ABLEVETS

**VA Online Scheduling (VAOS) Suite Sustainment
Request for Proposal (RFP)**

User Interface Wireframes   Version 1.13 - 10 Dec 2018

Document History

Version
1.0

Date
06 Dec 2018

Notes

First UI design derived from problem statement:

VAOS Suite Sample Task Demonstration - Problem Statement

Veterans want to schedule appointments online at their local VA medical center.

Veterans expect the following experience when scheduling an appointment:

- Access a publicly accessible form to select a medical center location and appointment type
- Provide a reason for their appointment
- Select a preferred date
- View available times and dates for appointments for their selected medical center
- View the name of the medical provider for each appointment
- Select and schedule an appointment
- Receive an on-screen confirmation

Offerors can make the following assumptions when developing their VAOS Sample Task Demonstration:

- Veterans will already be logged-in and do not need to provide personal information
- The Veteran intends to schedule the appointment on December 17, 2018

Version
1.13

Date
10 Dec 2018

Notes

Version 1.13 incorporates feedback from a user feedback session (held Friday, December 7) with six veterans (Rick D., Wyatt S., Marshall K., Andy Z., Jim D., Megan B.) Also, added the user stories and acceptance criteria for the final version.

Feedback/Suggestions:

- Application needs a progress/step bar so veterans know where they are in the process (Wyatt S.)
- Would like to see a readback of entered information so the veteran knows what they have done up to that point (Rick D.)
- When the facility location is listed it should include the address, phone number, room number and floor for the appointment. Many facilities are large and it is often difficult to find the correct location (Marshall K.)
- Application should have a Back/Previous button so users can move around in the process as needed (Rick D.)
- Consider alternatives for how the final scheduling click is made, maybe more like a review of data before submitting (Marshall K.)
- Reason for appointment should be in the select a date screen, don't make the veteran type it in the appointment type screen because they may not find an appointment and then have to type it again (Rick D.)
- The red box for the pre-submit notification could be alarming to the user that they have done something wrong – change to a calmer color like blue (Andy Z.)
- Demo entry screen should not look like the rest of the application, make it clearly an entry screen that is different (Rick D.)
- The date selection screen should default to today's date (Rick D.)

VA | Appointments/Requests

VA Online Scheduling (VAOS) Suite Sustainment
Request for Proposal (RFP) - Application Coding Exercise

Select a sample veteran to demonstrate the application:

- ⦿ **John R Vetsample** - Denver, CO

- ◯ **Janet W Samplevet** - Brooklyn, NY

- ◯ **Robert C Vett** - St. Louis, MO

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VA | Appointments/Requests

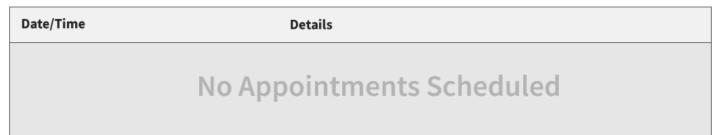# Welcome, John R Vetsample

John R. Vetsample
Denver, Colorado

Schedule An Appointment

ℹ **Need to Contact the VA?**
Call MyVA311 (844) 698-2311
[VA Facility Directory](#) ↗

Upcoming Appointments

Date/Time	Details
	No Appointments Scheduled

VA | Appointments/Requests

| Location | Type | Date | Review | Complete |

Select Appointment Location

Select the VA location you would like to visit:

Select	Facility	Location
○	Denver VA Medical Center	1055 Clermont Street Denver, CO 80220-3808
○	Denver VA Clinic	1247 Santa Fe Drive Denver, CO 80204-3545
○	Denver Vet Center	7465 East First Avenue Denver, CO 80230

[Continue]   [Cancel]

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VA Facility Directory ↗

Select Appointment Location Screen

Veteran is shown a list of VA locations relative to their location.

The Continue button is disabled until a selection is made. This behavior will be consistent throughout the application.

User Story

As a veteran, I want to select the location in which I want for my appointment so that I can choose the correct location.

Acceptance Criteria

When I arrive at the Select Appointment Type screen,

- *I should see a list of appointment types to select from.*
- *After I select an appointment type, I can click Continue to move to the next step.*

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VA | Appointments/Requests

| Location | Type | Date | Review | Complete |

Select Appointment Location

Select the VA location you would like to visit:

Select	Facility	Location
◉	Denver VA Medical Center	1055 Clermont Street Denver, CO 80220-3808
○	Denver VA Clinic	1247 Santa Fe Drive Denver, CO 80204-3545
○	Denver Vet Center	7465 East First Avenue Denver, CO 80230

Continue   **Cancel**

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VA Facility Directory 🔗

VA | Appointments/Requests

| Location ✓ | Type | Date | Review | Complete |

Denver VA Medical Center

Select Appointment Type

Select an appointment type from the list below:

Select	Appointment Type	Service
●	Primary Care	Routine exam focused on routine/acute patient complaints, wellness and disease prevention.
○	Audiology	Examination of the ear canal followed by audiometric test conducted in a sound proof booth.
○	Optometry	Examination of the eye followed by a series of optical measurements and tests.

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Call MyVA311 (844) 698-2311

[VA Facility Directory ↗](#)

[Back] [**Continue**] [Cancel]

Notes

Select Appointment Type Screen

Veteran selects the type of appointment.

As appointment data is selected, it will listed in basic form underneath the progress bar.

Veterans may also click the Back button to go the previous step, and the Cancel button to return to the Welcome screen.

User Story

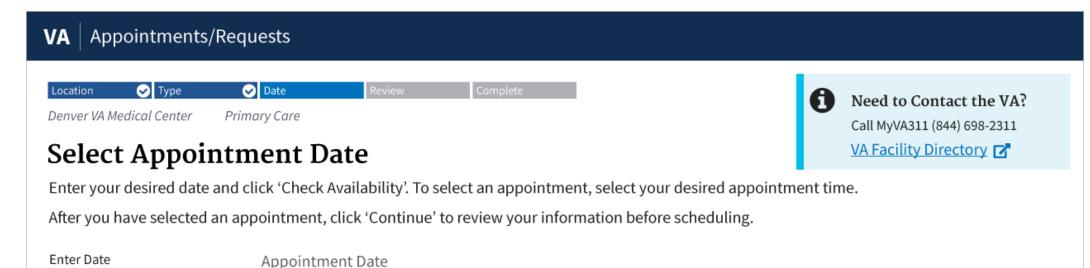*As a veteran, I want to select the type of appointment so that I can choose the correct appointment type to satisfy my medical needs.*

Acceptance Criteria

When I arrive at the Select Appointment Type screen,
- *I should see a list of appointment types to select from.*
- *After I select an appointment type, I click Continue to move to the next step.*
- *I can select Back to move to the previous step.*

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VA | Appointments/Requests

| Location ✓ | Type ✓ | Date | Review | Complete |

Denver VA Medical Center   Primary Care

Select Appointment Date

Enter your desired date and click 'Check Availability'. To select an appointment, select your desired appointment time.

After you have selected an appointment, click 'Continue' to review your information before scheduling.

ℹ Need to Contact the VA?

Call MyVA311 (844) 698-2311

[VA Facility Directory ↗](#)

Enter Date

Month	Day	Year
12	10	2018

Check Availability

Appointment Date

No Date Selected

Reason for Appointment

[   ]

Back   **Continue**   **Cancel**

Notes

Select Appointment Date Screen

Default view of date select screen.

The Continue button and the Reason for Appointment text field are disabled until date availability has been searched.

User Story

As a veteran, I want to view available appointment times on my desired appointment date, so I can select the time and date of my appointment as well see as the available provider.

Acceptance Criteria

When I arrive at the Select Appointment Type screen,

- *I should see a form where I can enter the date I'd like for my appointment.*
- *When I enter a date and select Check Availability,*
- *I should see all the appointment times available at my selected facility for that type of care.*
- *I should see the starting time for each appointment and name of the provider.*
- *After I have selected my appointment, I click Continue to move to the next step.*
- *I can select Back to move to the previous step.*

VA | Appointments/Requests

Location ✓ | Type ✓ | Date | Review | Complete

Denver VA Medical Center   Primary Care

Select Appointment Date

Enter your desired date and click 'Check Availability'. To select an appointment, select your desired appointment time.

After you have selected an appointment, click 'Continue' to review your information before scheduling.

ℹ Need to Contact the VA?
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[VA Facility Directory ↗](#)

Enter Date

Month | Day | Year
12 | 17 | 2018

Check Availability

Appointment Date
Monday, December 17, 2018

| Friday 12/14/2018 | + |

| Monday, 12/17/2018 | − |

| **11:30 AM** Dr. Jennifer Stevens | **12:00 PM** Dr. Gina Smith | **1:00 PM** Dr. Karen Wyatt |
| **1:30 PM** Dr. Jennifer Stevens | **2:30 PM** Dr. Fred Gregory | **3:00 PM** Dr. Karen Wyatt |

| Tuesday 12/18/2018 | + |

Reason for Appointment

[text area]

Back   **Continue**   **Cancel**

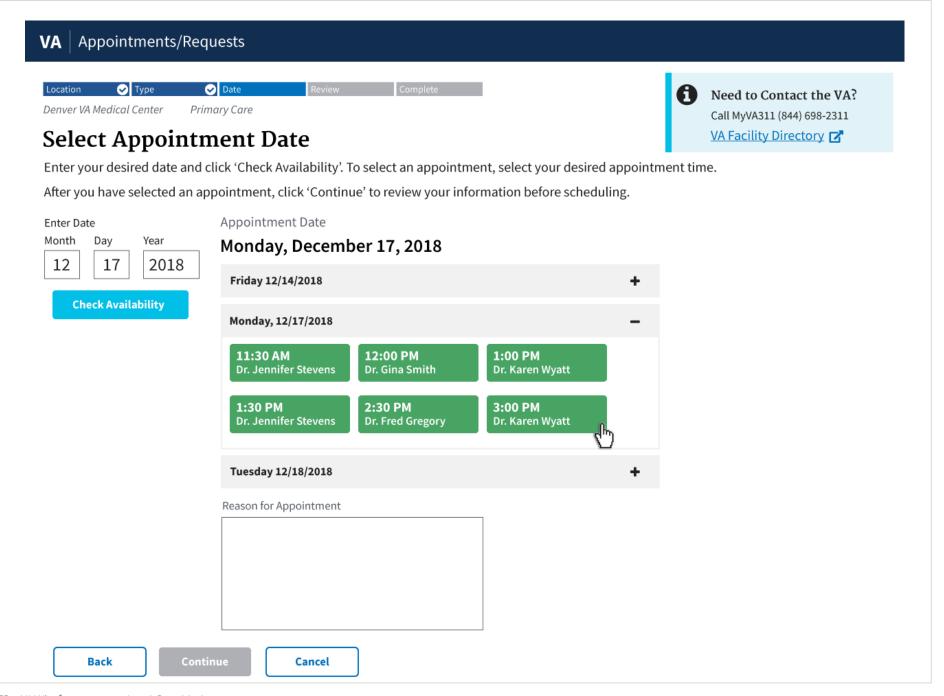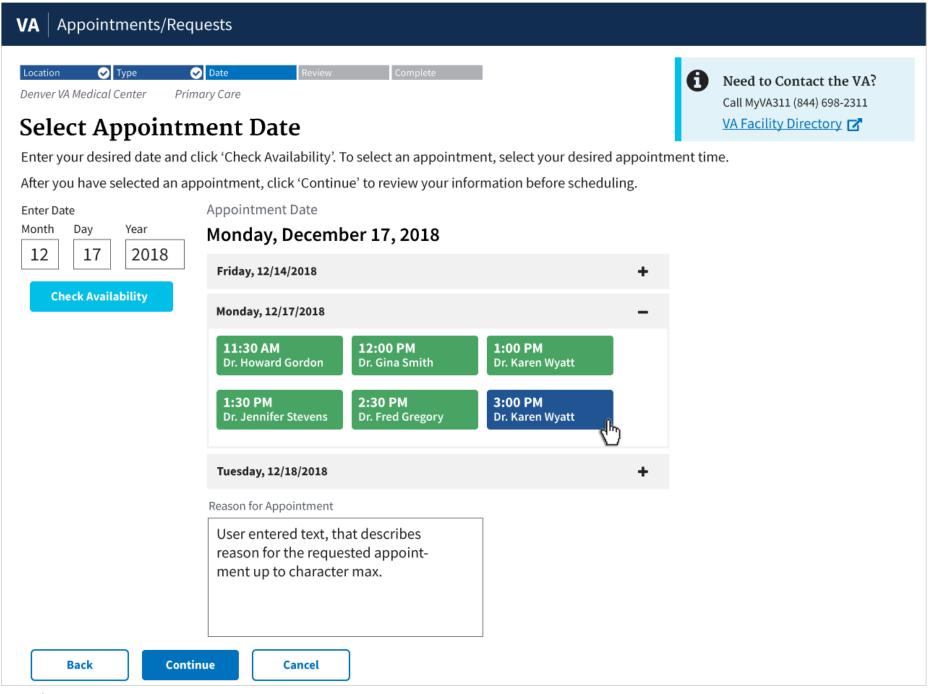## Notes

Select Appointment Date Screen

Veteran has entered a desired date and clicked Check Availability to search for appointments on that date.

Appointments are shown in a collapsible container for each day. Each appointment displays the provider and the start time. The appointments are clickable buttons.

The veteran may also enter text for their appointment reason.

VA | Appointments/Requests

Location ✓ | Type ✓ | Date | Review | Complete

Denver VA Medical Center   Primary Care

Select Appointment Date

Enter your desired date and click 'Check Availability'. To select an appointment, select your desired appointment time.

After you have selected an appointment, click 'Continue' to review your information before scheduling.

ℹ Need to Contact the VA?
Call MyVA311 (844) 698-2311
VA Facility Directory ↗

Enter Date

Month | Day | Year
12 | 17 | 2018

Check Availability

Appointment Date

Monday, December 17, 2018

Friday, 12/14/2018   +

Monday, 12/17/2018   −

| 11:30 AM Dr. Howard Gordon | 12:00 PM Dr. Gina Smith | 1:00 PM Dr. Karen Wyatt |
| 1:30 PM Dr. Jennifer Stevens | 2:30 PM Dr. Fred Gregory | 3:00 PM Dr. Karen Wyatt |

Tuesday, 12/18/2018   +

Reason for Appointment

User entered text, that describes reason for the requested appointment up to character max.

Back   **Continue**   **Cancel**

Notes

Select Appointment Date Screen

Veteran has selected an appointment and entered text for the appointment reason.

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VA | Appointments/Requests

Location ✓ Type ✓ Date ✓ Review Complete

Review Appointment

Review your appointment details and click 'Schedule Appointment' to complete scheduling your appointment.

ℹ **Need to Contact the VA?**
Call MyVA311 (844) 698-2311
VA Facility Directory ↗

VA Appointment Details

Appointment Date
Monday, 12/17/2018 at 3:00 PM

Type of Appointment
Primary Care

Reason for Appointment
User entered text, that describes reason for the requested appointment up to character max.

VA Location
Denver VA Medical Center
1055 Clermont Street
Denver, CO 80220-3808
Room 248 - 8th Floor
303-399-8020

Provider
Dr. Karen Wyatt

[Back] [**Schedule Appointment**] [Cancel]

Notes

Review Appointment Screen
Veteran can review detailed appointment information before completing the process.

The veteran may also enter a reason for their appointment in the text box.
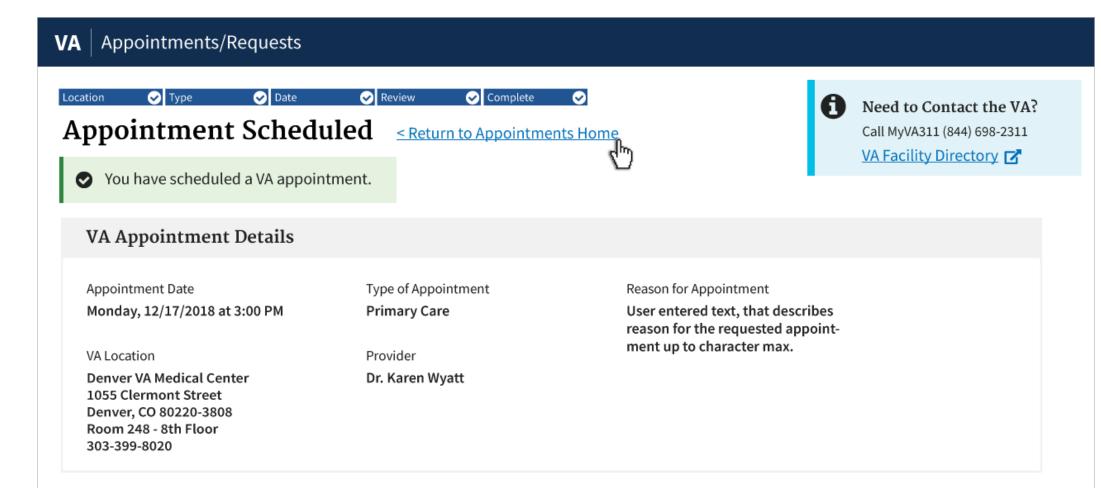
User Story
As a veteran, I want to view available appointment times on my desired appointment date, so I can select the time and date of my appointment as well see as the available provider.

Acceptance Criteria
When I arrive at the Review Appointment screen,
- *I should see a summary of the Appointment Date, Type of Appointment, VA Location, and Provider.*
- *I should see an optional text area where I can enter the reason for my appointment.*
- *When I confirm that my VA appointment details are correct, I click "Schedule Appointment".*
- *I can select Back to move to the previous step.*

![ABLEVETS logo]

VA | Appointments/Requests

| Location ✓ | Type ✓ | Date ✓ | Review ✓ | Complete ✓ |

Appointment Scheduled   < Return to Appointments Home

ℹ **Need to Contact the VA?**
Call MyVA311 (844) 698-2311
VA Facility Directory ↗

✓ You have scheduled a VA appointment.

VA Appointment Details

Appointment Date
Monday, 12/17/2018 at 3:00 PM

Type of Appointment
Primary Care

Reason for Appointment
User entered text, that describes reason for the requested appointment up to character max.

VA Location
Denver VA Medical Center
1055 Clermont Street
Denver, CO 80220-3808
Room 248 - 8th Floor
303-399-8020

Provider
Dr. Karen Wyatt

Notes

Appointment Scheduled Confirmation Screen

An appointment has been scheduled.

The veteran can return to the Welcome screen by clicking the Return link.

User Story

As a veteran, I want to select the type of appointment I need so that I can choose the correct appointment type to satisfy my medical needs.

Acceptance Criteria

When I arrive at the Appointment Scheduled screen,

- *I should see a message confirming that I have scheduled an appointment,*
- *And all the information about my appointment.*
- *I should see a link to return to the Welcome screen.*

VA | Appointments/Requests

Welcome, John R Vetsample

John R. Vetsample
Denver, Colorado

Schedule An Appointment

Need to Contact the VA?
Call MyVA311 (844) 698-2311
VA Facility Directory ↗

Upcoming Appointments

Date/Time	Details
Monday, 12/17/2018 - 3:00 PM	**Primary Care Appointment - Dr. Karen Wyatt** **Room 248 - 8th Floor** Denver VA Medical Center 1055 Clermont Street Denver, CO 80220-3808 303-399-8020

Notes

Welcome Screen: Updated

The scheduled appointment is listed in the Upcoming Appointments table.

User Story

As a veteran, I want to view the upcoming appointment I just scheduled on the welcome screen so that I can see that I have an upcoming appointment.

Acceptance Criteria

When I arrive at the Welcome screen,
- *I should see the appointment I scheduled in the Upcoming Appointments table.*