Prosthetics Patch RMPR*3*59

Automated Delayed Order Report (DOR) User Manual

Version 3.0

June 2003

Department of Veterans Affairs
Health System Design and Development (HSD&D)

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Automated Delayed Order Report (DOR) User Manual

Overview

Introduction

The **Delayed Order Report (DOR) User Manual** corresponds to Patch RMPR*3*59. This patch provides Prosthetics GUI (graphical user interface) windows for the **Delayed Order Report (DOR)** feature.

Note: ***Using this feature requires basic MS Windows skills.***

<u>The Prosthetics users will be able to do the following with this patch</u>:

- Search for and display manual suspense entries/electronic consult (CPRS order) data by one or all sites.
- Display data using one or multiple statuses (Open, Pending, Cancelled or Closed).
- Use a starting date for Closed and Cancelled records to display data.
- Sort and rearrange the view; display data in a custom view.
- Print the display.
- Convert the display into a Microsoft Excel file (for more sorting capabilities).

Working Days

A delayed order is counted in Working days not Calendar days**. This does NOT include Saturdays and Sundays or Holidays!!!**

Record Status

The ***Status*** column shows the following status types:

1. Open
2. Pending
3. Closed
4. Cancelled

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Status cycle

The ***Initial Action Date*** displays the date of the first action taken on the suspense entry/electronic consult (CPRS order) record. This changes the status from OPEN to PENDING. An order remains in PENDING status until it is fulfilled and then changes to a CLOSED status.

Note: The status can change from OPEN to CLOSED if the order has been fulfilled upon the initial action.

Keep in mind that when creating the first action note, the status changes from OPEN to PENDING and when creating the second or additional action note(s), the status remains PENDING. Only when a record is completed does the status change to CLOSED.

When a complete note is posted, all action has taken place for a requested Prosthetic item or service. When you post the complete note, the status on the record changes from PENDING (if action has previously taken place on the request) or OPEN to a CLOSED status.

Work Days, not Calendar Days

The **Delayed Order Report** displays the number of "Work" days (**not** Calendar days) from the original date the order was entered as an electronic consult or a suspense entry to the day it is completed. A "Work" day is defined as Monday through Friday.

Note: The calculation subtracts Saturdays and Sundays and Holidays from the number of days the order was entered, even if a CPRS order was written over a weekend. **<u>Holidays are NOT counted</u>.**

Display the DOR Data

Introduction

General steps to view DOR Data

To utilize the **Delayed Order Report (DOR)** data, here is a general set of steps to display DOR data as follows:

1. Select ALL sites by checking the "***Or…All Sites***" checkbox (or you can select a specific site from the drop down list).
2. Enter a Starting Date (defaults to the current date).
3. Select a Status if you want to change the default statuses. The default statuses are set to **Open**, **Pending**, and **Closed**.
4. Enter the SSN range of the patient display (mandatory).
5. Click the **Display** button.

Description

The ***Description*** is a free-text field that is manually entered with approximately 15 characters in length. If you can't view the entire description, you can expand the column by clicking and dragging the borderline to a wider position.

Data displayed

The data that is displayed with this GUI feature includes the following:

Grid Columns:

- Site
- Delayed column (Yes or No)
- Status of the order
- Type of Order – Manual Suspense or Routine (electronic orders via CPRS including Eyeglass, Contact Lens and Home Oxygen orders)
- Station number
- Create Date (Suspense entry date)
- First Action Date – Date that the order was put into PENDING status
- Number of Days that the order has been delayed including columns for: 0-5, 6-9, 10-29, 30-90, and 90+ columns
- Link information – linked message(s) to the order record
- Brief description
- Patient name
- Social Security Number

Fields:

- Selection Result Totals (near bottom of window) include:

  - Total records found
  - Total delayed records by calculation
  - Percent delayed records by calculation

Select a Site(s)

Select Site

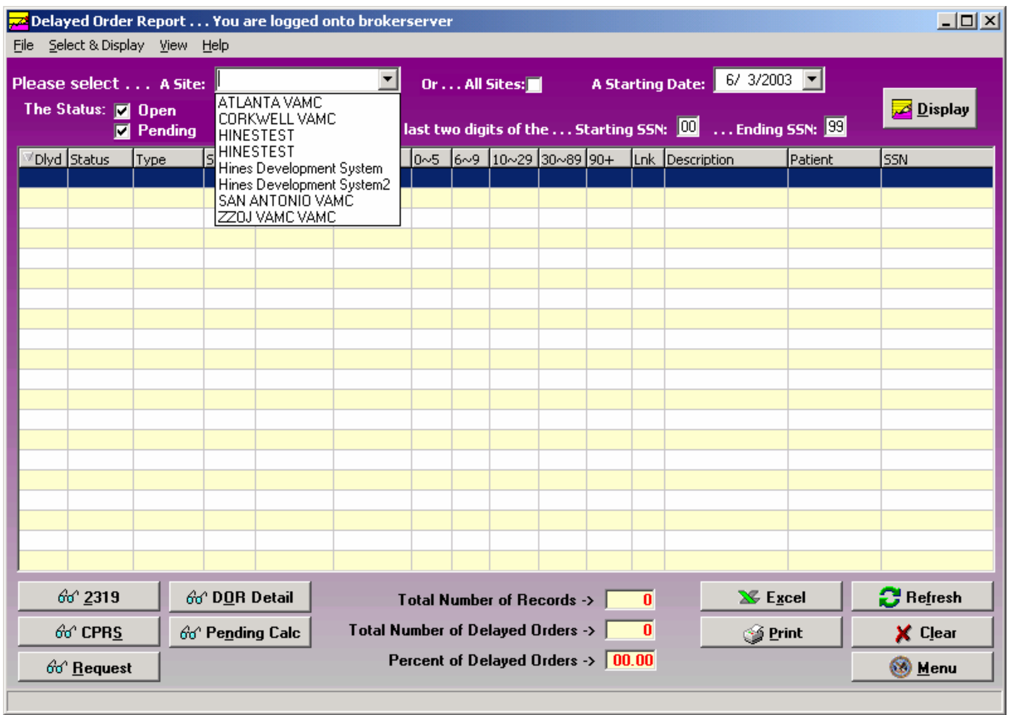
The first thing you must do to view the DOR is to select a site for the records that you want to display. If you are a multi-site facility, you will be able to select the specific site you want to view via the drop down box. <u>**Recommendation:**</u> It is highly recommended that you select the "***Or…All Sites***" checkbox.

Steps

To begin the process to display the DOR data, follow this first step:

Step	Action
1	Click the "***Or…All Sites***" checkbox to view ALL sites and CBOC data.

DOR window



Select "ALL Sites"

If you want to view all available suspense entries/electronic consult orders including Community Based Outpatient Clinics (CBOC) data, click the **All Sites** checkbox instead of selecting your specific site from the **Site** drop-down list box. This ensures that the display will include all sites. For example, the Kenosha, Wisconsin CBOC will not display when the Milwaukee site is selected only. These records display when the **All Sites** checkbox is selected.

Select a Starting Date

Date/Calendar

Note the ***Starting Date*** defaults to the current date. You can change this date. Enter a ***Starting Date*** by clicking on the drop-down list box. A calendar displays with the current date circled in red and shown at the bottom of the calendar. You can accept the current date by clicking on it.

Steps

To continue to display the DOR data, follow this step:

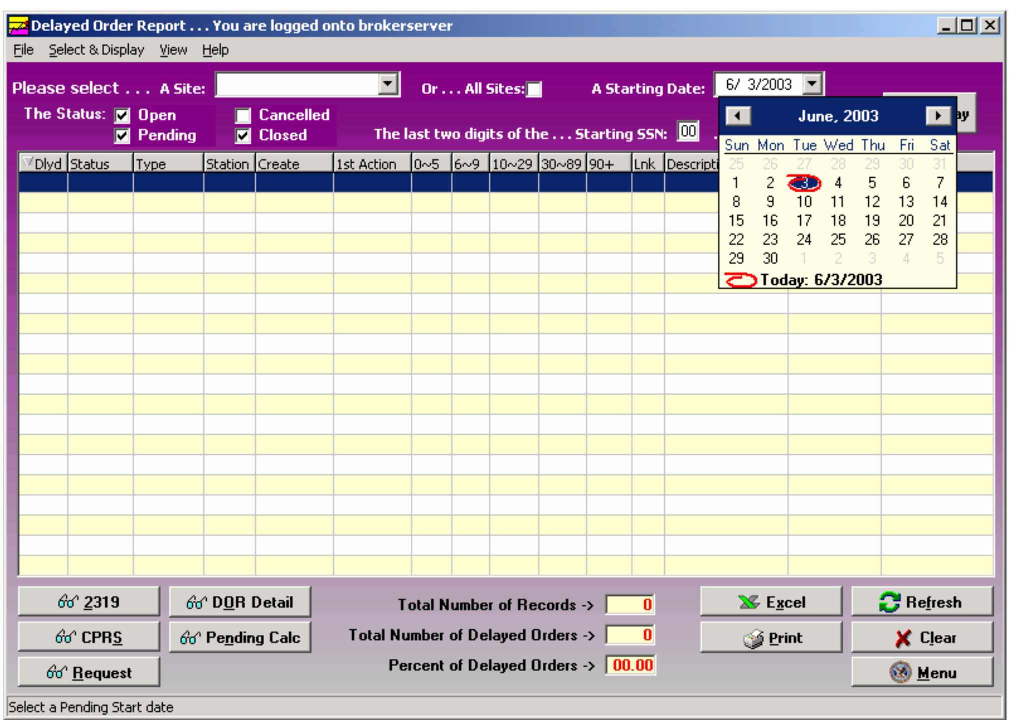
Step	Action
2	Enter a Starting Date (defaults to the current date).

Date

You can change the date by the following methods:

Change the…	Description
Day	Click on the actual day of the week in the calendar.
Month	Click on the month at the top of the calendar to display a list of all months and select one. Or you can decrease or increase one month at a time by clicking the left or right arrows.
Year	Click on the year and an up and down arrow button displays for you to increase or decrease the year.

Starting date calendar



Select a Status

Status

You can view **Open**, **Pending**, **Closed** or **Canceled** records by clicking the checkbox for one or all of these options. The default statuses that are already checked are: **Open**, **Pending** and **Closed**. You can click in these boxes to uncheck any status.

Steps

To continue to display the DOR data, follow this step:

Step	Action
3	Select a Status if you want to change the default statuses.

Status Scenarios

There are a number of combinations that you can choose including the following status scenarios:

Scenario 1: If you select the **Open** and **Pending** statuses, you will view all suspense records/electronic consult records (CPRS orders) available with a status of **Open** and **Pending**.

Scenario 2: The ***Starting Date*** field works with the **Closed** and **Canceled** statuses. If you check either one of these statuses, you can then select the ***Starting Date*** to display these records. (The ***Starting Date*** field that you select plus **Closed** Delayed records for that period does NOT affect the **Open** and **Pending** status record display.)

Scenario 3: If you select all four statuses, you will view ALL **Open** and **Pending** records. You will also view the **Closed** and **Canceled** records beginning with the ***Starting Date*** you select ONLY.

Select the SSN Range

SSN fields

You must have an SSN range to view DOR data. There is a **Starting SSN** and an **Ending SSN** field box. This is a range of patient Social Security Numbers by the last two digits. When you enter a range, it will display electronic consults or manual suspense entries within that range.

If your workload is categorized by the SSN for a specific Purchasing Agent, then you can display entries that are assigned by one Purchasing Agent at a time.

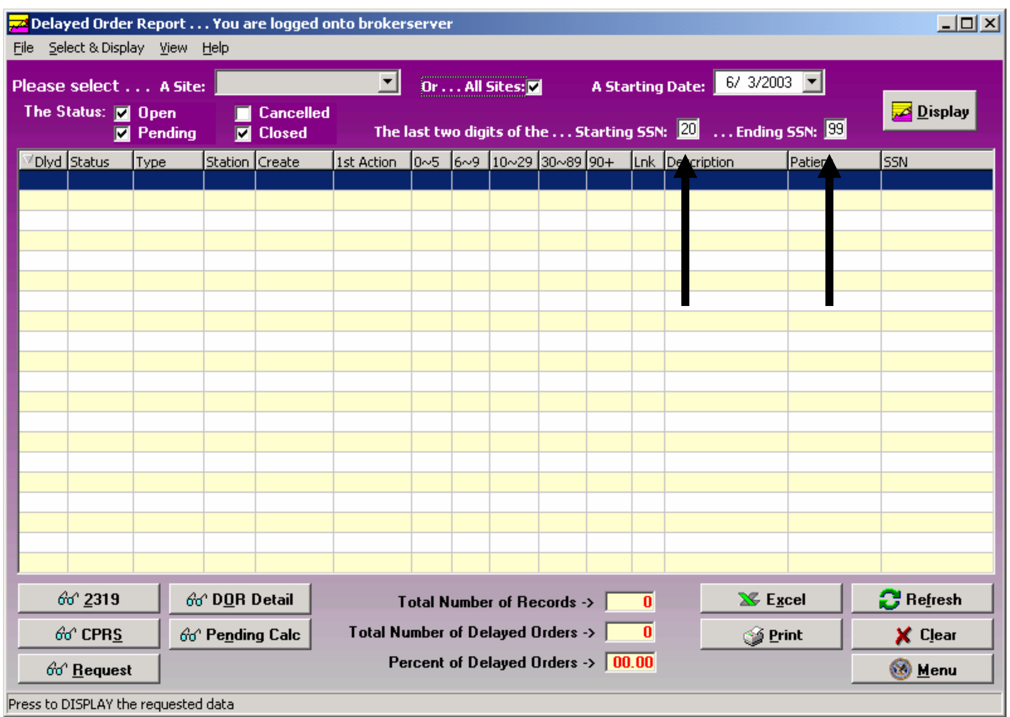
Note: Enter a range of 00 to 99 to view all Purchasing Agents' SSNs for all patients.

Steps

To continue to display the DOR data, follow this step:

Step	Action
4	Enter the SSN range of the patient display (mandatory).

SSN range



Display the Data

Data display

The data displayed are manual suspense and all other consult entries. You'll notice columns with a breakdown of days of 0-5, 6-9, 10-29, 30-89 and 90+ columns.

<u>These columns display the total number of days old by category within the breakdown of the columns. It does NOT display the total number of instances of records (manual suspense entries or electronic consults via CPRS orders)</u>.

Steps

To continue to display the DOR data, follow this step:

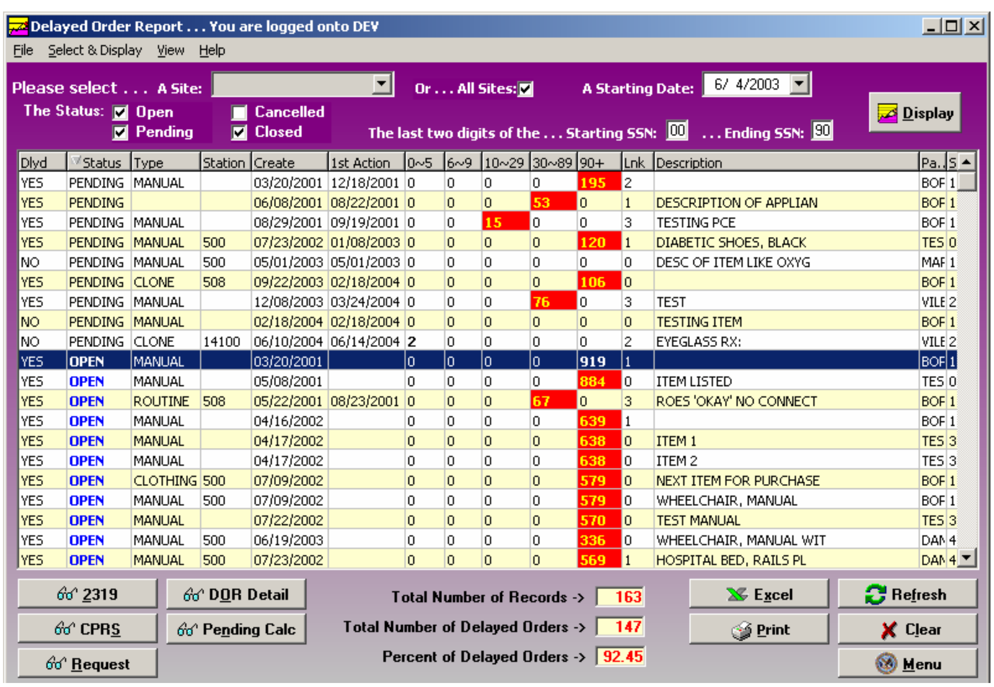
Step	Action
5	Once you have the desired criteria, click the **Display** button. (You can also double click a record to view the **Request** window.) **<u>Shortcut:</u>** Press the **<Alt>** key + **<D>** key.

Sizing and Sorting columns

Columns are sizable on this window, but not movable. To resize a column, you can place the cursor on the column header borderline until you can view the double-headed arrow. Then click and drag the column until it is the size you want.

To sort the columns, click the column header and the data will redisplay in ascending or descending order. **Note:** Due to some records not having a 1st Action date, sorting by this column will not sort in date order.

Delayed Order Report window



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Display the Data, Continued

Menu, Refresh and Clear buttons

The **Menu** button returns you to the **Prosthetics Main Menu** window where you can open additional applications at the same time. The **Refresh** button resets (recalls) the data if you had made some column sizing changes. It is the same as clicking the **Display** button again. You can use the **Clear** button to blank out the window and start over with new display criteria.

Column titles

Below are the header titles of each column and a description of each.

Column	Description
Dlyd	The **Delayed** column will display either a Yes or No as to whether the record is delayed or not. You can sort on this column by all "Yes" records or all "No" records by clicking on the column.
Status	The **Status** of the record is either Open, Pending, Closed or Cancelled. Records with an Open status are shown in blue.
Type	This is the **Type** of record **-** Manual Suspense entry or Routine Consult (electronic orders via CPRS including Eyeglass, Contact Lens and Home Oxygen orders).
Station	This is the **Station Identifying number**.
Create	The **Create date** is the date that the record was created.
1st Action	The **First Action date** is the date that initial action was taken on the request and the status changed from Open to Pending.
0-5	The number of days (0-5) that an order record is **not** delayed.
6-9; 10-29; 30-89; 90+	These columns of number ranges designate the number of Workdays within these ranges that a request has been delayed. **This does NOT include Saturdays and Sundays nor Holidays.** This also designates that the record is in a Pending status. Any record over 5 days is highlighted in red with yellow numbers. **Note:** The numbers listed in each row for a record designate the <u>number of days NOT the number of record instances</u>.
Lnk	The **Link** column designates how many items that were linked to that record. It could be a zero or a number. Note that if the status is **Closed**, and there is a zero in the Link column, then those records were never linked.
Description	This is the **description** of the request.
Patient	The **patient name** is displayed.
SSN	The **Social Security Number** for the patient is displayed.

Yellow and Red fields

Records that have a delayed date beyond 5 days will have the number of days in yellow and the block will be highlighted in red.

Records with 0-5 days will have the number shown in bold print.

View DOR Calculation Detail

DOR Detail button

You can view the DOR calculation detail for the range of consults and manual suspense entries that you displayed. When you select the **DOR Detail** button, it doesn't matter what status is checked because the calculation looks at all the **Open**, **Pending** and **Closed** records from the starting date you selected.

Number of MANUALS

You can view the total number of *Manual* suspense entries that are in **Open**, **Pending** or **Closed** status. Those in the 6-9 or higher columns show the ones that are Delayed.

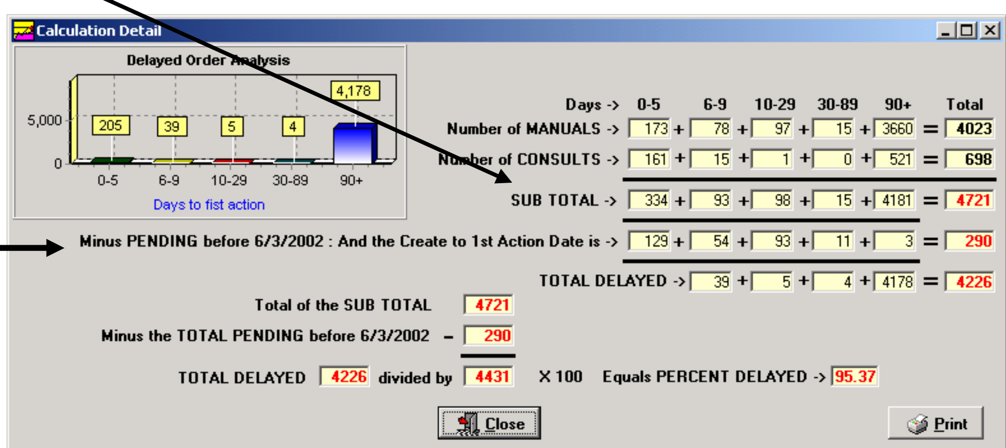
Number of CONSULTS

You can view the total number of electronic Consults (that were not entered manually) that are in **Open, Pending** or **Closed** status and have not had any action taken on them. Those in the 6-9 or higher columns show the ones that are Delayed.

SUB TOTAL

The **SUB TOTAL** row totals the number of *Manual* suspense entries + the total number of all other consults.

DOR Calculation Detail window



Minus PENDING

This row displays the number of consults that have had an initial action taken on it (starting with the date you selected in the calendar for the starting date which is shown here by 1/1/2003) and put into a **Pending** status.

This number is subtracted from the subtotal for the **Total Delayed** row below that.

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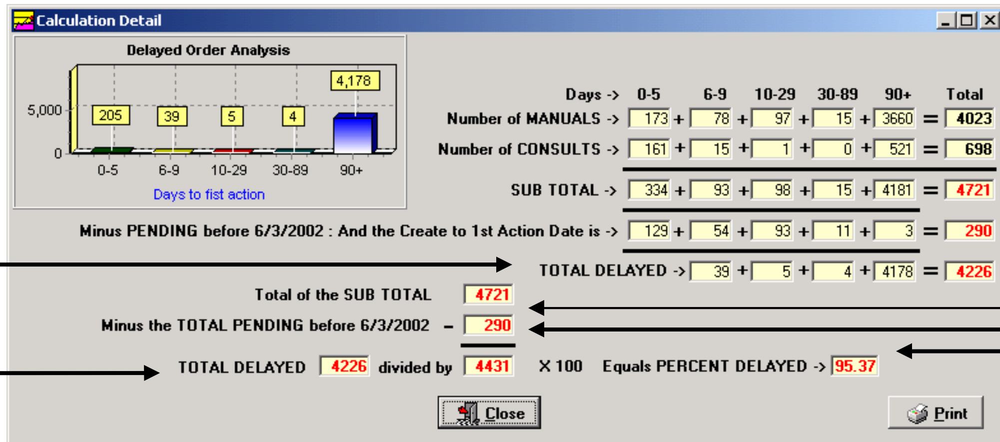
TOTAL DELAYED

The **TOTAL DELAYED** is calculation that adds the total number of *Manual* Suspense records + the total number of all other consults and subtracts the number of consults in a **Pending** status (Pending from before the Start Date selected).

DOR Calculation Detail window



Total of Sub Total

The **Total of the Sub Total** field includes: 1) the total from the **Sub Total** above (third row), 2) all totals of *Manual* Suspense entries and 3) all other electronic consults.

Minus Total Pending

The next row shows the calculation for the Total consults minus the **Pending** consults from the starting date that you selected.

TOTAL DELAYED

The **TOTAL DELAYED** field is shown.

This displays the Total Delayed from the grid above (any greater than 5 days delayed) divided by (the result of the total Sub Total minus Total Pending as of 1/1/03) and multiplied by 100. This is the percentage delayed.

Percent Delayed

The final calculations above, this equals the **Percent Delayed** (shown as 95.37%).

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View DOR Calculation Detail, Continued

Scenarios below The scenarios below describe different timelines when orders are received at different times of the month and if they are delayed. Then it will explain which month's Calculation Report where the data will appear.

Scenario 1 An order is received on Tuesday, June 3rd and is changed to **Pending** or **Closed** status on Friday, 6/6. This is not a delayed order and would appear in the June Calculation Report as an order received.

Scenario 2 An order is received on Tuesday, 6/3 and is changed to **Pending** or **Closed** on Wednesday, 6/20. This is a delayed order and would be included in the June Calculation Report as a delayed order.

Scenario 3 An order is received on Thursday, 6/26 and is changed to **Pending** or **Closed** on Tuesday, 7/15. This was not a delayed order in June; however the order is included in the June Calculation Report, because it was received in June. Since it took greater than 5 days to change it to **Pending** or **Closed**, it would also be included in the July report as a delayed order and would be included in the calculations.

Scenario 4 An order is received on Thursday, 6/26 and changed to **Pending** or **Closed** on Monday, August 4th. This is not a delayed order in June; however, the order is included in the June Calculation Report, because it was received in June. Since it took greater than 5 days to change it to **Pending** or **Closed**, it would be included in both the July and August report as a delayed order and would also be included in the calculations.

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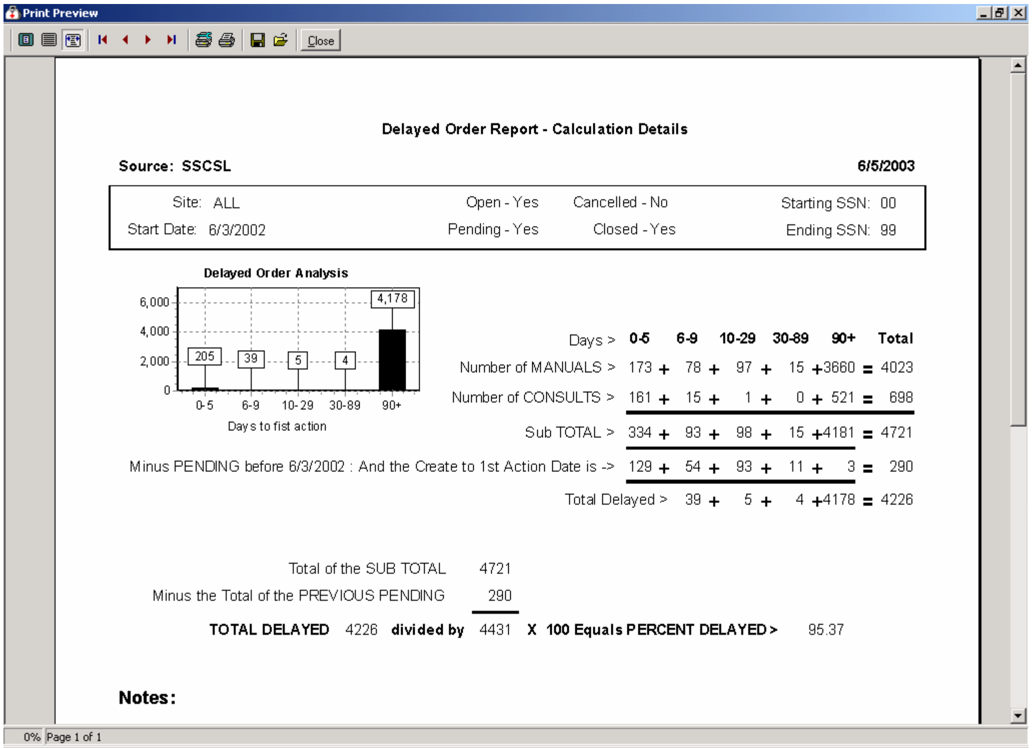
View DOR Calculation Detail, Continued

Print button

You can print the **DOR Calculation Detail** data by clicking the **Print** button. A **Print Preview** pane will display that allows you to zoom in, scroll forward/ backward, print, save the data, or open/load a new report.

Click the **Close** button to return to the **DOR Calculation Detail** window.

Print Preview



View Pending Calculations

Pending Calc Button

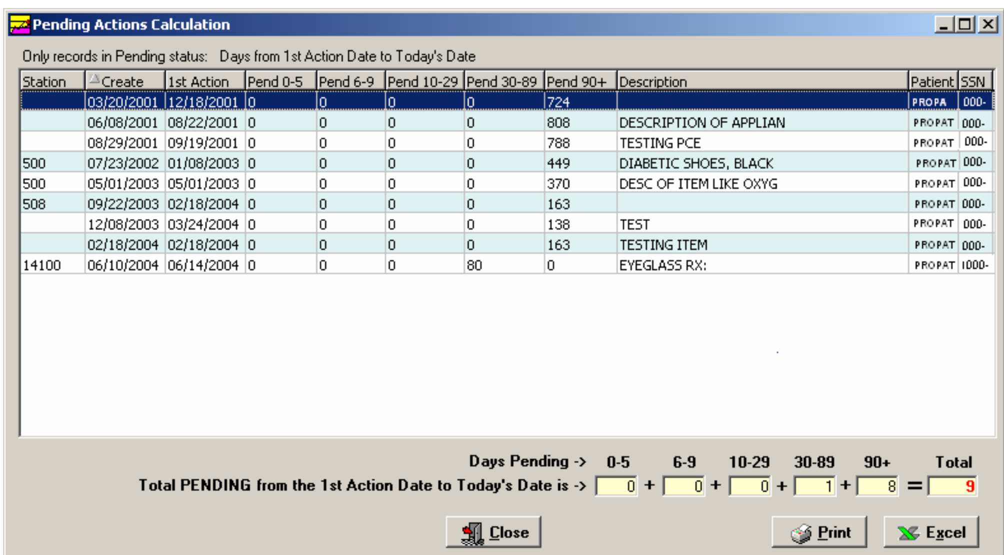
Click on the **Pending Calc** button on the **DOR** window and the window displays based on the selection criteria of this window.

Pending status consults

The **Pending Calculations** window displays the total number of Workdays with the total number of **Pending** records since an initial action was taken on it. These records are categorized into columns by the number of Workdays it has remained in a **Pending** status.

The calculation used to display these **Pending** status records is from the First Action date (not from Creation Date) to the current date. This is a tool to help managers monitor their consults and manual suspense entries that have been **Pending** for an extended period of time.

Pending Calculations



Station	Create	1st Action	Pend 0-5	Pend 6-9	Pend 10-29	Pend 30-89	Pend 90+	Description	Patient	SSN
	03/20/2001	12/18/2001	0	0	0	0	724		PROPA	000-
	06/08/2001	08/22/2001	0	0	0	0	808	DESCRIPTION OF APPLIAN	PROPAT	000-
	08/29/2001	09/19/2001	0	0	0	0	788	TESTING PCE	PROPAT	000-
500	07/23/2002	01/08/2003	0	0	0	0	449	DIABETIC SHOES, BLACK	PROPAT	000-
500	05/01/2003	05/01/2003	0	0	0	0	370	DESC OF ITEM LIKE OXYG	PROPAT	000-
508	09/22/2003	02/18/2004	0	0	0	0	163		PROPAT	000-
	12/08/2003	03/24/2004	0	0	0	0	138	TEST	PROPAT	000-
	02/18/2004	02/18/2004	0	0	0	0	163	TESTING ITEM	PROPAT	000-
14100	06/10/2004	06/14/2004	0	0	0	80	0	EYEGLASS RX:	PROPAT	1000-

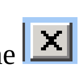
Print button

The **Print** button allows you to print the Pending Action Calculations and will display the **Print** dialog box.

Excel button

You can send this data to MS Excel by clicking the **Excel** button. It will launch the application and display the data at the same time.

Close button

To exit, click the **Close** button or the  button in the top right-hand corner.

View 2319 Information

View 2319 – Patient Demographics

Introduction

The **View 2319** button displays the 10-2319 Prosthetic patient records. The title bar displays the patient name and SSN. Here are the windows of information that you can view from the patient's 2319:

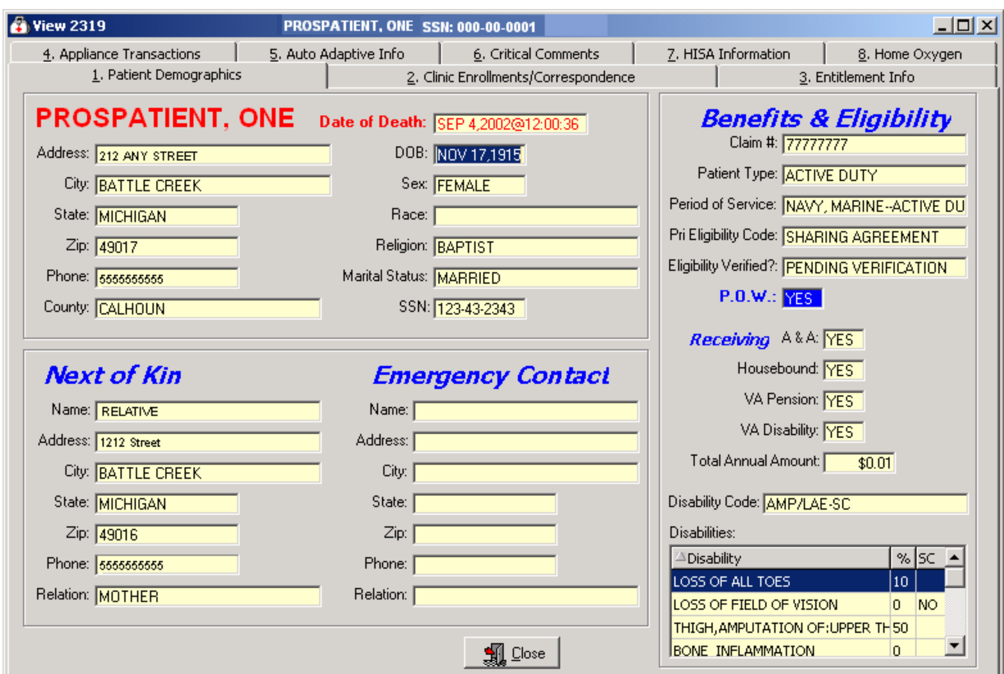
1. Patient Demographics
2. Clinic Enrollments/Correspondence
3. Entitlement Info
4. Appliance Transactions
5. Auto Adaptive Info
6. Critical Comments
7. HISA Information
8. Home Oxygen Items

Note: Use the **<Alt>** key and the number to toggle to different tabs.

Demographics data

You can view the patient demographics for the veteran. This includes: Name (in red if deceased with Date of Death listed above the Date of Birth and the age field will not display), address, next of kin, emergency contact information, veteran benefits and eligibility (former Prisoner of War (highlighted in blue if "Yes"), Aid & Attendance, service connected, non-service connected, etc.).

1. Patient Demographics window



View 2319 - Clinic Enrollments/Correspondence

Window description

This second tab details clinic enrollments and correspondence for the veteran. This includes the following: the last movement actions (i.e., hospital admissions and discharges), clinic enrollments, pending appointments and correspondence letters.

Note: Due to some records not having a 1st Action date, sorting by this column will not sort in date order.

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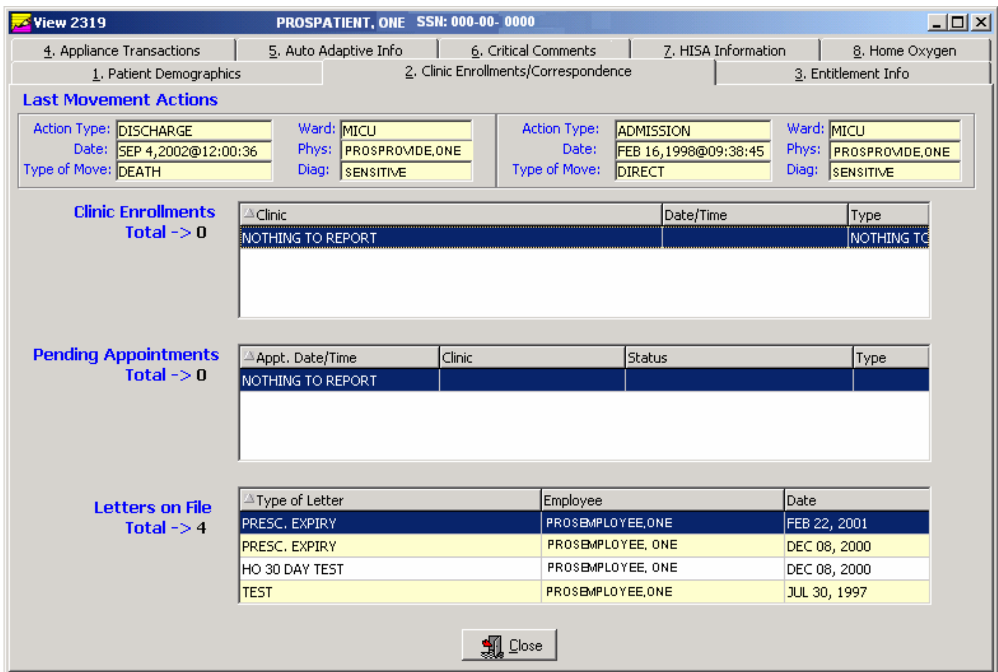
2. Clinic Enrollments/ Correspondence



Exit

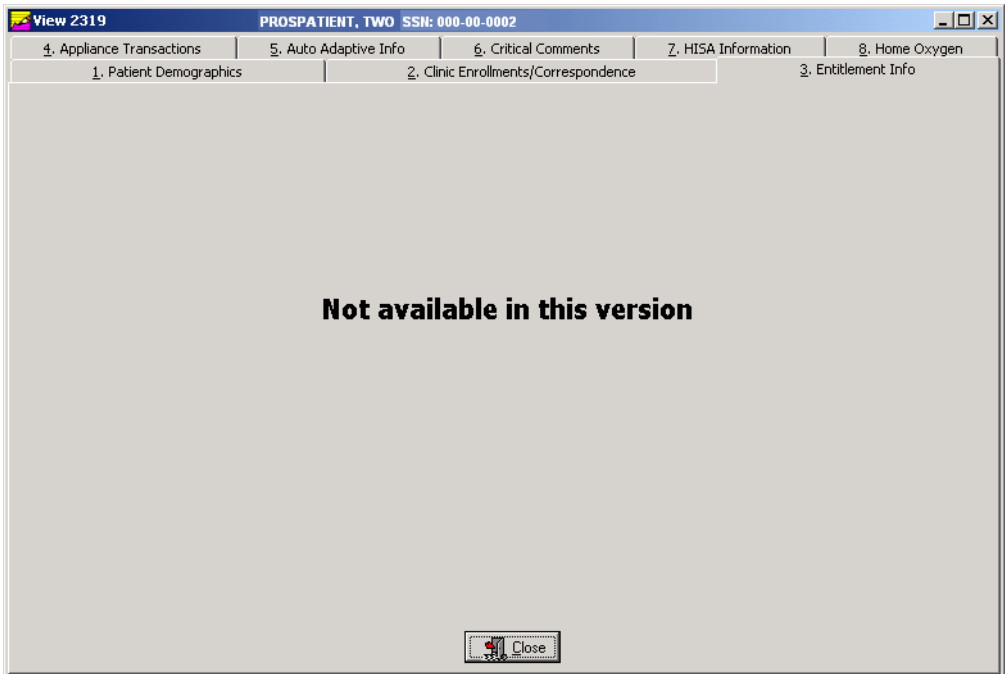
To exit, click the **Close** button or the  button in the top right-hand corner.

View 2319 - Entitlement Information

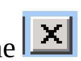
Window description

The third tab details entitlement and loan information for the veteran. This includes the following: PSC Issue Card, clothing allowance, items on loan, and items returned.

3. Entitlement Info



Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

View 2319 – Appliance Transactions

Appliance Transactions

The **Appliance Transactions** tab of the **View 2319** window displays all transaction history for a veteran. The ***Date*** column is the date of the PO. Columns are re-sizable on this window (not movable). The total records found displays at the bottom.

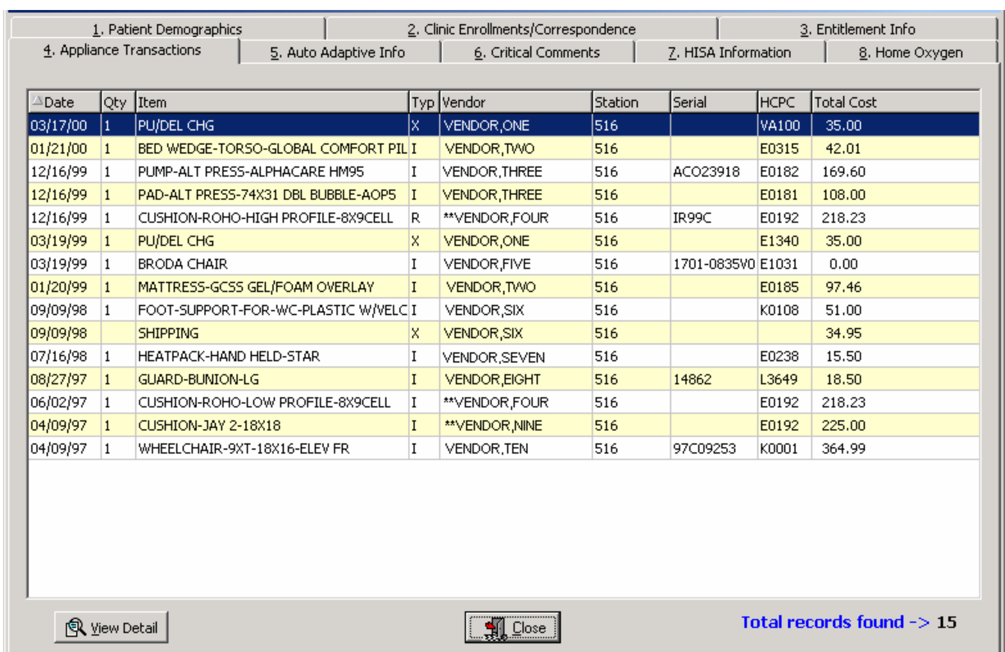
Note: Due to some records not having a 1st Action date, sorting by this column will not sort in date order.

Steps

To view the Appliance Transactions detail, follow these steps:

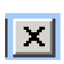
Step	Action
1	Select a transaction by clicking on it to highlight it.
2	Click the **View Detail** button below to display the appliance details. (You can also double click a record to view the details.)

4. Appliance Transactions



Date	Qty	Item	Typ	Vendor	Station	Serial	HCPC	Total Cost
03/17/00	1	PU/DEL CHG	X	VENDOR,ONE	516		VA100	35.00
01/21/00	1	BED WEDGE-TORSO-GLOBAL COMFORT PIL	I	VENDOR,TWO	516		E0315	42.01
12/16/99	1	PUMP-ALT PRESS-ALPHACARE HM95	I	VENDOR,THREE	516	ACO23918	E0182	169.60
12/16/99	1	PAD-ALT PRESS-74X31 DBL BUBBLE-AOP5	I	VENDOR,THREE	516		E0181	108.00
12/16/99	1	CUSHION-ROHO-HIGH PROFILE-8X9CELL	R	**VENDOR,FOUR	516	IR99C	E0192	218.23
03/19/99	1	PU/DEL CHG	X	VENDOR,ONE	516		E1340	35.00
03/19/99	1	BRODA CHAIR	I	VENDOR,FIVE	516	1701-0835V0	E1031	0.00
01/20/99	1	MATTRESS-GCSS GEL/FOAM OVERLAY	I	VENDOR,TWO	516		E0185	97.46
09/09/98	1	FOOT-SUPPORT-FOR-WC-PLASTIC W/VELC	I	VENDOR,SIX	516		K0108	51.00
09/09/98		SHIPPING	X	VENDOR,SIX	516			34.95
07/16/98	1	HEATPACK-HAND HELD-STAR	I	VENDOR,SEVEN	516		E0238	15.50
08/27/97	1	GUARD-BUNION-LG	I	VENDOR,EIGHT	516	14862	L3649	18.50
06/02/97	1	CUSHION-ROHO-LOW PROFILE-8X9CELL	I	**VENDOR,FOUR	516		E0192	218.23
04/09/97	1	CUSHION-JAY 2-18X18	I	**VENDOR,NINE	516		E0192	225.00
04/09/97	1	WHEELCHAIR-9XT-18X16-ELEV FR	I	VENDOR,TEN	516	97C09253	K0001	364.99

Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

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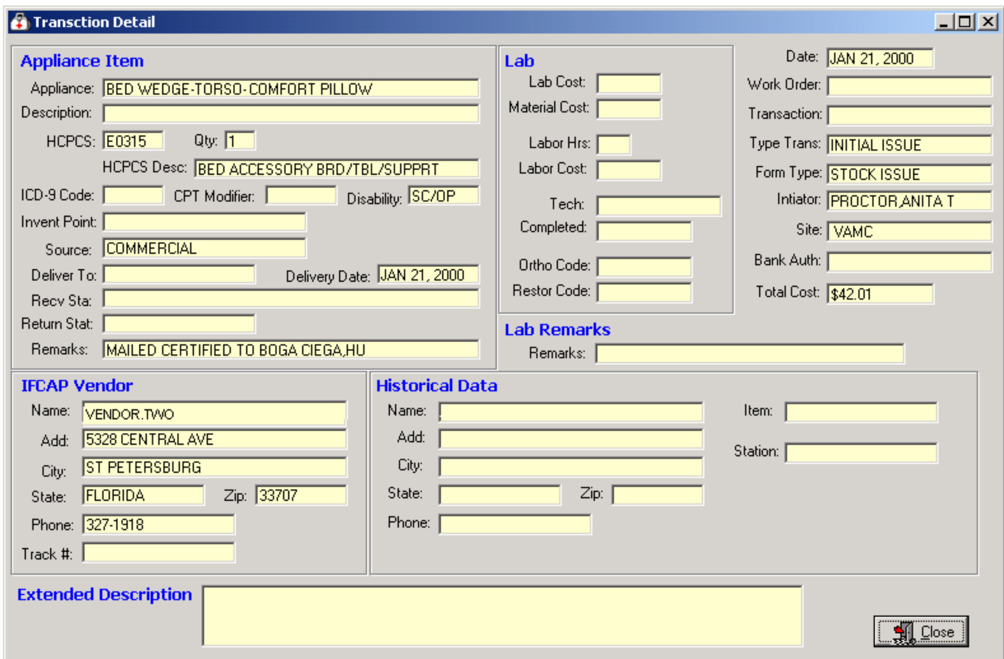
View 2319 – Appliance Transactions, Continued

Steps

To continue to view the Appliance Transactions detail, follow these steps:

Step	Action
3	The **Transaction Detail** window is shown below.
4	Click the Close button to return to the **Appliance Transaction** window.

Appliance Transaction Detail



Exit

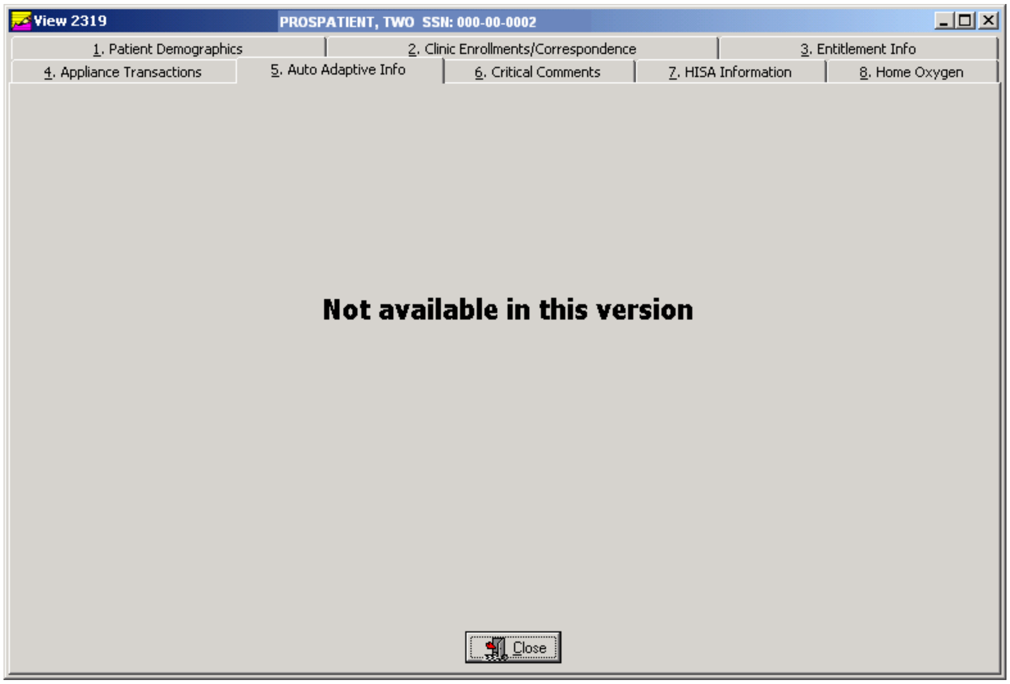
To exit, click the **Close** button or the  button in the top right-hand corner.

View 2319 – Auto Adaptive Info

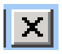
Window description

The fifth tab details the Auto Adaptive information.

5. Auto Adaptive Info



Exit

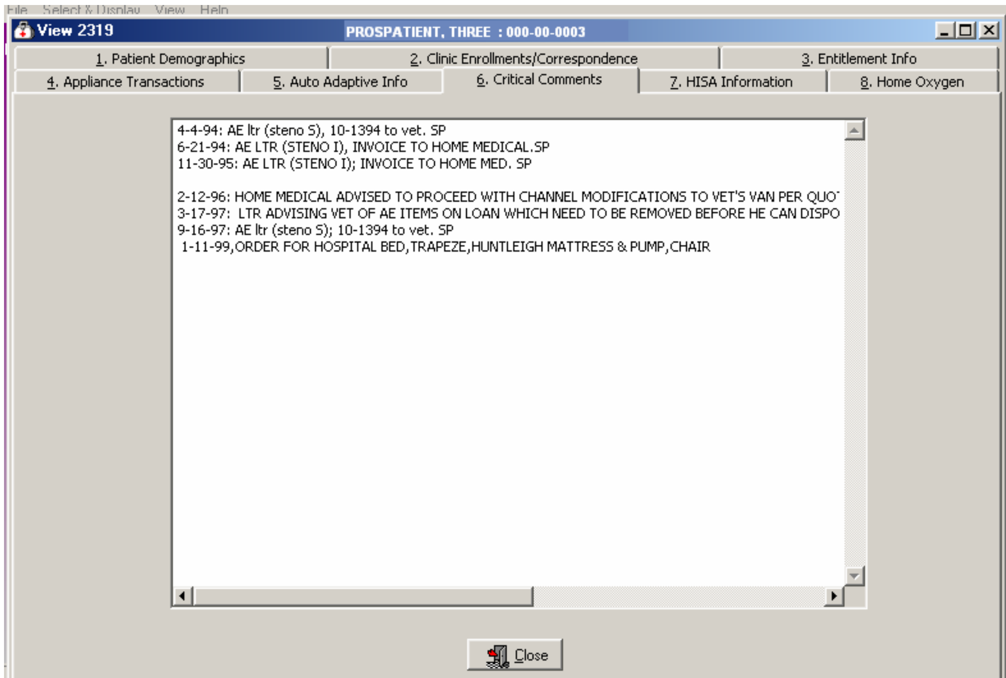
To exit, click the **Close** button or the  button in the top right-hand corner.

View 2319 - Critical Comments

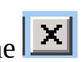
Window description

The sixth tab details any critical comments recorded for the veteran.

6. Critical Comments



Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

View 2319 – View HISA Information

Window description

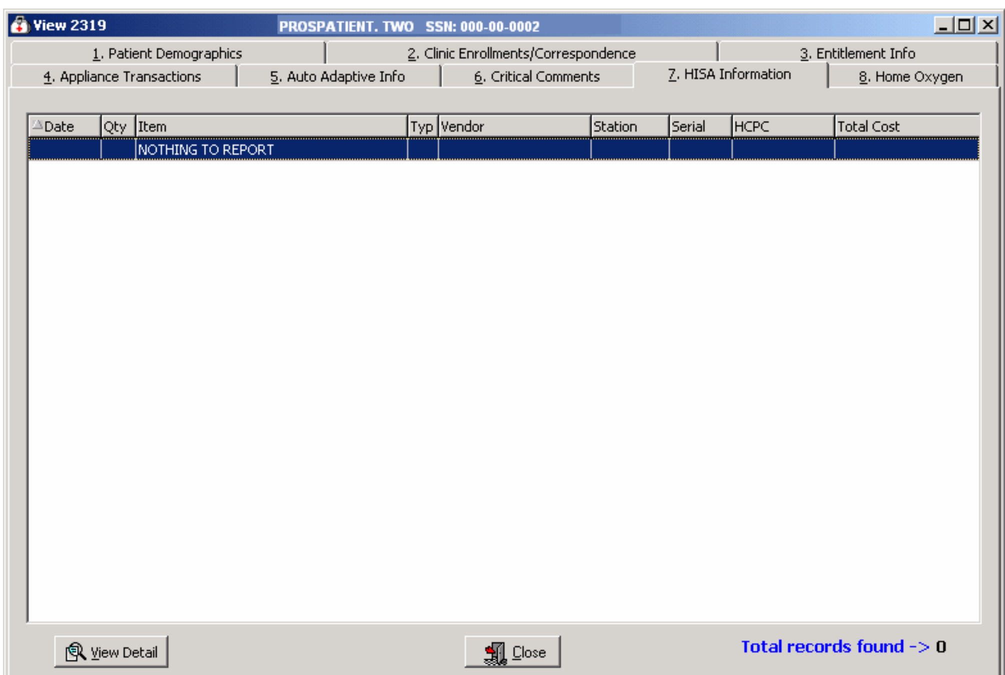
The seventh tab details the HISA (Home Improvement Structural Alteration) information including the date, quantity, item, type, vendor, station number, serial, HCPCS Code and cost of the item ordered.

Note: "*HISA Information*" is the new name for this window; it used to be "*Add/Edit Disability Codes*."

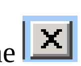
Note: Due to some records not having a 1st Action date, sorting by this column will not sort in date order.

Step	Action
1	Select a transaction by clicking on it to highlight it.
2	Click the **View Detail** button below to display the HISA information details. (You can also double click a record to view the details.)

7. HISA Information



Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

View 2319 – Home Oxygen

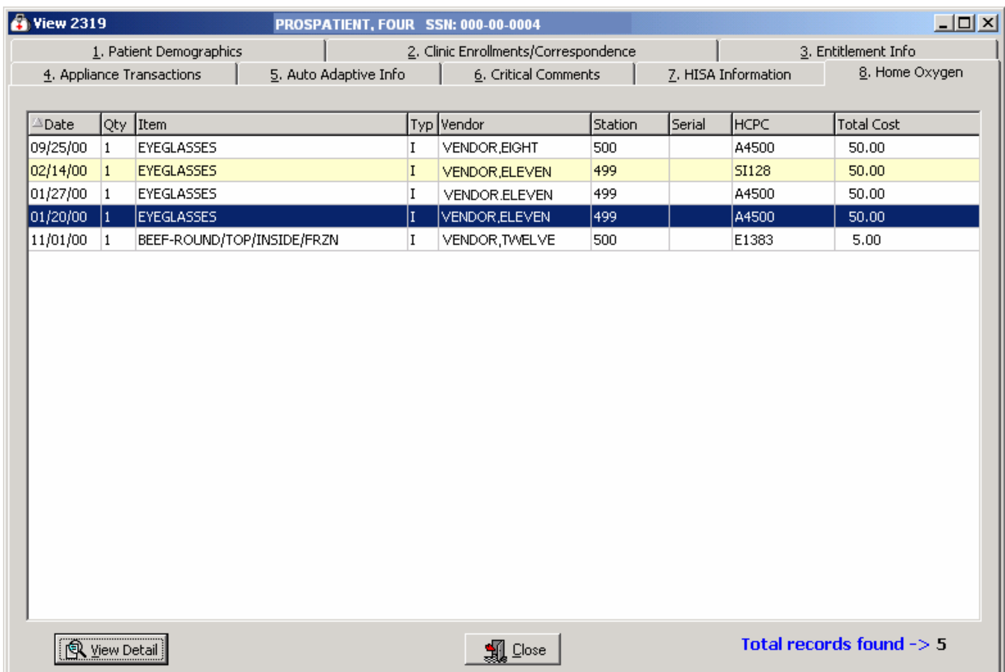
Window description

The eighth tab details the **Home Oxygen** information including the date, quantity, item, type, vendor, station, serial, HCPCS Code, and total cost of the item(s).

Note: Due to some records not having a 1st Action date, sorting by this column will not sort in date order.

Step	Action
1	Select a transaction by clicking on it to highlight it.
2	Click the **View Detail** button below to display the Home Oxygen information details. (You can also double click a record to view the details.)

8. Home Oxygen



Exit

To exit, click the **Close** button or the  button in the top right-hand corner.

View Detail

When you select a record and click the **View Detail** button, the following window displays as shown on the next page

Continued on next page

View 2319 – Home Oxygen, Continued

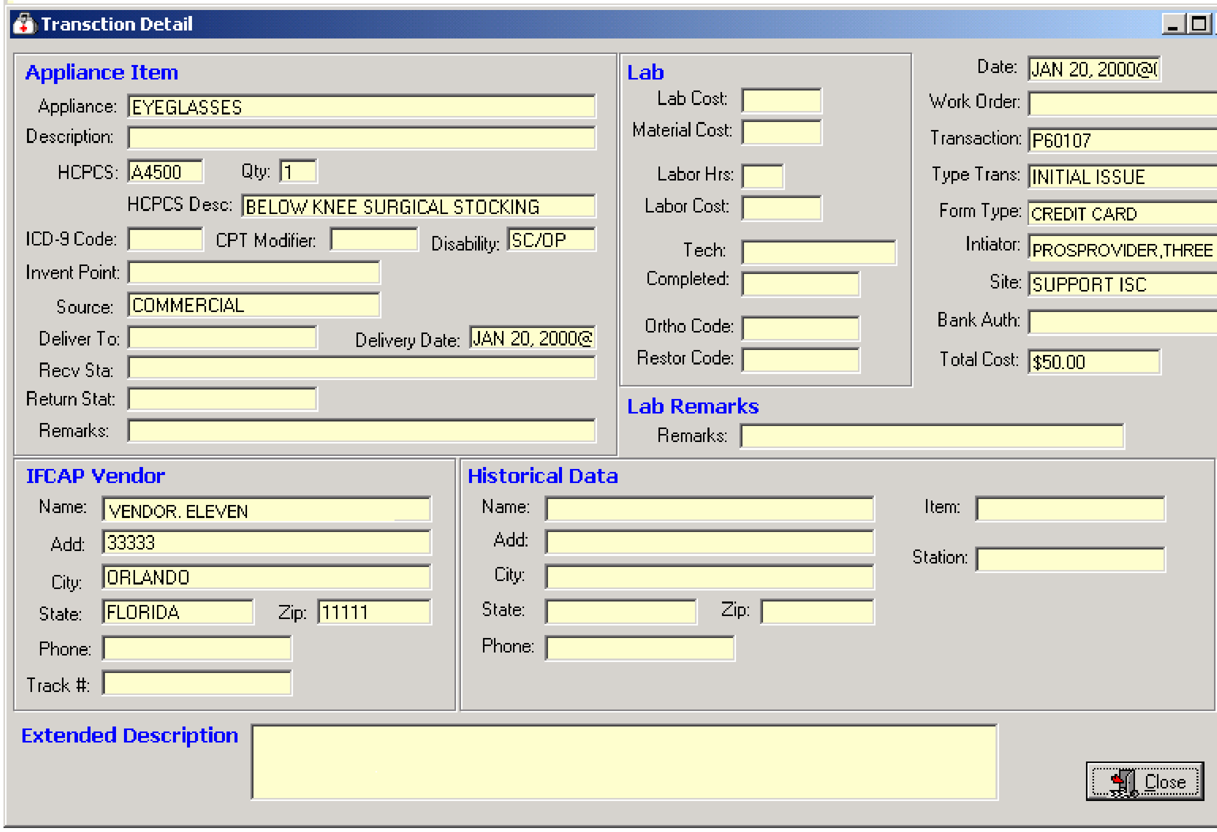
View Detail button

After clicking the **View Detail** button on the **Home Oxygen** window, the following window displays for the patient.

Transaction Detail window

Close button

To exit, click the **Close** button or the button in the top right-hand corner.



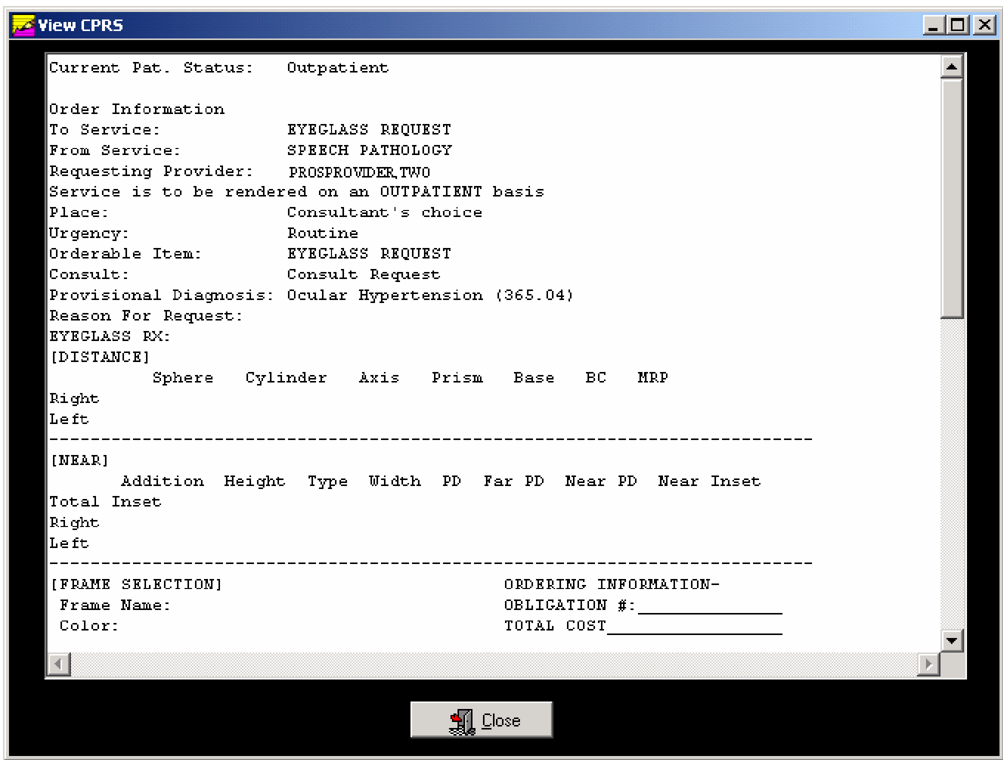
View and Manage the DOR

View CPRS

Function description

The **View CPRS** button from the **DOR** window allows you to view all the consult data on the **View CPRS** window as shown below. This is the same data as in the electronic Consult - **Suspense (SU) Menu** feature where you can enter CD for the CPRS Display.

View CPRS window



Close button

To exit, click the **Close** button or the  button in the top right-hand corner.

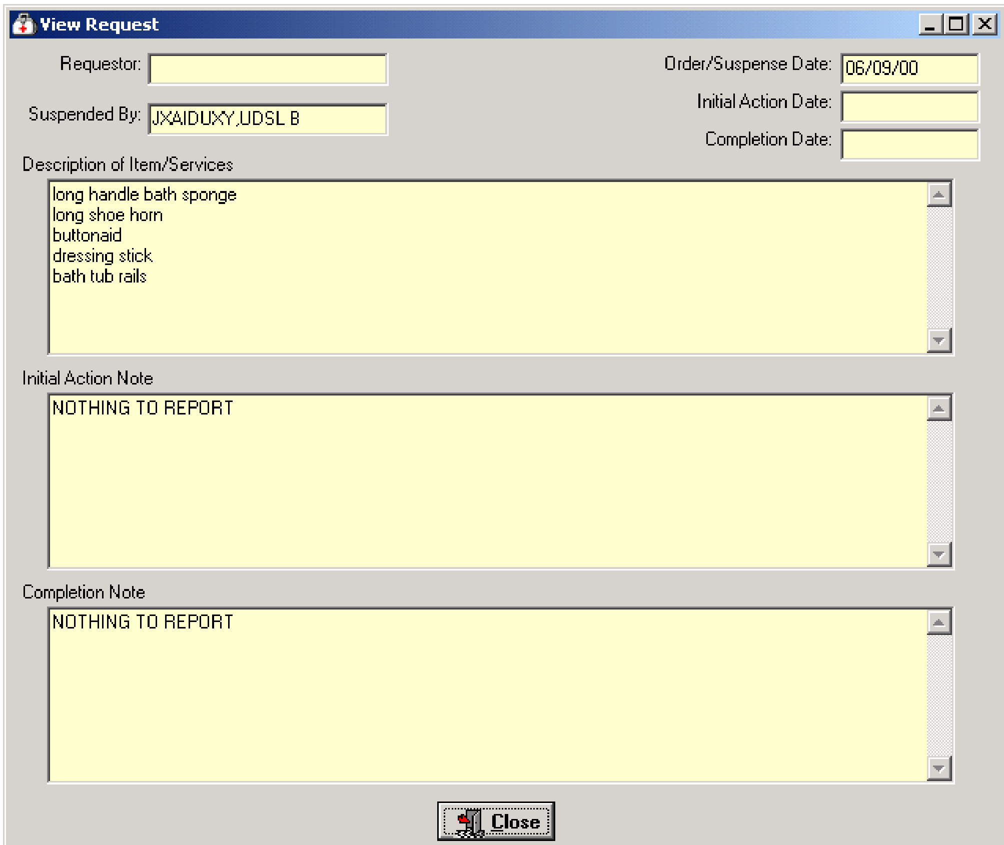
View Request

Function description

When you click the **View Request** button on the **DOR** window, the **View Request** window displays as shown below. This provides the display of the manual suspense entry for the patient.

Note: You can also double click on a record in the **DOR** window grid to display this **View Request** window.

View Request window



Close button

To exit, click the **Close** button or the  button in the top right-hand corner.

Save as an Excel File

Excel Button

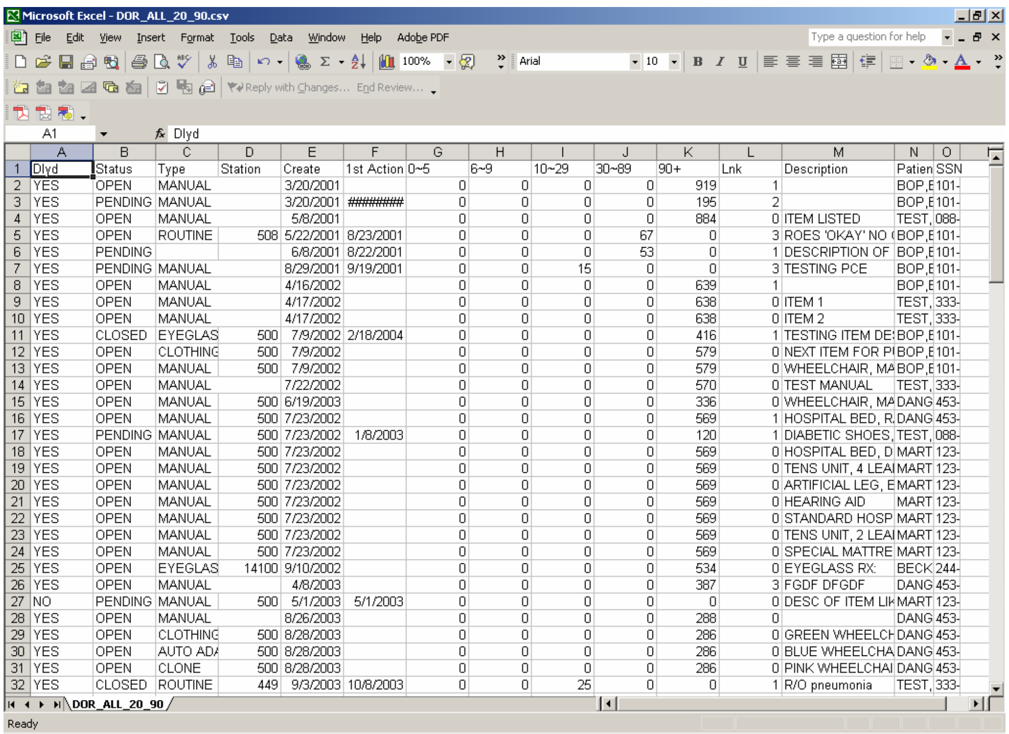
The **<u>E</u>xcel** button on the **DOR** window will automatically launch the Microsoft Excel software program for you. It converts the data that you have selected to display into the Excel file as shown below.

<u>Shortcut</u>: Press the **<Alt>** key + **<X>** key.

This feature creates a temporary Excel **.CSV** file in the C:\NPPDDownLoad folder where the file is temporarily held. The file name is based on the site + the beginning and ending range of the patient's SSN. You can save this as an Excel file using the **Save As** option from the **File** Menu. <u>When you exit the **Prosthetics Main Menu** window (VISTA suite), the **.CSV** file will be deleted</u>.

<u>Example</u>: The **DOR_9_50_60.csv** filename includes the Site ID # or "ALL" and SSN range.

MS Excel data



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Dlyd	Status	Type	Station	Create	1st Action	0~5	6~9	10~29	30~89	90+	Lnk	Description	Patien	SSN
2	YES	OPEN	MANUAL		3/20/2001		0	0	0	0	919	1		BOP,E	101-
3	YES	PENDING	MANUAL		3/20/2001	########	0	0	0	0	195	2		BOP,E	101-
4	YES	OPEN	MANUAL		5/8/2001		0	0	0	0	884	0	ITEM LISTED	TEST,	088-
5	YES	OPEN	ROUTINE	508	5/22/2001	8/23/2001	0	0	0	67	0	3	ROES 'OKAY' NO (	BOP,E	101-
6	YES	PENDING			6/8/2001	8/22/2001	0	0	0	53	0	1	DESCRIPTION OF	BOP,E	101-
7	YES	PENDING	MANUAL		8/29/2001	9/19/2001	0	0	15	0	0	3	TESTING PCE	BOP,E	101-
8	YES	OPEN	MANUAL		4/16/2002		0	0	0	0	639	1		BOP,E	101-
9	YES	OPEN	MANUAL		4/17/2002		0	0	0	0	638	0	ITEM 1	TEST,	333-
10	YES	OPEN	MANUAL		4/17/2002		0	0	0	0	638	0	ITEM 2	TEST,	333-
11	YES	CLOSED	EYEGLAS	500	7/9/2002	2/18/2004	0	0	0	0	416	1	TESTING ITEM DE:	BOP,E	101-
12	YES	OPEN	CLOTHING	500	7/9/2002		0	0	0	0	579	0	NEXT ITEM FOR PI	BOP,E	101-
13	YES	OPEN	MANUAL	500	7/9/2002		0	0	0	0	579	0	WHEELCHAIR, MA	BOP,E	101-
14	YES	OPEN	MANUAL		7/22/2002		0	0	0	0	570	0	TEST MANUAL	TEST,	333-
15	YES	OPEN	MANUAL	500	6/19/2003		0	0	0	0	336	0	WHEELCHAIR, MA	DANG	453-
16	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	1	HOSPITAL BED, R.	DANG	453-
17	YES	PENDING	MANUAL	500	7/23/2002	1/8/2003	0	0	0	0	120	1	DIABETIC SHOES,	TEST,	088-
18	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	HOSPITAL BED, D	MART	123-
19	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	TENS UNIT, 4 LEAI	MART	123-
20	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	ARTIFICIAL LEG, E	MART	123-
21	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	HEARING AID	MART	123-
22	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	STANDARD HOSP	MART	123-
23	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	TENS UNIT, 2 LEAI	MART	123-
24	YES	OPEN	MANUAL	500	7/23/2002		0	0	0	0	569	0	SPECIAL MATTRE	MART	123-
25	YES	OPEN	EYEGLAS	14100	9/10/2002		0	0	0	0	534	0	EYEGLASS RX:	BECK	244-
26	YES	OPEN	MANUAL		4/8/2003		0	0	0	0	387	3	FGDF DFGDF	DANG	453-
27	NO	PENDING	MANUAL	500	5/1/2003	5/1/2003	0	0	0	0	0	0	DESC OF ITEM LIK	MART	123-
28	YES	OPEN	MANUAL		8/26/2003		0	0	0	0	288	0		DANG	453-
29	YES	OPEN	CLOTHING	500	8/28/2003		0	0	0	0	286	0	GREEN WHEELCH	DANG	453-
30	YES	OPEN	AUTO AD/	500	8/28/2003		0	0	0	0	286	0	BLUE WHEELCHA	DANG	453-
31	YES	OPEN	CLONE	500	8/28/2003		0	0	0	0	286	0	PINK WHEELCHAI	DANG	453-
32	YES	CLOSED	ROUTINE	449	9/3/2003	10/8/2003	0	0	25	0	0	1	R/O pneumonia	TEST,	333-

MS Excel

You can now use any of the features of Microsoft Excel to manipulate your data. Notice that you may need to scroll to the right to view all of the columns.

Print the data

You can also print the data from Microsoft Excel. Click the **File** Menu and the **Print** option. See next page for more printing information.

Print the DOR

Print the DOR data

You can print the **DOR** data using the **Print** button to send this data to your local printer. You can also click the **File** Menu and the **Print-Request Grid** option, and the **Print** dialog box displays. The layout of the print will be the same as the display.

Shortcut: Press the **<Alt>** key + **<P>** key.

Note: You can select a different printer that you have setup to print the detail.

Landscape default

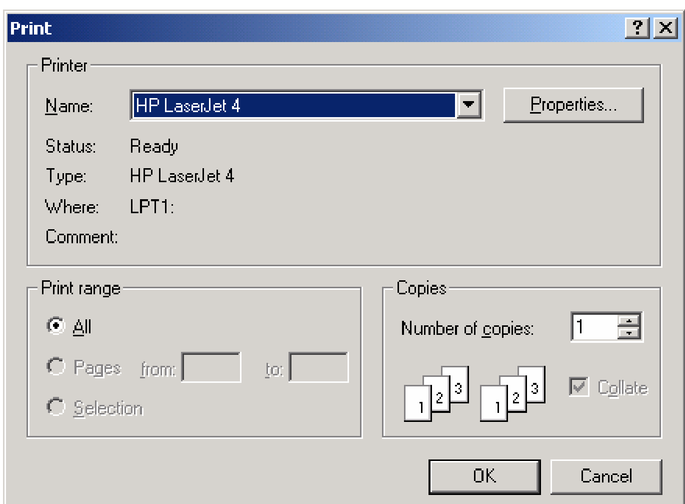
When printing grids, the default is set to print in the **Landscape** format and then returns the printer to the prior state.

Steps

To print the DOR, follow these steps:

Step	Action
1	Click the **Print** button on the **DOR** window.
2	The **Print** dialog box displays.
3	Click the **Properties** button (to the right of the **Name** field) on the **Print** dialog box if you want to change the page orientation of the printout. (Optional)
4	Click the **OK** button.

Print dialog box



Appendix A

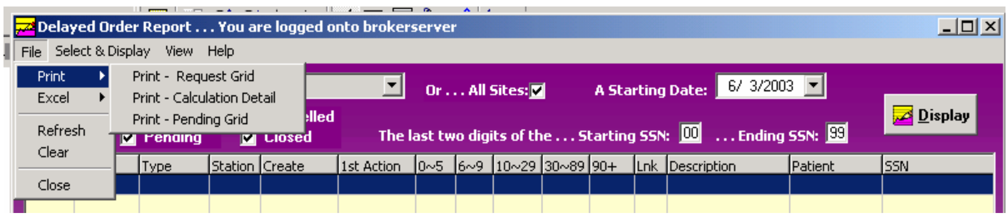
Using the Menus

Menus

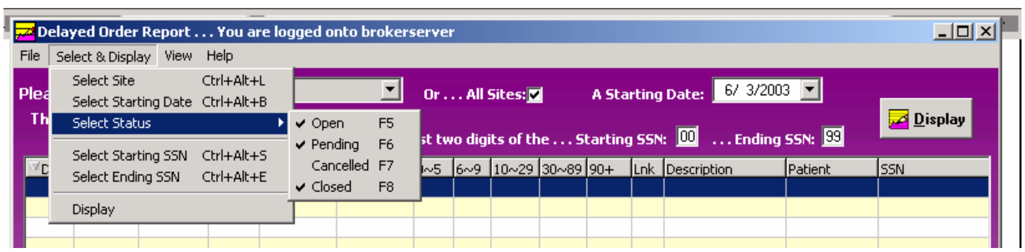
Below are the different menus and menu options that are available to be used instead of the corresponding buttons. You can use these menu options alternatively.

The **Help** Menu is the only menu that does not have a corresponding button. This menu leads you to online help through the **Contents** option. The **Section 508** option is described more in Appendix B.

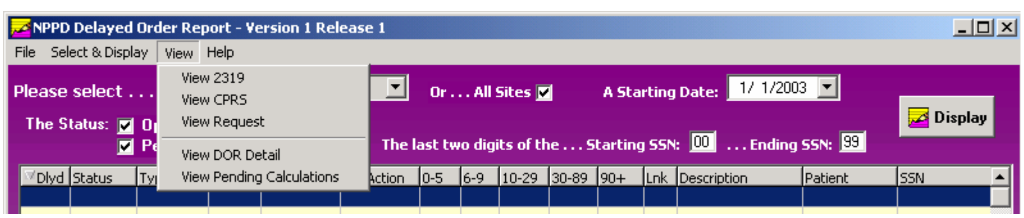
File Menu



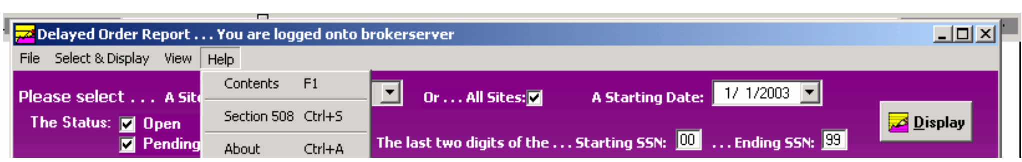
Select and Display Menu



View Menu



Help Menu



Appendix B

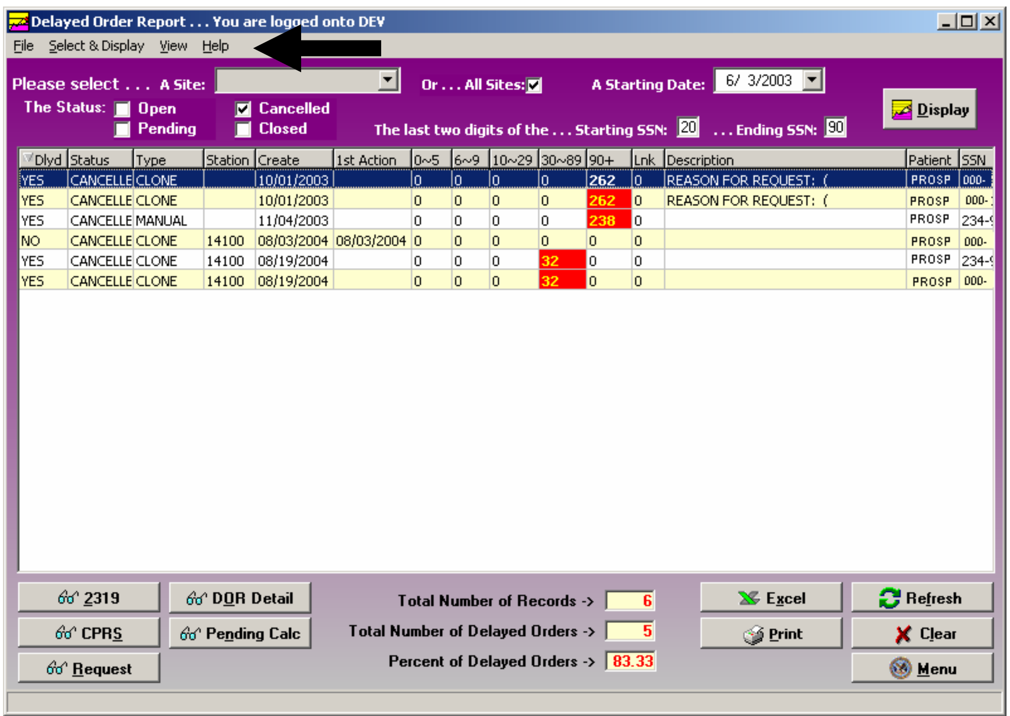
Getting Help

F1 Key

Online Help can be accessed in three methods:

1. Click the **Help** Menu (located in the upper left corner of the menu bar) and the **Contents** option.
2. Press the **<F1>** key.
3. Press the **<Alt>** key + **<H>** key. (This activates the **Help** Menu, not the DOR contents.)

Help Menu



Activate Section 508 Assistance

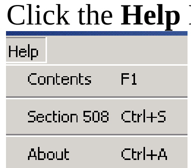
Introduction

You can change the colors of the screen to black/white, which is required for Section 508 requirements to be read by visually and hearing impaired veterans.

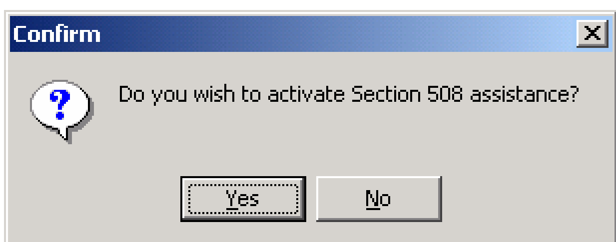
This feature can be updated from the **Help** Menu. It provides a toggle to go back and forth between using the colors or the black/white screens depending on your needs.

Steps

To activate the Section 508 assistance, follow these steps:

Step	Action
1	Click the **Help** Menu, and click the **Section 508** option.  **<u>Shortcut</u>:** Press the **<Ctrl>** key + **<S>** key.
2	Click **OK** on the confirmation message dialog box as shown below.
3	Click **OK** again to exit out of the system and restart to activate the changes.

Confirmation message



Exit/Restart message