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## Aid to Process for Ch31 Electronic Request for Medical Services using CAPRI and CPRS

This document is an Aid intended to help follow the process of handling electronic medical requests to Veterans Health Administration (VHA) for services to Chapter 31 (Ch31) Vocational Rehabilitation and Employment (VR&E) participants. Electronic medical requests are generated and tracked in CAPRI (Compensation and Pension Record Interchange) and interface with the consult functionality of CPRS (Computerized Patient Record System). NOTE: Training resources for use of CAPRI Ch31 functionality and for CPRS are provided at the end of this Aid.

The VR&E functionality is accessible to authorized CAPRI users via Security Keys:

- Veterans Benefits Administration (VBA) VR&E Vocational Rehabilitation Counselors (VRC) and designated VR&E staff approved by VR&E Officer –
  - CAPRI access request [form](#) -
  - **DVBA CAPRI VRE\_COUNSELOR** (on the CLAIMS system)
  - MAILMAN mail group: **DVBA VR VOCREHAB PERSONNEL** (on the VistA system)
    - [Adding and Removing CAPRI Security Keys for VR&E Employees – March 1, 2013](#)
- Veterans Health Administration (VHA) Coordinators appointed by facility Directors –
  - **DVBA CAPRI VRE\_COUNSELOR**
  - **DVBA CAPRI VHA\_COORDINATOR**
  - MAILMAN mail group: **DVBA VR VOCREHAB PERSONNEL**

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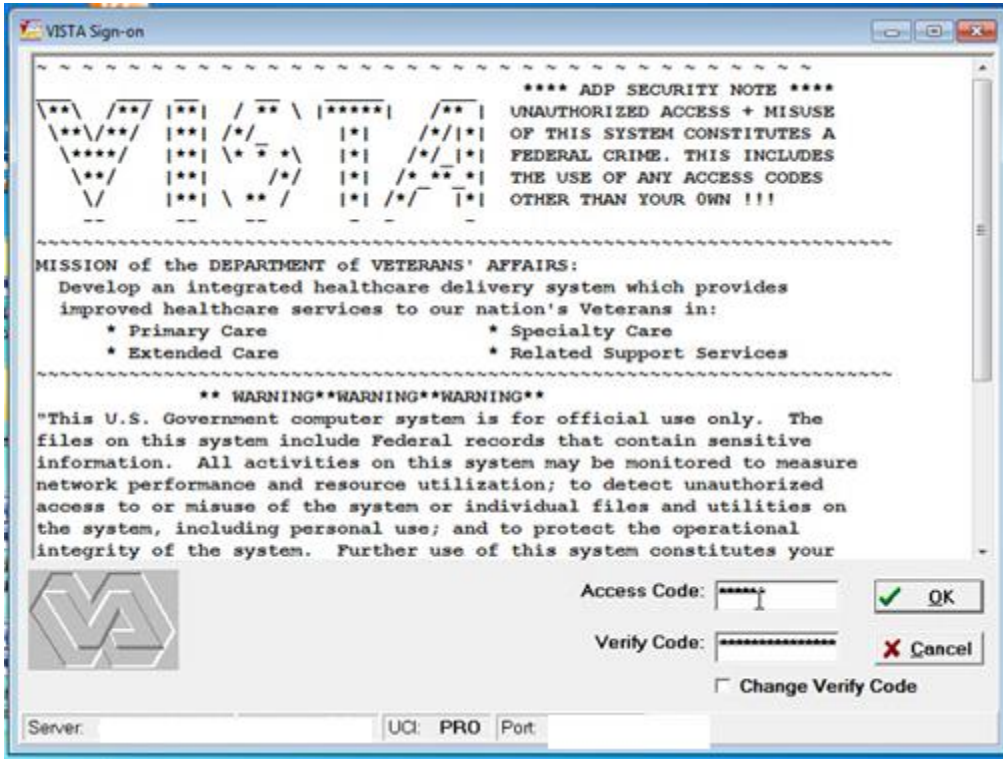


Illustration: Log into CAPRI through either the VISTA or CAPRI log-in screen.

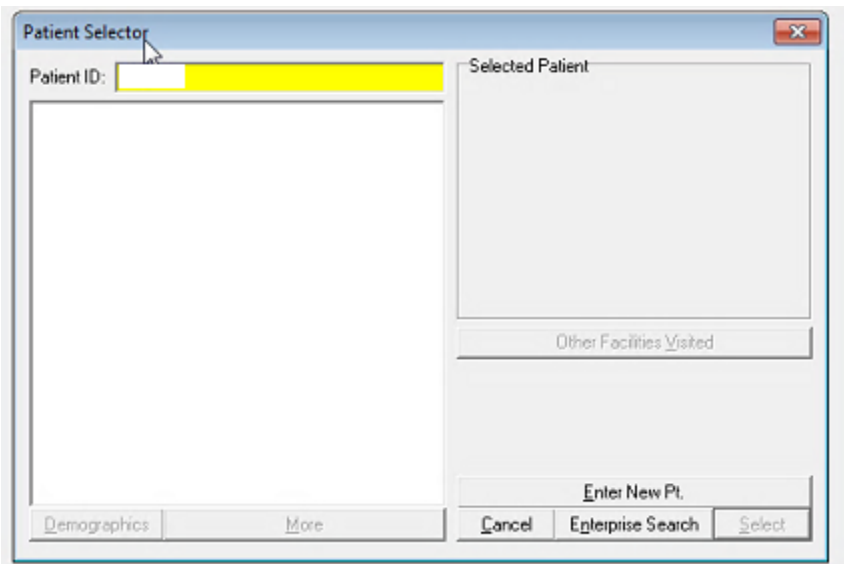


Illustration: Enter the Veteran's Last Name, First Name, Social Security Number or DFN (a VistA system unique patient designated file number) into CAPRI Patient Selection screen.

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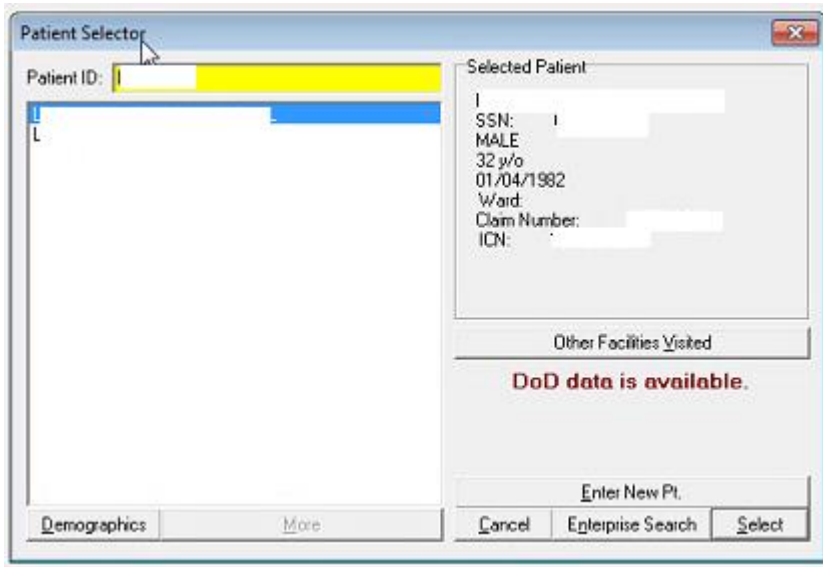


Illustration: Highlight and select the Veteran's record.

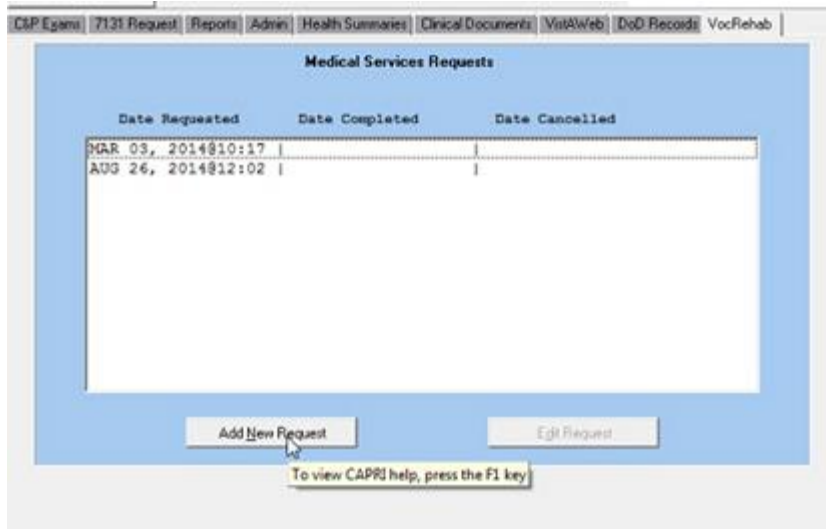


Illustration: Select VocRehab tab in CAPRI record and click Add New Request.

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Vocational Rehab - Medical Services Request

Patient Name: [ ] VA Claim #: [ ] Request Date: 09/09/2014

Anticipated Date of Rehabilitation (mm/dd/yyyy): 11/30/2018 Regional Office: 004 PROVIDENCE-RO Point of Contact: [ ]

Medical Services Requested: DENTAL

Other Description: [ ]

Reason for Referral: Pain upper right tooth

Rehabilitation Objectives: Social Worker

Preferred Schedule Date (mm/dd/yyyy): 09/16/2014

Preferred Schedule Date Reason: Please contact Vet for appt

Comments / Notes: Phone Number: [ ]

Send Medical Services Request Cancel Medical Services Request Cancel

Illustration: This is the Add Medical Services Request screen – VR&E Vocational Rehabilitation Counselor (VRC) will complete the entries on this screen.

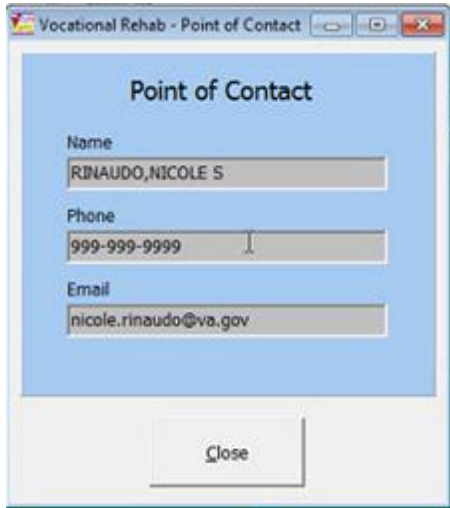
There are **4 required entries: Anticipated Date of Rehabilitation; Medical Services Requested; Reason for Referral; and Rehabilitation Objectives**. The VRC may use the optional fields: Other Description when “other” is chosen from the Medical Services Requested drop-down list; and/or Preferred Schedule Date and Preferred Schedule Date Reason (required when preferred date field is used).

**Comments/Notes** – In addition to the required fields, the VRC will enter the Veteran’s address, phone number and e-mail address (if available) that appear in Corporate WINRS to ensure Veterans Health Administration staff are able to contact the Veteran to schedule an appointment.

Select one of the 3 function buttons at the bottom of the screen:

- Send Medical Services Request – this will send the request and alert the VHA Point of Contact (POC) via an e-mail message of the new request
- Cancel Medical Services Request – this option may be used after the request has been sent and while it is still in New status
- Cancel – this option may be used to clear and cancel the request

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Vocational Rehab - Point of Contact

**Point of Contact**

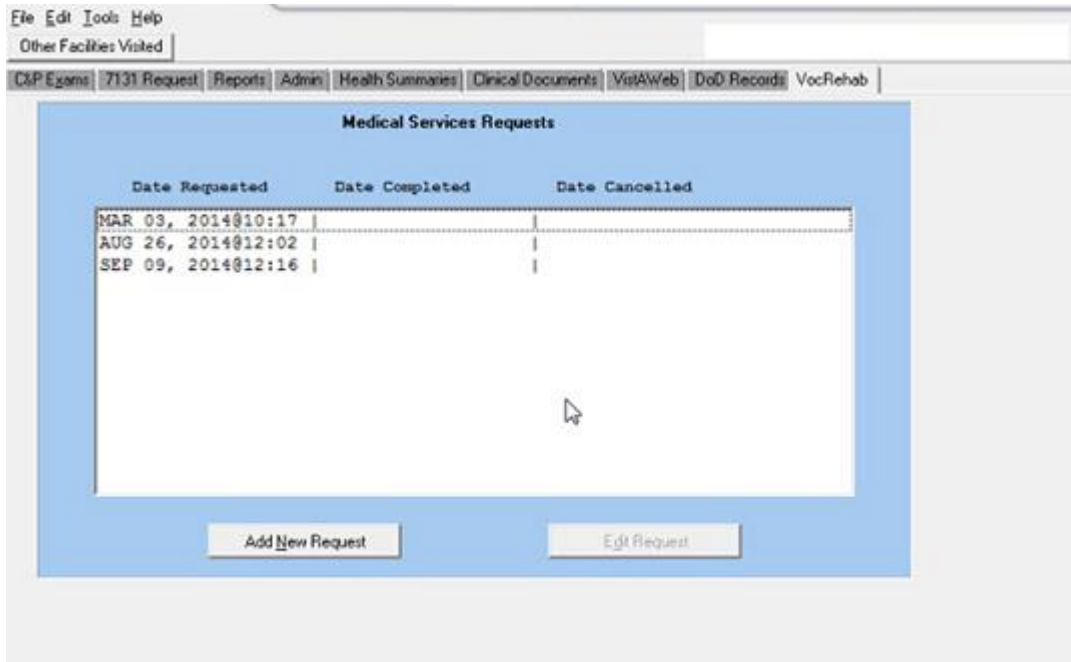
Name  
RINAUDO, NICOLE S

Phone  
999-999-9999

Email  
nicole.rinaudo@va.gov

Close

Illustration: Point of Contact (POC) shows which VR&E or VHA has current control over the request. While it is in New status, the VR&E employee who entered the request will be displayed in the Point of Contact detail box. The POC's name will also appear in VR&E Reports.



File Edit Tools Help

Other Facilities Visited

C&P Exams | 7131 Request | Reports | Admin | Health Summaries | Clinical Documents | VHA Web | DoD Records | VocRehab

**Medical Services Requests**

Date Requested	Date Completed	Date Cancelled
MAR 03, 2014@10:17		
AUG 26, 2014@12:02		
SEP 09, 2014@12:16		

Add New Request Edit Request

Illustration: New Medical Services Request submission complete. All requests submitted will be displayed on this screen – the status of the request will be updated as the services are either Completed or Cancelled.

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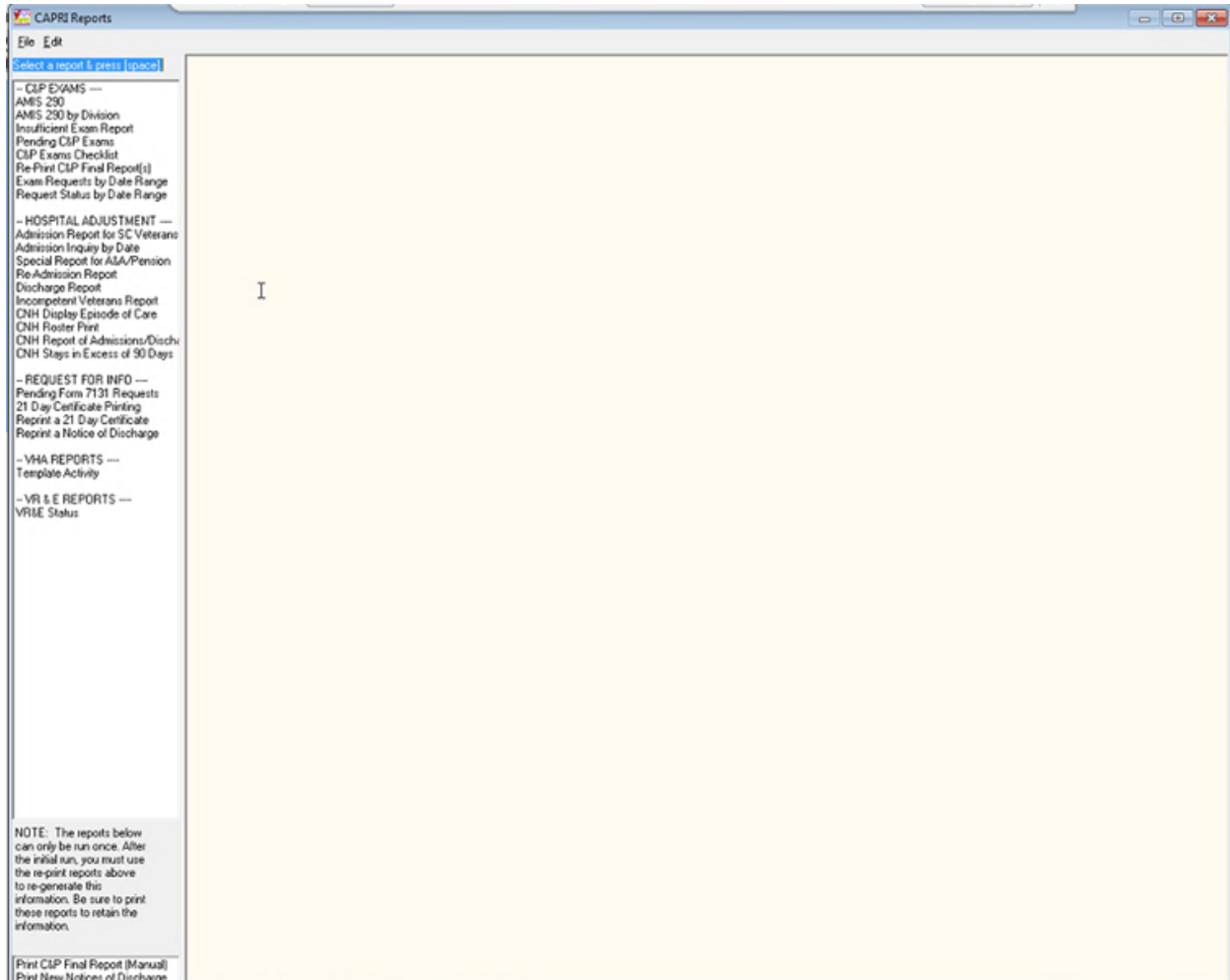


Illustration: Access CAPRI Reports by selecting File/Reports/VR&E Reports to monitor status of the request for medical services. NOTE: If the CAPRI request is not successfully linked to the consult and appointment schedule, the referral Status will not be updated irrespective of the outcome – Completed or Cancelled. If Reports does not show Completed or Cancelled, users can validate services provided through CAPRI Administrative/Scheduling tab and/or Clinical Notes. Instructions for linking requests to consults and schedule, and instructions for using Reports features appear later in this Aid.

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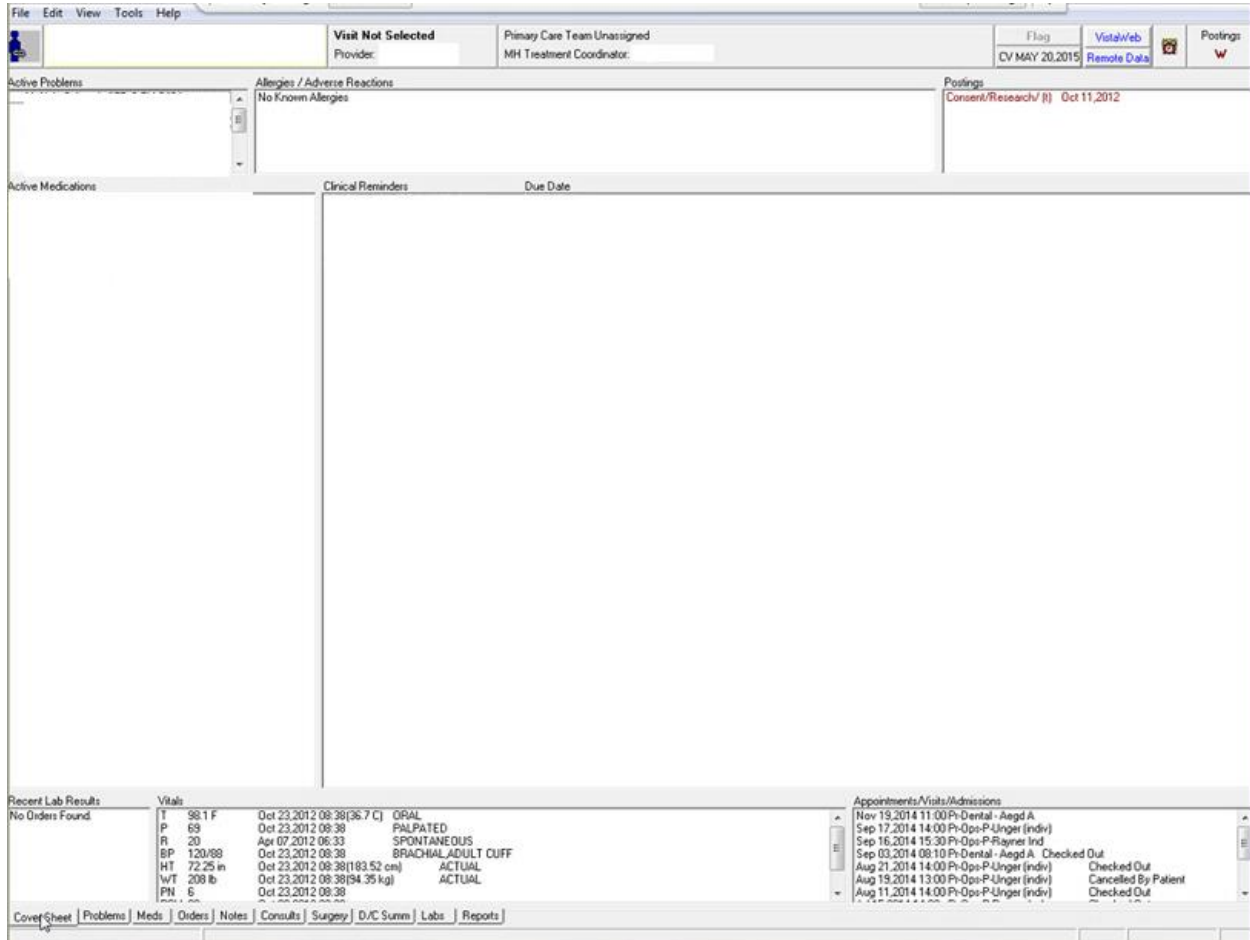


Illustration: CPRS Cover Sheet.

The VHA Coordinator will work in CPRS to process the following steps:

1. Create a Consult “order”
2. Sign the Consult “order”

The VHA Coordinator will work in CAPRI to process the following step:

1. Link the Consult in CAPRI to the Consult in CPRS.

When the daily CAPRI background process is run, the Ch31 request is automatically updated with the Consult date and with new status (Pending).

Updating the Ch31 Referral when medical services are completed or cancelled in CPRS:

1. When the Consult is completed/cancelled and signed, and the daily CAPRI background process is run, the Ch31 request is automatically updated (referral form and VR&E Reports) with new status (Completed or Cancelled).



Aid to Process for Ch31 Electronic request for medical services using CAPRI and CPRS

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The screenshot shows a medical software interface with a menu bar (File, Edit, View, Action, Options, Window, Help) and a toolbar. The main window displays a table of orders with columns for Service, Order, Start / Stop, Provider, Nurse, Clerk, Chart, Status, and Location. A dialog box titled "Location for Current Activities" is open, prompting the user to select an appointment or visit. The dialog includes a "Select a location from the tabs below" button and a list of "Clinic Appointments / Visits (T-S0 thru T+90)".

Service	Order	Start / Stop	Provider	Nurse	Clerk	Chart	Status	Location
Out. Meds	LITHIUM TAB SA 300MG TAKE FIVE TABLETS BY MOUTH AT BEDTIME TO STABILIZE MOOD Quantity: 150 Refills: 1	Start: 07/16/14 Stop: 07/16/15	Rayner,Christine				active	Pr-0ps-P-R
	ARIPIPIRAZOLE TAB 5MG TAKE ONE HALF TABLET BY MOUTH EVERY DAY FOR DEPRESSION AND MOOD Quantity: 15 Refills: 1	Start: 07/16/14 Stop: 07/16/15	Rayner,Christine				active	Pr-0ps-P-R
Non-VA Med	Non-VA LORATADINE TAB ORAL 10MG TAKE ONE TABLET BY MOUTH EVERY DAY prescribed by JP VA		Rayner,Christine				active	Pr-0ps-P-R
	Non-VA SUMATRIPTAN ORAL TAB 50MG TAKE ONE TABLET BY MOUTH PRN pt receives from a JP VA		Rayner,Christine				active	Pr-0ps-P-R
	Non-VA DIMETHYL FUMARATE CAP.EC 240MG TAKE 1 CAPSULE BY MOUTH TWICE A DAY pt receives med from JP VA		Rayner,Christine				active	Pr-0ps-P-R
	Non-VA VITAMIN D TAB 1000UNIT TAKE ONE TABLET BY MOUTH EVERY DAY		Doyle,Thomas J Md				active	Pr-0ps-P-R
Lab	THYROID SCREEN (TSH, REFLE LB #1635257						pending	Pr-0ps-P-R
	LITHIUM BLOOD (GOLD/SST) SE						pending	Pr-0ps-P-R
	CREATININE (BLOOD) BLOOD (G						pending	Pr-0ps-P-R
	LYTES BLOOD (GOLD/SST) SER						pending	Pr-0ps-P-R
	LITHIUM BLOOD (GOLD/SST) SE						pending	Pr-0ps-P-R
	AST BLOOD (GOLD/SST) SERUM						pending	Pr-0ps-P-R
	ALT BLOOD (GOLD/SST) SERUM						pending	Pr-0ps-P-R
	LIPID PROFILE BLOOD (GOLD/S						pending	Pr-0ps-P-R
	BILIRUBIN, TOTAL BLOOD (GOL						pending	Pr-0ps-P-R
	CBC w/ AUTO DIFFERENTIAL BL						pending	Pr-0ps-P-R
	GLUCOSE BLOOD (GOLD/SST) S						pending	Pr-0ps-P-R
	BUN BLOOD (GOLD/SST) SERUM						pending	Pr-0ps-P-R
	BILIRUBIN, TOTAL BLOOD (GOLD/SST) SERUM SP ONCE LB #1505198	Start: 11/13/13	Rayner,Christine				pending	Pr-0ps-P-R
	CBC w/ AUTO DIFFERENTIAL BLOOD (LAVENDER) SP ONCE LB #1505198	Start: 11/13/13	Rayner,Christine				pending	Pr-0ps-P-R
	GLUCOSE BLOOD (GOLD/SST) SERUM SP ONCE LB #1505198	Start: 11/13/13	Rayner,Christine				pending	Pr-0ps-P-R
	BUN BLOOD (GOLD/SST) SERUM SP ONCE LB #1505198	Start: 11/13/13	Rayner,Christine				pending	Pr-0ps-P-R
	CREATININE (BLOOD) BLOOD (GOLD/SST) SERUM SP ONCE LB #1505198	Start: 11/13/13	Rayner,Christine				pending	Pr-0ps-P-R
	LYTES BLOOD (GOLD/SST) SERUM SP ONCE LB #1505198	Start: 11/13/13	Rayner,Christine				pending	Pr-0ps-P-R
	LITHIUM BLOOD (GOLD/SST) SERUM SP LB #1505198	Start: 11/13/13	Rayner,Christine				pending	Pr-0ps-P-R

At the bottom of the interface, there is a navigation bar with tabs: Cover Sheet, Problems, Meds, Orders, Notes, Consults, Surgery, D/C Summ, Labs, Reports. An arrow points to the "Orders" tab.

Illustration: Select Orders function and select Clinic Appointment.



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The screenshot displays a medical software interface with an 'Order a Consult' dialog box open. The dialog box is titled 'Order a Consult' and contains the following information:

- Consult to Service/Specialty:** DENTAL ELIGIBILITY
- Urgency:** ROUTINE
- Attention:** (empty)
- Earliest appropriate date:** TODAY
- Place of Consultation:** CONSULTANT'S CHOICE
- Provisional Dx (REQUIRED):** Dental
- Reason for Request:** SCHEDULING APPOINTMENTS (FOR MENTAL HEALTH, WITHIN 14 DAYS AND FOR ALL OTHER CLINICS, WITHIN 30 DAYS). THIS INCLUDES ALL CLINICAL CARE RELATED TO THEIR EXPOSURE OR EXPERIENCE IN COMBAT.
- Service Connection:** 90%
- COMBAT SERVICE INDICATED:** No
- Chapter 31, voc. rehab. referral:** (checked)

The background shows a table of active orders with columns for Service, Order, Start / Stop, Provider, Nurse, Clerk, Chart, Status, and Location. The table lists various lab tests such as 'GLUCOSE BLOOD (GOLD/SST) SERUM SP ONCE LB #1544494' and 'BUN BLOOD (GOLD/SST) SERUM SP ONCE LB #1544494', all with a status of 'pending' and provider 'Raynei,Christine'.

Illustration: Order a Consult – this illustration displays “Ch31 Vocational Rehabilitation Referral” annotation for Dental Clinic eligibility validation.

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Illustration: Reason for Medical Services Request is added to the Consult Order. Press “Accept Order” button.

Service	Order	Start / Stop	Provider	Nurse	Clerk	Chat	Status	Location
Consults	DENTAL ELIGIBILITY Cons Consultant's Choice *UNSIGNED*						unreleased	Pr-Def/O...
Out. Meds	LITHIUM TAB.SA 300MG						active	Pr-Ops-P-R
Consults		Start: 07/16/14 Stop: 07/16/15					active	Pr-Ops-P-R
Consults		Start: 07/16/14 Stop: 07/16/15					active	Pr-Ops-P-R
Consults							active	Pr-Ops-P-R
Consults							active	Pr-Ops-P-R
Consults							active	Pr-Ops-P-R
Consults							active	Pr-Ops-P-Fi
Consults		SP Start: 07/15/14					pending	Pr-Ops-P-R
Consults		Start: 07/15/14					pending	Pr-Ops-P-R
Consults		Start: 01/29/14					pending	Pr-Ops-P-R
Consults		Start: 01/29/14					pending	Pr-Ops-P-R
Consults		Start: 01/29/14					pending	Pr-Ops-P-R
Consults		Start: 01/29/14					pending	Pr-Ops-P-R
Consults		Start: 01/29/14					pending	Pr-Ops-P-R
Consults		Start: 01/29/14					pending	Pr-Ops-P-R

Illustration: Consult Order has been added.

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The screenshot shows a medical software interface with a menu bar (File, Edit, View, Action, Options, Tools, Help) and a header area. The header includes 'DEF Sep 09,14 12:31', 'Primary Care Team Unassigned', 'MH Treatment Coordinator', 'Flag CV MAY 20,2015', 'Vital/Web Remote Data', and 'Postings W'. Below the header is a table of orders with columns: Service, Order, Start / Stop, Provider, Nurse, Clerk, Chart, Status, and Location. The table lists various orders including 'DENTAL ELIGIBILITY Cons Consultant's Choice \*UNSIGNED\*', 'LITHIUM TAB SA 300MG', 'APRIPRAZOLE TAB 5MG', 'Non-VA LORATADINE TAB,ORAL 10MG', 'Non-VA SUMATRIPTAN ORAL TAB 50MG', 'Non-VA DIMETHYL FUMARATE CAP,EC 240MG', 'Non-VA VITAMIN D TAB 1000UNIT', 'Lab THYROID SCREEN (TSH, REFLEX TO FREE T4) BLOOD (GOLD/SST) SERUM SP', 'LITHIUM', 'CREATIN', 'LYTES BL', 'LITHIUM', 'AST BLO', 'ALT BLO', 'LIPID PR', 'BILIRUBIN', 'CBC w/ AUTO DIFFERENTIAL BLOOD (LAVENDER) SP ONCE LB #1544494', 'GLUCOSE BLOOD (GOLD/SST) SERUM SP ONCE LB #1544494', and 'BUN BLOOD (GOLD/SST) SERUM SP ONCE LB #1544494'. A 'Sign Orders' dialog box is overlaid on the table, containing the text 'All Orders Except Controlled Substance Orders' and a checked checkbox for 'DENTAL ELIGIBILITY Cons Consultant's Choice \*UNSIGNED\*'. Below the checkbox is an 'Electronic Signature Code' input field and 'Sign' and 'Cancel' buttons.

Illustration: Enter Electronic Signature Code and consult order is complete.

The screenshot shows a medical software interface with a header area including 'DEF Sep 09,14 12:31' and 'Provider:'. Below the header is a list of consults under the heading 'All Consults'. The list includes: 'Sep 09,14 (p) DENTAL ELIGIBILITY Cons Con', 'Sep 03,14 (c) DENTAL IMAGING REQUEST C', 'Aug 27,14 (p) DENTAL Cons Consult #: 14364', 'Mar 07,14 (c) DENTAL IMAGING REQUEST C', 'Mar 03,14 (c) DENTAL Cons Consult #: 13649', 'Mar 25,13 (c) DENTAL IMAGING REQUEST C', 'Nov 28,12 (c) OPTOMETRY/OPHTHALMOLO', 'Oct 23,12 (c) HOMELESS SERVICES OUTPT', 'Jul 09,12 (c) VRRC OEF/DIF VOCATIONAL OL', 'Jun 01,12 (dc) PSYCHOSOCIAL REHABILITAT', 'Jul 06,10 (dc) SUBSTANCE ABUSE TREATME', 'Jun 14,10 (c) GENERAL PSYCHIATRY OUTPT', 'Jun 14,10 (c) POLYTRAUMA/TBI OUTPT Con', 'Jun 14,10 (dc) POLYTRAUMA/TBI OUTPT Co', and 'Jun 08,10 (c) OEF/OIF Interdisciplinary Cons C'. To the right of the list is a detailed view of the selected consult order, showing patient status (Outpatient), primary eligibility (SERVICE), patient type (SC VETERAN), CV eligible (YES), OEF/OIF (YES), service connection/rated disability (90%), and rated disabilities (POST-TRAUMATIC STRESS DISORDER, SLEEP APNEA, NEUROGENIC PAIN, INFLAMMATORY BOWEL DISEASE, IMPAIRMENT OF HEARING, SUPERFICIAL BURN, 2ND DEGREE BURN, NEOPLASM). Below this is the 'Order Information' section, showing 'To Service: DENTAL IMAGING', 'From Service: PR-OEF/OIF', and 'Requesting Provider:'. The service is to be rendered on a date that is partially visible.

Illustration: CPRS screen display of a completed consult order.

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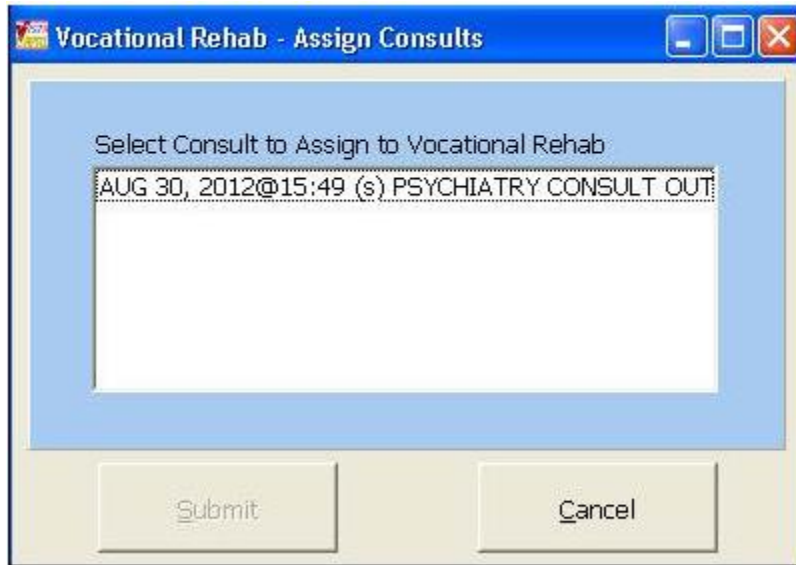


Illustration: Note – Screen snapshot was selected from CAPRI on-line Help. This screen is only visible to users who have a security key of DVBA CAPRI VHA\_COORDINATOR. The user selects a consult that was previously created for the Veteran in CPRS to assign to the Medical Services Request under the VocRehab tab. This assignment must take place in order for the consult status to be tracked. Only one consult can be assigned to one Medical Services Request.

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The screenshot shows a web-based form titled "Vocational Rehab - Medical Services Request". The form is divided into several sections:

- Header:** Patient Name, VA Claim #, and Request Date: SEP 09, 2014@12:16.
- Anticipated Date of Rehabilitation (mm/dd/yyyy):** 11/30/2016.
- Regional Office:** PROVIDENCE-RO.
- Point of Contact:** (Icon of three people).
- Medical Services Requested:** DENTAL.
- Other Description:** (Empty text box).
- Reason for Referral:** Pain upper right tooth.
- Rehabilitation Objectives:** Social Worker.
- Comments / Notes:** Phone Number: (Empty text box). Dental consult placed on 9/9/2014.
- Preferred Schedule Date (mm/dd/yyyy):** 09/16/2014.
- Preferred Schedule Date Reason:** Please contact Vet for appt.
- Consult Selected:** SEP 09, 2014@12:39 - DENTAL ELIGIBILITY.

Buttons at the bottom include "Update Medical Services Request" and "Cancel".

Illustration: Medical Services Request is updated when VHA Coordinator connects the consult to the request.

The screenshot shows a dialog box titled "Email Forwarding Address" with the following content:

**Automated mail bulletins will be forwarded to the e-mail address you specify.**

Current forwarding address:  
NONE SPECIFIED

Set to:  Other:  
 butler.eirn@providence.med.va.gov  
 Don't Forward Messages  
 NO CHANGE

OK

The dialog box is overlaid on a window with a menu bar (File, Edit, Tools, Help) and a status bar (Ready, News, VisA).



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Illustration: E-mail notifications – CAPRI allows users to select a preference of the method to receive “alerts” or notifications regarding the status of the Request for Medical Services. The default is MAILMAN – use Tools/Change Forwarding Address/Other to enter Outlook address if preferred. NOTE: Without a proper selection of e-mail preference, CAPRI will be unable to forward “alerts.”



Illustration: VHA POC contact information is auto-populated based on e-mail forwarding selection.

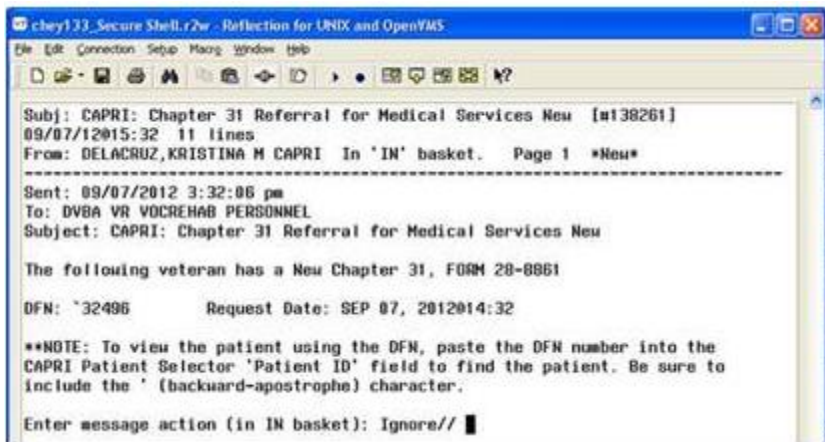


Illustration: Screen snapshot displays a message using “test case” data from CAPRI on-line Help – no real Veteran Personally Identifiable Information (PII) is contained in the screen snapshot. Upon specific

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events, MAILMAN messages are sent to VHA Coordinators who must be a member of the MAILMAN mail group: DVBA VR VOCREHAB PERSONNEL and the VR&E Counselor(s) receive e-mail notifications via Outlook. These notifications are sent for the following status changes to the Medical Services Request - Note: the Veteran's name will not be included in the e-mail notification – instead a Veteran-specific DFN is transmitted.

- New Status: This message reads: Chapter 31 Referral for Medical Services New. \*\*This notification is only sent to the VHA Coordinator via MAILMAN
- Pending Status: This message reads: Chapter 31 Referral for Medical Services pending. \*\*In CAPRI, once the VHA Coordinator or designated person links the consult request to the original Chapter 31, VA Form 28-8861 CAPRI Request for Medical Services, the status of the consult in CAPRI is then changed to Pending. Both the VHA Coordinator and VR&E Counselor receive notification messages
- Completed Status: This message reads: Chapter 31 Referral for Medical Services Completed \*\* Both the VHA Coordinator and VR&E Counselor receive notification messages
- Cancelled Status: This message reads: Chapter 31 Referral for Medical Services Cancelled \*\* Both the VHA Coordinator and VR&E Counselor receive notification messages

To locate the Veteran's CAPRI record, enter the 5-digit DFN in the Patient ID field on Patient Selector screen and follow system prompts for record selection.



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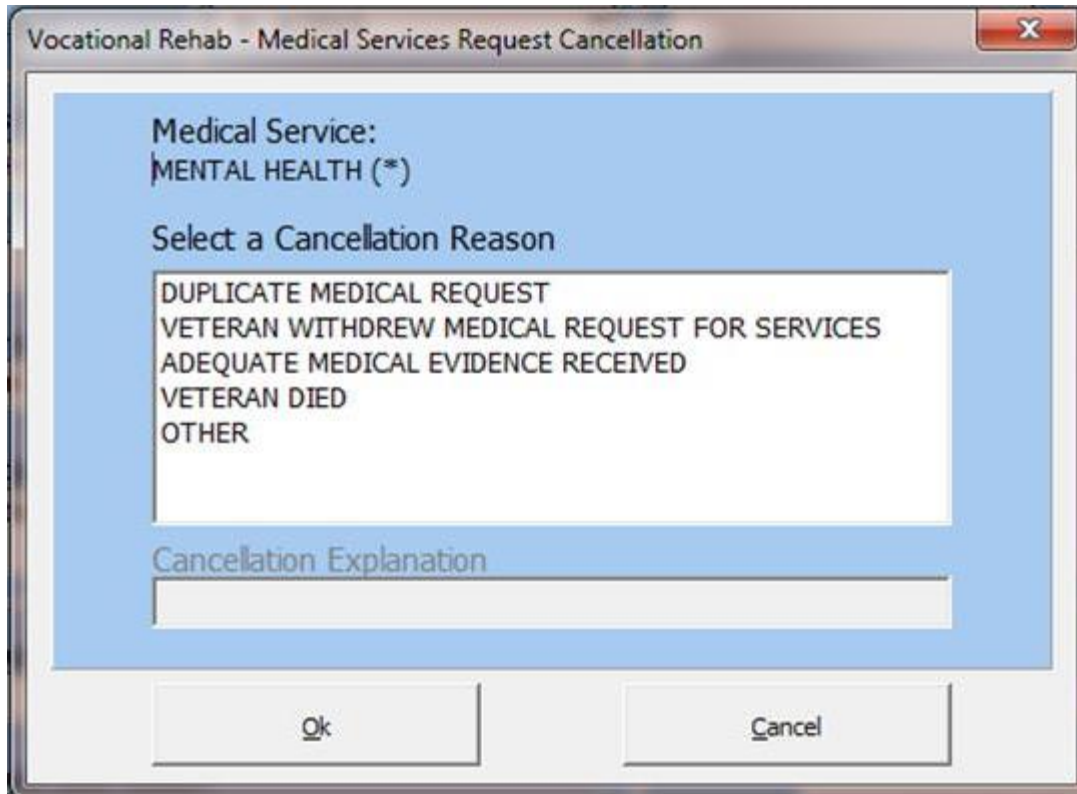


Illustration: Screen snapshot obtained from CAPRI on-line Help. This screen allows a VHA user to cancel a Medical Services Request. This option is only available if a consult has not already been linked (assigned) to this request. A request cancellation reason must be selected from the choices displayed on the screen. If "Other" is selected as a reason, then an explanation must be entered in the "Cancellation Explanation" field.

CAPRI on-line Help includes all of the steps illustrated above.

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Using CAPRI VR&E Reports functionality.

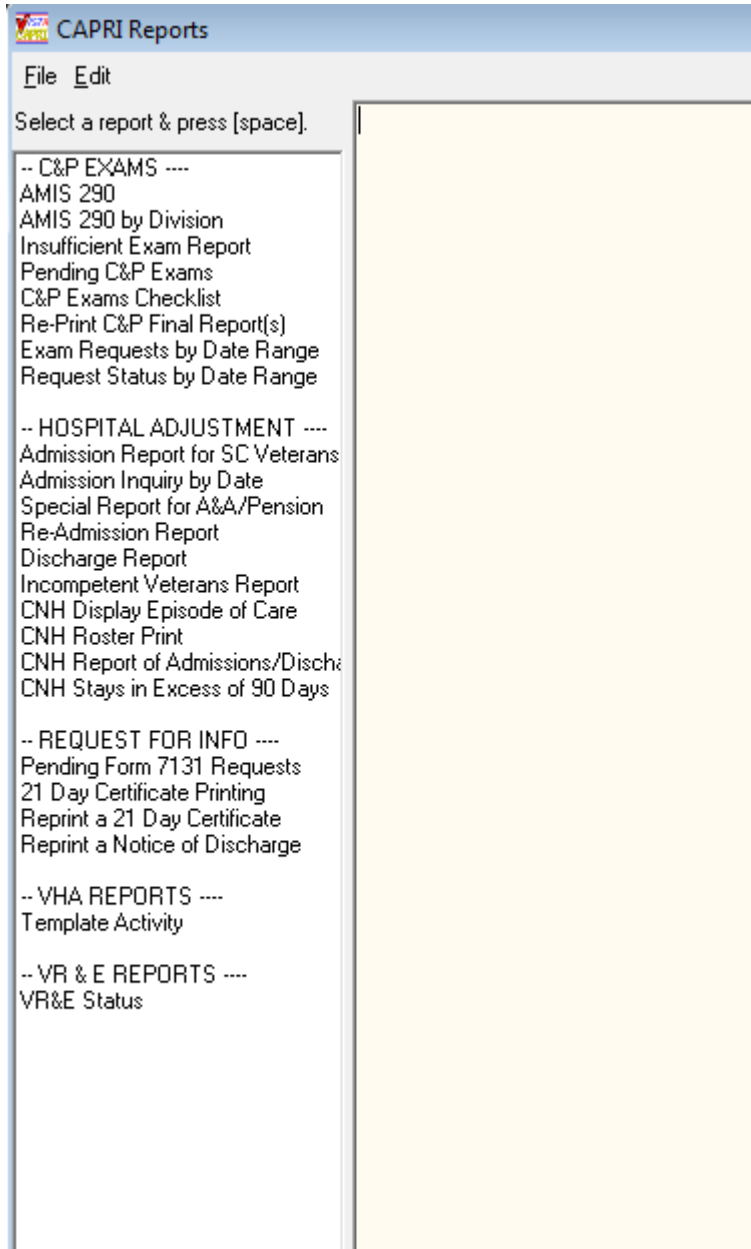


Illustration: Access Reports via File option on Menu Bar.

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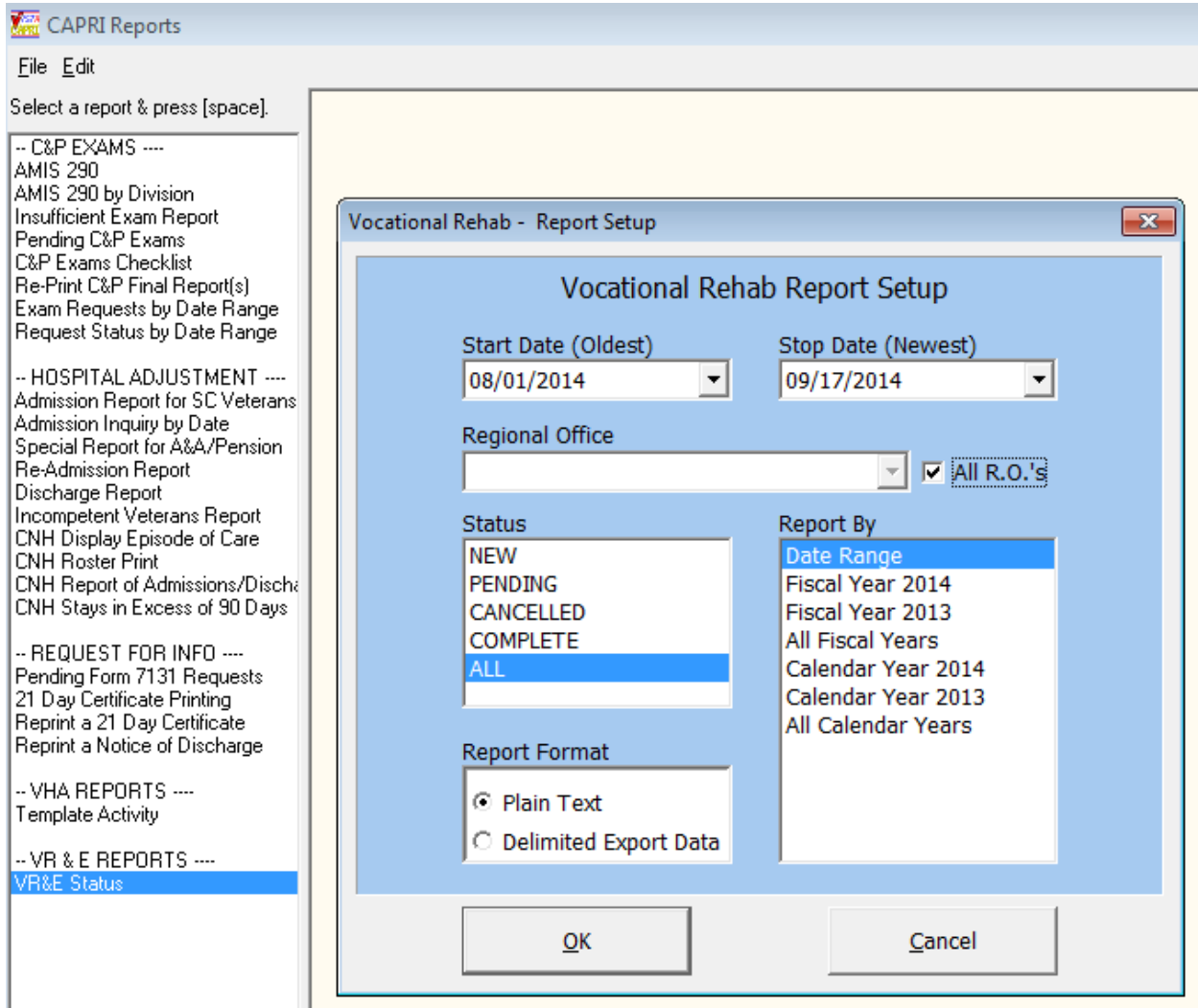


Illustration: Highlight and click VR&E Status and a “Vocational Rehab – Report Setup” form appears. Use the drop-down features to set a date range or select a pre-set date range in the “Report By” feature. Enter a Regional Office number using drop-down selections or check “All RO’s” – NOTE: VHA facilities that serve more than one VBA Regional Office will choose “All RO’s” to see all Ch31 Medical Requests. Highlight a status. Select Report Format – Plain Text will appear on screen with no option to print.

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VR&E Report Format Option 1 – Plain Text:

Date	Patient	POC	POC	Pend	Canc	Comp	Consult	Appt	Appt	Consult
Received	Status	Name	SSN	Days	Days	Days	Service	Days	Date	Date
Regional Office: PROVIDENCE-RO (304)										
09/16/14	NEW						PROVIDENCE-RO (304)			
08/18/14	PEND			42			DENTAL			08/18/14
08/26/14	PEND			33			DENTAL			08/27/14
08/14/14	CANC					13				
08/01/14	CANC					3				
09/09/14	CANC						DENTAL ELIGIBIL			09/09/14
08/25/14	COMP					15	DENTAL			08/25/14
09/11/14	COMP					13	DENTAL IMAGING			09/22/14
Totals for R.O.										
ALL				37	14	1	2	3	2	8

Illustration: VR&E on-screen Report displays results based on “Vocational Rehab Report Set-up” selections.

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VR&E Report Format Option 2 – Delimited Export Data:

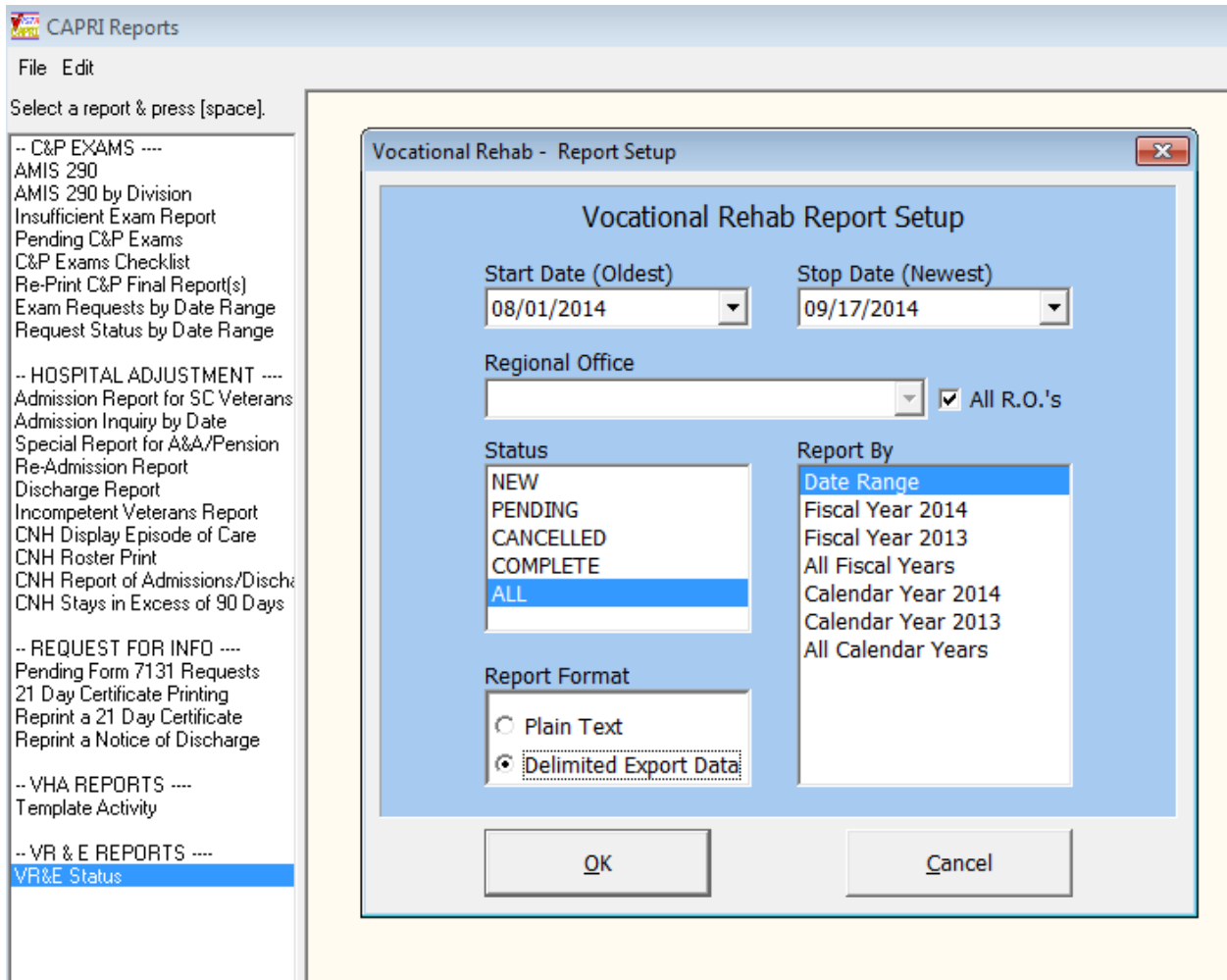
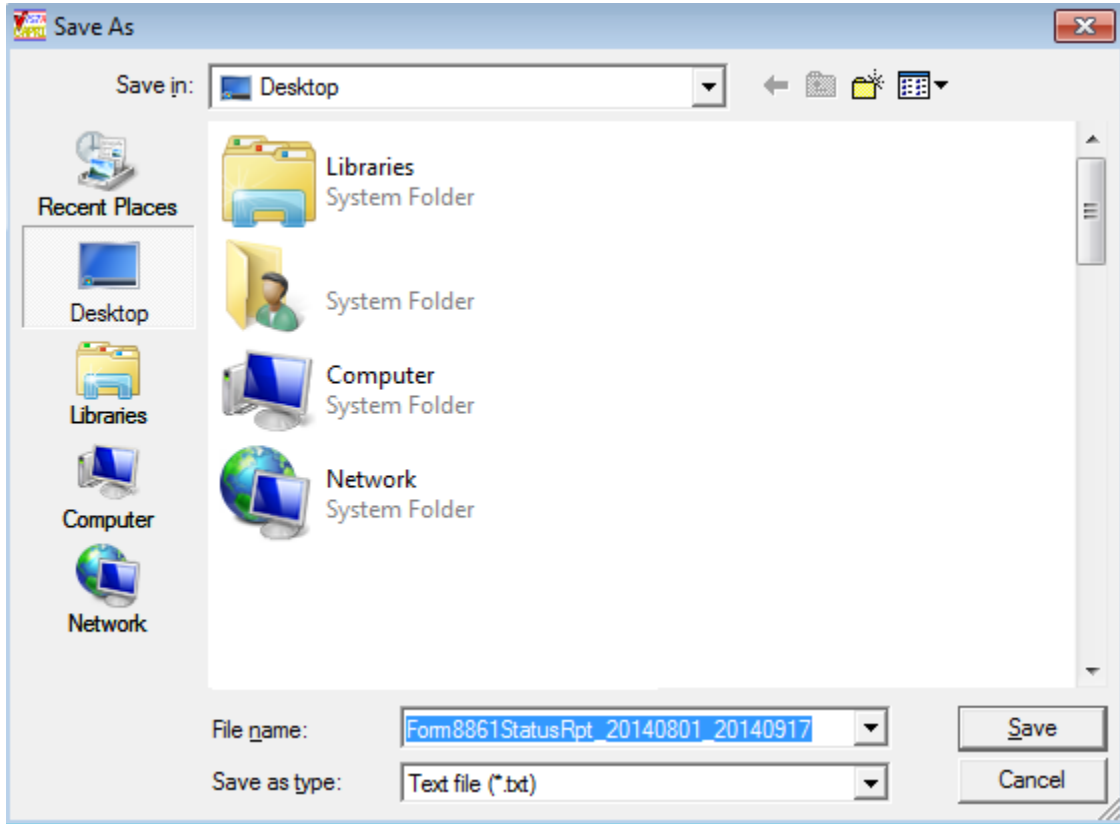


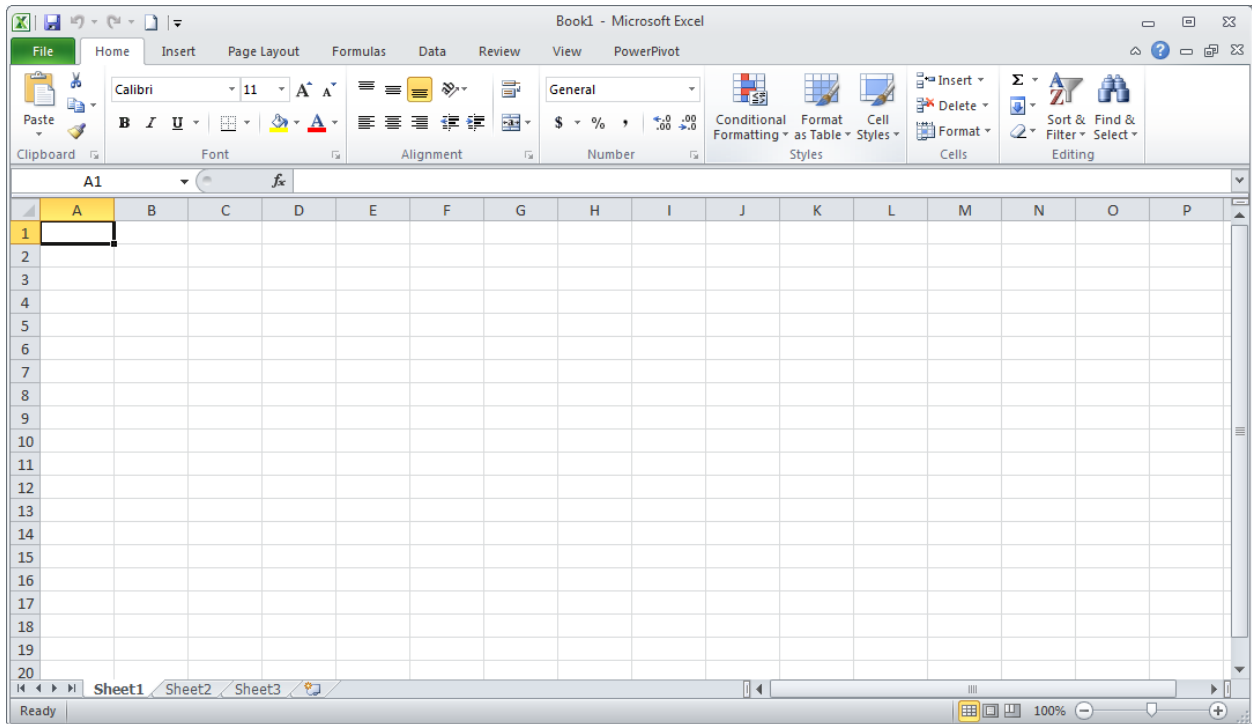
Illustration: Report creation using Delimited Export Data. Delimited Export Data creates a text file – save to a local drive and then open in Excel.

Step 1 – Select Delimited Export Data and click OK.

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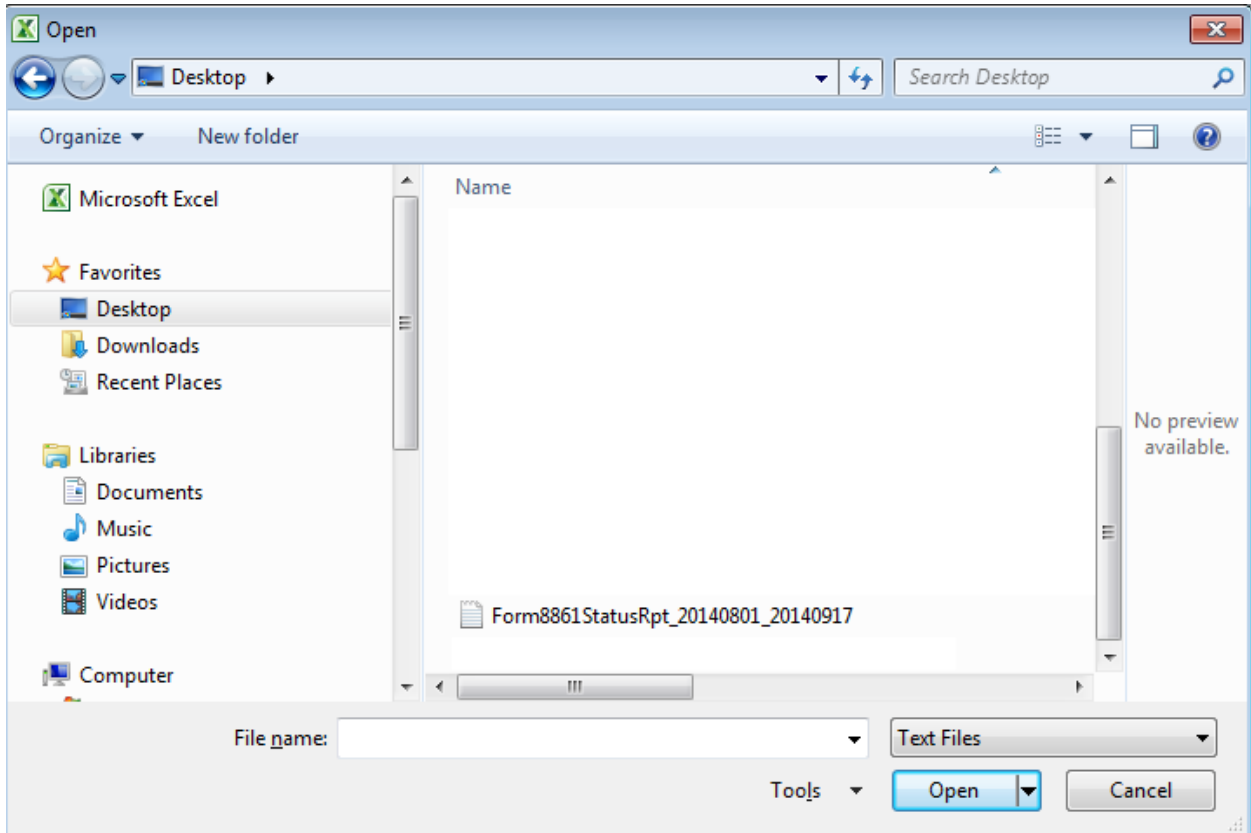


Step 2 – Save to local drive. Rename if desired. Leave file type as .txt.



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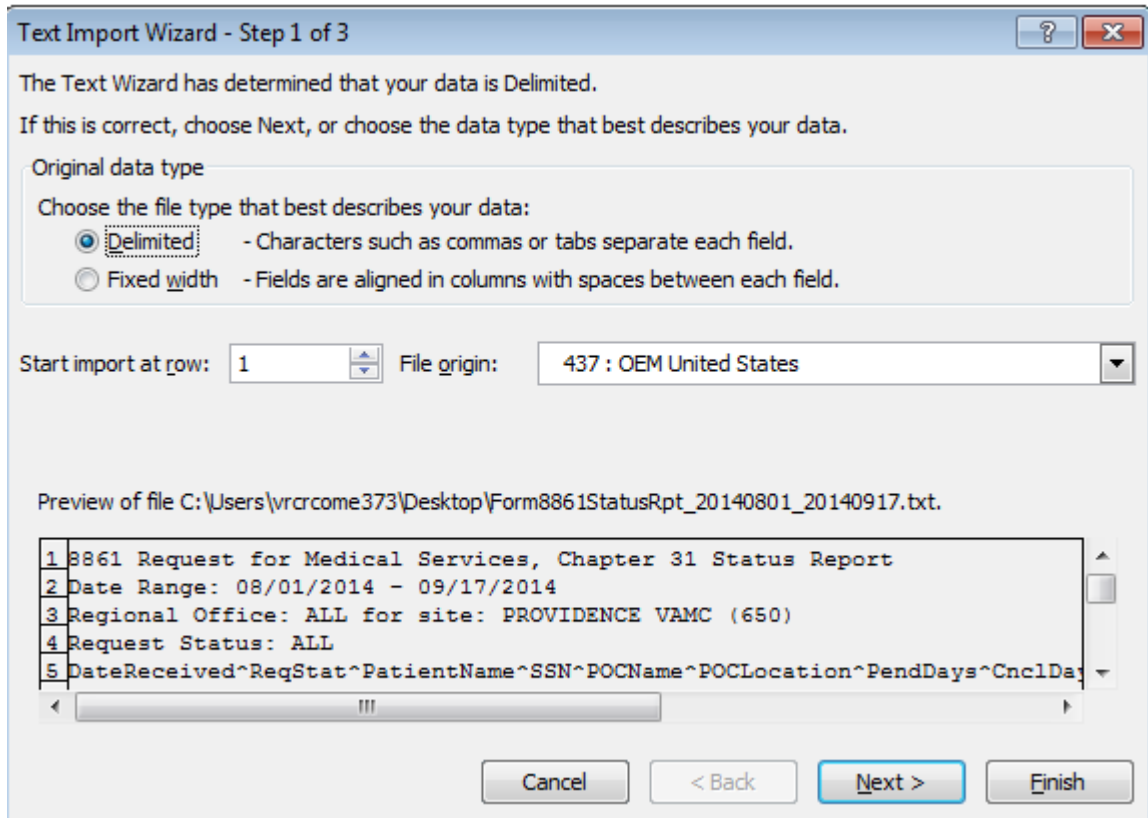
Step 3 – Start an Excel document. Select File/Open.



Step 4 – Locate the CAPRI delimited text file you saved to your local drive. Highlight the file name and press Open. This starts the 3-step Text Import Wizard as follows:

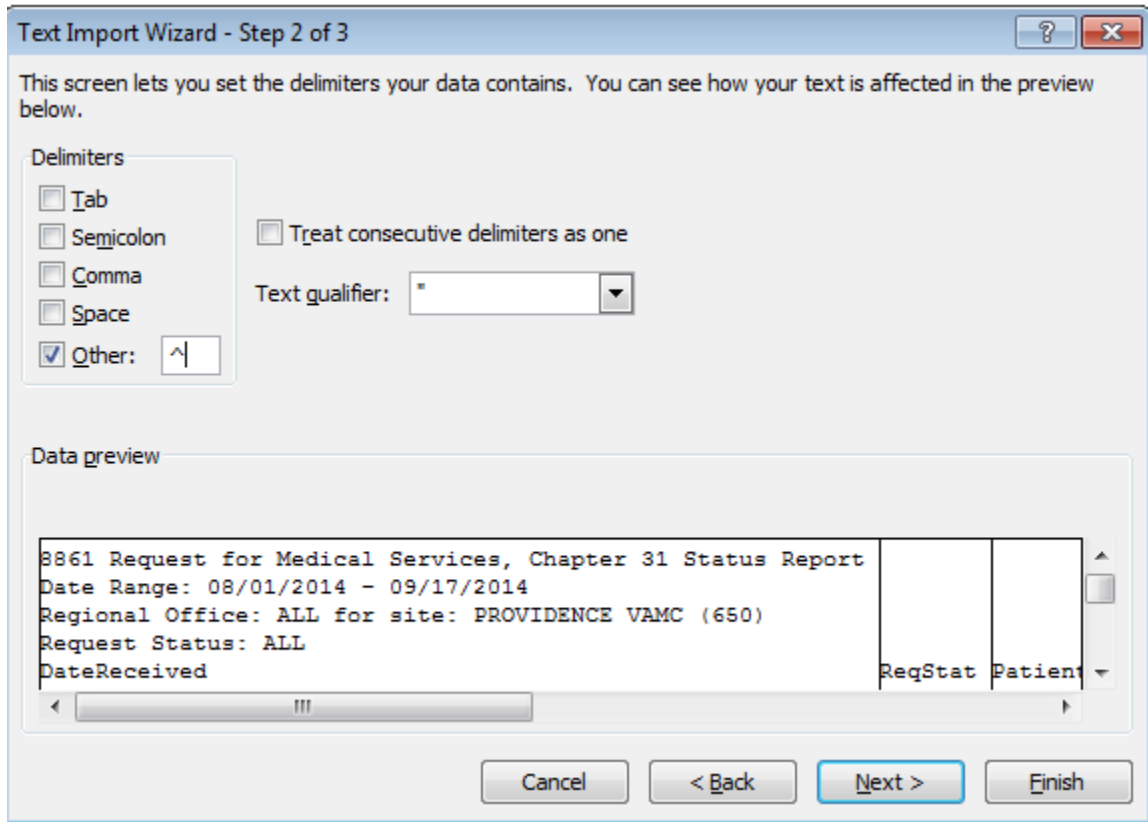


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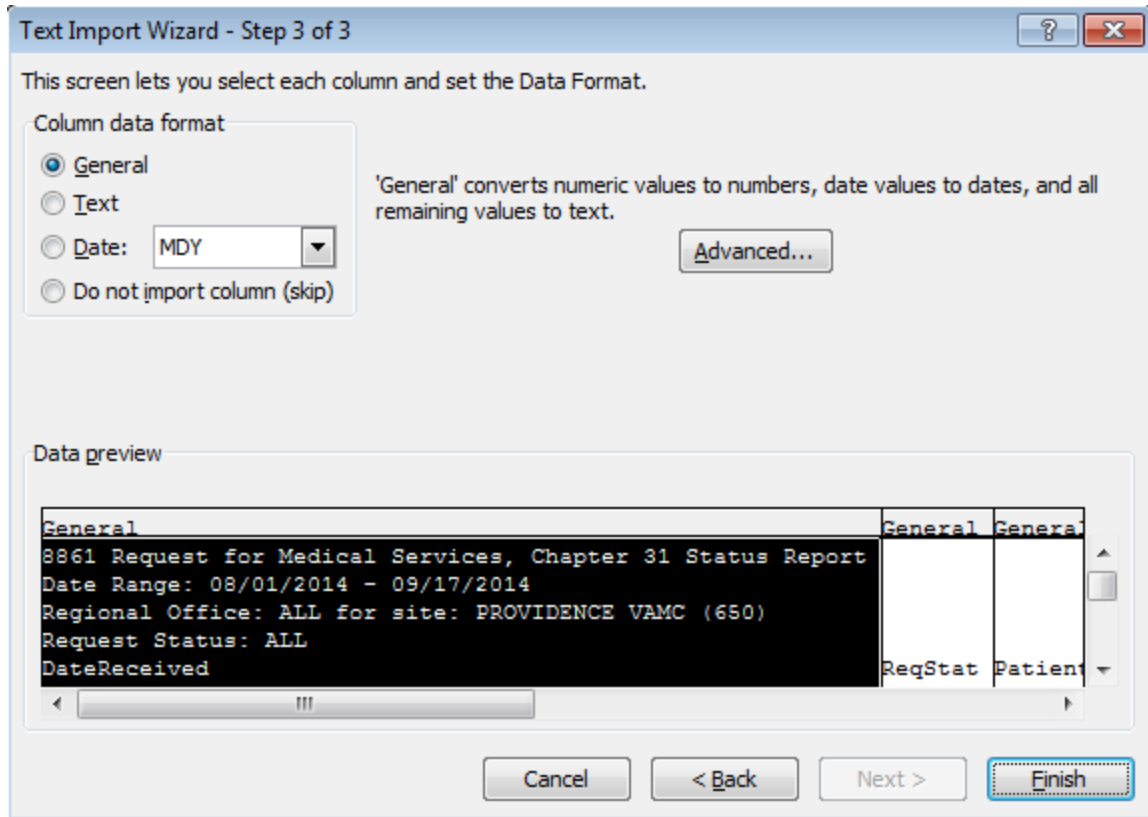
• Verify that Delimited file type is selected and press “Next.”

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- Un-check “Tab” and place a check-mark in “Other” then enter carrot (located on numeral 6 key) in the associated field and press “Next”.

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• No changes are necessary on this screen – press “Finish.”

Aid to Process for Ch31 Electronic request for medical services using CAPRI and CPRS

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8861 Request for Medical Services, Chapter 31 Status Report											
Date Range: 08/01/2014 - 09/17/2014											
Regional Office: ALL for site: PROVIDENCE VAMC (650)											
Request Status: ALL											
DateReceived	ReqStat	PatientName	SSN	POCName	POCLocati	PendDays	CnclDays	Consults	ApptDays	ApptDate	ConsultD
Regional Office: PROVIDENCE-RO (304)											
09/16/2014	NEW			PROVIDEN		0	0	0			0
08/18/2014	PENDING			PROVIDEN		42	0	0 DENTAL			0
08/26/2014	PENDING			PROVIDEN		33	0	0 DENTAL			0
08/14/2014	CANCELLE			PROVIDEN		0	13	0			0
08/01/2014	CANCELLE			PROVIDEN		0	3	0			0
09/09/2014	CANCELLE			PROVIDEN		0	0	0 DENTAL EI			0
08/25/2014	COMPLETE			PROVIDEN		0	0	15 DENTAL			0
09/11/2014	COMPLETE			PROVIDEN		0	0	13 DENTAL IN			0
Avg Days	Avg Days	New	Pending	Cancelled	Complete						
Totals for R.O.	Pending	Complete	Requests	Requests	Requests	Requests	Totals				
ALL	37	14	1	2	3	2	8				

Step 5 – Print or save CAPRI VR&E Report data.

VR&E Reports provide a single-location source of data on the status of medical requests – they are accessible by VR&E users as well as VHA users. A good practice in the use of CAPRI VR&E Reports is to schedule regular review and follow-up of outstanding requests.

CAPRI on-line Help includes all of the steps shown above.

VR&E Training in use of CAPRI functionality to request medical services is available on Talent Management System (TMS) – 3812161.

VHA Training in use of Computerized Patient Record System (CPRS) to process consult orders is available on TMS – 8512. Additional CPRS training topics are available via search “CPRS.”