Patient Viewer App

Quick Start Guide

U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

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Overview

The Patient Viewer, Version 3.2 (Patient Viewer) mobile application (app) allows U.S. Department of Veterans Affairs (VA) care teams to find information quickly from patients' Electronic Health Records (EHRs) from the convenience of a mobile device. With the app, VA care teams can have a better understanding of a patient's health and gain immediate access to certain EHR data – whether they are walking the halls of a VA medical facility or on the go.

General Info

1

Prerequisites

To use the Patient Viewer App, you must be a VA health care professional with credentials for the Veterans Health Information Systems and Technology Architecture (VistA).

2

Understanding and Switching to Patient Record and Staff Views

You can view data in the app through either the Patient Record View, which shows you specific patient information, or the Staff View, which will show you your consults. You can switch between the two views by tapping the folder icon with two arrows surrounding it in the upper right corner of your screen. The Patient Record View has a blue background while the Staff View has a teal background, to help you distinguish between the two at a glance.

Patient Record View

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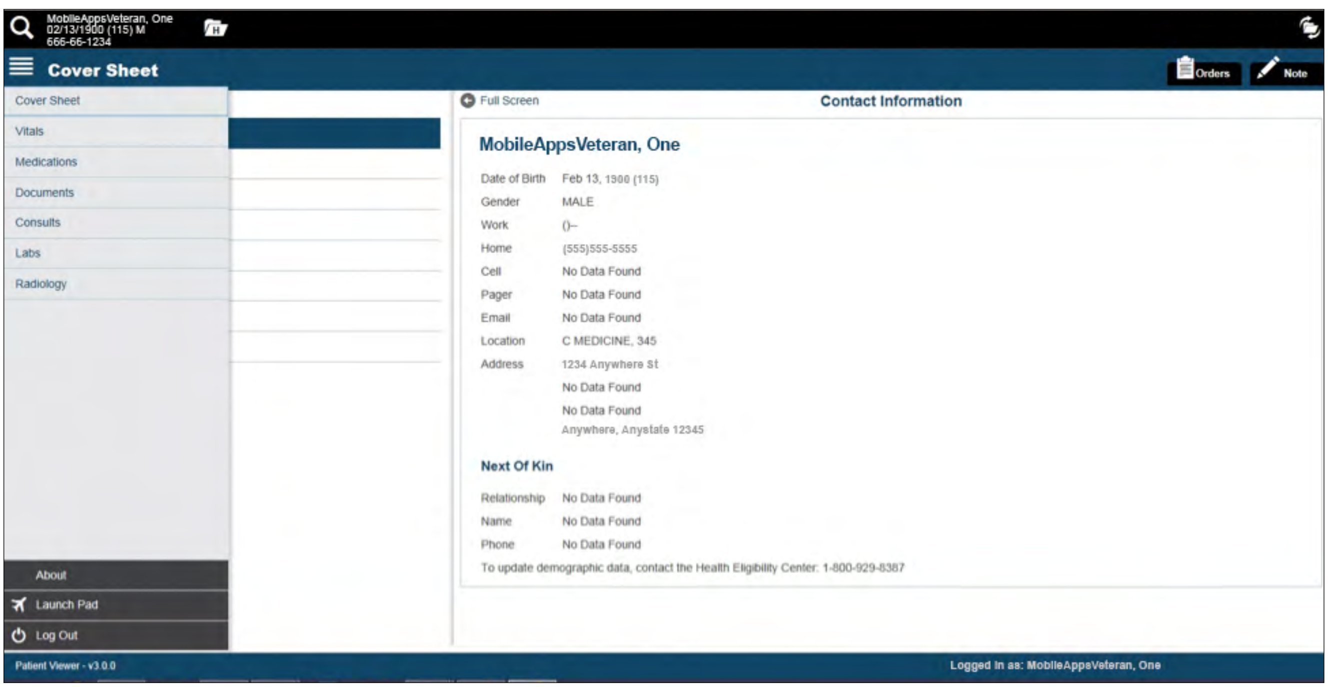
Getting to Know the Patient Record View Screen

When you log in to the Patient Viewer App, your screen will default to the Patient Record View (which will have a blue background), and you will see a few features to help you navigate the app:

- Patient Search (magnifying glass icon) – Find a patient by name, social security number (SSN), clinic, ward or from a list of recently searched patients.
- Patient Information (file folder icon) – View an overview of a patient's information.
- Menu (four-line icon) – Access information about the app, the Cover Sheet, Vitals, Medications, Documents, Consults, Labs, Radiology, Custom Data View, Video Visits, accessing the VA Launchpad and logging out of the app.
- Orders Viewer – View a complete list of recent orders for the patient.



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Patient Search

The app will automatically load the last patient you accessed. To switch to a new patient, tap the magnifying glass icon in the upper left corner, and a pop-up Patient Search box will appear. Search by tapping one of the four tabs at the top of the Search box: **Patient, Clinic, Ward** or **Last 50**. Based on how you searched, a drop-down list of patients will appear. Tap the name of the patient whose information you would like to view. A pop-up Select Patient box with the patient's overview information will appear. Tap **Select Patient**, and you will go to the selected patient's Contact Information screen from his or her Cover Sheet.

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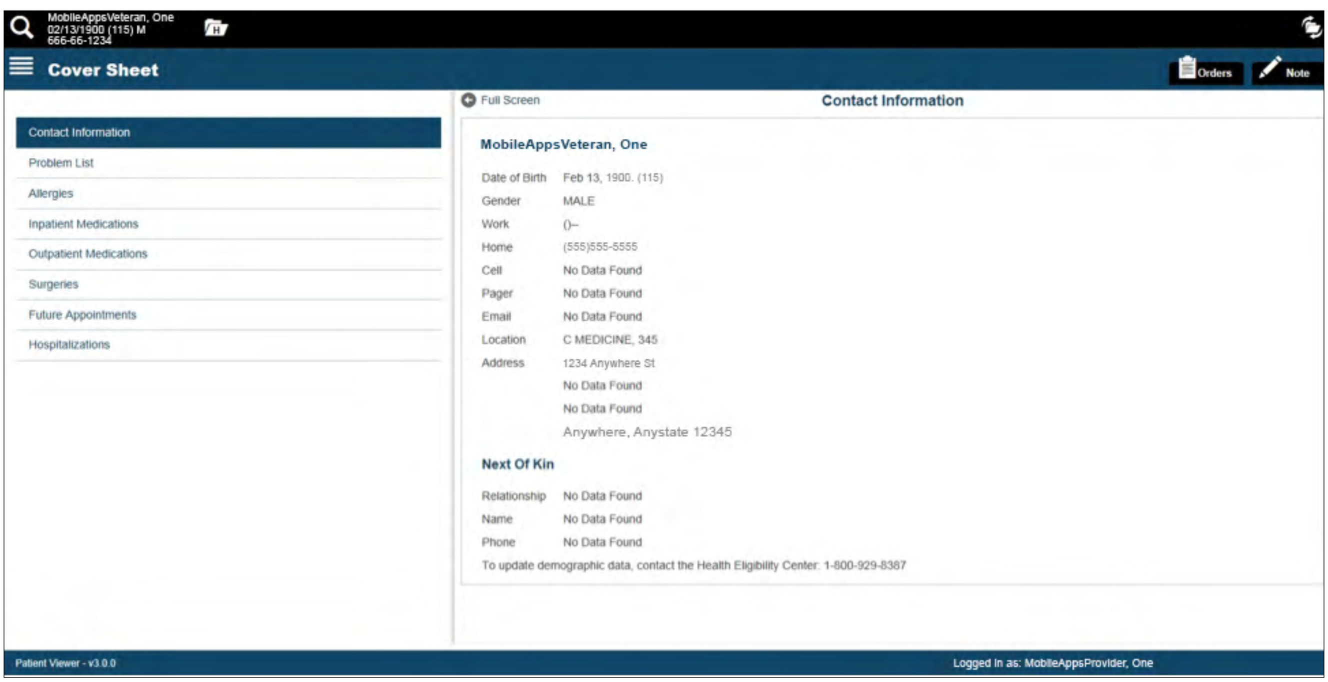
Patient Cover Sheet

A patient's cover sheet provides an easy, outlined way to view his or her health history and visits to VA medical facilities. The categories covered in the Cover Sheet include the patient's contact information, problem list, allergies, inpatient medications, outpatient medications, surgeries, future appointments and hospitalizations.

Make sure you have a patient selected, and then tap the **Cover Sheet**. You will see a list of categories. Tap on a category, and you will see the patient's information in the right pane of your screen.



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Vitals

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Vitals**. Narrow down the results by using the Filters: Date Range and View. If you choose to view your patient's vitals as a table, you will see a list of dates, and the reading for each vital sign on that date. The default is a table view of your patient's vitals, showing you the dates and values for each vital sign. If you choose to view your patient's vitals graphically, tap the checkbox next to Graphs, and then tap on the checkboxes under Graph Types to display only selected vital sign graphs (BP, Pulse, Respiration, Temp, Weight, Pain and Pulse Ox), which will appear in the right pane of your screen. **NOTE:** If you are using a device with a touchscreen, you can zoom in or out on the graph by using multi-touch gestures.

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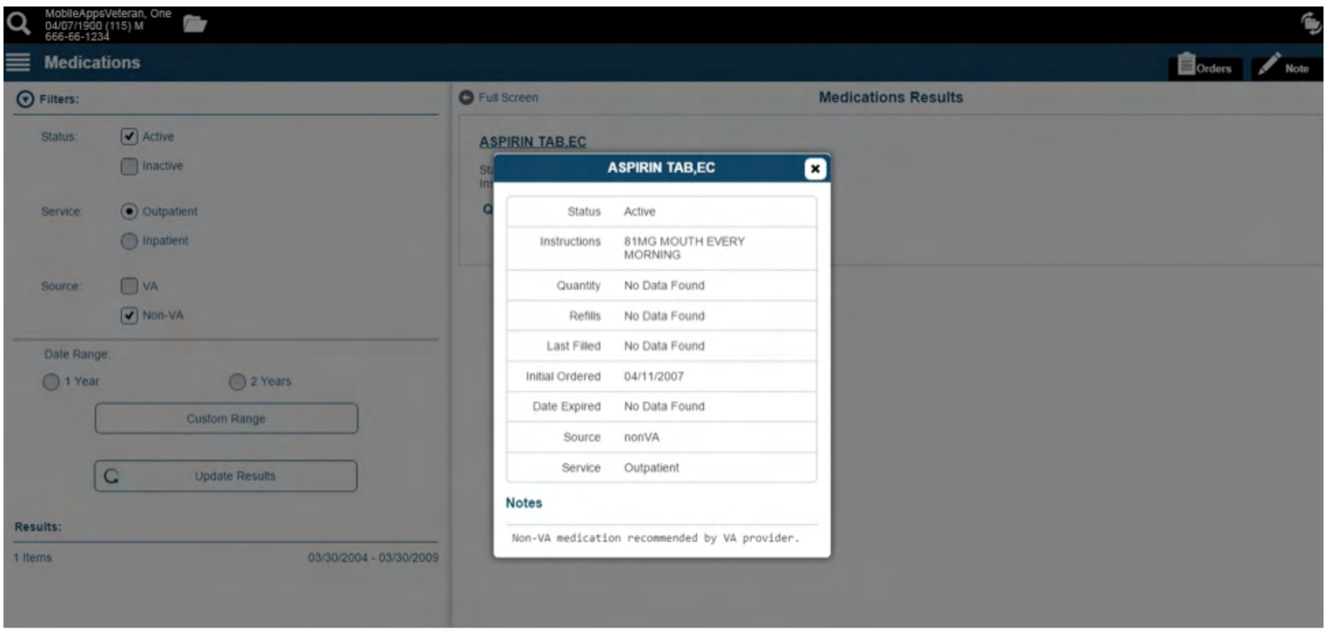
Medications

Even though an overview of a patient's medications is available in his or her Cover Sheet, more details are available in the Medications section. You can see the medication name, status, instructions, quantity, refills remaining, date of last filling, date of initial order and whether it was prescribed by a VA or non-VA provider.

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Medications**. Narrow down the results by using the Filters: Status, Service, Source and/or Date Range. Tap **Update Results** to apply the filters selections, and a list of results that match your specifications will appear under the Results heading. Tap on a specific medication you would like to view, and the medication's details will appear under the Medication Results heading in the right pane of your screen.



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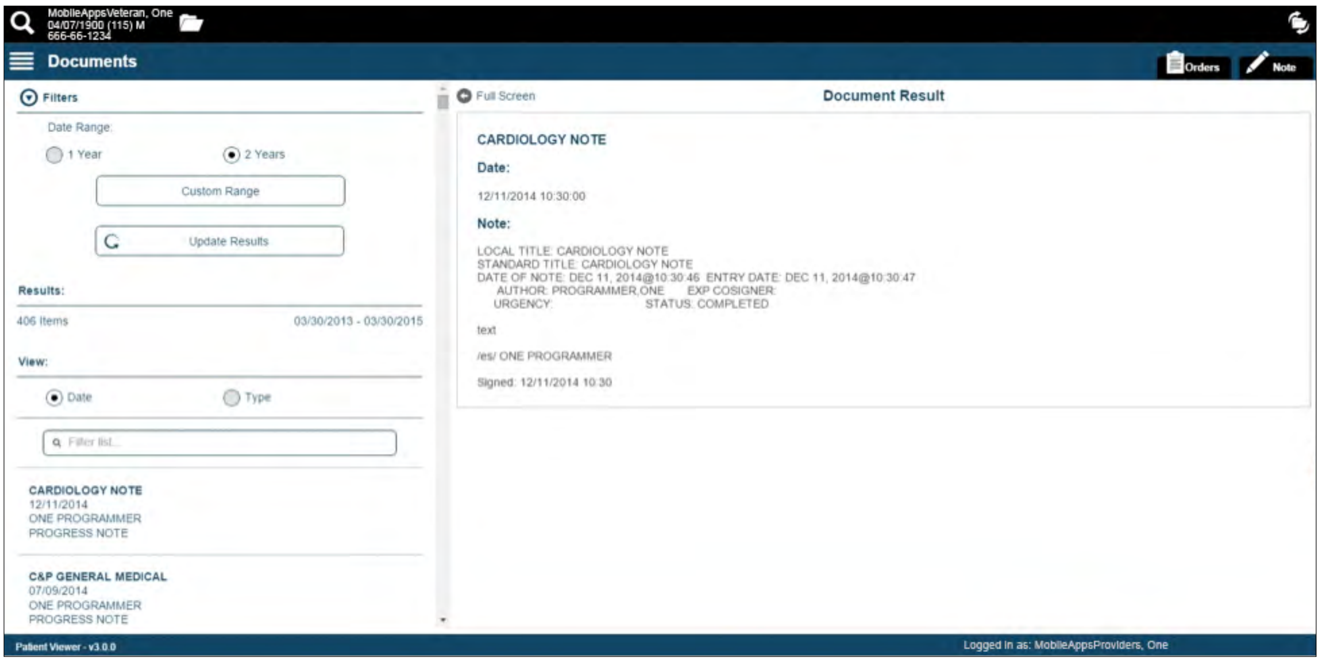
Documents

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Documents**. Narrow down the results by using the Filters: Date Range, View and/or Search. A list of results that match your search specifications will be available on the lower half of the left pane of your screen. Tap on a specific document you would like to view, and the document's details will appear under the Document Result heading in the right pane of your screen.



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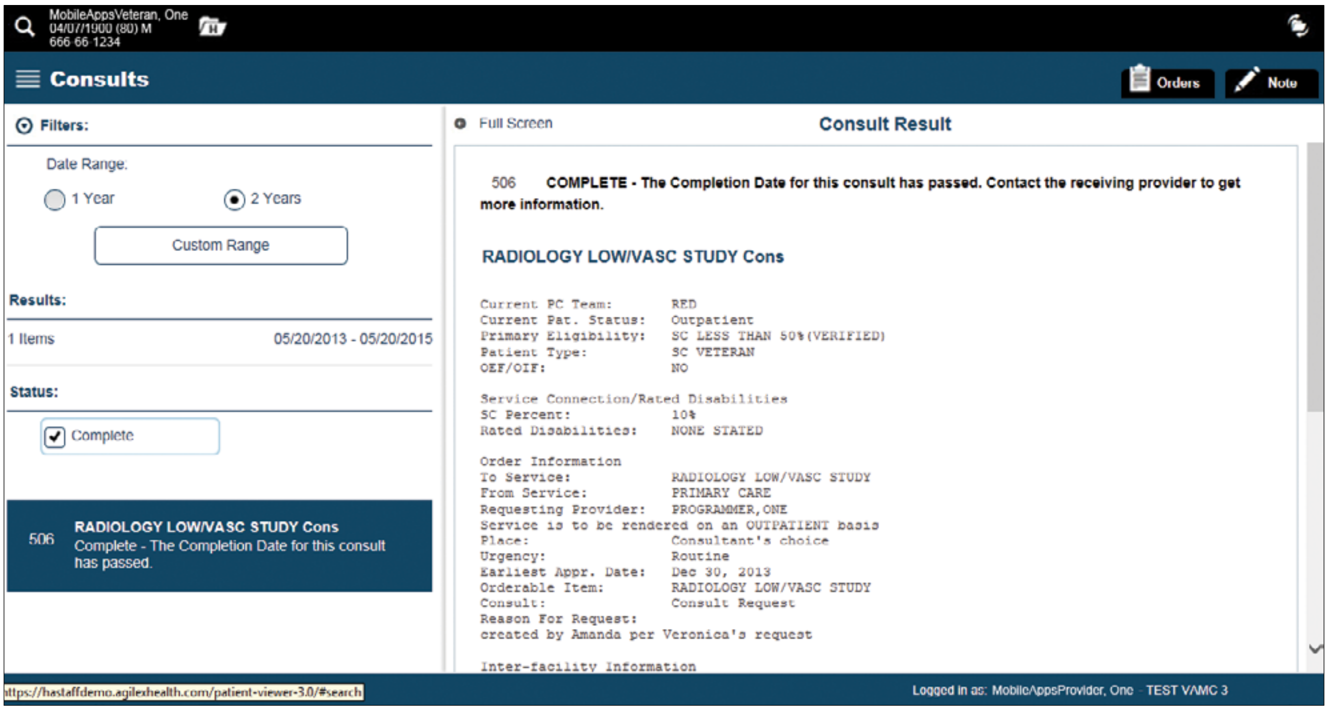
Consults

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Consults**. Narrow down the results by using the Filters: Date Range and/or Status. A list of results that match your search specifications will be available on the lower half of the left pane of your screen. Tap on a specific consult you would like to view, and the consult's details will appear under the Consult Result heading in the right pane of your screen.



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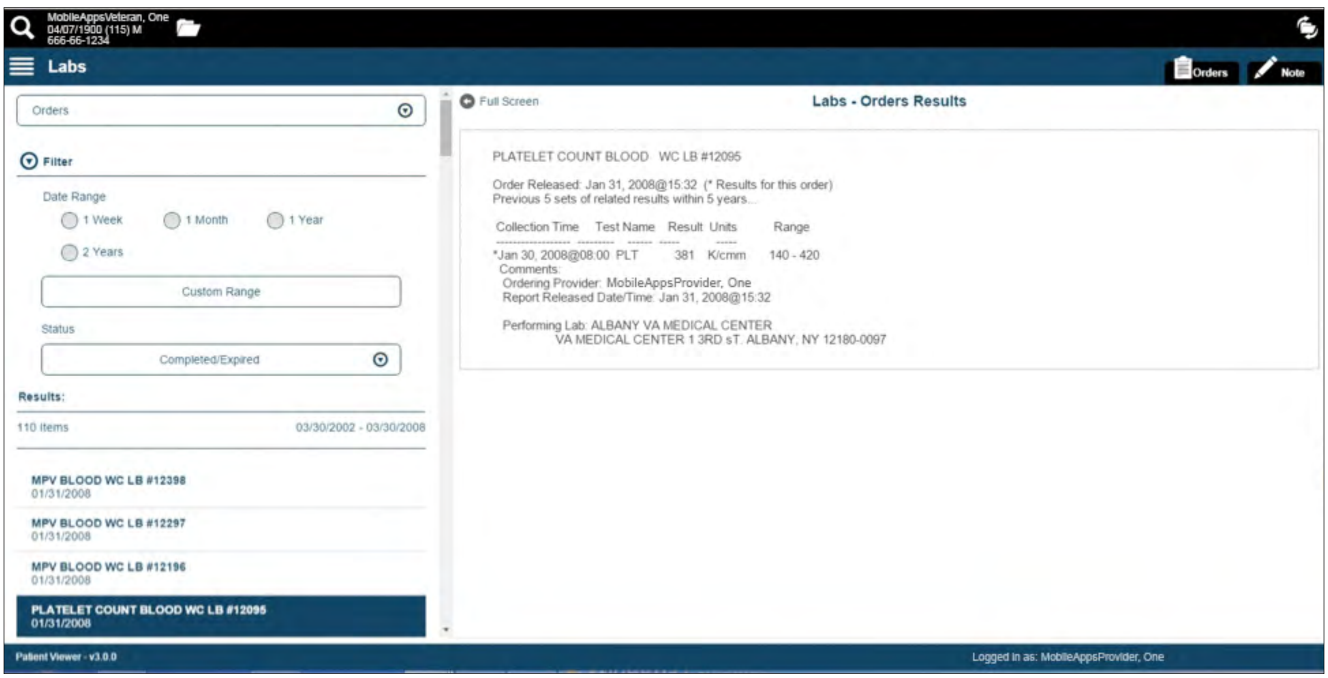
Lab Results

You can view three different types of lab results: Orders, Chemistry/Hematology and Microbiology.

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Labs**. Lab Results will default to Orders. Tap the **Orders** heading, and then tap the circle next to Chem/Hem or Microbiology to select a different category. Narrow down the results by using the available filters, and a list of results matching your specifications will be available in the lower half of the left pane of your screen. Tap on a specific lab result you would like to view, and the details will appear in the right pane of your screen. **NOTE:** The search criteria will apply only to data for the type of lab result you are currently viewing. Chemistry/Hematology results will appear as a graph, while Orders and Microbiology results will appear as a written summary.



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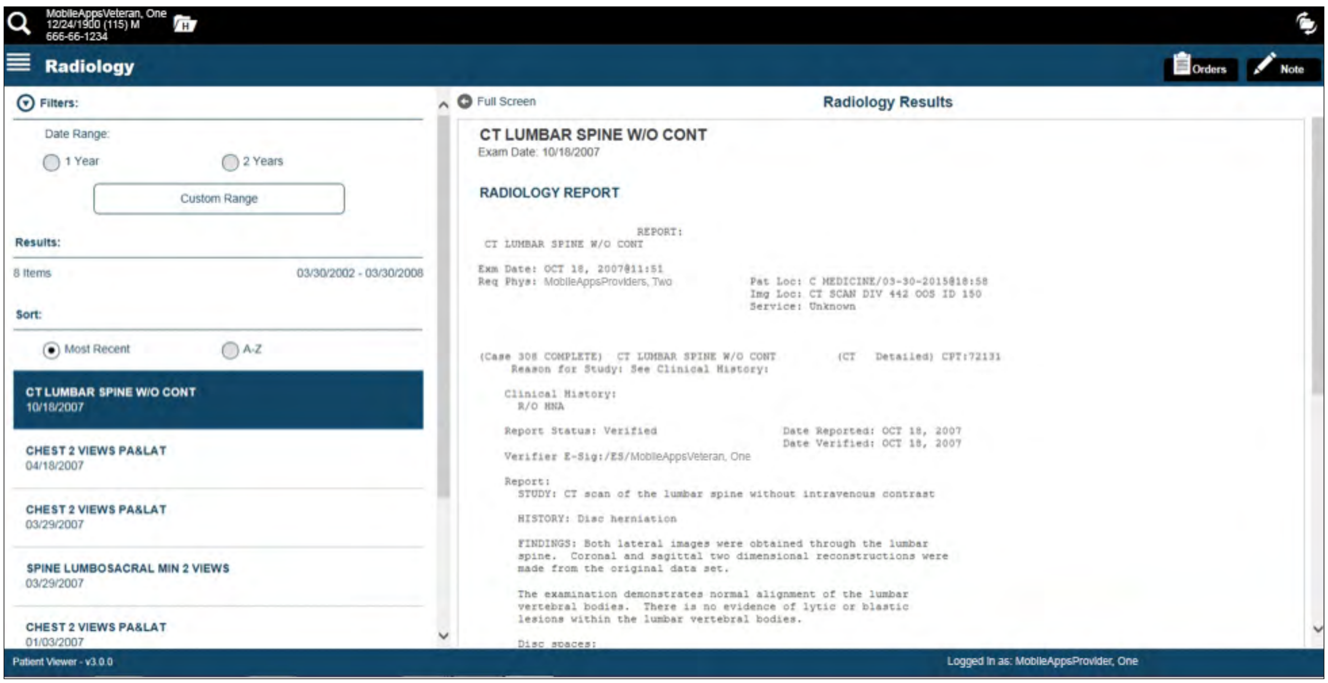
Radiology Reports

Make sure you have a patient selected, and then tap the menu button with a four-line icon. A slide-out menu will appear, and tap **Radiology**. Narrow down the results by using the Filters: Date Range and/or Sort. A list of results that match your specifications in the order you chose will appear. (**NOTE:** If you choose to search alphabetically, you will see your results grouped by test name). Tap on a specific radiology report you would like to view, and the radiology report's details will appear under the Radiology Results heading in the right pane of your screen.



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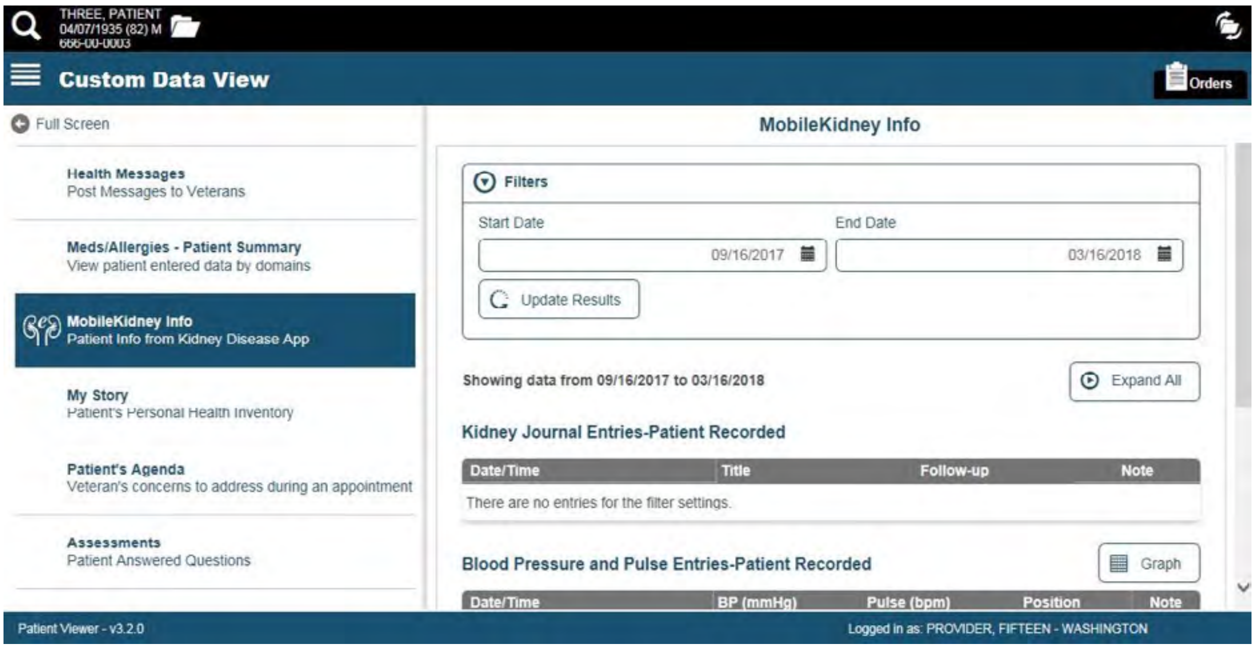
Custom Data View

The Custom Data View Applet allows you to see views of the selected Veteran's Self-Entered Data (SED). The applet provides custom views using data from various data sources, including views combining data from different sources. The below sections provide instructions for viewing and working with the main Custom Data View features for the six custom data views available as of March 2018 (i.e., (Health Messages; Meds/Allergies – Patient Summary; MobileKidney Info; MyStory; Patient's Agenda; Assessments). Additional custom data views may be added in the future.



To access Custom Data View, first make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen. A slide-out menu will appear, and tap **Custom Data View**. Tap the topic you would like to view:

- **Health Messages** - If the patient has chosen to receive health messages, you will see a list of health messages, including the author of the message and the date it was posted. To filter results, enter a start and end date or type in a keyword, then tap **Update Results**. To post a message, tap **Post Message** and type in the message (250 characters maximum). Tap **Post Message** to make the message available to the patient.
- **Meds/Allergies – Patient Summary** - Patient-entered medications with an active status or with either no end date or end dates less than 90 days prior to current date will appear, along with patient-entered allergies. Tap **Expand All** to view details of the medications and allergies or **Collapse All** to hide the details. You can view only medications or allergies by tapping the checkmark next to either Medications or Allergies and tapping **Update Results**.
- **Mobile Kidney Info** - Data the Veteran entered into their Mobile Kidney App will be displayed. To filter the data by date, tap the date next to Start Date and End Date, and enter the dates in the form MM/DD/YYYY. Tap **Update Results**, and the data that meets the specified filter criteria will appear. Tap **Expand All** to view data details or **Collapse All** to hide the details. The MobileKidney App data will default to a table view. To view the data as a graph, tap **Graph**.

- **My Story** - The following information regarding the Veteran will appear:
  - Personal Values - Lists the questions and answers regarding the patient's values, including what matters in his/her life and what brings the patient joy and happiness.
  - Assessment - Lists the patient's answers to the personal health assessment based on well-being, self-care and professional care. You may view the assessments as either a graph (by tapping **Graph** from the table view) or a table (by tapping **Table** from the graph view).
  - Reflections - Lists the question and corresponding answer regarding the patient's vision for his/her best possible health.
  - Active Goals - Displays all the patient's active health goals.
- **Patient's Agenda** - The patient's agenda will be displayed. You can filter agenda items by date, type in a search team or filter by status (Scheduled, Desired, Cancelled or Completed). Tap an agenda item to view details including pre-visit questions and the patient's corresponding answers as well as the patient's notes regarding the completed visit, if applicable.
- **Assessments** - The patient's assessments will be displayed. You can filter assessments by date or by typing in a search term. Tap an assessment to view details including health status assessment, hospital admission care assessment and outpatient care assessment.

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Video Visits

To use the Video Visit Applet, you must have a GFE laptop or desktop with a camera and microphone or a GFE iPad with a PIV waiver. Your patient will need a laptop or desktop with a camera and microphone or any smart phone or tablet. You need to verify that both you and your patient have a proper device prior to booking a video appointment. You can use Patient Viewer on your GFE desktop to book the Video Appointment, but both you and your patient must use a device with a camera and microphone to conduct the video appointment.

To create a video visit, first make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen. A slide-out menu will appear, and tap **Video Visit**. Tap **Create New Video Visit**, and a form to create a new video visit will appear in the right pane of your screen. Confirm or update the date, time, duration and patient contact information, and type in any comments or instructions you have in the Create New Video Visit form. Tap **Create** to create the new video visit. A pop-up confirmation box will appear to let you know the video visit has been booked, and an email will be sent to you and the Veteran with a link to start the video visit. Confirm you receive an email at your email address, and confirm your patient receives a similar email.

There are two ways to start a video visit.

1. Execute the link in the email you received, and ask your patient to do the same.
2. Via the Patient Viewer 3.2 App: First make sure you have a patient selected, and then tap the four-line menu icon in the upper left corner of the screen. A slide-out menu will appear, and tap **Video Visit**. Tap the visit you would like to begin, and additional details of that visit will appear in the right pane of your screen. Tap **Start Appointment**.

The video appointment app will open in a new browser tab. Type in your first and last name and allow camera and microphone access. Open the video visit for the Veteran patient. **NOTE**: The video visit will run outside of the Patient Viewer App in VA Video Connect. For more information on using VA Video Connect, visit the VA Video Connect intranet site, which is accessible via this link: ***http://vaww.telehealth.va.gov/pgm/vvc/index.asp***. There are various resources available on this site, most of which may be accessed by going to Resources (right-hand side) and then VA Video Connect Documents, which launches the Telehealth SharePoint document library with a filter on for VA Video Connect documents.

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Orders Viewer

You can use the Orders Viewer at any time to view all clinic orders associated with the patient whose record you are currently viewing. Tap **Orders** (with the clipboard icon) in the upper right corner of your screen, and a slide-out Orders Viewer menu will appear from the left side of your screen. Tap on a type of Order, and a list of the specific orders of that type will expand below. Tap an order you would like to view, and you will see a pop-up screen with the order's details.

Staff View

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Getting to Know the Staff View Screen

When you log in to the Patient Viewer App, your screen will default to the Patient Record View. Tap the folder icon with two arrows surrounding it in the upper right corner of your screen, and you will go to the Staff View (the background will change to teal). Your screen will default to your Patient Record View. Tap the menu in the upper left corner to access information about the app, your Patient Record View, the Staff View - Consults, the VA Launchpad and to log out of the app.

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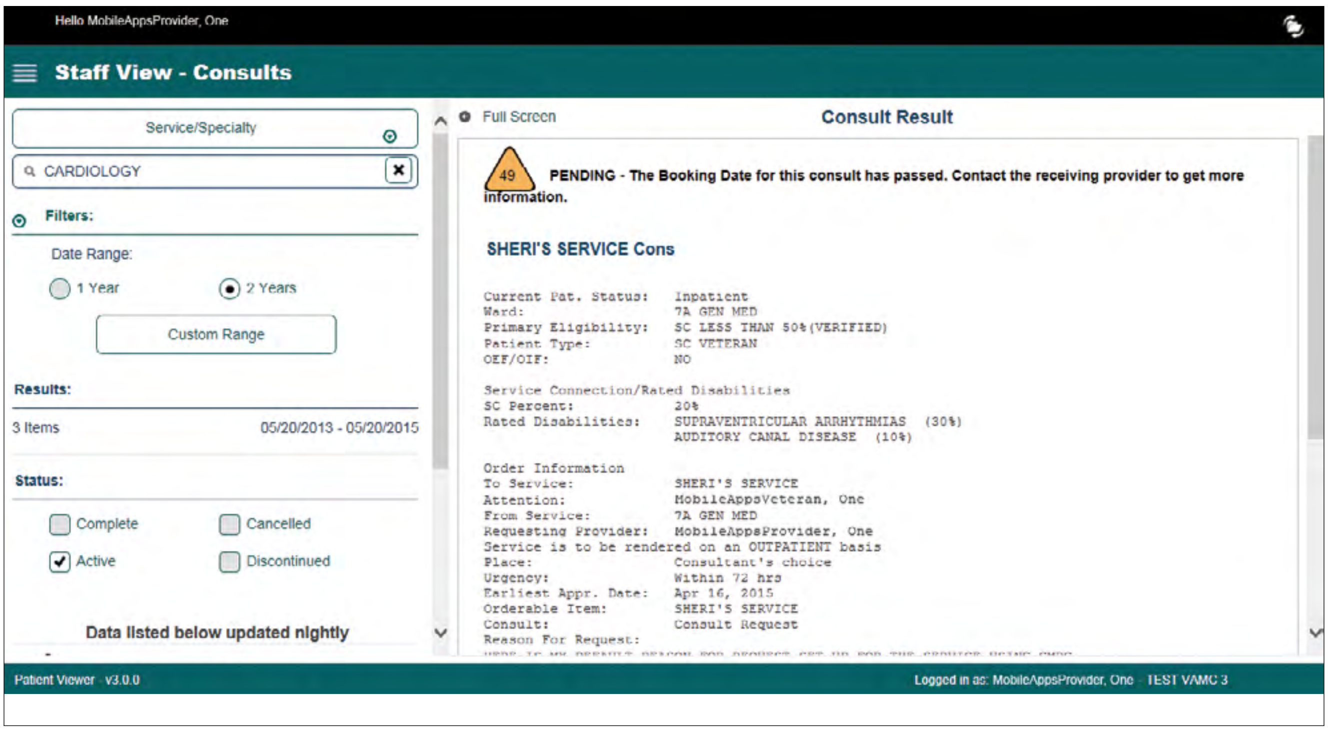
Staff View-Consults

The consults section in Staff View allows you to view a list of consults filtered by service/specialty or a list of all the consults you have entered. Tap the menu button with a four-line icon, and then tap **Staff View – Consults** from the slide-out menu that appears. Narrow down the results by using the Filters: From Me, Service or Specialty, Date Range and/or Status. The number of results that match your specifications will appear under Results at the bottom of the left pane of your screen. The list will also give details on if the consult is pending or scheduled and a yellow triangle next to the consult means it is overdue. Tap on a specific consult you would like to view and the consult's details will appear under the Consult Result heading in the right pane of your screen.



Help and Additional Information

Additional Training Materials for the Cardiac Rehabilitation Provider App

To access the app's built in resources, tap **Help** at the top of your screen. You will go to a screen that provides you with instructions for how to use the app's features. You can either scroll through the page to read the information or tap on the seven categories to jump to that section of instructions on the screen: **Introduction**, **Logging In**, **Logging Out**, **Primary Navigation Menu**, **Patient Data**, **Patient Lists** and **Additional Information**. More resources, such as a Quick Start Guide, Slideshow and FAQs, are available at ***mobile.va.gov/appstore***, and search for the app to access the resources.

Help Desk Information

If you need help with the Cardiac Rehabilitation Provider App, dial **1-844-482-6624** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: ***http://www.va.gov/directory/guide/home.asp?isflash=1***. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.