

# VFS Check-In Experience Monthly Report

March 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](#)

Risk Register: [Link to Risk Register](#)

## Monthly Summary

During the month of March, the team focused on preparing the application for rollout to VISNs by prioritizing research for Spanish language support, researching how to support phone appointment check-in, and working towards developing data editing functionality in the check-in process in collaboration with the VA Profile team. **We were approved to apply for a Provisional Authority To Operate (P-ATO) on March 18th. We also demoed a proof of concept for Spanish language support on March 23rd**, and are working with the state department to obtain official translations. Pilot support continued through the month and minor bug fixes were deployed. Many preparations are underway for our first onsite study of the Check-In Experience in St. Louis at the end of April. Internally, the team conducted knowledge transfer sessions to prepare for Mark, Dillo, and Corey to leave the contract and we migrated to a new Zenhub board to improve transparency of our work and better coordinate work between research and engineering.

## Updates/Accomplishments

### Sprint 68

**Dates:** February 23- March 8, 2022

**Points Completed:** unknown

**Burndown Report:** n/a

Please note- no reporting data is available for Sprint 68. Our team migrated to a new board in Zenhub and switched from using milestones to sprints for more effective task tracking. Unfortunately, this has resulted in no reporting data to pull for the period.

## Sprint 69

**Dates:** March 9-22, 2022

**Points Completed:** 39 (points include non-Agile Six Team Members)

**Burndown Report:** [Link to burndown report](#)

<b>Goal:</b> Enable Veterans the flexibility to prepare and check-in for planned healthcare services with VA that best suits their needs	
<b>User Stories</b>	<b>Notes</b>
#34454 [Design] Updated Address Editing Patterns Based on Profile Team's Findings	
#34732 [FE] Day of - Bold font needed on appointments page	
#35471 [FE] Ensure page loading optimized for screen readers (pre-check-in)	
#35472 [FE] Reduce swiping/tapping for screen-readers	
#35473 [FE] Multiple appointments: Optimize multiple appointments page for screenreader	
#36202 [UX] Prep for Editing Pre-check-in UAT: Create Test Cases	
#37576 [UX] Talk to Profile team to confirm interaction patterns	
#37593 [Research] Run Staff Research with St. Louis	
#37900 [Design] Updates to pre-check-in user guide	
#37949 [Research] Update Veteran and Staff Pilot Feedback Research Plans/Conversation Guide for Onsite Visit	
#38160 [BE] Remove feature flag 'check_in_experience_chip_service_nok_confirmation_update_enabled'	
#38259 Generate JSON or HTML file of Content to Be Translated	
#38261 [Research] - Determine MVP Scope for PCI for Virtual Appointments	
#38268 [Design] Update Retries Documentation	
#38312 Logistics for Research Trip to STL	
#38301 [R&D] Get an Estimated word count of the entire workflow for CI and PCI	

# Sprint 70

**Dates:** March 23-April 5, 2022

**Points Completed:** 106 (points include non-Agile Six Team Members)

**Burndown Report:** [Link to burndown report](#)

<b>Goal:</b> Enable Veterans the flexibility to prepare and check-in for planned healthcare services with VA that best suits their needs	
<b>User Stories</b>	<b>Notes</b>
#29983 <a href="#">[FE] Restrict Retries</a>	
#32784 <a href="#">[FE] Make "Go to another appointment" Link Static on Confirmation Page</a>	
#34534 <a href="#">[BE] Vets-api to call initiate pre-checkin endpoint with UUID</a>	
#35062 <a href="#">[Design] Optimize Low Vision Poster for different Sizes</a>	
#35249 <a href="#">[FE][SPIKE] Determine how to handle the routing issue</a>	
#35888 <a href="#">[Research] Meet with San Diego Staff for Appointment Notifications Study</a>	
#36607 <a href="#">[FE][SPIKE] Research VA Profile UI Flows</a>	
#36746 <a href="#">[FE] SPIKE - Full Authentication Flow</a>	
#36957 <a href="#">[BE] Return a 401 Unauthorized to the caller if LoROTA returns unauthorized error</a>	
#37408 <a href="#">[FE] Update Pre-Check-in Capture from 24 Hours to 3 Days</a>	
#37599 <a href="#">[FE] Add new blank pages</a>	
#37600 <a href="#">[FE] Create editing infrastructure</a>	
#37613 <a href="#">RELATIONSHIP - [FE] Create HTML for Relationship page</a>	
#37619 <a href="#">ADDRESS - [FE] Implement Logic for Address Page</a>	
#37620 <a href="#">EMAIL - [FE] Implement Logic for Email Page</a>	
#37622 <a href="#">NAME - [FE] Implement Logic for Editing Name (NoK, EC)</a>	
#37623 <a href="#">RELATIONSHIP - [FE] Implement Logic for Editing Relationship (NoK, EC)</a>	
#37624 <a href="#">[FE] Integrate with Mock API for posting updated information behind a feature flip</a>	

#37846 [FE][BUG] appointment pre-checkin complete status not set when confirmation pages are skipped	
#38018 [FE] Update Error Handling on Validation Pages	
#38159 [BE] Do not send demographic confirmations needed = true for screens that have not been confirmed by the Veteran	
#38239 Dillo - Knowledge Transfer	
#38240 Mark - Knowledge Transfer	
#38241 Corey - Knowledge Transfer	
#38303 [Design] Review what already exists in VA.gov for indicating spanish language support	
#38306 ADDRESS - [BE] Address Validation API Discovery	
#38309 [SPIKE] - Look at how other va.gov sites are doing translation from an engineering perspective	
#38357 Document Current Process for Release Management and Make Suggestions	
#38635 Tonic API Research & Write-Up	
#38721 Change Demographic confirmation duration to 7 days	
#38981 Engineering Support for Pilot - March 23 Sprint	
#39011 [FE] Make text in all components translatable	
#39044 [BE] Fix patientDFN to patientDfn in CHIP/confirmDemographics request	

## Upcoming Work

Security updates for LoROTA

Development work for Spanish and Tagalog translation support

Direct user on how to update demographics, Next of Kin, Emergency Contact info

Pre-Check-In for Telemedicine phone appointments