



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

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

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.

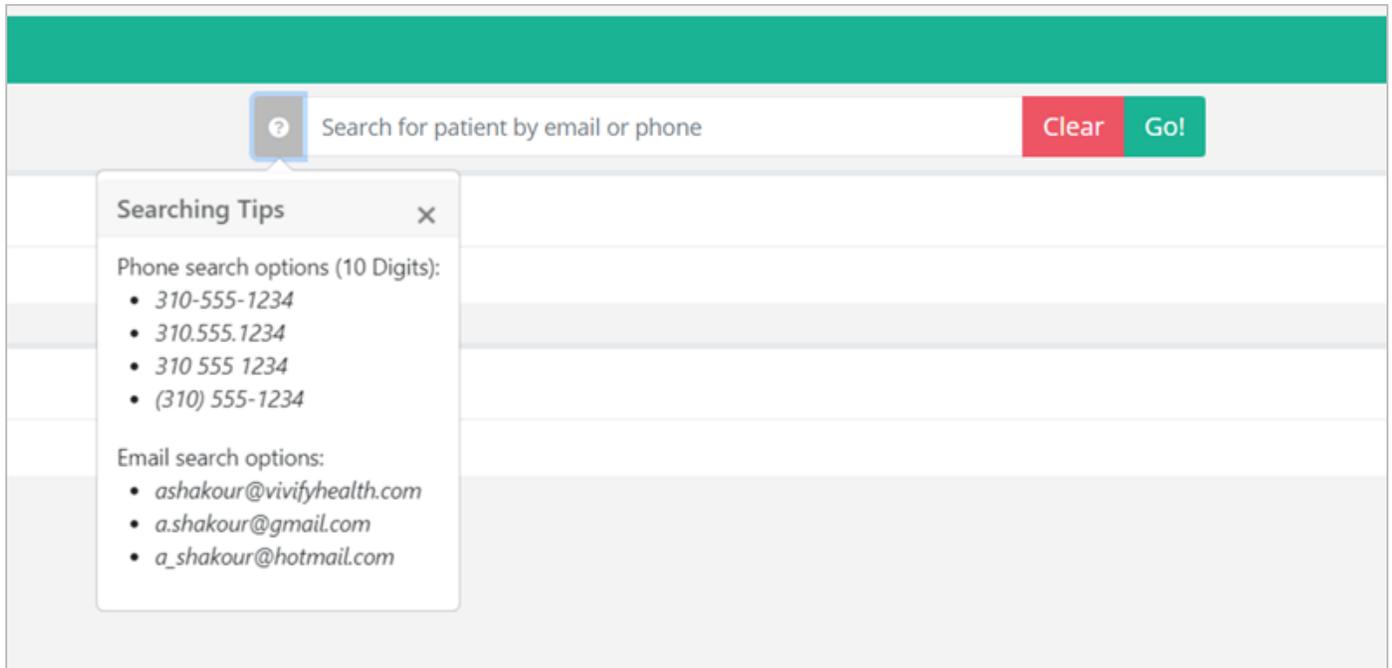
New Features	Description
	<p>The Logistics Portal dashboard will not display individual record data, it will instead show the top level counts and detail counts under the various sections in order to improve performance. A new Show Dashboard Data button will be visible on the dashboard to display more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

+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



Example: Go Patient Search with Results

Go Patient Search

Clear
Go!
Actions ▾

Patient Info

First Name:	Last Name:	Date of Birth (MM/DD/YYYY):	Mobile Number:	Email Address:
Patient	Go_1	01/01/1979	18178819427	fkfndl@fkfkdf.com

Go Service Level:
+Go Monitor

Portal Info

Portal Url: https://202007.dev.vivifyhealth.com	Portal Patient Id: Open profile: 121
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Carrier Selection on Shipping Page

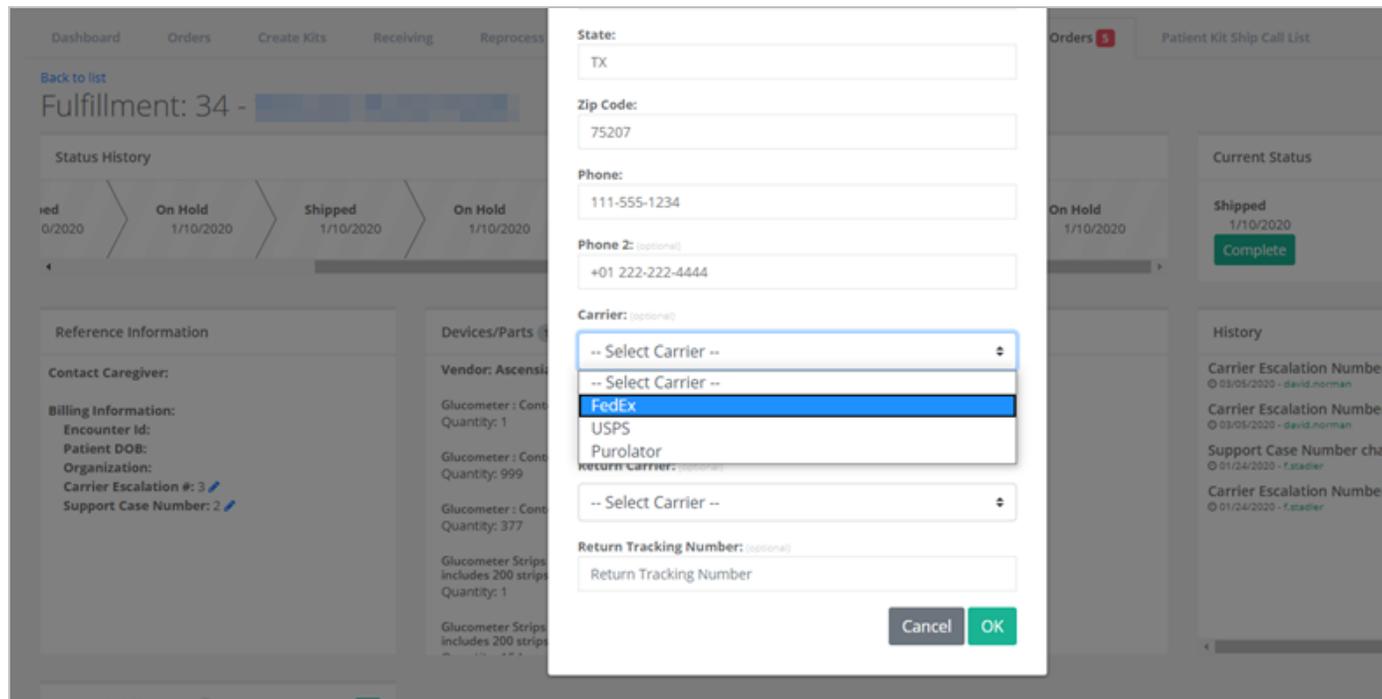
A carrier list was added to both the Kit and Fulfillment Shipping pages. The default carrier will appear as the first option in the list. For example, for US postal codes, the default carrier in the list will appear as FedEx for both outbound and return tracking numbers. If a Canadian postal code is 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

<input type="text" value="111800"/>	<input type="text" value="To Patient"/>	<input type="text" value="FedEx"/>	<input type="text" value="Tracking Number"/>	<input type="text" value="USPS"/>	<input type="text" value="Return"/>
Name: <input type="text" value="David Norman"/>		<input type="text" value="-- Select Carrier --"/> <input type="text" value="FedEx"/> <input type="text" value="USPS"/> <input type="text" value="Purolator"/>		Country: <input type="text" value="United States"/>	
Address Line 1: <input type="text" value="1234 Main St"/>			Address Line 2: <input type="text" value="Address Line 2"/>	City: <input type="text" value="Plano"/>	
State: <input type="text" value="TX"/>			Zip Code: <input type="text" value="75075"/>	Phone Number: <input type="text" value="2145551111"/>	
Phone Number 2: <input type="text" value="Phone Number"/>			Email: <input type="text" value="Email"/>		

Example: Carrier List on the Edit Page



Kit Ship Report Updates

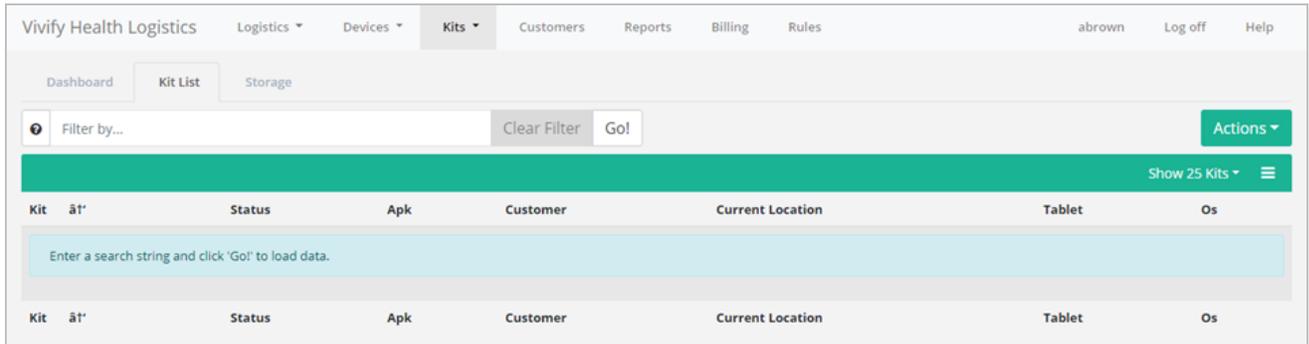
Additional fields were added to the Kit Ship report, so data points can be tracked for the delivered date, canceled reason, and patient id.

- **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.

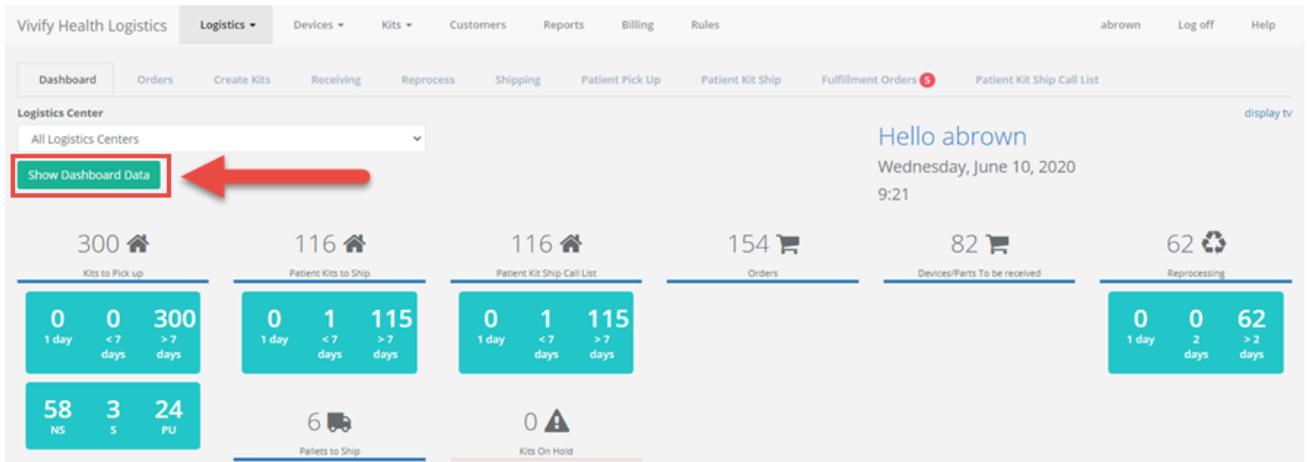
Performance Updates

- 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

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.



- 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 prevent errors during the creation of kit pools.