

CONSULT/REQUEST TRACKING TECHNICAL MANUAL



Version 3.0
December 1997
August 2013 Update

Department of Veterans Affairs
Technical Services
Computerized Patient Record System Product

Revision History

Revision History				
Originally released		December 1997		
Include Patches 1 thru 5	August 1998			
Add Patches 6 thru 8, 11, and 12		May 2000	May 2000	
Include Patches 13, 14, 16, and 18		October 2000		
Include Patch 15, 19, and 20		February 2001		
Include Patch 21		June 2001		
Include Patch 17		October 2001		
Include Patch 23		January 2002		
Include Patch 22		April 2002	April 2002	
Performance Monitor, Patch 41		April 2005	April 2005	
Performance Monitor Report Patch 60	Pages <u>16</u> , <u>17</u> , <u>33</u>	June 2008	C Arceneaux,	
GMRC*3.0*63	Dana 50	June 2009	K Condie G Werner	
Modified report format	Page 50	June 2009	G werner	
*	D 111	E.L. 2011	C A	
Earliest Appropriate Date	Page <u>111</u>	February 2011	C Arceneaux, K Condie	
GMRC*3.0*71	Page <u>64</u>	August 2011	G Werner	
Modified description for CONSULT/REQUEST				
UPDATED				
GMRC*3.0*74	Pages <u>5, 45-48</u> , <u>86-</u>	October 2012	C2/DSS Team	
Added Define Fee Services (GMRC FEE PARAM)	<u>87, 93, 157</u>			
option and GMRC FEE SERVICES parameter and				
supporting GMRCFP* routines				
GMRC*3.0*76	Pages 2, 29.	August 2013	R Sutton	
Added notes that the Ordering Provider will NOT				
receive an alert; added note that the clinical who				
requested the order is notified electronically	20. 21			
Noted EARLIEST APPROPRIATE DATE will be	30, 31			
used in place of DATE OF REQUEST.				

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Introduction

Purpose of the Consult/Request Tracking Package

The Consult/Request Tracking package (Consults) was developed to improve the quality of patient care by providing an efficient mechanism for clinicians to order consults and requests using Computerized Patient Record System (CPRS) Order Entry, and to permit hospital services to track the progress of a consult order from the point of receipt through its final resolution.

Scope of the Manual

This manual provides technical descriptions of Consults tracking routines, protocols, files, globals, options, security data, menu diagrams and any other information required to effectively set up and use the Consults package.

From time to time improvements are made to the Consults package. The latest information about Consults, as well as the latest version of this manual, is posted on the Consults Web Page at:

vista.med.va.gov/consults

Audience

Information in this manual is technical in nature and is intended to be used by Veterans Affairs Medical Center (VAMC) Information Resource Management Service (IRMS) staff members and Clinical Application Coordinators (CAC's).

Overview

This release of the Consults package is a revision of the Consult/Request Tracking package Version 2.5. It bears the version number 3.0 and is released with CPRS Version 1.0.

The Consults package provides an interface with CPRS Order Entry which permits clerks or clinicians to enter, edit, and review consults and requests within the CPRS package.

Service/Specialty personnel targeted to receive consults may use this package to:

Have consults or requests electronically relayed to them.

Track the service/specialty's activity concerning the consult or request, from the time of its receipt to its final resolution.

Associate Text Integration Utility (TIU) consult reports with the consult request.

When a consult or request is updated on-line to a "completed" or "discontinued" status by the specialty service personnel, the original clinician who requested the order is notified electronically of the order's resolution. The clinician may then use "View Alerts" or the Detailed Display option in either the Consults or CPRS packages to review any comments or results which may be associated with the order's resolution.



Note: When using the Group Update functionality, the Ordering Provider will NOT receive an alert when a consult or request is updated online to a "completed" or "discontinued" status.

Functionality has been provided for IRMS/ADPAC personnel to set up and manage the consult service hierarchy.

A checklist is provided (in Appendix A of this manual) to help you install, plan, and implement the Consults package. Use the checklist in conjunction with the detailed information provided in the **Implementation and Maintenance** section of this manual.

Package Orientation

This technical manual provides IRMS/ADPAC personnel with technical descriptions of Consults routines, files, options, and other necessary information required to effectively implement and use the Consults package.

This manual should assist you in:

Setting up a hierarchy of site specific services/specialties.

Setting up Notification users/teams related to a service, who will be notified when an order is released by CPRS order entry.

Setting up tracking update capabilities for specific services/specialties to track the progress of ordered consults or procedures from receipt to their completion or discontinuance.

Setting up procedures to be used in the resulting process for specified services.



Note:

The primary care clinician and clinic clerk add, edit, discontinue, and sign capabilities for ordering consults or requests are provided through CPRS V. 1.0. See the *CPRS Clinical Coordinator & User Manual* for descriptions of how to use the CPRS options.

For package-specific user conventions, please refer to the Package Orientation section of the *Consult/Request Tracking User Manual*.

Install, Planning, and Implementation Checklist

A checklist is provided to help you install, plan, and implement the Consults package (see Appendix A). Use the checklist in conjunction with the detailed information provided in this "Implementation and Maintenance" section.

Menu/Option Diagram

The tools required to implement and maintain the Consults package are found in the Consult Management [GMRC MGR] menu. The following menu diagram illustrates all of the options distributed with the Consults package.

Consult Management [GMRC MGR]

RPT Consult Tracking Reports ...

- ST Completion Time Statistics
- PC Service Consults Pending Resolution
- CC Service Consults Completed
- CP Service Consults Completed or Pending Resolution
- IFC IFC Requests
- IP IFC Requests By Patient
- IR IFC Requests by Remote Ordering Provider
- NU Service Consults with Consults Numbers
- PI Print IFC Requests
- PL Print Consults by Provider, Location, or Procedure
- PM Consult Performance Monitor Report
- PR Print Service Consults by Status
- SC Service Consults By Status
- TS Print Completion Time Statistics Report
- SS Set up Consult Services
- SU Service User Management
- CS Consult Service Tracking
- RX Pharmacy TPN Consults
- TP Print Test Page
- GU Group update of consult/procedure requests
- UA Determine users' update authority
- UN Determine if user is notification recipient
- NR Determine notification recipients for a service
- TD Test Default Reason for Request
- LH List Consult Service Hierarchy
- PR Setup procedures
- CP Copy Prosthetics services
- DS Duplicate Sub-Service
- FS Define Fee Services

IFC IFC Management Menu

TI Test IFC implementation

LI List incomplete IFC transactions

IFC IFC Requests

TR IFC Transaction Report

LK Locate IFC by Remote Cslt #

BK Monitor IFC background job parameters

IP IFC Requests By Patient

IR IFC Requests by Remote Ordering Provider

PI Print IFC Requests

To get you started placing "CONSULT..." orders via CPRS, the option above which requires immediate attention is the Set up Consult Services (SS) option. Before setting up services, you should define your service hierarchy and determine service functionality.

Define Service Hierarchy

At this point the site must determine which services/specialties should be set up to receive consults and requests. Consults Tracking Service Worksheets, along with descriptions of the type of information that should be recorded in each field on the worksheets, are provided in Appendix B of this manual to assist you in this process.

The Request Services file (#123.5) is distributed with a small selection of services. The hierarchical relationships are not in place upon distribution. See Appendix C for an example of how these services could be related hierarchically to get you started. Appendix C will:

Illustrate the file's hierarchy capabilities (similar to the Option file (#19) hierarchy) with "ALL SERVICES" representing the top of the hierarchy.

F

NOTE: Due to the tight relationship between CPRS orderable items and this file, a

service should NEVER be deleted at any point. The best recommendation would be to disable the service and remove it from the ALL SERVICE hierarchy.

The Service/Specialty hierarchy you define can be as complex as needed to meet service requirements at your site. To get started you will probably want to specify a small subset of services/specialties and add to them over a period of time. "ALL SERVICES" needs to be the top entry in the hierarchy.

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NOTE: "ALL SERVICES" should be the top hierarchy service. All Services should never be the sub-service of another service.

In order to build the service hierarchy, you will need to know how the service entry in the Request Services file (#123.5) is used. Some services will be used as a GROUPER ONLY and other services may be used for TRACKING ONLY. The SERVICE USAGE field is provided for you to differentiate the services in the hierarchy.

To see your site's hierarchy use the List Consult Service Hierarchy [GMRC LIST HIERARCHY] option.

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Hint:

If your site is getting an allocation of partition space type of error when ALL SERVICES or another service is specified at the "Select Service/Specialty:" prompt, this is an indication that the hierarchy is set up wrong. This is typically caused by a service being made a sub-service of itself. A service being a sub-service of one of its own sub-services will also manifest this error.

Service Usage Definition

Whenever a value is defined for the SERVICE USAGE field in the Set up Consults Services [GMRC SETUP REQUEST SERVICES] option, the Service entry will NOT be selectable to send consults to in the CPRS ordering process. Instead, entries in this field reserve the service for special uses within the Consults flow of information.

Service Usages cause functioning as follows:

<u>BLANK</u> - Permits consults and procedure requests to be sent to this service. A service may be reset to blank by entering an @ sign.

<u>GROUPER ONLY</u> - Permits a service to be used for grouping other services together for review purposes, and aids in defining the service hierarchy (e.g., ALL SERVICES, INPATIENT SERVICES, OUTSIDE SERVICES). During the order process, a user selecting a grouper only service will be shown the service hierarchy under that service grouper. A grouper only service should never be a service a consult is sent to.

TRACKING ONLY - Permits a service to be defined in a hierarchy, but does not permit users ordering consults in CPRS to be able to see or select a service marked for TRACKING ONLY (e.g., Psychology may be defined with its Service Usage blank, and its sub-specialty multiple defined with services of which some **or** all may be TRACKING ONLY services. This hierarchy facilitates the situation when a service such as Psychology prefers a <u>common</u> location for all related consults to be sent to. A tracking user at the <u>common</u> location then "Forward(s)" the request to one of the TRACKING ONLY services for completion).

These services are viewable and may be selected directly by update users for that service.

<u>DISABLED</u> - Disabled services are not selectable for ordering or tracking.

An example of a potential hierarchy a user would see when ? or ?? are entered at a "Select Service/Specialty: ALL SERVICES" prompt follows. It includes notations for Service Usage definition examples.

	Select Service/Specialty: ??	
	Select Selvice/Specialty. ::	
GROUPER	ALL SERVICES	
GROUPER	INPATIENT SERVICES	
	PSYCHIATRY	
GROUPER	RMS	
	OCCUPATIONAL THERAPY	
	PHYSICAL THERAPY	
	CORRECTIVE THERAPY	
GROUPER →	MEDICINE	
	CARDIOLOGY	
TRACKING	INVASIVE PROCEDURES	
TRACKING	ECHO	
TRACKING	PACEMAKER	
	GASTROENTEROLOGY	
	HEMATOLOGY	
	PULMONARY	
	RHEUMATOLOGY	
	ENDOCRINOLOGY	
	NEPHROLOGY	
	INFECTIOUS DISEASE	
	DERMATOLOGY	
	NEUROLOGY	
	GENERAL MEDICINE	
	ONCOLOGY	
	GETU	
	RENAL	
GROUPER -	PSYCHOLOGY	
	SMOKING CESSATION	
	FAMILY/MARRIAGE COUNSELING	
	and so forth	

Determine Service Functionality

The primary option needed to set up your hierarchy of services is the Set up Consults Services (SS) option. This option updates the Request Services file (#123.5).

You can enable the following functionality, depending on how much information you define for each hospital service in the Request Services file (#123.5).

Functionality you define may vary by Service/Specialty. Also, functionality may or may not be inherited, depending on the setting of the PROCESS PARENTS FOR UPDATES (.07) and PROCESS PARENTS FOR NOTIFS (.08) fields. If a child service has a Yes in these fields, then parents are checked for the appropriate actions. If all services are set to Yes, then all services are checked to the top of the service hierarchy. Alternately, some services can be marked Yes and others marked No. In this case the hierarchy is checked until a No is encountered.

Two options provided in the Consult Management [GMRC MGR] menu option permit definition and maintenance of this functionality. All of the fields below may be updated using the Set Up Consult Services [GMRC SETUP REQUEST SERVICES] option. For ongoing maintenance of service users specified in 3 and 4 below, use the Service User Management [GMRC SERVICE USER MGMT] option.

FU	UNCTIONALITY ENABLED	RELATED FIELDS THAT MAY BE COMPLETED Field # Field Name		
1.	Ordering consults from the "ALL SERVICES" hierarchy in CPRS and Review of Consults via the Consults options distributed to users.	.01 2 10	 NAME SERVICE USAGE SUB-SERVICE/SPECIALTY (multiple) 	
2.	Automatic print of a Consultation Form (SF 513) at the service receiving the consult when CPRS order entry releases the order.	123.09	SERVICE PRINTER	

		RELATED FIELDS		
FU	NCTIONALITY ENABLED	THAT MAY BE COMPLETED		
3.	Service/Specialty update of Consults activity with automatic notification to the requesting service and to the original requester of the order upon resolution.	.06 123.03 123.04 123.08 123.1 123.3 123.31	UNRESTRICTED ACCESS NOTIFY SERVICE ON DC SERVICE INDIVIDUAL TO NOTIFY SERVICE TEAM TO NOTIFY (multiple) UPDATE USERS W/O NOTIFICATIONS (multiple) UPDATE TEAMS W/O NOTIFICATIONS (multiple) UPDATE USER CLASSES W/O NOTIFS (multiple)	
		123.35		
	 Automatic notification to service individuals or teams when CPRS releases the order. Assuming these users have the "NEW SERVICE CONSULT" notification turned on. 	123.08 123.1 123.2	 SERVICE INDIVIDUAL TO NOTIFY SERVICE TEAM(S) TO NOTIFY (multiple) NOTIFICATION BY PATIENT LOCATION (multiple) 	
	5. Ability to administratively complete consults, either singly or by date range.	123.33 123.34 123.5	 ADMINISTRATIVE UPDATE USER (multiple) ADMINISTRATIVE UPDATE TEAM (multiple) SPECIAL UPDATES INDIVIDUAL 	
	6. Ability to administratively complete consults, either singly or by date range.	123.33 123.34 123.5	 ADMINISTRATIVE UPDATE USER (multiple) ADMINISTRATIVE UPDATE TEAM (multiple) SPECIAL UPDATES INDIVIDUAL 	
	7. Inter-Facility Service Configuration.	123.5134	 IFC ROUTING SITE IFC REMOTE NAME IFC SENDING FACILITY IFC COORDINATOR 	

Set Up Consult Services (SS)

The Set Up Consult Services command creates and maintains new records in the REQUEST SERVICES (#123.5) file. The following fields are involved:

SERVICE NAME: This is the Name of a service or specialty which may receive consult/requests. This may also be a name which represents a group of services or specialties.

ABBREVIATED PRINT NAME: This is a commonly known Abbreviation for this Service/Specialty. This name is used to build Consult Notifications and must be 7 characters or less in length.

INTERNAL NAME in an alternate name for the service. This name does not appear on printouts or displays, but can be used to access the service through the Setup Services (SS) option, or with FileMan.

SYNONYM: Identifies the commonly known names and abbreviations for the Service named in the .01 Name field. Synonyms identified here are used in the look-up of services at "Select Service/Specialty:" prompts as well as during ordering in CPRS.

SERVICE USAGE: Whenever a value is defined in the SERVICE USAGE field, the Service entry will NOT be selectable to send consults TO in the OE/RR ordering process. Service Usages cause functioning as follows:

GROUPER ONLY - Allows a service to be used for grouping other services together for review purposes, and aids in defining the service hierarchy (e.g., ALL SERVICES, INPATIENT SERVICES, OUTSIDE SERVICES). During the order process, a user selecting a grouper only service will be shown the service hierarchy under that service grouper. A Grouper ONLY service should never be a "TO" Service on a consult.

TRACKING ONLY - Allows a service to be defined in a hierarchy, but will not allow users ordering consults in OE/RR to be able to see or select a service marked for TRACKING ONLY. (e.g., Psychology may be defined with its Service Usage blank, and its Sub-specialty multiple defined with services of which some or all may be "TRACKING ONLY" services. This hierarchy facilitates the situation when a service, such as Psychology, prefers a common location for all related consults to be sent to. A Tracking user at the common location then "Forwards" the request to one of the subservice TRACKING ONLY services for completion.) Update users for the service can see and order directly to a tracking service.

DISABLED - Disabled services are not selectable for ordering or tracking. Existing requests for a disabled service may still be processed to completion.

SERVICE PRINTER: Allows the service/specialty to identify a device that will be used for printing Consult Forms (SF 513) 'automatically' at the service when the

consult/request order is released by CPRS. If the device is not defined, the Consult Form will not print unless a default service copy device is defined for the Consults package for the ordering location. The default service copy device parameter can be found by using the Print Parameters for Wards/Clinics [OR PARAM PRINTS (LOC)] option.

NOTIFY SERVICE ON DC: Controls when members configured to receive notifications for this service in the Consult hierarchy will be alerted to a consult being discontinued. This field can be set to ALWAYS, NEVER, or REQUESTOR ACTION. REQUESTOR ACTION stipulates notification only if the user discontinuing the consult is not an update user for the consulting service.

REPRINT 513 ON DC: This field will determine if the SF 513 should reprint to the consulting service when a consult is discontinued. Again the three choices are ALWAYS, NEVER, or REQUESTOR ACTION. REQUESTOR ACTION stipulates reprinting only if the user discontinuing the consult is not an update user for the consulting service.

PROVISIONAL DX PROMPT: Used by CPRS to determine how to prompt for the provisional diagnosis when ordering consults for this service. If this field is set to OPTIONAL, the user will be prompted for the provisional diagnosis but may bypass answering the prompt. If the field is set to SUPPRESS, the user will not be presented with the provisional diagnosis prompt. If set to REQUIRED, the user must answer the prompt to continue placing the order.

Provisional DX Input: Determines the method that CPRS uses to prompt the user for input of the provisional diagnosis when ordering a consult. If set to FREE TEXT, the user may type any text from 2-80 characters in length. If set to LEXICON, the user will be required to select a coded diagnosis from the Clinical Lexicon.

PREREQUISITE: This word-processing field is utilized to communicate pre-requisite information to the ordering person prior to ordering a consult to this service. This field is presented to the ordering person upon selecting a Consult service and allows them to abort the ordering at that time if they choose. TIU objects may be embedded within this field which are resolved for the current patient during ordering. Any TIU objects must be contained within vertical bars (e.g. |BLOOD PRESSURE|).

DEFAULT REASON FOR REQUEST: The default text used as the reason for request when ordering a consult for this service. This field allows a boilerplate of text to be imported into the reason for request when placing consult orders for this service. If the user places an order using a quick order having boilerplate text, that text supersedes any default text stored in this field. This field may contain any text including TIU objects. TIU Objects must be enclosed in vertical bars (e.g. |PATIENT NAME|).

RESTRICT DEFAULT REASON EDIT: If a DEFAULT REASON FOR REQUEST exists for this service this field effects the ordering person's ability to edit the default reason while placing an order. This variable can be set to UNRESTRICTED, NO EDITING, or ASK ON EDIT ONLY. If the third value, ASK ON EDIT ONLY, is used,

the user is only allowed to edit the default reason if the order is edited before releasing to the service.

The following three fields are only filled in if this is an Inter-Facility consult. The first two are used if you are a requesting facility. The third, IFC SENDING FACILITY, is used if you are a consulting facility.

IFC ROUTING SITE: This field contains the VA facility that will perform consults requested for this service. When a consult for this service is ordered, it will automatically be routed to the VA facility in this field.

IFC REMOTE NAME: This field contains the name of the service that will be requested at the VAMC defined in the IFC ROUTING SITE field. Enter the name of the service exactly as it is named at the remote facility. If this name does not match the name of the service at the routing site, the request will fail to be filed at the remote site. This will delay or prohibit the performance and processing of this request.

IFC SENDING FACILITY: This is a multiple containing the facilities from which your site may receive Inter-Facility Consults for this consult. As with all IFC fields, they must be an exact match.

SERVICE INDIVIDUAL TO NOTIFY: A user may be identified in this field as having primary responsibility for receiving consults and tracking them through to completion or discontinuance. This individual will receive a "NEW SERVICE CONSULT" notification type when a new order is released to the service through CPRS. The user must have the "NEW SERVICE CONSULT/REQUEST" notification type enabled.

SERVICE TEAM TO NOTIFY: The name of the Service Team that is to receive notifications of any actions taken on a consult. A team of users may be identified (from the OE/RR LIST file #100.21) who will receive a "NEW SERVICE CONSULT" notification when a new order is released to the service through OE/RR. The individuals on the teams must have the "NEW SERVICE CONSULT/REQUEST" notification type turned "ON". Team members will be able to perform update tracking capabilities.

NOTIFICATION BY PT LOCATION: A ward location or hospital location which the service wishes to assign a service individual or team to. When a consult or request is ordered, notifications to the receiving service checks to see if the patients location is defined here. If defined, notifications are sent to an individual and/or members of a team specifically associated with this location.

PROCESS PARENTS FOR NOTIFS: This field, if set to YES, causes the parent service of this service to be processed when determining notification recipients. The check is carried up the chain until ALL SERVICES is reached or until a service is marked NO.

UPDATE USERS W/O NOTIFICATIONS: A list of individuals who can do update tracking, but who will not get a notification.

UPDATE TEAMS W/O NOTIFICATIONS: A list of teams to be assigned update authority for this service. All clinicians in the teams have update authority no matter what patients are in the teams.

UPDATE USER CLASS W/O NOTIFS: A list of user classes to be assigned update authority for this service. All persons assigned to the user classes included have update authority with the current service.

ADMINISTRATIVE UPDATE USER: A list of the users for a service who can perform Administrative Completes (Completes without a note attached). Optionally, this individual can be set as a notification recipient.

ADMINISTRATIVE UPDATE TEAM: This is a list that contains the names of team lists from the OE/RR LIST (#100.21) file. All provider/users of the teams will have administrative update authority for requests directed to this service and the teams can optionally be designated as notification recipients.

PROCESS PARENTS FOR UPDATES: This field, if set to YES, will cause the parent services of this service to be screened to determine update authority for a given user. Hence, if an individual is set as an update user in a grouper service, this individual will have privileges for all sub-services that have this field set to YES.

SPECIAL UPDATES INDIVIDUAL: This individual will have privileges to perform group status updates for this service or any of the entries in the SUB-SERVICE/SPECIALTY field. It is recommended that this individual be a responsible service update user or a Clinical Application Coordinator. If given the option Group update of consult/procedure requests [GMRCSTSU], the user will be able to choose all requests within a date range that are pending, active or both and update the request to discontinued or complete. This will also update the related order in CPRS to the same status.

RESULT MGMT USER CLASS: This field defines the Authorization/Subscription User Class that is permitted to disassociate a Medicine result from a Consult request. It is recommended that this function be restricted to a very select group of individuals.

UNRESTRICTED ACCESS: This field, if set to yes will allow all users to perform the full range of update activities on consult or procedure requests directed to this service. If this field is set to yes, all other fields related to assignment of update users are ignored. The SERVICE INDIVIDUAL TO NOTIFY and the SERVICE TEAM(S) TO NOTIFY fields are still used to determine notification recipients for each individual service.

SUB-SERVICE/SPECIALTY: This is the list of sub-service/specialties that are grouped under this Service. The sub-service/specialty entries must each be defined as entries in this file. There is no limit on how deep the hierarchy of services may be defined. The only requirement is that the "ALL SERVICES" entry be at the top of the hierarchy. It is also highly recommended that a service be defined as the sub-service of only **one** entry in the hierarchy.

ADMINISTRATIVE: This field, if set to yes, will allow requests placed to this service to be excluded from the Consults Performance Monitor report. When a request is directed to a service marked as administrative, the request itself is also marked as administrative. This is done via a Trigger cross-reference on the TO SERVICE field of file 123.

Example:

In this example a new service, arthritis, is set up:

```
Select Consult Management Option: SS Set up Consult Services
Select Service/Specialty: ARTHRITIS
 Are you adding 'ARTHRITIS' as a new REQUEST SERVICES (the 38TH)? No// Y
  (Yes)
SERVICE NAME: ARTHRITIS// <Enter>
ABBREVIATED PRINT NAME (Optional): ARTH
INTERNAL NAME: <Enter>
Select SYNONYM: AR
 Are you adding 'AR' as a new SYNONYM (the 1ST for this REQUEST SERVICES)? No//
  (Yes)
Select SYNONYM: <Enter>
SERVICE USAGE: ?
    Enter '1' if the service is Grouper Only, 2 if the service is to be used
    for TRACKING Only, and 9 to DISABLE the service.
    Choose from:
      1
              GROUPER ONLY
      2
              TRACKING ONLY
             DISABLED
SERVICE USAGE: 2 TRACKING ONLY
SERVICE PRINTER: LASER
    1 LASER PRINTER ROOM LN11 12 PITCH
                                                  LTA36:
                                                                   P-LN03.1
       LASERJET 4SI OVER THERE LTA318:
                                                            P-HPLASER-P12
       LASERJET COMPRESSED NORTHWEST QUAD _LTA318:
J3-COMPR. PORT MODE
CHOOSE 1-3: 1 LASER
                      PRINTER ROOM LN11 12 PITCH
                                                      LTA36:
                                                                        P-LN
03.12
NOTIFY SERVICE ON DC: <Enter>
REPRINT 513 ON DC: <Enter>
PROVISIONAL DX PROMPT: <Enter>
PROVISIONAL DX INPUT: <Enter>
PREREQUISITE:
 1> <Enter>
DEFAULT REASON FOR REQUEST:
 1> <Enter>
RESTRICT DEFAULT REASON EDIT: <Enter>
Inter-facility information
IFC ROUTING SITE: <Enter>
IFC REMOTE NAME: <Enter>
Select IFC SENDING FACILITY: <Enter>
SERVICE INDIVIDUAL TO NOTIFY: CPRSPROVIDER, ONE
                                               OC PHYSICIAN
Select SERVICE TEAM TO NOTIFY: <Enter>
Select NOTIFICATION BY PT LOCATION: <Enter>
PROCESS PARENTS FOR NOTIFS: <Enter>
Select UPDATE USERS W/O NOTIFICATIONS: CPRSSTUDENT, ONE OC MEDICAL
STUDENT III
 Are you adding CPRSSTUDENT, ONE as
   a new UPDATE USERS W/O NOTIFICATIONS (the 1ST for this REQUEST SERVICES)? No
```

```
(Yes)
Select UPDATE USERS W/O NOTIFICATIONS: CPRSPROVIDER, TWO
                                                                TC
                                                                          CHIEF,
MIS
  Are you adding CPRSPROVIDER, TWO as
   a new UPDATE USERS W/O NOTIFICATIONS (the 2ND for this REQUEST SERVICES)? No
  (Yes)
Select UPDATE USERS W/O NOTIFICATIONS: <Enter>
Select UPDATE TEAMS W/O NOTIFICATIONS: RED
 Are you adding 'RED' as
    a new UPDATE TEAMS W/O NOTIFICATIONS (the 1ST for this REQUEST SERVICES)? No
// y
 (Yes)
Select UPDATE TEAMS W/O NOTIFICATIONS: <Enter>
Select UPDATE USER CLASS W/O NOTIFS: ORTHOTIST/PROSTHETIST
 Are you adding 'ORTHOTIST' as
    a new UPDATE USER CLASSES W/O NOTIFS (the 1ST for this REQUEST SERVICES)? No
// Y
  (Yes)
Select UPDATE USER CLASS W/O NOTIFS: RHEUMATOLOGIST
 Are you adding 'RHEUMATOLOGIST' as
   a new UPDATE USER CLASSES W/O NOTIFS (the 2ND for this REQUEST SERVICES)? No
// Y
  (Yes)
Select UPDATE USER CLASS W/O NOTIFS: <Enter>
Select ADMINISTRATIVE UPDATE USERS: CPRSTECHNICIAN, FOUR
                                                           FC MEDICAL RECORD
TECHNICIAN
 Are you adding CPRSTECHNICIAN, FOUR' as
   a new ADMINISTRATIVE UPDATE USERS (the 1ST for this REQUEST SERVICES)? No
  (Yes)
Select NOTIFICATION RECIPIENT: <Enter>
Select ADMINISTRATIVE UPDATE USERS: <Enter>
Select ADMINISTRATIVE UPDATE TEAMS: <Enter>
PROCESS PARENTS FOR UPDATES: Y YES
SPECIAL UPDATES INDIVIDUAL: CPRSPROVIDER, THREE
                                                 TC CHIEF, MEDICAL SERVICE
RESULT MGMT USER CLASS: CHIEF, MIS
UNRESTRICTED ACCESS: N NO
Select SUB-SERVICE/SPECIALTY: <Enter>
ADMINISTRATIVE:
    ENTER 'YES' IF THIS SERVICE IS ADMINSTRATIVE IN NATURE.
    Choose from:
       0
      1
               YES
ADMINISTRATIVE: 0 No
Add/Edit Another Service? N// <Enter>
Select Consult Management Option:
```



Note:

When you create a new service, it is *not* automatically linked into the Consults hierarchy. You must explicitly group each service under ALL SERVICES or under another service that in turn is grouped under ALL SERVICES. Until this is done, the new service is not visible in the service hierarchy and cannot be selected for any action.

Use the Set Up Consult Services (SS) action to group services. In the following example, we group the ARTHRITIS service under ALL SERVICES:

```
Select Consult Management Option: SS Set up Consult Services
SERVICE NAME: ALL SERVICES
ABBREVIATED PRINT NAME (Optional): <Enter>
Select SYNONYM: <Enter>
SERVICE USAGE: GROUPER ONLY//<Enter>
SERVICE PRINTER: <Enter>
NOTIFY SERVICE ON DC: <Enter>
REPRINT 513 ON DC: <Enter>
PROVISIONAL DX PROMPT: <Enter>
PROVISIONAL DX INPUT: <Enter>
PREREQUISITE:
 1> <Enter>
DEFAULT REASON FOR REQUEST:
 1> <Enter>
RESTRICT DEFAULT REASON EDIT: <Enter>
SERVICE INDIVIDUAL TO NOTIFY: <Enter>
Select SERVICE TEAM TO NOTIFY: <Enter>
Select NOTIFICATION BY PT LOCATION: <Enter>
PROCESS PARENTS FOR NOTIFS: <Enter>
Select UPDATE USERS W/O NOTIFICATIONS: <Enter>
Select UPDATE USER CLASS W/O NOTIFS: <Enter>
Select ADMINISTRATIVE UPDATE USER: <Enter>
Select ADMINISTRATIVE UPDATE USER: <Enter>
Select ADMINISTRATIVE UPDATE TEAM: <Enter>
PROCESS PARENTS FOR UPDATES: <Enter>
SPECIAL UPDATES INDIVIDUAL: <Enter>
UNRESTRICTED ACCESS: <Enter>
Select SUB-SERVICE/SPECIALTY: Oncology// ARTHRITIS
 Are you adding 'ARTHRITIS' as a new SUB-SERVICE (the 15TH for this REQUEST SER
VICES)? No// Y
  (Yes)
 MNEMONIC: <Enter>
Select SUB-SERVICE/SPECIALTY: <Enter>
Add/Edit Another Service?
```

Quick Orders

Enter/edit quick orders [ORCM QUICK ORDERS] is available within the Order Menu Management (ORCM MGMT) option of the CPRS Configuration (Clin Coord) menu. There are two steps to setting up a quick order:

- 1. Define the quick order with the Enter/edit quick orders option of the Order Menu Management menu.
- 2. Put the quick order on an order entry menu with the Enter/edit order menus option of the Order Menu Management menu.

In the following example we set up a quick order called NUTRITION:

```
Select Order Menu Management Option: ?
          Enter/edit orderable items
          Enter/edit prompts
   GO
         Enter/edit generic orders
   QO Enter/edit quick orders
         Enter/edit order sets
   ST
          Enter/edit actions
   AC
          Enter/edit order menus
       Assign Primary Order Menu
Convert protocols
Search/replace components
   ΑO
   CP
   SR
Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.
Select Order Menu Management Option: QO Enter/edit quick orders
Select OUICK ORDER NAME: NUTRITION
NAME: NUTRITION// <Enter>
DISPLAY TEXT: NUTRITION CONSULT
VERIFY ORDER:
DESCRIPTION:
 1>Nutrition Consult
  2><Enter>
EDIT Option: <Enter>
Consult to Service/Specialty: DIETARY
Reason for Request: . . .
  1> [ ]food preferences by pt request [ ]nutrition assessment
  2> [ ]chewing/swallowing problems [ ]nutrient intake study (calories)
 3> [] recommended oral supplements [] recommended diet order
4> [] malnutrition - diagnosis [] NPO/clear liquids > 5 days
5> [] initiate tube feeding [] monitor tube feeding
6> [] renal nutrition consult [] diet intruction
7> [] lsee MD respatient [] lsebedule to nutrition class
  7> [ ]see MD re:patient
                                                [ ]schedule to nutrition class
  8> [ ]10-1 referral
                                                [ ]outpatient nutrition education
 10>Present Diagnosis:
 11>Nutritionally relevant PMH/PSH:
 12>Current diet rx:
 13>Current albumin:
                                      Date:
 14>Current weight (kg):
                                      Date:
 15>H/O wt changes or problems with intake:
```

```
17> **** Fill in this form before transmitting ****

18><Enter>
EDIT Option: <Enter>
Category: <Enter>
Urgency: <Enter>
Urgency: <Enter>
Place of Consultation: <Enter>
Attention: <Enter>
Provisional Diagnosis: <Enter>

Consult to Service/Specialty: DIETARY
Reason for Request: []food preferences by pt request []n ...

(P)lace, (E)dit, or (C)ancel this quick order? PLACE// <Enter>
Select QUICK ORDER NAME: <Enter>
Select Order Menu Management Option: MN Enter/edit order menus
Select ORDER MENU: OR GMENU OTHER ORDERS
```

```
Menu Editor
                            Mar 31, 1998 13:18:25
                                                         Page: 1 of
                                                           Column Width: 26
Menu: OR GMENU OTHER ORDERS
                                                   3
0 CONSULT...
                         30 PROCEDURE...
  Family/Marriage Counsel
         + Next Screen - Prev Screen ?? More Actions
   Menu Items
                            Text or Header
                                                     Row
Add: me
         Menu Items
ITEM: NU
```

```
1 NUTRITION
2 NURSING OR GXNURS NURSING ITEM
CHOOSE 1-2: 1 NUTRITION
ROW: 3
COLUMN: 1
DISPLAY TEXT: Nutrition
MNEMONIC: NU
ITEM: <Enter>
Rebuilding menu display ...
```

```
Mar 31, 1998 13:20:13
Menu Editor
Menu: OR GMENU OTHER ORDERS
                                                               Column Width: 26
                           30 PROCEDURE...
0 CONSULT...
   Family/Marriage Counsel
|NU Nutrition
            Next Screen - Prev Screen ?? More Actions
                                                              Select New Menu
  Add ...
                      Edit ...
                                          Assign to User(s)
                      Toggle Display
                                          Order Dialogs ...
  Remove ...
                                                              Quit
Select Action: Next Screen//
```

Service Consults Pending Resolution

The purpose of the Service Consults Pending Resolution option is to list the pending and active consults. Use it to stay informed about the overall status of consults for your service. Someone in each clinic or service should review this list daily to make sure that all consults are being attended to.

In the following example, the option is used to view pending and active Pulmonary consults:

```
Select Consult Service Tracking Option: ?

CS Consult Service Tracking
PC Service Consults Pending Resolution
ST Completion Time Statistics

Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.

Select Consult Service Tracking Option: PC Service Consults Pending Resolution Select Service/Specialty: PULMONARY
```

Oct 08, 1997 08:16:39	Page: 1 of $2\square$		
SERVICE CONSULTS PENDING RESOLUTION			
quest Date Patient Name	Pt Location \square		
10/07/97 CPRSPATIENT, O. (0001)	PULMONARY CLINIC		
10/07/97 CPRSPATIENT, T. (0002)	PULMONARY CLINIC		
10/07/97 CPRSPATIENT, T. (0003)	PULMONARY CLINIC		
05/06/97 CPRSPATIENT, F. (0004)			
05/06/97 CPRSPATIENT, F. (0004)			
09/04/97 CPRSPATIENT, F. (0005)	2B		
08/21/97 CPRSPATIENT, S. (0006)	1A		
08/21/97 CPRSPATIENT, S. (0007)	1A		
08/21/97 CPRSPATIENT, E. (0008)	2B		
07/21/97 CPRSPATIENT, N. (0009)	2B		
07/16/97 CPRSPATIENT, R. (0010)	1A		
05/21/97 CPRSPATIENT, E. (0008)	2B		
05/21/97 CPRSPATIENT, S. (0007)	PULMONARY CLINIC		
02/03/97 CPRSPATIENT, E. (0011)			
02/03/97 CPRSPATIENT, E. (0011)			
01/15/97 CPRSPATIENT, T. (0012)	1A		
ctions			
	Quest Date Patient Name 10/07/97 CPRSPATIENT,O. (0001) 10/07/97 CPRSPATIENT,T. (0002) 10/07/97 CPRSPATIENT,T. (0003) 05/06/97 CPRSPATIENT,F. (0004) 05/06/97 CPRSPATIENT,F. (0004) 09/04/97 CPRSPATIENT,F. (0005) 08/21/97 CPRSPATIENT,S. (0006) 08/21/97 CPRSPATIENT,S. (0007) 08/21/97 CPRSPATIENT,S. (0007) 08/21/97 CPRSPATIENT,E. (0008) 07/21/97 CPRSPATIENT,R. (0010) 05/21/97 CPRSPATIENT,R. (0010) 05/21/97 CPRSPATIENT,E. (0008) 05/21/97 CPRSPATIENT,E. (0007) 02/03/97 CPRSPATIENT,E. (0011) 02/03/97 CPRSPATIENT,E. (0011) 01/15/97 CPRSPATIENT,T. (0012) ctions		

Service User Management (SU)

This option is used to make the most commonly needed changes after a service has been created. This option changes fields that are all in records in the REQUEST SERVICES (#123.5) file They are:

SERVICE INDIVIDUAL TO NOTIFY: An individual who will receive a default notification of any action taken on a consult.

SERVICE TEAM TO NOTIFY: The name of the Service Team that is to receive notifications of any actions taken on a consult.

NOTIFICATION BY PT LOCATION: The name of a hospital location that is to receive notifications of any actions taken on a consult.

UPDATE USERS W/O NOTIFICATIONS: The name of an individual who can do update tracking, but who will not get a notification.

UPDATE TEAMS W/O NOTIFICATIONS: A team list of users to be assigned update authority for this service.

UPDATE USER CLASS W/O NOTIFS: A user class to be assigned update authority for this service.

ADMINISTRATIVE UPDATE USER: An individual who can perform Administrative Completes (Completes without a note attached).

ADMINISTRATIVE UPDATE TEAM: A team who can perform Administrative Completes (Completes without a note attached).

SPECIAL UPDATES INDIVIDUAL: This is the individual who can perform special updates for this particular service.

In order for the Service users to actually receive a new consult notification, the users must have the notification "NEW SERVICE CONSULT/REQUEST" turned **ON** for their use. See the *CPRS Clinical Coordinator & User Manual*, NOTIFICATION MGMT MENU option for more information on notifications and how to set them up.

Teams of users may be defined by an individual or team members with access to the "Team Management Menu" provided by CPRS. See the *CPRS Clinical Coordinator & User Manual* for more information on Team Management and its recommended menu access. It is important to know that team users are sent the notification **regardless** of any patients who may be defined in that team list.

An example of setting up notifications is shown on the next page.

In the following example no changes are made. The prompts in the Service User Management option are cycled through so you can see what they are:

```
Select OPTION NAME:
                       GMRC MGR
                                        Consult Management
                                                                menii
Select Consult Management Option: SU Service User Management
Select Service/Specialty: ARTHRITIS
SERVICE INDIVIDUAL TO NOTIFY: CPRSPROVIDER, FOUR//
Select SERVICE TEAM TO NOTIFY:
Select NOTIFICATION BY PT LOCATION:
Select UPDATE USERS W/O NOTIFICATIONS: SNOW, CHARLES R
        //
Select UPDATE TEAMS W/O NOTIFICATIONS:
Select UPDATE USER CLASS W/O NOTIFS:
Select ADMINISTRATIVE UPDATE USER:
Select ADMINISTRATIVE UPDATE TEAM:
SPECIAL UPDATES INDIVIDUAL:
Select Service/Specialty:
```

The individual and team names that are displayed are the current default values. In most cases they are the most recently used value for that prompt.

To set up an individual to have update activities but receive no notification, do the following. This example sets up CPRSProvider, Three to have update privileges:

```
Select OPTION NAME:
                       GMRC MGR
                                       Consult Management
                                                                menu
Select Consult Management Option: SU Service User Management
Select Service/Specialty: MEDICINE
SERVICE INDIVIDUAL TO NOTIFY: CPRSPROVIDER, FOUR//
Select SERVICE TEAM TO NOTIFY:
Select NOTIFICATION BY PT LOCATION:
Select UPDATE USERS W/O NOTIFICATIONS: CPRSPROVIDER, ONE
Answer with UPDATE USERS W/O NOTIFICATIONS
Choose from:
  CPRSPROVIDER, SIX
  CPRSPROVIDER, SEVEN
  CPRSPROVIDER, FIVE
  CPRSPROVIDER, ONE
     You may enter a new UPDATE USERS W/O NOTIFICATIONS, if you wish
    Enter the name of individual who can do update tracking, but who will
    not get a notification.
Answer with NEW PERSON NAME, or INITIAL, or SSN, or VERIFY CODE, or
    NICK NAME, or KEY DELEGATION LEVEL, or DEA#, or VA#, or
    SOCIAL WORKER ?, or POSITION/TITLE, or TRANSCRIPTIONIST ID, or
Do you want the entire 101-Entry NEW PERSON List? N
Select UPDATE USERS W/O NOTIFICATIONS: CPRSPROVIDER, ONE
```

Sometimes it is necessary to administratively Complete (CT) consults that for one reason or another have not been resolved. To set up an individual who can complete other people's consults do the following. This example sets up Ben Casey as an administrative user who can complete any Medicine Consult without a signature.

```
Select Consult Management Option: SU Service User Management
Select Service/Specialty: MEDICINE
SERVICE INDIVIDUAL TO NOTIFY: AUTRY, MIKE// <Enter>
Select SERVICE TEAM TO NOTIFY: GOLD TEAM// <Enter>
Select NOTIFICATION BY PT LOCATION: 1A// <Enter>
 NOTIFICATION BY PT LOCATION: 1A// <Enter>
 INDIVIDUAL TO NOTIFY: <Enter>
 TEAM TO NOTIFY: <Enter>
Select NOTIFICATION BY PT LOCATION: <Enter>
Select UPDATE USERS W/O NOTIFICATIONS: CPRSPROVIDER, EIGHT
        // <Enter>
Select UPDATE TEAMS W/O NOTIFICATIONS: <Enter>
Select UPDATE USER CLASS W/O NOTIFS: <Enter>
Select ADMINISTRATIVE UPDATE USER: CPRSPROVIDER, N CPRSPROVIDER, NINE NC
                                                                           ASST CHI
EF, MEDICAL SERVICE
 Are you adding 'CPRSPROVIDER, NINE' as
   A new ADMINISTRATIVE UPDATE USERS (the 1ST for this REQUEST SERVICES)? No//
  (Yes)
 NOTIFICATION RECIPIENT: <Enter>
Select ADMINISTRATIVE UPDATE USER: <Enter>(qu)
Select ADMINISTRATIVE UPDATE TEAM: <Enter>
SPECIAL UPDATES INDIVIDUAL: <Enter>
Select Service/Specialty: Select Service/Specialty: <Enter>
Select Consult Management Option:
```

Providers in the following categories have the authority to complete a consult for a service by writing a TIU document or attaching a medicine result:

SERVICE INDIVIDUAL TO NOTIFY SERVICE TEAM TO NOTIFY NOTIFICATION BY PT LOCATION NOTIFICATION BY PT LOCATION, INDIVIDUAL and/or TEAM UPDATE USERS W/O NOTIFICATIONS UPDATE TEAMS W/O NOTIFICATIONS UPDATE USER CLASS W/O NOTIFS

Administrative updates differ from other complete actions in that they do not require a TIU note. The intention is for consults that are not to be completed normally (i.e., pt noshow) to be taken off the books. In the GUI (Windows) interface, Administrative Complete has its own menu command under consults tracking. If the current user has these privileges, then the menu command is activated by the program. In the List Manager interface, there is only the Complete (CT) command. If a user has both regular completion privileges and Administrative Complete privileges, the program inquires about which complete to pursue.

To set up an individual who has update privileges and receives "NEW SERVICE CONSULT/REQUEST" notifications do the following. This example sets up Dr. Maven to receive alerts when a consult comes to the Medicine clinic:

```
Select OPTION NAME: GMRC MGR
                                      Consult Management
                                                               menu
Select Consult Management Option: SU Service User Management
Select Service/Specialty: MEDICINE
SERVICE INDIVIDUAL TO NOTIFY: CPRSPROVIDER, ELEVEN// CPRSPROVIDER, TEN
                                                                              TC
   PHYSICIAN
Select SERVICE TEAM TO NOTIFY: <Enter>
Select NOTIFICATION BY PT LOCATION: <Enter>
Select UPDATE USERS W/O NOTIFICATIONS: CPRSPROVIDER, ONE
       // <Enter>
Select UPDATE TEAMS W/O NOTIFICATIONS: <Enter>
Select UPDATE USER CLASS W/O NOTIFS: <Enter>
Select ADMINISTRATIVE UPDATE USER: CPRSPROVIDER, FIVE
        // <Enter>
 ADMINISTRATIVE UPDATE USER: CPRSPROVIDER, FIVE// <Enter>
 NOTIFICATION RECIPIENT: <Enter>
Select ADMINISTRATIVE UPDATE USER: <Enter>
Select ADMINISTRATIVE UPDATE TEAM: <Enter>
SPECIAL UPDATES INDIVIDUAL: CPRSPROVIDER, FIVE// <Enter>
Select Service/Specialty:
```

To set up a predefined team of clinicians for a service that has update privileges and receives NEW SERVICE CONSULT/REQUEST notifications do the following. In this example, to set up the Gold team to receive notifications do the following: (Team set up is discussed in the *CPRS Clinical Coordinator & User Manual.*)

```
Select OPTION NAME: GMRC MGR Consult Management menu

Select Consult Management Option: SU Service User Management

SERVICE INDIVIDUAL TO NOTIFY: CPRSPROVIDER, ELEVEN// <Enter>
```

```
Select SERVICE TEAM TO NOTIFY: GOLD

Select NOTIFICATION BY PT LOCATION: <Enter>

Select UPDATE USERS W/O NOTIFICATIONS: SNOW, CHARLES R
// <Enter>

Select UPDATE TEAMS W/O NOTIFICATIONS: <Enter>
Select UPDATE USER CLASS W/O NOTIFS: <Enter>
Select ADMINISTRATIVE UPDATE USER: CPRSPROVIDER, FIVE
// <Enter>
ADMINISTRATIVE UPDATE USER: CPRSPROVIDER, FIVE// <Enter>
NOTIFICATION RECIPIENT: <Enter>
Select ADMINISTRATIVE UPDATE USER: <Enter>
Select ADMINISTRATIVE UPDATE TEAM: <Enter>
Select Service/Specialty:
```

To set up individuals and a predefined team associated with a hospital ward location that have update activities and receives "NEW SERVICE CONSULT/REQUEST" notifications: (In this example we set up ward 2B Medical to receive notifications, along with Dr. Snow and the Green team. Team set up is discussed in the *CPRS Clinical Coordinator & User Manual*.) The users entered in the NOTIFICATION BY LOCATION sub-fields will **ONLY** be notified if the requesting location for the consult matches the location for which they are entered here. So in the case of the following example CPRSPROVIDER,ONE would only be notified for consults coming from 2B MED

```
Select Consult Management Option: SU Service User Management
Select Service/Specialty: MEDICINE
SERVICE INDIVIDUAL TO NOTIFY: CPRSPROVIDER, ELEVEN// <Enter>
Select SERVICE TEAM TO NOTIFY: <Enter>
Select NOTIFICATION BY PT LOCATION: 1A// 2B
    Searching for a Enter Ward Location
        2B 2B
       2B MED 2B MED
CHOOSE 1-2: 2 2B MED
                                               OC
 INDIVIDUAL TO NOTIFY: CPRSPROVIDER, ONE
                                                           PHYSTCIAN
 TEAM TO NOTIFY: GREEN
Select NOTIFICATION BY PT LOCATION: <Enter>
Select UPDATE USERS W/O NOTIFICATIONS: CPRSPROVIDER, ONE
        // <Enter>
Select UPDATE TEAMS W/O NOTIFICATIONS: <Enter>
Select UPDATE USER CLASS W/O NOTIFS: <Enter>
Select ADMINISTRATIVE UPDATE USER: CPRSPROVIDER, FIVE
        // <Enter>
 ADMINISTRATIVE UPDATE USER: CPRSPROVIDER, FIVE// <Enter>
 NOTIFICATION RECIPIENT: <Enter>
Select ADMINISTRATIVE UPDATE USER: <Enter>
Select ADMINISTRATIVE UPDATE TEAM: <Enter>
SPECIAL UPDATES INDIVIDUAL: CPRSPROVIDER, FIVE// <Enter>
Select Service/Specialty:
```

Group Update (GU)

A Group Update can only be performed by an individual who has been set as the Special Updates Individual with the Set Up Consult Service (SS) or Service User Management (SU) option of the Consult Management (GMRC MGR) menu. This option should be exercised with great care because it can affect a large number of consults.

In this example, all consults before the first of the year that are not complete are discontinued for a specific service:

```
Select Consult Management Option: gu Group update of consult/procedure requests
Select Service/Specialty: ALL SERVICES// CARD
    1 CARDIOLOGY
    2 CARDIOLOGY (SOUTH) TRACKING ONLY
CHOOSE 1-2: 1 CARDIOLOGY
The first order in Consults has an entry date of MAR 28,1992
Update Status Start Date: MAR 28,1992// <Enter> (MAR 28, 1992)
Update Status Stop Date: DEC 31, 2000 (DEC 31, 2000)
                 1 = Pending
                 2 = Active
                 3 = Scheduled
                 4 = All
   Enter any combination of numbers separated
   by a comma or hyphen: (1-4): 4
If orders in the date range still have the selected status, this option
will change their status in consults, and update the order.
You may change the status to COMPLETE or DISCONTINUED.
Change their status to: DIS Discontinued
Enter the Comment to be applied to all selected Consults
 1>Discontinue old consults ref.
EDIT Option:
Records will be updated for:
        Service: CARDIOLOGY
       Beginning: Mar 28, 1992
          Ending: Dec 31, 2000
          Update: Active, Pending, and Scheduled Consults
              To: DISCONTINUED
  Update Comment:
Discontinue old consults ref.
Is this correct? NO// Y YES
Searching database for entries matching search criteria
    Select one of the following:
```

```
Print report only
          2
                    Print report & update records
          3
                    Ouit.
Choose the method to handle the report: 2 Print report & update records
The device selected will print a list of entries from file 123 that will be
updated to DISCONTINUED.
If you choose to update records, the update of the consult entries will take
place upon completion of the report.
It is highly advised that a printer be selected!
Select device for report: WORK PRINTER ROOM
Do you want your output QUEUED? NO// <Enter>
                                                (NO)
     Select one of the following:
          Y
                    To Update
                    To Quit without Updating
Enter update status : Y To Update
Select Consult Management Option:
```



Note:

When using the Group Update functionality, the Ordering Provider will NOT receive an alert when a consult or request is updated online to a "completed" or "discontinued" status by the specialty service personnel. The original clinical who requested the order is notified electronically of the order's resolution.

```
Consult Tracking Reports
The Consult Tracking Reports [GMRC REPORTS] option provides eight on-screen
reports. They are:
Completion Time Statistics (ST) for QA and others interested in volume and service
turn-around times.
Service Consults Pending Resolution (PC) helps users track individual consults.
Service Consults Completed (CC) for management and others interested in volume.
Service Consults Completed or Pending Resolution (CP) for clerical staff and
others interested in pending consults.
Service Consults by Status either with or without Consults Numbers (NU and SC).
Print Consults by Provider, Location, or Procedure (PL).
Print Completion Time Statistics (TS, same as ST for printed output).
Print Service Consults by Status (PR, same as SC for printed output).
The Service Consults Pending Resolution [GMRC RPT PENDING CONSULTS] option may be
added to a service user's primary or secondary option menu. See the
Consult/Request Tracking User Manual for details related to this option. This
option is also contained on the Consult Service Tracking and Pharmacy TPN Consults
menus.
```

Consults Performance Monitor Report (PM)

This report was added with Consults patch GMRC*3*41 to satisfy performance monitor reporting requirements of the Veterans Integrated Service Network (VISN) Support Services Center (VSSC). For FY08, the VHA Deputy Undersecretary for Health for Operations and Management has published updates to the monitor definitions, and patch GMRC*3.0*60 implements those updates.

This report comes in two forms, a summary report for local use in tracking performance, and a delimited report for use with spreadsheets software. The report will now have the following exclusions: Prosthetics consults, consults with a status of Cancelled or Discontinued, Administrative consults, and Inpatient consults.

The ability to mark a service as administrative (via the Setup Services option) is new in patch GMRC*3.0*60. This new capability is an attempt to further refine the process of measuring the completion rate performance.

Patch GMRC*3.0*76 has made a change to the report so the report will now use EARLIEST APPROPRIATE DATE in place of DATE OF REQUEST.

In the following example a Summary report is printed for the Cardiology service for the third quarter of FY05:

```
Select Consult Tracking Reports Option: ?
         Completion Time Statistics
        Service Consults Pending Resolution
        Service Consults Schedule-Management Report
   CC
        Service Consults Completed
        Service Consults Completed or Pending Resolution
  CP
  IFC IFC Requests
  ΙP
         IFC Requests By Patient
  IR
         IFC Requests by Remote Ordering Provider
       Service Consults with Consults Numbers
  PΙ
         Print IFC Requests
         Print Consults by Provider, Location, or Procedure
        Consult Performance Monitor Report
  PR
        Print Service Consults by Status
  SC
        Service Consults By Status
        Print Completion Time Statistics Report
Select Consult Tracking Reports Option: PM Consult Performance Monitor Report
Select Service/Specialty: CARDIOLOGY
Ensure you are providing fiscal year, NOT calendar year.
Current Fiscal Year (i.e. 2008): 2005
For which quarter are you running the report: first, second, third or fourth?
Enter a number 1 - 4: (1-4): 3
    Select one of the following:
         S
                   Summarv
                   Delimited
What type of report: S Summary
DEVICE: HOME// <Enter>
                       HOME
```

```
Run Date: Jun 03, 2008@08:01:51
                                                                      Page: 1
                 Consult/Request Performance Monitor - 2QFY05
               Fiscal Quarter Dates: Jan 01, 2005 - Mar 31, 2005
             30 Days Before Start/End: Dec 02, 2004 - Mar 01, 2005
             60 Days Before Start/End: Nov 02, 2004 - Jan 30, 2005
... EXCUSE ME, JUST A MOMENT PLEASE...
SERVICE: CARDIOLOGY
                                                    WITHIN
                                                              IFC
                                                                          IFC
                                                               SENT
                                                    FACILITY
                                                                         REC'D
All Requests in 30 Days Before Start/End of Qtr:
                                                                 0
                                                                          0
All Requests in 60 Days Before Start/End of Qtr:
                                                                 0
                                                                          0
                                                     0
                                                                0
Complete with Results in 30 Days of Request:
                                                                          0
                                                     0
Complete with Results 31-60 Days of Request:
                                                                0
                                                                          Ω
                                                                1
                                                    228
All Requests Created 60 Days Before Qtr Start:
                                                                         15
                                                    79
All Requests Pending 60 Days Before Qtr Start:
                                                    0.00%
                                                                N / A
                                                                        N / A
Percent Complete w/Results in 30 Days of Request:
Percent Complete w/Results 31-60 Days of Request:
                                                     0.00%
                                                                N / A
                                                                         N / A
                                                                          46.67%
Percent Still Pending Created Before Qtr Start:
                                                    34.65%
                                                                0.00%
Resubmitted requests are evaluated based on the original Date of Request.
The following are excluded from this report:
-Requests sent to test patients.
 -Requests not marked as Outpatient in the REQUEST/CONSULTATION file.
 -Services flagged as part of the interface between Consults/Request Tracking
 and Prosthetics.
 -Administrative requests flagged via the Administrative fields in the
 REQUEST SERVICES and REQUEST/CONSULTATION files. This is not retroactive
 and only applies to services/requests leveraging the Administrative-flagging
 capability included in GMRC*3.0*60, available on or about June 2008.
 -The report utilizes the EARLIEST APPROPRIATE DATE field from the
 REQUEST/CONSULTATION file to determine request totals for a given Date range.
 This is true even for requests that have been re-submitted using the
 Edit/Resubmit functionality.
```

In this example a Delimited report is generated covering the Medicine grouper for second quarter, FY 2005 (setting the columns to 256 will prevent values from wrapping to the next line):

```
DEVICE: HOME//;256; HOME

Run Date: Jun 03, 2008@08:02:59

Consult/Request Performance Monitor - 2QFY05

Fiscal Quarter Dates: Jan 01, 2005 - Mar 31, 2005
30 Days Before Start/End: Dec 02, 2004 - Mar 01, 2005
60 Days Before Start/End: Nov 02, 2004 - Jan 30, 2005

...EXCUSE ME, HOLD ON...

Svc;30DayRng;60DayRng;CmpIn30;Cmp31-
60;B4Qtr;PndB4Qtr;%Cmp30;%Cmp60;%UnRsB4Qtr;IS30Rng;IS60Rng;ISCmp30;ISCmp31-
60;ISB4Qtr;ISPndB4Qtr;%ISCmp30;%ISCmp60;%ISUnRsB4Qtr;IR30Rng;IR60Rng;IRCmp30;IRCmp31-
60;IRB4Qtr;IRPndB4Qtr;%IRCmp30;%IRCmp60;%IRUnRsB4Qtr
MEDICINE;0;0;0;0;0;13;0;N/A;N/A;0.00;0;0;0;0;0;0;N/A;N/A;N/A;0,0;0;0;0;0;N/A;N/A;N/A;N/A;
```

CARDIOLOGY;1;1;0;0;229;80;0.00;0.00;34.93;0;0;0;1;0;N/A;N/A;0.00;0;0;0;0;15;7;N/A;N/ A; 46.67; GASTROENTEROLOGY;1;1;0;0;26;9;0.00;0.00;34.62;0;0;0;0;0;0;0;0;N/A;N/A;N/A;0;0;0;0;1;1;N/A; N/A;100.00; MEDICINE, SOUTH; 0; 0; 0; 0; 5; 2; N/A; N/A; 40.00; 0; 0; 0; 0; 0; 0; N/A; N/A; N/A; 0; 0; 0; 0; 0; 0; 0; N/A; N/A; N CS CARDIOLOGY (SOUTH);0;0;0;0;10;5;N/A;N/A;50.00;0;0;0;0;2;2;N/A;N/A;100.00;0;0;0;0;0;0;N/A;N/A;N/A; PULMONARY MENTAL HEALTH SERVICES;0;0;0;0;0;0;N/A;N/A;N/A;0;0;0;0;0;0;0;N/A;N/A;0;0;0;0;0;0;0;0,0,0;N/A;N/A;N/A; PSYCHIATRY;0;0;0;0;13;10;N/A;N/A;76.92;0;0;0;0;0;0;N/A;N/A;N/A;0;0;0;0;0;0;0;0;N/A;N/A;N/A FAMILY MARRIAGE COUNSELING; 0; 0; 0; 0; 4; 1; N/A; N/A; 25.00; 0; 0; 0; 0; 0; 0; N/A; N/A; N/A; 0; 0; 0; 0; 0; 0; N/A; N/A; N/A; PSYCHOLOGY -BOISE; 0; 0; 0; 0; 0; 0; 0; N/A; N/A; N/A; 0; 0; 0; 0; 4; 3; N/A; N/A; 75.00; 0; 0; 0; 0; 0; 0; N/A; N/A; N/A; PULMONARY; 0; 0; 0; 0; 101; 27; N/A; N/A; 26.73; 0; 0; 0; 0; 0; 0; N/A; N/A; N/A; 0; 0; 0; 0; 1; 1; N/A; N/A; 100 GROUPER: MEDICINE; 2; 2; 0; 0; 412; 141; 0.00; 0.00; 34.22; 0; 0; 0; 0; 0; 7; 5; N/A; N/A; 71.43; 0; 0; 0; 17; 9; N/A; N/A; 52.94; Resubmitted requests are evaluated based on the original Date of Request. The following are excluded from this report: -Requests sent to test patients. -Requests not marked as Outpatient in the REQUEST/CONSULTATION file. -Services flagged as part of the interface between Consults/Request Tracking and Prosthetics. -Administrative requests flagged via the Administrative fields in the REQUEST SERVICES and REQUEST/CONSULTATION files. This is not retroactive and only applies to services/requests leveraging the Administrative-flagging

capability included in GMRC*3.0*60, available on or about June 2008.

Print Consults by Provider, Location, or Procedure (PL)

This provides three different reports under one menu option [GMRC PRINT BY SEARCH]. The option asks for search criteria: Sending Provider, Location, or Procedure. You can further limit the search by entering a date range and CPRS status. The option also prompts for report format. The report format can be one of the following:

- 80 column standard print [STANDARD].
- 132 column standard print.
- Table without headers (export to another application).

In this example, a list of EKG consults is generated:

```
Select Consult Tracking Reports Option: ?
         Completion Time Statistics
         Service Consults Pending Resolution
   CC
         Service Consults Completed
         Service Consults Completed or Pending Resolution
  IFC
         Inter-Facility Consult Requests
  NU
        Service Consults with Consults Numbers
         Print Consults by Provider, Location, or Procedure
  PT.
        Print Service Consults by Status
   SC
         Service Consults By Status
         Print Completion Time Statistics Report
Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.
Select Consult Tracking Reports Option: PL Print Consults by Provider, Location
, or Procedure
Enter Search criteria:
                 1 = Sending Provider
                 2 = Location
                  3 = Procedure
Search criteria: (1-3): 1// 3
Enter 'YES' if you want all PROCEDURES? NO// <Enter>
ENTER PROCEDURE: EKG
    1 EKG - BOISE
    2 EKG ELECTROCARDIOGRAM
CHOOSE 1-2: 2 ELECTROCARDIOGRAM
ENTER PROCEDURE: <Enter>
Please select an output format from the following:
1 - 80 column standard print [STANDARD]
2 - 132 column standard print
3 - Table without headers (export to another application)
Enter response: 1// 1 80 column
Display sort sequence & page breaks between sub-totals? YES//
List From Starting Date (ALL): T-30// T-60 (NOV 09, 2001)
List To This Ending Date: (NOW) <Enter>
Only Display Consults With Status of: All Status's// <Enter>
DEVICE: HOME// ANYWHERE Right Margin: 80// <Enter>
```

PROCEDURE: ELECTROCARDIOGRAM Jan 08, 2002 9:44:39 am Page 1 .							
CONSULTS GENERATED BY PROCEDURES(S), FOR SPECIFIED DATE(S)							
FROM: No	v 09, 2001	l TO: Jan 08, 20	002				
CONSULT	REQ DATE	PROCEDURE	PATIENT NAME	SSN	TO SERVICE	ST	
2189	11/21/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	С	
2211	11/21/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	dc	
2208	11/21/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	С	
2209	11/21/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	С	
2210	11/21/01	ELECTROCARDIOGRA	CPRSPATIENT, FOURTEEN	0014	CARDIOLOGY	С	
2212	11/22/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	С	
2213	11/22/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	С	
2224	11/27/01	ELECTROCARDIOGRA	CPRSPATIENT, FIFTEEN	0015	CARDIOLOGY	р	
2225	11/27/01	ELECTROCARDIOGRA	CPRSPATIENT, FIFTEEN	0015	CARDIOLOGY	р	
2226	11/28/01	ELECTROCARDIOGRA	CPRSPATIENT, SIXTEEN	0016	CARDIOLOGY	a	
9881	12/3/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	С	
9895	12/5/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	р	
9896	12/5/01	ELECTROCARDIOGRA	CPRSPATIENT, THIRTEEN	0013	CARDIOLOGY	р	
9902	12/17/01	ELECTROCARDIOGRA	CPRSPATIENT, SEVENTEEN	0017	CARDIOLOGY	C	
9903	12/17/01	ELECTROCARDIOGRA	CPRSPATIENT, SEVENTEEN	0017	CARDIOLOGY	р	
9905	12/17/01	ELECTROCARDIOGRA	CPRSPATIENT, SEVENTEEN	0017	CARDIOLOGY	р	
Enter RE	TURN to co	ontinue or '^' to	exit:				

Print Test Page (TP)

Sometimes the pagination on SF 513 is correct on some printers but incorrect on others. The Print Test Page command is provided for diagnosing incorrectly paginated SF 513s. Instructions for correcting this situation are printed with the test page. Bring the test page to IRM for resolution of the problem.

In this example, we run the Print Test Page option on a specified printer:

```
Select Consult Management Option: TP Print Test Page

Print consults printer setup page.

DEVICE: HOME// LAZER PRINTER ROOM LN11 12 PITCH Right Margin: 80//

Do you want your output QUEUED? NO// <Enter> (NO)

Select Consult Management Option:
```

Determine Users' Update Authority (UA)

Sometimes it is necessary to quickly check on the authority of a service user. The Determine Users' Update Authority option of the Consults Management menu does this.

In this example, the authority for Dr. Snow is checked for the Cardiology service:

```
Select Consult Management Option: UA Determine users' update authority

This option will allow you to check a user's update authority for any given service in the consults hierarchy. If the PROCESS PARENTS FOR UPDATES field is set to YES, all ancestors of the selected service will be checked. The type of update authority and the service to which they are assigned will be displayed.

Select Consult Service: CARDIOLOGY
Choose user to check for update status: SNOW SNOW, CHARLES R. CA MD Surgeon

This user is an update user for: CARDIOLOGY via the UPDATE USERS W/O NOTIFICATIONS field.
```

Determine if User is Notification Recipient (UN)

Sometimes it is necessary to quickly check a user's notification status for a service. The Determine if User is Notification Recipient option of the Consults Management menu accomplishes this.

In the following example CPRSPROVIDER, ONE notification status is checked for the Podiatry Clinic:

```
Select Consult Management Option: UN Determine if user is notification recipient
This option will list how a given user became a notification recipient
for a selected consult service. If the PROCESS PARENTS FOR NOTIFS field is
set to YES, all the parents of the service will also be processed to
determine if the user is a recipient via that service.

Select Consult Service: POD FOOT CLINIC
Choose notification recipient: CPRSPROVIDER CPRSPROVIDER, ONE OC PHYSICI
AN
This user is a notification recipients for FOOT CLINIC
Select Consult Service:
```

Determine Notification Recipients for a Service (NR)

Occasionally it is necessary to see the entire list of notification recipients for a service. The Determine Notification Recipients for a Service option of the Consults Management menu performs the function.

In the following example, notification recipients are listed for the Medicine service:

Select Consult Management Option: NR Determine notification recipients for a se rvice Select Service: MEDICINE

Consult Notif Recipients	May 10, 2000 19:46:44	Page: 1	of	10		
Notification Recipients for	: MEDICINE					
Notification Recipient	Service					
CPRSPROVIDER, TWELVE	MEDICINE					
CPRSPROVIDER, FOUR	MEDICINE					
CPRSPROVIDER, ONE	MEDICINE					
CPRSPROVIDER, NINE	MEDICINE					
CPRSPROVIDER, THIRTEEN	MEDICINE					
CPRSPROVIDERR, FOURTEEN	MEDICINE					
CPRSPROVIDER, FIFTEEN	MEDICINE					
CPRSPROVIDER, SIXTEEN	MEDICINE					
CPRSPROVIDER, SEVENTEEN	MEDICINE					
CPRSPROVIDER, EIGHTEEN	MEDICINE					
CPRSPROVIDER, NINETEEN	MEDICINE					
Enter ?? for more	actions					
SS Select new Service						
Select Item(s) · Ouit//						

Select Item(s): Quit//

Test Default Reason for Request (TD)

The Test Default Reason for Request option of the Consults Management menu is provided so that the boilerplate entered in the default reason for request can be tested. It is important to test this boilerplate, especially if it contains TIU objects (TIU objects are contained in vertical bars as such: |PATIENT NAME|.)

TIU can vary from site to site. There are only a certain number of objects that are common to all sites—these are the Supported Objects. The following table contains a list of these objects:

Object Name	Object Name
ACTIVE MEDICATIONS	PATIENT HEIGHT
ACTIVE MEDICATIONS	PATIENT NAME
ACTIVE MEDS COMBINED	PATIENT RACE
ALLERGIES/ADR	PATIENT RELIGION
BLOOD PRESSURE	PATIENT SEX
CURRENT ADMISSION	PATIENT SSN
DETAILED ACTIVE MEDS	PATIENT WEIGHT
DETAILED RECENT MEDS	PULSE
NOW	RECENT MEDICATIONS
PAIN	RECENT MEDS COMBINED
PATIENT AGE	RESPIRATION
PATIENT DATE OF BIRTH	TEMPERATURE
PATIENT DATE OF DEATH+ Status	TODAY'S DATE

Further information about objects can be obtained at the following VA intranet address:

vista.med.va.gov/softserv/clin_bro.ad/tiu/html/objects.html

In the following example, we first use the SS option to enter a default reason for request as such:

```
DEFAULT REASON FOR REQUEST:

1>|PATIENT NAME| is a |PATIENT AGE| y/o |PATIENT RACE| |PATIENT SEX|

2>currently taking |ACTIVE MEDICATIONS|

3>

4>

5>Allergies:
6>|ALLERGIES/ADR|

7>

8>Latest BP: |BLOOD PRESSURE|
9>

10>Patient to be seen for full cardiac evaluation.

EDIT Option: <Enter>
. . .
```

Now, to check this we use the TD option to check this for a specific patient:

```
Select Consult Management Option: TD Test Default Reason for Request
Test default for service or procedure? ?

Enter a code from the list.

Select one of the following:

Select one of the following:

Service
Percedure

Test default for service or procedure? Service
Select Service: CARDIOLOGY
Select PATIENT: CPRSPATIENT, EIGHTEEN CPRSPATIENT, EIGHTEEN 5-19-46 000180018
YES SC VETERAN
Enrollment Priority: Category: IN PROCESS End Date:

Gathering Allergy Data..
```

```
Default Reason for Request May 10, 2000 20:15:56
                                                            1 of
                                                                    1\square
                                                     Page:
Service: CARDIOLOGY
Patient: CPRSPATIENT, EIGHTEEN
CPRSPATIENT, EIGHTEEN is a 53 y/o BLACK, NOT OF HISPANIC ORIGIN MALE
currently taking Active Inpatient Medications (excluding Supplies):
    Pending Inpatient Medications
______
1) WARFARIN TAB 10MG PO PRN
Allergies:
BEEF
Latest BP: Blood Pressure: 130/80/100 (06/02/1999 13:17)
Patient to be seen for full cardiac evaluation.
        Enter ?? for more actions
SS Select new service SP Select new patient
Select Item(s): Quit//
```

List Consult Service Hierarchy (LH)

This option of the Consults Management menu gives a *complete* list of the Consult Service Hierarchy as it currently exists. All services, including disabled ones, are listed with their current status. At the end of the hierarchy listing it will show any services that are not part of the hierarchy.

In this example we start to list the service hierarchy from our test account on the computer screen:

```
Select Consult Management Option: LH List Consult Service Hierarchy DEVICE: HOME// <Enter> VAX
```

```
Consult Hierarchy list
                                                            Page: 1
ALL SERVICES (Grouper Only)
 ARTHRITIS (Tracking Only)
 <CONTACT LENS REQUEST> <Disabled>
 <EYEGLASS REQUEST> <Disabled>
 FOOT CLINIC (Tracking Only)
 GASTROENTEROLOGY
 GERIATRICS
 <HEMATOLOGY> <Disabled>
 <HOME OXYGEN REQUEST> <Disabled>
 HYPERTENSION
 MARCIA'S SPECIALTY
 MEDICINE (Grouper Only)
   CARDIOLOGY
   GASTROENTEROLOGY
   PULMONARY
 MEDICINE VISN
   MEDICINE (EAST)
   MEDICINE, SOUTH
     CARDIOLOGY (SOUTH)
    Press RETURN to continue, ^ to exit:
```

Copy Prosthetics Services (CP)

The Copy Prosthetics Services option of the Consult Management menu is provided to assist you in configuring the prosthetics services at your medical center. . . .

The four (4) nationally exported services for Prosthetics are:

- 1) PROSTHETICS REQUEST
- 2) EYEGLASS REQUEST
- 3) CONTACT LENS REQUEST
- 4) HOME OXYGEN REQUEST

The basis of the interface between Consult/Request Tracking and Prosthetics is the name of the Consult service being requested. When a request for a consult is ordered, if the name of the service requested is one of the nationally exported services, the order will be filed in the Prosthetics package as well as Consult/Request Tracking. Since the name of the service is critical to the stability of the interface, the name of each of the above services will not be editable.

Each of the services have several other fields defined based on requirements of the interface. The fields that are restricted are:

```
(#.01) NAME
```

(#1.01) PROVISIONAL DX PROMPT

(#1.02) PROVISIONAL DX INPUT

(#124) DEFAULT REASON FOR REQUEST

When a request is copied, all these fields remain intact so that a request to that service is processed by the Prosthetics Package.

In the following example, the Copy Prosthetics action is used to create an Eyeglass Request service with the location name "Provo" appended to it. To be useful, the following additional actions should be taken:

- 1. Use the Setup Service (SS) action to place the service in the hierarchy.
- 2. Use the Setup Service (SS) action to activate the service.

```
Select Consult Management Option: CP Copy Prosthetics services

Select the Prosthetics Service to clone: Eyeglass Request DISABLED

Enter text to append to national service name: Provo
The new service name will be:
    EYEGLASS REQUEST - Provo

Is this OK? Y YES
```

```
EYEGLASS REQUEST - Provo created

The new Service is currently DISABLED. To activate this service for use in the Prosthetics interface, you MUST use the Setup Consult Services option and delete the DISABLED flag from the SERVICE USAGE field.

Select Consult Management Option:
```

Duplicate Sub-Service (DS)

The Duplicate Sub-Service option of the Consult Management menu is provided to assist you in debugging your service hierarchy. It displays services that are listed as a subservice of more than one service. Having a service as a sub-service of more than one service has several undesirable effects. These include:

- 1. Reports that span more than one level of the hierarchy inaccurately report statistics.
- 2. Notification recipients may be inaccurately determined.

In this example, we run the DS option on our local test account:

```
Select Consult Management Option: DS Duplicate Sub-Service
Service GASTROENTEROLOGY is a sub service of:
ALL SERVICES
MEDICINE

There is 1 service that is a sub-service for more than one service.

Select Consult Management Option:
```

Define Fee Services (FS)

The Define Fee Services option of the Consult Management menu is provided to assist you in modifying the list of services defined as being fee basis services in the GMRC FEE SERVICES system parameter.

In the following example, we begin with an empty list of services.

Edit Fee Services Mar 01, 2012@15:39:09 Page: 0 of 0
Services defined in GMRC FEE SERVICES system parameter
as fee-basis services.

+ Next Screen - Prev Screen ?? More Actions
Add Save
Remove Quit
Select Action:Quit//

We then add a service (leaving the "REQUEST SERVICES SERVICE NAME" prompt blank will cancel the entry).

Edit Fee Services Mar 01, 2012@15:39:09 Page: 0 of 0
Services defined in GMRC FEE SERVICES system parameter
as fee-basis services.

+ Next Screen - Prev Screen ?? More Actions
Add Save
Remove Quit
Select Action:Quit//a Add
Select REQUEST SERVICES SERVICE NAME: NON-VA GASTROENTEROLOGY



Note:

Although trackers and groupers may be available when selecting services to add to the list, they should not be added. Only actual services should be included in this list.

Edit Fee Services Mar 01, 2012@15:44:50 Page: 1 of 1 Services defined in GMRC FEE SERVICES system parameter

NON-VA GASTROENTEROLOGY

as fee-basis services.

*GASTROENTEROLOGY ADDED** Add Remove Quit

Select Action:Quit//

Now, starting with a list of a few services, we delete a service.

Edit Fee Services Mar 01, 2012@15:44:50 Page: 1 of 1 Services defined in GMRC FEE SERVICES system parameter as fee-basis services.

- NON-VA GASTROENTEROLOGY
- 2 NON-VA CARDIOLOGY
- 3 NON-VA PHYSICAL THERAPY

Prev Screen ?? More Actions

Add Save Remove Quit

Select Action:Quit// r Remove

Select service by number in list above: (1-4): 2

Edit Fee Services Mar 01, 2012@15:44:50 Page: 1 of 1

Services defined in GMRC FEE SERVICES system parameter as fee-basis services.

- 1 NON-VA GASTROENTEROLOGY
- NON-VA PHYSICAL THERAPY 2

Add Save Quit Remove Select Action:Quit// r Remove

Finally, we save our list and quit.

Edit Fee Services Mar 01, 2012@15:44:50 Page: 1 of 1
Services defined in GMRC FEE SERVICES system parameter
as fee-basis services.

1 NON-VA GASTROENTEROLOGY
2 NON-VA PHYSICAL THERAPY

+ Next Screen - Prev Screen ?? More Actions
Add Save
Remove Quit
Select Action:Quit// s Save

Edit Fee Services Mar 01, 2012@15:44:50 Page: 1 of 1
Services defined in GMRC FEE SERVICES system parameter
as fee-basis services.

1 NON-VA GASTROENTEROLOGY
2 NON-VA PHYSICAL THERAPY

CURRENT LIST SAVED
Add Save
Remove Quit
Select Action:Quit// q Quit

Note: The list must be saved for changes to take effect. If the user quits without saving, he or she will be prompted to save changes before quitting.

Inter-Facility Consults Reports

The Inter-Facility Consults reports are available on the Consult Tracking Reports menu [GMRC REPORTS] and the IFC Management Menu [GMRC IFC MGMT]. Currently four Inter-Facility Consults reports show up on this menu. They are:

Report Synonym	Report Name	Option Name
IFC	IFC Requests	[GMRC IFC RPT CONSULTS]
IP	IFC Requests by Patient	[GMRC IFC RPT CONSULTS BY
		PT]
PI	Print IFC Requests	[GMRC IFC PRINT RPT
		NUMBERED]
IR	IFC Requests by Remote	[GMRC IFC RPT CONSULTS BY
	Ordering Provider	REMPR]

IFC Requests (IFC) provides detailed information regarding inter-facility consults. The Inter-Facility Consult Requests (PI) is the same report formatted for a printer.

The IFC Request by Patient (IP) is similar to option Consult Service Tracking, except only displays inter-facility consults as a requesting or consulting facility.

The IFC Requests by Remote Ordering Provider (IR) provides detailed information regarding inter-facility consults by remote ordering provider for consulting sites to utilize. The display is similar to the IFC/PI options.

IFC Requests

This report provides such information as:

- Total Requests to Service
- Total Requests Scheduled to Service
- Total Requests Completed to Service
- Mean Days Completed to Service

This report provides information for both requesting and consulting facilities.

In the following example, we examine all Dental consults originating by us as a requesting facility:

```
Select IFC Management Menu Option: IFC Inter-Facility Consult Requests
Are you the Requesting site or the Consulting site: (R/C): R REQUESTING
Only Display Consults With Status of: All Status's// ?
Enter a code from the list.
    Select one of the following:
                   All Status's
         al
                   All Pending
         ap
         dc
                   Discont.
                   Completed
         C
                  Pending
                   Active
                   Scheduled
                   Incomplete
         pr
                   Cancelled
Only Display Consults With Status of: All Status's// <Enter> All Status's
Select Service/Specialty: DENTAL
List From Starting Date: ALL DATES// <Enter>
...SORRY, LET ME THINK ABOUT THAT A MOMENT...
```

```
Inter-facility Consults
                              Feb 07, 2002@11:06:22
                                                                                1.
                                                              Page:
IFC Requests: Requesting Site
Service: DENTAL
From: ALL To: JAN 31,2002
            Last Action
                              Request Date Patient Name
                                                               Pt Location
Status
                  IF Consult/Request By Status - Requesting Site
                           FROM: ALL
                                       TO: JAN 31,2002
SERVICE: DENTAL
Discont.
           DISCONTINUED
                               10/18/01 CPRSPATIENT, N. (0019)
                                                                  2B MED
Discont.
           DISCONTINUED
                               10/18/01 CPRSPATIENT, T. (0020)
                                                                  1A(1&2)
Completed ADDENDUM ADDED TO
                               10/23/01 CPRSPATIENT, N. (0019)
                                                                 2B MED
Pending
           CPRS RELEASED ORDER 12/20/01 CPRSPATIENT, T. (0020)
                                                                  1A(1&2)
Pending
           CPRS RELEASED ORDER 12/03/01 CPRSPATIENT, T. (0020)
                                                                 1A(1&2)
Pending
           CPRS RELEASED ORDER 11/30/01 CPRSPATIENT, T. (0021)
                                                                 OUTHOUSE
           CPRS RELEASED ORDER 11/13/01 CPRSPATIENT, T. (0022)
Pending
                                                                 2B MED
Pending
           CPRS RELEASED ORDER 10/18/01 CPRSPATIENT, N. (0019)
                                                                 2B MED
Pending
           CPRS RELEASED ORDER 10/03/01 CPRSPATIENT, T. (0020)
                                                                 1A(1&2)
           CPRS RELEASED ORDER 10/02/01 CPRSPATIENT, T. (0020)
Pending
                                                                  2B MED
Pending
                               10/01/01 CPRSPATIENT, T. (0020)
           ADDED COMMENT
                                                                  2B MED
          Enter ?? for more actions
                               Number on/off
     Service
                                                          Description of Data
     Status
                               Print List
Select Item(s): Next Screen//
```

There are additional fields that are not visible on an 80 column screen such as the screen in the example. They can be viewed by using the Shift to View Right action (>). Using the Shift to View Left (<) action restores the screen. If the report is for a consulting site, then the additional fields are: Routing Facility, Days Diff, and Red Date. If the report is for a requesting site, then the additional fields are: Routing Facility and Days Diff.

There are five actions you can do besides the default actions (like Next Screen, Previous Screen, Quit, >, <, ...). These are change Service, Number on/off, Description of Data, Status, and Print List.

The change Service action allows you to re-display the report for a different service.

The Number on/off action changes the format of the report to include the consult number. To do this, it preserves the other columns but makes them narrower.

The Description of Data action gives a detailed description for applicable data columns.

The Status action allows you to change which statuses are displayed in the report. In the following example the statuses displayed are changed from All Statuses to just the Pending, Active, and Scheduled consults:

```
Select Item(s): Next Screen// ST
                                   Status
Only Display Consults With Status of: All Status's// P Pending
Another Status to display: A Active
Another Status to display: S
                              Scheduled
Another Status to display: <Enter>
...SORRY, THIS MAY TAKE A FEW MOMENTS...
                              Feb 07, 2002@11:06:22
Inter-facility Consults
                                                              Page:
                                                                       1 of
IFC Requests: Requesting Site
Service: DENTAL
From: ALL
            To: FEB 7,2002
Status
             Last Action
                              Request Date Patient Name
                                                              Pt Location
                  IF Consult/Request By Status - Requesting Site
                                       TO: FEB 7,2002
                           FROM: ALL
```

```
SERVICE: DENTAL
           CPRS RELEASED ORDER 12/20/01 CPRSPATIENT, T. (0020)
Pending
                                                                  1A(1&2)
           CPRS RELEASED ORDER 12/03/01 CPRSPATIENT, T. (0020)
Pending
                                                                  1A(1&2)
Pending
           CPRS RELEASED ORDER 11/30/01 CPRSPATIENT, T. (0021)
                                                                  OUTHOUSE
Pending
           CPRS RELEASED ORDER 11/13/01 CPRSPATIENT, T. (0022)
                                                                  2B MED
           CPRS RELEASED ORDER 10/18/01 CPRSPATIENT, N. (0019)
Pending
                                                                  2B MED
           CPRS RELEASED ORDER 10/03/01 CPRSPATIENT, T. (0020)
Pending
                                                                  1A(1&2)
           CPRS RELEASED ORDER 10/02/01 CPRSPATIENT, T. (0020)
                                                                  2B MED
Pending
           ADDED COMMENT
                                10/01/01 CPRSPATIENT, T. (0020)
                                                                  2B MED
Pending
Pending
           CPRS RELEASED ORDER 09/27/01 CPRSPATIENT, T. (0020)
                                                                  2B MED
Pending
           EDIT/RESUBMITTED
                                09/13/01 CPRSPATIENT, T. (0020)
                                                                  2B MED
Active
           DISASSOCIATE RESULT 11/05/01 CPRSPATIENT, T. (0023)
                                                                  2B MED
          Enter ?? for more actions
                                Number on/off
                                                           Description of Data
     Service
     Status
                                Print List
Select Item(s): Next Screen//
```

Print IFC Requests

The Print IFC Requests (PI) is the same report as the IFC Requests (IFC) except that it formats the report so you can send it to a printer device.

In the following example, all active requests for the Dental service are listed:

```
Select Consult Tracking Reports Option: PI Print IFC Requests
Are you the Requesting site or the Consulting site: (R/C): R REQUESTING
Only Display Consults With Status of: All Status's// A Active
Another Status to display: <Enter>
Select Service/Specialty: DENTAL
List From Starting Date: ALL DATES//
Want to view a description of the data for this report now? NO// <Enter>
This print out is 132 columns wide.
DEVICE: HOME// <Enter> ANYWHERE
                                Right Margin: 80// <Enter>
                 IF Consult/Request By Status - Requesting Site
                                    TO: FEB 7,2002
                          FROM: ALL
  Number St Last Action
                                 Req Dt Patient Name
                                                                  Patient Loca
                  Routing Facility
tion
                                         Days Diff
SERVICE: DENTAL
    2085 a DISASSOCIATE RESULT 11/05/01 CPRSPATIENT, T. (0023)
                                                                  2B MED
                 BOISE
    2045 a RECEIVED
                                  10/17/01 CPRSPATIENT, N. (0019)
                                                                  2B MED
                  BOISE
Total Requests Active:
                                                          2
Total Requests Pending Resolution:
Total Requests To Service @ BOISE:
                                                          2
Mean Days Completed To Service @ BOISE:
                                                          2
                                                          2
Mean Days Completed To Service:
Total Requests To Service:
Press <ENTER> To Continue:
```

Notice that only two consults were displayed.

IFC Requests by Patient

The IFC Requests by Patient (IP) report is the same as the Consult Service Tracking (CS) option, except that it only displays inter-facility consults. As such, once it has been invoked, all actions normally available to you in the Consult Service Tracking option are usable.

```
Select Consult Tracking Reports Option: IP IFC Requests By Patient
Are you the Requesting site or the Consulting site: (R/C): R REQUESTING
Select Patient: CPRSPATIENT, NINETEEN CPRSPATIENT, NINETEEN 2-2-35 000190019 YES
SC VETERAN

Select Service/Specialty: ALL SERVICES// <Enter> GROUPER ONLY
List From Starting Date: ALL DATES// <Enter>
```

IFC	Requests:	Request	cing S	ite Feb 07,	20020	@11:23:3	36	Pá	age:	1 (of	<u>1</u>
CPR	SPATIENT, NII	NETEEN	000-	-19-0019			FEI	3 2,19	935 (67)	<ca2< td=""><td>></td></ca2<>	>
									I	Wt.(lk	o): 1	L80
	Requested	St	No.	Consult/Pr	ocedi	ure Requ	ıest					
1	01/10/02	p	9927	DERMATOLOGY	- Bo	oise Con	ıs					
2	01/09/02	р	9923	DERMATOLOGY	Cons	3						
3	10/25/01	a	2061	EKG - BOISE	CARI	DIOLOGY	(SOUTH)	Proc				
4	10/23/01	С	2058	DENTAL Cons								
5	10/18/01	dc	2051	DENTAL Cons								
6	10/18/01	р	2050	DENTAL Cons								
7	10/17/01		2045									
				e actions								
SP	Select Patio	ent E	R Forv	vard	СТ	Complet	e/Update	e RT	Resu.	lts Di	ispla	ìУ
CV (Change View			cel (Deny)			ldendum		Prin	t Form	n 510	3
RC I	Receive	Γ	OC Disc	continue		_	ıdings			ve Med		Lt
SC	Schedule		CM Add	Comment	DD	Detaile	ed Displa	ay ER	Edit,	/Resuk	omit	
Sel	ect: Quit//											

IFC Requests by Remote Ordering Provider

If you need to determine the status of consults at your facility ordered from a certain provider at another facility, then you can use the IFC Requests by Remote Ordering Provider option.

When using this option, you must specify the name of the provider exactly at the prompt. If you enter a question mark, a screened list of ordering providers is displayed.

In this example we look at the Medicine consults from a provider at Boise:

```
Select IFC Management Menu Option: IR IFC Requests by Remote Ordering Provider
Select Requesting site: BOISE
        BOISE
                               ID
                                   VAMC
        BOISE
                                              347
                               ID
                                   RΟ
        BOISE
                               ID
                                   M&ROC
                                              447
     4
        BOISE
                               ID
                                   CHEP
                                              932
CHOOSE 1-4: 1 BOISE
                               ID VAMC
                                              531
   Enter the ENTIRE name in proper CASE, exactly as it
   appears in the list (including any credentials).
  Use copy/paste to avoid typing errors.
  NO partial matches are done.
  Enter ? to display a list of possible entries.
Select Remote Ordering Provider: ?
CPRSPROVIDER, TWENTY
CPRSPROVIDER, NINE
CPRSPROVIDER, TWENTYONE
CPRSPROVIDER, TWENTYTWO
CPRSPROVIDER, TWENTYTHREE
CPRSPROVIDER, TWENTYFOUR
CPRSPROVIDER, TWENTYFIVE
CPRSPROVIDER, TWENTYSIX
CPRSPROVIDER, TWENTYSEVEN
CPRSPROVIDER, TWENTYEIGHT
Enter RETURN or '^' to exit: <Enter>
  Enter the ENTIRE name in proper CASE, exactly as it
  appears in the list (including any credentials).
  Use copy/paste to avoid typing errors.
  NO partial matches are done.
  Enter ? to display a list of possible entries.
Select Remote Ordering Provider: CPRSPROVIDER, TWENTYFOUR
Only Display Consults With Status of: All Status's// <Enter>
Select Service/Specialty: MEDICINE
List From Starting Date: ALL DATES// <Enter>
...SORRY, LET ME PUT YOU ON 'HOLD' FOR A SECOND...
```

```
Inter-facility Consults
                              Feb 21,
                                      2002@09:16:26
                                                              Page:
                                                                       1 of
                                                                               2
IFC Requests: Consulting Site
Service: MEDICINE
           To: FEB 21,2002
From: ALL
Status
            Last Action
                              Request Date Patient Name
                                                               Pt Location
                  IF Consult/Request By Status - Consulting Site
                           FROM: ALL
                                       TO: FEB 21,2002
Routing Facility - BOISE
Remote Ordering Provider - CPRSPROVIDER, TWENTYFOUR
                               GROUPER: MEDICINE
                    GROUPER: CARDIOLOGY in Group: MEDICINE
          GROUPER: CARDIOLOGY Totals:
Total Requests To Grouper CARDIOLOGY:
SERVICE: EYE CLINIC in Group: MEDICINE
           FWD TO REMOTE SERVI 01/07/02 CPRSPATIENT, T. (0020)
Pendina
                                                                        BOISE
Pending
           REMOTE REQUEST RECE 12/21/01 CPRSPATIENT, N. (0019)
                                                                      2B MED
          Enter ?? for more actions
     Service
                               Number on/off
                                                          Description of Data
     Status
                               Print List
Select Item(s): Next Screen// Select Item(s): Quit//
```

There are three other fields that are not visible on an 80 column screen such as the screen in the example. They are: Routing Facility, Days Diff, and Rec Date. They can be viewed by using the Shift to View Right action (>). Using the Shift to View Left (<) action restores the screen.

There are five actions you can do besides the default actions (like Next Screen, Previous Screen, Quit, >, <, ...). These are change Service, Number on/off, Description of Data, Status, and Print List.

The change Service action allows you to re-display the report for a different service.

The Number on/off action changes the format of the report to include the consult number. To do this, it preserves the other columns but makes them narrower.

The Description of Data action gives a detailed description for applicable data columns.

The Status action allows you to change which statuses are displayed in the report.

Inter-Facility Consults Management Options

The Inter-Facility Consults Options [GMRC IFC MGMT] menu is part of the Consults Management [GMRC MGR] menu. This menu has the following options in it:

Synonym	Name	Command
TI	Test IFC implementation	[GMRC IFC TEST SETUP]
LI	List incomplete IFC transactions	[GMRC IFC INC TRANS]
IFC	Inter-Facility Consult Requests	[GMRC IFC RPT CONSULTS]
TR	IFC Transaction Report	[GMRC IFC TRANS]
LK	Locate IFC by Remote Cslt #	[GMRC IFC REMOTE NUMBER]
BK	Monitor IFC background job parameters	[GMRC IFC BKG PARAM MON]
IP	Inter-facility Consult Requests By	[GMRC IFC RPT CONSULTS BY PT]
	Patient	
IR	IFC Requests by Remote Ordering	[GMRC IFC RPT CONSULTS BY
	Provider	REMPR]
PI	Print Inter-facility Consult Requests	[GMRC IFC PRINT RPT
		NUMBERED]

Inter-Facility Consult Requests (IFC), Inter-Facility Consult Requests by Patient (IP), Print Inter-Facility Consult Requests (PI), and IFC Requests by Remote Ordering Provider (IR) are covered under the Inter-Facility Consults Reports section above.

Test IFC Implementation

The following example shows how to use the Test IFC Implementation option to check the setup of a procedure or consult service:

```
Select IFC Management Menu Option: TI Test IFC implementation

Select one of the following:

P procedure
C consult service

Would you like to test a procedure or consult service: procedure

Select the GMRC Procedure that you'd like to test: EKG

1 EKG - BOISE
2 EKG ELECTROCARDIOGRAM

CHOOSE 1-2: 1 EKG - BOISE

attempting to connect to remote system...

There is an implementation problem. The remote site indicated:
Multiple services matched to procedure

Would you like to test another implementation?
```

The following are the 5 most common errors that may be indicated with this option:

- 301 Service not matched to receiving facility. You need to coordinate with the consulting facility. The consulting facility needs to use the Setup Service (SS) option to make sure your facility is correctly listed in the IFC SENDING FACILITY field.
- 401 Procedure not matched to receiving facility. You need to coordinate with the
 consulting facility. The consulting facility needs to use the Setup Procedure (PR)
 option to make sure your facility is correctly listed in the IFC SENDING FACILITY
 field.
- 501 Error in procedure name. Could not find a matching procedure at the consulting facility. You probably need to verify the spelling and use the Setup Procedure (PR) option to make sure the IFC REMOTE PROCEDURE NAME is correct in your Procedure file (#123.3).
- 601 Multiple services matched to procedure. At the consulting facility, the RELATED SERVICES multiple must only contain a single value.
- 701 Error in Service name. Could not find a matching service at the consulting facility. You probably need to verify the spelling and use the Setup Service (SS) option to make sure the IFC REMOTE NAME is correct in your Request Services (#123.5).



Note: Any error occurring within the VistA HL7 messaging system is also indicated in this option.

List incomplete IFC transactions

GMRC IFC INC TRANS is a tool for reviewing incomplete Inter-Facility Consult (IFC) Transactions. With this option you can retransmit an action that is not yet resolved.

This option can accept the following inputs when selecting a consult request:

- A Consult number.
- A Patient Name.
- A Service Name.
- A question mark to see a screened list of consults with incomplete activities.

The following screen capture error is inspected and a retransmit if performed:

```
Select IFC Management Menu Option: LI List incomplete IFC transactions
Select a consult request:?
Answer with REQUEST/CONSULTATION NUMBER, or FILE ENTRY DATE, or
PATIENT NAME, or TO SERVICE, or FROM, or DATE OF REQUEST, or
CPRS STATUS, or SENDING PROVIDER, or ASSOCIATED RESULTS
Do you want the entire REQUEST/CONSULTATION List? n (No)

Type in the number, date of request or patient name.

Select a consult request:CPRSPATIENT, TWENTY CPRSPATIENT, TWENTY 12-31-51 000200020
SC VETERAN
```

```
Feb 07, 2002@12:10:05
Incomplete IFC Transactions
                                                              Page:
                                                                               1
Incomplete transaction(s) for consult#: 9907
An error occurred transmitting the following inter-facility consult
activity to BOISE:
Consult #: 9907
Remote Consult #:
Patient Name: CPRSPATIENT, TWENTY
To Service: DENTAL
Activity #: 1
                        Date/Time/Zone
Activity
                                             Responsible Person Entered By
CPRS RELEASED ORDER
                        12/20/01 10:41
                                             CPRSUSER, TWO
                                                                 CPRSUSER, TWO
The error was: Error in Service name
         Enter ?? for more actions
SC Select new Consult
                                        CM Mark transaction complete
RT Retransmit an IFC activity
Select action: Quit// RT Retransmit an IFC activity
```

Select an activity number: 1
You have selected the following activity:
CPRS RELEASED ORDER entered Dec 20, 2001@10:41:08
Are you sure you want to retransmit this activity?Y YES

Incomplete IFC Transactions Feb 07, 2002@12:10:05 Page: 1 of 1
Incomplete transaction(s) for consult#: 9907

An error occurred transmitting the following inter-facility consult

activity to BOISE:

Consult #: 9907
Remote Consult #:

Patient Name: CPRSPATIENT, TWENTY

To Service: DENTAL

Activity #: 1

Activity Date/Time/Zone Responsible Person Entered By CPRS RELEASED ORDER 12/20/01 10:41 CPRSUSER, TWO CPRSUSER, TWO

The error was: Error in Service name

Enter ?? for more actions

SC Select new Consult CM Mark transaction complete

RT Retransmit an IFC activity

Select action: Quit//

IFC Transaction Report

This option lists the current contents of the IFC Message Log (#123.6) for one or all consults. This log is used by the Inter-Facility Consults software to insure transmission of Inter-Facility Consult requests. The IFC background job checks this log and takes appropriate action on requests that have not yet successfully completed.

Old transactions are discarded by the software. You can control this function by using the Edit Parameter Values [XPAR EDIT PARAMETER] option, set the GMRC RETAIN IFC ACTIVITY DAYS parameter to a number between 7 and 180. If this parameter is not set, completed transactions will be retained for 7 days. The higher the number set in this parameter the more disk space will be used by the IFC MESSAGE LOG file.

See the section on Error Handling below for more complete details.

At the "Select Consult/Request Number:" prompt, you may enter any one of the following:

- ALL to list all entries.
- The consult number to list that single consult.
- The patient name to select a consult from the consults on file for that patient.
- The to or from service to select a consult from the consults to or from that service.
- The date of request to select a consult originated on that date.
- The CPRS status, such as PENDING or PARTIAL RESULTS, to select a consult with that status.
- The sending provider to select a consult originated by that provider.

In the following example, we list all entries in the IFC Transaction Log:

```
Select IFC Management Menu Option: ?
         Test IFC implementation
  LI
        List incomplete IFC transactions
  IFC IFC Requests
  TR
         IFC Transaction Report
         Locate IFC by Remote Cslt #
        Monitor IFC background job parameters
         IFC Requests By Patient
   IR
         IFC Requests by Remote Ordering Provider
  PΙ
         Print IFC Requests
Select IFC Management Menu Option: TR IFC Transaction Report
NOTE: Successful transactions are deleted after one week.
Select Consult/Request Number: ALL// ?
Answer with REQUEST/CONSULTATION NUMBER, or FILE ENTRY DATE, or
    PATIENT NAME, or TO SERVICE, or FROM, or DATE OF REQUEST, or
    CPRS STATUS, or SENDING PROVIDER, or ASSOCIATED RESULTS
Do you want the entire 2033-Entry REQUEST/CONSULTATION List?
Select Consult/Request Number: ALL// <Enter>
List From Starting Date: ALL DATES// <Enter>
```

View by (C)onsult, (D)ate, (A)ctivity, or (M)essage Status: Consult// **<Enter>**

IFC Transact	cions	Jan 31, 2002@07:56:59	Page: 1 of 3			
Transaction(s) for consult#: ALL						
Consult	Entry Date/Time	e Activity	HL7 Message Status .			
2206	11/21/01 15:47	CPRS RELEASED ORDER	ERROR			
2219	11/26/01 16:06	CPRS RELEASED ORDER	ERROR			
2229	11/29/01 09:35	CPRS RELEASED ORDER	ERROR			
9907	12/20/01 10:41	CPRS RELEASED ORDER	ERROR			
9919	01/29/02 12:12	SIG FINDING UPDATE	SUCCESSFULLY COMPLETED			
9919	01/29/02 12:15	SIG FINDING UPDATE	SUCCESSFULLY COMPLETED			
9921	01/09/02 09:53	FORWARDED FROM	AWAITING APPLICATION ACK			
9937	01/17/02 12:34	CANCELLED	SUCCESSFULLY COMPLETED			
9937	01/17/02 14:30	CANCELLED	SUCCESSFULLY COMPLETED			
9937	01/17/02 14:54	CANCELLED	SUCCESSFULLY COMPLETED			
9937	01/17/02 15:09	CANCELLED	SUCCESSFULLY COMPLETED			
9937	01/17/02 15:45	CANCELLED	SUCCESSFULLY COMPLETED			
9937	01/17/02 16:05	CANCELLED	SUCCESSFULLY COMPLETED			
9940	01/23/02 16:01	COMPLETE/UPDATE	SUCCESSFULLY COMPLETED			
9940	01/23/02 16:07	INCOMPLETE RPT	SUCCESSFULLY COMPLETED			
9940	01/23/02 16:24	DISASSOCIATE RESULT	SUCCESSFULLY COMPLETED			
9940	01/23/02 16:25	DISASSOCIATE RESULT	SUCCESSFULLY COMPLETED			
+ Enter ?? for more actions >>>						
SC Select new Consult DD Detailed Display						
PL Print Lis	st CV	Change View				
Select action	Select action:Next Screen// DD					

Select a Consult number from the display: (1-9999999): 2206

```
IFC Transactions
                              Mar 14, 2002@16:38:17
                                                              Page:
                                                                       1 of
                                                                               1.
Detailed Display
Consult#: 2206
ENTRY DATE/TIME: NOV 21, 2001@15:47:53
FACILITY: BOISE
MESSAGE #: 66036920
ACTIVITY #: 1
INCOMPLETE: YES
TRANS. ATTEMPTS: 1
ERROR: Service not matched to receiving facility
          Enter ?? for more actions
SC Select new Consult
                          DD Detailed Display
PL Print List
                          CV Change View
Select action:Quit//
```

Locate IFC by Remote Consult Number

This option is designed to assist consulting facilities with consult inquiries from requesting facilities. E.g., "Do you have the consult with Boise number 845?" All other reports are based on the local consult number. When a call is made from a requesting facility for information on the status of a consult, they are not likely to have the consulting facility's number—only their own number for that consult. This option gets around that problem by keying on the original consult number.

In this example, a CAC at Salt Lake assists a Physician at Boise in looking up Boise consult number 845:

```
Select IFC Management Menu Option: ?
  ΤI
         Test IFC implementation
         List incomplete IFC transactions
  IFC
         IFC Requests
  TR
         IFC Transaction Report
         Locate IFC by Remote Cslt #
        Monitor IFC background job parameters
  BK
        IFC Requests By Patient
  ΤP
        IFC Requests by Remote Ordering Provider
        Print IFC Requests
Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.
Select IFC Management Menu Option: LK Locate IFC by Remote Cslt #
Choose the facility to which the remote entry belongs: ?
Answer with INSTITUTION NAME, or STATUS, or STATION NUMBER, or
    OFFICIAL VA NAME, or CURRENT LOCATION, or NAME (CHANGED FROM)
Do you want the entire INSTITUTION List? N (No)
Choose the facility to which the remote entry belongs: BOISE
    1 BOISE ID VAMC
                                           531
    2 BOISE
                             ID RO
                                           347
       BOISE
    3
                             ID M&ROC
                                           447
       BOISE
                             ID
                                 CHEP
                                           932
CHOOSE 1-4: 1 BOISE
                             ID VAMC
                                           531
Select the Remote Consult Entry #: (1-9999999): 845
    Select one of the following:
         В
                   brief
                   detailed
         D
Display type: B// <Enter> detailed
```

 Consult Detailed Display
 Jan 31, 2002@08:20:11
 Page: 1 of 5

 CPRSPATIENT, THIRTEEN 000-13-0013
 DEC 9,1950 (51)

 Consult No.: 9943
 Wt.(lb): No Entry

Current Pat. Status: Outpatient

Order Information

To Service: PLASTIC SURGERY

From Service:

Requesting Provider:

Service is to be rendered on an OUTPATIENT basis

Place: Consultant's choice

Urgency: Routine

Orderable Item:

Consult: Consult Request

Reason For Request:

Can surgery correct this patients aging process??

Inter-facility Information

Enter ?? for more actions

Select Action:Next Screen//

Monitor IFC Background Job Parameters

This option lists the current state of parameters covering the IFC background jobs. It also gives an alternate method of changing these parameters. E.G., If the running of the IFC Background job should be delayed for any reason (e.g. to install a GMRC patch or system maintenance), it may be delayed by using the Edit background job start parameter action and setting the start time parameter to a date/time in the future.

In this example, we view the IFC background job parameters:

Select IFC Management Menu Option: **BK** Monitor IFC background job parameters

```
RL Refresh background parameter list
IFC Background Parameters
                            Mar 14, 2002@16:27:11
                                                                      1 of
                                                             Page:
Inter-facility Consults background job parameter display
                                       Mar 14, 2002@15:48:57
The IFC background job last started:
The IFC background job last finished:
                                      Mar 14, 2002@15:48:57
The IFC background job is on schedule or is
running.
It may be delayed by editing the start time
to a future date/time using the Edit start
time action.
          Enter ?? for more actions
ES Edit background job start parameter
RL Refresh background parameter list
```

Select action:Quit//

Notification Parameters

There are four (4) Consults notifications:

- #23 CONSULT/REQUEST RESOLUTION
- #27 NEW SERVICE CONSULT/REQUEST
- #30 CONSULT/REQUEST CANCEL/HOLD
- #63 CONSULT/REQUEST UPDATED

Any user who wants to receive these notifications must have the notifications enabled for themselves. To turn on these notifications, use the Enable/Disable Notifications option of the NOTIFICATION MGMT MENU, ORB NOT MGR MENU.



NOTE: Unless Consult notifications are set to mandatory, individual users may use the Enable/Disable My Notifications option of the Notifications Management Menu to individually disable the notifications they do not want to receive.

Also, the deletion parameter for these notifications is set to Individual Recipient. This means that when an individual reviews one of these notifications, the notification is deleted for only that individual. This parameter may be set to All Recipients, in which case a notification is deleted for all recipients when any one of them reviews it.

To change the deletion parameter for any of the Consults notifications, use the Set Deletion Parameters for Notifications option of the Notification Mgmt Menu.

The newest notification, #63, CONSULT/REQUEST UPDATED, is triggered when a comment is added to consult or the consult is scheduled. Comments may be added either with the Add Comment (CM) action or the Schedule (SC) action. The text of the alert is altered depending on which one of these actions initiated the alert as follows:

- Adding a Comment #63 "Comment Added to Consult: . . . "
- Scheduling #63 "Scheduled Consult: ..."

Consult Service Tracking

Functionality

The Consult Service Tracking (GMRC SERVICE TRACKING) option is a generic "User" option that:

Provides a "by patient" lookup of consults and procedure requests which is similar to CPRS's "by patient" lookup of orders.

Provides a "by Service" lookup of consults and procedure requests. Users may select a service/specialty at any level in the hierarchy of services defined by IRMS/ADPAC personnel.



Note:

The Consults "Select Service (SS)" action lumps all consult and procedure request orders under a Display Group called "CONSULT..." The only way for users to breakdown these orders by request service is to use the "Select Service (SS)" action provided by this option.

Displays a review screen of consults/requests in sequence by inverted "order released date/time" (most recent consults first).

Includes the Service's "Last Activity" update and the updated CPRS status for each consult/request displayed.

Provides basic "Select Action:" prompt capabilities which parallel CPRS actions. Exactly which actions are displayed depends on the privileges accorded to the person using the system. Privileged actions such as Complete (CT), Cancel (DY), Discontinue (DC), Forward (FR), Receive (RC), Schedule (SC), Significant Findings (SF), and Make Addendum (MA) are not displayed if the user cannot perform them.

To make a determination of whether a user can perform privileged actions or not, Consults checks the following fields from the Requests Services (#123.5) file:

- Service Individual to Notify—123.08
- Service Team(s) to Notify—123.08
- Update Users W/O Notifications—123.1
- Update Teams W/O Notifications—123.3
- Administrative update users—123.33
- Administrative update teams—123.34

Text Integration Utilities (TIU) Setup

The Text Integration Utilities package is essential for completing consults under V. 3.0. It gives you several benefits not previously available. Among them are the ability to use boilerplate for selected consult types and the ability to file results in the TIU data base.

In this section we first review the process of Consults resulting. Then we present two different document definition hierarchies that may be used for Consults results. Finally, we present the TIU options you need to set up the TIU part of Consults Resulting.

Consults Resulting Process

The diagram, Consults Resulting Process, shows the consults process with emphasis on the resulting phase. To complete a consult, three things must happen:

- 1) An authorized user must select the complete action.
- 2) The results must be entered or uploaded.
- 3) The results must be signed (and, if appropriate, cosigned).

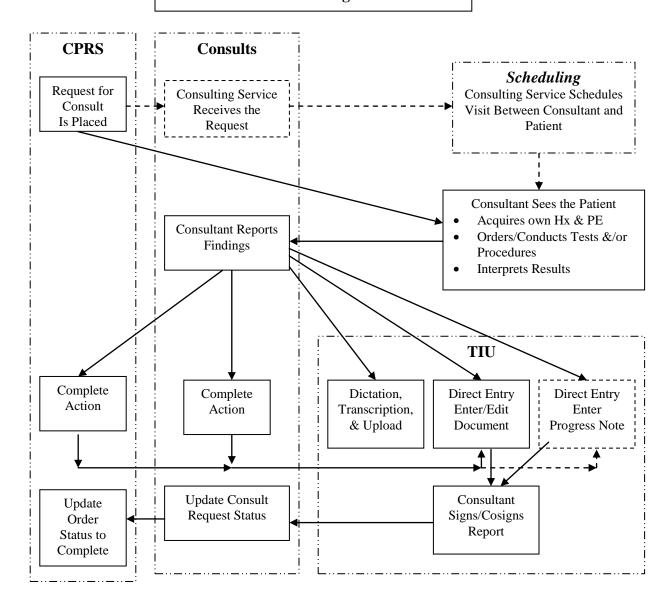
If TIU's upload utility is used, the use of the complete action may be bypassed. TIU generates a notification permitting the responsible person to sign the results and complete the consult.

If the end-user is to enter the results, either the complete action prompts for results, or the results may be entered through TIU directly. If the results are entered through TIU, the user is prompted to link the TIU document with a consult request. In doing this, TIU lists consults that are available for resulting. The parameter GMRC CONSULT LIST DAYS controls how many days back TIU searches for qualifying consults. (The package default for this parameter is 365 days.)

Once these three things are accomplished, the consult is marked as complete and TIU files the results. Also, a chart copy of the completed consult may be printed.

Your site may choose to result consults by use of Progress Notes. In this case the resulting user sees essentially the same prompts, but the results entered are visible both as a consult result and in the Progress Notes system.

Consults Resulting Process



Recommended Document Hierarchies

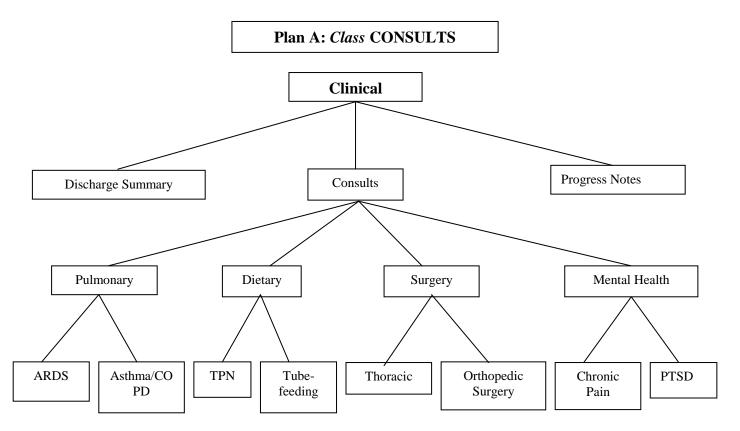
You should have TIU already set up on your system and be familiar with the *Text Integration Utilities (TIU) Implementation Guide*.

We present here two document hierarchies found useful by hospitals in the VHA system. Strategy A creates Consults as an independent class under Clinical Documents. Strategy B creates Consults as a document class under Progress Notes.

Strategy A Advantages:

Provides a CLEAR separation of Consults from Progress Notes, and minimizes the number of choices for the end-user.

1. Simple, with few concerns for maintainability (e.g., no question as to whether heritable methods and properties of Progress Notes were appropriately overridden, etc.).



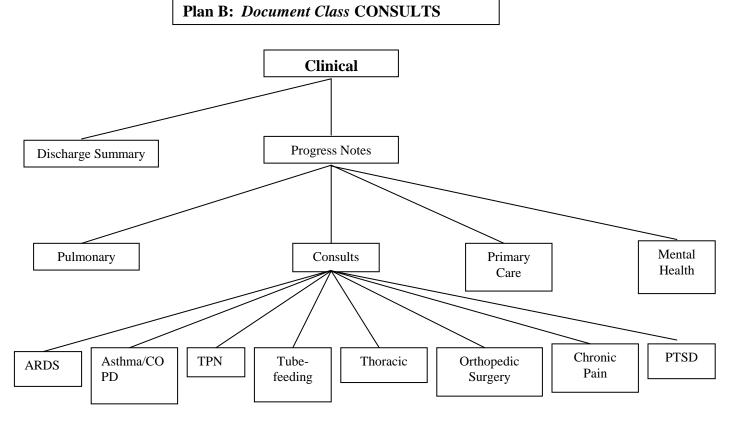
Strategy A Disadvantages:

Not necessarily consistent with the way providers have been documenting their Consult Results in the past. (i.e., if they've been using PN titles to "result" consults, and referring to the notes on the SF 513's in the past, this will be a departure from that practice).

Limits flexibility of access to the information. (i.e., if set-up this way, they may only access the data through Integrated Document Management options on the TIU-side, and through the Consults tab of the CPRS chart).

Strategy B Advantages:

- 1. Consistent with the way many providers have been documenting their Consult Results in the past. (i.e., if they've been using PN titles to "result" consults, they may continue to do so, with the results showing up on both the 509 and SF 513).
- 2. Enhances flexibility of access to the information. (i.e., if set-up this way, they may access the data through any option on the TIU side, as well as through EITHER the Consults or Progress Notes tabs of the CPRS chart).



Strategy B Disadvantages:

- 1. Does NOT Provide a CLEAR separation of Consults from Progress Notes, and may offer too many choices for the end-user.
- 2. Complex, with some concerns for maintainability (e.g., if printing or filing appear incorrect, may result from heritable methods and properties of Progress Notes not being appropriately overridden, etc.).

You need to plan the set-up of the Document Definition Hierarchy in some detail, including the titles you want to use at your site, before proceeding with the TIU DEFINE CONSULTS option. The worksheet included in Appendix A of the *Text Integration Utilities (TIU) Implementation Guide* may prove useful in this process.

The option TIU DEFINE CONSULTS, exported with TIU*1*4, is used to select one or the other of these strategies and set them up at your hospital.

TIU Setup Options

TIU DEFINE CONSULTS

This option is exported with TIU*1*4. Once you have decided which Document Definition strategy to use, run the TIU DEFINE CONSULTS option. This option must be run before Consults may be completed using TIU documents.

In the following example we elect Plan B from the discussion on the preceding pages:

```
Select OPTION NAME: TIU DEFINE CONSULTS
                                                 Define CONSULTS for
TIU/CT Interface
Define CONSULTS for TIU/CT Interface
I'm going to create a new Document Definition for CONSULTS now.
GREAT! A new Document Definition has been created for CONSULTS.
Next, you need to decide whether you want CONSULTS to be set up
as a separate CLASS (comparable to DISCHARGE SUMMARY or PROGRESS
NOTES), or whether you want CONSULTS defined as a DOCUMENT CLASS
under PROGRESS NOTES. The benefits of each strategy are outlined
in the POST-INSTALLATION instructions for this patch.
NOTE: If you're not yet CERTAIN which strategy you want your site
to adopt, then quit here, and get consensus first (it's easier to
get permission than forgiveness, in this case)!
    Select one of the following:
         CT.
                   Class
                   Document Class
         DC.
Define CONSULTS as a CLASS or DOCUMENT CLASS: DC Document Class
Okay, you've indicated that you want to make CONSULTS a Document Class.
Okay to continue? NO// YES
FANTASTIC! Your NEW DOCUMENT CLASS CONSULTS will now be added under
the PROGRESS NOTES Class...
Okay, I'm done...Please finish your implementation of CONSULTS by adding
any Titles as appropriate using the Create Document Definitions Option
under the TIUF DOCUMENT DEFINITION MGR Menu, as described in Step #3 of
the Post-Installation Instructions.
Press RETURN to continue...
```

Create Document Definitions

After TIU DEFINE CONSULTS has been run, you need to enter the rest of the TIU hierarchy. You should have planned this out in detail according to instructions given in the *Text Integration Utility (TIU) Implementation Guide*. The Create Document Definitions option permits you to enter this hierarchy.

In the following example, a document title CARDIOLOGY CONSULT is added to the TIU document hierarchy:

```
Select OPTION NAME: TIU IRM MAINTENANCE MENU
                                                      TIU Maintenance Menu
menu
Select TIU Maintenance Menu Option: ?
         TIU Parameters Menu ...
         Document Definitions (Manager) ...
         User Class Management ...
Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.
Select TIU Maintenance Menu Option: 2 Document Definitions (Manager)
                   --- Manager Document Definition Menu ---
Select Document Definitions (Manager) Option: ?
         Edit Document Definitions
         Sort Document Definitions
   3
         Create Document Definitions
   4
         Create Objects
Enter ?? for more options, ??? for brief descriptions, ?OPTION for help text.
Select Document Definitions (Manager) Option: 3 Create Document Definitions....
```

(Continued on next page.)

Implementation and Maintenance

Create	Document Definitions	Jan 15,	1998	14:07:53		Page:	1 of	10
		BA	ASICS					
								_
<u> </u>	Name							Type
1	CLINICAL DOCUMENTS							CL
2	DISCHARGE SUMMARY							CL
3	PROGRESS NOTES							CL
4	ADDENDUM							DC
5	OLD CONSULTS							CL
6	PHYSICAL THERAPY NOTE:	S						CL
7	TEST CLASS							CL
8	TEST NOTES							CL
								-
	New Users, Please En			or Help				>>>
	lass/DocumentClass	Next Le				ailed Di	splay/E	dit
()	Title)	Restart	Ē.		Stat	cus		
((Component)	Boiler	plate	Text	Dele	ete		
Select	Action: Next Level// <e< td=""><td>nter> Ne</td><td>ext Le</td><td>evel</td><td></td><td></td><td></td><td></td></e<>	nter> Ne	ext Le	evel				

Select CLINICAL DOCUMENTS Item (Line 2-8): 3......

Create	e Document Definitions	Jan 15, 1998	14:13:20	Page: 1	of 1
		BASICS			
	Name				Type
1	CLINICAL DOCUMENTS				CL
7					
2	PROGRESS NOTES				CL
3	ADVANCE DIRECTIVE				DC
4	ADVERSE REACTION/A	LLERGY			DC
5	CRISIS NOTE				DC
6	CLINICAL WARNING				DC
7	HISTORICAL TITLES				DC
8	ADDICTION SEVERITY	INDEX			DC
9	RAT NOTES				DC
10	TEST2 NOTES				DC
11	CONSULTS				DC
	?Help >ScrollRigh				>>>
C	Class/DocumentClass	Next Level	D	etailed Displ	ay/Edit
((Title)	Restart	S	tatus	
((Component)	Boilerplate ?	Text D	elete	
	Action: Next Level//	_			

Select PROGRESS NOTES Item (Line 3-11): 11

(Continued on next page.)

Create Docu	ment Definitions	Jan 15, 199	8 14:16:16	Page	e: 1 o:	f 10
		BASIC	CS			
+ Name						Type
2 PR	OGRESS NOTES					CL
3	CONSULTS					DC
4	MEDICINE CONSU	JLTS				\mathtt{TL}
5	SURGERY CONSUL	JTS				\mathtt{TL}
6	NEUROLOGY CONS	SULTS				\mathtt{TL}
7	PULMONARY CONS	SULTS				\mathtt{TL}
		1	/- !			
	Help >ScrollRi					>>>
	/DocumentClass)		•		d Display/	/Edit
Title		Restart		Status		
(Compo	nent)	Boilerplat	e Text	Delete		
Select Acti	on: Title// <e< b="">n</e<>	ter> Title				

Enter the Name of a new CONSULTS: CARDIOLOGY CONSULTS

CLASS OWNER: CLINICAL COORDINATOR Replace <Enter>
STATUS: (A/I/T): INACTIVE// A ACTIVE

SEQUENCE: 8

MENU TEXT: Cardiology Consults//

Entry Created

If you wish, you may enter another CONSULTS: <Enter>

Create	Document Definitions	Jan 15, 1998 BASICS	14:20:59	Page	e: 1 o	f 10
.+	Name					Type
2	PROGRESS NOTES					CL
3	CONSULTS					DC
4	MEDICINE CONSULTS					TL
5	SURGERY CONSULTS	•				TL
6	NEUROLOGY CONSULT	¹S				TL
7	PULMONARY CONSULT	-				TL
8	CARDIOLOGY CONSUI					TL
	?Help >ScrollRight	: PS/PL Pri	ntScrn/List	+/-		>>>
((Class/DocumentClass)				d Display	/Edit
-	tle	Restart		Status.		,
	Component)	Boilerplate	Text	Delete		
	Action: Title//					
- 32000						

TIU Maintenance

Correcting Misdirected Results

Occasionally a consult result is linked to the wrong consult. If this is detected prior to signature, it is possible for the author of a consult result to re-direct the record to a different consult request by any of several methods:

- 1. Through the Link to Request action, when processing the alert for the unsigned Consult Result.
- 2. Through the Individual Patient Document option.
- 3. You may choose the Link action from the All My Unsigned Documents Option.
- 4. From the CPRS Chart.

There are examples of the above four methods in the *Consult/Request Tracking User Manual*.

Following signature, such corrections can only be made by those persons who are granted permission to do so under the Authorization/ Subscription Utility (ASU). Information on how to make this kind of correction is shown here:

```
--- MIS Managers Menu ---
         Individual Patient Document
        Multiple Patient Documents
       Print Document Menu ...
       Search for Selected Documents
       Statistical Reports ...
Select Text Integration Utilities (MIS Manager) Option: S
  1 Search for Selected Documents
       Statistical Reports
CHOOSE 1-2: 1 Search for Selected Documents
Select Status: UNVERIFIED// COM completed
Select CLINICAL DOCUMENTS Type(s): Discharge Summaries// ALL
        Discharge Summaries Progress Notes Addendum Consults
Select SEARCH CATEGORIES: AUTHOR// PAT Patient
Select PATIENT: CPRSPATIENT, TWENTYFOUR 01-01-67 000-24-0024P
ACTIVE DUTY
                    A: Known allergies
Start Reference Date [Time]: T-7// (JAN 20, 1998)
Ending Reference Date [Time]: NOW// (JAN 27, 1998@14:20)
Searching for the documents.
```

(Continued on the next page.)

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Clir	nical Documents	Jan 27, 1998 14:07:13	Page:	1 of 1□
	by PATIENT (CPRSPATIE	NT, TWENTYFOUR) from 01/20/98 to	1 docume:	nts
	Patient	Document	Ref Date	Status 🗆
1	CPRSPATIENT, T (W0024)	PULMONARY CONSULT	01/26/98	completed
	+ Next Screen	- Prev Screen ?? More Actions		>>>
	Find	Delete Document	Browse	
	On Chart	Reassign	Print	
	Edit	Link with Request	Change View	
	Verify/Unverify		Quit	
	Amend Document			
Sele	ect Action: Quit// L	Link with Request		

You must link your Result to a Consult Request...

The following CONSULT REQUEST(S) are available:

1> JAN 23, 1998@11:14 759 PULMONARY

2> JAN 23, 1998@11:14 760 PULMONARY
CHOOSE 1-2: 2 760

Refreshing the list.

Clinical Documents	Jan 27, 1998 14:07:13	Pag	re: 1	of	10
by PATIENT (CPRSPATIE	NT,TWENTYFOUR) from $01/20/9$	8 to 1 d	ocuments.	3	
Patient	Document	Ref I	ate Sta	atus	
CPRSPATIENT, T. (W0024) PULMONARY CONSULT	01/26	/98 com	plete	ed
** Item 1 Reass	-	_		>	>>>
Find	Delete Document	Browse			
On Chart	Reassign	Print			
	Link with Request	Change	View		
Edit					
Edit Verify/Unverify	Send Back	Quit			
	Send Back	Quit			

Medicine Interface

The Procedures module of Consult/Request Tracking has been enhanced. The two major enhancements are:

- 1. A complete change to the method of creating and activating procedures for use in CPRS and Consult/Request Tracking is introduced including a new file to store the procedures data.
- 2. The ability to link results stored in the VistA Medicine package to a procedure request has been re-established.

Procedure Setup

The following is the process used to add new procedures or to modify existing procedures:



The GMRC PROCEDURES (#123.3) file should NOT be edited via VA FileMan. The interface between CPRS and Consult/Request Tracking depends on the use of the Setup procedures [GMRC PROCEDURE SETUP] option.

```
Select Consult Management Option: PR Setup procedures
Select Procedure: GI ENDOSCOPIC
Are you adding 'GI ENDOSCOPIC' as a new GMRC PROCEDURE (the 39TH)? No// Y
(Yes)
NAME: GI ENDOSCOPIC// <Enter>
The new procedure will not be orderable unless the INACTIVE flag is deleted.
INACTIVE: YES// N <Enter> NO
Select SYNONYM: GIENDO
INTERNAL NAME: <Enter>
Are you adding 'GIENDO' as a new SYNONYM (the 1ST for this GMRC PROCEDURE)? No
// Y
(Yes)
SYNONYM: GIENDO// <Enter>
Select SYNONYM: <Enter>
Select RELATED SERVICES: GASTROENTEROLOGY
Are you adding 'GASTROENTEROLOGY' as
a new RELATED SERVICES (the 1ST for this GMRC PROCEDURE)? No// Y (Yes)
Select RELATED SERVICES: <Enter>
TYPE OF PROCEDURE: GI ENDO
1 GI ENDOSCOPIC GIENDO GI ENDOSCOPIC
2 GI ENDOSCOPIC GI ENDOSCOPIC
CHOOSE 1-2: 1 GIENDO GI ENDOSCOPIC
PREREQUISITE:
1><Enter>
PROVISIONAL DX PROMPT: ?
Enter a code to indicate the type of input allowed by CPRS when entering a
provisional diagnosis
Choose from:
O OPTIONAL
R REQUIRED
S SUPPRESS
PROVISIONAL DX PROMPT: R REQUIRED
PROVISIONAL DX INPUT: ?
Enter a code to indicate the type of input allowed by CPRS when entering a
provisional diagnosis
Choose from:
F FREE TEXT
L LEXICON
PROVISIONAL DX INPUT: L LEXICON
DEFAULT REASON FOR REQUEST:
1><Enter>
RESTRICT DEFAULT REASON EDIT: <Enter>
Inter-facility information:
IFC ROUTING SITE: <Enter>
```

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IFC REMOTE PROC NAME: <Enter>

Select IFC SENDING FACILITY: <Enter>

Orderable Item Updated

Select Consult Management Option:

INTERNAL NAME in an alternate name for the service. This name does not appear on printouts or displays, but can be used to access the service through the Setup Services (SS) option, or with FileMan.

The RELATED SERVICES field in the procedure setup indicates which services from the Consult hierarchy will receive and process procedures of this type. If more than one related service is entered in this field the ordering person will have to choose which service to direct the procedure to. The users that will be notified and the users allowed to update procedure requests of this type are determined by the receiving service.

The TYPE OF PROCEDURE field in the procedure setup essentially turns on the interface to the Medicine package for this type of procedure. The field is a pointer to the PROCEDURE/SUBSPECIALTY (#697.2) file in the Medicine package. If this field is not set, no medicine procedure results may be linked to this type of procedure request.

PROVISIONAL DX PROMPT: Used by CPRS to determine how to prompt for the provisional diagnosis when ordering this procedure. If this field is set to OPTIONAL, the user will be prompted for the provisional diagnosis but may bypass answering the prompt. If the field is set to SUPPRESS, the user will not be presented with the provisional diagnosis prompt. If set to REQUIRED, the user must answer the prompt to continue placing the order.

PROVISIONAL DX INPUT: Determines the method that CPRS uses to prompt the user for input of the provisional diagnosis when ordering this procedure. If set to FREE TEXT, the user may type any text from 2-80 characters in length. If set to LEXICON, the user will be required to select a coded diagnosis from the Clinical Lexicon.

PREREQUISITE: This word-processing field is utilized to communicate pre-requisite information to the ordering person prior to ordering this procedure. This field is presented to the ordering person upon selecting a procedure and allows them to abort the ordering at that time if they choose. TIU objects may be embedded within this field which are resolved for the current patient during ordering. Any TIU objects must be contained within vertical bars (e.g. |BLOOD PRESSURE|).

DEFAULT REASON FOR REQUEST: The default text used as the reason for request when ordering this procedure. This field allows a boilerplate of text to be imported into the reason for request when placing orders for this procedure. If the user places an order using a quick order having boilerplate text, that text supersedes any default text stored in this field. This field may contain any text including TIU objects. TIU Objects must be enclosed in vertical bars (e.g. |PATIENT NAME|).

RESTRICT DEFAULT REASON EDIT: If a DEFAULT REASON FOR REQUEST exists for this service this field effects the ordering person's ability to edit the default reason while placing an order. This variable can be set to UNRESTRICTED, NO EDITING, or ASK ON EDIT ONLY. If the third value, ASK ON EDIT ONLY, is used,

the user is only allowed to edit the default reason if the order is edited before releasing to the service.

IFC ROUTING SITE: This field contains the VA facility that will perform consults requested for this service. When a consult for this service is ordered, it will automatically be routed to the VA facility in this field.

IFC REMOTE NAME: This field contains the name of the service that will be requested at the VAMC defined in the IFC ROUTING SITE field. Enter the name of the service exactly as it is named at the remote facility. If this name does not match the name of the service at the routing site, the request will fail to be filed at the remote site. This will delay or prohibit the performance and processing of this request.

IFC SENDING FACILITY: This is a multiple containing the facilities from which your site may receive Inter-Facility Consults for this consult. As with all IFC fields, they must be an exact match.

Linking Med Results to Procedure Request

In the Consult Service Tracking option and in CPRS list manager Consults tab, medicine results can be associated with the procedure request by using the complete/update action. If the selected item is a procedure and is configured for medicine resulting, users will be given the option of attaching medicine procedure result and/or writing a TIU document. In the CPRS GUI, associating medicine procedure results will be done via a separate menu item on the Action Menu of the Consults tab.

Removing Medicine Results from a Request

This patch provides a mechanism to disassociate a medicine result from a request that was linked by mistake. The ability to take this action is controlled by membership in a USR USER CLASS. A new field is exported for the REQUEST SERVICES (#123.5). Field (#1.06) RESULT MGMT USER CLASS is a pointer to the USR USER CLASS (#8930) file and the appropriate user class of individuals who may take this action should be listed here. It is recommended that the user class entered here be in line with the business rule involving the LINK action as it pertains to TIU documents.

The action to disassociate a medicine result is provided through an action on the Consult Service Tracking option or the Consults tab of CPRS list manager and CPRS GUI.

Parameters

There are two parameters associated with the Consults package: GMRC CONSULT LIST DAYS and GMRC FEE SERVICES.

GMRC CONSULT LIST DAYS

The GMRC CONSULT LIST DAYS parameter controls the number of days TIU searches for consults that can be associated with a TIU note.

When completing consults from the notes tab, after selecting a title, you are given a list of consults to which the note may be linked. This list is limited to consults entered in the last 365 days by default. The parameter "GMRC CONSULT LIST DAYS" allows sites to vary this value. The default parameter "PKG" is set to 365 days.

The following example shows setting this parameter for a division (in a multi-divisional medical center) to 180 days:

```
XPAR EDIT PARAMETER Edit Parameter Values action
Edit Parameter Values
--- Edit Parameter Values ---
Select PARAMETER DEFINITION NAME: GMRC CONSULT LIST DAYS CONSULT LIST DAYS
GMRC CONSULT LIST DAYS may be set for the following:
6 Division DIV [choose from INSTITUTION]
7 System SYS [DEVCUR.ISC-SLC.VA.GOV]
9 Package PKG [CONSULT/REQUEST TRACKING]
Select INSTITUTION NAME: SALT
1 SALT LAKE CITY 660
2 SALT LAKE OEX UT ISC 5000
CHOOSE 1-2: 2 SALT LAKE OEX UT ISC 5000
----- Setting GMRC CONSULT LIST DAYS for Division: SALT LAKE OEX ------
Days: 180
GMRC CONSULT LIST DAYS may be set for the following:
6 Division DIV [choose from INSTITUTION]
7 System SYS [DEVCUR.ISC-SLC.VA.GOV]
9 Package PKG [CONSULT/REQUEST TRACKING]
Enter selection:
```

GMRC FEE SERVICES

The GMRC FEE SERVICES parameter controls which services (from the REQUEST SERVICES (#123.5) file) are defined as fee basis services.

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When a commercial-off-the-shelf (COTS) fee basis system, such as Fee Basis Claims System (FBCS) or Healthcare Claims Processing System (HCPS), accesses a list of consults, it will use this parameter to limit its search to consults with fee basis services.

The list of consult services is stored internally as a word-processing field consisting of the IENs for FEE Basis or NON –VA Care Consults stored in the REQUEST SERVICES (#123.5) file. This list can be modified using the Define Fee Services [GMRC FEE PARAM] option under the GMRC MGR menu.

Note: This parameter cannot be edited via the XPAR menu. It should *only* be edited using the Define Fee Services [GMRC FEE PARAM] option under the GMRC MGR menu.

Files

* Request/Consultation (#123)

This file contains consult and request orders originating primarily via the CPRS process. Once the order exists in this file, receiving service users perform update activities. An audit trail of the update activities is maintained in this file.

* Request Action Types (#123.1)

This file identifies the action types that may be used by a service to track activity related to a consult or request.

* GMRC Procedures (#123.3)

This file identifies procedures that may be ordered and processed in CPRS.

File 123.3 must NOT be edited via VA FileMan. The interface between CPRS and Consult/Request Tracking depends on the use of the Setup procedures [GMRC PROCEDURE SETUP] option.

* Request Services (#123.5)

This file permits Services and Specialties to be grouped in a hierarchy representing the site's available services. This grouping capability may be used with Review screens to filter out consults to a service, sub service, specialty, or sub-specialty of consults/requests.

The main entry in this file is the "ALL SERVICES" entry. Other entries should be subordinate in the hierarchy.

The "ALL SERVICES" entry is used to display the hierarchy of the hospital services when the Clinician ordering the consult is prompted for "Select Service/Specialty:" to send the consult to.

* IFC Message Log (#123.6)

This is a log used by the Inter-Facility Consults software to insure transmission of Inter-Facility Consult requests. The IFC background job checks this log and takes appropriate action on requests that have not yet successfully completed.

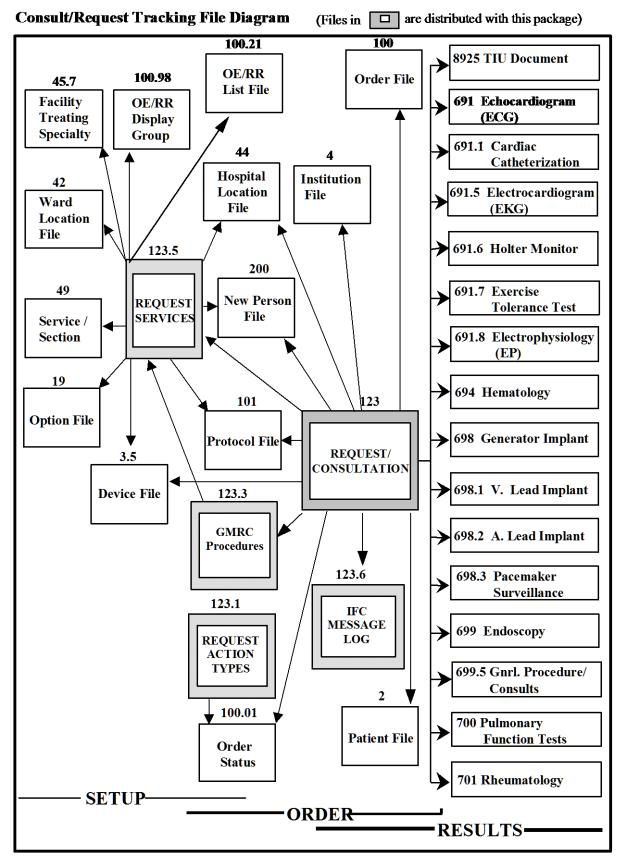
File Globals

The following is a listing of the files contained in the Consults package. Listed for each file are its file number, name, global location, and an indicator as to whether or not data comes with the file.

Number	Name	Global	Data
123	REQUEST/CONSULTATION FILE	^GMR(123,	NO
123.1	REQUEST ACTION TYPES	^GMR(123.1	YES
123.3	GMRC PROCEDURES	^GMR(123.3	YES
123.5	REQUEST SERVICES	^GMR(123.5	YES
123.6	IFC MESSAGE LOG	^GMR(123.6	NO

A file diagram of the above Consults package files and their relationship to other packages is shown on the following page.

Files



Exported Menus

There are five menus distributed with the Consults package. The GMRC MGR option is a composite of **all** Option file (#19) entries distributed in the GMRC namespace. The GMRC REPORTS is a composite of reports distributed with Consults. The GMRC GENERAL SERVICE USER, and GMRC PARMACY USER contain the most frequently performed actions for their respective user types.

Option Name	Display Text
GMRC MGR	
GMRC REPORTS	Consults Tracking Reports
GMRC SETUP REQUEST SERVICES	Set up Consults Services
GMRC SERVICE USER MGMT	Service User Management
GMRC SERVICE TRACKING	Consults Service Tracking
GMRC PHARMACY TPN CONSULTS	Pharmacy TPN Consults
GMRC PRINT TEST PAGE	Print Test Page
GMRCSTSU	Group Update of Consults Requests
GMRC UPDATE AUTHORITY	Determine Users' Update Authority
GMRC USER NOTIFICATION	Determine if User is Notification Recipient
GMRC NOTIFICATION RECIPS	Determine Notification Recipients for a Service
GMRC TEST DEFAULT REASON	Test Default Reason for Request
GMRC LIST HIERARCHY	List Consult Service Hierarchy
GMRC PROCEDURE SETUP	Setup Procedures
GMRC CLONE PROSTHETICS	Copy Prosthetics services
GMRC DUPLICATE SUB-SERVICE	Duplicate Sub-Service
GMRC FEE PARAM	Define Fee Services
GMRC IFC MGMT	IFC Management Menu

Option Name	Display Text
GMRC REPORTS	
GMRC COMPLETION STATISTICS	Completion Time Statistics
GMRC RPT PENDING CONSULTS	Service Consults Pending Resolution
GMRC RPT COMPLETE CONSULTS	Service Consults Completed
GMRC RPT COMPLETE/PENDING	Service Consults Completed or Pending Resolution
GMRC IFC RPT CONSULTS	IFC Requests
GMRC IFC RPT CONSULTS BY PT	IFC Requests By Patient
GMRC IFC RPT CONSULTS BY REMPR	IFC Requests by Remote Ordering Provider
GMRC RPT NUMBERED CONSULTS	Service Consults with Consults #s
GMRC IFC PRINT RPT NUMBERED	Print IFC Requests
GMRC PRINT BY SEARCH	Print Consults by Provider, Location, or Procedure
GMRC RPT PERF MONITOR	Print Consult Performance Monitor Report
GMRC PRINT RPT NUMBERED	Print Service Consults by Status
GMRC RPT CONSULTS BY STATUS	Service Consults By Status
GMRC PRINT COMPLETION STAT	Print Completion Time Statistics Report

Option Name	Display Text
GMRC GENERAL SERVICE USER	
GMRC SERVICE TRACKING	Consults Service Tracking
GMRC RPT PENDING	Service Consults Pending
GMRC COMPLETION STATISTICS	Completion Time Statistics

Option Name	Display Text
GMRC PHARMACY USER	
GMRC PHARMACY TPN CONSULTS	Pharmacy TPN Consults
GMRC RPT PENDING	Service Consults Pending
GMRC COMPLETION STATISTICS	Completion Time Statistics

Option Name	Display Text
GMRC IFC MGMT	
GMRC IFC TEST SETUP	Test IFC implementation
GMRC IFC INC TRANS	List incomplete IFC transactions
GMRC IFC RPT CONSULTS	IFC Requests
GMRC IFC TRANS	IFC Transaction Report
GMRC IFC REMOTE NUMBER	Locate IFC by Remote Cslt #
GMRC IFC BKG PARAM MON	Monitor IFC background job parameters
GMRC IFC RPT CONSULTS BY PT	IFC Requests By Patient
GMRC IFC RPT CONSULTS BY REMPR	IFC Requests by Remote Ordering Provider
GMRC IFC PRINT RPT NUMBERED	Print IFC Requests

It should be noted that the following options:

GMRC PHARMACY TPN CONSULTS

GMRC SERVICE TRACKING

are options which utilize review screens and "Select Action:" capabilities similar to CPRS review screen protocol menus. These three options should be distributed to the appropriate users, based on the "Menu/Option Access" recommendations found in the Package Security section of this manual.

In addition to the Option file (#19) menu, the Protocol file (#101) has several protocol menus distributed in the GMRC namespace. These menus are not for distribution to users. These menus represent the set of responses permitted at specific prompts during Consults processing.

Cross-References

The Consults files contain the following cross-references:

Request/Consultation file (#123)

This cross-reference permits determination of the request entry in this file based on the ORIFN (pointer to File 100) from CPRS.

This is the primary cross-reference used by Consults to display consults/requests for a patient, with the most recent Date of Request first.

This cross-reference is used to display consults/requests for a particular service and CPRS status, with the most recent Date of Request first.

This cross-reference is used to prevent duplicate entries from being filed if a new inter-facility consult is sent multiple times.

The "B" Cross-reference is the regular cross-reference for this file.

The "C" cross-reference enables VA FileMan look-up of information based on the TO Service.

The "D" cross-reference enables VA FileMan lookup of information based on the CPRS status.

The "E" cross-reference enables VA FileMan lookup of information based on the Date of Request.

The "F" cross-reference enables VA FileMan lookup of information based on the Patient Name.

The "G" cross-reference allows look-up of consults by sending provider.

The "H" cross-reference allows look-up of consults by the requesting location.

The "R" cross-reference allows look-up of consults based on the results associated with them.

Request Action Types file (#123.1

This cross-reference is used when the call to RESULT^GMRCR returns a CPRS status. This CPRS status is used to determine the action type to use to update activity tracking.

The "B" cross-reference is the regular cross-reference

for this file.

This cross-reference is used to associate the action type with the protocol selected from the "Select Action:" prompt. The action type internal number is then used to set the variable GMRCA for audit trail processing.

GMRC PROCEDURES file (#123.3)

This cross-reference is utilized during the procedure conversion process and will be removed in a future enhancement.

The "B" cross-reference is the regular cross-reference for this file, permitting lookup by procedure name.

The "C" cross-reference permits SYNONYMS to be used to look up the procedure by synonym.

Request Services file (#123.5)

The "B" cross-reference is the regular cross-reference for this file, permitting lookup by Service Name.

The "C" cross-reference enables VA FileMan lookup of information, based on the RELATED TREATING SPECIALTY. (Note: This field exists, but is not currently used by the package.)

The "D" cross-reference permits SYNONYMS to be used to find the Service to send a consult/request to.

This cross-reference is used to locate and delete pointers to the OE/RR LIST (#100.21) file that have been deleted.

AC1 ^GMR(123.5, SERVICE NAME, DA)

This cross-reference is what helps maintain the alphabetical look-up of services.

ANT ^GMR(123.5, TEAM TO NOTIFIY, DA)

The "ANT" cross reference is used for deletion of pointer values when an entry is deleted from the OE/RR LIST (#100.21) file.

APC ^GMR(123.5, SUB-SERVICE/SPECIALTY, DA)

This cross-reference is used to find the parents of a given service. This helps identify AC cross-references that need to be updated when the .01 name changes, and helps manage forwarding to services.

APR ^GMR(123.5, PROCEDURE TYPE, DA)

This cross reference is used to find all services which process a procedure type.

AST ^GMRC(123.5, SERVICE TEAM TO NOTIFY, DA)

The "AST" cross reference is used for deletion of pointer values when an entry is deleted from the OE/RR LIST (#100.21) file.

AUT ^GMR(123.5, UPDATE TEAMS W/O NOTIFICATIONS, DA)

This cross-reference is used to locate and delete pointers to the OE/RR LIST (#100.21) file that have been deleted.

IFC MESSAGE LOG (#123.6)

AC ^GMR(123.6,"AC",CONSULT/REQUEST #,ACTIVITY #,INCOMPLETE,DA)

This cross-reference is used by the IFC background job to manage incomplete entries.

AI ^GMR(123.6, INCOMPLETE, DA)

The "AI" cross-reference is used to locate IFC consults that have not been processed successfully.

AM ^GMR(123.6, MESSAGE #, DA)

The "AM" cross-reference is used to locate the HL7 message number.

B ^GMR(123.6, DATE/TIME OF ENTRY, DA)

The "B" cross-reference if the regular cross-reference for this file, permitting lookup by DATE/TIME of Entry.

This cross-reference is used to look up IFC MESSAGE LOG entries by consult number.

Archiving and Purging

No archiving or purging utilities are provided in this version for the Consults distributed files.

External Relations

The Consults package is dependent upon other VA software to function correctly.

PACKAGE	VERSION	NOTES
VA FileMan	21	
OE/RR	3.0	
KERNEL	8.0 (+ Patches)	"Select Action:"prompts, and Alert capabilities
PIMS	5.3	Calls to VADPT

Private DBIA Agreements

DBA Number	Custodial	DBA Number	Custodial
	Package		Package
147	Medicine	2638	OE/RR
165	OE/RR	2290	OE/RR
167	Kernel	2699	TIU
169	Kernel	2700	OE/RR
181	OE/RR	2713	OE/RR
510	VA FileMan	2761	OE/RR
615	Medicine	2764	OE/RR
616	Medicine	2849	OE/RR
627	OE/RR	3042	MEDICINE
628	OE/RR	3138	CLINICAL PROC
629	OE/RR	3168	OE/RR
630	OE/RR	3171	OE/RR
631	OE/RR		
632	Kernel		
635	OE/RR		
636	OE/RR		
637	OE/RR		
638	OE/RR		
639	OE/RR		
640	OE/RR		
861	OE/RR		
862	OE/RR		
863	OE/RR		
864	OE/RR		
865	OE/RR		
866	OE/RR		
867	OE/RR		
868	OE/RR		
869	OE/RR		
870	OE/RR		
871	OE/RR		
872	OE/RR		
873	OE/RR		
875	OE/RR		
2038	OE/RR		

Internal Relations

All options are independently evocable.

Package-Wide Variables

There are no package-wide variables exported with this package, that require SACC exemption.

Package Interface

HL7 Fields

The following is a list of HL7 fields that are used in transactions between OE/RR V. 3.0 and the Consult package. Not every field will be used in every message.

SEG	SEQ	FIELD NAME	EXAMPLE	HL7 TYPE
MSH	1	Field Separator		string
	2	Encoding Characters	^~\&	string
	3	Sending Application	ORDER ENTRY	string
	4	Sending Facility	660	string
	9	Message Type	ORM	ID
PID	3	Patient ID	5340747	composite ID
	5	Patient Name	Doe,John H	patient name
PV1	2	Patient Class	I	table 4
1 11	3	Patient Location	32^234-4	user table
	19	Visit Number	1241243	composite ID
	1)	Visit i tumber	12-12-13	composite 15
{ ORC	1	Order Control	NW	table 119
	2	Placer Order Number	234123;1^OR	number^application
	3	Filler Order Number	870745^GMRC	number^application
	5	Order Status	IP	table 38
	7	Quantity/Timing	^^19940415^^R	^^^timestamp^^priority
				coded per HL7 4.4
	9	Date/Time of Transaction	199404141425	timestamp
	10	Entered By	1166	composite ID
	12	Ordering Provider	1270	composite ID
	15	Order Effective D/T	199404141430	timestamp
	16	Order Control Reason	S^Service Correction^99ORN^^^	coded element
NUDE	1	G + TD	16	, ID
NTE	1	Set ID	16	set ID
	2	Source of Comment	L	table 105
	3	Comment	Cancelled by Service	formatted text
OBR	4	Universal Service ID	^^^58^Cardiology^99CON	coded element
-	18	Placer Field 1 (used for place of consultation)	C.	string
	19	Placer Field 2 (used for attention)	1044	string
	22	Results Rpt/Status Change - Date/Time	199404150635	timestamp
	25	Result Status	F	table 123
	32	Principle Result Interpreter	1345	composite ID
ZSV	1	Request Service ID	^^^12^Psychiatry^99CON	coded element
	2	Consult Type	Family Counseling	string

Package Interface

{ OBX }	1	Set ID	1	number
	2	Value Type	TX	table 125
	3	Observation ID	2000.02^Reason for Request^AS4	coded element
	4	Observation Sub-ID	1	string
	5	Observation Value	r/o TB	string
}	8	Abnormal Flag	N	table 78

Notes:

Sending Application is the name of the DHCP package generating the message; *Sending Facility* is the station number.

Patient ID is patient DFN (pointer to file 2)

Patient Location, for an inpatient, is Hospital Location IEN^Room-Bed. For and outpatient, it is the Hospital Location IEN. In both cases it is the location from which the order is being placed.

Visit Number is the IEN of the visit in the Visit file.

Placer Order Number is the OE/RR order number.

Filler Order Number is the Consult order number.

Order Status is needed when Consults releases an order; possible values from HL7 table 38 include:

DC=Discontinued	SC=Active	A=Partial Results
CM=Completed	ZC=Scheduled	CA=Cancelled (Denied)
IP=Pending		RP=DC'd due to Edit

Quantity/Timing will contain Earliest Appropriate Date in the fourth ^-piece and urgency in the sixth ^-piece, whose possible values include:

S=Stat	Z24=Within 24 hours	ZW=Within 1 week
R=Routine	Z48=Within 48 hours	ZM=Within 1 month
ZT=Today	Z72=Within 72 hours	ZNA=Next available
7E E		

ZE=Emergency

Entered By and Ordering Provider are IENs in the New Person file.

Universal Service ID is a national code in the first part. The alternate code is a pointer to either the Request Services or GMRC Procedures file.

Placer Field 1 will contain the place of consultation, as a set of codes. Possible values include:

B=Bedside E=Emergency Room OC=Consultant's choice

Placer Field 2 will contain the IEN in the New Person file of the user to whom this consult should be directed.

The OBX segment is used to transmit related data about the patient when placing a consult request; possible observation ID's include:

Package Interface

Reason for Request (AS4 2000.02) = text Provisional Diagnosis (not coded) = text Provisional Diagnosis (coded element) = ICD ^ text

The Observation ID is used for ordering OBX segments.

Order Event Messages

The following tables identify the HL7 fields that are passed in each kind of event associated with OE/RR. For each event there is an order control code and a set of fields listed. For any given event, however, some of the fields may be empty (observation subid, for example).

The protocols identified in the tables use OE/RR namespacing conventions. The messages sent by OE/RR will use the OR namespaced protocols indicated. Individual packages may use whatever protocol names they wish.

Front Door - Consults

Action	Request from OE/RR	Consults accepts	Consults rejects
Protocol	OR EVSEND GMRC	GMRC EVSEND OR	GMRC EVSEND OR
Order	NW (new order)	OK (accepted)	OC (canceled)
Control		_	
HL7	MSH: 1,2,3,4,9	MSH: 1,2,3,4,9	MSH: 1,2,3,4,9
Fields	PID: 3,5	PID: 3,5	PID: 3,5
	PV1: 2,3,19	ORC: 1,2,3	ORC: 1,2,3,12,15,16
	ORC: 1,2,7,10,12,15		OBR: 4
	OBR: 4,18,19		
	OBX: 1,2,3,5		
Protocol	OR EVSEND GMRC	GMRC EVSEND OR	GMRC EVSEND OR
Order	CA (cancel)	CR (canceled)	UC (unable to cancel)
Control	DC (discontinue)	DR (discontinued)	UD (unable to dc)
	HD (hold)	HR (held)	UH (unable to hold)
	RL (release)	OR (released)	OC (order canceled)
HL7	MSH: 1,2,3,4,9	MSH: 1,2,3,4,9	MSH: 1,2,3,4,9
Fields	PID: 3,5	PID: 3,5	PID: 3,5
	ORC: 1,2,3,10,12,15,16	ORC: 1,2,3,5	ORC: 1,2,3,16

Example: Pulmonary Consult at bedside to rule out pneumonia

```
New Order
Array: MSG(1)="MSH|^~\&|ORDER ENTRY|660||||ORM"
      MSG(2)="PID|||270||CPRSPATIENT, TWENTYFIVE"
      MSG(3) = "PV1 | |I| 12^4101 - B| | | | | | | | | | | | | | 10185"
      MSG(4) = "ORC|NW|934;1^OR|||||^^19940920^R|||10||6|||199409151430"
      MSG(6) = "OBX|1|TX|2000.02^Reason for Request^AS4|1|R/o pneumonia"
      MSG(7)="OBX|2|TX|^Provisional Diagnosis|1|Viral infection"
Call: D MSG^XQOR("OR EVSEND GMRC", .MSG)
                                         ; New order from OE/RR
Array: MSG(1)="MSH|^~\&|CONSULTS|660||||ORR"
      MSG(2)="PID|||270||CPRSPATIENT, TWENTYFIVE"
      MSG(3) = "ORC|OK|934;1^OR|233445^GMRC"
Call: D MSG^XQOR("GMRC EVSEND OR", .MSG)
                                            ; Consults accepts, returns order #
Hold an Order
Array: MSG(1)="MSH|^~\&|ORDER ENTRY|660||||ORM"
      MSG(2)="PID|||270||CPRSPATIENT,TWENTYFIVE"
      MSG(3)="ORC|HD|92234;2^OR|233445^GMRC|||||10||6||199409151430"
Call: D MSG^XQOR("OR EVSEND GMRC", .MSG) ; OE/RR requests holding order
      MSG(2)="PID|||270||CPRSPATIENT,TWENTYFIVE"
      MSG(3)="ORC|HR|92234;2^OR|233445^GMRC"
Call: D MSG^XQOR("GMRC EVSEND OR", .MSG)
                                                 ; Consults holds order
Discontinue an Order
Array: MSG(1)="MSH|^~\&|ORDER ENTRY|660|||||ORM"
      MSG(2)="PID|||270||CPRSPATIENT, TWENTYFIVE"
      MSG(3)="ORC|DC|92234;3^OR|233445^GMRC||||||10||6||199409151430"
Call: D MSG^XQOR("OR EVSEND GMRC", .MSG)
                                           ; OE/RR requests discontinuing order
Array: MSG(1)="MSH|^~\&|CONSULTS|660||||ORR"
      MSG(2)="PID|||270||CPRSPATIENT, TWENTYFIVE."
      MSG(3) = "ORC|DR|92234; 3^OR|233445^GMRC"
Call: D MSG^XQOR("GMRC EVSEND OR", .MSG)
                                                 ; Consults discontinues order
```

Example: EKG at bedside

Example: Family Counseling consult

```
New Order
             MSG(1)="MSH|^~\&|ORDER ENTRY|660||||ORM"
Array:
             MSG(2)="PID|||270||CPRSPATIENT, TWENTYFIVE"
             MSG(3)="PV1||I|12^4101-B|||||||||"
             MSG(4)="ORC|NW|936;1^OR|||||^^^19940920^^R||199409151425|10||6|||
  199409151430"
             MSG(5)="OBR||||^^^15^PSYCHIATRY^99CON||||||||||||OC|1044"
             MSG(6)="ZSV|^^^15^PSYCHIATRY^99CON|Family Counseling"
             MSG(7) = "OBX|1|TX|2000.02^Reason for Request^AS4|1|"
             D MSG^XQOR("OR EVSEND GMRC", .MSG)
MSG(1)="MSH|^~\&|CONSULTS|660||||ORR"
Call:
                                                      ; New order from OE/RR
Array:
             MSG(2) = "PID | | |270 | |CPRSPATIENT, TWENTYFIVE"
             MSG(3) = "ORC|OK|936;1^OR|233447^GMRC"
Call:
             D MSG^XQOR("GMRC EVSEND OR",.MSG); Consults accepts, returns order #
```

Back Door Consults

Back door orders are handled by sending OE/RR the ORM message for a Consult order with a 'send number' order control code. This permits OE/RR to store the order in its database and return the OE/RR order number to consults with a 'number assigned' order control code. OE/RR cannot actually reject Consult events. The 'data errors' order control code is just used as some way to communicate to Consults that OE/RR could not interpret the ORM message. This should generally not happen. Use of the 'back door' by packages for ordering is optional. It is still necessary to post an event when results are available.

Back Door - Consults

Action	Event from Consults	OE/RR accepts	OE/RR rejects
Protocol	GMRC EVSEND OR	OR EVSEND GMRC	OR EVSEND GMRC
Order Control	SN (send number)	NA (number assigned)	DE (data errors)
HL7 Fields	MSH: 1,2,3,4,9	MSH: 1,2,3,4,9	MSH: 1,2,3,4,9
	PID: 3,5	PID: 3,5	PID: 3,5
	PV1: 2,3,19	ORC: 1,2,3	ORC: 1,3,16
	ORC: 1,3,7,10,12,15		
	OBR: 4,18,19		
	OBX: 1,2,3,4,5		
Protocol	GMRC EVSEND OR		OR EVSEND GMRC
Order Control	OC (cancel)	There is no return event. OE/RR must	DE (data errors)
	OD (discontinue)	accept the instruction from Consults.	
	OH (hold)		
	RL (release)		
HL7 Fields	MSH: 1,2,3,4,9		MSH: 1,2,3,4,9
	PID: 3,5		PID: 3,5
	ORC: 1,2,3,12,15,16		ORC: 1,2,3,16
	OBR: 4		
Protocol	GMRC EVSEND OR		OR EVSEND GMRC
Order Control	SC (accepted)		DE (data errors)

Action	Event from Consults	OE/RR accepts	OE/RR rejects
HL7 Fields	MSH: 1,2,3,4,9	There is no return event. OE/RR must	MSH: 1,2,3,4,9
	PID: 3,5	accept the instruction from Consults.	PID: 3,5
	ORC: 1,2,3,5,12,15		ORC: 1,2,3,16
	OBR: 4		
Protocol	GMRC EVSEND OR		OR EVSEND GMRC
Order Control	XX (forwarded)		DE (data errors)
HL7 Fields	MSH: 1,2,3,4,9	There is no return event. OE/RR must	MSH: 1,2,3,4,9
	PID: 3,5	accept the instruction from Consults.	PID: 3,5
	ORC: 1,2,3,7,10,12,15		ORC: 1,2,3,16
	OBX: 1,2,3,4,5		
Protocol	GMRC EVSEND OR		OR EVSEND GMRC
Order Control	RE (completed)		DE (data errors)
HL7 Fields	MSH: 1,2,3,4,9	There is no return event. OE/RR must	MSH: 1,2,3,4,9
	PID: 3,5	accept the instruction from Consults.	PID: 3,5
	ORC: 1,2,3,12,15		ORC: 1,2,3,16
	OBR: 4,7,22,25,32		
	OBX: 1,2,3,4,5,8		

Example: Pulmonary consult at bedside to rule out pneumonia

```
New Order
Array:
            MSG(1) = "MSH|^{\sim} \& |CONSULTS|660||||ORM"
            MSG(2) = "PID|||270||CPRSPATIENT, TWENTYFIVE"
            MSG(3) = "PV1 | |I|1D^4101-B| | | | | | | | | | | | | | 10185"
            MSG(4)="ORC|SN||233445^GMRC||||^^19940920^^R|||10||6|||199409151430"
            MSG(6) = "OBX|1|TX|2000.02 Reason for Request AS4|1|R/o pneumonia"
Call:
            D MSG^XQOR("GMRC EVSEND OR", .MSG)
                                               ; New order from Consults
            MSG(1) = "MSH|^{\sim} \& |ORDER ENTRY|660||||ORR"
Array:
            MSG(2)="PID|||270|| CPRSPATIENT, TWENTYFIVE"
            MSG(3)="ORC|NA|92234^OR|234455^GMRC"
            D MSG^XQOR("OR EVSEND GMRC", .MSG)
Call:
                                                  ; OE/RR returns order number
Discontinue an Order
Array:
            MSG(1) = "MSH|^{\sim} \& |CONSULTS|660||||ORM"
            MSG(2)="PID|||270|| CPRSPATIENT, TWENTYFIVE"
            MSG(3) = "ORC|OD|92234 ^ OR|234455 ^ GMRC||||||||||||||^^^^Denied by service"
Call:
            D MSG^XQOR("GMRC EVSEND OR", .MSG)
                                                  ; Consults discontinued order
Service Accepted the Order
Array:
            MSG(1) = "MSH|^{\sim} \& |CONSULTS|660|||||ORM"
            MSG(2)="PID|||270|| CPRSPATIENT, TWENTYFIVE"
            MSG(3)="ORC|SC|92234^OR|234455^GMRC"
            MSG(4)="OBR||||^^^25^^99CON"
Call:
            D MSG^XQOR("GMRC EVSEND OR", .MSG)
                                                   ; Consults accepted order
Completed Order
            MSG(1)="MSH|^~\&|CONSULTS|660||||ORU"
Array:
            MSG(2)="PID|||270|| CPRSPATIENT, TWENTYFIVE"
            MSG(3)="ORC|RE|92234^OR|234455^GMRC"
            MSG(4) = "OBR||||^{^2}
                    199409160910|||F||||||455"
            MSG(5) = "OBX|1|TX|^^25^^99CON|Pneumonia||A"
Call: D MSG^XOOR("GMRC EVSEND OR", .MSG)
                                             ; Consults completed order
```

Orderable Item Updates

When Consults makes request services available for ordering, OE/RR needs to be notified. This is done via a protocol event point which should be defined by Consults. When this event point is invoked, an HL7 master file update message is sent. Information that should be available in this segment is listed in the following table.

SEG	SEQ	FIELD NAME	EXAMPLE	HL7 TYPE
MSH	1	Field Separator		string
	2	Encoding Characters	^~\&	string
	3	Sending Application	CONSULTS	string
	4	Sending Facility	660	string
	9	Message Type	MFN	ID
MFI	1	Master File ID	123.5^Request Services^99DD	coded element
	3	File-Level Event Code	REP	table 178
	6	Response Level Code	NE	table 179
{ MFE	1	Record-Level Event Code	MAD	table 180
	4	Primary Key	^^^25^Cardiology Consult^99CON	coded element
ZCS	1	Service Usage	2	coded value (1=Grouper only, 2=Tracking only)
{ ZSY }	1	Set ID	1	Numeric
}	2	Synonym	CARD	string

Notes:

When doing the initial population of the orderable items file, the File Level Event Code should be REP. After the initial population, subsequent changes should have the UPD code.

Orderable item updates always originate from Consults.

There may be multiple MFE segments passed in a single transaction.

The record-level event code tells whether this transaction is an update, addition, inactivation, etc.

The primary key is the coded element that is normally passed when creating an order. By using the coded element, we can know the national and local names for a consult.

Example:

Orderable Item Updates

When Consults makes procedures available for ordering or inactivates a procedure, OE/RR needs to be notified. This is done via a protocol event point which should be defined by Consults. When this event point is invoked, an HL7 master file update message is sent. Information that should be available in this segment is listed in the following table.

SEG	SE	FIELD NAME	EXAMPLE	HL7 TYPE
	Q			
MSH	1	Field Separator		string
	2	Encoding Characters	^~\&	string
	3	Sending Application	PROCEDURES	string
	4	Sending Facility	660	string
	9	Message Type	MFN	ID
MFI	1	Master File ID	123.3^Procedures^99DD	coded element
	3	File-Level Event Code	REP	table 178
	6	Response Level Code	NE	table 179
{ MFE	1	Record-Level Event Code	MAD	table 180
	4	Primary Key	^^^1225^Electrocardiogram^99PRC	coded element
{ ZSY}	1	Set ID	1	numeric
}	2	Synonym	EKG	string

Notes:

When doing the initial population of the orderable items file, the File Level Event Code should be REP. After the initial population, subsequent changes should have the UPD code.

Orderable item updates always originate from Consults.

There may be multiple MFE segments passed in a single transaction.

The record-level event code tells whether this transaction is an update, addition, inactivation, etc.

The primary key is the coded element that is normally passed when creating an order. By using the coded element, we can know the national and local names for a procedure.

Example:

```
Adding new procedures
            MSG(1) = "MSH|^\sim \&|PROCEDURES|660||||MFN"
Array:
            MSG(2)="MFI|123.3^GMRC PROCEDURE^99DD||REP|||NE"
            MSG(3)="MFE|MAD|||^^^1688^Atrial Lead Implant^99PRC"
            MSG(4) = "ZSY|1|A-L Imp"
            MSG(5)="MFE|MAD|||^^1705^Bone Marrow Aspirate^99PRC"
Call:
             D MSG^XQOR("GMRC ORDERABLE ITEM UPDATE",.MSG)
Inactivating a procedure
            MSG(1)="MSH|^~\&|PROCEDURES|660||||MFN"
Array:
             MSG(2)="MFI|123.3^GMRC PROCEDURE ^99DD||UPD|||NE"
            MSG(3) = "MFE|MDC|||^^1705Bone Marrow Aspirate99PRC"
Call:
             D MSG^XQOR("GMRC ORDERABLE ITEM UPDATE", .MSG)
```

Ordering Parameters

There are no Consult ordering parameters identified at this time.

Procedure Calls

We need entry points defined in the Consults package that will handle the following procedure calls. It is up to the developers exactly how entry points are defined and named. Note that to behave properly in a windowed environment, <u>all</u> variables used in the calls <u>must</u> be NEWed properly. The calls must also be silent (no reads or writes).

```
Return Consult/Procedure List

OER^GMRCSLM1 (DFN, SERV, BEG, END, STS, CPRS)

passed: DFN: Patient DFN

SERV: Request service IEN

BEG: Beginning date

END: Ending date

STS: Order status IEN

CPRS: 1=CPRS List Manager, 2=CPRS GUI

returned: ^TMP("GMRCR", $J, "CS", #, 0) = IEN^request date^order status^

service^procedure name or consult
```

```
Return Narrative of Report

DT^GMRCSLM2(IEN)

passed: IEN: IEN of request in Request/Consultation file #123

returned: ^TMP("GMRCR", $J, "DT", #, 0) = line of report text
```

```
Return Results Report

RT^GMRCGUIA(IEN, ARRAY)

passed: IEN: IEN of request in Request/Consultation file #123

ARRAY:name of array to return report text

returned: @ARRAY@(#,0) = line of report text

Return List of Services the Current User may Order From

SERV1^GMRCASV

passed: GMRCTO: 1

GMRCDG: 1

returned: ^TMP("GMRCSLIST",$J,#) = IEN^service name^grouper IEN^+^usage

where + indicates a grouper with members following,

and Usage is 1 if Grouper Only or 2 if Tracker Only
```

```
Return List of Services for a Procedure

GETSVC^GMRCPRO(.ARRAY,ID)

passed: ARRAY:array to return list of services

ID: procedure identifier, in HL7 format `IEN;99PRC'

returned: ARRAY=number of services in list

ARRAY(#) = IEN ^ name of service
```

Package Interface

Return Default Reason for Request

GETDEF^GMRCDRFR(ARRAY, SERV, DFN, RESLV)

passed: ARRAY:name of array to return default text SERV: IEN of Request Service in file #123.5

DFN: Patient DFN [optional]

RESLV:1 or 0, if embedded TIU objects are to be resolved

returned: @ARRAY@(#,0) = line of text

Return Allowable Editing Flag for Reason

\$\$REAF^GMRCDRFR(IEN)

passed: SERV: IEN of Request Service in file #123.5

returned: 0 if unrestricted, 1 for Edit only, or 2 if no editing allowed

Return Provisional Diagnosis requirements

\$\$PROVDX^GMRCUTL1(SERV)

passed: SERV: IEN of Request Service in file #123.5

returned: A^B: A = O (optional), R (required), or S (suppress)

B = F (free text) or L (Lexicon entry)

How to Generate On-Line Documentation

Routines

The namespace for the Consults package is GMRC. A listing/printout of any or all of the Consults routines can be produced by using the Kernel option XUPRROU (List Routines). This option is found on the XUPROG (Programmer Options) menu, which is a sub-menu of the EVE (Systems Manager Menu) option. When prompted with "routine(s)?>:" type in GMRC* to get a listing of all Consults routines.

The first line of each routine contains a brief description of the general function of the routine. A listing of just the first line of each Consults routine can be produced by using the Kernel option XU FIRST LINE PRINT (First Line Routine Print). This option is found on the XUPROG (Programmer Options) menu, which is a sub-menu of the EVE (Systems Manager Menu) option.

Globals

The globals used in the Consults package are ^GMR(123, ^GMR(123.1, ^GMR(123.3, ^GMR(123.5 and ^GMR(123.6. A listing/printout of any of these globals can be produced by using the Kernel option XUPRGL (List Global). This option is found on the XUPROG (Programmer Options) menu, which is a sub-menu of the EVE (Systems Manager Menu) option.

Files

The number-space for Consults files is 123. A listing of these files can be obtained by using the VA FileMan option DILIST (List File Attributes). Depending on the FileMan template used to print the listing, this option will print out all or part of the data dictionary for the Consults files.

Menu/Options

The menu and options exported by the Consults package all begin with the GMRC namespace. Individual options can be viewed by using the Kernel option XUINQUIRE (Inquire). This option is found on the menu XUMAINT (Menu management), which is a sub-menu of the EVE (Systems Manager Menu) option.

A diagram of the structure of the Consults menu and its options can be produced by using the Kernel option XUUSERACC (Diagram Menus). Choosing XUUSERACC permits you to further select XUUSERACC1 or XUUSERACC2 menu diagrams with entry/exit actions or abbreviated menu diagrams. This option is found on the menu XUMAINT (Menu management), which is a sub-menu of the EVE (Systems Manager Menu) option.

XINDEX

XINDEX is a routine that produces a report called the VA Cross-Referencer. This report is a technical and cross-reference listing of one routine or a group of routines. XINDEX provides a summary of errors and warnings for routines that do not comply with VA programming standards and conventions, a list of local and global variables and what routines they are referenced in, and a listing of internal and external routine calls.

XINDEX is invoked from programmer mode: D ^XINDEX.

When selecting routines, select GMRC*.

Glossary

Action An action in Consults can be selected throughout

processing to 1) control screen movement, or 2) process

existing orders.

Consult Referral of a patient by the primary care physician to

another hospital service/specialty, to obtain a medical opinion based on patient evaluation and completion of any procedures, modalities, or treatments the consulting

specialist deems necessary to render a medical opinion. For

instance, if a primary care physician orders a patient evaluation from Cardiology Service, and the cardiology specialist orders an Electrocardiogram (EKG) to complete the evaluation and provide an opinion concerning the patient's condition, this type of order is considered a

"Consult."

Discontinued Orders Orders that are discontinued. When an order is

discontinued, it must be completely re-entered to be resubmitted. However, if an order is *canceled*, it can be edited to correct some deficiency and resubmitted.

Order A request for a consult (service/sub-specialty evaluation) or

procedure (Electrocardiogram) to be completed for a

patient.

Order Cancellation The cancellation of a consult or procedure request which

allows the requesting provider to edit a portion of the original request and re-submit the request to the consulting

service.

Order Discontinuation A request to stop (discontinue) performance of a

consult/procedure request.

IFC Inter-Facility Consults permits the transmitting of consults

and related information between Department of Veterans Affairs facilities. Consult requests are made to remote facilities because the needed service is not locally available or for patient convenience. Although the Consult Package is utilized in the hospital settings, Consult requests between

facilities have been done manually in the past.

MPI Master Patient Index. An index of VA patients that is

global in nature, showing patients that have been seen by

Glossary

more than one VA facility and giving information about which facilities are involved.

Procedure Request Any procedure (EKG, Stress Test, etc.) which may be

ordered from another service/specialty without requiring

formal consultation first.

Result A consequence of an order. Refers to evaluation or status

results. In regards to Consult/Request Tracking, results refer to a TIU document or Medicine procedure result

attached to the consult or procedure request.

Requestor This is the health care provider (e. g., the

physician/clinician) who requests the order to be done.

Screen Context This term refers to the particular selection of orders

displayed on the screen (e. g., Medicine consults for the

patient Ralph Jones).

Service A clinical or administrative specialty (or department)

within a Medical Center.

Status A result that indicates the processing state of an order; for

example, a Cardiology Consult order may be "discontinued

(dc)" or "completed (c)".

Status Symbols Codes used in order entry and Consults displays to

designate the status of the order.

Appendix A: Install, Planning, and Implementation Checklist

This checklist can help you determine if you have completed the steps needed to implement the Consults package. IRMS/ADPAC personnel should carefully read the *Consult/Request Tracking Technical Manual* for the details related to IRMS/ADPAC implementation.



NOTE: Important changes since Consults/Request Tacking Version 2.5 are emphasized with a note.

INSTALL NOTES:

The Consult/Request Tracking V. 3.0 package installs automatically when CPRS V. 1.0 installed.

PLANNING NOTES:

Participants: IRMS/ADPAC and Service personnel.



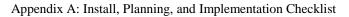
NOTE: Effective with Consults/Request Tracking V. 3.0:

- 1) A service is only selectable for update/tracking if it is defined as part of the ALL SERVICES hierarchy.
- 2) Disabled services can be left in the ALL SERVICES hierarchy so their order results can be returned, but are not selectable in the ordering process.
- 3) Tracking services must be in the ALL SERVICES hierarchy in order to be receive forwarded consults. The tracking service can only be selectable in the order forwarding process if the user is an update user for the tracking service or its parent service.

Plan the Consult Service Hierarchy

Ц	1a. Identify services to receive consults or to be Inter-Facility Services.
	1b. Determine if the service should be selectable in the ordering process from CPRS.

For some consults, the order may need to be sent to a Service control point for Forwarding by the control point to a service which has been identified as a "Tracking Only" service. (Tracking Only services are not selectable during the initial CPRS order process.) Where a service control point is preferred, the tracking services should be sub-specialties under the control point service within the ALL SERVICES hierarchy.



1c. Determine if there should be a service that would be used as a "Grouper Only" (e.g., Inpatient Services, Outpatient Services, and Outside Services might be good Services to define as groupers).

When a Grouper Only service is selected in the CPRS order process, the service hierarchy defined under the grouper service will be displayed to select from. The Grouper Only cannot be selected to receive an order. The ALL SERVICES service is a Grouper Only provided to build the Consult Service hierarchy upon.

For each Service:

Ider	tify the Service		
	2a. Select a unique name to identify the service while ordering. If the service is to be on Inter-Facility Consults (IFC) service, we suggest you include the site name in the service (Example: Eye Clinic—Boise).		
	2b. Optionally, select an abbreviated print name to be used when displaying notifications. This should be a short name that is easily recognized by users as belonging to the service.		
	2c. Optionally, select one or more synonyms that can be used when entering the service name into the computer.		
	3. Identify the service printer which will be used to automatically print Consult Form SF 513 when a consult order is received from CPRS.		
NO	FE: Effective with Consult/Request Tracking V. 3.0, All Consult Form SF 513 prints are done from consult routines. OE/RR print formats are no longer used for consult prints.		
Plan Actions to take for a Discontinued Consult			
	4a. Decide if the service should be notified when a consult is discontinued.		
	4b. Decide if the SF 513 should be reprinted to the receiving service when a consult is discontinued.		
Dete	ermine Provisional Diagnosis requirements for the service.		
	5a. Decide if consults going to this service should be required to have a provisional diagnosis. The provisional diagnosis can be required, set as optional, or suppressed.		
	5b. Decide if provisional diagnosis going to this service should be taken from the Clinical Lexicon, or if free text is allowed.		
Plan Prerequisites and Boilerplate			
	6. Decide if consults going to this service should have a prerequisite. A prerequisite is a text message that reminds the referring physician what needs to be done before a consult can be sent to this service. The prerequisite message gives the referring physician a chance to back out of the consult dialog.		

Appendix A: In	nstall, Planning, and Implementation Checklist				
	7a. Decide if consults going to this service should provide a default reason for request when an order is placed. This is a piece of boilerplate text, including TIU objects, that is consistent for each consult received.				
	7b. If this service is to be an IFC service, then enter the IFC Remote Site name and IFC Remote Service name.				
	7c. If this service is to be an to receive IFC requests from other sites, then enter the IFC Sending Facility name(s).				
	7d. Decide if editing of the default reason for request should be restricted. Editing can be unrestricted, restricted, or allowed only before release to the service.				
Plan	Plan Notification Recipients				
	8a. Identify individuals at the receiving service who should be notified when a consult is being sent to the receiving service.				
	8b. Identify service teams of clinicians or service users which should receive notifications. Team definitions may be used in addition to or in lieu of naming individuals to receive notifications.				
	8c. Identify hospital locations that are assumed to be part of this service. Any consult activity on patients in that location triggers a notification. Specify one individual to notify and/or a team to notify.				
	9. Decide if parent services of this service should be notified of activities occurring				
	on consults for this service. 10. Decide if notifications should be deleted on an individual basis, or if all				
notif	notifications should be deleted when one individual reviews it. The default is Individual				
Recipient, so if All Recipients is desired, use the Set Deletion Parameters for					
Notifications option of the Notification Mgmt Menu to change this value for each of the four consult notifications. These are:					
Iour	#23 CONSULT/REQUEST RESOLUTION				
	#27 NEW SERVICE CONSULT/REQUEST				
	#30 CONSULT/REQUEST CANCEL/HOLD				
	#63 CONSULT/REQUEST UPDATED				

Plan	Service Users
	10. Decide if you are going to allow unrestricted access to this service. If so, you may skip to step 13.
	11a. Identify individuals at the receiving service who will NOT receive notifications about new consults, but should be able to perform update capabilities for this service.
	11b. Identify teams at the receiving service who will NOT receive notifications about new consults, but should be able to perform update capabilities for this service.
	11b. Identify user classes who will NOT receive notifications about new consults, but should be able to perform update capabilities for this service.
	11e. Identify administrative update users. Such a user can perform administrative completions on consults at this service. These users can, optionally, be included as notifications recipients for this service.
	11f. Identify administrative update teams for this service. The members of these teams can, optionally, be included as notifications recipients for this service.
	12. Decide if update users of the parent services should be allowed to update consults for this service.
□ upda	13. Identify a special updates individual (someone who can perform group tes) for this service. This individual should already be a service user.
	14. Identify sub-services of this service.

IMPLEMENTATION AND MAINTENANCE (Abbreviated guidelines)

Parti	Participants: IRMS/ADPAC				
	1. You may set up a team for each consult service. The team members being the identified clinical users. Use the Team Mgmt Menu option, ORLP TEAM MENU.				
	indivi	rn on the NEW SERVICE CONSULT/REQUEST notification for each of the iduals who were identified to receive notifications. Use the Enable/Disable ications option of the NOTIFICATION MGMT MENU, ORB NOT MGR U.			
NOT	ГЕ:	Unless Consult notifications are set to mandatory, individual users may use the Enable/Disable My Notifications option of the Notifications Management Menu to individually disable the notifications they do not want to receive.			
	provion the En	rn on the CONSULT/REQUEST RESOLUTION notification for each ordering der identified to receive this notification, or train them to do it themselves. Use nable/Disable Notifications option of the NOTIFICATION MGMT MENU, NOT MGR MENU.			
	order	rn on the CONSULT/REQUEST CANCEL/HOLD notification for each ing provider identified to receive this notification, or train them to do it selves. Use the Enable/Disable Notifications option of the NOTIFICATION IT MENU, ORB NOT MGR MENU.			
	provio the E	rn on the CONSULT/REQUEST UPDATED notification for each ordering der identified to receive this notification, or train them to do it themselves. Use nable/Disable Notifications option of the NOTIFICATION MGMT MENU, NOT MGR MENU.			
	assoc	fine the Service hierarchy in the Request Services File (#123.5) with the iated users and service printer. Use the "Set up Consult Services" option, C SETUP REQUEST SERVICES.			
NOT	TE:	You must NOT use VA FileMan to modify services in the hierarchy. The Consult/Request Tracking interface to CPRS depends on the services being defined using the GMRC SETUP REQUEST SERVICES option.			

Appendix A: Install, Planning, and Implementation Checklist
7. Assign the Setup Service Users GMRC SETUP SERVICE USERS option to the users permitted to manage service users.
8. Assign the following two options to Service update users' primary or secondary menu option: Consult Tracking [GMRC SERVICE TRACKING] and Service
Consults Pending Resolution [GMRC RPT PENDING CONSULTS]

	TIU	Setup
	☐ Impl	9. Plan your hospital's TIU hierarchy. See the <i>Text Integration Utility (TIU) tementation Guide</i> for details on this step.
		10. If you have not already done so, install TIU*1*4.
		11. Run the TIU DEFINE CONSULTS option.
F	NOT	If you do not run the TIU DEFINE CONSULTS option, no status update takes place when the TIU note is entered.
		12. Enter the rest of your planned TIU document hierarchy using the Manager Document Definition Menu.
		13. Define consult document parameters (as recommended on page 74 of this manual) using the Document Parameter Edit option.
F	NOT	We particularly recommend entering Yes to ALLOW >1 RECORDS PER VISIT.
		14. Check the value for parameter GMRC CONSULT LIST DAYS. The paramete controls how many days are searched when looking for consult to associate with a progress note. The default is 365 days.

Appendix B: Consult Tracking Worksheets

In this section there are several worksheets that may be removed from the manual and copied. These worksheets assist you in setting up each Service/Specialty and in setting up Service Notification assignments for individuals or teams who will be receiving consult results.

The first and second worksheets may be used for small Services, with very few Specialty services under them, who will be receiving on-line consults and/or procedure requests.

The third and fourth worksheets should be used by large complex Services with multiple Specialty services under them, who will be receiving on-line consults and/or procedure requests.

Consult Services Worksheet

Service Set up

Service/Specialty Name:	
Abbreviated Print Name: This optional abbreviation are used when	n building notifications.
Synonyms: These optional abbreviations are used w	hen selecting the service.
Service Usage:	☐ Blank ☐ Grouper ☐ Tracking
Service Printer: A service may define a device to which it	s Consult forms automatically print.
Notify Service on DC: Update users of a service may be notified	\square Yes \square No d when a consult is discontinued.
Reprint 513 on DC: The SF 513 may be reprinted to the cons	\square Yes \square No ulting service when a consult is discontinued
Provisional DX Prompt: Set whether a diagnosis is required, optic	☐ Required ☐ Optional ☐ Suppressed onal, or suppressed when ordering.
Provisional DX Input: If the diagnosis is not suppressed, specific Clinical Lexicon or not.	\square Lexicon \square Free Text ies whether the diagnosis must be from the
- · · · · · · · · · · · · · · · · · · ·	ed to the consult ordering physician before t to this service. This may include TIU fields
Default Reason for Request: Boilerplate may be supplied for the reaso (enclosed in /).	on for request. This may include TIU fields
Restrict Default Reason Edit: Determines if the boilerplate can be edited.	☐ Unrestricted ☐ No Editing ☐ Ask ed by the ordering physician.
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Consult Services Worksheet

Notification Users		
Service Individual to Individual who needs	•	ns for this service should be listed here.
Service Team to Noti All full update users t	•	need to be defined on one of these teams.
	ll patients are consider	red belonging to this service should be listed e individual and one team to be notified.
Location	Individual _	
	Team	
Location	Individual _ Team	
notified of actions on	consults directed to the	nts defined for the parent service should be ais service. te Users
notifications should b	ould be able to perform	n update capabilities, but DO NOT receive me algorithm is used to determine the ns.
Update Teams withou	ut Notifications:	
Update User Class wi	thout Notifications:	
Page 2 of 3		

Consult Services Worksheet

Administrative Update Users:	
Users who may close consults without attaching a TIU note are de	fined here.
Notification Recipient?	\square Yes \square No
Notification Recipient?	□ Yes □ No
Administrative Update Teams: Teams whose members may close consults without attaching a TIU	I note are defined here
Notification Recipient?	\square Yes \square No
Notification Recipient?	□ Yes □ No
Process Parents for Updates: Determines whether the update users defined for the parent service update privileges on consults directed to this service.	\square Yes \square No e should have the same
Special Update Individual: A user who is allowed to perform batch updating of status on const	ults.
Unrestricted Access: If marked yes, any user may have update access to this service.	☐ Yes ☐ No
Miscellaneous	
Sub-Service Specialty: Services that are below this one in the Consults Service Hierarchy.	

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Appendix C: Request Services Distributed with Consults



Note:

The distributed services are those services shown below with an asterisk(*). The hierarchy shown below via the sub-service specialty column is not distributed. Use the Set up Consults Services option to build the hierarchy for your service. Remember, the top of the hierarchy must be ALL SERVICES.

REQUEST SERVICES LIST

NAME

SUB-SERVICE SPECIALTY

*ALL SERVICES

MEDICINE

PHARMACY SERVICE

*CARDIOLOGY

*GASTROENTEROLOGY

*HEMATOLOGY

*MEDICINE

CARDIOLOGY

GASTROENTEROLOGY

HEMATOLOGY

PULMONARY

RHEUMATOLOGY

*PHARMACY SERVICE

*PULMONARY

*RHEUMATOLOGY

The indented services represent sub-service/specialties making up the hierarchy.



Caution:

New services must be added to ALL SERVICES if not a sub-service specialty.

Service Update and Tracking Security

You can use the Consult Service User Management option, in conjunction with availability to various menus and options, to control access to Consults functionality. The menus that can be provided are:

- Consult Service Tracking
- Pharmacy Consult User

The Consult Service Tracking menu provides access to basic consult tracking functions and reports, but can also provide complete update capabilities if you have been granted update privileges by your ADPAC.

Individual options in the Consults package that may be useful to users, and what access they provide, are detailed in the following table:

Option	Services	
Consult Service Tracking	Tracking and/or update	
	functionality depending upon your	
	individual privileges.	
Pharmacy TPN Consults	Tracking, and update functionality.	
Completion Time Statistics	Reporting.	
Service Consults Pending Resolution	Reporting.	

With the GMRC Service User Management option you can set users up to be update users for one or more services at your hospital. In addition, you can grant the ability to receive consult notifications according to criteria outlined in the following table:

Category	Notifications Received
UPDATE USERS W/O NOTIFICATIONS	Unless otherwise set up, will
	not receive notifications.
SERVICE INDIVIDUAL TO NOTIFY	Receive consult notifications
	for your service.
SERVICE TEAM TO NOTIFY	Receive consult notifications
	for your service. These teams
	send notifications regardless
	of the patients contained on
	them.
NOTIFICATION BY PT LOCATION	Receive all consult
INDIVIDUAL TO NOTIFY	notifications for your service
	for patients in a specified
	ward.
NOTIFICATION BY PT LOCATION	Receive consult notifications
TEAM TO NOTIFY	for patients in a specified
	ward.

These categories are not mutually exclusive, meaning a user may receive notifications based on being present on one or more of the lists detailed in the preceding table.

The following table lists privileges a user may want and who that privilege is granted to:

Privilege	Granted
Originate a consult	Anyone with access to CPRS
Sign a consult	Anyone who can sign an order
Change a consult status	Anyone with update privileges
View or print a consult	Anyone with the Consult Service Tracking option or access to CPRS.

In summary, update user capabilities vary depending on

- 1) The option(s) that you are assigned.
- 2) Privileges granted in the Consults Service User Management option.

Menu/Option Access

The following menus/options are available with the Consults package for distribution to users.

Option Name	File	
GMRC MGR	19	
GMRC GENERAL SERVICE USER	19	
GMRC PHARMACY USER	19	
GMRC SERVICE TRACKING	19	
GMRC TPN CONSULTS	19	
GMRC RPT PENDING CONSULTS	19	
GMRC REVIEW SCREEN	101	

GMRC MGR menu

This option should be given to IRMS/ADPAC personnel. It is composed of all options distributed with the Consults package.

GMRC GENERAL SERVICE USER menu

This menu provides access to the most commonly used Consults options that a general user, other than Medicine, would be interested in. This option should be added to their primary or secondary menu options.

GMRC PHARMACY USER menu

This menu provides access to the most commonly used Consults options that a user of the Pharmacy TPN option would be interested in. This option should be added to their primary or secondary menu options.

GMRC SERVICE TRACKING option

The Consult Service Tracking (GMRC SERVICE TRACKING) option may be given to "review only" <u>AND</u> service "update" users. This option should be added to their primary or secondary menu options.

You may want to add the GMRC SERVICE TRACKING option to the OR MAIN MENU options in the Option file (#19) as well, since users of these OR options are likely interested in reviewing consult/request activities services may have taken.

GMRC PHARMACY TPN CONSULTS option

Pharmacy personnel who need to be able to update File 123, REQUEST/CONSULTATION file, with service activity tracking updates should have the GMRC PHARMACY TPN CONSULTS option added to their primary or secondary menu options.

Security Keys

File Security

The following is a list of recommended VA FileMan access codes associated with each file contained in the Consults package:

File Number	File Name	DD Access	RD Access	WR Access	DEL Access	LAYGO Access
(#123)	Request/Consultation					
(#123.1)	Request Action Types					
(#123.3)	GMRC Procedures					
(#123.5)	Request Services				@	

Service Update Tracking Security

The Consults Package is distributed for *all* Services at a facility to track consult/request activity. Security at the Service level is set up by IRMS/ADPAC personnel in the Request Services file (#123.5). Specific fields which provide security restrictions include:

GMRCACTM PHARMACY PKG MENU

This is the PROTOCOL ACTION MENU exported for use by Pharmacy Service personnel to process Pharmacy TPN Consults.

Routine Descriptions

GMRC101 Create Protocol entries for OE/RR ADD orders screens.

GMRC101C Create Protocol entries for OE/RR ADD orders screens (Continued)

GMRC101H Set up HL-7 message to update OERR orderable items file with new consult type.

GMRC15EN Environment check GMRC*3*15

GMRC513U Obsolete utility deleted with GMRC*3*4.

GMRC7L List Template Exporter.

GMRCA1 Actions taken from Review Screens.

GMRCA2 Select prompt for processing actions.

GMRCAAC Administrative Complete action consult logic.

GMRCACMT Comment Action and alerting.

GMRCACTM Set GMRCACTM with action menu based on Service.

GMRCADC Discontinue Action taken from List Manager.

GMRCAFRD Forward Req (FR) Action from Review Screen.

GMRCALOR Process a consult from an alert notification.

GMRCALRT List Manager alert action interface.

GMRCAR Associate Results (AR) Action taken from Review Screen.

GMRCART Result display logic.

GMRCASF Significant Findings Action.

GMRCAST Select OE/RR Status (ST) Action.

GMRCASV Build 'TMP("GMRCS" of Svc(s)/Specialties.

GMRCASV1 Hierarchy Mgmt cont'd.

GMRCAU Action Utilities.

GMRCCLR Kill-off all variables used for consults tracking.

GMRCCPRS Routine To Give Actions For Consults From The OE/RR Menu's.

GMRCDDX AC cross-referenc logic for 123.5, field .01.

GMRCDIS LM routine to disassociate med results

GMRCDPCK Check for a duplicate Consult/Request that has a status of active, pending or scheduled.

GMRCDRFR Default reason for request utils.

GMRCEDIT Edit cancelled consult-main driver.

GMRCEDT1 Edit a consult and re-send as new.

GMRCEDT2 Resubmit a cancelled consult.

GMRCEDT3 For a Cancelled Consult - File edited data for tracking consult.

GMRCEDT4 Utilities for editing fields.

GMRCFP GMRC FEE PARAM List Utilities

GMRC FPA GMRC FEE PARAM List Utilities

GMRCFX23 Consult postinit file maintenance.

GMRCGUIA File Consult actions from GUI.

GMRCGUIB GUI actions for consults.3

GMRCGUIC GUI actions for editing consults.

GMRCGUIU Kill off variables from GUI routines.

GMRCHK GMRC check for programmer access.

GMRCHL7 HL-7 formatting routine for consult information to be passed to OER.

GMRCHL72 HL-7 formats OBX and NTE segments.

GMRCHL7A Receive HL-7 Message form OERR and break it into its components and store it in File 123.

GMRCHL7B Process order parameters from ^GMRCHL7A and place data into ^GMR(123 global.

GMRCHL7U Utilities associated with HL7 messages.

GMRCHLP List Manager help logic.

GMRCIAC1 File IFC activities cont'd.

GMRCIAC2 File IFC activities cont'd.

GMRCIACT Process actions on IFC.

GMRCIBKG IFC background error processor.

GMRCIBKM Monitor IFC background params.

GMRCIERR Process IFC message error alert.

GMRCIEV1 IFC events cont'd.

GMRCIEVT Process events and build HL7 message.

GMRCILKP Look up IFC by remote consult number.

GMRCIMSG IFC message handling routine.

GMRCINC List incomplete IFC transactions.

GMRCIR IFC request data & statistics.

GMRCISEG Create IFC HL7 segments.

GMRCISG1 Build IFC HL7 segments cont'd.

GMRCITR IFC transactions.

GMRCITST Test IFC setup.

GMRCIUTL Utilities for inter-facility consults.

GMRCMCP List Manager Format Routine To Collect Medicine Package Consults and format them for display by List Manager.

GMRCMED Medicine interface routines.

GMRCMED1 Extract medicine results for consult tracking.

GMRCMENU Select List Manager menu for user characteristics.

GMRCMER Print Medicine Results in List Manager Format.

GMRCMP List Manager routine: Medical Service and sub-specialty consults.

GMRCMSS Setup Request Services.

GMRCMU Add protocols to GMRC protocol menus.

GMRCNOTF Notification recipient utilities.

GMRCP Message audit and status process.

GMRCP5 Print Consult form 513 (main entry).

GMRCP513 Print Consult form 513.

GMRCP5A Print Consult form 513 (Gather Data - TIU Results).

GMRCP5B Print Consult form 513 (Gather Data - Footers, Provisional Diagnosis and Reason For Request).

GMRCP5C Print Consult form 513 (Assemble Segments And Print).

GMRCP5D Print Consult form 513 (Gather Data - Addendums, Headers, Service reports and Comments).

GMRCPC List Manager Routine: Collect and display consults by service and status.

GMRCPC1 List Manager Routine: Collect and display consults by service and status.

GMRCPH Process XQORM helps.

GMRCPOR Get DOC,LOC,TS in interactive defaults.

GMRCPOS Consult postinit file maintenance.

GMRCPOS1 Post init to move Services from file 123.5 to the orderable items file, 101.43, and orderables in file 101 to file 101.43.

GMRCPOS2 Consult postinit file maintenance.

GMRCPOST Post init driver routine.

GMRCPP Print GMRC consult/request tracking protocols - List Manager routine.

GMRCPR GMRC List Manager Routine - Get information for abbreviated print of GMRC protocols and format for List Manager.

GMRCPR0 Data Entry Promptint actions.

GMRCPREF Setup package/procedure protocols.

GMRCPROT Consult postinit file maintenance.

GMRCPRP Set protocol information into ^TMP global for print and display by List Manager.

GMRCPRPS List Manager GMRC Routine -- List GMRC (Consults/Request)
Protocols in abbreviated form.

GMRCPS Select Service/specialty to send Consult to.

GMRCPSL1 Main entry point for reports search by provider, location, or procedure.

GMRCPSL2 Build ^TMP("GMRCRPT) for GMRCPSL1.

GMRCPSL3 Generate reports using ^TMP("GMRCRPT").

GMRCPSL4 Generate reports using ^TMP("GMRCRPT").

GMRCPSL1 Special Consult reports.

GMRCPSL2 Special Consult reports.

GMRCPSL3 Special Consult reports.

GMRCPSEL Select Range Of Items From List.

GMRCPURG Purge orders from the Order File 100.

GMRCPX Select a new pharmacy patient for list manager consult tracking display.

GMRCPZ GMRC List Manager Routine -- Main menu actions for Pharmacy consults request tracking.

GMRCQC GMRC List Manager routine to print Consults pending resolution for QC purposes.

GMRCQCST Gather all consults for QC that do not have status of discontinued, complete, or expired.

GMRCR Driver for reviewing patient consult/requests - Used by Medicine Package to link Consults to Medicine results.

GMRCR0 Add original consult via backdoor service.

GMRCR06 Complete a consult/request.

GMRCRA Build ^TMP("GMRCR",\$J, array of consults.

GMRCREXT Clean-up all variables and ^TMP globals upon exit.

GMRCRFIX Consult postinit save GMRCR protocol file links.

GMRCRPOS Consult postinit save GMRCR protocol file links.2

GMRCS Review consults by Patient and Service.

GMRCSL Active Consults by Service.

GMRCSLDT Get a consults detailed tracking history formatted for List Manager.

GMRCSLM List Mgr routine for consult tracking list.

GMRCSLM1 Gather data and format ^TMP global for consult tracking Silent call for use by List Manager and GUI.

GMRCSLM2 List Manager routine - Detailed consult display and printing.

GMRCSLM3 Extract medicine results for consult tracking.

GMRCSLM4 List Manager routine - Activity Log Detailed Display.

GMRCSLMA List Manager protocol entry, exit actions.

GMRCSLMU Utilities for displaying consults in List manager.

GMRCSLMV Set Video attributes for list manager screens.

GMRCSPD Change Date Range in CSLT Tracking Module.

GMRCSRVS Add/Edit services in File 123.5.

GMRCSSP List Manager Format Routine To Collect Pharmacy TPN Consults that are Not Completed Or Have Been Discontinued.

GMRCST Statistics on how how long to complete consult/requests for a service.

GMRCST0 Statistics on how how long to complete consult/requests for a service.

GMRCST00 Statistics on how how long to complete consult/requests for a service.

GMRCSTAT List Manager Ancilliary routine - Restrict display of consults to a given status or satuses on List Manager Screen.

GMRCSTL1 List Manager Format Routine - Get Active Consults by service - pending, active, scheduled, incomplete, etc.

GMRCSTL2 List Manager Format Routine - Get Active Consults by service - pending, active, scheduled, incomplete, etc.

GMRCSTLM List Manager Format Routine - Get Active Consults by service - pending, active, scheduled, incomplete, etc.

GMRCSTS Group update status of consult and order.

GMRCSTS1 Group update of consults cont'd.

GMRCSTS2 Change status based on result activity.

GMRCSTSI Special processing to change status of selected consult and order

GMRCSTSU Change status based on current order status.

GMRCSTSZ Loop "AE" and get entries, dump in ^TMP.

GMRCSTU Statistic Utilities for Consult/Request Package.

GMRCSTU1 Statistic Utilities for Consult/Request Package.

GMRCSUBS Routine to check if a Service has more that one patient service.

GMRCSVCU Utility to put services from file 123.5 into file 101.43 when service exists in 123.5 but not.

GMRCT Get DUZ's of users for notification to service.

GMRCTIU TIU utilities for exchanging info with Consults.

GMRCTIU1 More CT/TIU interface modules.

GMRCTIU2 Enter TIU Browse with DFN and TIUDA.7

GMRCTIU3 Extract medicine results for consults tracking.

GMRCTIUA Add the TIU note to the results multiple.

GMRCTIUE Complete/Update TIU notes.

GMRCTIUL Get list of existing results for consults.

GMRCTIUP TIU utilities for exchanging info with Consults.

GMRCTU Consults - Terminated users/remove pointers.

GMRCTU1 Get DD Info.

GMRCU Consult/Request Utilities.

GMRCUTIL Utilities for formatting word procesing fields and setting into ^TMP("GMRCR" globals for use by List Manager routines.

GMRCUTL1 General Utilities.

GMRCXQ Routine to allow follow-up on legacy alerts.

GMRCYP15 Convert procedures from 101 to 123.3

GMRCYP16 PRE/POST INSTALL FOR GMRC*3*16.

GMRCYP18 Post Install for patch 18.

GMRCYP23 Post Install for patch 23.

GMRCYP7 Consult clean-up unreleased at test sites.

GMRCYP8 Post Install for GMRC*3*8.

Routine Mapping

For systems that can use routine mapping, this is a list of routines in the Consults package that should be mapped.

Routine Prefix Routine Usage

GMRCA* Action routines

GMRCP* CPRS interface routines

GMRCR* Consults review/tracking routines

GMRCS Service entry point to review/tracking

GMRCU* Utility routines

GMRCXQ View Alerts followup

The asterisk (*) is a wild card specification. Any routines beginning with the characters before the asterisks are included in the set.

The other routines do not need to be mapped due to their smaller frequency of usage.

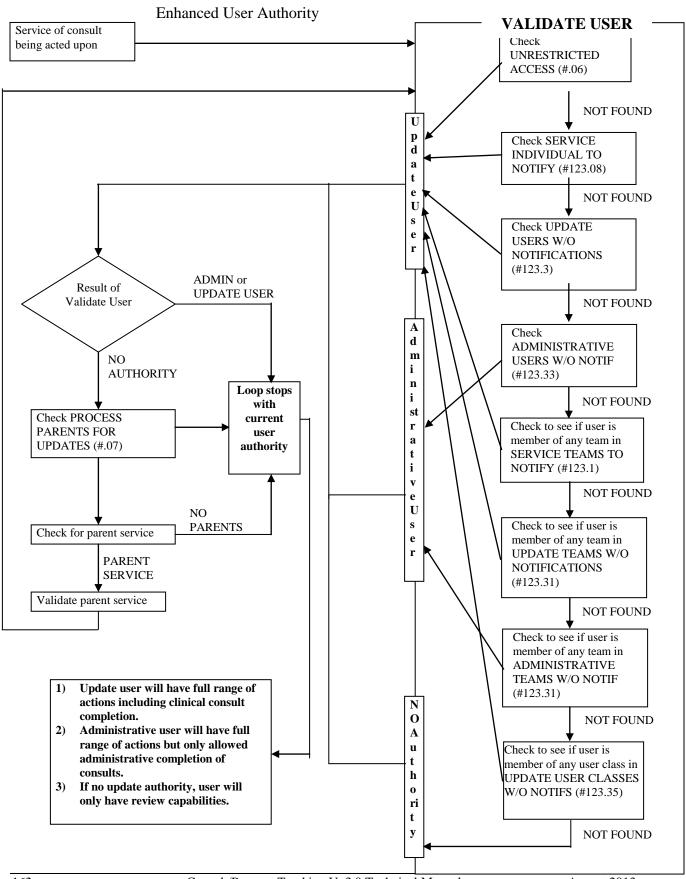
Appendix D: Algorithms

User Authority

The flow chart on the next page represents processing accomplished to determine the user authority for any given user. This authority can be check by using the Determine Users' Update Authority (UA) action on the Consult Management Menu.

Example:

Select Consult Management Option: ua Determine users' update authority This option will allow you to check a users update authority for any given service in the consults hierarchy. If the PROCESS PARENTS FOR UPDATES field is set to YES, all ancestors of the selected service will be checked. The type of update authority and the service to which they are assigned will be displayed. Select Consult Service: arth Arthritis Choose user to check for update status: CPRSPROVIDER, ONE OC PHY SICIAN This user is an update user for: Arthritis via the UPDATE TEAMS W/O NOTIFICATIONS field. Select Consult Service: arth Arthritis Choose user to check for update status: CPRSPROVIDER, THREE TCCHIEF, MEDICAL SERVICE This user has no update authority Select Consult Service:



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