

# Advances in Product Ordering and Information Management through the DALC

Joint Defense/Veterans Audiology  
Conference 2009

March 3, 2009

# Denver Acquisition & Logistics Center (DALC)

- Director, Kimberly Whorton
- Acting Director, ROES PMO, Kevin Quitmeyer
- Office of Acquisition & Logistics through NAC
- Located in Lakewood, Colorado



# Agenda

- DALC overview
- DALC national contracts
- Ordering capabilities
  - Existing
  - Modernized
- Information management model
- Integration between VA and industry-standard systems
- IT controls that impact/restrict audiology patient care

# Products & Services

- Provide prosthetic items to veterans and facilities
  - Hearing Aids
  - Hearing Aid Repairs
  - Cochlear Implants
  - Hearing Aid Accessories
  - Batteries for Hearing Aids and Non-hearing Aid Medical Devices
  - Assistive Listening/Alerting Devices
  - Artificial Larynxes
  - Orthotic Softgoods
  - Prosthetic Socks
  - Aids for the Visually Impaired

# What We Do for Audiology

- We manage the logistics of the VA National Hearing Aid Program including service to OGAs
  - Assistance with contracting requirements
  - Development and implementation of contracts for hearing aids and related products/services
  - Purchasing and distribution of hearing aid related products
  - Administration of the VA hearing aid repair program
  - Management of financial transactions with vendors and customers
  - Application software and database management for hearing impaired patients

# New Hearing Aid Contracts

- Gail Hixon is the Contracting Officer
- Requirements were developed by the VA ASPS Program Office staff, VA Audiologists, an Audiologist from DoD and DALC Subject Matter Experts
- New Hearing Aid Solicitation has been advertised
- A Pre-proposal Conference was held with most major vendors in attendance on February 4

# New Hearing Aid Contracts

- All proposals from vendors are due by March 10
- Evaluation of submitted products will be conducted by NIST and VA/DoD technical experts
- Awards will be made to multiple vendors in the June to July time frame
- Contracts will become effective November 1, 2009

# Structure of Hearing Aid Contract

- Hearing Aids may be offered in the following groups:
- Group 1: Custom Hearing Aids (ITEs)
- Group 2: Behind the Ear Aids
  - Conventional
  - Open Fit
- Group 3: Receiver in the Canal
- Group 4: Wireless Cros and Bi-cros
- Group 5: Remotes

# DALC Contacts

- Customer Service Section: (303) 914-5145
- Hearing Aid Repair Lab: (303) 914-5130
- Acquisition Division: (303) 914-5180
- Logistics Division: (303) 914-5440
- IRM Division: (303) 914-5160
- Office of the Director: (303) 914-5150
- DALC Web Site: link to catalog available  
[www.va.gov/oamm/pmo/DALC/index.cfm](http://www.va.gov/oamm/pmo/DALC/index.cfm)

# DALC/DoD Business Framework

- History of business partnership
- Acquisition economies of scale
  - Leveraging of purchasing volume within the hearing industry = best value for taxpaying public (“strategic sourcing”)
- Seamless transition between active duty and veteran/civilian status
  - Continuity of records management throughout transition
- Hearing care information management
  - Robust, patient-centered, and increasingly accessible over time

# How has DoD typically ordered?

**RUSH RUSH RUSH** PHONAK

Payer:  BOES  RACHAP (Reserve Payment)  
 Patient Information: PO# [redacted] Date: 28 Feb 04  
 Patient's Last Name: [redacted]  
 Age: 43 Gender: M Last 4 digits SSN: [redacted]  
 Contact: [redacted] Phone: [redacted] Email: [redacted]

Ship to: **Audiology Clinic**  
**Madigan Army Medical Center**  
**Tacoma, WA 98431**

**BTE Product Style** (Std. 2 yr. warranty)

**Entia VZ EZ BTE**  
 M Core (300-0001)  
 P Core (300-0002)  
 SP Core (300-0003)

**Versata VZ EZ BTE**  
 M Core (300-0002)  
 P Core (300-0003)  
 SP Core (300-0003)

**Savia Art d5Z EZ BTE**  
 211 BPP (300-0047)  
 311 BPP (300-0048)  
 Savia Art 411 d5Z EZ (300-0049)

**Entia V6AZ EZ BTE**  
 211 (300-0081)  
 311 (300-0082)

**Versata V6AZ BTE**  
 V UP (300-0086)  
 V SP (300-0087)

**Entia micro VZ EZ BTE** (300-0204)

**Versata micro VZ EZ BTE** (300-0402)

**microSavia Art 100 d5Z BTE** (300-0001)

**Power**

**KeyPilot** (304-0008)  
 Not on Entia or Versata

**SoundPilot** (304-0220)  
 Not on Entia, Versata or Versata

**myPilot**

**White** (300-0001-1910)  
 **Grey** (300-0001-1210)  
 Available with Entia, Versata, Versata (Versata & Versata Only)

**Earmold BTE Components**

**Custom Earmolds:**

**Colors:**  Clear  Brown  Tinted Pink

**Shapes:**  Free Field (91)  Canal Lock (102)  No Canal Lock (103)  Semi-Shell (104)  Skeleton (105)  Half Shell (106)  Carved-Full Shell (107)  Standard-Full Shell (108)

**Options:**  Standard  Clear (101, 110)  Brown (105, 111)  Tinted Pink (107, 112)  Thick  Clear (107, 110)  Brown (107, 111)  Tinted Pink (107, 112)  Dry Tubing (100)  Micro/Slim Tubing (109)  0 1 2 3  Not on AS, AS Earmold and Power BTEs. Available on acrylic only.

**Material:**  Acrylic  Silicone (Not on Free Field)

**SlimTip:**  Cavity (110)  Large (111)  Medium (112)  Small (113)  Pressure Vent (114)  No Vent (115)

**Final Options:**  Barber Pole (101)  Soft Coat (102)

**micro/BTE Accessories:**  Earhook for micro BTEs (300-0009-0010)

**micro/Slim Tube Options:**  AntiChoke (1000000000)  0 1 2 3

**Color Options:**  Short: 5 7 10  Long: 5 7 10  Closed Med Short  Closed Med Long  Power Dome 9  Power Dome 1C  Power Dome 11

**Audion etric Information** (Please include in shipping requests)

**RUSH**

L	20	26	30	45	50	70
R	25	30	35	30	35	55
	150	500	1000	2000	3000	4000

**NOTES:**  
 2 sets  
 At de-log in  
 GWOT  
 Zenera

**RUSH**

Please Specify Color Choice (Default Color is Beige 101)

<b>Entia/Versata</b>	<b>Savia Art</b>	<b>Entia</b>	<b>Micro UP/SP</b>	<b>Entia/Versata, M 100</b>	<b>microSavia Art</b>
Beige (101)	Beige (101)	Beige (101)	Beige (101)	Beige (101)	Beige (101)
*Rawhide (102)	Brown (102)	Brown (102)	Brown (102)	Light Grey (104)	Brown (102)
Light Gray (104)	Light Gray (104)	Light Gray (104)	Black (106)	Pure Transparent (118)	Light Gray (104)
*Black (104)	Black (106)	Black (106)	Andromeda (117)	Light Pink (120)	Black (106)
Pure Transparent (118)	Andromeda (117)	Andromeda (117)	High-Tech Gray (119)	Light Pink (120)	Dark Gray (108)
Gray (121)	Dark Gray (122)	Dark Gray (122)	Pure Transparent (118)	Light Blue (124)	Taupe (105)
Light Pink (123) w/sea Gray	Light Pink (123)	Light Pink (123)	Gray (125)	Taupe (105)	Red Transparent (109)
Light Blue (124) w/sea Gray	Light Blue (124)	Light Blue (124)	Light Pink (123)	Palladium (140)	Blue Transparent (115)
Taupe (105)	Taupe (105)	Taupe (105)	Light Blue (124)	Pearl (141)	Purple Transparent (142)
Palladium/Black (136)	Pearl (141)	Red Transparent (140)	Taupe (105)	Sahara (142)	Palladium (140)
Palladium/Red Transparent (137)	Red Transparent (140)	Red Transparent (140)	Light Blue (124)	Colibri (143)	Pearl (141)
Palladium/Blue Transparent (138)	Blue Transparent (141)	Blue Transparent (141)	Taupe (105)	*Cinnamon (144)	Black Transparent (147)
Palladium/Pearl (139)	Purple Transparent (142)	Purple Transparent (142)	Sahara (142)	*Brown (102)	Blonde (146)
Cinnamon/Brown (140)	Black (106)	Black (106)	Colibri (143)	*Black (104)	Chestnut Brown (148)
Sahara/Beige (141)	Chestnut Brown (148)	Chestnut Brown (148)	*Black (104)		
Sahara/Pearl (142)	Palladium/Purple (143)	Palladium/Purple (143)			
Conant/Black (143)	Palladium/Pearl (144)	Palladium/Pearl (144)			
Graphite/High-Tech Gray (144)	Cinnamon (145)	Cinnamon (145)			
Cinnamon/Taupe (145)	Safari Stripes (146)	Safari Stripes (146)			
Palladium/Gray (147)	Savannah Beauty (149)	Savannah Beauty (149)			

\*Brown (102) & Black (106)  
 Versata and micro coming soon

1 8 81 82 11 12  
 140 141 142 143 144 145 146 147 148 149

# How has DoD typically ordered?

Memo

TO: DDC  
RE: ROES ENTRY

SM: [REDACTED]

SSN: [REDACTED]

DOB: [REDACTED] (02-11-1961)

RANK/Branch: Army Sgt

MANUFACTURER: Harley

MODEL: Destiny 1200 OTE

BINAURAL LEFT RIGHT

Thanks!

Sign 2/19/09



# Existing ordering capabilities

- Limited/obsolete functionality
- Limited subset of DALC product offerings
- Access restrictions problematic

# Modernized ordering capability

- Resemblance to VA ordering
- More robust hearing aid ordering
  - Hearing aid orders and cancellations
  - FM and remote control ordering
  - Brings user directly to product actually available on contract
  - Model changes, component changes, and loss & damage replacements
  - Hearing aid registrations
- Additional product lines opened up to DoD
  - Batteries and accessories
  - Assistive Devices/Assistive Listening Devices
  - Commodity stock orders
  - Prosthetic items, orthotic softgoods, aids for the blind
- Obstacles to access removed
  - Web application
  - Access method to be discussed later

# Additional Benefits

- Less keystroking
- Online resources
  - product catalog
  - online help
- Ancillary functions
  - Histories, reporting, device registration, etc.

# Starting Point – Patient Order History

Select an Action:

[Exit Roes](#)

[Digital Hearing Aids](#)

[FMs/Remotes/CI Processors](#)

[Other Commodities](#)

[Service Request](#)

[Device Registration](#)

[Cochlear Implants](#)

[CI Registry](#)

[Record Updates](#)

[Select Another Patient](#)

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[Station Parameters](#)

[Tools](#)

[Pending Actions](#)

[Authorized Aids](#)

[Audiogram Search](#)

View Order History

**Ordering Station:** WRAMC - WALTER REED ▼

**Patient:** ██████████
**SSN:** ██████████
**DOB:** 1942

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
<a href="#">02/11/09</a>	G92041-0003	CUSTOM HEARING AIDS	KAW	ISSUE PENDING ISSUE PENDING ISSUE PENDING		SAVIA ART 33 FS SAVIA ART 33 FS SOUNDPILOT REMOTE
<a href="#">11/27/98</a>	G79837-0004	CUSTOM HEARING AIDS	DDS	COMPLETE COMPLETE	L0319081 R0319081	CE 9 CE 9
<a href="#">04/10/98</a>	G45333-0008	CUSTOM HEARING AIDS	MAB	COMPLETE	HN091098	CE 9
<a href="#">04/10/98</a>	G45333-0009	CUSTOM HEARING AIDS	MAB	COMPLETE	DD091098	CE 9

<< BACK
FORWARD >>

Unprocessed Orders
Processed Orders

# Hearing Aid Order – page 1

ROES Digital Hearing Aid Order Form - page 1  
Hearing Aid Information closes in 20 r

Patient: \_\_\_\_\_ SSN: \_\_\_\_\_ Entered by: \_\_\_\_\_

Disability:  Date Patient Requested Care:    
Requested By: \_\_\_\_\_ Audiological Assessment Date:    
Expected Cosigner:  Transaction Type:   
Requester's Service:

Fitting:  Right  Left  Both  
Select aids by:  Make/Model  Search  
Classification:  Digital

RIGHT		LEFT									
Make: <input type="text" value="PHONAK"/>	Model: <input type="text" value="SAVIA ART 33 FS"/>	Make: <input type="text" value="PHONAK"/>	Model: <input type="text" value="SAVIA ART 33 FS"/>								
The following section is enabled only when the "Search" feature above is selected. If "Exclude" is selected for any feature, that feature is excluded from the search.											
Channel: <input type="text" value="Exclude"/>	Memory: <input checked="" type="radio"/> Exclude <input type="radio"/> Single <input type="radio"/> Multiple	Channel: <input type="text" value="Exclude"/>	Memory: <input checked="" type="radio"/> Exclude <input type="radio"/> Single <input type="radio"/> Multiple								
Shell: <input type="text" value="None"/>	Compression Type: <input type="text"/>	Shell: <input type="text" value="None"/>	Compression Type: <input type="text"/>								
DMIC: <input type="checkbox"/>	TM: <input type="checkbox"/>	TC: <input type="checkbox"/>	DAI: <input type="checkbox"/>	BICROS: <input type="checkbox"/>	CROS: <input type="checkbox"/>	DMIC: <input type="checkbox"/>	TM: <input type="checkbox"/>	TC: <input type="checkbox"/>	DAI: <input type="checkbox"/>	BICROS: <input type="checkbox"/>	CROS: <input type="checkbox"/>

>> <<

Exit    Reset    Forward>>

# Hearing Aid Order – page 2

ROES 3 Contract Hearing Aid Order Form - page 2  
ROES Hearing Aid Cost Analysis Table

Vendor	Model(s)	Cost with 1 yr Warranty	Cost with 2 yr Warranty	Remotes (* denotes 2 yr warranty)
PHONAK	<input type="checkbox"/> SAVIA ART 33 FS (L) SAVIA ART 33 FS (R)	\$ 755.56 <input type="checkbox"/>	\$ 755.56 <input checked="" type="checkbox"/>	SOUNDPILOT - \$103.50 <input type="button" value="v"/>

<< Back

Forward >>

# HA Order – Selection of Features

ROES 3 Digital Hearing Aid Order Form - page 3  
Circuits/Components/Secondary Features closes in 20 min

PHONAK

Right Aid: SAVIA ART 33 FS		Left Aid: SAVIA ART 33 FS			
RIGHT		LEFT			
<b>Circuit/Components</b>					
<b>Circuit:</b>	BIONIC PERCEPTION PROCESSING (STMM) ▼		<b>Circuit:</b>	BIONIC PERCEPTION PROCESSING (STMM) ▼	
<b>Components:</b>	*MULTIPLE MEMORY AND SWITCH (PM1) MEM/S ▲▼ MULTIPLE MEMORY W/O SWITCH (PX)		<b>Components:</b>	*MULTIPLE MEMORY AND SWITCH (PM1) MEM/S ▲▼ MULTIPLE MEMORY W/O SWITCH (PX)	
<b>Interfaces:</b>	PROGRAMMABLE TELECOIL (TP) [STD] TCF2 ▲▼ EASYPHONE AUTO-T (TP_RT)		<b>Interfaces:</b>	PROGRAMMABLE TELECOIL (TP) [STD] TCF2 ▲▼ EASYPHONE AUTO-T (TP_RT)	
<b>D-Mic:</b>	None Selected ▼		<b>D-Mic:</b>	None Selected ▼	
<b>Secondary Features</b> (* denotes the vendor's factory default)					
<b>Shell Color:</b>	*PINK (26) ▼		<b>Shell Color:</b>	*PINK (26) ▼	
<b>Shell Options:</b>	None Selected ▼		<b>Shell Options:</b>	None Selected ▼ TAPER CANAL (TP) ▲▼	
<b>Faceplate Color:</b>	*PINK (26) ▼		<b>Faceplate Color:</b>	*PINK (26) ▼	
<b>Volume Control:</b>	*MANUAL VC (VC6) ▲▼ *MANUAL VC (VC6) ▲▼ RAISED VC (VC6_V6)		<b>Volume Control:</b>	*MANUAL VC (VC6) ▲▼ *MANUAL VC (VC6) ▲▼ RAISED VC (VC6_V6)	
<b>Venting:</b>	*SELECT-A-VENT 3.0MM (V_30) ▼		<b>Venting:</b>	*SELECT-A-VENT 3.0MM (V_30) ▼	
<b>Dexterity Options:</b>	None Selected ▼ ATTACHMENT HOOK (AH) ▲▼		<b>Dexterity Options:</b>	None Selected ▼ ATTACHMENT HOOK (AH) ▲▼	
<b>Battery Options:</b>	*ZA13 (13) ▲▼ ZA312-LOW PROFILE W/MVC (312_VC4) ▲▼ *ZA13 (13) ▲▼		<b>Battery Options:</b>	*ZA13 (13) ▲▼ ZA312-LOW PROFILE W/MVC (312_VC4) ▲▼ *ZA13 (13) ▲▼	
<b>Wax Prevention:</b>	None Selected ▼ WAX SPRING AND EXT RECEIVER TUBE (WE) ▲▼		<b>Wax Prevention:</b>	None Selected ▼ WAX SPRING AND EXT RECEIVER TUBE (WE) ▲▼	
<b>Canal Length:</b>	*MEDIUM (CM) ▼		<b>Canal Length:</b>	*MEDIUM (CM) ▼	
<b>Shell Retention:</b>	None Selected ▼		<b>Shell Retention:</b>	None Selected ▼	
<b>Comfort Seal:</b>	None Selected ▼		<b>Comfort Seal:</b>	None Selected ▼	
<b>Mic Protection:</b>	WIND SCREEN (MS) [STD] ▼		<b>Mic Protection:</b>	WIND SCREEN (MS) [STD] ▼	
<b>Miscellaneous:</b>	None Selected ▼ POWER OPTION (063028001) ▼		<b>Miscellaneous:</b>	None Selected ▼ POWER OPTION (063028001) ▼	

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# HA Order – Payment Information

Billing Information	
Billing Method: Purchase card: <input type="radio"/>	Tracking number: <input type="text"/>
Bill account: <input checked="" type="radio"/>	
Purchase Card Information (all fields are required)	
Card Holder Name: <small>(Exactly as shown on card)</small>	<input type="text"/>
Purchase Card Number: <small>(Must be 16 numbers, with or without dashes)</small>	<input type="text"/>
Expiration Date:	<input type="text" value="Select month"/> month <input type="text" value="Select year"/> year
Card Holder Phone:	<input type="text"/>
Billing Street Address: <small>(Number and street name or PO box)</small>	<input type="text"/>
Billing Zip Code:	<input type="text"/>
<input type="button" value=" &lt;&lt; Back"/>	<input type="button" value=" Clear"/>
<input type="button" value=" Continue &gt;&gt;"/>	

# Modifications allowed by Contract

ROES3 Service Request Form - page 1

Patient: \_\_\_\_\_  
 SSN: \_\_\_\_\_

Entered By: \_\_\_\_\_

Disability:

Requested By:

Expected Cosigner:

Requestor's Service:

The 'Expected Cosigner' field is mandatory if the 'Requested By' person is a Student!

Make	Model	Ear	Serial Number	Warranty Type	Exp Date	Issuing Station	Eligibility Station	
STARKEY	CE 9	Left	<a href="#">L0319081</a>	OUT OF WRNTY		WRAMC	WRAMC	<input type="button" value="Select1"/>
STARKEY	CE 9	Right	<a href="#">R0319081</a>	OUT OF WRNTY		WRAMC	WRAMC	<input type="button" value="Select2"/>
STARKEY	CE 9	Left	<a href="#">HN091098</a>	OUT OF WRNTY		WRAMC	WRAMC	<input type="button" value="Select3"/>
STARKEY	CE 9	Right	<a href="#">DD091098</a>	OUT OF WRNTY		WRAMC	WRAMC	<input type="button" value="Select4"/>
PHONAK	SAVIA ART 33 FS	Left	<a href="#">PENDING</a>				WRAMC	<input type="button" value="Select5"/>
PHONAK	SAVIA ART 33 FS	Right	<a href="#">PENDING</a>				WRAMC	<input type="button" value="Select6"/>
PHONAK	SOUNDPILOT REMOTE	N/A	<a href="#">PENDING</a>				WRAMC	<input type="button" value="Select7"/>

# Order Modifications – page 2

ROES3 Service Request Form - page 2 closes in 20 min

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**Warranty: PENDING SHIPMENT**

Patient: ██████████ SSN: ██████████	Make: PHONAK Model: SAVIA ART 33 FS	SN: PENDING Ear: Left
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Repair Vendor:  PHONAK

**Current Classification: Digital Current Channel/Memory: 4B Current Shell Type: Full Shell**  
**Current Circuit/Components: MC3, MEM/S, TCP2**

**Model Change - Search Criteria**

Select Classification:	<input checked="" type="radio"/> Digital
Select Channel/Memory:	<input type="radio"/> NA <input type="radio"/> 1S <input type="radio"/> 2S <input type="radio"/> 3S <input type="radio"/> 4S <input type="radio"/> 1M <input type="radio"/> 2M <input type="radio"/> 3M <input checked="" type="radio"/> 4M
Select Shell Type:	<input type="radio"/> NA <input checked="" type="radio"/> Full Shell <input type="radio"/> Half Shell <input type="radio"/> Canal <input type="radio"/> CIC <input type="radio"/> BTE
<input type="button" value="Find Models"/>	
Select a New Model:	EXELIA VZ FS

**Add/Remove Circuit/Components (Charge Options)**

Circuit:	CORE	
Component:	MULTIPLE MEMORY AND SWITCH (PM1) MULTIPLE MEMORY W/O SWITCH (PX)	MEM/S
Interface:	EASYPHONE AUTO-T (TP_DT) PROGRAMMABLE TELECOIL (TP) [STD]	TCP2
D-Mic:	VOICEZOOM [STD]	

**Secondary Features (No Charge Options)**

Shell Color:	*PINK (26)	
Shell Options:	None Selected NO HELIX (NH)	
Faceplate Color:	*PINK (26)	
Volume Control:	*MANUAL VC (VC6) NO VC (VCX)	*MANUAL VC (VC6)
Venting:	*AOV (S_A0)	
Dexterity Options:	None Selected ATTACHMENT HOOK (AH)	
Battery Options:	ZA13 (13) [STD] ZA13 (13) [STD]	
Wax Prevention:	None Selected CANAL BELL (BC)	
Canal length:	*MEDIUM (CM)	
Shell Retention:	None Selected	
Comfort Seal:	None Selected	
Mic Protection:	WIND SCREEN (MS) [STD]	
Miscellaneous:	None Selected AUTO PLUS MANUAL PRG-TCOIL IN PRG 1 (CP)	

Lost/Damaged. Provide one time warranty replacement.  **NOTE: selecting L&D replacement negates all other Service Request actions selected on this page.**

# Ordering a Remote Control

**ROES FM Device/Remote Control Order Form** closes in 20 min

Patient:       SSN:       Entered by:

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**Requested By:**

**Expected Cosigner:**

**Requestor's Service:**

**Disability Code:**

**Type of Transaction:**

**Select Device Type:**       **P.O. Number:**

**Select Make:**

**Select Model:**

**Select Channel:**

**Aid ordered for (make and model):**  (For selection of audio shoe by vendor)

**Special Instructions:**

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**Patient Delivery Address for Batteries**       **Station Delivery Address for Device**

# Ordering Other Commodities

**ROES Commodity Order Form** closes in 20 min

Patient: \_\_\_\_\_ SSN: \_\_\_\_\_ Entered by: \_\_\_\_\_

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<p><b>Disability Code:</b> HEAR/IMP <a href="#">Help with Disability Codes</a></p> <p>Patient's current disabilities: AMP/LBK, HEAR/IMP</p> <p><b>Requested By:</b> _____</p> <p><b>Requestor's Service:</b> AUDIOLOGY AND SPEECH PATHOLOGY</p> <p><b>Select Commodity Group:</b> Batteries <a href="#">Catalog/Batteries</a></p> <p><b>Select Vendor:</b> All</p> <p><b>Select Item:</b> ZA10 (8/pkg) <input type="button" value="refresh"/></p> <p style="text-align: center;"><input type="button" value="Item NAME Search"/> <input type="button" value="Keyword Search"/></p> <p><b>Quantity (each):</b> 8</p> <p><b>Type of Transaction:</b> Initial</p>	<p>Current delivery address is patient's permanent address.</p> <p><input type="button" value="Click to verify/edit the patient delivery address"/></p> <p><input type="button" value="Click to ship patient order to facility"/></p> <p><b>Delivery Category:</b></p> <p><input checked="" type="radio"/> Routine <input type="radio"/> Priority <input type="radio"/> Emergency</p> <p><b>Enter a phone number for emergency orders:</b></p> <p><input type="text"/></p> <p>DALC Quantity on Hand: 595</p> <p><b>Remarks:</b> <input type="text"/></p> <p><small>**Manual processing is required for orders with remarks** This may delay the processing of your order.</small></p>
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# DoD Access to ROES

- In the immediate future, DoD staff will be able to access ROES using their CAC card for authentication
- Access will be obtained via DoD Self-Service managed by the Defense Manpower Data Center (DMDC)

# Self-Service Access Center

DMDC

Information and Technology for Better Decision Making

## DEERS DoD Self-Service Access Center

[Homepage](#)

[Frequently Asked Questions](#)

### DoD Self-Service Access Center

DoD Self-Service Access Center provides a means for a sponsor (family member with an affiliation to the Department of Defense) to request a DoD Self-Service Logon (DS Logon) for their own use and for those family members who are eligible to receive one. An individual can also use this site to manage their own DoD Self-Service Logon.

An individual can logon to DoD Self-Service Access Center by using their Common Access Card, DFAS Pin, or DoD Self-Service Logon (if one has previously been created). Sponsors can only request DoD Self-Service Logons if they log on with CAC or DFAS. Individuals can only maintain their own DoD Self-Service Logon information.

For more information regarding what a DoD Self-Service Logon is and how to obtain one, refer to the [Frequently Asked Questions](#) page.

#### What would you like to do?

- [Request a DoD Self-Service Logon.](#)
- [Activate a DoD Self-Service Logon using information that was mailed to me.](#)
- [Manage my own information.](#)

#### Are you having problems logging on with your DoD Self-Service Logon?

- [I forgot my DoD Self-Service Logon username.](#)
- [I forgot my DoD Self-Service Logon password.](#)
- [My DoD Self-Service Logon is suspended and I need it unlocked.](#)

United States Department of Defense. For assistance or to report problems with this site please call (800) 477-8227.

Done

www.dmdc.osd.mil



Now: Sunny, 15° F



Fri: 41° F



Sat: 51° F



# Select a Certificate from your CAC

DMDC

Information and Technology for Better Decision Making

## Single Sign On

### Consent Notification

This is a Department of Defense Computer System. This computer system, including all related equipment, networks, and network devices (specifically including Internet access) are provided only for authorized U.S. Government use. DoD computer systems may include monitoring and security procedures, survivability, and active attacks by authorized DoD personnel. During monitoring, information and used for authorized purposes, placed or sent over the Internet.

Use of this DoD computer system constitutes consent to monitoring of this system for criminal prosecution. Evidence collected may be used for administrative purposes. Your use of this system constitutes consent to monitoring.

IF YOU ARE NOT AN AUTHORIZED USER, DO NOT USE THIS SYSTEM.

### Privacy Act Statement

#### AUTHORITY

5 USC 3025

#### PURPOSE/ROUTINE USE

Information you provide is used to verify your identity and usage of this website.

#### DISCLOSURE

Voluntary. However, if you fail to provide the requested information, DMDC will not be able to verify your identity. If your identity is not verified, you will be unable to gain access to the website.

Prevent illegal access of Privacy Act data by closing your browser before leaving your computer.

The material/information contained herein falls within the purview of the Privacy Act of 1974 and will be safeguarded in accordance with the applicable system of records notice and DLAR S40021.

### Select Authentication Method

Common Access Card (CAC)

Log On

DFAS Pin

For assistance or to report problems, please call 800-538-9522.



# Enter PIN

DMDC

Information and Technology for Better Decision Making

## Single Sign On

### Consent Notification

This is a Department of Defense Computer System. This computer system, including all related equipment, networks, and network devices (specifically including Internet access) are provided only for authorized U.S. Government use. DoD computer systems may be monitored for all lawful purposes, including to ensure that their use is authorized, for management system, to facilitate protection against unauthorized access, and security procedures, survivability, and operational security. Monitor active attacks by authorized DoD entities to test or verify the security system. During monitoring, information may be examined, recorded, and used for authorized purposes. All information, including personal information, placed or sent over this system may be monitored.

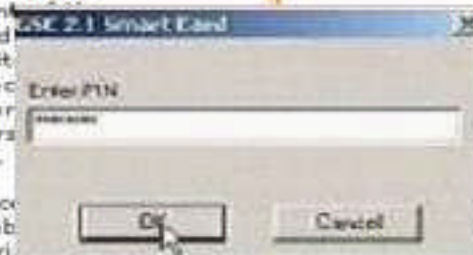
Use of this DoD computer system, authorized or unauthorized, or consent to monitoring of this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal, or other adverse action. Use of this system constitutes consent to monitoring for these purposes.

IF YOU ARE NOT AN AUTHORIZED USER, PLEASE EXIT IMMEDIATELY.

### Select Authentication Method

Common Access Card (CAC)

Log On



For assistance or to report a problem please call 800-538-9522.

### Privacy Act Statement

<b>AUTHORITY</b>	5 USC 301 & EO 3397
<b>PURPOSE/ROUTINE USE</b>	Information you provide is used to verify your identity and usage of this website. Voluntary. However, if you fail to provide the requested information, DMDC will not be able to verify your identity. If your identity is not verified, you will be unable to gain access to the website.
<b>DISCLOSURE</b>	

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# VA Portal to ROES

U.S. Department of Veterans Affairs E-Authentication Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address Go Links

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Authentication  
SECURE GOVERNMENT ACCESS ONLINE

VA E-AUTHENTICATION PORTAL

VA Home

Credential Service Providers ▶

VA Applications ▶

E-Authentication FAQ

**What is E-Authentication?**  
E-Authentication is a service that enables American citizens and (identity credentials) they already have et access to government services online.

eBenefits

eCMS

My HealthVet

**Business over the Internet**  
ROES  
Business online, trust is essential. That's why most Web sites that conduct transactions involving the exchange of money and/or personal information take steps to "authenticate" the identity of an individual logging on to its site – usually in the form of a log-in ID (also called an identity credential), such as a PIN and password or user ID and password.

**E-Government is Expanding**  
The current administration has prioritized the expansion of electronic government, or E-Government, as a way of making government more effective and efficient and easier for the American people to access. As more government services are made available online, there is a growing need for establishing trust between the government entities that manage Web sites and the American public that uses those Web sites.

**Building a Trust Framework for E-Government**  
One way to establish the trust required to enable e-government would

Shortcut to dalclanding.htm (secure Web site)

Internet

# Availability of Application

- Implementation of CAC card access – late May
- Training/orientation

# Factors affecting future changes to DoD version of ROES

- Characteristics of national contracts managed by DALC
- DALC business model & operational practices
- Needs of DoD clinical community and support staff

# Information Management provided by the DALC

- History of orders (hearing devices, ALD's, batteries, etc.) for a given patient
- History of order/change order activity for a given hearing device
- Audiogram repository
  - Over 850,000 audiograms collected from VA patient assessments
- Future capabilities
  - Business intelligence/data mining of audiogram repository
- Well positioned with respect to possible strategies/plans generated by the National Defense Authorization Act (emerging 'Hearing Loss Center of Excellence' mandate)

# Integration between VA and industry-standard systems

- Executive-level support in VA and HIMSA for data exchange/interoperability between VA and NOAH
- Currently engaged in planning for data exchange methodologies
- Vision
  - Audiometric measures and other hearing care data elements captured in NOAH will be integrated with the DALC audiogram repository and the VA patient records system
  - Business intelligence technologies and the web will make statistical and trending information accessible to VA, DoD, and other authorized parties
  - Data management model that supports the needs of VistA/CPRS, with potential support for AHLTA and associated systems

# IT Controls that impact/restrict Audiology Patient Care

- IT support staff resists installing NOAH module updates and manufacturer stand-alone updates due to certification requirements, change management controls, etc.
- Blocking of USB drives and external media interfaces prevents connection and proper operation of hearing care instruments
- In VA, local IT staff have some discretionary ability to loosen controls, but this is neither understood nor applied consistently
- VA strategy
  - Program officials and DALC IT representatives working toward VA-wide loosening of restrictions or blanket certification of software
  - If successful, justifications used may carry over for application by DoD officials

# Thank You!

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