WEST VIRGINIA HEALTH INFORMATION NETWORK

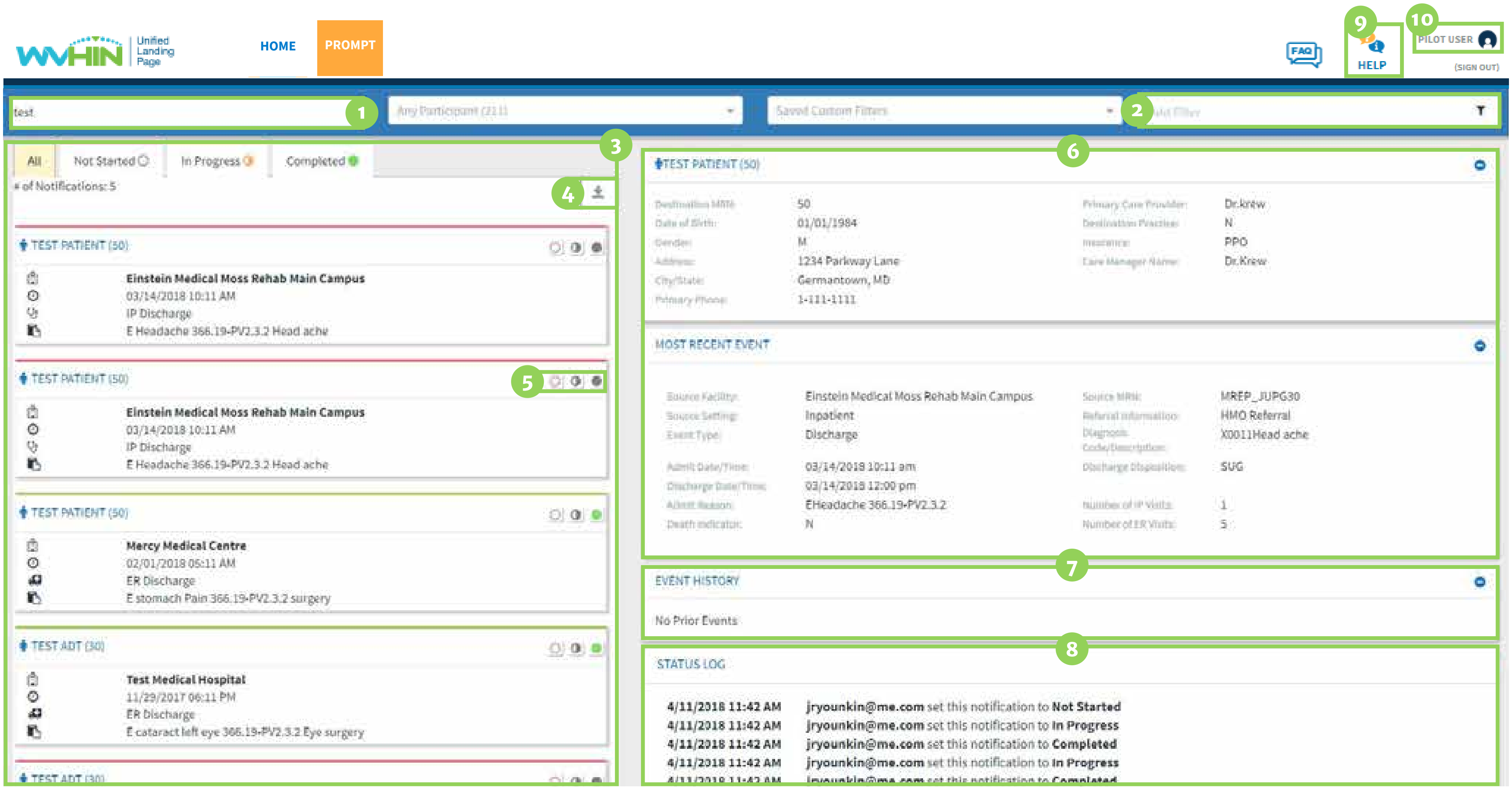
ULP® STARTER GUIDE

PROMPT

Proactive Management of Patient Transitions, PROMPT, was developed to provide an easy to use interface for clinicians to access notifications and other capabilities of the Encounter Notification Service® (ENS®).

PROMPT

Please email support@crisphealth.org for any issues, suggestions or defects.



Here's what you can do in PROMPT:

1. **Conduct a Search**
2. **Apply a Filter**
3. **View a List of Notifications**
4. **Download the Notifications Summary**
5. **Mark Work-flow Status**
6. **Access the Full Notification**
7. **View Prior Events**
8. **View the Status Log**
9. **Get Help**
10. **Activate Account Settings**

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If you want to:	Use this approach:
1 Conduct a Search	A user can use the search box to filter results by patient name or MRN (Patient ID). The Patient ID or MRN is pulled from the patient panel submitted by the Participant. If a user prefers to search for the MRN of the source facility (i.e., where the event took place), he/she can use the Add Filters drop-down and apply a filter for Source MRN.
2 Apply a Filter	There are a variety of filters that can be used in PROMPT to improve the view of notifications. First, if a user has access to more than one participant (i.e., if he/she has submitted more than one patient panel), he/she can click the Participant drop-down to see notifications from a single Participant or all (Any Participants). Additionally, a user can filter by specific data elements in the notification using the Add Filters drop-down (e.g., number of ER visits, Diagnosis, Chief Complaint, PCP, Event Type). This feature allows the user to apply specific search criteria to the notifications view. For example, a user could search for frequent ED utilizers with filters for Patient Class = Emergency (E), Event Type = Discharge (A03), and Number of ER visits > 3.
3 View a List of Notifications	The notifications preview provides a quick summary of the following items: • Gender • Name • MRN/Unique identifier assigned by you (the Participant) • The date and time of the encounter/event • The notification event type • The Patient Complaint followed by the Diagnosis if provided
4 Download the Notifications Summary	One of the buttons in the upper right corner of the notifications preview section is the download button. This allows you to download all notifications or a list of notifications that have been selectively filtered (up to a maximum of 500 notifications). The downloaded notifications are saved as a comma separated file (.csv), which will open in Microsoft Excel. This feature allows the user to download notifications at any time based on his/her selected criteria and share data with outside users or care teams, add additional data to the spreadsheet, and more.
5 View Work-flow Status	PROMPT was created to be lightweight and intuitive. Three basic work-flow statuses were created (Not Started, In Progress, and Completed) to allow users to track actions taken during care coordination. Each status corresponds to the respective tab in the notifications preview screen and will also be recorded in the Status Log section of the full notification view.

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If you want to:	Use this approach:
6 **Access the Full Notification**	When a notification is selected from the list, a more detailed information view will display on the right with information from both the ADT message and the patient panel submitted by the participant. This includes key demographic and event information including, but not limited to: • Name • Patient ID or MRN • Phone Number • Date of Birth • Address • Number of IP and ER Visits (last 6 months) • Recorded Event Date and Time • Patient Class (e.g., ER, IP, OP) • Event Type (e.g., Admit, Discharge) • Event Location • Patient Diagnosis • Discharge Disposition • Discharge to Location • Patient Complaint • Admit Source
7 **View Prior Events**	At the bottom of the detailed notification view, ENS also displays a list of historical events for the patient. The Event History begins when the participant went live on PROMPT (when the first patient panel/roster was submitted). Each prior event is populated by information from the ADT that was received.
8 **View the Status Log**	A Status Log section is displayed below the Most Recent Event and/or Additional Information sections of the detailed notification view. This section provides a history of actions taken by users when changing the status of a notification during their work-flow. Each entry will record the user name, date and time, and which work-flow status was set for the notification.
9 **Get Help**	Clicking the question mark in the upper right hand corner will allow you to directly email the ticketing system to keep track of any questions, issues or suggestions. (PHI is permitted within the feedback portal)
10 **Activate Account Settings**	Your name is displayed in the upper right hand corner. Upon clicking it, two options will be listed: change password and logout.
Change Your Password	Clicking change password will go to the screen where a user can change the password by entering the old password and requested new password.
Logout	The logout function allows the user to remove the authentication of the user. Closing the window for ULP will automatically log the user off as well.