

Patient Safety Alert

Veterans Health Administration Warning System
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AL10-06

March 3, 2010

This Patient Safety Alert AL010-06 replaces and supersedes Patient Safety Advisory AD10-02 issued February 22, 2010

Item: Potential for Incorrect or Incomplete display of Department of Defense (DoD) Patient Medical Records when using VA's Computerized Patient Record Systems (CPRS) Remote Data View (RDV) or VistAWeb functions

Specific Information: The following was reported in Patient Safety Advisory AD10-02:

- A clinician accessed a female patient's medication profile in the VA Computerized Patient Record System (CPRS) and selected the Remote Data View (RDV) button to review the patient's DoD prescriptions. The screen display contained a prescription for vardenafil (a medication commonly used for male erectile dysfunction). The VA clinician contacted the DoD medical facility pharmacy to verify the prescription data within the report. The DoD pharmacy staff checked the prescription number and determined the vardenafil prescription was for another patient and verified the vardenafil prescription had not been ordered for or dispensed to the female VA patient. Subsequent attempts to retrieve the patient's DoD prescriptions displayed accurate data.
- VistAWeb and CPRS RDV queries for DoD patient data may display no data, a subset of data, incorrect data, or the complete data. The VA clinician may see the patient's data during one session, but another session may not display the data previously seen. This problem occurs intermittently and has been reported when querying DoD Laboratory, Pharmacy, and Radiology reports.
- No patient harm has been reported; however, the potential exists for decisions regarding patient care to be made using incorrect or incomplete data.

Since AD10-02 was released, it has been determined that there were errors in the Advisory's Recommendation #2. The Recommendation indicated there were problems querying records from other VA facilities; however, **there are currently no known problems with querying records from other VA facilities.** The Recommendation also indicated that clinicians

could validate the information by repeating the query. **It has been determined that repeating the query does not return accurate information and there is no known method to ensure that the DoD report query contains accurate patient data.**

The VA Office of Information and Technology is actively working to produce and test a fix. As of Monday March 1st, 2010, ALL access to electronic DoD records through CPRS RDV and VistAWeb has been disabled. It is not known at this time when the system capability will be restored.

NOTE: When trying to access DoD data through either RDV or VistAWeb, providers may NOT see any indicators that the query to DoD data is disabled. Providers are still able to initiate a request; however, no DoD data is reported nor displayed.

Actions:

1. By close of business (COB) March 5, 2010, the facility **Chief Health Information Officer (or designee)** must share this Patient Safety Alert with all clinicians, other users of DoD data, and clinical application coordinators (CACs) to make them aware that they will temporarily not be able to access DoD records via VA's CPRS RDV or VistAWeb.

2. By COB March 12, 2010, the **Chief Medical Officer (or designee)** at all VA facilities should assess the need for DoD medical health records and institute contingency plans for requesting DoD medical information through phone, fax, paper or other alternative methodologies. This contingency process is needed to address the current loss of electronic access and for instances in the future where DoD data becomes unavailable for any reason. VA Medical Facilities, such as, but not limited to, the Lead Polytrauma Rehabilitation Centers, may work through their designated VA Nurse and/or Social Work DoD Liaison to obtain needed DoD clinical data. Additionally, certain scanned patient information may be available via a picture archive and communication system (PACS) such as VistA Imaging.

3. By COB March 16, 2010, the Patient Safety Manager shall document the status of this Patient Safety Alert on the VHA Hazardous Recalls/Alerts website, <http://vaww.nbc.med.va.gov/visn/recalls/index.cfm>

Source:

Multiple VA medical facilities

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