After Visit Summary (AVS)
VA Loma Linda Health Care System

John M. Byrne, D.O.
Associate Chief of Staff for Education
Chief Health Informatics Officer
VA Loma Linda Healthcare System
Associate Professor of Medicine
Loma Linda University School of Medicine
• **Veterans Health Administration (VHA)**
  • Largest healthcare system in the nation
  • 8,760,000 enrollees
  • 151 hospitals
  • 820 community based outpatient clinics
  • 83.6 million outpatient visits in 2012
  • 340,000 employees
  • 60% of all U.S. physicians trained in VHA rotations

• **VHA Patient Care**
  • Higher patient satisfaction than private sector
  • Consistently outperforms private sector quality indicators
Introduction: Who are our patients?

- Older - average age 64
- Sicker Compared to Age-Matched Americans
  - 3 Additional Non-Mental Health Diagnoses
  - 1 Additional Mental Health Diagnosis
- Poorer
  - ~ 70% with annual incomes < $26,000
  - ~ 40% with annual incomes < $16,000
- Changing Demographics
  - 10% female overall
• **VistA - VA Electronic Health Record (EHR)**
  • 160 integrated software modules for clinical care, financial functions and administration
  • Business logic, data in VistA

• **Computerized Patient Record System (CPRS)**
  • Graphical User Interface for healthcare providers
  • Innovations in Government Award 2006
  • CPRS ranked highest for ability to provide quality care *
  • VHA seeking Meaningful Use Certification**


<table>
<thead>
<tr>
<th>Date</th>
<th>Facility</th>
<th>Hospital Location</th>
<th>Encounter No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/04/2014</td>
<td>Loma Linda</td>
<td>PRIMARY CARE/MED/TV</td>
<td></td>
</tr>
</tbody>
</table>

**Provider:** EWEB, JOHN M (P)

**Diagnoses:**
- 914.00 - COR Atheroscler Membr TYP-ven (P)
- 250.90 - UNI WO CMT NY ST UNCONF
- 435.9 - TRANS CRBR ECHMEA Nos
- 836.0 - TEAR MED MNL I ORK CARR
- 592.9 - CARCINOSIS OF KIDNEY
- 533.9 - PHTIC VENOSA Nos
- 600.20 - CEP L/R W/O UR CYS/LTH
- 787.0 - OBESITY, UNIF
- 562.10 - DIVERTICULOSIS OF COLON
- 272.8 - LIPOPATH NOS
- 780.6 - HTN, ARTER
- 401.01 - HYPERTENSION
- 368.2 - DIPLOPIA
- 378.54 - SIXTH NERVE PALSY

**SVOO - Vital Select Output. (max 1 occurrence or 1 day)**

<table>
<thead>
<tr>
<th>Measurement</th>
<th>BP</th>
<th>Pulse</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/04/2014</td>
<td>118/51</td>
<td>51</td>
<td>130.9 (138.75) [43+]</td>
</tr>
</tbody>
</table>

**Vitals**

- **Most recent weight:** 130.9 pounds
- **BP:** 118/51

**Medication Worksheet**

- **Name:** BROWN, JAMES FLOYD - 5414 PHARMACY - LOMA LINDA DIVISION (909-777-3259)

- **Medication: Atorvastatin calcium 80 mg**
  - 1 tablet daily for high cholesterol
  - **3 refill(s) remaining prior to Jan 18, 2015**

**To Do List**

- **Today** before you go home please go to:
  - 

- **Please go to the laboratory this week:**
  - **13 hour fasting**
  - **Non-fasting**
  - **Urine**

- **Your next appointment should be in about:**
  - **Referrals have been sent to the following services:**
    - Your ordered medication will be scheduled by the consultant, and you will receive your appointment notification in the mail.

**Other:**

- **Please bring all your medications with you to each doctor’s appointment.**

If you need to contact your provider between visits please call:
- (909) 741-8387 ext 3605
- Please help us serve our veterans better by calling the Modesto to make an appointment instead of walking in. Thank you.
• **VALLHCS’ AVS Goals**

  • Provide patients with a patient-centered clinical summary of outpatient clinic visits

  • Minimize work for providers by automatically populating AVS with data from VistA but include customization

  • Print and upload copy to EHR and patient portal

  • Meet meaningful use criteria
Software Development

Prototype
2009-2010

- VHA Innovations grant
- Requirements gathering VALLHCS patients & physicians
- Contractor prototype, feedback from clinicians

α, β Testing
2012-2013

- Live testing, clinician feedback to local programmer
- Available to all VALLHCS staff March 2013

Development
2013-2014

- Deployed at 6 additional VA sites, clinician feedback
- Engage VHA Medication Reconciliation & Meaningful Use
- Approval for national deployment January 2014
- Evaluation patient/clinician focus groups, satisfaction
“Agile” or Iterative Software Development

Iterative Development

Veterans

Contractor

Clinicians & Informatics

VALLCHS Programmer

Prototype Development

AVS

Clinicians & Informatics

VALLCHS Programmer

Veterans
VALLHCS AVS Content Development

Prototype - basic data & technical feasibility

Additional data to meet MU plus medication descriptions, patient education and more

Expanded data and more esthetic layout
AVS Clinician View

- Opens from CPRS
- CCOW (Clinical Context Object Workgroup)
  - Open AVS once, changes with CPRS patient selection
AVS Clinician View

- Auto-refresh every 2 minutes to update data
- Workflow
  - Minimal data entry
  - Orders and encounter form completed
• **Patient Information**
  - Patient name
  - Demographic information
  - Smoking status
  - Language preference

• **Today’s Visit**
  - Provider's name and office contact information
  - Date and location of the visit
  - Reason for the office visit
  - Current problem list
  - Procedures performed
  - Vital signs taken during the visit
  - List of diagnostic tests pending
• **Today’s Visit**
  - Future scheduled tests
  - Immunizations or medications administered during the visit
  - Referrals to other providers.

• **Important Notes**
  - Clinical instructions
  - Future appointments
  - Recommended patient decision aids
  ± Care plan field(s), including goals and instructions
  + Remote appointments
Stage 2 Meaningful Use Requirements

- My Ongoing Care
  - Current medication allergies
  - Current medication list
  - Laboratory test results.
- Primary care team
- Medication descriptions
- Remote allergies and medications
- Clinical charts
- Hospital service information
• Upcoming appointments include remote locations

### Important Notes

<table>
<thead>
<tr>
<th>Upcoming Appointments</th>
<th>Appointments in the next 3 months:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>02/20/2014</strong></td>
<td>15:07 - Ceo A Sw Tele (PUGET SOUND HCS)</td>
</tr>
<tr>
<td></td>
<td>15:15 - Ceo A Sw Tele (PUGET SOUND HCS)</td>
</tr>
<tr>
<td><strong>04/28/2014</strong></td>
<td>09:00 - Srg A Visual Fields Hiett (PUGET SOUND HCS)</td>
</tr>
</tbody>
</table>

16
Primary care provider information includes primary care team (in VA, Patient Aligned Care Team or PACT = Patient Centered Medical Home)
Medication list includes visual descriptions

<table>
<thead>
<tr>
<th>My Current VA Medications</th>
</tr>
</thead>
<tbody>
<tr>
<td>The medications listed below were reviewed with you by your provider and is provided to you as an updated list of medications. Please remember to inform your provider of any medication changes or discrepancies that you note. Otherwise, please continue these medications as prescribed.</td>
</tr>
</tbody>
</table>

**Albuterol So4 0.083% Inhl 3ml**
Take 1 VIAL IN NEBULIZER BY INHALATION THREE TIMES A DAY
Refills: 3 Last Released: November 21, 2013 Expires: November 21, 2013
Description: oval, white, imprinted with: WATSON, 698,200

**Hydroxychloroquine Sulfate 200mg Tab**
Take Two Tablets by Mouth Daily for Rheumatoid Arthritis
Refills: 3 Last Released: January 03, 2014 Expires: November 14, 2014
Description: oval, white, imprinted with: WATSON, 698,200

**Hydrocodone 5mg/Acetaminophen 325mg Tab**
Take 1-2 Tablets by Mouth Three Times a Day **DO NOT TAKE MORE THAN 3000MG OF ACETAMINOPHEN PER DAY**
Refills: 1 Last Released: November 29, 2013 Expires: May 23, 2014
Description: oval, white, imprinted with: M365

**Hydroxychloroquine Sulfate 200mg Tab**
Take Two Tablets by Mouth Daily for Rheumatoid Arthritis
Refills: 3 Last Released: January 03, 2014 Expires: November 14, 2014
Description: oval, white, imprinted with: WATSON, 698,200

**Loratadine 10mg Tab**
Take One Tablet by Mouth Daily for Allergies
Refills: 3 Last Released: February 20, 2014 Expires: February 20, 2015

**Pravastatin Na 20mg Tab**
Take One Tablet by Mouth at Bedtime for High Cholesterol
Refills: 3 Last Released: November 21, 2013 Expires: November 21, 2014
Description: round tablet, light yellow, imprinted with: APO, PRA 20
Reconciliation of remote & non-VA medications

<table>
<thead>
<tr>
<th>Name</th>
<th>Sig</th>
<th>Type</th>
<th>Refills</th>
<th>Expiration Date</th>
<th>Last Filled</th>
<th>Facility</th>
<th>Provider/Documentor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tiotropium 18 Mcg Inh...</td>
<td>INHALE CONTENTS OF ONE CAPSULE IN...</td>
<td>VA</td>
<td>0</td>
<td>January 17, 2...</td>
<td>January 08, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Albuterol 90mcg (Inh...</td>
<td>INHALE 2 PUFFS 90MCG/INHL BY MOUTH...</td>
<td>VA</td>
<td>0</td>
<td>January 14, 2...</td>
<td>January 06, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Budesonide 160/Form...</td>
<td>INHALE TWO PUFFS BY MOUTH TWICE...</td>
<td>VA</td>
<td>0</td>
<td>January 17, 2...</td>
<td>January 05, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Adalimumab 40mg/0.8mg</td>
<td>INJECT 40 MG (0.8 ML) OF 40MG/0.8ML...</td>
<td>VA</td>
<td>0</td>
<td>January 17, 2...</td>
<td>January 23, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Hydrochlorothiazide 2...</td>
<td>TAKE ONE TABLET BY MOUTH EVERY M...</td>
<td>VA</td>
<td>0</td>
<td>January 17, 2...</td>
<td>January 21, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Cetirizine 10 Mg Tab</td>
<td>TAKE ONE-HALF TABLET BY MOUTH EVERY M...</td>
<td>VA</td>
<td>0</td>
<td>January 14, 2...</td>
<td>January 16, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Flunisolide 0.025% 20...</td>
<td>INHALE 2 SPRAYS IN EACH NOSTRIL T...</td>
<td>VA</td>
<td>0</td>
<td>January 14, 2...</td>
<td>January 16, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Leflunomide 20 Mg Tab</td>
<td>TAKE ONE TABLET BY MOUTH EVERY D...</td>
<td>VA</td>
<td>0</td>
<td>January 14, 2...</td>
<td>January 16, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Lorazepam 0.5 Mg Tab</td>
<td>TAKE ONE TABLET BY MOUTH EVERY D...</td>
<td>VA</td>
<td>0</td>
<td>January 15, 2...</td>
<td>January 16, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Sharps Disposal Cont...</td>
<td>USE CONTAINER AS DIRECTED DO NOT...</td>
<td>VA</td>
<td>0</td>
<td>January 14, 2...</td>
<td>January 16, 2...</td>
<td>PUGET SOUND HCS</td>
<td>ERSKINE, MICHAEL S</td>
</tr>
<tr>
<td>Ranitidine Tab</td>
<td>150 MG BY MOUTH EVERY DAY</td>
<td>Non-VA</td>
<td>0</td>
<td></td>
<td></td>
<td>PUGET SOUND HCS</td>
<td>LIEDTKE, ANTHON S</td>
</tr>
<tr>
<td>Etanercept 50 Mcg/Ml...</td>
<td>SUBCUTANEOUSLY WEEKLY</td>
<td>Non-VA</td>
<td>0</td>
<td></td>
<td></td>
<td>PUGET SOUND HCS</td>
<td>LIEDTKE, ANTHON S</td>
</tr>
</tbody>
</table>
- Reconciliation of remote & non-VA medications

<table>
<thead>
<tr>
<th>My Medications</th>
<th>Medications You Are Taking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not From VA</td>
<td>Ranitidine Tab</td>
</tr>
<tr>
<td></td>
<td>150 MG BY MOUTH EVERY DAY</td>
</tr>
<tr>
<td></td>
<td>Documentation Facility: PUGET SOUND HCS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medications You Are Not Taking</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have stated that you no longer take the following medications that are not from a VA facility (e.g. over-the-counter and herbal). Please remember to discuss each of these medications with your VA providers at each facility where you receive care.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My Medications</th>
<th>Medications You Are Taking</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Other VAs</td>
<td>Tiotropium 18 Mcg Inh Cap 30</td>
</tr>
<tr>
<td></td>
<td>INHALE CONTENTS OF ONE CAPSULE IN INHALER AS DIRECTED EVERY DAY—REPLACES IPRATROPium</td>
</tr>
<tr>
<td></td>
<td>Refills: 0 Last Released: December 19, 2013 Expires: January 17, 2014</td>
</tr>
<tr>
<td></td>
<td>Facility: PUGET SOUND HCS Provider: ERSKINE, MICHAEL S</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Albuterol 90mcg (CFC-F) 200d Oral Inh</th>
</tr>
</thead>
<tbody>
<tr>
<td>INHALE 2 PUFFS 90MCG/INHL BY MOUTH FOUR TIMES A DAY FOR SHORTNESS OF BREATH (WAIT ONE MINUTE BETWEEN PUFFS)</td>
</tr>
<tr>
<td>Refills: 0 Last Released: December 19, 2013 Expires: January 14, 2014</td>
</tr>
<tr>
<td>Facility: PUGET SOUND HCS Provider: ERSKINE, MICHAEL S</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Budesonide 160/ Formoter 4.5mcg 120d Inh</th>
</tr>
</thead>
<tbody>
<tr>
<td>INHALE TWO PUFFS BY MOUTH TWICE A DAY * RINSE MOUTH AFTER USING *</td>
</tr>
<tr>
<td>Refills: 0 Last Released: February 03, 2014 Expires: January 17, 2014</td>
</tr>
<tr>
<td>Facility: PUGET SOUND HCS Provider: ERSKINE, MICHAEL S</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medications You Are Not Taking</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have stated that you no longer take the following medications prescribed at other VA facilities. Please remember to discuss each of these medications with your VA providers at these facilities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adalimumab 40mg/0.8ml Inh Pen Kit</th>
</tr>
</thead>
<tbody>
<tr>
<td>INJECT 40 MG (0.8 ML) OF 40MG/0.8ML SUBCUTANEOUSLY EVERY OTHER WEEK FOR RHEUMATOID ARTHRITIS</td>
</tr>
<tr>
<td>Refills: 0 Last Released: December 18, 2013 Expires: January 17, 2014</td>
</tr>
<tr>
<td>Facility: PUGET SOUND HCS Provider: ERSKINE, MICHAEL S</td>
</tr>
</tbody>
</table>
• Customize AVS for patient’s needs
### After Visit Summary

**PATIENT, TEST**  
Visit date: 02/19/2014  
Date generated: 03/10/2014 11:02  
LOMA LINDA HCS

**Today's Visit**
- **Clinic Visits**: 13:00 - Dr. Byrne, Module 4  
- **Providers**: BYRNE, JOHN M  
- **Reason For Visit**: Essential hypertension  
- **You Were Diagnosed With**:
  - Essential hypertension
  - Rheumatoid arthritis
  - Liver enzymes abnormal
  - Obesity
  - Chronic nonalcoholic liver disease
  - Diverticular disease
- **Vitals as of This Visit**:
  - Blood Pressure: 137/78
  - Body Mass Index: 31.82
  - Height: 70 in
  - Pain: 0
  - Pulse Oximetry: 96 (Roo

---

**After Visit Summary**

**PATIENT, TEST**  
Visit date: 02/19/2014  
Date generated: 03/10/2014 11:02  
LOMA LINDA HCS

**Today's Visit**
- **Clinic Visits**: 13:00 - Dr. Byrne, Module 4  
- **Providers**: BYRNE, JOHN M  
- **Reason For Visit**: Essential hypertension  
- **You Were Diagnosed With**:
  - Essential hypertension
  - Rheumatoid arthritis
  - Liver enzymes abnormal
  - Obesity
  - Chronic nonalcoholic liver disease
  - Diverticular disease
  - Chronic osteoarthritis
  - Asthma
  - Ex-smoker
  - Chronic obstructive lung disease
  - Blood glucose abnormal
  - Dyslipidemia
• Charts for trending clinical data
VALLHCS AVS Patient Features

- Add clinical service location, hours & contact information

---

### Clinical Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Op.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiology</td>
<td>Building 30</td>
<td>000</td>
</tr>
<tr>
<td>Anesthetic Surgery</td>
<td>3 Northwest</td>
<td>000</td>
</tr>
<tr>
<td>Behavioral Medicine</td>
<td>Second Floor</td>
<td>000</td>
</tr>
<tr>
<td>Cardiology</td>
<td>4th Floor</td>
<td>000</td>
</tr>
<tr>
<td>Community Based Clinic, Byrde</td>
<td>1273 Hobson Way, Byrde, CA 92225</td>
<td>080</td>
</tr>
<tr>
<td>Community Based Clinic, Corona</td>
<td>850 MAGNOLIA, Corona, CA 92875</td>
<td>080</td>
</tr>
<tr>
<td>Community Based Clinic, Murrieta</td>
<td>28670 Baxter Rd., Suite 540, Murrieta, CA 92562</td>
<td>080</td>
</tr>
<tr>
<td>Community Based Clinic, Palm Desert</td>
<td>41-990 Cook St, Blvd E Ste 1004, Palm Desert, CA 92261</td>
<td>0800-1700 M-T...</td>
</tr>
<tr>
<td>Community Based Clinic, Rancho Cucamonga</td>
<td>8120 Haven Ave., Suite 102, Rancho Cucamonga</td>
<td>0800-1700 M-T...</td>
</tr>
<tr>
<td>Community Based Clinic, Victorville</td>
<td>12131 Industrial Boulevard, Suite 120, Victorville</td>
<td>0800-1700 M-T...</td>
</tr>
<tr>
<td>Dental Service</td>
<td>2F-10, Second Floor</td>
<td>0800-1630</td>
</tr>
<tr>
<td>Dermatology</td>
<td>3 Northwest</td>
<td>0800-1630</td>
</tr>
<tr>
<td>Ears, Noe &amp; Throat</td>
<td>3 Northwest</td>
<td>0800-1630</td>
</tr>
<tr>
<td>Endocrine Clinic</td>
<td>3 Northwest</td>
<td>0800-1630</td>
</tr>
<tr>
<td>Eye Clinic, Ophthalmology</td>
<td>First Floor, Building 51</td>
<td>0800-1630</td>
</tr>
<tr>
<td>General Surgery</td>
<td>3 Northwest</td>
<td>0800-1630</td>
</tr>
</tbody>
</table>

### Additional Information - LOMA LINDA HCS

- **Clinical Services**
  - Location: 4th Floor
  - Hours of Operation: 0800-1630
  - Phone: 909-563-6059
  - Comment: Blood draw 0730-1730
VALLHCS AVS Patient Features

- Integrated with patient education software
- Education sheets triggered by ICD-9 codes or search library
- Print, copy document or copy sections into AVS
VALLHCS AVS Patient Features

- Printed education sheet automatically inputs a message into instructions

**Important Notes**

<table>
<thead>
<tr>
<th>Upcoming Appointments</th>
<th>No appointments scheduled in the next 3 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructions</td>
<td>Please read Krames on Demand articles: &quot;Controlling High Blood Pressure&quot;</td>
</tr>
</tbody>
</table>

- Copy text from education sheet into AVS

**Important Notes**

<table>
<thead>
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<tbody>
<tr>
<td>Instructions</td>
<td>Please read Krames on Demand articles: &quot;Controlling High Blood Pressure&quot;</td>
</tr>
</tbody>
</table>

**High blood pressure** (hypertension) is called the silent killer. This is because many people who have it don't know it. Normal blood pressure is less than 120/80. Know your blood pressure and remember to check it regularly. Doing so can save your life. Here are some things you can do to help control your blood pressure.
### VALLHCS AVS Patient Features

- **Translator in setting, translate medical jargon from VistA**

#### After Visit Summary Settings - Logged in as John M Byrne DO (JERRY L PETTIS VAMC)

<table>
<thead>
<tr>
<th>ID</th>
<th>Type</th>
<th>Source String</th>
<th>Translation (Click a cell to edit it)</th>
</tr>
</thead>
<tbody>
<tr>
<td>642</td>
<td>Order Text</td>
<td>*PM&amp;R</td>
<td>Physical Medicine and Rehabilitation</td>
</tr>
<tr>
<td>23281</td>
<td>Order Text</td>
<td>*PM&amp;R OUTPATIENT Bedside</td>
<td></td>
</tr>
<tr>
<td>3260</td>
<td>Order Text</td>
<td>Discontinue PM&amp;R</td>
<td></td>
</tr>
<tr>
<td>3259</td>
<td>Order Text</td>
<td>Discontinue PM&amp;R <em>UNSIGNED</em></td>
<td></td>
</tr>
<tr>
<td>4482</td>
<td>Order Text</td>
<td>flu vac rtc 6 months w/ fasting labs call back for PM&amp;R consult for neck PT when desired</td>
<td></td>
</tr>
</tbody>
</table>

#### Location Names

- **19461**: Location Name - LL/PM&R*/REHAB/ATTENDING
- **121**: Location Name - LL/PM&R*/REHAB/RESIDENT/F CL
- **1590**: Location Name - LL/PM&R*/REHAB/TBI/F CL
- **1889**: Location Name - LL/PM&R*/SCI/BULL/F CLINIC
- **3940**: Location Name - LL/PM&R*/SCI/CVT
- **J147**: Location Name - LL/PM&R/AMPUTEE/PA/PARK AVEUE
VALLHCS AVS Summary

Large Print

Meaningful Use

Primary Care Team Info

Patient Education

Remote Data

Veterans
VALLHCS AVS Future Directions

• Evaluation
  – Randomized trial, 4 AVS’s, content & length*
    • No difference in satisfaction or content recall
    • Health literacy (S-TOFHLA) no effect on medication recall
    • Patients did not place great importance on formatting
  – VALLHCS AVS
    • Veteran preferences for content and length including additional features of AVS (e.g. medication descriptions)
    • Provider predictors for usage

Pre-visit summary

- Reason for visit edited by patient
- Medications for patient to reconcile
- Clinical Reminders that are due

Patient kiosks

- VA Veteran Portal System
- Funding AVS to national deployment
- Make PVS and AVS available at patient kiosks