**Access Office (15ACC) | Emerging Technologies Division**

**Veterans Scheduling Interoperability (VSIP) IPT Terms**

| **Term** | **Description** |
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| **E-Check-In** | An electronic or virtual check-in that the patient plans to attend appointment |
| **E-Pre-Check-In** | An electronic pre-check-in that verifies accurate patient documentation that includes insurance and demographics (e.g. contact information and next of kin) validation and/or updates, questionnaires, pre-paperwork, appointment cancelations |
| **Workflow** | An orchestrated and repeatable pattern of activity, enabled by the systemic organization of resources into processes, that transform materials, provide services, or process information |
| **Tracking** | Application functionality that allows a user to see the specific step within a workflow a patient is currently on |
| **Queuing** | A system for assigning sequential numbers to Veterans in order of their arrival, either for an appointment or as a walk-in (i.e. the LPN has 5 patients queued to see her before the go to the RN) |
| **Refresh Rate** | The rate or frequency at which data is retrieved live from the data source (i.e. server, cloud, or VistA system) |
| **Patient Facing** | Application that can be accessed by patient |
| **Staff Facing** | Application that can be accessed by VA Staff |
| **Back-End** | Application logic that handles communication between data sources and the front-end |
| **Front-End** | Application logic that displays information and accepts user input |
| **Real Check-In** | The process of changing the status of an appointment to Checked-In and creating an encounter on VistA or to initiate billing on Cerner |