C&P Optometry workgroup meeting minutes 9/25/2013

The meeting was led by Makesha Sink and Brian LeStrange. We appreciate everyone who participated on the call.

It was discussed the following complications with the VBMS system:

1. Documents are unlabeled

2. Unable to search for keywords such as "eye" "optometry", etc.

3. Records are not scanned in order and some eye documents in dental folders and other mislabeled folders.

4. Pages scanned upside down, sideways, folded, illegible

VBA/VBMS have been made aware of these issues and report that the program writers are working on correcting the program issues and that some documents are being re-scanned. These problems have been passed up the chain even to Secretary Shinseki and processes are being developed to correct these issues...

Many on the call reported difficulty obtaining access codes and passwords to even get on VBMS.

> The National Helpdesk contact information is:

- 1 (855) NSD-HELP (1-855-673-4357), then select Option 3 for all VBA support. At the next prompt: select Option 1 for VBMS assistance, Option 2 for password resets or access issues, or Option 3 for all other issues.   A specialized technician will be able to assist you.

- If it is not an access issue (password reset) or a critical issue, and you would like to email your VBMS request, you can send the information to our email box "National Service Desk – VBMS" (nsdvbms@va.gov). For all other non-critical or password related requests you can email the "National Service Desk – Philadelphia" (itsc@va.gov).

> Your local C&P lead should also be able to help you get the process going and the paperwork to be filled out.

- Of note - when setting a password – it **must** be 8 characters (no more, no less) and a mix of alphanumeric and symbols. Caps lock cannot be used.

- You must log-on to the system every 30 days or else your password will become inactivated.

- You must also know/use your hospital station number when logging on as well.

- The webpage for logging on is: https://www.vbms.vba.va.gov/vbmsp2

The updated version of CAPRI links CAPRI to Virtual VA. Be sure that when you log on to CAPRI that the version number listed under the Vista CAPRI logo is **DVBA*2.7*184.08** in order to have access to Virtual VA.

> If you do not have the "184" version – please have your C&P lead at your facility request your local IT department to upgrade you to the new version. This version will allow you to access Virtual VA files. Also – Windows7 or higher is recommended for best use of this system, if your computer is not Win7 your C&P lead should also request this for you with your local IT department.

> Barbara Hetrick mentioned that this updated CAPRI system is better for viewing files but still does not have the keyword search options.

> Once logged in to this version of CAPRI, you can go to the upper left hand corner and select **File** and **Get Docs from Virtual VA**

> At this time Virtual VA and VBMS are 2 different systems but the plan is to integrate these in the future.

As a reminder – records **only need to be reviewed if the 2507 request asks:**

- for a medical opinion

- Board of Veterans Appeals remand

- TBI exam

- Or if specifically asked for review with the listed eye condition

> This is regardless of whether the request says records are available in VBMS, Virtual VA or C-File.

Brian LeStrange recommended that everyone periodically check the DMO website for updates on C&P and usable information.   This VA *intranet* site can be accessed at the following address: http://vaww.demo.va.gov/   (Publications Library section is especially helpful)

New guidelines for diplopia testing using Tangent screen for those who do not have a Goldmann are soon to be published and we will pass along this information when it is released.

Our goal is to meet again in January 2014 and to have quarterly meetings. We will set up a schedule for 2014 soon so call group members can plan ahead to participate in the meetings.

If you have any agenda items, questions, comments, please let Brian and/or Makesha know (e-mails below). Also, this, future, and past C&P workgroup meeting minutes are posted on the C&P workgroup page of the NAVAO website www.navao.org for NAVAO members.

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