

## How to Manage Logistics Messages

You can use the messaging feature to communicate with the Logistics portal. Messages can be accessed from the top menu to the left of the care team member's name. If you don't have any current messages groups in which you are participating, the button will not be available.

Messages can help you track where a package is in the processes of shipping to the patient. You can also use messages to coordinate specific information about the kit delivery, such as patient requested time of day or a missed delivery attempt and reschedule.



**Note:** Logistics Messaging is an optional configuration that is used when Vivify is managing a Customer's kits. By default, the configuration for Logistics Messaging is inactive.

### Sending Logistics Messages

When shipping kits or managing kit pickups, you can communicate with the Logistics department through messaging. When you send a message, the Logistics team is alerted in the Logistics portal where they can respond to any questions or concerns. Responses to messages may not be immediate, but they will be alerted the next time they are logged into the application that they have a pending message. When you have a message pending in the Care Team Portal, you will see a **red truck icon with the number of ship/pickup records with unread messages**.




To send a message regarding kits:

1. In the navigation panel, click **Kit Logistics** and then click **Ship/Pickup**.

The Ship/Pickup page appears.

2. On the Ship/Pickup page, do either of the following


- In the row of the patient, click  and then click **Delivery History**.
- Click the row of the patient for which you want to view delivery history.

The Delivery History and the Message History appears.

3. In the **Messages** area, click **Send Message**.

**Kit Ship/Pickup**  
Viewing 1-10 of 10

Kit Logistics Filter By Sort By Refresh  Current Help Search

**Kent, Martha (Kit: 103955)**  Ordered Mark as Processing Menu  
 Kit: RPM + Video | Assigned: 11/02/2018 at 10:20 | assisted patient installation  
 Vivify General | D (214) 333-4444 | 1234 Main Street, Plano, TX 75000

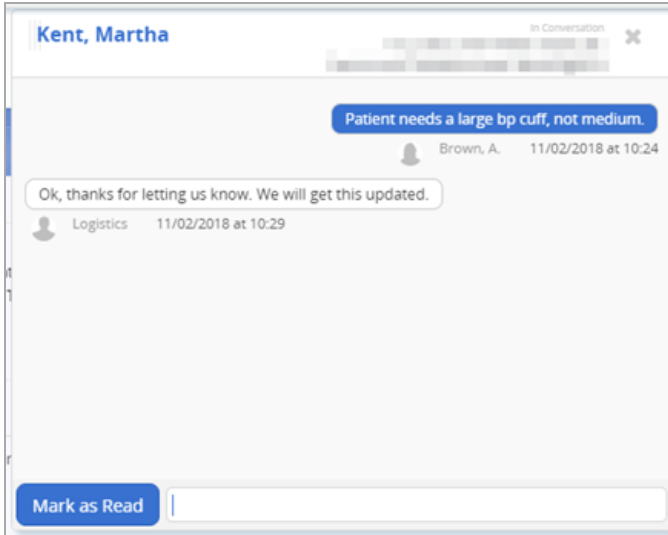
**Delivery History** Close

Date / Time	Action	By	Tracking
11/02/2018 at 10:20	assisted patient installation	Brown, Alicia RN	

**Messages**

Date / Time	Message	By	<span>Send Message</span>
11/02/2018 at 10:24	Patient needs a large bp cuff, not medium.	Brown, A.	<span>Send Message</span>
11/02/2018 at 10:29	Ok, thanks for letting us know. We will get this updated.	Logistics	

The message window opens and is available for you to type a new message regarding the kit's shipping information or other important details.



4. In the message window, type a message in the box and press **Enter**.

The message appears in the window with the date and time.



**Note:** You will be included in the message conversation until the kit shipping transaction is completed and the patient is no longer available on the Kit Ship/Pickup page. You cannot remove yourself from message groups.

## Viewing Logistics Message History

You can view messages that were previously sent regarding a kit on the Ship/Pickup page. Messages are recorded in the Delivery History and you can use this information to reference previous conversations. If you have not participated in any message conversations, then this area will be blank. To read more information about sending messages, see [How to Send Messages](#).

### Ship/Pickup Page

1. In the navigation panel, click **Kit Logistics**, and then click **Ship/Pickup**.

The Kit Ship/Pickup page appears.

2. Do either of the following:

- Click the name of the patient.
- In the row of the patient, click , and then click **Delivery History**.

The Delivery History and Messages appear under the patient.

Date / Time	Action	By	Tracking
01/12/2018 at 14:52	Assisted Patient Installation	Patel, Naiya MD	
01/12/2018 at 14:52	Status changed to Ordered	Patel, Naiya MD	

Date / Time	Message	By	<a href="#">Send Message</a>
01/12/2018 at 14:53	This Patient needs a bariatric weight scale and a large size BP cuff. Thank you. <a href="#">Read by Logistics 1/13/2018</a>	Patel, Naiya MD	
01/12/2018 at 14:54	I forgot to mention that this patient also needs a large size Pulse Ox device. is it possible to arrange that? <a href="#">Read by Logistics 1/12/2018</a>	Patel, Naiya MD	
01/12/2018 at 14:55	Thank you for the information, We will try our best to include all the appropriate devices with this kit	Logistics	

## Marking a Message as Read

Marking a message as read acknowledges that the Care Team has viewed the message. After marked, the truck icon and the message alert in the header will be removed. The message will remain the in the patient's message history, so it can be viewed in the future.

To mark a message a read

- a. On the Ship/Pickup page, click the row of the patient.
- b. In the Messages section, click **Acknowledge/Send Message**.

The message window appears.

- c. Click **Mark as Read**.

