



Recall Reminder Technical & Security Guide

**PIMS V. 5.3 Scheduling Module
Patch SD*5.3*536
Patch OR*3.0*302**

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Date	Description (Patch # if applic.)	Project Manager	Technical Writer
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Revision History

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Introduction

The Recall Reminder software is designed to allow facilities to implement recall scheduling. The software creates a 'holding' area for patients who will need to return to a clinic in the future. This time period has been determined to be a visit greater than 90 to 120 days in the future. At the discretion of the provider, individual patients may be scheduled further into the future. Patients are entered into the software for the date they are to return. Recall Reminder parameters are set by each site to determine the number of days prior to the recall date the notification cards or letters should be printed. The card or letter will instruct the patient to contact the VA to schedule an appointment which will not be made in the VistA Scheduling system until the patient contacts their facility.

It is recommended that sites give consideration to the best way to implement Recall Reminder at their site in that doing so takes a significant amount of time to train staff and educate veterans. Sites may choose to bring up different areas; for example, dental clinics, primary care, surgical clinics, etc., one at a time, moving on to the next area after successful implementation of the previous area.

This software was first intended for Primary Care use but now is being used in many clinical areas. Multiple Recall Reminder entries can be created for one patient. The software allows a user to enter/edit Recall Reminders by using either a standalone option or Appointment Management. Additionally, the software includes the ability to establish divisions (not to be confused with Medical Center Divisions) as well as teams to assist in greater manageability of the program. Please see the User Guide for additional information regarding setting up divisions when setting up site parameters.

The software also includes a number of reports to identify patients who haven't scheduled their appointment as well as reports that will assist sites in the management of Recall Reminder.

The option Recall List Delinquencies [SDRR RECALL DELINQUENCIES] is a valuable tool that must be run on a regular basis to identify patients who have been sent Recall Reminders but have not called the facility to schedule an appointment.

Implementation and Maintenance

Prior to Installation

Before using Recall Reminder, sites will need to decide if they want to start immediately or pick a future date. Either way a start date must be chosen.

In the implementation of Recall Reminder, existing patient appointments for a clinic that will be using Recall Reminder must NOT be cancelled. Future appointments that have already been scheduled must be allowed to take place unless they are cancelled or rescheduled at the patient's request. Clinic setups will need to be adjusted so no appointments can be scheduled more than 90 to 120 days into the future once the start date has been reached.

Note: At the discretion of the provider, individual patients may be given appointments further into the future.

Choose to Begin Immediately

Advantages

- Sites can immediately begin Recall Reminder on their start date.

Disadvantages

- Extra work in setting up clinic area using Recall Reminder.
- New procedure can be confusing and sites should be prepared for it.

Choose to Begin at a Later Date

Advantages

- More time and opportunity for patient and staff education.

Disadvantages

- Can be confusing for staff to have existing appointments.

One very important word of advice – Choose a start date at least several months in the future and EDUCATE, ADVERTISE, and PUBLICIZE CHANGES to all staff and patients.

Namespace Conventions

The namespace assigned to the Recall Reminder software is SDRR.

Obsolete Options

The Recall Reminder software is a replacement for a Class III application called Clinic Recall which has a namespace of AXVC (older versions have a namespace of A687).

The following options (if your site has them) should be placed Out Of Order with a statement of “Replaced with Class I”. This should only be done once all conversions of the older Clinic Recall files have been successfully completed.

AXVC Options

Clinic Recall Menu Option [**AXVCLR CLINIC RECALL MENU**]
Print Clinic Recall Cards by Div [**AXVCLR RECALL PR CARD BY DIV**]
Print Clinic Recall Cards by Clinic [**AXVCLR RECALL PR CARD BY CLINIC**]
Print Clinic Recall Cards by Prov [**AXVCLR RECALL PRINT CARD**]
Print Clinic Recall Cards by Team [**AXVCLR RECALL PR CARD BY TM**]
Add/Edit Clinic Recall Patient [**AXVCLR RECALL CARD ADD**]
Edit/Add Clinic Recall Provider [**AXVCLR ADD RECALL PROVIDER**]
Edit/Add Recall Teams [**AXVCLR ADD RECALL TEAM**]
Inquire to Patient Recall [**AXVCLR RECALL CARD INQ**]
Recall List Print [**AXVCLR RECALL PRINT REPORT**]

A687 Options

Print Clinic Recall Cards [**A687 RECALL PRINT CARD**]
Add/Edit Clinic Recall Patient [**A687 RECALL CARD ADD**]
Edit/Add Clinic Recall Provider [**A687 ADD RECALL PROVIDER**]
Inquire to Patient Recall [**A687 RECALL CARD INQ**]
Recall List Print [**A687 RECALL PRINT REPORT**]

You may have these two additional options which will need to be placed out of order.

Clinic Recall Menu [**A687 CLINIC RECALL MENU**]
Print 2 Sided Clinic Recall Cards [**A687 RECALL PRINT CARD2**]

Site Parameters

There are several parameters associated with the Recall Reminder software that are site configurable. These parameters are to be set using options on the Manager menu for Recall Reminder [**SDRR MANAGER MENU**] which is locked with security key SDRR MANAGER.

The following is an example of the options used to set up Recall Reminder. For sites that have any version of Clinic Recall using the AXVC namespace, there are conversion options that will move the Class III file information into the national files. Please keep in mind if you are using an older version of Clinic Recall and have made local changes to those files, these changes will not be transferred over. Examples of the options used to convert the file entries are displayed later in this section as well as in the User Guide.

The options used for the implementation of Recall Reminder are as follows.

Edit/Add Clinic Recall Provider [SDRR ADD RECALL PROVIDER]
 Edit/Add Recall Teams [SDRR ADD RECALL TEAM]
 Enter/Edit Appt Types [SDRR APPT TYPE]
 Enter/Edit Clinic Letters [SDRR CLINIC LETTER]
 Enter/Edit Clinic Recall Site Params [SDRR RECALL REMINDER PARAMS]

The options listed above should be performed in the following order.

1. Enter/Edit Clinic Recall Site Params [SDRR RECALL REMINDER PARAMS]

```
Select RECALL REMINDERS PARAMETERS DIVISION NAME: TEST LETTER
  Are you adding 'TEST LETTER' as a new RECALL REMINDERS PARAMETERS (the
  8TH)? No// Y (Yes)
DIVISION NAME: TEST LETTER//
**Your Site can only select either CARDS or LETTERS**
TYPE OF NOTIFICATION: LETTERS// ?
  Choose from:
      L      LETTERS
      C      CARDS
TYPE OF NOTIFICATION: LETTERS//
AUTO PRINT DAYS:
(Enter the number of days prior to the recall date the notification cards/letters should be printed.)
CLEAN UP DAY SETTING:
(There is a tasked job that will check to see if a patient has made an appointment and, if so, will
remove the patient from the RECALL REMINDERS file (#403.5). This entry indicates the
number of days before and after the requested appointment date the job will look at.)
```

NOTE: Entry at the DIVISION prompt is not an entry from the MEDICAL CENTER DIVISION file (#40.8). The parameter settings allow sites to set up “divisions” or “groupings” for easier manageability of different areas of the facility.

2. Edit/Add Recall Teams [SDRR ADD RECALL TEAM]

```
Select Recall Reminder Team: PINKY TEAM
NAME: PINKY TEAM//
ACTIVE/INACTIVE: ACTIVE//
PRINTER ASSIGN: PRINTER1//
(Select the printer where notification cards/letters will be printed.)
CLINIC RECALL PARAM: TEST LETTER//
(Select the correct Recall Param division.)
```

3. Edit/Add Clinic Recall Provider [SDRR ADD RECALL PROVIDER]

```
Select RECALL REMINDERS PROVIDERS: TEST,ANOTHER          TA      IRM
Are you adding 'TEST,ANOTHER' as a new RECALL REMINDERS PROVIDERS (the
45TH)? No// Y (Yes)
RECALL REMINDERS PROVIDERS TEAM: PINKY TEAM
RECALL REMINDERS PROVIDERS STATUS: A ACTIVE
PROVIDER: TEST,ANOTHER//
TEAM: PINKY TEAM//
DIVISION:
(Select the Medical Center Division this provider is assigned to.)
DIRECT PHONE: XXX-XXX-XXXX
EXT.:
STATUS: ACTIVE//
KEY:
(May be used to control editing or canceling of Recall Reminders for this provider.)
```

4. Enter/Edit Appt Types [SDRR APPT TYPE]

```
Select RECALL REMINDERS APPT TYPE NAME: followup
NAME: FOLLOWUP//
SYNONYM: F//
(This is what displays on the CPRS cover sheet.)
```

5. Enter/Edit Clinic Letters [SDRR CLINIC LETTER]

```
Select RECALL REMINDERS LETTERS CLINIC: 1 TRI-CITIES AFTERCARE GROUP
Are you adding 'TRI-CITIES AFTERCARE GROUP' as a new RECALL REMINDERS
LETTERS (the 2ND)? No// y (Yes)
CLINIC: TRI-CITIES AFTERCARE GROUP//
LETTER TEXT:
No existing text
Edit? NO//
```

Conversion from Class III to Class I

For any site using an older version of Clinic Recall with an AXVC namespace, options are available for converting Class III files to national Class I files.

The Conversion Menu [SDRR IRM MENU], containing the following options, can be used to move entries within Class III files to national Class I files. This menu is locked with the XUPROG security key.

These options must be performed in the order shown below. After each option is run, an e-mail will be sent to the programmer who ran the option giving information about how many entries were moved over. Once the e-mail has been read (and only after the e-mail has been read) run the next option.

- 1 Convert OUTPATIENT CLINIC RECALL PARAM [SDRR CONVERSION PARAMS FILE]
- 2 Convert OUTPATIENT CLINIC RECALL APPT TYPES [SDRR CON RECALL APPT TYPES]
- 3 Convert OUTPATIENT CLINIC RECALL TEAM [SDRR CONVERSION TEAM FILE]
- 4 Convert OUTPATIENT CLINIC RECALL PROVIDERS [SDRR CONVERSION PROVIDER FILE]
- 5 Convert OUTPATIENT CLINIC RECALL [SDRR CONV OUTPATIENT RECALL]

Conversion E-mail Example 1

```
Subj: SD*5.3*536 OUTPATIENT CLINIC TEAM FILE CONVERSION REPORT [#8871853]
03/11/08@07:52
22 lines
From: POSTMASTER In 'WASTE' basket. Page 1
```

```
-----
Patch: SD*5.3*536 RECALL REMINDER TEAM FILE CONVERSION PROCESSING
*****
```

```
The existing Class III file called OUPATIENT CLINIC RECALL TEAM (190004),
which contains Clinic Recall Team Names have been converted to a new Class I
file called Recall Reminder Team (403.55) which will provide the same
functionality.
*****
```

```
SUMMARY OF PROCESSING RESULTS:
```

```
=====
```

```
<<< The Class III OUPATIENT CLINIC RECALL TEAM File Conversion has
Completed. >>>
```

```
DATE/TIME TASK STARTED: Mar 11, 2008 7:52:26 am
DATE/TIME TASK COMPLETED: Mar 11, 2008 7:52:26 am
```

```
TOTAL RECORDS CONVERTED: 17
<END OF REPORT>
```

Conversion E-mail Example 2

Subj: SD*5.3*536 OUTPATIENT CLINIC RECALL FILE CONVERSION REPORT [#8871904]
03/14/08@07:44 24 lines

From: POSTMASTER In 'WASTE' basket. Page 1

Patch: SD*5.3*536 RECALL REMINDER FILE CONVERSION PROCESSING

The existing Class III file called OUTPATIENT CLINIC RECALL (687065), which contains Clinic Recall ENTRIES have been converted to a new Class I file called Recall Reminder (403.5) which will provide the same functionality. If you have added any local site field to file 687065 they will not be moved over.

SUMMARY OF PROCESSING RESULTS:

=====

<<< The Class III OUTPATIENT CLINIC RECALL PATIENT File Conversion has Completed. >>>

DATE/TIME TASK STARTED: Mar 14, 2008 7:43:24 am

DATE/TIME TASK COMPLETED: Mar 14, 2008 7:44:24 am

DATE/TIME LAST RUN: Mar 11, 2008 11:20:48 am

TOTAL RECORDS CONVERTED: 10645

<END OF REPORT>

Files

File List

<u>FILE #</u>	<u>FILE NAME</u>	<u>GLOBAL</u>
403.5	RECALL REMINDERS	^SD(403.5
403.51	RECALL REMINDERS APPT TYPE	^SD(403.51
403.52	RECALL REMINDERS LETTERS	^SD(403.52
403.53	RECALL REMINDERS PARAMETERS	^SD(403.53
403.54	RECALL REMINDERS PROVIDERS	^SD(403.54
403.55	RECALL REMINDERS TEAM	^SD(403.55
403.56	RECALL REMINDERS REMOVED	^SD(403.56

Template List

<u>FILE #</u>	<u>TEMPLATE NAME</u>	<u>DESCRIPTION</u>
#403.5	SDRREMARKS	Allows for more comments when edit/delete Recall
#403.5	SDRR RECALL CARD ADD	Used to add Recall outside of Appointment Management
#403.51	SDRR APPT TYPE	Add/Edit Recall Appointment Types
#403.52	SDRR ADD LETTERS	Enter Recall Letters
#403.53	SDRR PARAMS ENTER	Add/Edit Recall Parameters
#403.54	SDRR ADD PROVIDER	Add/Edit Recall Provider
#403.55	SDRR TEAM NAMES	Add/Edit Recall Teams

Files

Routines

Routine List with Descriptions

The following is a listing of the Recall Reminder routines with a brief description of each.

SD*5.3*536

SDRR1	SDRRCLR Event protocol
SDRR5	Remove and replace providers and clinics
SDRRCL5	Post-Install for Patch SD*5.3*536 Convert Team File
SDRRCL6	Env/Post-Install for Patch SD*5.3*536 Convert Params File
SDRRCL7	Env/Post-Install for Patch SD*5.3*536 Convert Appt Types
SDRRCL8	Env/Post-Install for Patch SD*5.3*536 Convert Providers
SDRRCL20	Env/Post-Install for Patch SD*5.3*536 Convert Recall Patient File
SDRRCLR	Reminder Recall clean-up
SDRRCLR2	Stand alone Recall enter/edit
SDRRCLR, SDRRCRR1, SDRRCRRP	Clinic Recall list report
SDRRDEL	Delete/edit Recall Reminders
SDRRINQ, SDRRINQ1	Recall patient inquiry
SDRRISB	Recall utility routine for printing
SDRRISRA	Scheduled Recall Appointments
SDRRISRD	Recall List Delinquencies
SDRRISRL	Recall List w/Available Slots
SDRRISRU	Recall Reminder Utilities
SDRRISRX	Recall List Clerk Deletions
SDRRLRP	Entry routine for manual printing of letters or cards
SDRROR	Called within ORWCV routine
SDRRPXC	Recall Reminder utilities
SDRRRECL	Printing of letters manually
SDRRRECP	Manual printing of cards
SDRRSEG3	Called within DGRPD for patient inquiry - (Activated with future patch)
SDRRSLC1	Manual printing of letters
SDRRSLCT	Recall Reminder - Generic file entry selector
SDRRTSK, SDRRTSKI	Nightly job for printing letters or cards
SDRRUTL, SDRRUTL1	Sort utility for printing of reports

OR*3.0*302

ORWCV	Display of Recall Entries on CPRS Coversheet
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Exported Options

There are 26 new options exported with Recall Reminders V. 1.0.

NAME: SDRR ADD RECALL PROVIDER
MENU TEXT: Edit/Add Clinic Recall Provider
TYPE: edit
PACKAGE: SCHEDULING
E ACTION PRESENT: YES X ACTION PRESENT: YES
DESCRIPTION: This option will allow for enter/edit of Recall Reminder Providers.
EXIT ACTION: K DLAYGO ENTRY ACTION: S DLAYGO=403.54
DIC {DIC}: SD(403.54, DIC(0): AEMQL
DIE: SD(403.54, DR {DIE}: [SDRR ADD PROVIDER]
UPPERCASE MENU TEXT: EDIT/ADD CLINIC RECALL PROVIDE

NAME: SDRR ADD RECALL TEAM
MENU TEXT: Edit/Add Recall Teams
TYPE: edit
PACKAGE: SCHEDULING
E ACTION PRESENT: YES X ACTION PRESENT: YES
DESCRIPTION: Will be used to add or edit team names for the Recall Reminder software.
EXIT ACTION: K DLAYGO ENTRY ACTION: S DLAYGO=403.55
DIC {DIC}: SD(403.55, DIC(0): AEMQL
DIC(A): Select Recall Reminder Team:
DIE: SD(403.55, DR {DIE}: [SDRR TEAM NAMES]
UPPERCASE MENU TEXT: EDIT/ADD RECALL TEAMS

NAME: SDRR APPT TYPE
MENU TEXT: Enter/Edit Appt Types
TYPE: edit
PACKAGE: SCHEDULING
E ACTION PRESENT: YES
DESCRIPTION: Recall Appt types are used in viewing recall information on CPRS cover sheet. This information also shows during Recall Patient Inquiry and on reports. DELETION OF ENTRIES IS NOT ALLOWED.
ENTRY ACTION: S DLAYGO=403.51 DIC {DIC}: SD(403.51,
DIC(0): AEMQL DIE: SD(403.51,
DR {DIE}: [SDRR APPT TYPE]
UPPERCASE MENU TEXT: ENTER/EDIT APPT TYPES

NAME: SDRR CARD ADD
MENU TEXT: Add/Edit Clinic Recall Patient
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: This option allows users to enter or edit a patient into the Recall Reminder file without using Appointment Management.
ROUTINE: SDRRCLR2
UPPERCASE MENU TEXT: ADD/EDIT CLINIC RECALL PATIENT

Exported Options

NAME: SDRR CLEAN-UP
MENU TEXT: Clean Up Clinic Recall Entries
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: This option is a Recall Reminder option which should be queued to run after 10:00pm every night. It will check those patients in Recall Reminder against scheduled appointments and will delete a patient from Recall Reminder if the scheduled appointment date and clinic are within a number of days from the Recall Date. The Recall clinic must match the clinic that the patient has been scheduled for. If the clinic name is different, it will not delete the patient from the Recall Reminders file. The number of days is set within RECALL REMINDERS
PARAMETERS.
ROUTINE: SDRRCLR
SCHEDULING RECOMMENDED: YES
UPPERCASE MENU TEXT: CLEAN UP CLINIC RECALL ENTRIES

NAME: SDRR CLINIC LETTER
MENU TEXT: Enter/Edit Clinic Letters
TYPE: edit
PACKAGE: SCHEDULING
E ACTION PRESENT: YES X ACTION PRESENT: YES
DESCRIPTION: If you have setup a Clinic Recall entry with the Letter type as notification, you will need to enter the letter text using this option. You can refer to the clinic within the text or enter generic text format.
EXIT ACTION: K DLAYGO ENTRY ACTION: S DLAYGO=403.52
DIC {DIC}: SD(403.52, DIC(0): AEMQL
DIE: SD(403.52, DR {DIE}: [SDRR ADD LETTERS]
UPPERCASE MENU TEXT: ENTER/EDIT CLINIC LETTERS

NAME: SDRR CON RECALL APPT TYPES
MENU TEXT: Convert OUTPATIENT CLINIC RECALL APPT TYPES
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: Convert OUTPATIENT CLINIC RECALL APPT TYPES to RECALL REMINDERS APPT TYPE.
ROUTINE: ENV^SDRRC17
UPPERCASE MENU TEXT: CONVERT OUTPATIENT CLINIC RECA

NAME: SDRR CONV OUTPATIENT RECALL
MENU TEXT: Convert OUTPATIENT CLINIC RECALL
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: Convert OUTPATIENT CLINIC RECALL to RECALL REMINDERS file.
ROUTINE: ENV^SDRRC20
UPPERCASE MENU TEXT: CONVERT OUTPATIENT CLINIC RECA

NAME: SDRR CONVERSION PARAMS FILE
MENU TEXT: Convert OUTPATIENT CLINIC RECALL PARAM
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: If there is an OUTPATIENT CLINIC RECALL PARAM file, will convert to RECALL REMINDERS PARAMETERS.
ROUTINE: ENV^SDRRC16
UPPERCASE MENU TEXT: CONVERT OUTPATIENT CLINIC RECA

NAME: SDRR CONVERSION PROVIDER FILE
 MENU TEXT: Convert OUTPATIENT CLINIC RECALL PROVIDERS
 TYPE: run routine
 PACKAGE: SCHEDULING
 DESCRIPTION: Convert OUTPATIENT CLINIC RECALL PROVIDERS to RECALL REMINDERS PROVIDERS file.
 ROUTINE: ENV^SDRRC18
 UPPERCASE MENU TEXT: CONVERT OUTPATIENT CLINIC RECA

NAME: SDRR CONVERSION TEAM FILE
 MENU TEXT: Convert OUTPATIENT CLINIC RECALL TEAM
 TYPE: run routine
 PACKAGE: SCHEDULING
 DESCRIPTION: Convert OUTPATIENT CLINIC RECALL TEAM to RECALL REMINDERS TEAM.
 ROUTINE: ENV^SDRRC15
 UPPERCASE MENU TEXT: CONVERT OUTPATIENT CLINIC RECA

NAME: SDRR CONVERT ENTRIES
 MENU TEXT: Convert Retired Providers/Clinic Recalls
 TYPE: run routine
 PACKAGE: SCHEDULING
 LOCK: SDRR MANAGER
 DESCRIPTION: This option will allow an approved user to convert Recall providers and clinics. If a provider leaves and there are Clinic Recalls already scheduled, you can convert these recalls to the new provider.
 ROUTINE: SDRR5
 UPPERCASE MENU TEXT: CONVERT RETIRED PROVIDERS/CLIN

NAME: SDRR DELETE RECALL
 MENU TEXT: Delete/Cancel Clinic Recall Entry
 TYPE: run routine
 PACKAGE: SCHEDULING
 E ACTION PRESENT: YES
 DESCRIPTION: This option allows Recall Reminder entries to be cancelled or deleted.
 ENTRY ACTION: S DDEL=403.5
 ROUTINE: SDRRDEL
 DIC {DIC}: SD(403.5 DIC(0): AEMQ
 UPPERCASE MENU TEXT: DELETE/CANCEL CLINIC RECALL EN

Exported Options

NAME: SDRR IRM MENU
MENU TEXT: Conversion Menu
TYPE: menu
LOCK: XUPROG
PACKAGE: SCHEDULING
DESCRIPTION: This menu has all items for converting older versions of Clinic Recall into the national version of Recall Reminder. Options should only be run once then put out of order.
ITEM: SDRR CONVERSION PARAMS FILE SYNONYM: 1
 DISPLAY ORDER: 1
ITEM: SDRR CON RECALL APPT TYPES SYNONYM: 2
 DISPLAY ORDER: 2
ITEM: SDRR CONVERSION TEAM FILE SYNONYM: 3
 DISPLAY ORDER: 3
ITEM: SDRR CONVERSION PROVIDER FILE SYNONYM: 4
 DISPLAY ORDER: 4
ITEM: SDRR CONV OUTPATIENT RECALL SYNONYM: 5
 DISPLAY ORDER: 5
UPPERCASE MENU TEXT: CONVERSION MENU

NAME: SDRR MANAGER MENU
MENU TEXT: Manager menu for Recall Reminder
TYPE: menu
PACKAGE: SCHEDULING
LOCK: SDRR MANAGER
DESCRIPTION: This menu will be locked with SDRR MANAGER key. This menu will house all options for setting up Recall Reminder.
ITEM: SDRR CONVERT ENTRIES SYNONYM: 1
 DISPLAY ORDER: 1
ITEM: SDRR ADD RECALL TEAM SYNONYM: 3
 DISPLAY ORDER: 3
ITEM: SDRR ADD RECALL PROVIDER SYNONYM: 5
 DISPLAY ORDER: 5
ITEM: SDRR CLINIC LETTER SYNONYM: 6
 DISPLAY ORDER: 6
ITEM: SDRR APPT TYPE SYNONYM: 4
 DISPLAY ORDER: 4
ITEM: SDRR RECALL REMINDER PARAMS SYNONYM: 2
 DISPLAY ORDER: 2
UPPERCASE MENU TEXT: MANAGER MENU FOR RECALL REMIND

NAME: SDRR PATIENT INQUIRY
MENU TEXT: Recall Patient Inquiry
TYPE: run routine
PACKAGE: SCHEDULING
E ACTION PRESENT: YES
DESCRIPTION: Allows for range or full patient inquiry.
ENTRY ACTION: K DIC
ROUTINE: EN^SDRRINQ
UPPERCASE MENU TEXT: RECALL PATIENT INQUIRY

NAME: SDRR PATIENT LIST
MENU TEXT: Recall List Print
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: This menu allows users to print Recall Reminders by division, clinic or Recall Reminder teams. It will ask for a date range and must be queued to a printer.
ROUTINE: SDRRCRR
UPPERCASE MENU TEXT: RECALL LIST PRINT

NAME: SDRR PRINT MENU
MENU TEXT: Clinic Recall Print Menu
TYPE: run routine
PACKAGE: SCHEDULING
LOCK: SDRR MANAGER
DESCRIPTION: This menu allows users to print either Recall Letters or Cards for patients who have been entered into the Recall Reminders file.
ROUTINE: SDRRLRP
UPPERCASE MENU TEXT: CLINIC RECALL PRINT MENU

NAME: SDRR RECALL APPOINTMENTS
MENU TEXT: Scheduled Recall Appointments
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: This option lists the patient appointments which caused patients to drop off the Recall List.
ROUTINE: EN^SDRRISRA
UPPERCASE MENU TEXT: SCHEDULED RECALL APPOINTMENTS

NAME: SDRR RECALL DELETIONS
MENU TEXT: Recall List Deletions
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: This option reports on the patients who were deleted from the Recall List by a clerk.
ROUTINE: EN^SDRRISRX
UPPERCASE MENU TEXT: RECALL LIST DELETIONS

NAME: SDRR RECALL DELINQUENCIES
MENU TEXT: Recall List Delinquencies
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: This option is essentially the same report as those produced by the two "Delinquent Recall" reports except it provides better control of clinic selection, and it reports on how many days delinquent each patient is. The user is asked for the recall date range, a set of clinics, and whether the report should break on clinic. It reports on patients who have been sent recall reminders, but haven't yet called to schedule an appointment.
ROUTINE: EN^SDRRISR
UPPERCASE MENU TEXT: RECALL LIST DELINQUENCIES

Exported Options

NAME: SDRR RECALL LIST
MENU TEXT: Recall List w/Available Slots
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: This option is essentially the same report as that produced by the "Recall List Print" [SDRR PATIENT LIST] except it also reports on slot availability by month for each clinic. The user is asked for a date range, a set of clinics, and whether the report should page break on clinic. It reports on patients who are on the RECALL LIST.
ROUTINE: EN^SDRRISRL
UPPERCASE MENU TEXT: RECALL LIST W/AVAILABLE SLOTS

NAME: SDRR RECALL MAIN MENU
MENU TEXT: Recall Reminder Main Menu
TYPE: menu
PACKAGE: SCHEDULING
DESCRIPTION: Main menu for all Recall Reminder options. Some of the options are locked with SDRR MANAGER security key and should be assigned to the Recall Reminder coordinator.

ITEM: SDRR DELETE RECALL	SYNONYM: 1
DISPLAY ORDER: 1	
ITEM: SDRR CARD ADD	SYNONYM: 2
DISPLAY ORDER: 2	
ITEM: SDRR RECALL DELINQUENCIES	SYNONYM: 3
DISPLAY ORDER: 3	
ITEM: SDRR RECALL DELETIONS	SYNONYM: 4
DISPLAY ORDER: 4	
ITEM: SDRR RECALL APPOINTMENTS	SYNONYM: 5
DISPLAY ORDER: 5	
ITEM: SDRR RECALL LIST	SYNONYM: 6
DISPLAY ORDER: 6	
ITEM: SDRR PRINT MENU	SYNONYM: 8
DISPLAY ORDER: 8	
ITEM: SDRR PATIENT INQUIRY	SYNONYM: 9
DISPLAY ORDER: 9	
ITEM: SDRR MANAGER MENU	SYNONYM: 10
DISPLAY ORDER: 10	
ITEM: SDRR PATIENT LIST	SYNONYM: 7
DISPLAY ORDER: 7	

UPPERCASE MENU TEXT: RECALL REMINDER MAIN MENU

NAME: SDRR RECALL REMINDER PARAMS
MENU TEXT: Enter/Edit Clinic Recall Site Params
TYPE: edit
PACKAGE: SCHEDULING
E ACTION PRESENT: YES
X ACTION PRESENT: YES
DESCRIPTION: This option will allow a site to set up the Recall Reminder software.
EXIT ACTION: K DLAYGO
ENTRY ACTION: S DLAYGO=403.53
DIC {DIC}: SD(403.53, DIC(0): AEMQL
DIE: SD(403.53, DR {DIE}: [SDRR PARAMS ENTER]
UPPERCASE MENU TEXT: ENTER/EDIT CLINIC RECALL SITE

NAME: SDRR TASK JOB
MENU TEXT: Auto Print for Recall Reminder
TYPE: run routine
PACKAGE: SCHEDULING
DESCRIPTION: This option should be queued to print every night. It does not need to be queued to a device.
ROUTINE: SDRRTSK
SCHEDULING RECOMMENDED: YES
UPPERCASE MENU TEXT: AUTO PRINT FOR RECALL REMINDER
(When scheduling this job there is NO need to enter DEVICE FOR QUEUED JOB OUTPUT. This is determined by the printer name entered when setting up Recall Teams. ONLY printers that print 12 pitch should be selected for printing letters.)

NAME: SDRR TASK JOB CARD
MENU TEXT: Auto Print for Recall Reminder Cards
TYPE: run routine
DESCRIPTION: This option should be queued to print every night if your facility will be using Recall cards. It does not need to be queued to a device.
ROUTINE: SDRRTSK1
UPPERCASE MENU TEXT: AUTO PRINT FOR RECALL REMINDER

Exported Security Keys

There is one security key, SDRR MANAGER, exported with SD_5_3_P536. This key should be assigned to the Scheduling application coordinator. This key will lock SDRR MANAGER MENU and SDRR PRINT MENU.

Exported Options

External/Internal Relations

External Relations

OR*3*302 brings in the ability to view Recall Reminders within the appointment information on a patient's cover sheet in CPRS. Patch OR*3*302 is part of the SD_5_3_P536 HFS file. Changes were made to routine ORWCV.

This software will function at both Medical Centers or Outpatient clinics and CBOCs. It works along with outpatient Appointment Manager.

This product is based on VistA Systems running the following versions of the software listed below.

1. VA FileMan V. 22 or greater
2. Kernel V. 8.0 or greater
3. Kernel Toolkit V. 7.3 or greater
4. Kernel RPC Broker V. 1.1 or greater
5. PIMS (Patient Information Management System) V. 5.3 or greater (including):
 - a. Registration V. 5.3
 - b. Scheduling V. 5.3
6. Order Entry V. 3.0 (CPRS (Computerized Patient Record System) V. 1.0 (GUI V. 27.77)) or greater

Integration References

There is one Integration reference - Recall Reminder Change to ORWCV (#5195).

```
5195      NAME: Recall Reminder Change to ORWCV
CUSTODIAL PACKAGE: SCHEDULING
SUBSCRIBING PACKAGE: ORDER ENTRY/RESULTS REPORTING
                RECALL REMINDER MODULE
                USAGE: Private          ENTERED: MAY 7,2008
                STATUS: Active          EXPIRES:
                DURATION: Till Otherwise Agr  VERSION:
DESCRIPTION:                TYPE: Routine
These changes are required to show Recall Reminder information on the
Cover sheet for all CPRS users. This is a view only NO input done.

ORWCV.INT VST+22          ;***ADD CHANGES TO CALL COVER^SDRROR VST+23
D COVER^SDRROR DTLVST+14  I $P(APPTINFO,";")="R" D RCDTL^SDRROR
```

making two calls to SDRROR

SDRR is a new namespace being used to move a Class III application (Clinic Recall) to a National Class I application called Reminder Recall (SDRR NAMESPACE).

External/Internal Relations

```
ROUTINE: ORWCV  
COMPONENT: SDRROR  
VARIABLES: Used      BEG  
VARIABLES: Used      END  
VARIABLES: Used      DFN  
KEYWORDS: RECALL
```

Internal Relations

There are no internal relationships with this product.

Callable Routines/Entry Points/Application Programmer Interfaces

SDRROR Extracts data from RECALL REMINDERS (#403.5) file based on the criteria specified in the DFN input parameter. The data will be returned in a local array.

Input:

DFN The internal entry number in the Patient file for the patient whose Recall Reminder data needs to be extracted.

Mail Groups/Protocols

Mail Groups

SDRR BAD ADDRESS

This mail group will receive messages for patients who have been scheduled in Recall Reminder but have a bad address flag set.

Protocols

SDRR EVENT Recall Reminder Action

This protocol will hang off the SDAM menu and is used for the RECALL REMINDER project. It will allow users to enter/edit information that has been stored in the RECALL REMINDERS file.

Non-Applicable Components

Archiving

There is no archiving functionality.

Cross-References

There are no non-standard cross-references exported with SD_5_3_P536.KID.

External Interfaces

External Interfaces is not applicable.

Global Variables

There are no non-standard or global variables.

Glossary

Glossary is not applicable.

Non-Applicable Components