VFS Check-In Experience Monthly Report

April 2022

Project Name: Veteran-Facing Services - Check-In Experience
Contract Start Date: September 8, 2021
Contract ID: 36C10B21D0006
Task Order: 36C10B21N00060001
Staffing Data: Team Roster
Backlog: Link to ZenHub Board
Planned Releases: Link to Github Page

Monthly Summary

In the month of April, the team conducted an onsite research study in St. Louis to talk to Veterans and staff members about their experiences with the Patient Check-In Experience. **The user flow related to demographics confirmation for certain cases was improved with a release on April 8th.** Minor formatting and layout changes were also released throughout the month to improve the user experience. The team worked with the state department to obtain Spanish translations of the application content and will implement a full Spanish language check-in experience in the near future.

Updates/Accomplishments
Sprint 71

Dates: April 6-19
Points Completed: 56 (points include non-Agile Six Team Members)
Burndown Report: Link to burndown report

Goal: Enable Veterans the flexibility to prepare and check-in for planned healthcare services with VA that best suits their needs	
User Stories	Notes
#34540 [UX] Brainstorm Ideas for End-to-End Testing in Prod for PCI and CI with Veterans	
#36044 [BE] Send Demographic Confirmation Status to CHIP for Day-of Check-in	
#36109[FE] Send Demographic Confirmation Status to BE for Day-of Check-in	
#36469 [BE] Implement new controller in vets-api for demographics confirmation	
#36470 [BE] Service layer changes for CHIP	

Demographics confirmation endpoint	
#37895 [BE] Setup review environment for the Check-In Experience team	
#38311 Travel Logistics for Research Trip to STL	
#38764 [Research] Assets Needed for Research Trip and Small Update to Conversation Guide	
#38860 [UX] Meet with Dr. Hsu	
#38989 Triage Process - Document the Triage Process	
#39155 Platform Orientation Template [Ben Brasso]	
#39183 [FE] Update Day-of Check-in to confirm Demographics before check-in complete	
#39272 [Design] Direct User How to Update their Contact, Emergency Contact, and Next of Kin Information	
#39392 [Design] Develop ideas for Multi-language Toggle Component	
#39591 [Research] Create Research Study Report, Synthesize, and Make Recommendations for Telephone Appointme	
#39596 Review Accessibility Improvement Suggestions and Add to Backlog	
#39598 Review Environment	
#39616 [BE] Update confirmDemographics call to use patientDFN for parameter	
#39281 [UX] Gather and package final translation documents based on New Priorities	

Sprint 72

Dates: April 20- May 3, 2022
Points Completed: 85 (points include non-Agile Six Team Members)
Burndown Report: Link to burndown report

Goal: Enable Veterans the flexibility to prepare and check-in for planned healthcare services with VA that best suits their needs	
User Stories	**Notes**
#37466 [Design] Wording explaining VAOS link	
#37523 [Design] Telemedicine in Pre-check-in Wireframes	
#37983 [FE] Display Message to User when Attempting to Pre-Check-In on the Day of Appointment	
#38260 [FE] Move Language Toggle on All Check-in & Pre-Check-in Pages	
#38276 Update Architecture Diagrams for the ATO	
#38310 Triage Process - Access and SNOW Training for 2 Team Members	
#38565 [Research] Conduct Study	
#38983 Engineering Support for Pilot - April 20 Sprint	
#39036 [BE] change case to `patientDfn` in the CHIP service	
#39149 Platform Orientation Template [Lori Pusey]	
#39194 [FE] Replace Last 4 with DOB in LoROTA Login	
#39195 [BE] Replace Last 4 with DOB in LoROTA Login	
#39461 [FE] Ensure that all links to external english-language pages are identified to the Veteran	
#39468 [Design] Create Error Message Wireframe for Blank DOB State	
#39594 [Research] Create Research Plan for Telephone Appointments PCI & CI	
#39599 Service NOW for Issue Reporting	
#39842 Fix patientDFN	
#39934 Request access to Google Analytics and/or	

Domo	
#39947 Print Materials for Trip	
#40080 Meet with Mobile Team	
#40170 [Research] Present Different Scopes for Stephen	
#40172 [Research] Update Telephone Appt Research Plan and Conversation Guide	
#40175 [BE] Pass through Property to Let System Know User has Already Checked in	

Upcoming Work

Providing support for the VISN rollouts
Performance testing
Planning research trips & additional user studies
Releasing Spanish translations