# 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.

Notifications	🖯 less detail				scroll to top
Date 🕹	Description	Туре	Sent To	Details	Action
12/22/2021	Patient Update	Email	martin-cook@idexx.com	∕ View	A Resend
12/22/2021	Patient Update	Fax	9188675309	∕ View	<b>X</b> Queued

#### 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.



•11 AT&T Wi-	FI 🗢		14 PM			@ 7:	2% 🗔	
Client Info	an atia .	Patien	t Char	ts				
Client Name	Jane D		Home P	hone		_		
Email	-	e@janedoe.com						
Address		Pet Owner Lane	Mobile Phone					
City	Wiley			and the second		Zip	81026	
Patient Inf	ormatio	on (ID: 1021	)					
Name	Test Fe		Breed		Domestic Short		rthair	
Color	Tri		Weight					
Birthday	10/3/2	014	Altered		Yes			
Sex	Female	2	Species		Feline			
Medical N	otes							
10/5/21 9:52 PM		Datapoint Medical Note					Open	
10/5/21 9:52 PM		Datapoint Medical Note - Attachment						
10/5/21 9:52	PM D	Datapoint Medical Note - Attachment Open						
10/5/21 9:52 1	PM D	Datapoint Medical Note - Attachment Open						
10/5/21 9:52	PM D	atapoint Medical	Note - Attac	chment			Open	
Notificatio	ns							
Date								
12/22/21 12:37 PM		Patient Update		martin-cook@idex.com		com (	View	
12/22/21 12:37 PM		Patient Update		9188675309			View	

#### 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

© 2022 IDEXX Laboratories, Inc. All rights reserved. • 2690348-00 • The IDEXX Privacy Policy is available at idexx.com. \*rVetLink is a trademark or registered trademark of IDEXX Laboratories, Inc. or its affiliates in the United States and/or other countries.

