**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 |
| 11-12-2014 | Updated Actions, Action Text, Prompts and logic flow | Bill Frey |
| 11-25-2014 | Updated to new text for menu’s and prompts based on SME input. Updated to reflect being invoked from the IEMHV\_VistA\_MHV\_Consistency\_Checker User Story. | 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 (except when there is an action associated with the Enrolled field)**
   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:”
         * If “No” is the status, display the reason text below “Enrolled:?”
         * If “No” is the status and Other was selected as the reason, display “Other - <Text Entered>” below “Enrolled:”
      2. “Authenicated:”
         * If “No” is the status, display the reason text below “Authenicated:?” (if reason was “Other”, include “Other – “ before the entered text)
         * If “Action” is the status, display the selected Action text below “Authenicated:”
      3. “Secure Messaging:”
         * If “No” is the status, display the reason text below “Secure Messaging” (if reason was “Other”, include “Other – “ before the entered text)
         * If “Action” is the status, display the selected Action text below “Secure Messaging:”
3. Display User Prompt **“**Select an Enrollment step, or RETURN to continue:”
4. If “Return” is entered then user returned to patient record and preregistration continues.
5. **Update Enrollment Status** (if an Enrollment step is entered or flagged by the Consistency Checker (see IEMHV\_VIstA\_MHV\_Consistency\_Checker)

# [1] First MHV enrollment question

* 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
  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
        + 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)

# [2] Second MHV Enrollment question

1. Is displayed
   1. following the First Enrollment question or
   2. directly from IEMHV\_VistA\_MHV\_Alert when Enrolled is “Yes” and Authenticated is “Action”
   3. directly from IEMHV\_VistA\_MHV\_Soc\_Question when Enrolled is “Yes” and Authenticated is “Unanswered”
   4. Text is displayed

“After Authentication, a Premium My HealtheVet account allows patients to view VA appointments, lab results, and medical records online.

Is the patient interested in, or enrolled in, a Premium MHV account? Always select (A)ction unless the Veteran has completed the MHV step(Y) or refuses (N). (Yes/No/(A)ction): //“

1. User must select “Y / N / A”
   * + - “Y” – Yes - third MHV Enrollment Question displayed or
       - “N” – No or
       - “A” – (A)ction
2. 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).”

1. 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
* 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 the following are displayed. (See Action processing from IEMHV\_VistA\_MHV\_Soc\_Question for complete Action conversation)
   * + User must select one value from list

1 - Patient signed MHV authentication form.

2 - Patient could not authenticate. Advised to do so at next appt.

3 - Clerk could not authenticate. Referred to another staff member.

4 - MHV admin portal issue prevented patient authentication.

Referred to MHV Help Desk or MHV coordinator.

5 - Advised patient that caregiver needs to sign authentication form.

6 - Veteran did not have a photo ID to authenticate. Advised patient to bring to next appointment.

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

* Enrollment Status is displayed (see item 2 in this user story)

# [3]Third Enrollment question is displayed

1. Is displayed
   1. following the Second Enrollment question or
   2. directly from IEMHV\_VistA\_MHV\_Alert when Enrolled is “Yes” and “Secure Messaging” is “Action”
   3. directly from IEMHV\_VistA\_MHV\_Soc\_Question when Enrolled is “Yes” and “Secure Messaging” is “Unanswered”
   4. Text is displayed

“With Secure Messaging, Veterans can communicate online with VA health care teams about health questions, to request prescription renewals, or schedule appointments.

Does the patient have the ability to use Secure Messaging?

Always select (A)ction unless the Veteran has completed the MHV step (Y)or refuses (N). (Yes/No/(A)ction): //”

1. User must select “Y / N / A”
   * + “Y” – Yes - Enrollment Status is displayed (see item 2 in this user story)
     + “N” – No or
     + “A” - Action
2. 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)

1. If “A” then list of actions are displayed. (See Action processing from IEMHV\_VistA\_MHV\_Soc\_Question for complete Action conversation)
   * + User must select one value from list

1 - Referred patient to MHV coordinator for assistance

2 - Gave patient instructions to set up their secure messaging at home or at kiosk

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

4 - Helped patient set up their secure messaging account.

* + - 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:**