



Patient Information Management System (PIMS)

Scheduling Outputs Menu Module

User Manual

Software Version 5.3

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**Department of Veterans Affairs
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Revision History

Date	Page #	Description	Project Manager	Technical Writer
04/15/12	4 48 - 56	<p>Added VISTA Scheduling Patch SD*5.3*578. It contained options titled SD MH NO SHOW AD HOC REPORT and SD MH NO SHOW NIGHTLY. These Scheduling Report options appear in the primary and secondary menu options.</p> <p>Added screen printouts for new options in this Version 5.3 release.</p> <p>This manual has been updated to the latest Technical Publication Standards of OIT.</p>	Al Ebert	Raymond Steele
8/14/08	NA	Minor Formatting Changes	Zach Fain	Corinne Bailey
11/7/07	NA	Removed Transitional Pharmacy Benefit Deferred Appt Record option		Corinne Bailey
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12/14/06	NA	SD*5.3*266 – updated Appointment List option		Corinne Bailey
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8/12/05	NA	SD*5.3*377 – the Routing Slips report can now be sorted by Physical Location		Tim Dawson

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Orientation

Intended Audience

The intended audiences are Scheduling supervisors, ADPACs, and the product support staff.

These Scheduling Report options appear in the primary and secondary menu options.

Legal Requirements

There are no special legal requirements involved in the use of VistA software.

Disclaimers

This manual provides an overall explanation of how to use Scheduling software. Specifically it describes the outputs of this software and the various option the user may choose. There are a myriad of reports that can be viewed and printed.

No attempt is made to explain how the overall VistA programming system is integrated and maintained. Such methods and procedures are documented elsewhere. We suggest you look at the various VA websites on the Internet and VA Intranet for a general orientation to VistA.

For example, go to the Office of Information & Technology (OIT) VistA Development VA Intranet website: <http://vista.med.va.gov>





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Documentation Conventions

This manual uses several methods to highlight different aspects of the material:

- Various symbols/terms are used throughout the document to alert the reader to special information. The following table gives a description of each of these symbols/terms:

Table 1 - Documentation Symbol / Term Descriptions

Symbol	Description
	NOTE/REF: Used to inform the reader of general information including references to additional reading material. In most cases you will need this information, or at least it will make the installation smoother and more understandable. Please read each note <i>before</i> executing the steps that follow it!
	CAUTION, DISCLAIMER, or RECOMMENDATION: Used to inform the reader to take special notice of critical information.

- Descriptive text is presented in a proportional font (as represented by this font).
- "Snapshots" of computer commands and online displays (i.e., screen captures/dialogues) and computer source code, if any, are shown in a *non*-proportional font and may be enclosed within a box.
 - User's responses to online prompts and some software code reserved/key words will be bold typeface and highlighted in yellow.
 - Author's comments, if any, are displayed in italics or as "callout" boxes.



NOTE: Callout boxes refer to labels or descriptions usually enclosed within a box, which point to specific areas of a displayed image.

- Bold Typeface:
 - All computer keys when referenced with a command (e.g., "press **Enter**" or "click **OK**").
 - All references to computer dialogue tab or menu names (e.g., "go to the **General** tab" or "choose **Properties** from the **Action** menu").
 - All values entered or selected by the user in computer dialogues (e.g., "Enter '**xyz**' in the **Server Name** field" or "Choose the **ABCD** folder entry from the list").
 - All user text (e.g., commands) typed or entered in a Command-Line prompt (e.g., "Enter the following command: **cd xyz**").
- Italicized Typeface:
 - Emphasis (e.g., do *not* proceed or you *must* do the following steps).
 - All reference to computer dialogue or screen titles (e.g., "in the *Add Entries* dialogue...").
 - All document or publication titles and references (e.g., "see the *ABC Installation Guide*").

- Step-by-Step Instructions—for documentation purposes, explicit step-by-step instructions for repetitive tasks (e.g., "Open a Command-Line prompt") are generally only provided once. For subsequent steps that refer to that same procedure or task, please refer back to the initial step where those instructions were first described.
- Conventions for displaying TEST data in this document are as follows:
 - The first three digits (prefix) of any Social Security Numbers (SSN) must begin with either "000" or "666".
 - Patient and user names are formatted as follows:

[Application Name]PATIENT,[N] and [Application Name]USER,[N] respectively, where "Application Name" is defined in the Approved Application Abbreviations document and "N" represents the first name as a number spelled out and incremented with each new entry.

For example, in LSRP test patient and user names would be documented as follows:
LSRPPATIENT, ONE; LSRPPATIENT, TWO; LSRPPATIENT, THREE; etc.

Documentation Navigation

Document Navigation—this document uses Microsoft® Word's built-in navigation for internal hyperlinks. To add **back** and **forward** navigation buttons to your toolbar, do the following:

1. Right-click anywhere on the customizable Toolbar in Word 2007 (not the Ribbon section).
2. Select **Customize Quick Access Toolbar** from the secondary menu.
3. Press the dropdown arrow in the "Choose commands from:" box.
4. Select **All Commands** from the displayed list.
5. Scroll through the command list in the left column until you see the **Back** command (green circle with arrow pointing left).
6. Click/Highlight the **Back** command and press the **Add** button to add it to your customized toolbar.
7. Scroll through the command list in the left column until you see the **Forward** command (green circle with arrow pointing right).
8. Click/Highlight the **Forward** command and press the **Add** button to add it to your customized toolbar.
9. Press **OK**.

You can now use these **Back** and **Forward** command buttons in your Toolbar to navigate back and forth in your Word document when clicking on hyperlinks within the document.

Assumptions

This manual is written with the assumption that the reader is experienced or familiar with High Risk Mental Health Patient National Reminder & Flag software.

The Outputs menu applications described provides the User with the tools to produce a variety of scheduling-related reports and letters pertinent to procedures and follow ups. Most options use a radio – button choice.

In this manual revision, new Scheduling reports are described that identify no-show “high risk for suicide” patients that have missed scheduled MH appointments.

Definitions, Acronyms, and Abbreviations

All Scheduling software definitions are included in the *Master Term Glossary* found in the Project Notebook in the VA Office of Information and Technology (OIT) Technical Services Project Repository (TSPR):

<http://tspr.vista.med.va.gov/warboard/anotebk.asp?proj=892&Type=Active>

Acronyms are listed at:

- <http://vaww1.va.gov/acronyms>
- http://vaww.oed.wss.va.gov/process/Library/master_glossary/masterglossary.htm

Related Manuals

DOCUMENTATION NAME	DOCUMENTATION FILE NAME	LOCATION
SCHEDULING PATCH 578 INSTALLATION AND SETUP GUIDE	SD_5_3_578_IG.PDF SD_5_3_578_IG.doc	Anonymous Directories
PIMS TECHNICAL MANUAL	SD_5_3_578_TM.PDF	
SCHEDULING USER MANUAL – OUTPUTS MODULE	SD_5_3_578_UM.PDF	
CLINICAL REMINDERS INSTALLATION AND SETUP GUIDE	PXRM_2_18_IG.PDF PXRM_2_18_IG.doc	VDL Clinical Reminders website Anonymous Directories

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1. Introduction

1.1 Purpose

The Outputs menu application provides the capability to produce a variety of reports and letters pertinent to Scheduling procedures. The following is a brief description of the options in the Outputs Menu.

APPOINTMENT LIST

This option is used to generate appointment lists for one/many/all clinics for a specified date.

APPOINTMENT MANAGEMENT REPORT

This option is used to print appointment lists that will help the site implement and manage the new appointment check in requirement.

CANCELLED CLINIC REPORT

This option is used to generate a report to determine the number of cancelled clinic appointments for National Reporting purposes.

CLINIC ASSIGNMENT LISTING

This option is used to monitor the size and composition of clinics. Over time, the listings can reflect clinic growth, shrinkage, etc.

CLINIC LIST (DAY OF WEEK)

This option is used to generate a listing of all active clinics showing which days they meet and, if applicable, the days they will meet in the future.

CLINIC NEXT AVAILABLE APPT. MONITORING REPORT

This option provides an appointment monitoring tool which reflects the data collected for the access performance measure.

CLINIC PROFILE

This option is used to produce a profile of one/many/all clinics.

DISPLAY CLINIC AVAILABILITY REPORT

This option is used to provide a display of the clinic patterns for the clinics and date range selected. For each selected clinic, the option will print its clinic appointment pattern as well as a listing by appointment date/time of those patients who are scheduled.

ENROLLMENTS > X DAYS

This option is used to produce a report showing all enrollments for a selected clinic which exceed a select number of days.

FILE ROOM LIST

This option is used to generate a list of appointments for a specified day.

FUTURE APPOINTMENTS FOR INPATIENTS

This option is used to produce a report that lists all patients admitted on a particular date that have pending appointments at the facility.

INPATIENT APPOINTMENT LIST

This option is used to produce a list of inpatients that have appointments scheduled for the facility's clinics.

MANAGEMENT REPORT FOR AMBULATORY PROCEDURES

This option is used to print a statistical report of ambulatory procedures captured through the CPT coding of outpatient visits for a specified date range.

NO-SHOW REPORT

This option is used to generate a report of all no-shows entered into the system for specified clinics.

PATIENT PROFILE MAS

This option is used to generate a profile for a selected patient including demographic, clinic, eligibility and Means Test information.

PRINT SCHEDULING LETTERS

This option is used to print any one of the following types of scheduling letters for a selected date range: Appointment Cancelled, Clinic Cancelled, No-Show or Pre-Appointment.

PROVIDER/DIAGNOSIS REPORT

This option is used to print a report of outpatient encounters for a selected date range sorting by Division and Outpatient Encounter Date. You also may choose two of the following additional sorts: Provider, Diagnosis, Patient, Clinic, or Stop Code.

RADIOLOGY PULL LIST

This option is used to generate a listing of all patients whose radiology reports/films are required for their scheduled appointments.

ROUTING SLIPS

This option is used to produce routing slips for one individual patient, all patients, or add-ons (patients scheduled for appointments since routing slips were last printed).

VISIT RPT BY TRANSMITTED OPT ENCOUNTER

This option is used to generate a report providing encounter and visit information for a specified date range.

WORKLOAD REPORT

This option is used to generate a variety of reports showing clinic workload. These help in determining the kinds of activity within clinics during a specified date range.

NO SHOW AD HOC REPORT

This Scheduling option provides a MH NO SHOW Scheduling Report for use by Suicide Prevention Coordinators and other Mental Health professionals. This report supports following up with High Risk for Suicide patients who missed a scheduled MH appointment. It displays all patients that no-showed for their scheduled appointment.

It also displays patient contact information, Next of Kin, emergency contact and the default clinic provider.

NO SHOW NIGHTLY REPORT

This Scheduling option provides a MH NO SHOW Scheduling Report. This report supports actions relating to following up with High Risk for Suicide patients that missed their MH appointment. When a patient with a high risk for suicide PRF misses a Mental Health clinic appointment due to a no-show, an automatic nightly report is run that lists patients who have a MH clinic appointment with “NO-SHOW”, “NO-SHOW AUTO-REBOOK”, or “No Action Taken” status.

This report is generated at the end of the Scheduling Nightly Background job, and will be sent in a Mailman message to members of the SD MH NO SHOW NOTIFICATION mail group.

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2. Appointment List

The Appointment List option is used to generate appointment lists for one/many/all clinic(s) for a specified date. At multidivisional facilities, one/many/all divisions may be specified. You may include only “count” clinics, “non-count” clinics, or both. All clinics chosen have to be associated with one of the selected divisions. Primary care assignment information may be included in the output if so desired.

You may specify the number of desired copies of the list. A separate list is produced for each designated clinic and appointments are listed chronologically by appointment time within each list.

The appointment list generated will include the name and date of the clinic, the run date, appointment time, patient name, phone number, and SSN. If applicable, the following data will also be provided: lab, x-ray, and EKG test times, ward location, room/bed, and other patient-specific information.

This may include service-connected percentage, patient being seen as collateral; patient is enrolled over a year and is a non-vet or NSC, chart requested and current Means Test status and date of the last test, or if there is an entry in the MEANS TEST file.

If a NSC patient has been enrolled for more than one year, a message will print to that effect asking that the patient be re-evaluated. Overbooks will be denoted by an asterisk (*) beside the patient name.

A variety of messages, such as those regarding Means Test status and Copay Exemption status, are displayed when applicable.

If you are utilizing a device with barcode capabilities, you may choose to have the patient's SSN printed in barcode form. If wands are available at clinic locations, these barcodes may be used for patient check in and checkout.

A variety of messages, such as those regarding Means Test status, Copay Exemption status, and GAF Score are displayed when applicable.

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3. Appointment Management Report

The Appointment Management Report option is used to print lists that will help your site implement and manage the appointment check in requirement.

You are first prompted for the date range you wish the report to cover. The date range must begin on 10/1/92 or later and end no later than the current date.

The statistics criterion you may choose includes "Statistics" or "Division(s) Only Statistics". The report format selections include "Appointment Clinic" or "Stop Code".

If "Statistics" is selected, you may then select one/many/all divisions and one/many/all clinics, or one/many all stop codes. A page will print for each division selected as well as a totals page for the medical center. If "Division(s) Only Statistics" is selected, you may print data for one/many/all divisions but individual clinics/stop codes cannot be chosen.

The data provided will be for all clinics/stop codes in the selected division(s). It should be noted that non-count clinics will be excluded.

After you have set the specifications for the report, you will be given an opportunity to edit your selections, if needed.

All reports should be queued to a printer at 132 columns. Once the output has been queued, it will be assigned an internal task number. This is the number you would use to identify the task to IRM service should problems occur.

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4. Cancelled Clinic Report

The Cancelled Clinic Report was created to aid the sites with the requirement to report the number of cancelled clinic appointments. This report prints in 132 column format.

The user will need to input a beginning date and an end date for the reporting period and select either the detail report or the summary report.

The detail report includes the Division, Status, Patient Name, SSN, Appointment Date, Clinic, Cancellation Date, and the User. The detail report is sorted by Division, Status, and then Clinic, with a subtotal for each Status within the Division, and then Total Cancellations for the report.

The codes for Status are:

- C Clinic Cancelled.
- CA Clinic Cancelled and Auto Re-Book
- PC Patient Cancelled
- PCA Patient Cancelled and Auto Re-Book

The summary report includes the Division, Clinic, Number of appointments cancelled by the clinic, Number of appointments cancelled by the clinic RB (re-booked), Number of appointments cancelled by the patient, and Number of appointments cancelled by the patient RB (re-booked).

The summary report is sorted on Division and then Clinic, with one line per Clinic within the Division, and then Total Cancellations for the report.

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5. Clinic Assignment Listing

The Clinic Assignment Listing option is used to monitor the size and composition of clinics. It is designed to be used as a management tool. Over time, the listings can reflect clinic growth, shrinkage, etc.

The listing may be sorted by clinic or stop code. You may choose all clinics/stop codes or an individual clinic/stop code. You may request only actively enrolled patients be included (those with future appointments) or you may include those patients plus those with no future appointments.

Patient specific information is provided including name, SSN, status, eligibility code, # of days enrolled, date of last visit, date of next appointment, and age. Eligibility code totals and Means Test totals are also displayed.

Depending on the user selections, this report could be quite lengthy. You may wish to run it during off hours. This report should be printed at a 132 column margin width.

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6. Clinic List (Day of Week)

The Clinic List (Day of Week) option is used to generate a listing of all clinics showing which days they meet and, if applicable, the days they will meet in the future. All active clinics will be included and will be listed in alphabetical order.

At multidivisional facilities, you may choose the division for which to print the clinic list.

The running time for this report will be proportional to the number of clinics at your facility.

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7. Clinic Next Available Appt. Monitoring Report

The Clinic Next Available Appt. Monitoring Report option has been provided as part of the functionality to extract data from each facility showing the waiting time in days for each clinic assigned specific stop codes. The report reflects the actual data (not an average) as of the date/time it is run.

The clinics which appear on the report may be selected by division, clinic, or stop code.

The following is an explanation of the columns found on the report.

- **WAIT IN DAYS** - This is the number of calendar days until the first available appointment and does not count the date the report is run.
- **SLOTS PER OPEN DAY** - This is the number of slots (booked and not booked) found on the date the report is run.
- **APPTS PER OPEN DAY** - This is the number of appointments (booked) found on the date the report is run.
- **SLOTS TO FIRST AVAIL APPT** - This is a count of the number of slots (booked and not booked) until the first available appointment.
- **APPTS TO FIRST AVAIL APPT** - This is the number of slots (booked) until the first available (open) slot.
- **OPEN DAYS TO FIRST APPT** - This is the number of clinic days until the first available appointment.
- **OPEN DAYS** - Does the clinic meet on the date the report is run? 1=YES, 0=NO.
- **OVERBOOK RATE** - This is the percentage found when dividing the APPTS TO FIRST AVAIL APPT value by the SLOTS TO FIRST AVAIL APPT value.

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8. Clinic Profile

The Clinic Profile option is used to produce a profile of one, many or all clinics. At multidivisional facilities, you may choose to generate the profile of clinics associated with one, many or all divisions. The clinics will be profiled as of the date the report is requested, providing the most current information available.

Some of the data elements included in each profile may be: clinic name, abbreviation (if any), telephone number and location of clinic, days clinic meets, start date, increments, hour display begins, appointment length, variable length, max overbooks/day, stop code, credit stop code, non-count clinic, access to clinic prohibited, and max # days for future booking. Checkout parameters including default provider and diagnosis for each clinic are also displayed.

The following is a brief explanation of some of the data elements listed on the report.

- **NON-COUNT CLINIC**
- If answered YES, clinic will not impact on AMIS statistics.
- **CREDIT STOP CODE**
- Stop code that will be credited in addition to normal stop code if clinic is so specified.
- **START DATE**
- Date clinic was initially set up.
- **INCREMENTS**
- Number of slots per hour.
- **VARIABLE**
- Variable length appointments.
- **PROHIBIT ACCESS TO CLINIC** Indicates if the clinic is restricted to privileged users. If the clinic is temporarily or permanently inactivated, or is scheduled to be inactivated, this information will be displayed in the profile.

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9. Display Clinic Availability Report

The Display Clinic Availability Report option provides a display of the clinic patterns for the clinics and date range selected. You may run it for all clinics and divisions within your facility, or you may specify individual divisions and clinics.

For each selected clinic, the option will print its clinic appointment pattern as well as a listing by appointment date/time of those patients who are scheduled. The SSN and the appointment length will be displayed for each patient.

The clinic appointment pattern shows the number of available slots, scheduled slots, and overbooks. A legend is included in the report which explains the symbols used.

Individual appointments cancelled through the Cancel Appointment option are re-incremented accordingly on the appropriate clinic availability pattern and do not appear on the listing of appointments. The clinic availability pattern does not take into account unscheduled visits or no-shows.

In order to get a true picture of the actual number of slots for a clinic, you should refer to the listing of patients beneath the clinic availability pattern. Unscheduled patient visits will always be listed.

To include no-shows and those patients who were scheduled in time slots for which the clinic availability was cancelled, the user must specify inclusion of no-shows and cancellations.

Patients who were cancelled due to cancellation of the entire clinic will be designated by a "*".

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10. Enrollments > X Days

This option enables you to produce a report showing all enrollments for a selected clinic that exceed a select number of days.

The report provides patient name, SSN, enrollment date, eligibility code, and patient status (OPT or AC). If a patient has pending appointments for the selected clinic, they will also be displayed.

If you are at a multidivisional facility, you will be able to produce this report for the division of your choice.

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11. File Room List

The File Room List option is used to generate a listing of appointments for a specified day. This listing may be by terminal digit order where all patients with appointments on that day will be consecutively listed, or the listing may be by clinic where a separate page will print out for each clinic.

Information provided includes the clinic name and date, date report printed, patient name and social security number, time of visit, and appointment type.

When a chart has been requested but no appointment is scheduled (such as may be done through the Chart Request option of the Appointment Menu), the appointment time and type will not appear on the file room list.

When printed, each clinic will print on a separate page.

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12. Future Appointments for Inpatients

Through this option, you may produce a report that lists all patients admitted on a particular date that have pending appointments at the facility. The report is sorted alphabetically by patient name and includes the patient ID#, ward, scheduled appointment date/time and clinic.

Using this information, appointments may be kept, cancelled or rescheduled as necessary.

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13. Inpatient Appointment List

This option is used to produce a list of inpatients that have appointments scheduled for the facility's clinics. The listing is printed for a selected date range and may be run for all wards or an individual ward.

The following data items may be provided on the list: patient name, SSN, clinic, appointment date/time, ancillary appointments, and specific patient information.

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14. Management Report for Ambulatory Procedures

The Management Report for Ambulatory Procedures option allows you to print a statistical report of ambulatory procedures captured through the CPT coding of outpatient visits for a specified date range. You may print either a brief or expanded report.

The report may be sorted by clinic or service and may be printed for one/many/all clinics/services. Each clinic/service will print on a separate page and contain the following information: the selected date range, date printed, clinic/service name, the number of procedures and stops, the total number of patients, subtotals for male and female patients, and the average patient age. A final summary page of all selected clinics or services will be provided including the number of visits.

If you choose to print an expanded report, a "Summary of Procedures Performed" will be included for each service or clinic. This summary is sorted either by procedure or patient name and may be printed for one/many/all patients or procedures. Some of the data items which may be included in the summary are: the CPT code and brief description of the procedure; CPT modifier with brief description; the patient's name, social security number and age; the date and time the procedure was performed; the number of times the procedure was performed during the selected date range; and subtotals for veteran and non-veteran patients.

At multidivisional facilities, one/many/all divisions may be selected.

The report should be sent to a printer as it was not designed to be displayed on the screen.

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15. No-Show Report

The No-Show Report option generates a report of all no-shows entered into the system for specified clinics. The report can be run for one, many or all clinics. A range of clinics may also be selected, such as all clinics whose names begin with the same letters. This will limit the number of keystrokes needed to choose those clinics. The output can be generated for a date range or a single date. At multi-divisional facilities, you may print the report for a single division or all divisions.

The output is divided into two sections for each selected clinic with each section printing on a separate page. The first section lists the date of the clinic, the time of the no-show appointment, the patient's name and social security number, the clerk's name who entered the no-show, and the date/time rebooked if applicable. The second section lists the date of the clinic, the total number of no-shows, a breakdown of that total into rebooked/not rebooked appointments, and the percentage of the appointments that were no-shows for the selected clinic during that time period. Lastly, a totals page is produced. This provides the same information found in the second section of the individual clinic reports except for ALL the selected clinics combined. The date and time run, page number, dates report covers, and appropriate division/clinic name appear on the top of each page of the individual clinic outputs.

You may choose to print the report for NO SHOWS ONLY or BOTH NO SHOWS & NO ACTION TAKEN. If you choose BOTH NO SHOWS & NO ACTION TAKEN, appointments with a status of NO ACTION TAKEN will be included in the report. For appointments with this status, UNKNOWN will be displayed for CLERK. These appointments will also be included in the TOTAL NO-SHOWS W/NO REBOOK APPTS column of the totals page that prints at the end of each section of the report.

Please note that NON-COUNT clinics are included in the reporting process. If an appointment in a NON-COUNT clinic is in NO SHOW status, it will appear on both reports. If an appointment is left in NON-COUNT status, it appears on the BOTH NO SHOWS & NO ACTION TAKEN report because the system considers the NON-COUNT status to be the same as a NO ACTION TAKEN. For appointments left in a NON-COUNT status, the display for CLERK will be UNKNOWN.

A table of contents is provided with this report if sent to a printer. Due to the processing sequence, this table prints at the end of the output. You may wish to insert this page at the beginning of the report.

When generated, each clinic will print on a separate page.

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16. Patient Profile MAS

The Patient Profile MAS option is used to generate a complete profile for a patient or a profile for a specified date range. Information which may be accessed includes demographic, appointments, add/edits, dispositions, enrollments, means test, and team information.

You may utilize either the roll and scroll format or the List Manager format while using this option. The same information is available through both formats. To choose the List Manager format, answer NO at the “Do you want to print the profile?” prompt. The following are the available actions which may be selected.

- DISPLAY INFO - Allows you to display selected information to the screen.
- PRINT PROFILE - Allows you to print selected information to a specified device.
- CHANGE PATIENT - Allows you to enter another patient without exiting the option.
- CHANGE DATE RANGE - Allows you to select another date range for the same patient without exiting the option.
- TEAM INFORMATION - Allows you to display information for all teams to which the selected patient is assigned.

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17. Print Scheduling Letters

This option allows you to print any one of the following types of scheduling letters for a selected date range.

- APPOINTMENT CANCELLED
- CLINIC CANCELLED
- NO-SHOW
- PRE-APPOINTMENT

You may choose to print the letter assigned to the clinic (through Set up a Clinic option) or another letter of the same type. If you choose to print an assigned letter and the selected clinics do not have letters of the corresponding type assigned to them, no letters will print for those clinics. If you choose to print a letter other than the letter assigned to the clinic(s), the letter you select will print for all selected patients and clinics.

For PRE-APPOINTMENT type letters - if ALL is entered at the “Select clinic” prompt, letters will not print for any clinics designated as non-count clinics.

If you wish to print letters for the majority of clinics, enter ALL at the “Select clinic” prompt. You will then be asked if you wish to exclude any clinics and, if so, to name those clinics. This action prevents having to enter numerous individual clinic names.

A list of those patients with a Bad Address indicator will print after requested letters have printed. Letters for those patients will not print.

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18. Provider/Diagnosis Report

This option is used to print a report of outpatient encounters for a selected date range. The Provider/Diagnosis Report sorts by division and outpatient encounter date. You also may choose two of the following additional sorts: provider, diagnosis, patient, clinic, or stop code.

Data contained in the report includes patient name and last four digits of SSN, encounter date and time, clinic name and stop code, provider and diagnostic code. The report is formatted to print at 132 columns. Depending on your sort selections, you may wish to queue to print during non-peak hours.

The totals of this report will vary depending on how the site uses the add/edit stop code functionality. If additional stop codes are added through the AE (add/edit) action of the Appointment Management option, the stop code will be associated with the scheduled appointment's date/time. Depending on sort criteria, these entries may print on the Provider/Diagnosis Report and may/may not be included in the totals.

If additional stop codes are added through the menu option Add/Edit Stop Codes, the entries will have different times than the actual appointment. In this case, these entries will print on this report and be included in the totals. For example, a clerk needs to add/edit a stop code for 108. Using the Add/Edit Stop Codes menu option, the referring clinic is entered as the Associated Clinic. When the Provider/Diagnosis report is generated for that clinic, it will count this stop code as workload.

In order for this report to be accurate, sites need to make the following adjustments.

- Add/edit stop codes only through the use of the AE action of the Appointment Management option.
- When using the Add/Edit Stop Codes option, change the procedure for Associated Clinic.

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19. Radiology Pull List

The Radiology Pull List option is used to generate a listing of all patients whose radiology reports/films are required for their scheduled appointments. The report is run by date and sorted by terminal digit (SSN). The listing includes patient name, SSN, clinic name, and appointment date/time. Any appointments the patient has scheduled for later that same day will also be displayed.

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20. Routing Slips

The Routing Slips option is used to print routing slips for one individual patient, all patients, or add-ons (patients scheduled for appointments since routing slips were last printed).

The routing slips may be sorted to print by terminal digit, patient name, clinic name, or physical location. When sorted by clinic, one, many (limit 20), or all clinics may be included. When sorted by physical location, if the PHYSICAL LOCATION field (#10) of the HOSPITAL LOCATION file (#44) record is not populated, then the generic value of "Not Defined" will be used so that it shows up on the report (and will sort accordingly, as if the physical location began with "N"). If the slip is a reprint of a previous run, the original run date is also shown.

The routing slip shows the patient's rated disabilities and health insurance data, when applicable. Any future appointments are also listed (limited to the number that will fit on one page).

An area is provided to list the diagnoses and procedures performed during the clinic visits on that day and the classification questions are included when applicable.

A routing slip may be printed for a single patient even if there are no clinic visits scheduled for that patient on that day.

When all routing slips are printed, a total page will be provided showing the facility name, date and time the slips were printed, and the total number of slips printed.

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21. Visit Rpt by Transmitted OPT Encounter

The Visit Report by Transmitted Outpatient Encounter option provides a report which contains encounter and visit information. The report is divided into two sections. The first displays the transmission status of the encounters to the National Patient Care Data Base (NPCDB) for the selected date range. Statuses include the following.

- **WAITING** waiting to be transmitted
- **TRANSMITTED** transmitted but not acknowledged
- **ACKNOWLEDGED** transmitted and acknowledged

The second section consolidates those encounters into total visits. You may select to print either section or both sections.

Encounters are grouped by veteran eligibility and then by category of visit. Compensation and Pension is an appointment type and is included in the Category of Visit totals. This breakout is for information only.

A visit consists of all encounters for a patient for a day. Visits are counted by facility so if a patient has one encounter in one division, and another encounter in a different division, only one visit is counted.

At multi-divisional facilities, you will have the option of printing division and site totals or site total only.

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22. Workload Report

The Workload Report option is used to generate a variety of reports showing clinic workload, facilitating determination of the kinds of activity within clinics during a specified date range. It allows for comparison of clinic or stop code activity for a specified time frame between the selected year and the previous year.

After the user specifies a date range for the report, the system will verify that the outpatient encounter status update process has been performed for each date in the range. If any of the dates have not been processed by this update logic, the user will be warned and generation of the workload report will be allowed to continue. However, the user will be advised to run the report again, after the update process has been completed (Appointment Status Update option, Supervisor Menu), to obtain more accurate workload data.

The user has the ability to sort the report by clinic or stop code and clinic. A brief or expanded report may be selected. A brief report only generates the comparison of selected clinics or stop codes between the selected year and previous year, showing number of visits for each year, net change, and change percentage. The expanded report includes the comparison (if desired) plus a summary of each clinic selected. Number of scheduled appointments, unscheduled appointments, inpatient appointments, and overbooks are some of the data elements displayed.

The user may choose to display the report for individual clinic meetings or a summary of the month. The patient names may/may not be displayed.

If the report is run by stop code, the add/edits may be included. Cancelled appointments will appear on this report if they were entered through either the Cancel Clinic Availability option or the Cancel Appointment option.

All appointments with a status of NO ACTION TAKEN will be included in the NO-SHOWS column of the report.

The total patients seen are calculated as follows.

Scheduled + Unscheduled + Inpatients + Overbooks

+ Add/Edits = Total Patients Seen

Depending on selected specifications, this report may be quite lengthy. You may choose to run the report during off hours.

When printed, each clinic will appear on a separate page.

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23. High Risk MH No-Show Adhoc Report

This new Scheduling option provides a new High Risk MH NO SHOW Report for use by Suicide Prevention Coordinators and other Mental Health professionals.

This report supports following up with High Risk for Suicide patients who missed a scheduled MH appointment. It displays patient contact information, next of kin, emergency contact, the assigned clinic provider, the Mental Health Team Coordinator and any new scheduled appointments.

This option (SD MH NO SHOW AD HOC REPORT High Risk MH No-Show Adhoc Report), will list by one, many or All stop codes / clinics or only Mental Health stop codes and clinics defined in the Reminder Location List file under the 'VA-MH NO SHOW APPT CLINICS LL' entry.

A series of user prompts will be asked to refine the report.

- The user will be asked to select a beginning and ending date; this lists the report within a certain date range.
- The division of interest will be asked of the user: The report can list by one, many or all divisions.
- The user will then be asked to choose how the report should sort: by (M)ental Health Quick List, which will list only those clinics defined in the Reminder Location list, or by (C)linics or (S)top codes both of which will further prompt the user to refine the sort. If ?, ?? is entered by the user, a help prompt will be displayed.
- If the user selects to sort by (S)top codes or (C)linics, a prompt asking them to select stop codes/clinics by listing (A)ll stop codes/clinics, (mental health as well as non mental health) or (M)ental Health stop codes only (that are defined in the Reminder Location List) and are stop codes in the divisions chosen to list in this report. Both selections will allow the user to choose one, many, or all stop codes.
- A prompt asking the number of days in the future to list the Future scheduled appointment is asked and will list the future scheduled appointments that many days in the future.

When the report displays or prints:

- The division/Stop Code Name/Number will display on the report once for all patients who have no showed for that Stop Code and division. It will display again, when the stop code or division changes.
- A totals page will be displayed at the end of the report.

Special Note: at the Select Stop Code prompt , the stop code may be selected by the stop code file number (as an example, selecting 188 below) or by the AMIS Reporting stop code (500 – 599 code numbers).

23.1 Ad Hoc No Show Report for All Clinics

This is an example of how the No Show report displays for all clinics. Notice that when the user selects (C)linics as the sort, the user is asked to select (A)ll or (M)ental Health clinics only. If the user selects (A)ll and enters ?? at the list prompt, all mental health as well as non-mental

health clinics can be selected, or if the user hits return, all clinics will be selected and will display on the report.

```

DEVISC1A3:MNTVLL>D ^XQ1

Select OPTION NAME: SD MH NO SHOW AD HOC REPORT          High Risk MH No-Show Adhoc
Report
High Risk MH No-Show Adhoc Report

***** High Risk Mental Health NO SHOW Adhoc Report *****

Select Beginning Date: 11/09/11// T-10 (OCT 30, 2011)
Select Ending Date: 11/09/11// T (NOV 09, 2011)
Select division: ALL// ?
ENTER:
  - Return for all divisions, or
  - A division and return when all divisions have been selected--limit 20
  Imprecise selections will yield an additional prompt.
  (e.g. When a user enters 'A', all items beginning with 'A' are displayed.)
Answer with MEDICAL CENTER DIVISION NUM, or NAME, or FACILITY NUMBER, or
TREATING SPECIALTY
Do you want the entire 27-Entry MEDICAL CENTER DIVISION List? ?
Select division: ALL// ??
ENTER:
  - Return for all divisions, or
  - A division and return when all divisions have been selected--limit 20
  Imprecise selections will yield an additional prompt.
  (e.g. When a user enters 'A', all items beginning with 'A' are displayed.)

Choose from:
1      ALBANY      500
2      TROY1      500TA
3      OLD ALBANY  501
4      NEW TROY   500Z
5      ON THE HUDSON IN HISTORIC TROY      610
6      AUGUSTA VAMC, DOWNTOWN DIVISION    524
7      TROY2      500B
500    SATELLITE CLINIC      500BY
501    SATELLITE CLINIC1    501BY
502    TEST2      502A0
503    FACNEW     500FT
504    ?BAD, ONE   500BW
505    ALBANY2    500
506    TEST DIVISION      500
507    NEW TEST    507ER
539    CINC       539
540    MARCIA'S TEST DIVISION 5009AA      9005AA
541    ALB-PRRTP   500PA
542    NORM'S NURSING HOME      5009AB
      ^

Select division: ALL//
Sort report by (M)ental Health Clinic Quick List,(C)linic or (S)top Code: M//?

Enter: 'M' to run the report using the face-to-face Mental Health clinics
defined in the 'VA-MH NO SHOW APPT CLINICS LL' Reminder Location List
- with no additional prompts to refine the list of Mental Health clinics.
Enter: 'C' to run the report by clinics which will then prompt
to refine the list of clinics to use.
Enter: 'S' to run the report by stop codes which will then prompt
to refine the list of stop codes to use.

Sort report by (M)ental Health Clinic Quick List,(C)linic or (S)top Code: M//C

Clinic Selection:
      A All clinics
      M Mental Health clinics only

Select: (A)ll clinics A//?
Enter : 'A' for All clinics
  
```

Reports

```

'M' for Mental Health clinics only
Select: (A)ll clinics A//

Select Clinic: ALL//??
ENTER:
  - Return for all Clinics, or
  - A Clinic and return when all Clinics have been selected--limit 20
  Imprecise selections will yield an additional prompt.
  (e.g. When a user enters 'A', all items beginning with 'A' are displayed.)

Choose from:
1      DERMATOLOGY
2      UROLOGY
3      PSYCHOLOGY
5      ONCOLOGY
6      AUTO DUMMY6
8      TEST22
9      PSYCHIATRY
10     DEMO
11     OLDSET
12     CHOW
13     ROYTEST
14     TST926
15     PULMONARY
16     RHEUMATOLOGY
17     ROY777
18     NEWDEMO
19     NUCLEAR MEDICINE
20     EYE
21     CHIROPRACTOR
'^' TO STOP:

Select: (A)ll clinics A//

Select Number of days to List Future Appointments: 30//?

      Enter a number of days from 1 to 90. Future scheduled appointments
      for the patients will list that number of days in the future
      on the No Show report.

Select Number of days to List Future Appointments: 30//20

This output requires 80 column output
Select Device: 0;80;9999 UCX/TELNET

...SORRY, I'M WORKING AS FAST AS I CAN...

```

```

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY                PAGE 1
CLINICS for Appointments 10/20/11-11/9/11                    Run: 11/9/2011@11:02

PATIENT                PT ID        APPT D/T                CLINIC                STATUS
*****
DIVISION/CLINIC/STOP: ALBANY/D-PSYCH/188

1  HRMHPatient,One     0001        10/20/2011 10:00 am D-PSYCH                *NAT

      Home: (518)XXX-XXXX
      Cell: (555)888-9999

      Emergency Contact:
      E-Cont.: HRMHecontact,One
      MHTC:
      Future Scheduled Appointments:
      11/14/2011 8:00 am      DERMATOLOGY
      11/14/2011 8:30 am      PSYCH CLINIC
      11/21/2011 8:00 am      DERMATOLOGY
      11/21/2011 9:00 am      D-PSYCH
      Results:

2  HRMHPatient,Two     0002        10/25/2011 8:00 am  D-PSYCH                *NAT

```

	Home: (518)518-5181 Cell: (555)888-9999				
	Emergency Contact: E-Cont.: HRMHecontact,Two MHTC: Future Scheduled Appointments: 11/14/2011 8:00 am DERMATOLOGY 11/14/2011 8:30 am PSYCH CLINIC 11/21/2011 8:00 am DERMATOLOGY 11/21/2011 9:00 am D-PSYCH Results:				
3	HRMHpatient,Three 0003	10/31/2011 9:00 am	D-PSYCH		*NAT
	Home: (518)518-5181 Cell: (555)888-9999				
	Emergency Contact: E-Cont.: HRMHecontact,Three MHTC: Future Scheduled Appointments: 11/14/2011 8:00 am DERMATOLOGY 11/14/2011 8:30 am PSYCH CLINIC 11/21/2011 8:00 am DERMATOLOGY 11/21/2011 9:00 am D-PSYCH Results:				
4	HRMHpatient,Four 0004	10/31/2011 10:00 am	D-PSYCH		*NAT
	Home: (518)518-5181 Cell: (555)888-9999				
	Emergency Contact: E-Cont.: HRMHecontact,Four MHTC: Future Scheduled Appointments: 11/14/2011 8:00 am DERMATOLOGY 11/14/2011 8:30 am PSYCH CLINIC 11/21/2011 8:00 am DERMATOLOGY 11/21/2011 9:00 am D-PSYCH Results:				
DIVISION/CLINIC/STOP: ALBANY/GEN MED/141					
1	HRMHpatient,One 0001	10/31/2011 11:00 am	GEN MED		*NAT
	Home: (518)518-5181 Cell: (555)888-9999				
	Emergency Contact: E-Cont.: HRMHecontact,One MHTC: Future Scheduled Appointments: 11/14/2011 8:00 am DERMATOLOGY 11/14/2011 8:30 am PSYCH CLINIC 11/21/2011 8:00 am DERMATOLOGY 11/21/2011 9:00 am D-PSYCH Results:				
DIVISION/CLINIC/STOP: ALBANY/PSYCH CLINIC/195					
1	HRMHpatient,One 0001	10/26/2011 9:00 am	PSYCH CLINIC		*NAT
	Home: (518)518-5181 Cell: (555)888-9999				
	Emergency Contact:				

Reports

```

E-Cont.: HRMHecontact,One
MHTC:
Future Scheduled Appointments:
  11/14/2011 8:00 am      DERMATOLOGY
  11/14/2011 8:30 am      PSYCH CLINIC
  11/21/2011 8:00 am      DERMATOLOGY
  11/21/2011 9:00 am      D-PSYCH
Results:

2  HRMHPATIENT,Two      0002      11/1/2011 8:00 am      PSYCH CLINIC      *NSA

Home: (518)518-5181
Cell: (555)888-9999

Emergency Contact:
  E-Cont.: HRMHecontact,Two
MHTC:
Future Scheduled Appointments:
  11/14/2011 8:00 am      DERMATOLOGY
  11/14/2011 8:30 am      PSYCH CLINIC
  11/21/2011 8:00 am      DERMATOLOGY
  11/21/2011 9:00 am      D-PSYCH
Results:
  
```

```

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY          PAGE 2
CLINICS for Appointments 10/20/11-11/9/11              Run: 11/9/2011@11:02

PATIENT          PT ID      APPT D/T          CLINIC          STATUS
*****
DIVISION/CLINIC/STOP: ON THE HUDSON IN HISTORI/LIZ'S MENTAL HEALTH CLINIC/202

1  HRMHpatient,One      0001      11/4/2011 8:00 am      LIZ'S MENTAL HE      *NAT

Home: (518)518-5181
Cell: (555)888-9999

Emergency Contact:
  E-Cont.: HRMHecontact,One
MHTC:
Future Scheduled Appointments:
  11/14/2011 8:00 am      DERMATOLOGY
  11/14/2011 8:30 am      PSYCH CLINIC
  11/21/2011 8:00 am      DERMATOLOGY
  11/21/2011 9:00 am      D-PSYCH
Results:

2  HRMHpatient,Two      0002      11/7/2011 8:00 am      LIZ'S MENTAL HE      *NAT

Home: (518)518-5181
Cell: (555)888-9999

Emergency Contact:
  E-Cont.: HRMHecontact,Two
MHTC:
Future Scheduled Appointments:
  11/14/2011 8:00 am      DERMATOLOGY
  11/14/2011 8:30 am      PSYCH CLINIC
  11/21/2011 8:00 am      DERMATOLOGY
  11/21/2011 9:00 am      D-PSYCH
Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY          PAGE 3
CLINICS for Appointments 10/20/11-11/9/11              Run: 11/9/2011@11:02

PATIENT          PT ID      APPT D/T          CLINIC          STATUS
*****
DIVISION/CLINIC/STOP: TROY1/DERMATOLOGY/144

1  HRMHpatient,One      0001      10/20/2011 9:00 am      DERMATOLOGY          *NAT
  
```


Home: (518)518-5181
 Cell: (555)888-9999

Emergency Contact:
 E-Cont.: HRMHecontact,One
 Provider: HRMHprovider,One
 MHTC:

Future Scheduled Appointments:
 11/14/2011 8:00 am DERMATOLOGY
 11/14/2011 8:30 am PSYCH CLINIC
 11/21/2011 8:00 am DERMATOLOGY
 11/21/2011 9:00 am D-PSYCH

Results:

2 HRMHpatient,Two 0002 10/25/2011 10:00 am DERMATOLOGY *NAT

Home: (518)518-5181
 Cell: (555)888-9999

Emergency Contact:
 E-Cont.: HRMHecontact,Two
 Provider: HRMHprovider,Two
 MHTC:

Future Scheduled Appointments:
 11/14/2011 8:00 am DERMATOLOGY
 11/14/2011 8:30 am PSYCH CLINIC
 11/21/2011 8:00 am DERMATOLOGY
 11/21/2011 9:00 am D-PSYCH

Results:

3 HRMHpatient,Three 0003 10/26/2011 8:00 am DERMATOLOGY *NAT

Home: (518)518-5181
 Cell: (555)888-9999

Emergency Contact:
 E-Cont.: HRMHecontact,Three
 Provider: HRMHprovider,Three
 MHTC:

Future Scheduled Appointments:
 11/14/2011 8:00 am DERMATOLOGY
 11/14/2011 8:30 am PSYCH CLINIC
 11/21/2011 8:00 am DERMATOLOGY
 11/21/2011 9:00 am D-PSYCH

Results:

4 HRMHpatient,Four 0004 10/31/2011 8:00 am DERMATOLOGY *NAT

Home: (518)518-5181
 Cell: (555)888-9999

Emergency Contact:
 E-Cont.: HRMHecontact,Four
 Provider: HRMHprovider,Four
 MHTC:

Future Scheduled Appointments:
 11/14/2011 8:00 am DERMATOLOGY
 11/14/2011 8:30 am PSYCH CLINIC
 11/21/2011 8:00 am DERMATOLOGY
 11/21/2011 9:00 am D-PSYCH

Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY PAGE 4
 CLINICS for Appointments 10/20/11-11/9/11 Run: 11/9/2011@11:02

Totals Page

Division/Clinic Appointment Totals

Division/Clinic				Unique
	NS	NSA	NAT	Patients

Reports

ALBANY/D-PSYCH	0	0	4	4
ALBANY/GEN MED	0	0	1	1
ALBANY/PSYCH CLINIC	0	1	1	1
ON THE HUDSON IN HISTORI/LIZ'S MENTAL HEALTH CLINIC	0	0	2	2
TROY1/DERMATOLOGY	0	0	4	4
*STATUS: NS = No Show NSA = No Show Auto Rebook NAT = No Action Taken				

Figure 23.1, - AdHoc Reports

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24. High Risk Mental Health No Show Nightly Report

When a patient with a high risk for suicide PRF misses a Mental Health clinic appointment due to a no-show, an automatic nightly report is run that lists patients who have a MH clinic appointment with “NO-SHOW”, “NO-SHOW AUTO-REBOOK”, or “No Action Taken” status.

This report is generated at the end of the Scheduling Nightly Background job, and will be sent in a Mailman message to those persons added to the mail group SD MH NO SHOW NOTIFICATION. All persons in this mail group will receive the High Risk Mental Health NO SHOW report that is generated from the scheduling nightly background job.

These Recipients should be Suicide Prevention Coordinators (SPC) and other MH professionals.

An option to manually run the no show background job if there was an error in running the nightly report, has also been created called SD MH NO SHOW NIGHTLY BGJ (High Risk MH No-Show Nightly Report).

The Background job will list the patients who had a status of “NO SHOW,” “NO SHOW WITH AUTO-REBOOK,” and “No Action Taken” for the day before and who have a the patient record flag “High Risk for Mental Health.” It will list patients for all mental health clinics/stop codes that are defined in the Remote location list “VA-MH NO SHOW APPT CLINICS LL.” The VA-MH NO SHOW APPT CLINICS LL location list includes clinic stop codes for MH clinics that are scheduled for face-to-face appointments.

This report will list future scheduled appointments for 30 days in the future. Actual Site Operational Procedures will vary based upon who should follow up with patients in the Scheduling Message.

```

Subj: HRMH NO SHOW NIGHTLY REPORT MESSAGE# [#111884] 04/06/11@11:56 73 lines
From: POSTMASTER In 'IN' basket. Page 1
-----
Division/Clinic Appointment Totals

Division/CLinic                                NS    NSA    NAT    Unique
                                                Patients
ALBANY/D-PSYCH                                1      1      1      3
TROY1/LIZ'S MENTAL HEALTH CLINIC              1      2      1      3
TROY1/MENTAL HEALTH                            1      0      2      3
*STATUS: NS = No Show      NSA = No Show Auto Rebook      NAT = No Action Taken
HIGH RISK MENTAL HEALTH NO SHOW NIGHTLY REPORT                                PAGE    1
By CLINIC for Appointments on 4/5/11                                Run: 4/6/2011@11:56
    
```

#	PATIENT	PT ID	APPT D/T	CLINIC	STATUS

DIVISION/CLINIC/STOP CODE: ALBANY/D-PSYCH/188					
1	HRMHpatient,One	0001	4/5/2011 11:00 am	D-PSYCH	*NS
	Future Scheduled Appointments:				
	4/7/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
	4/14/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
	4/17/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
2	HRMHpatient,Two	0002	4/5/2011 2:00 pm	D-PSYCH	*NAT
	Future Scheduled Appointments:				
	4/14/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
	4/17/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
3	HRMHpatient,Three	0003	4/5/2011 9:00 am	D-PSYCH	*NSA
	Future Scheduled Appointments:				
	4/14/2011 9:30 am		LIZ'S MENTAL HEALTH CLINIC		
	4/18/2011 8:00 am		D-PSYCH		
HIGH RISK MENTAL HEALTH NO SHOW NIGHTLY REPORT				PAGE	2
Enter RETURN to continue or '^' to exit:					
Subj: HRMH NO SHOW NIGHTLY REPORT MESSAGE # [#111884] Page 3					

By CLINIC for Appointments on 4/5/11				Run: 4/6/2011@11:56	
#	PATIENT	PT ID	APPT D/T	CLINIC	STATUS

DIVISION/CLINIC/STOP CODE: TROY1/LIZ'S MENTAL HEALTH CLINIC/202					
1	HRMHpatient,One	0001	4/5/2011 9:00 am	LIZ'S MENTAL HE	*NSA
	Future Scheduled Appointments:				
	4/7/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
	4/14/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
	4/17/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
2	HRMHpatient,Two	0002	4/5/2011 3:00 pm	LIZ'S MENTAL HE	*NSA
	Future Scheduled Appointments:				
	4/14/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
	4/17/2011 9:00 am		LIZ'S MENTAL HEALTH CLINIC		
3	HRMHpatient,Two	0002	4/5/2011 4:00 pm	LIZ'S MENTAL HE	*NS

Reports

```
Enter RETURN to continue or '^' to exit:

Subj: HRMH NO SHOW NIGHTLY REPORT MESSAGE # [#111884] Page 4
-----

Future Scheduled Appointments:
4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4 HRMHpatient,Three 0003 4/5/2011 2:00 pm LIZ'S MENTAL HE *NAT
Future Scheduled Appointments:
4/14/2011 9:30 am LIZ'S MENTAL HEALTH CLINIC
4/18/2011 8:00 am D-PSYCH

DIVISION/CLINIC/STOP CODE: TROY1/MENTAL HEALTH/188
1 HRMHpatient,One 0001 4/5/2011 8:00 am MENTAL HEALTH *NAT
Future Scheduled Appointments:
4/7/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
2 HRMHpatient,Two 0002 4/5/2011 1:00 pm MENTAL HEALTH *NAT
Enter RETURN to continue or '^' to exit:
Subj: HRMH NO SHOW NIGHTLY REPORT MESSAGE # [#111884] Page 5
-----

Future Scheduled Appointments:
4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
3 HRMHpatient,Three 0003 4/5/2011 11:00 am MENTAL HEALTH *NS
Future Scheduled Appointments:
4/14/2011 9:30 am LIZ'S MENTAL HEALTH CLINIC
4/18/2011 8:00 am D-PSYCH
```

This is how the report will print out if sent to a printer: each time the clinic changes, the division and clinic will be displayed.

```
Enter message action (in IN basket): Ignore// Print
Print recipient list? No// NO
DEVICE: HOME// 0;80;9999 UCX/TELNET
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MailMan message for HRMHDEVELOPER OI&T STAFF
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Printed at MNTVLL.FO-ALBANY.MED.VA.GOV 04/06/11@11:57
Subj: HRMH NO SHOW NIGHTLY REPORT MESSAGE # [#111884] 04/06/11@11:56 73 lines
From: POSTMASTER In 'IN' basket. Page 1
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Division/Clinic Appointment Totals
Division/CLinic                                Unique
                                                NS    NSA    NAT  Patients
ALBANY/D-PSYCH                                1     1     1     3
TROY1/LIZ'S MENTAL HEALTH CLINIC              1     2     1     3
TROY1/MENTAL HEALTH                           1     0     2     3
*STATUS: NS = No Show      NSA = No Show Auto Rebook      NAT = No Action Taken
HIGH RISK MENTAL HEALTH NO SHOW NIGHTLY REPORT                                PAGE 1
By CLINIC for Appointments on 4/5/11                                Run: 4/6/2011@11:56
PATIENT          PT ID      APPT D/T                CLINIC          STATUS
*****
DIVISION/CLINIC/STOP CODE: ALBANY/D-PSYCH/188
1  HRMHpatient,One    0001    4/5/2011 11:00 am    D-PSYCH        *NS
    Future Scheduled Appointments:
        4/7/2011 9:00 am          LIZ'S MENTAL HEALTH CLINIC
        4/14/2011 9:00 am         LIZ'S MENTAL HEALTH CLINIC
        4/17/2011 9:00 am         LIZ'S MENTAL HEALTH CLINIC
2  HRMHpatient,Two    0002    4/5/2011 2:00 pm    D-PSYCH        *NAT
    Future Scheduled Appointments:
        4/14/2011 9:00 am          LIZ'S MENTAL HEALTH CLINIC
        4/17/2011 9:00 am         LIZ'S MENTAL HEALTH CLINIC
3  HRMHpatient,Three  0003    4/5/2011 9:00 am    D-PSYCH        *NSA
    Future Scheduled Appointments:
        4/14/2011 9:30 am          LIZ'S MENTAL HEALTH CLINIC
        4/18/2011 8:00 am          D-PSYCH
HIGH RISK MENTAL HEALTH NO SHOW NIGHTLY REPORT                                PAGE 2
By CLINIC for Appointments on 4/5/11                                Run: 4/6/2011@11:56
#  PATIENT          PT ID      APPT D/T                CLINIC          STATUS
DIVISION/CLINIC/STOP CODE: TROY1/LIZ'S MENTAL HEALTH CLINIC/202
1  HRMHpatient,One    0001    4/5/2011 9:00 am    LIZ'S MENTAL HE *NSA
    Future Scheduled Appointments:

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Reports

			4/7/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
			4/14/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
			4/17/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
2	HRMHPatient,Two	0002	4/5/2011 3:00 pm	LIZ'S MENTAL HE	*NSA
			Future Scheduled Appointments:		
			4/14/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
			4/17/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
3	HRMHPatient,Two	0002	4/5/2011 4:00 pm	LIZ'S MENTAL HE	*NS
			Future Scheduled Appointments:		
			4/14/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
			4/17/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
4	HRMHPatient,Three	0003	4/5/2011 2:00 pm	LIZ'S MENTAL HE	*NAT
			Future Scheduled Appointments:		
			4/14/2011 9:30 am	LIZ'S MENTAL HEALTH CLINIC	
			4/18/2011 8:00 am	D-PSYCH	
DIVISION/CLINIC/STOP CODE: TROY1/MENTAL HEALTH/188					
1	HRMHPatient,One	0001	4/5/2011 8:00 am	MENTAL HEALTH	*NAT
			Future Scheduled Appointments:		
			4/7/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
			4/14/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
			4/17/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
2	HRMHPatient,Two	0002	4/5/2011 1:00 pm	MENTAL HEALTH	*NAT
			Future Scheduled Appointments:		
			4/14/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
			4/17/2011 9:00 am	LIZ'S MENTAL HEALTH CLINIC	
3	HRMHPatient,Three	0003	4/5/2011 11:00 am	MENTAL HEALTH	*NS
			Future Scheduled Appointments:		
			4/14/2011 9:30 am	LIZ'S MENTAL HEALTH CLINIC	
			4/18/2011 8:00 am	D-PSYCH	

Figure 24.1, - Nightly Background Job Report

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25. Glossary

Also please refer to the following sites.

OI Master Glossary: http://vaww.oed.wss.va.gov/process/Library/master_glossary/masterglossary.htm

National Acronym Directory: <http://vaww1.va.gov/Acronyms/>

ADD-ONS	Patients who have been scheduled for a visit after routing slips for a particular date have been printed.
ALOS	Average Length of Stay
AMIS	Automated Management Information System
ANCILLARY	A test added to an existing appointment (i.e. lab, x-ray, EKG) test
API	Application Program Interface
BILLINGS	Bills sent to veteran
BRD	Business Requirements Document
CLINIC PULL LIST	A list of patients whose radiology/MAS records should be pulled from the file room for use in conjunction with scheduled clinic visits
COLLATERAL	A visit by a non-veteran patient whose appointment is related to or visit associated with a service-connected patient's treatment.
COMPUTERIZED PATIENT RECORD SYSTEM (CPRS)	An integrated, comprehensive suite of clinical applications in VistA that work together to create a longitudinal view of the veteran's Electronic Medical Record (EMR). CPRS capabilities include a Real Time Order Checking System, a Notification System to alert clinicians of clinically significant events, Consult/Request tracking and a Clinical Reminder System. CPRS provides access to most components of the patient chart.
CPT	Current Procedural Terminology
CR	Clinical Reminders
DBIA	Database Integration Agreement

DRG	Diagnostic Related Group
GMTS	Health Summary namespace
GUI	Graphic User Interface
HL7	Health Level Seven
ICR	Integration Control Reference
IRT	Incomplete Records Tracking
IVMH	Improve Veteran Mental Health
MEANS TEST	A financial report upon which certain patients' eligibility for care is based
MENTAL HEALTH TREATMENT COORDINATOR (MHTC)	<p>The liaison between the patient and the mental health system at a VA site. There is only one Mental Health treatment coordinator per patient and they are the key coordinator for behavioral health services care.</p> <p>For more information about the MH treatment coordinator's responsibilities, see VHA Handbook 1160.1, "Uniform Mental Health Services in VA Medical Centers for Clinics," page 3-4. Note: In the handbook, the MHTC is called the Principal Mental Health Provider.</p>
MH	Mental Health
MHA3	Mental Health Assistant 3 package
MHTC	Mental Health Treatment Coordinator
NO SHOW	A person who did not report for a scheduled clinic visit without prior notification to the medical center.
NON-COUNT	A clinic whose visits do not affect AMIS statistics.
NSR	New Service Request
OE/RR	Order Entry/Results Reporting

OPC	Outpatient Clinic
OR	CPRS Order Entry/Results Reporting namespace
PAF	Patient Assessment File; where PAI information is stored until transmission to Austin.
PAI	Patient Assessment Instrument
PCE	Patient Care Encounter
PCMM	Primary Care Management Module
PRF	Patient Record Flag
PRINCIPAL MENTAL HEALTH PROVIDER (PMHP)	See MH Treatment Coordinator (MHTC)
PTF	Patient Treatment File
PULL LIST	A list of patients whose radiology/PIMS records should be "pulled" from the file room for scheduled clinic visits
PX	Patient Care Encounter namespace
PXRM	Clinical Reminders package namespace
RAM	Resource Allocation Methodology
REMINDER DEFINITIONS	These are pre-defined sets of findings that are used to identify patient cohorts and reminder resolutions. The reminder is used for patient care and/or report extracts.
REMINDER DIALOGS	These are pre-defined sets of text and findings that provide information to the CPRS GUI for collecting and updating appropriate findings while building a progress note.
REMINDER	Terms are used to map local findings to national findings, providing a

TERMS	method to standardize the findings for national use. These are also used for local grouping of findings for easier reference in reminders and are defined in the Reminder Terms file.
ROUTING SLIP	When printed for a specified date, it shows the current appointment time, clinic, location, and stop code. It also shows future appointments.
RPC	Remote Procedure Calls
RSD	Requirements Specification Document
RUG	Resource Utilization Group
SBR	Suicide Behavior Report
SECURITY	Used in conjunction with locked options or functions. Only holder's key of this key may perform these options/functions. Used for options which perform a sensitive task.
SHARING AGREEMENT	Agreement or contract under which patients from other government agencies or private facilities are treated.
SME	Subject Matter Expert
SPECIAL SURVEY	An ongoing survey of care given to patients alleging Agent Orange or Ionizing Radiation exposure. Each visit by such patients must receive "special survey dispositioning" which records whether treatment provided was related to their exposure. This data is used for Congressional reporting purposes.
STOP CODE	A three-digit number corresponding to an additional stop/service a patient received in conjunction with a clinic visit. Stop code entries are used so that medical facilities may receive credit for the services rendered during a patient visit.
THIRD PARTY	Billings where a party other than the patient is billed
TIU	Text Integration Utility
TSR	Treating Specialty Report

Reports

VHA	Veterans Health Administration
VISTA	Veterans Information System and Technology Architecture