



Update _2_0_290

Clinical Reminders

VA-TELECRITICAL CARE NOTE

Install Guide

July 2022

Product Development
Office of Information Technology
Department of Veterans Affairs

Table of Contents

INTRODUCTION 1

INSTALL DETAILS 3

INSTALL EXAMPLE 4

POST INSTALLATION 7

Introduction

In 2020 the Tele-ICU based in Cincinnati and the Tele-ICU based in Minneapolis began the process of merging and becoming a national program called TeleCritical Care (TeleCC). Each of the Tele-ICU programs began as a separate VISN program, so there are two different Tele-ICU CPRS notes in use. This National CPRS note will take the place of the local CPRS notes that are currently in use, for we are now one national program, TeleCritical Care. Please note that this note template is only to be used by TeleCC clinicians.

Sites that do not provide inpatient services should install this update but will not need to set up the note title.

UPDATE_2_0_290 contains 1 Reminder Exchange entry:
UPDATE_2_0_290 VA-TELECRITICAL CARE NOTE

The exchange file contains the following components:

TIU TEMPLATE FIELD

IC/BLANK LINE 74 CHARACTERS T DIALOG USE
TEXT (1-30 CHAR)
WP 1 LINE
DATE & TIME
TELE CC NUR PN OUTCOME OTHER
EB 20/240
TELE-CC NUR PN CHECK ALL APPLY
TELE CC COMMUNICATION BY
VA-TELECRITICAL CARE FAMILY MEMBER
WP 2 LINE
VA-TELECRITICAL CARE DOC CODE STATUS
VA-TELECRITICAL CARE LST NOTE
TEXT (1-30 CHAR) REQ
VA-TELE CC NUTR EXPLAIN
DATE

HEALTH FACTORS

VA-REMINDER UPDATES [C]
VA-UPDATE_2_0_290
VA-TELE-CC PROVIDER/NURSING NOTE [C]
VA-TELE CC NURSE CRITICAL LAB VALUE NOTIFICATION
VA-TELE CC NUR INTERACTION CALL >1HR
VA-TELE CC NUR INTERACTION CALL 46-60 MIN
VA-TELE CC NUR INTERACTION CALL 31-45 MIN
VA-TELE CC NUR INTERACTION CALL 16-30 MIN
VA-TELE CC NUR INTERACTION CALL 11-15 MIN
VA-TELE CC NUR INTERACTION CALL 6-10 MIN
VA-TELE CC NUR INTERACTION CALL 1-5 MIN

VA-TELE CC NURSE OUTCOME/EVALUATION THERAPY ADJUSTED
VA-TELE CC NURSE OUTCOME/EVALUATION NO CARE PLAN CHANGES
VA-TELE CC NURSE OUTCOME/EVALUATION OTHER
VA-TELE CC NURSE OUTCOME/EVALUATION TELE CC ASSISTANCE DECLINED
VA-TELE CC NURSE OUTCOME/EVALUATION PATIENT STATUS IMPROVED
VA-TELE CC NURSE OUTCOME/EVALUATION TELE CC PHYSICIAN NOTIFIED
VA-TELE CC NURSE OUTCOME/EVALUATION INCREASED OBSERVATION
VA-TELE CC NURSE OUTCOME/EVALUATION BEDSIDE PHYSICIAN NOTIFIED
VA-TELE CC NURSE OUTCOME/EVALUATION BEDSIDE RN NOTIFIED
VA-TELE CC NURSE PN INTERACTION PATIENT/FAMILY EDUCATION
VA-TELE CC NURSE PN INTERACTION OTHER
VA-TELE CC NURSE PN INTERACTION WITNESS/2ND SIGN ON MED AND TX
VA-TELE CC NURSE PN INTERACTION EVALUATE PATIENT
VA-TELE CC NURSE PN INTERACTION TROUBLESHOOT
VA-TELE CC NURSE PN INTERACTION MANAGE TREATMENT/THERAPY
VA-TELE CC NURSE PN INTERACTION ANALYZE/INTERPRET RESULTS
VA-TELE CC NURSE PN INTERACTION CONSULTATION NURSE TO NURSE
VA-TELE CC NURSE PN INTERACTION ASSIST W CPR/RAPID RESPONSE
VA-TELE CC NUR TR ROUND
VA-TELE CC NUR TR CALLS/E-ALERT
VA-TELE CC NUR TR ELERT
VA-TELE CC NUR TR ARRHYTHMIA
VA-TELE CC NUR TR ALERT
VA-TELE CC VERBAL AGREEMENT PT/FAM OPTED OUT TELE CC VIDEO
VA-TELE CC VERBAL AGREEMT VM UNABLE OBTAIN CALL CC WHEN PT READY
VA-TELE CC VERBAL STAFF BEDSIDE
VA-TELE CC VERBAL STAFF TO FAMILY
VA-TELE CC VERBAL AGREEMNT VIDEO MONIT OBTAIN BY TELE CC FROM PT
VA-TELE CC NURSE ADMISSION PT ADMITTED TO TELE CRITICAL CARE
VA-TELE CC NURSE NOTE
VA-TELE CC PROVIDER TIME >60 MINS
VA-TELE CC PROVIDER TIME 51-60 MINS
VA-TELE CC PROVIDER TIME 41-50 MINS
VA-TELE CC PROVIDER TIME 31-40 MINS
VA-TELE CC PROVIDER TIME 21-30 MINS
VA-TELE CC PROVIDER TIME 11-20 MINS
VA-TELE CC PROVIDER TIME 6-10 MINS
VA-TELE CC PROVIDER TIME 1-5 MINS
VA-TELE CC PROVIDER NOT PLACED BY TELE CC NO
VA-TELE CC PROVIDER ORDERS PLACED BY TELE CC YES
VA-SUICIDE SAFETY PLAN [C]
VA-TELE CC PROVIDER INTERACTION CHANGE PT CARE DECLINED ASSIST
VA-TELE CC PROVIDER INTERACTION CHANGE PATIENT CARE NO
VA-TELE CC PROVIDER INTERACTION CHANGE PATIENT CARE YES
VA-TELE CC PROVIDER COMMUNICATION W SITE PHY TO HEALTH CARE TEAM
VA-TELE CC PROVIDER COMMUNICATION W SITE PHYSICIAN TO NURSE
VA-TELE CC PROVIDER COMMUNICATION W SITE PHYSICIAN TO RESIDENT
VA-TELE CC PROVIDER COMMUNICATION W SITE PHYSICIAN TO PROVIDER
VA-TELE CC PROVIDER COMMUNICATION W SITE PHYSICIAN TO PHYSICIAN
VA-TELE CC PROVIDER COMMUNICATION W SITE APRN TO HEALTHCARE TEAM
VA-TELE CC PROVIDER COMMUNICATION W SITE APRN TO NURSE

VA-TELE CC PROVIDER COMMUNICATION W SITE APRN TO RESIDENT
VA-TELE CC PROVIDER COMMUNICATION W SITE APRN TO PROVIDER
VA-TELE CC PROVIDER COMMUNICATION W SITE APRN TO PHYSICIAN
VA-TELE CC PRO COMMUNICATION YES
VA-TELE CC PROVIDER COMMUNICATION W SITE DEFERRED
VA-TELE CC PRO COMM INITIATED BY PRIMARY
VA-TELE CC PRO COMM INITIATED BY TELE
VA-TELE PRO CRITICAL LAB CALL
VA-TELE CC PRO CRITICAL TRANSFER
VA-TELE CC PRO CRITICAL ARRHYTHMIA
VA-TELE CC PRO CRITICAL RESPIRATORY
VA-TELE CC PRO CRITICAL SEVERE HYPOTENSION
VA-TELE CC PROVIDER CRITICAL SEVERE HTN OR ACS OR ANGINA
VA-TELE CC PROVIDER CRITICAL CARDIOPULMONARY ARREST
VA-TELE CC PRO CRITICAL ASSESS CHANGE
VA-TELE CC PRO CRITICAL NOTE
VA-TELE CC PRO ACUTE NOTES FAMILY END
VA-TELE CC PRO ACUTE NOTES FAMILY UPDATE
VA-TELE CC PRO ACUTE NOTES FAMILY
VA-TELE CC PRO ACUTE NOTES ASSESS LAB
VA-TELE CC PRO ACUTE NOTES ASSESS HEMOD
VA-TELE CC PROVIDER ACUTE NOTES ASSESS CHANGE RESP SUPPORT
VA-TELE CC PRO ACUTE NOTES ASSESS
VA-TELE CC PRO ACUTE NOTES
VA-TELE CC PRO RT ORD LINE/TUBE
VA-TELE CC PRO ADMISSION REVIEW
VA-TELE CC PRO BEST PR VENT
VA-TELE CC PRO BEST PR SUP
VA-TELE CC PRO BEST PR SEPSIS
VA-TELE CC PRO BEST PR SED
VA-TELE CC PRO BEST PR GLUCOSE
VA-TELE CC PRO BEST PR DVT
VA-TELE CC PRO BEST PRACTICES
VA-TELE CC PRO ROUTINE ORDER
VA-TELE CC PROVIDER MULTIDISCIPLINARY ROUND NOTE
VA-TELE CC PROVIDER ROUTINE NOTE
VA-TELE CC PROVIDER

REMINDER SPONSOR

OFFICE OF SPECIALTY CARE SERVICES

REMINDER TERM

VA-REMINDER UPDATE_2_0_290

REMINDER DIALOG

VA-TELECRITICAL CARE NOTE

Install Details

This update is being distributed as a web host file. The address for the host file is:
https://REDACTED/UPDATE_2_0_290.PRD

The file will be installed using Reminder Exchange, programmer access is not required.

Installation:

=====

This update can be loaded with users on the system. Installation will take less than 5 minutes.

Install Example

To Load the exchange file, use LWH. The URL is
https://REDACTED/UPDATE_2_0_290.PRD

```
+      + Next Screen  - Prev Screen  ?? More Actions  >>>
CFE  Create Exchange File Entry      LHF  Load Host File
CHF  Create Host File                 LMM  Load MailMan Message
CMM  Create MailMan Message           LR   List Reminder Definitions
DFE  Delete Exchange File Entry       LWH  Load Web Host File
IFE  Install Exchange File Entry       RI   Reminder Definition Inquiry
IH   Installation History              RP   Repack
Select Action: Next Screen// lwh  Load Web Host File
Input the URL for the .prd file: https://[REDACTED]/UPDATE_2_0_290.PRD
```

If you use LWH and it works, you will see something like this message. Make sure the file was loaded successfully.

```
https://[REDACTED]/UPDATE_2_0_290.PRD successfully loaded.
```

Search and locate an entry titled UPDATE_2_0_290 VA-TELECRITICAL CARE NOTE in reminder exchange.

```
+Item  Entry                                     Source                                     Date Packed
371    UPDATE_2_0_290
      VA-TELECRITICAL CARE NOTE
372    UPDATE_2_0_30 VA-IRAQ &
      AFGHAN POST-DEPLOY
373    UPDATE_2_0_31 VA-REACH
374    UPDATE_2_0_32 VA-MH
      CONTINGENCY MANAGEMENT
375    UPDATE_2_0_33 MISC UPDATE 4
376    UPDATE_2_0_34 VA-WH PAP SMEAR
      SCREENING
+      + Next Screen  - Prev Screen  ?? More Actions  >>>
CFE  Create Exchange File Entry      LHF  Load Host File
CHF  Create Host File                 LMM  Load MailMan Message
CMM  Create MailMan Message           LR   List Reminder Definitions
DFE  Delete Exchange File Entry       LWH  Load Web Host File
IFE  Install Exchange File Entry       RI   Reminder Definition Inquiry
IH   Installation History              RP   Repack
Select Action: Next Screen// IFE  Install Exchange File Entry
Enter a list or range of numbers (1-611): 371
```

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entry titled UPDATE_2_0_290 VA-TELECRITICAL CARE NOTE (*in this example it is entry 369, it will vary by site*) that is dated 07/05/2022.

```

Component                                     Category      Exists
Source:
Date Packed:
Package Version: 2.0P/1

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-TELECRITICAL CARE NOTE

REMINDER TERM
  VA-REMINDER UPDATE_2_0_290

Keywords:

Components:

+      Enter ?? for more actions                >>>
IA  Install all Components                      IS  Install Selected Component
Select Action: Next Screen// IA

```

At the **Select Action** prompt, type **IA** for Install all Components and hit enter. For all new entries in any category you will choose **I to Install** **Skip any items** in any category you are prompted to overwrite

You will then be prompted to install the dialog component.

```

Packed reminder dialog: VA-TELECRITICAL CARE NOTE [NATIONAL DIALOG]

```

Item	Seq.	Dialog Findings	Type	Exists
1		VA-TELECRITICAL CARE NOTE	dialog	
2	3	VA-TELECRITICAL CARE NOTE VERSION Finding: *NONE*	group	
3	5	VA-GP TELE CC PROVIDER Finding: VA-TELE CC PROVIDER (HEALTH FACTOR)	group	X
4	5.5	VA-GP TELE CC PRO ROUTINE NOTE Finding: VA-TELE CC PROVIDER ROUTINE NOTE (HEALTH FACTOR)	group	X
5	5.5.1	VA-GP TELE CC PRO ADMISSION REVIEW Finding: VA-TELE CC PRO ADMISSION REVIEW (HEALTH FACTOR)	group	X
6	5.5.1.5	VA-GP TELE CC PRO ADMISSION REVIEW INFO Finding: *NONE*	group	
7	5.5.1.5	BLANK LINE Finding: *NONE*	group	X

```

+      + Next Screen  - Prev Screen  ?? More Actions
DD  Dialog Details      DT  Dialog Text      IS  Install Selected
DF  Dialog Findings    DU  Dialog Usage    QU  Quit
DS  Dialog Summary     IA  Install All
Select Action: Next Screen// IA

```

At the **Select Action** prompt, type **IA** to install the dialog – **VA-TELECRITICAL CARE NOTE**

Install reminder dialog and all components with no further changes: Y//ES

```

Packed reminder dialog: VA-TELECRITICAL CARE NOTE [NATIONAL DIALOG]
VA-TELECRITICAL CARE NOTE (reminder dialog) installed from exchange file.
Item  Seq. Dialog Findings                                     Type  Exists
  1    VA-TELECRITICAL CARE NOTE                             dialog  X
  2    3 VA-TELECRITICAL CARE NOTE VERSION                   group   X
      Finding: *NONE*
  3    5 VA-GP TELE CC PROVIDER                               group   X
      Finding: VA-TELE CC PROVIDER (HEALTH FACTOR)
  4    5.5 VA-GP TELE CC PRO ROUTINE NOTE                     group   X
      Finding: VA-TELE CC PROVIDER ROUTINE NOTE (HEALTH FACTOR)
  5    5.5.1 VA-GP TELE CC PRO ADMISSION REVIEW               group   X
      Finding: VA-TELE CC PRO ADMISSION REVIEW (HEALTH FACTOR)
  6    5.5.1.5 VA-GP TELE CC PRO ADMISSION REVIEW INFO       group   X
      Finding: *NONE*
  7    5.5.1.5 BLANK LINE                                     group   X
      Finding: *NONE*
+      + Next Screen  - Prev Screen  ?? More Actions
DD  Dialog Details      DT  Dialog Text      IS  Install Selected
DF  Dialog Findings    DU  Dialog Usage     QU  Quit
DS  Dialog Summary     IA  Install All
Select Action: Next Screen// Q

```

When the dialog has completed installation, you will then be returned to this screen. At the **Select Action** prompt, type **Q**.

```

Component                                     Category  Exists
Source:
Date Packed:
Package Version: 2.0P71

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-TELECRITICAL CARE NOTE

REMINDER TERM
  VA-REMINDER UPDATE_2_0_290

Keywords:

Components:

+      + Next Screen  - Prev Screen  ?? More Actions  >>
IA  Install all Components      IS  Install Selected Component
Select Action: Next Screen// Q

```

You will then be returned to this screen. At the **Select Action** prompt, type **Q**.

Install complete.

Post Installation

THE POST INSTALL STEPS ARE ONLY NECESSARY FOR SITES THAT PROVIDE INPATIENT SERVICES.

1. Setup of Note Title.

The note title to create to associate with this template is: **TELECRITICAL CARE NOTE**

VHA Enterprise Standard Title: **TELEHEALTH NOTE**

You can add these to your document class where telehealth progress notes are located.

Note: Comprehensive information on Creating new Document Classes and Titles can be found beginning on page 54 of the TIU/ASU Implementation Guide at the following link: [http://www.va.gov/vdl/documents/Clinical/CPRS-Text_Integration_Utility_\(TIU\)/tiuim.pdf](http://www.va.gov/vdl/documents/Clinical/CPRS-Text_Integration_Utility_(TIU)/tiuim.pdf)

If your site has any notes with one of these titles, you should INACTIVATE these note titles. ONLY the new title will be used:

- TELE ICU NOTE
- TELE-ICU NOTE
- TELE ICU ED/ACUTE CARE NOTE
- Tele ICU Progress Note
- Tele-ICU Education and Consent STL
- Tele-ICU Nursing Note

2. Make the Dialog templates available to be attached to a Personal or Shared templates or to be able to attach the dialog to a progress note title.

Select Reminder Managers Menu <TEST ACCOUNT> Option: **CP CPRS**

Reminder Configuration

- CA Add/Edit Reminder Categories
- CL CPRS Lookup Categories
- CS CPRS Cover Sheet Reminder List
- MH Mental Health Dialogs Active
- PN Progress Note Headers
- RA Reminder GUI Resolution Active
- TIU TIU Template Reminder Dialog Parameter**
- DEVL Evaluate Coversheet List on Dialog Finish
- DL Default Outside Location
- PT Position Reminder Text at Cursor
- LINK Link Reminder Dialog to Template
- TEST CPRS Coversheet Time Test
- NP New Reminder Parameters

GEC GEC Status Check Active

WH WH Print Now Active

Select CPRS Reminder Configuration <TEST ACCOUNT> Option: **TIU TIU**

Template Reminder Dialog Parameter

Reminder Dialogs allowed as Templates may be set for the following:

- 1 User USR [choose from NEW PERSON]
- 3 Service SRV [choose from SERVICE/SECTION]
- 4 Division DIV [SALT LAKE CITY]
- 5 System SYS [NATREM.FO-SLC.MED.VA.GOV]

Enter selection: **5** *Choose the appropriate number for your site. Your site may do this by System or other levels. The example below uses SYSTEM level.*

Setting Reminder Dialogs allowed as Templates for System: NATREM.FO-SLC.MED.VA.GOV

Select Display Sequence: **?**

388 VA-COVID-19 TELEPHONE FOLLOW-UP

389 VA-SRA-CONSULT RESPONSE (D)

*When you type a question mark above, you will see the list of #'s (with dialogs) that are already taken. Choose a number **NOT** on this list. For this example, 390 is not present so I will use 390.*

Select Display Sequence: **390**

Are you adding 390 as a new Display Sequence? Yes// **YES**

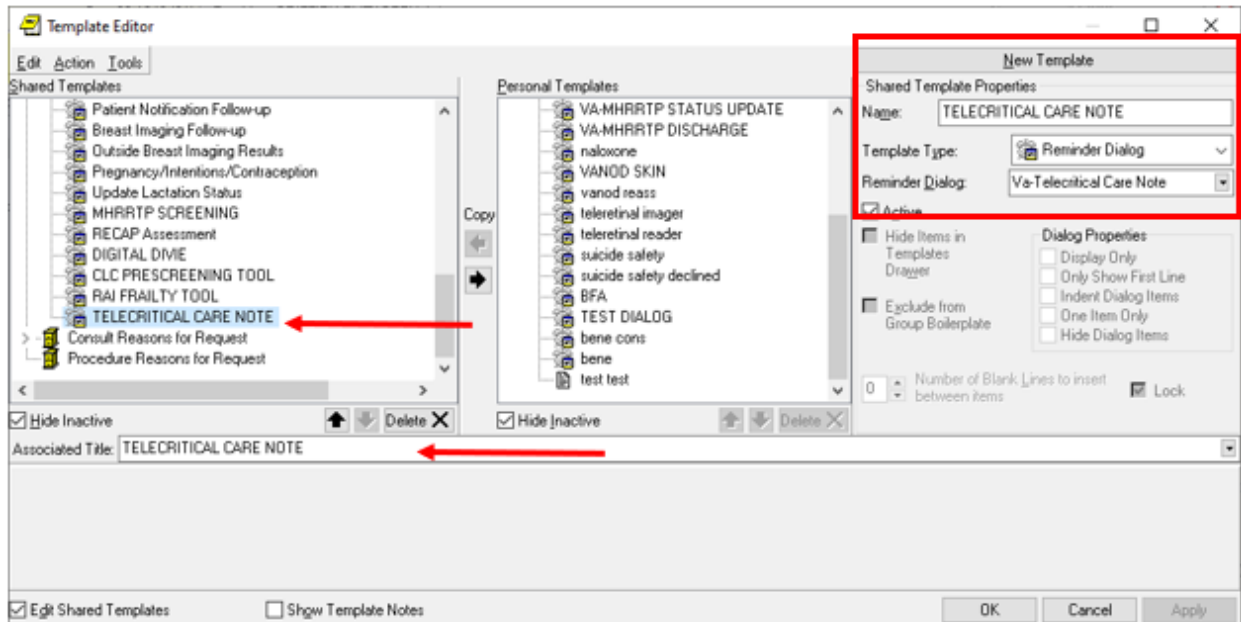
Display Sequence: 390// **<Enter>** 390

Clinical Reminder Dialog: **VA-TELECRITICAL CARE NOTE** reminder dialog
NATIONAL

...OK? Yes// **<Enter>** (Yes)

3. Associate the reminder dialogs with the note title in CPRS

- a. In CPRS, open the Template Editor, expand Document Titles, select the appropriate folder (if applicable), then click New Template (top right-hand corner).



Type in the following information:

Name: **TELECRITICAL CARE NOTE**

Template Type: **Reminder Dialog**

Reminder Dialog: **VA-TELECRITICAL CARE NOTE**

Next, type in the Associated Title name **TELECRITICAL CARE NOTE** — then click Apply.