

Claims File User Guide

J. Rice Portfolio Sample

Getting Started

The Claims File is a document created by the VA. It contains medical records obtained on the Veteran's behalf, documents created by the VA and documents submitted by the Veteran to the VA. Some Veterans may have multiple Claims File documents. You must review the Claims File in its entirety before every exam. The Claims File is electronically searchable, however there may be pages that contain images or handwritten notes that are unsearchable. Additionally, pertinent exam information is bookmarked by trained LHI staff. To view the Claims File, follow the directions below.

Accessing the Claims File

Locate the "Claims File Read First" item within the 'Documents' section and click 'View.' The Claims File will open in the DocuVieware.



ProviderPortal

Test Provider 2
DONOTENTER
NONOTENTER, WI DONOTENTER

Home Knowledge Center Appointments My Profile

Appointment Detail

Return To Search

Help

Order Id: 27184548
SSN: xxx-xx-0007

Patient Id:
Name: Johnny Veteran

DOB: 5/7/1945
Age: 71
Gender: Male

Address: 100 1st Ave
Angier, NC 27501
Phone:

Appt Sched: 12/26/2016 10:00 AM

Provider: Test Provider 2
Phone: 555-555-5555

Provider Contact: Test f Contact
Provider Location: NONOTENTER WI

Practitioner Name: Test Provider
Email: Test@yahoo.com

Appt. Notes:

Appointment Information

Worksheet Progress To Do: 1

Worksheets

Service	Worksheet	Status	Started	Completed	Action
DBQ	VA DBQ	Pending			Fill

Documents

Sign All View All

Service	Document	Action Status	Action
VADEM Order Request	VA Order Request Details	View	View Fill Upload Sign
VADEM Order Request	Claims File Read 1st (Medical Records)	View	View Fill Upload Sign

DocuVieware Overview

The DocuVieware has three distinct sections: document viewer, display controls and tabs. The document viewer displays the claims file documentation. The image in the document viewer can be manipulated using the display controls. The tabs section is used to access the bookmarks, search function and thumbnails.

1 Document Viewer

2 Display Controls

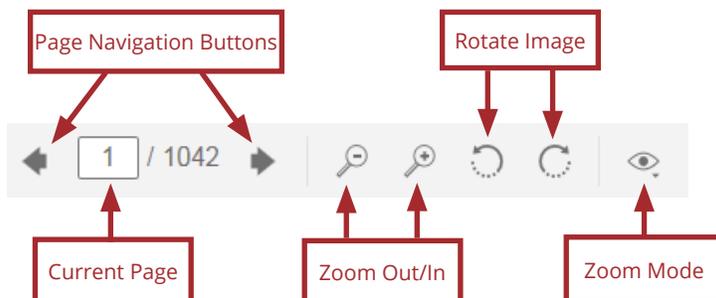
3 Tabs

Document Viewer

The document viewer is used to display and scroll through the Claims File. You can scroll using the scroll wheel on your mouse or the scroll bar on the right.

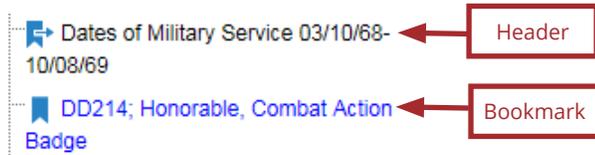
Display Controls

The display controls at the top of the page are used to adjust the document viewer and quickly navigate the Claims File. You can jump directly to a specific page by entering the page number in the 'Current Page' field and hitting the 'Enter' key. The size of the displayed documentation can be adjusted using the 'Zoom' buttons. To adjust the orientation of the page use the 'Rotate Image' buttons.



Bookmarks Tab

When the Claims File document is opened, the Bookmarks tab is automatically selected. The Bookmarks tab contains both headers and bookmarks. Headers are used to provide or group similar information, while bookmarks electronically link to documents within the Claims File. All bookmarks will display as blue to visually identify that a link exists.



If a (+) icon is displayed next to a header, you must select the (+) icon to access the bookmarks underneath the header. Click on the title of a bookmark to automatically jump to that information within the Claims File.

The screenshot shows a document viewer interface. On the left is a "Bookmarks" sidebar with a search icon and a list of items. The first item is "Review the entire claims file as not all text is searchable. Click the (+) to expand the headers." Below it are "Dates of Military Service 03/10/68-10/08/69" and "DD214; Honorable, Combat Action Badge". A red box labeled "Click the (+) icon to expand the bookmarks" points to the plus icon next to the first item. Below that are "Entrance Exam: 03/10/68", "Discharge or Separation Exam: 03/04/69", "Rating Decisions: Document Found", and "Disability Exams for Claimed Conditions:". A red box labeled "Selected Bookmark" points to "Tab B HgbA1C 06/16/10" in the sidebar. The main document area shows a "C&P Final Report" on page 11. The report includes fields for Name, SSN, and C-number, followed by "DIABETES MELLITUS Exam". Under "Exam Results Continued", there are BP readings and a section for "HEART SIZE" with the text "WHAT IS THE HEART SIZE? Normal DETERMINED BY: Electrocardiogram." Below that is "LV TESTING" with "WAS TESTING FOR LV DYSFUNCTION DONE? No". The "ECG/HOLTER/ECHO:" section shows "EKG nsr 66." and "RESULTS: Report Released Date/Time: Jun 16, 2010@14:08". The "Specimen Collection" section shows "Specimen name BLOOD", "Specimen Collection Date 06/16/2010 13:08", and "Test name 249 H mg/dL". A red box labeled "Bookmarked page within Claims File" points to the date "06/16/2010 13:08".