

Community Viewer (CV) Version 1.5 User Guide



December 2016

Version 1.3

**Department of Veterans Affairs (VA)
Office of Information and Technology (OI&T)**

Revision History

Date	Version	Description	Author
12/30/2016	1.3	Addressed per client feedback and resubmitted	AbleVets
12/28/2016	1.2	Updated per client comments and resubmitted	AbleVets
12/09/2016	1.1	Resubmitted to client. Updated for security banner information. Client comments addressed	AbleVets
11/04/2016	1.0	Submitted for CLIN 000AM	AbleVets
10/28/2016	0.1	Initial draft of document	AbleVets

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1. Introduction

Community Viewer (CV) is a browser-based software application built on the Joint Legacy Viewer (JLV) system. CV facilitates the secure exchange of data between Veterans Administration (VA) systems and non-VA providers, known as Community Care Providers (CCPs). The exchange of data improves care coordination and continuity of care for VA patients receiving treatment outside of the VA network.

CV pulls information from VA health care systems in real time for viewing within a web browser. Through CV, VA Administrative Staff (VAS) can assign consultations to CCPs and provision CCP use within the CV system, allowing non-VA providers access to view patient records from multiple VistA systems.



NOTE: In this release, the data retrieved and viewed through CV is limited to VA only; the retrieval and display of VA Virtual Lifetime Electronic Record (VLER), DoD, and DoD VLER data is not yet supported.

1.1. Purpose

This guide defines the users of the CV web application, and provides information and instructions to familiarize users with the important features and navigational elements of this release.

1.2. Document Orientation

This document provides a detailed look at the features of the CV web application. The guide is geared toward VAS users, CCP users, and System Administrators, who require an understanding of the system from the end user's perspective.

1.2.1. Organization of the Document

This document provides information in the following sections:

- [Section 2, System Summary](#)
- [Section 3, Getting Started](#)
- [Section 4, Using the Software](#)
- [Section 5, Troubleshooting](#)

1.2.2. Assumptions

This document was written with the following assumed experience/skills of CV end users:

- User has basic knowledge of accessing and using web-based applications (such as a web browser, including onscreen commands, menu options, and navigation tools).
- User has been provided the appropriate access credentials, Uniform Resource Locator (URL) for the login page, system user names, access/verify codes (for VAS users), and passwords (for CCP users), required for the CV web application.

- VAS users are using the CV web application to assign patient consults to providers outside the VA network.
- CCP users are using the CV web application to view VA patient data relevant to assigned consults.

1.2.3. Coordination

Installation coordination activities are detailed in the Deployment, Installation, Backout, and Rollback Guide, submitted with this release.

Primary CV consult assignment and coordination tasks are performed by VAS. VAS users create CCP CV accounts, assign consults to CCPs, and coordinate the distribution of access credentials. CCPs use CV to view VA Electronic Health Records (EHR) for veterans under their care.

1.2.4. Disclaimers

1.2.4.1. Software Disclaimer

This software was developed at the VA, by employees of the Federal Government, in the course of their official duties. Pursuant to Title 17, Section 105 of the United States Code, this software is not subject to copyright protection, and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. VA would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely, as long as any derivative work bears some notice that it is derived from this software, and any modified version bears some notice that has been modified.

1.2.4.2. Documentation Disclaimer



The appearance of external hyperlink references in this manual does not constitute endorsement by the VA of the web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information found at these locations. Such links are provided, and are consistent with, the stated purpose of the VA.

1.2.5. Documentation Conventions

This manual uses several methods to highlight different aspects of the material. Cross-references to other sections within this document are hyperlinked. File names of external documents are italicized.

Various symbols are used throughout the documentation to alert the reader to special information. [Table 1](#) gives a description of each of these symbols.

Table 1: Documentation Symbols and Descriptions

Symbol	
	NOTE: Used to inform the reader of general information including references to additional reading material
	CAUTION: Used to caution the reader to take special notice of critical information

1.2.6. References and Resources

The following references and resources were used to create this document:

- Joint Legacy Viewer/Community (JLV-C) Pilot User Guide (*JLV-GTDB User Guide 7-1-2016*)
- System Requirements (*Community Viewer 5 Requirements 08 31 16*)
- Community Viewer Overview Slides (*Community Viewer 101 20161011*)

1.3. Organizational Contacts

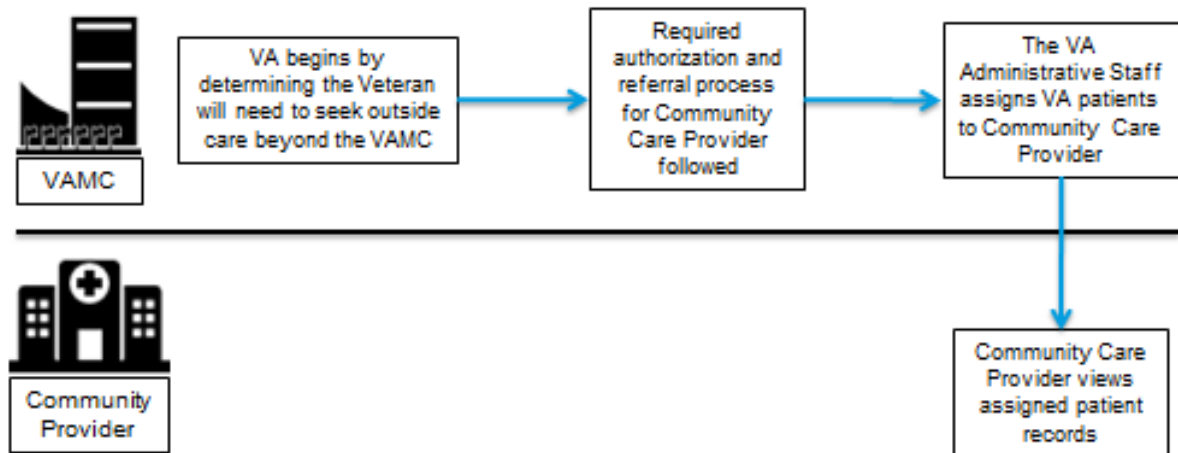
Authorized users of the CV web application should contact Veteran Health Affairs (VHA) Community Support when in need of technical assistance with the application.

E-mail: VHA.CommunitySupport@va.gov

2. System Summary

The system provides clinicians streamlined access to complete patient histories displayed in a single, customizable, secure, and easy-to-use interface. The system also offers clinical knowledge enrichment, and clinical decision support services, that provide the right data at the right time. [Figure 1](#) provides a graphic representing typical user workflow.

Figure 1: User Workflow



2.1. System Requirements

The CV application interface is a front-end web application, designed to run in a web browser. Internet Explorer (IE) 11 is the recommended browser for optimal use. The minimum required browser that can be used to access CV is IE 10.

2.2. User Access Levels

[Table 2](#) summarizes the roles and functionality available to end users of the CV web application.

Table 2: System Users, Roles, and Access Levels

User	Role	Functions
VAS	Establish and maintain CCP access to the system for specific patient data related to specific patient consults, based on a pre-determined data, date range.	<ol style="list-style-type: none"> 1. Create and manage CCP accounts. 2. Notify CCP users of account credentials (login). 3. Assign approved patients, consults, and data, date ranges to CCP accounts.
CCP	Provide authorized healthcare services to consenting VHA qualified patients.	View (read only) the Veteran patient's health record information available from VistA host systems.

2.3. Continuity of Operations

The CV system is maintained with combined efforts of Austin Information Technology Center (AITC) personnel, Enterprise Operations (EO), and the JLV Support team.

The AITC overarching Continuity of Operations Procedure (COOP) dictates that the primary recovery location is at the Philadelphia Information Technology Center (PITC). Recovery, should it happen, includes only the production environment servers and data connections.

At the time of this writing, it is the business office's intention to have a no more than 72 hour recovery time objective. This means that, in the event that the COOP is activated, the services for CV could be down for both VAS and CCP users for the duration of the recovery period.

3. Getting Started

3.1. Logging On

3.1.1. VAS User Login

Authorized, registered users within the VA are provided access information to log on to CV. If VAS users have not received credentials to access CV, they must first request access through the appropriate service lead or facility, or contact [VHA Community Support](#).

CV authenticates all VA users against a list of authorized, registered users in combination with the user's Personal Identification Verification (PIV) card and credentials. During log in, first-time CV users are prompted to enter their agency, site, and user settings. This data is used to create a CV user profile, and is utilized during future login sessions.

The following steps apply to VHA and VAS users accessing CV through a URL. VAS users are VHA users, and should, therefore, follow the steps outlined below.

If you have not received credentials to access CV, you must first request access through the appropriate VA service lead.

To log into CV:

1. Insert your PIV card into your computer or card reader.
2. Open your Internet browser. (IE 10 is required, IE 11 is recommended.)
3. Enter the URL for the CV web application, as provided in the invitation letter sent via e-mail.
4. When prompted, select the appropriate, current digital certificate.
5. When prompted, enter your PIV Personal Identification Number (PIN).
6. Click **I Accept** after reading the important user consent information regarding accessing a government information system.
7. Enter the following information in the fields on the Login page. (Example shown in [Figure 2](#)):
 - a. Enter your VistA Access Code.
 - b. Enter your VistA Verify Code.
 - c. Select VA from the Agency field.
 - d. Select your local VistA host site from the Site field.
8. Click **Login**.

Figure 2: Sample Login Page for VAS Users

Community Viewer
powered by JLV

Vista Access Code:

Vista Verify Code:

Agency: VA Site: VA TEST SITE

[Edit Profile](#)

Login

System Status
CV data sources available.

[CV Help](#)

i **NOTE:** Users who are not authorized to access CV see an *Access denied* message. Access to CV is limited to authorized users, and is configured by System Administrators. If you believe you have received the message in error, please contact [VHA Community Support](#).

During future log in attempts, the lower-left corner of the Login page displays the user's last successful login and the last unsuccessful login attempt, which includes the date, local time, and IP address from which access or attempted access was made.

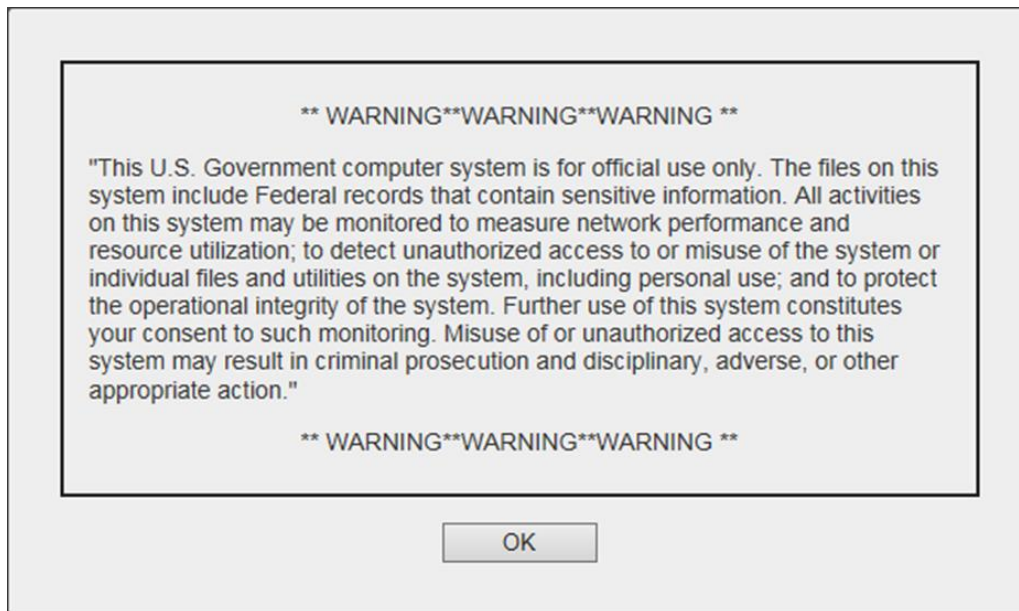
3.1.2. CCP User Login

During log in, CV authenticates all CCPs against a registered list of users provisioned by VAS. If you have not received credentials to access CV, you must first request access through the appropriate VAS liaison.

i **NOTE:** Prior to accessing the functionality of the CV application for the first time, (or 365 days after the date of their first log in), CCP users are required to perform acknowledgement tasks.

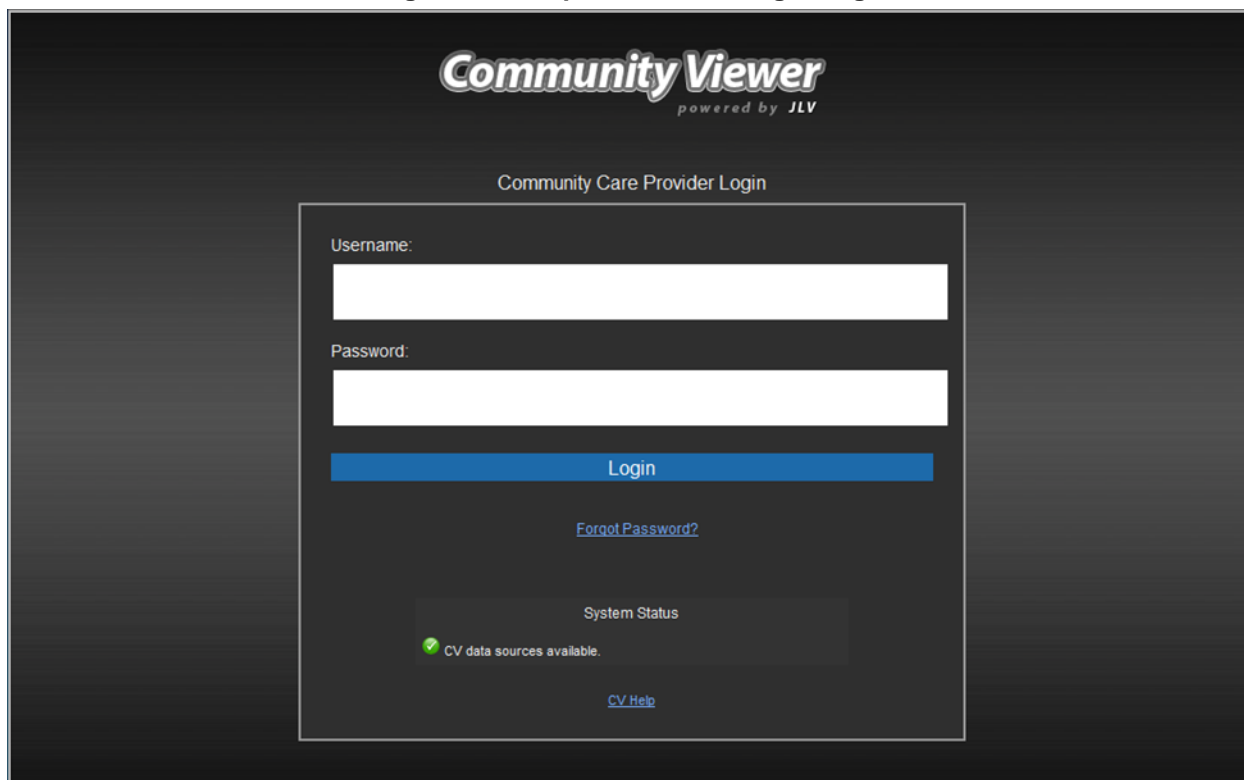
1. Open your Internet browser. (IE 10 is required, IE 11 is recommended.)
2. Enter the URL for the CV web application, as provided by VAS. The Authorized Use message ([Figure 3](#)), a security and legal disclaimer, appears.
3. Click OK to confirm that you are aware you are accessing a government information system that is provided for authorized users only.

Figure 3: Authorized Use Message



4. Enter the username and password, provided by VAS, in the fields on the Login page ([Figure 4](#)):
 - a. The username is the e-mail address associated with your account.
 - b. If you do not have, or have forgotten, your password, click the **Forgot Password?** link on the Login page.

Figure 4: Sample CCP User Login Page



5. Click **Login**.
6. If you are logging in to the CV application for the first time, or if you are logging in 365 days after your first log in, the VA Privacy and Security Awareness Training page ([Figure 5](#)) appears.

Figure 5: CCP VA Privacy and Security Awareness Training Page

VA Privacy and Security Awareness Training

You are seeing this page for one of the following reasons:

1. You are attempting to access Community Viewer for the first time.
2. Your security and privacy training certification has expired.

For Community Viewer access, please download and review the following training documents to satisfy VA security and privacy requirements. You will need to complete this training every 12 months.

- [Information Security Awareness \(pdf\)](#)
- [Electronic Health Records Rules of Behavior \(pdf\)](#)

After reviewing the training documents above, you must check all of the following boxes to acknowledge the training below in order to enable the "I Confirm" button and continue to Community Viewer.

I certify that I have completed and understand the Information Security Awareness training.

I certify that I have renewed and understand the Electronic Health Records Rules of Behavior.

I certify that I have completed and understand the HIPAA privacy training provided by my organization.

Acknowledgement of Accuracy

Under penalty of perjury, I attest that the above information is accurate and true to the best of my knowledge, and I have completed the training shown above.






NOTE: The VA Privacy and Security Awareness Training page appears the first time the CPP user accesses the CV application, and again every 365 days after the first successful log in, as training certification must be renewed each year.

7. Download and read the Information Security Awareness Training PDF document.
8. Download and read the Electronic Health Records Rules and Behavior PDF document.
9. Click the checkbox to certify that you have completed and understand the Information Security Awareness training.
10. Click the checkbox to certify that you have read and understand the Electronic Health Records Rules and Behavior.
11. Click the checkbox to certify that you have completed and understand the Health Insurance Portability and Accountability Act (HIPAA) Privacy training through your organization.
12. Click the **I Confirm** button to proceed to the application.

3.2. System Menu

Each CV portal contains icons and tools, highlighted in the top-right corner of [Figure 6](#), that enable quick access to the following:

- **View status of data source connections.** See [Section 3.2.1, Viewing System Status](#).
- **Configure your user profile.** Click the **cog wheel**  in the top-right corner of either the Provider Portal or Patient Portal page to configure user settings, including the on-screen theme. See [Section 3.2.2, Configuring Your User Profile](#).
- **Access online help.** Click **Help**  in the top-right corner of either the Provider Portal or Patient Portal page to open web-based, online help.
- **Open the widget tray and add additional clinical domain widgets.** See [Section 4.4.1, Accessing and Opening Widgets](#).
- **Log out.** Click **Logout**  to terminate your CV session.



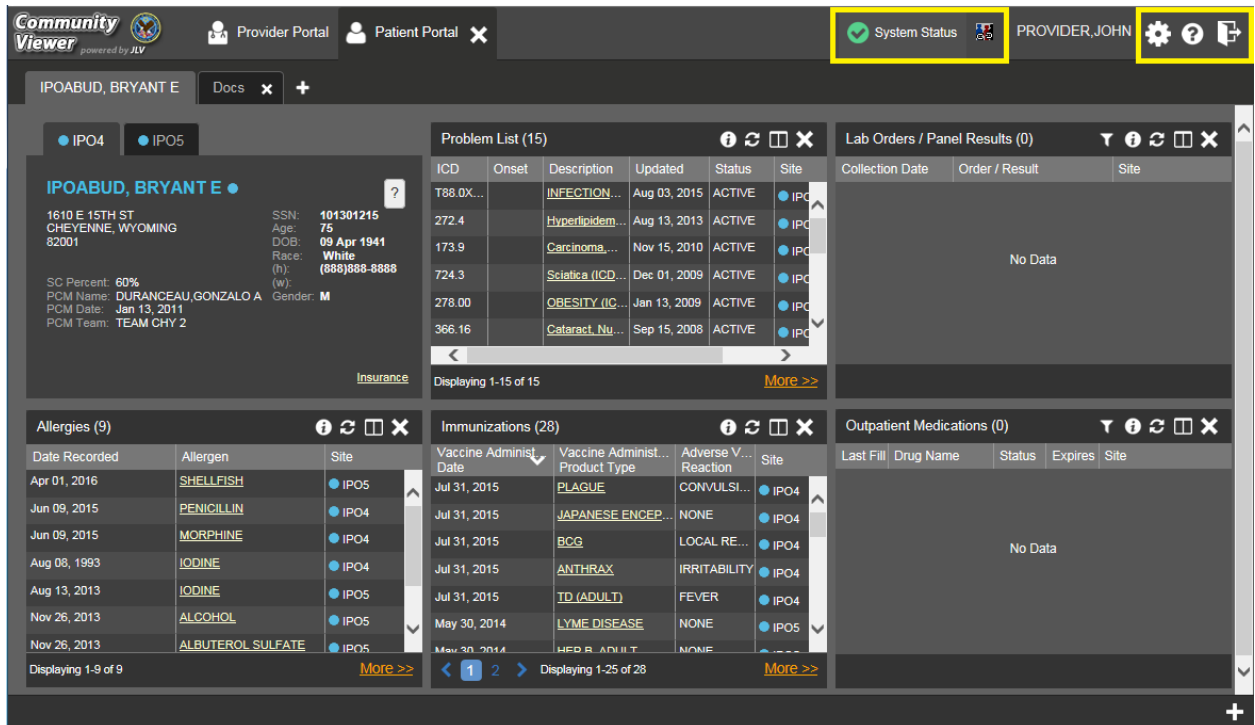
 **NOTE:** The symbol  seen to the right of the *System Status* indicator represents clinical context management through the Clinical Context Object Workgroup (CCOW). This service is disconnected. CCOW is utilized within VA environments as a way for multiple applications to synchronize clinical context based on the Health Level 7 (HL7) CCOW standard. This feature is not applicable for CCP users accessing the CV web application.

Figure 6: CV Portal Tools



The screenshot displays the Community Viewer interface for a patient named IPOABUD, BRYANT E. The top navigation bar includes 'Provider Portal' and 'Patient Portal' tabs, along with system status and user information (PROVIDER, JOHN). The main content area is divided into several widgets:

- System Status:** A green checkmark icon indicating that the system is online.
- System Tools:** A set of icons including a cog wheel (Settings), a question mark (Help), and a door (Logout).
- Problem List (15):** A table listing medical conditions with columns for ICD code, Onset, Description, Updated, Status, and Site.

ICD	Onset	Description	Updated	Status	Site
T88.0X...		INFECTION...	Aug 03, 2015	ACTIVE	• IPO4
272.4		Hyperlipidem...	Aug 13, 2013	ACTIVE	• IPO4
173.9		Carcinoma...	Nov 15, 2010	ACTIVE	• IPO4
724.3		Sciatica (ICD...	Dec 01, 2009	ACTIVE	• IPO4
278.00		OBESITY (IC...	Jan 13, 2009	ACTIVE	• IPO4
366.16		Cataract_Nu...	Sep 15, 2008	ACTIVE	• IPO4
- Allergies (9):** A table listing allergens with columns for Date Recorded, Allergen, and Site.

Date Recorded	Allergen	Site
Apr 01, 2016	SHELLFISH	• IPO5
Jun 09, 2015	PENICILLIN	• IPO4
Jun 09, 2015	MORPHINE	• IPO4
Aug 08, 1993	IODINE	• IPO4
Aug 13, 2013	IODINE	• IPO5
Nov 26, 2013	ALCOHOL	• IPO5
Nov 26, 2013	ALBUTEROL SULFATE	• IPO5
- Immunizations (28):** A table listing vaccine administrations with columns for Vaccine Administ. Date, Vaccine Administ. Product Type, Adverse V... Reaction, and Site.


Vaccine Administ. Date	Vaccine Administ. Product Type	Adverse V... Reaction	Site
Jul 31, 2015	PLAGUE	CONVULSI...	• IPO4
Jul 31, 2015	JAPANESE ENCEP...	NONE	• IPO4
Jul 31, 2015	BCG	LOCAL RE...	• IPO4
Jul 31, 2015	ANTHRAX	IRRITABILITY	• IPO4
Jul 31, 2015	TD (ADULT)	FEVER	• IPO4
May 30, 2014	LYME DISEASE	NONE	• IPO5
May 30, 2014	HEP B ADULT	NONE	• IPO5
- Outpatient Medications (0):** A table listing medications with columns for Last Fill, Drug Name, Status, Expires, and Site. It currently shows 'No Data'.


3.2.1. Viewing System Status

System status updates are received from CV's Health Monitor, which monitors the services that CV uses to connect to VA data sources. Monitored services include: Master Veteran Index (MVI), VistA Data Service, and jMeadows Data Service.

There are two areas of the CV where system status is displayed:

1. On the Login page, and at the top of either the Provider or Patient Portal page (example shown in [Figure 6](#)).
2. Once logged in, hovering the mouse pointer over System Status provides any additional information available for the system status update, as well as the e-mail address for [VHA Community Support](#).

When all monitored systems and services are online and connected, a green icon  appears next to status, with the message CV data sources are available ([Figure 7](#)).

When one or more monitored systems or services are offline or unavailable, a yellow warning icon  appears with the message CV is having problems. Notification of unavailable systems persisting longer than ten (10) minutes should be reported to [VHA Community Support](#).


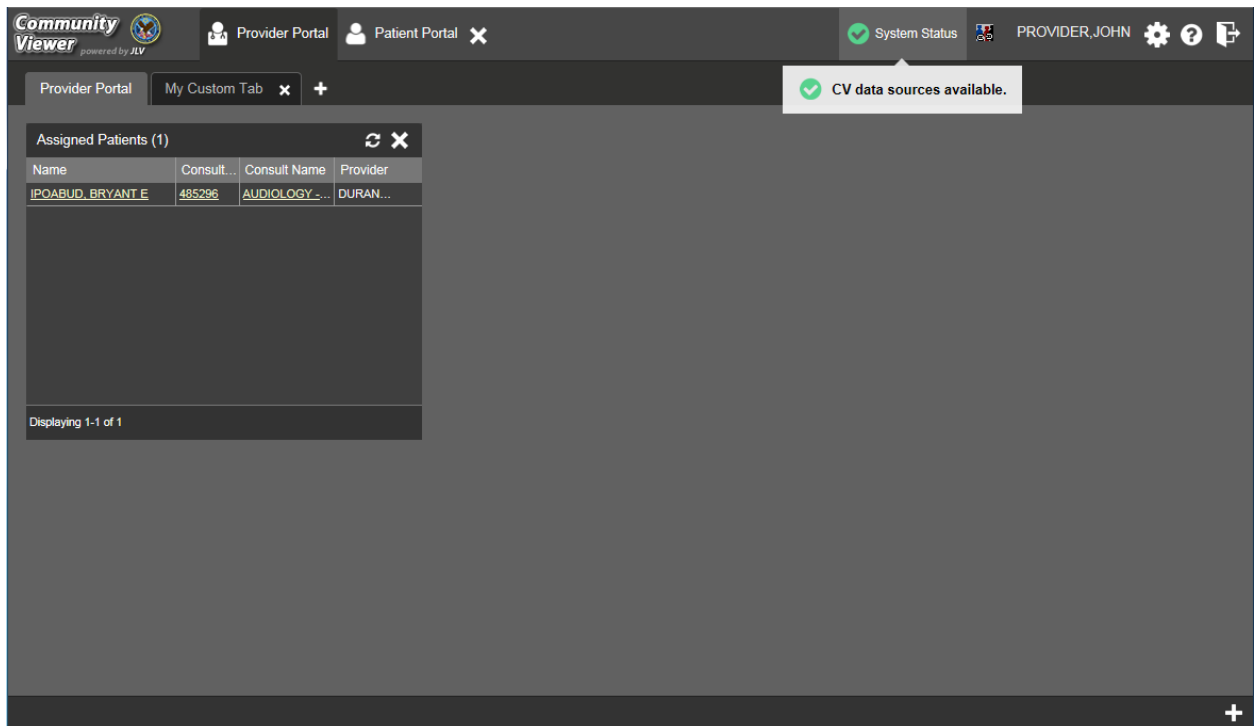

When the Health Monitor is unable to retrieve system status information, a red icon  appears with the message, *System status is unavailable*. This is not an indicator that data sources are unavailable to CV. One possible cause for this status is that the jMeadows Data Service is unavailable or an internal jMeadows Data Service error has occurred. Users may not be able to log into CV or view patient data until the jMeadows connection is restored.

Figure 7: Sample System Status Hover Text

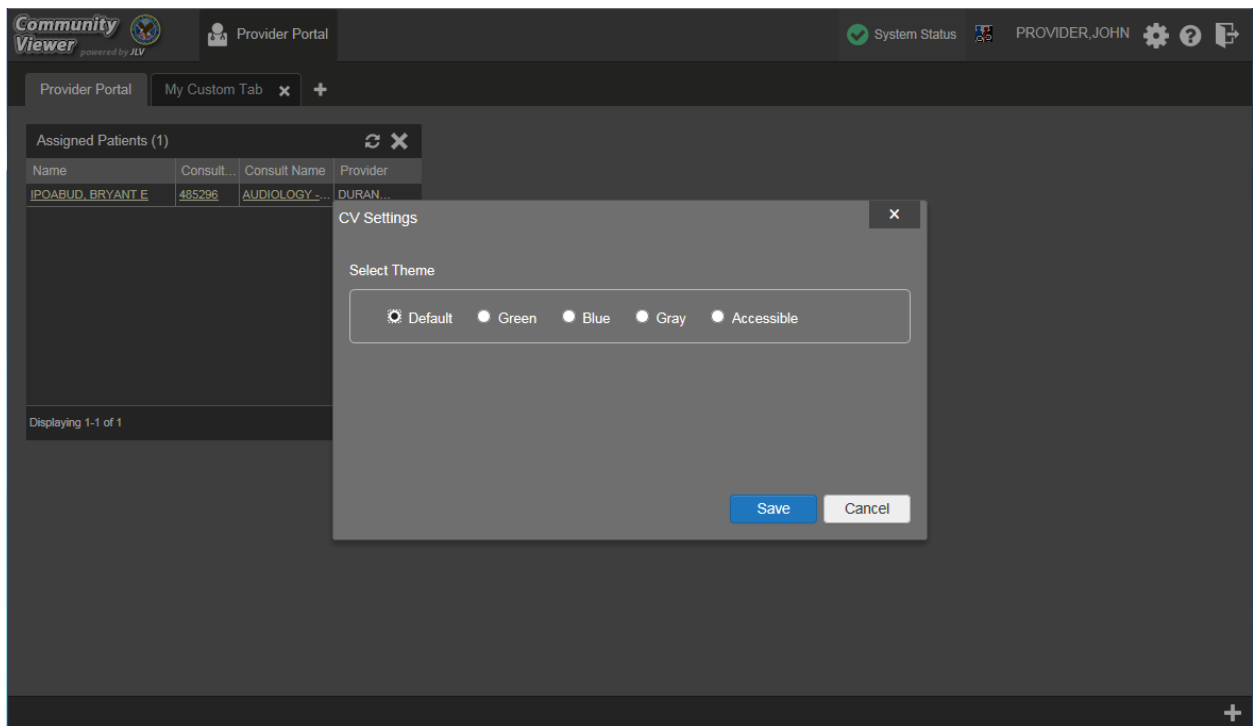


3.2.2. Configuring Your User Profile

After logging in, a user can access the profile settings by clicking the cog wheel  located in the top-right corner of the portal page ([Figure 8](#)).

In this release, the configuration options are limited to theme. See [Section 3.2.3, Setting the User Interface Theme](#).

Figure 8: Configuration Settings



3.2.3. Setting the User Interface Theme

Selecting the **User Interface Theme** setting within the user profile settings allows you to pick the font color, foreground, and background colors of the CV Graphical User Interface (GUI), which would apply to all onscreen elements, including widgets, toolbars, and dialog boxes. The themes are Default, Green, Blue, Gray, and Accessible.

[Figure 9](#) presents the Blue theme. For comparison, the example provides the same test patient data and screen layout shown in [Figure 28](#), which displays the Default theme. A sample of the Accessible theme is shown in [Figure 10](#).


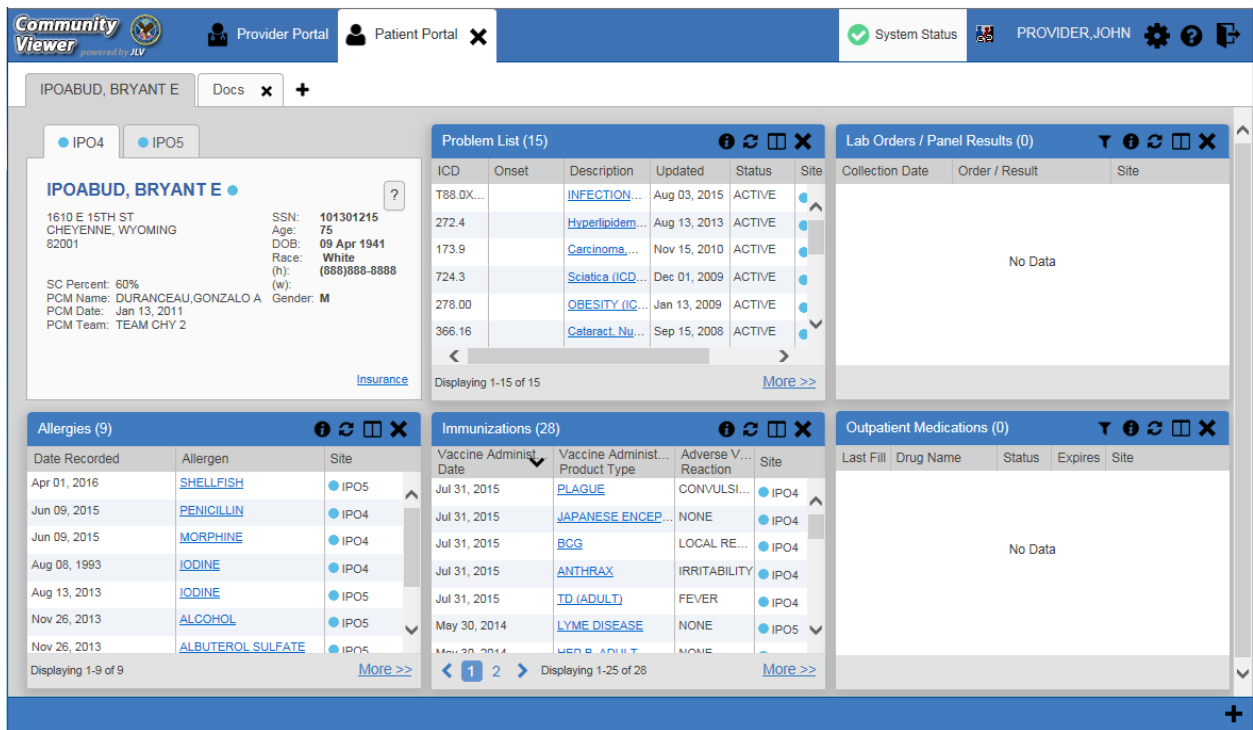

 **NOTE:** The Accessible theme includes larger fonts, enhanced tab and keystroke functionality, and screen reader compatibility to support Federal accessibility requirements and Section 508 compliance. Refer to [Section 3.2.4, Setting up the CV Web Application for Accessibility](#) for more information.

Figure 9: Sample User Interface Theme – Blue



The user interface theme setting is saved in the user profile, and is seen in all subsequent user sessions. After logging in, you can also set the user interface theme by clicking the cog wheel  on the top-right corner of the portal page.

3.2.4. Setting up the CV Web Application for Accessibility

To set up the CV web application for Section 508 compliance after logging in:


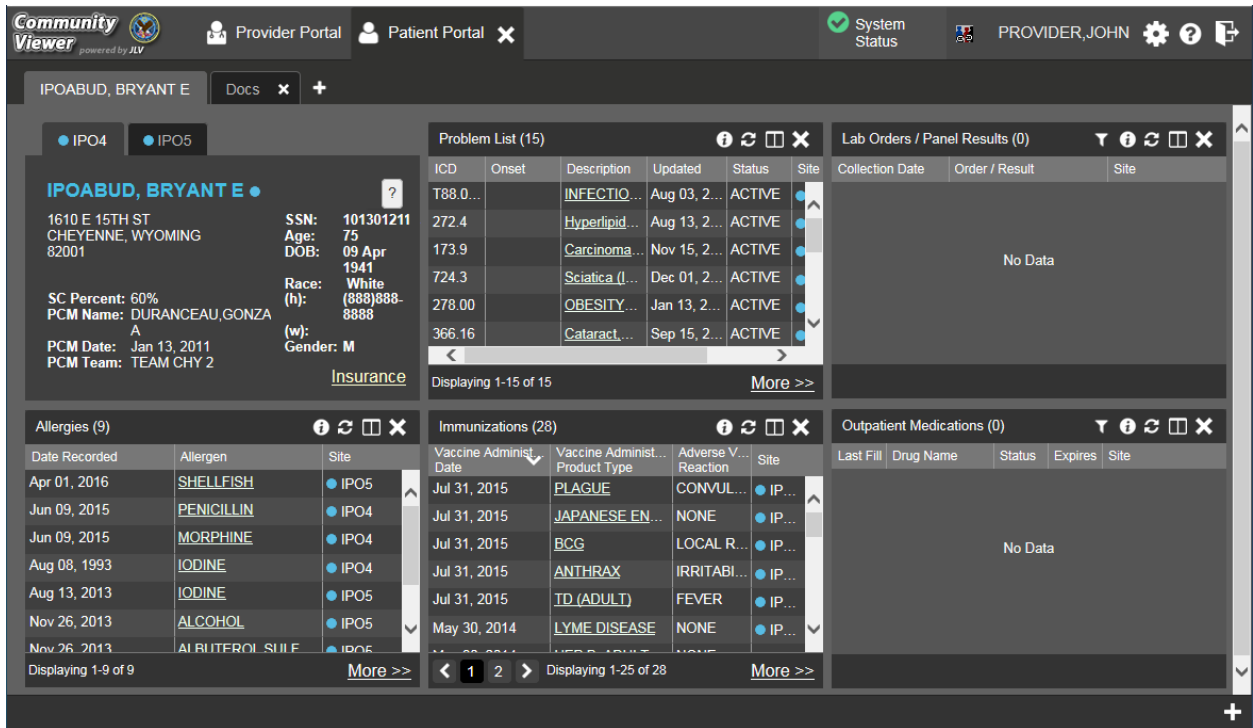
1. Click the **cog wheel**  in the upper-right corner of the Patient or Provider Portal page.
2. Select **Accessible** from the **User Configuration** dialog box, and click **Save**.
3. After clicking **Save**, click **Yes** to reload the application to apply the settings. Click **Cancel** to exit and restore the previous theme.

Figure 10: User Interface Theme – Accessible



3.2.4.1. Keyboard Focus and Screen Navigation in Accessible Theme

Keyboard focus is the highlighting of on-screen elements that enables the interaction with, and navigation of, the web application through the keyboard and keystrokes. The user interface item which currently has keyboard focus is outlined. The CV web application uses a gold-colored border or outline as a visual indicator of which element currently has keyboard focus.

CV enables the use of Windows keyboard keystrokes (i.e., Tab, Shift + Tab, arrow keys, Enter), and other keyboard shortcuts to move the on-screen focus to all menus, and activate all functions on the menus. All user interface items are accessible via the keyboard under the Accessible theme.

Generally, pressing **Enter** or **Spacebar**, when an element that provides action is in keyboard focus, performs the associated action. For example, pressing **Enter** or **Spacebar** when the Settings button is in keyboard focus on the portal screen opens the User Configuration dialog box. Using the arrow keys or the Tab key allow a user to move between keyboard focus items to navigate through on-screen elements. A complete listing of keyboard accessible keystrokes can be found in [Table 3](#).

Table 3: Keyboard Accessible Keystrokes

Keystroke	Description
<i>Application and Portal Navigation</i>	
ENTER	Press to transfer keyboard focus to the highlighted widget.
TAB	Press to transfer keyboard focus to other user interface items.
ESC	Press to return keyboard focus to the panel containing the user interface item with keyboard focus or to exit a window or widget.
SPACEBAR	Press to activate any user interface item (for example, click a button).
Arrow Keys	When keyboard focus is on a widget, press the arrow keys to change page viewing in a widget's data table. When keyboard focus is on a dropdown list, press the down arrow to view the contents.
<i>Tab Panels</i>	
Arrow Keys	Use the left and right arrow keys to change tab panels. To add a tab panel, press the right arrow key until the last tab (+) is selected. A dialog prompts the user to enter the tab name.
Ctrl + x	To close a tab, focus on the tab panel and press Ctrl + x.
<i>Windows and Dialog Boxes</i>	
TAB	Press the Tab key to move the keyboard focus to other user interface items within the window.
<i>Adding Widgets to the On-screen Portal</i>	
SHIFT + (Number position)	To add a widget from the widget tray using keystrokes: 1. Determine which column (1, 2, or 3) to place the widget on the portal page. 2. Focus the desired widget icon in the widget tray and press the Shift key along with the 1, 2, or 3 key, depending on the desired column placement.

3.3. Changing the User ID and Password

For VAS users, CV authenticates all VA users against an authorized, registered list of VHA/VAS users, in combination with the user's PIV card and credentials. User Identification (ID) and access code/verify code changes or resets are not performed in CV for the VAS user.


CCP users follow the steps outlined below to request a password reset.

To request a password reset:

1. Enter the URL for the CV web application, provided by VAS, in the address bar of your Internet browser.
2. Click the **Forgot Password?** link.
3. Enter your name, e-mail address, and phone number in the fields provided in the dialog box.

4. Click **Send**.
5. An e-mail message is generated to [VHA Community Support](#) requesting that an associate contact you, at the phone number you provide, with a new password.

3.4. Exit System

You may intentionally log off and end a CV user session by clicking Logout  at any time. If you fail to log off on your own, your session terminates automatically after five (5) minutes of inactivity. Automatic termination of a user session does not clear the screen; however, your user session is terminated.


3.5. Caveats and Exceptions

There are no caveats or exceptions known at this time.

4. Using the Software

4.1. Working with the Community Care Provider Management Module (VAS Users Only)

After logging in, VAS users see the Provider Portal and the **Community Care Provider Management** (CCPM) module. This module is the starting point for assigning a patient consult to a CCP outside of the VA network.

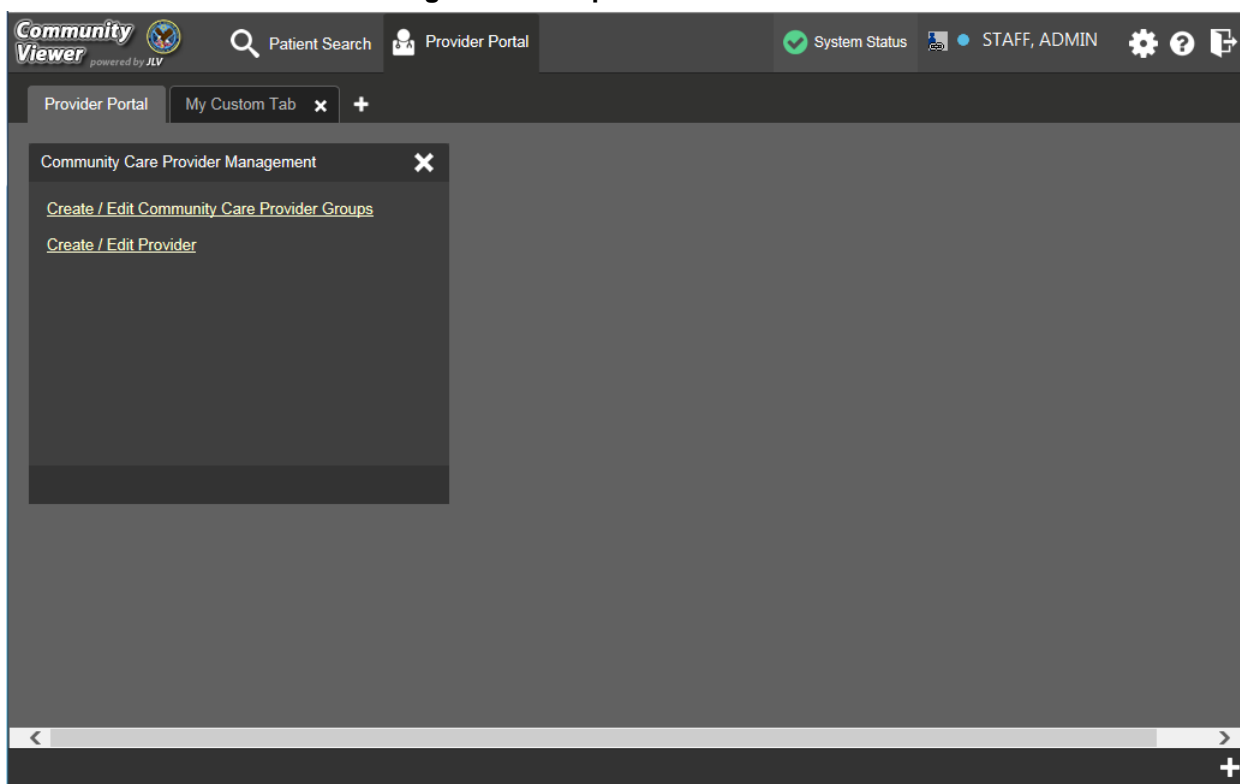
 **NOTE:** Throughout this document, the Community Care Provider Management module may also be referenced as the **CCPM** module.

If the **CCPM** module is not already open on the screen, click the plus + sign in the lower-right corner of the screen, as seen in [Figure 11](#), to open the widget tray. The widget tray for VAS users is modified to include the CCPM module. Left-click and drag the icon from the widget tray to the screen, and drop the widget in the desired location on the portal page.

A VAS user assigns a CCP a patient consult through the **CCPM** module. The workflow for this process is typically as follows:

- Create Community Care Provider Groups
- Create/Edit Providers
- Assign a Patient Consults
- Set Record Display Limits

Figure 11: Sample CCPM Screen

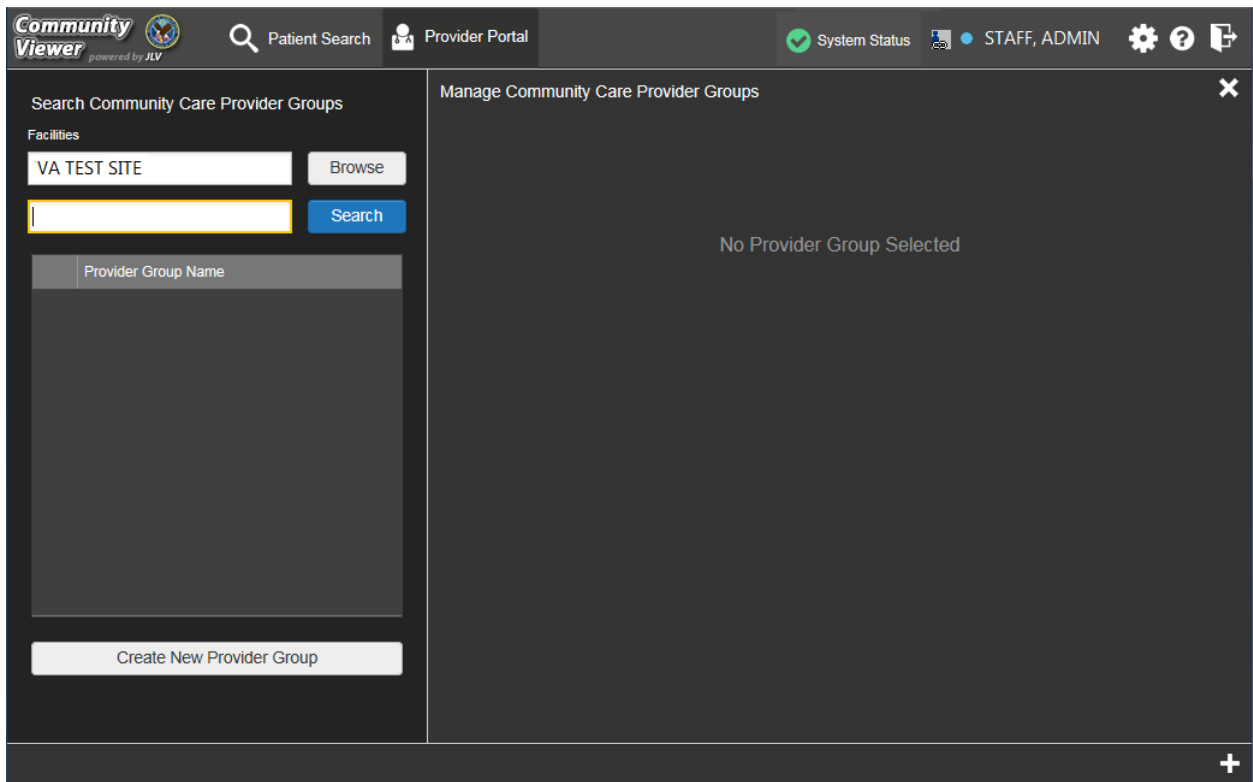


4.1.1. About VA Facilities and Provider Groups

In CV, CCPs must be assigned to a provider group when their account is created. Provider groups may contain one or more VA facilities.

By default, after a VAS user logs in and opens the **CCPM** module and clicks the Create/Edit Community Care Provider Groups link (shown above in [Figure 11](#)), the Facilities field in the resulting Create/Edit Provider screen is automatically populated with the user's local VA site, as selected on the Login page. A sample is shown in [Figure 12](#). See [Section 4.1.2, Creating Community Care Provider Groups](#), for more information.

Figure 12: Sample Default VA Facility



4.1.2. Creating Community Care Provider Groups

Before assigning a patient consult to a CCP, a VAS user creates a provider group so that when a CCP account is created, the VAS user can associate the provider with a CCP Group in his/her provider profile.

A CCP Group is typically an outside clinic, or one or more associated facilities with which a provider works. After a CCP Group is created, individual providers can be associated with that group.

Perform the following steps to create a Community Care Provider Group if one is needed.

To create a provider group:

1. Open the **CCPM** module. See [Section 4.1, Working with the Community Care Provider Management Module \(VAS Users Only\)](#).
2. Click the Create/Edit Community Care Provider Groups link, shown in [Figure 11](#).
3. Click **Create New Provider Group**.

Figure 13: Sample Create Provider Group Screen

The screenshot shows the 'Create Provider Group' screen in the Community Viewer application. The interface is dark-themed and split into two panels. The left panel, titled 'Search Community Care Provider Groups', contains a 'Facilities' section with a text input field containing 'VA TEST SITE', a 'Browse' button, and a 'Search' button. Below this is a table with a header 'Provider Group Name' and an empty body. At the bottom of the left panel is a 'Create New Provider Group' button. The right panel, titled 'Manage Community Care Provider Groups', displays the text 'No Provider Group Selected'. The top navigation bar includes 'Community Viewer powered by JLV', 'Patient Search', 'Provider Portal', 'System Status', and user roles 'STAFF, ADMIN'.

4. To add a facility, click **Browse** next to the Facilities field ([Figure 14](#)) and select the desired facility from the list that appears.
5. Enter information for the CCP group in the remaining fields.
6. Click **Save**.

Figure 14: Sample Community Provider Group Fields

The screenshot displays the 'Manage Community Care Provider Groups' window in the Community Viewer application. The interface is dark-themed. On the left, there is a search sidebar for 'Community Care Provider Groups' with a search bar containing 'VA TEST SITE' and a 'Search' button. Below the search bar is a list of provider groups, currently empty, with a 'Create New Provider Group' button at the bottom. The main area contains a form with the following fields: 'Facilities' (Required), 'Provider Group Name' (Required), 'Address' (Required), 'City' (Required), 'State' (Required) and 'ZIP' (Required), 'NPI' (Optional), 'Point of Contact (POC)' (Required), 'POC Email Address' (Required), 'POC Phone' (Required), and 'Secondary Phone'. A 'Cancel' button is at the bottom left and a 'Save' button is at the bottom right.

7. When the *Provider Group successfully created* message appears, you are given the following options:
 - c. Click **Create Providers** and follow the steps outlined in [Section 4.1.3, Creating Providers](#).
 - d. Click **OK** to return to the **CCPM** module.

4.1.3. Creating Providers

All CCP user accounts are created by VAS users in the **CCPM** module. Creating a CCP creates the provider's associated account and user profile. A VAS user can assign consult patients to CCPs after their account is created.

To create a provider:

1. Open the **CCPM** module. See [Section 4.1, Working with the Community Care Provider Management Module \(VAS Users Only\)](#).
2. Click the Create/Edit Provider link, as shown in [Figure 11](#).
3. Click **Create New Provider**, shown in [Figure 15](#).
4. A provider account must be associated with a CCP Group. If you've entered the screen immediately after creating a provider group, the Provider Group field is pre-populated, and you can skip the Provider Group search displayed in [Figure 15](#). If not, click **Browse** next to the Provider Group field to search for an existing group.

- From the list of Community Care Groups that appears, select the group and click **OK**.

Figure 15: Create Providers

- Enter the provider information in the fields on the screen. See [Figure 15](#). Required fields are noted.
- Select **Outside Provider** from the Account Type list for CCP users.
- The **User Name** field is automatically populated with the address entered in the **E-mail** field.
- Enter a password in the **Password** field, or click **Generate** to create a random password. CCP user passwords must be at least 8 characters long. Passwords must also include:
 - At least one uppercase letter and one lowercase letter
 - At least one number
 - At least one special character, such as ! @ # ? \$ % &
 - Passwords are case-sensitive.
- Record the **User Name** and **Password** as displayed on the screen. It is the responsibility of the VAS user to provide the CCP with his/her user name and password for the CV web application.
- Click **Save**.
- When the *Provider successfully created* message appears, you are given two options:

- a. Click **Assign Patients** and follow the steps outlined in [Section 4.1.4, Assigning Patient Consults](#).
- b. Click **OK** to return to the **CCPM** module.

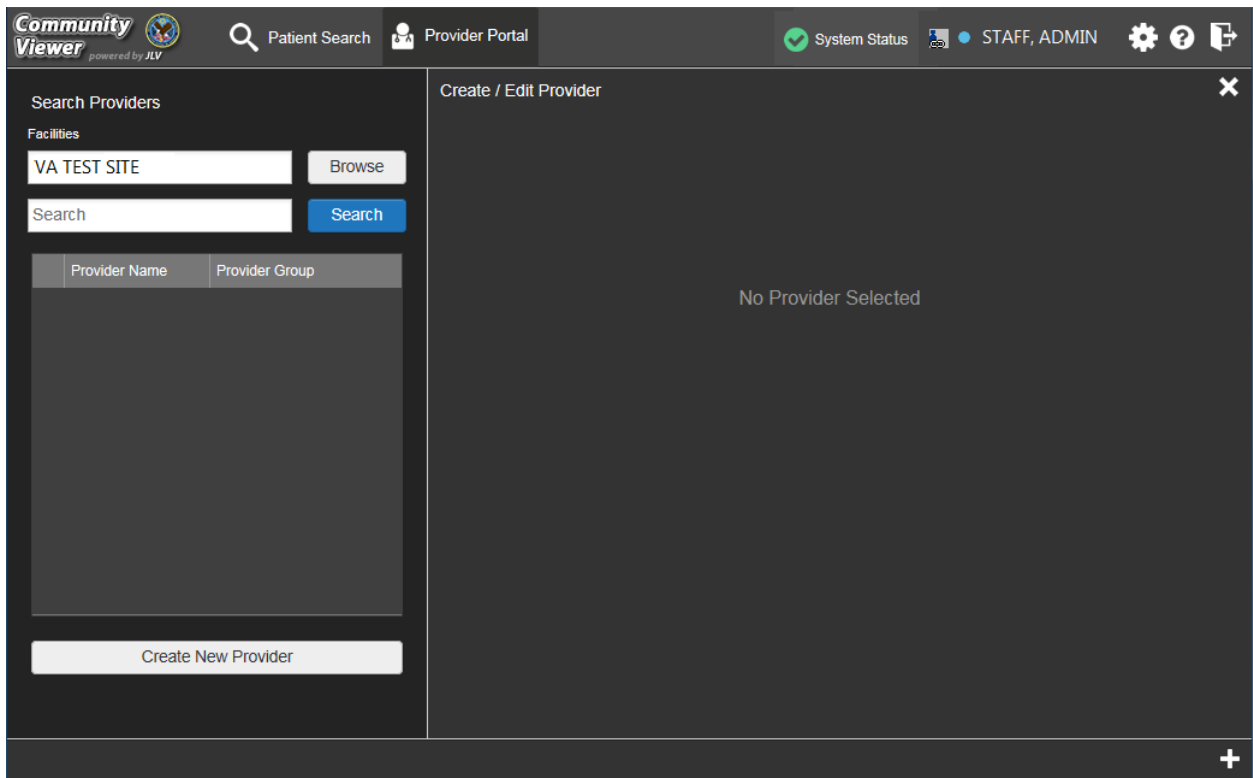
4.1.4. Assigning Patient Consults

A VAS user can assign patients to CCPs once their account has been created.

To assign patient consults to a provider:

1. Open the **CCPM** module, as seen in [Section 4.1, Working with the Community Care Provider Management Module \(VAS Users Only\)](#).
2. Click the **Create/Edit Provider** link, as shown in [Figure 11](#).
3. Enter the provider's name in the field next to the **Search** button within the Search Providers pane ([Figure 16](#)).
4. Click **Search**. If you've entered this screen immediately after creating a provider, the screen is pre-populated with the provider's profile information, and you can skip the search.

Figure 16: Search Providers



5. Select the Provider from the list that appears.
6. Click the **+ Assign New Patient** link in Create/Edit Provider screen, as seen [Figure 17](#). If necessary, scroll down to access the lower half of the screen to view the option.

Figure 17: Sample Edit Provider Fields

Search Providers

Facilities

Provider Name	Provider Group
<input type="radio"/> One1_edit.provider	group1
<input type="radio"/> Two2.provider	group1
<input type="radio"/> Three3.provider	group1
<input type="radio"/> One.Provider	Group One
<input type="radio"/> Provider,John	Honolulu Care Center

Create / Edit Provider

Last Name

NPI Account Type

Email Phone

Allow Access to Data Types VA DoD VA VLER DoD VLER

User Name

Assigned Patients

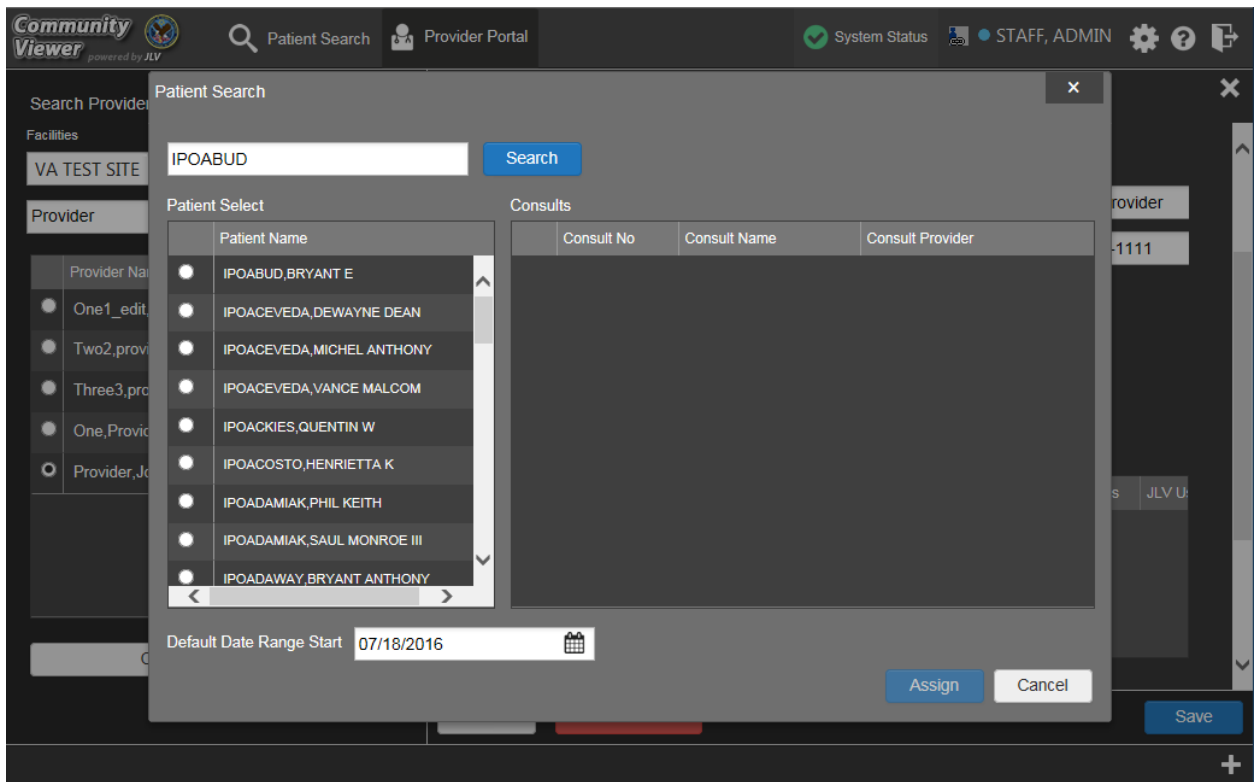
[Assign New Patient](#) [Unassign Selected Patients](#)

	Patient Name	Consult No	Consult	Consult Provider	Consult Status	JLV U
<input type="checkbox"/>	IPOABUD,BRYANT E	485296	AUDIOLOGY - CHEYENNE	DURANCEAU,GON... A	SCHEDULED	0

Previously Assigned Patients

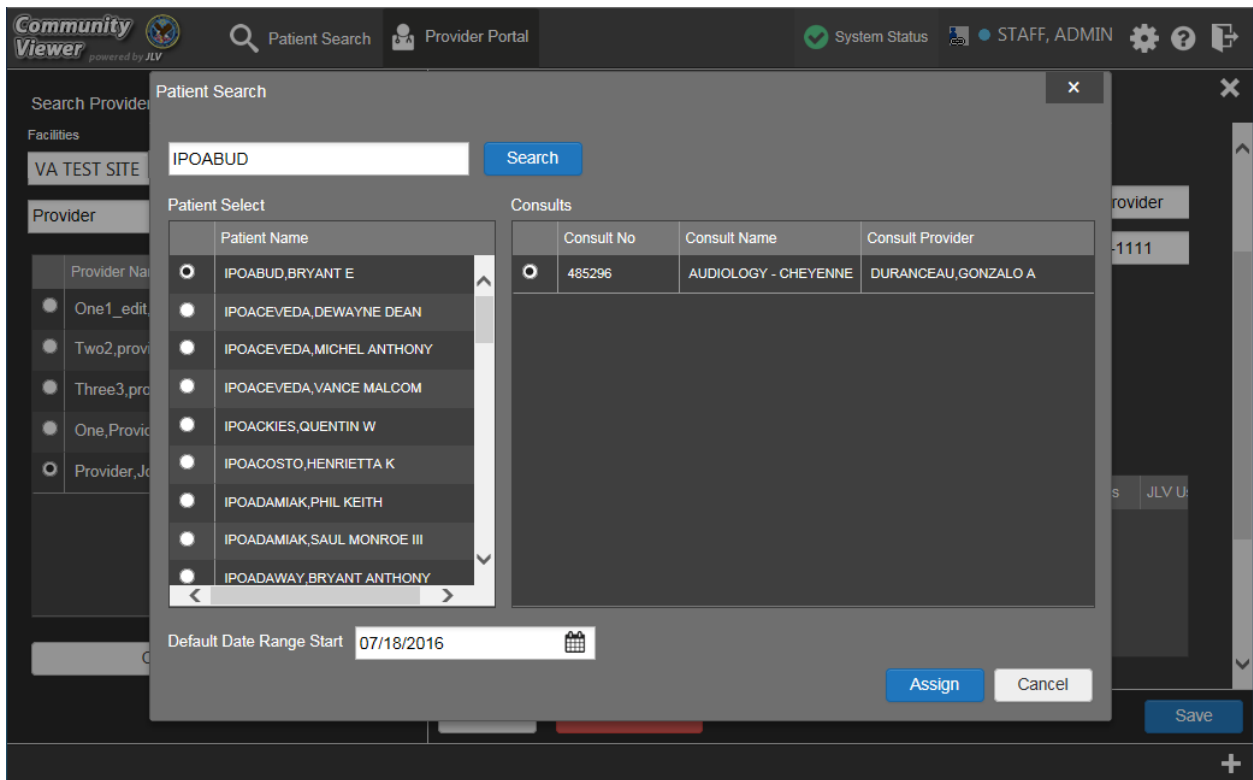
- At the top of the Patient Search window ([Figure 18](#)), enter the patient name in the blank field and click **Search**.

Figure 18: Patient Search



8. Select a patient from the search results, as seen in [Figure 18](#).
9. Select the desired consult from the list of consults that appear for the selected patient, displayed below in [Figure 19](#).
10. Consult status must be active or scheduled for the consult to appear in the list.
11. You can control or limit the data seen by the assigned CCP by adjusting the **Default Date Range Start**. The default setting is to allow CCPs to view records for the three (3) months prior to the date of the consult. See [Section 4.1.5, Setting Record Display Limits](#) for more information.
12. Click **Assign**.

Figure 19: Sample Selected Patient and Available Consults



4.1.5. Setting Record Display Limits

A VAS user can set record display limits to control the records seen by the assigned provider. The default setting is to allow CCPs to view records for the three (3) months prior to the date of the consult.

To assign patient consults to a provider:


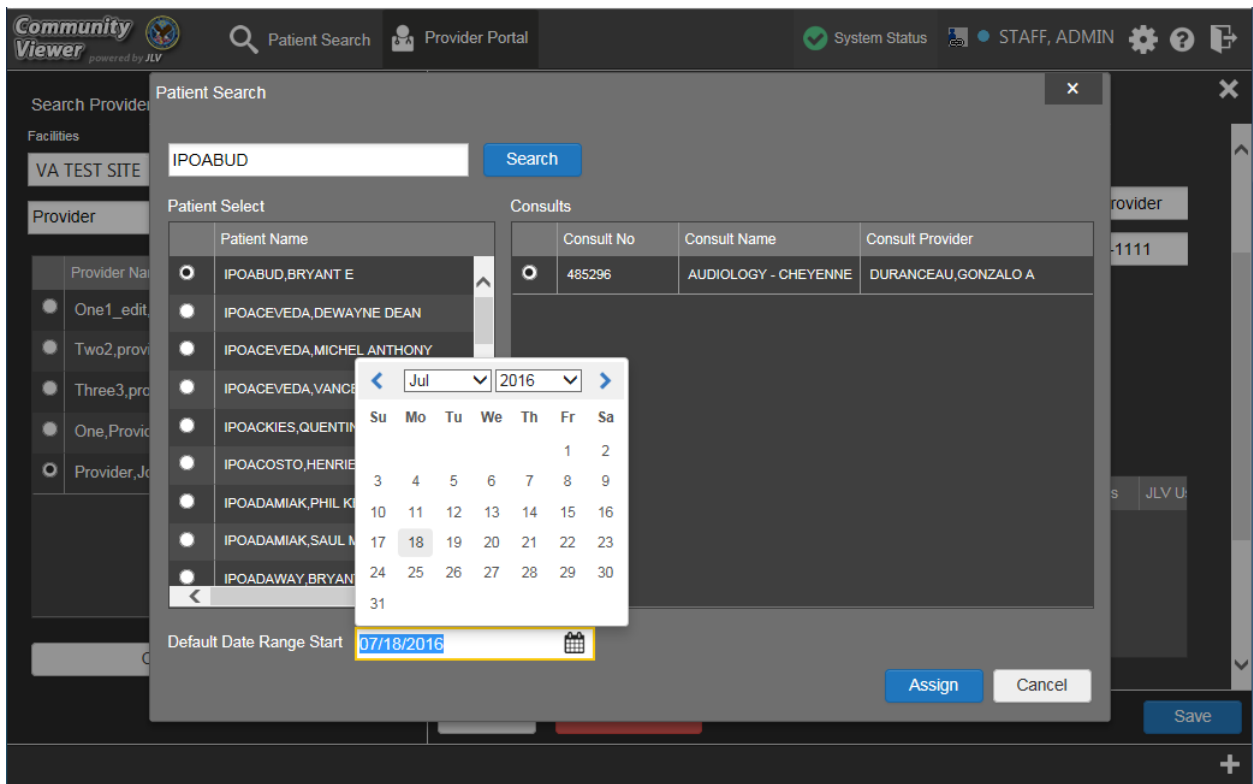
1. Open the **CCPM** module.
2. Click the **Create/Edit Provider** link. ([Figure 11](#)).
3. Create a Provider Group, if necessary.
4. Create a Provider Profile, if necessary.
5. Click the **Assign New Patient** link ([Figure 17](#)).
6. Click the **calendar**  icon to open the calendar controls ([Figure 20](#)). The default setting allows the assigned provider to view patient records for the three (3) months prior to the date of the consult.
7. Select a date and click **Assign**.

Figure 20: Configuring the Default Date Range



4.2. Editing Provider Groups and Profiles

Provider groups and provider profiles can be edited through the **CCPM** module, as described in the following sections:

- [Section 4.2.1, Editing Provider Groups](#)
- [Section 4.2.2, Editing Provider Profiles](#)
- [Section 4.2.3, Deleting Providers](#)
- [Section 4.2.4, Resetting Provider Passwords](#)

4.2.1. Editing Provider Groups

A VAS user can edit a Provider Group through the CCPM.

To edit a provider group:

1. Open the **CCPM** module.
2. Click the **Create/Edit Community Care Provider Groups** link ([Figure 11](#)).
3. Enter the Provider Group name in the Search field on the left and click **Search**.
4. Select the desired provider group from the search results within the Provider Group list ([Figure 21](#)).
5. Edit the Provider Group fields on the right side of the Manage Community Care Provider Group window as needed.

Figure 21: Edit Provider Group

The screenshot displays the 'Manage Community Care Provider Groups' interface. On the left, a search panel allows for finding facilities, with 'VA TEST SITE' and 'Honolulu Care Center' entered. The main form contains the following fields:

- Facilities: VA TEST SITE (with a 'Browse' button)
- Provider Group Name: Honolulu Care Center
- Address: 123 King St.
- City: Honolulu
- State: HI | ZIP: 96822
- NPI: Optional
- Point of Contact (POC): Dr. John Provider
- POC Email Address: jprovider@email.com
- POC Phone: (808) 555-1111
- Secondary Phone: (empty)

At the bottom, there is an 'Assigned Providers' table with columns for Provider Name, Email, and Speciality. The table is currently empty. 'Cancel' and 'Save' buttons are located at the bottom of the form.

6. To add or edit a facility, click **Browse** next to the Facilities field, and select the desired facility from the list that appears.
7. Providers assigned to the Provider Group are listed in the lower-right portion of the screen. Edit provider profiles, or remove providers from the group, using the **Edit** or **Delete** links within the Assigned Providers list ([Figure 22](#)).
8. Click **Save**.

Figure 22: Add or Remove Providers from Group

The screenshot shows the 'Manage Community Care Provider Groups' dialog box in the Community Viewer application. The interface is dark-themed. On the left, there's a search panel for 'Community Care Provider Groups' with a search bar containing 'Honolulu Care Center' and a 'Search' button. Below the search bar is a list of provider groups, with 'Honolulu Care Center' selected. A 'Create New Provider Group' button is at the bottom of this panel. The main area of the dialog is for editing the group details. It includes fields for State (HI), ZIP (96822), NPI (Optional), Point of Contact (POC) (Dr. John Provider), POC Email Address (jprovider@email.com), POC Phone ((808) 555-1111), and Secondary Phone. Below these fields is an 'Assigned Providers' table with columns for Provider Name, Email, Specialty, Edit, and Delete. The table contains one entry: Provider, John, jprovider@email.com, Orthopedics. At the bottom of the dialog are 'Cancel' and 'Save' buttons.

4.2.2. Editing Provider Profiles

All CCP accounts are created by VAS users in the CCPM module. Creating an account for a CCP user creates a user profile in CV that can be edited. Editing the provider profile includes assigning or removing patient consults.

To edit a provider profile:

1. Open the **CCPM** module.
2. Click the **Create/Edit Provider** link ([Figure 11](#)).
3. Enter the provider's name in the field next to the **Search** button within the Search Providers pane, and click **Search**.
4. Select the desired provider from the search results ([Figure 23](#)).
5. Edit information for the Provider in the fields provided as necessary.
6. To change the provider password, enter a password in the **Password** field, or click **Generate** to create a new, random password. CCP user passwords must be at least 8 characters long. Passwords must also include:
 - At least one uppercase letter and one lowercase letter
 - At least one number
 - At least one special character, such as ! @ # ? \$ % &
 - Passwords are case-sensitive.

- Record the **User Name** and **Password** as displayed on the screen. It is the responsibility of the VAS user to provide the CCP with their user name and password for the CV web application.

Figure 23: Edit Provider Profile

The screenshot shows the 'Community Viewer' interface for editing a provider profile. The top navigation bar includes 'Patient Search', 'Provider Portal', 'System Status', and user roles 'STAFF, ADMIN'. The left sidebar contains a search area and a table of providers.

Provider Name	Provider Group
One1_edit.provider	group1
Two2.provider	group1
Three3.provider	group1
One.Provider	Group One
Provider,John	Honolulu Care Center

The main 'Create / Edit Provider' form includes the following fields:

- Provider Group: Honolulu Care Center
- Specialty: Orthopedics
- First Name: John
- Last Name: Provider
- NPI: Optional
- Account Type: Outside Provider
- Email: jprovider@email.com
- Phone: (808) 555-1111
- Allow Access to Data Types: VA, DoD, VA VLER, DoD VLER
- User Name: jprovider@email.com
- Password: [Reset Password]

At the bottom, there is an 'Assigned Patients' section with a table and two links: '+ Assign New Patient' and 'Unassign Selected Patients'.

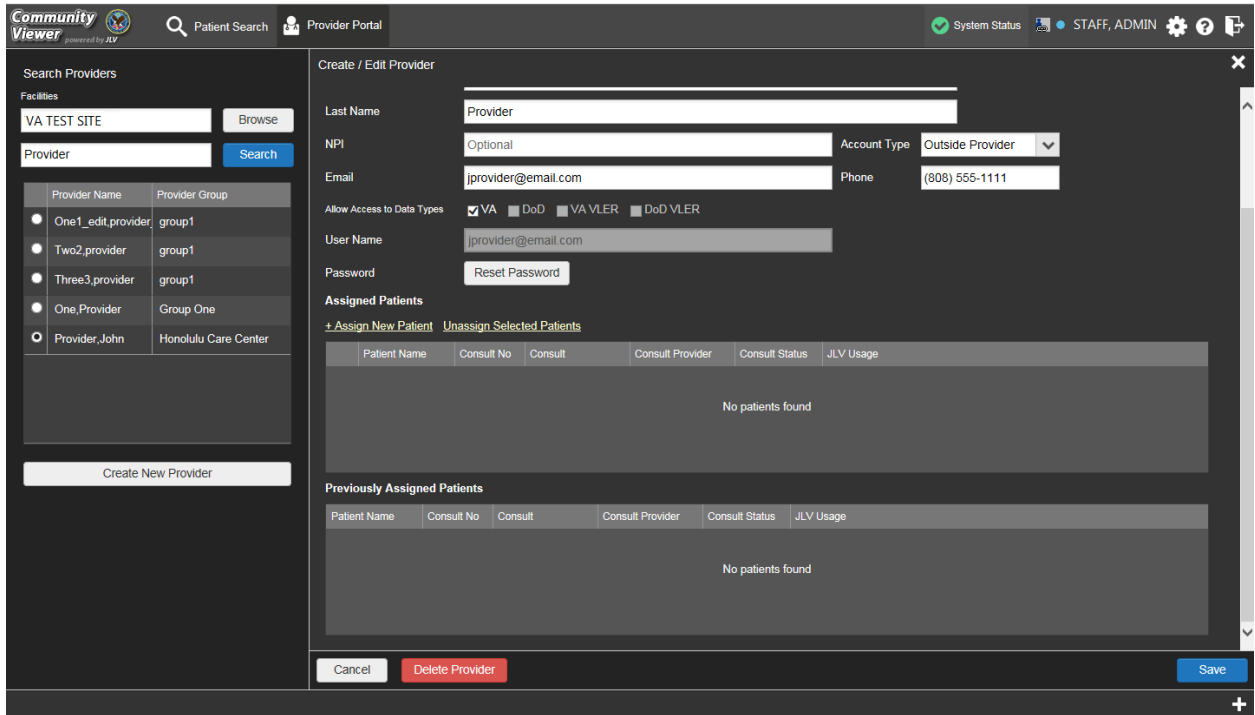
Patient Name	Consult No	Consult	Consult Provider	Consult Status	JLV U
--------------	------------	---------	------------------	----------------	-------

Buttons at the bottom include 'Cancel', 'Delete Provider', and 'Save'.

- Use the + **Assign New Patient** and **Unassign Selected Patient** links to change the patient consults assigned to the provider, if desired ([Figure 23](#)).
- Click **Save**.

[Figure 24](#) provides an expanded view of the previous screen example ([Figure 23](#)). Open to display the Assigned Patients and Previously Assigned Patient lists.

Figure 24: Assigned Patients and Previously Assigned Patients in Provider Profile



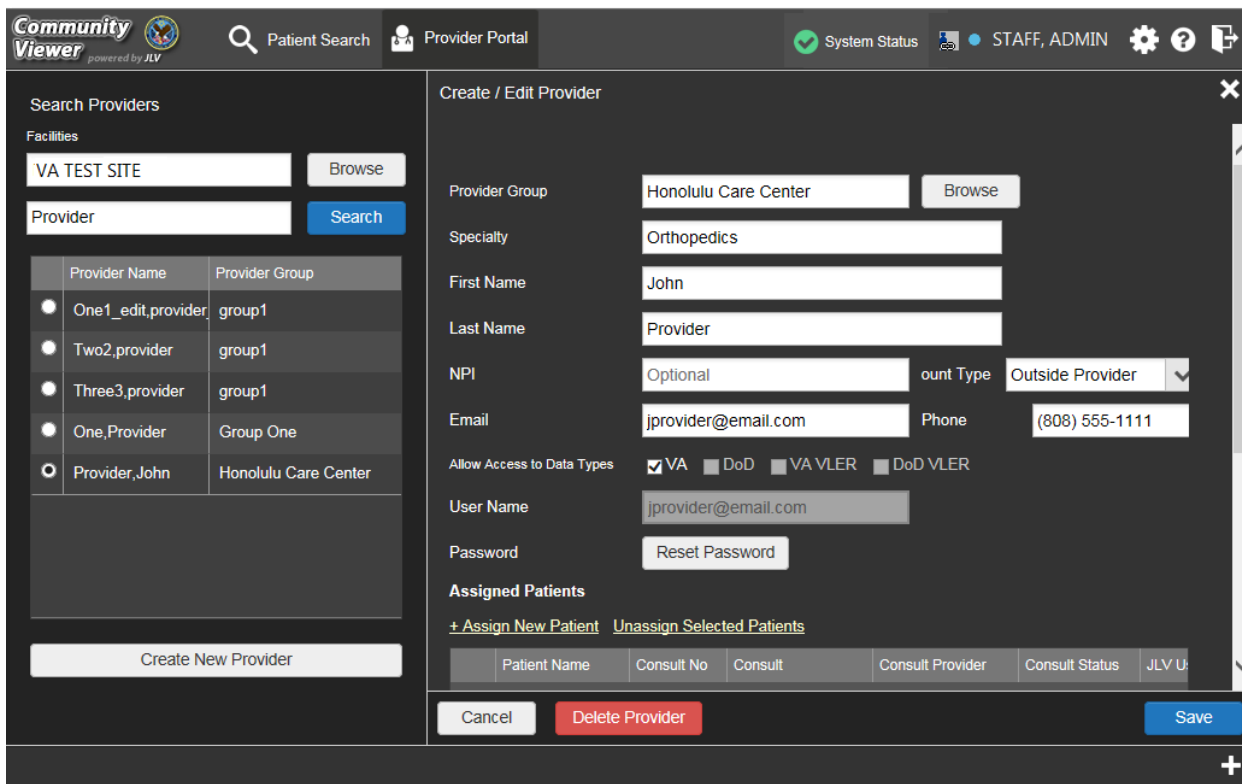
4.2.3. Deleting Providers

Deleting providers from the system disables their account and prevents future access to the CV web application.

To delete a provider:

1. Open the **CCPM** module.
2. Click the **Create/Edit Provider** link ([Figure 11](#)).
3. Enter the provider's name in the field next to the **Search** button (within the Search Providers pane), and click **Search**.
4. Select the desired provider from the search results.
5. In the Create/Edit Provider screen, click **Delete Provider** (the red button as shown in [Figure 25](#)).

Figure 25: Delete Provider



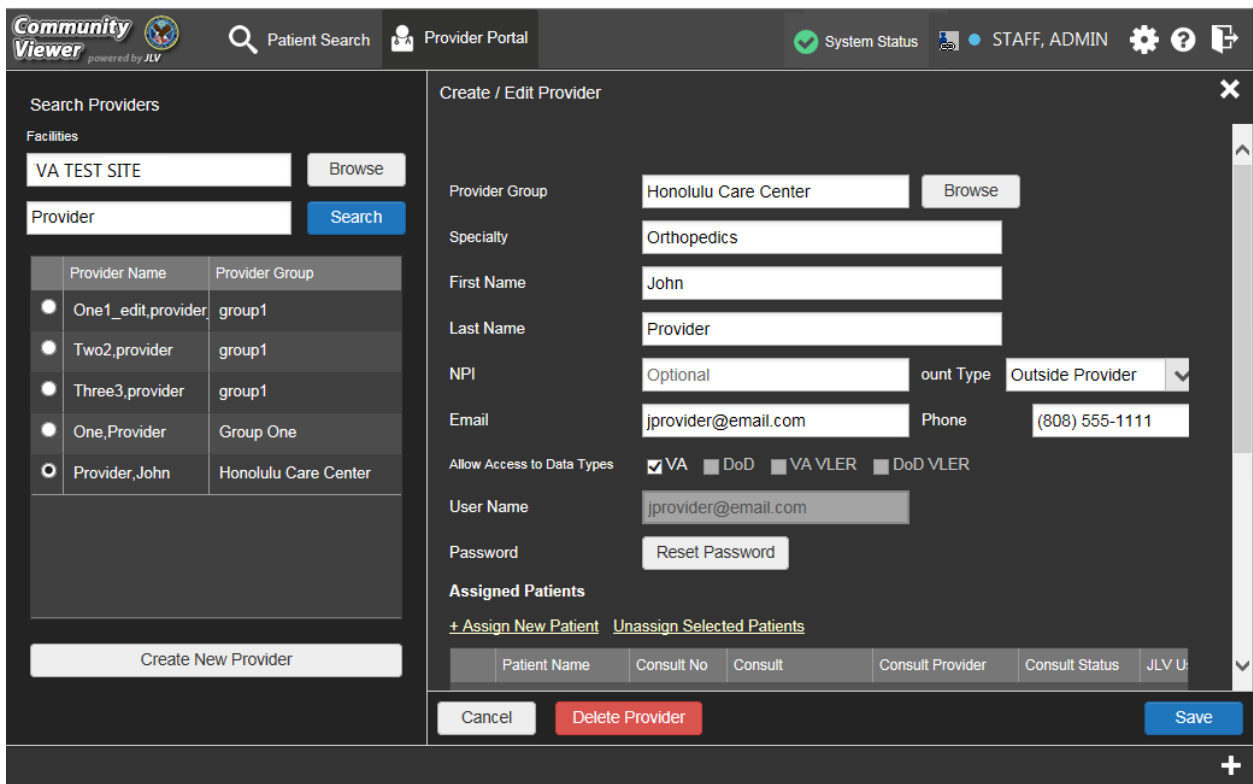
4.2.4. Resetting Provider Passwords

The login page for a CCP user has a **Forgot Password?** link. When clicked, a window opens that enables the user to send a password reset request directly to [VHA Community Support](#). Password resets are performed in the **CCPM** module.

To reset the password for a provider:

1. Open the **CCPM** module.
2. Click the **Create/Edit Provider** link ([Figure 11](#)).
3. Enter the provider's name in the field next to the **Search** button (within the Search Providers pane), and click **Search**.
4. Select the desired provider from the search results.
5. In the Create/Edit Provider screen, click **Reset Password** ([Figure 26](#)).
6. Enter a password in the field provided. You may also generate a new, random password by clicking **Generate**.
7. Record the new password. It is the responsibility of the VAS user to provide the CCP with his/her user name and password for the CV web application.
8. Click **Save**.

Figure 26: Community Care Provider Password Reset



4.3. Accessing Patient Data for CCP Users

CCP users can access a patient record using the **Assigned Patients** widget to open the record in the Patient Portal.

After a CCP user logs in, the **Assigned Patients** widget appears with a list of patient consults. Click the hyperlinks in the consult record within the **Assigned Patients** widget, as seen in [Figure 27](#), to open the Patient Portal.

If the **Assigned Patients** widget is not already open on the screen after logging in, click the plus (+) sign in the lower-right corner of the screen to open the widget tray. The widget tray for CCP users is modified to include the **Assigned Patients** widget. Left-click and drag the widget icon from the tray to the screen, and drop in the desired location.

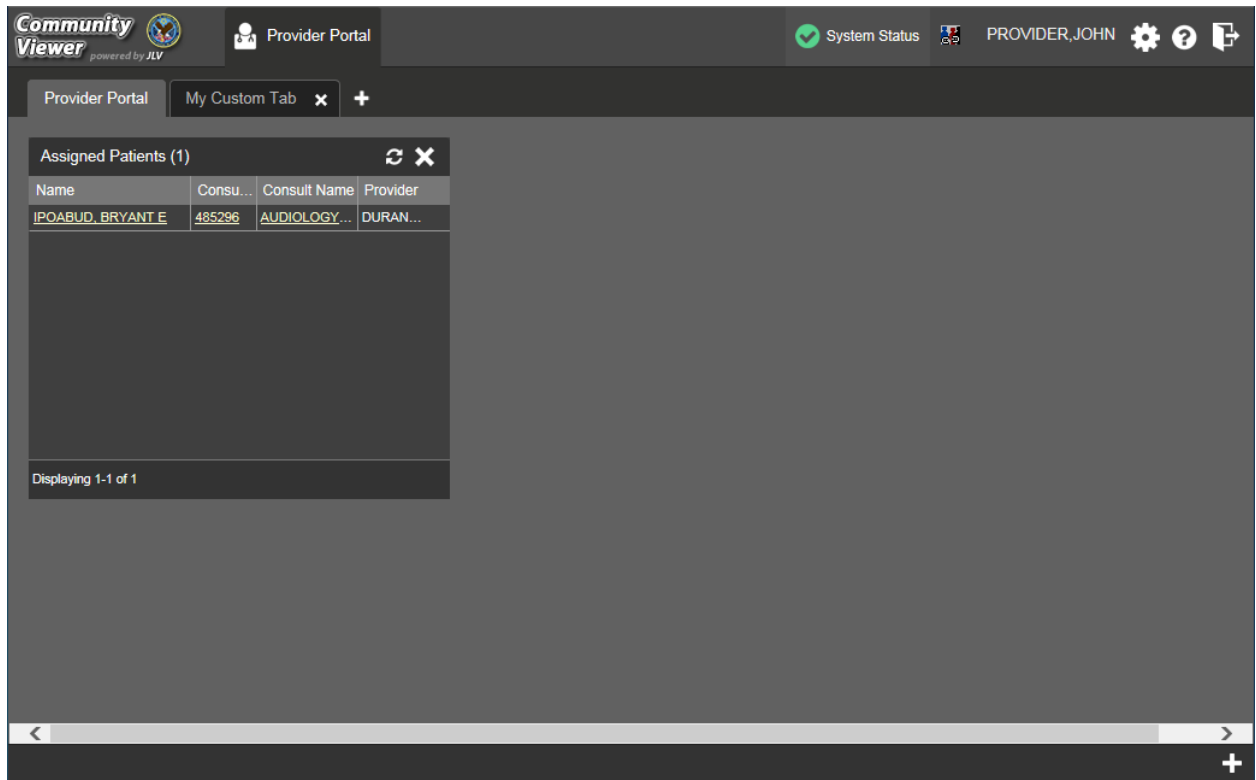
The **Assigned Patients** widget lists Active and Scheduled consults for the provider group that the provider belongs to. If there are two Active or Scheduled consults for one patient, the patient is listed twice.

For each consult listed in the widget, the following is available:

- **Patient name.** Click the entry to open the patient's record in the Patient Portal.
- **Consult No.** This is a number generated by the VA system. Click the entry to open the patient's record in the Patient Portal.
- **Consult Name.** This is a label generated by the VA system. Click the entry to open the patient's record in the Patient Portal.

- **Provider.** The assigned VA Provider, or the provider who ordered the consult.
- NOTE:** VAS users do not see the **Assigned Patients** widget, and do not have access to patient data through this point of access.

Figure 27: Sample Assigned Patient List on Provider Portal



4.4. Patient Data Display for CCP and VAS Users


For both VAS and CCP users, patient-centric information is displayed in the  Patient Portal through widgets. Widgets are elements within the CV portals that contain and display data specific to an administrative or clinical domain.

Figure 28: Sample Widget Display on the Patient Portal

The screenshot displays the Community Viewer Patient Portal interface for patient IPOABUD, BRYANT E. The patient's profile includes contact information, SSN, age, DOB, race, gender, and insurance details. The main content area is divided into several widget sections:

- Problem List (15):** A table listing medical conditions with columns for ICD code, Onset, Description, Updated, Status, and Site.

ICD	Onset	Description	Updated	Status	Site
T88.0X...		INFECTION...	Aug 03, 2015	ACTIVE	• IPO4
272.4		Hyperlipidem...	Aug 13, 2013	ACTIVE	• IPO4
173.9		Carcinoma...	Nov 15, 2010	ACTIVE	• IPO4
724.3		Sciatica (ICD...	Dec 01, 2009	ACTIVE	• IPO4
278.00		OBESITY (IC...	Jan 13, 2009	ACTIVE	• IPO4
366.16		Cataract_Nu...	Sep 15, 2008	ACTIVE	• IPO4
- Allergies (9):** A table listing allergens and the site where they were recorded.

Date Recorded	Allergen	Site
Apr 01, 2016	SHELLFISH	• IPO5
Jun 09, 2015	PENICILLIN	• IPO4
Jun 09, 2015	MORPHINE	• IPO4
Aug 08, 1993	IODINE	• IPO4
Aug 13, 2013	IODINE	• IPO5
Nov 26, 2013	ALCOHOL	• IPO5
Nov 26, 2013	ALBUTEROL SULFATE	• IPO5
- Immunizations (28):** A table listing vaccine administration details.

Vaccine Administ. Date	Vaccine Administ. Product Type	Adverse V... Reaction	Site
Jul 31, 2015	PLAGUE	CONVULSI...	• IPO4
Jul 31, 2015	JAPANESE ENCEP...	NONE	• IPO4
Jul 31, 2015	BCG	LOCAL RE...	• IPO4
Jul 31, 2015	ANTHRAX	IRRITABILTY	• IPO4
Jul 31, 2015	TD (ADULT)	FEVER	• IPO4
May 30, 2014	LYME DISEASE	NONE	• IPO5
May 30, 2014	HEP B ADULT	NONE	• IPO5
- Outpatient Medications (0):** A table with columns for Last Fill, Drug Name, Status, Expires, and Site. It currently shows "No Data".

On the Patient Portal, the list of available widgets is provided in a horizontal tray at the bottom of the page (shown in [Figure 29](#)). When accessing the Patient Portal for the first time, a preset widget display opens on the portal page.

The Patient Portal displays the patient's clinical records and other patient-centric information from VA systems for the following clinical domains:

- Patient Demographics
- Admissions
- Allergies
- Appointments
- Clinical Reminders
- Consults
- Discharge/Essentris Notes
- Encounters
- Immunizations
- Inpatient Medications
- Lab Panel Results
- Lab Results
- Outpatient Medications

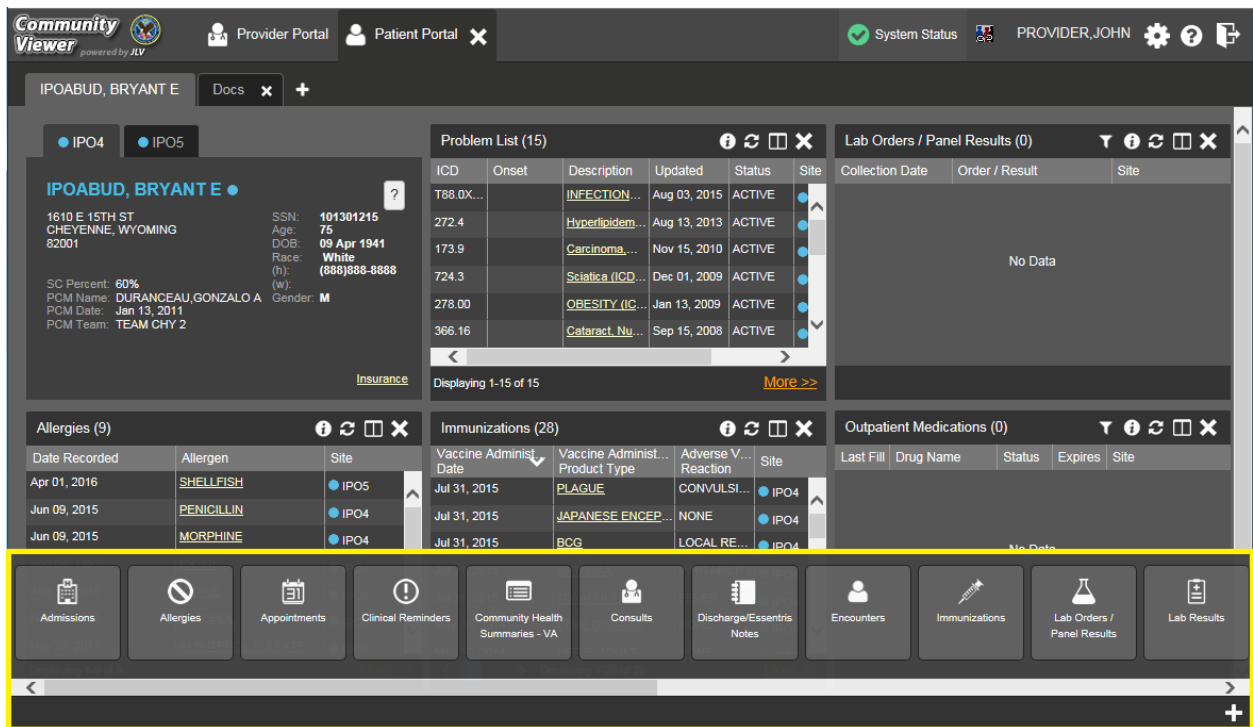
- Orders
- Problem List
- Procedures
- Progress Notes
- Radiology Exams
- Vitals

i **NOTE:** Widgets may take anywhere between three (3) and ten (10) seconds to load.

4.4.1. Accessing and Opening Widgets



To view a widget in the Patient Portal, locate the widget name in the horizontal tray that is displayed on the bottom of the portal ([Figure 29](#)). Left-click and drag the selected widget from the tray to the portal screen. This action opens the minimized view of the widget on the portal.

Figure 29: Widget Tray on the Patient Portal



The example in [Figure 29](#) displays the Patient Portal with an open widget tray highlighted at the bottom of the screen. If the widget tray is not open, click the plus sign (+) in the lower right-hand corner of the portal screen. This button opens the tray on the portal.

To view all clinical domains available in the Patient Portal in the widget tray, use the arrows (< or >) placed below the tray buttons in the lower left-hand and right-hand corners of the portal screen to scroll left to right or right to left through the tray.

 **NOTE:** Widgets can be removed by clicking **Close**  in the top-right corner.




4.4.2. Widget Navigation and Display Options

Navigation tools and display options are provided within each widget that allow you to navigate through sections of data results within the widget. A vertical scroll bar allows you to scroll and view data that is in the widget page, while options at the bottom of the widget allow for navigation through all records for that domain loaded into CV.

Click **More >>** in the lower-right corner of a widget in minimized view to open the widget in expanded view. A sample widget is provided in [Figure 30](#).

A widget in expanded view also contains the **Show All** link which opens all records for a given widget in a scrollable window. Click **Show Paged** to return to the display of records grouped by pages.

Table 4: Widget Navigation Tool Descriptions

Widget Element	Meaning	Description
	Go to Previous Page	Changes the focus of the widget to the previous group or page of records within the results display.
	Jump to Page	Changes the focus of the widget to the page number selected.
	Go to Next Page	Changes the focus of the widget to the next group or page of records within the results display.
More >>	Go to Expanded View	Available in minimized views only. Opens the expanded view of the widget in a secondary window.
[<i>variable</i>] of #	Record Display Indicator	Indicates the number of records displayed in that widget page out of the total number of results for that widget.
Show All/Show Paged	Display Setting	Click Show All to open all records for a given widget in a scrollable window. Click Show Paged to return to the display of records grouped by pages.

4.4.3. Minimized vs. Expanded Widget View

Each widget can be displayed in a minimized view or an expanded view. The first rendering or display of a widget is a minimized view as shown in [Figure 28](#). Click the **More >>** link available at the bottom of the widget in minimized view to open the expanded view (sample shown in [Figure 30](#)).


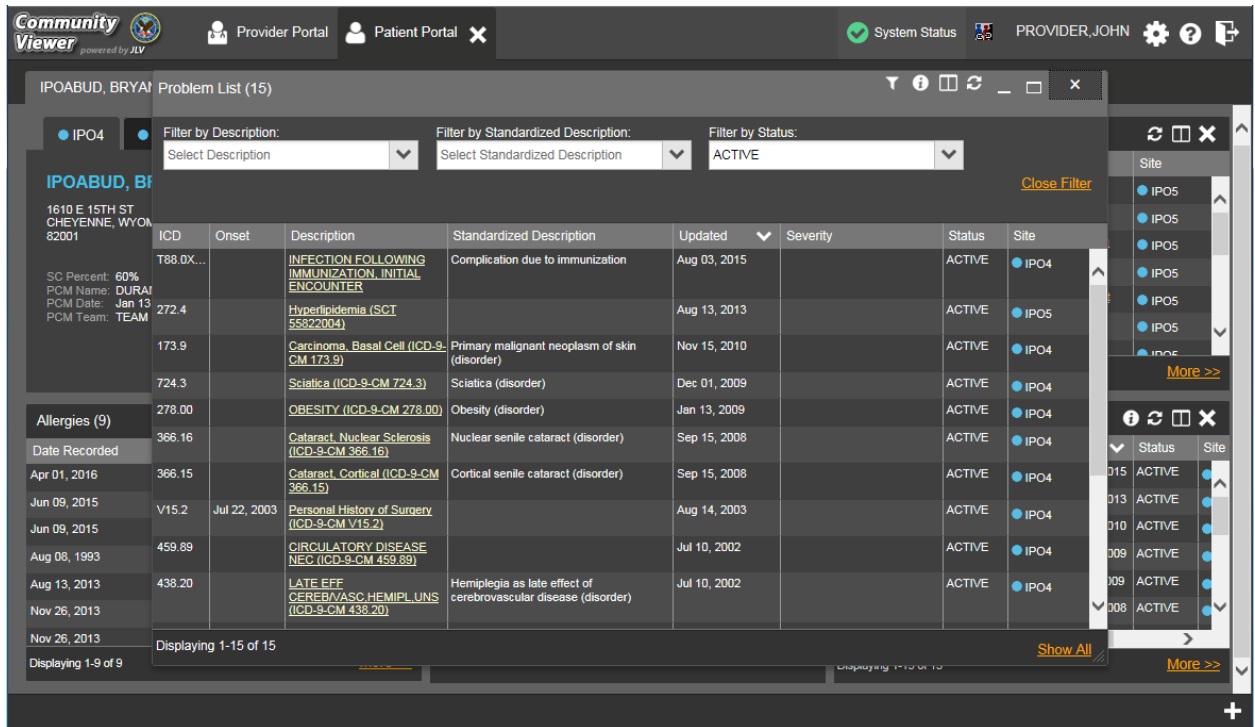
Accessing the expanded view of the widget provides additional display and filtering options. Click **Configure Filter**  from the widget toolbar if the additional display configuration options are not displayed in an open expanded view.

Figure 30: Sample Expanded View Widget Display



ICD	Onset	Description	Standardized Description	Updated	Severity	Status	Site
T88.0X...		INFECTION FOLLOWING IMMUNIZATION, INITIAL ENCOUNTER	Complication due to immunization	Aug 03, 2015		ACTIVE	IPO4
272.4		Hyperlipidemia (SCT 55822004)		Aug 13, 2013		ACTIVE	IPO5
173.9		Carcinoma, Basal Cell (ICD-9-CM 173.9)	Primary malignant neoplasm of skin (disorder)	Nov 15, 2010		ACTIVE	IPO4
724.3		Sciatica (ICD-9-CM 724.3)	Sciatica (disorder)	Dec 01, 2009		ACTIVE	IPO4
278.00		OBESITY (ICD-9-CM 278.00)	Obesity (disorder)	Jan 13, 2009		ACTIVE	IPO4
366.16		Cataract, Nuclear Sclerosis (ICD-9-CM 366.16)	Nuclear senile cataract (disorder)	Sep 15, 2008		ACTIVE	IPO4
366.15		Cataract, Cortical (ICD-9-CM 366.15)	Cortical senile cataract (disorder)	Sep 15, 2008		ACTIVE	IPO4
V15.2	Jul 22, 2003	Personal History of Surgery (ICD-9-CM V15.2)		Aug 14, 2003		ACTIVE	IPO4
459.89		CIRCULATORY DISEASE NEC (ICD-9-CM 459.89)		Jul 10, 2002		ACTIVE	IPO4
438.20		LATE EFF CEREB/ASC HEMIPL UNLS (ICD-9-CM 438.20)	Hemiplegia as late effect of cerebrovascular disease (disorder)	Jul 10, 2002		ACTIVE	IPO4

4.4.4. Creating Additional Widget Displays using Custom Tabs

For ease of use and quick reference, you can use the tabs function to create additional widget configurations on the portal. Changes made to the display of the patient portal (included widgets and custom tabs) are saved to the user profile and is displayed in future sessions.

To set up a customized tab:

1. Click the tab with the plus sign + in the upper-left corner of the screen (sample Patient Portal screen is seen in [Figure 28](#)).
2. In the **Add Tab** dialog box, type in the name of the new tab and click **OK**.
3. Within the new tab space, you can access the widget tray, left-click, and drag the widgets to the screen.

4. Click between tabs at any time, without losing any of the widget configurations created in the tabs. Tabs persist when a patient change is made.

4.4.5. Refreshing Widgets

Data in the widget display can be refreshed by clicking **Refresh** . This action refreshes the widget and displays the data the CV web application has stored in a cache.

4.5. Patient Portal Data

The Patient Portal displays the selected patient's clinical records and other patient-centric information for the supported clinical domains.



NOTE: Users can configure the layout of widgets on the Patient Portal and create multiple widget tabs. Configurations persist to the CV database. When you log in to the system in the future, the last configuration utilized is displayed.

4.5.1. Patient Demographics

A summary of the patient's demographics (personal data) appears in the upper-left section of the Patient Portal. The tabs above the patient's name provide the patient's demographics summary at each VA site that the patient has visited.

The patient's name is displayed in color and followed by an icon. The blue font color and a blue circle represent data retrieved from a VA system. You can also click the patient's name to open a separate window that provides patient demographics details.

4.5.1.1. Viewing Third-party Insurance Information

Third-party payers and additional insurance information are available from a link within the **Demographics** widget on the Patient Portal. Click the **Insurance** link in the **Demographics** widget to open a separate window with a detailed list of insurance information for the patient.

Insurance information includes:

- Health Plan Type
- Health Plan Name
- Standardized Insurance Type
- Plan Effective Date
- Plan Expiration Date
- Site
- Group Number
- Member ID
- Subscriber ID
- Subscriber Date of Birth
- Subscriber's Relationship to Insurer

- Health Plan Mailing Address
- Health Plan Contact Information


Use the **Insurance Information** window's horizontal scroll bar to view additional columns not seen within the default window size.

In the window, data appearing in the Standardized Insurance Type column is normalized to the X12 Health Insurance Type standard. Hovering over entries in this column displays the standardized name and standardized code for the insurance type.

4.5.1.2. Race Data Terminology Normalization

Race data from VA sources appearing in the Demographics summary is normalized. Hovering over the Race field displays the standardized name and standardized code for the race classification, normalized to the national Centers for Disease Control and Prevention (CDC) Race standard.

4.5.2. Admissions

The  **Admissions** widget displays the patient's admissions information. The information is displayed in reverse chronological order by the admission date.

To open the widget, left-click **Admissions** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.2.1. Admissions Widget Data

In the minimized view of the **Admissions** widget, the admissions information includes:

- Administration (Adm) Date
- Discharge Date
- Diagnosis
- Ward
- Site


Click **More >>** from the minimized view of the **Admissions** widget to open an expanded view of the widget. In the expanded view, the admissions information includes:

- Admission (Adm) Date
- Discharge Date
- Ward
- Provider
- Provider Specialty
- Diagnosis
- Standardized Diagnosis

- Registration Number
- Site

4.5.2.2. Display and Filter Options

Display and filter options within the **Admissions** widget include:


- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Provider Specialty** drop-down box to re-draw the widget to show only the records for the selected provider type.

4.5.2.3. Terminology Normalization in the Admissions Widget

Terminology normalization is provided in the **Admissions** widget through the following GUI elements:

- The data in the Provider and Provider Specialty columns in the minimized and expanded views of the widget are normalized to the National Uniform Claim Committee Taxonomy (NUCC) standard. Hovering over the entries in these columns displays the standardized name and standardized code for the provider.
- The data in the Diagnosis and Standardized Diagnosis columns in the minimized and expanded views of the widget are normalized to the Systematized Nomenclature of Medicine Clinical Terms (SNOMED CT) standard. Hovering over the entries in these columns displays the standardized name and standardized code for the diagnosis.

4.5.3. Allergies

The  **Allergies** widget displays the patient's allergy information. To open the widget, left-click **Allergies** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.3.1. Allergies Widget Data

In the minimized view of the **Allergies** widget, the allergy information includes:

- Date Recorded

- Allergen
- Site

Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.

Click **More >>** from the minimized view of the **Allergies** widget to open an expanded view of the widget. In the expanded view, the allergy information includes:

- Date Recorded
- Allergen
- Standardized Allergen
- Reaction
- Severity
- Comments
- Site

4.5.3.2. Viewing Allergy Details


Click a hyperlinked entry in the Allergen column in either the minimized or expanded views of the **Allergies** widget to open a separate window containing the details of the allergy record.

4.5.3.3. Terminology Normalization in the Allergies Widget

Terminology normalization is provided in the **Allergies** widget through the following GUI elements:

- The Allergen column displays allergy information contained in the patient's record. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (RxNorm), the standardized allergen name, and the standardized RxNorm code for that allergen.
- The Standardized Allergen column displays the standardized name for the corresponding entry in the Allergen column, mapped to the RxNorm standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (RxNorm), and the RxNorm code for that allergen.

4.5.4. Appointments

The  **Appointments** widget displays the patient's appointment information. The information is displayed in reverse chronological order by the appointment date. To open the widget, left-click **Appointments** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.4.1. Appointments Widget Data

In the minimized view of the **Appointments** widget, the appointment information includes:

- Scheduled Date/Time
- Clinic
- Provider¹
- Site

Click **More >>** from the minimized view of the **Appointments** widget to open an expanded view of the widget. In the expanded view, the appointment information includes:


- Scheduled Date/Time
- Clinic
- Provider
- Provider Specialty
- Appointment Status
- Type
- Reason
- Site

4.5.4.2. Viewing Appointment Details

Where record details are available for a VA appointment, the entry displays a link in the Scheduled Date/Time column. Clicking this link in either the minimized or expanded views of the **Appointments** widget opens a separate window containing the details of the record.

4.5.4.3. Display and Filter Options

Display and filter options within the **Appointments** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter

¹ Hovering over the Provider column in the minimized and expanded views of the **Appointments** widget displays the address and phone number for the provider, where available, in the patient record.

options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.


- Use the **Filter by Clinic** drop-down box to re-draw the widget to show only the records for the selected clinic.
- Use the **Filter by Provider Specialty** drop-down box to re-draw the widget to show only the records for the selected provider type.

4.5.4.4. Terminology Normalization in the Appointments Widget

Terminology normalization is provided in the **Appointments** widget through the following GUI elements:

- The data in the Provider and Provider Specialty columns in the minimized and expanded views of the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the provider.

4.5.5. Clinical Reminders

The  **Clinical Reminders** widget displays the patient's clinical reminder information. The information is displayed in reverse chronological order by the due date.

To open the widget, left-click **Clinical Reminders** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.5.1. Clinical Reminders Widget Data

In the minimized and expanded views of the **Clinical Reminders** widget, the clinical reminder information includes the following for VA records:

- Due
- Last Done
- Reminder
- Site

4.5.5.2. Display and Filter Options


Display and filter options within the **Clinical Reminders** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Use the **Filter by Site** drop-down box to re-draw the widget to show only the records for the desired site.

4.5.5.3. Viewing Clinical Reminder Details

Click a hyperlinked entry in the Reminder column in either the minimized or expanded views of the **Clinical Reminders** widget to open a separate window containing the details of the record.

4.5.6. Consults

The  **Consults** widget displays the patient's outpatient consult encounter information. The information is displayed in reverse chronological order by the consult date.

To open the widget, left-click **Consults** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.6.1. Consults Widget Data

In the minimized view of the **Consults** widget, the consult encounter information includes:

- Due
- Consult Order
- Status
- Site

Click a hyperlinked entry in the Consult Order column to open a separate window containing a report of the record. Refer to [Section 4.5.6.2, Viewing Consult Encounter Details](#) for more information.

Click **More >>** from the minimized view of the **Consults** widget to open an expanded view of the widget. In the expanded view, the consult encounter information includes:

- Due
- Consult Order
- Provider
- Provider Specialty
- Status
- Site


Click a hyperlinked entry in the Consult Order column to open a separate window containing a report of the record. Refer to [Section 4.5.6.2, Viewing Consult Encounter Details](#) for more information.

4.5.6.2. Viewing Consult Encounter Details

Click a hyperlinked entry in the Consult Order column of either the minimized or expanded view of the **Consults** widget to open a separate window containing a report of the record.

4.5.6.3. Display and Filter Options

Display and filter options within the **Consults** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Consult Order** drop-down box to re-draw the widget to show only the records for the selected consult.
- Use the **Filter by Provider Specialty** drop-down box to re-draw the widget to show only the records for the selected provider type.

4.5.6.4. Terminology Normalization in the Consults Widget

Terminology normalization is provided in the **Consults** widget through the following GUI elements:

- The data in the Provider and Provider Specialty columns in the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the provider.

4.5.7. Discharge/Essentris Notes


The  **Discharge/Essentris Notes** widget displays the patient's discharge summaries, as well as history and physical summaries. The information is displayed in reverse chronological order by the note date.

To open the widget, left-click **Discharge/Essentris Notes** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.7.1. Discharge/Essentris Notes Widget Data

In the minimized view of the **Discharge/Essentris Notes** widget, the column display includes:

- Date
- Note Type/Title
- Site

Click **Configure Filter**  from the widget toolbar to display the filter options in the minimized view of the widget. Using expanded search dates within the widget is recommended to display notes started prior to admission and notes signed after discharge. Refer to [Section 4.5.2.2, Display and Filter Options](#), for more information.

Click the hyperlink in the Note Type/Title column of either view of the **Discharge/Essentris Notes** widget to open a separate window containing the detail of the note. Refer to [Section 4.5.7.2, Viewing Discharge/Essentris Notes Details](#) for more information.

Click **More >>** from the minimized view of the **Discharge/Essentris Notes** widget to open an expanded view of the widget. In the expanded view, the column display includes:

- Date
- Note Type/Title
- Provider
- Provider Specialty
- Location
- Visit/Adm Date
- Status
- Site

Data in the Provider Specialty column within the **Discharge/Essentris Notes** widget is populated with VA data only.





NOTE: Using expanded search dates within the widget is recommended to display notes started prior to admission and notes signed after discharge.

4.5.7.2. Viewing Discharge/Essentris Notes Details

Click the hyperlink in the Note Type/Title column of either view of the **Discharge/Essentris Notes** widget to open a separate window containing the detail of the note.

4.5.7.3. Display and Filter Options

Display and filter options within the **Discharge/Essentris Notes** widget include:

- Click  from the widget toolbar to display the filter options in the minimized view of the widget.
- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.


- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Note Type/Title** drop-down box to re-draw the widget to show only the records for the selected note type.
- Use the **Filter by Provider** drop-down box to re-draw the widget to show only the records for the selected provider.
- Use the **Filter by Provider Specialty** drop-down box to re-draw the widget to show only the records for the selected provider type.
- Use the **Filter by Location** drop-down box to re-draw the widget to show only the records for the selected location.

4.5.7.4. Terminology Normalization in the Discharge/Esstris Notes Widget

Terminology normalization is provided in the **Discharge/Esstris Notes** widget through the following GUI elements:

- The data in the Provider and Provider Specialty columns in the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the provider.

4.5.8. Encounters

The  **Encounters** widget includes clinical data for outpatient encounters.

To open the widget, left-click **Encounters** from the patient widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.8.1. Encounters Widget Data

In the minimized view of the **Encounters** widget, the outpatient encounter information includes:

- Date
- Clinic
- Provider
- Diagnosis
- Site

Refer to [Section 4.5.8.2, Viewing Encounter Details](#) and Section [4.5.2.2, Display and Filter Options](#) for more information about the **Details** and **Note** links in the Date column.

Click **More >>** from the minimized view of the **Encounters** widget to open an expanded view of the widget. In the expanded view, the outpatient encounter information includes:

- Date

- Clinic
- Status
- Type
- Provider
- Provider Specialty
- Reason
- Diagnosis
- Standardized Diagnosis
- Site

Refer to [Section 4.5.8.2, Viewing Encounter Details](#) and [Section 4.5.2.2, Display and Filter Options](#) for more information about the **Details** and **Note** links in the Date column.

4.5.8.2. Viewing Encounter Details


Where available for the record, click the **Details** hyperlink in the Date column of either view of the **Encounters** widget to open a separate window containing the detail of the encounter.

4.5.8.3. Viewing Encounter Notes

Where available for the record, click the **Note** hyperlink in the Date column of either view of the **Encounters** widget to view notes of the outpatient encounter record. VA encounter notes open in a separate window.

4.5.8.4. Additional Display and Filter Options in the Encounters Widget

Display and filter options within the **Encounters** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Clinic** drop-down box to re-draw the widget to show only the records for the selected clinic.


- Use the **Filter by Provider Specialty** drop-down box to re-draw the widget to show only the records for the selected provider type.

4.5.8.5. Terminology Normalization in the Encounters Widget

Terminology normalization is provided in the **Encounters** widget through the following GUI elements:

- The data in the Provider and Provider Specialty columns in the minimized and expanded views of the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the provider.
- The data in the Diagnosis and Standardized Diagnosis columns in the minimized and expanded views of the widget are normalized to the SNOMED CT standard. Hovering over the entries in these columns displays the standardized name and standardized code for the diagnosis.

4.5.9. Immunizations

The  **Immunizations** widget displays the patient's immunization history. The information is displayed in reverse chronological order by the immunization administration date.

To open the widget, left-click **Immunizations** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

In the minimized view of the **Immunizations** widget, the immunizations information includes:

- Vaccine Administered Date
- Vaccine Administered Product Type
- Adverse Vaccine Reaction
- Site

Click **More >>** from the minimized view of the **Immunizations** widget to open an expanded view of the widget. In the expanded view, the immunizations information includes:

- Vaccine Administered Date
- Vaccine Administered Product Type
- Standardized Vaccine Product Type
- Series
- Immunization Result
- Adverse Vaccine Reaction
- Exemption/Refusal Reason
- Exemption/Refusal Date
- Site

4.5.9.1. Viewing Immunization Details

Click a hyperlinked entry in the Vaccine Administered Product Type column of either the minimized or expanded view of the Immunizations widget to open a separate window containing a report of the record.

4.5.9.2. Display and Filter Options

Display and filter options within the **Immunizations** widget include:


- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Use the **Filter by Vaccine Administered Product Type** drop-down box to re-draw the widget to show only the records for the selected vaccine.
- Use the **Filter by Standardized Vaccine Product Type** drop-down box to re-draw the widget to show only the records for the selected vaccine.

4.5.9.3. Terminology Normalization in the Immunizations Widget

Terminology normalization is provided in the **Immunizations** widget through the following GUI elements:

- The Vaccine Administered Product Type column displays immunizations data within the patient's record. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain Code for Vaccines Administered (CVX), the standardized vaccine name, and the standardized CVX code for that immunization.
- The Standardized Vaccine Product Type column displays the standardized name for the corresponding entry in the Vaccine Administered Product Type column, mapped to the CVX standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (CVX), and the CVX code for that immunization.

4.5.10. Inpatient Medications

The  **Inpatient Medications** widget displays the patient's inpatient medication information. The medications are grouped by the order number where available.

To open the widget, left-click **Inpatient Medications** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.10.1. Inpatient Medications Widget Data

In the minimized view of the **Inpatient Medications** widget, the inpatient medication information includes:

- Order Number²
- Drug Name
- Status
- Stop Date
- Site

Click **More >>** from the minimized view of the **Inpatient Medications** widget to open an expanded view of the widget. In the expanded view, the inpatient medication information includes:

- Order Number
- Order Start Date
- Order Stop Date
- Drug Name
- Standardized Drug Name
- Status
- Ordering Health Care Provider (HCP)
- Ordering HCP Specialty
- Schedule
- Quantity
- Site

4.5.10.2. Viewing Inpatient Medication Details

Click the hyperlink in the Drug Name column of either view of the **Inpatient Medications** widget to open a separate window containing the detail of the medication.


4.5.10.3. Display and Filter Options

Display and filter options within the **Inpatient Medications** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default

² When there are multiple drugs with the same order number, CV maintains the grouping by order number when a column sort is applied in the widget.

widget sort, or the last sort saved to the user profile. When there are multiple drugs with the same order number, CV maintains the grouping by order number when a column sort is applied in the widget.


- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Drug Name** drop-down box to re-draw the widget to show only the records for the selected medication.
- Use the **Filter by Standardized Drug Name** drop-down box to re-draw the widget to show only the records for the selected medication.
- Use the **Filter by Ordering HCP Specialty** drop-down box to re-draw the widget to show only the records for the ordering HCP.

4.5.10.4. Terminology Normalization in the Inpatient Medications Widget

Terminology normalization is provided in the **Inpatient Medications** widget through the following GUI elements:

- The Drug Name column displays a medication within the patient's record. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (RxNorm), the standardized RxNorm name, and the standardized RxNorm code for that medication.
- The Standardized Drug Name column displays the standardized name for the corresponding entry in the Drug Name column, mapped to the RxNorm standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (RxNorm), and the standardized code for that medication.
- The data in the Ordering HCP and Ordering HCP Specialty columns in the minimized and expanded views of the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the ordering HCP (provider).

4.5.11. Lab Panel Results

The  **Lab Panel Results** widget displays the patient's lab panels and associated results and interpretations. The information is displayed in reverse chronological order by collection date.

To open the widget, left-click **Lab Panel Results** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.11.1. Lab Panel Results Widget Data

In the minimized view of the **Lab Panel Results** widget, the lab information includes:

- Collection Date
- Order/Result
- Site

Click a hyperlinked entry in the Order/Result column to open a separate window containing details for that record. Refer to [Section 4.5.11.2, Viewing Lab Panel Results Details](#) for more information.

Click **More >>** from the minimized view of the **Lab Panel Results** widget to open an expanded view of the widget. In the expanded view, the lab results information includes:

- Collection Date
- Order Number
- Order/Results
- Ordering HCP
- Ordering HCP Specialty
- Sample
- Status
- Site


Click a hyperlinked entry in the Order/Results column to open a separate window containing details for that record. Refer to [Section 4.5.11.2, Viewing Lab Panel Results Details](#) for more information.

4.5.11.2. Viewing Lab Panel Results Details

Click a hyperlinked entry in the Order/Results column of the **Lab Panel Results** widget to open a separate window containing a report of the record. The contents of the window may vary depending on the lab type and what is contained in the patient record.

4.5.11.3. Display and Filter Options

Display and filter options within the **Lab Panel Results** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.


- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Order/Results** drop-down box to re-draw the widget to show only the records for the selected result.

4.5.11.4. Terminology Normalization in the Lab Panel Results Widget

Terminology normalization is provided in the **Lab Panel Results** widget through the following GUI elements:

- The data in the Ordering HCP and Ordering HCP Specialty columns in the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the healthcare provider.

4.5.12. Lab Results

The  **Lab Results** widget displays the patient's lab result information, as well as skin test data and blood transfusion history where available in the patient's record. The information is displayed in reverse chronological order by the last lab results date.

To open the widget, left-click **Lab Results** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.12.1. Lab Results Widget Data

In the minimized view of the **Lab Results** widget, the lab result information includes:

- Collection Date
- Lab Test
- Result
- Site


Click **More >>** from the minimized view of the **Lab Results** widget to open an expanded view of the widget. In the expanded view, the lab result information includes:

- Collection Date
- Order Number
- Status
- Ordering HCP
- Ordering HCP Specialty
- Lab Test
- Standardized Lab Test

- Type
- Specimen Source
- Result
- Interpretation
- Units
- Ref Range
- Site

4.5.12.2. Display and Filter Options

Display and filter options within the **Lab Results** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Lab Test** drop-down box to re-draw the widget to show only the records for the selected test.
- Use the **Filter by Standardized Lab Test** drop-down box to re-draw the widget to show only the records for the selected test.
- Use the **Filter by Type** drop-down box to re-draw the widget to show only the records for the selected type.
- Use **Graph View** to display multiple records of the same type in a graph. Refer to [Section 4.5.12.6, Graph View in the Lab Results Widget](#) for more information.
- Use **Table View** to display multiple records of the same type in a tabular format. Refer to [Section 4.5.12.6, Graph View in the Lab Results Widget](#) for more information.

4.5.12.3. Viewing Abnormal Results in the Lab Results Widget

For records in the **Lab Results** widget where result values fall within a calculated reference range for abnormal within the originating source system, CV highlights the row for that record in the minimized and expanded views of the widget.

Pink highlighting represents either H (high) or L (low) abnormal indicators. Red highlighting represents that the abnormal indicator has an asterisk (i.e., H* or L*) or the result is critical.


4.5.12.4. Viewing Lab Results Details

Clicking a hyperlinked entry in the Lab Test column of the Lab Results widget opens a separate window containing a report of the record.

4.5.12.5. Table View in the Lab Results Widget

The **Lab Results** widget provides the option to display multiple records of the same type in a table. By default, the **Show Table** link in the expanded view of the **Lab Results** widget is disabled until the user narrows the data selection using display filters.

To view lab results in Table View:

1. Left-click  **Lab Results** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.
2. Click **More >>** from the minimized view of the **Lab Results** widget to open an expanded view of the widget.
3. In the expanded view, select one entry from the **Filter by** drop down boxes (except for the Filter by Type filter option). This action enables the **Show Graph** and **Show Table** links.




NOTE: The **Show Graph** and **Show Table** links are not enabled after selecting one lab type from the **Filter by Type** drop down box.

4. Click **Show Table**.
5. A separate window opens, displaying a table containing the records of the type selected in the filter.

4.5.12.6. Graph View in the Lab Results Widget

The **Lab Results** widget provides the option to display multiple records of the same type in a graph. By default, the **Show Graph** link in the expanded view of the **Lab Results** widget is disabled until the user narrows the data selection using display filters.

To view lab results in Graph View:

1. Left-click  **Lab Results** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.
2. Click **More >>** from the minimized view of the **Lab Results** widget to open an expanded view of the widget.
3. In the expanded view, select an available filter from the **Filter by** drop down boxes (except for the Filter by Type filter option). This action enables the **Show Graph** and **Show Table** links.



NOTE: The **Show Graph** and **Show Table** links are not enabled after selecting one lab type from the **Filter by Type** drop down box.


4. Click **Show Graph**.
5. A separate window opens, displaying a graph of the multiple records of the type selected in the filter.

4.5.12.7. Terminology Normalization in the Lab Results Widget

Terminology normalization is provided in the **Lab Results** widget through the following GUI elements:

- The Lab Test column displays the name of a lab test within the patient's record. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain **Logical Observation Identifiers Names and Codes (LOINC)**, the standardized lab test name, and the standardized code for that test.
- The Standardized Lab Test column displays the standardized name for the corresponding entry in the Lab Test column, mapped to the LOINC standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (LOINC), and the standardized code for that test.

4.5.13. Outpatient Medications

The  **Outpatient Medications** widget displays the patient's outpatient medication information. The information is displayed in reverse chronological order by the last fill date.

To open the widget, left-click **Outpatient Medications** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.13.1. Outpatient Medications Widget Data

In the minimized view of the **Outpatient Medications** widget, the outpatient medication information includes:

- Last Fill
- Drug Name
- Status
- Expires
- Site

Click the hyperlink in the Drug Name column within either view of the widget to open a separate window containing details for that record. Refer to [Section 4.5.13.2, Viewing Outpatient Medication Details](#) for more information.

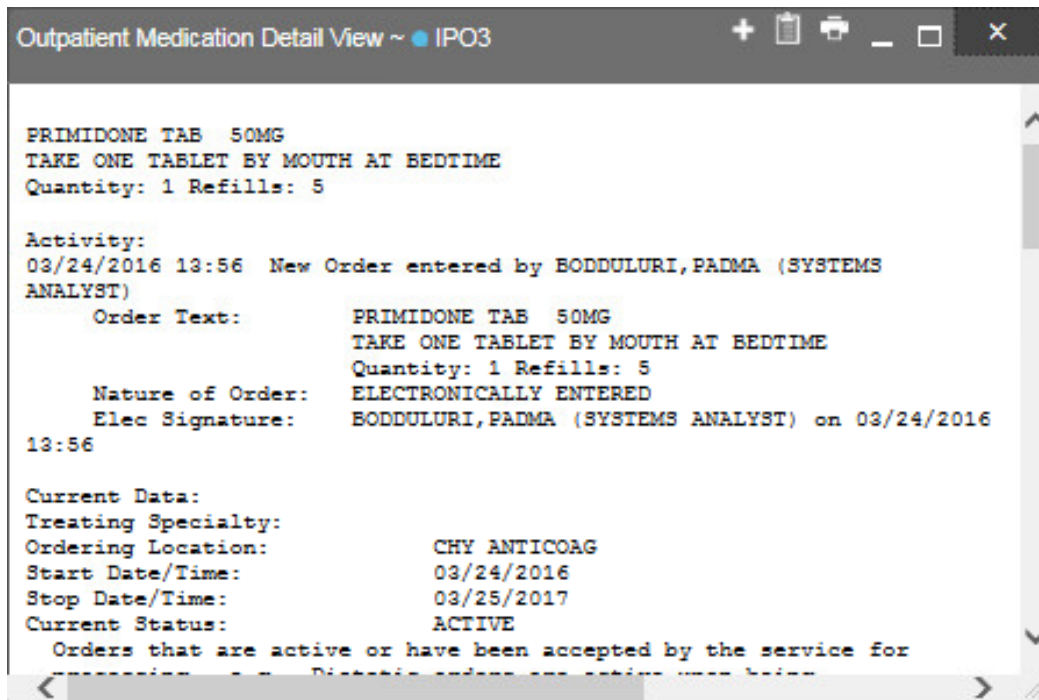
Click **More >>** from the minimized view of the **Outpatient Medications** widget to open an expanded view of the widget. In the expanded view, the outpatient medication information includes:

- Last Fill
- Drug Name
- Standardized Drug Name
- Sig
- Quantity
- Days' Supply
- Refills Left
- Status
- Ordering HCP
- Ordering HCP Specialty
- Expires
- Site

4.5.13.2. Viewing Outpatient Medication Details



Click the hyperlink in the Drug Name column from either view of the **Outpatient Medications** widget ([Figure 31](#)) to open a separate window containing the detail of the medication. Where available in the record, this window displays the dispensing pharmacy.

Figure 31: Outpatient Medications Widget – Details of VA Medication



4.5.13.3. Display and Filter Options

Display and filter options within the **Outpatient Medications** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Click **Rx**  from the widget toolbar to convert the medications data within the widget to text and opens text in a pop-up window.
- Use the **Filter by Drug Name** drop-down box to re-draw the widget to show only the records for the selected medication.
- Use the **Filter by Standardized Drug Name** drop-down box to re-draw the widget to show only the records for the selected medication.


- Use the **Filter by Ordering HCP Specialty** drop-down box to re-draw the widget to show only the records for the ordering HCP.

4.5.13.4. Terminology Normalization in the Outpatient Medications Widget

Terminology normalization is provided in the **Outpatient Medications** widget through the following GUI elements:

- The Drug Name column displays a prescription within the patient's record. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (RxNorm), the standardized RxNorm name, and the standardized RxNorm code for that prescription.
- The Standardized Drug Name column displays the standardized name for the corresponding entry in the Drug Name column, mapped to the RxNorm standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (RxNorm), and the standardized code for that prescription.
- The data in the Ordering HCP and Ordering HCP Specialty columns in the minimized and expanded views of the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the ordering HCP (provider).

4.5.14. Orders

The  **Orders** widget displays the patient's medications, consults, radiology, and lab orders. The records are displayed in reverse chronological order by the order date.

To open the widget, left-click **Orders** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.14.1. Orders Widget Data

In the minimized view of the **Orders** widget, the orders information includes:

- Order Date
- Description
- Status/Priority
- Type
- Site

Click the hyperlink in the Description column of either view of the **Orders** widget to open a separate window containing the detail of the order. Refer to [Section 4.5.14.2, Viewing Order Details](#) for more information.

Click **More >>** from the minimized view of the **Orders** widget to open an expanded view of the widget. In the expanded view, the orders information includes:

- Order Date

- Order Number
- Description
- Status/Priority
- Type
- Standardized Type
- Provider
- Provider Specialty
- Site


Click the hyperlink in the Description column of either view of the **Orders** widget to open a separate window containing the detail of the order. Refer to [Section 4.5.14.2, Viewing Order Details](#) for more information.

4.5.14.2. Viewing Order Details

Click the hyperlink in the Description column of either view of the **Orders** widget to open a separate window containing the detail of the order.

4.5.14.3. Display and Filter Options

Display and filter options within the **Orders** widget include:


- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Type** drop-down box to re-draw the widget to show only the records for the selected order type.
- Use the **Filter by Standardized Type** drop-down box to re-draw the widget to show only the records for the selected order type.
- Use the **Filter by Provider Specialty** drop-down box to re-draw the widget to show only the records for the selected provider type.

4.5.14.4. Terminology Normalization in the Orders Widget

Terminology normalization is provided in the **Orders** widget through the following GUI elements:

- The Description column displays the name for a type of order within the patient's record. Medication orders are mapped using the RxNorm standard. Laboratory and radiology orders are mapping using the LOINC standard. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (LOINC or RxNorm), the standardized name, and the standardized code for that order type.
- The Standardized Type column displays the standardized order type for the corresponding entry in the Type column, mapped to the LOINC or RxNorm standard. Medications orders are mapped using the RxNorm standard. Laboratory and radiology orders are mapping using the LOINC standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (LOINC or RxNorm), and the standardized code for that order type.
- The data in the Provider and Provider Specialty columns in the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the provider.

4.5.15. Problem List

The  **Problem List** widget displays the patient's problem list information. The information is displayed in reverse chronological order by the last modified date.

To open the widget, left-click **Problem List** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.15.1. Problem List Widget Data

In the minimized view of the **Problem List** widget, the problem list information includes:

- ICD
- Onset
- Description
- Updated
- Status
- Site

Click a hyperlinked entry in the Description column in either the minimized or expanded views of the widget to open a separate window containing the detailed report of the record. Refer to [Section 4.5.15.2, Viewing Problem List Details](#) for more information.

Click **More >>** from the minimized view of the **Problem List** widget to open an expanded view of the widget. In the expanded view, the problem list information includes:

- ICD

- Onset
- Description
- Standardized Description
- Updated
- Severity
- Status
- Site

Click a hyperlinked entry in the Description column in either the minimized or expanded views of the widget to open a separate window containing the detailed report of the record. Refer to [Section 4.5.15.2, Viewing Problem List Details](#) for more information.

4.5.15.2. Viewing Problem List Details

Click a hyperlinked entry in the Description column in either the minimized or expanded views of the **Problem List** widget to open a separate window containing the detailed report of the record.

4.5.15.3. Display and Filter Options

Display and filter options within the **Problem List** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Use the **Filter by Description** drop-down box to re-draw the widget to show only the records for the selected problem.
- Use the **Filter by Standardized Description** drop-down box to re-draw the widget to show only the records for the selected problem.
- Use the **Filter by Status** drop-down box to re-draw the widget to show only the records with the selected status.


4.5.15.4. Terminology Normalization in the Problem List Widget

Terminology normalization is provided in the **Problem List** widget through the following GUI elements:

- The Description column displays a description of a problem within the patient's record. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (SNOMED CT), the standardized SNOMED CT name, and the standardized code for that problem.
- The Standardized Description column displays the standardized name for the corresponding entry in the Problem Description column, mapped to the SNOMED CT

standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (SNOMED CT), and the standardized code for that problem.

4.5.16. Procedures

The  **Procedures** widget displays the patient's procedures. The information is displayed in reverse chronological order by the last modified date.

To open the widget, left-click **Procedures** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.16.1. Procedures Widget Data

In the minimized view of the **Procedures** widget, the procedure information includes:


- Date/Time
- Location
- Provider
- Procedure Description
- Site

Click **More >>** from the minimized view of the **Procedures** widget to open an expanded view of the widget. In the expanded view, the procedure information includes:

- Date/Time
- Location
- Provider
- Provider Specialty
- Current Procedural Terminology (CPT) Code
- Procedure Description
- Standardized Procedure Description
- Site

4.5.16.2. Display and Filter Options

Display and filter options within the **Procedures** widget include:

- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.


- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Provider Specialty** drop-down box to re-draw the widget to show only the records for the selected provider. To undo the filter, select **All** from the drop-down box.

4.5.16.3. Terminology Normalization in the Procedures Widget

Terminology normalization is provided in the **Procedures** widget through the following GUI elements:

- The data in the Provider and Provider Specialty columns in the minimized and expanded views of the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the provider.
- The data in the Procedure Description and Standardized Procedure Description columns in the minimized and expanded views of the widget are normalized to the CPT standard. Hovering over the entries in these columns displays the standardized name and standardized code for the procedure.

4.5.17. Progress Notes

The  **Progress Notes** widget provides the patient's progress notes documents, displayed in reverse chronological order by the note date.

To open the widget, left-click **Progress Notes** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.17.1. Progress Notes Widget Data

In the minimized view of the **Progress Notes** widget, information for each document includes:

- Date
- Document Type/Title
- Provider
- Site

The Document Type/Title column displays the document title, where available. Click a hyperlinked entry in the Document Type/Title column in either the minimized or expanded views of the widget to open the document. Refer to [Section 4.5.17.2, Viewing Progress Notes Details](#) for more information.

Click **More >>** from the minimized view of the **Progress Notes** widget to open an expanded view of the widget. In the expanded view, information for each document includes:

- Date

- Document Type/Title
- Standardized Document Type
- Provider
- Provider Specialty
- Clinic
- Site

The Description column displays the document title, where available. Click a hyperlinked entry in the Description column to open the document. Refer to [Section 4.5.17.2, Viewing Progress Notes Details](#) for more information.


4.5.17.2. Viewing Progress Notes Details

Click a hyperlinked entry in the Document Type/Title column in either the minimized or expanded views of the **Progress Notes** widget to access additional information from the record.

Outpatient encounter records from VA sites displayed in the **Progress Notes** widget may also have a **Details** link enabled in the Date column. Click **Details** as available to open a details window for records of this type.

4.5.17.3. Display and Filter Options

Display and filter options within the **Progress Notes** widget include:


- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Document Type/Title** drop-down box to re-draw the widget to show only the records for the selected document type.
- Use the **Filter by Provider** drop-down box to re-draw the widget to show only the records for the selected provider.
- Use the **Filter by Provider Specialty** drop-down box to re-draw the widget to show only the records for the selected provider type.

4.5.17.4. Terminology Normalization in the Progress Notes Widget

Terminology normalization is provided in the **Progress Notes** widget through the following GUI elements:

- The Document Type/Title column displays the name of a note or document within the patient's record. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain Logical Observation Identifiers Names and Codes (LOINC), the standardized LOINC name, and the standardized code for that document.
- The Standardized Document Type/Title column displays the standardized name for the corresponding entry in the Description column, mapped to the LOINC standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (LOINC), and the standardized code for that document.
- The data in the Provider and Provider Specialty columns in the minimized and expanded views of the widget are normalized to the NUCC standard. Hovering over the entries in these columns displays the standardized name and standardized code for the provider.

4.5.18. Radiology Exams

The  **Radiology Exams** widget displays the patient's radiology exam information. The information is displayed in reverse chronological order by the date/time taken.

To open the widget, left-click **Radiology Exams** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.

4.5.18.1. Radiology Exams Widget Data

In the minimized view of the **Radiology Exams** widget, the radiology information includes:

- Date
- Exam
- Image
- Site

Click a hyperlinked entry in the Exam column in either the minimized or expanded views of the widget to open a separate window containing the detailed report of the record. Refer to [Section 4.5.18.2, Viewing Radiology Report Details](#) for more information.

Click **More >>** from the minimized view of the **Radiology Exams** widget to open an expanded view of the widget. In the expanded view, the radiology information includes:

- Date
- Exam Number
- Exam
- Standardized Radiology Exam

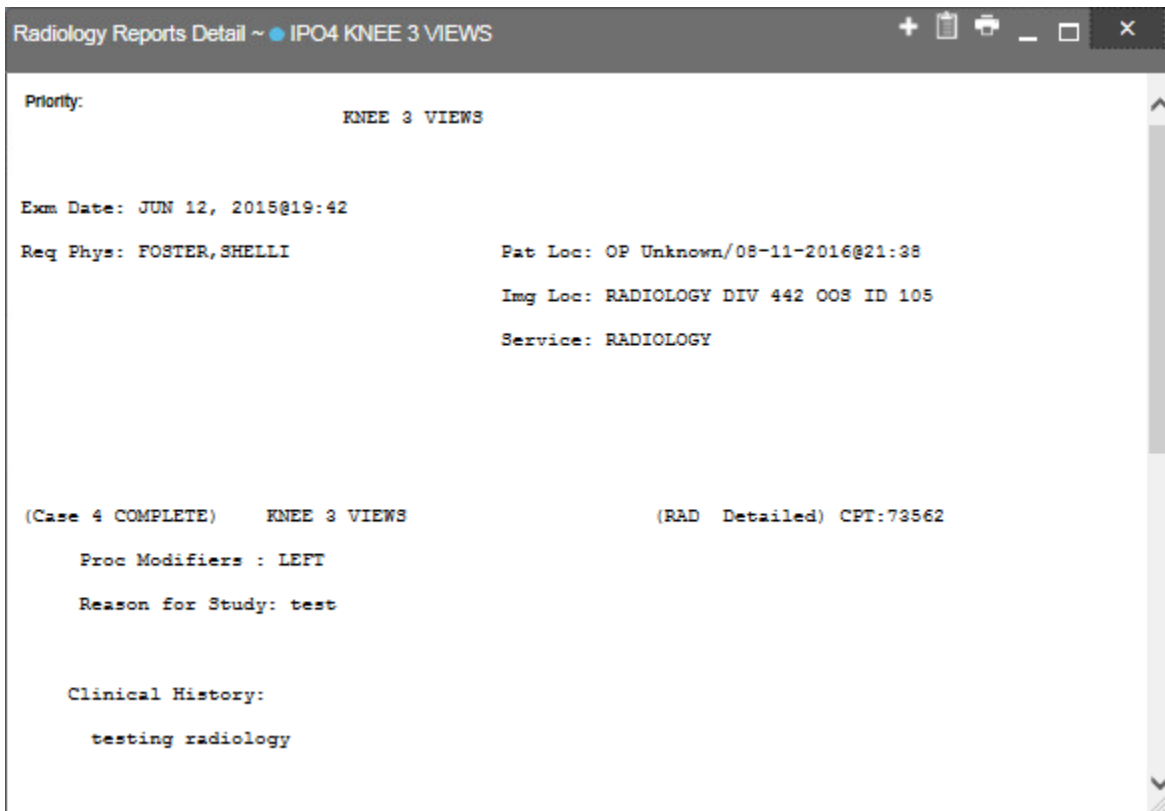
- CPT Description
- Status
- Abnormal
- Image
- Site

Click a hyperlinked entry in the Exam column in either the minimized or expanded views of the widget to open a separate window containing the detailed report of the record. Refer to [Section 4.5.18.2, Viewing Radiology Report Details](#) for more information.

4.5.18.2. Viewing Radiology Report Details


Click a hyperlinked entry in the Exam column in either the minimized or expanded views of the **Radiology Exams** widget to open a separate window ([Figure 32](#)) containing the detailed report of the record. The contents of the window may vary depending on the site and what is contained in the patient record.

Figure 32: Radiology Exams Details Window (VA Record)



4.5.18.3. Display and Filter Options

Display and filter options within the **Radiology Exams** widget include:


- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Exam** drop-down box to re-draw the widget to show only the records for the selected exam.
- Use the **Filter by Standardized Radiology Exam** drop-down box to re-draw the widget to show only the records for the selected standardized exam.

4.5.18.4. Terminology Normalization in the Radiology Exams Widget

Terminology normalization is provided in the **Radiology Exams** widget through the following GUI elements:

- The Exam column displays an exam within the patient's record. When a LOINC mapping is available, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (LOINC), the standardized LOINC name, and the standardized LOINC code for that exam. If LOINC mappings are not available, CV looks for CPT mappings and display CPT normalization for standardized type and standardized code, if found.
- The Standardized Radiology Exam column displays the standardized name for the corresponding entry in the Exam column, mapped to the LOINC standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (LOINC), and the standardized code for that exam.
- The CPT Description column provides mappings for VA records. When CPT mappings are available, this column displays the standardized type for the corresponding entry in the Exam column, mapped to the CPT standard. In addition to the standardized type, hovering over an entry in this column displays the standard type used for terminology normalization for the clinical domain (CPT), and the standardized code for that exam.

4.5.19. Vitals

The  **Vitals** widget displays the patient's vital information. The information is grouped and displayed in reverse chronological order by the date taken.

To open the widget, left-click **Vitals** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal. Click the plus + and minus - icons next to the Data Taken row header to expand or minimize the group of vitals.

4.5.19.1. Vitals Widget Data

In the minimized view of the **Vitals** widget, the information is grouped by Date Taken. Vitals information includes:


- Date Taken
- Type
- Result
- Units
- Site

Click **More >>** from the minimized view of the **Vitals** widget to open an expanded view of the widget. Click the plus + and minus - icons next to the Data Taken row header to expand or minimize the group of vitals. In the expanded view, the Vitals information includes:

- Date Taken
- Type
- Standardized Type
- Result
- Units
- Site

4.5.19.2. Display and Filter Options

Display and filter options within the **Vitals** widget include:


- Click the column title to sort records according to data in that column. If a user sorts on a column that appears in both minimized and expanded views of the widget, the sort is saved in the user profile and persists to the next user session. If a user sorts on a column that is only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile.
- Click **Column Settings**  in the widget toolbar to hide or show the columns within the widget. Check/uncheck the column names that appear in the pop-up box and click **Apply**.
- Specify the date range for which records are displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars. If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range. CCP users may have limited access to records, depending on the date range set when the consult was assigned by the VAS user.
- Use the **Filter by Type** drop-down box to re-draw the widget to show only the records for the selected vitals type.

- Use the **Filter by Standardized Type** drop-down box to re-draw the widget to show only the records for the selected vitals type.
- Use **Graph View** to display multiple records of the same type in a graph. Refer to [Section 4.5.19.3, Graph View in the Vitals Widget](#) for more information.
- Use **Table View** to display multiple records of the same type in a tabular format. Refer to [Section 4.5.19.4, Table View in the Vitals Widget](#) for more information.

4.5.19.3. Graph View in the Vitals Widget

The **Vitals** widget provides the option to display multiple records of the same type in a graph. By default, the **Show Graph** link in the expanded view of the **Vitals** widget is disabled until the user narrows the data selection using display filters.

To view vitals in Graph View:


1. Left-click  **Vitals** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.
2. Click **More >>** from the minimized view of the **Vitals** widget to open an expanded view of the widget.
3. In the expanded view, select an available filter from the **Filter by** drop down boxes. This action enables the **Show Graph** and **Show Table** links.
4. Click **Show Graph**.

A separate window opens, displaying a graph of the records of the type selected in the filter.

4.5.19.4. Table View in the Vitals Widget

The **Vitals** widget provides the option to display multiple records of the same type in a table. By default, the **Show Table** link in the expanded view of the **Vitals** widget is disabled until the user narrows the data selection using display filters.

To view vitals in Table View:

1. Left-click  **Vitals** from the widget tray that appears at the bottom of the Patient Portal, drag the icon to the screen, and drop where desired on the portal.
2. Click **More >>** from the minimized view of the **Vitals** widget to open an expanded view of the widget.
3. In the expanded view, select an available filter from the **Filter by** drop down boxes. This action enables the **Show Graph** and **Show Table** links.
4. Click **Show Table**.

A separate window opens, displaying a table containing multiple records of the type selected in the filter.


4.5.19.5. Terminology Normalization in the Vitals Widget

Terminology normalization is provided in the **Vitals** widget through the following GUI elements:

- The Type column displays a vital type within the patient's record. Hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (LOINC), the standardized LOINC name, and the standardized LOINC code for that vital.
- The Standardized Type column displays the standardized name for the corresponding entry in the Type column, mapped to the LOINC standard. In addition to the standardized name, hovering over an entry in this column displays the standard used for terminology normalization for the clinical domain (LOINC), and the standardized code for that vital.

5. Troubleshooting

5.1. Special Instructions for Error Correction

 **NOTE:** The following sections apply only to VAS users.

CV utilizes access control and authentication services to limit access to registered, authorized users. When enabled, CV validates a user against information retrieved from that user’s smart card. If you are experiencing other trouble logging in to CV, please review [Table 5](#) before contacting [VHA Community Support](#).

Table 5: Login Page Error Message Troubleshooting

Error Message	Resolution Steps
<p>Access denied. You are not an authorized user.</p>	<p>WHAT? Error message indicating <i>Access Denied. You are not an authorized User.</i></p> <p>WHY? PIV card processing problem or invalid security certificate chosen.</p> <p>FIX IT:</p> <ol style="list-style-type: none"> 1. Close browser window. 2. Re-insert PIV card and re-launch the CV link. 3. Select a certificate that is not expired and specifies <i>Issued by: Veterans Affairs CA B1.</i> <p>If this is unsuccessful, fully reboot your system. This refreshes all connections and resolves greater than 95% of any remaining problems.</p>
<p>Could not save User Profile</p>	<p>WHAT? Error message indicating <i>Could not save User Profile.</i></p> <p>WHY? Error occurred during PIV authentication for VA users - typically a PIV card processing problem or an invalid security certificate chosen.</p> <p>FIX IT:</p> <ol style="list-style-type: none"> 1. Close your browser window. 2. Re-insert PIV card and re-launch the CV link. 3. Select a certificate that is not expired and specifies <i>Issued by: Veterans Affairs CA B1.</i> <p>If this is unsuccessful, fully reboot your system. This refreshes all connections and resolves greater than 95% of any remaining problems.</p>
<p>Not a valid ACCESS/VERIFY CODE pair</p>	<p>WHAT? Not a valid ACCESS CODE/VERIFY CODE pair” error at login screen.</p> <p>WHY? 1) CV could not match your access and verify codes to the Site selected in the drop down or VA, or 2) Username and password were entered instead of access/verify codes.</p> <p>FIX IT:</p> <ol style="list-style-type: none"> 1. VHA users must select the parent VistA host site for their facility (e.g., Wichita uses <i>Kansas City, Missouri [MO]</i>). 2. Re-enter correct Access and Verify codes (CPRS codes for VHA users).

Error Message	Resolution Steps
Page cannot be displayed	<p>WHAT? You receive a <i>Page cannot be displayed</i> error when launching CV.</p> <p>WHY? The CV Uniform Resource Locator (URL) requires certain internet explorer settings</p> <p>FIX IT:</p> <ol style="list-style-type: none"> 1. With Internet Explorer open, click the Tools menu or press ALT-X. 2. Select Internet Options. 3. When the dialog opens, select the Advanced tab. 4. Scroll down in the list until you see the settings below and assure Secure Socket Layer (SSL) 2.0 is NOT checked and that Transport Layer Security (TLS) 1.0, 1.1 and 1.2 are checked. 5. Click OK, then re-launch CV and the page should load.
SmartCard required	<p>WHAT? Error Message <i>Smart Card Required</i>.</p> <p>WHY? Smart card not read by Windows Security and CV before launching CV link.</p> <p>FIX IT:</p> <ol style="list-style-type: none"> 1. Close all browser sessions/browser-based applications. 2. Re-insert PIV card and re-launch CV link. 3. If this is unsuccessful, fully reboot your system to refreshes all connections. This resolves greater than 95% of any remaining problems.
VERIFY CODE must be changed before continued use	<p>WHAT? Receive <i>VERIFY CODE must be changed before continued use</i> error at login screen.</p> <p>WHY? CPRS VERIFY CODE has expired.</p> <p>FIX IT:</p> <ol style="list-style-type: none"> 1. Open CPRS. 2. Select the Change Verify Code checkbox on the sign-on dialog before clicking OK. 3. You are prompted to create a new Verify Code. 4. Once your Verify Code is changed for CPRS, CV recognizes the new code immediately.

5.1.1. Patient Search Troubleshooting

The following error messages may appear when a VAS user is searching for a patient in the CCPM module. If you are experiencing errors while searching for patients, please review [Table 6](#) before contacting [VHA Community Support](#).

Table 6: Patient Search Error Message Troubleshooting

Error Message	Resolution Steps
An invalid search criteria was entered.	<p>Invalid patient name entered. Please try your search again.</p> <p>When searching by patient name, enter at least two characters of the patient's</p>

Error Message	Resolution Steps
Please enter at least 2 characters.	first and last name. Search results will display the closest match to the characters entered in the format of <i>[last name],[first name]</i> .
An invalid SSN format was entered. Please enter a 9-digit SSN.	Invalid SSN entered. Please try your search again. When searching by patient SSN, you are required to enter the patient's full 9-digit SSN. Dashes are allowed (e.g., 123-45-6789).
An invalid last 5 format was entered. Please enter the first letter of the last name followed by the last 4-digits of the SSN.	Invalid patient name or SSN entered. Please try your search again. Patient search allows you to search for a patient using the first initial of the patient's last name and the last 4 digits of the patient's SSN. Please try your search again using the first initial of the patient's last name and the last 4 digits of the patient's SSN.
An error occurred during your search. Please try your search again.	This error may display when invalid patient identifiers were entered or an error occurred at the service layer or with an external system. Please try your search again.

6. Acronyms and Abbreviations

[Table 7](#) lists the acronyms and abbreviations used throughout this document, and their descriptions.

Table 7: Acronyms and Abbreviations

Acronym	Description
Adm	Admission
AITC	Austin Information Technology Center
CCD	Continuity of Care Document
CCOW	Clinical Context Object Workgroup
CCP	Community Care Provider
CDC	Centers for Disease Control
CLIN	Contract Line Item Number
COOP	Continuity of Operations Procedure
CPRS	Computerized Patient Record System
CPT	Current Procedural Terminology
CT	Clinical Terms
CVX	Code for Vaccines Administered
DOB	Date of Birth
DoD	Department of Defense
EHR	Electronic Health Records
EMR	Electronic Medical Record
GUI	Graphical User Interface
HCP	Health Care Provider
HIE	Health Information Exchange
HIPAA	Health Insurance Portability and Accountability Act
ICD	International Classification of Diseases
ID	User Identification
IE	Internet Explorer
IEN	Employer Identification Number
IP	Internet Protocol
IT	Information Technology
JLV	Joint Legacy Viewer
LOINC	Logical Observation Identifiers Names and Codes
MVI	Master Veteran Index
NUCC	National Uniform Claim Committee

Acronym	Description
OI&T	Office of Information and Technology
PDF	Portable Document Format
PIN	Personal Identification Number
PITC	Philadelphia Information Technology Center
PIV	Personal Identification Verification
SDD	System Design Document
SNOMED CT	Systematized Nomenclature of Medicine Clinical Terms
SSL	Secure Socket Layer
SSN	Social Security Number
TLS	Transport Layer Security
UI	User Interface
URL	Uniform Resource Locator
VA	Department of Veterans Affairs
VAS	VA Administrative Staff
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture
VLER	Virtual Lifetime Electronic Record
VSA	VistA Services Assembler