# Summary of Care App
## *User Manual*

# *User Manual*

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

# Table of Contents

# Overview

The Summary of Care mobile application (app) helps Veterans better manage their health care needs and communicate with their care teams. By using the Summary of Care App, you can view, print, download and store information from your Department of Veterans Affairs (VA) Electronic Health Record (EHR). With your health care information in the palm of your hand, you can conveniently monitor your health, share data with your family or Caregivers and coordinate with your care teams – whether or not they are VA care team members.

The Summary of Care App displays the significant clinical details from your EHR. Because the app is designed for a mobile device, it is the easiest way to access your EHR when you're away from your computer. The app displays data that is also available using My Health*e*Vet's VA Health Summary Report (CCDA).

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

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

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

# The Basics

· · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · · ·

## Prerequisites

To use the Summary of Care App, you must:

1. Be enrolled in VA health care.

2. Have ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account credentials - Summary of Care accesses your VA Electronic Health Record (EHR) and therefore, for your security, requires ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account credentials.

   - If you do not have a ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account, or you are not sure, visit **mobile.va.gov/login-information** for more information.

## Logging in

Because Summary of Care accesses information in your EHR, the app must pull your personal information from VA records. The first time you log in to the app indicates that you have made a request for your details to be pulled. It takes 24 hours to process the data pull request. If you access the app before 24 hours has passed, a 'FHIR (Fast Healthcare Interoperability Resources) Error' message will appear. After the app has completed syncing with your EHR, you will have access to your medical records each time you log in. You may log into Summary of Care with ID.me, DS Logon Level 2 (Premium) or My HealtheV*e*t Premium account credentials.

   - ID.me Account users: Access Summary of Care > You will arrive at an Identity Provider Selection screen, and tap **ID.ME** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at an ID.me Sign In screen > Enter your email address and password, and tap **Sign in** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.

   - DS Logon Level 2 (Premium) Account users: Access Summary of Care > You will arrive at an Identity Provider Selection screen, and tap **DS LOGON** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at a DS Logon screen > Enter your DS Logon Level 2 (Premium) Account username and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.

   - My Health*e*Vet Premium Account users: Access Summary of Care >  You will arrive at an Identity Provider Selection screen, and tap **MY HEALTHEVET** > You will arrive at a Login to My Health*e*Vet screen > Enter your My Health*e*Vet Premium Account User ID and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.

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

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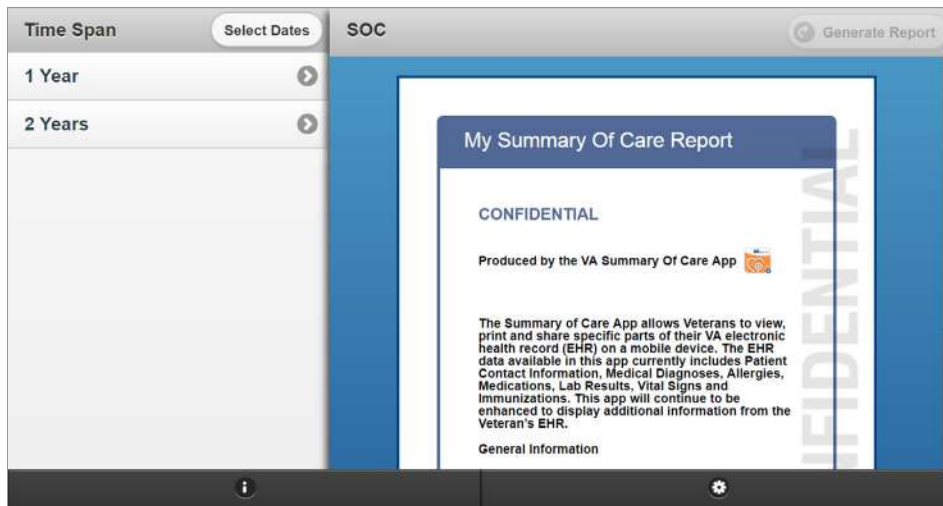
## Getting to know the screen

Your screen is divided into two windows. The left side of the screen is the Time Span window, which shows you the date range and outlines the sections of information covered in your report. The right side of the screen is the SOC window, which shows you the report the Summary of Care App allows you to access.
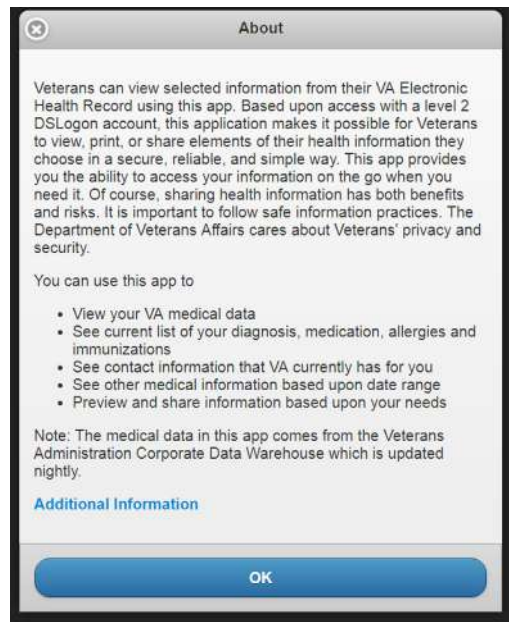


## Learning about the app

In the bottom left corner of the screen, you will see an About tab with an i icon. Tap **About** and a pop-up window will appear with information about the app's uses and the option to view additional information in a new browser > To close the pop-up window and return to the app, tap **OK** or tap the **X** in the top left corner of the pop-up window.

## Logging out

To logout of the app, tap **Logout** in the bottom right corner of the screen. You will be logged out of the app.

# Choosing the Time Frame You Wish to View

When you want to review your EHR, you don't have to start from the first day you became a VA patient. The Summary of Care App allows you to choose a time frame so that you can narrow down the information you want to see.
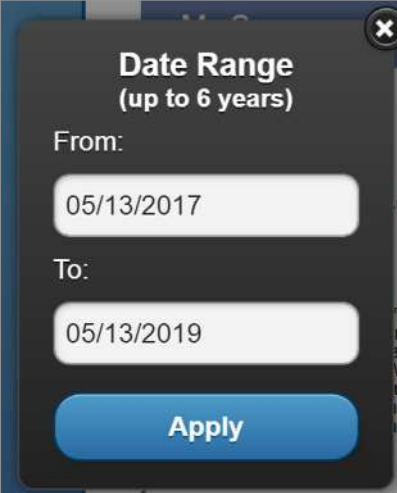
## Choosing a date range

When you first log into the Summary of Care App, the left side of the screen defaults to Time Span.  Beneath the heading, you have two options: 1 Year or 2 Year. Tap on your choice to select the time frame. To return to the time frame options, tap the **Time Span** button with the **<** icon next to the Sections heading.

## Customizing a date range

If you would like to choose your own time frame, go to the Time Span window and tap the **Select Dates** button.

- A Date Range (Up to 6 Years) pop-up window will appear.

- Tap the bar under **From** > A pop-up calendar window will appear > Scroll to the month, day and year you want from the drop-down list that appears > Tap **Set** > The calendar window will close and your selected date will appear in the bar under **From**.

- Tap the bar under **To** > A pop-up calendar window will appear > Scroll to the month, day and year you want from the drop-down list that appears > Tap **Set** > Your selected dates will appear > Tap **Apply** to save > The pop-up window will disappear > Your selected date range will appear as a new option in the Time Span window (left side of screen).

# Selecting and Deselecting the Information You Wish to View

Your EHR holds a lot of information, but you do not have to view it all at once. You can select which categories of information you would like to see.

## Selecting specific sections of information to view

Tap the time span you wish to view > A list of the categories of information will appear beneath the selected time frame. The sections are:

- Contact Information
- Allergies
- Problems
- Vitals
- Medication History
- Lab Results
- Immunization

Tap the section(s) you would like to view > Details for the section(s) will appear in the My Summary of Care Report in the SOC window (right side of screen). You can tap as many sections as you wish to see.

> **NOTE:** The back button in your browser or mobile device may not be recognized by the app. It's recommended that you use the navigation features contained within the app to access the Summary of Care functionalities and information.
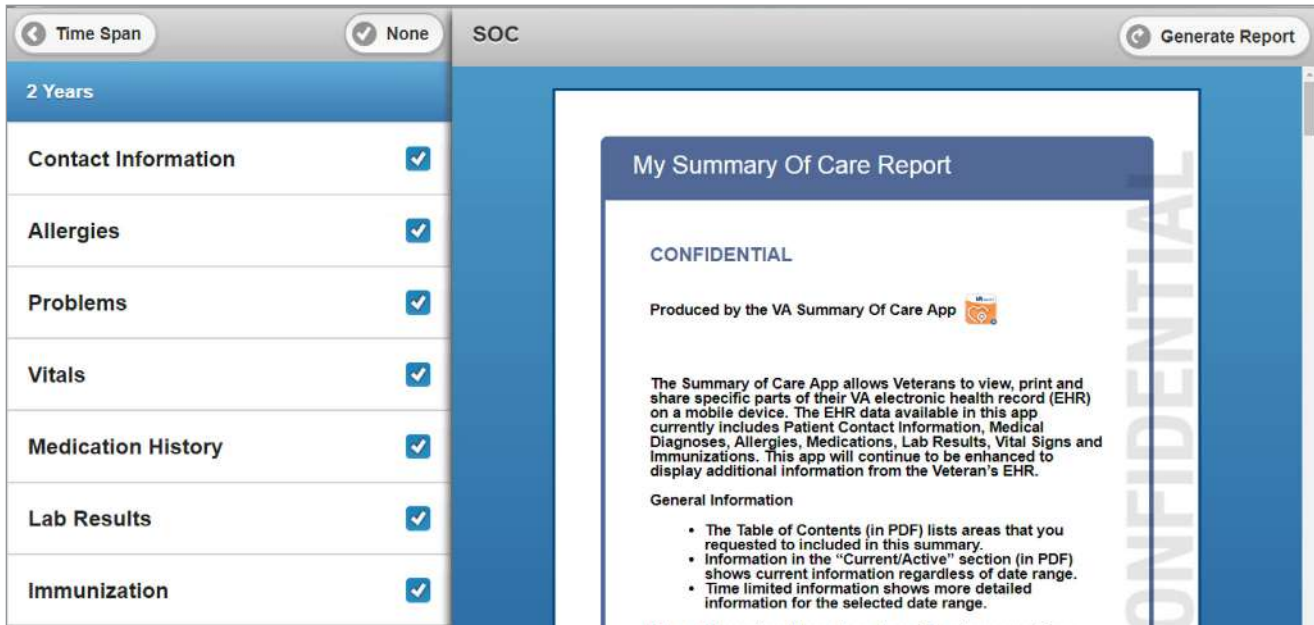
## Selecting every section of information to view

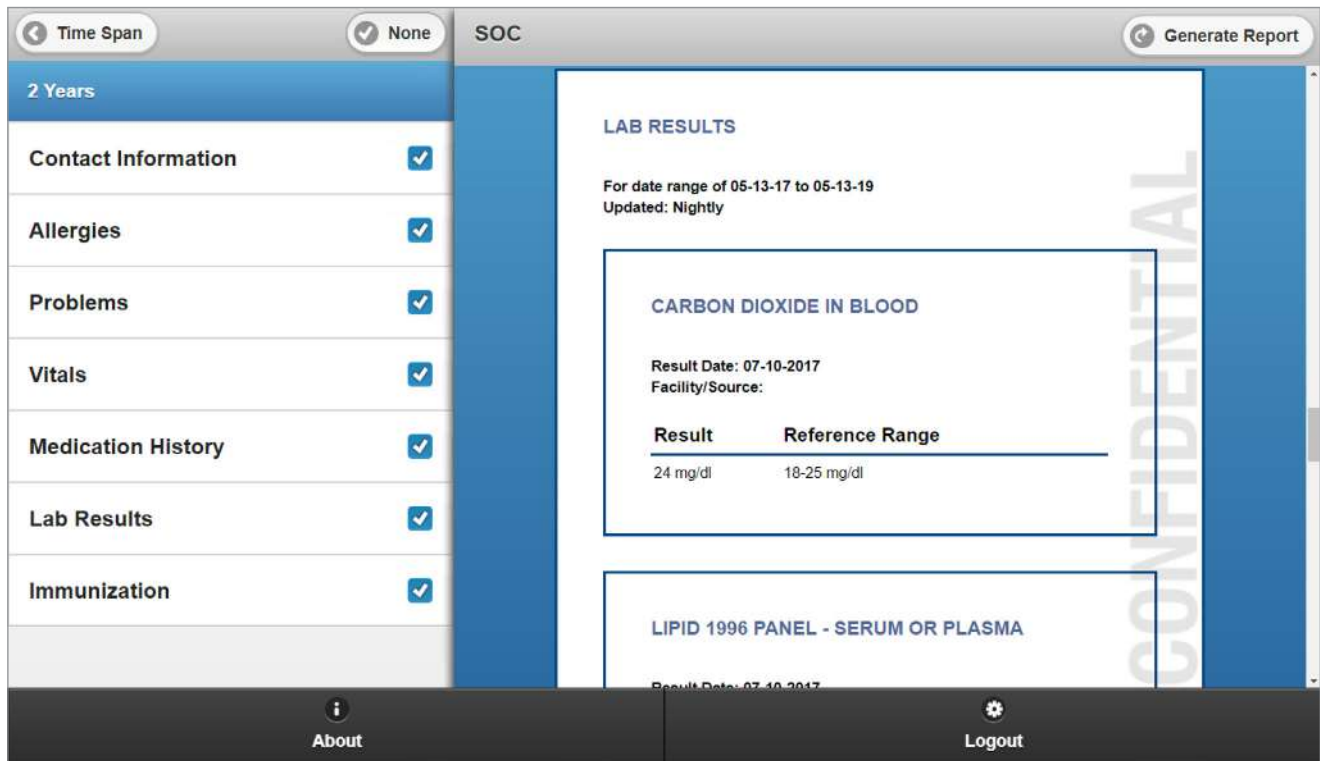If you want to see all the information in your EHR, you don't have to click on every section name. Instead, tap the **All** button with the ✓ icon > All the boxes next to the section names will be marked > The details for all the sections will appear in the My Summary of Care Report in the SOC window (right side of screen).  Scroll through your report to read all the information.



## Deselecting specific sections of information

If you decide you do not want to view a certain section, tap the check mark next to the section name > The box will become blank > This section of information will disappear from the My Summary of Care Report in the SOC window (right side of screen).

## Deselecting every section of information

If you are currently viewing all the sections of information covered in your EHR but wish to clear all of the selected sections, tap the **None** button with the ✓ icon > All the check marks next to the section names will disappear as well as all the information in the My Summary of Care Report in the SOC window (right side of screen).

# Downloading or Printing Your Report

Saving or printing your My Sumary of Care Report can be helpful. Having this readily on hand allows you to have a reminder that keeps you on track with your care plan and provides a way for you to share information with your family or Caregivers.

**NOTE:** Always be careful when you save your health information, and be careful with whom you share the information.



## Downloading, saving and printing your My Summary of Care Report

Make sure that the My Summary of Care Report in the SOC window (right side of screen) covers the information you wish to view > Tap Generate Report in the upper right corner of the screen > A PDF (an electronic image of your report) will appear in a new tab in your browser > Download, save or print the report like you would other documents. **NOTE:** Downloading, saving or printing the report differs depending on your browser and device. Here are a few contributing factors:

- Mobile Device – How you download, save and print a document depends on the device you're using. Consult your device's operating instructions to see where your downloads are saved and how to print documents.

- Internet Browser – The appearance of the My Sumamry of Care Report may alter slightly depending on the Internet browser you are using. Go to your browser's Help section to become familiar with the look and features of your preferred browser.

- Adobe Reader – Viewing your My Summary of Care Report as a PDF requires that Adobe Reader is installed on your device. (Adobe Reader is a free, safe software program that reads and allows you to view PDF files.) To download Adobe Reader, go to the Adobe Reader website *get.adobe.com/reader/*, and select the version that works on your preferred Internet browser.

**NOTE:** If you print your My Summary of Care Report, ensure that you are taking steps to protect your personal information. You should always be careful to whom you give copies of your personal health information, whether the information was entered by you or is from a VA system. Be sure to destroy printed copies of your health information, preferably with a shredder.

# Help and Additional Information

## Additional Training Materials for the Summary of Care App

More resources, such as a 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 Summary of Care App, dial **1-877-470-5947** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.

## ID.me Help

If you have questions about your ID.me account, visit *www.id.me/about*.

## 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.

## My Health*e*Vet Help

If you have questions about your My Health*e*Vet Account, visit *https://www.myhealth.va.gov/mhv-portal-web/user-login* or dial **1-877-327-0022** for assistance.

## Summary of Care Report Help

If you have questions about the contents of your Summary of Care Report, 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.

# Appendices

● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

## Appendix #1: Project References

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

## Appendix #2: Glossary

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

**CCDA** - My Health*e*Vet's VA Summary Report.

**DoD –** Department of Defense

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

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

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

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

**ID.me –** A secure digital ID card that allows individuals to prove their identity online.

**FHIR** - Fast Healthcare Interoperability Resources

**My Health*e*Vet –** VA's online personal health record – designed for Veterans, active duty Servicemembers, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health.

**PDF –** A file format that provides an electronic image of text and/or graphics that looks like a printed document and cannot be edited, but can be viewed, printed and electronically transmitted.

**Personal Health Record (PHR) –** A record of health information and data that is entered by the patient.

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

**SOC** - Summary of Care

**VA –** Department of Veterans Affairs

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

**Vital signs –** Clinical measurements (such as pulse rate, temperature, respiration rate and blood pressure) that indicate the state of a patient's essential body functions.