1. **First Repetition: PRE-REGISTER OPTION**

MHV ALERT: New Patient

MHV SOCIALIZATION: Socialization Action = "Yes, I would like to enroll."

MHV ENROLLMENT SCREEN: Suppress Display

1. **Second Repetition: PRE-REGISTER OPTION WITH SAME PATIENT**

MHV ALERT: Display historical action(s) from last session

MHV ALERT: Followup from previous session ("were you successful...") = “NO”

MHV SOCIALIZATION: Action = “Gave patient instructions….kiosk/computer”)

MHV ENROLLMENT SCREEN: Suppress Display

1. **Third Repetition:PRE-REGISTER OPTION WITH SAME PATIENT**

MHV ALERT: Display historical action(s) from last session

MHV ALERT: Followup from previous session ("were you to create...") = “YES”

MHV ENROLLMENT SCREEN: Displays. Auto-populated ENROLLED with “YES”.

* Select “1” for editing; “YES” remains as ENROLLED default
* Entry of “NO”- canned text displays, prompted for REASON
* Reason of “OTHER” prompts for free text
* “NO” entered at AUTHENTICATION pre-populates SECURE MSG with “NO”
* Screen redisplays with correct information
* Select “1” for editing again; “YES” remains as ENROLLED default
* Entry of “A” at AUTHENTICATED prompts for ACTION
* Screen redisplays with correct information

1. **REPETITION ONE - Patient: FIVEHUNDREDTHIRTYTHREE,PATIENT**

Select OPTION NAME: DGPRE PRE-REGISTER OPTION Preregister a Patient

Preregister a Patient

Select Patient to Preregister: `100532 FIVEHUNDREDTHIRTYTHREE,PATIENT 4-

\*\* PATIENT NEEDS TO ANSWER MY HEALTHEVET ENROLLMENT QUESTIONS \*\*

Patient is missing required My HealtheVet Enrollment information

History of My HealtheVet actions taken by VistA Clerks

--------------------------------------------------------------------

- NONE -

Please read the following to the patient

"Has a health care team member encouraged you

to enroll online for My HealtheVet?"

Select one of the following:

1 Yes - I am already enrolled.

2 Yes - I would like to enroll.

3 Yes - But I do not want to enroll right now.

4 No - No one has spoken to me/I don't know what MHV is.

5 No - I am not interested in enrolling.

6 No - I don't have a computer / internet access

Please read the following to the patient

"We are strongly encouraging patients to enroll in My HealtheVet. With My

HealtheVet you can refill prescriptions and track their delivery, view

lab results, and communicate securely with your Health Care teams. Can

we assist you in creating your account today?"

Action(s) taken to assist patient enrollment in My HealtheVet.

-----------------------------------------------------------------------

1 - Helped patient to create a MHV account.

2 - Referred patient to the MHV office/station for assistance

with enrollment.

3 - Scheduled future appointment for patient to enroll at MHV

office/station.

4 - Gave patient MHV enrollment instructions to complete at a

MHV kiosk/computer.

5 - Patient had an MHV account issue. Provided MHV Help Desk

toll free # 1-877-327-0022, Mon-Fri, 8 a.m.-8 p.m. (EST)

6 - Patient signed IPA form and clerk forwarded to (TBD).

7 - Patient could not authenticate at this time.

8 - Clerk did not have authentication form.

9 - MHV admin portal issue prevented patient authentication-

referred to MHV Help Desk or MHV coordinator.

10 - Caregiver not present and Veteran needs caregiver to sign

form.

11 - Veteran did not have a form of photo ID with them. Advised

patient to bring ID at next appointment.

12 - Gave instructions to opt-in at home or at kiosk.

13 - Referred to MHV coordinator for assistance.

Select an action: 2 Referred patient to the MHV office/station for assistance

Actions Selected:

2 - Referred patient to the MHV office/station for assistance

with enrollment.

(A)dd another, (D)elete an action, or <RET> to save and exit:

Actions Filed...

FIVEHUNDREDTHIRTYTHREE,PATIENT 666-00-0533 APR 7,1935

=============================================================================

Address: Any Street Temporary: NO TEMPORARY ADDRESS

Any Town,WV

County: UNSPECIFIED From/To: NOT APPLICABLE

Phone: 222-555-8235 Phone: NOT APPLICABLE

Office: 222-555-7720

Cell: UNSPECIFIED

E-mail: UNSPECIFIED

Bad Addr:

Confidential Address: Confidential Address Categories:

NO CONFIDENTIAL ADDRESS

From/To: NOT APPLICABLE

Combat Vet Status: NOT ELIGIBLE

Primary Eligibility: UNSPECIFIED

Other Eligibilities:

Enter RETURN to continue or '^' to exit: ^

1. **REPETITION TWO - Patient: FIVEHUNDREDTHIRTYTHREE,PATIENT**

Select OPTION NAME: DGPRE PRE-REGISTER OPTION Preregister a Patient

Preregister a Patient

Select Patient to Preregister: `100532 FIVEHUNDREDTHIRTYTHREE,PATIENT 4-

\*\* PATIENT NEEDS TO ANSWER MY HEALTHEVET ENROLLMENT QUESTIONS \*\*

Patient is missing required My HealtheVet Enrollment information

History of My HealtheVet actions taken by VistA Clerks

--------------------------------------------------------------------

10/30/14 Referred patient to the MHV office/station for assistance

with enrollment.

Please read the following to the patient:

"Were you successful in creating your My HealtheVet

account?" (Y/N): NO

Action(s) taken to assist patient enrollment in My HealtheVet.

-----------------------------------------------------------------------

1 - Helped patient to create a MHV account.

2 - Referred patient to the MHV office/station for assistance

with enrollment.

3 - Scheduled future appointment for patient to enroll at MHV

office/station.

4 - Gave patient MHV enrollment instructions to complete at a

MHV kiosk/computer.

5 - Patient had an MHV account issue. Provided MHV Help Desk

toll free # 1-877-327-0022, Mon-Fri, 8 a.m.-8 p.m. (EST)

6 - Patient signed IPA form and clerk forwarded to (TBD).

7 - Patient could not authenticate at this time.

8 - Clerk did not have authentication form.

9 - MHV admin portal issue prevented patient authentication-

referred to MHV Help Desk or MHV coordinator.

10 - Caregiver not present and Veteran needs caregiver to sign

form.

11 - Veteran did not have a form of photo ID with them. Advised

patient to bring ID at next appointment.

12 - Gave instructions to opt-in at home or at kiosk.

13 - Referred to MHV coordinator for assistance.

Select an action: 4 Gave patient MHV enrollment instructions to complete at a

Actions Selected:

4 - Gave patient MHV enrollment instructions to complete at a

MHV kiosk/computer.

(A)dd another, (D)elete an action, or <RET> to save and exit:

Actions Filed...

FIVEHUNDREDTHIRTYTHREE,PATIENT 666-00-0533 APR 7,1935

=============================================================================

Address: Any Street Temporary: NO TEMPORARY ADDRESS

Any Town,WV

County: UNSPECIFIED From/To: NOT APPLICABLE

Phone: 222-555-8235 Phone: NOT APPLICABLE

Office: 222-555-7720

Cell: UNSPECIFIED

E-mail: UNSPECIFIED

Bad Addr:

Confidential Address: Confidential Address Categories:

NO CONFIDENTIAL ADDRESS

From/To: NOT APPLICABLE

Combat Vet Status: NOT ELIGIBLE

Primary Eligibility: UNSPECIFIED

Other Eligibilities:

Enter RETURN to continue or '^' to exit: ^

1. **REPETITION THREE - PATIENT: FIVEHUNDREDTHIRTYTHREE,PATIENT**

Select OPTION NAME: DGPRE PRE-REGISTER OPTION Preregister a Patient

Preregister a Patient

Select Patient to Preregister: `100532 FIVEHUNDREDTHIRTYTHREE,PATIENT 4-

\*\* PATIENT NEEDS TO ANSWER MY HEALTHEVET ENROLLMENT QUESTIONS \*\*

Patient is missing required My HealtheVet Enrollment information

History of My HealtheVet actions taken by VistA Clerks

--------------------------------------------------------------------

10/30/14 Referred patient to the MHV office/station for assistance

with enrollment.

10/30/14 Gave patient MHV enrollment instructions to complete at a

MHV kiosk/computer.

Please read the following to the patient:

"Were you able to create a My HealtheVet account from

the enrollment instructions we gave you last time?" (Y/N): YES

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: UNANSWERED

Secure Messaging: UNANSWERED

Enter 1 to edit, or RETURN to continue: 1

Is the patient enrolled in My HealtheVet (Yes/No)? YES//

Does the patient have a Premium My Healthevet account?

Can the patient view VA appointments, lab results,

and medical records online (Yes/No/(A)ction)?: // NO

Please read the following to the patient

"Upgrade to a Premium My HealtheVet account to view parts

of your VA health record. This requires one-time in-person

identity verification (show photo ID). Read and sign this

Release of Information form (10-5345a-MHV)."

Press RETURN to continue:

Patient Not Authenticated Reasons

1 - No one has spoken to me/I don't know what MHV is.

2 - I am not interested.

3 - I do not have a computer.

4 - I do not have access to the internet.

5 - I do not trust the internet.

6 - My caregiver makes these decisions for me.

7 - I do not see the benefit.

8 - I would not use it often enough.

9 - Other

Select reason patient is not authenticated: // 9 Other

Other Reason Text (250 Chars Max): // this is only a test of the MHV increase en

rollment system

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: NO

Reason: Other - this is only a test of the MHV increase

enrollment system

Secure Messaging: NO

Enter 1 to edit, or RETURN to continue: 1

Is the patient enrolled in My HealtheVet (Yes/No)? YES//

Does the patient have a Premium My Healthevet account?

Can the patient view VA appointments, lab results,

and medical records online (Yes/No/(A)ction)?: // ACTION

Please read the following to the patient

"Upgrade to a Premium My HealtheVet account to view parts

of your VA health record. This requires one-time in-person

identity verification (show photo ID). Read and sign this

Release of Information form (10-5345a-MHV)."

Press RETURN to continue:

Action(s) taken to assist patient enrollment in My HealtheVet.

-----------------------------------------------------------------------

1 - Helped patient to create a MHV account.

2 - Referred patient to the MHV office/station for assistance

with enrollment.

3 - Scheduled future appointment for patient to enroll at MHV

office/station.

4 - Gave patient MHV enrollment instructions to complete at a

MHV kiosk/computer.

5 - Patient had an MHV account issue. Provided MHV Help Desk

toll free # 1-877-327-0022, Mon-Fri, 8 a.m.-8 p.m. (EST)

6 - Patient signed IPA form and clerk forwarded to (TBD).

7 - Patient could not authenticate at this time.

8 - Clerk did not have authentication form.

9 - MHV admin portal issue prevented patient authentication-

referred to MHV Help Desk or MHV coordinator.

10 - Caregiver not present and Veteran needs caregiver to sign

form.

11 - Veteran did not have a form of photo ID with them. Advised

patient to bring ID at next appointment.

12 - Gave instructions to opt-in at home or at kiosk.

13 - Referred to MHV coordinator for assistance.

Select an action: 13

Actions Selected:

13 - Referred to MHV coordinator for assistance.

(A)dd another, (D)elete an action, or <RET> to save and exit:

Actions Filed...

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: ACTION/IN PROGRESS

Action: Referred to MHV coordinator for assistance.

Secure Messaging: UNANSWERED

Enter 1 to edit, or RETURN to continue:

FIVEHUNDREDTHIRTYTHREE,PATIENT 666-00-0533 APR 7,1935

=============================================================================

Address: Any Street Temporary: NO TEMPORARY ADDRESS

Any Town,WV

County: UNSPECIFIED From/To: NOT APPLICABLE

Phone: 222-555-8235 Phone: NOT APPLICABLE

Office: 222-555-7720

Cell: UNSPECIFIED

E-mail: UNSPECIFIED

Bad Addr:

Confidential Address: Confidential Address Categories:

NO CONFIDENTIAL ADDRESS

From/To: NOT APPLICABLE

Combat Vet Status: NOT ELIGIBLE

Primary Eligibility: UNSPECIFIED

Other Eligibilities:

Enter RETURN to continue or '^' to exit: ^

**Previously MHV Socialized patient, partially populated Enrollment Fields**

1. **Repetition One**

MHV ALERT: Displays, previous clerk actions

MHV SOCIALIZATION: Suppressed

MHV ENROLLMENT SCREEN: Partially populated : YES, ACTION, UNANSWERED

* Edit AUTH field from “ACTION” to “YES”
* Edit SECURE MSG field from UNANSWERED to “NO”, prompt for REASON

1. **Repetition Two**

MHV ALERT: Suppress display.

MHV SOCIALIZATION: Suppress display

MHV ENROLLMENT SCREEN: Displays fully populated information (Y,Y,N)

1. **Change System Date to 6 Months into the future**
2. **Repetition Three**

MHV ALERT: Displays, previous clerk actions

MHV SOCIALIZATION: Suppressed

MHV ENROLLMENT SCREEN: Displays, with “NO” values deleted

* Change SECURE MSG to “YES” (all three fields = “YES”)

1. **Repetition Four**

MHV ALERT: Suppressed

MHV SOCIALIZATION: Suppressed

MHV ENROLLMENT SCREEN: Display

1. **REPETITION ONE - PATIENT: FIVEHUNDREDTHIRTYTHREE,PATIENT**

Select OPTION NAME: DGPRE PRE-REGISTER OPTION Preregister a Patient

Preregister a Patient

Select Patient to Preregister: `100532 FIVEHUNDREDTHIRTYTHREE,PATIENT 4-

\*\* PATIENT NEEDS TO ANSWER MY HEALTHEVET ENROLLMENT QUESTIONS \*\*

Patient is missing required My HealtheVet Enrollment information

History of My HealtheVet actions taken by VistA Clerks

--------------------------------------------------------------------

10/30/14 Referred patient to the MHV office/station for assistance

with enrollment.

10/30/14 Gave patient MHV enrollment instructions to complete at a

MHV kiosk/computer.

10/30/14 Referred to MHV coordinator for assistance.

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: ACTION/IN PROGRESS

Action: Referred to MHV coordinator for assistance.

Secure Messaging: UNANSWERED

Enter 1 to edit, or RETURN to continue: 1

Is the patient enrolled in My HealtheVet (Yes/No)? YES//

Does the patient have a Premium My Healthevet account?

Can the patient view VA appointments, lab results,

and medical records online (Yes/No/(A)ction)?: ACTION// YES

Opted in for Secure Messaging (Yes/No/(A)ction)?: // NO

1 - No one has spoken to me/I don't know what MHV is.

2 - I am not interested.

3 - I do not have a computer.

4 - I do not have access to the internet.

5 - I do not trust the internet.

6 - My caregiver makes these decisions for me.

7 - I do not see the benefit.

8 - I would not use it often enough.

9 - Other

Select reason not opted-in for secure messaging: 9// 7 I do not see the benefit

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: YES

Secure Messaging: NO

Reason: I do not see the benefit.

Enter 1 to edit, or RETURN to continue:

FIVEHUNDREDTHIRTYTHREE,PATIENT 666-00-0533 APR 7,1935

=============================================================================

Address: Any Street Temporary: NO TEMPORARY ADDRESS

Any Town,WV

County: UNSPECIFIED From/To: NOT APPLICABLE

Phone: 222-555-8235 Phone: NOT APPLICABLE

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Cell: UNSPECIFIED

E-mail: UNSPECIFIED

Bad Addr:

Confidential Address: Confidential Address Categories:

NO CONFIDENTIAL ADDRESS

From/To: NOT APPLICABLE

Combat Vet Status: NOT ELIGIBLE

Primary Eligibility: UNSPECIFIED

Other Eligibilities:

Enter RETURN to continue or '^' to exit: ^

1. **REPETITION TWO- PATIENT: FIVEHUNDREDTHIRTYTHREE,PATIENT**

Select OPTION NAME: DGPRE PRE-REGISTER OPTION Preregister a Patient

Preregister a Patient

Select Patient to Preregister: `100532 FIVEHUNDREDTHIRTYTHREE,PATIENT 4-

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: YES

Secure Messaging: NO

Reason: I do not see the benefit.

Enter 1 to edit, or RETURN to continue:

FIVEHUNDREDTHIRTYTHREE,PATIENT 666-00-0533 APR 7,1935

=============================================================================

Address: Any Street Temporary: NO TEMPORARY ADDRESS

Any Town,WV

County: UNSPECIFIED From/To: NOT APPLICABLE

Phone: 222-555-8235 Phone: NOT APPLICABLE

Office: 222-555-7720

Cell: UNSPECIFIED

E-mail: UNSPECIFIED

Bad Addr:

Confidential Address: Confidential Address Categories:

NO CONFIDENTIAL ADDRESS

From/To: NOT APPLICABLE

Combat Vet Status: NOT ELIGIBLE

Primary Eligibility: UNSPECIFIED

Other Eligibilities:

Enter RETURN to continue or '^' to exit: ^

1. **SYSTEM DATE SET 6 MONTHS INTO THE FUTURE**

Select OPTION NAME: MHV

1 MHV CLIENT MHV Client

2 MHV FORWARD SET DATE FORWARD 6 MONTHS

3 MHV LOG CONFIG Configure Logging Parameters

4 MHV LOG INFO Display Log Information

5 MHV LOG MENU MHV Application Log Menu

Press <RETURN> to see more, '^' to exit this list, OR

CHOOSE 1-5: 2 MHV FORWARD SET DATE FORWARD 6 MONTHS

System Date has been changed to Apr 28, 2015@21:38:49

1. **REPETITION THREE - PATIENT: FIVEHUNDREDTHIRTYTHREE,PATIENT**

Select OPTION NAME: DGPRE PRE-REGISTER OPTION Preregister a Patient

Preregister a Patient

Select Patient to Preregister: `100532 FIVEHUNDREDTHIRTYTHREE,PATIENT 4-

\*\* PATIENT NEEDS TO ANSWER MY HEALTHEVET ENROLLMENT QUESTIONS \*\*

Patient is missing required My HealtheVet Enrollment information

History of My HealtheVet actions taken by VistA Clerks

--------------------------------------------------------------------

10/30/14 Referred patient to the MHV office/station for assistance

with enrollment.

10/30/14 Gave patient MHV enrollment instructions to complete at a

MHV kiosk/computer.

10/30/14 Referred to MHV coordinator for assistance.

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: YES

Secure Messaging: UNANSWERED

Is the patient enrolled in My HealtheVet (Yes/No)? YES//

Does the patient have a Premium My Healthevet account?

Can the patient view VA appointments, lab results,

and medical records online (Yes/No/(A)ction)?: YES//

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: YES

Secure Messaging: YES

Enter 1 to edit, or RETURN to continue: ^

FIVEHUNDREDTHIRTYTHREE,PATIENT 666-00-0533 APR 7,1935

=============================================================================

Address: Any Street Temporary: NO TEMPORARY ADDRESS

Any Town,WV

County: UNSPECIFIED From/To: NOT APPLICABLE

Phone: 222-555-8235 Phone: NOT APPLICABLE

Office: 222-555-7720

Cell: UNSPECIFIED

E-mail: UNSPECIFIED

Bad Addr:

Confidential Address: Confidential Address Categories:

NO CONFIDENTIAL ADDRESS

From/To: NOT APPLICABLE

Combat Vet Status: NOT ELIGIBLE

Primary Eligibility: UNSPECIFIED

Other Eligibilities:

Enter RETURN to continue or '^' to exit: ^

1. **REPETITION FOUR - PATIENT: FIVEHUNDREDTHIRTYTHREE,PATIENT**

Select OPTION NAME: DGPRE PRE-REGISTER OPTION Preregister a Patient

Preregister a Patient

Select Patient to Preregister: `100532 FIVEHUNDREDTHIRTYTHREE,PATIENT 4-

MY HEALTHEVET ENROLLMENT DATA

FIVEHUNDREDTHIRTYTHREE,PATIENT; 666-00-0533 NSC VETERAN

================================================================================

[1] Enrolled: YES

Authenticated: YES

Secure Messaging: YES

Enter 1 to edit, or RETURN to continue: ^

FIVEHUNDREDTHIRTYTHREE,PATIENT 666-00-0533 APR 7,1935

=============================================================================

Address: Any Street Temporary: NO TEMPORARY ADDRESS

Any Town,WV

County: UNSPECIFIED From/To: NOT APPLICABLE

Phone: 222-555-8235 Phone: NOT APPLICABLE

Office: 222-555-7720

Cell: UNSPECIFIED

E-mail: UNSPECIFIED

Bad Addr:

Confidential Address: Confidential Address Categories:

NO CONFIDENTIAL ADDRESS

From/To: NOT APPLICABLE

Combat Vet Status: NOT ELIGIBLE

Primary Eligibility: UNSPECIFIED

Other Eligibilities:

Enter RETURN to continue or '^' to exit: ^