



Veterans Administration (VA) Query Training Guide

May 11, 2020

v2.0

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1. Overview

This training guide outlines the steps to perform a Veterans Administration (VA) query using HEALTHeLINK. Results from VA queries will also include results from the Department of Defense (DoD).

2. Help and Support

For more information on VA and DoD queries and associated results, please contact the Help Desk.

For HEALTHeLINK™

Support 24/7 Help Desk Support

877.895.4724

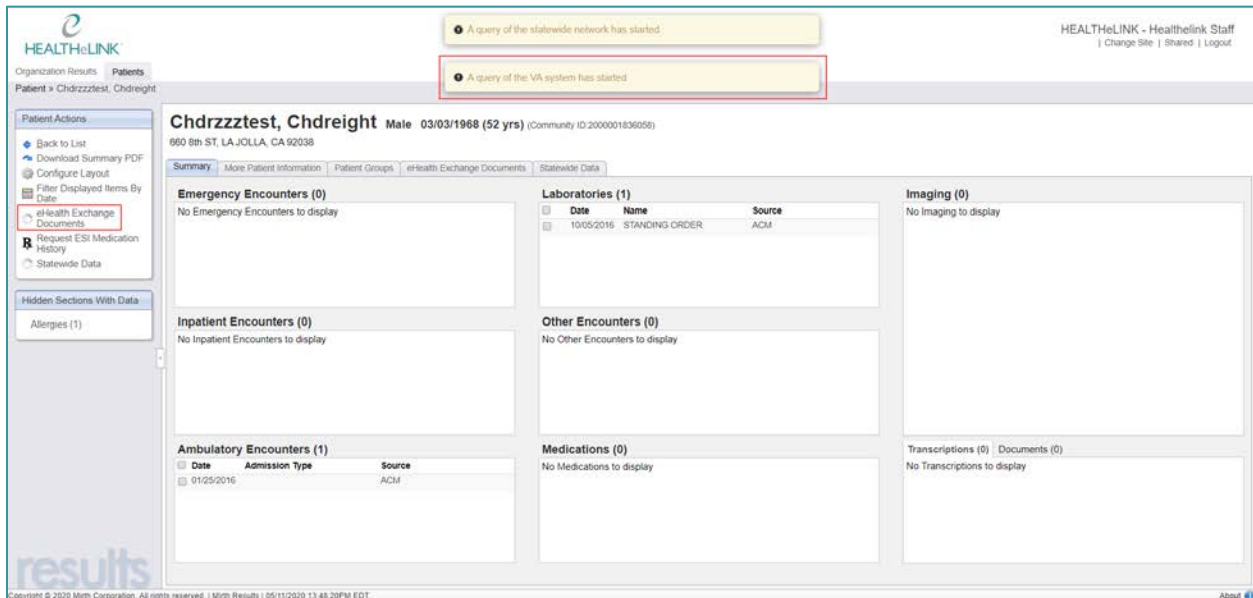
Local Help Desk Support

716.842.6343

Additional training materials are available at
www.wnyhealthelink.com/PhysiciansandStaff/TrainingVideos

3. Performing a VA Query

1. Access the patient record
2. VA searches are automatically initiated upon access of patient record; however, if you'd like to start a query at any time, click “eHealth Exchange Document Query” in the left hand navigation



Organization Results Patients
Patient > Chdrzzttest, Chdreight

HEALTHeLINK - Healthlink Staff
Change Site | Shared | Logout

Chdrzzttest, Chdreight Male 03/03/1968 (52 yrs) (Community ID 2000001836058)
660 8th ST, LA JOLLA, CA 92038

Summary More Patient Information Patient Groups eHealth Exchange Documents Statewide Data

Emergency Encounters (0)
No Emergency Encounters to display

Inpatient Encounters (0)
No Inpatient Encounters to display

Ambulatory Encounters (1)

Date	Admission Type	Source
01/25/2016		ACM

Laboratories (1)

Date	Name	Source
10/05/2016	STANDING ORDER	ACM

Other Encounters (0)
No Other Encounters to display

Medications (0)
No Medications to display

Imaging (0)
No Imaging to display

Transcriptions (0) Documents (0)
No Transcriptions to display

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3. Check the status of the query by viewing the banner that displays at the top of the patient summary page. When the query is complete, the banner will display the results of the search. Below are the possible results of the search and associated messaging:
 - a. **No Patient Found:** The VA Query did not return any patient matches
 - b. **No Data Found:** The VA Query did not return any data to retrieve
 - c. **Connection Down:** The VA Query did not complete – connection down

- d. **Search Error:** External error occurred during document search, please check Mirth Connect
 - e. **Data Retrieved:** The VA Query Data load completed successfully [View Results]
4. If VA/DoD records are available, click [View Results] in the banner or navigate to the “eHealth Exchange Documents” tab.

The screenshot shows the patient record for Chdrzzttest, Chdreight. A yellow notification banner at the top states: "The VA Query Data load completed successfully. Please click here to View Results". The "eHealth Exchange Documents" tab is highlighted in the top navigation bar. The left sidebar has "Patient Actions" including "Back to List", "Download Summary PDF", "Configure Layout", "Filter Displayed Items By Date", "eHealth Exchange Documents", "Request ESI Medication History", and "Statewide Data". The main content area displays several data sections: "Emergency Encounters (0)", "Laboratories (1)", "Imaging (0)", "Inpatient Encounters (0)", "Other Encounters (0)", "Ambulatory Encounters (1)", "Medications (0)", and "Transcriptions (0) | Documents (0)".

5. Click the document to open the report

The screenshot shows the patient record for Chdrzzttest, Chdreight with the "eHealth Exchange Documents" tab selected. The left sidebar now only shows "Back to List". The main content area features a table titled "eHealth Exchange Documents" with the following data:

Document Title	Author Institution	Patient ID	Home Community ID
Aggregated CCD		1537607942	2,16,840,1,113863,3,42,10001,100001,12