



Veterans Administration (VA) Query Training Guide

May 11, 2020

v2.0

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I. 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

The screenshot displays the HEALTHeLINK interface for a patient named Chdrzzttest, Chdreight. At the top, two yellow banners indicate the status of queries: "A query of the statewide network has started" and "A query of the VA system has started". The patient's information is shown as "Chdrzzttest, Chdreight Male 03/03/1968 (52 yrs) (Community ID 2000001836058)". The page is divided into several sections: "Emergency Encounters (0)", "Inpatient Encounters (0)", "Ambulatory Encounters (1)", "Laboratories (1)", "Other Encounters (0)", "Medications (0)", and "Imaging (0)". The left navigation menu includes "Patient Actions" and "Hidden Sections With Data". The "eHealth Exchange Documents" option is highlighted in the navigation menu.

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.

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Organization Results Patients
Patient » Chdrzzttest, Chdreight

Chdrzzttest, Chdreight Male 03/03/1968 (52 yrs) (Community ID:2000001836056)
960 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

Laboratories (1)

Date	Name	Source
10/05/2016	STANDING ORDER	ACM

Imaging (0)
No Imaging to display

Inpatient Encounters (0)
No Inpatient Encounters to display

Other Encounters (0)
No Other Encounters to display

Ambulatory Encounters (1)

Date	Admission Type	Source
01/29/2016		ACM

Medications (0)
No Medications to display

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

results

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5. Click the document to open the report

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Organization Results Patients
Patient » Chdrzzttest, Chdreight

Chdrzzttest, Chdreight Male 03/03/1968 (52 yrs) (Community ID:2000001836056)
960 8th ST, LA JOLLA, CA 92038

Summary More Patient Information Patient Groups **eHealth Exchange Documents** Statewide Data

eHealth Exchange Documents

Document Title	Author Institution	Patient ID	Home Community ID
Aggregated CCD		1837807942	2,16,840,1,113883,3,42,10001,100001,12

results

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