

Community Viewer Version 2.7 User Guide for Community Care Providers



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**Department of Veterans Affairs (VA)
Office of Information and Technology (OIT)**

Table of Contents

1. Introduction	1
1.1. Purpose of the Guide	2
1.1.1. Guide Conventions	2
1.1.2. Terminology	2
1.2. Assumptions	2
1.3. System Requirements	2
1.4. Getting Help	3
2. Logging in to CV	4
2.1. Changing Your Password	7
2.2. The CV Portal Pages	10
2.2.1. Default View	10
2.2.2. Viewing System Status	11
2.2.3. Profile Settings	12
2.2.4. Using the Accessible Theme's Functionality	14
2.2.4.1. Keyboard Focus and Screen Navigation in Accessible Theme	15
2.3. Logging Out of the Current CV Session	16
3. Using CV	17
3.1. Accessing Patient Data	17
4. Widgets	20
4.1. Accessing and Opening Widgets	21
4.2. Widget Navigation and Display Options	22
4.3. Minimized vs. Expanded Widget View	22
4.4. Displaying Widgets on Custom Tabs	23
4.5. Refreshing Widget Data	23
4.6. Printing	24
4.7. Nondiagnostic Images	25
4.8. Examples of Widget Functionality	27
4.8.1. Patient Demographics	27
4.8.1.1. Viewing Detailed Patient Demographic Information	28
4.8.1.2. Viewing Third-party Insurance Information	28
4.8.2. Inpatient Medications	28
4.8.2.1. Inpatient Medications Widget Data	29
4.8.2.2. Viewing Inpatient Medication Details	30
4.8.2.3. Inpatient Medication Display and Filter Options	30
4.8.3. Lab Results	30
4.8.3.1. Lab Results Widget Data	31
4.8.3.2. Lab Results Display and Filter Options	32
4.8.3.3. Viewing Abnormal Results in the Lab Results Widget	32
4.8.3.4. Viewing Lab Results Details	32

4.8.3.5.	Table View	33
4.8.3.6.	Graph View	33
4.8.4.	Problem List.....	33
4.8.4.1.	Problem List Widget Data.....	34
4.8.4.2.	Viewing Problem List Details	35
4.8.4.3.	Problem List Display and Filter Options	35

Table of Figures

Figure 1: Sensitive Information Warning	4
Figure 2: Authorized Use Message	5
Figure 3: CCP User Login Page	5
Figure 4: CCP VA Privacy and Security Awareness Training Page	6
Figure 5: Password Expiration Notice on the Login Page	7
Figure 6: Password Reset Dialog Box.....	8
Figure 7: Confirmation of Request Sent to Reset Password	8
Figure 8: Password Reset E-mail	9
Figure 9: Password Reset Page	9
Figure 10: Password Reset Confirmation Message	10
Figure 11: CV Portal Tools	10
Figure 12: Default View	11
Figure 13: System Status Indicator on the Portal Pages	11
Figure 14: The CV Settings Dialog Box	12
Figure 15: Blue Theme	13
Figure 16: Gray Theme	13
Figure 17: Green Theme	14
Figure 18: Accessible (508-Compliant) Theme	14
Figure 19: Minimized View of the Assigned Patients Widget	18
Figure 20: Expanded View of the My Assigned Patients Widget	19
Figure 21: Widget Display on the Patient Portal	20
Figure 22: Widget Tray on the Patient Portal	21
Figure 23: Expanded View Widget Display	23
Figure 24: The Print Icon	24
Figure 25: Windows Print Dialog	24
Figure 26: Nondiagnostic Images in the Minimized View of the Radiology Exams Widget	25
Figure 27: Multiple Nondiagnostic Radiology Images	26
Figure 28: Nondiagnostic Images in the Radiology Exams Detail View	26
Figure 29: Progress Note Images—Unable to Retrieve Images Error	27
Figure 30: Patient Demographics Widget	28
Figure 31: Inpatient Medications	29
Figure 32: Lab Results	31

Figure 33: Problem List Widget.....	34
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Table of Tables

Table 1: Keyboard Accessible Keystrokes.....	15
Table 2: Widget Navigation Tool Descriptions.....	22

1. Introduction

Community Viewer (CV) is a browser-based software application that facilitates the secure exchange of data between Department of Veterans Affairs (VA) systems and authorized non-VA providers, known as Community Care Providers. The exchange of data improves the coordination of care and continuity of care for VA patients receiving treatment outside of the VA network.

CV pulls information from VA health care systems in real time for viewing within a web browser. Through CV, VA Staff assign patients to providers and provision their use within the CV system, allowing providers access to view consolidated patient data from multiple Veterans Information Systems and Technology Architecture (VistA) systems.

This User Guide is written for Community Care Providers who use CV to:

- Access and view patient data
- Request a password reset

Please read and bear in mind the following warning before using Community Viewer:

****WARNING**WARNING**WARNING****

“This U.S. Government computer system is for official use only.
The files on this system include Federal records that contain sensitive information.

All activities on this system may be monitored to detect unauthorized access to,
or misuse of, the system or individual files and utilities on the system,
including personal use.

Further use of this system constitutes your consent to such monitoring.

Misuse of, or unauthorized access to, this system may result in criminal
prosecution and disciplinary, adverse, or other appropriate action.”


****WARNING**WARNING**WARNING****

1.1. Purpose of the Guide

The purpose of this guide is to familiarize users with the important features and navigational elements of the CV application.

1.1.1. Guide Conventions

This document is designed for both online and hardcopy consumption. The following conventions are used throughout:

- [Cross-references](#) are indicated by blue, underlined text, and provide a hyperlink to figures, tables, and other sections within this guide
- Emphasis is conveyed by using **bold**, underlined, and *italicized* text
- The information icon  is used to inform the reader of additional information

1.1.2. Terminology

The following standard terms are used throughout this guide:

- **Patient Portal:** The page that displays patient data via widgets
- **Provider Portal:** The landing page, or default view, of CV that opens after logging into the application; the Provider Portal displays widgets and the tools that enable quick access to basic features
- **Widget:** A component of the CV interface that enables a user to perform a function or access a service
- **Widget Tray:** The expandable and collapsible tray at the bottom of both portal pages that provides access to all widgets available for placement on the portal pages

1.2. Assumptions

This user guide is written from the perspective of Community Care Providers, assuming the following:

- You can open, navigate, and use the menu options of a web browser
- You can use web-based applications, their menu options, and navigation tools
- You have received the required access credentials and the Uniform Resource Locator (URL) for the CV **Login** page
- You will use CV to view VA patient data relevant to patient assignments

1.3. System Requirements

CV is a front-end web application designed to run in a web browser. Accessing CV through a browser or device that is not fully compatible with the application may result in certain features not working as expected.



NOTE: This release does not support mobile devices.

It is recommended that users access CV from a desktop or laptop PC using a supported browser, such as:

- Chrome v54 or higher
- Microsoft Edge v41
- Firefox v58
- Internet Explorer (IE) v11
- Safari v11

1.4. Getting Help

If you are an authorized user in need of technical assistance, contact the Community Provider Technical Service Desk.

Prior to contacting support, please refer to [Section 2, Logging in to CV](#), for detailed information about how to access CV.



Community Provider Technical Service Desk

Phone: 844-788-6161

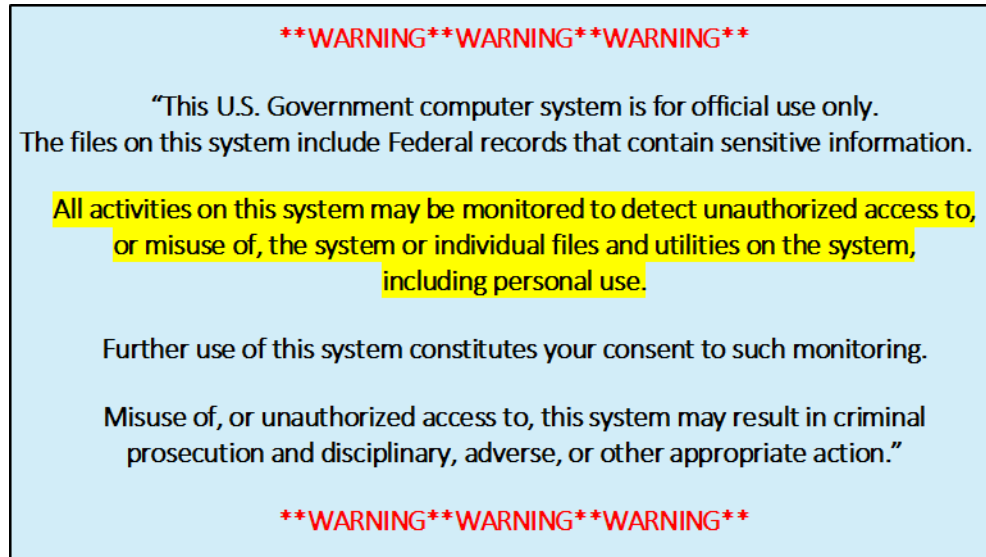
E-mail: Community_Provider_Technical_Service_Desk@va.gov

If you are an authorized user and do not have your password, follow the steps outlined in [Section 2.1, Changing Your Password](#), to request a password reset.

2. Logging in to CV

Before logging in to and utilizing the functionality of Community Viewer, please read the warning displayed in [Figure 1](#).

Figure 1: Sensitive Information Warning

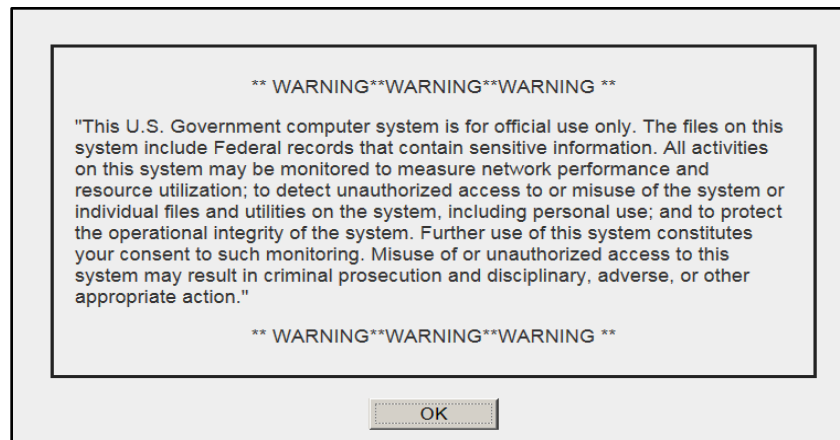


During log in, CV authenticates all providers against a registered list, provisioned by VA Staff. If you have not received credentials to access CV, user can either request access through the Community Provider Technical Service Desk or by clicking the New User Request link on the **Login** page as highlighted in [Figure 3](#).

To log in to CV:

1. Open a supported Internet browser
2. Enter the web address: <https://www.communityviewer.va.gov/Community>, provided by VA Staff, in the address bar of the Internet browser
3. The **Authorized Use** message ([Figure 2](#)) a security and legal disclaimer, appears
4. Click **OK** to confirm that you are aware you are accessing a government information system that is provided for authorized users only

Figure 2: Authorized Use Message



5. Enter your user name and password, provided by VA Staff, in the fields on the **Login** page ([Figure 3](#)):
 - a. Your user name is the e-mail address associated with your account
 - b. If you have forgotten, your password, click the **Reset Password** link
 - c. If you are not already an authorized user, click on the **New User Request** link for guidance on obtaining access to CV

Figure 3: CCP User Login Page

A screenshot of the "Community Viewer" login page. The header features the "Community Viewer" logo with "powered by JLV" underneath. Below the header is the title "Community Care Provider Login". The main form area contains a "Username:" label followed by a text input field, a "Password:" label followed by a password input field, and a blue "Login" button. Below the login fields are two sections: "Announcements" showing a date "02/22/2018: CCP ONLY test" and a link "View More Announcements", and "System Status" showing a green checkmark and the text "CV data sources available." At the bottom of the form are three links: "New User Request", "Reset Password", and "CV Help", each enclosed in a small box.

6. Click **Login**
7. If you are logging in to the CV application for the first time, (or 365 days after your first log in), the **VA Privacy and Security Awareness Training** page ([Figure 4](#)) appears

i **NOTE:** Users are required to perform **all** acknowledgement tasks before access to CV is granted.

Figure 4: CCP VA Privacy and Security Awareness Training Page

VA Privacy and Security Awareness Training

You are seeing this page for one of the following reasons:

1. You are attempting to access Community Viewer for the first time.
2. Your security and privacy training certification has expired.

For Community Viewer access, please download and review the following training documents to satisfy VA security and privacy requirements. You will need to complete this training every 12 months.

- [Information Security Awareness \(pdf\)](#)
- [Electronic Health Records Rules of Behavior \(pdf\)](#)

After reviewing the training documents above, you must check all of the following boxes to acknowledge the training in order to enable the "I Confirm" button and continue to Community Viewer.

☐ I certify that I have completed and understand the Information Security Awareness training.

☐ I certify that I have renewed and understand the Electronic Health Records Rules of Behavior.

☐ I certify that I have completed and understand the HIPAA privacy training provided by my organization.

Acknowledgement of Accuracy

Under penalty of perjury, I attest that the above information is accurate and true to the best of my knowledge, and I have completed the training shown above.

i **NOTE:** The **VA Privacy and Security Awareness Training** page appears the first time you access the CV application, and again every 365 days after the first successful log in, as training certification must be renewed each year.

ALL of the acknowledgment tasks (Steps 8 - 13) must be completed to gain access to CV:

8. Download and read the Information Security Awareness Training PDF document
9. Download and read the Electronic Health Records Rules and Behavior PDF document
10. Click the checkbox to certify that you have completed and understand the Information Security Awareness training
11. Click the checkbox to certify that you have read and understand the Electronic Health Records Rules and Behavior
12. Click the checkbox to certify that you have completed and understand the HIPAA Privacy training through your organization
13. Click **I Confirm** to proceed to the application

After logging in to CV:

- Your user name is displayed in the upper right corner of the page
- The patients assigned to you are shown in the **Assigned Patients** widget, under the **My Assigned Patients** tab
- The patients assigned to your practice group are shown in the **Assigned Patients** widget, under the **Group Assigned Patients** tab
- You will be able to see the patients assigned to your practice group even if you do not have any active or scheduled patient assignments

2.1. Changing Your Password

Your user ID (user name) is the e-mail address associated with your account. It cannot be changed unless your e-mail address changes.

You will be prompted to change your password every 90 days. Passwords are case-sensitive and must comply with the following structure guidelines:

1. Must be a minimum of 8 characters (no blank spaces can be used)
2. Must contain characters from 3 of these 4 categories:
 - a. An uppercase letter
 - b. A lowercase letter
 - c. A number
 - d. A special character (! @ # ? \$ % &)
3. Six of the characters cannot occur more than once in the password



NOTE: Passwords cannot be reused within a 2-year time period.

When your password has expired, you will see the message highlighted in [Figure 5](#) after an attempt to log in.

Figure 5: Password Expiration Notice on the Login Page

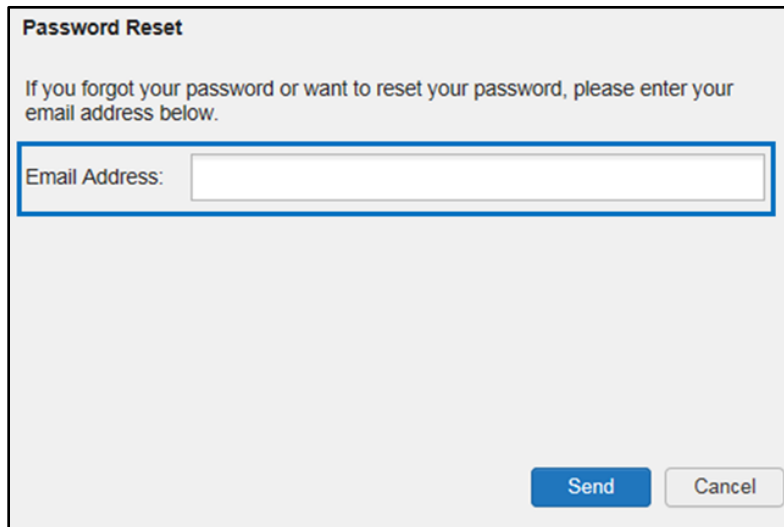
The screenshot shows the login interface for 'Community Viewer powered by JLV'. At the top, the logo 'Community Viewer' is displayed in a stylized font, with 'powered by JLV' in smaller text below it. A yellow-bordered box with a red background contains the message: 'Your password has expired. An email containing a link to reset your password has been sent to the email address associated with your CV account.' Below this box, the text 'Community Care Provider Login' is centered. Underneath, there are two input fields: 'Username:' followed by a white text box, and 'Password:' followed by a white text box. The entire login form is set against a dark gray background.

If you forgot or want to reset your password, you can request that a reset by using the **Reset Password** link on the **Login** page, highlighted in [Figure 3](#).

Request a password reset:

1. Click the **Reset Password** link
2. The **Password Reset** dialog box opens ([Figure 6](#))

Figure 6: Password Reset Dialog Box

A dialog box titled "Password Reset" with a light gray background. It contains the text "If you forgot your password or want to reset your password, please enter your email address below." followed by a text input field labeled "Email Address:". At the bottom right, there are two buttons: "Send" (blue) and "Cancel" (gray).

Password Reset

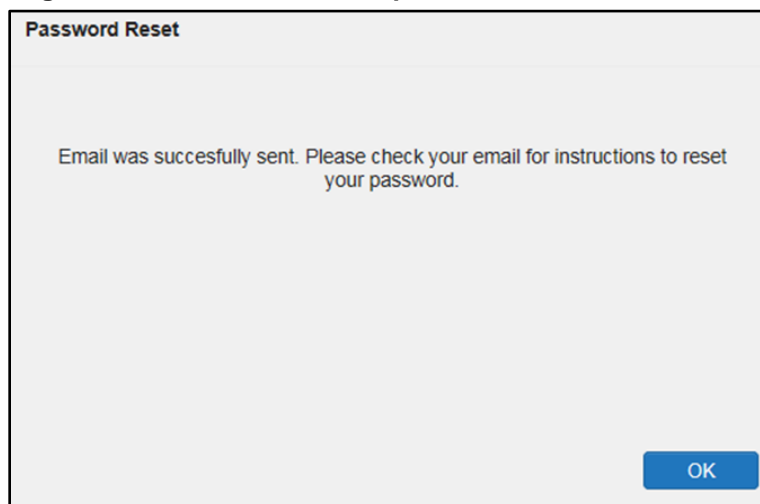
If you forgot your password or want to reset your password, please enter your email address below.

Email Address:

Send **Cancel**

3. Enter your e-mail address in the field provided in the dialog box
4. Click **Send**
5. A confirmation message is displayed ([Figure 7](#)) and an e-mail message is generated to Community_Provider_Technical_Service_Desk@va.gov

Figure 7: Confirmation of Request Sent to Reset Password

A dialog box titled "Password Reset" with a light gray background. It contains the text "Email was successfully sent. Please check your email for instructions to reset your password." At the bottom right, there is a blue button labeled "OK".

Password Reset

Email was successfully sent. Please check your email for instructions to reset your password.

OK

6. A password reset link is sent to the e-mail address you provided



NOTE: The password reset link is active for 24 hours. After that, you must use the **Reset Password** link to reset your password.

Reset your password:

1. Click the link in the password reset e-mail ([Figure 8](#))

Figure 8: Password Reset E-mail

We received a request to reset the password for the Community Care Provider account associated with this email. The following link will direct you to a Community Viewer (CV) page.

[Reset Password](#)

Please note, this link will expire in 24 hours

If you didn't make this password request, then ignore this email. No changes will be made to your account.

2. The **Password Reset** page opens ([Figure 9](#))

Figure 9: Password Reset Page

Community Viewer
powered by JLV

Community Care Password Reset

New Password:

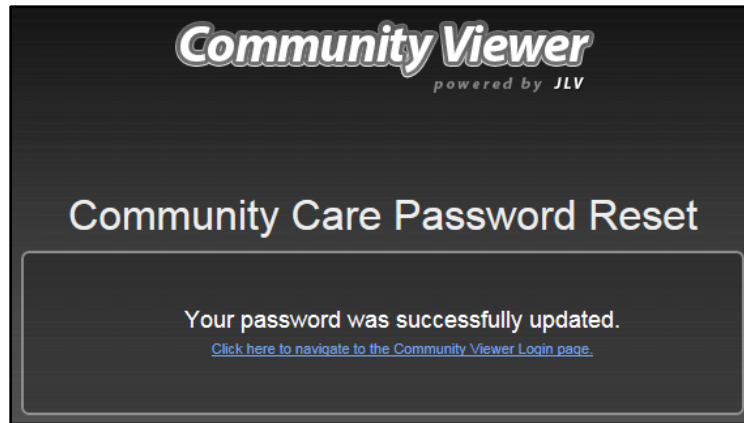
Confirm Password:

Submit

3. Create a new password following the password guidelines, and enter it in the **New Password** field

4. Repeat the password in the **Confirm Password** field
5. You will receive a confirmation message when your password has been successfully reset ([Figure 10](#))

Figure 10: Password Reset Confirmation Message



2.2. The CV Portal Pages

The CV portal pages have tools that enable quick access to basic features. These tools appear in the upper right corner of the application window (detailed in [Figure 11](#)).




- **Select the UI theme:** Click **Settings**  to configure the UI theme (See [Section 2.2.3, Profile Settings](#))
- **Access online help:** Click **Help**  to open web-based, online help
- **Log out:** Click **Logout**  to terminate the current CV session

Figure 11: CV Portal Tools



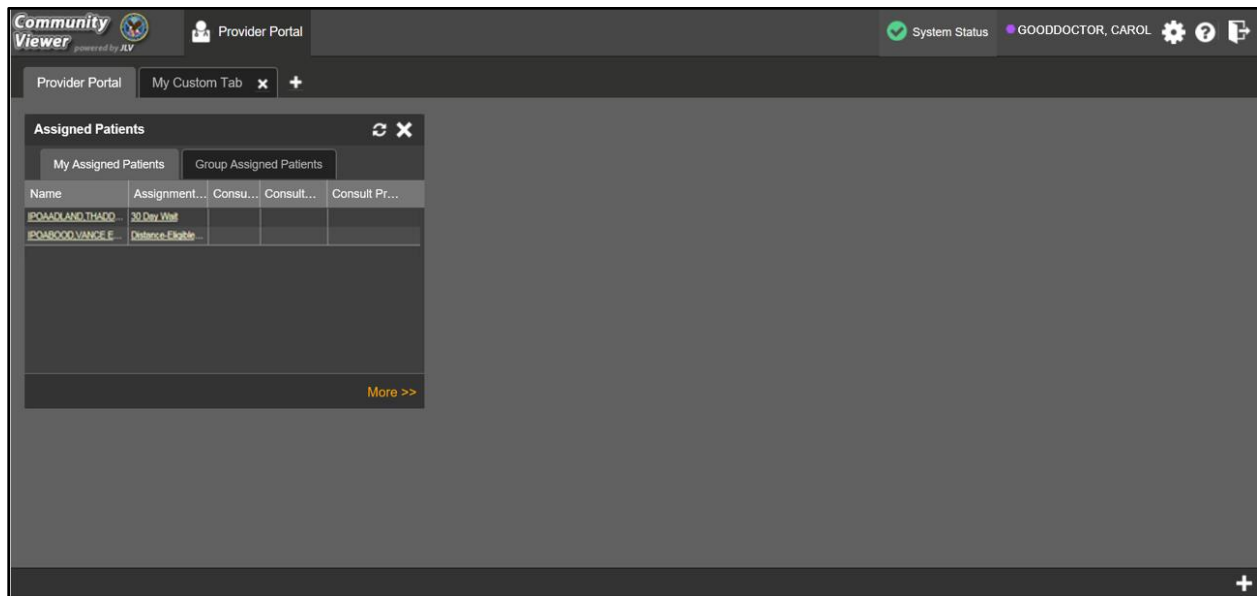
2.2.1. Default View

The default view of CV includes the **Assigned Patients** widget ([Figure 12](#)).



NOTE: If the **Assigned Patients** widget is not open, click the plus (+) sign in the lower right corner of the screen ([Figure 12](#)) to open the **Widget Tray**. Click, hold, and drag the widget icon from the tray to the screen, and drop it in the desired location. To close the widget tray, click the minus (-) sign in the lower right corner of the screen.

Figure 12: Default View





2.2.2. Viewing System Status

System status updates are received from CV's Health Monitor, which monitors the services that CV uses to connect to VA data sources.

There are two areas of CV where system status is displayed:

1. On the **Login** page ([Figure 3](#))
2. On the portal pages (highlighted in [Figure 13](#))

When all monitored systems and services are online and connected, a green icon  appears beside **System Status**. The message *CV data sources are available* ([Figure 13](#)) appears when you hover over the **System Status**.

When one or more monitored systems or services are offline or unavailable, a yellow warning icon  appears with the message *CV is having problems*.



When CV's health monitor is unable to retrieve and report system status information, a red icon  appears with the message, *System status is unavailable*. When this status appears, you may not be able to log into CV or view patient data until the connection is restored. See [Section 1.4, Getting Help](#), for information on how to contact support.

Figure 13: System Status Indicator on the Portal Pages



2.2.3. Profile Settings

Profile settings are accessible within CV by clicking **Settings**  in the upper right corner of the portal pages ([Figure 12](#)).



NOTE: In this release, the configuration options are limited to choosing a UI theme.

Selecting a **User Interface Theme** sets the font color, foreground color, and background color of CV. Themes apply to all application elements, including widgets, toolbars, and dialog boxes. The UI theme color choices are Default, Green, Blue, Gray, and Accessible. The Accessible theme ([Figure 18](#)) is 508-compliant and designed to work with the accessibility tools installed on a user's device.

To set the UI theme:


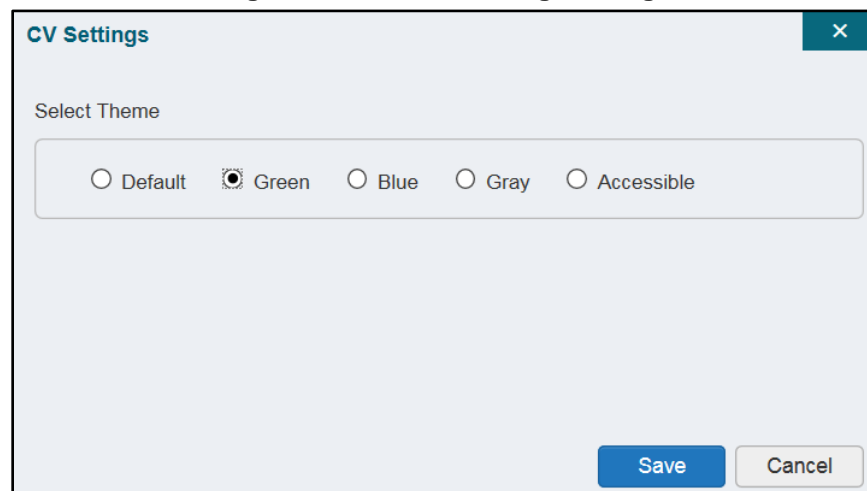
1. Click **Settings**  in the upper right corner of the application
2. The **CV Settings** dialog opens ([Figure 14](#))
3. Click the radio button next to the desired theme
4. Click **Save**
5. After clicking **Save**, the selected theme is applied
 - a. Click **Cancel** to exit the **CV Settings** dialog box and restore the previous theme

Figure 14: The CV Settings Dialog Box



Examples of the UI themes are displayed in the figures below. The Default theme was presented in [Section 2.2.1, Default View](#).

Figure 15: Blue Theme

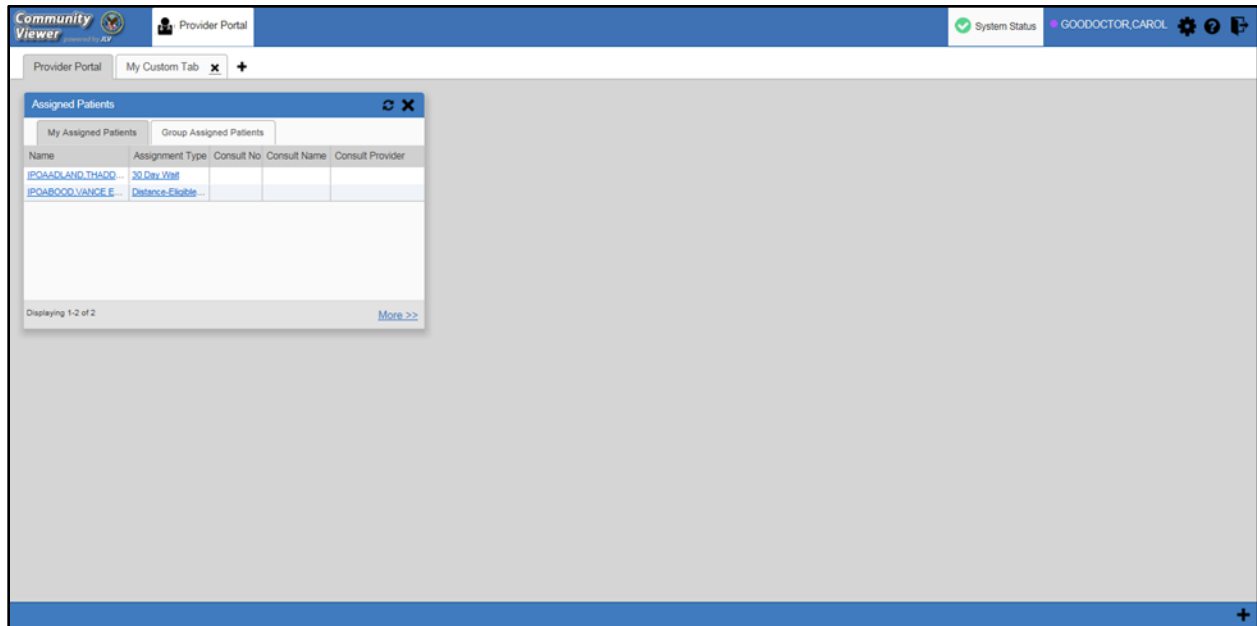


Figure 16: Gray Theme

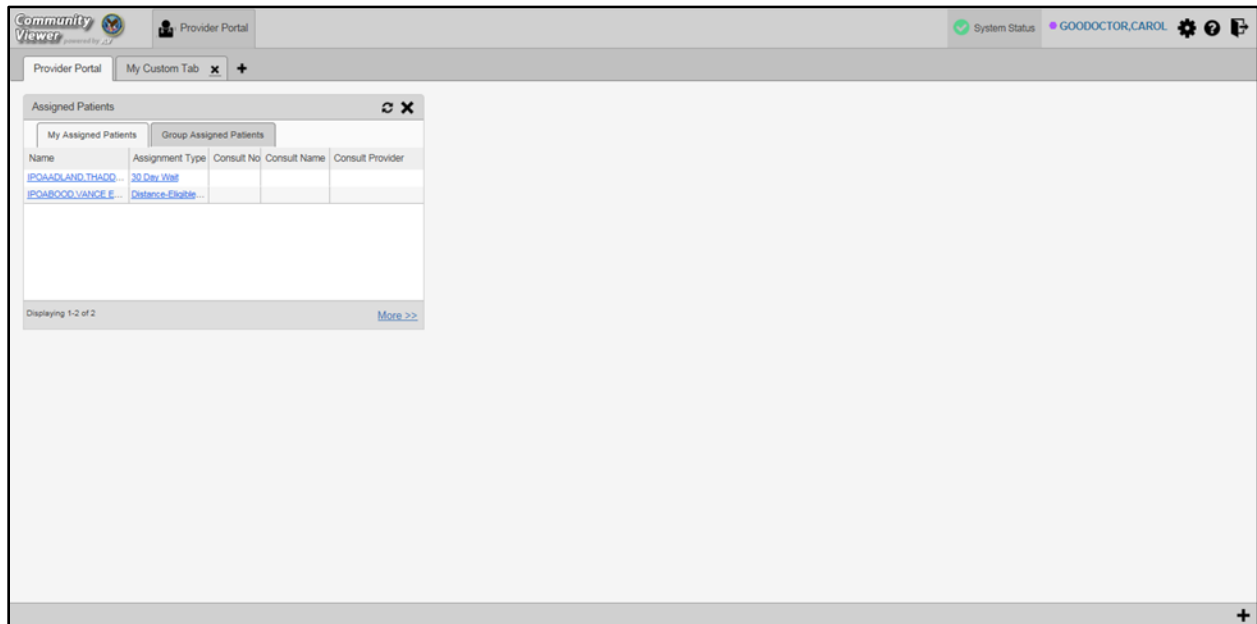


Figure 17: Green Theme

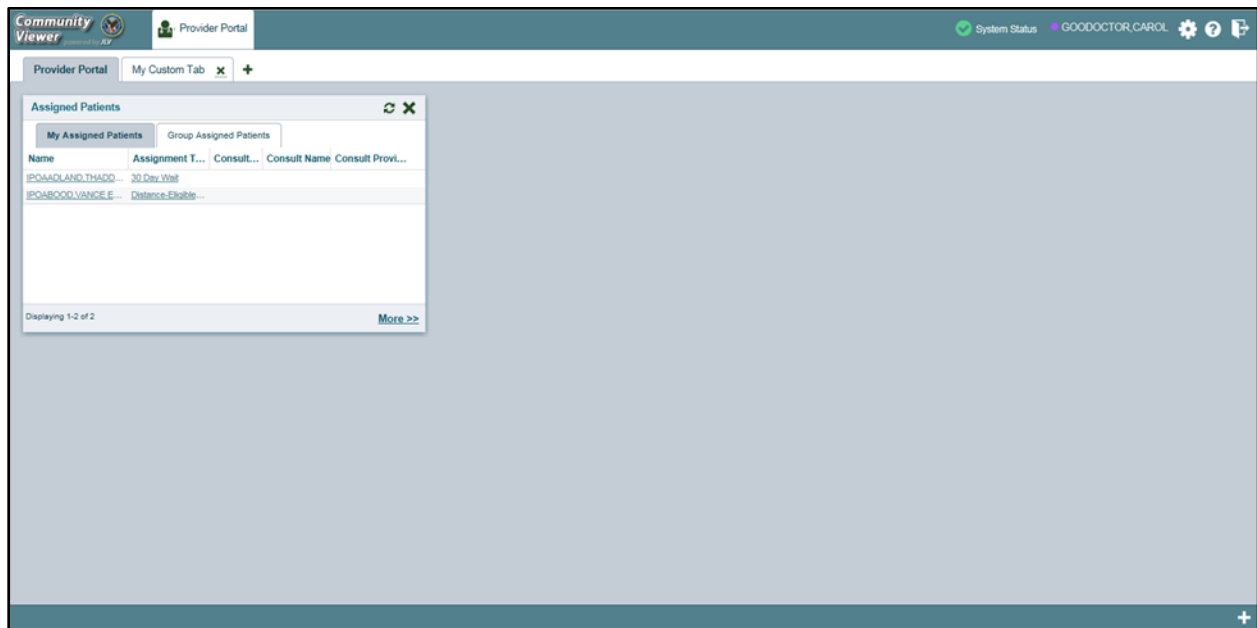
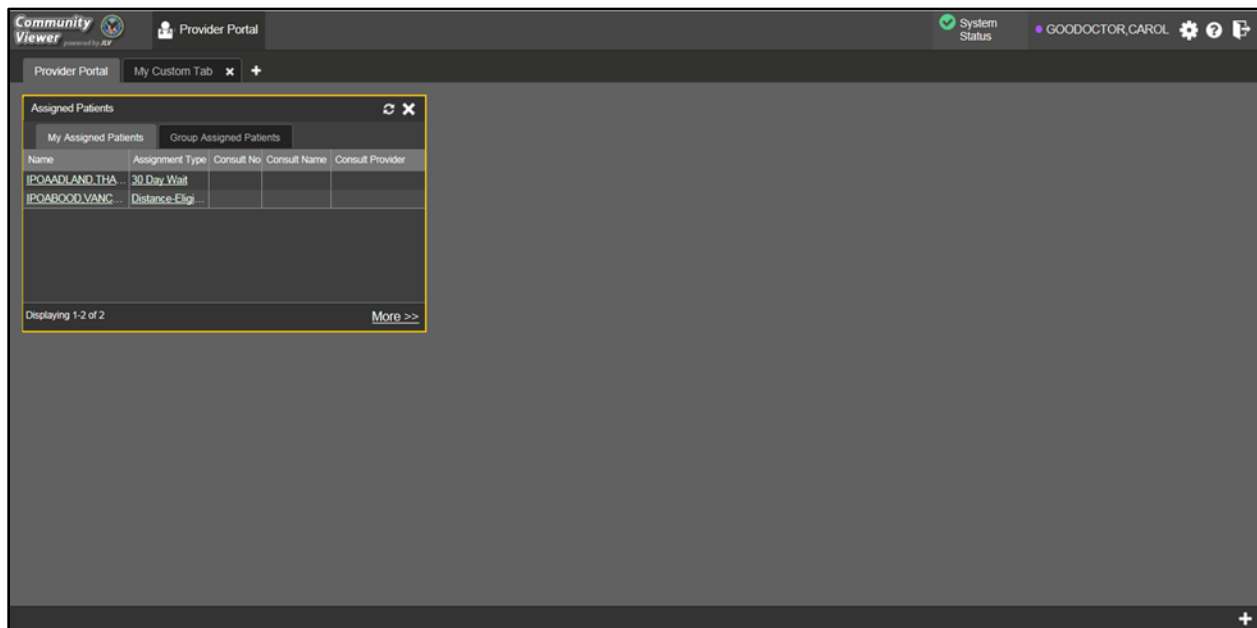


Figure 18: Accessible (508-Compliant) Theme



2.2.4. Using the Accessible Theme's Functionality

The Accessible theme includes larger fonts, enhanced tab and keystroke functionality, and screen reader compatibility to support Federal accessibility requirements and Section 508 compliance.

2.2.4.1. Keyboard Focus and Screen Navigation in Accessible Theme

Keyboard focus is the highlighting of screen elements that enables interaction with, and the navigation of, the web application through the keyboard and keystrokes. The screen element in focus is outlined in gold ([Figure 18](#)) as a visual indicator of keyboard focus.

CV uses standard Windows keystrokes (**Tab**, **Shift + Tab**, arrow keys, **Enter**), and keyboard shortcuts to move the focus to all menus, and activate all functions on the menus. All user interface items are accessible via the keyboard when using the Accessible theme.


Pressing **Enter** or the **Spacebar** when an element that provides action is in keyboard focus performs the associated action. For example, pressing **Enter** or the **Spacebar** when **Settings** icon is in focus opens the **CV Settings** dialog box. The **Tab** or arrow keys allow a user to move between keyboard focus items to navigate through screen elements. A complete list of accessible keystrokes is provided in [Table 1](#).

Table 1: Keyboard Accessible Keystrokes

Keystroke	Description
<i>Application and Portal Navigation</i>	
Alt + 4	Press to transfer keyboard focus to the main or top screen element: Focus is transferred to the Provider Portal tab on a Portal Page. Focus is transferred to the first link or data element in a widget. Focus is transferred to the dialog box's close button (X).
ENTER	Press to transfer keyboard focus to the highlighted widget.
TAB	Press to transfer keyboard focus to other user interface items.
ESC	Press to return keyboard focus to the panel containing the user interface item with keyboard focus, or to exit a window, widget, or tab.
SPACEBAR	Press to activate any user interface item (for example, click a button).
Arrow Keys	When keyboard focus is on a widget, press the arrow keys to change page viewing in a widget's data table. When keyboard focus is on a dropdown list, press the down arrow to view the list contents.
<i>Portal Tabs</i>	
Arrow Keys	Use the left and right arrow keys to navigate between tabs. Add a Tab: 1. Press the right arrow key until Add Tab (+) is in focus. 2. Press Enter. 3. The new tab dialog box opens and prompts you to enter a name for the new tab.
TAB	Press one or more times when focus is on a portal tab to place Add Tab (+) in keyboard focus.
ENTER	Press while Add Tab (+) is in focus to add a new portal tab. A dialog box will prompt you to enter a name for the tab.
ESC	Focus on a tab and press Esc to remove it.

Keystroke	Description
<i>Windows and Dialog Boxes</i>	
TAB	Press Tab to move keyboard focus through the items within the window.
<i>Adding Widgets to the Portal Pages</i>	
Alt + 1, 2, or 3	Add a widget to a Portal Page from the Widget Tray: <ol style="list-style-type: none"> 1. Determine which column (1, 2, or 3) of the Portal Page you want to place the widget. 2. Focus on the desired widget icon in the Widget Tray. 3. Press Alt + 1, 2, or 3, depending on the desired column.

2.3. Logging Out of the Current CV Session

You may intentionally log out to end a CV session by clicking **Logout**  at any time. If you fail to log out, your session will automatically terminate after 30 minutes of inactivity. You will be redirected to the **Login** page when any new activity is attempted.

3. Using CV

3.1. Accessing Patient Data

Prior to accessing patient data in Community Viewer, please read the warning displayed in [Figure 1](#).

After you log in to CV, the **Assigned Patients** widget appears, displaying a list of your patient assignments. Click a patient's name in the list on the **My Assigned Patients** tab ([Figure 19](#)) to open their records in the **Patient Portal**.



NOTE: If the **Assigned Patients** widget is not open, click the plus (+) sign in the lower right corner of the portal to open the **Widget Tray**. Click, hold, and drag the widget from the tray to the screen, and drop it in the desired location. To close the widget tray, click the minus (-) sign in the lower right corner of the screen.

The **Assigned Patients** widget also lists the active and scheduled assignments for all providers in the group to which you belong on the **Group Assigned Patients** tab. If there are two active assignments for one patient, the patient is listed twice.

The following information is available for each assignment listed in the widget:

- **Name:** Click the entry to open the patient's record in the **Patient Portal**
- **Assignment Type:** The type of assignment that initiated the patient referral:
 - 30 Day Wait
 - Consult
 - Distance Eligible
 - Episode of care
- **Consult No.:** A number generated by the VA system for the patient consult
 - Click the entry to open the patient's record in the **Patient Portal**
 - This information is only shown for patients with a *Consult* assignment type
- **Consult Name:** A label generated by the VA system
 - Click the entry to open the patient's record in the **Patient Portal**
 - This information is only shown for patients with a *Consult* assignment type
- **Consult Provider:** The VA provider who ordered the consult
 - This information is only shown for patients with a *Consult* assignment type

[illegible]

NOTE: [Figure 19](#) depicts the minimized view of the **Assigned Patients** widget. Because the widget is width-constrained, some of the column headings will appear in an abbreviated manner.

Community Viewer 2.7 User Guide for Community Care Providers

Figure 20: Expanded View of the My Assigned Patients Widget

My Assigned Patients (1)				
Name	Assignment Type	Consult No	Consult Name	Consult Provider
IPOADAMI/AK, PHIL KEITH	Distance-Eligible (40 mile)			

4. Widgets

Patient-centric information is displayed on the **Patient Portal** through widgets. Widgets are elements of CV that display data specific to an administrative or clinical domain. Data is generally displayed in reverse chronological order, by date.



NOTE: Widgets may take anywhere between 3 to 10 seconds to load.

The default layout of the **Patient Portal** for a first-time CV user is shown in [Figure 21](#). The widgets presented are the **Patient Demographics**, **Problem List**, **Allergies**, **Consults**, **Progress Notes**, **Encounters**, and **Lab Orders/Panel Results**.

Figure 21: Widget Display on the Patient Portal

The screenshot displays the Patient Portal interface for patient IPOAADLAND, THADDEUS A. The top navigation bar includes the Community Viewer logo, Provider Portal, Patient Portal, and System Status. The main content area is divided into several widgets:

- Patient Demographics:** Displays patient information including name, address, SSN, age, DOB, race, sex, and insurance details.
- Problem List (14):** A table listing medical conditions with columns for ICD, Onset, Description, Updated, Status, and Site.
- Allergies (10):** A table listing allergies with columns for Date Recorded, Allergen, and Site.
- Consults (7):** A table listing consultations with columns for Date, Consult Order, Status, and Site.
- Progress Notes (20):** A table listing progress notes with columns for Date, Document Type/Title, Provider, and Site.
- Encounters (29):** A table listing encounters with columns for Date, Clinic, Provider, Diagnosis, and Site.
- Lab Orders / Panel Results (7):** A table listing lab orders with columns for Collection Date, Order / Result, and Site.

In addition to the default widget layout on the **Patient Portal**, first-time CV users will see a default series of tabs, each providing a different widget layout:

- **Encounters Tab:** Encounters, Appointments, and Progress Notes widgets
- **Results Tab:** Radiology Exams, Lab Orders/Panel Results, Procedures, Progress Notes, and Lab Results widgets
- **Medications Tab:** Allergies, Inpatient Medications, Orders, and Outpatient Medications widgets
- **Documents Tab:** Encounters, Discharge/Essentris Notes, and Progress Notes widgets
- **Consults Tab:** Consults, Discharge/Essentris Notes, and Progress Notes widgets
- **Immunizations:** Immunizations, Problem List, and Progress Notes widgets

The list of available widgets for display on the **Patient Portal** is presented in a horizontal tray at the bottom of the page (highlighted in [Figure 22](#)). Data from VA systems is available for the following VA clinical domains:

- Patient Demographics
- Admissions
- Allergies
- Appointments
- Clinical Reminders
- Consults
- Discharge/Essentris Notes
- Encounters
- Immunizations
- Inpatient Medications
- Lab Panel Results
- Lab Results
- Outpatient Medications
- Orders
- Problem List
- Procedures
- Progress Notes
- Radiology Exams
- Vitals

4.1. Accessing and Opening Widgets

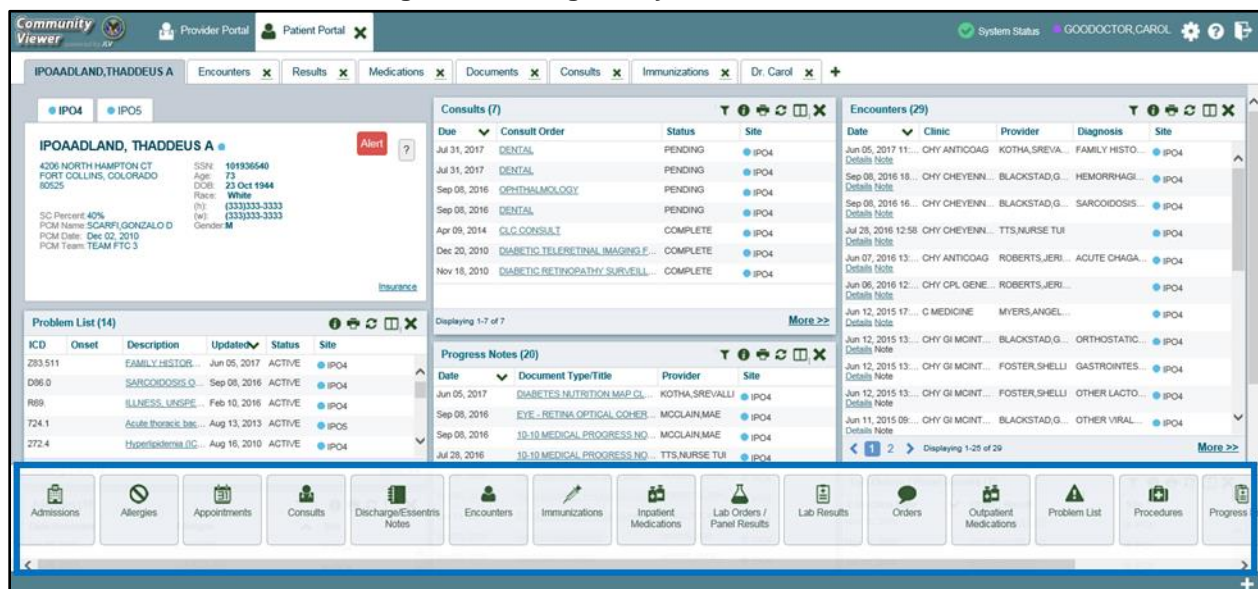
[Figure 22](#) depicts the **Patient Portal** with an open **Widget Tray**, highlighted at the bottom of the screen. Click the plus sign (+) in the lower right-hand corner to open the **Widget Tray**. Click, hold, and drag a widget from the tray to the portal. These actions dock the widget on the portal page. Once docked, the widget opens in minimized view.

To view all available clinical domains in the widget tray, use the arrows (< or >) placed below the tray icons in the lower left- and right-hand corners of the screen. Clicking the arrows will scroll left to right or right to left through the tray.



NOTE: Widgets can be removed from a portal page and placed back into the **Widget Tray** by clicking **Close** ✕ in the upper right corner of the docked widget.

Figure 22: Widget Tray on the Patient Portal






4.2. Widget Navigation and Display Options

Navigation tools and display options are provided within each widget (listed in [Table 2](#)).

Click **More >>** in the lower right corner of a widget in minimized view to open the widget in expanded view, as seen in [Figure 23](#).

A widget in expanded view contains the **Show All** link which opens all records for a given widget in a scrollable window. Click the **Show Paged** link to return a display of records grouped by pages.

Table 2: Widget Navigation Tool Descriptions

Widget Element	Meaning	Description
	Go to Previous Page	Changes the focus of the widget to the previous group or page of records within the results display.
	Jump to Page	Changes the focus of the widget to the page number selected.
	Go to Next Page	Changes the focus of the widget to the next group or page of records within the results display.
More >>	Go to Expanded View	Available in minimized views only. Opens the expanded view of the widget in a secondary window.
[variable] of #	Record Display Indicator	Indicates the number of records displayed in that widget page out of the total number of records for that widget.
Show All/Show Paged	Display Setting	Click Show All to open all records for a given widget in a scrollable window. Click Show Paged to return to the display of records grouped by pages.

4.3. Minimized vs. Expanded Widget View

Each widget can be displayed in either a minimized or expanded view. The default rendering of a widget is in minimized view ([Figure 21](#)). Click the **More >>** link at the bottom of the widget in minimized view to open the expanded view ([Figure 23](#)).


The expanded view of a widget provides additional display and, filtering options. Click **Configure Filter**  from the widget toolbar if the additional display configuration options are not displayed in expanded view.

Figure 23: Expanded View Widget Display

Inpatient Medications (6)

To reduce the amount of information shown, narrow the date range.

Start date: 07/20/2010 End date: 10/26/2017 [Apply](#) [Close Filter](#)

Filter by Drug Name: Filter by Standardized Drug Name: Filter by Ordering HCP Specialty:

Order Number	Drug Name	Standardized Drug Name	Status	Ordering HCP	Ordering HCP Specialty	Start Date	Stop Date	Schedule	Quantity	Site
— Order Number: 5587843										
5587843	VORICONAZOLE 200MG TAB	voriconazole 200 MG Oral Tablet	DISCON...	YACKEREN,STER... P		Jun 14, 2015	Jun 14, 2015	Give: 200MG PO Q12H PRN		IPO4
— Order Number: 5587844										
5587844	NICOTINE 10MG/CART ORAL INHL 168KIT	168 ACTUAT Nicotine 4 MG/ACTUAT Metered Dose Inhaler	DISCON...	YACKEREN,STER... P		Jun 14, 2015	Jun 14, 2015	Give: ONE PUFF INHL AS DIRECTED		IPO4
— Order Number: 5587845										
5587845	MORRHUATE SODIUM 50MG/ML 30ML INJ	Sodium Morrhuate 50 MG/ML Injectable Solution	DISCON...	YACKEREN,STER... P		Jun 14, 2015	Jun 14, 2015	Give: 50MG/1ML IV 2X/WEEK		IPO4
— Order Number: 7226382										
7226382	CYPROHEPTADINE HCL 4MG TAB	Cyproheptadine hydrochloride 4	ACTIVE	MYERS,ANGELA M	Allopathic and Osteopathic	Jun 05, 2014	Sep 03, 2014	Give: 8MG PO AT BEDTIME		IPO5

Displaying 1-6 of 6 [Show All](#)

4.4. Displaying Widgets on Custom Tabs

You can use the *custom tabs* feature to create additional widget configurations for ease of use and quick reference. Changes made to the patient portal display (widget layouts and custom tabs) are saved to the user profile and display in future CV sessions.

To set up a customized tab:

1. Click the plus sign + to the right of the tabs along the top of the **Patient Portal** ([Figure 21](#))
 - a. The **Add Tab** dialog box opens
2. Type a name for the new tab in the **Add Tab** dialog box and click **OK**
3. Open the **Widget Tray** within the new tab space, then click, hold, and drag each of the desired widgets to the portal page
4. Click between preset and custom tabs at any time, without losing any of the configurations created on the custom tabs
 - a. Tabs persist, even when a patient change is made

4.5. Refreshing Widget Data

Data in the widget display can be refreshed by clicking **Refresh** . This action updates the data in the widget.

4.6. Printing

You can print the information within the CV widgets from either the minimized or expanded views. If printing from the minimized view of a widget, the information that is presented by default is captured for printing. If you have filtered the information in the widget, the filtered information is captured for printing.

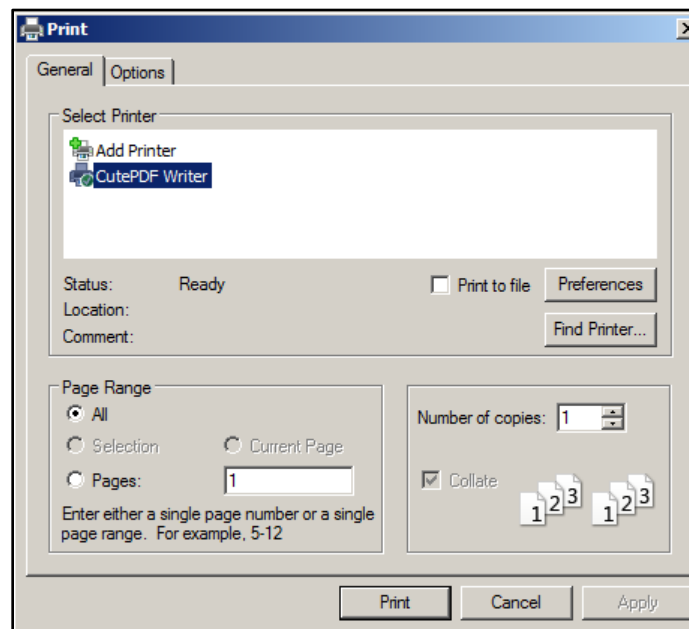
Figure 24: The Print Icon



To print information from a widget (The following steps use the print function as accessed from IE):

1. Click the **Print** icon (highlighted in [Figure 24](#)) at the top of either the minimized or expanded view of a widget
2. A new window opens and displays either the default or filtered widget information
3. The **Windows Print** dialog ([Figure 25](#)) opens and lists the available printers

Figure 25: Windows Print Dialog



4. Select the desired printer
5. Click **Print**

4.7. Nondiagnostic Images





Nondiagnostic images are available in JPEG format in the **Encounters**, **Progress Notes**, and **Radiology Exams** widgets.

When a **Camera** icon  appears in the **Image** column ([Figure 26](#)), one or more images are associated with that record.



NOTE: Images are nondiagnostic and may not be of high-quality resolution.

Figure 26: Nondiagnostic Images in the Minimized View of the Radiology Exams Widget

Radiology Exams (6)			
Date	Exam	Image	Site
Feb 01, 2018	CHEST 2 VIEWS PA...		• IPO5
Feb 01, 2018	PELVIS 1 VIEW		• IPO5
Feb 01, 2018	BONE DENSITY AXI...		• IPO5
Jan 16, 2018	ACROMIOCLAVICU...		• IPO4
Jan 16, 2018	NON-INVAS..LOW E...		• IPO4
Jan 16, 2018	ULTRASOUND ABD...		• IPO4
Displaying 1-6 of 6 More >>			


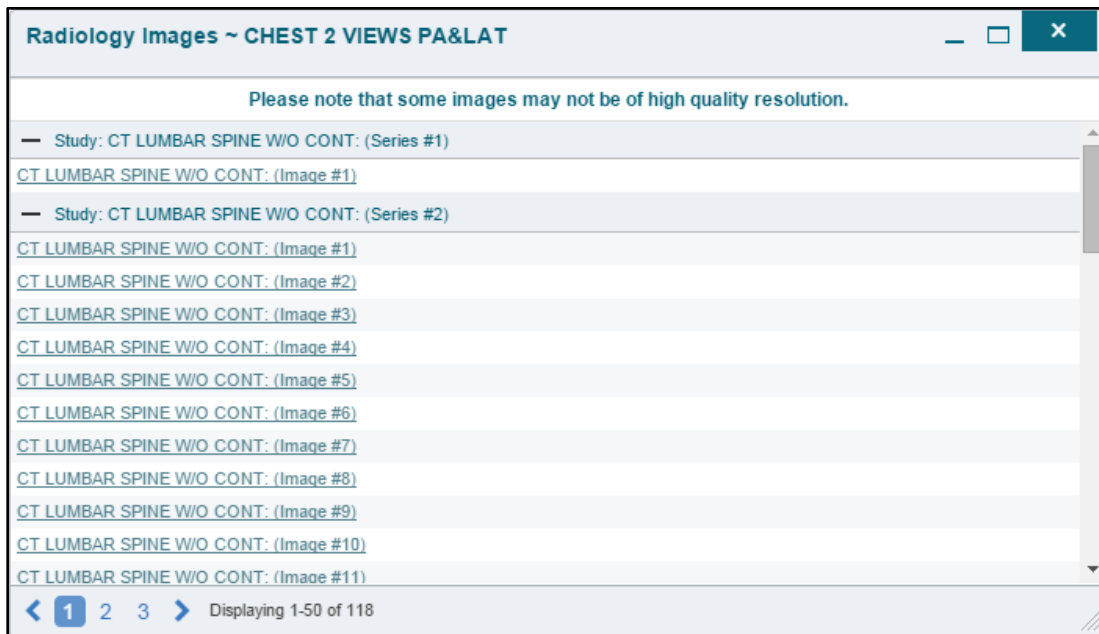
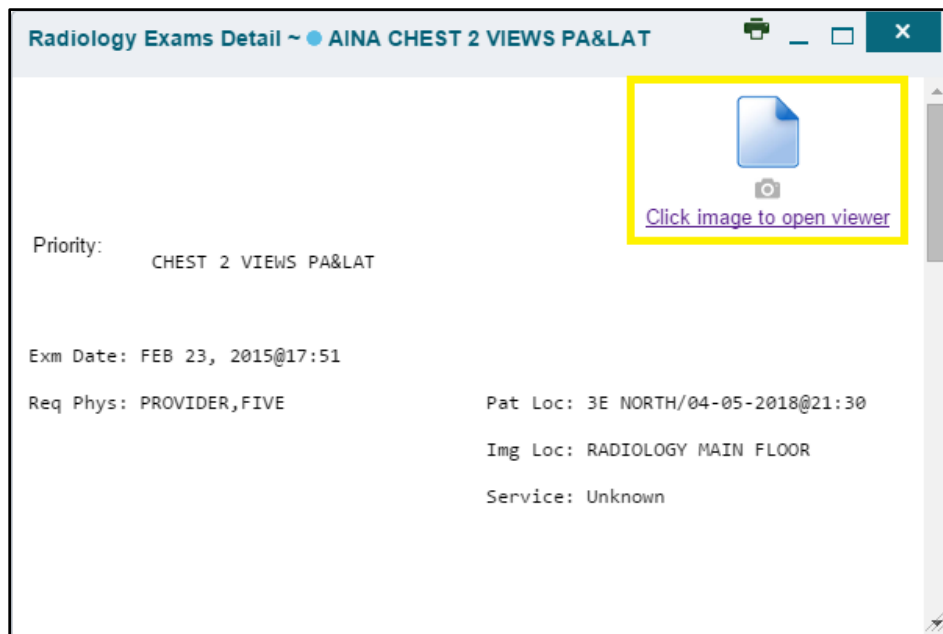
Click the **Camera** icon  to display a list of link(s) to the image(s) ([Figure 27](#)). Click the hyperlinked name of the image to open it.

Figure 27: Multiple Nondiagnostic Radiology Images



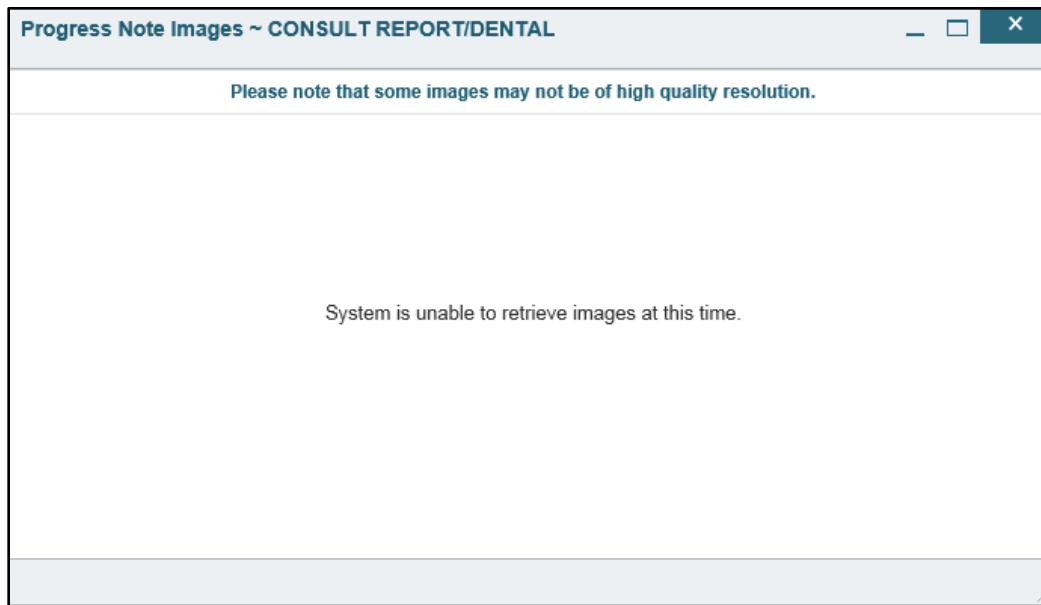
When in **Detail** view ([Figure 28](#)), click the **Click image to open viewer** link to open the associated image.

Figure 28: Nondiagnostic Images in the Radiology Exams Detail View



If an image is temporarily unavailable, users may see a “*System is unable to retrieve images at this time*” message ([Figure 29](#)).

Figure 29: Progress Note Images—Unable to Retrieve Images Error



4.8. Examples of Widget Functionality

The **Patient Portal** displays the selected patient's clinical records and other patient-centric information. The **Patient Demographics**, **Inpatient Medications**, **Lab Results**, and **Problem List** widgets, detailed in the following subsections, provide examples of widget functionality.



Click **Help** in the upper right corner of the portal pages to see detailed information for all available widgets in CV.

4.8.1. Patient Demographics

A summary of the patient's demographics (personal data) appears in the upper left section of the **Patient Portal** ([Figure 30](#)). The tabs above the patient's name provide the patient's demographics summary at each VA site that the patient has visited.

The patient's name is displayed in color and is followed by a blue circle. The blue circle represents that the data was retrieved from a VA system.



NOTE: When the **Alert** icon appears in the right corner of the Demographics widget ([Figure 30](#)). Click the **Alert** icon to display information on the alert(s).

Figure 30: Patient Demographics Widget

The screenshot shows a patient demographics widget. At the top, there are two tabs: 'IPO4' and 'IPO5', with 'IPO5' being the active tab. Below the tabs, the patient's name 'IPOAADLAND, THADDEUS A' is displayed in blue, followed by a blue dot. To the right of the name is a red 'Alert' button and a grey button with a question mark. Below the name, the patient's address is listed: '4206 NORTH HAMPTON CT', 'FORT COLLINS, COLORADO', '80525'. To the right of the address, the patient's SSN is '101936540', Age is '73', DOB is '23 Oct 1944', Race is 'White', (h) is '(333)333-3333', (w) is '(333)333-3333', and Gender is 'M'. Below the address, the patient's SC Percent is '40%', PCM Name is 'SCARFI, GONZALO D', PCM Date is 'Dec 02, 2010', and PCM Team is 'TEAM FTC 3'. At the bottom right of the widget, there is a blue button labeled 'Insurance'.

4.8.1.1. Viewing Detailed Patient Demographic Information

Additional patient demographic information is available from the **Demographics** widget on the **Patient Portal**. Click the patient's name to open a separate window that provides a detailed list of demographic information for that patient.


4.8.1.2. Viewing Third-party Insurance Information

Third-party payers and additional insurance information are available from a link within the **Demographics** widget on the **Patient Portal** (highlighted in [Figure 30](#)). Click the **Insurance** link in the **Demographics** widget. A separate window opens to display a detailed list of insurance information for the patient.

Use the horizontal scroll bar to view additional columns not seen within the default window size.

Data in the **Standardized Insurance Type** column is normalized to the X12 Health Insurance Type standard. Hover over entries in this column to display the standardized name and code for the insurance type.

4.8.2. Inpatient Medications

The  **Inpatient Medications** widget ([Figure 31](#)) displays inpatient medication information. The medications are grouped by the order number, where available.

To open the widget, click and hold **Inpatient Medications** in the widget tray, drag it to the desired location on the screen, and drop it.

Figure 31: Inpatient Medications

Inpatient Medications (6)				
Order Number	Drug Name	Status	Stop Date	Site
— Order Number: 7226385				
7226385	PROMETHAZINE HCL 2...	ACTIVE	Sep 03, 2014	● IPO5
— Order Number: 7226384				
7226384	PROMETHAZINE HCL 2...	ACTIVE	Jun 06, 2014	● IPO5
— Order Number: 7226382				
7226382	CYPROHEPTADINE HC...	ACTIVE	Sep 03, 2014	● IPO5
— Order Number: 5587845				
5587845	MORPHIATE SODIUM	DISCONTINUED	Jun 14, 2015	● IPO5
Displaying 1-6 of 6				



In the minimized view, the sort arrow for the **Order Number** column overlaps the text.

4.8.2.1. Inpatient Medications Widget Data

The columns of information in the minimized view of the **Inpatient Medications** widget are:

- Order Number¹
- Drug Name
- Status
- Stop Date
- Site

Click **More >>** from the minimized view of the **Inpatient Medications** widget to open an expanded view of the widget. The columns of information in the expanded view are:

- Order Number
- Drug Name
- Standardized Drug Name
- Status
- Ordering Health Care Provider (HCP)
- Ordering HCP Specialty
- Start Date

¹ When there are multiple drugs with the same order number, CV maintains the grouping by order number when a column sort is applied in the widget.


- Stop Date
- Schedule
- Quantity
- Site

4.8.2.2. Viewing Inpatient Medication Details

Click the hyperlink in the **Drug Name** column of either view of the **Inpatient Medications** widget to open a separate window that displays detailed information about the medication.

4.8.2.3. Inpatient Medication Display and Filter Options

Display and filter options within the **Inpatient Medications** widget include:


- Click the column title to sort records according to data in that column
 - If a user sorts on a column that appears in both the minimized and expanded views, the sort is saved in the user profile and persists to the next user session
 - If a user sorts on a column that appears only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile
 - When there are multiple drugs with the same order number, CV maintains the grouping by order number when a column sort is applied in the widget
- Click **Column Settings**  in the widget toolbar to show or hide the columns within the widget
 - Check or uncheck the column names that appear in the pop-up box and click **Apply**
- Specify the date range for the records displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars
 - If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range



Community Care Providers have limited access to records and can only specify dates within the range set by the VA staff user who created the patient assignment.

- Use the **Filter by Drug Name** dropdown to redraw the widget to show only the records for the selected medication
- Use the **Filter by Standardized Drug Name** dropdown to redraw the widget to show only the records for the selected medication
- Use the **Filter by Ordering HCP Specialty** dropdown to redraw the widget to show only the records for the ordering HCP

4.8.3. Lab Results

The  **Lab Results** widget ([Figure 32](#)) displays the patient's lab result information, as well as skin test data and blood transfusion history, where available in the patient's record. The information is displayed in reverse chronological order, by the date of the last lab results.

To open the widget, click and hold **Lab Results** in the widget tray, drag it to the desired location on the screen, and drop it.

Figure 32: Lab Results

Lab Results (128)			
Date	Lab Test	Result	Site
Aug 13, 2013	5'-NUCLEOTIDASE	5 U/L	● IPO5
Jul 22, 2010	MRSA SURVL NARES AGAR	NEGATIVE	● IPO4
Jul 20, 2010	MRSA SURVL NARES AGAR	NEGATIVE	● IPO4
Jul 21, 2010	WBC	6.9 K/cmm	● IPO4
Jul 21, 2010	RBC	4.1 M/cmm	● IPO4
Jul 21, 2010	HGB	11.9 g/dL	● IPO4
Jul 21, 2010	HCT	34.0 %	● IPO4
Jul 21, 2010	MCV	84.0 fl	● IPO4

< 1 2 3 4 5 6 > Displaying 1-25 of 128 [More >>](#)

4.8.3.1. Lab Results Widget Data

The columns of information in the minimized view of the **Lab Results** widget are:

- Date
- Lab Test
- Result
- Site


Click **More >>** from the minimized view of the **Lab Results** widget to open an expanded view of the widget. The columns of information in the expanded view of the **Lab Results** widget are:

- Collection Date
- Order Number
- Status
- Ordering HCP
- Ordering HCP Specialty
- Lab Test
- Standardized Lab Test
- Type
- Specimen Source
- Result
- Interpretation
- Units
- Ref Range

- Site

4.8.3.2. Lab Results Display and Filter Options

Display and filter options within the **Lab Results** widget include:

- Click the column title to sort records according to data in that column
 - If a user sorts on a column that appears in both the minimized and expanded views, the sort is saved in the user profile and persists to the next user session
 - If a user sorts on a column that appears only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile
- Click **Column Settings**  in the widget toolbar to show or hide the columns within the widget
 - Check or uncheck the column names that appear in the pop-up box and click **Apply**
- Specify the date range for the records displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars
 - If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range
- Use the **Filter by Lab Test** dropdown to redraw the widget to show only the records for the selected test
- Use the **Filter by Standardized Lab Test** dropdown to redraw the widget to show only the records for the selected test
- Use the **Filter by Type** dropdown to redraw the widget to show only the records for the selected type
- Use **Graph View** to display multiple records of the same type in graph format (See [Section 4.8.3.6, Graph View](#) for more information.)
- Use **Table View** to display multiple records of the same type in tabular format (See [Section 4.8.3.5, Table View](#) for more information.)

4.8.3.3. Viewing Abnormal Results in the Lab Results Widget

CV highlights results whose values fall within a calculated reference range for abnormal in the minimized and expanded views of the widget.

Pink highlighting represents either H (high) or L (low) abnormal indicators. Red highlighting represents that the abnormal indicator has an asterisk (H* or L*), or the result is critical.

4.8.3.4. Viewing Lab Results Details

Clicking a hyperlinked entry in the **Lab Test** column opens a separate window that displays the detailed test report.

4.8.3.5. Table View

There is an option to display multiple records of the same type in a table. By default, the **Show Table** link in the expanded view of the **Lab Results** widget is disabled until the user narrows the data selection, using display filters.

To view lab results in Table View:

1. Click **More >>** in the minimized view of the **Lab Results** widget to open expanded view
2. Select one entry from the **Filter by** dropdown (*except* for the **Filter by Type** option), which enables the **Show Graph** and **Show Table** links



The **Show Graph** and **Show Table** links are not enabled after selecting one lab type from the **Filter by Type** dropdown.

3. Click **Show Table**
4. A separate window opens, displaying the records of the type selected in the filter in a table

4.8.3.6. Graph View

There is an option to display multiple records of the same type in a graph. By default, the **Show Graph** link in the expanded view of the **Lab Results** widget is disabled until the user narrows the data selection, using display filters.

To view lab results in Graph View:


1. Click **More >>** in the minimized view of the **Lab Results** widget to open expanded view
2. Select an available filter from the **Filter by** dropdown (*except* for the **Filter by Type** option), which enables the **Show Graph** and **Show Table** links



The **Show Graph** and **Show Table** links are not enabled after selecting one lab type from the **Filter by Type** dropdown.

3. Click **Show Graph**
4. A separate window opens, displaying the records of the type selected in the filter in graph format

4.8.4. Problem List

The  **Problem List** widget ([Figure 33](#)) displays a list of the patient's health issues. The information is displayed in reverse chronological order, by the last modified date.

To open the widget, click and hold **Problem List** in the widget tray, drag it to the desired location on the screen, and drop it.

Figure 33: Problem List Widget

Problem List (14)					
ICD	Onset	Description	Updated	Status	Site
Z83.511		FAMILY HISTO...	Jun 05, 2017	ACTIVE	● IPO4
D86.0		SARCOIDOSIS...	Sep 08, 2016	ACTIVE	● IPO4
R69.		ILLNESS, UNS...	Feb 10, 2016	ACTIVE	● IPO4
724.1		Acute thoracic b...	Aug 13, 2013	ACTIVE	● IPO5
272.4		Hyperlipidemia (...)	Aug 16, 2010	ACTIVE	● IPO4
530.81		Gastroesophag...	Sep 03, 2009	ACTIVE	● IPO4
305.1		TOBACCO USE...	Sep 24, 2008	ACTIVE	● IPO4
790.93		Elevated Prostat...	Sep 18, 2008	ACTIVE	● IPO4
600.01		Hypertrophy (Be...	Nov 28, 2006	ACTIVE	● IPO4
412.	2003	Old Myocardial I...	Jan 30, 2006	ACTIVE	● IPO4
414.9		Coronary Artery...	Jan 30, 2006	ACTIVE	● IPO4
401.9		Hypertension (I...	Jan 30, 2006	ACTIVE	● IPO4
715.09		Osteoarthritis,...	Jan 30, 2006	ACTIVE	● IPO4
V15.2	Apr 12, 2005	Personal History...	May 10, 2005	ACTIVE	● IPO4
Displaying 1-14 of 14					More >>

4.8.4.1. Problem List Widget Data

The columns of information in the minimized view of the **Problem List** widget are:

- International Classification of Diseases (ICD)
- Onset
- Description
- Updated
- Status
- Site

Click **More >>** in the minimized view to open expanded view. The columns of information in the expanded view of the widget are:


- ICD
- Onset
- Description
- Standardized Description
- Updated
- Severity
- Status
- Site

4.8.4.2. Viewing Problem List Details

Clicking a hyperlinked entry in the **Description** column in either the minimized or expanded views of the widget opens a separate window that displays a detailed report of the record.

4.8.4.3. Problem List Display and Filter Options

Display and filter options within the **Problem List** widget include:

- Click the column title to sort records according to data in that column
 - If a user sorts on a column that appears in both the minimized and expanded views, the sort is saved in the user profile and persists to the next user session
 - If a user sorts on a column that appears only in the expanded view of the widget, the next user session restores the default widget sort, or the last sort saved to the user profile
- Click **Column Settings**  in the widget toolbar to show or hide the columns within the widget
 - Check or uncheck the column names that appear in the pop-up box and click **Apply**
- Use the **Filter by Description** dropdown to redraw the widget to show only the records for the selected problem
- Use the **Filter by Standardized Description** dropdown to redraw the widget to show only the records for the selected problem
- Use the **Filter by Status** dropdown to redraw the widget to show only the records with the selected status
- Specify the date range for the records displayed in the widget using the **Quick Date Range Selector** or the **Start Date** and **End Date** calendars
 - If the information you expect does not appear in the widget display, use the **Start Date** and **End Date** filter options to expand the date range

For more information about the general functionality of CV, and to see a list of all of the other widgets available in the application, please open the **Online Help** index within CV. If you need technical assistance, please see [Section 1.4, Getting Help](#).