**Add/Display VistA Patient MHV enrollment discussion field**

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| ID: IEMVH\_Vista\_Enroll\_Disc |  |  |
| Description | Provide a field within VistA to capture whether or not the Patient has been socialized to enrolling in My HealtheVet. |  |
| Revision History |  |  |
| 9-4-2014 | Initial creation | Kristen Kriwox |
| 9-9-2014 | Updated during working session with team | Kristen Kriwox |
| 9-10-2014 | Updated during working session with team | Kristen Kriwox |
| 9-15-2014 | Updated with text from SME session on 9-12-2014 | Kristen Kriwox |
| 9-17-2014 | Updated ‘Actions Taken’ values based on feedback from Terri and Danielle, turned tracking on | Kristen Kriwox |
| 9-23-2014 | Updated;  - sequence/flow for #9  - #10 with historical actions taken  based on feedback from demo given 9-21-14 | Kristen Kriwox |
| 9-24-2014 | Updated:  -#9 and #10 to support business process flow to allow enrolling if provided talking point text changes Patient’s mind | Kristen Kriwox |
| 9-29-2014 | Updated #2 and 13 denoting they are future enhancements | Kristen Kriwox |
| 9-29-2014 | Updated #10 to denote that system will store Actions Taken from last 5 sessions, changed ‘MyHealtheVet’ to ‘My HealtheVet’ as output from second demo in Sprint 1 | Kristen Kriwox |

**Statement:**

As a VistA user, during pre-registration of a Patient, I want to capture whether the Patient's Health Care provider has talked to them about enrolling in MHV and their response to the question so that this is documented and accessible the next time the Patient record is accessed during pre-registration.

**User:** VistA user

**Conversation:**

1. The user selects to pre-register a Patient
2. If the following is true
3. any of the three *MHV Enrollment Status* fields (future enhancement) are unanswered or
4. at least one of the three *MHV Enrollment Status* fields (future enhancement) has been recorded as ‘No’ and it has been at least six months since the ‘No’ value was recorded, then
5. The user accesses the Pre-Registration menu and selects to answer the MHV Enrollment questions.
6. Text/Question is displayed
   1. After ‘alert’ section
   2. “Please read the following to the Patient:”
   3. “Has a health care team member encouraged you to enroll online for My HealtheVet?”
   4. The user must select only one of the following responses;
      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 interesting in enrolling
7. If ‘Yes – I am already enrolled’
8. User selects Enter/Return
9. The system stores the Response selected
10. A new/cleared screen is displayed
    1. Text is displayed “Please read the following to the Patient:”
    2. Text is displayed “That’s great! Are you aware you can access your medical records, refill your prescriptions, view appointments, and send secure messages to your provider?”
    3. User must roll/scroll through text
11. If ‘Yes – I would like to enroll’
12. User selects Enter/Return
13. The system stores the Response selected
14. A new/cleared screen is displayed
    1. Text is displayed “Please read the following to the Patient:”
    2. Text is displayed “A My HealtheVet account allows you to view your appointments, access your medical records and lab results, refill your prescriptions, and communicate securely with your Provider. We can assist you in creating your account today.”
    3. User must roll/scroll through text
15. If ‘Yes – But I do not want to enroll right now’
16. User selects Enter/Return
17. The system stores the Response selected
18. A new/cleared screen is displayed
    1. Text is displayed “Please read the following to the Patient:”
    2. Text is displayed “A My HealtheVet account allows you to view your appointments, access your medical records, refill your prescriptions, and communicate securely with your Provider.

I can give you some easy-to-follow instructions to take home and enroll or I can schedule a time for you to come into the clinic to enroll with a My HealtheVet coordinator. Once you have registered you will need to come back to the clinic to sign a Release of Information form.”

* 1. User must roll/scroll through text

1. If ‘No – No one has spoken to me/I don’t know what MHV is”
   1. User selects Enter/Return
   2. The system stores the Response selected
   3. A new/cleared screen is displayed
   4. Text is displayed “Please read the following to the Patient:”
   5. Text is displayed “A My HealtheVet account allows you to view your appointments, access your medical records, refill your VA prescriptions, and communicate securely with your Provider.

We can assist you in creating your account today.”

User must roll/scroll through text

1. If ‘No – I am not interested in enrolling”
2. User selects Enter/Return
3. The system stores the Response selected

c. A new/cleared screen is displayed

* 1. Text is displayed “Please read the following to the Patient:”

Text is displayed “Are you aware that a My HealtheVet account allows you to view your VA appointments, Lab results, and access medical records? You can refill and track prescription deliveries and communicate securely with your Health care teams.”

3. User must roll/scroll through text

4. Text is displayed “How does the patient feel about enrolling now?’ i. User selects

a. ‘Patient is not interested in enrolling’

b. ‘Patient would like to enroll’

ii. If ‘Patient is not interested in enrolling’ then flow to #13

iii. If ‘Patient would like to enroll’ then flow to #10a

1. If the response selected is ‘Yes – I would like to enroll today’, ‘Yes – But I do not want to enroll right now’, ‘No – No one has spoken to me/I don’t know what MHV is” or wants to enroll even after ‘No – I am not interested in enrolling’ was selected‘ then
2. Display “History of Actions Taken by VistA Clerks:”
   * 1. if no actions have been taken previously by VistA Clerks, then ‘None’
     2. display “*mm-dd-yyyy*” and *“#n action’s text*”
     3. system stores/displays Actions Taken for last 5 sessions in which VistA clerk recorded Actions Taken
     4. history is sorted/listed

by date, earliest to most recent

by Action Taken #, lowest to highest

b. Display “Action(s) Taken: select one or more”

b. Values user can select from are displayed;

Helped patient to create a MHV account

Referred patient to the MHV office/station for assistance with enrollment

Scheduled future appointment for patient to enroll at MHV office/station

Gave patient MHV enrollment instructions to complete at a MHV kiosk/computer

or at home

Patient had a MHV account issue. Provided MHV Help Desk toll free # to call, 1-877-327-0022, Mon-Fri, 8 a.m.-8 p.m. (EST)

1. User must select one or multiple items
2. User selects value(s) for Action Taken
3. The system stores

a. the Action(s) Taken selection(s)

b. the date each Action Taken was selected as a response

1. The *MHV Enrollment Status* fields are displayed (future enhancement, *see “IEMVH\_Vista\_MHV\_Enroll\_Fields” User Story)*
2. Once the question ““Has a health care team member encouraged you to enroll online for My HealtheVet?”meets the criteria to be displayed again *(one of the MHV Enrollment Status fields is equal to ‘No’*), the previously selected response will be cleared/deleted and not displayed.

**Confirmation:**

* 1. The question regarding enrolling for My HealtheVet is displayed on the Patient’s record during pre-registration if the criteria are met.
  2. The VistA user must select one response to the question from the provided list.
  3. Once a response is selected, associated text is displayed and the response is saved.
  4. If Action Taken field is displayed, user must select at least one value and the values are saved.

**Failures:**

1. The question regarding enrolling for My HealtheVet is not displayed on the Patient’s record during pre-registration if the criteria are met.
2. The VistA user does not have to select a response to the question from the provided list.
3. Once a response is selected, associated text is not displayed nor is the response is saved.
4. If Action Taken field is displayed, user must doesn’t have to select at least one value nor are the values are saved.

**Error Messages:**

1. “You must select a response to the Question.” (#4)
2. “You must select at least one Action Taken.” (#10)

**Informational Messages:**

**Warning Messages:**