**Add/Display VistA MHV Enrollment questions screen**

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| ID: IEMVH\_Vista\_MHV\_Enroll\_Fields |  |  |
| Description | Provide fields within VistA to capture the Patient's status with the three MHV enrollment questions. |  |
| Revision History |  |  |
| 9-4-2014 | Initial creation | Kristen Kriwox |
| 10-9-2014 | Updated to include a new patient message and option to input actions taken. | Bill Frey |
| 10-13-2014 | Added more detail and cleaned up workflow | Bill Frey |
| 10-14-2014 | Moved patient message so that it is displayed only when the answer to “Authenicated” is either a “No” or an “Action”. | Bill Frey |
| 10-15-2014 | Major revision. Included status display processing to this user story. Included new actions provided by SMEs. | Bill Frey |
| 10-16-2014 | In the update “Authenticated” status with an “Action” scenario, changed the auto-populate of the opted-in status to remain “Unanswered”. | Bill Frey |
| 10-16-2014 | Updated Reasons and Actions based on input from SMEs. | Bill Frey |
| 10-22-2014 | Updated Reasons list based on further input from SMEs. | Bill Frey |

**Statement:**

As a VistA user, during pre-registration of a Patient, I want to capture the Patient's status with each of the three MHV enrollment questions so that this is documented and accessible the next time the Patient record is accessed.

**User: VistA user**

**Conversation:**

1. See ‘IEMHV\_VistA\_MHV\_Alert’ and ‘IEMHV\_VistA\_MHV Soc\_Question’
2. **Display Enrollment status** (This is displayed regardless of the Alert being generated and the socialization questions asked)
   1. Display Header
      1. “MY HEALTHEVET ENROLLMENT STATUS”
      2. Patient name, SSN, and Military status (e.g., SC Veteran)
   2. Display Enrollment Field Status
      1. “Enrolled:” – Auto-populate with “Yes” if socialization enrollment question is “Yes”, otherwise display as “Unanswered” or with last status update
         * If “No” is the status, display the reason (reasons that are not “Other”) text below “Enrolled:?”
         * If “No” is the status and Other was selected as the reason, display “Other : <Text Entered>” below “Enrolled:?”
      2. “Authenicated:” “Unanswered” or with last status update
         * If “No” is the status, display the reason text below “Authenicated:?”
         * If “No” is the status and Other was selected as the reason, display “Other : <Text Entered>” below “Authenicated:?”
         * If “Action” is the status, display the selected Action text below “Authenicated:?”
      3. “Secure Messaging:” “Unanswered” or with last status update
         * If “No” is the status, display the reason text below “Secure Messaging:?”
         * If “No” is the status and Other was selected as the reason, display “Other – <Text Entered>” below “Secure Messaging:?”
         * If “Action” is the status, display the selected Action text below “Secure Messaging:?”
3. **Display User Prompt “Enter 1 to Edit or <RET> to continue:”**
4. If <RET> is entered then user returned to patient record and preregistration continues.
5. If 1 is entered, Update Enrollment status

# First MHV enrollment question is displayed

* 1. “Enrolled in My HealtheVet (Y/N):” – has a default of “Yes” if “Enrolled:“ status is “Yes”
  2. User must select “Y” or “N”;
     + “Y” – Second MHV Enrollment question is displayed or
     + “N” - Additional field “Reason?” displayed
  3. If “N” the User must select one value from the Reason list
     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 (free text is no more than 250 characters)
        + If “Other” selected, free text field is provided
          - 250 characters
          - User must populate some text in field
        + The Second and Third MHV Enrollment Question
          - Auto-populated by the system with ‘No’ value
        + Enrollment Status is displayed (see item 2 in this user story)

# Second MHV Enrollment question is displayed

* 1. “Do you have a Premium My HealtheVet account? Can you view VA appointments, lab results and medical records online? (Y/N/(A)ction):”
  2. User must select “Y / N / A”
     + - “Y” – Yes - third MHV Enrollment Question displayed or
       - “N” – No or
       - “A” – (A)ction
  3. If either a “N” or an “A” is entered then display a patient message.
     + Text is displayed “Please read the following to the Patient”
     + *“*Upgrade to a Premium MHV 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).*”*
  4. If “N” user must select one value from the Reason list
     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 (free text is no more than 250 characters)
* If ‘Other’ selected, free text field is provided
  + 250 characters
  + “Other Reason (max 250):”
  + User must populate some text in field
* Enrollment Status is displayed (see item 2 in this user story)
* Auto-populate Third MHV Enrollment Question with ‘No’ value
* Enrollment Status is displayed (see item 2 in this user story)
  1. If “A” then list of actions from IEMHV\_MHV\_Soc\_Questions + the following are displayed. Refer to IEMHV\_MHV\_Soc\_Question “Action” list processing for conversation details.
     + User must select one value from list
       1. Patient signed IPA form and clerk forwarded it to (TBD)
       2. Patient could not authenticate at this time
       3. Clerk did not have authentication form
       4. MHV admin portal issue prevented patient authentcation—referred to MHV Help Desk or MHV coord
       5. Caregiver not present and Veteran needs caregiver to sign form.
       6. Veteran did not have a form of photo ID with them.  Advised patient to bring ID at next appointment.
       7. Gave instructions to opt-in at home or at kiosk.
       8. Referred to MHV coordinator for assistance.
     + Enrollment Status is displayed (see item 2 in this user story)

# Third Enrollment question is displayed

* 1. “Opted in for Secure Messaging (Y/N/(A)ction):”
  2. User must select “Y / N / A”
     + “Y” – Yes - Enrollment Status is displayed (see item 2 in this user story)
     + “N” – No or
     + “A” - Action
  3. If “N” user must select one value from the Reason list
     + - I don’t know how to enroll and am not interested in learning.
       - I do not have a computer,
       - I do not have access to the internet,
       - It is just not for me,
       - I do not trust the internet,
       - I do not have any time,
       - My caregiver makes these decisions for me,
       - I do not see the benefit,
       - I would not use it often enough.
       - Other
* If ‘Other’ selected, free text field is provided
  + 250 characters
  + “Other Reason (max 250):”
  + User must populate some text in field
* Enrollment Status is displayed (see item 2 in this user story)
  1. If “A” then list of actions from IEMHV\_Soc\_Questions + the following are displayed. Refer to IEMHV\_MHV\_Soc\_Question “Action” list processing for conversation details.
     + User must select one value from list
       1. Patient signed IPA form and clerk forwarded it to (TBD)
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       6. Veteran did not have a form of photo ID with them.  Advised patient to bring ID at next appointment.
       7. Gave instructions to opt-in at home or at kiosk.
       8. Referred to MHV coordinator for assistance.
     + Enrollment Status is displayed (see item 2 in this user story)

**Confirmation:**

User has been brought to MHV Enrollment Status fields screen appropriately by system

Status of the enrollment fields is displayed

If update selected, First MHV Enrollment Status question is displayed and depending on answer, questions two and three are either displayed and have answers automatically propagated or become available for the user to populate.

Reason and Action selections are appropriately displayed.

**Failures:**

1. User has not been brought to MHV Enrollment Status fields screen appropriately by system
2. Enrollment status is not displayed
3. If updating fields, First MHV Enrollment Status question is displayed and depending on answer, questions two and three are not displayed and do not have answers automatically propagated or do not become available for the user to populate.

**Error Messages:**

**Informational Messages:**

**Warning Messages:**