**Add/Display VistA Patient MHV enrollment socialization question**

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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:  -#8 and #9 to support business process flow to allow enrolling if provided talking point text changes Patient’s mind | Kristen Kriwox |
| 9-29-2014 | Updated reference to MHV Enrollment fields, denoting they are future enhancements | Kristen Kriwox |
| 9-29-2014 | Updated #9 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 |
| 10-3-2014 | Updated to remove historical actions taken designation ‘#nn’ from the historical list and added new criteria for when to display socialization question | Kristen Kriwox |
| 10-15-2014 | Updated to reflect that only 1 action can be selected at a time (removed ability for multiple actions such as “1-3”). | Bill Frey |
| 10-16-2014 | When an Alert is generated after 6 months, reset the enrollment fields to “Unanswered” | Bill Frey |
| 10-22-2014 | Added 6th response to socialization question “No - I don’t have a computer / internet access” and associated processing logic. | Bill Frey |
| 10-27-2014 | Updated messages to be read to patient based on input from SMEs. | Bill Frey |
| 10-29-2014 | Updated user story to reflect the following logic –   1. Socialization response = 1 (already enrolled) –FIRM YES 2. Socialization response = 2 (yes, but…)         MAYBE 3. Socialization response = 3 (yes, but…)         MAYBE 4. Socialization response= 4 (No, never heard of it) MAYBE 5. Socialization response = 5 (No way jose)    1. If followup response = “a) Patient is not interested”, FIRM NO    2. If followup response= “b) Patient is interested”,        MAYBE 6. Socialization response = 6 (what’s a computer?)    1. If followup response = “a) Patient is not interested”,FIRM NO    2. If followup response= “b) Patient is interested”,        MAYBE   FIRM YES :  Skip ACTIONS, Auto-populate ENROLLMENT: field with YES, display Enrollment Screen.  MAYBE :  Prompt for socialization (enrollment) ACTION, skip Enrollment Screen, since enrollment status is in process.  FIRM NO : Skip ACTIONS, display Enrollment Screen, where all fields are UNANSWERED. | Bill Frey |
| 11-12-2014 | Updated logic flow | Bill Frey |

**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 My HealtheVet Alert has been displayed (See IEMHV\_VistA\_MHV\_Alert)
2. If Enrolled is “Unanswered” or “No” after 6 months
3. “Please read the following to the Patient:”
4. “Has a health care team member encouraged you to enroll online for My HealtheVet?”
5. 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
     6. No - I don’t have a computer / internet access
6. If ‘Yes – I am already enrolled’
7. User selects Enter/Return
8. The system stores the Response selected
9. A new/cleared screen is displayed
   1. Text is displayed “Please read the following to the Patient:”
   2. Text is displayed “We are strongly encouraging patients to use My HealtheVet.  With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your Health Care teams.”
   3. User must roll/scroll through text
10. Enrollment Status Field is auto-populated with “Yes”
11. Authenticated enrollment field editing prompt is displayed (*see “IEMVH\_Vista\_MHV\_Enroll\_Fields” User Story).*
12. If ‘Yes – I would like to enroll’
13. User selects Enter/Return
14. The system stores the Response selected
15. A new/cleared screen is displayed
    1. Text is displayed “Please read the following to the Patient:”
    2. Text is displayed “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?”
    3. User must roll/scroll through text
    4. Flow to #9 (Action required)
16. If ‘Yes – But I do not want to enroll right now’
17. User selects Enter/Return
18. The system stores the Response selected
19. A new/cleared screen is displayed
    1. Text is displayed “Please read the following to the Patient:”
    2. Text is displayed “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.I will give you some easy-to-follow instructions to take home and enroll or I can schedule a time for you to enroll with a My HealtheVet assistant.  Once you have registered you will need to come back to the clinic to sign a Release of Information form.”
    3. User must roll/scroll through text
    4. Flow to #9 (Action Required)
20. 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 “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.”
    6. User must roll/scroll through text
    7. Flow to #9 (Action Required)
21. If ‘No – I am not interested in enrolling”

* User selects Enter/Return
* 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 “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.”

User must roll/scroll through text

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

‘Patient is not interested in enrolling’

‘Patient would like to enroll’

If ‘Patient is not interested in enrolling’, enrollment statuses are unanswered, Enrollment Status fields are displayed (*see “IEMVH\_Vista\_MHV\_Enroll\_Fields” User Story).*

If ‘Patient would like to enroll’ then flow to #9 (Action Required)

1. If ‘No - I don’t have a computer / internet access’
   1. Text is displayed “Please read the following to the Patient:”
   2. Text is displayed “Do family or friends, who have a computer, ever help with your VA appointments or medications?  You can also log on to any public library computer to use My HealtheVet.  Imagine that you are out of town and you need a copy of your health records or medications—with a My HealtheVet account you can get them easily from any computer.”

User must roll/scroll through text

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

‘Patient is not interested in enrolling’

‘Patient would like to enroll’

If ‘Patient is not interested in enrolling’, enrollment statuses are unanswered, Enrollment Status fields are displayed (*see “IEMVH\_Vista\_MHV\_Enroll\_Fields” User Story).*

If ‘Patient would like to enroll’ then flow to #9 (Action Required)

1. (Action Required) If the response selected requires an Action (e.g., ‘Yes – I would like to enroll today’)
   1. Display “Action(s) taken to assist patient enrollment in My HealtheVet”
   2. 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)

User must select one Action (prompt – “Select an action:”)

* The system displays the Action selected and allows the user to delete that action and add a new one.
* The system stores the action taken and date
* Preregistration continues (the Enrollment Status is not displayed)

1. Once the question ““Has a health care team member encouraged you to enroll online for My HealtheVet?”meets the criteria to be displayed again for the same patient *(one of the MHV Enrollment Status fields is equal to ‘No’ after 6 months*), the enrollment status will be set to “Unanswered”

**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.”
2. “You must select at least one Action Taken.”

**Informational Messages:**

**Warning Messages:**