

Ship/Pickup Page

Kit Shipping and Pickup information in the Care Team Portal is synchronized with the information in the Logistics portal, if you have Logistics permissions enabled. When the Logistics center ships a kit that is in ordered status, then the status in the Care Team Portal will automatically be updated as *Shipped*. Also, when welcome calls are completed to patients, the status will be reflected in the Kit History.

You can click the patient name or photo on the Ship/Pickup page to open the Patient Profile page, which saves time when you need to view patient details.

To open the Ship/Pickup page, on the navigation panel, click **Kit Logistics**>**Ship/Pickup**.

In this document:

- [Searching for Kits](#)
- [Filtering and Sorting Kits](#)
- [Editing Kit Shipping Information](#)
- [Removing a Kit](#)
- [Viewing Delivery History](#)
- [Marking a Kit as Lost](#)
- [Viewing Kit Status](#)

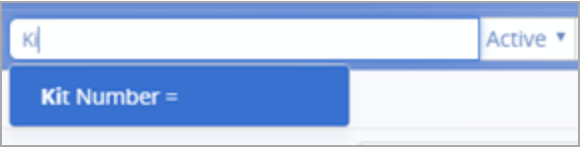

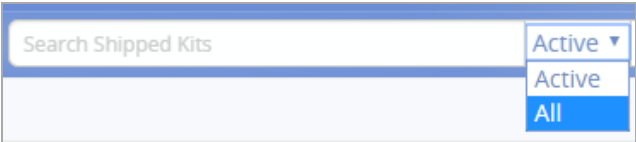
Searching for Kits


If you have a large amount of kits, you can use the **Search Kit** box to quickly locate a kit or set of kits. The search functionality returns results from kits in all statuses.



Note: To see a list of available search options, type a period (.) in the box.

1. On the **Ship/Pickup** page, in the **Search Kit** box, do any of the following:

If you want to search by	Then
Patient Name	Type the first or last name of the patient and then press ENTER. The search functionality will match on partial names.
Kit Number	Type a six-digit kit number, and then press ENTER. The search functionality will not match on partial kit numbers.
Keyword	<p>a. Type a portion of the keyword until options appear in the list. You can use any of the following keyword options: First Name, Last Name, Kit Number, Hospital, Patient Encounter, Status, Status Change Date, Pickup Option.</p>  <p>b. When you see the keyword you want, press TAB or click the option. The keyword and = appear in the box.</p> <p>c. In the box, type the search criteria value.</p>  <p>If you want a list of active and already completed historical kit ship and pickup requests, then use the All filter.</p> 

2. Click  or press ENTER.

The list is reloaded based on your search criteria.

Filtering and Sorting Kits

You can filter or sort the list to find the kit or group of kits you need.

To filter or sort the Patient list, do any of the following:

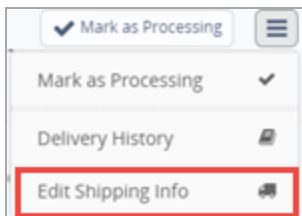
If you want to	Then
Filter (change what appears in the list)	In the Filter By list, click any of the following: <ul style="list-style-type: none"> • Kit Ship – Filters the list so only kits that are in the status of Ordered, Shipped, Delivered to Patient, or Processing appear in the list. • Kit Pickup – Filters the list so only kits that are in the status of Delivered to Logistics, Delivered to Customer, On Hold, Reprocessing, Lost, Broken, Shipped, or Dirty appear in the list. • +Go Device Orders – Filters the list so only patient's with device orders appear. • Unread Logistics Messages – Filters the list so only patient's with unread logistics messages appear.
Sort (change the order of the list)	In the Sort By area, click any of the following options: <ul style="list-style-type: none"> • Patient Last Name – Sorts the list alphabetically (A-Z). • Kit Number – Sorts the list in sequential order from lowest kit number to highest kit number. • Days in Status Ascending – Sorts the list in order from least amount of days in a kit status to the greatest. • Days in Status Descending – Sorts the list in order from greatest amount of days in a kit status to the least.

Editing Kit Shipping Information

On the Ship/Pickup page, Care Team members can edit Kit Shipping information, such as the patient's address, phone number, or welcome call date/time. In order to edit information on the Ship/Pickup page, the Care Team member must have the role assigned. This functionality allows the Care Team to communicate changes to the patient's information to the Logistics Portal.

If the kit has already been shipped (is in Shipped status) when the Care Team member updates the information, a warning message will appear: "The health kit has already been shipped to the patient. Are you sure you want to update the kit shipping information?"

Changes made to kit shipping information appear in the patient's Audit>Profile History. The Profile History contains what was changed, when, and who changed it.



Kit Shipping Information

Address 1	<input type="text" value="1234 Main St"/>	Phone 1	<input type="text" value="(972) 555-2323"/>
Address 2	<input type="text" value="Address 2"/>	Phone 2	<input type="text" value="(201) 555-0123"/>
City	<input type="text" value="Plano"/>	Install	<input type="text" value="technician dispatch"/>
State	<input type="text" value="TX"/>	Zip Code	<input type="text" value="75024"/>
Welcome Call Date	<input type="text" value="mm/dd/yyyy"/>	Welcome Call Time	<input type="text" value="AM"/>
Educational Language	<input type="text" value="English"/>	Educational Material	<input type="text" value="Educational Material"/>
Additional Notes	<input type="text"/>		

When kit shipping information is changed in the Care Team Portal, those changes are also reflected in the Logistics Portal. If you have the column enabled, you will see a **Pickup Info Updated** flag on the Patient Pick Up and Patient Kit Ship pages. The changes also appear on the **Patient Pick Up** page in red and in the **History** section, so you can clearly see what was changed.

Vivify Health Logistics | Logistics | Devices | Kits | Customers | Reports | Billing | Rules | abrown | Log off | Help

Dashboard | Orders | Create Kits | Receiving | Reprocess | Shipping | **Patient Pick Up** | Patient Kit Ship | Patient Kit Ship Call List

Filter by... Active Go!

8 Patient Kits for Pick Up

Kit	Status	Pickup Attempts	Customer	Days	Created Date	Agent	Pickup Date	Pickup Info Updated
100528	Not Scheduled	0	Vivify Dev	12	Nov 15 (12 days ago)		11/20/2018 morning (AM)	
104433	Not Scheduled	0	Vivify Dev	8	Nov 19 (8 days ago)		11/23/2018 morning (AM)	
101810	Not Scheduled	0	Vivify Dev	8	Nov 19 (8 days ago)		11/22/2018 morning (AM)	
103962	Not Scheduled	0	Vivify Dev	8	Nov 19 (8 days ago)		11/22/2018 morning (AM)	
104448	Picked Up	0	Vivify Dev	7	Nov 20 (7 days ago)		11/23/2018 12:00 AM	
101862	Not Scheduled	0	Vivify Dev	6	Nov 21 (6 days ago)		11/27/2018 morning (AM)	
103912	Not Scheduled	0	Vivify Dev	6	Nov 21 (6 days ago)		11/27/2018 morning (AM)	
103925	Not Scheduled	0	Vivify Dev	1	4:29 PM (yesterday)		11/29/2018 morning (AM)	

Vivify Health Logistics

Logistics ▾ Devices ▾ Kits ▾ Customers Reports Billing Rules

Dashboard Orders Create Kits Receiving Reprocess Shipping **Patient Pick Up** Patient Kit Ship Patient Kit Ship Call List

Back to list

Kit: 101810 Vivify Dev - Develop

Not Scheduled
11/19/2018
[Schedule](#)

Status

7 Days **Not Scheduled**
Contact Attempts: 0
[Update Contact Attempts](#)
[Send Escalation Note](#)

Agent:
[Assign Agent ▾](#)

Pick Up Address [✎](#)

New:
Speaks: English
TEST_PATIENT test
323 Main Street
plano , tx 75001

Original:
Speaks: English
TEST_PATIENT test
323 ffdgf
plano, tx 75001

Preferred Date
11/22/2018
morning (AM)

Scheduled Date
[Schedule](#)

Pick Up Date
[Picked Up](#)

Reference Information

Billing Info:
Encounter Id: 254
Organization: Vivify General

Internal Vivify Notes [+](#)

No Notes

History

Shipping information changed:
Address changed from
323 ffdgf
plano, tx 75001
to
323 Main Street
plano, tx 75001



Messages to Care Team
No Messages

© 9:00 AM (0 minutes ago) - SystemAPI

Removing a Kit

To remove a kit from the list:

Click , and then click **Remove Kit**.

Receive Kit ✓

Remove Kit ✕

Delivery History 📄

Mark as Lost ?

Viewing Delivery History

To view the delivery history of a kit, do either of the following:

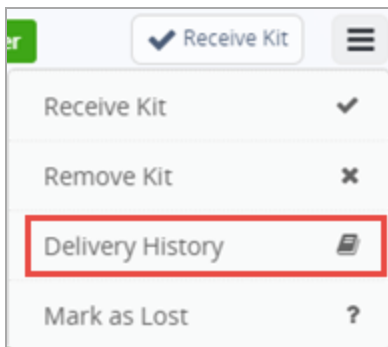
- Click the row of the patient.

The Delivery History information appears.

Date / Time	Action	By	Tracking
09/06/2017 at 10:03	Status changed to Reprocessing	Arredondo, Jaime RN	12312445
09/06/2017 at 10:03	Status changed to Dirty	Arredondo, Jaime RN	12312445
09/06/2017 at 09:56	Status changed to Reprocessing	Arredondo, Jaime RN	12312445

In the **Delivery History** table, you can view the date, time, and status of the delivery. This table also includes the name of the Care Team member and the tracking number.

- Click the menu, and then click **Delivery History**.

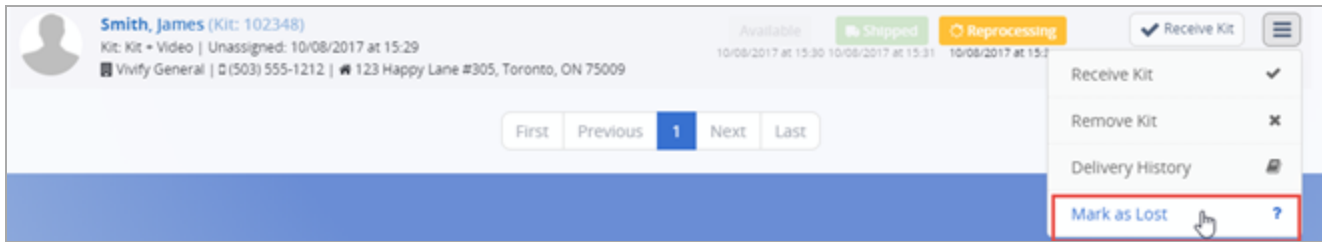


Marking a Kit as Lost

If you have *Kit Administrator* permissions, you can click the  menu and mark a kit as lost, which removes the kit from the Ship/Pickup page without deleting it.

When you mark a kit as lost, it doesn't remove the kit from the Logistics Portal. So, if the kit is later returned or found, then the Logistics team can mark the kit as received on the Logistics Portal Patient Pick Up page in order to complete the pick up process.

Note: This information only applies if you are utilizing Vivify Logistics.



The kit will no longer appear on the Ship/Pickup page, but you will see it on the Kits page with a status of **Lost**.

Kits Select All | Sort By

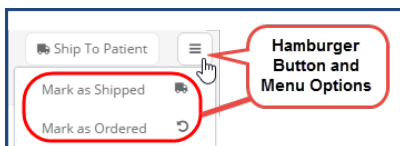
Viewing 1-50 of 344

Kit	Status	Location	Wt	BP	SpO ₂	BS	Temp	Spiro	Steps
100061	In Use	With Patient	-	-	-	-	-	-	-
100170	Dirty	Vivify Logistics Center	BT	BT	BT	-	-	-	BT
100171	In Use	With Patient	BT	BT	BT	-	-	-	BT
100191	Available	Bishop Road	-	BT	-	-	-	-	-
100216	Shipped	Vivify Logistics Center	BT	BT	BT	-	-	-	BT
100362	Provisioning		BT	BT	BT	-	-	-	-
100381	Reprocessing	Vivify Logistics Center	BT	BT	BT	BT	-	-	-
100401	Available	With Patient	-	-	-	-	-	-	-
100528	In Use	With Patient	-	-	BT	-	-	-	-
101378	Lost	With Patient	-	-	-	-	-	-	-
101564	Dirty	Vivify Development	-	-	-	-	-	-	-
101810	Available	Vivify Development	BT	BT	BT	BT	BT	BT	BT
101861	Ordered	With Patient	-	-	-	-	-	-	-

Viewing Kit Status

The statuses that appear on the Kit Ship page change based on where the kit is in the process of delivery.

Note: The delivery process is controlled by the Logistics portal, but you can manually change the status using the menu. The menu contains options to **Mark as Shipped**, **Mark as Ordered**, and **Mark as Processing**.



After a kit is changed to the order status **Shipped**, *Waiting for Use...* appears on the page. When the Patient uses the shipped tablet to complete one Pathway question, *Waiting for Use...* changes to *In Use*, and the Patient status changes to **Active**. When the tablet is in the *In Use* status, the Patient and kit information is removed from the **Ship/Pickup** page.

The following table lists the status cycle for kits:

Status	Description
Ordered	An order has been created for the kit in the Logistics portal. Or, the Care Team member clicked Mark as Ordered .
Processing	The kit was manually changed to processing using the menu button Mark as Processing .
Shipped	In the Logistics portal, the kit has been marked as Shipped on the Ship Kit page. Or, the Care Team member manually clicked Mark as Shipped from the menu.
Delivered to Patient	The delivery company notified the Logistics Portal (via tracking number) that the kit was received by a patient. When the patient accepts the EULA on the tablet, the status is automatically set to In Use .
Dirty	The kit has not yet been cleaned and reprocessed by Logistics. When a Care Team member changes a patient's status to <i>Completed</i> , the kit is automatically set as <i>Dirty</i> . When the kit leaves this status, it goes to <i>Reprocessing</i> .
Delivered to Customer	The delivery company notified the Logistics Portal (via tracking number) that the kit was received at the customer's location.
Delivered to Logistics	The kit was delivered to the Logistics facility (confirmed via tracking number), and they have not yet started reprocessing the kit. This status appears when the kit is marked as received in the Logistics portal.
Reprocessing	The kit is being cleaned and prepared for another patient at the Logistics facility.
Lost	The kit was marked as lost manually in the menu. This means that the kit is not currently able to be located by Logistics or the Customer. When it is found, it can be returned to Logistics to begin reprocessing.