Welcome Vanderbilt Wilson County

VERITAS Event Reporting

August 2019

Reviewer Training
How to access VERITAS
On your monitor find the VMware Horizon Client icon and click on it.
Click on the virtual.vumc.org icon
Log into the VUMC network by entering your VUNETID and password
Click on the Win10 CWS – Prod icon
Find the VUMC Web Resources icon and click on it
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Scroll down and click on VERITAS
Or go to website [https://veritas.app.vumc.org/](https://veritas.app.vumc.org/)
To login to VERITAS you must click on “Login using your vunetID and password” icon.

You cannot review VERITAS if you are logged in Anonymously.
To login to review VERITAS, you must use your VUNETID and password.
The system will automatically open to your “File Info Center.”

My Important Files will be displayed by default.

Whenever you need to return to the File Info Center, click on the Clipboard symbol in the top left corner.
To view all active click on My Risk Files.
The most recent events entered will be at the top of the page.
Any event that where the names are **bold** has not been opened.
Fired Alerts
If you are set up to receive fired alerts, you will find any new files for your location or event type in the Alert Notification section of your home screen when you click on the clock icon on the left side of the screen. Click on the Notification ID to open the alert.

To open the file, click on Open File on the same line as the file number. You might have multiple VERITAS reports contained in the alert.

Once you open your fired alert, it displays as “In Progress.”
To dismiss your fired alert and remove it from your Alert Notifications, check the box by the desired report, and click Acknowledge.

Verify that you wish to remove the alert. Click OK.

Removing a file from your alert notification does not remove it from your risk file list.
Important Files
Open a VERITAS report.
In the bottom right corner, under More Actions, select File Properties—Status/Ownership, then click Mark as Important.
If you want to enter a reason or other notes, type them in the box provided. Click Save.

Method 1: From inside the file itself
If you hover over the exclamation point, you will see your reason/notes for this file.

Your file will now appear in the My Important Files. Only you can see that you marked this file as important.
If you no longer want the file marked as Important, click the exclamation point and it will no longer be marked as important.
From the main screen, select a file from your list of Risk files. Click the transparent exclamation point.

Enter desired notes in the reason field, then click OK.
In the File Info Center are all the events you have access to based on your assigned areas for VERITAS.

To open an event click on “My Risk Files” and then double click on the Incident ID or File Name.
Opening Files from My Risk Files
Your files are sorted automatically by File entered date, with the newest events at the top of the page. To sort by another column, click on the title at the top of the page and VERITAS will re-sort by that column.

Unopened files are bold. Once you open the file, it will no longer be bold.
To review information on the event, you can scroll down or click on the sections under the “Table of Contents” to the left.
Adding Follow-Up and Sign Off
To add a follow up, click on the “Add Follow-Up” button to open options. Click “Work done on file”.
Complete follow-up form as appropriate and click OK when complete.

*Note-if you select “Reviewed-Follow up needed and done,” the Follow up To/With and Comment boxes will become mandatory.

Please be specific and comprehensive in documenting your follow-up, so others who review can see what you’ve done.
If you need to add additional Follow-Up, repeat the process. Save the event.
To sign off, complete the same steps for entering follow-up and select Sign-Off.
Complete the same steps for entering follow-up. Select Sign Off as the Follow-Up subtype.
Save the event.
The VERITAS report will drop off your My Risk Files list, but will be available to view through searching.
To view follow-up or sign off that has been entered, click Summaries and choose Follow-up summary. The summary will open in a different tab.
Creating Tasks
Click Tasks, Then Create Task.

Complete the applicable fields (those with green asterisks are required). To find a person to task a file, click in the “Reassign To.” You can search by typing the name. Click OK when done.
Viewing Tasks
To view tasks assigned to you, click on the flag on the left side of the screen.

Click on the Task ID to open the Task.
Click on Open File to open the VERITAS report associated with the Task. You can then add your Follow-up and Sign off as previously described.
Completing Tasks
To complete the task, click on Tasks under “File Notification.” In the box that appears, click on “Complete”.

Click on “OK” to complete.
Emailing a Report
To email a file to someone who is a supervisor but not a reviewer, click Summaries under on the far right of the screen, then click Email Custom Summary.
You can enter the individual’s entire email address (with vumc.org at the end) or you can click To and search for their name in the list.

You can add a semicolon after each email address and send one email to multiple recipients.

In this example, the user typed “kevin o‘b” in the search field in order to find Kevin O’Bryant.

To send the report to Kevin O’Bryant, the user will click on his name and click OK.
If desired, you can change the subject heading or enter a message for the body of the email (**the message section is not sent securely/encrypted**).

Enter message to individual here (optional).

Decide which version you want to send and click the appropriate button.

Sends report as it looked when submitted.

Sends report as it looks right now

Sends follow up section report (does not send actual VERITAS).
When you are finished customizing your email, click OK to send it. You will get a confirmation page to verify.

These boxes allow you to hide certain sections of your report.

Click this if you’d like to edit the text on the report you’re emailing.

Click this if you’d like to hide the patient’s name and MRN.

Click this if you’d like to hide the empty fields in the report.
Other Features
To see who has reviewed a VERITAS report, click Audits under the File Notification menu.

To see who received an alert to review a VERITAS, click Alerts under the File Notification menu.
Form thank you emails, reviewer lists, and training materials are in the Bookmarks section of VERITAS (on the top right corner of the app).