VA Mobile - Vaccine Records Overview

Background

Based on Veteran feedback during a card sorting activity in 2020, our team is confident that accessing health records in the app would be a time-saving and valuable feature. The existing mobile web experience for downloading health records is cumbersome and inaccessible for many Veterans. Additionally, the ever-changing and complex COVID-19 environment has prompted a renewed interest and urgency to deliver an easy way for Veterans to view their health records, particularly their vaccine records.

Problem Statement: How might we deliver a way for Veterans to view their vaccine records in the VA mobile app?

MVP

For our MVP, we will focus on displaying a subset of a Veteran's health records. Our initial use case will be:

As a Veteran, I want to see my vaccination history on the VA mobile app so that I am familiar with the details of my vaccines.

Significant Decisions

What will we build?

In Scope

- The intent of this MVP is for Veterans to access their vaccine records on the VA mobile app
    - The technical level of effort to pull in all vaccines versus COVID only is about equal
    - There may be a few design edge cases that should be considered but we can address that as polish work after the MVP
- The intent of this MVP is for Veterans to access their vaccine information for their own use (this is not a vaccine passport)
- We will show only vaccine records that make it into VISTA structured data via the Lighthouse API
    - Sometimes, vaccines happen that don't get recorded in this way. These immunizations are out of scope for now.

Out of Scope

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- This MVP is not intended for Veterans to use as proof of vaccination for entering places that require proof of COVID vaccine
- This MVP will not include a QR code that can be scanned to verify that the information is valid
- This MVP will not include COVID test results
- This MVP will not include displaying self-reported immunizations
- This MVP will not include sharing functionality in the first iteration
    - Generating this PDF will require a higher technical lift

How will we build it?

Our data source will be the Lighthouse API. We based these decisions on several factors, including:

- Lighthouse is where future services around vaccines — such as vaccine verification — *may* live if implemented
- Lighthouse immunization data is updated every 4-30 hours
- Lighthouse immunization data is available in the FHIR format (a good thing)
- A single API call — in opposition to multiple API calls should we go the EHR or PHR route — is easier to understand and implement
- Although the OAuth Client Credential flow is not ideal, it's similar to how we access other backend services in vets-api today
- Other teams have connected to the Lighthouse health APIs within vets-api, our effort would not be a net new effort

The MVP will not use Electronic Health Record (EHR) or Personal Health Record (PHR) based MHV APIs:

- Updates to the Personal Health Record happen at most once every 24 hours; this is not a significant gain in speed over the 4-30 hour time frame given to us by the Lighthouse team
- Because EHR ➔ PHR updates happen asynchronously, the service calls are likely to be more complex than the calls to Lighthouse
- Because the EHR ➔ PHR transition takes a non-trivial amount of time to execute, it will slow down service calls

Based on insights from the comparative analysis and the availability of data in the Lighthouse API, we will include the following pieces of information in the MVP:

- Name of vaccines (ex: Flu, COVID-19)
- Date vaccine was administered
- Manufacture (ex: Janseen, Moderna, Pfizer)
- LOT number
- Clinic Site (Name and address)

- Reaction
- Series Status (1st dose/2nd dose)
- Notes
- Status (more investigation needed)

What should the UX be?

- Vaccines will live within the health care section of the app, and we will validate this IA decision in upcoming user research
- Users will be able to view their entire vaccination history in a list view, and then see more details for a particular vaccine