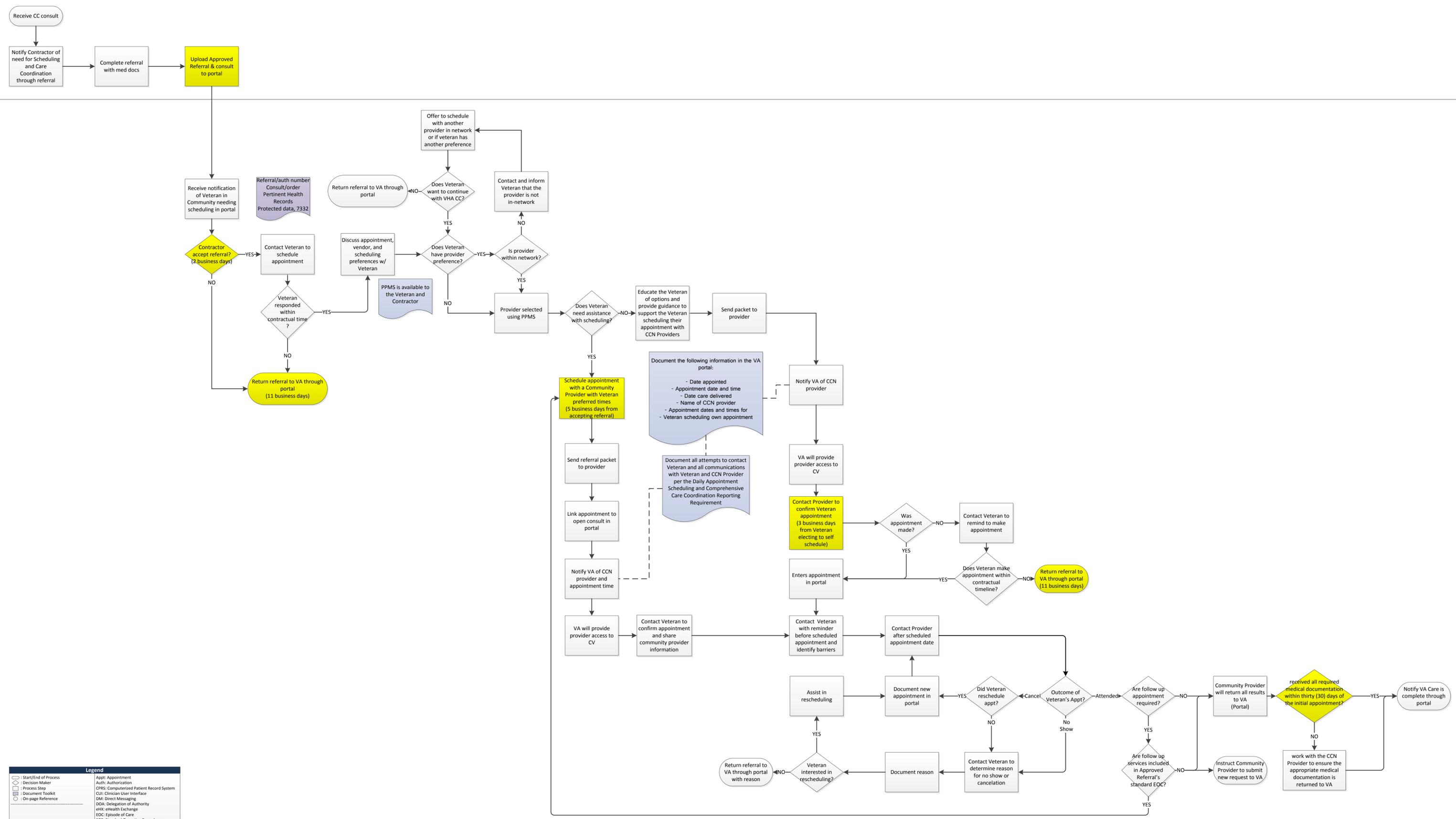


CC Administrative Staff

Contractor



**Legend**

Start/End of Process	Appt: Appointment
Decision Maker	Auth: Authorization
Process Step	CPRS: Computerized Patient Record System
Document Toolkit	CUJ: Clinician User Interface
On-page Reference	DM: Direct Messaging
	DDA: Delegation of Authority
	eHX: eHealth Exchange
	EOC: Episode of Care
	SOP: Standard Operating Procedures
	VA: Department of Veterans Affairs
	VHA: Veterans Health Administration
	VHA CC: VHA Office of Community Care
	VP: VirtuPro