

# **Veterans Health Information Exchange (VHIE) Portal**

## **VHIE Portal User Guide**



**Version 2.3**

**April 2019**

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

## Revision History

**Note** : The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

| Date       | Revision | Description                                                                                                                             | Author                 |
|------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 04/16/2019 | 2.3      | Updated UIs and language throughout to reflect most recent design changes.                                                              | VHIE Agile Development |
| 04/05/2019 | 2.2      | Added a note in Section 4.5 to let users know Print functionality is available through the browser.                                     | VHIE Agile Development |
| 03/15/2019 | 2.1      | Added a note under “Generate Documents” to recommend users to allow pop-ups and redirects in the browser’s setting for the VHIE Portal. | VHIE Agile Development |
| 02/28/2019 | 2        | Updated content, images, and document text to reflect Mission Act language.                                                             | VHIE Agile Development |
| 01/17/2019 | 1        | Initial Draft                                                                                                                           | VHIE Agile Development |

## Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the User’s Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide is a technical communication document intended to give assistance to people using a particular system, such as VistA end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

## Table of Contents

|                                                                                        |           |
|----------------------------------------------------------------------------------------|-----------|
| <b>1. Introduction.....</b>                                                            | <b>1</b>  |
| 1.1. Purpose .....                                                                     | 1         |
| <b>2. System Summary .....</b>                                                         | <b>1</b>  |
| <b>3. Getting Started.....</b>                                                         | <b>1</b>  |
| 3.1. Log in via SSOi .....                                                             | 1         |
| 3.2. Understanding the Functionalities .....                                           | 4         |
| 3.3. Exit System.....                                                                  | 5         |
| <b>4. Using the Software.....</b>                                                      | <b>5</b>  |
| 4.1. Search for a Patient.....                                                         | 5         |
| 4.1.1. Basic Search Screen.....                                                        | 5         |
| 4.1.2. Patient Search Results.....                                                     | 6         |
| 4.2. Patient Detail Summary .....                                                      | 7         |
| 4.2.1. View Patient Details .....                                                      | 8         |
| 4.2.2. Patient-centric Functions .....                                                 | 8         |
| 4.3. Consent Status Tab .....                                                          | 9         |
| 4.3.1. Participation Preference: Patient Opt-Out of Sharing .....                      | 9         |
| 4.3.2. Participation Preference: Patient Re-participate in Sharing .....               | 11        |
| 4.3.3. Participation Preference: Delayed Consent for Opt-Out (Not Participating) ..... | 13        |
| 4.3.4. Participation Preference: Delayed Consent for Opt-In (Participating) .....      | 16        |
| 4.4. View Patient Comments .....                                                       | 19        |
| 4.5. Generate CDA-Type Documents.....                                                  | 21        |
| 4.6. View Patient's VA Treatment Facilities.....                                       | 22        |
| 4.7. Search Menu – Return to Patient Search .....                                      | 23        |
| 4.8. Report Menu – Detailed Opt-Out Patient Reports.....                               | 23        |
| 4.9. Report Menu – Summary Opt-Out Patient Reports.....                                | 24        |
| 4.10. Admin Menu – View or Edit Partner Organizations .....                            | 24        |
| 4.11. Admin Menu – View or Edit Facilities List .....                                  | 25        |
| 4.12. Welcome Menu – Access User Guide .....                                           | 26        |
| 4.13. Welcome Menu – View, Add, or Remove Default Facility .....                       | 27        |
| 4.14. Welcome Menu – View System Software Information.....                             | 27        |
| <b>5. Troubleshooting .....</b>                                                        | <b>29</b> |
| 5.1. Special Instructions for Error Correction.....                                    | 29        |
| <b>6. Acronyms and Abbreviations .....</b>                                             | <b>30</b> |

## Table of Tables

|                                                                |    |
|----------------------------------------------------------------|----|
| Table 1: Log in via SSOi .....                                 | 2  |
| Table 2: Patient Opt-out of Sharing .....                      | 10 |
| Table 3: Patient Re-participate in Sharing .....               | 12 |
| Table 4: Delayed Consent for Opt-Out (Not Participating) ..... | 14 |
| Table 5: Delayed Consent for Opt-In (Participating).....       | 17 |
| Table 6: View Patient Comments.....                            | 20 |

## Table of Figures

|                                                                    |    |
|--------------------------------------------------------------------|----|
| Figure 1: Basic Search Screen.....                                 | 6  |
| Figure 2: Multiple Search Results Returned .....                   | 7  |
| Figure 3: Patient Demographic Details .....                        | 8  |
| Figure 4: Patient-centric Info Tabs.....                           | 9  |
| Figure 5: Generate CDA-type Documents.....                         | 22 |
| Figure 6: View Patient's Treatment Facilities.....                 | 23 |
| Figure 7: Return to Patient Search.....                            | 23 |
| Figure 8: Detailed Patient Opt-Out Report Search .....             | 24 |
| Figure 9: Detailed Patient Opt-Out Report Returned Results.....    | 24 |
| Figure 10: Partner Organizations List.....                         | 25 |
| Figure 11: Facilities List .....                                   | 26 |
| Figure 12: Access User Guide.....                                  | 26 |
| Figure 13: Access User Preferences to Update Default Facility..... | 27 |
| Figure 14: View, Add, or Remove Default Facility.....              | 27 |
| Figure 15: Access VHIE Portal Software Information.....            | 28 |
| Figure 16: VHIE Portal Software Version and Status .....           | 28 |

# 1. Introduction

The Veterans Health Information Exchange (VHIE), formerly known as, the Virtual Lifetime Electronic Record (VLER) Program, has been tasked by the Department of Veterans Affairs (VA) to replace the eHealth Exchange (eHX) solution with a Commercial-off-the-Shelf (COTS) product called the HealthShare Enterprise Platform (HSEP). As part of the migration, HealthShare (HS) will consume legacy applications that relies on the connection with the eHX Adapter, and in this case, the Veteran Authorization and Preferences (VAP) system. At a high-level, VAP manages Patient consent and the requests for generating CDA-type documents for selected veterans. To improve the process for consent management and provide a more streamlined and robust interface, the VAP interface and functionalities will be replaced by a custom-coded interface known, henceforth, as the VHIE Portal.

## 1.1. Purpose

The purpose of the VHIE Portal user guide is to familiarize internal VHA personnel and other authorized users about using the VHIE Portal interface.

# 2. System Summary

The VHIE Portal application is hosted at the Austin Information Technology Center (AITC). The system is only accessible within the VA intranet to authorized users. The VHIE Portal is intended for internal VHIE users to perform consent management tasks.

# 3. Getting Started

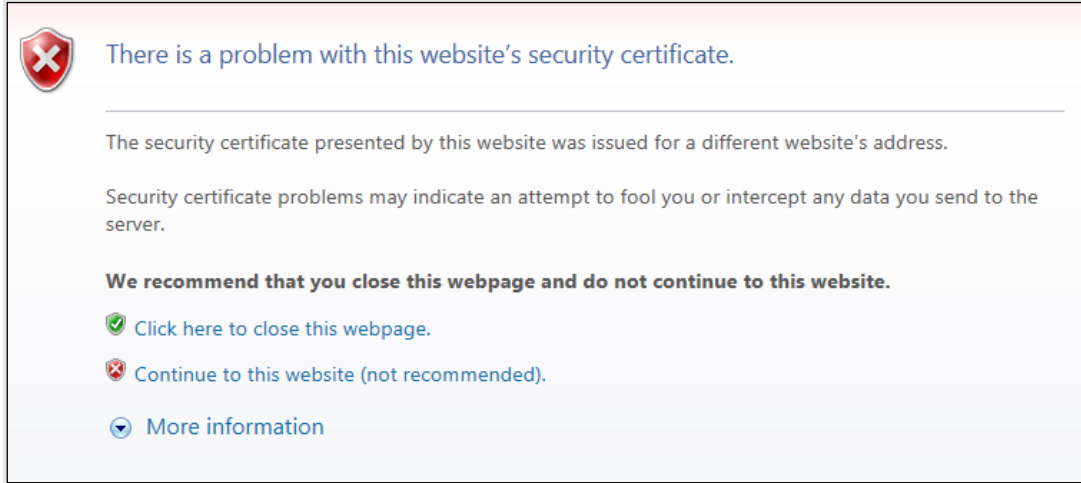
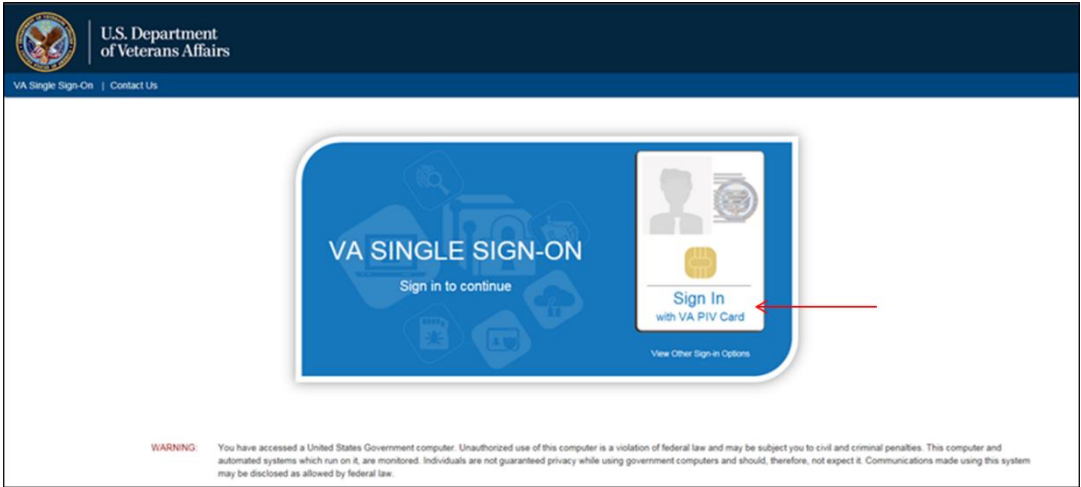
This section describes the steps for logging in and understanding the VHIE Portal functionalities.


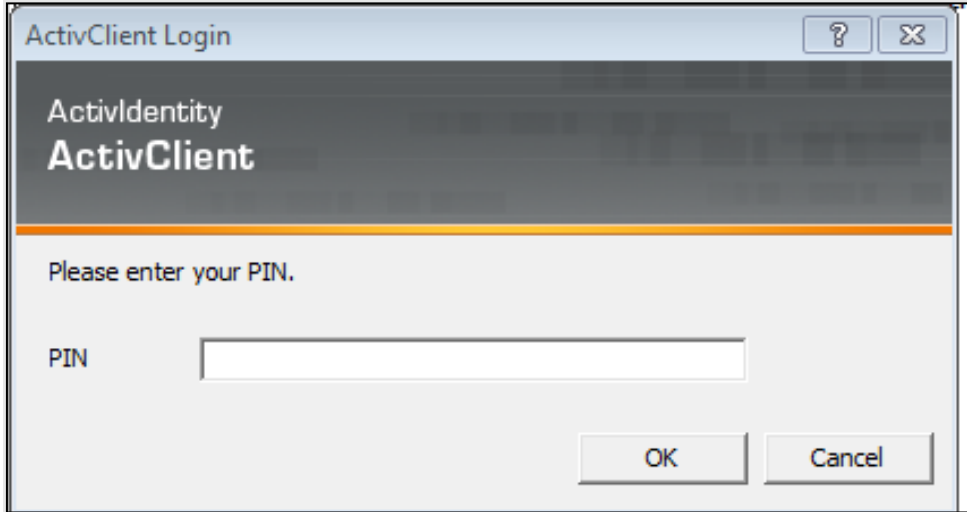
## 3.1. Log in via SSOi


Take the following steps to log in via SSOi [[VHIE Portal Prod URL – TBD](#)].

**Note:** Once integrated with SSOi, users will only use their PIV card for login per VA's HSPD-12 implementation of mandatory PIV, unless a special exemption is permitted, and the user requires a VA username and password.

**Table 1: Log in via SSOi**

| Step | Action                                                                                                                                                                                                                                                                                                     |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.   | <p>Navigate to the VHIE Portal Login screen at [VHIE Portal Prod URL – TBD].</p> <p><b>Note:</b> If presented with the website’s security certificate error, click on “Continue to this website (not recommended)”.</p>  |
| 2.   | <p>Login using your PIV card.</p>                                                                                                                                                                                       |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                      |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.   | <p>Select the appropriate certificate and click <b>OK</b>.</p> <p><b>Note:</b> Always select the second certificate as the authentication certificate. If you see more than two certificates displayed, make sure to clear your browser's cached certificates under Internet Tools.</p>  |
| 4.   | <p>Enter the PIN associated with your PIV card and click <b>OK</b>.</p>                                                                                                                                                                                                                 |

| Step | Action                                                                                                                             |
|------|------------------------------------------------------------------------------------------------------------------------------------|
| 5.   | <p>Arrive at the VHIE Portal Landing Page.</p>  |

## 3.2. Understanding the Functionalities

The VHIE Portal provides the following functionalities:

- Search for a Patient
- View Patient Demographic Details
- Participation Preference: Opt-Out Patient
- Participation Preference: Opt-In Patient
- Participation Preference: Delayed Consent
- View Patient Comments
- Generate CDA-Type Documents
- View Patient's VA Treatment Facilities
- Search Menu – Return to Patient Search
- Report Menu – Detailed Reports: Patient Opt-out
- Report Menu – Summary Reports: Patient Opt-out
- Admin Menu – View or Edit Partner Organization(s)
- Admin Menu – View or Edit Facilities List
- Welcome Menu – Access User Guide
- Welcome Menu – View, Add, or Remove Default Facility
- Welcome Menu – View System Software Information



### 3.3. Exit System

Logout of the VHIE Portal by selecting the Logout option under the Welcome menu at the top of the screen.

## 4. Using the Software

This section describes how to use the application with the following assumed experience/skills of the audience:

- Users have basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools)
- Users are using the VHIE Portal to do their jobs
- Users have been provided active roles and access to the VHIE Portal
- Users have completed any prerequisite training

Consult your supervisor or the VA Help Desk if you need help meeting any of the above conditions.

### 4.1. Search for a Patient

The Patient Search screen allows a VHIE user to perform a basic search for the Patient.

**Note:** If the search returns only one result, the user will be directed straight to the Patient Demographic Details Page. If more than one results are returned, the multiple results will display for the user to select.

- **Prerequisite:** The user has logged in via SSOi or another VA-approved method for authentication.

#### 4.1.1. Basic Search Screen

The Basic Patient Search allows for a VHIE user to search by the Patient's SSN, Last Name, and First Name.

**Note:** The SSN, Last Name, and First Name fields are all required fields.

**Figure 1: Basic Search Screen**

The screenshot shows the 'Patient Search' interface of the VA VHIE Portal. The top navigation bar is dark blue with the VA logo, 'VHIE PORTAL', and links for 'Patient Search', 'Reports', and 'Admin'. A user greeting 'Welcome, vha1sbwatsoju' and a 'Sign Out' link are on the right. The main content area has a dark blue header 'Patient Search'. Below it are three input fields: 'Social Security Number (Required)', 'First Name (Required)', and 'Last Name (Required)'. A dark blue 'SEARCH' button is positioned below the fields. The footer is dark blue and contains the VA logo, 'U.S. Department of Veterans Affairs', and a grid of links including 'About VA', 'Accessibility', 'Disclaimer', 'Employee Resources', 'Find a Facility', 'Intranet Privacy Policy', 'NCA Intranet Home', 'No Fear Act', 'Organizations', 'Terms of Use', and 'VA Intranet Home'.

#### **4.1.2. Patient Search Results**

If multiple results are returned, the VHIE user will be able to review the returned data traits and select the appropriate record by clicking any of the traits for the Patient.

**Note:** The screen provided for this section is only a UI mockup.

**Figure 2: Multiple Search Results Returned**

**VA VHIE PORTAL** Patient Search Reports Admin Test\_User Sign Out

[< Modify Search](#)

Patient Search Results

Display All Display

| # | Last Name          | First Name | M.I. | SSN       | Date of Birth | Gender | Address          | Phone        |
|---|--------------------|------------|------|-----------|---------------|--------|------------------|--------------|
| 1 | Nwhinzztestpatient | Nwhinfive  |      | 666100005 | 1985/01/05    | M      | 1500 Test Street | 205-111-5555 |
| 2 | Nwhinzztestpatient | Nwhinfour  |      | 666100004 | 1984/01/04    | F      | 1400 Test street | 205-111-4444 |
| 3 | Nwhinzztestpatient | Nwhinone   |      | 666100001 | 1981/01/01    | M      | 1100 TEST STREET | 205-111-1111 |
| 4 | Nwhinzztestpatient | Nwhinthree |      | 666100003 | 1983/01/03    | M      | 1300 TEST STREET | 205-111-3333 |
| 5 | Nwhinzztestpatient | Nwhintwo   |      | 666100002 | 1982/01/02    | M      | 1200 TEST STREET | 205-111-2222 |

Showing 1 to 5 of 5 results.

Results per page 25

Previous 1 Next

**VA** U.S. Department of Veterans Affairs

About VA Accessibility Disclaimer Employee Resources Find a Facility Intranet Privacy Policy

NCA Intranet Home No Fear Act Organizations Terms of Use VA Intranet Home

## 4.2. Patient Detail Summary

A VHIE user can view the Patient Detail summary page by selecting a veteran through the Patient Search workflow. This page is where the user can view the veteran's identifying information and information including:

- Consent Status
- Comments
- Generate Documents
- Patient Facilities

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.

### 4.2.1. View Patient Details

The Patient's demographic details will be displayed at the top of the screen (if available) for the VHIE user to view at any time.

Figure 3: Patient Demographic Details

**VA VHIE PORTAL** Patient Search Reports Admin Welcome, vhaibswatsoju Sign Out

**Patient Detail**

| Last Name         | First Name | MI | Gender | Date of Birth | Multiple | SSN       | ICN               | Address                               | Phone | Preferred Facility |
|-------------------|------------|----|--------|---------------|----------|-----------|-------------------|---------------------------------------|-------|--------------------|
| Chdrzztestpatient | Chdrone    |    | M      | 1960/03/03    | N/A      | 666000001 | 1012581676V377802 | 1234 Howard St.<br>LA JOLLA, CA 92038 | () -  | 983 CHYSHR         |

**Consent Status** Correlations Comments Generate Documents Recent Activity Accounting of Disclosures Facilities

**Participation**  
The Veteran has currently **NOT** authorized the release of protected health information through eHealth Exchange. Modify the access in order to share Veteran electronic health information with non-VA healthcare provider organizations via eHealth Exchange for the purposes of treatment.  
**OPT-IN**

**Social Security Administration (SSA)**  
The Veteran has currently **NOT** authorized the release of protected health information to the Social Security Administration through Veterans Health Information Exchange.

Display All Display

| Dates                   |           |        |                                                               |                         |                         |              |      |                                            |               |
|-------------------------|-----------|--------|---------------------------------------------------------------|-------------------------|-------------------------|--------------|------|--------------------------------------------|---------------|
| Consent Directive       | Purpose   | Status | Authorization/Revocation                                      | Entered                 | Signature               | Inactivation | Mail | Comments                                   | Entered By    |
| AllHealth-Optout-Policy | TREATMENT | Active | Opted-out of Sharing PHI with All Providers and Organizations | 2019/04/08 06:26:23 CDT | 2018/08/01 00:00:00 CDT |              |      | 2019/04/08 06:26:23 CDT: JRW Test 4/8/2019 | vhaibswatsoju |

### 4.2.2. Patient-centric Functions

The functional tabs allow the VHIE user to navigate to different to different pages to perform various tasks and retrieve important information on the Patient. The tabs include:

- Consent Status
- Correlations
- Comments
- Generate Documents
- Recent Activity
- Accounting of Disclosures
- Facilities

**Note:** Functionalities under the Tabs for Correlations, Recent Activity, and Accounting of Disclosures are targeted for a future release.

**Figure 4: Patient-centric Info Tabs**

| Last Name         | First Name | MI | Gender | Date of Birth | Multiple | SSN       | ICN               | Address                               | Phone | Preferred Facility |
|-------------------|------------|----|--------|---------------|----------|-----------|-------------------|---------------------------------------|-------|--------------------|
| Chdrzztestpatient | Chdrone    |    | M      | 1960/03/03    | N/A      | 666000001 | 1012581676V377802 | 1234 Howard St.<br>LA JOLLA, CA 92038 | () -  | 983 CHYSHR         |

| Consent Status | Correlations | Comments | Generate Documents | Recent Activity | Accounting of Disclosures | Facilities |
|----------------|--------------|----------|--------------------|-----------------|---------------------------|------------|
|----------------|--------------|----------|--------------------|-----------------|---------------------------|------------|

**Participation**

The Veteran has currently **NOT** authorized the release of protected health information through eHealth Exchange. Modify the access in order to share Veteran electronic health information with non-VA healthcare provider organizations via eHealth Exchange for the purposes of treatment.

**OPT-IN**

**Social Security Administration (SSA)**

The Veteran has currently **NOT** authorized the release of protected health information to the Social Security Administration through Veterans Health Information Exchange.

| Consent Directive         | Purpose   | Status | Authorization/Revocation                                      | Entered                 | Signature               | Inactivation | Mail | Comments                                   | Entered By  |
|---------------------------|-----------|--------|---------------------------------------------------------------|-------------------------|-------------------------|--------------|------|--------------------------------------------|-------------|
| ➤ AllHealth-Optout-Policy | TREATMENT | Active | Opted-out of Sharing PHI with All Providers and Organizations | 2019/04/08 06:26:23 CDT | 2018/08/01 00:00:00 CDT |              |      | 2019/04/08 06:26:23 CDT: JRW Test 4/8/2019 | vhaibwatoju |

## 4.3. Consent Status Tab

The Consent Status Tab displays status information about the Patient's participation preferences for Treatment, SSA-authorization for Coverage, and historical participation preference information. The Consent Status page also allows the VHIE user to initiate the task for processing a Patient's preference to participate or not participate in sharing.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.

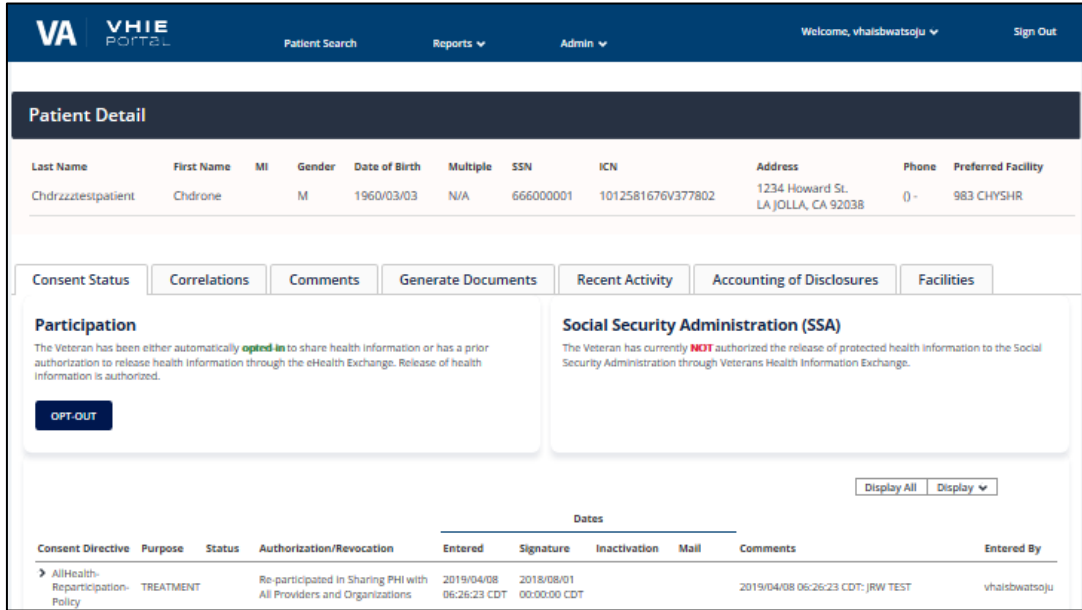
### 4.3.1. Participation Preference: Patient Opt-Out of Sharing

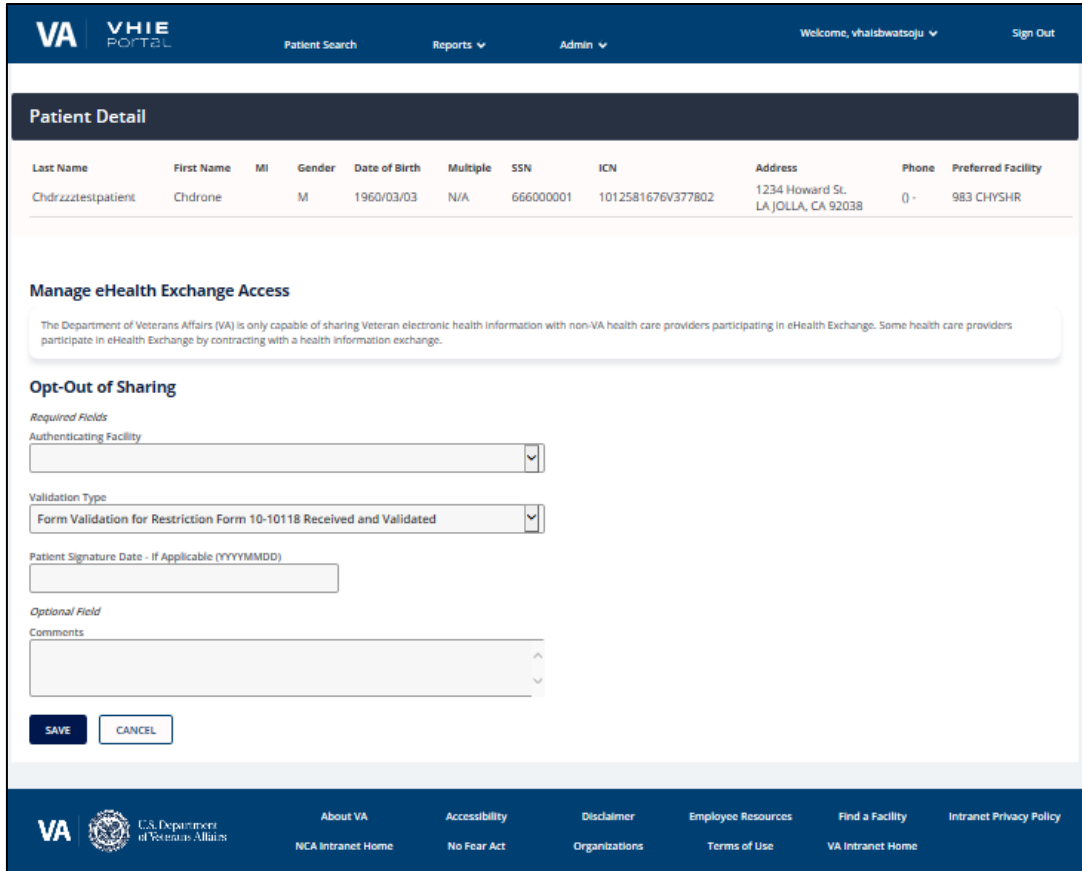
If the Patient is currently participating in the sharing of Health information, a VHIE user can take the following steps to update the Patient's consent status so that the Patient is opted-out of sharing.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.
- The Patient has an opt-in consent status.

**Table 2: Patient Opt-out of Sharing**

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.   | <p>If the veteran is currently participating in sharing, there will be an Opt-Out option. Select the Opt-Out button to open the participation form and fill out the required information.</p>  <p>The screenshot shows the VA VHIE Portal interface. At the top is a navigation bar with 'VA' and 'VHIE PORTAL' logos, 'Patient Search', 'Reports', and 'Admin' links. A user is logged in as 'Welcome, vhaibswatsoju'. Below the navigation bar is a 'Patient Detail' section for a patient named 'Chdrzztestpatient'. The patient's information includes: Last Name: Chdrzztestpatient, First Name: Chdrone, MI: M, Gender: M, Date of Birth: 1960/03/03, Multiple: N/A, SSN: 666000001, ICN: 1012581676V377802, Address: 1234 Howard St., LA JOLLA, CA 92038, Phone: () -, Preferred Facility: 983 CHYSHR. Below the patient information are several tabs: 'Consent Status', 'Correlations', 'Comments', 'Generate Documents', 'Recent Activity', 'Accounting of Disclosures', and 'Facilities'. The 'Consent Status' tab is active, showing two sections: 'Participation' and 'Social Security Administration (SSA)'. The 'Participation' section states: 'The Veteran has been either automatically <b>opted-in</b> to share health information or has a prior authorization to release health information through the eHealth Exchange. Release of health information is authorized.' and includes an 'OPT-OUT' button. The 'Social Security Administration (SSA)' section states: 'The Veteran has currently <b>NOT</b> authorized the release of protected health information to the Social Security Administration through Veterans Health Information Exchange.' At the bottom of the 'Consent Status' tab is a table with columns: 'Consent Directive', 'Purpose', 'Status', 'Authorization/Revocation', 'Entered', 'Signature', 'Inactivation', 'Mail', 'Comments', and 'Entered By'. The table contains one entry: 'AllHealth-Repatriation-Policy' with Purpose 'TREATMENT', Status 'Re-participated in Sharing PHI with All Providers and Organizations', Entered '2019/04/08 06:26:23 CDT', Signature '2018/08/01 00:00:00 CDT', Comments '2019/04/08 06:26:23 CDT: JRW TEST', and Entered By 'vhaibswatsoju'.</p> |

| Step | Action                                                                                                                                                                                                      |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.   | <p>Complete the required information fields and click the Save button to update the Veteran's participation status.</p>  |

### 4.3.2. Participation Preference: Patient Re-participate in Sharing

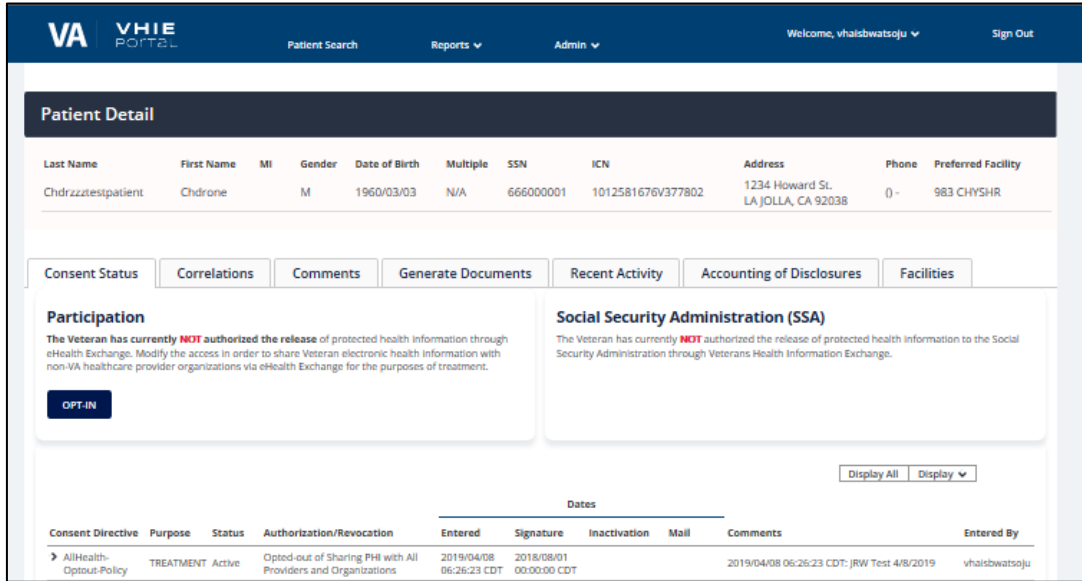
If the Patient is currently opted-out of sharing, a VHIE user can take the following steps to change the Patient's consent status so that the Patient is opted-in for sharing.

#### Prerequisite:

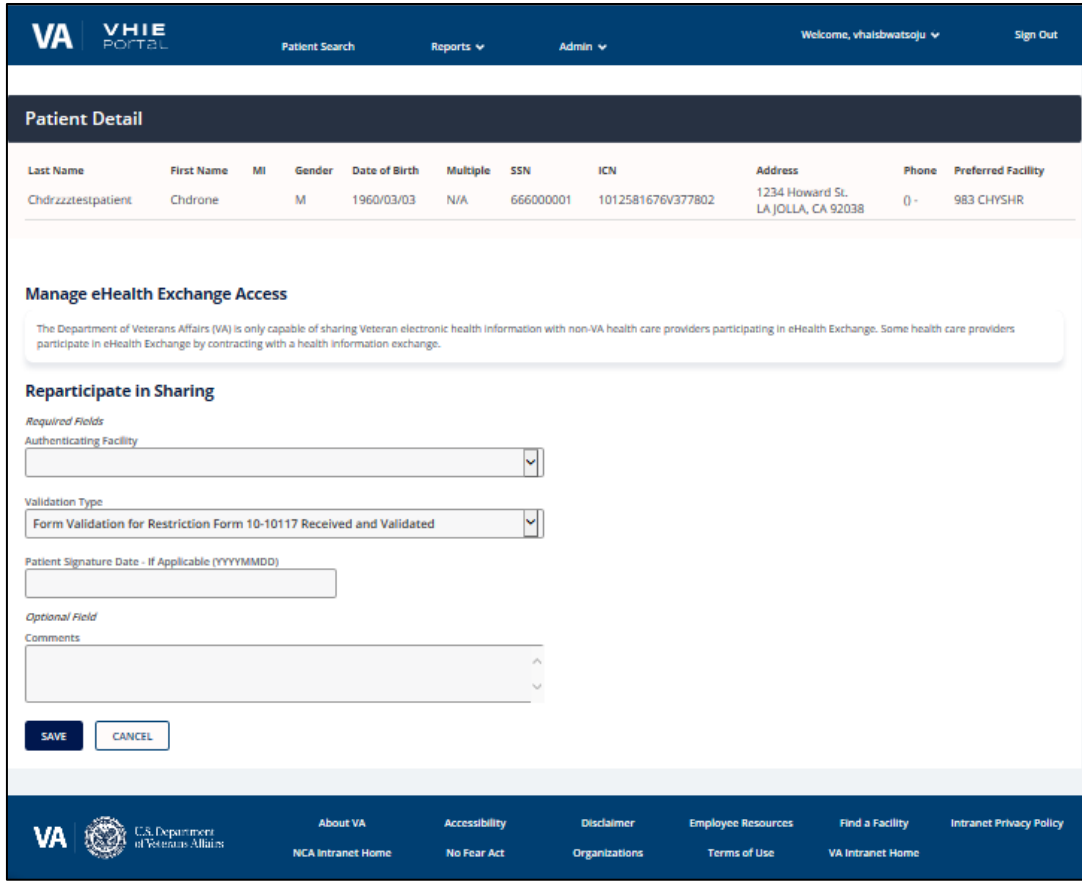
- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.
- The Patient has an opt-out consent status.

**Note:** If the Patient had explicitly opted-out (not participating) in the legacy system, the opt-out preference is honored in HealthShare.

**Table 3: Patient Re-participate in Sharing**

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.   | <p>If the veteran is currently not participating in sharing, there will be an Opt-In option. Select the Opt-In button to open the participation form and fill out the required information.</p>  <p>The screenshot shows the VA VHIE Portal interface. At the top is a navigation bar with the VA logo, 'VHIE PORTAL', and links for Patient Search, Reports, Admin, and a user profile (Welcome, vhaibwatoju) with a Sign Out button. Below this is a 'Patient Detail' section with a table of patient information: Last Name (Chdrzztestpatient), First Name (Chdrone), MI (M), Gender (M), Date of Birth (1960/03/03), Multiple (N/A), SSN (666000001), ICN (1012581676V377802), Address (1234 Howard St. LA JOLLA, CA 92038), Phone (()-), and Preferred Facility (983 CHYSHR). Below the patient details are several tabs: Consent Status, Correlations, Comments, Generate Documents, Recent Activity, Accounting of Disclosures, and Facilities. The 'Consent Status' tab is active, showing two sections: 'Participation' and 'Social Security Administration (SSA)'. Both sections state that the veteran has currently NOT authorized the release of protected health information. The 'Participation' section has an 'OPT-IN' button. At the bottom, there is a table with columns: Consent Directive, Purpose, Status, Authorization/Revocation, Entered, Signature, Inactivation, Mail, Comments, and Entered By. The first row shows a consent directive for 'AllHealth-Optout Policy' with a status of 'Active' and a date of '2019/04/08 06:26:23 CDT'.</p> |



| Step | Action                                                                                                                                                                                                      |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.   | <p>Complete the required information fields and click the Save button to update the Veteran's participation status.</p>  |

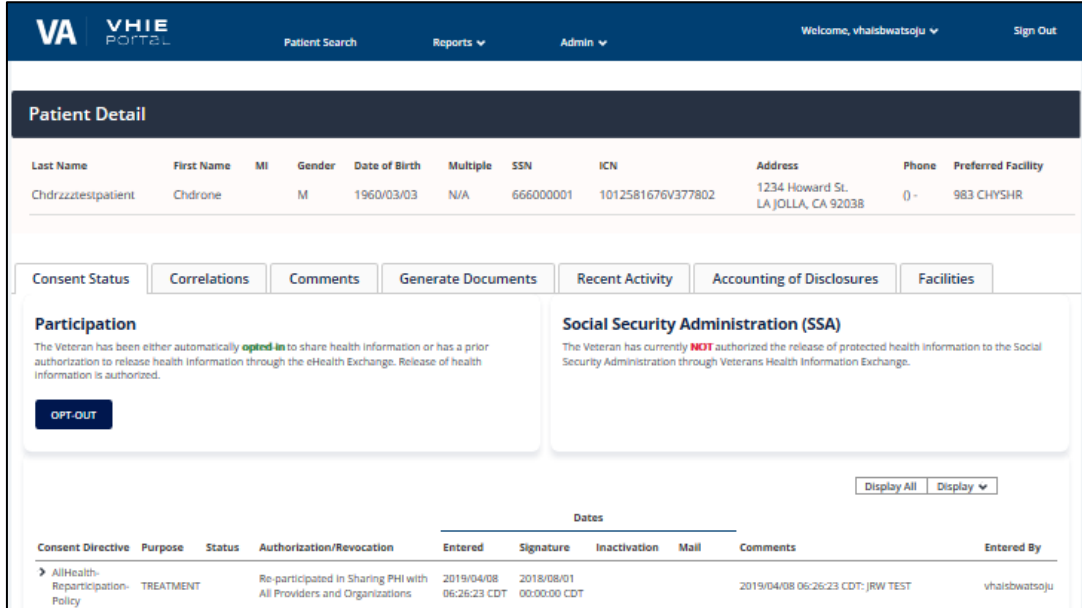
### 4.3.3. Participation Preference: Delayed Consent for Opt-Out (Not Participating)




A VHIE user can take the following steps to process a delayed consent if the Patient has submitted paperwork to opt-out (not participating) of sharing, but there were discrepancies with the paperwork.

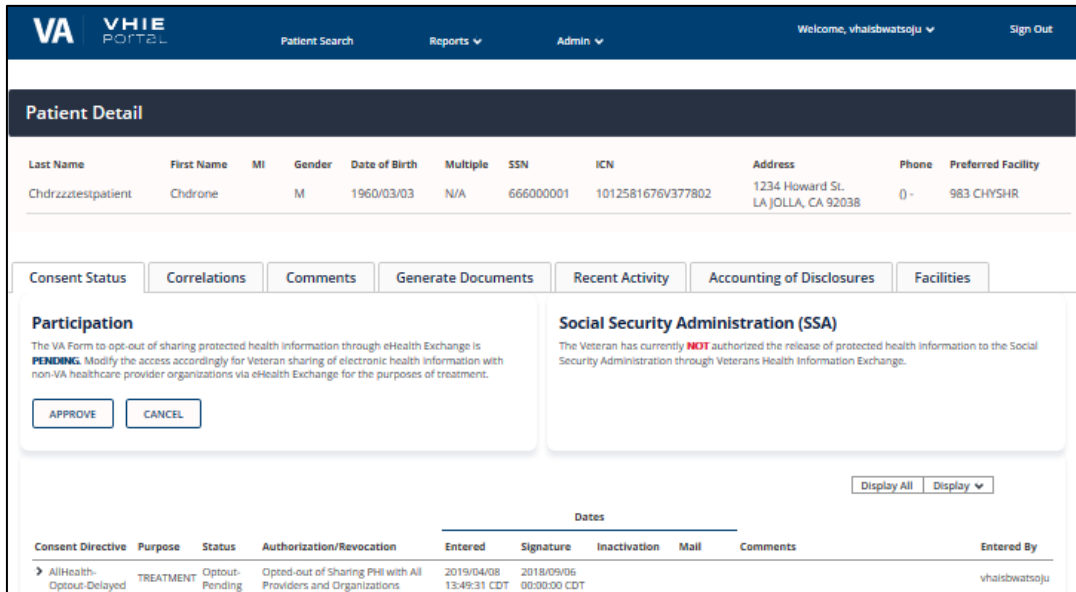
#### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.
- The Patient has an opt-in consent status.
- The Patient has submitted paperwork to out-out of sharing.

**Table 4: Delayed Consent for Opt-Out (Not Participating)**

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.   | <p>If the veteran is currently not participating in sharing, there will be an Opt-Out option. Select the Opt-Out button to open the participation form and fill out the required information.</p>  <p>The screenshot shows the VA VHIE Portal interface. At the top, there's a navigation bar with 'VA' and 'VHIE PORTAL' logos, and links for 'Patient Search', 'Reports', and 'Admin'. A user is logged in as 'Welcome, vha1sbwats0ju'. Below this is a 'Patient Detail' section for a patient named 'Chdrzztestpatient'. The patient's information includes: Last Name: Chdrzztestpatient, First Name: Chdrone, MI: M, Gender: M, Date of Birth: 1960/03/03, Multiple: N/A, SSN: 666000001, ICN: 1012581676V377802, Address: 1234 Howard St. LA JOLLA, CA 92038, Phone: () -, Preferred Facility: 983 CHYSHR. Below the patient information are several tabs: 'Consent Status', 'Correlations', 'Comments', 'Generate Documents', 'Recent Activity', 'Accounting of Disclosures', and 'Facilities'. The 'Consent Status' tab is active, showing two sections: 'Participation' and 'Social Security Administration (SSA)'. The 'Participation' section states: 'The Veteran has been either automatically <b>opted in</b> to share health information or has a prior authorization to release health information through the eHealth Exchange. Release of health information is authorized.' and includes an 'OPT-OUT' button. The 'Social Security Administration (SSA)' section states: 'The Veteran has currently <b>NOT</b> authorized the release of protected health information to the Social Security Administration through Veterans Health Information Exchange.' At the bottom, there's a table with columns: 'Consent Directive', 'Purpose', 'Status', 'Authorization/Revocation', 'Entered', 'Signature', 'Inactivation', 'Mail', 'Comments', and 'Entered By'. The table contains one entry: 'AllHealth- Reparticipation- Policy' with Purpose 'TREATMENT', Status 'Re-participated in Sharing PHI with All Providers and Organizations', Entered '2019/04/08 06:26:23 CDT', Signature '2018/08/01 00:00:00 CDT', Comments '2019/04/08 06:26:23 CDT: JRW TEST', and Entered By 'vha1sbwats0ju'.</p> |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.   | <p data-bbox="337 247 1404 310">Under Validation Type, select one of the following Delayed Consent reasons, then click Save:</p> <ol data-bbox="386 315 1096 514" style="list-style-type: none"> <li>1. Delay this Authorization - Form not signed</li> <li>2. Delay this Authorization - Form content altered</li> <li>3. Delay this Authorization - Demographic changes</li> <li>4. Delay this Authorization - Power of Attorney not on file</li> <li>5. Delay this Authorization - Privacy Officer review</li> <li>6. Delay this Authorization - Signature verification</li> </ol> <div data-bbox="337 529 1404 1312"> <p data-bbox="354 546 527 577"><i>Required Fields</i></p> <p data-bbox="354 592 609 623">Authenticating Facility</p> <div data-bbox="354 623 1128 686"> <input data-bbox="354 623 1079 686" type="text"/> <div data-bbox="1079 623 1128 686">  </div> </div> <p data-bbox="354 724 527 756">Validation Type</p> <div data-bbox="354 756 1307 1039"> <div data-bbox="370 766 1291 808">Form Validation for Restriction Form 10-10118 Received and Validated</div> <div data-bbox="370 808 1079 1018"> <p>Delay this Authorization - Form not signed</p> <p>Delay this Authorization - Form content altered</p> <p>Delay this Authorization - Demographic changes</p> <p>Delay this Authorization - Power of Attorney not on file</p> <p>Delay this Authorization - Privacy Officer review</p> <p>Delay this Authorization - Signature verification</p> </div> </div> <p data-bbox="354 1033 479 1054">Comments</p> <div data-bbox="354 1060 1128 1186"> <input data-bbox="354 1060 1128 1186" type="text"/> <div data-bbox="1096 1081 1128 1165"> <br/>  </div> </div> <div data-bbox="354 1228 673 1291"> <div data-bbox="354 1228 479 1291">SAVE</div> <div data-bbox="511 1228 673 1291">CANCEL</div> </div> </div> |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.   | <p>When the participation status is currently Pending or Delayed, there will be options to Approve or Cancel the pending participation status.</p>  <p>The screenshot shows the VA VHIE Portal interface. At the top is a navigation bar with 'VA' and 'VHIE PORTAL' logos, and links for 'Patient Search', 'Reports', and 'Admin'. The user is logged in as 'Welcome, vhaibwatoju'. The main section is titled 'Patient Detail' and contains a table with patient information: Last Name (Chdrzztestpatient), First Name (Chdrone), MI (M), Gender (M), Date of Birth (1960/03/03), Multiple (N/A), SSN (666000001), ICN (1012581676V377802), Address (1234 Howard St. LA JOLLA, CA 92038), Phone (( ) - ), and Preferred Facility (983 CHYSHR). Below this is a tabbed interface with 'Consent Status' selected. The 'Participation' section shows a message about the VA Form to opt-out of sharing protected health information through eHealth Exchange, with a 'PENDING' status and 'APPROVE' and 'CANCEL' buttons. The 'Social Security Administration (SSA)' section shows a message about the release of protected health information to the SSA, with a 'NOT' status. At the bottom, there is a table with columns: Consent Directive, Purpose, Status, Authorization/Revocation, Entered, Signature, Inactivation, Mail, Comments, and Entered By. The table contains one row with the following data: AllHealth-Optout-Delayed, TREATMENT, Optout-Pending, Opted-out of Sharing PHI with All Providers and Organizations, 2019/04/08 13:48:31 CDT, 2018/09/06 00:00:00 CDT, and vhaibwatoju.</p> |

#### 4.3.4. Participation Preference: Delayed Consent for Opt-In (Participating)

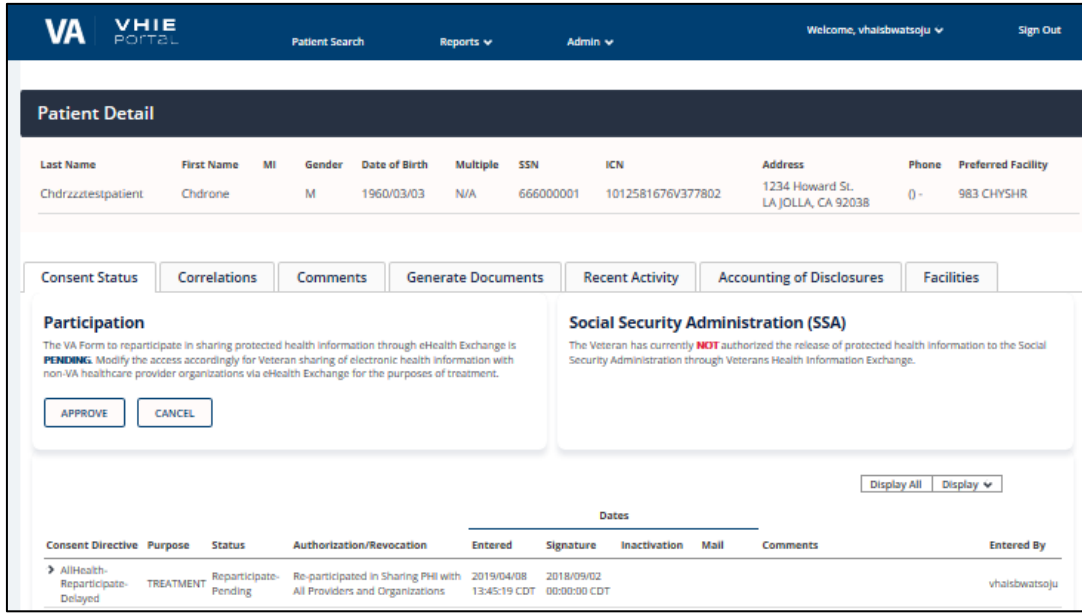
A VHIE user can take the following steps to process a delayed consent if the Patient has submitted paperwork to participate in sharing, but there were discrepancies with the paperwork.

##### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.
- The Patient has an opt-out consent status.
- The Patient has submitted paperwork to participate in sharing.



| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.   | <p data-bbox="337 247 1372 310">Under Validation Type, select one of the following Delayed Consent reasons, then click Save:</p> <ol data-bbox="386 315 1096 514" style="list-style-type: none"> <li>1. Delay this Authorization - Form not signed</li> <li>2. Delay this Authorization - Form content altered</li> <li>3. Delay this Authorization - Demographic changes</li> <li>4. Delay this Authorization - Power of Attorney not on file</li> <li>5. Delay this Authorization - Privacy Officer review</li> <li>6. Delay this Authorization - Signature verification</li> </ol> <div data-bbox="337 529 1409 1192"> <p data-bbox="349 535 511 562"><i>Required Fields</i></p> <p data-bbox="349 573 576 600">Authenticating Facility</p> <div data-bbox="349 600 1360 657"> <input type="text"/> ▼ </div> <p data-bbox="349 688 511 716">Validation Type</p> <div data-bbox="349 716 1360 961"> <div data-bbox="365 730 1161 758" style="background-color: #0070C0; color: white; padding: 2px;">Form Validation for Restriction Form 10-10117 Received and Validated</div> <div data-bbox="365 762 917 951"> <p>Delay this Authorization - Form not signed</p> <p>Delay this Authorization - Form content altered</p> <p>Delay this Authorization - Demographic changes</p> <p>Delay this Authorization - Power of Attorney not on file</p> <p>Delay this Authorization - Privacy Officer review</p> <p>Delay this Authorization - Signature verification</p> </div> </div> <p data-bbox="349 961 462 982">Comments</p> <div data-bbox="349 982 1360 1094"> <input type="text"/> ^<br/>v </div> <div data-bbox="349 1129 633 1186"> <div data-bbox="349 1129 462 1186" style="background-color: #003366; color: white; padding: 5px; display: inline-block;">SAVE</div> <div data-bbox="487 1129 633 1186" style="border: 1px solid #003366; padding: 5px; display: inline-block; margin-left: 10px;">CANCEL</div> </div> </div> |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.   | <p>When the participation status is currently Pending or Delayed, there will be options to Approve or Cancel the pending participation status.</p>  <p>The screenshot shows the VA VHIE Patient Detail page for a patient named Chdrzztestpatient. The page includes a header with navigation links (Patient Search, Reports, Admin) and a user profile (Welcome, vhaibswatsoju). The main content area is titled 'Patient Detail' and contains a table with patient information (Last Name, First Name, MI, Gender, Date of Birth, Multiple, SSN, ICN, Address, Phone, Preferred Facility). Below this is a section for 'Participation' with a description of the VA Form and a 'PENDING' status. There are 'APPROVE' and 'CANCEL' buttons. To the right is a 'Social Security Administration (SSA)' section. At the bottom, there is a table with columns: Consent Directive, Purpose, Status, Authorization/Revocation, Entered, Signature, Inactivation, Mail, Comments, and Entered By. The table shows a record for 'AllHealth-Repatriate-Delayed' with a status of 'Reparticulate-Pending' and an authorization for 'Re-participated in Sharing PHI with All Providers and Organizations'.</p> |

## 4.4. View Patient Comments

A VHIE user can select the Comments tab to view or add general comments about the Patient.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.





| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.   | <p>A comment field and “Post Comment” button will appear on the right side of the screen.</p> <p><b>Note:</b> Comments posted in this area are only viewable in VHIE Portal.</p>  <p>The screenshot displays the 'Patient Detail' page. At the top, there's a header with patient information: Last Name (Chdrzztestpatient), First Name (Chdrthree), MI, Gender (F), Date of Birth (1962/03/03), Multiple (N/A), SSN (666000003), ICN (1012581677V445721), Address (4321 HOWARD ST. LAJOLLA, CA 92038), Phone (0 -), and Preferred Facility (988 DAYT20). Below this is a navigation bar with tabs: Consent Status, Correlations, Comments, Generate Documents, Recent Activity, Accounting of Disclosures, and Facilities. The 'Comments' tab is selected. On the left, there's an 'ADD COMMENT' button. Below it is a table of comments with columns 'Date   Time', 'User', and 'C'. The table shows 11 results. On the right, a modal window titled 'Add Comment' is open, showing a text area with 'Test Comment' and buttons for 'Post Comment' and 'Cancel'.</p> |

## 4.5. Generate CDA-Type Documents

A VHIE user can select the Generate Documents tab in the Patient Detail page to generate either the CCD v1.1 or CCD v2.1 health document.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.

### Note:

- 1) When generating a CDA-type document, the artifact is generated in a new browser window.
- 2) If the user experiences any issues with generating a document, it is recommended to configure the browser's security and privacy settings for the VHIE Portal to allow pop-ups and redirects.

- 3) To print the CDA-type document, the user can utilize the browser's built-in Print functionality to either print or do a print preview.

**Figure 5: Generate CDA-type Documents**

The screenshot displays the 'Patient Detail' page with a dark blue header. Below the header is a table of patient information. The 'Generate Documents' tab is selected, showing a 'Document Type' dropdown menu set to 'CCD 1.1' and two buttons: 'GENERATE' and 'Save XML'. The footer contains various links and logos.

| Last Name         | First Name | MI | Gender | Date of Birth | Multiple | SSN       | ICN               | Address                               | Phone | Preferred Facility |
|-------------------|------------|----|--------|---------------|----------|-----------|-------------------|---------------------------------------|-------|--------------------|
| Chdrzztestpatient | Chdrthree  |    | F      | 1962/03/03    | N/A      | 666000003 | 1012581677V445721 | 4321 HOWARD ST.<br>LA JOLLA, CA 92038 | () -  | 988 DAYT20         |

Selecting documents in this tab will open a new window

Document Type  
CCD 1.1

GENERATE Save XML

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## 4.6. View Patient's VA Treatment Facilities

A VHIE user can select the Facilities tab in the Patient Detail page to view the Patient's VA Treatment Facilities.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.

**Note:** The screen provided for this section is only a UI mockup.

**Figure 6: View Patient's Treatment Facilities**

**VA VHIE Portal** User 1 Sign Out

### Patient Detail

| Last Name         | First Name | M.I. | Gender | Date of Birth | Multiple | SSN       | ICN               | Address                                  | Phone          | Preferred Facility             |
|-------------------|------------|------|--------|---------------|----------|-----------|-------------------|------------------------------------------|----------------|--------------------------------|
| Chdrzztestpatient | Chdrone    | K    | Female | 02/02/2000    | N        | 000112222 | 1012581676V377802 | 123 Main St.<br>Carlsbad, CA, 01234-1234 | (000) 123-1234 | Battle Creek VA Medical Center |

The authorization to withhold sharing this Veterans protected health information through eHealth Exchange is PENDING. Please see consent history for details.

Consent Status Correlations Comments Generate Documents Recent Activity Accounting of Disclosures **Facilities**

Display All Display

| Facility VISN Number | Facility Station Number | Facility Name | Facility Child VAMC Name |
|----------------------|-------------------------|---------------|--------------------------|
| 1                    | Description             | Facility Name | Encounter Summary        |
| 1                    | Description             | Facility Name | Encounter Summary        |
| 1                    | Description             | Facility Name | Encounter Summary        |
| 1                    | Description             | Facility Name | Encounter Summary        |

Showing 1 of 4 of 4 results

Results per page 25

Previous 1 Next

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NCA Intranet Home No Fear Act Organizations Terms of Use VA Intranet Home

## 4.7. Search Menu – Return to Patient Search

From within the VHIE Portal, a VHIE user can select the “Patient Search” option in the main navigation to return to the default Patient Search Page.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user has successfully retrieved a record from a Patient Search.

**Figure 7: Return to Patient Search**

**VA VHIE Portal** Reports Admin Welcome, vhaibwatsoju Sign Out

**Patient Search**

## 4.8. Report Menu – Detailed Opt-Out Patient Reports

The Detailed Opt-out patient report can be found under the Reports menu > Detailed Reports. Fill in the report criteria and select Search to generate a report.

**Figure 8: Detailed Patient Opt-Out Report Search**

**Figure 9: Detailed Patient Opt-Out Report Returned Results**

| <div> Display All Display ▼ </div> |                   |                    |                     |            |                         |             |
|------------------------------------|-------------------|--------------------|---------------------|------------|-------------------------|-------------|
| SSN                                | Patient Last Name | Patient First Name | Patient Middle Name | Entry Date | Authenticating Facility | View        |
| 123456789                          | PatientLast       | FirstName          | A                   | 01/02/2019 | A Test Facility         | /a/fake/url |
| 555555555                          | PatientLastNN     | FirstNameA         | B                   | 02/04/2019 | A Test Facility         | /a/fake/url |
| 323232323                          | PatientLastBB     | FirstNameC         | D                   | 02/01/2019 | A Test Facility         | /a/fake/url |

## 4.9. Report Menu – Summary Opt-Out Patient Reports

This report can be found under the Reports menu > Summary Reports.

Same steps as the detailed opt-out patient reports above.

## 4.10. Admin Menu – View or Edit Partner Organizations

A VHIE admin user can access the list of partner organizations through the Admin menu. To edit the list of Partner Organizations maintained within the VHIE Portal, select an organization name.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user is provided with elevated admin privileges.

**Figure 10: Partner Organizations List**

Partner Organizations

Display All

Display ▼

| Name                                      | Description                                                                              | Phone          | Contact              | Active | Prefix   | Consumer Only | Domain | Number | Organization ID                          | Trusted Clinical Source |
|-------------------------------------------|------------------------------------------------------------------------------------------|----------------|----------------------|--------|----------|---------------|--------|--------|------------------------------------------|-------------------------|
| <a href="#">Adventist Health Sys</a>      | adventist organization description for UAT Lisa                                          |                |                      | Yes    | urn:oid: | No            | *NAA   | 200NAA | 2.16.840.1.113883.3.787.0.0              | No                      |
| <a href="#">Alabama One Health Record</a> |                                                                                          |                | Contact              | Yes    | urn:oid: | No            | *NAL   | 200NAL | 1.3.6.1.4.1.38694                        | No                      |
| <a href="#">Alaska Ehealth Network</a>    |                                                                                          | (857) 488-4749 | Phil Hunt            | No     | urn:oid: | No            | *NAK   | 200NAK | 2.16.840.1.113883.3.89.100.20.30.1       | No                      |
| <a href="#">Allina Health</a>             | zsekjrfv naolsejfn<br>lskfjn<br>alzjzlskfjz;slkfjnv<br>alfja;zlsejfn<br>z;lefjzjkmrzkjvn | (612) 262-4386 | Contact Chris Hirsch | No     | urn:oid: | No            | *NAH   | 200NAH | 1.2.840.114350.1.13.8.3.7.3.688884.100   | No                      |
| <a href="#">Asante</a>                    | Asante Org description                                                                   | 5635551212     | Contact Me           | No     | urn:oid: | No            | N/A    | 200NAS | 1.2.840.114350.1.13.333.3.7.3.688884.100 | Yes                     |
| <a href="#">Benson Health Clinic</a>      |                                                                                          |                | Contact              | Yes    | urn:oid: | No            | *NPJ   | 999MMM | 2.99.999.9.999999.99.9.9                 | No                      |
| <a href="#">Benson Health Clinic 2</a>    |                                                                                          |                | Contact              | No     | urn:oid: | No            | *MMM   | 299MMM | 3.99.999.9.999999.99.9.9                 | No                      |
| <a href="#">Bon Secours Health System</a> |                                                                                          | (804) 359-4500 |                      | Yes    | urn:oid: | No            | N/A    | 200NBO | 1.2.840.114350.1.13.197.3.7.3.688884.100 | No                      |
| <a href="#">Buffalo Medical Group Pc</a>  |                                                                                          | (716) 630-2516 | Contact Lisa Schulze | No     | urn:oid: | No            | *NBM   | 200NBM | 1.2.840.114350.1.13.10.3.7.3.688884.100  | No                      |
| <a href="#">Cahle Pulse</a>               | 200NIL                                                                                   |                | Contact              | Yes    | urn:oid: | Yes           | *NIL   | 200NIL | 2.16.840.1.113883.9.224                  | No                      |

Showing 1 to 10 of 135 results.

Results per page

10

Previous

1

2

3

4

5

6

7

8

9

10

11

12

13

14

Next

## 4.11. Admin Menu – View or Edit Facilities List

A VHIE admin user can access the list of facilities through the Admin menu. To edit the list of Partner Organizations maintained within the VHIE Portal, select an organization name. To add a new facility, select the “Add Facility” button and fill out the form.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.
- The user is provided with elevated admin privileges.

**Figure 11: Facilities List**

Facilities

ADD FACILITY

Display AllDisplay ▼

| Station Number | Name                                            | Address                       | City      | State | Zip Code | Phone Number   | VISN | Parent                       | Children | Active |
|----------------|-------------------------------------------------|-------------------------------|-----------|-------|----------|----------------|------|------------------------------|----------|--------|
| 463            | <a href="#">Alaska Va Hltcr System Avahs</a>    | 1201 North Muldoon Road       | Anchorage | AK    | 99502    | (907) 257-4700 | 20   | Alaska Va Hltcr System Avahs | 0        | No     |
| 528A8          | <a href="#">Albany Va Medical Center</a>        | 113 Holland Avenue            | Albany    | NY    | 12208    | (518) 626-5000 | 2    |                              | 0        | Yes    |
| 655            | <a href="#">Aleda E. Lutz Va Medical Center</a> | 1500 Weiss Street             | Saginaw   | MI    | 48602    | (989) 497-2500 | 10   |                              | 0        | No     |
| 502            | <a href="#">Alexandria Vamc</a>                 | 2495 Shreveport Highway       | Pineville | LA    | 71360    | (318) 473-0010 | 16   |                              | 0        | No     |
| 504            | <a href="#">Amarillo Hcs</a>                    | 6010 Amarillo Boulevard West  | Amarillo  | TX    | 79106    | (806) 355-9703 | 17   |                              | 0        | No     |
| 663A4          | <a href="#">American Lake Va Medical Center</a> | 9600 Veterans Drive Southwest | Tacoma    | WA    | 98493    | (253) 582-8440 | 20   |                              | 0        | Yes    |
| 506            | <a href="#">Ann Arbor Vamc</a>                  | 2215 Fuller Road              | Ann Arbor | MI    | 48105    | (734) 769-7100 | 10   |                              | 0        | No     |
| 637            | <a href="#">Asheville Vamc</a>                  | 1100 Tunnel Road              | Asheville | NC    | 288052   | (828) 298-7911 | 6    |                              | 0        | Yes    |
| 508            | <a href="#">Atlanta Vamc</a>                    | 1670 Clairmont Road           | Decatur   | GA    | 30033    | (404) 321-6111 | 7    |                              | 0        | No     |
| 509            | <a href="#">Augusta Vamc</a>                    | 950 15th Street               | Augusta   | GA    | 30901    | (706) 733-0188 | 7    |                              | 0        | No     |
| 512            | <a href="#">Baltimore Md Vamc</a>               | 10 North Greene Street        | Baltimore | MD    | 21201    | (410) 605-7000 | 5    |                              | 0        | No     |
| 528A4          | <a href="#">Batavia Va Medical Center</a>       | 222 Richmond Avenue           | Batavia   | NY    | 14020    | (585) 297-1000 | 2    |                              | 0        | Yes    |

Showing 1 to 12 of 178 results.

Results per page12

Previous123456789101112131415Next

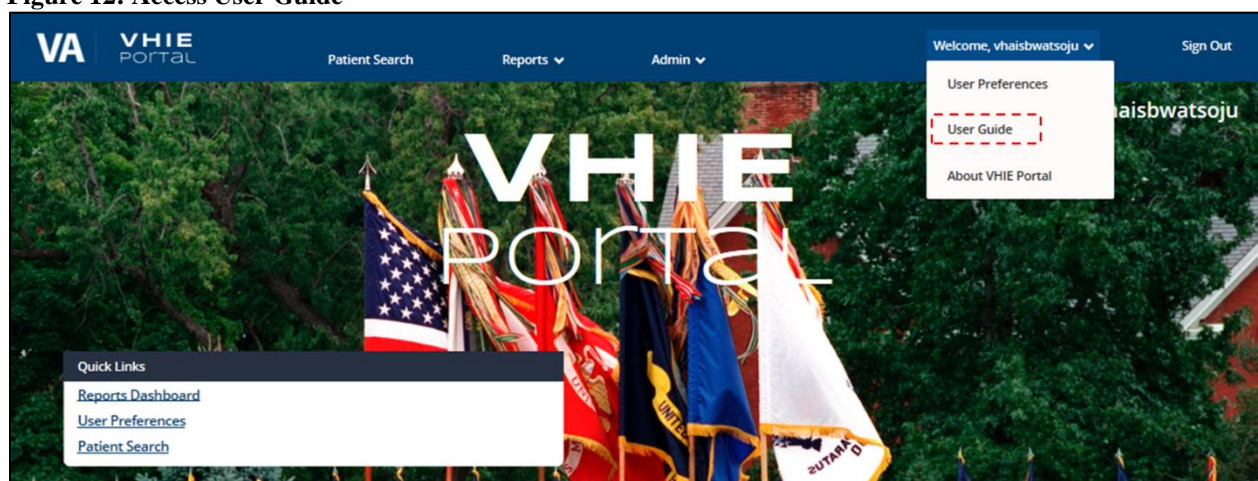
## 4.12. Welcome Menu – Access User Guide

The VHIE Portal user guide is located under the welcome menu, under the username.

**Prerequisite:**

- The user has logged in via SSOi or another VA-approved method for authentication.

**Figure 12: Access User Guide**



## 4.13. Welcome Menu – View, Add, or Remove Default Facility

A VHIE user can view or modify the account’s default facility by selecting “User Preferences” from the welcome menu, under the username.

### Prerequisite:

- The user has logged in via SSOi or another VA-approved method for authentication.

Figure 13: Access User Preferences to Update Default Facility

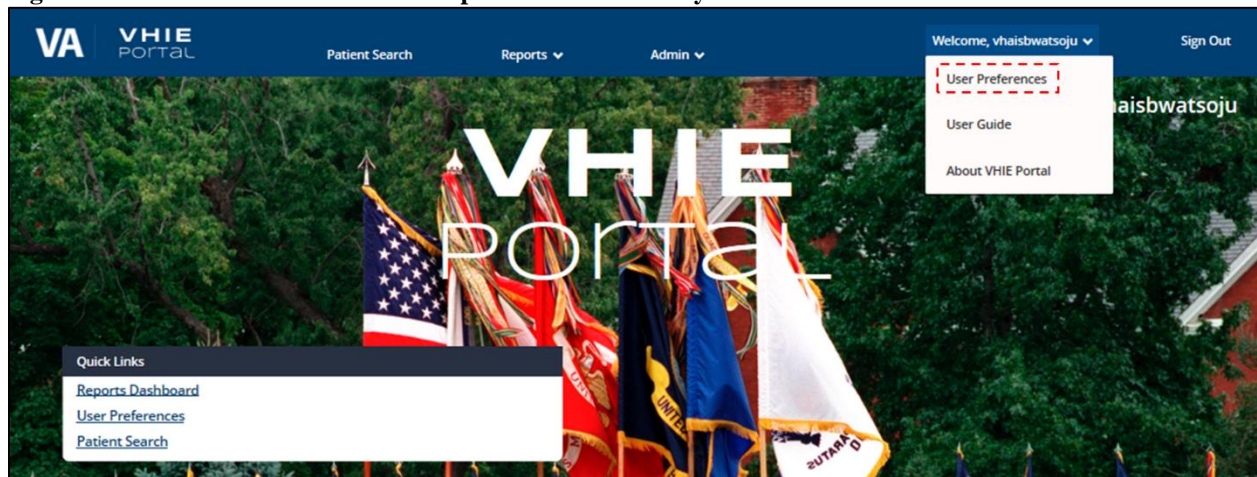
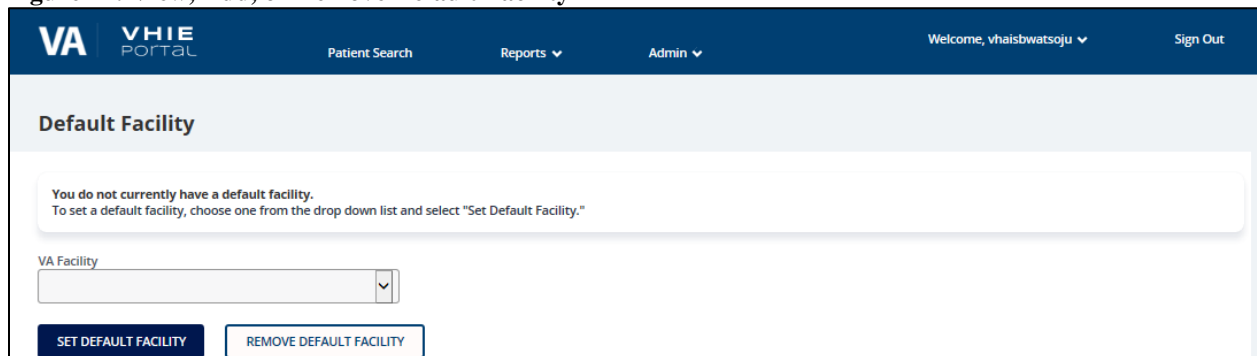


Figure 14: View, Add, or Remove Default Facility



## 4.14. Welcome Menu – View System Software Information

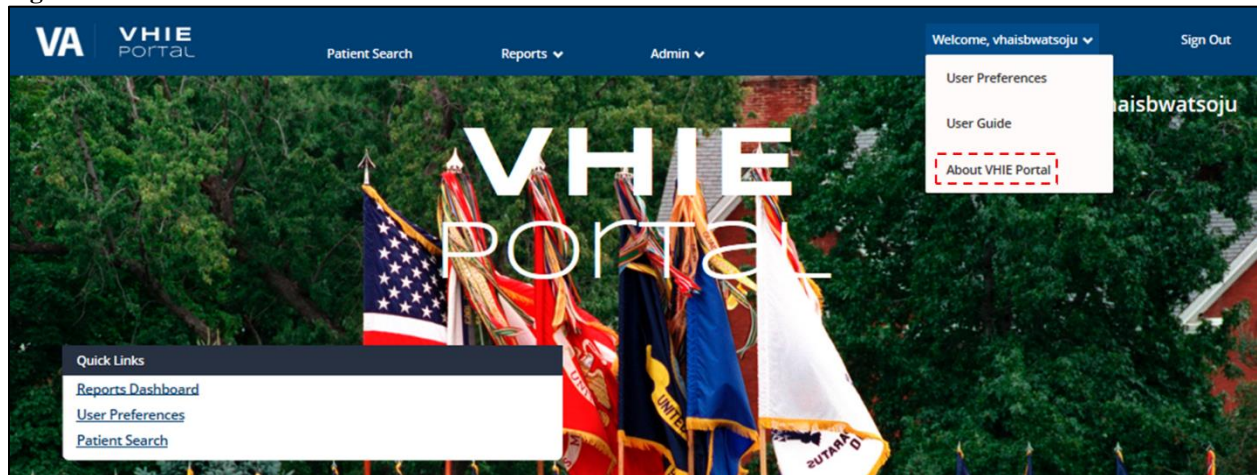
A VHIE user can view the system status and software version of the VHIE Portal by selecting “About VHIE Portal” from the welcome menu, under the username.

### Prerequisite:

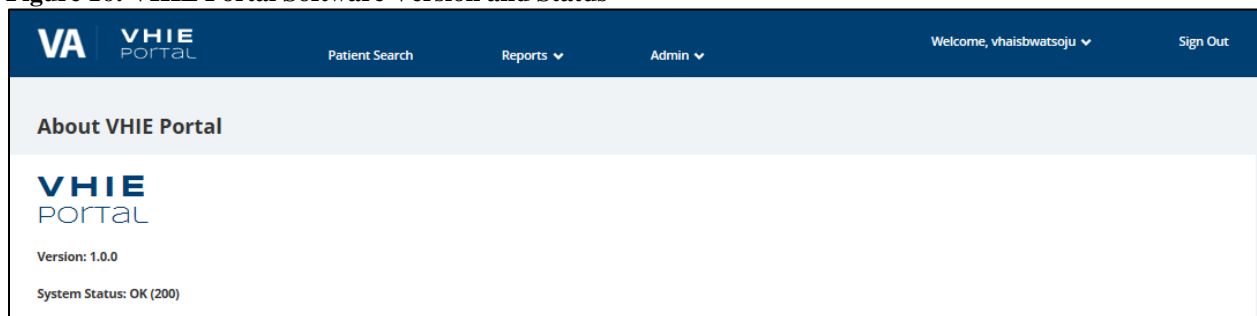
- The user has logged in via SSOi or another VA-approved method for authentication.



**Figure 15: Access VHIE Portal Software Information**



**Figure 16: VHIE Portal Software Version and Status**





## 5. Troubleshooting

### 5.1. Special Instructions for Error Correction

| User Interface            | Error                                                                       | Cause                                                                                                                                                                                                                                  | Resolution                                                                                                                                                                                      |
|---------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Login Screen              | User does not have permissions.                                             | This is caused when the user account, passed from SSOi, is not mapped to the VHIE Portal user access list.                                                                                                                             | If you need access or have existing permissions, contact the Help Desk for support.                                                                                                             |
| Patient Search Screen     | SSN is required.<br>Last Name is required.<br>First Name is required.       | The SSN, Last Name, and First Name fields must be filled before pressing the Search button. Any or all of these errors can occur depending on which fields were filled in and which were not.                                          | The SSN, Last Name, and First Name fields must all be filled in before pressing the Search button.                                                                                              |
| Patient Search Screen     | SSN is not valid.                                                           | The SSN field needs to contain nine (9) numeric characters. This error occurs if less than nine (9) numeric characters or any non-numeric characters are entered.                                                                      | The SSN field must contain exactly nine (9) numeric and no other characters before pressing the Search button. (The Last Name and First Name fields must also be populated.)                    |
| Patient Search Screen     | Last Name is not valid.<br>First Name is not valid.                         | The Last Name and First Name fields must contain alphabetic characters only. Some special characters, such as periods and apostrophes, are allowed. Either or both errors can occur depending on which fields were filled incorrectly. | The Last Name and First Name fields must contain only alphabetic characters before pressing the Search button. (Some special characters are allowed, such as periods and apostrophes.)          |
| Opt-out of Sharing Screen | Patient Signature Date must be after the date the authorization was signed. | This message occurs when you choose the "Opt-out" option on the Opt-out of Sharing screen if the patient signature date entered is earlier than the date the authorization was originally signed.                                      | The Patient Signature Date field on the Opt-out of Sharing screen must be filled with a date later than the date the authorization was originally signed if you choose "Opt-out" as the reason. |

## 6. Acronyms and Abbreviations

| Term   | Definition                                                      |
|--------|-----------------------------------------------------------------|
| 508    | Section 508 Accessibility                                       |
| AITC   | Austin Information Technology Center                            |
| CSV    | Comma-Separated Values                                          |
| DoD    | Department of Defense                                           |
| ESR    | Enrollment System Redesign                                      |
| HC IdM | Healthcare Identity Management                                  |
| VHIE   | Veterans Health Information Exchange                            |
| HITSP  | Healthcare Information Technology Standards Panel               |
| ICN    | Integration Control Number (MVI)                                |
| ID     | Identifier or Identification                                    |
| MVI    | Master Veteran Index                                            |
| PDF    | Portable Document Format                                        |
| PII    | Personally Identifiable Information                             |
| POC    | Point of Contact                                                |
| SSA    | Social Security Administration                                  |
| SSN    | Social Security Number                                          |
| TSPR   | Technical Service Project Repository                            |
| UG     | User Guide                                                      |
| UI     | User Interface                                                  |
| URL    | Uniform Resource Locator                                        |
| VA     | Department of Veterans Affairs                                  |
| VAP    | Veterans Authorizations and Preferences                         |
| VHA    | Veterans Health Administration                                  |
| VistA  | Veterans Health Information Systems and Technology Architecture |
| VLER   | Virtual Lifetime Electronic Record                              |
| WWW    | World Wide Web                                                  |
| XML    | Extensible Markup Language                                      |