

Vermont Oxford Network – Global Health

VON Connect Global Health Data Application User's Guide

Release 2.1
Published September 2024

VON Connect Global Health Data Application

Version 2.0 User's Guide

Contents

Introduction.....	2
What's New	2
Related Links and Resources	2
Data Privacy	2
Contacting Vermont Oxford Network Support	3
Application	4
Installing the Application.....	4
Logging into the Application for the First Time	4
"User Locked" Error Message	8
Syncing the Application With VON.....	9
Viewing an Infant Record	13
Adding New Records	15

Introduction

Welcome to the **Vermont Oxford Network Connect Global Health Data Application**. This application is designed to work on any Android smart phone or tablet for ANA hospitals to enter, submit, edit, and error check patient data for the Vermont Oxford Network Global Neonatal Database. This patient data can be used for your NICU's quality improvement.

What's New

In December 2023, Version 2.0 of the VON Connect Global Health Data Application was released with improvements to the data entry. This guide is for that version. **You will need to upgrade to version 2.0 to enter and submit any patients discharged in 2024.**

Related Links and Resources

There are a few resources you may find helpful in addition to this guide. After the data is submitted to VON you can create tables and charts of the data using Global Health Reports in Portal on our website. The direct link to Global Health Reports is <https://reports.vtoxford.org/charts/home>.

A guide for using Global Health Reports can be downloaded at <https://vtoxford.zendesk.com/hc/en-us/articles/11756588045331-Reports-User-Guide>.

Data definitions help provide more information about the questions being asked in the application. The link to Data Definitions is <https://reports.vtoxford.org/definitions>.

Data Privacy

Vermont Oxford Network (VON) strictly maintains the confidentiality and security of the data in its databases. Center data on VON systems are available only to individuals authorized by the center. Personally identifiable information (PII) including patient names, medical record numbers, and other patient data items are stored in your local VON Connect application on your mobile device and are submitted to Vermont Oxford Network when you sync your application data with VON's servers. The VON Connect application has been designed to ensure that PII is protected on your mobile device, when transmitted to VON, and while in VON's possession.

Users of VON Connect software should be sure to comply with local hospital policies and good information security practices to protect data in the VON Connect application and work with their legal and information security departments to determine the appropriate safeguards required in their jurisdiction(s). To avoid access to the data in the VON Connect application by unauthorized personnel, VON Services Administrators assigned by your center should only grant Data Viewer permissions for users who should have access to the data.

If you are unsure about the sufficiency of your information security safeguards, please consult your IT department or a qualified information security professional for assistance.

Contacting Vermont Oxford Network Support

If you have any questions or require any assistance with the installation or use of the software, you can contact the VON Support Department by emailing support@vtoxford.org. Our business hours are 9:00 am – 5:00 pm Eastern Standard Time in the United States (UTC-5:00). You can also reach us on the WhatsApp application at +1 (802) 488-8050.

We have a robust and searchable knowledge base which contains articles on almost every issue that has been reported to VON Support. You can access it at <https://vtoxford.zendesk.com/hc/en-us>.

Application

This guide walks you through downloading and installing the application, logging into the application, syncing the application with VON's database, viewing and editing existing records, and entering new patient records.

Installing the Application

The VON Connect Global Health Data Application is a free app designed to run on Android devices. It will work on either a phone or a tablet provided you have a connection to the internet to download the application. To download the app, go to <https://play.google.com/store/apps/details?id=com.vonglobalhealth.von> and click the **Install** button.

You can also scan this QR code with your phone to get to the download page in the Google Play store:



Logging into the Application for the First Time

When logging into the application use your VON username and password. If you do not have a VON username and password, please visit <https://public.vtoxford.org/> to create one. You will need your VON Services Administrator to connect your account to your center and [provide you with the Data Viewer permission](#) to use the mobile application.

1. After opening the app, you will see a login screen. Prior to logging into the application, you need to connect your account to the application. To begin, tap the **Connect Account** button.

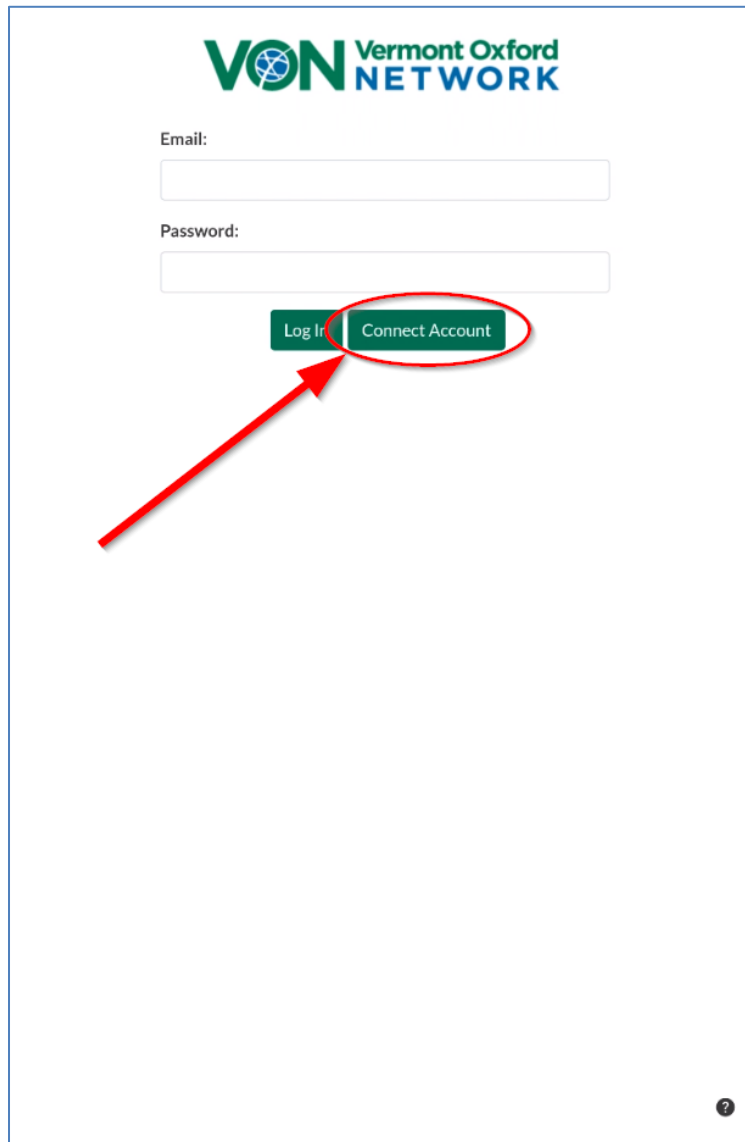
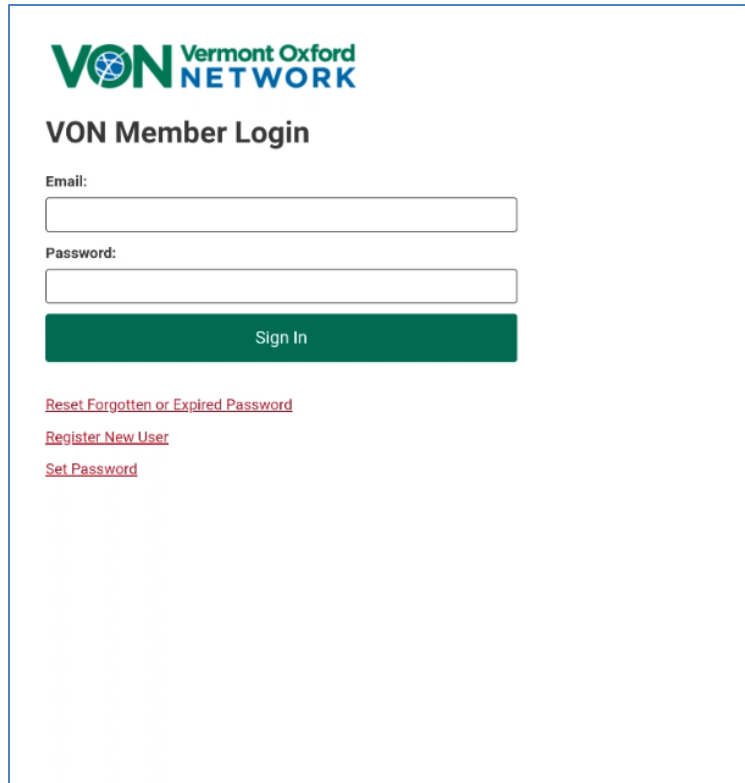


Figure 1 - The first time using the app begin by tapping the Connect Account button

2. After the Connect Account button is tapped the VON Member Login screen will appear. Enter in your email address and password, and then tap **Sign In**.

The image shows a mobile application screen for VON Member Login. At the top is the VON Vermont Oxford Network logo. Below the logo is the title "VON Member Login". There are two input fields: "Email:" and "Password:". Below the password field is a green "Sign In" button. At the bottom of the screen are three links: "Reset Forgotten or Expired Password", "Register New User", and "Set Password".

VON Vermont Oxford
NETWORK

VON Member Login

Email:

Password:

Sign In

[Reset Forgotten or Expired Password](#)

[Register New User](#)

[Set Password](#)

Figure 2 - Enter the same email address and password, then tap Sign In

There are also links on this screen to reset your password on this. If you do select to reset your password you will be sent an email containing a link to reset your password. If you have any issues with that link please contact VON support for assistance.

3. You will be returned to the initial login screen. Enter your email address again and tap **Log In**.

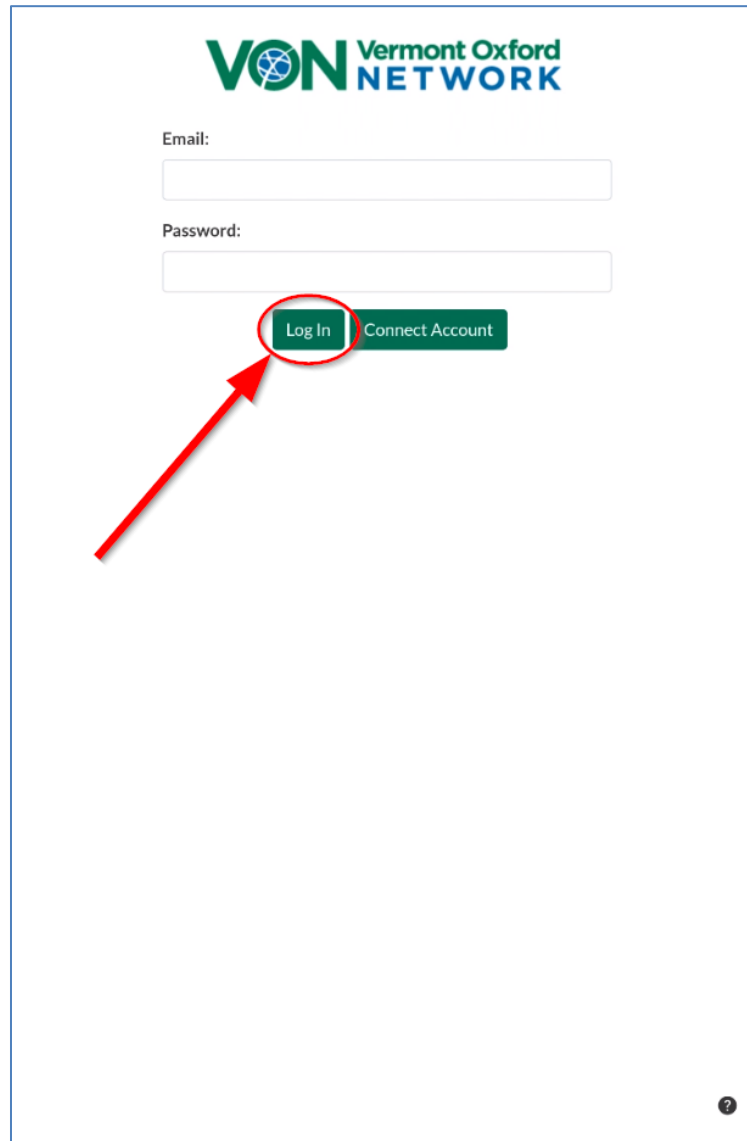
The image shows a login screen for the Vermont Oxford Network. At the top is the logo, which consists of the letters 'VON' in a stylized green font with a globe icon inside the 'O', followed by the text 'Vermont Oxford NETWORK' in a smaller green font. Below the logo are two input fields: the first is labeled 'Email:' and the second is labeled 'Password:'. Both fields are empty. Below the password field are two buttons: a green button labeled 'Log In' and a grey button labeled 'Connect Account'. A red circle is drawn around the 'Log In' button, and a red arrow points from the bottom left towards it. In the bottom right corner of the screen, there is a small circular icon containing a question mark.

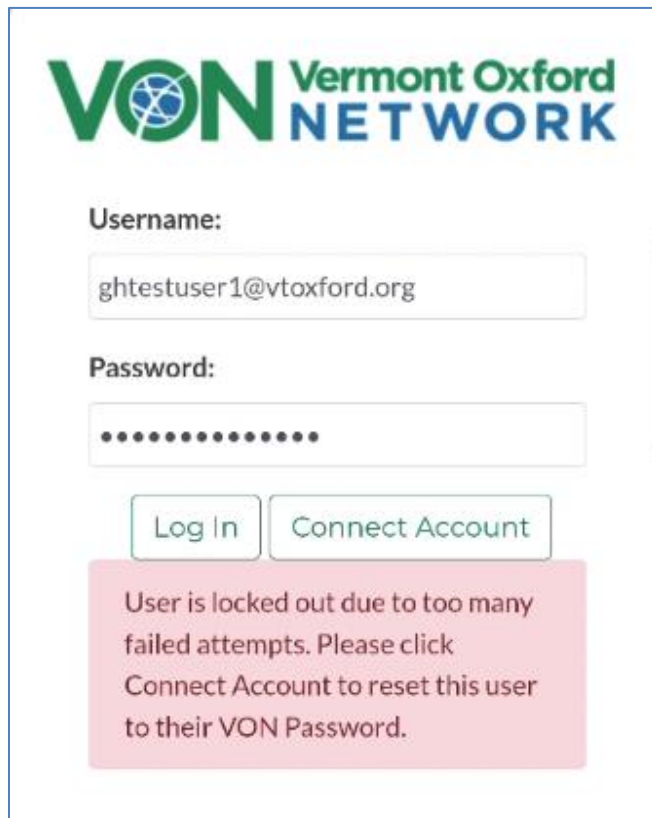
Figure 3 - Enter your email address and password once more and then tap Log In

You only need to connect your account the first time you log into the application. After the first successful login, you only need to log in on the first screen that appears. There are a few exceptions to this including the following:

- The application was reinstalled, or was installed on a second device
- Your password has been changed or has expired (passwords expire every 90 days)
- You haven't used the application in a few weeks and the login cookie has expired

“User Locked” Error Message

If you enter the wrong username or password five times you will receive a message saying “[User locked, please create a new session.](#)”



The screenshot shows the Vermont Oxford Network (VON) login interface. At the top is the VON logo with the text 'Vermont Oxford NETWORK'. Below the logo are two input fields: 'Username:' containing 'ghtestuser1@vtoxford.org' and 'Password:' with masked characters. There are two buttons: 'Log In' and 'Connect Account'. A red error message box is displayed below the buttons, stating: 'User is locked out due to too many failed attempts. Please click Connect Account to reset this user to their VON Password.'

Figure 4 - "User locked" message

To resolve this, you will need to re-connect your account by clicking the Connect Account and logging in with the correct email address and password then logging into the application again.

If you need to reset your password you can do so by going to <https://portal.vtoxford.org/> and clicking the “Reset Forgotten or Expired Password” link. There is also a video available about this at <https://vtoxford.zendesk.com/hc/en-us/articles/16937416650643-How-to-fix-Locked-User-in-VON-Connect-Global-Health-Data-Application>.

Syncing the Application With VON

After logging into the application for the first time it will be necessary to sync the application for several reasons. The following will occur during the syncing of the application to Vermont Oxford Network's servers:

- The application will confirm the center number and certification for the center
- The application will download the current data form
- There will be form specific error and validation handling
- Patient records that have not been submitted from your device will be uploaded
- Patient records that have not been downloaded to your device will be downloaded
- Your phone will receive your current VON username and password for logging into the application
- If you have multiple VON Centers for which you enter data, a single sync will update and submit patient information for all Centers you have access to with the same login information

1. To sync the application, you will need to be connected to the internet. First, make sure you are on the **Dashboard** tab at the bottom (*note*: this will be the first screen you see when you first log into the application). On this screen is the **Terms of Use** link which you can tap to read those but underneath that is the green **Sync** button. Before the application is synched the Add Record button at the bottom will be greyed out. Tap the Sync button.

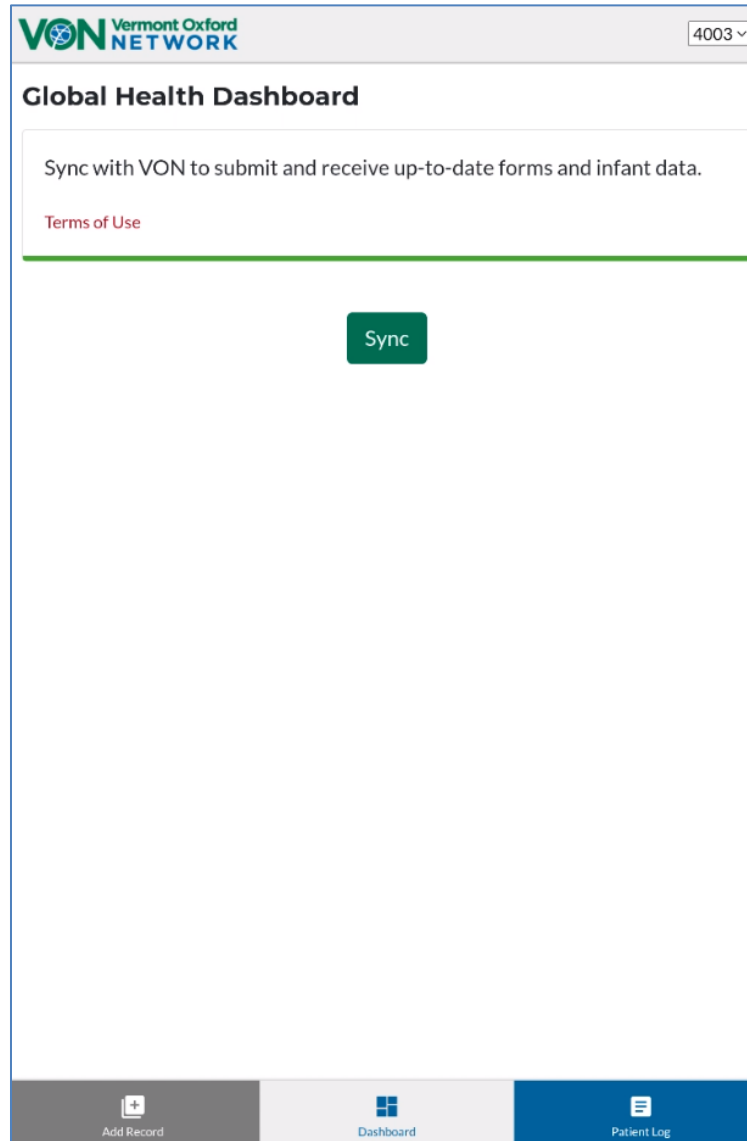
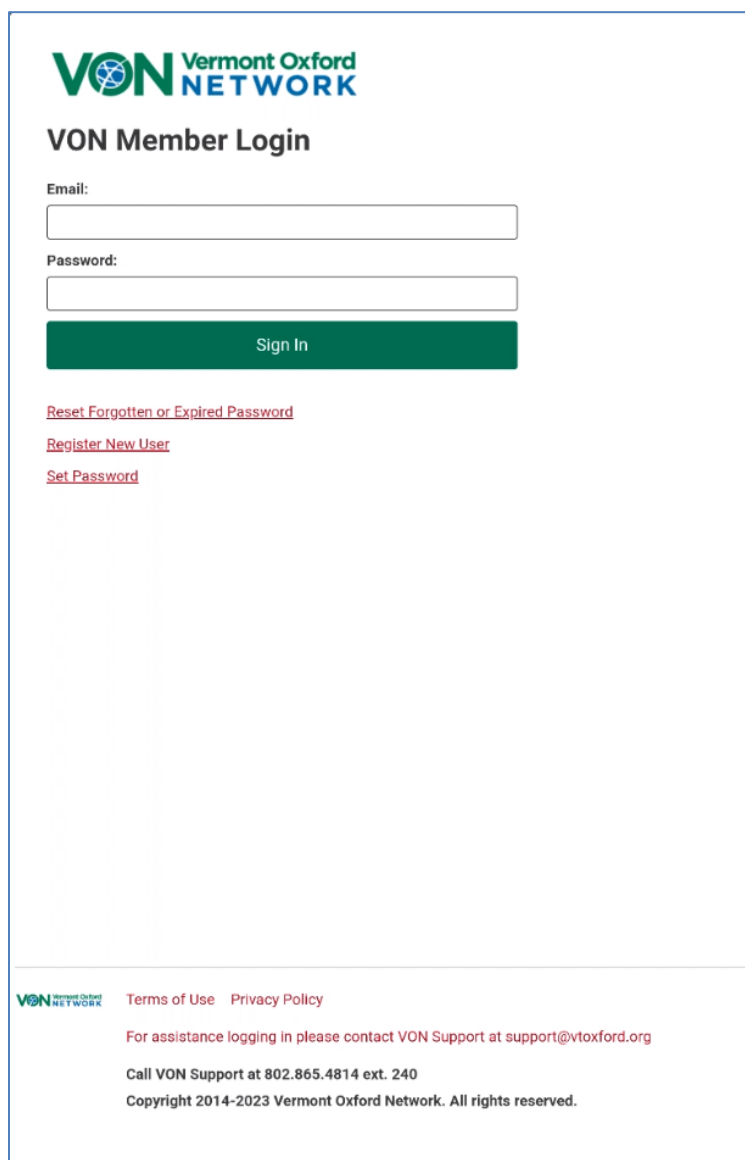


Figure 5 - Application is ready to sync

- This will again bring up the **VON Member Login** screen. Enter your email address and password then tap **Sign In** to run the sync.



VON Vermont Oxford
NETWORK

VON Member Login

Email:

Password:

Sign In

[Reset Forgotten or Expired Password](#)
[Register New User](#)
[Set Password](#)

VON Vermont Oxford NETWORK [Terms of Use](#) [Privacy Policy](#)
For assistance logging in please contact VON Support at support@vtoxford.org
Call VON Support at 802.865.4814 ext. 240
Copyright 2014-2023 Vermont Oxford Network. All rights reserved.

Figure 6 - Sign into the VON Member Login page

- Once the sync has been completed for the first time, the **Add Record** button on the bottom left of the screen will turn blue and become active. The application is now fully functional without any further internet access.

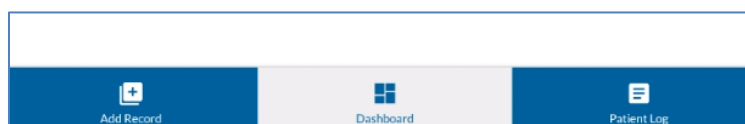


Figure 7 – Once the sync is complete the Add Record button at the bottom will be active and become blue

If you have multiple centers for which you enter and submit data to VON and you use the same website login credentials for both you only need to sync once. The application will download the forms and any patient information from 2023 or later which has already been submitted to VON for all your centers.

In the top right corner of the application will be a center selector which you can use to switch between each center you have.

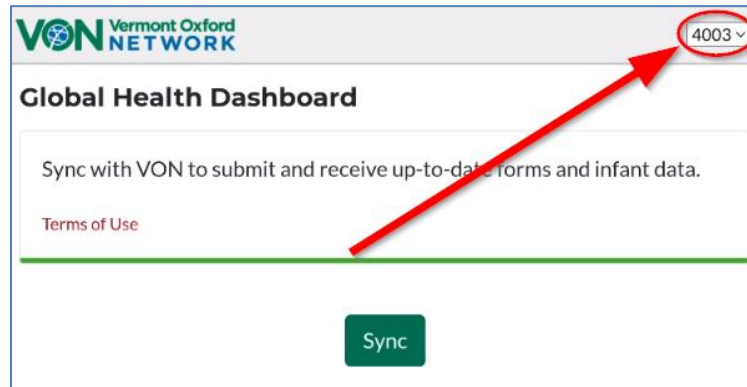


Figure 8 - A center selector is in the top right of every screen

Viewing an Infant Record

To view an infant record, tap the **Patient Log** button in the bottom right. You can rotate the device to view the Patient Log in landscape.

ID	Sync Status	MRN	Discharge
6	⚠	22333	1-11-2023
5	⚠	ZerosTest1	31-10-2023
4	⚠	UAD1234Test	25-10-2023
3	✅	123456789	1-11-2023
2	⚠	6543210	30-10-2023
1	⚠	123456	11-10-2023

Figure 9 - Patient Log, portrait or vertical view

ID	Sync Status	MRN	Discharge
6	⚠	22333	1-11-2023
5	⚠	ZerosTest1	31-10-2023
4	⚠	UAD1234Test	25-10-2023
3	✅	123456789	1-11-2023
2	⚠	6543210	30-10-2023
1	⚠	123456	11-10-2023

Figure 10 - Patient log, landscape or horizontal view

On the Patient Log there is column for the **record status** and another the **sync status**. The record status is the first column on the left which indicates whether the record is Complete (indicated by a green circle), Incomplete (indicated by a yellow triangle), or Error (indicated by a red circle).

Once records are added and saved to the application you will need to run a sync to submit them to VON. There are three symbols to show the sync status of records entered into the application. They are the following:

- 📄 - Saved to the app but hasn't been synced to VON's servers
- 🚫 - Saved to the app but the sync to VON failed. Another sync is required
- ☁ - Record has been saved and was successfully synced with VON's servers.

To view an individual record tap on the record in the Patient Log and the record will display with the Infant ID at the top if it was submitted to VON via a sync and the Patient's name at the top. Beneath that will be the **Medical Record Number**, **Year of Discharge**, **Sync Status**, **Record Status**, **Record Created** date, **Last Updated** date, and **Submitted** date if the record has been submitted with a sync.

VON Vermont Oxford NETWORK 4004

< Back

Infant ID Unavailable

Medical Record Number: [REDACTED]

Year of Discharge
2023

Sync Status
Saved

Record Status
Incomplete

Record Created
16-11-2023

Last Updated
16-11-2023

Submitted

Edit Record

Add Record Dashboard Patient Log

Figure 11 - Patient Record

To make any updates click the green **Edit Record** at the bottom of the record. The form with the patient information will open for any changes to be made. After making any edits to an existing record tap the Save Record button. You will need to sync the app again to submit the updated data to VON.

To exit this screen, click the **Back** navigation button in the top left corner.

Adding New Records

To enter a new record, tap the **Add Record** button at the bottom of the screen. Be sure to also have the correct center selected in the top right.

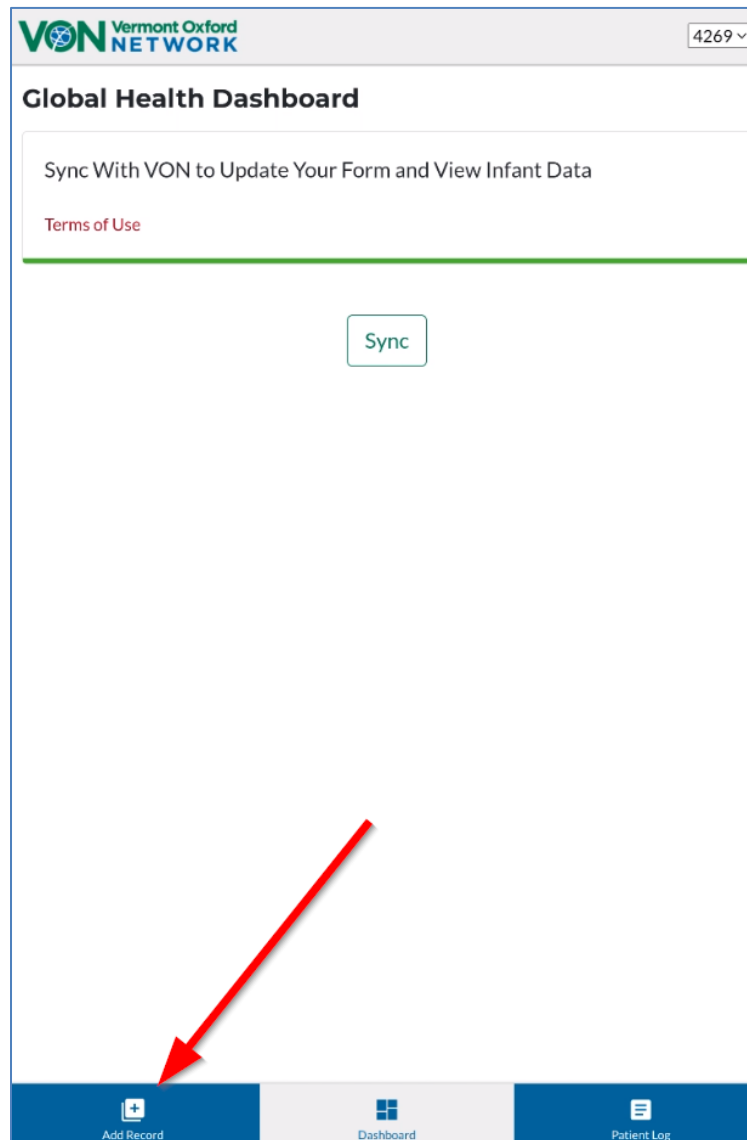


Figure 12 – Tap the Add Record button

Before entering any patient data, you will need to select the discharge year from the **Infant Discharge Year** menu and then tap **Confirm**.

The screenshot shows the VON Vermont Oxford Network mobile application interface. At the top, the VON logo and 'Vermont Oxford NETWORK' text are displayed on the left, and a dropdown menu showing '4444' is on the right. Below this is a grey header bar with the text 'Select Year'. The main content area has the label 'Infant Discharge Year:' followed by a dropdown menu currently set to '2022'. Below the dropdown is a large green button labeled 'Confirm'. At the bottom of the screen is a navigation bar with three icons: 'Add Record' (a plus sign in a square), 'Dashboard' (a grid of squares), and 'Patient Log' (a document icon).

Figure 13 – Select Infant Discharge Year from drop-down menu and click Confirm

When entering a new record, the following fields are the minimum required to be able to be able to save a record: **MRN**, **Date of Birth**, **Admission Date**, and **Discharge or Death Date**.

VON Vermont Oxford NETWORK 4004 v

Infant's First Name:

Infant's Last Name:

MRN: *

Record Status:

VON ID:

Demographics

Date of Birth (DD-MM-YYYY) *

Time of Birth (HH:MM 24hr clock)

☐ Unknown Time of Birth

↑ Back to Top Save Record

Add Record Dashboard Patient Log

Figure 14 - New Record form

Some fields cannot be edited. These fields will be completed by the application after the record has been saved, or after the record has been submitted to VON. If there is an error in data that was entered, the item will be highlighted in red, and a message will appear indicating the problem.

After the information is entered tap the **Save Record** button at the bottom of the screen to save the record to your device. If you are missing any required fields you will receive a message alerting you of this. These records will not save until the required fields have been filled out.

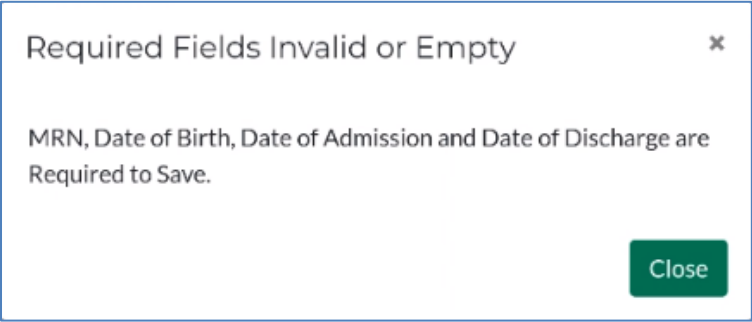


Figure 15 – Message notifying user of missing required fields

If you save a record which is incomplete or contains errors you will also receive messages notifying you of this. These records will save but their status will be Incomplete.

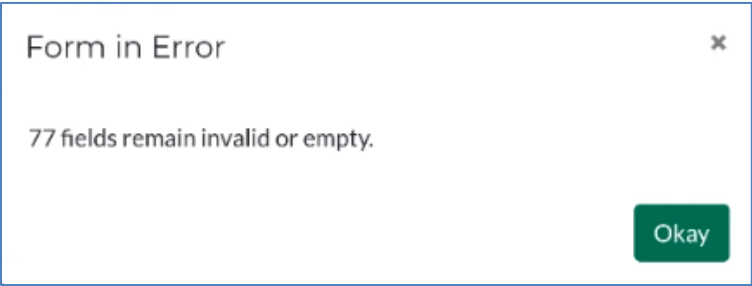


Figure 16 – Message notifying user of empty fields or errors in the patient record

Upon a successful save, the records will appear on the Patient Log with the Sync Status as saved (📁). It will not have a VON ID until a sync has been performed.

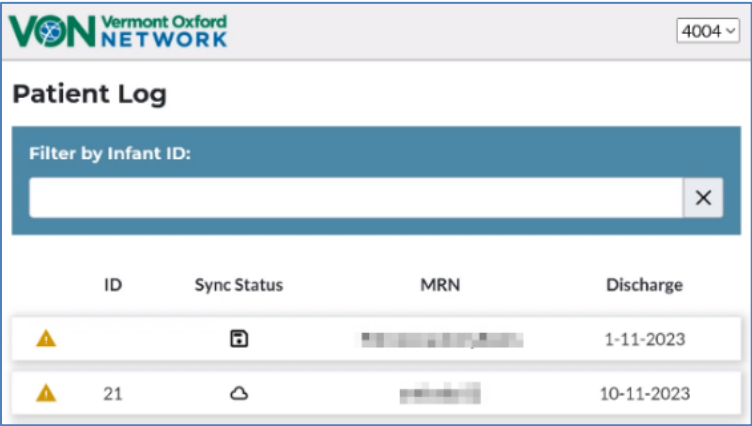


Figure 17 - Unsubmitted record with SA status

When you are ready to upload your records, tap the **Dashboard** button, then the **Sync** button, and follow the instructions above on syncing with VON. Once the Sync is complete, the submitted records will have a VON ID on the **Patient Log**, and the status has changed from Saved to Submitted.

If records fail to submit it will show  for the Sync Status. This is usually an indication that your internet connection is unstable. You can sync again later when you have a better internet connection.

Shortly after the records have been submitted you can generate charts and tables in [Global Health Reports](#).