Vivifyhealth



Release Notes

Version 2020.04.2 of the Logistics Portal provides you with new functionality for searching for +Go patients and selecting carriers for shipping as well as several performance improvements.

New Features

New Features	Description
+Go Patients Search Tool	Vivify Support can search for a +Go patient by email or phone number from within the Logistics Portal on the Customer page, so they can identify the patient's Care Team Portal and applicable details.
Carrier Selection on Shipping Page	On the Shipping page, the carrier used for shipments can be selected, so trackers can be created appropriately for each carrier. Also, the Hypertec API for patient kit ships was updated to include and require the carrier for outbound and return.
Kit Ship Report Updates	Additional fields were added to the Kit Ship report, so data points can be tracked for the delivered date and canceled reason.
Performance Updates	On the Kit List page, in order to improve performance of the portal, the kits won't load until a search operation is performed. Previously, when a user loaded the Kit List page, the entire list of kits was shown before the user could enter their search criteria, which took extra time.

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



New Features	Description
	The Logistics Portal dashboard will not display individual record data, it will instead show
	the top level counts and detail counts under the various sections in order to improve
	performance. A new Show Dashboard Data button will be visible on the dashboard to
	display more information.
	The performance of Kit Ship messages and Kit Ship calls was improved.

+Go Patients Search Tool

Vivify Support can search for a +Go patient by email or phone number from within the Logistics Portal on the Customer page, so they can identify the patient's Care Team Portal and applicable details. The +Go patient's phone numbers and email are matched across portals when searching, so the most recent information in the Care Team Portal is available to Vivify Support.

Patient details, such as their portal, patient ID, phone number or email, and device are visible, so the support agent can help the patient when issues arise. When a Vivify Support Agent clicks the Portal Patient ID link, they will be directed to the Patient's profile, so they do not have to perform a patient search when logging in. When a Vivify Support Agent clicks the Portal URL link, they will be directed to the Patients list.

Example: Go Patient Search Page with Search Tips

Search for pa	ient by email or phone	Clear Go!
Searching Tips ×		
hone search options (10 Digits): • 310-555-1234		
310.555.1234 310 555 1234 (310) 555-1234		
nail search options:		
ashakour@vivifyhealth.com a.shakour@gmail.com a.shakour@botmail.com		

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Example: Go Patient Search with Results

Go Patient Search					
	817-88	1-9427	Clear Go!		Actions •
Patient Info					
First Name: Patient Go Service Level: +Go Monitor	Last Name: Go_1	Date of Birth (MM/DD/YYYY): 01/01/1979	Mobile Number: 18178819427	Email Address: fkfndl@fkfkdf.com	
Portal Info					
Portal U https://202007.dev.v	rl: /ivifyhealth.com	Portal Patient Id: Open profile: 121			

Carrier Selection on Shipping Page

A carrier list was added to both the Kit and Fulfillment Shipping pages. The default carrier will appear as the first option in the list. For example, for US postal codes, the default carrier in the list will appear as FedEx for both outbound and return tracking numbers. If a Canadian postal code is applied, then the carrier list default displays Purolator for both carriers. When typing the outbound tracking number, pressing ENTER switches the focus to the return tracking to maintain the workflow. The address cards on the records display the carrier and allow it to be changed.

Example: Carrier List on the Kit Shipping Page

Ship Kit		
111800 To Patient	FedEx Tracking Number Select Carrier FedEx	USPS Return
David Norman	USPS Purolator	United States
Address Line 1: 1234 Main St	Address Line 2	Plano
State:	Zip Code:	Phone Number:
TX	75075	2145551111
Phone Number 2:	Email:	
Phone Number	Email	
Ship cancel		

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Example: Carrier List on the Edit Page

Dashboard Orders Create Kits Reco	iving Reprocess	State:	Orders 🔂 👘	
Bark to list		TX		
Fulfillment: 34 -		Zip Code:		
		75207		
Status History		Phone:		Current Status
ed On Hold Shipped	On Hold	111-555-1234	On Hold	Shipped
0/2020 / 1/10/2020 / 1/10/2020	1/10/2020	Phone 2: (sptional)	1/10/2020	1/10/2020 Complete
•		+01 222-222-4444		
Bafaranza Information	Davicas/Darts /	Carrier: (optional)		History
Reference information	Devices/Parts	Select Carrier 🗢		History
Contact Caregiver:	Vendor: Ascensia	Select Carrier		Carrier Escalation Number © 03/05/2020 - david.norman
Billing Information:	Glucometer : Cont Quantity: 1	FedEx		Carrier Escalation Number
Patient DOB: Organization:	Glucometer : Cont Quantity: 999	Purolator Return carner: (octoria)	1	Support Case Number cha © 01/24/2020 - fastedier
Carrier Escalation #: 3 / Support Case Number: 2 /	Glucometer : Conto Quantity: 377	Select Carrier 🗣		Carrier Escalation Number © 01/24/2020 - familier
		Return Tracking Number: (optional)		
	Glucometer Strips includes 200 strips Quantity: 1	Return Tracking Number		
	Glucometer Strips includes 200 strips	Cancel		

Kit Ship Report Updates

Additional fields were added to the Kit Ship report, so data points can be tracked for the delivered date, canceled reason, and patient id.

- Delivered Date: This field is located between Shipped Dated and Called Date. The delivered date column is populated with the date the kit ship record entered the delivered to patient status.
- Canceled Reason: This field is located between Completed Reason and Notes. If the record is in the Canceled status, this field shows the reason selected when the record was canceled. (This is similar to the Completed Reason field)
- Patient Id: This field is located between Current Status Date and Customer.

Performance Updates

• On the Kit List page, in order to improve the performance of the portal, the kits won't load until a search operation is performed. Previously, when a user loaded the Kit List page, the entire list of kits was shown before the user could type their search criteria, which took extra time. Users most often use the Kit List to search for specific criteria, so

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loading the entire list is not necessary. If the user needs the entire list of kits, they are still able to access this by performing the search with no filter criteria entered.

Vivify Health Logistic	S Logistics 🔻	Devices * Kits *	Customers Reports	Billing Rules	abrown Log off	Help
Dashboard Kit L	ist Storage					
Filter by			Clear Filter Go!			Actions -
					Show 25 I	Kits 🗝 🔳
Kit â†	Status	Apk	Customer	Current Location	Show 25 i Tablet C	Kits • =
Kit āt' Enter a search string ar	Status nd click 'Go!' to load data	Apk 9.	Customer	Current Location	Show 25 I	Kits ▼ ≡ Ds

• The Logistics Portal dashboard will not display individual record data, it will instead show the top level counts and detail counts under the various sections in order to improve performance. A new Show Dashboard Data button will be visible on the dashboard which will load the individual record data.



• The performance of Kit Ship messages and Kit Ship calls was improved.

System Updates

System Updates	Description
VIVY-3633	SIM serial numbers can now be added with alpha characters. Previously, SIM serial numbers were restricted to contain only numbers. The restriction was removed, so Logistics Portal users can enter T-Mobile SIMs that contain an "F" at the end.
VIVY-3497	Kit pool creation was not functioning as expected in some situations. The system was updated to pre- vent errors during the creation of kit pools.