



HIETexas EDEN PROMPT User's Guide

September 9, 2022

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Welcome to PROMPT®!

PROMPT® (Proactive Management of Patient Transitions) was developed to provide an easy-to-use interface for clinicians to access notifications and other information.

Who will use this Guide?

PROMPT User: A PROMPT User can access the Proactive Management of Patient Transitions application and view notifications for patients you have access to view.

First Time Login

To access PROMPT, your Administrator must create a user account for you. You will receive an email notification once an account has been created. Within the email, click the hyperlink provided. The link is only valid for an hour. If the link expires, click the “Forgot Password” link at the bottom of the login screen. Enter your username and click the “Request Password” button.

Tip! Make sure that the system email address support@ainqapps.com will populate to your inbox, so that emails for password resets do not end up in your junk / spam folder.

An email with a unique link will be sent to you to set your password. Enter in your new password following the password requirements then enter it in a second time. Once finished, click the “Submit” button.

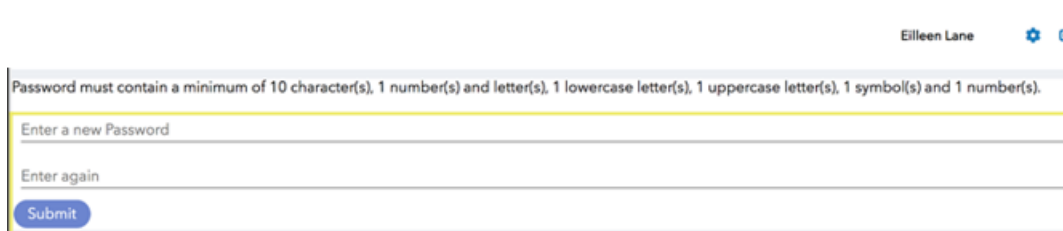
Dear _____,

Your _____ account has been created; your username is _____. To log in, click the link <https://api.stage-ainqapps.com/common/v1/resetPassword?tokenId=29e2db4e-ebb7-4326-930a-f13f64f52ff2&tenantId=DEMO> and follow the prompts.

If the link above is not clickable, please copy and paste the URL into you browser's address bar. This link is valid for the next 1 hour(s). If the above link has expired, you can click **Forgot Password** on the Login screen to receive a new link.

Sincerely,
The Team

Please note the Password Requirements when creating your new password. Passwords must contain a minimum of 10 character(s), a combination of at least 4 numbers and letters. In addition, there must be a minimum of 1 number(s), 1 lowercase letter(s), 1 uppercase letter(s), and 1 symbol(s).



The screenshot shows a user interface for password creation. At the top right, the name "Eilleen Lane" is displayed next to a settings gear icon and a share icon. Below this, a light blue banner contains the text: "Password must contain a minimum of 10 character(s), 1 number(s) and letter(s), 1 lowercase letter(s), 1 uppercase letter(s), 1 symbol(s) and 1 number(s)." Below the banner are two text input fields: "Enter a new Password" and "Enter again". At the bottom left of the form is a blue "Submit" button.

Once you have successfully created your password, you will be directed to the original PROMPT login page. Enter your username and your newly created password where indicated. When finished, click the “Login” button.

The screenshot displays a login interface with three main sections: Welcome, Login, and Support. The Welcome section describes the PROMPT service. The Login section contains input fields for Username and Password, a 'Forgot Password?' link, and a 'Login' button. The Support section provides instructions on how to request support or access.

Section	Content
Welcome	PROMPT is a service designed to improve care transitions and outcomes. Clinicians and care managers receive real-time notifications based on healthcare data so they can promptly address issues with care coordination or unexpected encounters with the healthcare system.
Login	Username Password Forgot Password? Login
Support	Please log a ticket to the Central Queue Portal (http://support.ainq.com) with any support or access requests. If you do not have an account for the Central Queue Portal, please email your Organizational Supervisor, Audacious Technical Account Manager or Audacious Engagement Manager.

You will then be directed to the Terms & Agreements as shown below. Please read the Terms & Agreements for information regarding the uses of PROMPT. You will need to agree to the Terms & Agreements during your first login and any time the Terms & Agreements is updated. To navigate to the next page, click the “I Agree” button at the bottom of the page.

Terms & Agreements

Welcome to our site. We maintain this web site as a service to our members. By using our site, you are agreeing to comply with and be bound by the following terms of use. Please review the following terms carefully. If you do not agree to these terms, you should not use this site.

Acceptance of Agreement

You agree to the terms and conditions outlined in this Terms of Use Agreement ("Agreement") with respect to our site (the "Site"). This Agreement constitutes the entire and only agreement between us and you, and supersedes all prior or contemporaneous agreements, representations, warranties and understandings with respect to the Site, the content, products or services provided by or through the Site, and the subject matter of this Agreement. This Agreement may be amended at any time by us from time to time without specific notice to you. The latest Agreement will be posted on the Site, and you should review this Agreement prior to using the Site.

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Editing, Deleting and Modification

We reserve the right in our sole discretion to edit or delete any documents, information or other content appearing on the Site.

You will then be directed to the Security Question Page. Select three security questions from the drop-down options or write-up your own question(s) and enter your responses into the "Answer" field for each. Answers to the security questions are case sensitive. Once completed, click the "Save and Continue" button. These security questions will be used when you forget your password and need to reset it.

Please select your Security Questions and provide Answers

Select Question 1 _____

Answer _____

Select Question 2 _____

Answer _____

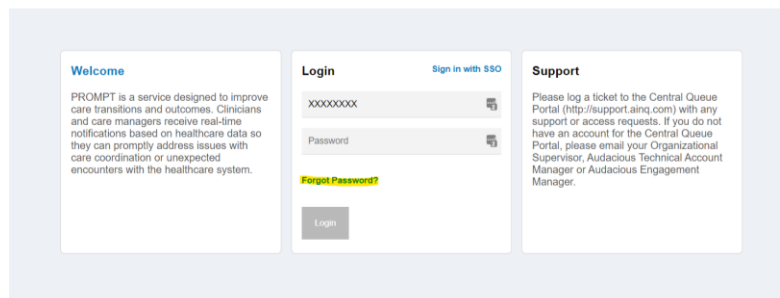
Select Question 3 _____

Answer _____

[Save and Continue](#)

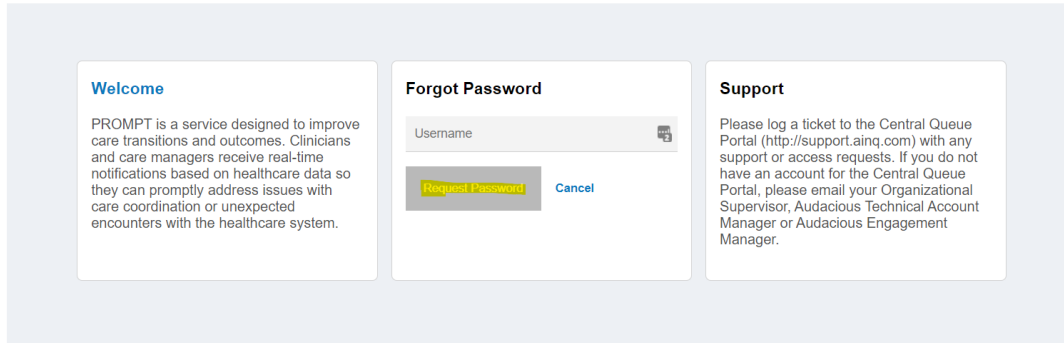
Password Reset

To reset a forgotten password, navigate to the PROMPT homepage, <https://<customer>.ainqapps.com/login>. Click the “Forgot Password” link on the login screen.

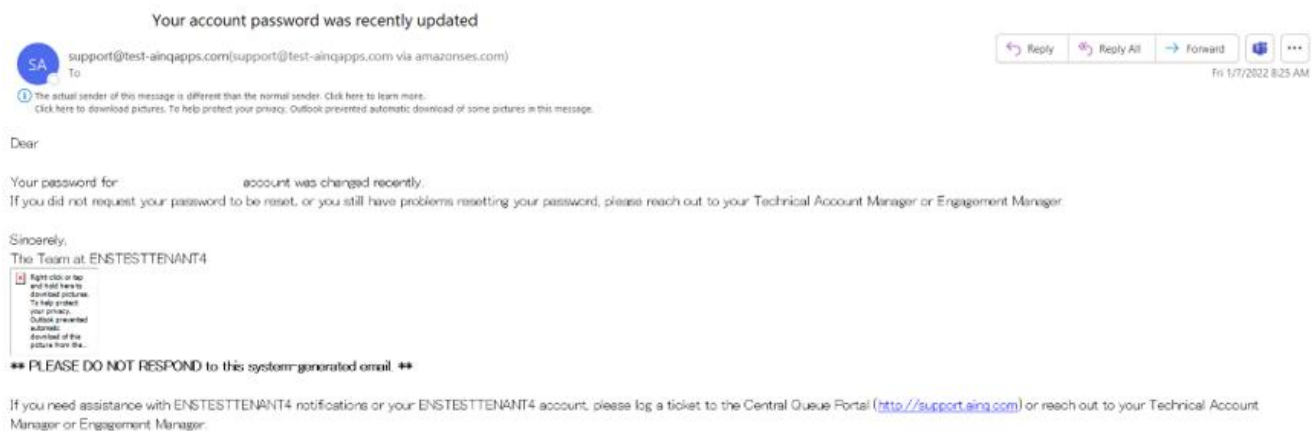


The screenshot shows a login page with three main sections: Welcome, Login, and Support. The Login section contains a username field with masked characters, a password field, and a 'Forgot Password?' link highlighted in yellow. There is also a 'Login' button and a 'Sign in with SSO' link.

Enter your username and click the “Request Password” button.



You will receive an email titled “Request to Reset Account Password”. Click on the hyperlink within the email.




This will bring you to a page asking for the answer to one of the security questions you set up during the account creation process. Type in your answer. When finished, click the “Next” button.

Please answer the following Security Question:


What city were you born in?


Answer

Next

If you successfully answered the security question, you will be redirected to the Set Password screen, where you can create a new password (following the password instructions for length and type of character). Press the eye icon () to view the password you typed in. When finished, click the “Submit” button.

Password must contain a minimum of 10 character(s), 4 number(s) and letter(s), 1 lowercase letter(s), 1 uppercase letter(s), 1 symbol(s) and 1 number(s).

Enter a new Password
..... 

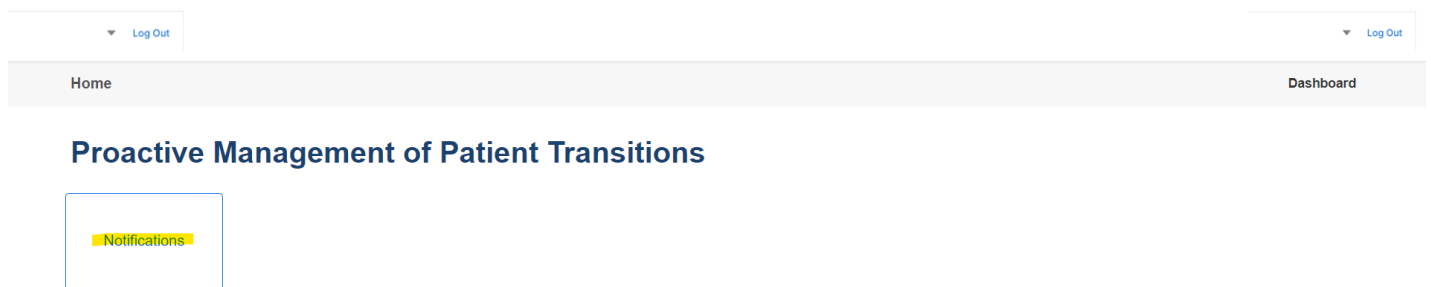
Enter again
..... 

Submit

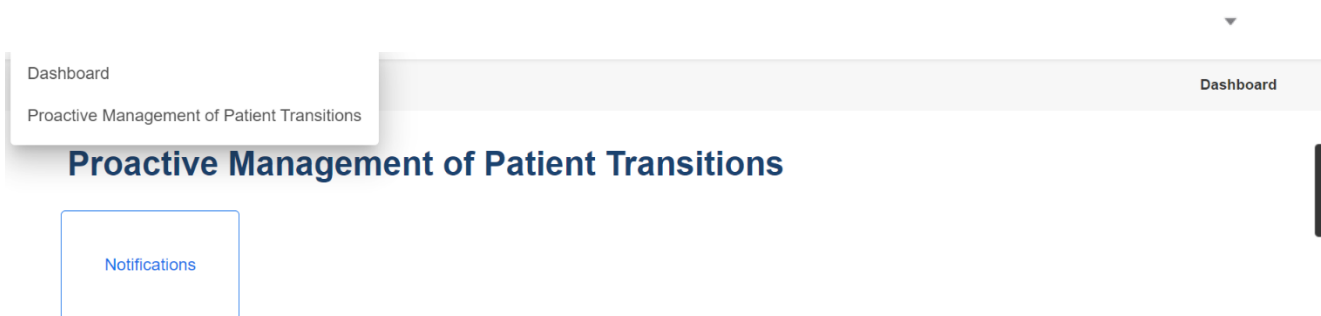
After clicking “Submit”, you will be redirected to the initial PROMPT login screen where you can enter your new password along with your username. This Password Reset workflow is available for users who have forgotten their password, but still know their username. If you forget both your username and password, please contact your Organization’s PROMPT Administrator or Point of Contact for assistance.

Using PROMPT®

To use the PROMPT Application, enter your username and password and click the “Login” button. You will be logged into the Dashboard page. From the Dashboard, you can click the “Notifications” button to access all notifications you are subscribed to receive. If other services are available to you, they will also be listed on the Dashboard.



Another way to navigate is by clicking on the hamburger menu, the three horizontal lines icon (☰), to navigate to the Proactive Management of Patient Transitions (PROMPT) application page or the Dashboard page.



Click on the drop-down arrow icon (▼) next to your name to select the option to reset your password and the “Log Out” link to log out of the system.

Home

Reset Password
Share feedback

Proactive Management of Patient Transitions

Notifications

Set Default Subscription

When logging in for the first time, the system will ask the user to select the Subscription that will be the default subscription. This is the subscription that will be the defaulted subscription that will display in the subscription selection for the user.

Select the drop-down arrow and select the subscription from the list of available subscriptions then click the 'Save' button.

Default Subscription

Please select a default subscription to load for your application(s).

Default Subscription

CANARY ▾

Note: Your default subscription will apply to all applications using subscriptions.

Save
Cancel

If the default subscription needs to change in the future, go to the subscription filter drop-down and the expanded option for 'Edit Default' next to the current default subscription.

Notifications

Received Time ▾ Newest ▾

CANARY ▾

CANARY Default ▶ Edit Default

View Notifications

Click the “Notifications” button from the Dashboard or select “Proactive Management of Patient Transitions” from the hamburger menu (☰). Both ways will open the PROMPT application to the Notification Home Page that will list all the notifications for the patients and subscriptions you have access to view.

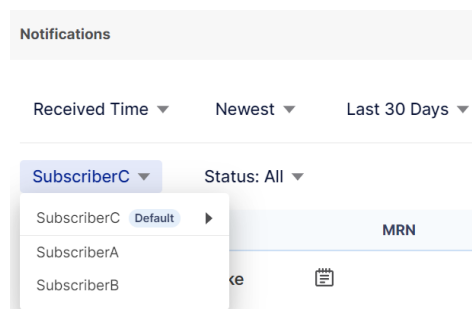
NAME	MRN	DOB	EVENT TIME	FACILITY	EVENT	ALERT TYPE	STATUS
Test, Patient1001 Female, 22 years		02/02/2000	02/21/2022 05:01 AM	D4HOSP	ER Discharge	Non-Panel Based Rule	Not Started
Test, Patient1000 Male, 22 years		01/01/2000	02/21/2022 05:00 AM	C4HOSP	IP Admission	Non-Panel Based Rule	In Progress
Test, Patient1000 Male, 22 years	MRN1234567890	01/01/2000	02/21/2022 05:00 AM	C4HOSP	IP Admission	ADT Notification	Completed

The columns that display for the notification list are as follows:

- Patient Name
 - Gender and Age
- The Event Details icon (details in the next section of this user guide)
- MRN - this is your MRN for the patient
- Patient’s date of birth (DOB)
- Event Time – this is the date and time of the message’s event
- Facility – this is where the patient event occurred
- Event – this is the patient class (i.e. IP - inpatient, ER - emergency) and the type of event (i.e. registration, transfer, discharge) of the message
- Alert Type – the defined name of the SmartAlert rule that generated the notification. The general name for ENS notifications will display as ENS PROMPT or ADT Notification.

- Status – drop-down value that can be updated to reflect the basic status for each notification.

Notifications can be viewed only as one subscription at a time. If you have multiple subscriptions associated to your account, you can toggle to a different subscription by clicking on the drop-down arrow (▾) besides the selected Subscription name that displays just above the notifications list table.



By default, the last 30 days and all task statuses of notifications, based on the received date and time of the message, display with those most recently received displaying first (“Received Time”, “Newest”, “Last 30 Days”, “Status: All”).

Notifications can be sorted and specified by a specific date range based on a message’s date and time as well as the status of the notification’s task. A user can quickly modify the number or sort of the notifications being displayed based on the Received Time or Event Time, sorted by Newest or Oldest first, a date range, and the task status.

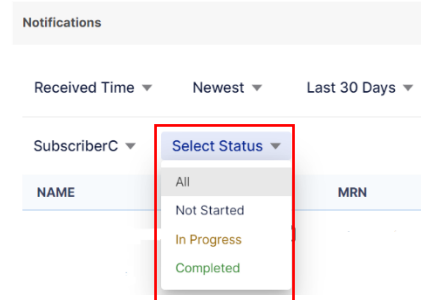
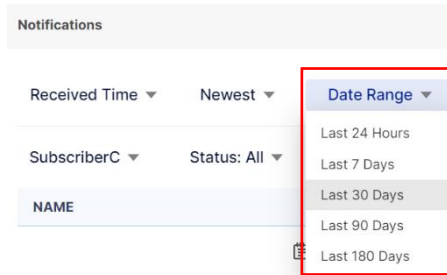
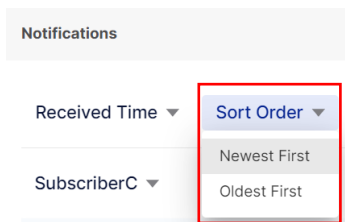
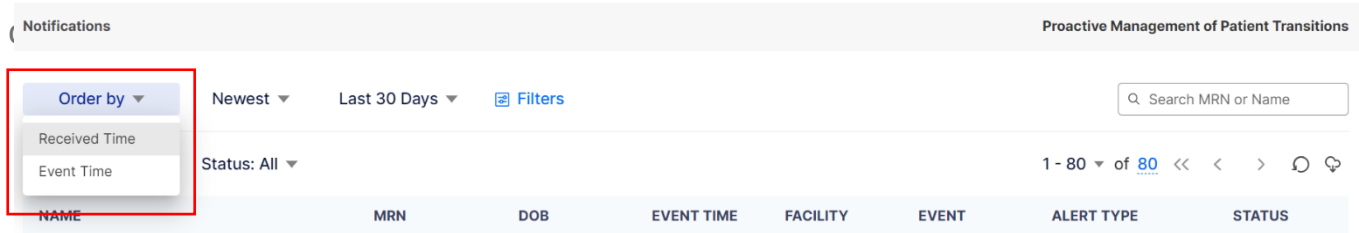
The available date range options are:

- Last 24 Hours
- Last 7 Days
- Last 30 Days
- Last 90 Days
- Last 180 Days

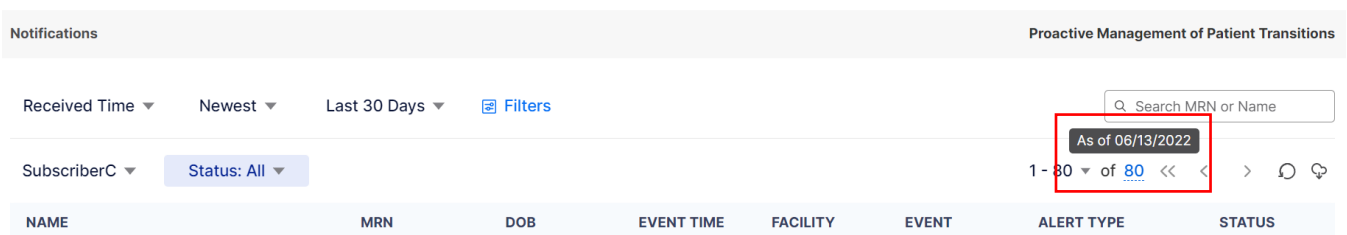
The available task status options are:

- All
- Not Started
- In Progress
- Completed

Select the drop-down arrow (▼) next to “Received Time” to change the sort to “Event Time”, the one next to “Newest” to change the order to “Oldest First”, the one next to “Last 30 Days” to change the date range selected, or the one next to “Status: All” to



The total number of notifications for all your subscriptions displays in blue text towards the left-hand side of the screen above the table of notifications. When you hover the number, it will pop-up a small box with a date within it. That date represents the event date of the last notification that is in your list.




The list of notifications in the table defaults to 100 on a page. You can change the number that display on the page by using the drop-down arrow (▼) next to the “1 – 100” and selecting one of the other options available (20, 50, or 200).

The screenshot shows the 'Notifications' interface for 'Proactive Management of Patient Transitions'. At the top, there are filters for 'Received Time', 'Newest', and 'Last 30 Days', along with a 'Filters' button and a search bar for MRN or Name. Below these are filters for 'SubscriberC' and 'Status: All'. The main table has columns for NAME, MRN, DOB, EVENT TIME, FACILITY, EVENT, ALERT TYPE, and STATUS. A dropdown menu is open over the '1 - 100' indicator, showing options for 20, 50, 100, and 200. The first row of data shows a patient named 'YTPfGSfJYNXI, SOSLWQ OcJUTs' with MRN 'X71VRJWXVS', DOB '05/28/1952', and an event on '04/08/2022' at 'CanarySender'.

You can go to another page of notifications using the arrows (◀◀ ◀ ▶ ▶▶) next to the total number of notifications at the top of the screen or at the bottom of the screen. The single left and right arrows (◀ ▶) will move you to the previous and next pages respectively. The double left arrows (◀◀) will move you back to the first page.

This screenshot is similar to the one above but highlights the pagination controls. The '1 - 100 of 2,214' text is circled in red, and the navigation arrows (◀◀ ◀ ▶ ▶▶) are also circled in red. The table structure and data are consistent with the previous image.

When new notifications are generated, an indicator of “New Alerts” will display at the top of the screen along with the number of new notifications on the refresh icon, circled arrow . The system will not automatically refresh the list of notifications until you are ready to view them, allowing you to continue with your work uninterrupted and not lose your place in your workflow. When you are ready, you can click on the refresh icon

Notifications

Received Time ▾ Newest ▾ Last 30 Days ▾ [Filters](#)

SubscriberC ▾ Status: All ▾

Notifications Proactive Management of Patient Transitions

New Alerts

Received Time ▾ Newest ▾ Last 30 Days ▾ [Filters](#) Search MRN or Name

CANARY ▾ 1 - 100 ▾ of 2,358 << < > >> 1

NAME	MRN	DOB	EVENT TIME	FACILITY	EVENT	ALERT TYPE	STATUS
IAdzcUodVudp, gSxSDg VJxDZs Female, 69 years	HISHBLNEVU	10/15/1952	03/18/2022 09:28 PM	CanarySender	ER Admission	ADT Notification	Not Started ▾

with the number of new notifications . When the new notifications appear in the list, a “New” indicator will appear briefly to the right of the patient’s name.

Notification Status

To view and update the notification status, toggle the values under the Status column on the Notification Home Page list view. The font color gives the user a visual indicator of the status. The status values and their colors are:

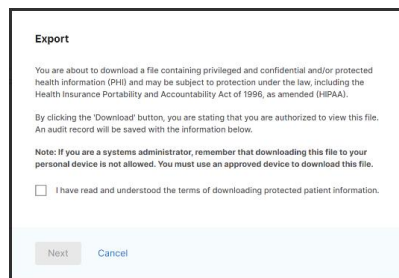
- Not Started is depicted in black text;
- In Progress is depicted in reddish brown text; and
- Completed is depicted in green text.

NAME	MRN	DOB	EVENT TIME	FACILITY	EVENT	ALERT TYPE	STATUS
PgXKhWMIOuxt, PpZbgu IgAiOC Female, 64 years	10BFLID3XQ	04/16/1957	04/08/2022 06:12 PM	CanarySender	ER Admission	ADT Notification	<div style="border: 1px solid red; padding: 5px;"> Set Status ▾ Not Started In Progress Completed </div>
YTPfGSfJYNXI, SOSLWQ OcJUTs Female, 69 years	X71VRJWXVS	05/28/1952	04/08/2022 05:57 PM	CanarySender	OP Admission	ADT Notification	
bWQSVHbIEULd, gcwewe RhTMsQ Female, 20 years	LMEJ3AGDY5	09/23/2001	04/08/2022 05:42 PM	CanarySender	IP Admission	ADT Notification	In Progress ▾
fnvljFbOqQBG, pgTuqb qZqDCW Male, 14 years	UQFBT8CJ3J	10/20/2007	04/08/2022 05:27 PM	CanarySender	ER Admission	ADT Notification	Completed ▾

Notification Export

To initiate an export of the current list of notifications from the Notification Home Page, click on the export icon, a cloud with a down arrow (☁️).

You will be presented with a window asking to acknowledge that PHI will be downloaded as a file onto your machine. Only after you check the checkbox next to ‘I have read and understood the terms of downloading protected patient information’ will you be allowed to proceed with exporting notifications and the “Next” button be enabled.



Export

You are about to download a file containing privileged and confidential and/or protected health information (PHI) and may be subject to protection under the law, including the Health Insurance Portability and Accountability Act of 1996, as amended (HIPAA).

By clicking the 'Download' button, you are stating that you are authorized to view this file. An audit record will be saved with the information below.

Note: If you are a systems administrator, remember that downloading this file to your personal device is not allowed. You must use an approved device to download this file.

I have read and understood the terms of downloading protected patient information.

Next Cancel

Once you check the checkbox and click the “Next” button, the Export window will appear and you will be asked to give the export file a unique name, define the export timeframe, and select the fields to be included in the export file. To define the timeframe, click on the Received Time/Event Time row to adjust the dates. To define the fields to be included in the export file, click the Event Details row and select or de-select the fields you would like to include. Click the “Done” button when finished in each section.

Export

File Name

Received Time

The date range must be within the last 6 months.


Export

File Name

* Fields are required for export.

<input checked="" type="checkbox"/> Last Name*	<input type="checkbox"/> Non-empaneled Patient (CoP Alert)
<input checked="" type="checkbox"/> First Name*	<input checked="" type="checkbox"/> Subscription
<input checked="" type="checkbox"/> Sender MRN*	<input checked="" type="checkbox"/> Event Type
<input checked="" type="checkbox"/> Subscriber MRN*	<input checked="" type="checkbox"/> Patient Class
<input checked="" type="checkbox"/> Facility Name	<input checked="" type="checkbox"/> Race
<input checked="" type="checkbox"/> Gender	<input checked="" type="checkbox"/> Primary Care Provider
<input checked="" type="checkbox"/> Date of Birth	<input checked="" type="checkbox"/> ACO
<input checked="" type="checkbox"/> Event Time	<input checked="" type="checkbox"/> Insurance
<input checked="" type="checkbox"/> Alert Type	<input checked="" type="checkbox"/> Practice
<input checked="" type="checkbox"/> Hospital Service	<input checked="" type="checkbox"/> Received Time
<input checked="" type="checkbox"/> Admit Source	<input checked="" type="checkbox"/> Date of Death
<input checked="" type="checkbox"/> Admit Date	<input checked="" type="checkbox"/> Task Status
<input checked="" type="checkbox"/> Patient Complaints	<input checked="" type="checkbox"/> Ethnicity
<input checked="" type="checkbox"/> Diagnosis Code	<input checked="" type="checkbox"/> Address 1
<input checked="" type="checkbox"/> Diagnosis Description	<input checked="" type="checkbox"/> Address 2
<input checked="" type="checkbox"/> Discharge Date	<input checked="" type="checkbox"/> City
<input checked="" type="checkbox"/> Discharge Location	<input checked="" type="checkbox"/> State
<input checked="" type="checkbox"/> Discharge Disposition	<input checked="" type="checkbox"/> Zipcode
<input checked="" type="checkbox"/> Death Indicator	<input checked="" type="checkbox"/> Number of ER Visits
<input type="checkbox"/> Admitting Provider Name	<input checked="" type="checkbox"/> Number of IP Visits
<input type="checkbox"/> Admitting Provider ID	<input checked="" type="checkbox"/> Home Phone
<input type="checkbox"/> Attending Provider Name	<input checked="" type="checkbox"/> Work Phone
<input type="checkbox"/> Attending Provider ID	<input checked="" type="checkbox"/> Cell Phone
<input type="checkbox"/> Consulting Provider Name	<input checked="" type="checkbox"/> Direct Email
<input type="checkbox"/> Consulting Provider ID	<input type="checkbox"/> Region
<input type="checkbox"/> Referring Provider Name	<input type="checkbox"/> Location
<input type="checkbox"/> Referring Provider ID	<input type="checkbox"/> Patient Email
<input type="checkbox"/> Patient Identified Provider Name	<input type="checkbox"/> PatientClassFull
<input type="checkbox"/> Patient Identified Provider ID	<input type="checkbox"/> AgeNow
<input type="checkbox"/> Observation Status	

You have agreed to [the terms](#) of downloading protected patient information. You must use an approved device to download this file.

Once all export information is defined appropriately, click the “Export” button. This will initiate the export function and you will see a status update icon, a red spinning circle, display in the right bottom corner of the export icon () and a message that will appear briefly above the list indicating ‘Exporting’ to show the export is in progress.

Export

File Name

An export file is limited to the first 500 records

Received Time 03/11/2022 - 04/11/2022

Event Details 42 / 64 items

You have agreed to [the terms](#) of downloading protected patient information. You must use an approved device to download this file.

Exporting...
Proactive Management of Patient Transitions

1 - 100 ▾ of [2,358](#) << < > >>

DOB	EVENT TIME	FACILITY	EVENT	ALERT TYPE	STATUS
-----	------------	----------	-------	------------	--------

When the export processing is completed, the status icon on the export icon will change to a red circle with a white exclamation point (🚫) and a message will temporarily appear briefly above the list indicating ‘Export Completed’. To download the export file, click on the export icon(🚫) and click the “Download” button. To initiate a new export, as only one export file can be accessed at a time, you will have to download or delete the original export file first.

Export Completed

Proactive Management of Patient Transitions

Search MRN or Name

1 - 100 ▾ of 2,358 << < > >> 🔍

DOB	EVENT TIME	FACILITY	EVENT	ALERT TYPE	STATUS
-----	------------	----------	-------	------------	--------

You have an export file ready to download.

Prompt-Notifications-12-22-2021.csv



(2170 records, 0.54MB)

Download

Cancel

Delete File

Notification Detail Sections

To view additional information about the notification, click on the Event Detail's icon. The icon will display as either a spiral notebook paper with lines () or a spiral notebook paper with pencil () if there are care notes associated to the patient. There are four tabs within the notification details pop-up window: event details, patient information, care note, and event history.

Event Details

The notification details pop-up window will open to the Event Details tab. This tab will display additional information about the event that generated the notification and any additional specific subscriber information submitted with the patient panel that is not part of the Patient Info tab. The top section of fields will always remain the same but the fields that display in the Details section will reflect the appropriate fields for the Alert Type of the notification. For example, an Alert Type of a Readmission notification may have different fields display or a different order in which they display compared to an Alert Type of a disease-specific notification.

Patient Information

To view the patient information, click on the "Patient Info" tab. Information that was documented in the hospital's message will display, such as the patient's date of birth, address, ethnicity & race, phone and work phone numbers, and the hospital's medical record number (Facility MRN). The subscriber patient information, if submitted with the patient panel, that will display on this tab includes the Emergency Contact, Primary Care Provider, Care Manager, and Insurance.

Care Notes

To view a list of care notes that have been entered for the patient for the last three months, click on the "Care Note" tab. All care notes that have been entered for the patient and are viewable for the user will display in the table with the date the care note was entered along with a preview of the note.

Patient19 zzTest (o)

EVENT DETAILS PATIENT INFO CARE NOTE EVENT HISTORY

Note period: 10/12/2021 - 01/12/2022 + Add Note

DATE	CARE NOTE
01/12/2022 Today	This is a test note. ▼

To view additional information of a care note, click on the individual care note or the expand icon, a down arrow (▼), next to the care note.

**SHEEREEZZAUDACIOUSFAKE
ALWINZZAUDACIOUSFAKE (F)**

EVENT DETAILS PATIENT INFO CARE NOTE EVENT HISTORY

Note period: 09/20/2021 - 12/20/2021 + Add Note

DATE	CARE NOTE
12/13/2021 7 days	Mena's test note ▶

Creating a Care Note

Click on the “Add New” button to create a note. Type in the text information for the note and then click the “Save Note” button. The note will display for the patient across all notifications and for all users associated to your subscription.

Patient19 zzTest (o)

EVENT DETAILS PATIENT INFO CARE NOTE EVENT HISTORY

Author:

Write your care note here

Save Note Cancel

Event History

To view a list of event history for the patient within the network, click on the “Event History” tab. Event History displays a high-level event history list of all events for a patient for the past three months and will include the following event types: Admission (A01), Transfer (A02), Discharge (A03), Registration (A04), Status Change Outpatient to Inpatient (A06), Status Change Inpatient to Outpatient (A07). For each item, the event [date and] time, [patient class and] event type, complaint, and facility display on each row.

To view additional information about an event, such as the diagnosis code, diagnosis description, and discharge disposition, click on the expand icon, a down arrow (∨), for each event history row.

EVENT DETAILS PATIENT INFO CARE NOTE **EVENT HISTORY**

Event History: 10/07/2021 - 01/07/2022 ⓘ << < > >>

EVENT TIME	EVENT TYPE	COMPLAINT	FACILITY	
01/03/2022 4:02 pm	IP Admission	cataract left eye 366.19-PV2.3.2	A4HOSP	∧
Diagnosis Code		A0106		
Diagnosis Desc		Bone/Joint/Muscle Infections/Necrosis		
Discharge Disposition		MED/SUG/CC		
01/03/2022 2:05 pm	IP Admission	cataract left eye 366.19-PV2.3.2	A4HOSP	∨
01/03/2022 2:02 pm	IP Admission	cataract left eye 366.19-PV2.3.2	A4HOSP	∨
01/02/2021 12:02 pm	IP Admission	cataract left eye -----	A4HOSP	∨

Filters

You can filter the notifications via two ways – Filter by Name/MRN and Filter by additional fields. Each way can be individually applied or both together.

Filter by Name/MRN

To filter the list of notifications based on a patient's name or MRN, type the information into the 'Search MRN or Name' text box that displays on the right-hand side of the screen. Once you have entered in the information to search by, hit the <enter> key to execute the refinement on the list of notifications.

To remove the Name/MRN filtering, click back in the text box and a "x" will appear in the right-hand side of the box. Click the "x" and the name/MRN applied filtering will be removed from the list of notifications.

Adding a New Filter

To add a filter, click on the "Filters" button then the "New Filter" button. Select the drop-down options to build your filter. You can add multiple fields to refine the list of notifications by, as well as adding multiple conditions for some fields. Click the "Add Another" button to display a new filter by set of fields. Each Filter By set of fields must be filled out before applying or saving the filter.

When building a new filter, we do not recommend utilizing the fields "Event Time" and "Received Time" together within one filter. You will see "Event Time vs. Received Time" message appear with an information icon, an "i" in a circle (ⓘ), next to it. When you click on that icon, a pop-up will display letting you know that using these fields separately allows for the best filter results and gives the definition of each field.

New For the best filter results. We only allow either Event Time or Received Time to use in a filter.

Event

- **Event Time:** Time of the Event
- **Received Time:** Time when a notification was received.

Event Time vs. Received Time ⓘ

Once you have added and selected all conditions and values, click the “Apply” button at bottom of pop-up window to apply the selected criteria. The notifications will be refined based on the criteria applied. These applied filter criteria will display above the list of notifications.

If you do not wish to apply the filter, click the “Cancel” link to exit out of the New Filter pop-up window.

Notifications Proactive Management of Patient Transitions

Received Time ▾ Newest ▾ Last 30 Days ▾ **Filters**

SubscriberC ▾ Status: All ▾ 1 - 100 ▾ of [2,280](#) << < > >> ↻ 🔄

NAME	MRN	DI	FACILITY	EVENT	ALERT TYPE	STATUS
⚙️ Edit Saved Filters						

Editing a New Filter

After a new filter has been built and applied, you can continue to edit the applied criteria if need be. Click on the “Edit” link that appears next to the applied criteria. The criteria that you had already selected and applied will appear in the New Filter window. You can then add additional filters by field conditions, remove field values, and/or edit the currently built fields, operators, and values. Click the “Apply” button to apply the newly selected conditions to the list of notifications.

If you simply want to remove a specific applied condition, click the red “X” that displays within the appropriate condition to remove just that applied condition.

Notifications
Proactive Management of Patient Transitions

Received Time ▾ Newest ▾ Last 30 Days ▾ Filters
Search MRN or Name

Event Type Is Admission X
Gender Is M X
Clear Save Edit

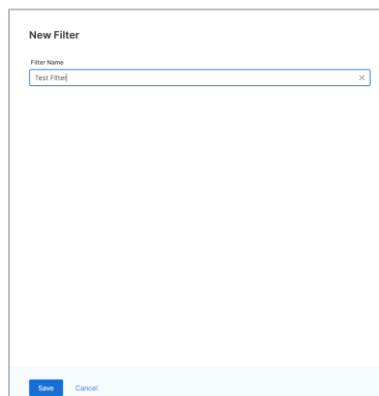
SubscriberC ▾ Status: All ▾
1 - 100 ▾ of [364](#) << < > >>

NAME	MRN	DOB	EVENT TIME	FACILITY	EVENT	ALERT TYPE	STATUS
------	-----	-----	------------	----------	-------	------------	--------

Saving a Filter

When building a new filter, you can save it so that you do not have to rebuild it every time. You can save a filter during two different steps in the process. First, you can save the filter when you initially build a new one or second, you can save it after building and applying the filter conditions. Filters are saved at the user level and are not associated to a specific subscription.

To save a filter during creation, click the “Save” button instead of the “Apply” button. This will bring up a new window to name your filter. Enter a filter name that is at least 3 characters in length and then click the “Save” button. This will both save your filter for later use as well as apply the condition(s) to the list of notifications.



The image shows a 'New Filter' dialog box. It has a title bar that says 'New Filter'. Below the title bar, there is a label 'Filter Name' and a text input field containing the text 'Test Filter'. At the bottom of the dialog, there are two buttons: 'Save' and 'Cancel'.

The second way to save a filter is after at least one condition has been applied, not from a saved filter, a “Save” link will display next to the applied condition(s). Click this link and it will bring up the New Filter window with the applied conditions. Click the “Save” button and enter a filter name that is at least 3 characters in length and then click the “Save” button again. This will both save your filter for later use as well as apply the condition(s) to the list of notifications.

Notifications Proactive Management of Patient Transitions

Received Time ▾ Newest ▾ Last 30 Days ▾ [Filters](#)

Event Type Is Admission ✕ Gender Is M ✕ Clear **Save** Edit

SubscriberC ▾ Status: All ▾ 1 - 100 ▾ of [364](#) << < > >> ↻

NAME	MRN	DOB	EVENT TIME	FACILITY	EVENT	ALERT TYPE	STATUS
------	-----	-----	------------	----------	-------	------------	--------

New Filter

Filter Name

Test Filter

Save Cancel

Received Time ▾ Newest ▾ Last 30 Days ▾ [Filters](#)

Test Filter ^ Clear

- Event Type Is Admission
- Gender Is M

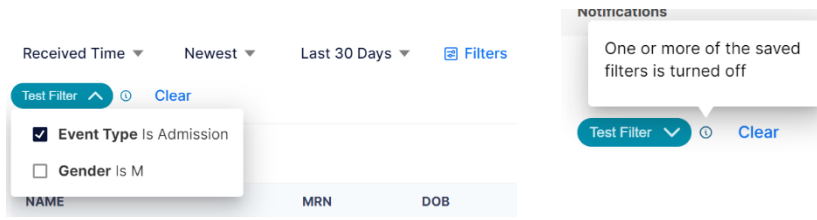
NAME	MRN	DOB
------	-----	-----

Applying a Saved Filter

If you have a saved filter and wish to apply it to the notifications, click on “Filters” -> “Saved Filter” -> [name of the filter you wish to apply].

Once a filter has been applied, you will see the saved filter’s name above the table of notifications in a teal bubble. Within that bubble, a down arrow will display next to the name. You can use that arrow to expand the window to show all the conditions that are included in that saved filter. You can uncheck any of the conditions to un-apply the condition(s) if you wish to only apply some of the conditions within that saved filter. This

allows you to utilize a saved filter instead of building a new filter. When you turn off any of the conditions within the applied save filter, an information icon, an “i” in a circle (i), will appear beside the applied saved filter. When you click on that icon, a pop-up will display letting you know that one or more of the saved filters is turned off.

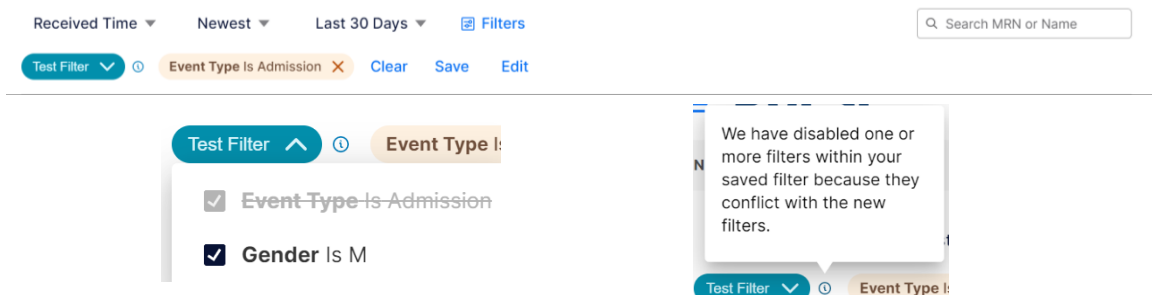


Applying a Saved Filter and a New Filter Together

You can use a combination of a Saved Filter and a New Filter rather than having to start from scratch. The order in which you apply the filters (saved vs new) does not matter. Follow the steps above in the sections ‘Applying a Saved Filter’ and ‘Adding a New Filter’. Once the new set of criteria has been applied, you can save both the new criteria and saved criteria to a new filter by following the steps above in the section ‘Saving a Filter’.

System Automatic Handling of Duplicate Filter Conditions

When the exact same value and logic condition has been selected and applied within a new filter and a saved applied filter, the duplicate will automatically be temporarily turned off in the saved filter and a message will appear briefly to let you know.



Removing an Applied Filter

Once a filter is applied, you can remove all applied filters by clicking on the “Clear” link. This will remove all applied criteria, except any name and/or MRN applied condition(s) and reset the list of notifications back to displaying all the notifications.

The screenshot shows the 'Notifications' section for 'Proactive Management of Patient Transitions'. It includes sorting options (Received Time, Newest, Last 30 Days) and a 'Filters' button. Two filters are applied: 'Event Type Is Admission' and 'Gender Is M'. A 'Clear' button is highlighted with a red box. Below the filters is a search bar and a table header with columns: NAME, MRN, DOB, EVENT TIME, FACILITY, EVENT, ALERT TYPE, and STATUS. The table shows 1-100 of 364 items.

If a new filter was applied with multiple criteria, you can remove individual criteria above the filtered list by clicking the red “X” next to the appropriate criteria to remove.

This screenshot is similar to the previous one but shows the 'Event Type Is Admission' filter with a red 'X' mark next to it, indicating it is being removed. The 'Clear' button is no longer highlighted.

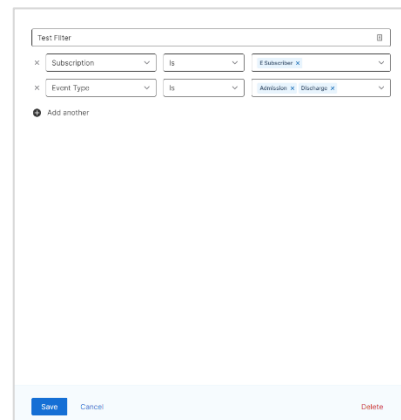
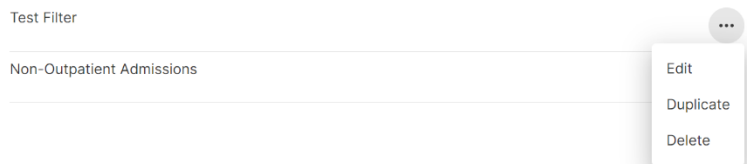
Editing or Deleting a Saved Filter

To edit a previously saved filter, click on “Filters” -> “ Edit Saved Filters”. From the list of saved filters, click on the ellipsis icon, three dots in a line (⋮), next to the filter you wish to edit and click “Edit”. You will not be allowed to edit a filter that is currently applied. To edit the filter, you will need to remove the applied filter first and then you can edit it.


Once in the edit mode, you can add or remove filter criteria or rename the filter. Once you have made all necessary changes, click the “Save” button.

You can also delete the saved filter from this screen as well by clicking the “Delete” button.


Saved Filters

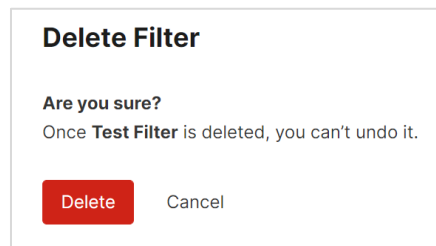


Duplicating a Filter

To create a duplicate of a saved filter, click on “Filters” -> “ Edit Saved Filters”. From the list of saved filters, click on the ellipsis icon, three dots in a line (...), next to the filter you wish to duplicate and click “Duplicate”. A new filter is created in the list with a “-copy” appended to the original filter name. You can then choose to ‘Edit’ the new filter under the ellipsis icon menu. You can change the name of it and/or modify the filter conditions selected.

Deleting a Saved Filter

To delete a saved filter, click on “Filters” -> “ Edit Saved Filters”. From the list of saved filters, click on the ellipsis icon, three dots in a line (...), next to the filter you wish to delete and click “Delete”. A Delete Filter confirmation window will appear. Click the “Delete” button to confirm deleting of the saved filter, removing the filter from the saved list of filters, or click the “Cancel” button to not complete the delete action and go back to the Saved Filters list.



Viewing a Patient's Care Teams

To view a patient's associated list of care teams, click on the patient's name from the notifications list on the Notification Home Page. The Patient Summary page with a list of care teams or subscribers will display. Care teams and subscribers are ordered by their updated date with most recent ones displaying first. Only the top five are shown in the initial table. To view the entire care team list can click the open in a new window icon, a square with an arrow coming out the upper right-hand corner (↗).

The screenshot shows the 'Patient Summary' page with a 'Care team' section. A table lists care team details, and a yellow icon in the top right corner indicates an option to open the table in a new window. Below, a separate window shows the same table, demonstrating the 'open in new window' functionality.

ORGANIZATION	ORG PHONE	CARE MANAGER	CARE MNGR PHONE	PCP
A4SUBS	301-123-4567			

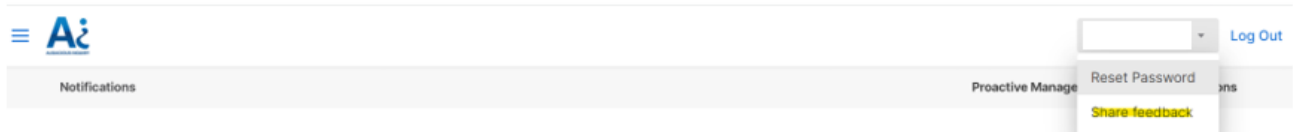
To go back to the Notification Home Page, click on the “X” link in the upper right-hand side of the screen.

This close-up shows the 'Care team' table with a yellow 'X' icon in the top right corner, used for closing the view.

ORGANIZATION	ORG PHONE	CARE MANAGER	CARE MNGR PHONE	PCP
A4SUBS	301-123-4567			

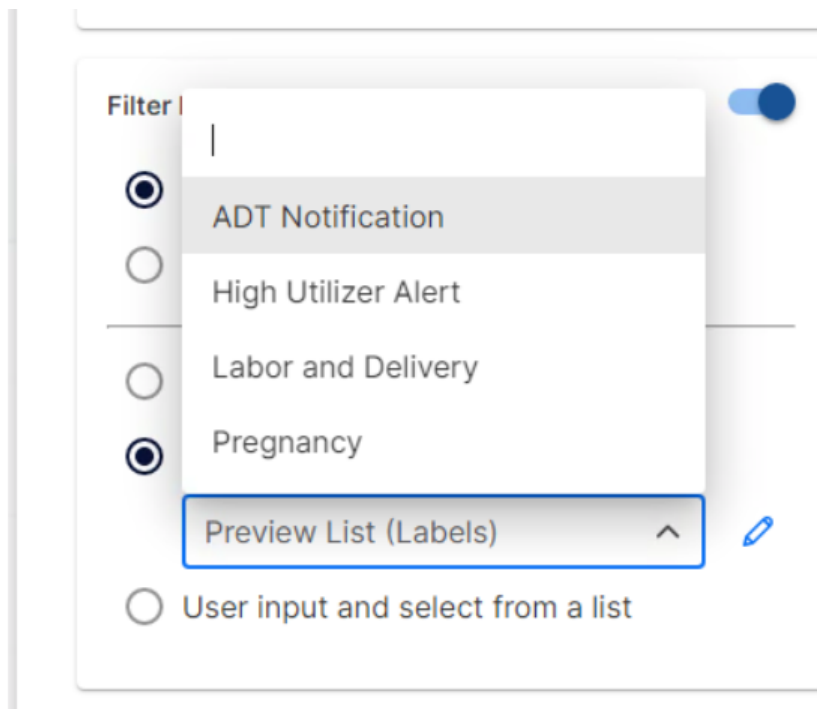
Submit Ideas to Audacious

You will be able to share with the Audacious team, an idea about a PROMPT feature you'd like to see by going to the user profile in the upper right-hand corner of the screen, when a user is logged in, and click on 'Share Feedback'.



Smart Alerts

Smart alerts are a way to see additional information in real-time that supports an organization’s program or need to track certain diseases. There are numerous smart alerts available. Below are a sample of them:



Asthma Smart Alert

Alerts to subscribers are based on a pre-defined list of asthma related ICD-10 codes to support care coordination of the patient. An alert is also triggered if the word “Asthma” is in the ADT notification.

Behavioral Health Smart Alert

Alerts to subscribers are based on a pre-defined list of behavioral health related ICD-10 codes to support care coordination of the patient.

Diabetes Smart Alert

Alerts to subscribers are based on a pre-defined list of diabetes related ICD-10 codes to support care coordination of the patient. An alert is also triggered if the word “Diabetes” is in the ADT notification.

High Utilizer Smart Alert

Alerts to subscribers are based on the following criteria:

- Members with 3 or more *avoidable* ED visits in the past 12 months (medical and/or behavioral)
- Members with 2 or more *unplanned* hospital admissions in the past 12 months (medical and/or behavioral)

Labor and Delivery Smart Alert

Alerts to subscribers are based on a pre-defined list of labor and delivery related ICD-10 codes to support care coordination of the patient. An alert is also triggered if the word “Labor” is in the ADT notification. Pregnancy Smart Alert

Alerts to subscribers are based on a pre-defined list of pregnancy related ICD-10 codes to support care coordination of the patient. An alert is also triggered if the word “Preg” is in the ADT notification.

Patient Classes

Emergency

The patient is in the hospital under emergency status. The patient requires immediate medical testing or intervention before making any further decisions including admitting the patient under inpatient status or discharging the patient from the hospital.

Example: The patient has come in with right-sided arm and leg weakness. The doctor wants the patient to have a MRI of the brain to assess for a stroke and for the physical, occupational and speech therapy teams to complete an evaluation.

Observation

The patient is under observation for further analysis and to determine if further medical intervention is required. The doctor believes the patient needs to be in the hospital for short-term treatment before a decision can be made to either admit the patient into inpatient or discharge the patient. This decision should be made within 48 hours, though more frequently in less than 24 hours. However, some cases may require more than 48 hours.

Example: The patient came into the ER with right-sided arm and leg weakness that has now resolved. The doctor would like the patient to be under observation status to ensure that the medical team can observe the patient and confirm there is no reoccurrence and requests an MRI to check for a stroke.

Inpatient

The patient has been admitted and needs to remain in the hospital for further medical testing and intervention and to ensure all medical needs are met prior to discharge. The doctor is confirming that inpatient hospital services are reasonable and necessary and suspects the patient may need to stay in the hospital for two midnights or more.

Example: The patient who was previously under emergency status or observation status now has a confirmed stroke. The admitting physician would like the patient to be seen by the neurologist and cardiologist, has ordered additional testing, and would like the patient to be seen by the rehabilitation team before making any decisions about the patient's safe discharge.

Outpatient

The patient does not require hospitalization but still needs medical services or treatment. This is also called ambulatory care. This can include annual exams with primary care physicians, and appointments at clinics or specialty facilities outside the hospital. A patient who leaves the emergency department the same day they arrive is also considered an outpatient class.

** Outpatient alerts are sent from home health, hospice and urgent care facilities only.

Example: The patient who had a stroke was discharged, but still needs physical therapy to target his right leg weakness, balance, and walking. He is back at home but is receiving home health physical therapy services, where the physical therapist comes to his house once each week to work on exercises.

Common ADT Event Types

HL7 Code	Title	Means
A01	Admit/Visit Notification	A patient has been admitted to the hospital and has been assigned a bed
A02	Transfer a Patient	A patient's physical location is changing
A03	Discharge/End Visit	A patient's stay at the healthcare facility has ended and a discharge day/time has been recorded
A04	Register a Patient	A patient has arrived or checked in but is not assigned a bed
A05	Pre-admit a Patient	A patient's information or labs have been collected to prepare for a hospital event or stay such as for an inpatient or outpatient surgical procedure
A06	Change an Outpatient to Inpatient	A patient who was in the healthcare facility for a procedure, but not admitted, has now been admitted following a change in the patient's condition
A07	Change an Inpatient to Outpatient	A patient who was admitted to the healthcare facility is no longer admitted but is being seen for an episode of care
A08	Patient Information Update	A patient's information has changed, such as a name or address. This may or may not be connected to an episode of care.
A11	Cancel Admit/Visit Notification	A patient's A01 (admission) or A04 (registration) has been cancelled, either due to error or a decision not to admit or register the patient after all
A12	Cancel Transfer	A patient's A02 (transfer) is canceled, either due to error or a decision not to transfer the patient after all
A13	Cancel Discharge/End Visit	A patient's A03 (discharge) is canceled, either due to error or a decision not to discharge the patient after all