

# How To Manage Patient Alerts

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## Understanding Alerts

Alerts are generated based on several situations that occur during a patient's participation in the health monitoring program. The alerts appear on the Patients list page, so you can easily see which patients have generated an alert and the level of the alert based on the color.

### Alert Types

Following are reasons why alerts are generated:

- **Biometric Levels** – When a patient enters their biometric data and the level is below or above the thresholds that were set by the care team, then an alert is generated. The thresholds are configured on the Parameters page and are set for either medium or high alert depending on how low or high the reading is. If a patient has a medium alert based on their biometric entry, then the color of the icon on the Patient Header is yellow. If the patient has a high alert based on the biometric entry, then the color of the Patient Header is red.
- **Skipping a Biometric Entry** – When a patient chooses to skip a biometric entry, an alert is generated that this data was not recorded.
- **Overdue Pathways** – When a patient does not complete their assigned Pathways, then an overdue alert is generated and appears on the Patient Header. For more information, see [Understanding Overdue Alerts](#).
- **Password Reset Request** – When a patient requests to reset their password from their device, an alert is generated and appears on the Monitoring tab and Patient Header with an exclamation mark icon.
- **IVR Welcome Call Attempts** – When a patient is called a specified number of times and the attempts to reach them fail, an alert is generated.

- **IVR PIN Validation** – When a patient uses the incorrect PIN a specified number of times, an alert is generated, so the Care Team member can contact the patient. The default level for this alert is medium (yellow).
- **Patient Texts Stop to SMS Messages** – When a patient has sent a STOP text message, the next time the system attempts to send the SMS message to the patient, we will receive a notification from the SMS provider. The alert is then generated and appears on the Monitoring page, so you can engage with the patient and determine if they are finished or if they want to re-initialize program. The default level for this alert is medium (yellow).
- **In Use Kit Delivered to Logistics** – When a kit is received at the Logistics Center and it is still in the status In Use, then an alert is generated. The message "The patient no longer has the health kit. It has been received by the Logistics Center." appears for the Care Team.

### Alert Colors

The alert icon is by default configured to be a high alert level, so it is red. If your system is set for overdue alerts to be at a medium level, then the alert icon will be yellow. Following are the colors that can appear in the Patient Header based on alerts:

- **Red** – A high level alert was generated.
- **Yellow** – A medium level alert was generated.
- **Green** – All requirements have been satisfied for that day for the patient (green will only appear if configured for your portal).
- **Grey** – No alerts are currently active.

Icon	Description
	The date and time that the Pathway was completed. The answers the patient provides to the questions will indicate a baseline and trigger alerts. For more information, see <a href="#">Pathway Alert Icons and Numbers</a> .
	The last weight recorded (lbs and kgs) and the baseline weight.
	The last blood pressure recorded (mmHg).

Icon	Description
	The last oxygen saturation percentage recorded (%).
	The last pulse recorded (bpm).
	The last blood glucose recorded (mg/dL or mmol/L).
	The last temperature recorded (F or C).
	The last spirometry reading recorded.
	Messages indicating the patient is overdue for their pathway (non-responder), needs a password reset, or has another issue.

### Pathway Alert Icons and Numbers

A Pathway is a survey that the patient answers about their condition. The Pathway icon appears in the patient's header. When you rollover the icon, the date and time of the last completed Pathway appears.

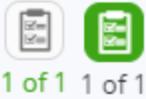
The numbers under the icon indicate the number of pathways completed out of the number expected to be completed for that given day. For example, the first number shows that the patient completed their pathway for today. The second number shows that we only expected them to complete one pathway today. Therefore, if the pathway number was 1 of 2, that indicates that we are still expecting the patient to complete another pathway. If we see 0 of 1 or 0 of 2, then the patient has not completed their pathways for the day.

The color of the numbers will remain until midnight, when it will reset to black.

**Liu, Anthony**  
 11/29/1933 (84 yo)  
 BYOD (PIN:760146)

1 of 1 158 150/100 99 76 76 98.5 350

Icon	Description
	No survey alerts in the last 24 hours of survey responses OR no Pathway has been completed today.

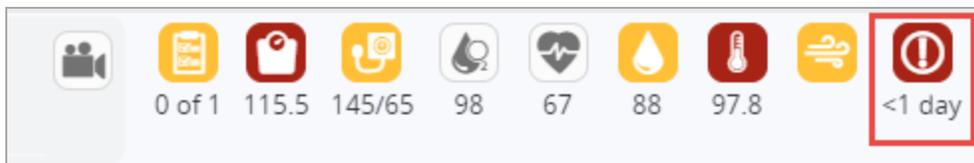
Icon		Description
		<p>Green text and icons are a configurable option that will not appear for your portal unless enabled.</p> <p>If the numbers are green, then your portal has the green configuration enabled AND the patient was reviewed by the Care Team.</p>
		<p>If the numbers are yellow, the highest survey alert in the last 24 hours of survey responses was medium and the Care Team member accepted the alerts. The color of the numbers will change back to black the next day.</p>
		<p>If the numbers are red, the highest survey alert in the last 24 hours of survey responses was high and the Care Team member accepted the alerts. The color of the numbers will change back to black the next day.</p>

## Understanding Overdue Alerts

When a patient doesn't complete their pathway when it is due, an overdue alert is generated. The overdue alert appears in the Patient Header and on the Patient Monitoring page.

### Overdue Alerts on the Patient Header

Following is an example of the icon that appears when a patient is overdue.



The timing of when the overdue alert is generated for a patient depends on the settings of your portal. Overdue alerts can either generate at a specific time of the day or a specific amount of hours after the Pathway is due. For example, alerts can be set to generate at noon everyday or six hours after the Pathway is due.

On the Patient Header, the number of days the patient is overdue for completing their Pathway is located below the alert icon, which can be any amount of days; however, if less than 24 hours, then <1 appears.

### Non-Responder Patient Status

A patient that is overdue for a configurable number of days becomes a *Non-Responder*. When a patient enters the non-responder status, they will then appear when you use the non-responder filter on the Patient List page. This is helpful as you can use the non-responder filter to see all patients that have not completed their Pathway.

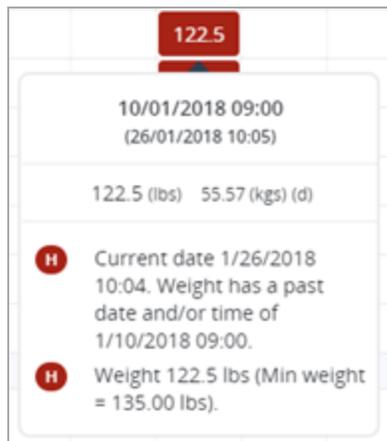
If the patient is overdue for completing their Pathway as of yesterday, and the *Days Until Non-Responder* setting is 3 days, then the following will occur: **EXAMPLE**.

Day	Icon on Patient Header	Non-Responders List
Yesterday (after noon)	 <1 day	Not on non-responders list.
Today	 1 day	Not on non-responders list.
Tomorrow	 2 days	Not on non-responders list.
Day After Tomorrow	 3 days	Yes, the patient appears on the non-responders list.

### Overdue Alert Emails for Care Team Members

To inform Care Team members, emails are sent related to overdue Pathways 15 minutes after the alerts are generated. The email contains the group of patients assigned to the Care Team member that have not completed their Pathway within the defined criteria, for example, one day after due.

### Understanding Transmission Times



In the Alerts panel of the Patient Monitoring page, you can view the transmission time below the observation time when hovering over data that was delayed in transmission by more than one day.

There are patients whose data doesn't transmit to the Care Team Portal for more than a day. Previously, the system generated a high alert if the received data was more than 14 days old.

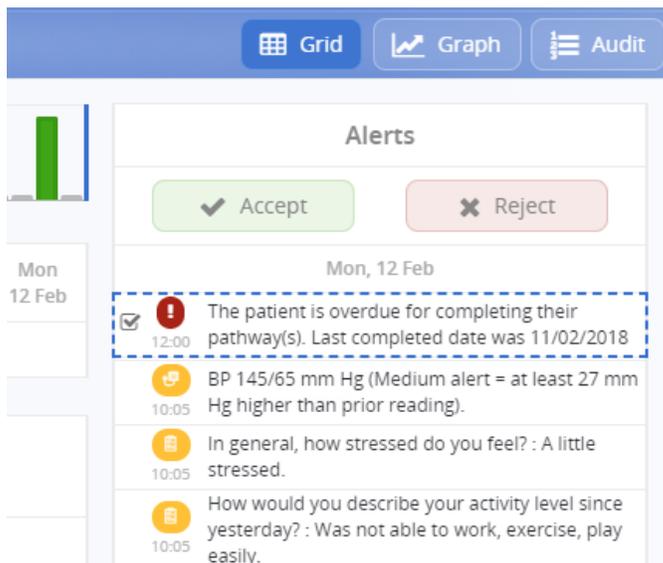
## Accepting and Rejecting Alerts

When you accept or reject alerts, the action is recorded on the patient's chart. If you have the [Reports Administrator](#) role and you want a comprehensive overview of alerts, you can view the [Patient Alert Analysis Report](#). This report has the total amount of accepted alerts that have been generated during the patient's program and the percentage separated by biometric, survey, and skip alerts.

### Automatic And Manual Rejection of Alerts Functionality

The following functionality applies for automatic and manual rejection of alerts:

- If a patient completes all of their Pathways after an overdue alert is generated, then all overdue-related alerts are automatically rejected. For example, if a patient does not complete their pathway for two days or more in a row, then on the day they complete it all previously overdue alerts will be rejected.
- If you accept one overdue alert, all overdue alerts are accepted and no longer appear on the Patient Monitoring page.
- If you reject one overdue alert, all overdue alerts are rejected. On the Audit page, the alert entries are crossed out.
- When a patient requests a call from their tablet, an alert is generated in the Care Team Portal. If the patient then cancels the call request from their tablet, the alert is automatically rejected.

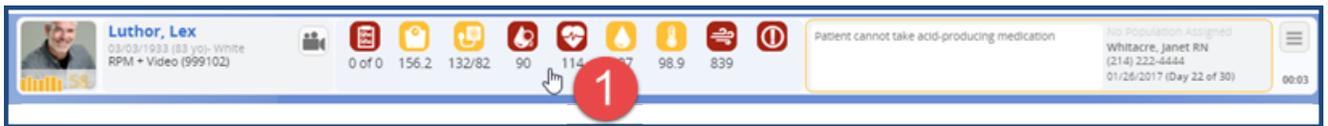


## Last Completed Date

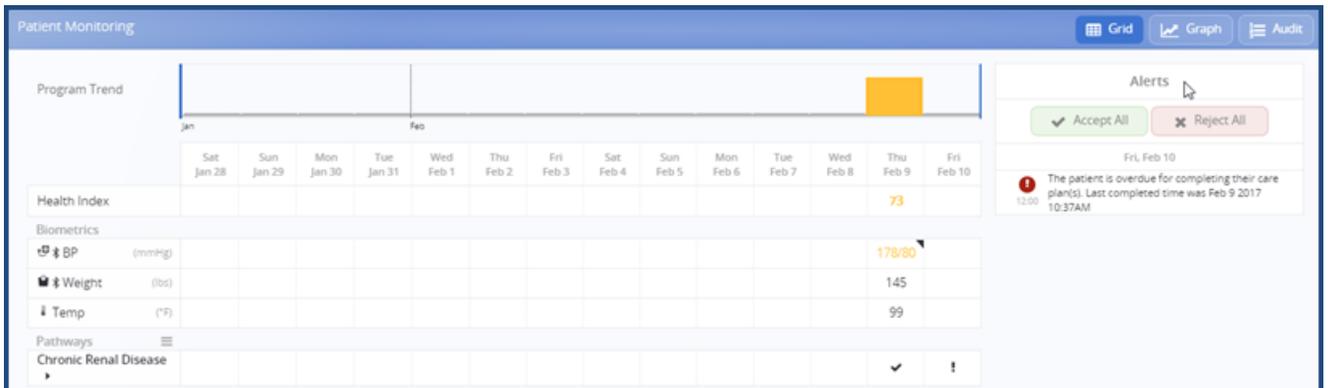
In the alert text, the **Last completed date** is the last date the patient has completed that pathway, not any pathway. If the patient has never completed that pathway before, the **Last completed date** text will not appear as there is no last completed date for that pathway.

To accept or reject a patient's alerts in the Care Team Portal:

1. On the **Patients** page, find a patient with one or more biometric alerts, and then click the center section of the Patient Header.



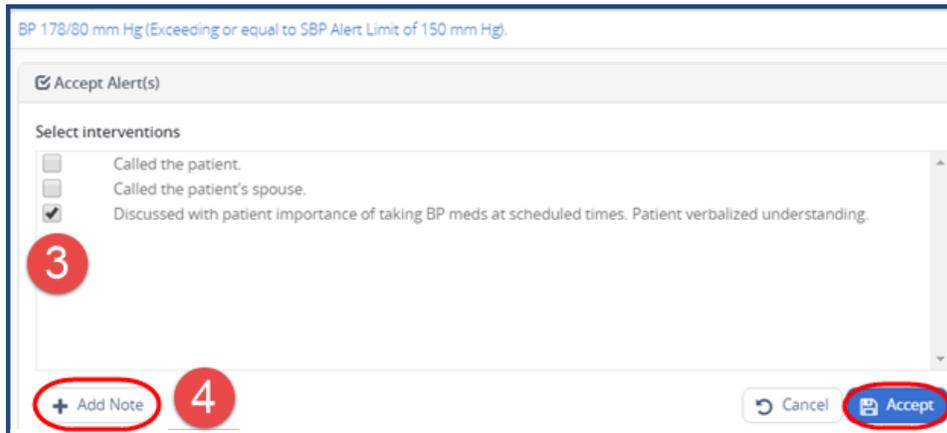
The **Patient Monitoring** page appears.



2. In the **Alerts** panel, to accept or reject *one* or *multiple* alerts, do any of the following:

If you want to	Then
Accept a single alert or multiple alerts	a. Click the row(s) of the alert you want to accept. The selected alert is surrounded by a blue dotted line. b. Click <b>Accept</b> . The Accept Alert(s) dialog box appears.
Accept all alerts	Click <b>Accept All</b> . The Accept Alert(s) dialog box appears.
Reject a single alert or reject multiple alerts	a. Click the row(s) of the alert you want to reject. The selected alert is surrounded by a blue dotted line. b. Click <b>Reject</b> . The alert is crossed out with a red line The Reject Alert(s) dialog box appears.
Reject all alerts	Click <b>Reject All</b> . The Reject Alert(s) dialog box appears.

3. In the Alert Interventions dialog box, select the appropriate check box(es) and click **Accept**.



4. If you click **Accept**, the system removes the alert from the *Alerts* panel and Patient Header and forwards the patient's biometric data to the hospital's HIS, if so configured. The accepted alert appears in the **Alert History** panel of the **Audit History** page.

Alert History			
Status	Accepted		
Severity	All		
Date	Time	Severity	Message
02/09/2017	10:37	Medium	BP 178/80 mm Hg (Exceeding or equal to SBP Alert Limit of 150 mm Hg).

The alert, any interventions, and free text notes (accepted or rejected) also appear in the Patient Chart notes.

Patient Notes			+ Add Note
Sort	Search Patient Notes		Audit
Date/Time	Note	Author	
02/09/2017 11:54	Patient reports always having this. ⚠️/Medium Alert: How would you rate your appetite since yesterday? : Fair.) ⚠️/Medium Alert: Have you felt more tired than usual over the past 24 hours? : Yes.) ⚠️/Medium Alert: Have you had to urinate more frequently over the past 24 hours? : Yes.) ⚠️/High Alert: How has your urine output been over the past 24 hours? : Poor output.) ⚠️/Medium Alert: Did you notice an increase in swelling in your feet, ankles or hands yesterday? : Yes.) ⚠️/Medium Alert: While performing activities, how was your breathing yesterday? : Short of breath.)	Whitacre, Jan, RN	
02/09/2017 11:23	Discussed with patient importance of taking BP meds at scheduled times. Patient verbalized understanding. ⚠️/Medium Alert: BP 178/80 mm Hg (Exceeding or equal to SBP Alert Limit of 150 mm Hg.)	Whitacre, Jan, RN	

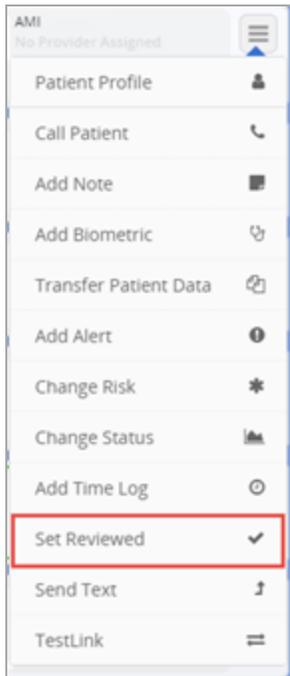


**Note:** If the patient completes their pathway after the alert was sent, then all of the overdue alerts are satisfied.

- If you need to write a note for the alert(s), click + **Add Note**.

## Setting a Patient as Reviewed

When a patient has no alerts and has completed their Pathway for today, you'll see **Set Reviewed** as an option in the Patient Header menu. You can set a patient as reviewed manually with the menu, or you can accept or reject their alerts for the day and it is done automatically.



If a patient generated alerts when completing their Pathway today, once the Care Team member accepts or rejects the alerts, then the reviewed checkmark automatically appears next to the patient's profile picture.

