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## Medicity

# Notify Training Manual

10/2018

## **Contact Us**

- For assistance with Care Connect modules, please contact the Roper St. Francis Care Connect team by phone at (843)724-2400, or send an e-mail to <u>RSFCareConnect@rsfh.com</u>
- Be sure to include your full name, a phone number where you can be reached directly, your practice and physical location, and a complete description of your issue.

### Overview of the system

#### Logging in & out

 To login to Notify, open your preferred web browser and insert the URL link <u>https://notify.medicity.com/notify</u>.

NOTIFY				
	User Login			
		Username	Username	
		Password	Password	
			→ <b>〕</b> Login	

- 2. On first login, you will be presented with the End User License Agreement (EULA). Review the agreement and choose to Read, Print, Accept, or Decline. If you decide to Decline, you will not be logged into Notify.
- 3. To log out of Notify, select your profile username in the top right and choose Log Out. You may also close the web page tab or window to be automatically logged out.



#### **User Settings including Change Password option**

This section contains your profile options of name, phone number, email, direct address email, and notification organizations you are linked to. You may also change your password here or set it to be changed upon next login.

\*\*NOTE: If you do not remember your password, please email <u>RSFCareConnect@rsfh.com</u> to have your password reset.

- 1. To update your profile information, select the appropriate field in white and select Save. For any field that is in gray, please email <u>RSFCareConnect@rsfh.com</u> support to edit.
- 2. To change your password, select the Change Password hyperlink and enter the appropriate information. You will need to know your current password to make this change.

USER PROFILE

Edit User - MRtest			
Properties Specific information about this user			
Created Oct 10, 2018 2:24:55 PM			
Name * prefix Mike middle name	Test	suffix	
Username *			
Password		View End Llear Licence Agreem	
Change password on next login			
Phone			
1234567890 or 123-456-7890 or (123) 456-7890			
Email			
michael.reichert@rsfh.com			
Direct email			
example@address.com			
Attach Formatted Event Data			
Time Zone			
Eastern Standard Time			۳

Event of	rganizations -				
	Name	Description	Hierarchy	•	Provider Id
*	Roper St. Francis Healthcare	Roper St. Francis Healthcare			1457373318 ×
•	Roper Hospital Berkeley	Roper Hospital Berkeley	Roper St. Francis Healthcare		
*	Roper St. Francis Mount Pleasant Hospita	Roper St. Francis Mount Pleasant Hospita	Roper St. Francis Healthcare		
*	Bon Secours St. Francis Hospital	Bon Secours St. Francis Hospital	Roper St. Francis Healthcare		
~	Roper Hospital	Roper Hospital	Roper St. Francis Healthcare		
Subscrib	er Organizations *				
	Name	Description			Administrator
<b>~</b>	Test Subscriber	Test Subscriber to load Patient	Registries		
×	Test Clinic				
Default	Subscriber Permissions Group			V	
Active					
	blad				
	DIEU				
					* – required f
					- required i

#### **User Notifications**

This feature provides access to the notifications you've received as a result of incoming messages matching the criteria associated with your Subscriptions.

Once logged in, you will be presented with the My Notifications home screen.

OTIFY							🗆 Help	thurch
					User Notifications	🔯 🐥 User	Subscriptions	🌣 Adm
Notify Home 🗦 User Notifi	cations							
User Notification	ns							
Past 7 days   Patient First Name	All Subscribers Patient Last Name	All Sub     Filter	scriptions Clear	▼ Grou	IP By: No Grouping	▼ Show AF	PI Queue Notifica	ations
Showing Past 7 days 1 - 10 c	of 10 entries	Lead Name	Conden	DOB	Course Footlite	Front	10 25 50	100
Oct 12, 2018 2:15:56 PM	DONNA	SUTAY	F	04-28-1962	Roper St. Francis Healthcare	Inpatient Admit	Oct 11, 2018 8:1	18:00
Oct 12, 2018 1:57:57 PM	BLUE	RABBIT	М	05-05-1956	Roper St. Francis Healthcare	Ambulatory Admit	Oct 11, 2018 9: AM	18:00
Oct 12, 2018 1:54:57 PM	RED	MONKEY	М	11-11-1940	Roper St. Francis Healthcare	Ambulatory Admit	Oct 10, 2018 11:23:00 AM	
Oct 12, 2018 12:43:56 PM	MICKEY	TEST	М	11-11-1940	Roper St. Francis Healthcare	Inpatient Discharge		

 The red number displayed next to My Notifications indicates the number of unread Notifications present in your list. From this list, you can view the event details and audit log associated with a notification.



- 2. Select the notification you want to view by double clicking on the line item. The notification event data will display.
- 3. Choose the Acknowledge button to send an acknowledgement message indicating the notification was received by you, the Subscriber. The date and time of the acknowledgement will display below once selected.

Notification	Acknowledge	
Event Data	Event Data	
Audit	Field	✓ Value

#### **User Subscriptions**

A subscription defines where the notification information is coming from, what values from the notification to look for, and where to deliver the notification. The subscription can identify if the owner would want to receive a notification for admit, discharge, or death if they are listed on the patient's record as the PCP, Admitting, Attending, Referring, or Consulting provider.

Notification Delivery Options include:

1. Email

Reply Q	Reply All E3 Forward SC IM Fri 10/12/2018 2:16 PM		
$\sim$	Notify <notify@medicity.com></notify@medicity.com>		
1 1	Inpatient Admit Activities Received: 1		
0			
etention Policy	90 Inbox (90 days)	Expires 1/10/2019	
Inpatient A	dmit Activities Received: 1		

2. SMS Text message

••• Verizon LTE	2:18 PM	7	Ô	75% 🔳
<	Ω			
1	Notify@Medicity.com >			
	Text Message Today 2:16 PM			
Inpatient Adm Received: 1	nit Activities			

- 3. Direct secure email
- 4. An alert in provider's EMR this option requires technical integration with the EMR vendor and is dependent on EMR functionality.

You may choose to have as many notification events, provider associations, and notification delivery options as are appropriate for your workflow.

From the home screen, you may select My Subscriptions to view the subscriptions you have access to.

							My Notifications 🐥 My Sut	oscriptions
otify Hom	ne > My	Subscriptio	ns					
My St	ubscri	iptions						
Create Status	New Subso	cription Subs	scriptions al	low users to define their	important evo	ents and the	frequency at which they are notified View 10 25	All
Status 👻	Owner	Created	Name	Description	Delivery Modes	Patient Lists	Events	
ctive	MRtest	Oct 10, 2018 2:27:13 PM	Mike Testing	testing initial interfaces and notifications	SMS		Ambulatory Admit , Emergency Admit , Emergency Discharge , Encounter Update , Inpatient Admit , Inpatient Discharge , Inpatient Transfer , Patient Death	
							« 1	»

For edits to your subscription or to request additional subscriptions for other providers, please email <u>RSFCareConnect@rsfh.com</u> for setup.