



Release Notes

Version 2020.04.1 of the Logistics Portal provides you with improved functionality for shipping kits related to additional reference information, a new complete reason, and EULA accepted date. The ability was added to export the kit kist records as well as view error messages during the bulk device upload process.

New Features

This version includes the following new features, as well as additional enhancements.

New Features	Description
EULA Accepted Date (Kit Ship Report and Kit Ship Call Page)	The Patient Kit Ship Report has a new column for the EULA accepted date and time. Also, the EULA Accepted Date is an optional column on the Patient Kit Ship and Patient Kit Ship Call List pages.
Error Handling for Bulk Device Upload	On the Devices > Receive Devices page, descriptive error messages were added for the bulk device upload feature, so issues can be resolved with the serial numbers quickly.
Create and Edit Device POs (Edit Role)	The ability to create and edit device POs was added for the Edit role, so Logistics Portal users with this permission can create and edit device orders.
Patient Date of Birth Reference Information	The patient's date of birth is now visible on the Reference Info cards for all records, so support can confirm this information when on a call with the patient.
New Kit Ship Complete Reason	A new completion reason was added to kit ship records, so support can track when a patient opts out of the program. The new completion reason (Patient declined program) was added to the Complete options for kit ships.

New Features	Description
Export Kit Ship List	On the Patient Kit Ship page, in the Actions menu, an Export List option was added. Selecting this option generates an Excel spreadsheet with the data currently selected on the screen. The selected columns are included and columns not selected are not included. If there is a filter applied, the export honors the filter. The user role Reports is required for this export feature.
Reports - Contact Attempt Dates and Notes	The Kit Pickup report and Patient Kit Ship report were updated to include the contact attempt date and notes, so the time it takes between attempts and the outcome of each call is quickly visible.

EULA Accepted Date (Kit Ship Report and Kit Ship Call Page)

The Patient Kit Ship Report has a new column for the EULA accepted date and time. When the field is blank, the patient has not yet accepted the EULA in their Care Team Portal. The Patient Kit Ship report displays the new column between the existing columns Welcome Call and On Hold Date. Also, the EULA Accepted Date is an optional column on the Patient Kit Ship and Patient Kit Ship Call List pages.

At this time, the system will not populate the EULA Accepted Date for existing records. This value will only be populated for new EULA accepted events.

Example: Patient Kit Ship Report with New EULA Accepted Date Column

M	N	O	P	Q	R
In Progress Date	Shipped Date	Called Date	Welcome Call	EULA Accepted Date	On Hold Date
8/14/2019	4/22/2020	5/1/2020	Mon 09/09/2019 12:00 AM		4/17/2020
2/3/2020	2/3/2020	2/3/2020			
8/7/2019	8/7/2019	8/7/2019	Mon 08/12/2019 10:00 AM		
4/30/2020	4/30/2020	5/6/2020			
5/7/2020	5/7/2020	5/7/2020			

Example: Optional Column for EULA Accepted Date on the Patient Kit Ship Call List Page

The screenshot shows the 'Patient Kit Ship Call List' page with a table of 94 patient kits. The table columns are: Kit, Status, Contact Attempts, Welcome Call, Customer, Days, Created Date, Agent, Logistics Center, and EULA Accepted Date. The 'EULA Accepted Date' column is highlighted with a red box, and a red arrow points to it from the right. The table contains three rows of data:

Kit	Status	Contact Attempts	Welcome Call	Customer	Days	Created Date	Agent	Logistics Center	EULA Accepted Date
103780	Shipped	1		Vivify Dev - Version57	364	04/24/2019			
103819	Shipped	0		Vivify Dev - Version57	364	04/24/2019		Vivify Development	
100582	Cancelled	0		Vivify Dev - Develop	364	05/14/2019			

Error Handling for Bulk Device Upload

On the Devices > Receive Devices page, descriptive error messages were added for the bulk device upload feature, so issues can be resolved with the serial numbers quickly. Error message may appear for the following issues:

- Devices fail validation: "{Count} entries in the import failed validation and were not uploaded. All other devices were successfully added."
- Duplicate serial numbers: "The following serial number(s) appear multiple times within the file and were not uploaded. All other devices were successfully added."
- Already existing serial numbers: "The following serial number(s) already exist within the Logistics Portal and were not uploaded. All other devices were successfully added."
- More device than the purchase order: "This Purchase Order allows {count} devices to be received but this import exceeds the limit. The following device serial numbers were not received. Please create a new PO in order to upload these devices."
- Exceptions for device creation: "Encountered errors importing the following {Count} records."

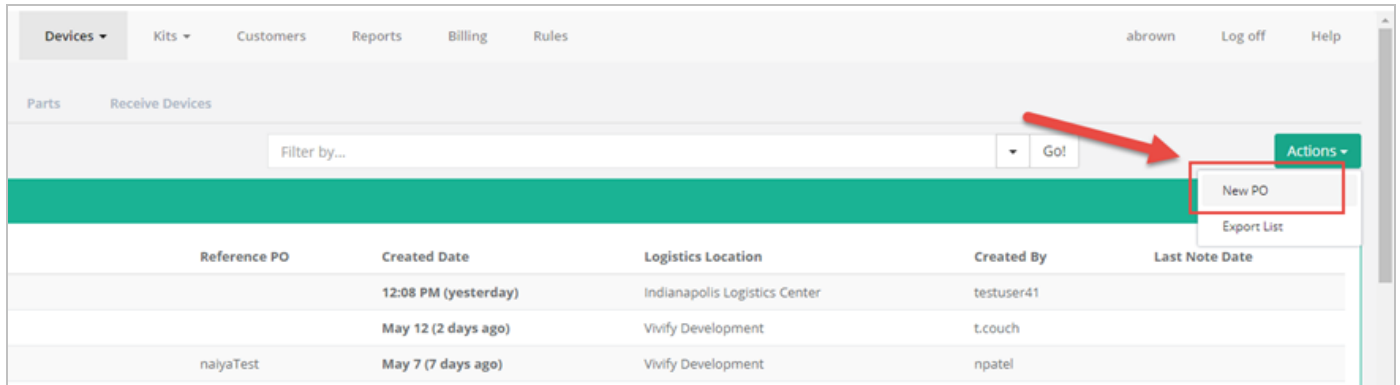
Example: Bulk Upload Device Serial Numbers

The screenshot displays the 'Vivify Health Logistics' interface. The navigation menu includes 'Logistics', 'Devices', 'Kits', 'Customers', 'Reports', 'Billing', and 'Rules'. The 'Devices' menu is expanded, and 'Receive Devices' is selected. The main content area shows a 'Purchase Order: 1630: A&D' with a list of items: (20) UA-651BLE, (20) UC-352BLE, (2) UA-767PBT-Ci-S, and (20) UA-651BLE, (20) UC-352BLE, (2) UA-767PBT-Ci-S. Below the list are three green cards representing device categories. Each card has a 'Receive Devices' button and a status indicator. A red arrow points to a small icon in the top right corner of the 'Add BloodPressure' form.

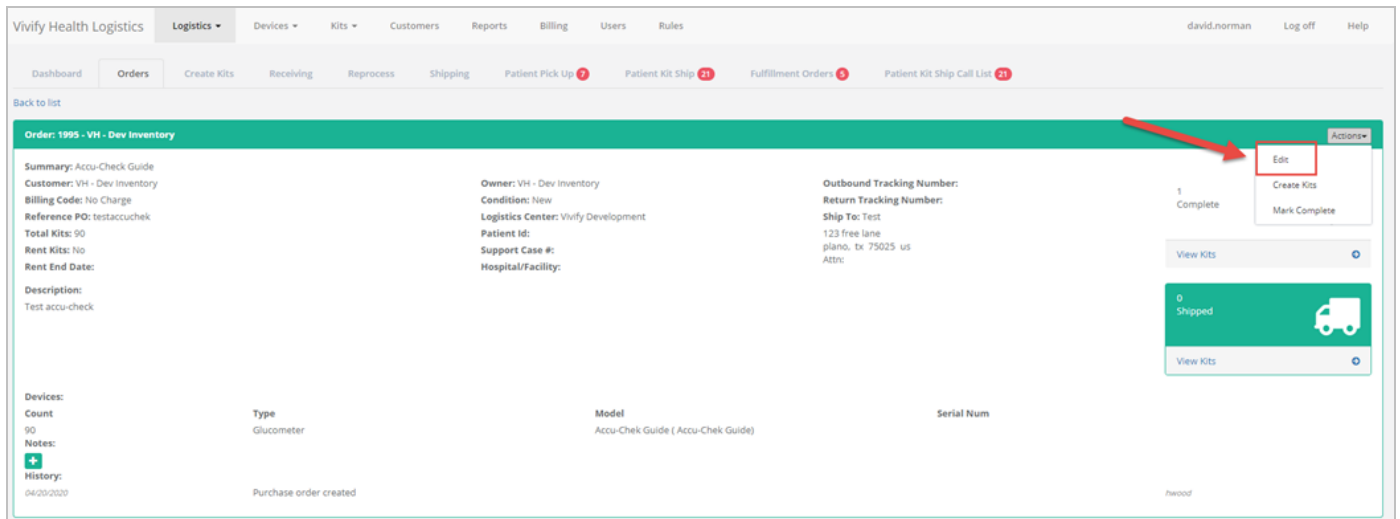
Create and Edit Device POs (Edit Role)

The ability to create and edit device POs was moved from the Vivify role to the Edit role, so Logistics Portal users with the Edit permission can create and edit device orders.

Example: New PO Option in Actions Menu



Example: Edit Option in Actions Menu



Patient Date of Birth Reference Information

The patient's date of birth is now visible on the Reference Info cards for all records, so support can confirm this information when on a call with the patient.

This data is pulled from the Care Team Portal when the record is created. If the value changes in the Care Team Portal after the record is created, that change will not be reflected in the Reference Info card. However, if the field was blank in the Care

Team Portal when the record was created, the Logistics Portal will attempt to pull the data from the Care Team Portal every time the page is loaded.

Example: Patient DOB in Reference Information

The screenshot shows a patient record interface with several sections:

- Agent:** Assign Agent (dropdown)
- PulseOx:** Nonin 3230 BT Smart, Serial Num: 501993210
- Reference Information:**
 - Contact Caregiver: 800-800-8000
 - Billing Info:
 - Encounter Id: 2070
 - Patient DOB: 04/21/1984** (highlighted with a red box and a red arrow)
 - Organization: vivify General
 - Carrier Escalation #: 1-a
- Internal Vivify Notes:** Escalation Note: test1, 08/27/2019 - a.niu
- History:** Status changed from S, 03/16/2020 - System; Status changed from D, 03/16/2020 - System; Status changed from D DeliveredToLogistics, Tracking Number chan, EZ4000000004, 03/12/2020 - System

New Kit Ship Complete Reason

A new completion reason was added to kit ship records, so support can track when a patient opts out of the program. The new completion reason (Patient declined program) was added to the Complete options for kit ships.

Example: Patient Declined Program – Complete Reason

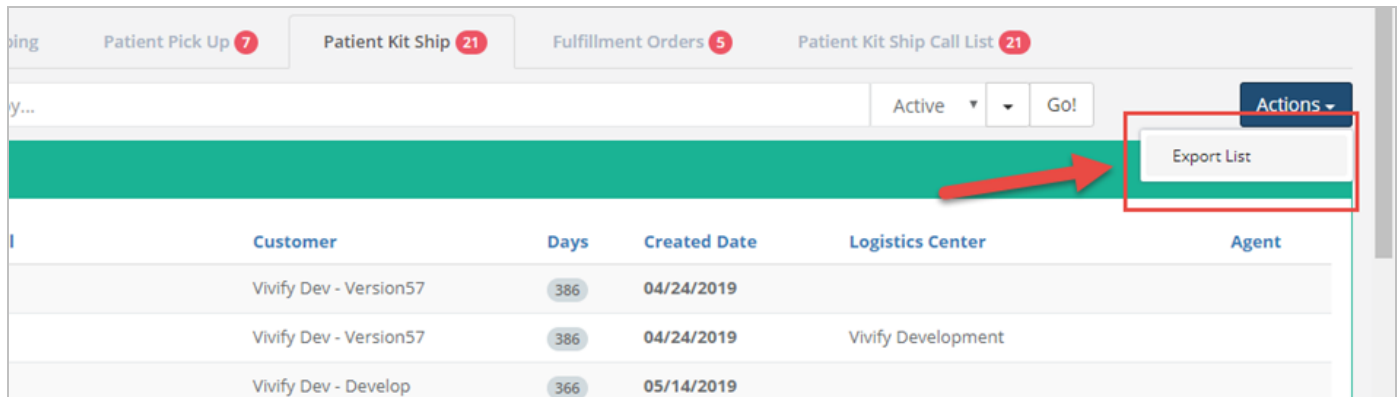
The screenshot shows a kit ship record interface with the following details:

- Timeline:** Ordered (11/04/2019) → In Progress (02/03/2020) → Shipped (02/03/2020) → Called (02/28/2020)
- Status:** 139 Days, Called, Contact Attempts: 0, Update Contact Attempts
- Devices:** 1 Tablet: AT&T Tab 4 (8 in), Serial Num: 359027066065194
- Ship to Address:** Install Method: technician dispatch, Speaks: English, 28104934 234, 123 main st Apt 1, Plano, Tx 75024, 972-555-1313
- Called Status:** Complete dropdown menu is open, showing options:
 - Vivify Trained
 - Patient Self Started
 - Sent New Kit
 - Request In-House Install
 - Unable to Contact
 - Patient declined program** (highlighted with a red box and a red arrow)

Export Kit Ship List

On the Patient Kit Ship page, in the Actions menu, an Export List option was added. Selecting this option generates an Excel spreadsheet with the data currently selected on the screen. The selected columns are included and columns not selected are not included. If there is a filter applied, the export honors the filter. The user role Reports is required for this export feature.

Example: Export List Option in Actions Menu



Reports - Contact Attempt Dates and Notes

Columns were added to the Patient Kit Ship and Kit Pickup reports to track and report on the call attempts made by support. The functionality to record call attempts and the note already existed, but it was only in the history. This update adds columns to the database and the report to show the first three call attempts and the last call attempt. The Final Contact Attempt and Final Contact Note column will always appear last. If there is only one contact attempt, the same data will show in the column for Contact Attempt 1 and the Final Contact Attempt column. If there are five contact attempts, the first three will show in their columns and the fifth will show in the final column.

Example: Patient Kit Ship Report with Contact Attempt and Contact Note Columns

	O	P	Q	R	S	T	U	V	W
1	Contact Attempts	Contact Attempt 1	Contact Note 1	Contact Attempt 2	Contact Note 2	Contact Attempt 3	Contact Note 3	Final Contact Attempt	Final Contact Note
2	4	05/14/2020	Left voice mail. Will try again.	05/14/2020	Spoke to patient who asked to be called back later.	05/14/2020	Spoke to patient and scheduled appointment.	05/14/2020	Spoke to patient and complete
3	6								
4	5	05/14/2020	Care Team Escalation	05/14/2020	Delivery Exception	05/14/2020	Carrier Exception	05/14/2020	Left voice mail. Will try again.

System Updates

System Updates	Description
VIVY-3195	Performance improvements were made for the EasyPost tracker and customer optimization.
VIVY-3323	Performance improvements were made for the Pickup Requested API.

System Updates	Description
VIVY-3379	Performance improvements were made for creating, adding, and removing kits (kit sync) in Care Team Portal.
VIVY-3389	The portal was updated to display some images and files that were previously producing errors.
VIVY-3403	To improve performance on the Kit Detail page, the amount of data being transferred for patients and kits was reduced.