

**Update \_2\_0\_158**

Clinical Reminders

VA-TELE URGENT CARE

Install Guide

**November 2020**

Product Development

Office of Information Technology

Department of Veterans Affairs

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# Introduction

This template will be used for Tele Urgent Care clinics that provide on demand virtual urgent care to Veterans who are referred and who self-refer for virtual urgent care. It will also be used for triage consultation which is a type of e-consult service provided to RNs in the call centers.  The providers will be experienced in triage and urgent care and their setting may be urgent care clinics, EDs or they may be teleworking. The template will be completed by MDs, DOs, NPs and PAs with an urgent care skillset for all patients seen in the Tele Urgent Care clinic. Data is being collected from the health factors and used to track our visit characteristics and outcomes on a dashboard.  We are using the data to improve our emergent and urgent care of at home Veterans or other non-VA settings including nursing facilities.

Per the National Program Office for Emergency Medicine, Specialty Care Services, this template is mandatory for use at all VA sites with Emergency and Urgent Care departments. For clinical questions, contact (Redacted).

UPDATE\_2\_0\_158 contains 1 Reminder Exchange entry:

**UPDATE\_2\_0\_158 VA-TELE URGENT CARE NOTE**

**The exchange file contains the following components:**

**TIU TEMPLATE FIELD**

BLANK TEXT FIELD FOR DIALOGS

WORD PROCESSING 10-2-02

**HEALTH FACTORS**

VA-REMINDER UPDATES

VA-UPDATE\_2\_0\_158

TELE URGENT CARE

TELE URGENT TYPE PHONE HF

TELE URGENT TYPE VIDEO HF

TELE URGENT PLAN NEAREST ER HF

TELE URGENT PLAN URGENT CARE HF

TELE URGENT PLAN LESS THAN 72 HRS HF

TELE URGENT PLAN PACT HF

TELE URGENT PLAN TELE URGENT HF

TELE URGENT RFR OTHER HF

TELE URGENT RFR EYE HF

TELE URGENT RFR CV HF

TELE URGENT RFR NEURO HF

TELE URGENT RFR URINARY HF

TELE URGENT RFR GI HF

TELE URGENT RFR SKIN HF

TELE URGENT RFR ENT HF

TELE URGENT RFR MUSCULO HF

TELE URGENT TYPE CHART/CONSULT

TELE URGENT REFERRAL SOURCE OTHER

TELE URGENT VETERAN SELF REFERRAL

TELE URGENT CCC RN REFERRAL

**REMINDER SPONSOR**

Office of Emergency Medicine

**REMINDER TERM**

VA-REMINDER UPDATE\_2\_0\_158

**REMINDER DIALOG**

VA-TELE URGENT CARE NOTE

**TIU DOCUMENT DEFINITION**

ACTIVE MEDS COMBINED

ALLERGIES/ADR

# Install Details

This update is being distributed as a web host file. The address for the host file is: **https://Redacted /UPDATE\_2\_0\_158.PRD**

Installation:

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This update can be loaded with users on the system. Installation will take less than 15 minutes.

# Install Example

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



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\_158.PRD**

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



Search and locate an entry titled **UPDATE\_2\_0\_158 VA-TELE URGENT CARE NOTE** in reminder exchange.



At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry Enter the number that corresponds with your entry UPDATE\_2\_0\_158 VA-TELE URGENT CARE NOTE *(in this example it is entry 206. It will vary by site).* The date of the exchange file should be 10/14/2020.

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**

**You will be promped to install the reminder dialog component (VA-TELE URGENT CARE NOTE)**

* You will choose to install all even though some components may have an X to indicate that they exist.

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

Select Action: Next Screen// IA Install All

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



After completing this dialog install, you will type Q.



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

Install complete.

# Post Installation

1. **Make the Dialogs 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: **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

 DL Default Outside Location

 PT Position Reminder Text at Cursor

Select CPRS Reminder Configuration 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 [choose from INSTITUTION]

5 System SYS [SYSTEM]

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:

Select Display Sequence: **?**

148 VA-VETERANS CHOICE NOTE

149 VA-TBI SCREENING

*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, looking above I see the number 150 is not present, so I will use 150.*

Select Display Sequence: **150**

Are you adding 150 as a new Display Sequence? Yes// **Y** YES

Display Sequence: 150// <Enter> 150

Clinical Reminder Dialog**: VA-TELE URGENT CARE NOTE**

then **<enter>** reminder dialog NATIONAL

OK? Yes// <Enter> (Yes)

1. **Setup of specific Note title**

The new note title that needs to be created is:

**TELE URGENT CARE PROVIDER**

        VHA Enterprise Standard Title: TELEHEALTH NOTE

Note: Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the [TIU/ASU Implementation Guide](http://www.va.gov/vdl/documents/Clinical/CPRS-Text_Integration_Utility_%28TIU%29/tiuim.pdf)

1. **Associate the reminder dialogs with the note titles in CPRS**

To do this, go to Template Editor, then Document Titles, select the appropriate folder (if applicable), and choose New Template (top right-hand corner).

1. Type in the following information:

Name: TELE URGENT CARE PROVIDER

 Template Type: Reminder Dialog

 Reminder Dialog: VA-TELE URGENT CARE NOTE

 Next, type in the Associated Title, which in this case is TELE URGENT CARE PROVIDER and

click APPLY.

****

1. **Add**/**Edit ELEMENTS and GROUPS to include local data objects.**
	1. In the ELEMENT: VAL-TELE URGENT ALLERGIES
* Add your local data object for ALLERGIES/HDR
	1. In the ELEMENT: VAL-TELE URGENT ACTIVE MEDS
* Add your local data object for ACTIVE MEDS COMBINED
	1. In the ELEMENT: VAL-TELE URGENT PROBLEM LIST
* Add your local data object for ACTIVE PROBLEMS
	1. In the ELEMENT: VAL-TELE URGENT DEMOGRAPHICS
* Add your local data object for VETERAN’S CURRENT ADDRESS
* Add your local data object for VETERAN’S PHONE NUMBER
* Add your local data object for VETERAN’S EMERGENCY CONTACT
1. **Optional: Edit/Disable GROUP and ELEMENTS, if your site decides to do so:**
	1. GROUP: VAL-GP TELE URGENT DISCHARGE INSTR CARE
* This group can be disabled if your site/staff chooses NOT to include this group in the template
	1. ELEMENT: VAL-TELE URGENT DISCHARGE INSTR
* This is a local element and the text can be edited, if your site chooses to do so, or the element can be disabled if your site/staff chooses not to have this option available for selection.
	1. In the ELEMENT: VAL-TELE URGENT UNDERSTAND CARE PLAN
* This is a local element and the text can be edited, if your site chooses to do so, or the element can be disabled if your site/staff chooses not to have this option available for selection.

 This GROUP/ELEMENTS appears in the template as follows (see screenshot):

