Test Scenario Scheduling Contest Response

Scenario 1: Veteran Record

|  |  |
| --- | --- |
| Step | Response |
| 1 | The user can view a list of enrolled patients.  When creating an appointment for the Veteran the provider assigned to them is provided in the header. |
| 2 | When creating an appointment the Veteran information is displayed and can be changed |
| 3 | When creating an appointment the Veteran preferences are viewable |
| 4 | When a patient is selected a report is generated that shows past/future appointments |
| 5 | When a Veteran is selected their identifying information is displayed |
| 6 | A Veteran’s information is viewable when they are selected |
| 7 | The clinical Scheduler can display multiple facilities and their appointments for a Veteran at the same time with multiple providers |

Scenario 2: System Help

|  |  |
| --- | --- |
| Step | Response |
| 8 | The Clinical Scheduler providers context system help by selecting the F1 key in a dialog or they can access help from the main menu. |

Scenario 3: Flexible Scheduling

|  |  |
| --- | --- |
| Step | Response |
| 9 | This step the clinical scheduler does not meet. |
| 10 | The clinical scheduler is able to provider to the Veteran a daily appointment schedule that can be selected to automatically occur as a recurring appointment as long as needed for a clinic. The patient’s appointment can be shown daily, weekly, or monthly |
| 11 | Using the same dialog to select and create recurring appointment they can also be cancelled and rescheduled at a different time. |
| 12 | Using the scheduling management functionality of the clinical scheduler the user can create a group that is designated for specific holidays |
| 13 | The user can create appointments at different appointments. If there is a conflict in times they are notified. |
| 14 | For the selected Veteran a report is displayed that shows the future appointments |
| 15 | Using threading and the date/time of the server the time zone and synchronizing of events are handled by the clinical scheduler program |
| 16 | Both VA and non-VA facilities are displayed |
| 17 | By selecting a patient and a clinic the user can use the mouse or keyboard to create a walk-in appointment anytime during the facilities working hours. |
| 18 | Selecting the appointment the length can be changed by dragging the cell of the appointment or by entering the appointment details. |
| 19 | A dialog shows the recurring appointments for local and remote appointments |
| 20 | A single appointment is done by selecting the patient and the clinic. To do a recurring appointment after the patient is selected a dialog is displayed to allow the user to select a clinic and the date/time of the recurring appointment. |
| 21 | The user is able to select multiple clinics to combine them as one group. |
| 22 | The scheduler does not have this capability |
| 23 | The scheduler does not have this capability |
| 24 | A provider can be associated with a facility and if given the correct permissions the provider can request an appointment |

Scenario 4: Search

|  |  |
| --- | --- |
| Step | Response |
| 25 | The clinical scheduler is able to search for appointments by a date range and facility. |
| 26 | The clinical scheduler is able to search based on available resources and more than a year in advance |
| 27 | The clinical scheduler provides a report that displays all created and modified appointments for a patient |
| 28 | The clinical scheduler displays a message explaining the patient has overbooked a scheduler or resource. |

Scenario 5: User Activity Audits

|  |  |
| --- | --- |
| Step | Response |
| 29 | The clinical scheduler provides a report that displays all created, modified, and appointments related information for a patient |
| 30 | The clinical scheduler provides a report that displays all actions for a patient |

Scenario 6: Notifications

|  |  |
| --- | --- |
| Step | Response |
| 31 | The clinical scheduler has in place an alert or notification from different resources |

Scenario 7: Letters and Templates

|  |  |
| --- | --- |
| Step | Response |
| 32 | The clinical scheduler does not have template notification enabled |
| 33 | The clinical scheduler does not have template notification enabled |
| 34 | The clinical scheduler does not have template notification enabled |
| 35 | The clinical scheduler has the ability to display a report of upcoming appointments for a facility |

Scenario 8: Manage Appointments

|  |  |
| --- | --- |
| Step | Response |
| 36 | The clinical scheduler has the ability to alert the user that a patient is approaching a no-show limit |
| 37 | The clinical scheduler does not have this capability |
| 38 | The clinical scheduler does not have this capability |
| 39 | The clinical scheduler does not have this capability |
| 40 | The clinical scheduler is able to set user authorization and access types to limit what a user may do to a facilities clinics |
| 41 | The clinical scheduler does not have this capability |
| 42 | The clinical scheduler does not have this capability |
| 43 | The clinical scheduler does not have this capability |
| 44 | The clinical scheduler does not have this capability |

Scenario 9: CPRS Interface Demo

|  |  |
| --- | --- |
| Step | Response |
| 45 | The clinical scheduler is able use CPRS independently and see results from both programs. |
| 46 | Since the clinical scheduler is outside of the CPRS program, CPRS can still be used to close consults administratively |

Scenario 10: Patient Complaints

|  |  |
| --- | --- |
| Step | Response |
| 47 | The clinical scheduler does not have the ability to display a patient complaint |

Scenario 11: Wait Time Metrics

|  |  |
| --- | --- |
| Step | Response |
| 48 | The clinical scheduler does not have the ability to capture wait-time metrics |
| 49 | The clinical scheduler will be able to display a electronic report for a patients cancelled and long-term appointment list |
| 50 | The clinical scheduler is able to merge, purge, and distribute scheduler appointments from one resource to another. |
| 51 | The clinical scheduler can show some of the possibilities as cancellations, no-shows. |
| 52 | The clinical scheduler is able to show co-payments, special needs, patient preferences for a patient. |
| 53 | The clinical scheduler is able to show co-payments status for a patient |
| 54 | The clinical scheduler is able to show special needs and patient preferences |
| 55 | The clinical scheduler is modify an appointment and show the affected groups/resources have been updated |
| 56 | The clinical scheduler is able to use the calendar and time scales to make improved scheduling choices |
| 57 | The clinical scheduler is able to input services for a patient when creating an appointment |
| 58 | The clinical scheduler provides an electronic report with statistics for check-in, check-out, cancellation reasons, no-show and a reason why they left. |
| 59 | Reports can be saved to pdf, csv format |
| 60 | The clinical scheduler provides 15 reports |
| 61 | The clinical scheduler has functionality to trigger alerts |
| 62 | The clinical scheduler complies with 45 CF4 170.205 |
| 63 | The clinical scheduler follows the 508 standard that the VA recommends |
| 64 |  |