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| Script |
| This is the video walkthrough for Phase 0 of the new MyHealtheVet Medical Records on VA.gov. |
| Medical Records phase 0 is only accessible to a group of select users. Those users are able to access this version through an email link. |
| Error handling exists throughout the application. When a user completes a task, if the result does not complete for any reason, they are presented with an error message. Error messages have instructions to help the user know how to recover from the error and proceed. |
| Alerts also appear within the Medical Records tool. We use them to inform the Veteran about successful actions or empty records sections. A full list of error messages and alerts can be found within the medical records product guide. |
| All pages are responsive and function across a variety of devices from desktop to mobile. |
| Medical records seeks to adhere to all accessibility guidelines. Tools and functionality should be perceivable, operable, understandable, and robust regardless of usage modality or the user's physical, cognitive, and technological capabilities. We have worked closely with accessibility specialists throughout the entire design and development process to ensure that our product is meeting all accessibility requirements. |
| The ability to print and download medical records is an essential and important part of the Veteran’s experience throughout the Medical Records tool. On various pages, Veterans will be presented with a new print/download button, allowing them to print the list or record they are viewing, or download it as a PDF or text file, depending on their needs |
| • Self-entered data will not appear in the new Medical Records tool. In Phase 0, users will be directed back to MHV Classic to view and add self-entered data. In the future, they may be able to access historic data.  • Care summaries and notes prior to 2013 will not appear within this tool.  • EKGs after March 2022 are not viewable through this tool. EKGs prior to March 2022 are only viewable as the date the EKG was performed, but results and imaging are not available. • Medications are not part of this Medical Records tool, but will be available in a different part of MHV on VA.gov. • After-visit summaries are not included in Medical Records, but can instead be found in the Appointments section of VA.gov. |
| Improved functionality will continue to be added after the initial release. Please note that there may be differences in what appears in this video and the release state of the product; however, the core functionality will remain unchanged, and any changes will be to the benefit of users. |
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| Medical Records phase 0 is an invite only rollout. As Medical records on VA.gov moves into further phases, it will open up to more and more users until it is the default experience. |
| white listed users will receive an email with a specific link to an unlisted login page. Users will have to use their specific credentials to sign into phase 0. |
| In this example, we are using ID.me |
| Succesfully logging in will take the user to themedical records landing page. |
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| When whitelisted users log into medical records, they'll be brought to the authenticated landing page.  On the left side of the page is the navigation list which allows users to access all parts of Medical Records. |
| The Medical Records landing page acts as a home base for Veterans to help them understand what exists in the medical records tool for them to use. There are two major sections: an explanation of the different navigation options, and a Q&A section that reviews some common questions that Veterans may have about using this tool |
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| These are the topics and questions addressed. |
| Answers to these questions and information about these topics can be accessed by clicking on the "expand" icon (+) |
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| The lab and test results page allows Veterans to review results from their medical labs and tests, such as blood tests, x-rays, and other imaging tests. |
| This page will include an explanation of when Veterans can expect to find their results here, to decrease confusion about why a recently-done test or lab may not be available to view. Most lab and test results are available 36 hours after the lab confirms them, but pathology results may take 14 days or longer to confirm. The different tests are displayed in a card format with basic information about the test, including the name of the lab or test, date of the lab test, type of lab or test, and the name of the provider who ordered the lab or test, with a link that will take Veterans to a different page to view the detailed results of their lab or test. |
| There are several uses of list views throughout the Medical Records experience. It is possible for a single section of Medical Records to contain hundreds of records, and so pagination is used to separate those records into shorter, more manageable lists to decrease the cognitive load and increase usability for Veterans. At the top of the list, we tell Veterans how many records are currently being displayed, how many records total we have, and we will be adding text to tell Veterans that they are automatically sorted from newest to oldest. At the bottom of the list, we will have page numbers and a next button that lets Veterans navigate through the rest of their records. |
| The detailed view of a lab or test result includes the option for Veterans to print or download their result, and then displays important information again such as the type of test, sample tested, ordering provider, as well as the ordering and collecting locations and any lab comments that are applicable. Many lab and test results include results and a reference range for results that defines what is considered to be a “normal” result, and so we have included an informational alert that lets Veterans know that if their results are outside of the standard range, this is not immediate need for concern and they should contact their provider if they need help interpreting their results to understand what they mean for their individual circumstance and condition. |
| While users are on any page that stems from the landing page, "< Back" breadcrumb will appear which will allow the user to go back to whatever page they were previously on. So, we can click the back button to go back to lab and test results, and then click it again to go back to the landing page. |
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| The care summaries and notes page allows Veterans to view notes about their care that their providers have entered. Veterans can view primary care progress notes, admission and discharge summaries, non-VA care consult notes, and administrative notes. Notes entered before 2013 and after-visit summaries will not appear in this list. Notes will appear in a card format, like the other list pages throughout medical records. Cards will display the type of note, the date of the note, the location of the facility that wrote the note, the admitting or signing physician as applicable, with a link that will take Veterans to a different page to view the detailed results of their care summary or note. |
| The detailed view includes the option for Veterans to print or download the note, and then displays important information again such as the location, any applicable dates, the signing or admitting physician, as well as the status of the note. Then the actual note is displayed in the format that the provider has entered it. |
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| Users can also navigate back to the landing page at anytime by clicking it in the navigation instead of using the back breadcrumbs. |
| The vaccines page allows Veterans to view a list of every vaccine they receive and have the option to print or download the list of all of their vaccines. Vaccines are displayed in the previously discussed card format, and show the vaccine short name, the date the vaccine was received, and the location at which they received the vaccine, with a link that will take Veterans to a different page to view the details of the vaccine. |
| The detailed view includes the option to print or download the individual vaccine record, as well as important details including the manufacturer, location, and any reaction or notes that the provider has included. |
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| The allergies page allows Veterans to view a list of all their recorded allergies. This list only includes allergies entered in by VA providers and does not include any self-entered allergies. If Veterans wish to add an allergy to their list, they may send a secure message to their care team through the link that we provide on this page, or by accessing the secure messaging portion of MHV. Veterans can download or print the list of their allergies. Any allergies are displayed in cards, and list the title, date entered, and a link to view the allergy in detail. |
| In the detailed view, Veterans can also download or print the report. Important details of the allergy are displayed, including the reaction to the allergen, the type of allergy, the drug class (if it’s a drug-related allergy), as well as the location of the provider who entered it, whether this allergy was directly observed by a care team member or only reported, and then any notes that the provider has entered. |
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| The health conditions page gives Veterans access to a list of their recorded health conditions that their VA providers are helping them manage. Health conditions are displayed in card format with the name of the health condition, the date entered, and a link to take Veterans to a page that displays the condition in more detail. |
| The detailed view includes an option to print or download this report. It also displays information about the health condition including the provider that entered the condition, any provider notes, the status of the health condition, the location of the facility, and the clinical term for their condition. |
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| The vitals page allows Veterans to view their vitals. It is different from the other list views, because it displays a set list of vitals with the most recent reading. The vitals listed are: Blood pressure, heart rate, weight, temperature, and height. We will also be adding pain level, blood oxygen level, and breathing rate.Each vital is listed in a card with the name of the vital, the result, the date of the last reading, and the location of the facility that recorded it. Then there is a link that Veterans can click that will take them to a new page to view all of their records within that vital. |
| The detailed results can be printed or downloaded, and then are displayed from newest to oldest. The date, measurement, location, and provider notes are displayed for each reading. |
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| The download all medical records page allows Veterans to download all of the medical records within this tool as a single file using VA Blue Button. The download includes lab and test results, care summaries and notes (only from 2013 or later), vaccines, allergies, health conditions, and vitals. On this page, there are two download links: one to download the file as a PDF and one to download it as a text file. There are also some informational sections about what Veterans should know before they download, and what to do if they can’t find all of their medical records. |
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| The medical records settings page allows Veterans to view and update their sharing settings. The sharing settings are the “Veterans Health Information Exchange program” (VHIE) and Veterans can opt in or out. On this page, we provide an explanation of what VHIE is, as well as what records are shared through that program. Veterans are automatically enrolled but can opt out at any time. We wanted to make the opt in/out process as easy as we could to increase usability for Veterans and empower them to understand what happens with their medical records. When Veterans select the opt in/out button, we have designed a modal that will open that explains what their decision will mean, and Veterans can confirm or cancel their decision. We also made it very clear whether a Veteran is opted in or out to decrease any confusion for Veterans about what was happening.  To manage their notification settings, Veterans will have to navigate to their profile. We provided a link directly to their profile to make that process easier as well. |