

One Consult - Order to Consult – Admin Key

Software Version 1.0.03

Training Guide



December 2018

Department of Veterans Affairs

Office of Information and Technology (OI&T)

Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
12/07/2018	1.0	Initial Document Release	AbleVets

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1. Introduction

This guide provides instructions on how to use the new OR ADMIN RBP TO CC security key ordering capabilities for CPRS users that currently hold the OREMAS key. The OREMAS key currently enables the CPRS user to place orders on behalf of a clinician with an order action of Signature on Chart. With the new OR ADMIN RBP TO CC security key release, the CPRS users will now have both OR ADMIN RBP TO CC and OREMAS key rights, which will enable them to enter orders with Signature on Chart and Administratively Released by Policy release options. Users with both keys will see a different behavior in CPRS workflow that is documented below. This workflow is not optimal, but without some underlying changes in CPRS, it cannot currently be avoided so this guide will provide instructions on how to work within this current workflow to place the COMMUNITY CARE -ADMIN or -DS consult orders that will be automatically release to the office of Community Care.

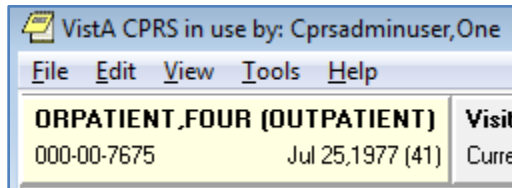
1.1. OR ADMIN RBP TO CC Only Consult Ordering

To place orders using the Admin Key, the user should hold the OR ADMIN RBP TO CC security key (the Admin Key).

The CPRS user will follow the steps listed below to place orders with the OR ADMIN RBP TO CC only:

1. Log in to CPRS.

Figure 1: User Logged Into CPRS



2. From the **Orders or Consults** tab, create a consult. The consult must have a Service/Specialty name that starts with **COMMUNITY CARE** and contains **-ADMIN** or **-DS**. The consult **Reason for Request** template will display.

Figure 2: Template: COMMUNITY CARE-ADMIN- Window

Template: COMMUNITY CARE-ADMIN-CARDIAC

Justification for Non VA Care:
*VA facility does not provide the required service

Type of Service: *Evaluation and Treatment
(If diagnostic or treatment option is selected a procedure entry is required)

Chief Complaint: *
Chest discomfort

Patient History / Clinical Findings / Diagnosis (Co-Morbidities):
(Include Relevant Dx Test and Treatment to Date)
*Acid reflux

Third Party Liability: (Examples: Motor Vehicle Accident, Work Related Injury, Other)
* Yes No

Allergies and Medications (Optional):

All None * Indicates a Required Field Preview OK Cancel

3. Complete the template and click **OK**. The **Order a Consult** window displays with Reason for Request template data from the template.

Figure 3: Order a Consult

Order a Consult

Consult to Service/Specialty
Community Care-Admin-Cardiac
Community Care-Admin-Cardiac
Community Care-Dermatology
Community Care-Ds-Cardiac
Community Care-General Radiology
Community Care-Imaging-General
Community Care-Imaging-General Radiology
Compensated Work Therapy
Contact Lens Request
Contour Test Strips <pharm.Teststrips.Div.Outpt>
Contract Nursing Home Consult
Coumadin <pharm.Chy.Ac.Clinic.Inpt>

Urgency
ROUTINE

Attention
Cprsdoctor,One - PHYSI

Clinically indicated date:
Sep 18,2018

Patient will be seen as an:
 Inpatient Outpatient

Place of Consultation
CONSULTANT'S CHOICE

Provisional Diagnosis
Lexicon

Reason for Request
Justification for Non VA Care:
VA facility does not provide the required service

Type of Service: Evaluation and Treatment

Chief Complaint: Chest discomfort

Patient History / Clinical Findings / Diagnosis (Co-Morbidities):
Acid reflux

Third Party Liability:
No

Community Care-Admin-Cardiac Cons CONSULTANT'S CHOICE

Accept Order Quit

4. Complete order dialog fields and then click **Accept Order**. The Consult displays in the window in a pending status.

Figure 4: Consult: Pending Status

ORPATIENT_FOUR (OUTPATIENT) 000-00-7675 Jul 25,1977 (41)	CAN Sep 10,18 12:15 Provider: CPRSDOCTOR,ONE	No PACT assigned at any VA location /
<p>All Consults Sep 10,18 (p) COMMUNITY CARE-ADMIN-CARDIAC Cons Consult #: 883964</p> <p> <input type="checkbox"/> All consults <input checked="" type="checkbox"/> Sep 10,18 (p) COMMUNITY CARE-ADMIN-CARDIAC </p> <p> <input type="button" value="New Consult"/> <input type="button" value="New Procedure"/> </p> <p>No related documents found</p>		
<p> Current Pat. Status: Outpatient UCID: 442_883964 Primary Eligibility: SHARING AGREEMENT (VERIFIED) Patient Type: ACTIVE DUTY OEF/OIF: NO </p> <p> Order Information To Service: COMMUNITY CARE-ADMIN-CARDIAC Attention: CPRSDOCTOR,ONE From Service: CAN Requesting Provider: CPRSDOCTOR,ONE Service is to be rendered on an OUTPATIENT basis Place: Consultant's choice Urgency: Routine Clinically Ind. Date: Sep 18, 2018 Orderable Item: COMMUNITY CARE-ADMIN-CARDIAC Consult: Consult Request Reason For Request: Justification for Non VA Care: VA facility does not provide the required service </p> <p> Type of Service: Evaluation and Recommendations </p> <p> Chief Complaint: Chest discomfort </p> <p> Patient History / Clinical Findings / Diagnosis (Co-Morbidities): Acid reflux </p> <p> Third Party Liability: No </p> <p> Inter-facility Information This is not an inter-facility consult request. </p>		

5. On the **Orders** tab the consult order is in pending status and is displayed in bold font.

NOTE: The bold font is not normal CPRS workflow behavior and needs to be updated.

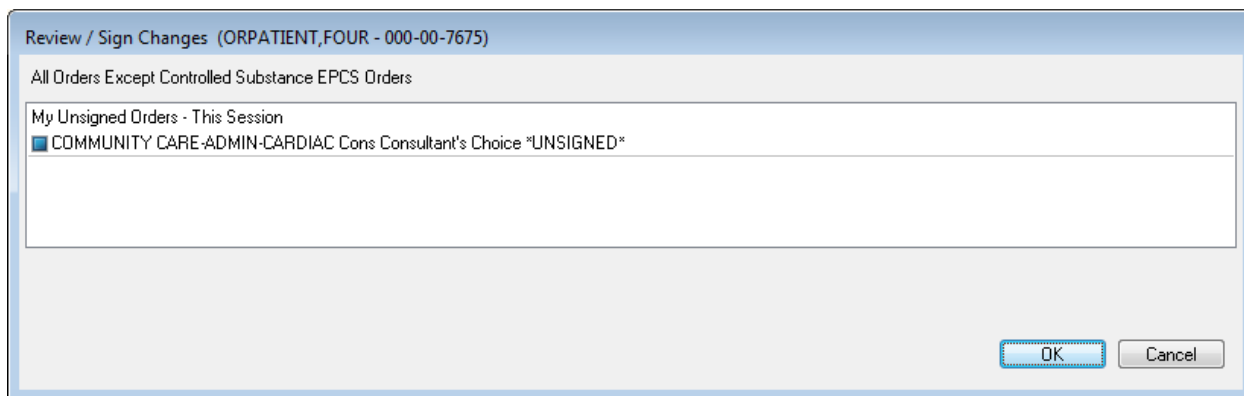
Figure 5: Order Displayed in Bold Font

ORPATIENT_FOUR (OUTPATIENT) 000-00-7675 Jul 25,1977 (41)	CAN Sep 10,18 12:15 Provider: CPRSDOCTOR,ONE	No PACT assigned at any VA location /					
View Orders							
All Orders - CONSULTS							
All Orders - CONSULTS	Service	Order	Start / ...	Provider	N	C.. C	Status
	Consults	COMMUNITY CARE-ADMIN-CARDIAC Cons Consultant's Choice	Start: 09/10/18 12:17	Cprsdctor,One			pending

6. Refresh the **Orders** tab.

7. Select **File>Refresh Patient**. The **Review/Sign Changes** dialog box displays.

Figure 6: Review/Sign Changes



NOTE: *Select New Patient and Review/Sign Changes will also cause this popup to appear, as would exiting CPRS.*


8. Click **OK**. The **Status** column now displays as **pending** and is no longer bold font.

Figure 7: Pending Status

ORPATIENT,FOUR (OUTPATIENT)		CAN Sep 10,18 12:15		No PACT assigned at any VA location /					
000-00-7675 Jul 25,1977 (41)		Provider: CPRSDOCTOR,ONE							
View Orders		All Orders - CONSULTS							
All Orders - CONSULTS		Service	Order	Start / ...	Provider	N	C..	C	Status
		Consults	COMMUNITY CARE-ADMIN-CARDIAC Cons Consultant's Choice	Start: 09/10/18 12:17	Cprsdctor,One				pending

1.2. Discontinuing a COMMUNITY CARE -ADMIN or -DS Consult Immediately After Creation

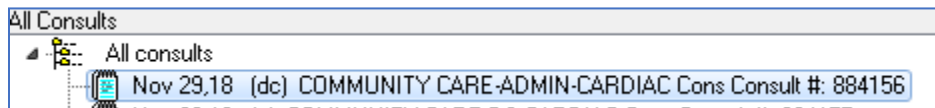
1.2.1. Discontinue from the Consults Tab

	<p><i>Discontinuing a Consult should always be done on the Consults tab. NEVER ATTEMPT TO DO THIS ON THE ORDERS TAB.</i></p>
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It is possible that a user may realize that they have made a mistake in creating a consult and will need to discontinue the consult. To discontinue from the **Consults** tab, follow the steps listed below:

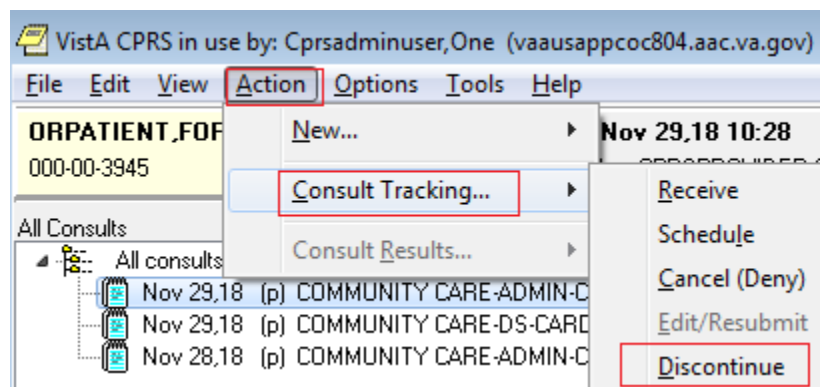
1. From the **Consults** tab in CPRS, click on the consult in the left-hand panel to select it.

Figure 8: Selecting a consult



2. From the **Action** menu, select **Consult Tracking**, and then select **Discontinue**. The **Discontinue Consult: Comments** dialog box displays.

Figure 9: Selecting Discontinue from the Action menu



3. In the **Discontinue Consult** dialog box, enter comments in the **Comments** field.

Figure 10: Discontinue Consult: Comments Field

Discontinue Consult

Comments

TEST CONSULT DISCONTINUE FROM CONSULTS TAB

Date/time of this action: Now

Action by: Cpradminuser,One

OK Cancel

4. Click **OK**. The consult detail now shows that the consult has been discontinued.

Figure 11: Discontinued Consult

OUTPATIENT_FORTYFOUR [OUTPATIENT] **CAN Nov 29,18 10:28** No PACT assigned at any VA location /

000-00-3945 Apr 11,1950 (68) Provider: CPRSPROVIDER_ONE

All Consults

- All consults
 - Nov 29,18 (dc) COMMUNITY CARE-ADMIN-CARDIAC Cons Consult #:
 - Nov 29,18 (p) COMMUNITY CARE-DS-CARDIAC Cons Consult #:
 - Nov 28,18 (p) COMMUNITY CARE-ADMIN-CARDIAC Cons Consult #:

Nov 29,18 (dc) COMMUNITY CARE-ADMIN-CARDIAC Cons Consult #: 884156

Reason For Request:
 Justification for Non VA Care:
 VA facility does not provide the required service

Type of Service: Evaluation and Treatment

Chief Complaint: TEST

Patient History / Clinical Findings / Diagnosis (Co-Morbidities):
 TEST

Third Party Liability:
 No

Inter-facility Information
 This is not an inter-facility consult request.

Status: DISCONTINUED
 Last Action: DISCONTINUED

New Consult

New Procedure

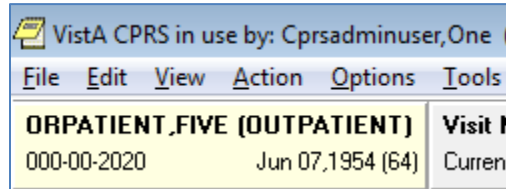
No related documents found

1.3. Admin Key and OREMAS Key Ordering

The CPRS user will follow the steps listed below to place orders with the OR ADMIN RBP TO CC Key and OREMAS Key:

1. Log in to CPRS.

Figure 12: User Logged Into CPRS



2. From the **Orders or Consults** tab, create a consult. The consult must have a Service/Specialty name that starts with **COMMUNITY CARE** and contains **-ADMIN** or **-DS**. The consult **Reason for Request** template will appear:

Figure 13: COMMUNITY CARE-ADMIN- Window

The screenshot shows a window titled "Template: COMMUNITY CARE-ADMIN-CARDIAC". The window contains the following fields and options:

- Justification for Non VA Care:
*VA facility does not provide the required service
- Type of Service: *Evaluation and Recommendations
(If diagnostic or treatment option is selected a procedure entry is required)
- Chief Complaint: *
Chest discomfort
- Patient History / Clinical Findings / Diagnosis (Co-Morbidities):
(Include Relevant Dx Test and Treatment to Date)
*Acid reflux
- Third Party Liability: (Examples: Motor Vehicle Accident, Work Related Injury, Other)
* Yes No
- Allergies and Medications (Optional):

At the bottom of the window are buttons: All, None, * Indicates a Required Field, Preview, OK, Cancel.

3. Complete the template and click **OK**. The **Order a Consult** dialog window displays with Reason for Request template data from the template.

Figure 14: Order a Consult

Order a Consult

Consult to Service/Specialty
Community Care-Admin-Cardiac
Community Care-Admin-Cardiac
Community Care-Dermatology
Community Care-Ds-Cardiac
Community Care-General Radiology
Community Care-Imaging-General
Community Care-Imaging-General Radiology
Compensated Work Therapy
Contact Lens Request
Contour Test Strips <pharm.Teststrips.Div.Outpt>
Contract Nursing Home Consult
Coumadin <pharm.Chy.Ac.Clinic.Inpt>

Urgency
ROUTINE

Attention
Cprsdoctor,One - PHYSI

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Provisional Diagnosis
Lexicon

Reason for Request
Justification for Non VA Care:
VA facility does not provide the required service
Type of Service: Evaluation and Recommendations
Chief Complaint: Chest discomfort
Patient History / Clinical Findings / Diagnosis (Co-Morbidities):
Acid reflux
Third Party Liability:
No

Community Care-Admin-Cardiac Cons CONSULTANT'S CHOICE

Accept Order Quit

4. Complete order dialog fields and then click **Accept Order**. The Consult displays in the window in a pending status.

Figure 15: Consult

ORPATIENT_FIVE (OUTPATIENT) 000-00-2020	CAN Sep 10,18 12:36 Jun 07,1954 (64) Provider: CPRSDOCTOR,ONE	No PACT assigned at any VA location /
All Consults		
Sep 10,18 (p) COMMUNITY CARE-ADMIN-CARDIAC Cons Consult #: 883965		
<div style="display: flex;"> <div style="flex: 1;"> <p>All consults</p> <ul style="list-style-type: none"> Sep 10,18 (p) COMMUNITY CARE-ADMIN-CARDIAC <p>No related documents found</p> </div> <div style="flex: 2;"> <p>Current Pat. Status: Outpatient UCID: 442_883965 Primary Eligibility: TRICARE (VERIFIED) Patient Type: TRICARE OEF/OIF: NO</p> <p>Order Information To Service: COMMUNITY CARE-ADMIN-CARDIAC Attention: CPRSDOCTOR,ONE From Service: CAN Requesting Provider: CPRSDOCTOR,ONE Service is to be rendered on an OUTPATIENT basis Place: Consultant's choice Urgency: Routine Clinically Ind. Date: Sep 18, 2018 Orderable Item: COMMUNITY CARE-ADMIN-CARDIAC Consult: Consult Request</p> <p>Reason For Request: Justification for Non VA Care: VA facility does not provide the required service</p> <p>Type of Service: Evaluation and Recommendations</p> <p>Chief Complaint: Chest discomfort</p> <p>Patient History / Clinical Findings / Diagnosis (Co-Morbidities): Acid reflux</p> <p>Third Party Liability: No</p> <p>Inter-facility Information This is not an inter-facility consult request.</p> </div> </div>		

5. On the **Orders** tab the consult order is in pending status and is displayed in bold font.

NOTE: The bold font is not normal CPRS workflow behavior and needs to be updated.

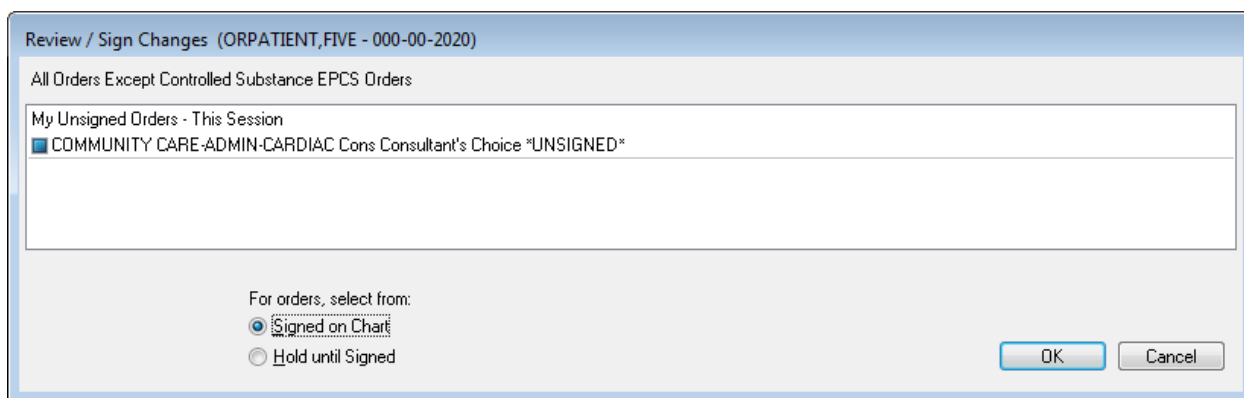
Figure 16: Order Displayed in Bold Font

ORPATIENT_FIVE (OUTPATIENT) 000-00-2020	CAN Sep 10,18 12:36 Jun 07,1954 (64) Provider: CPRSDOCTOR,ONE	No PACT assigned at any VA location /
View Orders		
All Orders - CONSULTS		
All Orders - CONSULTS	Service	Order
	Consults	COMMUNITY CARE-ADMIN-CARDIAC Cons Consultant's Choice
	Start / ...	Start: 09/10/18 12:38
	Provider	Cprsdctor,One
	N	C.
	C	pending

6. Refresh the **Orders** tab.

7. Select **File>Refresh Patient**. The **Review/Sign Changes** dialog box displays.

Figure 17: Review/Sign Changes

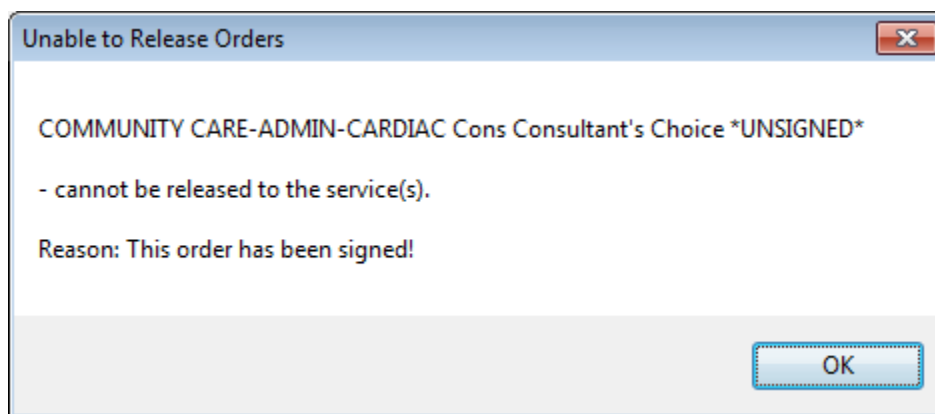


NOTE: Select New Patient and Review/Sign Changes will also cause this popup to appear, as would exiting CPRS.

NOTE: Since the Administrative User holds the OREMAS key, CPRS offers the option to sign the order or hold until it is signed.

8. Select the **Signed on Chart** radio button.
9. Click **OK**.

Figure 18: Unable to Release Orders



10. The user selects **Hold until Signed**.

Figure 19: Hold until Signed Selected

Review / Sign Changes (ORPATIENT,FIVE - 000-00-2020)

All Orders Except Controlled Substance EPCS Orders

My Unsigned Orders - This Session

- COMMUNITY CARE-ADMIN-CARDIAC Cons Consultant's Choice *UNSIGNED*

For orders, select from:

Signed on Chart

Hold until Signed

OK Cancel

11. The user clicks **OK**. The order now shows **Pending** with no bold.

Figure 20: Pending Status

ORPATIENT,FIVE (OUTPATIENT)		CAN Sep 10,18 12:36		No PACT assigned at any VA location /					
000-00-2020 Jun 07,1954 (64)		Provider: CPRSDOCTOR,ONE							
View Orders		All Orders - CONSULTS							
All Orders - CONSULTS		Service	Order	Start / ...	Provider	N	C..	C	Status
		Consults	COMMUNITY CARE-ADMIN-CARDIAC Cons Consultant's Choice	Start: 09/10/18 12:38	Cprsdoctor,One				pending