vivifyhealth

Release Notes

Version 4.1 of the Logistics Portal provides you with new features and system updates that support your day-to-day operations, including receiving, processing, shipping, and picking up kits.

New Features

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

New Features	Description
Missing Status	A new *Missing* status is available for the reprocessing of kits and devices. This status can appear in the Logistics Portal and the Care Team Portal; however, the device condition of Missing only appears in the Logistics Portal.
Pending Lost Status	A new *Pending Lost* status is available for pickup records. This status is used for the time period between when the retrieval process is stopped and the kit or device is marked as Lost.
Devices List - Conditions	Within a pickup record, the Devices list has been modified to show the devices that were in the kit at the time the pickup record was created. The conditions are also visible so the pickup agent can easily see the device's current condition.
Device Orders	A new Device Orders page was created to track fulfillment of device orders. On the Device Orders page, you can create a new order, search/sort/filter existing orders, and export orders. New orders that are created on this page are sent directly to the manufacturer.
Patient Pickup Detail Page UI Enhancements	The Status History box that shows the progress of the record was updated with a new style and a label. The Current Status box was also updated with a label. The sub menu for the Status but-

New Features	Description
	ton in the Current Status area opens to the left and was adjusted to better fit on the screen.

Missing Status

A new *Missing* status is available for the reprocessing of kits and devices. This status can appear in the Logistics Portal and the Care Team Portal; however, the device condition of Missing only appears in the Logistics Portal. The new Missing status is used instead of the previous status of Lost on the Reprocessing Checklist (see Example 1). When this status is chosen, the device is automatically moved to Missing status, which means the pickup record is moved into Device Missing status and the device itself is marked as missing.

When a kit or device that has a Missing status is received in the Logistics Portal, all related records are updated. In the Care Team Portal, the record is moved to the Reprocessing status.

Example 1: Missing Status on the Reprocessing Checklist

Example 2 (Care Team Portal): Missing Status Automated Messages (Customizable) and Delivery History Notes

Pending Lost Status

A new *Pending Lost* status is available for pickup records (see Example 3). This status is used for the time period after the Missing status and before the kit or device appears on the Shrinkage report.

The Pending Lost status can appear in the Logistics Portal and the Care Team Portal, and it replaces the previous status of Retrieval Canceled in the Logistics Portal (see Example 4).

In the Care Team Portal, the Ship/Pickup page can be filtered by Pending Lost (see Example 5). An automatic message is generated when a device is changed to Pending Lost status in the Logistics Portal. This message appears in the Care Team Portal on the Ship/Pickup page in the Delivery History. The default message is "There will be {PendingLostTimePeriod} until this item is added to the next billing cycle."

Example 3: Pending Lost Status - Patient Pickup List Page

Example 4: Pending Lost Status – Patient Pickup Details Page

Example 5 (Care Team Portal): Pending Lost Status – Ship/Pickup Page

This example shows the Pending Lost status filter, search criteria, status card with date and time, and the delivery history note with customizable message. When searching by the status Pending Lost, only records currently in Pending Lost status will appear in the list. When filtering by Pending Lost status, all records that have been in Pending Lost status will appear in the list.
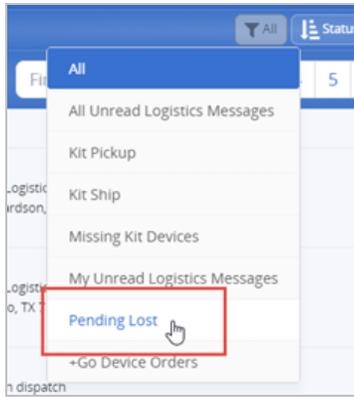
Pending Lost - Status Reasons

On the Patient Pick Up page, status reasons are available to define why the kit is being marked as Pending Lost. The Pending Lost status can be applied either from the Action menu or from the device missing card.

Following are the Pending Lost status reason options:

- **Carrier lost kit** – The kit was lost by the carrier during transit.

- **Could not reach patient** – Attempts were made to contact the patient, but the attempts were unsuccessful.

- **Patient lost kit** – The patient told the Care Team or Vivify Support that they cannot locate their kit.

Example 6: Pending Lost Status Reasons
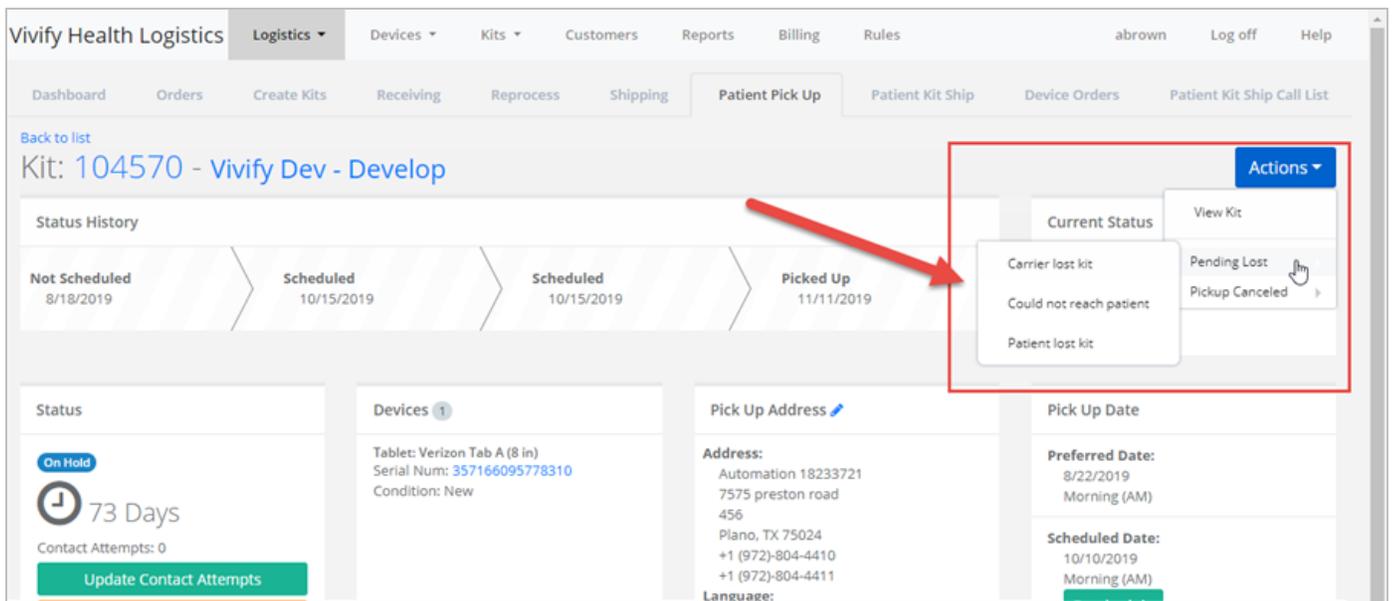
Manually Marking a Status as Lost

While in the Pending Lost status, the record can be closed manually by clicking Lost with a status reason of Complete with Loss (see Example 7). When the Pending Lost record is closed manually (by the user clicking Lost), a specialized note appears in the Delivery History of the record on the Ship/Pickup page (see Example 8). The message states: "Blood Pressure Monitor (5141200979) has been missing and was not recovered. The care team has requested to close this record. This device is now being marked as Lost and the cost of the device will be added to your next billing cycle." The messages related to Pending Lost and Missing devices can be customized.

Example 7: Pending Lost Status - Complete
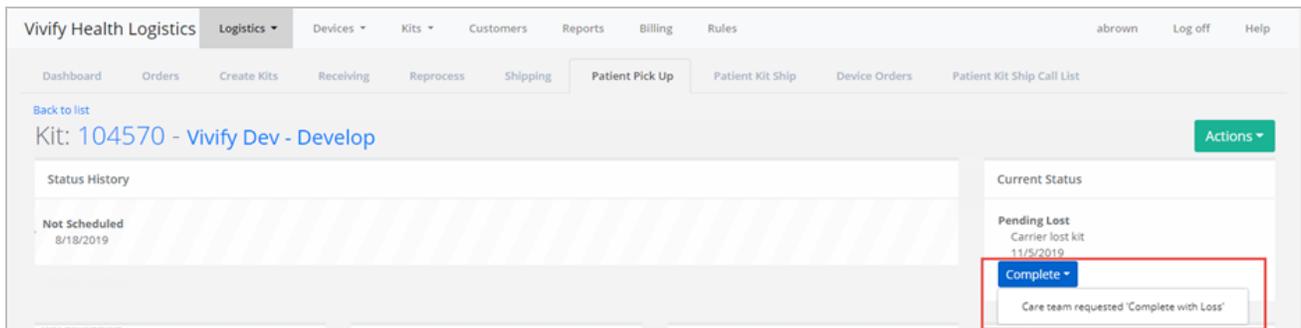
Example 8 (Care Team Portal): Pending Lost Status - Complete
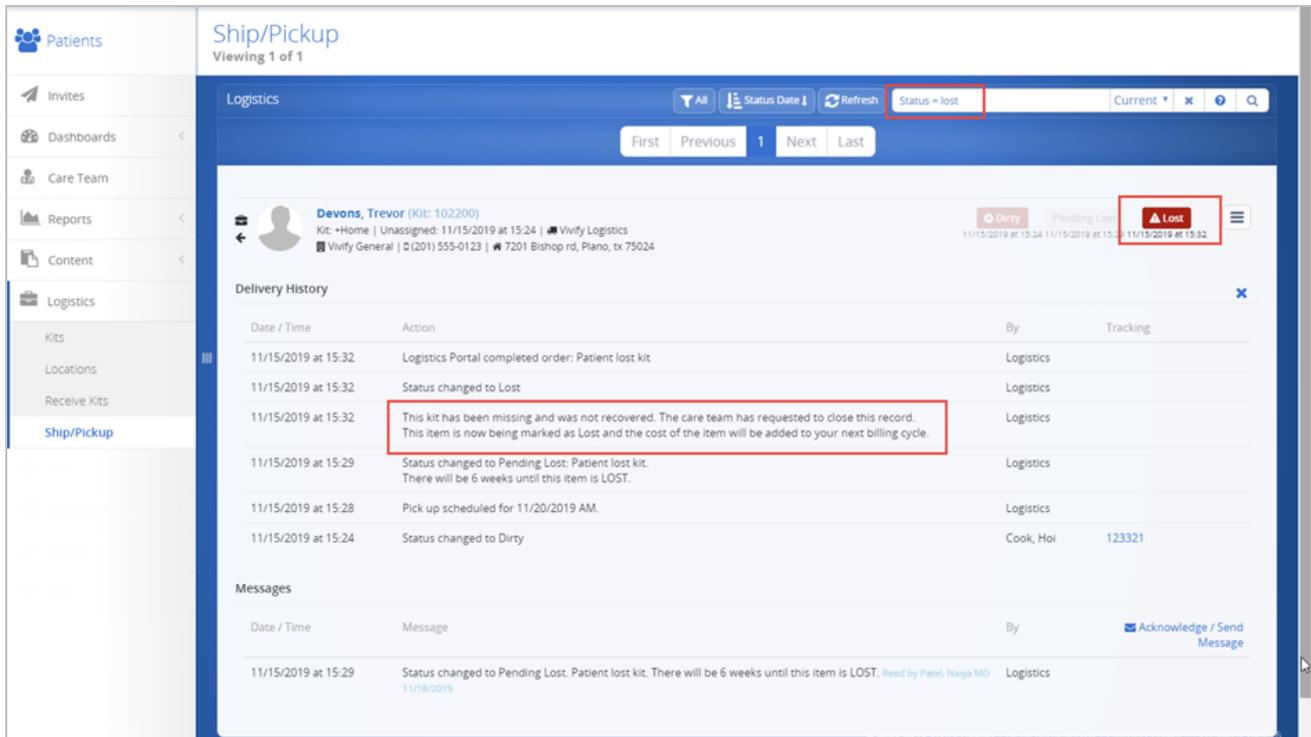
Pending Lost Time Period Configuration

The Pending Lost status has a time period configuration that determines how long a device or kit is in the Pending Lost status before it is automatically moved to the Lost status. This time period is set by default to be 6 weeks (see Example 9), but it can be changed based on the needs of the customer. When this time period expires for a kit or device in this status, the record status changes to Complete and the status reason is Complete with Loss in the Logistics Portal and the Care Team Portal and it appears on the Shrinkage report (see Example 10).

Example 9 (Care Team Portal): Pending Lost Time Configuration in Delivery History and Messages

Example 10: Shrinkage Report

	A	B	C	D	E	F	G	H	I	J	K	L	
1	Shrinkage ID	Kit ID	Order ID	Reprocessing ID	Action	Created By	Created Date	Customer	Owner	Condition Removed	Condition Added	Device Type	Device
2	1241	102054		4508	Replace		10/2/2019	Vivify Dev - Develop	VH - Inventory	Lost (Shrinkage)	New	Scale	UC-32
3	1243	102143		4509	Replace		10/2/2019	Vivify Dev - Develop	VH - Inventory	Lost (Shrinkage)	Physical Damage (Shrinkage	BloodPressure	UA-76
4	1246	102150		4511	Replace		10/7/2019	Vivify Dev - Develop	VH - Inventory	Missing (Shrinkage)	New	Scale	UC-32
5	1247	105196		4512	Remove		10/7/2019	Vivify Dev - Develop	Vivify Dev - Develop	Missing (Shrinkage)		Tablet	SM-T3
6	1250	102150		4511	Replace		10/7/2019	Vivify Dev - Develop	VH - Inventory	Missing (Shrinkage)	New	Tablet	SM-T3
7	1254	105192		4513	Replace		10/8/2019	Vivify Dev - Develop	VH - Inventory	Missing (Shrinkage)	Physical Damage (Shrinkage	BloodPressure	UA-76
8	1256	105192		4513	Replace		10/8/2019	Vivify Dev - Develop	AT&T Inventory	Missing (Shrinkage)	Physical Damage (Shrinkage	Spirometer	LM-40
9	1258	102146		4514	Replace		10/9/2019	Vivify Dev - Develop	VH - Inventory	Missing (Shrinkage)	New	BloodPressure	UA-76
10	1260	102149		4517	Replace		10/9/2019	Vivify Dev - Develop	VH - Inventory	Missing (Shrinkage)	New	BloodPressure	UA-76
11	1262	102152		4518	Replace		10/9/2019	Vivify Dev - Develop	VH - Inventory	Missing (Shrinkage)	New	BloodPressure	UA-76
12	1264	102204		4520	Replace		10/9/2019	Vivify Dev - Develop	VH - Inventory	Missing (Shrinkage)	New	BloodPressure	UA-76
13	1267	105197		4529	Remove		10/10/2019	Vivify Dev - Develop	Vivify Dev - Develop	Missing (Shrinkage)		Tablet	SM-T3

Automated Pending Lost Messages

When a kit or device in Pending Lost status expires the time period set, an automatic message is generated in the Care Team Portal and appears in the Delivery History on the Ship/Pickup page. The record is then closed and can only be seen by using the All filter on the Ship/Pickup page. The default message is "This item is now being marked as Lost and the cost of the device will be added to your next billing cycle."

Care Team members can no longer send logistics messages after a record is closed.

Example 11 (Care Team Portal): Automated Message for Closed Records

Ship/Pickup
Viewing 1-10 of 45

Ross, Amy (Kit: 102145)
Kit: +Home | Unassigned: 11/08/2019 at 10:35 | Vivify Logistics
Vivify General | (214) 555-3335 | 7201 Bishop Rd, Plano, TX 75024

Delivery History

Date / Time	Action	By
11/08/2019 at 10:48	Logistics Portal completed order: Could not reach patient	Logistics
11/08/2019 at 10:48	This kit has been missing and was not recovered. The care team has requested to close this record. This item is now being marked as **Lost** and the cost of the item will be added to your next billing cycle.	Logistics
11/08/2019 at 10:47	Status changed to Pending Lost: Could not reach patient. There will be 6 weeks until this item is marked as LOST.	Logistics
11/08/2019 at 10:46	Pick up scheduled for 11/13/2019 AM.	Logistics
11/08/2019 at 10:35	Status changed to Dirty	Niu, Aidi

Device List - Conditions

Within a pickup record, the Devices list has been modified to show the devices that were in the kit at the time the pickup record was created. The condition of each device was also added so the pickup agent can easily see the device's current condition. If the device is in the status Missing, then the word missing appears in red bold text. If the device is in the status Physical Damage or Lost, the words appear in orange bold text.

Example 12: Device Conditions on the Patient Pick Up Page

Vivify Health Logistics | Logistics ▾ | Devices ▾ | Kits ▾ | Customers | Reports | Billing | Rules

Dashboard | Orders | Create Kits | Receiving | Reprocess | Shipping | **Patient Pick Up** | Patient Kit Ship | Device Or...

Back to list

Kit: 104367 - Vivify Dev - Develop

Status History

Customer Pickup
9/5/2019

Scheduled
11/1/2019

Status

Picked Up

🕐 60 Days

Contact Attempts: 0

Update Contact Attempts

Send Escalation Note

Agent:
Assign Agent ▾

Devices 3

Tablet: Verizon Tab 4 (8 in)
Serial Num: 99000494110836
Condition: **Physical Damage (Shrinkage)**

Scale: AnD UC-355PBT-Ci Scale
Serial Num: 5130800109
Condition: Used

BloodPressure: AnD UA-767PBT-Ci BP
Serial Num: 5140400687
Condition: Used

Pick Up Address ✏

Address:
Brandon Brown

Language:
English
Track:
989898

Device Orders

A new Device Orders page was created to track fulfillment of device orders. Orders created on this page are sent to the Manufacturer through our system and a tracking number is provided (currently only Ascensia is supported). As the order is processed, our system will receive notifications from the manufacturer that will be visible on the Device Order - Detail page.

Example 13: New Device Orders Page

Device Order - Detail Page

The Device Orders page includes the fulfillment ID, status of the order, customer name, vendor name, and patient ID (see Example 15). Other columns can be added and saved as your default settings for this page. The Fulfillment ID opens the Device Order Detail window (see Example 14). The fulfillment records on this page can be exported to Excel and filtered by All or Active (see Example 16). The Device Orders page supports filter, searching, and sorting. This page is refreshed every five minutes with the most current orders and status information.

Example 14: Fulfillment ID – Opens Device Order Detail Window

Example 15: Device Order Detail Page

Example 16: Export to Excel and Filter Active/All

Creating a New Order

On the Device Orders page, you can open the Create Device Order window from the Actions menu (see Example 17). Creating a device order is a four-step process. Each step in the process must be completed before you can move to the next step (see Example 18).
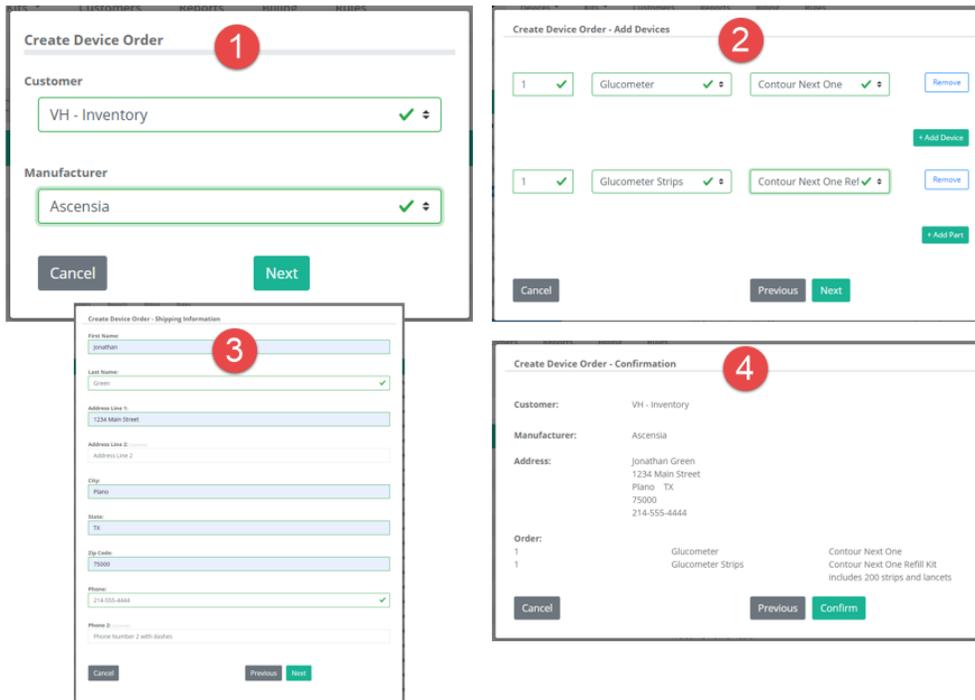
- Step 1: Identify the customer and manufacturer.

- Step 2: Specify device/parts quantity, device type, and device model

- Step 3: Designate shipping information (first name, last name, address, city, state, zip code, phone 1, and phone 2)

- Step 4: Confirmation

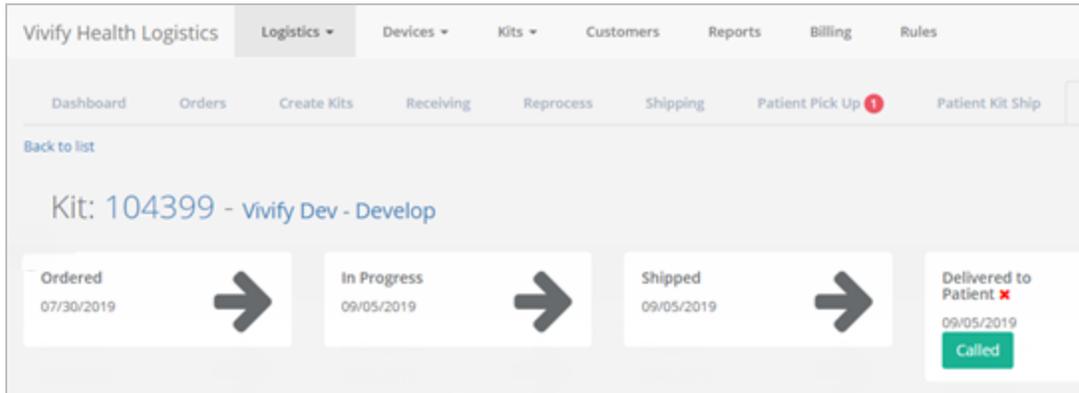### Example 17: Create New Order Button
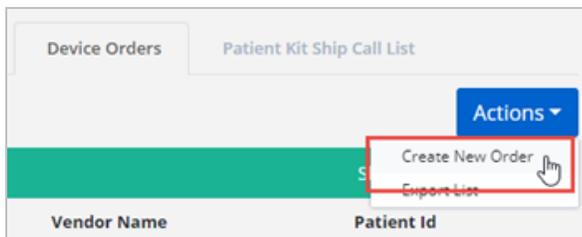
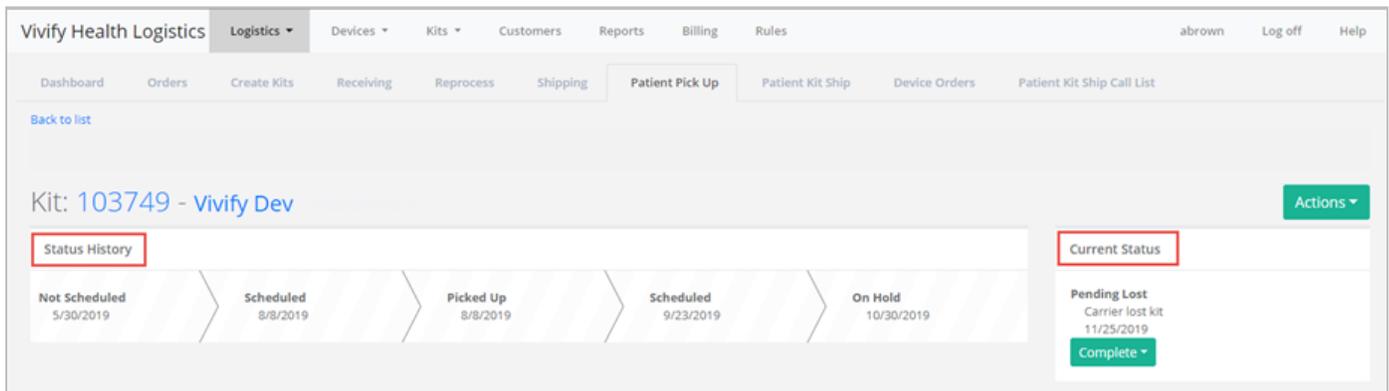
Example 18: Device Order Process

Patient Pickup Detail Page UI Enhancements

The Status History box that shows the progress of the record was updated with a new style and a label. The Current Status box was also updated with a label (see Example 20). The sub menu for the Status button in the Current Status area opens to the left and was adjusted to better fit on the screen (see Example 21).

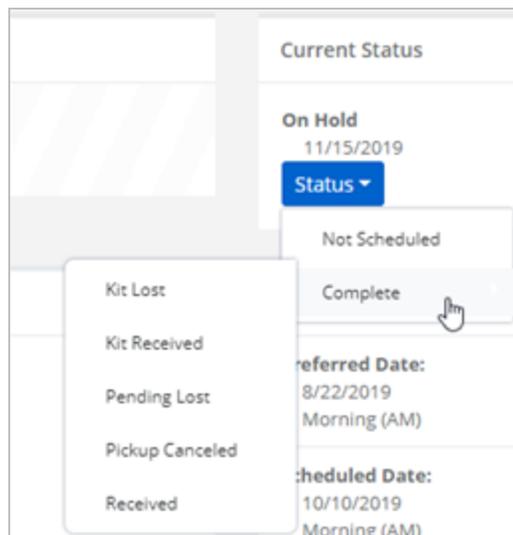### Example 19: Status History Old

Example 20: Status History New

Example 21: Status Button Menu

Current Status
On Hold
11/15/2019
Status ▾

	Not Scheduled
	Complete
Kit Lost	
Kit Received	referred Date:
	8/22/2019
Pending Lost	Morning (AM)
Pickup Canceled	
	cheduled Date:
Received	10/10/2019
	Morning (AM)

System Updates

System Updates	Description
VIVY-1687	Parts/devices removed from the Kit page while the kit was in Reprocessing status did not add a line to the shrinkage history of the Reprocessing record.
VIVY-1757	When a Ship or Pickup Order was marked as complete, it was not adding the completed note to the Care Team Portal's order delivery history.
VIVY-1990	The tablet type was not populating in the Tablet column in the Kit list. The table was updated to populate this column with the type of tablet.
VIVY-2002	The Status Changed By and Status Changed columns were not populated in the Kit list. The values for these columns now appear in the table as expected.