE: The customized date range cannot exceed six years.
- Status Tap the checkboxes (e.g., Scheduled, Pending).

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 > The document'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 box will appear that provides an overview of the app and explanation about its features. Tap **Additional Information**, and a built-in User Guide will appear allowing you to view additional information about each category. In addition to the user guides built into the 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 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.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information from 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.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. The app was tested in VA's secure mobile app Software Quality Assurance environment to ensure optimal functionality. Subject matter experts who served in the Patient Viewer App's creation are: Dr. Neil Evans, Dr. Deyne Bentt, Dr. Sue Woods, Dr. Shaman Singh, 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.

CPRS (Computerized Patient Record System) – A Veterans Health Information Systems and Technology Architecture (VistA) computer application. CPRS enables you to enter, review, and continuously update all the information connected with any patient. With CPRS, you can order lab tests, medications, diets, radiology tests and procedures, record a patient's allergies or adverse reactions to medications, request and track consults, enter progress notes, diagnoses, and treatments for each encounter and enter discharge summaries. In addition, CPRS supports clinical decision-making and enables you to review and analyze patient data.

VA - Department of Veterans Affairs.

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

VistA (Veterans Health Information Systems and Technology Architecture) – VA's computerized patient record system.