

Telehealth Management Platform (TMP)

Release Notes D365 v4.6



Department of Veterans Affairs

September 2019

Version 1.0



TMP D365 v4.6 Release

Telehealth Management Platform

Microsoft TMP Development Team

Sept 2019



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TMP Release 4.6 D365 Release

Migration to the Cloud

- TMP is migrated and upgraded from On Premise 2015 to Online D365 v9. This prepares TMP to leverage latest cloud features and workflows.
- On premise integration layer (VIMT) is replaced with Veterans Enhanced Integration Services (VEIS)
- Menu Navigation streamlined

VistA Integration Updates

- VistA integration is now through industry standard HL7 - Make/Cancel Appointments (bi-directional TMP<=>VistA).
- Realtime Clinic updates (new or updated Clinics flow from VistA to TMP)
- Support for Return to Clinic Orders in addition to Consults
- Ability to schedule both Provider and Patient sides of appointment with sign-on to either facility

Scheduling Package Updates

- Replaces use of TSA/MTSA in the appointment creation process
Scheduling Package selection instead. MTSA's renamed to Archived Agreements.
- Scheduling packages include all required resources for each site and user can bundle site resources depending on setup needs.
This works as a template for making appointments (with included Provider, Technology, Room, Paired Resource Groups, VistA Clinics...)

Other Efficiencies

- Email updates (e.g Clinic Based Provider email, etc...)
- Role name changes (TSA Manager => Scheduling Package Manager)
- View changes (Appointment, Facility Approvals,...)
- New/Updated reports (Inventory reports, TSA2.0, Provider Preferences)
- Bug fixes (CVL attachment, Business Process Error, etc..)

TMP Release Information

Scheduling Packages

- Defined by Specialty/Subspecialty/Modality and Provider Facility and Usage Type
 - Naming convention updated
 - Intrafacility/Interfacility
 - Group (for group appointments)
 - Provider Facility indicated on each SP
 - Usage Type of Scheduling or TSA on each SP
 - SPs of usage type TSA generate the Facility Approvals, Scheduling usage type **DO NOT**
 - Only SPs of usage type Scheduling are selectable in Appointment Scheduling
 - Business users must verify Facility Approvals are in the approved status before enabling the site level Can Be Scheduled flags

- Minimal system validations when adding VistA clinic resources (e.g. only one VistA Clinic as necessary on participating sites)

- SP Manager user must ensure that correct resources are added (e.g. Active VistA Clinics).

TMP Release Information

Additional notes and considerations

1. As part of the deployment, existing Scheduling Packages (SPs) in PROD **will be deleted** and SP data transferred from PROD2 into PROD. All the SPs currently in PROD2 will be of usage type Scheduling.
2. The SP Data Transfer includes Resources, Resource groups, Teams, Team memberships and other data used by SPs in PROD2. Any errors in its execution are logged and must be reviewed for next steps (e.g. additional data setups directly in PROD post deployment).
3. When creating Scheduling Packages - Create both Scheduling and TSA usage type SPs for the required field combinations (e.g. Provider Facility and Modality (CVT, SFT), Hub Facility...).
4. Normal operation of the TMP Application is dependent on the availability of the servers hosting the entire end to end solution: CRM, VEIS, HL7, VistA servers.

TMP Release Information

Additional notes and considerations

The following are known issues with this release that will be addressed in subsequent hotfixes:

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Known Issues

Additional notes and considerations

The following are identified issues with this release that will be addressed in subsequent hotfixes:

- **PostMaster issue:** Presently in TMP, when scheduling interfacility appointments and the scheduler doesn't have a VistA account on both systems, TMP will indicate PostMaster as the Responsible Party scheduling on the remote system. Presently the policy denotes the scheduler ID must be present for auditing. TMP security model is used for scheduling permissions - VistA security keys and menus and restricted clinic access are not checked by TMP.

This will be addressed with Postmaster TMP future fix (see also OVAC documentation). Specifications on all requirements pending approval from VA. Dates are estimates based on requirements approval. Estimated timeframe for repair development: 10/16 Rational Defect ID: 1119866

- **Next Available Time issue:** In VistA, the 'Next Available' Type fields, within the Appointment wait time fields, are automatically populated with "NO" Scheduling Staff are instructed that this should always be No. TMP is presently using the VSE logic, the field is left blank.

VSE and OR team to provide a future fix (see also OVAC documentation). VSE team is working with OVAC to determine timeframe for this release. Not a TMP issue. Rational Defect ID: 1119868

- **Patient Double Booking** – Potential for double booking a patient when both an intrafacility and interfacility appointment are made for the same time.

This will be addressed with TMP future fix. Repair is completed. This fix will be bundled with the PostMaster issue fix, as IOC testing has to be completed for both issues concurrently. Rational Defect ID: 1119873

Legacy Scheduling Process

Using a Master Telehealth Service Agreement

1) Provider TCT creates Master Telehealth Service Agreement.



2) Patient TCT creates Telehealth Service Agreement using the Provider Site's MTSA.

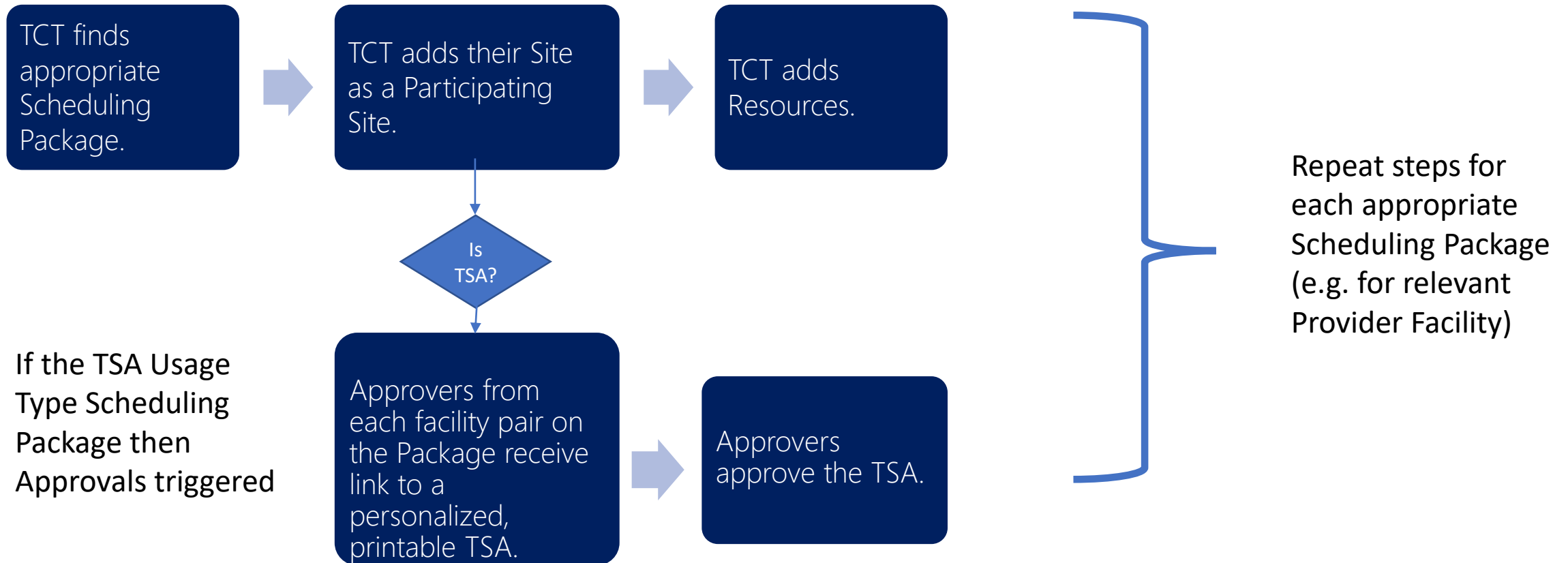


3) Scheduler uses TSA to search for available times between 1 patient site and 1 provider site.

4.6 Scheduling Process

Leveraging new Scheduling Package (SP) functionality

1) TCT (Provider or Patient) adds their Site to existing Scheduling Packages.



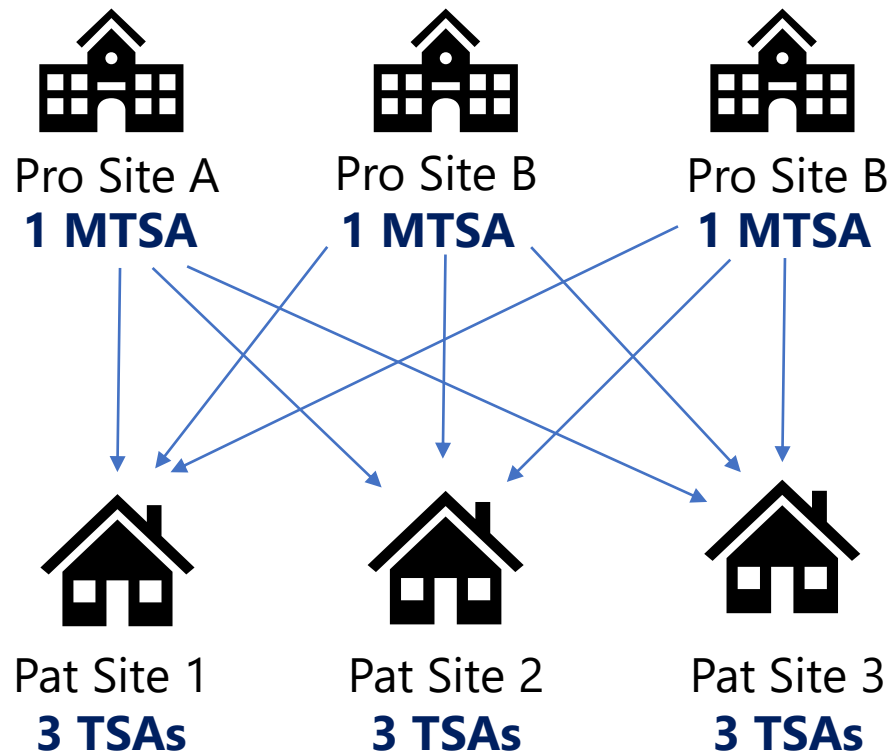
2) Scheduler uses the Scheduling Package to find available times between that Site and *specific* approved facility.

4.6v2 Scheduling Process

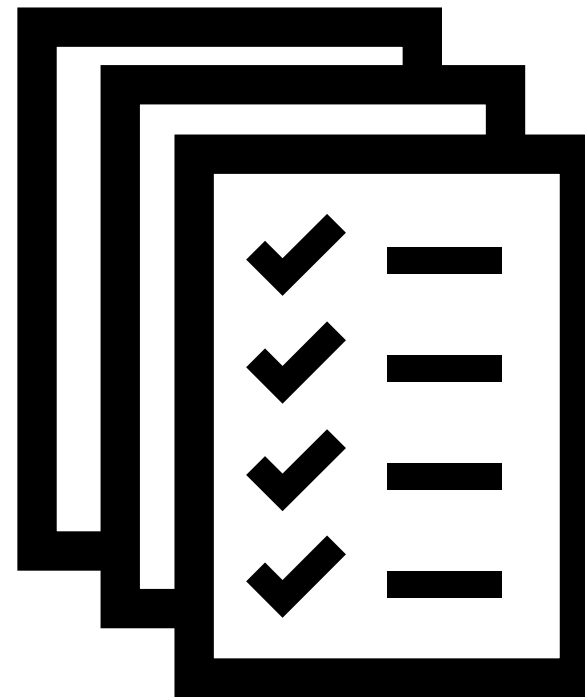
Leveraging new Scheduling Package functionality

Scenario: 3 Provider Sites within the same Facility offer a clinic-based Audiology service to 3 Patient Sites.

Previous TSA Structure



New Scheduling Package Redesign



Provider Sites:

- Provider Site A
- Provider Site B
- Provider Site C

Patient Sites:

- Patient Site 1
- Patient Site 2
- Patient Site 3

- **N Scheduling Packages – 1 for each Combination of Specialty/Modality/Provider Facility /Intra or Inter / Group or Ind / Hub**
- **Flexible VistA Clinics specified in SP Definition, no longer hardcoded**

- + NEW
- APPROVE TSA
- DENY TSA
- DEACTIVATE
- DELETE
- ADD TO QUEUE
- QUEUE ITEM DETAILS
- ...

TSA : INFORMATION

Cardiology From Afton, WY OC (666)

TSA

Name * **Cardiology From Afton, WY OC (666)**

TSA(Production Lock) ~ Save in Draft to Edit

General

Provider Location Type *	Clinic Based
Patient Location Type *	Clinic Based
Available Telehealth Modalities	Clinical Video Telehealth
Specialty *	Cardiology
Specialty Sub Type	--
Patient Site *	Abilene, TX CBOC (519HC)
Patient Facility	West Texas VA HCS
Provider Site *	Afton, WY OC (666)
Provider Facility	Sheridan VAMC

Appointment Scheduling

Appointment Instructions	--
Start Appointments Every	--
Standard Appointment Length	--

Status Reason	Production
Service Scope	InterFacility
Group Clinic	No
Service Levels *	Teleconsultation & Telemedicine

Operations Manual

Telehealth Operations Manual	http://www.globalTMP-opsManual.com
Specialty Operations Supplement	http://www.bing.com

Scheduling Package System View Example

U.S. Department of Veterans Affairs | Telehealth Ad... | Scheduling Packages > | SANDBOX

+ NEW | DELETE | EMAIL A LINK | RUN REPORT | EXCEL TEMPLATES | EXPORT TO EXCEL | IMPORT DATA | CHART PANE | VIEW

Active Scheduling Packages

Name	Specialty	Specialty Sub-Type	Available Telehealth...	Patient Location Type...	Provider Location Typ...	Group Appointme...	Intra or Interfacili...	Provider Facil...	Patient Facilit...	Hul
ANES CVT - P...	Anesthesiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Intrafacility	Sheridan VA...		Sheridan V...
ANES SFT - P...	Anesthesiology		Store and Forward	Clinic Based	Clinic Based	No				
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	Yes	Intrafacility	Eastern Color...	Eastern Color...	
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Eastern Color...		
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Eastern Color...		
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Eastern Color...		
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Eastern Color...		Bay Pines H...
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Eastern Color...		
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Bay Pines HCS		
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Eastern Color...		
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Eastern Color...		
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Interfacility	Eastern Color...		
CARDIO CVT ...	Cardiology		Clinical Video Teleheal...	Clinic Based	Clinic Based	No	Intrafacility	Eastern Color...		

1 - 50 of 99 (0 selected) | All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z | Page 1

Scheduling Package – InterFacility Sample - Scheduling Usage Type

U.S. Department of Veterans Affairs | Telehealth Ad... | Scheduling Packages > CARDIO CVT - Pat C... | SANDBOX

+ NEW | DEACTIVATE | DELETE | ASSIGN | SHARE | EMAIL A LINK | RUN WORKFLOW | START DIALOG | WORD TEMPLATES

SCHEDULING PACKAGE : INFORMATION

CARDIO CVT - Pat CB, Pro CB, Ind, Intra

Configuration

Details	
Provider Location Type	Clinic Based
Patient Location Type	Clinic Based
Available Telehealth Modality	Clinical Video Telehealth
Group Appointment	No
Intra or Interfacility	Intrafacility
Usage Type	Scheduling

If applicable, please indicate the Hub:

Hub
-----	-------

Provider Facility: Eastern Colorado HCS

Participating Sites

Provider Sites	Patient Sites
----------------	---------------

Specialty	
Specialty	Cardiology
Specialty Sub-Type
Other Specialty Details
Specialty Operations Manual
Alias (H.323 & SIP Dial-in)	testalias.com

Appointment Defaults	
Appointment Length	1 hour
Start Appointments Every	15 minutes

Scheduling Package – InterFacility Sample – TSA Usage Type

SCHEDULING PACKAGE : INFORMATION

Cardiology CVT - Pat CB, Pro CB, Ind, Inter

Configuration

Details	
Provider Location Type *	🔒 Clinic Based
Patient Location Type *	🔒 Clinic Based
Available Telehealth Modality *	🔒 Clinical Video Telehealth
Group Appointment *	🔒 No
Intra or Interfacility *	🔒 Interfacility
Usage Type	🔒 TSA

If applicable, please indicate the Hub:	
Hub	🔒 Bay Pines HCS
Provider Facility *	🔒 Eastern Colorado HCS

Participating Sites

Provider Sites
Active

Specialty	
Specialty *	🔒 Cardiology
Specialty Sub-Type	🔒 -----
Other Specialty Details *	Inter-Hub
Specialty Operations Manual	🔒 -----
Alias (H.323 & SIP Dial-in)	testalias.com

Appointment Defaults	
Appointment Length	1 hour
Start Appointments Every	15 minutes

Patient Sites

Scheduling Package – InterFacility Sample - TSA Usage Type has Facility Approvals

SCHEDULING PACKAGE : INFORMATION
 Cardiology CVT - Pat CB, Pro CB, Ind, Inter ☰

Details

Provider Location Type * Clinic Based

Patient Location Type * Clinic Based

Available Telehealth Modality * Clinical Video Telehealth

Group Appointment * No

Intra or Interfacility * Interfacility

Usage Type TSA

If applicable, please indicate the Hub:

Hub Bay Pines HCS

Provider Facility * Eastern Colorado HCS

Specialty

Specialty * ● Cardiology

Specialty Sub-Type -----

Other Specialty Details * Inter-Hub

Specialty Operations Manual -----

Alias (H.323 & SIP Dial-in) testalias.com

Appointment Defaults

Appointment Length 1 hour

Start Appointments Every 15 minutes

Participating Sites

Provider Sites

TMP Site ↑	Facility	Location Type	Can Be Scheduled	Created On
Alamosa, CO CBOC (554GF)	Eastern Colorado HCS	Provider	No	7/25/2019 11:49 AM
Aurora, CO CBOC (123)	Eastern Colorado HCS	Provider	No	7/23/2019 5:45 PM
Denver, CO VAMC (554)	Eastern Colorado HCS	Provider	No	7/25/2019 11:46 AM

Patient Sites

TMP Site ↑	Facility	Location Type	Can Be Scheduled	Created On
Aberdeen, SD CBOC (43BGD)	Sioux Falls VA HCS	Patient	No	7/23/2019 5:46 PM
C.W. Bill Young VAMC (545)	Bay Pines HCS	Patient	No	8/21/2019 9:30 AM

Facility Approvals

Provider Facility ↑	Patient Facility	Status Reason...
Eastern Colorado HCS	Bay Pines HCS	Approved

Scheduling Package – IntraFacility Sample – Always Usage Scheduling

SCHEDULING PACKAGE : INFORMATION

DENT CVT - Pat VVC, Pro CB, Grp, Intra

Configuration

Details	
Provider Location Type	Clinic Based
Patient Location Type	VA Video Connect
Available Telehealth Modality	Clinical Video Telehealth
Group Appointment	Yes
Intra or Interfacility	Intrafacility
Usage Type	Scheduling

If applicable, please indicate the Hub:

Hub	
-----	--

Provider Facility	Bay Pines HCS
Patient Facility	Bay Pines HCS

Specialty	
Specialty	Dental
Specialty Sub-Type	
Other Specialty Details	VVC, Inter, Group Yes
Specialty Operations Manual	http://vaww.infoshare.va.gov/sites/telehealth/docs/tdnts-spp.pdf
Alias (H.323 & SIP Dial-in)	http://alias.com

Appointment Defaults	
Appointment Length	1 hour
Start Appointments Every	15 minutes

Participating Sites

Scheduling Package – SP Selection during appointment creation

Appointment: Information

- Patient Search
- Confirm Scheduling P...
- Consults
- Find Available Times
- Appointment Informa...
- Additional VMR Recip...
- Vista Bookings
- Notes
- Details

Related

- Common
 - Connections
 - Audit History
 - Email Messages
 - Reserve Resources
 - Resource Bookings
 - Patients
 - Vista Integration Resu...
 - Tasks
 - Group Patients
 - Patient Site Rooms
 - Non-VA Emails
 - Integration Results
- Process Sessions
 - Background Processes
 - Real-time Processes

Appointment Appointments

New Appointment

Confirm Scheduling Package

Filter Criteria

Type: Clinic Based VA Video Connect

Group Appointment: No Yes

Provider Site:

Specialty:

Specialty Sub-Type:

Provider:

Scheduling Package

Scheduling Package:

Scheduling Comments (Sent to VistA):

Vista Login

Login	Status	Details
SAML Token	✓	Login Check passed: Token is valid.
Patient Duz		
Provider Duz	✓	VistA login with Access/Verify successful for 660.