



Update _2_0_110

Clinical Reminders

**VA-TH DIGITAL DIVIDE ASSESSMENT BY SOCIAL
WORK CONSULT RESULT NOTE**

Install Guide

July 2020

Product Development
Office of Information Technology
Department of Veterans Affairs

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Introduction

Description:

In late 2019, The Office of Connected Care released instructions for sites to create a national digital divide device consult for requesting a device for patients, a consult order template, and a txml version of the corresponding consult result note. This update includes the reminder dialog for the consult result note, which replaces the txml version. The included consult result dialog should be used by a social worker to determine eligibility for the Lifeline program, qualification for a VA loaned tablet, or qualification for a smartphone (for Veterans enrolled in HUD-VASH).

UPDATE_2_0_110 contains 1 Reminder Exchange entry:

UPDATE_2_0_110 VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK

The exchange file contains the following components:

TIU TEMPLATE FIELD

WORD PROCESSING (REQ)
TEXT (1-60 CHARACTERS) REQ
LIFELINESUPPORT.ORG
VA-FED POVERTY LEVEL THRESHOLD
LIFELINE ELIGIBILITY

HEALTH FACTORS

VA-REMINDER UPDATES
VA-UPDATE_2_0_110
VA-TH DIGITAL DIVIDE
VA-TH DD PREFERS SMARTPHONE
VA-TH DD PREFERS TABLET
VA-TH DD DEVICE ADDRESS CPRS
VA-TH DD DEVICE ADDRESS FACILITY
VA-TH DD DEVICE ADDRESS ALTERNATE
VA-TH DD DEVICE REQUIRES PERIPHERALS
VA-TH DD DEVICE/TABLET NO
VA-TH DD DEVICE/TABLET YES
VA-TH DD HOME INTERNET W/VIDEO NO
VA-TH DD HOME INTERNET W/VIDEO YES
VA-TH DD DEVICE NO PERIPHERALS
VA-TH DD PATIENT NOT INTERESTED
VA-TH DD LIFELINE NOT ELIGIBLE
VA-TH DD LIFELINE PENDING
VA-TH DD LIFELINE INTEREST

REMINDER SPONSOR

Office of Connected Care

REMINDER TERM

VA-REMINDER UPDATE_2_0_110

HEALTH SUMMARY TYPE

DIG DIVIDE CONSULT NOTE

HEALTH SUMMARY OBJECT

DIGITAL DIVIDE CONSULT RESULT NOTE (TIU)

TIU DOCUMENT DEFINITION

DIGITAL DIVIDE CONSULT RESULT NOTE

REMINDER DIALOG

VA-TH DIGITAL DIVIDE NOTE OBJECT

VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK

Pre-Installation

1. The VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK is the consult result note for the digital divide consult. Instructions for creating the consult and the consult order template were released by the Office of Connected Care in 2019. The instructions have also been attached to the release of this install guide in a separate document. The consult result note is intended to be completed by social work. Coordinate the consult order implementation and workflow with local telehealth and social work staff. Education for the consult was provided to telehealth and social work staff by their national program offices. Three local class groups are included in the dialog for local content if necessary.
2. A TIU object name DIGITAL DIVIDE CONSULT RESULT NOTE is included, which is used in the VIDEO DEVICE ORDER consult txml template. It is deployed in the VA-TH DIGITAL DIVIDE NOTE OBJECT element, but the element only serves as way to deliver the object. The element is not used in the reminder dialog. Instructions for configuring the object are included in the post-installation instructions.

Install Details

This update is being distributed as a web host file. The address for the host file is:

https://REDACTED /UPDATE_2_0_110.PRD

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

If your site is unable to use LWH, you will have a vista mail message with subject of UPDATE 110.

Installation:

=====

This update can be loaded with users on the system. Installation will take less than 10 minutes.

Install Example

To Load the Web Host File. Navigate to Reminder exchange in Vista

```
+      + 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_110.PRD
```

At the **Select Action:** prompt, enter **LWH** for Load Web Host File
At the **Input the url for the .prd file:** prompt, type the following web address:
https://REDACTED/UPDATE_2_0_110.PRD

You should see a message at the top of your screen that the file successfully loaded.

```
https://[REDACTED]/UPDATE_2_0_110.PRD successfully loaded.
```

Search and locate an entry titled **UPDATE_2_0_110 VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK** in reminder exchange.

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entry titled **UPDATE_2_0_110 VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK** (in this example it is entry 122 it will vary by site).
The date of the exchange file should be 07/07/2020.

```
+Item  Entry                                     Source                                     Date Packed
122    UPDATE_2_0_110 VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK
123    UPDATE_2_0_111 VA-TRAVEL AND SYMPTOM SCREEN
124    UPDATE_2_0_112 VA-PHASER TEMPLATE
125    UPDATE_2_0_112 VA-PHASER TEMPLATE
126    UPDATE_2_0_112 VA-PHASER TEMPLATE
+      + 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 (1-435): 122
```

```

Component                                     Category   Exists
Source:
Date Packed: 07/07/2020@08:49:29
Package Version: 2.0P46

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK
  VA-TH DIGITAL DIVIDE NOTE OBJECT

REMINDER TERM
  VA-REMINDER UPDATE_2_0_110

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.
 Select Action: Next Screen// **IA Install all Components**
 You will see several prompts, for all new entries you will choose **I to Install**
 For components that already exists but the packed component is different, you will choose **O to Overwrite**.

You will be prompted to install the reminder dialog components – You will choose IA to install all even though some components may have an X to indicate they exist, the content was updated and should be installed.

```

Item  Seq.  Dialog Findings                               Type  Exists
1      VA-TH DIGITAL DIVIDE NOTE OBJECT          element
      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: Quit// IA  Install All

```

At the **Select Action** prompt, type **IA** to install the dialog – **VA-TH DIGITAL DIVIDE NOTE OBJECT**
 Select Action: Next Screen// **IA Install All**
 Install reminder dialog and all components with no further changes: Y// **Yes**

Packed reminder dialog: VA-TH DIGITAL DIVIDE NOTE OBJECT [NATIONAL DIALOG]

Item	Seq.	Dialog Findings	Type	Exists
1		VA-TH DIGITAL DIVIDE NOTE OBJECT Finding: *NONE*	element	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: Quit// Q

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

Dialog Components Jun 09, 2020@09:26:05 Page: 1 of 7

Packed reminder dialog: VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK [NATIONAL DIA

Item	Seq.	Dialog Findings	Type	Exists
1		VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK	dialog	X
2	2	VA-TH DIGITAL DIVIDE VERSION Finding: *NONE*	element	X
3	5	VA-TH DIGITAL DIVIDE DEVICE INTEREST Finding: *NONE*	group	
4	5.5	VA-TH DIGITAL DIVIDE DEVICE INTEREST YES Finding: VA-TH DD PATIENT INTERESTED (HEALTH FACTOR)	group	X
5	5.5.5	VA-DIGITAL DIVIDE HEADER Finding: *NONE*	element	X
6	5.5.10	VA-TH DIGITAL DIVIDE DEVICE LIFELINE QUALIFICATION Finding: *NONE*	group	X
7	5.5.10.5	VA-TH DIGITAL DIVIDE LIFELINE	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-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK**

Select Action: Next Screen// **IA Install All**

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

Item	Seq.	Dialog Findings	Type	Exists
1		VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK	dialog	X
2	2	VA-TH DIGITAL DIVIDE VERSION Finding: *NONE*	element	X
3	5	VA-TH DIGITAL DIVIDE DEVICE INTEREST Finding: *NONE*	group	X
4	5.5	VA-TH DIGITAL DIVIDE DEVICE INTEREST YES Finding: VA-TH DD PATIENT INTERESTED (HEALTH FACTOR)	group	X
5	5.5.5	VA-DIGITAL DIVIDE HEADER Finding: *NONE*	element	X
6	5.5.10	VA-TH DIGITAL DIVIDE DEVICE LIFELINE QUALIFICATION Finding: *NONE*	group	X
7	5.5.10.5	VA-TH DIGITAL DIVIDE LIFELINE	group	X

+ + Next Screen - Prev Screen ?? More Actions
 DF Dialog Findings DU Dialog Usage QU Quit
 DS Dialog Summary IA Install All
 Select Action: Next Screen// Q Quit

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: 07/07/2020@08:49:29		
Package Version: 2.0P46		
Description:		
The following Clinical Reminder items were selected for packing:		
REMINDER DIALOG		
VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK		
VA-TH DIGITAL DIVIDE NOTE OBJECT		
REMINDER TERM		
VA-REMINDER UPDATE_2_0_110		
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

1. Make the Dialog able to be attached to a Personal/Shared template or to a progress note title.

From the Reminders Manager Menu:

Select Reminder Managers Menu Option:

- 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
- DL Default Outside Location
- PT Position Reminder Text at Cursor

Select CPRS Reminder Configuration Option:

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 [choose from INSTITUTION]
- 5 System SYS [NATREM.FO-SLC.MED.VA.GOV]

Enter selection: *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:

Select Display Sequence:

- 78 VA-VETERANS CHOICE NOTE
- 79 VA-TBI SCREENING

Select Display Sequence:

Are you adding 80 as a new Display Sequence? Yes//

Display Sequence: 80// 80

Clinical Reminder Dialog:

VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK

then reminder dialog NATIONAL

OK? Yes// (Yes)

2. Setup of Note title/ Associate the reminder dialog with the note title or shared template in CPRS

Check VistA for the note title **DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT**. Create a new progress note title **DIGITAL DIVIDE**

ASSESSMENT BY SOCIAL WORK CONSULT RESULT if necessary. The program office released instructions to create the title in late 2019.

A. Setup of Note title (if not already completed).

The new note title is:

DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT

The DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT title should be created for use with the reminder dialog.

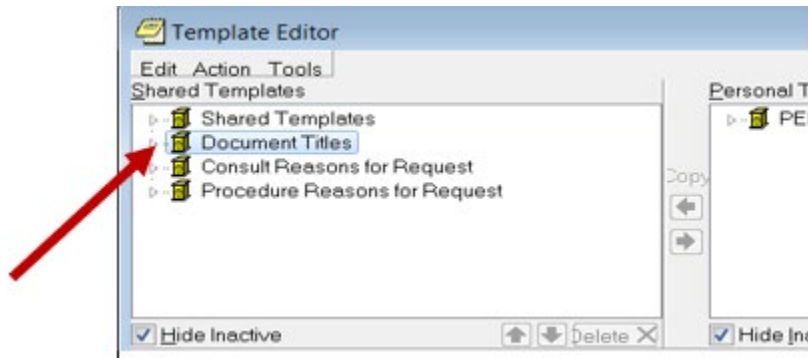
Name: DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT

VHA Enterprise Standard Title: CONSULT

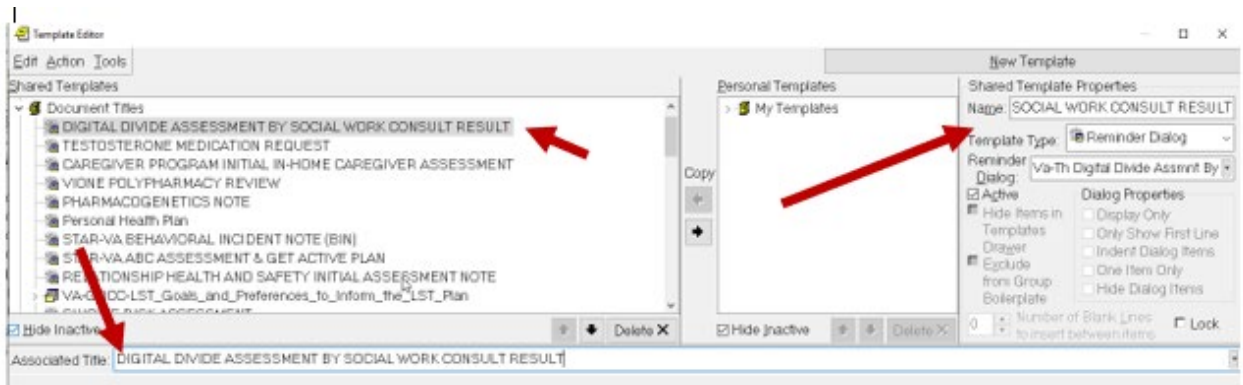
Note: Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the

B. Associate dialog with the note title.

- Open Template Editor and from Shared Templates, select File “Document Titles”



- Click ‘triangle’ to left of Document Titles to expand.
- Select the folder where the title **DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT** will be located.
- Select “**New Template**” on the top right side of the Template Editor
- In the “**Name**” field enter “DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT”.
- Change **Template type** to Reminder Dialog.
- In reminder Dialog field enter “VA-TH Digital Divide Assmnt By Social Work”



- Enter the Progress Note title DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT in the Associated Title field. Click Apply and OK
- Test the progress note title in CPRS to see new template is attached.

3. Add DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT note title to the DIG DIVIDE CONSULT NOTE health summary type.

A TIU Object is included in this update named DIGITAL DIVIDE CONSULT RESULT NOTE. The object is used in the VIDEO DEVICE ORDER consult txml template to display the most recent DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT note. The consult txml template is described in the DIGITABLE DIVIDE and VIDEO DEVICE CONSULT SETUP TECHNICAL GUIDE.

It is deployed in the VA-TH DIGITAL DIVIDE NOTE OBJECT element, but the element only serves as way to deliver the object. The element is not used in the reminder dialog.

The local title must be added to the health summary type named DIG DIVIDE CONSULT NOTE. Instructions are below.

A. Begin on the Health Summary Coordinator's Menu and enter red text below.

SUMMARY COORDINATOR 'S MENU

- 1 PRINT HEALTH SUMMARY MENU ...
- 2 BUILD HEALTH SUMMARY TYPE MENU ...
- 3 SET-UP BATCH PRINT LOCATIONS
- 4 LIST BATCH HEALTH SUMMARY LOCATIONS
- 5 CPRS REPORTS TAB 'HEALTH SUMMARY TYPES LIST' MENU ...

SELECT HEALTH SUMMARY COORDINATOR 'S MENU <TEST ACCOUNT> OPTION:

- 1 CREATE/MODIFY HEALTH SUMMARY TYPE
- 2 DELETE HEALTH SUMMARY TYPE
- 3 HEALTH SUMMARY OBJECTS MENU ...
- 4 INFORMATION MENU ...
- 5 PRINT HEALTH SUMMARY MENU ...

SELECT BUILD HEALTH SUMMARY TYPE MENU <TEST ACCOUNT> OPTION: 1

SELECT HEALTH SUMMARY TYPE:

DIG DIVIDE CONSULT NOTE

OK? YES

WARNING: YOU ARE ABOUT TO EDIT A HEALTH SUMMARY TYPE THAT IS BEING USED BY A HEALTH SUMMARY OBJECT. CHANGING THE STRUCTURE OF THIS HEALTH SUMMARY TYPE WILL ALTER HOW THE OBJECT WILL DISPLAY.

DO WANT TO CONTINUE? NO// YES

NAME: DIG DIVIDE CONSULT NOTE REPLACE <ENTER>

TITLE: DIG DIVIDE CONSULT NOTE REPLACE

SUPPRESS PRINT OF COMPONENTS WITHOUT DATA: YES// <ENTER>

SUPPRESS SENSITIVE PRINT DATA: NO SSN//<ENTER>

LOCK: <ENTER>

OWNER: <ENTER>

DO YOU WISH TO REVIEW THE SUMMARY TYPE STRUCTURE BEFORE CONTINUING? NO// YES

HEALTH SUMMARY TYPE INQUIRY

TYPE NAME: DIG DIVIDE CONSULT NOTE

TITLE: DIG DIVIDE CONSULT NOTE

OWNER:

SUPPRESS PRINT OF COMPONENTS WITHOUT DATA: YES

SUPPRESS SENSITIVE PRINT DATA: NO SSN

ABB	ORD	COMPONENT NAME	MAX OCC	HOS TIME	ICD LOC	PRO TEXT	CPT NAR	CPT MOD	SELECTION
-----	-----	----------------	------------	-------------	------------	-------------	------------	------------	-----------

SELECT COMPONENT: SPN PROGRESS NOTES SELECTED SPN

SUMMARY ORDER: 5// 5 <ENTER>

OCCURRENCE LIMIT: 1 (THIS WILL DISPLAY THE MOST RECENT NOTE.)

TIME LIMIT: 7D (THIS WILL LOOK FOR THE NOTE IN THE LAST 7 DAYS.)

HEADER NAME: SELECTED PROG NOTES// DIGITAL DIVIDE NOTE

SELECT NEW ITEMS ONE AT A TIME IN THE SEQUENCE YOU WANT THEM DISPLAYED.
YOU MAY SELECT ANY NUMBER OF ITEMS.

SELECT SELECTION ITEM: DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT
(ENTER THE LOCAL NOTE TITLE IF DIFFERENT THAN TITLE IN INSTALL
GUIDE.)

STD TITLE: SOCIAL WORK CONSULT

...OK? YES// YES

SELECT SELECTION ITEM: <ENTER>

SELECT COMPONENT: <ENTER>

DO YOU WISH TO REVIEW THE SUMMARY TYPE STRUCTURE BEFORE CONTINUING?
NO//<ENTER>

THE OBJECT CAN BE VIEWED IN THE VIDEO DEVICE ORDER CONSULT ORDER TEMPLATE.

4. Add VIDEO DEVICE ORDER dialog to the VAL-TH DIGITAL DIVIDE ORDER DEVICE group.

After the VIDEO DEVICE ORDER dialog has been created (refer to the DIGITAL DIVIDE and VIDEO DEVICE CONSULT SETUP TECHNICAL GUIDE), the order dialog should be embedded in this element. The element is a local class, so the text can be edited if necessary.

A. Navigate to the VAL-TH DIGITAL DIVIDE ORDER DEVICE group from the dialog management menu.

NAME: VAL-TH DIGITAL DIVIDE ORDER DEVICE REPLACE <ENTER>
DISABLE: **IF NECESSARY, ENTER [2] TO DISABLE THE ELEMENT TO REMOVE IT FROM DIALOG.**
CLASS: LOCAL// <ENTER>
SPONSOR: <ENTER>
REVIEW DATE: <ENTER>
RESOLUTION TYPE: <ENTER>
ORDERABLE ITEM: <ENTER>
FINDING ITEM: **ENTER [Q.] AND NAME OF ORDER DIALOG FOR THE VIDEO DEVICE ORDER.**
ADDITIONAL FINDINGS: <ENTER>
SELECT ADDITIONAL FINDING: <ENTER>
DIALOG/PROGRESS NOTE TEXT: **ENTER [Y] TO REVISE DIALOG TEXT.**
PLACE ORDER FOR DEVICE

5. Enable local elements to add local content to dialog if necessary.

The elements are deployed disabled, so they will need to be enabled if used. The elements are added to the opening window (VAL-TH DIGITAL DIVIDE DEVICE HEADER LOCAL SECTION), the option for documenting the patient is interested in a device (VAL-TH DIGITAL DIVIDE DEVICE LOCAL SECTION), and the option for documenting the patient is interested in the LifeLine program (VAL-TH DIGITAL DIVIDE DEVICE LIFELINE LOCAL SECTION).

A. Navigate to reminder dialog and desired element.

REMINDER DIALOG NAME: VA-TH DIGITAL DIVIDE ASSMNT BY SOCIAL WORK [NATIONAL]
*LIM
+ITEM SEQ. DIALOG TEXT
41 3.20.15 ELEMENT: VAL-TH DIGITAL DIVIDE DEVICE LIFELINE LOCAL SECTION
(D
42 3.30 ELEMENT: VA-TH DIGITAL DIVIDE DEVICE INTEREST NO
TEXT: THE PATIENT IS NOT INTERESTED IN A DEVICE.

PROMPTS: COMMENT:

43 3.40 ELEMENT: VAL-TH DIGITAL DIVIDE DEVICE HEADER LOCAL SECTION
(DISABLED)

+ NEXT SCREEN - PREV SCREEN ?? MORE ACTIONS

>>>

ADD	<u>ADD ELEMENT/GROUP</u>	DS	<u>DIALOG SUMMARY</u>	INQ	<u>INQUIRY/PRINT</u>
CO	<u>COPY DIALOG</u>	DO	<u>DIALOG OVERVIEW</u>	QU	<u>QUIT</u>
DD	<u>DETAILED DISPLAY</u>	DT	<u>DIALOG TEXT</u>		
DP	<u>PROGRESS NOTE TEXT</u>	ED	<u>EDIT/DELETE DIALOG</u>		

SELECT ITEM: QUIT// 43

SELECT ONE OF THE FOLLOWING:

E	<u>EDIT</u>
C	<u>COPY AND REPLACE CURRENT ELEMENT</u>
D	<u>DELETE ELEMENT FROM THIS DIALOG</u>

SELECT DIALOG ELEMENT ACTION: E// **EDIT**

DIALOG ELEMENT TYPE: E// **<ENTER>**

USED BY: VA-TH DIGITAL DIVIDE DEVICE HEADER (DIALOG GROUP)

NAME: VAL-TH DIGITAL DIVIDE DEVICE HEADER LOCAL SECTION

REPLACE **<ENTER>**

DISABLE: DISABLE AND DO NOT SEND MESSAGE// **ENTER [0] TO ENABLE THE ELEMENT.**