

Better Mental Health Patient Scheduling

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Problem Statement

- ❧ VISTA Scheduling is antiquated and poorly suited to meet mental health scheduling needs.

- ❧ Scheduling should:
 - Be organized around the clinician, not clinics,
 - Use a single, shared, modern, GUI calendar,
 - Be accessible by both clinician and clerk,
 - Include both patient and non-patient appointments,
 - Easily handle mental health group appointments,
 - Eliminate any need for paper appointment books,
 - Continue to have all appointments ultimately entered into the existing VISTA scheduling package.



Description

- ❧ Our team has created a locally developed a software system designed to work hand in hand with MS Outlook Calendar and VISTA.
- ❧ A modern interface allows easy entry of the appointment information, which is then stored in a secure database.
- ❧ The application simultaneously places a numerical placeholder representing the patient in the appropriate place in the clinician's Outlook calendar.
- ❧ Outlook Calendar becomes the main calendar for each clinician, and is shared with the supporting clerk(s). Both can schedule patients from their respective computers using the same modern calendar.
- ❧ Security/privacy issues with Outlook are avoided by using random numerical placeholders generated by the local application.
- ❧ The appointment is later auto-loaded into VISTA by a clerk using a second automated application. No retyping is required.



Step One: Clinician (or Clerk) Schedules

- The clinician has the small program below on their computer. Outlook must also be open. The patient name is selected from a drop down box. The patient names are pulled from a database. The clinician selects the clinic name, date, time, and duration, then clicks on “schedule”.

JB Mental Health Patient Scheduler (6-7-12)

Patient Name [dropdown]
1st Initial/Last 4 [dropdown] Clear All
Patient Code [dropdown]

Clinic [dropdown] Desired Date [text] Time [dropdown] Duration [dropdown]

Appt Date [text]

January, 2014
Sun Mon Tue Wed Thu Fri Sat
29 30 31 1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31 1
2 3 4 5 6 7 8
Today: 1/30/2014

Desired Date [text]
Appt Date [text]

Service Connected? [text] No [button]

Outlook
 No Outlook

Schedule Appointment [button]
View Scheduling Queue [button]



Description for the Next Slide

- ∞ The next slide shows a clinician's Outlook calendar with the local scheduling application open on top of it. The clinician can easily schedule appointments using the application. The application puts a placeholder in Outlook and sends the appointment information to a database.

Calendar Tools

Appointment

Show As: **Busy**

Reminder: **None** Recurrence

Private

High Importance

Low Importance

Categorize

Tags

February 21, 2014

Search Calendar (Ctrl+E)

Friday

Certify Time Cards

8 am **3527**

Executive Council
10440

9:00 **423**

10:00 **7896**
1476

11:00 **11457**

12 pm **Lunch**

Meeting with Dr. Djuric

1:00 **2231**

2:00 **PTSD Group**

3:00 **block**
3155

4:00 **256**

February 2014

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March 2014

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

JB Mental Health Patient Scheduler (6-7-12)

Patient Name:

1st Initial/Last 4:

Patient Code:

Clinic:

Desired Date: Time: Duration:

Appt Date:

Desired Date:

Appt Date:

Service Connected? No

Outlook
 No Outlook

Schedule Appointment

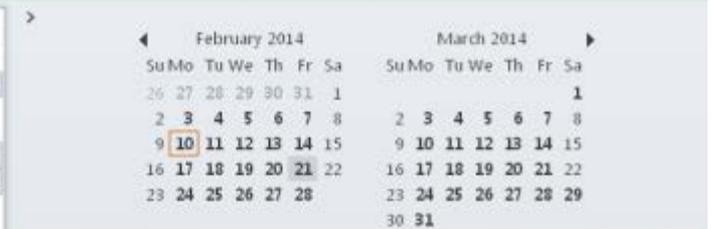
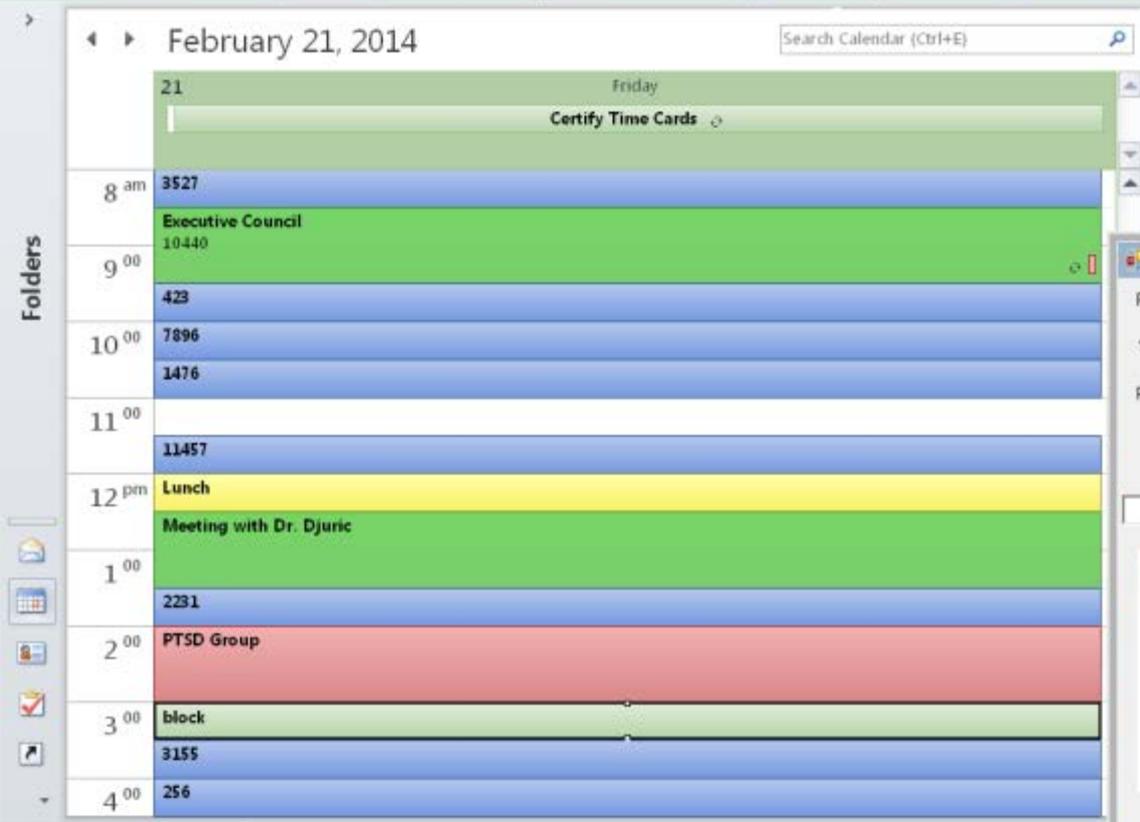
View Scheduling Queue

Calendar Tools: Appointment

Show As: Busy | Private | High Importance | Low Importance

Reminder: None | Recurrence

Categories: Tags



JB Mental Health Patient Scheduler (6-7-12)

Patient Name: ZZTEST

1st Initial/Last 4: ZZTEST,TEST

Patient Code: [Dropdown]

Desired Date: [Calendar]

Appt Date: [Calendar]

Service Connected? [No]

Schedule Appointment

View Scheduling Queue

Calendar Tools Appointment

File Home Send / Receive Folder View Developer Appointment

Open Delete Forward OneNote Invite Attendees

Show As: Busy

Reminder: None Recurrence

Private High Importance Low Importance

Categorize Tags

February 21, 2014

Search Calendar (Ctrl+E)

Friday

Certify Time Cards

8 am 3527 Executive Council 10440

9:00 423

10:00 7896 1476

11:00 11457

12 pm Lunch Meeting with Dr. Djuric

1:00 2291

2:00 PTSD Group

3:00 block 3155

4:00 256

February 2014 March 2014

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1	2	3	4	5	6	7	8
2	3	4	5	6	7	8	9	10	11	12	13	14	15
9	10	11	12	13	14	15	16	17	18	19	20	21	22
16	17	18	19	20	21	22	23	24	25	26	27	28	29
23	24	25	26	27	28		30	31					

JB Mental Health Patient Scheduler (6-7-12)

Patient Name: ZZTEST.TEST

1st Initial/Last 4: 20148

Patient Code: 20088

Desired Date: [] Time: [] Duration: []

Clinic: JB/PTSD-FORE

Appt Date: []

Desired Date: [] Appt Date: []

Outlook: Outlook No Outlook

Schedule Appointment

Service Connected? [No]

View Scheduling Queue

9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: 2/10/2014

February 21, 2014

Friday

Certify Time Cards

8 am 3527

Executive Council 10440

9:00 423

10:00 7896

1476

11:00 11457

12 pm Lunch

Meeting with Dr. Djuric

1:00 2231

2:00 PTSD Group

3:00 block

3155

4:00 256

February 2014

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March 2014

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

JB Mental Health Patient Scheduler (6-7-12)

Patient Name: ZZTEST.TEST

1st Initial/Last 4: 20148

Patient Code: 20088

Clinic: JB/PTSD-FORE

Desired Date: [] Time: [] Duration: []

Appt Date: []

Desired Date: []

Appt Date: []

Service Connected? [No]

Outlook [checked] No Outlook []

Schedule Appointment

View Scheduling Queue

February, 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: 2/10/2014

Calendar Tools Appointment

Open Delete Forward OneNote Invite Attendees

Show As: Busy

Reminder: None Recurrence

Private High Importance Low Importance

Categorize Tags

February 21, 2014

Friday

Certify Time Cards

8 am 3527 Executive Council 10440

9:00 423

10:00 7896 1476

11:00 11457

12 pm Lunch Meeting with Dr. Djuric

1:00 2291

2:00 PTSD Group

3:00 block 3155

4:00 256

February 2014 March 2014

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	9	10	11	12	13	14	15
16	17	18	19	20	21	22	16	17	18	19	20	21	22
23	24	25	26	27	28		23	24	25	26	27	28	29
							30	31					

JB Mental Health Patient Scheduler (6-7-12)

Patient Name: ZZTEST.TEST

1st Initial/Last 4: 20148

Patient Code: 20088

Desired Date: 2/21/2014

Clinic: JB/PTSD-FORE

Appt Date: 2/21/2014

Desired Date: 2/21/2014

Appt Date: 2/21/2014

Service Connected? [No]

Schedule Appointment

View Scheduling Queue

February 21, 2014

Search Calendar (Ctrl+E)

Friday

8 am

3527

Executive Council

10440

9:00

423

7896

1476

10:00

11457

12 pm

Lunch

Meeting with Dr. Djuric

1:00

2231

2:00

PTSD Group

3:00

block

3155

4:00

256

February 2014							March 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	9	10	11	12	13	14	15
16	17	18	19	20	21	22	16	17	18	19	20	21	22
23	24	25	26	27	28		23	24	25	26	27	28	29
							30	31					

JB Mental Health Patient Scheduler (6-7-12)

Patient Name: ZZTEST,TEST

1st Initial/Last 4: 20148

Patient Code: 20088

Clinic: JB/PTSD-FORE

Desired Date: 2/21/2014

Time: [Dropdown] Duration: [Dropdown]

Appt Date: 2/21/2014

Desired Date: [Dropdown]

Appt Date: [Dropdown]

Service Connected? Yes

Schedule Appointment

View Scheduling Queue

Outlook

No Outlook

Calendar Tools

Appointment

Show As: Busy

Reminder: None

Recurrence

Private

High Importance

Low Importance

Categorize

Tags

February 21, 2014

Search Calendar (Ctrl+E)

Friday

Certify Time Cards

8 am 3527

Executive Council 10440

9:00 423

7896

1476

11:00 11457

12 pm Lunch

Meeting with Dr. Djunic

1 2231

2:00 PTSD Group

3:00 block

3155

4:00 256

February 2014

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1							1
2	3	4	5	6	7	8	9	10	11	12	13	14	15
16	17	18	19	20	21	22	23	24	25	26	27	28	29
							30	31					

JB Mental Health Patient Scheduler (6-7-12)

Patient Name: ZZTEST.TEST

1st Initial/Last 4: 20148

Patient Code: 20088

Clinic: JB/PTSD-FORE

Desired Date: 2/21/2014

Time: 11:00 AM

Duration: [arrow pointing to dropdown]

Appt Date: 2/21/2014

Desired Date: [calendar]

Appt Date: [calendar]

Service Connected? Yes

Schedule Appointment

View Scheduling Queue

Calendar Tools

File Home Send / Receive Folder View Developer Appointment

Open Delete Forward OneNote Invite Attendees Show As: Busy Reminder: None Recurrence Categorize Private High Importance Low Importance Tags

February 21, 2014

Search Calendar (Ctrl+E)

Friday

Certify Time Cards

8 am 3527 Executive Council 10440

9:00 423

10:00 7896 1476

11:00 11457

12 pm Lunch Meeting with Dr. Djuric

1:00 2231

2:00 PTSD Group

3:00 block 3155

4:00 256

February 2014 March 2014

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1	2	3	4	5	6	7	8
2	3	4	5	6	7	8	9	10	11	12	13	14	15
9	10	11	12	13	14	15	16	17	18	19	20	21	22
16	17	18	19	20	21	22	23	24	25	26	27	28	29
23	24	25	26	27	28		30	31					

JB Mental Health Patient Scheduler (6-7-12)

Patient Name: ZZTEST.TEST

1st Initial/Last 4: Z0148

Patient Code: 20088

Clinic: JB/PTSD-FORE

Desired Date: 2/21/2014

Time: 11:00 AM

Duration: 30

Appt Date: 2/21/2014

Desired Date: [Calendar]

Appt Date: [Calendar]

Service Connected? Yes

Outlook No Outlook

Schedule Appointment

View Scheduling Queue



Step 2: Patient Code is Automatically Placed in the Clinician's Outlook Calendar

The screenshot displays the Microsoft Outlook interface. The main window shows a calendar for February 21, 2014, with a list of appointments. A pop-up window titled "JB Mental Health Patient Scheduler (6-7-12)" is open, showing the following details:

- Patient Name: ZZTEST.TEST
- 1st Initial/Last 4: 20148
- Patient Code: 20088
- Clinic: JB/PTSD-FORE
- Desired Date: 2/21/2014
- Time: 11:00 AM
- Duration: 30
- Appt Date: 2/21/2014
- Service Connected?: Yes

The "JB Mental Health Patient Scheduler" window also includes a calendar for February 2014, with the 21st highlighted. The "Schedule Appointment" button is visible in the bottom right corner of the pop-up window. An arrow points from the "Patient Code" field in the pop-up window to the 11:00 AM appointment slot in the main calendar, which contains the patient code "20088".

Time	Appointment
8 am	3527
9:00	Executive Council 10440
10:00	428
10:00	7896
10:00	1476
11:00	20088
11:00	11457
12 pm	Lunch
1:00	Meeting with Dr. Djuric
2:00	2231
2:00	PTSD Group
3:00	block
3:00	3155
4:00	256



Reverse Look-up Feature. If clinician later wants to know the patient name.

The screenshot displays the Microsoft Outlook calendar interface for Peter Fore@va.gov. The main calendar view shows a daily agenda for February 21, 2014 (Friday). Key events include 'Certify Time Cards' at 8 am, 'Executive Council' at 9:00, 'Lunch' at 12 pm, and 'Meeting with Dr. Djuric' at 1 pm. A 'Patient Scheduler' window is open, titled 'JB Mental Health Patient Scheduler (6-7-12)'. This window features a dropdown for 'Patient Name', a '1st Initial/Last 4' field, and a 'Patient Code' dropdown menu currently showing '2008'. Below the dropdown is a small calendar for February 2014, with the 21st highlighted. The scheduler also includes fields for 'Desired Date', 'Appt Date', 'Time', and 'Duration', along with a 'Service Connected?' checkbox and a 'Schedule Appointment' button. The bottom of the screen shows the Windows taskbar with various application icons and a system tray displaying the time as 11:22 AM on 2/12/2014.



Reverse Look-up Feature. If clinician later wants to know the patient name.

Calendar - Peter Fore@va.gov - Microsoft Outlook

File Home Send / Receive Folder View Developer

New Appointment Meeting Items New Online Meeting Today Next 7 Days Day Work Week Month Schedule View Open Calendar Groups E-mail Share Publish Calendar Calendar Calendar Online Permissions

Find a Contact Address Book Find

February 21, 2014 Search Calendar (Ctrl+E)

21 Friday

Certify Time Cards

8 am 3527 Executive Council 10440

9 00 423

10 00 7896 1476

11 00 20088 11457

12 pm Lunch Meeting with Dr. Djuric

1 00 2231

2 00 PTSD Group

3 00 block 3155

4 00 256

February 2014 March 2014 April 2014

Su Mo Tu We Th Fr Sa Su Mo Tu We Th Fr Sa Su Mo Tu We Th Fr Sa

26 27 28 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 27 28 29 30

JB Mental Health Patient Scheduler (6-7-12)

Patient Name ZZTEST,TEST

1st Initial/Last 4 Z0140 Clear All

Patient Code 20088

Clinic Desired Date Time Duration

Appt Date

Desired Date Appt Date

Outlook No Outlook

Schedule Appointment

Service Connected? No View Scheduling Queue

Items: 15 All folders are up to date. Connected to Microsoft Exchange 100%

Start Internet Explorer File Explorer Windows Explorer Microsoft Word Microsoft PowerPoint Microsoft Outlook

11:23 AM 2/12/2014

Clinicians can view the scheduling queue.

The screenshot displays the Microsoft Outlook calendar interface for Peter Fore@va.gov. The main calendar view shows a weekly layout for February 21, 2014 (Friday). The schedule includes:

- 8:00 am - 3527 (Certify Time Cards)
- 8:00 am - 9:00 am - Executive Council (10440)
- 9:00 am - 423
- 10:00 am - 7896
- 10:00 am - 1476
- 11:00 am - 20088
- 11:00 am - 11457
- 12:00 pm - Lunch
- 12:00 pm - Meeting with Dr. Djuric
- 1:00 pm - 2231
- 2:00 pm - PTSD Group
- 3:00 pm - block
- 3:00 pm - 3155
- 4:00 pm - 256

An overlaid window titled "JB Mental Health Patient Scheduler (6-7-12)" is open, showing the following details:

- Patient Name: ZZTEST.TEST
- 1st Initial/Last 4: 20148
- Patient Code: 20068
- Clinic: JB/PTSD-FORE
- Desired Date: 2/21/2014
- Time: 11:00 AM
- Duration: 30
- Appt Date: 2/21/2014

The window also features a calendar for February 2014 with the 21st highlighted. At the bottom right of the window, there are two buttons: "Schedule Appointment" (with an arrow pointing to it) and "View Scheduling Queue".



Scheduling queue window. Clinicians can use this to check appointment status or correct errors.

View Sheduling Queue

Appt #	Clinic	Patient Name	ApptDate	ApptDuration	Status
84140	JB/PTSD-MCNULTY,RN		2/24/2014@8:00 AM	30	Scheduled
84141	JB/MHC/SWS-NAPOL OGD RM 6310		3/10/2014@2:15 PM	60	Scheduled
84142	JB/PTSD-MCNULTY,RN		3/24/2014@8:00 AM	30	Scheduled
84143	JB/MHC-DOYLE IND OGD 6310		2/24/2014@2:00 PM	60	Scheduled
84144	JB/MHC-BUDISIN IND OGD RM 6310		3/3/2014@11:00 AM	60	Scheduled
84145	JB/PTSD-MCNULTY,RN		2/26/2014@1:45 PM	45	Scheduled
84146	JB/MHC-KOZIOL OGD RM 6310		2/19/2014@3:30 PM	30	Scheduled
84147	JB/MHC-KOZIOL OGD RM 6310		2/19/2014@3:30 PM	30	Duplicete
84148	JB/MHC-BUDISIN IND OGD RM 6310		2/19/2014@4:00 PM	60	Scheduled
84149	JB/PTSD-YOUNT		2/14/2014@3:30 PM	30	Scheduled
84150	JB/MHC-KOZIOL OGD RM 6310		3/3/2014@8:00 AM	30	
84151	JB/MHC-KOZIOL OGD RM 6310		3/14/2014@12:30 PM	30	
84152	JB/MHC-KOZIOL OGD RM 6310		3/10/2014@10:30 AM	30	
84153	JB/MHC-POLSBY OGD RM 6310		5/12/2014@8:00 AM	30	
84154	JB/MHC-POLSBY OGD RM 6310		4/14/2014@9:00 AM	30	
84155	JB/MHC-POLSBY OGD RM 6310		4/7/2014@2:30 PM	30	
84156	JB/MHC-POLSBY OGD RM 6310		5/5/2014@2:30 PM	30	
84157	JB/MHC-POLSBY OGD RM 6310		3/25/2014@11:30 AM	30	
84158	JB/MHC-POLSBY OGD RM 6310		4/14/2014@9:30 AM	30	
84159	JB/MHC-POLSBY OGD RM 6310		4/21/2014@10:00 AM	30	
84160	JB/MHC-POLSBY OGD RM 6310		4/14/2014@10:30 AM	30	
84161	JB/MHC-POLSBY OGD RM 6310		4/21/2014@10:30 AM	30	
84162	JB/MHC-POLSBY OGD RM 6310		4/21/2014@1:00 PM	30	
84163	JB/MHC-DELOACH OGD RM 6310		2/12/2014@12:30 PM	30	
84164	JB/MHC-POLSBY OGD RM 6310		4/10/2014@1:00 PM	30	
84165	JB/MHC-POLSBY OGD RM 6310		4/17/2014@1:30 PM	30	
84166	JB/MHC-POLSBY OGD RM 6310		2/26/2014@1:30 PM	30	
84167	JB/CWT-TWE-KIRIKA-X		2/19/2014@2:00 PM	90	
84168	JB/CWT-TWE-KIRIKA-X		2/19/2014@2:00 PM	90	
84169	JB/DDTC-HARRIS IND		3/12/2014@2:00 PM	15	
84170	JB/ATP-PISZCZOR		2/18/2014@9:00 AM	45	
84171	ABJ/MHC-KORPICS		3/13/2014@3:30 PM	30	
84172	JB/PTSD-FORE	ZZTEST,TEST	2/21/2014@11:00 AM	30	

Modify "Status"

Windows taskbar: Start, Internet Explorer, File Explorer, Calculator, Adobe Reader, Word, Excel, PowerPoint, Outlook, Firefox, System tray: 4:04 PM, 2/10/2014



Step 3: Clerical Staff Later Use A Second Application to Enter the Appointment into VISTA.

- ❧ A clerk operates this second program and VISTA at the same time – ideally with two separate screens.
- ❧ The program automatically interacts with VISTA and schedules the appointment entering the appropriate information at each prompt. It takes about 5 seconds to schedule each appointment.
- ❧ A single clerk can enter all pre-scheduled appointments for all mental health sites.

Desk Scheduling Application 12/5/12

App #	Desc	AppDate	App	Status
04144	JBANC-BUDEN-FND-ODD-PM-831E	3/20/2014@11:00 AM	0	Scheduled
04148	JBPTSD-HORSA-TV-FN	3/20/2014@11:45 PM	4	Scheduled
04148	JBANC-KOZOL-ODD-PM-831E	3/19/2014@3:30 PM	3	Scheduled
04147	JBANC-KOZOL-ODD-PM-831E	3/19/2014@3:30 PM	3	Duplicate
04148	JBANC-BUDEN-FND-ODD-PM-831E	3/19/2014@4:00 PM	3	Scheduled
04148	JBPTSD-YOUNG	3/14/2014@3:30 PM	3	Scheduled
04152	JBANC-KOZOL-ODD-PM-831E	3/20/2014@8:30 AM	3	
04151	JBANC-KOZOL-ODD-PM-831E	3/14/2014@12:38 PM	3	
04152	JBANC-KOZOL-ODD-PM-831E	3/15/2014@10:38 AM	3	
04153	JBANC-POLSEY-ODD-PM-8310	3/12/2014@9:00 AM	3	
04154	JBANC-POLSEY-ODD-PM-8310	3/14/2014@9:00 AM	3	
04156	JBANC-POLSEY-ODD-PM-8310	3/20/2014@2:30 PM	3	
04156	JBANC-POLSEY-ODD-PM-8310	3/20/2014@2:30 PM	3	
04157	JBANC-POLSEY-ODD-PM-8310	3/20/2014@11:38 AM	3	
04158	JBANC-POLSEY-ODD-PM-8310	3/14/2014@9:30 AM	3	
04158	JBANC-POLSEY-ODD-PM-8310	3/20/2014@10:38 AM	3	
04160	JBANC-POLSEY-ODD-PM-8310	3/14/2014@10:38 AM	3	
04161	JBANC-POLSEY-ODD-PM-8310	3/20/2014@10:38 AM	3	
04162	JBANC-POLSEY-ODD-PM-8310	3/20/2014@11:38 AM	3	
04163	JBANC-DELOACH-ODD-PM-831E	3/12/2014@12:38 PM	3	
04164	JBANC-POLSEY-ODD-PM-8310	3/19/2014@11:00 PM	3	
04165	JBANC-POLSEY-ODD-PM-8310	3/19/2014@11:30 PM	3	
04166	JBANC-POLSEY-ODD-PM-8310	3/20/2014@11:30 PM	3	
04167	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04168	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04169	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04170	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04171	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04172	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04173	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04174	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04175	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04176	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04177	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04178	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04179	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04180	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04181	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04182	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04183	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04184	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04185	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04186	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04187	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04188	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04189	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04190	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04191	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04192	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04193	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04194	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04195	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04196	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04197	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04198	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04199	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04200	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04201	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04202	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04203	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04204	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04205	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04206	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04207	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04208	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04209	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04210	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04211	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04212	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04213	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04214	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04215	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04216	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04217	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04218	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04219	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04220	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04221	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04222	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04223	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04224	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04225	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04226	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04227	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04228	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04229	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04230	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04231	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04232	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04233	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04234	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04235	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04236	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04237	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04238	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04239	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04240	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04241	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04242	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04243	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04244	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04245	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04246	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04247	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04248	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04249	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04250	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04251	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04252	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04253	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04254	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04255	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04256	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04257	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04258	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04259	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04260	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04261	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04262	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04263	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04264	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04265	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04266	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04267	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04268	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04269	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04270	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04271	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04272	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04273	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04274	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04275	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04276	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04277	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04278	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04279	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04280	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04281	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04282	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04283	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04284	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04285	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04286	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04287	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04288	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04289	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04290	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04291	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04292	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04293	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04294	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04295	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04296	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04297	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04298	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04299	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	
04300	JBOWT-TWE-@BANK	3/19/2014@2:00 PM	9	

Refresh All or Delete Clinic Modify Status View GDN Connect to VISTA Process One Line

4/2/2014 4:55 PM

VISTA Chicago In-House program (vcpm)

File Edit Connection Setup Macro Window Tools Help

Open Print Find Copy Paste Connect/Disconnect New/View 112

Page Setup Capture Setup Select/Stop Capture Select Capture On/Append Stop/Append Upload

```

**WARNING**WARNING**WARNING**WARNING**WARNING**WARNING**WARNING**
All data entry is subject to KEYSTROKE MONITORING. This includes the possible
monitoring of E-Mail. E-Mail is for OFFICIAL GOVERNMENT USE ONLY.
*****
DSCP Status Voice Message 312 569-6660 or dial x 56660

*****
+
+ All users and vendors should begin using the mnemonic
+ vista.chicago.med.va.gov
+ as opposed to using "brokerserver" or hard coded IP addresses
+ These will cease to function in July when our system is
+ moved to the VISM 12 servers at Hines
+
+ *****
CURRENT CPRS VERSION V29 - INSTALLED ON AUGUST 28,2013

Volume set: R00:CHSR2PA01 UCI: CHS Device: /dev/pts/20 (10.97.50.168)

ACCESS CODE:

```

42/34 | V1500-7 - vista.chicago.med.va.gov via SECURE Shell

The image shows two overlapping windows from a VISTA Client. The left window is titled "Client Scheduling application: 12/5/12" and displays a table of appointments. The right window is titled "VISTA Client (vstaclientapp.exe)" and shows a terminal window with CPRS messages.

App#	Clia	Polist Name	AppDate	Ap	Status
84144	JSMHC-BUSOEN RD OGD RM 8310		3/3/2014@11:08 AM	8	Scheduled
84145	JSMHC-BUSOEN RD OGD RM 8310		3/20/2014@11:48 PM	4	Scheduled
84146	JSMHC-KDDCOL OGD RM 8310		3/19/2014@3:28 PM	7	Scheduled
84147	JSMHC-KDDCOL OGD RM 8310		3/19/2014@3:28 PM	8	Complete
84148	JSMHC-BUSOEN RD OGD RM 8310		3/19/2014@4:08 PM	8	Scheduled
84149	JSMHC-BUSOEN RD OGD RM 8310		3/14/2014@2:38 PM	3	Scheduled
84150	JSMHC-KDDCOL OGD RM 8310		3/20/2014@9:30 AM	1	
84151	JSMHC-KDDCOL OGD RM 8310		3/14/2014@12:30 PM	3	
84152	JSMHC-KDDCOL OGD RM 8310		3/20/2014@18:30 AM	3	
84153	JSMHC-POLSEY OGD RM 8310		3/20/2014@9:08 AM	3	
84154	JSMHC-POLSEY OGD RM 8310		4/14/2014@9:08 AM	7	
84155	JSMHC-POLSEY OGD RM 8310		4/20/2014@2:30 PM	3	
84156	JSMHC-POLSEY OGD RM 8310		5/5/2014@2:30 PM	3	
84157	JSMHC-POLSEY OGD RM 8310		3/25/2014@11:30 AM	3	
84158	JSMHC-POLSEY OGD RM 8310		4/14/2014@2:38 PM	3	
84159	JSMHC-POLSEY OGD RM 8310		4/21/2014@18:30 AM	3	
84160	JSMHC-POLSEY OGD RM 8310		4/14/2014@18:30 AM	3	
84161	JSMHC-POLSEY OGD RM 8310		4/21/2014@18:30 AM	3	
84162	JSMHC-POLSEY OGD RM 8310		4/21/2014@11:08 PM	3	
84163	JSMHC-DELACH OGD RM 8310		3/20/2014@12:30 PM	3	
84164	JSMHC-POLSEY OGD RM 8310		4/10/2014@11:08 PM	3	
84165	JSMHC-POLSEY OGD RM 8310		4/13/2014@1:38 PM	3	
84166	JSMHC-POLSEY OGD RM 8310		3/26/2014@1:38 PM	3	
84167	JSMHC-THE ARBAK		3/19/2014@3:28 PM	8	
84168	JSMHC-THE ARBAK		3/19/2014@3:28 PM	8	
84169	JSMHC-THE ARBAK		3/19/2014@3:28 PM	1	
84170	JSMHC-POLSEY OGD RM 8310		3/19/2014@9:08 AM	4	
84171	JSMHC-KORFCS		3/19/2014@3:28 PM	3	
84172	JSMHC-POLSEY OGD RM 8310		3/19/2014@11:30 AM	3	

The terminal window on the right displays the following text:

```

CURRENT CPRS VERSION V29 - INSTALLED ON AUGUST 28, 2013

Volume set: ROU:CHSR2PA01 UCI: CHS Device: /dev/pts/20 (10.97.50.168)

ACCESS CODE: *****

Good afternoon PETER
  You last signed on today at 15:37
You have 183 new messages. (183 in the 'IN' basket)

Enter '^NML' to read your new messages.

CPRS  OE/RR Clinician Menu
RR    Results Reporting Menu
PP    Personal Preferences ...
PS    Psych Menu (Mental Health, Etc.) ...
TE    Team List Mgmt Menu ...
TIU   Progress Notes/Discharge Summary/Surgical Reports ...

Select OE/RR Clinician Menu Option:
  
```

Task Scheduling Application: 12/5/12

App#	Class	Polster Name	AppDate	App Status
84144	JSMHC-BUDOSH-ND-DGD-PM-8310		3/3/2014@11:08 AM	1 Scheduled
84145	JSMHC-KIDCOL-T-JNY		2/29/2014@1:48 PM	4 Scheduled
84146	JSMHC-KIDCOL-DGD-PM-8310		2/19/2014@9:28 PM	3 Scheduled
84147	JSMHC-KIDCOL-DGD-PM-8310		2/19/2014@9:28 PM	8 Expired
84148	JSMHC-BUDOSH-ND-DGD-PM-8310		2/19/2014@4:08 PM	8 Scheduled
84149	JSMHC-KIDCOL-DGD-PM-8310		2/14/2014@2:28 PM	3 Scheduled
84150	JSMHC-KIDCOL-DGD-PM-8310		3/3/2014@8:30 AM	1
84151	JSMHC-KIDCOL-DGD-PM-8310		3/3/2014@12:30 PM	3
84152	JSMHC-KIDCOL-DGD-PM-8310		3/3/2014@18:30 AM	3
84153	JSMHC-POLSBY-DGD-PM-8310		3/3/2014@9:08 AM	3
84154	JSMHC-POLSBY-DGD-PM-8310		4/14/2014@9:08 AM	3
84155	JSMHC-POLSBY-DGD-PM-8310		4/22/2014@2:30 PM	3
84156	JSMHC-POLSBY-DGD-PM-8310		5/5/2014@2:30 PM	3
84157	JSMHC-POLSBY-DGD-PM-8310		3/25/2014@11:30 AM	3
84158	JSMHC-POLSBY-DGD-PM-8310		4/14/2014@2:28 PM	3
84159	JSMHC-POLSBY-DGD-PM-8310		4/21/2014@18:30 AM	3
84160	JSMHC-POLSBY-DGD-PM-8310		4/14/2014@18:30 AM	3
84161	JSMHC-POLSBY-DGD-PM-8310		4/21/2014@18:30 AM	3
84162	JSMHC-POLSBY-DGD-PM-8310		4/21/2014@1:08 PM	3
84163	JSMHC-DELSACH-DGD-PM-8310		2/22/2014@12:30 PM	3
84164	JSMHC-POLSBY-DGD-PM-8310		4/30/2014@1:08 PM	3
84165	JSMHC-POLSBY-DGD-PM-8310		4/13/2014@1:38 PM	3
84166	JSMHC-POLSBY-DGD-PM-8310		2/26/2014@1:28 PM	3
84167	JSMHC-POLSBY-DGD-PM-8310		2/19/2014@2:02 PM	8
84168	JSMHC-POLSBY-DGD-PM-8310		2/19/2014@2:02 PM	8
84169	JSMHC-POLSBY-DGD-PM-8310		3/2/2014@2:02 PM	1
84170	JSMHC-POLSBY-DGD-PM-8310		2/19/2014@2:02 PM	4
84171	JSMHC-POLSBY-DGD-PM-8310		3/3/2014@2:28 PM	3
84172	JSMHC-POLSBY-DGD-PM-8310	JSMHC-TEST	2/21/2014@11:09 AM	1

Refresh Add or Delete Clinic Modify Status View QDs Connected to VISTA **Process One Line**

VISTA Clinica (vstachangepage) [vstachangepage]

File Edit Connection Setup Macro Window Tools Help

Open Print Copy Paste Connect/Disconnect Show/Hide 132 88

Page Setup Capture Setup Start/Stop Capture Select Capture Start/Append Stop/Append Upload

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*****
CURRENT CPRS VERSION V29 - INSTALLED ON AUGUST 28, 2013

Volume set: AOU:CHSR2PA01 UCI: CHS Device: /dev/pts/20 (10.97.50.168)

ACCESS CODE: *****

Good afternoon PETER
  You last signed on today at 15:37
You have 183 new messages. (183 in the 'IN' basket)

Enter '*NML' to read your new messages.

CPRS  OE/RR Clinician Menu
RR    Results Reporting Menu
PP    Personal Preferences ...
PS    Psych Menu (Mental Health, Etc.) ...
TE    Team List Mgmt Menu ...
TIU   Progress Notes/Discharge Summary/Surgical Reports ...

Select OE/RR Clinician Menu Option:

```

TA 27 V1506-7 -- vstachangepage [vstachangepage] via GEORGE SHILL

Appointment has now been made in VISTA. Status field changes to “scheduled”.

The screenshot displays the VISTA interface. On the left, a table lists appointments with columns for App #, Clinic, Patient Name, App Date, and Status. The status for the selected appointment (84170) is 'Scheduled'. On the right, a terminal window shows a confirmation dialog for making a 30-minute appointment.

App #	Clinic	Patient Name	App Date	Status
84144	JSMHC-BUSOSH MD	OGD PM 8310	3/3/2014@11:08 AM	Scheduled
84145	JSMHC-BUSOSH MD	OGD PM 8310	3/3/2014@11:18 PM	Scheduled
84146	JSMHC-KIDDOL DGD	RM 8310	3/3/2014@10:38 PM	Scheduled
84147	JSMHC-KIDDOL DGD	RM 8310	3/3/2014@10:38 PM	Expire
84148	JSMHC-BUSOSH MD	OGD PM 8210	3/3/2014@10:08 PM	Scheduled
84149	JSMHC-BUSOSH MD	OGD PM 8210	3/3/2014@10:08 PM	Scheduled
84150	JSMHC-KIDDOL DGD	RM 8310	3/3/2014@10:30 AM	Scheduled
84151	JSMHC-KIDDOL DGD	RM 8310	3/3/2014@12:30 PM	Scheduled
84152	JSMHC-KIDDOL DGD	RM 8310	3/3/2014@10:30 AM	Scheduled
84153	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84154	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84155	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84156	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84157	JSMHC-POLSEY OGD	RM 6310	3/3/2014@11:30 AM	Scheduled
84158	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84159	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84160	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84161	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84162	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84163	JSMHC-DELOACH DGD	PM 8310	3/3/2014@12:30 PM	Scheduled
84164	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84165	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84166	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84167	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84168	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84169	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84170	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled
84171	JSMHC-POLSEY OGD	RM 6310	3/3/2014@10:08 AM	Scheduled

```

LENGTH OF APPOINTMENT (IN MINUTES): 30// 30
WILL EXCEED MAXIMUM ALLOWABLE OVERBOOKS, OK? YES// y
30-MINUTE APPOINTMENT MADE

THIS APPOINTMENT IS MARKED AS 'NOT NEXT AVAILABLE', IS THIS CORRECT? YES//

WANT PATIENT NOTIFIED OF LAB, X-RAY, OR EKG STOPS? No// (No)
OTHER INFO:
WANT PREVIOUS X-RAY RESULTS SENT TO CLINIC? No// (No)

Select CLINIC:

Cancel Appointment
Check-in/Unsched. Visit
Display Appointments
Find Next Available Appointment
Make Appointment
Multiple Appointment Booking
Multiple Clinic Display/Book
No-Shows

Select Appointment Menu Option:
    
```



Mental Health Group Scheduler App

- There is a separate group scheduler application to easily schedule mental health groups. The clinician can set up, save, and modify patient lists for each group, then quickly schedule entire groups with one click.

Group Scheduler 11-13-12

Select Saved Patient List:

AAA - SELECT YOUR GROUP

Refresh

Create/ Modify Patient Lists -->

Patients to Schedule:

Patient Name

>>>>

<<<<

Move All >>>>

Clear All

Date

Time

Duration

Schedule

AAA - SELECT YOUR GROUP

ABJ/ANGER MGMT-KRAGE

ABJ/ATP LONG-TERM RECOVERY I

ABJ/ATP-FRIDAY'S RELAPSE GRP

ABJ/ATP-FRIDAY'S RELAPSE GRP

ABJ/ATP-GROUP PM

ABJ/ATP-GROUP(1)

ABJ/ATP-GROUP(1)

ABJ/ATP-MON EARLY REC GRP

ABJ/ATP-MONDAYPATIENT ED

ABJ/ATP-TISCHER, IND

ABJ/ATP-TUES THERAPY ADV GRP

ABJ/ATP-TUESDAY EARLY REC GF

ABJ/MHC-DS-PTSD GROUP

ABJ/MHC-LAMB GROUP

ABJ/MHC-MH2

ABJ/MHC-MH6

ABJ/MHC-MH7

ABJ/MHC-OEF/OIF-PTSD

ABJ/MHC-OEF/OIF-PTSD-TH

ABJ/MHC-PTSD GROUP 4

ABJ/MHC-SEEK SAFETY GROUP 1

ABJ/MHC-SUBOXONE GROUP

ABJ/MHC-VIET/PTSD GRP 1

ABJ/MHC-VIET/PTSD GRP 2

ABJ/MHC-VIET/PTSD-GROUP 3

ABJ/MHC-VIET/PTSD-GROUP 4

ABJ/MHC-VIET/PTSD-GROUP 7

ABJ/MHC-VIET/PTSD-GROUP 8

ABJ/MHC-VIET/PTSD-GROUP 9

26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: 2/12/201

Group Scheduler 11-13-12

Select Saved Patient List:

AAA - SELECT YOUR GROUP

Refresh

Create/ Modify Patient Lists -->

Patients to Schedule:

Patient Name

>>>>

<<<<

Move All >>>>

Clear All

Date

Time

Duration

Schedule

JB/PTSD-MCN/GLE.MON(1&3@10:30) ▲
 JB/PTSD-MCN/GLE-MON(1&3 @1PM)
 JB/PTSD-MCN/KOR.TH(2ND&4TH)
 JB/PTSD-MCNULTY.TH(1ST&3RD)
 JB/PTSD-PASKAR WKLY THURS
 JB/PTSD-SEEKING SAFETY-BEYEF
 JB/PTSD-WMIH-YOU.2&4 MON
 JB/PTSD-YOU/PAS-CPT(TU 10:30)
 JB/PTSD-YOU/PAS-CPT(WED-8:30)
 JB/PTSD-YOUNT - 4TH FRI
 JB/PTSD-YOUNT - 4TH WED
 JB/PTSD-YOUNT BEYER.CPT
 JB/PTSD-YOUNT CPT 2ND MON
 JB/PTSD-YOUNT CPT WED
 JB/PTSD-YOUNT, 4TH MON
 JB/PTSD-YOUNT, 1ST TUE
 JB/PTSD-YOUNT, 1ST WED
 JB/PTSD-YOUNT, 3RD FRI
 JB/PTSD-YOUNT, 4TH TUE
 JB/PTSD-YOUNT, FRI WKLY
 JB/PTSD-YOUNT-1ST TH
 JB/SCG-MAH.EIS.SPAL 1ST TH
 JB/SCG-MAH.EIS.SPAL 1ST TH
 JB/SCG-MAH.SPA 1ST/3RD FRI
 JB/SUD/PTSD-DDX-HUN.TU(12-1PM)
 JB/SUD-PTSD-DDE.TUE-HUN.STUI
 JB/SUD-PTSD-DDX-HUN.TU(11-12N)
 JB/SUD-PTSD-DDX-MON(12:45-2)
 JB/SUD-PTSD-TUES(11:30)1ST

TEST GROUP

26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: 2/12/201

Select Saved Patient List:

TEST GROUP

Refresh

Create/ Modify Patient Lists -->

Saved Patient List:

Patient Name
DUCK,DONALD
BUNNY,BUGS
FUDD,ELMER
MOUSE,MICKEY
MOUSE,MINNIE

Patients to Schedule:

Patient Name

>>>>

<<<<

Move All
>>>>

Clear All

February, 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: 2/12/201

Date

Time

Duration

Schedule

Group Scheduler 11-13-12

Select Saved Patient List:

TEST GROUP

Saved Patient List:

Patient Name

Patients to Schedule:

Patient Name
DUCK,DONALD
BUNNY,BUGS
FUDD,ELMER
MOUSE,MICKEY
MOUSE,MINNIE

February, 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: 2/12/201

Date

Time

Duration

Group Scheduler 11-13-12

Select Saved Patient List:
 TEST GROUP

Saved Patient List:

Patient Name

Patients to Schedule:

Patient Name
DUCK,DONALD
BUNNY,BUGS
FUDD,ELMER
MOUSE,MICKEY
MOUSE,MINNIE



Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Group Scheduler 11-13-12

Select Saved Patient List:
 Refresh

Create/ Modify Patient Lists -->

Saved Patient List:

Patient Name
MOUSE.MINNIE

>>>>

<<<<

Move All
>>>>

Clear All

Patients to Schedule:

Patient Name
DUCK.DONALD
BUNNY.BUGS
FUDD.ELMER
MOUSE.MICKEY

February, 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: 2/12/2014

Group Scheduler 11-13-12

Select Saved Patient List:

TEST GROUP

Saved Patient List:

Patient Name
MOUSE,MINNIE

>>>>

<<<<

Move All
>>>>

Clear All

Patients to Schedule:

Patient Name
DUCK,DONALD
BUNNY,BUGS
FUDD,ELMER
MOUSE,MICKEY

March, 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 2/12/2014

Date

3/19/2014

Time

Duration

Group Scheduler 11-13-12

Select Saved Patient List:
 TEST GROUP

Saved Patient List:

Patient Name
MOUSE,MINNIE

>>>>

<<<<

Move All
>>>>

Patients to Schedule:

Patient Name
DUCK,DONALD
BUNNY,BUGS
FUDD,ELMER
MOUSE,MICKEY

Date: Time: Duration:

March, 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 2/12/2014

Create and Modify Group Patient Lists

To MODIFY an Existing Patient List, Select Below:

AAA - SELECT YOUR GROUP

Patient Name	Social	
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ADD New Patient to Patient List:

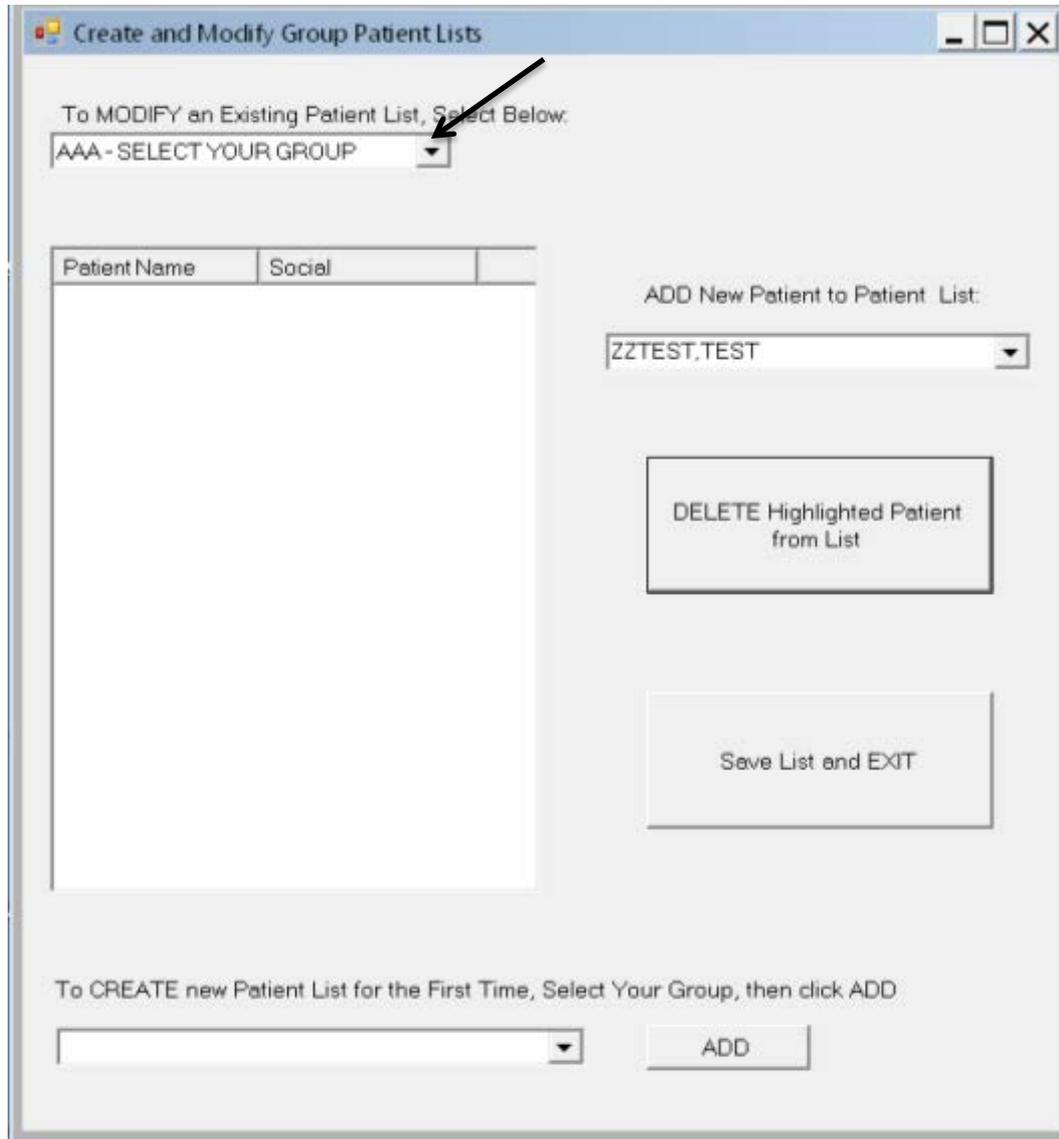
ZZTEST,TEST

DELETE Highlighted Patient from List

Save List and EXIT

To CREATE new Patient List for the First Time, Select Your Group, then click ADD

ADD



Create and Modify Group Patient Lists

To MODIFY an Existing Patient List, Select Below:

AAA - SELECT YOUR GROUP

- JB/PTSD-MCN/GLE,MON(1&3@10:30)
- JB/PTSD-MCN/GLE-MON(1&3 @1PM
- JB/PTSD-MCN/KOR,TH(2ND&4TH)
- JB/PTSD-MCNULTY,TH(1ST&3RD)
- JB/PTSD-PASKAR WKLY THURS
- JB/PTSD-SEEKING SAFETY-BEYEF
- JB/PTSD-WWI-YOU,2&4 MON
- JB/PTSD-YOU/PAS-CPT(TU 10:30)
- JB/PTSD-YOU/PAS-CPT(WED-8:30)
- JB/PTSD-YOUNT - 4TH FRI
- JB/PTSD-YOUNT - 4TH WED
- JB/PTSD-YOUNT BEYER CPT
- JB/PTSD-YOUNT CPT 2ND MON
- JB/PTSD-YOUNT CPT WED
- JB/PTSD-YOUNT, 4TH MON
- JB/PTSD-YOUNT, 1ST TUE
- JB/PTSD-YOUNT, 1ST WED
- JB/PTSD-YOUNT, 3RD FRI
- JB/PTSD-YOUNT, 4TH TUE
- JB/PTSD-YOUNT, FRI WKLY
- JB/PTSD-YOUNT-1ST TH
- JB/SCG-MAH,EIS,SPAL 1ST TH
- JB/SCG-MAH,EIS,SPAL 1ST TH
- JB/SCG-MAH,SPA 1ST/3RD FRI
- JB/SUD/PTSD-DDX-HUN,TU(12-1PM
- JB/SUD-PTSD-DDE,TUE-HUN,STUI
- JB/SUD-PTSD-DDX-HUN,TU(11-12N
- JB/SUD-PTSD-DDX,MON(12:45-2)
- JB/SUD-PTSD-TUES(11:30)1ST
- TEST GROUP**

ADD New Patient to Patient List:

ZZTEST,TEST

DELETE Highlighted Patient from List

Save List and EXIT

To CREATE new Patient List for the First Time, Select Your Group, then click ADD

[Empty Dropdown] ADD

Create and Modify Group Patient Lists

To MODIFY an Existing Patient List, Select Below:

TEST GROUP

Patient Name	Social
DUCK,DONALD	223451763
BUNNY,BUGS	449753859
FUDD,ELMER	135853321
MOUSE,MICKEY	111111111
MOUSE,MINNIE	222222222

ADD New Patient to Patient List:

ZZTEST.TEST

DELETE Highlighted Patient from List

Save List and EXIT

To CREATE new Patient List for the First Time, Select Your Group, then click ADD

ADD

Create and Modify Group Patient Lists

To MODIFY an Existing Patient List, Select Below:

TEST GROUP

Patient Name	Social
DUCK,DONALD	223451763
BUNNY,BUGS	449753859
FUDD,ELMER	135853321
MOUSE,MICKEY	111111111
MOUSE,MINNIE	222222222
ZZTEST,TEST	000-00-0148

ADD New Patient to Patient List:

ZZTEST,TEST

DELETE Highlighted Patient from List

Save List and EXIT

To CREATE new Patient List for the First Time, Select Your Group, then click ADD

ADD

Create and Modify Group Patient Lists

To MODIFY an Existing Patient List, Select Below:

TEST GROUP

Patient Name	Social
DUCK,DONALD	223451763
BUNNY,BUGS	449753859
FUDD,ELMER	135853321
MOUSE,MICKEY	111111111
MOUSE,MINNIE	222222222
ZZTEST,TEST	000-00-0148

ADD New Patient to Patient List:

ZZTEST,TEST

DELETE Highlighted Patient from List

Save List and EXIT

To CREATE new Patient List for the First Time, Select Your Group, then click ADD

ADD

Create and Modify Group Patient Lists

To MODIFY an Existing Patient List, Select Below:

TEST GROUP

Patient Name	Social
DUCK,DONALD	223451763
BUNNY,BUGS	449753859
FUDD,ELMER	135853321
MOUSE,MICKEY	111111111
ZZTEST,TEST	000-00-0148

ADD New Patient to Patient List:

ZZTEST,TEST

DELETE Highlighted Patient from List

Save List and EXIT

To CREATE new Patient List for the First Time, Select Your Group, then click ADD

ADD

Group Scheduler 11-13-12

Select Saved Patient List:

TEST GROUP

Refresh

Create/ Modify Patient Lists -->

Patients to Schedule:

Patient Name

>>>>

<<<<

Move All
>>>>

Clear All

Date

Time

Duration

Schedule

JB/PTSD-MCN/GLE.MON(1&3@10.3)
 JB/PTSD-MCN/GLE-MON(1&3 @1PM
 JB/PTSD-MCN/KOR.TH(2ND&4TH)
 JB/PTSD-MCNULTY.TH(1ST&3RD)
 JB/PTSD-PASKAR WKLY THURS
 JB/PTSD-SEEKING SAFETY-BEYEF
 JB/PTSD-WMI-YOU.2&4 MON
 JB/PTSD-YOU/PAS-CPT(TU 10:30)
 JB/PTSD-YOU/PAS-CPT(WED-8.30)
 JB/PTSD-YOUNT - 4TH FRI
 JB/PTSD-YOUNT - 4TH WED
 JB/PTSD-YOUNT BEYER CPT
 JB/PTSD-YOUNT CPT 2ND MON
 JB/PTSD-YOUNT CPT WED
 JB/PTSD-YOUNT. 4TH MON
 JB/PTSD-YOUNT. 1ST TUE
 JB/PTSD-YOUNT. 1ST WED
 JB/PTSD-YOUNT. 3RD FRI
 JB/PTSD-YOUNT. 4TH TUE
 JB/PTSD-YOUNT. FRI WKLY
 JB/PTSD-YOUNT-1ST TH
 JB/SCG-MAH.EIS.SPAL 1ST TH
 JB/SCG-MAH.EIS.SPAL 1ST TH
 JB/SCG-MAH.SPA 1ST/3RD FRI
 JB/SUD/PTSD-DDX-HUN.TU(12-1PM
 JB/SUD-PTSD-DDE TPE-HUN.STUI
 JB/SUD-PTSD-DDX-HUN.TU(11-12N
 JB/SUD-PTSD-DDX-MON(12:45-2)
 JB/SUD-PTSD-TUES(11:30)1ST

TEST GROUP

23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 2/12/2014

Group Scheduler 11-13-12

Select Saved Patient List:

TEST GROUP

Saved Patient List:

Patient Name
DUCK.DONALD
BUNNY.BUGS
FUDD.ELMER
MOUSE.MICKEY
ZZTEST.TEST

Patients to Schedule:

Patient Name

March, 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 2/12/2014

Date

Time

Duration



Current Issues

- ❧ This system has been operational in all Mental Health Service Line (MHSL) clinics at all Jesse Brown sites, including CBOCs since mid 2012. Over two hundred thousand appointments have been scheduled.
- ❧ One lesson learned is that staff training in Outlook is essential. Staff ability to use Outlook varies greatly. Special training in Outlook has been helpful.
- ❧ Efforts are underway to allow the system to be piloted at other VA facilities. There are technical problems that have not yet been resolved, though a possible solution is in sight and, with luck, could be available within the next few months.

Better Mental Health Patient Scheduling

Peter F. Fore, M.D., MPH

Mental Health Service Line
Jesse Brown VAMC, Chicago, IL

Peter.Fore@VA.Gov