



High Risk Mental Health Patient – Reminder & Flag

Patches

DG*5.3*836

GMTS*2.7*99

PXRM*2*18

SD*5.3*578

TIU*1.0*260

INSTALLATION and SETUP GUIDE

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Introduction

The purpose of this project is to release 1) two new Scheduling reports that identify no-show “high risk for suicide” patients that missed their MH appointments, 2) a new national reminder and reminder dialog that will be used by providers to document results of following up with a high risk for suicide patient that missed a MH appointment, and 3) provide a health summary type with MH-specific supporting information. This functionality is in Increment 1 and 2 of the High Risk MH Patient – Reminder and Flag project.

The first release of the High Risk Mental Health Patient- Reminder and Flag (HRMHP) project includes five patches, which will be installed as a combined build, HIGH RISK MH 1.0. This Installation Guide describes installing and setting up Increments 1 and 2. Increments 3 and 4 will be released in a future build.

SD*5.3*578

This Scheduling patch provides two new MH NO SHOW Scheduling Reports for use by Suicide Prevention Coordinators and other Mental Health professionals. The reports will support following up with High Risk for Suicide patients who missed a scheduled MH appointment.

DG*5.3*836

This Registration Patient Record Flag patch provides new interfaces used by the Scheduling and Reminder patches to determine the High Risk for Suicide flag status on a specified date.

PXRM*2*18

This patch will create a national reminder to notify clinicians of a patient's risk of suicide and will create a dialog the clinicians can use to document follow-up with the high risk patients when they miss MH appointments. This Clinical Reminder patch supports the Scheduling patch by providing a national Reminder Location List of Mental Health stop codes used for scheduled appointments. Additionally, this patch includes miscellaneous clinical reminder maintenance changes. Details of all the Clinical Reminder changes can be found in the Release Notes.

GMTS*2.7*99

This patch installs four Health Summary Components (MAS CONTACTS, MAS MH CLINIC VISITS, MH HIGH RISK PRF HX, and MH TREATMENT COORDINATOR), two Health Summary Types (VA-MH HIGH RISK PATIENT and REMOTE HIGH RISK MH PATIENT), and a single Health Summary Object (VA-MH HIGH RISK PATIENT (TIU)).

TIU*1*260

This patch will install one new Object into the TIU DOCUMENT DEFINITION file (8925.1): MH MISSED APPOINTMENTS 10D.

MH MISSED APPOINTMENTS 10D is used by the VA-MH HIGH RISK NO SHOW FOLLOW-UP reminder dialog to display any No-Show or No-Show and Rescheduled mental health clinic appointments for the past 10 days.

This High Risk MH build can be installed with users on the system. Installation will take between 5 and 15 minutes. A number of Clinical Reminders Exchange entries will be installed and the installer may be prompted for replacement items. Because of this, the build should not be queued and the site's Clinical Reminders manager should be on hand during the install. Details about these Exchange entries can be found below.

IMPORTANT – The reminder term VA-MHV INFLUENZA IMMUNIZATION will be installed with the overwrite action, which means that all locally mapped findings will be removed. Therefore, prior to the installation, sites should use the “Inquire about Reminder Term” option to check this term and verify that it has been mapped with your local findings. If there are no mapped local findings, then after this install, add proper local mappings to complete this reminder term’s definition. If there are local mapped findings in the reminder definition, save the output of the term inquiry for this term into something permanent (such as a document). After the installation, the term will have a single mapped finding, which will look similar to this:

```
Finding Item: INFLUENZA, HIGH DOSE SEASONAL, PRESERV-FREE
              (FI(1)=IM(612013))
Finding Type: IMMUNIZATION
Beginning Date/Time: 8/20/10
```

Use the saved term inquiry as a reference and add back the locally mapped findings that were removed. Do not remove the mapped finding that was installed by the patch.

Related Manuals

| Documentation | Documentation File name |
|---|-------------------------|
| High Risk Mental Health Patient Release Notes | PXRM_2_RN.PDF |
| Clinical Reminders User Manual | PXRM_2_18_UM.PDF |
| Clinical Reminders Manager’s Manual | PXRM_2_MM.PDF |
| Clinical Reminders Technical Manual | PXRM_2_18_TM.PDF |
| Scheduling Patch 578 Installation and Setup Guide | SD_5_3_578_IG.PDF |
| Registration Patch 836 Installation and Setup Guide | DG_5_3_836_IG.PDF |
| Health Summary User Manual | HSUM_2_7_99_UM.PDF |
| Health Summary Technical Manual | HSUM_2_7_99_TM.PDF |

Web Sites

| Site | URL | Description |
|---------------------------------------|---|--|
| National Clinical Reminders site | http://vista.med.va.gov/reminders | Contains manuals, PowerPoint presentations, and other information about Clinical Reminders |
| National Clinical Reminders Committee | http://vaww.portal.va.gov/sites/ncrc/public/default.aspx | This committee directs the development of new and revised national reminders |
| VistA Document Library | http://www.va.gov/vdl/ | Contains manuals for Clinical Reminders and |

NOTE: In this document you will see references to both PXRM*2*18 and PXRM*2.0*18. The difference is that PXRM*2*18 is the name of the patch and PXRM*2.0*18 is the name of the build.

Pre-Installation

Pre-Install Setup Steps:

We recommend that the team who will be responsible for implementing this project coordinate before installing the patches, to determine the first two pre-install steps. This team could include MH coordinators, Suicide Prevention Coordinators, Clinical Application Coordinators (CACs), Reminders Managers, and IRM staff.

1. (IRM staff or CAC): Check to see if there is a local Patient Record Flag entry for “HIGH RISK FOR SUICIDE.” Open the “Record Flag Management” menu option on the “Patient Record Flags Main Menu,” and then use the Change Category (CC) action to switch to Flag Category II (Local) and see what’s listed as local flags. HIGH RISK FOR SUICIDE was the PRF name recommended by VHA Directive 2008-036, dated July 18, 2008.

During the DG*5.3*836 install, IRM staff will be asked:

Do you want to update the Parameter Definition for the local Patient Record Flag related to HIGH RISK FOR SUICIDE at this time? YES//
Enter the Local Patient Record Flag that you are using as your "High Risk for Suicide" flag. If not already defined use the Directive recommendation: HIGH RISK FOR SUICIDE. If already defined use your current flag name.
Recommended Flag: HIGH RISK FOR SUICIDE Replace

2. (IRM staff, Mental Health Coordinator, or CAC) During the SD*5.3*578 install, IRM staff will be asked to enter the name for the mail group owner of the new mail group SD MH NO SHOW NOTIFICATION. The owner assigned will be responsible for entering the names of Suicide Prevention Coordinators and/or other MH professionals into the Mail Group. Sites can decide who this owner should be – an IRM staff member, a CAC, or one of the MH-SPC team. Check to see if there’s a mail group expert at your site. NOTE: Self enrollment is not allowed for this mail group.
3. Prior to installing the patch, the HEALTH SUMMARY COMPONENT file (#142.1) needs to be examined for any ABBREVIATION entries that will conflict with the four new components exported with this patch. Each new national component along with its ABBREVIATION is listed here:

| NAME | ABBREVIATION |
|-----------------------------|--------------|
| MAS CONTACTS | CON |
| MAS MH CLINIC VISITS FUTURE | MHFV |
| MH HIGH RISK PRF HX | MHRF |
| MH TREATMENT COORIDNATOR | MHTC |

The "C" cross-reference for the HEALTH SUMMARY COMPONENT file (#142.1) contains the ABBREVIATION for each component. Examine the global listing for this cross-reference to determine if any local components will need the ABBREVIATION field updated. If an ABBREVIATION conflict is found, the "Create/Modify Health

Summary Components" option of the GMTS IRM MAINTENANCE MENU should be used to edit the local component's ABBREVIATION.

The GMTS patch contains an installation routine (GMTSPI99) that will perform an environment check, do any necessary housekeeping, and then install the new Health Summary items. The environment check will examine the HEALTH SUMMARY COMPONENT file (#142.1) to ensure there will not be any NAME (.01) or NUMBER (.001) collisions with the four new nationally deployed Health Summary Components (MAS CONTACTS, MAS MH CLINIC VISITS FUTURE , MH HIGH RISK PRF HX , and MH TREATMENT COORDINATOR). If any possible collisions are found, the install will be aborted until the issue is resolved. After the issue has been addressed, local IT staff can re-install the patch.

After the environment check, the PRE section of the routine will delete any previous versions of: the Reminder Exchange file used to deploy portions of the Health Summary items, the Health Summary Components, and the Health Summary Types (VA-MH HIGH RISK PATIENT and REMOTE HIGH RISK MH PATIENT). PRE will also re-index the HEALTH SUMMARY TYPE and HEALTH SUMMARY COMPONENT files along with rebuilding the Ad Hoc Health Summary.

After PRE, the POST section of the routine will create stub entries in file #142 for the remote Health Summary Type, and then call the silent Reminder Exchange install utility to install the remaining Health Summary items. Lastly, POST will re-index the HEALTH SUMMARY TYPE and HEALTH SUMMARY COMPONENT files along with rebuilding the Ad Hoc Health Summary.

4. Check for local mappings of **VA-MHV INFLUENZA IMMUNIZATION** (see pages 2 and 14 in this manual for more instructions).

Required Software for PXRM*2*18

| Package/Patch | Namespace | Version | Comments |
|---|------------------|----------------|-----------------|
| Clinical Reminders PXRM*2*17 | PXRM | 2.0 | Fully patched |
| GEN. MED. REC. – VITALS GMRV*5*25 | GMRV | 5.0 | |
| Health Summary | GMTS | 2.7 | Fully patched |
| HL7 | HL | 1.6 | Fully patched |
| Kernel | XU | 8.0 | Fully patched |
| MailMan | XM | 7.1 | Fully patched |
| NATIONAL DRUG FILE PSN*4.0*176 | PSN | 4.0 | |
| Pharmacy Data Management PSS*1.0*133 | PSS | 1.0 | |
| Outpatient Pharmacy PSO*7.0*299 | PSO | 7.0 | |
| RADIOLOGY/NUCLEAR MEDICINE RA*5*56 | RA | 5.0 | |

| | | | |
|----------------------------|----|-----|---------------|
| Registration DG*5.3*836 | DG | 5.3 | Fully patched |
| Scheduling SD*5.3*578 | SD | 5.3 | Fully patched |
| TOOLKIT XT*7.3*111 | XT | 7.3 | |
| VA FileMan | DI | 22 | Fully patched |

Required Software for DG*5.3*836

| Package/Patch | Namespace | Version | Comments |
|-------------------------|------------------|----------------|-----------------|
| Registration/Enrollment | DG | 5.3 | Fully patched |

Required Software for SD*5.3*578

| Package/Patch | Namespace | Version | Comments |
|----------------------|------------------|----------------|-----------------|
| Scheduling | SD | 5.0 | Fully patched |

Required Software for GMTS*2.7*99

| Package/Patch | Namespace | Version | Comments |
|----------------------|------------------|----------------|-----------------|
| Health Summary | GMTS | 2.7 | Fully patched |

Required Software for TIU*1*260

| Package/Patch | Namespace | Version | Comments |
|----------------------------|------------------|----------------|-----------------|
| Text Integration Utilities | TIU | 1.0 | Fully patched |

Estimated Installation Time: 10-15 minutes

Installation

This manual describes how to install the combined build that includes builds DG*5.3*836, SD*5.3*578, GMTS*2.7*99, TIU*1.0*260, and PXR*2.0*18.

This build can be installed with users on the system, but it should be done during non-peak hours.

The installation needs to be done by a person with DUZ(0) set to "@."

NOTE: DO NOT QUEUE THE INSTALLATION, because this installation asks questions requiring responses and queuing will stop the installation. A Reminders Manager or CAC should be present to respond to these.

NOTE: We recommend that a Clinical Reminders Manager or CAC be present during the install, so that if questions occur during the install of Reminder Exchange entries, a knowledgeable person can respond to them.

1. Retrieve the host file containing the multi-package build, HIGH RISK MH 1.0.

Use ftp to access the build (the name of the host file is HIGH_RISK_MH_1_0 .KID) from one of the following locations (with the ASCII file type):

| | | |
|----------------|--------------------------|----------------------------------|
| Albany | ftp.fo-albany.med.va.gov | <ftp://ftp.fo-albany.med.va.gov> |
| Hines | ftp.fo-hines.med.va.gov | <ftp://ftp.fo-hines.med.va.gov> |
| Salt Lake City | ftp.fo-slc.med.va.gov | <ftp://ftp.fo-slc.med.va.gov> |

2. Install the build first in a training or test account.

Installing in a non-production environment will give you time to get familiar with new functionality and complete the setup for reminders and dialogs prior to installing the software in production.

3. Load the distribution.

In programmer mode type, D ^XUP, select the Kernel Installation & Distribution System menu (XPD MAIN), then the Installation option, and then the option LOAD a Distribution. Enter your directory name and HIGH_RISK_MH_1.0.KID at the Host File prompt.

Example

```
Select Installation Option: LOAD a Distribution
Enter a Host File: [DIR] HIGH_RISK_MH_1.0.KID, where [DIR] is the local
    directory where you have stored the host file.

Loading Distribution...

HIGH RISK MH 1.0
DG*5.3*836
SD*5.3*578
Build GMTS*2.7*99 has an Environmental Check Routine
Want to RUN the Environment Check Routine? YES//
GMTS*2.7*99
```



```
Will first run the Environment Check Routine, GMTSPI99
```

```
Verifying installation environment...
Checking Health Summary Component file (#142.1)
  TIU*1.0*260
  PXRM*2.0*18
Use INSTALL NAME: HIGH RISK MH 1.0 to install this Distribution.
```

From the Installation menu, you may elect to use the following options:

a. Backup a Transport Global

This option will create a backup message of any routines exported with the patch. It will NOT back up any other changes such as DDs or templates.

INSTALL NAME: HIGH RISK MH 1.0

b. Compare Transport Global to Current System

This option will allow you to view all changes that will be made when the patch is installed. It compares all components of the patch (routines, DDs, templates, etc.).

c. Verify Checksums in Transport Global

This option will allow you to ensure the integrity of the routines that are in the transport global. If there are any discrepancies, do not run the Install Package(s) option. Instead, run the Unload a Distribution option to remove the Transport Global from your system.

Retrieve the file again from the anonymous directory (in case there was corruption in FTPing) and Load the Distribution again. If the problem still exists, log a Remedy ticket and/or call the national Help Desk (1-888-596-HELP) to report the problem.

```
Select INSTALL NAME: HIGH RISK MH 1.0
=>    High Risk Mental Health multi-package build, increment 1.
;Created on Dec 09, 2011@08:20:31
  It consisted of the following Install(s):
HIGH RISK MH 1.0      DG*5.3*836      SD*5.3*578      GMTS*2.7*99      TIU*1.0*260
PXRM*2.0*18

Want each Routine Listed with Checksums: Yes//    YES
DEVICE: HOME//    VIRTUAL TELNET

PACKAGE: HIGH RISK MH 1.0
-----
  0 Routine checked, 0 failed.

PACKAGE: DG*5.3*836      1
-----

DG53836P  Calculated      3205508
DGPFAPIH  Calculated      25281301
DGPFAPIU  Calculated      23057347

  3 Routines checked, 0 failed.

PACKAGE: SD*5.3*578
-----
```

| | | |
|---------|------------|-----------|
| SDAMQ | Calculated | 9692546 |
| SDMHAD | Calculated | 116553024 |
| SDMHAD1 | Calculated | 85354679 |
| SDMHNS | Calculated | 24321441 |
| SDMHNS1 | Calculated | 98089996 |

5 Routines checked, 0 failed.

PACKAGE: GMTS*2.7* 1

| | | |
|----------|------------|----------|
| GMTSMHAP | Calculated | 10560404 |
| GMTSMHCI | Calculated | 11062334 |
| GMTSMHRF | Calculated | 3664137 |
| GMTSMHTC | Calculated | 56951 |
| GMTSPI99 | Calculated | 27352766 |

5 Routines checked, 0 failed.

PACKAGE: TIU*1.0*260 1

| | | |
|----------|------------|----------|
| TIULO1 | Calculated | 20992898 |
| TIUPI260 | Calculated | 4988159 |

2 Routines checked, 0 failed.

PACKAGE: PXR*2.0*18

| | | |
|-----------|------------|-----------|
| PXRM | Calculated | 34618632 |
| PXRMBMI | Calculated | 15288671 |
| PXRMCDEF | Calculated | 2105486 |
| PXRMCDEU | Calculated | 41810574 |
| PXRMCDF | Calculated | 54030816 |
| PXRMCCLST | Calculated | 23383800 |
| PXRMCSD | Calculated | 79166791 |
| PXRMCSTX | Calculated | 33730668 |
| PXRMDATE | Calculated | 67839072 |
| PXRMDDEV | Calculated | 28252558 |
| PXRMDLL | Calculated | 110071468 |
| PXRMDLLA | Calculated | 80062265 |
| PXRMDLRP | Calculated | 90356438 |
| PXRMDNVA | Calculated | 6248881 |
| PXRMDRUG | Calculated | 62235689 |
| PXRMDNOD | Calculated | 20293476 |
| PXRMDERRH | Calculated | 20920805 |
| PXRMEUT | Calculated | 48589168 |
| PXRMEVFI | Calculated | 10519647 |
| PXRMEVFI | Calculated | 53336583 |
| PXRMEVHF | Calculated | 46895809 |
| PXRMEVIC | Calculated | 79443458 |
| PXRMEVIU | Calculated | 65964028 |
| PXRMEVXP | Calculated | 193477804 |
| PXRMEVPS | Calculated | 186693422 |
| PXRMEVSI | Calculated | 38179497 |
| PXRMEVU0 | Calculated | 6669231 |
| PXRMEVU5 | Calculated | 37340412 |

| | | |
|--------------------------------|------------|-----------|
| PXRMFF | Calculated | 39772882 |
| PXRMFF0 | Calculated | 16903444 |
| PXRMFFAT | Calculated | 1990669 |
| PXRMFFDB | Calculated | 67646936 |
| PXRMFFH | Calculated | 8850687 |
| PXRMFRPT | Calculated | 109052864 |
| PXRMHF | Calculated | 40695055 |
| PXRMCHK | Calculated | 126620696 |
| PXRMINDX | Calculated | 36208748 |
| PXRMINTR | Calculated | 38456694 |
| PXRMLDR | Calculated | 20371554 |
| PXRMLEX | Calculated | 13035630 |
| PXRMLOCF | Calculated | 95480822 |
| PXRMLOCL | Calculated | 26781951 |
| PXRMLOG | Calculated | 61916340 |
| PXRMLOGX | Calculated | 66338920 |
| PXRMMATH | Calculated | 1055537 |
| PXRMMSG | Calculated | 1586253 |
| PXRMMST | Calculated | 74769587 |
| PXRMOUTU | Calculated | 15123879 |
| PXRMP18E | Calculated | 7271326 |
| PXRMP18I | Calculated | 53411935 |
| PXRMP18M | Calculated | 8447638 |
| PXRMPDEM | Calculated | 63031342 |
| PXRMPDRP | Calculated | 99170461 |
| PXRMPDRS | Calculated | 66950480 |
| PXRMP18T | Calculated | 53881985 |
| PXRMP18F | Calculated | 14561968 |
| PXRMP18N | Calculated | 29549599 |
| PXRMP18D2 | Calculated | 5119289 |
| PXRMP18TL | Calculated | 36712533 |
| PXRMP18DI | Calculated | 38535158 |
| PXRMP18REDT | Calculated | 70692621 |
| PXRMP18SEL1 | Calculated | 46693402 |
| PXRMP18STAC | Calculated | 10361634 |
| PXRMP18STS | Calculated | 177106484 |
| PXRMP18TAX | Calculated | 65705767 |
| PXRMP18TERM | Calculated | 55250159 |
| PXRMP18UTIL | Calculated | 90350759 |
| PXRMP18VITL | Calculated | 14733842 |
| PXRMP18VLST | Calculated | 47316348 |
| PXRMP18VSIT | Calculated | 10620425 |
| PXRMP18XDT1 | Calculated | 70086449 |
| 71 Routines checked, 0 failed. | | |

d. Print Transport Global (optional)

This option will allow you to view the components of the KIDS build.

4. Install the build. (See an example of the install in Appendix A)

NOTE: DO NOT QUEUE THE INSTALLATION, because this installation asks questions requiring responses and queuing will stop the installation. A Reminders Manager or CAC should be present to respond to these.

From the Installation menu on the Kernel Installation and Distribution System (KIDS) menu, run the option Install Package(s). Select the build HIGH RISK MH 1.0 .KID and

proceed with the install. If you have problems with the installation, log a Remedy ticket and/or call the National Help Desk to report the problem.

```
Select Installation & Distribution System Option: Installation
Select Installation Option: INSTALL PACKAGE(S)
Select INSTALL NAME: HIGH RISK MH 1.0
```

Answer "NO" to the following prompts:

```
Want KIDS to INHIBIT LOGONs during install? NO// NO
Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//
```

Example of questions asked during install:

```
Checking Install for Package SD*5.3*578

Install Questions for SD*5.3*578

Incoming Mail Groups:

Enter the Coordinator for Mail Group 'SD MH NO SHOW NOTIFICATION': XXXXX,XXX

Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//

Checking Install for Package DG*5.3*836

Install Questions for DG*5.3*836

Do you want to update the Parameter Definition for the local Patient Record Flag
related to HIGH RISK FOR SUICIDE at this time? YES//
Enter the Local Patient Record Flag that you are using as your "High Risk
for Suicide" flag. If not already defined use the Directive
recommendation: HIGH RISK FOR SUICIDE. If already defined use your current
flag name.
Recommended Flag: HIGH RISK FOR SUICIDE Replace
```

Installation Example

See [Appendix A](#).

5. Install File Print

Use the KIDS Install File Print option to print out the results of the installation process. You can select the multi-package build or any of the individual builds included in the multi-package build.

```
Select Utilities Option: Install File Print
Select INSTALL NAME: HIGH RISK MH 1.0
```

6. Build File Print

Use the KIDS Build File Print option to print out the build components.

```
Select Utilities Option: Build File Print
```

| |
|---|
| Select BUILD NAME: HIGH RISK MH 1.0 DEVICE: HOME// |
|---|

7. Post-installation routines

The installation will place the following exchange file entries in the Reminder Exchange file #811.8:

VA-INFLUENZA 2010 UPDATES
VA-TEXT INFO SCREEN FOR AAA (RD)
VA MH SCREENING REMINDERS UPDATE
VA-EMBEDDED FRAGMENTS RISK EVALUATION
VA BRANCHING LOGIC REMINDER UPDATES OEF/OIF
VA-INFLUENZA H1N1 UPDATE
VA-MHV INFLUENZA VACCINE
VA-ALCOHOL F/U POS AUDIT-C
VA-MH HIGH RISK NO-SHOW FOLLOW-UP
VA-TB/POSITIVE PPD
VA-PATIENT RECORD FLAG INFORMATION

NATIONAL BLOOD PRESSURE CONDITION CHANGES

The contents of NATIONAL BLOOD PRESSURE CONDITION CHANGES are described in the Systolic/Mean/Diastolic discussion in the Release Notes.

VA-MH NO SHOW APPT CLINICS LL

The VA-MH NO SHOW APPT CLINICS LL location list includes clinic stop codes for MH clinics that are scheduled for face-to-face appointments.

The post-install routine will install all the components of these Exchange file entries on your system. After the installation has finished, if you discover that any of these components weren't installed correctly, you can use the Reminder Exchange option on the Reminders Manager Menu to install them.

Health Summary

The GMTS*2.7*99 post-install routine will create stub entries in file #142 for the remote Health Summary Type, and then call the silent Reminder Exchange install utility to install the remaining Health Summary items. Lastly, POST will re-index the HEALTH SUMMARY TYPE and HEALTH SUMMARY COMPONENT files along with rebuilding the Ad Hoc Health Summary.

HEALTH SUMMARY Components

MAS CONTACTS
MAS MH CLINIC VISITS FUTURE
MH HIGH RISK PRF HX
MH TREATMENT COORDINATOR

HEALTH SUMMARY Types

VA-MH HIGH RISK PATIENT
REMOTE HIGH RISK MH PATIENT

HEALTH SUMMARY OBJECT
VA-MH HIGH RISK PATIENT (TIU)

8. Deletion of init routines

After everything has been successfully installed you may delete the following init routines:
PXRMP18E, PXRMP18I

Post-Install Set-up Instructions

1. Enter names to mail group

Enter the names of Suicide Prevention Coordinators and/or other MH professionals responsible for coordinating follow-up of High Risk for Suicide patients that miss a MH appointment. The mail group owner of the SD MH NO SHOW NOTIFICATION mail group (as entered during the installation process) will need to add these names after the multi-package build is installed. The mail group members added to this mail group will receive the new Scheduling report results (from the nightly background job) in a MailMan Message. This can include all facility SPCs if you're an integrated site.

Example:

```
>D ^XUP

Setting up programmer environment
This is a TEST account.

Select OPTION NAME: XMMGR
    Manage Mailman      menu

        Check MailMan Files for Errors
        Create a Mailbox for a user
        Disk Space Management ...
        Group/Distribution Management ...
        Local Delivery Management ...
        MailMan Site Parameters
        Network Management ...
        New Features for Managing MailMan

Select Manage Mailman Option: Group/Distribution Management ... [XMMGR-GROUP-
MAINTENANCE]

Select Group/Distribution Management Option: Mail Group Coordinator's Edit
[XMMGR-MAIL-GRP-COORDINATOR]
This option allows a mail group coordinator to edit the mail groups that
he or she is the coordinator of (and no others). It does not allow edit
of remote recipients.

Select MAIL GROUP NAME: SD MH NO SHOW NOTIFICATION
Select MEMBER: MHUSER,TWO
Are you adding 'MHUSER,TWO' as a new MEMBER (the 1ST for this MAIL GROUP)?
No// YES
Select MEMBER: MHUSER,THREE
```

2. Assign report options

Assign these report options to the primary or secondary menu options of your Suicide Prevention Coordinators, Mental Health Treatment Coordinator, and other Mental Health Professionals who will be tracking missed appointments for high risk for suicide patients:

- SD MH NO SHOW AD HOC REPORT
 - Scheduling Mental Health AD HOC NO SHOW Report
- SD MH NO SHOW NIGHTLY BGJ
 - No Show Nightly Background Job (tasked job)

3. Add the new health summary types to the CPRS Reports tab display

Follow your facility's rules and conventions for adding these health summary types.

1. VA-MH HIGH RISK PATIENT - This Type contains the four Health Summary Components mentioned above, and is the basis for creating the VA-MH HIGH RISK PATIENT (TIU) Health Summary Object.
2. REMOTE MH HIGH RISK PATIENT - This Type contains the same components as the VA-MH HIGH RISK PATIENT and allows viewing the aforementioned information from remote sites.

Sequencing new Health Summary types is done in the GUI Parameters option.

Example

```
Select CPRS Manager Menu Option: PE CPRS Configuration (Clin Coord)
Select CPRS Configuration (Clin Coord) Option: GP GUI Parameters

Select GUI Parameters Option: HS GUI Health Summary Types

Allowable Health Summary Types may be set for the following:
  2  User          USR    [choose from NEW PERSON]
  3  Division      DIV    [choose from INSTITUTION]
  4  System        SYS    [TEST.FO-SLC.MED.VA.GOV]
  5  Service       SVC    [choose from SERVICE/SECTION]

Enter selection: 4 System    xxx.MED.VA.GOV

- Setting Allowable Health Summary Types for System: PUGET-SOUND.MED.VA.GOV -
Sequence: 20//
Health Summary: VA-HIGH RISK MH PATIENT
Sequence: 21// (your sequence numbers will be different)
Health Summary: REMOTE MH HIGH RISK PATIENT
```

4. Assign the High Risk MH No-Show Follow-up reminder to users' coversheets, following local policies.

Edit Cover Sheet Reminder List Example

Clinical Reminders and Reminder Categories Displayed on Cover Sheet

| Cover Sheet Reminders (Cumulative List) | | | |
|---|--------|---------|----------|
| Reminder | Seq... | Level | |
| + AGETEST (Local) | 10 | System | |
| + TBI Screening (VA-TBI SCREENING - National) | 20 | System | |
| + IHD Lipid Profile - DT PL example (DT-EXAMPLE FOR PL... | 30 | System | |
| + AAA Risk Screen (AAA SCREENING - Local) | 40 | System | |
| + Screen for Abd Aortic Aneurysm (SCREEN FOR AAA - Lo... | 50 | System | |
| + IHD Aspirin and Beta-Blocker (ZZ-IHD ASPIRIN AND BE... | 60 | System | |
| + Influenza Vaccine (VA-MHV INFLUENZA VACCINE - Nati... | 70 | System | |
| + High Risk MH No-Show Follow-up (VA-MH HIGH RISK N... | 80 | System | |
| + Problem Drinking Screen (VA-PROBLEM DRINKING SC... | 20 | Service | MEDICINE |
| + SUISTANCE ABUSE | 30 | Service | MEDICINE |

Select Cover Sheet Parameter Level to Display / Edit

☐ System
☐ Division: Ely
☐ Service: Medicine

☐ Location:
☐ User Class:
☒ User: Whprovider,Three - PHYSICIAN

Editing Cover Sheet Reminders for User: WHPROVIDER,THREE

| Available Reminders & Categories | | User Level Reminders |
|---|--|----------------------|
| | | Seq... |
| Health Factor Test (CDUE PROB - Local) | | |
| Health Factor Test (HFTTEST - Local) | | |
| Health Habits Screening (PA-HEALTH HABITS SCREEN | | |
| Hep A serologic testing (HIV HEPATITIS A SEROLOGIC | | |
| Hepatitis C Risk Assessment (VA-HEP C RISK ASSESSM | | |
| Hepatitis C Risk Assessment (ZZCount - Local) | | |
| Hepatitis C Risk Assessment (ZZVA-HEP C RISK ASSES | | |
| Hepatitis C Risk Assessment (DT-HEP C RISK ASSESSM | | |
| Hepatitis C Risk Assessment (SLC HEP C - Local) | | |
| High Risk MH No-Show Follow-up (VA-MH HIGH RISK N | | |
| High Risk MH No-Show Follow-up (PKR HIGH RISK - Loc | | |
| Hospital Discharge Test (HDISCHARGE - Local) | | |
| Hypertension (High Blood Pressure) (VA-MHV HYPERTEN | | |

+ Add
 - Remove
 Lock

Sequence Number: 10

OK Cancel Apply

- If necessary, edit the Parameter Definition for the PRF FOR SUICIDE PREVENTION. If your site has a different name for this PRF, you'll need to go into the Parameter Tools option (XPAR MENU TOOLS) to change this. NOTE: You may need programmer access to use this option.

```
Select General Parameter Tools Option: EP  Edit Parameter Values
--- Edit Parameter Values ---

Select PARAMETER DEFINITION NAME: PRF FOR SUICIDE PREVENTION  DGPF SUICIDE FLAG
PRF for Suicide Prevention

----- Setting DGPF SUICIDE FLAG for Package: REGISTRATION -----
Value: HIGH RISK FOR SUICIDE  Replace
```

- Update the reminder term with the name of the local PRF flag, after setting up the DG SUICIDE PREVENTION parameter.

```
---- Begin: VA-MH HIGH RISK FOR SUICIDE PRF (FI(2)=RT(811)) -----
```

```
Finding Type: REMINDER TERM
Use in Patient Cohort Logic: AND
Beginning Date/Time: FIEVAL(1,1,"DATE")
Ending Date/Time: FIEVAL(1,1,"DATE")+1D

Mapped Findings: CF.VA-PATIENT RECORD FLAG
INFORMATION
```

Computed Finding Parameter: HIGH RISK FOR SUICIDE^L

---- End: VA-MH HIGH RISK FOR SUICIDE PRF -----

- Use the Reminder Term edit option (Reminder Manager's Menu)
- Select the VA-MH HIGH RISK FOR SUICIDE PRF reminder term
- Select the Finding CF.VA-PATIENT RECORD FLAG INFORMATION
- Add local PRF name to Computed Finding Parameter followed by "^L".
- Example:
Computed Finding Parameter: HIGH RISK FOR SUICIDE^L

7. If you are using \$P in a Condition, we recommend that you replace it with the appropriate CSUBs. Several national definitions and terms were originally distributed with Conditions using \$P; as part of this patch they will be updated to use the SYSTOLIC and DIASTOLIC CSUBs.

SYSTOLIC/MEAN/DIASTOLIC and use of CSUB instead of \$P: The Clin4 support team pointed out that the value for blood pressure can come back in either of the following forms: SYSTOLIC/DIASTOLIC or SYSTOLIC/MEAN/DIASTOLIC (the second form is not very common). If the second form comes back, then the DIASTOLIC CSUB would have the value for mean, and if \$P was used in a Condition, it would also be the mean. The code was changed so that the DIASTOLIC CSUB will always have the correct value.

8. Add back locally mapped findings if they were removed. As stated in Pre-Installation instructions, the reminder term VA-MHV INFLUENZA IMMUNIZATION was installed with the overwrite action, which means that all locally mapped findings were removed. Therefore, prior to the installation, you were advised to use the "Inquire about Reminder Term" option to check this term and verify that it was mapped with your local findings. If there are no mapped local findings, then after this install, add proper local mappings to complete this reminder term's definition After the installation, the term will have a single mapped finding which will look similar to this:

```
Finding Item: INFLUENZA, HIGH DOSE SEASONAL, PRESERV-FREE
              (FI(1)=IM(612013))
Finding Type: IMMUNIZATION
Beginning Date/Time: 8/20/10
```

Use the saved term inquiry as a reference and add back the locally mapped findings that were removed. Do not remove the mapped finding that was installed by the patch.

Appendix A: Installation Example

NOTE: DO NOT QUEUE THE INSTALL!!

```
HIGH RISK MH 1.0      12/9/11@10:32:48
=> High Risk Mental Health multi-package build, increment 1.  ;Created on

This Distribution was loaded on Dec 09, 2011@10:32:48 with header of
  High Risk Mental Health multi-package build, increment 1.  ;Created on Dec 09
, 2011@08:20:31
  It consisted of the following Install(s):
HIGH RISK MH 1.0      DG*5.3*836      SD*5.3*578      GMTS*2.7*99      TIU*1.0*260
  PXRM*2.0*18
Checking Install for Package HIGH RISK MH 1.0

Install Questions for HIGH RISK MH 1.0
```

Checking Install for Package DG*5.3*836

Install Questions for DG*5.3*836

Do you want to update the Parameter Definition for the local Patient Record Flag related to HIGH RISK FOR SUICIDE at this time? YES// NO
Enter the Local Patient Record Flag that you are using as your "High Risk for Suicide" flag. If not already defined use the Directive recommendation: HIGH RISK FOR SUICIDE. If already defined use your current flag name.
Recommended Flag: HIGH RISK FOR SUICIDE Replace

Example: `HIGH RISK FOR SUICIDE^L` (`^L` indicates that it's a local PRF name.)

Checking Install for Package SD*5.3*578

Install Questions for SD*5.3*578

Incoming Mail Groups:

Enter the Coordinator for Mail Group 'SD MH NO SHOW NOTIFICATION': CRUSER,ONE//
OC OI&T STAFF

Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//

Checking Install for Package GMTS*2.7*99
Will first run the Environment Check Routine, GMTSPI99

GMTS*2.7*99 has been previously installed. Environment check complete.

Install Questions for GMTS*2.7*99

Incoming Files:

811.8 REMINDER EXCHANGE (including data)
Note: You already have the 'REMINDER EXCHANGE' File.
I will OVERWRITE your data with mine.

Checking Install for Package TIU*1.0*260

Install Questions for TIU*1.0*260

Checking Install for Package PXR*2.0*18

Install Questions for PXR*2.0*18

Incoming Files:

801.41 REMINDER DIALOG

Note: You already have the 'REMINDER DIALOG' File.

802.4 REMINDER FUNCTION FINDING FUNCTIONS (including data)

Note: You already have the 'REMINDER FUNCTION FINDING FUNCTIONS' File.
I will OVERWRITE your data with mine.

811.4 REMINDER COMPUTED FINDINGS (including data)

Note: You already have the 'REMINDER COMPUTED FINDINGS' File.
I will OVERWRITE your data with mine.

811.5 REMINDER TERM (Partial Definition)

Note: You already have the 'REMINDER TERM' File.

811.6 REMINDER SPONSOR

Note: You already have the 'REMINDER SPONSOR' File.

811.7 REMINDER CATEGORY (Partial Definition)

Note: You already have the 'REMINDER CATEGORY' File.

811.8 REMINDER EXCHANGE (including data)

Note: You already have the 'REMINDER EXCHANGE' File.
I will OVERWRITE your data with mine.

811.9 REMINDER DEFINITION

Note: You already have the 'REMINDER DEFINITION' File.

Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//

Want KIDS to INHIBIT LOGONS during the install? NO//

Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//

Enter the Device you want to print the Install messages.

You can queue the install by enter a 'Q' at the device prompt.

Enter a '^' to abort the install.

DEVICE: HOME// TCP

Install Started for HIGH RISK MH 1.0 :

Build Distribution Date: Dec 09, 2011

Installing Routines:

Feb 15, 2012@18:20:26

**DO NOT QUEUE THIS
INSTALL!!**

```
Install Started for DG*5.3*836 :  
    Feb 15, 2012@18:20:26  
  
Build Distribution Date: Dec 09, 2011  
  
Installing Routines:  
    Feb 15, 2012@18:20:26  
  
Installing PACKAGE COMPONENTS:  
  
Installing PARAMETER DEFINITION  
    Feb 15, 2012@18:20:26  
  
Running Post-Install Routine: POST^DG53836P  
  
Updating Parameters File...  
  
Updating Routine file...  
  
Updating KIDS files...  
  
DG*5.3*836 Installed.  
    Feb 15, 2012@18:20:26  
  
Not a production UCI  
  
NO Install Message sent  
  
Install Started for SD*5.3*578 :  
    Feb 15, 2012@18:20:26  
  
Build Distribution Date: Dec 09, 2011  
  
Installing Routines:  
    Feb 15, 2012@18:20:26  
  
Installing PACKAGE COMPONENTS:  
  
Installing MAIL GROUP  
  
Installing OPTION  
    Feb 15, 2012@18:20:26  
  
Updating Routine file...  
  
Updating KIDS files...  
  
SD*5.3*578 Installed.  
    Feb 15, 2012@18:20:26  
  
Not a production UCI  
  
NO Install Message sent  
  
Install Started for GMTS*2.7*99 :  
    Feb 15, 2012@18:20:26  
  
Build Distribution Date: Dec 09, 2011  
  
Installing Routines:  
    Feb 15, 2012@18:20:26  
  
Running Pre-Install Routine: PRE^GMTSPI99
```

```

Cleaning up any previous versions of Reminder Exchange file entry

Cleaning up any previous test versions of Health Summary Components

Cleaning up any previous versions of Health Summary Types

Re-index and rebuild after housekeeping

Re-Indexing Health Summary Component file ..... < done >
Re-Indexing Health Summary Type file ..... < done >

Ad Hoc Summary
  Gathering Ad Hoc Summary information..... < done >
  Purging old Ad Hoc Summary..... < done >
  Rebuilding Ad Hoc Summary..... < done >

Ad Hoc Health Summary successfully rebuilt

Installing Data Dictionaries:
    Feb 15, 2012@18:20:29

Installing Data:
    Feb 15, 2012@18:20:30

Running Post-Install Routine: POST^GMTSPI99

Creating stub entries for Health Summary Types.

Installing Health Summary items and TIU/HS object.
1. Installing Reminder Exchange entry GMTS FOR HRMH

Re-index and rebuild after install

Re-Indexing Health Summary Component file ..... < done >
Re-Indexing Health Summary Type file ..... < done >

Ad Hoc Summary
  Gathering Ad Hoc Summary information..... < done >
  Purging old Ad Hoc Summary..... < done >
  Rebuilding Ad Hoc Summary..... < done >

Ad Hoc Health Summary successfully rebuilt

Updating Routine file...

Updating KIDS files...

GMTS*2.7*99 Installed.
    Feb 15, 2012@18:20:33

Not a production UCI

NO Install Message sent

Install Started for TIU*1.0*260 :
    Feb 15, 2012@18:20:33

Build Distribution Date: Dec 09, 2011

Installing Routines:
    Feb 15, 2012@18:20:33

```

Running Post-Install Routine: EN^TIUPI260

Creation of TIU Object MH MISSED APPOINTMENTS 10D successful...

Updating Routine file...

Updating KIDS files...

TIU*1.0*260 Installed.
Feb 15, 2012@18:20:34

Not a production UCI

NO Install Message sent

Install Started for PXRMP*2.0*18 :
Feb 15, 2012@18:20:34

Build Distribution Date: Dec 09, 2011

Installing Routines:
Feb 15, 2012@18:20:35

Running Pre-Install Routine: PRE^PXRMP18I

DISABLE options.

DISABLE protocols.

Removing old data dictionaries.

Deleting data dictionary for file # 801.41
Deleting data dictionary for file # 802.4
Deleting data dictionary for file # 811.4
Deleting data dictionary for file # 811.6
Deleting data dictionary for file # 811.9

Installing Data Dictionaries:
Feb 15, 2012@18:20:37

Installing Data:
Feb 15, 2012@18:20:41

Installing PACKAGE COMPONENTS:

Installing INPUT TEMPLATE

Installing OPTION
Feb 15, 2012@18:20:41

Running Post-Install Routine: POST^PXRMP18I

Rebuilding Custom Date Due data structures.

ENABLE options.

ENABLE protocols.

Rebuilding Sponsor B and BN indexes.

There are 13 Reminder Exchange entries to be installed.

1. Installing Reminder Exchange entry NATIONAL BLOOD PRESSURE CHANGES
2. Installing Reminder Exchange entry VA-MH NO SHOW APPT CLINICS LL
3. Installing Reminder Exchange entry VA-INFLUENZA 2010 UPDATES
4. Installing Reminder Exchange entry VA-TEXT INFO SCREEN FOR AAA (RD)

5. Installing Reminder Exchange entry VA MH SCREENING REMINDERS UPDATE
6. Installing Reminder Exchange entry VA-EMBEDDED FRAGMENTS RISK EVALUATION
7. Installing Reminder Exchange entry VA BRANCHING LOGIC REMINDER UPDATES
OEF/OIF
8. Installing Reminder Exchange entry VA-INFLUENZA H1N1 UPDATE
9. Installing Reminder Exchange entry VA-MHV INFLUENZA VACCINE
10. Installing Reminder Exchange entry VA-ALCOHOL F/U POS AUDIT-C
11. Installing Reminder Exchange entry VA-MH HIGH RISK NO-SHOW FOLLOW-UP
12. Installing Reminder Exchange entry VA-TB/POSITIVE PPD
13. Installing Reminder Exchange entry VA-PATIENT RECORD FLAG INFORMATION

Checking national computed finding print names.

CF VA-ADMISSIONS FOR A DATE RANGE

Print Name: Admissions for a Date Range

New print Name: VA-Admissions for a Date Range

CF VA-AGE

Print Name: Patient Age

New print Name: VA-Patient Age

CF VA-ALLERGY

Print Name: Allergy

New print Name: VA-Allergy

CF VA-BMI

Print Name: Body Mass Index

New print Name: VA-Body Mass Index

CF VA-BSA

Print Name: Body Surface Area

New print Name: VA-Body Surface Area

CF VA-CURRENT INPATIENTS

Print Name: Current Inpatients

New print Name: VA-Current Inpatients

CF VA-DATE OF BIRTH

Print Name: Patient's Date of Birth

New print Name: VA-Patient's Date of Birth

CF VA-DATE OF DEATH

Print Name: Patient's Date of Death

New print Name: VA-Patient's Date of Death

CF VA-DISCHARGE DATE

Print Name: Veteran Last Separation Date

New print Name: VA-Veteran Last Separation Date

CF VA-DISCHARGES FOR A DATE RANGE

Print Name: Discharges for a Date Range

New print Name: VA-Discharges for a Date Range

CF VA-ETHNICITY

Print Name: Patient's Ethnicity

New print Name: VA-Patient's Ethnicity

CF VA-IS INPATIENT

Print Name: Is Inpatient

New print Name: VA-Is Inpatient

CF VA-LAST SERVICE SEPARATION DATE

Print Name: Veteran Last Separation Date

New print Name: VA-Veteran Last Separation Date

CF VA-MST STATUS

Print Name: MST Status

New print Name: VA-MST Status

CF VA-PATIENT TYPE

Print Name: PATIENT TYPE

New print Name: VA-Patient Type

CF VA-PATIENTS WITH APPOINTMENTS

Print Name: Patients with Appointments

New print Name: VA-Patients with Appointments

CF VA-PRIMARY CARE PROVIDER

Print Name: PCMM Primary Care Provider

New print Name: VA-PCMM Primary Care Provider

CF VA-PRIMARY CARE TEAM

Print Name: PCMM Primary Care Team

New print Name: VA-PCMM Primary Care Team

CF VA-PROGRESS NOTE

Print Name: Progress Note

New print Name: VA-Progress Note

CF VA-PTF HOSPITAL DISCHARGE DATE

Print Name: PTF Hospital Discharge Date

New print Name: VA-PTF Hospital Discharge Date

CF VA-RACE 2003

Print Name: Patient's Race, 2003 and On.

New print Name: VA-Patient's Race, 2003 and On.

CF VA-RACE PRE 2003

Print Name: Patient's pre-2003 Race

New print Name: VA-Patient's pre-2003 Race

CF VA-REMINDER DEFINITION

Print Name: Reminder Definition Computed Finding

New print Name: VA-Reminder Definition Computed Finding

CF VA-TREATING FACILITY LIST

Print Name: Treating Facility list

New print Name: VA-Treating Facility List

CF VA-VETERAN

Print Name: Patient is a Veteran

New print Name: VA-Patient is a Veteran

CF VA-WH MAMMOGRAM ABNORMAL IN WH PKG

Print Name:

New print Name: VA-WH Mammogram Abnormal in WH pkg

CF VA-WH MAMMOGRAM IN WH PKG

Print Name: Mammogram in WH pkg

New print Name: VA-Mammogram in WH pkg

CF VA-WH PAP SMEAR ABNORMAL IN WH PKG

Print Name:

New print Name: VA-WH Pap Smear Abnormal in WH pkg

CF VA-WH PAP SMEAR IN LAB PKG

Print Name: Lab Pap Smear SNOMED
New print Name: VA-Lab Pap Smear SNOMED

CF VA-WH PAP SMEAR IN WH PKG
Print Name: Pap Smear in WH pkg
New print Name: VA-Pap Smear in WH pkg

Setting CF PARAMETER REQUIRED field for national computed findings.

Updating Routine file...

Updating KIDS files...

PXRM*2.0*18 Installed.
Feb 15, 2012@18:27:53

Not a production UCI

NO Install Message sent

Updating Routine file...

Updating KIDS files...

HIGH RISK MH 1.0 Installed.
Feb 15, 2012@18:27:53

No link to PACKAGE file

Install Completed PXRM*2.0*18

- 1 Load a Distribution
- 2 Verify Checksums in Transport Global
- 3 Print Transport Global
- 4 Compare Transport Global to Current System
- 5 Backup a Transport Global
- 6 Install Package(s)
Restart Install of Package(s)
Unload a Distribution

Select Installation Option:

Appendix B – Nightly Background Job and Ad Hoc Report Examples

This is a sample of the High Risk Mental Health NO Show Nightly Report. This report is generated at the end of the Scheduling Nightly Background job, and will be sent in a Mailman message to those persons added to mail group SD MH NO SHOW NOTIFICATION. All persons in this mail group will receive the High Risk Mental Health NO SHOW report that is generated from the scheduling nightly background job. An option to manually run the no show background job if there was an error in running the report, has also been created called SD MH NO SHOW NIGHTLY BGJ (High Risk MH No-Show Nightly Report).

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

This report will list future scheduled appointments for 30 days in the future.

This is how the report will display to the screen when reading mailman.

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

Division/Clinic Appointment Totals

| Division/Clinic | NS | NSA | NAT | Unique Patients |
|----------------------------------|----|-----|-----|-----------------|
| ALBANY/D-PSYCH | 1 | 1 | 1 | 3 |
| TROY1/LIZ'S MENTAL HEALTH CLINIC | 1 | 2 | 1 | 3 |
| TROY1/MENTAL HEALTH | 1 | 0 | 2 | 3 |

*STATUS: NS = No Show NSA = No Show Auto Rebook NAT = No Action Taken

HIGH RISK MENTAL HEALTH NO SHOW NIGHTLY REPORT PAGE 1
By CLINIC for Appointments on 4/5/11 Run: 4/6/2011@11:56

PATIENT PT ID APPT D/T CLINIC STATUS

DIVISION/CLINIC/STOP CODE: ALBANY/D-PSYCH/188

| | | | | | |
|---|--------------------------------|------|----------------------------|---------|-----|
| 1 | HRMHPatient,One | 0001 | 4/5/2011 11:00 am | D-PSYCH | *NS |
| | Future Scheduled Appointments: | | | | |
| | 4/7/2011 9:00 am | | LIZ'S MENTAL HEALTH CLINIC | | |
| | 4/14/2011 9:00 am | | LIZ'S MENTAL HEALTH CLINIC | | |
| | 4/17/2011 9:00 am | | LIZ'S MENTAL HEALTH CLINIC | | |

2 HRMHpatient,Two 0002 4/5/2011 2:00 pm D-PSYCH *NAT
Future Scheduled Appointments:
4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC

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

HIGH RISK MENTAL HEALTH NO SHOW NIGHTLY REPORT PAGE 2

Enter RETURN to continue or '^' to exit:

Subj: HRMH NO SHOW NIGHTLY REPORT MESSAGE # [#111884] Page 3

By CLINIC for Appointments on 4/5/11 Run: 4/6/2011@11:56

| # | PATIENT | PT ID | APPT D/T | CLINIC | STATUS |
|-------|---------|-------|----------|--------|--------|
| ***** | | | | | |

DIVISION/CLINIC/STOP CODE: TROY1/LIZ'S MENTAL HEALTH CLINIC/202

1 HRMHpatient,One 0001 4/5/2011 9:00 am LIZ'S MENTAL HE *NSA
Future Scheduled Appointments:
4/7/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC

2 HRMHpatient,Two 0002 4/5/2011 3:00 pm LIZ'S MENTAL HE *NSA
Future Scheduled Appointments:
4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC

3 HRMHpatient,Two 0002 4/5/2011 4:00 pm LIZ'S MENTAL HE *NS

Enter RETURN to continue or '^' to exit:

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

Future Scheduled Appointments:
4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC

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

DIVISION/CLINIC/STOP CODE: TROY1/MENTAL HEALTH/188

1 HRMHpatient,One 0001 4/5/2011 8:00 am MENTAL HEALTH *NAT
Future Scheduled Appointments:
4/7/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC

2 HRMHpatient,Two 0002 4/5/2011 1:00 pm MENTAL HEALTH *NAT

Enter RETURN to continue or '^' to exit:

Future Scheduled Appointments:

4/14/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC
4/17/2011 9:00 am LIZ'S MENTAL HEALTH CLINIC

3 HRMHpatient,Three 0003 4/5/2011 11:00 am MENTAL HEALTH *NS

Future Scheduled Appointments:

4/14/2011 9:30 am LIZ'S MENTAL HEALTH CLINIC
4/18/2011 8:00 am D-PSYCH

High Risk MH No-Show Ad hoc Report

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

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

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

When the report displays or prints:

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

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

No Show displays for (A)ll stop codes:

Notice that when the user is prompted Select Stop codes: ALL//, if the user enters ??, the prompt displays all stop codes for mental health that are associated with the stop codes listed in the Reminder Location List VA-MH NO SHOW APPT CLINICS LL and non mental health stop codes to select (green highlight). The user can also hit return at that prompt and stop Codes for all stop codes will display.

```
DEVISC1A3:MNTVLL 16d3>D ^XQ1

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

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

Select Beginning Date: 11/10/11// T-15 (OCT 21, 2011)
Select Ending Date: 11/10/11// T (NOV 10, 2011)
Select division: ALL// ??
ENTER:
- Return for all divisions, or
- A division and return when all divisions have been selected--limit 20
Imprecise selections will yield an additional prompt.
(e.g. When a user enters 'A', all items beginning with 'A' are displayed.)

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

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

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

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

Stop Code Selection:
          A All Stop Codes
          M Mental Health Stop Codes only

Select: (A)ll Stop Codes A//?
Enter: 'A' for All Stop Codes
      'M' for Mental Health Stop Codes only
Select: (A)ll Stop Codes A//
Select Stop codes: ALL// ??
```

```

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

Choose from:
1      EMERGENCY UNIT      1      10-01-1987
3      MENTAL HYGIENE (INDIV.) 83      10-01-1987
4      MENTAL HYGIENE (GROUP) 77      10-01-1987
5      DAY TREATMENT CENTER 78      10-01-1987
6      DAY HOSPITAL      79      10-01-1987
7      DRUG DEPENDENCE      80      10-01-1987
8      ALCOHOL TREATMENT      81      10-01-1987
9      PSYCHIATRY      84      10-01-1987
10     PSYCHOLOGY      85      10-01-1987
11     NEUROBEHAVIORAL      86      10-01-1987
13     GENERAL MEDICAL      27      10-01-1987
14     ALLERGY IMMUNOLOGY      28      10-01-1987
15     CARDIOLOGY      29      10-01-1987
16     DERMATOLOGY      30      10-01-1987
17     ENDO/METAB (EXCEPT DIAB.) 31      10-01-1987
18     DIABETES      32      10-01-1987
19     GASTROENTEROLOGY      33      10-01-1987
20     HEMATOLOGY      34      10-01-1987
21     HYPERTENSION      35      10-01-1987
'^' TO STOP:
Select Stop codes: ALL//
Select Number of days to List Future Appointments: 30//?

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

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

This output requires 80 column output

Select Device: 0;80;9999 UCX/TELNET

...HMMM, THIS MAY TAKE A FEW MOMENTS...

```

```

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY
STOP CODES for Appointments 10/26/11-11/10/11
PAGE 1
Run: 11/10/2011@10:16

PATIENT      PT ID      APPT D/T      CLINIC      STATUS
*****
DIVISION/STOP/CLINIC: ALBANY/141/GEN MED

1  HRMHpatient,One      0001      10/31/2011 11:00 am  GEN MED      *NAT

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

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

DIVISION/STOP/CLINIC: ALBANY/188/D-PSYCH

1  HRMHpatient,One      0001      10/31/2011 9:00 am  D-PSYCH      *NAT

Home: (518)518-5181

```


Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,One

MHTC:

Future Scheduled Appointments:

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

Results:

2 HRMHpatient,Two 0002 10/31/2011 10:00 am D-PSYCH *NAT

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,Two

MHTC:

Future Scheduled Appointments:

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

Results:

DIVISION/STOP/CLINIC: ALBANY/195/PSYCH CLINIC

1 HRMHpatient,One 0001 10/26/2011 9:00 am PSYCH CLINIC *NAT

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,One

MHTC:

Future Scheduled Appointments:

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

Results:

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

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,Two

MHTC:

Future Scheduled Appointments:

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

Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY
STOP CODES for Appointments 10/26/11-11/10/11

PAGE 2
Run: 11/10/2011@10:16

PATIENT PT ID APPT D/T CLINIC STATUS

DIVISION/STOP/CLINIC: ON THE HUDSON IN HISTORI/202/LIZ'S MENTAL HEALTH CLINIC

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

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,One

MHTC:

Future Scheduled Appointments:

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

Results:

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

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,Two

MHTC:

Future Scheduled Appointments:

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

Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY
STOP CODES for Appointments 10/26/11-11/10/11

PAGE 3

Run: 11/10/2011@10:16

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

1 HRMHPatient,One 0001 10/26/2011 8:00 am DERMATOLOGY *NAT

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,One

Provider: HRMHprovider,One

MHTC:

Future Scheduled Appointments:

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

Results:

2 HRMHPatient,Two 0002 10/31/2011 8:00 am DERMATOLOGY *NAT

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,Two

Provider: HRMHprovider,Two MHTC:

Future Scheduled Appointments:

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

Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY
STOP CODES for Appointments 10/26/11-11/10/11

PAGE 4

Run: 11/10/2011@10:16

Totals Page

| Division/Clinic Appointment Totals | | | | |
|---|----|-----|-----|-----------------|
| Division/Clinic | NS | NSA | NAT | Unique Patients |
| ALBANY/D-PSYCH | 0 | 0 | 2 | 2 |
| ALBANY/GEN MED | 0 | 0 | 1 | 2 |
| ALBANY/PSYCH CLINIC | 0 | 1 | 1 | 2 |
| ON THE HUDSON IN HISTORI/LIZ'S MENTAL HEALTH CLINIC | 0 | 0 | 2 | 2 |
| TROY1/DERMATOLOGY | 0 | 0 | 2 | 2 |
| *STATUS: NS = No Show NSA = No Show Auto Rebook NAT = No Action Taken | | | | |
| DEVISC1A3:MNTVLL 16d3> | | | | |

Ad Hoc No Show Report by Mental Health Only Stop Code Example

This is an example of how the No Show displays for (M)ental Health only stop codes. Notice when the user is prompted Select Stop codes: ALL//, if the user enters ??, the prompt displays all stop codes for only mental health stop codes that are associated with the stop codes listed in the Reminder Location List VA-MH NO SHOW APPT CLINICS LL will be listed for the user to select (green highlight). The user can choose one or many stop codes or the user can also hit return at that prompt and stop codes for all mental health stop codes will display that had no showed patients with Patient Record flag, High Risk for Suicide.

```
DEVISC1A3:MNTVLL 16d3>D ^XQ1
Select OPTION NAME: SD MH NO SHOW AD HOC REPORT High Risk MH No-Show Ado
c Report
High Risk MH No-Show Adhoc Report

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

Select Beginning Date: 11/10/11// T-15 (OCT 26, 2011)
Select Ending Date: 11/10/11// T (NOV 10, 2011)
Select division: ALL//
Sort report by (M)ental Health Clinic Quick List, (C)linic or (S)top Code: M//S

Stop Code Selection:
      A All Stop Codes
      M Mental Health Stop Codes only

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

Choose from:
188 MENTAL HEALTH CLINIC - IND 502
189 MH RESIDENTIAL CARE IND 503
191 DAY TREATMENT-INDIVIDUAL 505
192 DAY HOSPITAL-INDIVIDUAL 506
195 PSYCHIATRY - INDIVIDUAL 509
196 PSYCHOLOGY-INDIVIDUAL 510
198 MENTAL HEALTH CLINIC-GROUP 550
200 MHICM - INDIVIDUAL 552
201 DAY TREATMENT-GROUP 553
202 DAY HOSPITAL-GROUP 554
205 PSYCHIATRY - GROUP 557
206 PSYCHOLOGY-GROUP 558
207 PSYCHOSOCIAL REHAB - GROUP 559
```

```

208      SERV-MH GROUP      572
209      SERV-MH INDIVIDUAL      571
237      SUBSTANCE USE DISORDER IND      513
238      SUBSTANCE USE DISORDR GRP      560
247      PTSD CLINICAL TEAM PTS IND      540
257      PTSD - GROUP      516
      ^
Select Stop codes: ALL// MENT
1      MENTAL HEALTH CLINIC - IND      502
2      MENTAL HEALTH CLINIC-GROUP      550
3      MENTAL HEALTH CONSULTATION      512
CHOOSE 1-3: 1 MENTAL HEALTH CLINIC - IND      502
Select another Stop codes: 195 PSYCHIATRY - INDIVIDUAL      509
      ...OK? Yes// (Yes)

Select another Stop codes: 554 DAY HOSPITAL-GROUP      554
Select another Stop codes:
Select Number of days to List Future Appointments: 30//

This output requires 80 column output

Select Device: 0;80;99999 UCX/TELNET

...EXCUSE ME, LET ME PUT YOU ON 'HOLD' FOR A SECOND...

```

```

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY      PAGE 1
STOP CODES for Appointments 10/26/11-11/10/11      Run: 11/10/2011@12:05

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

1  HRMHpatient,One      0001      10/31/2011 9:00 am      D-PSYCH      *NAT

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

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

2  HRMHpatient,Two      0002      10/31/2011 10:00 am      D-PSYCH      *NAT

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

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

DIVISION/STOP/CLINIC: ALBANY/195/PSYCH CLINIC

1  HRMHpatient,One      0001      10/26/2011 9:00 am      PSYCH CLINIC      *NAT

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

```

Emergency Contact:

E-Cont.: HRMHecontact,one

MHTC:

Future Scheduled Appointments:

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

Results:

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

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,Two

MHTC:

Future Scheduled Appointments:

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

Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY
STOP CODES for Appointments 10/26/11-11/10/11

PAGE 2

Run: 11/10/2011@12:05

PATIENT PT ID APPT D/T CLINIC STATUS

DIVISION/STOP/CLINIC: ON THE HUDSON IN HISTORI/202/LIZ'S MENTAL HEALTH CLINIC

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

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,One

MHTC:

Future Scheduled Appointments:

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

Results:

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

Home: (518)518-5181

Cell: (555)888-9999

Emergency Contact:

E-Cont.: HRMHecontact,Two

MHTC:

Future Scheduled Appointments:

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

Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY
STOP CODES for Appointments 10/26/11-11/10/11

PAGE 3

Run: 11/10/2011@12:05

Totals Page

Division/Clinic Appointment Totals

Division/CLinic

Unique

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

Ad Hoc No Show Report by Mental Health Clinic

This is a sample of the High Risk Mental Health NO Show Ad Hoc report, (option SD MH NO SHOW AD HOC REPORT, that will list by one, many, All clinics or only Mental Health clinics defined in the Reminder Location List file under the 'VA-MH NO SHOW APPT CLINICS LL' entry.

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

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

When the report displays or prints:

- The division/Clinic name will display on the report once for all patients who have no showed for that clinic and division. It will display again, when the clinic or division changes.
- A totals page will be displayed at the end of the report.

Ad Hoc No Show Report for All Clinics

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

```
DEVISC1A3:MNTVLL>D ^XQ1
```

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

```
High Risk MH No-Show Adhoc Report
```

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

```
Select Beginning Date: 11/09/11// T-10 (OCT 30, 2011)
```

```
Select Ending Date: 11/09/11// T (NOV 09, 2011)
```

```
Select division: ALL// ?
```

```
ENTER:
```

- Return for all divisions, or
 - A division and return when all divisions have been selected--limit 20
- Imprecise selections will yield an additional prompt.
(e.g. When a user enters 'A', all items beginning with 'A' are displayed.)
Answer with MEDICAL CENTER DIVISION NUM, or NAME, or FACILITY NUMBER, or
TREATING SPECIALTY

```
Do you want the entire 27-Entry MEDICAL CENTER DIVISION List? ?
```

```
Select division: ALL// ??
```

```
ENTER:
```

- Return for all divisions, or
 - A division and return when all divisions have been selected--limit 20
- Imprecise selections will yield an additional prompt.
(e.g. When a user enters 'A', all items beginning with 'A' are displayed.)

```
Choose from:
```

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

```
Select division: ALL//
```

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

```
Enter: 'M' to run the report using the face-to-face Mental Health clinics  
defined in the 'VA-MH NO SHOW APPT CLINICS LL' Reminder Location List  
- with no additional prompts to refine the list of Mental Health clinics.
```

```
Enter: 'C' to run the report by clinics which will then prompt  
to refine the list of clinics to use.
```

```
Enter: 'S' to run the report by stop codes which will then prompt  
to refine the list of stop codes to use.
```

```

Sort report by (M)ental Health Clinic Quick List, (C)linic or (S)top Code: M//C
Clinic Selection:
      A All clinics
      M Mental Health clinics only

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

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

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

Select: (A)ll clinics A//

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

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

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

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

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

```

```

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

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

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

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

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

```


Future Scheduled Appointments:

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

Results:

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

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

Emergency Contact:

E-Cont.: HRMHecontact,Two

MHTC:

Future Scheduled Appointments:

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

Results:

3 HRMHpatient,Three 0003 10/31/2011 9:00 am D-PSYCH *NAT

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

Emergency Contact:

E-Cont.: HRMHecontact,Three

MHTC:

Future Scheduled Appointments:

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

Results:

4 HRMHpatient,Four 0004 10/31/2011 10:00 am D-PSYCH *NAT

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

Emergency Contact:

E-Cont.: HRMHecontact,Four

MHTC:

Future Scheduled Appointments:

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

Results:

DIVISION/CLINIC/STOP: ALBANY/GEN MED/141

1 HRMHpatient,One 0001 10/31/2011 11:00 am GEN MED *NAT

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

Emergency Contact:

E-Cont.: HRMHecontact,One

MHTC:

Future Scheduled Appointments:

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

Results:

DIVISION/CLINIC/STOP: ALBANY/PSYCH CLINIC/195

1 HRMHPatient,One 0001 10/26/2011 9:00 am PSYCH CLINIC *NAT

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

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

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

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

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

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

| PATIENT | PT ID | APPT D/T | CLINIC | STATUS |
|---|-------|-------------------|-----------------|--------|
| ***** | | | | |
| DIVISION/CLINIC/STOP: ON THE HUDSON IN HISTORI/LIZ'S MENTAL HEALTH CLINIC/202 | | | | |
| 1 HRMHPatient,One | 0001 | 11/4/2011 8:00 am | LIZ'S MENTAL HE | *NAT |
| Home: (518)518-5181 Cell: (555)888-9999 | | | | |
| Emergency Contact: E-Cont.: HRMHecontact,One MHTC: Future Scheduled Appointments: 11/14/2011 8:00 am DERMATOLOGY 11/14/2011 8:30 am PSYCH CLINIC 11/21/2011 8:00 am DERMATOLOGY 11/21/2011 9:00 am D-PSYCH Results: | | | | |
| 2 HRMHPatient,Two | 0002 | 11/7/2011 8:00 am | LIZ'S MENTAL HE | *NAT |
| Home: (518)518-5181 Cell: (555)888-9999 | | | | |
| Emergency Contact: E-Cont.: HRMHecontact,Two MHTC: Future Scheduled Appointments: 11/14/2011 8:00 am DERMATOLOGY 11/14/2011 8:30 am PSYCH CLINIC 11/21/2011 8:00 am DERMATOLOGY 11/21/2011 9:00 am D-PSYCH Results: | | | | |

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY PAGE 3

CLINICS for Appointments 10/20/11-11/9/11

Run: 11/9/2011@11:02

| PATIENT | PT ID | APPT D/T | CLINIC | STATUS |
|---------|-------|----------|--------|--------|
| ***** | | | | |

| | | | | |
|---|--|--|--|--|
| DIVISION/CLINIC/STOP: TROY1/DERMATOLOGY/144 | | | | |
|---|--|--|--|--|

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

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

Emergency Contact:

E-Cont.: HRMHecontact,One

Provider: HRMHprovider,One

MHTC:

Future Scheduled Appointments:

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

Results:

| | | | | | |
|---|-----------------|------|---------------------|-------------|------|
| 2 | HRMHpaitent,Two | 0002 | 10/25/2011 10:00 am | DERMATOLOGY | *NAT |
|---|-----------------|------|---------------------|-------------|------|

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

Emergency Contact:

E-Cont.: HRMHecontact,Two

Provider: HRMHprovider,Two

MHTC:

Future Scheduled Appointments:

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

Results:

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

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

Emergency Contact:

E-Cont.: HRMHecontact,Three

Provider: HRMHprovider,Three

MHTC:

Future Scheduled Appointments:

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

Results:

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

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

Emergency Contact:

E-Cont.: HRMHecontact,Four

Provider: HRMHprovider,Four

MHTC:

Future Scheduled Appointments:

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

Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY
CLINICS for Appointments 10/20/11-11/9/11

PAGE 4
Run: 11/9/2011@11:02

Totals Page

Division/Clinic Appointment Totals

| Division/Clinic | NS | NSA | NAT | Unique Patients |
|---|----|-----|-----|-----------------|
| ALBANY/D-PSYCH | 0 | 0 | 4 | 4 |
| ALBANY/GEN MED | 0 | 0 | 1 | 1 |
| ALBANY/PSYCH CLINIC | 0 | 1 | 1 | 1 |
| ON THE HUDSON IN HISTORI/LIZ'S MENTAL HEALTH CLINIC | 0 | 0 | 2 | 2 |
| TROY1/DERMATOLOGY | 0 | 0 | 4 | 4 |

*STATUS: NS = No Show NSA = No Show Auto Rebook NAT = No Action Taken

(M)ental Health clinics only:

Notice when the user selects Mental health only, the user can choose to list all mental health clinics or choose a number of clinics to list.

DEVISC1A3:MNTVLL 2d0>D ^XQ1

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

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

Select Beginning Date: 11/09/11// T-10 (OCT 30, 2011)

Select Ending Date: 11/09/11// T (NOV 09, 2011)

Select division: ALL//

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

Clinic Selection:

A All clinics
M Mental Health clinics only

Select: (A)ll clinics A/M

Select Clinic: ALL// ??

ENTER:

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

Choose from:

| | | |
|-----|--------------------------------|-------------|
| 38 | RESEARCH | |
| 41 | PULLIT | |
| 47 | MEDICINE SWO | |
| 48 | LUNCH TIME LITTLE THEATRE | |
| 83 | APPLE PIE | |
| 173 | PROVIDENCE TEST X | |
| 425 | PSYCH CLINIC | |
| 450 | D-PSYCH | |
| 487 | LIZ'S MENTAL HEALTH CLINIC | |
| 553 | MARY'S CLINIC | |
| 566 | JDS MIDNGHT | |
| 568 | JDS 60 MIN | |
| 572 | Eric Clinic II (Mental Health) | |
| 578 | TEST-SMOKE | |
| 580 | MENTAL HEALTH | MARKS, MARY |

Select Clinic: ALL// D-PSYCH

Select another Clinic:

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

This output requires 80 column output

Select Device: 0;80;9999 UCX/TELNET

...EXCUSE ME, JUST A MOMENT PLEASE...

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY PAGE 1
CLINICS for Appointments 10/30/11-11/9/11 Run: 11/9/2011@10:57
PATIENT PT ID APPT D/T CLINIC STATUS

DIVISION/CLINIC/STOP: ALBANY/D-PSYCH/188

1 HRMHpatient,One 0001 10/31/2011 9:00 am D-PSYCH *NAT

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

Emergency Contact:

E-Cont.: HRMHecontact,One

MHTC:

Future Scheduled Appointments:

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

Results:

2 HRMHpatient,Two 0002 10/31/2011 10:00 am D-PSYCH *NAT

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

Emergency Contact:

E-Cont.: HRMHecontact,Two

MHTC:

Future Scheduled Appointments:

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

Results:

HIGH RISK MENTAL HEALTH NO SHOW ADHOC REPORT BY PAGE 2
CLINICS for Appointments 10/30/11-11/9/11 Run: 11/9/2011@10:57

Totals Page

Division/Clinic Appointment Totals

| Division/Clinic | NS | NSA | NAT | Unique Patients |
|-----------------|----|-----|-----|-----------------|
| ALBANY/D-PSYCH | 0 | 0 | 2 | 2 |

*STATUS: NS = No Show NSA = No Show Auto Rebook NAT = No Action Taken

DEVISC1A3:MNTVLL>

Acronyms

| Term | Definition |
|------------|---|
| ASU | Authorization/Subscription Utility |
| Clin4 | National Customer Support team that supports Clinical Reminders |
| CPRS | Computerized Patient Record System |
| DBA | Database Administration |
| DG | Registration and Enrollment Package namespace |
| ESM | Enterprise Systems Management (ESM) |
| FIM | Functional Independence Measure |
| GMTS | Health Summary namespace (also HSUM) |
| GUI | Graphic User Interface |
| HRMH/HRMHP | High Risk Mental Health Patient |
| IAB | Initial Assessment & Briefing |
| ICD-10 | International Classification of Diseases, 10th Edition |
| ICR | Internal Control Number |
| IOC | Initial Operating Capabilities |
| LSSD | Last Service Separation Date |
| MHTC | Mental Health Treatment Coordinator |
| OHI | Office of Health Information |
| OI | Office of Information |
| OIF/OEF | Operation Iraqi Freedom/Operation Enduring Freedom |
| OIT/OI&T | Office of Information Technology |
| OMHS | Office of Mental Health Services |
| ORR | Operational Readiness Review |
| PCS | Patient Care Services |
| PD | Product Development |
| PIMS | Patient Information Management System |
| PMAS | Program Management Accountability System |
| PTM | Patch Tracker Message |
| PXRM | Clinical Reminder Package namespace |

| Term | Definition |
|-------------|--|
| RSD | Requirements Specification Document |
| SD | Scheduling Package Namespace |
| SQA | Software Quality Assurance |
| USR | ASU package namespace |
| VA | Department of Veteran Affairs |
| VHA | Veterans Health Administration |
| VISN | Veterans Integrated Service Network |
| VistA | Veterans Health Information System and Technology Architecture |