Notifications in Patient Charts

Notifications are a great way to identify which documents have been sent to a referring hospital, along with the delivery method, the delivery time, and other useful information. Evolution Veterinary Specialists now include this information directly in the Patient Chart. Learn how to easily view and manage these portal notifications.

All portal users can view these notifications in the Patient Chart either on the desktop or on the mobile app. Simply select a patient of interest on the Patient Chart and scroll all the way down until you see a box titled Notifications. Note: If the Notifications box is not visible, it means no notifications have been sent for this patient.

Desktop view

Column descriptions

Date: The date the notification was sent

Description: The type of notification (Check In, Check Out, Deceased, or Patient Update)

Type: The delivery method (Email or Fax)

Sent To: The address or number to which the notification was sent

Details: A link to view the full notification and any attached records (specifically for Patient Update notifications).
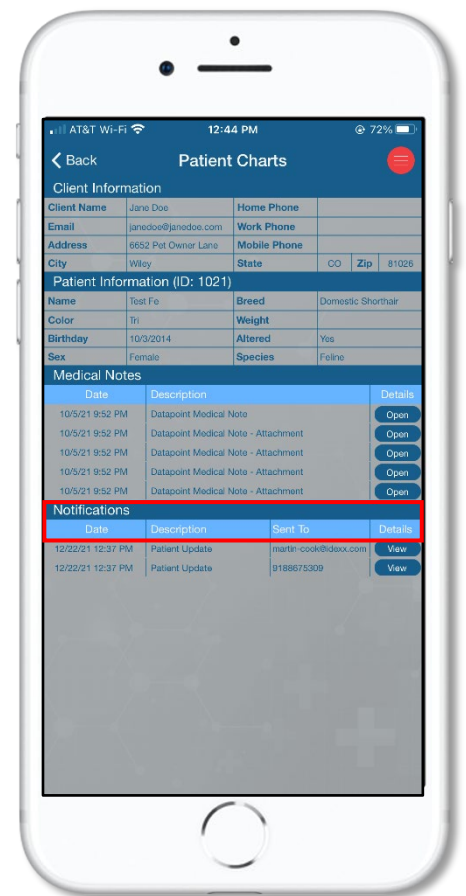
Action (in desktop view only): The current action underway or the action you can take regarding the notification

- **Queued:** The notification is in the process of being delivered.
- **Resend:** Click to resend the notification. You will see a confirmation message like the one below.

Mobile app view

Benefits

- If a notification is delivered to spam or junk folders, **any portal user** can now resend the notification in one click, directly from the Patient Chart.
- The Notifications box shows all email and/or fax notifications, so it's simple to manage either type of notification on a case-by-case basis.
- Both hospitals can see if/when a notification was delivered, which reduces the amount of back-and-forth needed and gives time back to both hospitals.

Frequently asked questions for referring hospitals

Q: Can I edit notification preferences from this box?

A: No, you will need to access your Profile and Settings to edit the notifications that you would like to receive and to specify the method.

Q: What if a fax and/or email cannot be sent or delivered?

A: The action for that notification will remain as Queued. This should be a rare issue.

Q: Can I perform any action (e.g., Resend) on the mobile version?

A: No, the Action column is exclusive to the desktop version.

Q: How long do notifications and records stay in the portal?

A: 6 months