ENS® **PROMPT** Quick Start Guide

ENS Encounter Notification Service®

The Leader in Event Notifications

ENS Encounter Notification Service® | **PRO**MPT
Proactive Management of Patient Transitions

sgoldenberg

Filter by Name or MRN **(1)**

Any Participants (3) — Add Filters **(2)**

(3) All | Not Started ○ | In Progress ◑ | Completed ●

# of Notifications: 19   **(4)** ⬇

EVELYN PATIENT (103)   ○ ◑ ●
- 🗎 Union Hospital
- 🕑 1/30/18 5:01 PM
- 🚑 ER Admit
- 🗈 Acute Condition I21.0- Acute transmural myocardial infarction

SOPHIA PATIENT (105)   **(5)** ○ ◐ ●
- 🗎 Union Hospital
- 🕑 1/2/18 5:01 PM
- 🚑 ER Discharge
- 🗈 Acute Condition L40.9- Fracture of shaft of femur

MING PATIENT (102)   ○ ◐ ●
- 🗎 Union Hospital
- 🕑 1/1/18 5:01 PM
- 🚑 ER Discharge
- 🗈 Acute Condition 110- Essential hypertension

SOPHIA PATIENT (105)   ○ ◐ ●
- 🗎 Union Hospital
- 🕑 12/31/17 5:01 PM
- 🚑 ER Admit
- 🗈 Acute Condition J01.80- Fracture of shaft of femur

MARTHA PATIENT (101)   ○ ◐ ●
- 🗎 Union Hospital

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(6)

EVELYN PATIENT (103)

📞 209-555-1212 (home)

Patient ID:	103	Primary Care Provider:	Helen
Date of Birth:	4/1/40	Insurance:	Anthem
Gender:	F	Practice Location:	Riverside Cardiology
Address:	130 Main St.		
City/State:	Anytown, CA		
Home Phone:	209-555-1212		

Most Recent Event

Event Date/Time:	1/30/18 5:01 PM	Patient Diagnosis:	I21.0- Acute transmural myocardial infarction
Recorded Admit Time:	1/30/18 5:01 PM	Discharge Disposition:	
Recorded Discharge Ti...		Discharge to Location:	
Source Facility:	Union Hospital	Number of ER Visits:	1
Event Type:	ER Admit	Number of IP Visits:	2
Admit Source:		Source MRN:	
Hospital Service:	CAR		
Chief Complaint:	Acute Condition		

Status Log   **(7)**
1/31/18 2:48 PM   sgoldenberg set this notification to **In Progress**

Event History   **(8)**

+	12/30/17 5:01 PM	E11-Type II Diabetes Routine	Union Hospital	🚑 ER	Admit
+	12/30/17 5:01 PM	E11-Type II Diabetes Routine	Union Hospital	🚑 ER	Admit
+	9/25/17 5:01 PM	R07.1-Chest pain on breathing Chest Pain, Dizzyness	Union Hospital	🚑 ER	Discharge
+	9/23/17 5:01 PM	R07.1-Chest pain on breathing Chest Pain, Dizzyness	Union Hospital	🚑 ER	Admit

(9) **(10)**

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1 Conduct a Search

2 Apply a Filter

3 View a List of Notifications

4 Download the Notifications Summary

5 Mark Workflow Status

6 Access the Full Notification

7 Status Log

8 View Prior Events

9 Get Help

10 Activate Account Settings

ENS® PROMPT
Quick Start Guide

Proactive Management of Patient Transitions, PROMPT, is developed to provide an easy to use interface for clinicians to access notifications and other capabilities of the Encounter Notification Service (ENS®). We can work with you to deploy the website to your organization's domain.

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 Workflow Status

PROMPT was created to be lightweight and intuitive. Three basic workflow 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.

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
- 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 **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 workflow. Each entry will record the username, date and time, and which workflow status was set for the notification.

8 **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.

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.

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 PROMPT will automatically log the user off as well.