2 Manage Patient Information

- Notification of Deceased Patient — 2A
- Establish, Manage, Maintain Enrollment — 2B
- Establish, Manage, Maintain Eligibility — 2C
- Establish, Manage, Maintain Means Test Score — 2D
- Establish, Manage, Maintain Demographics — 2E
- Establish, Manage, Maintain Primary Care Provider Assignments — 2F
- Establish, Manage, Maintain Patient Preferences & Special Needs — 2G

Key Patient Information Questions

- Are the Master Patient Index and Demographics stored and accessed in different data stores?
- Where is Means Test Score Stored?
- What happens when a person is declared eligible?
- Is there at status flag that schedulers look at to determine where in the process a Veteran is? (Eligible, Co-Pay etc) How do schedulers look that up?
- How does New Patient Registration really interface with Patient Information?

Notification of Deceased Patient 2A

MPI/PD
Authoritative Source

(EXTERNAL SOURCES) Provide Deceased Information → Veterans Benefit Administration (VBA) Processes → VBA Updates Master Patient Index → Receive VBA Notification of Deceased Veteran — 2A1

VA Facilities, State Records USPS….

Updates MPI, are there other systems that scheduling needs?

What mechanism notifies scheduling so that scheduler knows to cancel. Is there a monthly "deceased update"? Or is that a general update and deceased is a part of that?

PATIENT NEW TO VA 2B1/2C1
Establish, Manage, Maintain Enrollment 2B1
Establish, Manage, Maintain Eligibility 2C1

HEC
Authoritative Source

Pre-Discharge Program / VONAPP / Regional Office → VA Enrollment & Eligibility Process → Eligible? —Y→ Master Patient Index Created → Establish, Manage, Maintain Primary Care Provider Assignments 2F

Eligible? —N→ VBA Appeals Process

PATIENT NEW TO FACILITY/SERVICE 2B2/2C2
Establish, Manage, Maintain Enrollment 2B2
Establish, Manage, Maintain Eligibility 2C2

HEC
Authoritative Source

Patient/Provider Request → Locate Patient Information 2C2 → Eligible? —Y→ Enroll Patient with Facility/Service 2B2 → Master Patient Index Updated

Process to enter new patient:
Emergency Walk-In
New Specialty Service
New Facility Registration

Establish, Manage, Maintain Means Test Score 2D

HEC
Authoritative Source

Veteran Provides Information → Veterans Benefit Administration (VBA) Processes → VBA Updates Master Patient Index → Locate Patient Information to Determine Priority Group 2D1

Establish, Manage, Maintain Demographics 2E

MPI/PD
Authoritative Source

Veteran Provides Information → Locate Patient Information 2E1 → Enter Demographics 2E2 → Demographics

Establish, Manage, Maintain Primary Care Provider Assignments 2F

PCMM to AITC
Authoritative Source

Patient New to VA/VHA → Check EWL for New Patient Assignment Request 2F1 → Create/Change Assignment in Primary care Management Module 2F3 → Patient Assignment to Primary Care Provider (PACT)

Change Primary Care Provider Assignment → Check XXXX for Patient Assignment Change Request 2F2

Establish, Manage, Maintain Patient Preferences & Special Needs 2G

Local VistA
Authoritative Source

Veteran/Provider Provides Information → Locate Patient Information 2G1 → Enter Preferences and Special Needs 2G2 → Preferences and Special Needs

Other sources of input? Providers, patients, for example?

Patient Web Access TBD

Authenticate Patient Information → Document Patient Access

Patient Accesses Appointment Information TBD

Figure out how this works with/in process

Receive Log-in Request from Patient → Authenticate Patient Information → Receive Authorized User Logon → Display Patient's Appointments → Display Patient's History → Document Patient Access

Outpatient Scheduling Process

Manage System Access 1E
- Manage System Access 1E

Manage Request and Make Appointment 3
- Scheduling Cancelation Process (3C)
- Manage New Patient Registration (3D)

- Coordinate Associated and Occasions of Service 4
- Mange Appointment Made 5
- Manage Appointment Kept 6
- Mange Reports 7