Update _2_0_308

# Clinical Reminders

# VA-LONG COVID-19 SCREEN

# Install Guide

**January 2023**

Product Development
Office of Information Technology
Department of Veterans Affairs

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# Introduction

Description:

*History*: The approach to Long COVID Care between VA clinical facilities is inconsistent and was originally designed in isolation of each other. The Long COVID IPT was developed to standardize process for identifying, assessing and treatment of Long COVID. Workstream 2 specifically, is focusing on developing templates, notes, and other tools required to operationalize guidance. The pre-screen template was developed in conjunction with the Long COVID Technical Team to be used to document responses of digital pre-screen sent to veterans identified on the COVID dashboard

*Purpose:* The Long COVID Pre-Screen template will be used to document responses of the digital pre-screen questions.

This template may also be used as a stand-alone initial contact to assess veteran prior to scheduled appointment as a part of initial screen, phone assessment or other setting.

The template includes the initial plan for follow-up and next steps in the care of the veteran and allows for flexibility in completion of various additional assessments and system review.

In addition to the pre-screen template, there is a new template that can be used to document and send a letter to a patient when you have been unable to reach them.

UPDATE_2_0_308 contains 1 Reminder Exchange entry:
   **UPDATE_2_0_308 VA-LONG COVID-19 SCREEN**

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

**REMINDER DIALOG LINK TYPE**
   VA-WHS VITALITY/WELL-BEING SCORE LESS THAN 20

**TIU TEMPLATE FIELD**
   VA-LONG COVID CLINIC SIGNATURE
   VA-LONG COVID CLINIC PHONE
   VA-LONG COVID CLINIC
   VA-TEXT (3 CHAR)R
   PCFS TEXT 1
   VA-WORD
   OTHER NON-VA
   OTHER TEXT

**HEALTH FACTORS**
   VA-REMINDER UPDATES [C]
   VA-UPDATE_2_0_308
   VA-COVID-19 [C]

VA-LONG COVID VETERAN DID NOT RESPOND PRESCREEN LETTER SENT

VA-LONG COVID VETERAN WANTS CARE UNABLE TO REACH LETTER SENT

VA-HEALTH AND WELL BEING [C]

VA-WHS SCORE OF 20% OR LESS

VA-WHS VITALITY/WELL-BEING NOTE

VA-WHS VITALITY/WELL BEING SCORE

VA-LONG COVID SCRN C19 WHAT IS MOST IMPORTANT TO DISCUSS

VA-COVID-19 OUTSIDE PCR SPEC COLLECTED

VA-COVID-19 NON PCR AG LAB OUTSIDE NEG

VA-COVID-19 UNK OUTSIDE LAB TEST NEG

VA-COVID-19 PCR LAB OUTSIDE NEGATIVE

VA-COVID-19 NON PCR AG LAB OUTSIDE POS

VA-COVID-19 UNK OUTSIDE LAB TEST POS

VA-COVID-19 PCR LAB OUTSIDE POSITIVE

VA-LONG COVID SCRN C19 ECG REVIEWED

VA-LONG COVID SCRN C19 LABS REVIEWED

VA-LONG COVID SCRN C19 IMAGING REVIEWED

VA-LONG COVID SCRN C19 HX TREATMENT RECVD

VA-LONG COVID SCRN C19 HX SERIOUS HEALTH ISSUES

VA-LONG COVID C19 HX DISCHARGED HOME ON O2

VA-LONG COVID SCRN C19 HX O2

VA-LONG COVID SCRN C19 HX VENT

VA-LONG COVID SCRN C19 HX ICU

VA-LONG COVID SCRN C19 HX HOSPITAL ADMIT

VA-LONG COVID SCRN C19 HX ACUTE SXS

VA-LONG COVID SCRN C19 HX EXPOSURE SOURCE

VA-LONG COVID SCRN PLAN ATTEMPT ADDITIONAL CONTACT

VA-LONG COVID SCRN PLAN REFER TO SOCIAL WORK

VA-LONG COVID SCRN PLAN FU NOT INDICATED

VA-LONG COVID SCRN PLAN OTHER

VA-LONG COVID SCRN PLAN ORDER IMAGING

VA-LONG COVID SCRN PLAN ORDER LABS

VA-LONG COVID SCRN PLAN MONITOR PRIMARY CARE

VA-LONG COVID SCRN PLAN REFER PATIENT DECLINES

VA-LONG COVID SCRN PLAN REFER PROVIDER NOTIFIED

VA-LONG COVID SCRN PLAN REFER TO SPECIALTY CLINIC

VA-LONG COVID SCRN PLAN REFER TO LONG C19 CLINIC

VA-LONG COVID FNCTL SCRN GR 4 SEVERE FUNC LIMIT

VA-LONG COVID FNCTL SCRN CANNOT LIVE ALONE NO ASSIST

VA-LONG COVID FNCTL SCRN GR 0 NO FUNC LIMIT

VA-LONG COVID FNCTL SCRN DOESNT SUFFER SXS PAIN DEP ANXIETY

VA-LONG COVID FNCTL SCRN GR 1 NEGLIGIBLE FUNC LIMIT

VA-LONG COVID FNCTL SCRN DOESNT AVOID SPREAD OUT ACTIVITIES

VA-LONG COVID FNCTL SCRN GR 2 SLIGHT FUNC LIMIT

VA-LONG COVID FNCTL SCRN AVOIDS OR SPREADS OUT ACTIVITIES
VA-LONG COVID FNCTL SCRN SUFFERS SXS PAIN DEP ANXIETY
VA-LONG COVID FNCTL SCRN NO ACTIVITES CANNOT PERFORM ALONE
VA-LONG COVID FNCTL SCRN GR 3 MOD FUNC LIMIT
VA-LONG COVID FNCTL SCRN ACTIVITES CANNOT PERFORM ALONE
VA-LONG COVID FNCTL SCRN LIVES ALONE NO ASSIST
VA-LONG COVID C19 PRESCRN VA HELP WANTED NA
VA-LONG COVID C19 PRESCRN VA HELP WANTED NO
VA-LONG COVID C19 PRESCRN VA HELP WANTED YES
VA-LONG COVID C19 PRESCRN VA HELP WANTED NOT SURE
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM COUGH
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM PAIN
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM DIZZINESS
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM DEPRESSION
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM ANXIETY
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM OTHER SYMPTOM
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM CHEST PAIN
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM INSOMNIA
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM MEMORY
IMPAIRMENT
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM HEADACHE
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM CONCENTRATION
IMPAIRMNT
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM ANOSMIA PAROSMIA
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM DYSPNEA
VA-LONG COVID SCRN C19 CONTINUED SYMPTOM FATIGUE
VA-LONG COVID C19 PRESCRN CONTD SXS
VA-LONG COVID C19 PRESCRN NO SXS
VA-LONG COVID SCRN C19 NEW SYMPTOM COUGH
VA-LONG COVID SCRN C19 NEW SYMPTOM PAIN
VA-LONG COVID SCRN C19 NEW SYMPTOM DIZZINESS
VA-LONG COVID SCRN C19 NEW SYMPTOM DEPRESSION
VA-LONG COVID SCRN C19 NEW SYMPTOM ANXIETY
VA-LONG COVID SCRN C19 NEW SYMPTOM OTHER SYMPTOM
VA-LONG COVID SCRN C19 NEW SYMPTOM CHEST PAIN
VA-LONG COVID SCRN C19 NEW SYMPTOM INSOMNIA
VA-LONG COVID SCRN C19 NEW SYMPTOM MEMORY IMPAIRMENT
VA-LONG COVID SCRN C19 NEW SYMPTOM HEADACHE
VA-LONG COVID SCRN C19 NEW SYMPTOM CONCENTRATION
IMPAIRMENT
VA-LONG COVID SCRN C19 NEW SYMPTOM ANOSMIA PAROSMIA
VA-LONG COVID SCRN C19 NEW SYMPTOM DYSPNEA
VA-LONG COVID SCRN C19 NEW SYMPTOM FATIGUE
VA-LONG COVID C19 PRESCRN NEW SXS ISSUES
VA-LONG COVID C19 PRESCRN TELEPHONE CONTACT
VA-LONG COVID C19 PRESCRN CONDUCTED BY PHONE/IN PERSON

VA-LONG COVID C19 PRESCRN VVC CONTACT
VA-LONG COVID C19 PRESCRN UNABLE TO REACH
VA-LONG COVID C19 DASH PRESCRN VET RESP YES
VA-LONG COVID C19 DASH PRESCRN VET RESP NO

**REMINDER TERM**
VA-REMINDER UPDATE_2_0_308
VA-COVID-19 IMMUNIZATION BL

**HEALTH SUMMARY TYPE**
VA-WELL BEING SIGNS TOTAL
SARS-COV-2 IMMUNIZATION
COVID19 LAB RESULTS

**HEALTH SUMMARY OBJECTS**
VA-WELL BEING SIGNS TOTAL  (TIU)
SARS-COV-2 IMMUNIZATION (TIU)
COVID19 LAB RESULTS (TIU)

**TIU DOCUMENT DEFINITION**
VA-WELL BEING SIGNS TOTAL
SARS-COV-2 IMMUNIZATION
COVID19 LAB RESULTS

**REMINDER DIALOG**
VA-COVID-19 LONG COVID SCREEN
VA-COVID-19 LONG COVID CONTACT LETTER

# Install Details

This update is being distributed as a web host file.  The address for the host file is:
https://REDACTED/docs/UPDATE_2_0_308.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.

# Pre-Install

1. **Review the dialog text of the following element and identify what local DATA OBJECT is used for** PATIENT ADDRESS, you will need to add it back post install.
   Using the menu Reminder Dialog Management, Reminder Dialogs, change your view to Element.
   Inquire/Print information for the following element: VAL-TH VVC TELEPHONE TRIAGE PATIENT LOCATION HOME

2. **Review the dialog text of the following element and identify what local DATA OBJECT** is used for PATIENT PHONE NUMBER, you will need to add it back post install.
   Using the menu Reminder Dialog Management, Reminder Dialogs, change your view to Element.
   Inquire/Print information for the following element: VAL-TH VVC TELEPHONE TRIAGE CONTACT PHONE OBJECT

# Install Example

To Load the exchange file, use LWH. The URL is
https://REDACTED/UPDATE_2_0_308.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 Definitios
DFE   Delete Exchange File Entry                          LWH   Load Web Host File
IFE   Install Exchange File Entry                         RI    Reminder Definition Inqy
IH    Installation History                                RP    Repack
Select Action: Next Screen// LWH    Load Web Host File
Input the URL for the .prd file: https://[                    ]/UPDATE_2_0_308.PRD
```

You should see a message that the file was loaded successfully.

Search and locate an entry titled UPDATE_2_0_308 VA-LONG COVID-19 SCREEN 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_308 VA-LONG COVID-19 SCREEN *(in this example it is entry 445, it will vary by site)* that is dated 12/28/2022.



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 first dialog component.

```
Packed reminder dialog: VA-COVID-19 LONG COVID CONTACT LETTER [NATIONAL DIALOG]

 Item  Seq. Dialog Findings                                 Type      Exists
   1       VA-COVID-19 LONG COVID CONTACT LETTER             dialog

   2    10 VA-COVID-19 LONG COVID CONTACT LETTER VERSION     element
           Finding: *NONE*

   3    20 VAL-GP COVID-19 LONG COVID CONTACT LETTER REASON    group
           Finding: *NONE*
   4    20.10 VA-GP COVID-19 LONG COVID CONTACT LETTER         group
         REASON WANTS CARE
           Finding: VA-LONG COVID VETERAN WANTS CARE UNABLE TO REACH      X
           LETTER SENT (HEALTH FACTOR)
   5    20.10.10 VA-COVID-19 LONG COVID CONTACT LETTER       element
         REASON WANTS CARE
           Finding: *NONE*
   6    20.20 VA-GP COVID-19 LONG COVID CONTACT LETTER         group
+          + 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-COVID-19 LONG COVID CONTACT LETTER**

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

```
Packed reminder dialog: VA-COVID-19 LONG COVID CONTACT LETTER [NATIONAL DIALOG]
VA-COVID-19 LONG COVID CONTACT LETTER (reminder dialog) installed from exchange
 Item  Seq. Dialog Findings                                 Type      Exists
   1       VA-COVID-19 LONG COVID CONTACT LETTER             dialog      X

   2    10 VA-COVID-19 LONG COVID CONTACT LETTER VERSION     element     X
           Finding: *NONE*

   3    20 VAL-GP COVID-19 LONG COVID CONTACT LETTER REASON    group     X
           Finding: *NONE*
   4    20.10 VA-GP COVID-19 LONG COVID CONTACT LETTER         group     X
         REASON WANTS CARE
           Finding: VA-LONG COVID VETERAN WANTS CARE UNABLE TO REACH      X
           LETTER SENT (HEALTH FACTOR)
   5    20.10.10 VA-COVID-19 LONG COVID CONTACT LETTER       element     X
         REASON WANTS CARE
           Finding: *NONE*
   6    20.20 VA-GP COVID-19 LONG COVID CONTACT LETTER         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// Q
```

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

You will then be prompted to install the next dialog component.

```
Packed reminder dialog: VA-COVID-19 LONG COVID SCREEN [NATIONAL DIALOG]

 Item  Seq. Dialog Findings                                    Type      Exists
   1     VA-COVID-19 LONG COVID SCREEN                        dialog       X

   2   5 VA-COVID-19 LONG COVID PRE-SCREEN/SCREEN VERSION     element      X
         Finding: *NONE*

   3   10 VA-GP LONG COVID CONTACT TYPE                        group
         Finding: *NONE*
   4   10.10 VA-GP LONG COVID CONTACT TYPE DID NOT RESPOND     group
         Finding: VA-LONG COVID C19 DASH PRESCRN VET RESP NO (HEALTH    X
         FACTOR)
   5   PXRM COMMENT                                           prompt      X
   6   10.10.10 VA-LONG COVID CONTACT TYPE DID NOT RESPOND    element
       PLAN
         Finding: *NONE*
   7   PXRM COMMENT                                           prompt      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-COVID-19 LONG COVID SCREEN**

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

```
Packed reminder dialog: VA-COVID-19 LONG COVID SCREEN [NATIONAL DIALOG]
VA-COVID-19 LONG COVID SCREEN (reminder dialog) installed from exchange file.
 Item  Seq. Dialog Findings                                    Type      Exists
   1     VA-COVID-19 LONG COVID SCREEN                        dialog       X

   2   5 VA-COVID-19 LONG COVID PRE-SCREEN/SCREEN VERSION     element      X
         Finding: *NONE*

   3   10 VA-GP LONG COVID CONTACT TYPE                        group       X
         Finding: *NONE*
   4   10.10 VA-GP LONG COVID CONTACT TYPE DID NOT RESPOND     group       X
         Finding: VA-LONG COVID C19 DASH PRESCRN VET RESP NO (HEALTH    X
         FACTOR)
   5   PXRM COMMENT                                           prompt      X
   6   10.10.10 VA-LONG COVID CONTACT TYPE DID NOT RESPOND    element     X
       PLAN
         Finding: *NONE*
   7   PXRM COMMENT                                           prompt      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// Q
```

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

```
Package Version: 2.0P65

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-COVID-19 LONG COVID SCREEN
  VA-COVID-19 LONG COVID CONTACT LETTER

REMINDER TERM
  VA-REMINDER UPDATE_2_0_308
Non-exchangeable TIU object(s):
--------------------------------------------------------------------
TIU Object: PATIENT NAME
Object Method: S X=$$NAME^TIULO(DFN)
+          + 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**

3.  **Setup of Note Titles.**

    A.  The note title to create to associate with the prescreen template is:

        COVID-19 LONG COVID PRE-SCREEN/SCREEN

    VHA Enterprise Standard Title:  INFECTIOUS DISEASE NOTE

    **You can add this to your document class where COVID-19 progress notes are located.**

    B.  The note title to create to associate with the letter template is – *YOU ONLY NEED TO SET UP THIS LETTER IF YOUR FACILITY IS PARTICIPATING IN THE DIGITAL PRE-SCREEN PROGRAM FOR LONG COVID*:

        COVID-19 LONG COVID CONTACT LETTER

    VHA Enterprise Standard Title:  INFECTIOUS DISEASE NOTE

    **You can add these to your document class where FORM LETTERS 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*

4. **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-COVID-19 LONG COVID SCREEN** reminder
dialog    NATIONAL
       ...OK? Yes// **<Enter>**  (Yes)
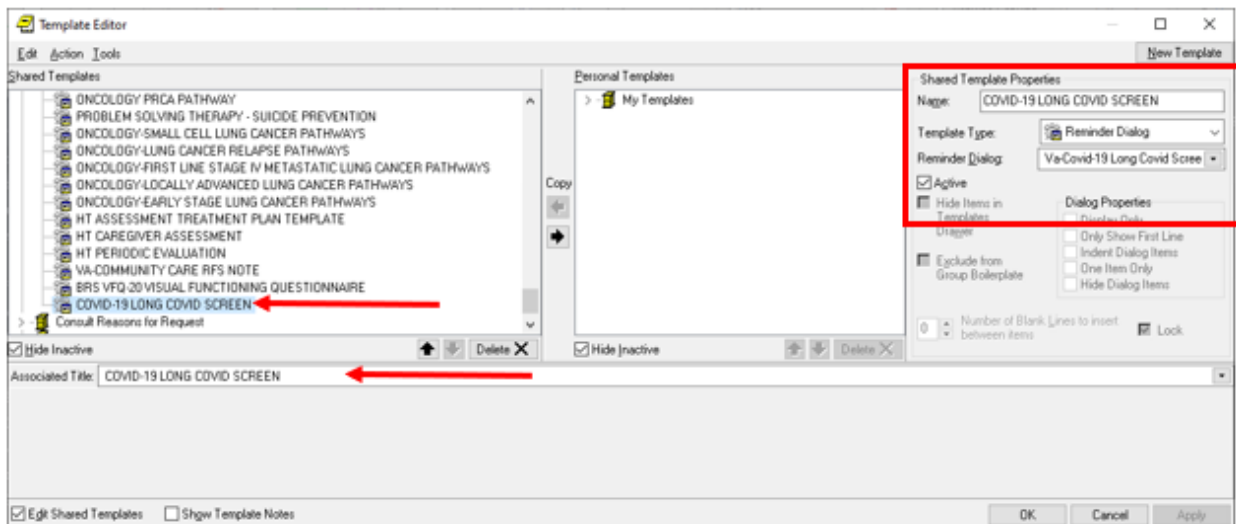Select Display Sequence: **391**
Are you adding 391 as a new Display Sequence? Yes// **YES**

Display Sequence: 391// <mark>\<Enter></mark>   391
        Clinical Reminder Dialog: **VA-COVID-19 LONG COVID CONTACT LETTER**
reminder dialog    NATIONAL
            ...OK? Yes// <mark>\<Enter></mark>  (Yes)


5.  **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:
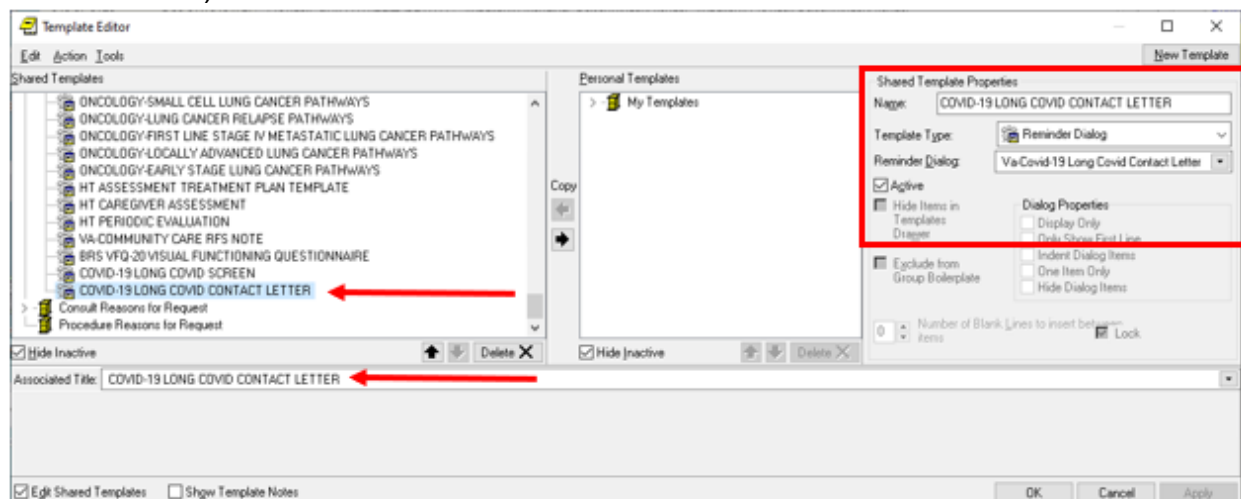      Name:  **COVID-19 LONG COVID PRE-SCREEN/SCREEN**
      Template Type:  **Reminder Dialog**
      Reminder Dialog:  **VA-COVID-19 LONG COVID SCREEN**
      Next, type in the Associated Title name **COVID-19 LONG COVID PRE-SCREEN/SCREEN**
      — then click Apply.

b. ***YOU ONLY NEED TO SET UP THIS LETTER IF YOUR FACILITY IS PARTICIPATING IN THE DIGITAL PRE-SCREEN PROGRAM FOR LONG COVID***: 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:  **COVID-19 LONG COVID CONTACT LETTER**
Template Type:  **Reminder Dialog**
Reminder Dialog:  **VA-COVID-19 LONG COVID CONTACT LETTER**
Next, type in the Associated Title name **COVID-19 LONG COVID CONTACT LETTER** — then click Apply.

6. **Add orders** to the plan section – optional

   The following elements have a class of local and you can add a menu or quick orders as additional finding items or disable any of the following reminder dialog elements:

   In Vista, using the menu, Reminder Dialog Management, Reminder Dialogs, change your view to Element view. Search for and find the element below, add your quick order or menu as an additional finding.

   VAL-COVID-19 LONG COVID PLAN ORDER IMAGING
   VAL-COVID-19 LONG COVID PLAN ORDER LAB
   VAL-COVID-19 LONG COVID PLAN REFER TO SPECIALTY
   VAL-COVID-19 LONG COVID PLAN REFER TO SOCIAL WORK
   VAL-COVID-19 LONG COVID PLAN REFER TO COVID CLINIC

7. **Add your local DATA OBJECT** FOR PATIENT ADDRESS to the following element:  VAL-TH VVC TELEPHONE TRIAGE PATIENT LOCATION HOME
Using the menu Reminder Dialog Management, Reminder Dialogs, change your view to Element.
Search for and edit the following element: VAL-TH VVC TELEPHONE TRIAGE PATIENT LOCATION HOME

8. **Add your local DATA OBJECT** FOR PATIENT PHONE NUMBER to the following element: VAL-TH VVC TELEPHONE TRIAGE CONTACT PHONE OBJECT
Using the menu Reminder Dialog Management, Reminder Dialogs, change your view to Element.
Search for and edit the following element: VAL-TH VVC TELEPHONE TRIAGE CONTACT PHONE OBJECT

9. **Update TXML fields (optional)** – *YOU ONLY NEED TO SET UP THIS LETTER IF YOUR FACILITY IS PARTICIPATING IN THE DIGITAL PRE-SCREEN PROGRAM FOR LONG COVID*: The following txml template fields are used in the letter. They are currently text boxes, you can update and add default text or change the field type if you would like to give options for the user to choose from:
Clinic: {FLD:VA-LONG COVID CLINIC}
Telephone: {FLD:VA-LONG COVID CLINIC PHONE}