**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 |

**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
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
   1. All enrollment statuses are set to “Unanswered” (Enrolled, Authenticated, Opted in for Secure Messaging)
5. Text/Question is displayed
6. After ‘alert’ section
7. “Please read the following to the Patient:”
8. “Has a health care team member encouraged you to enroll online for My HealtheVet?”
9. 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
10. If ‘Yes – I am already enrolled’
11. User selects Enter/Return
12. The system stores the Response selected
13. 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
14. If ‘Yes – I would like to enroll’
15. User selects Enter/Return
16. The system stores the Response selected
17. 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
18. If ‘Yes – But I do not want to enroll right now’
19. User selects Enter/Return
20. The system stores the Response selected
21. 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.”

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’ then flow to #13

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

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’ then flow to #13

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 *“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 recentby Action Taken

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

c. 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)

d. User must select one Action

1. The system displays the Action selected and allows the user to delete that action and add a new one.
2. The system stores

a. the ActionTaken selection

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.” (#3)
2. “You must select at least one Action Taken.” (#9)

**Informational Messages:**

**Warning Messages:**