Enterprise Portfolio Management Division
Telehealth & Scheduling Portfolio
VA Online Scheduling Application

VAOS Back-end Redesign Update
T&S PI Planning #2
Stakeholder High-level Overview
2/23/22 – 2/24/22

VA | U.S. Department of Veterans Affairs
Office of Information and Technology

VAOS BE Redesign – Bottom Line Up Front (BLUF)

New VAOS services will provide expanded capabilities for both veterans and staff.

- **Veterans**
  - Ability to cancel, reschedule VA self-scheduled (booked) appointments
  - Ability to view more provider and appointment details on CC booked appointments

- **OVAC Staff**
  - Manage all veteran-submitted VA appointment requests in VSE

- **Community Care Staff**
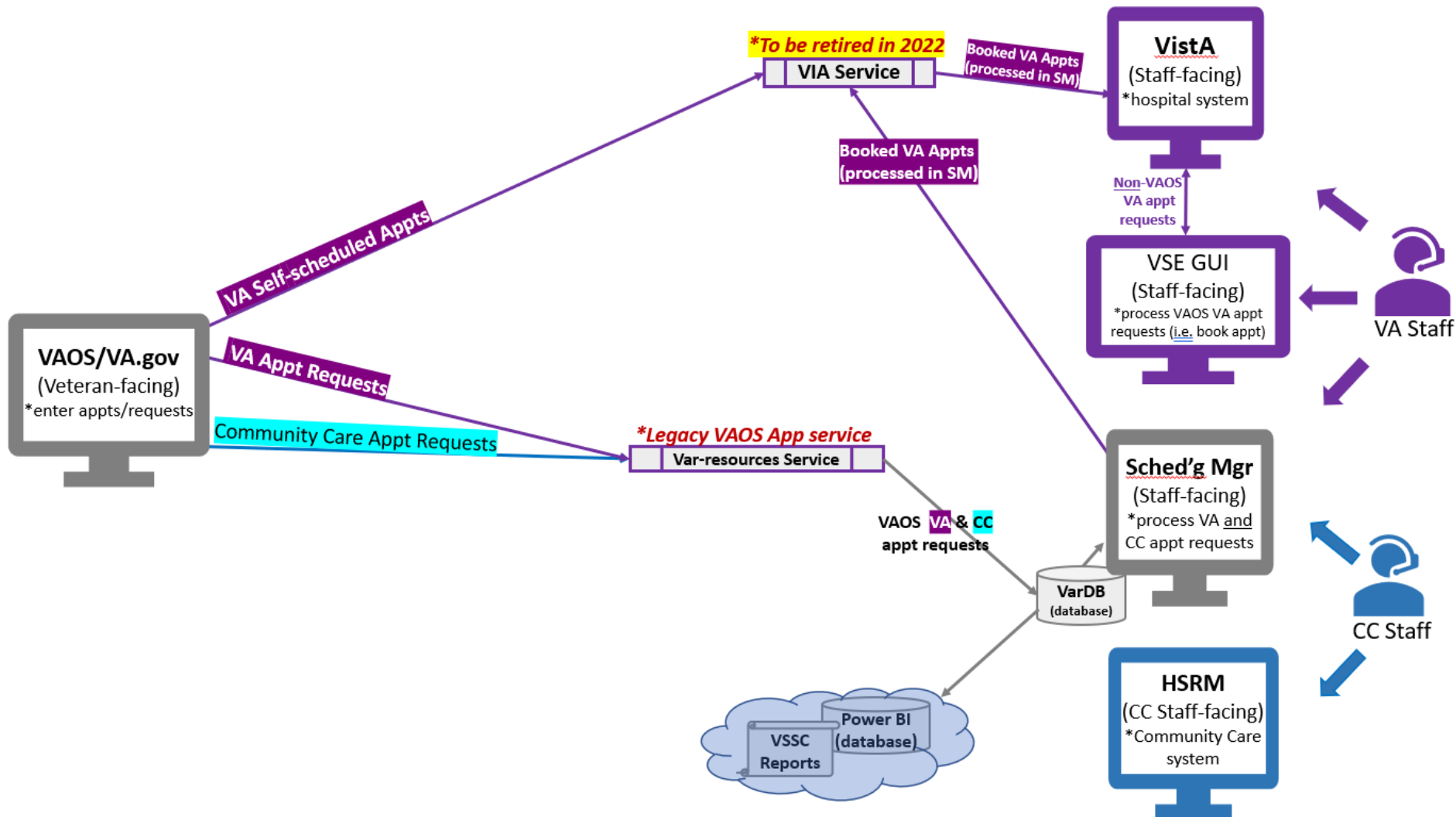 - Manage all veteran-submitted CC appointment requests in HSRM

*Other desired outcomes when <u>all</u> of the above is complete:
  - *All scheduling data (VA, CC, Video, etc.) will be available to any VA app via a single service in the same, consistent manner*
  - *Retirement of Scheduling Manager (SM) app*

__DISCLAIMER__

The diagrams included in this presentation are extremely high-level and overly simplified in order to depict a 'layman interpretation' of the key components required to achieve the target business stakeholder priorities outlined in these slides. There are numerous additional services, technologies, and components as well as intricate nuances to this architecture that were not included to avoid confusion.
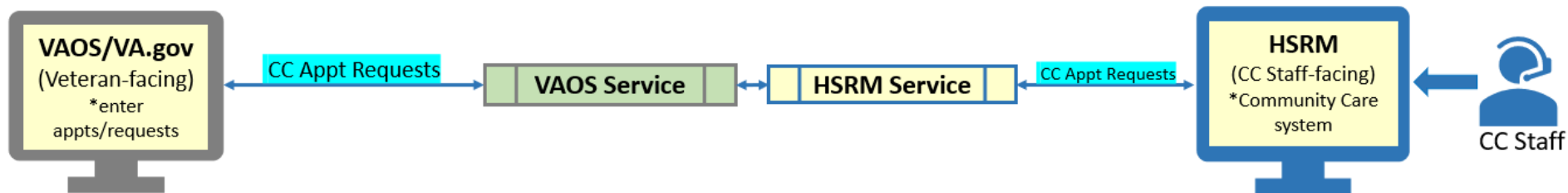
VA Online Scheduling – Current State

- **Ability for CC staff to manage veteran submitted CC appointment requests in HSRM**
- **Ability for veterans to receive more CC booked appointment details and cancellation updates**

Legend

- In progress
- In Production
- Not started

Note: With Scheduling Manager no longer part of the workflow, CC appointment request data will no longer be saved to the VARDB database requiring a new target data source for VSSC-type reporting.
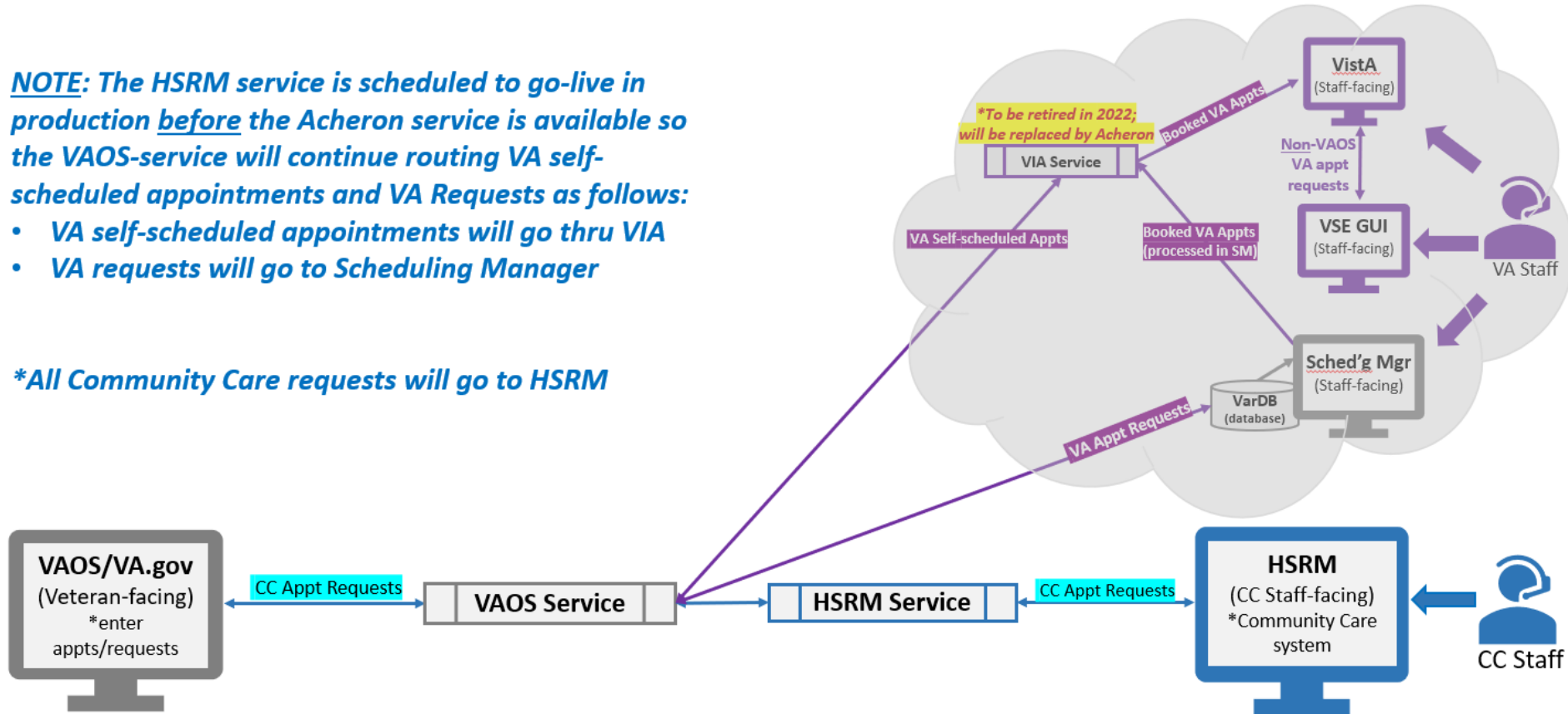
NOTE: The HSRM service is scheduled to go-live in production _before_ the Acheron service is available so the VAOS-service will continue routing VA self-scheduled appointments and VA Requests as follows:

- VA self-scheduled appointments will go thru VIA
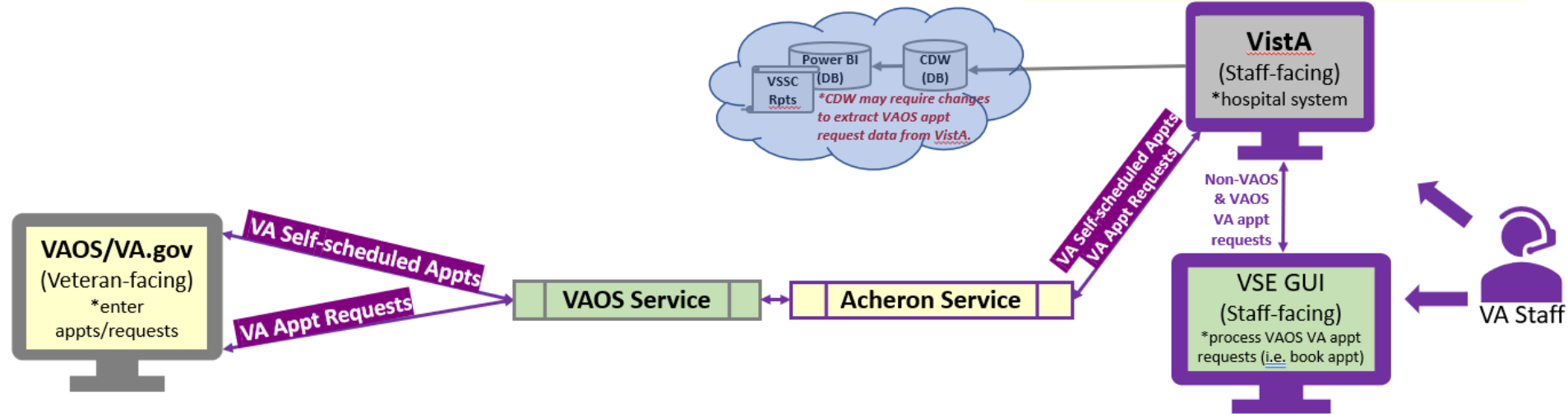- VA requests will go to Scheduling Manager

*All Community Care requests will go to HSRM

OVAC Priorities – Future State

- VIA Replacement (for VA Appointments and VA Requests)
- Ability for veterans to cancel VA booked appointments not just VA requests
- Ability for veterans to reschedule VA booked appointments
- Ability for VA Staff to process veteran submitted appointment requests in VSE

*DEPENDENCY: The Acheron service requires the VistA/VSE Patch 801 to be deployed at all 150+ sites

VistA (Staff-facing) *hospital system

VAOS/VA.gov (Veteran-facing) *enter appts/requests

VA Self-scheduled Appts

VA Appt Requests

VAOS Service

Acheron Service

VA Self-scheduled Appts / VA Appt Requests

Non-VAOS & VAOS VA appt requests

VSE GUI (Staff-facing) *process VAOS VA appt requests (i.e. book appt)

VA Staff

Power BI (DB)   CDW (DB)
VSSC Rpts
*CDW may require changes to extract VAOS appt request data from VistA.

Legend

- ☐ In progress
- ☐ In Production
- ☐ Not started

*Note: With Scheduling Manager no longer part of the workflow, VA appointment request data will no longer be saved to the VARDB database requiring a new target data source for VSSC-type reporting.

- All scheduling data (VA, CC, Video, etc.) will be available to any VA app via a single service in the same, consistent manner
- Retirement of Scheduling Manager (SM)

Legend
- In progress
- In Production
- Not started