Wellness Notifications and Acknowledgements

You can choose to have custom notifications sent to caregivers when a wellness reading is taken, or if a scheduled reading is not taken. Acknowledgements can also be added to the resident's touchscreen to remind them to take a reading and to keep them actively engaged in their wellness.

These Notifications and Acknowledgements are customized using simple selection lists with an intuitive, wizard approach through the Care Menu.

Wellness Notifications

You can choose to have caregivers notified when a reading is taken, is not taken, or if a reading has met a specified condition. Specified conditions include readings that are greater than or less than a specified value (i.e. A reading shows a systolic blood pressure over 200), or an increase or decrease in the reading values over time (i.e. A weight reading decreases more than 5 pounds over three days).

Multiple notifications can be added for any condition. For example, 'Caregiver 1' may get a text message while 'Caregiver 2' gets an email.

Notification types include emails, text messages, phone calls, and Call Lists.

Set Up a Wellness Notification

1. Log into the **Online Care Portal** and open the Care Menu.
2. Select the "**Wellness"** button.
3. Under Wellness Rules, click **"Add New Rule"**.
4. Ensure the proper resident is selected from the resident drop-down list.
5. Use the available drop-down lists to specify the type of Wellness Device and the condition for the notification.

If you select **"Not Taken",** you will be able to select a specific time-frame for the condition.

When finished, click **"Next"** to continue.

6. Use the available drop-down lists to select the type of notification you would like sent, and the person you would like it sent to.

   When complete, click **"Finish"** to save the notification.

Optional Settings:

Optional Explanation - Fill in a brief message here to have it included in your notification.

Managed Alert - This setting is for legacy systems.

Edit a Wellness Notification

1. From the **Care Menu**, select the "**Wellness"** button.
2. Click the **"Edit"** button to the right of the notification you would like to edit.
3. Ensure the proper resident is selected.
4. Use the available drop-down lists to specify the type of Wellness Device and the condition for the notification.

   When finished, click **"Next"** to continue.
5. Use the available drop-down lists to select the type of notification you would like sent, and the person you would like it sent to.

   When complete, click **"Finish"** to save the notification changes.

Optional Settings:

Optional Explanation - Fill in a brief message here to have it included in your notification.

Managed Alert - This setting is for legacy systems.

Wellness Acknowledgements on the Touchscreen

Acknowledgments are a good way to remind a resident to take a wellness reading. They show a pop-up with a message and play an optional tone. The resident must acknowledge the message in order to make it disappear.

Set Up a Wellness Acknowledgement

1. From the **Care Menu**, select the "**Wellness**" button.
2. Under Wellness Rules, click **"Add New Rule"**.
3. Ensure the proper resident is selected from the resident drop-down list.
4. Use the drop-down lists to specify the type of wellness reading and select **"Not Taken"**. Then select a specific time-frame for the acknowledgement.
   When finished, click **"Next"** to continue.
5. Select **"Request on-screen acknowledgement with tone"**. Choose the tone you would like for the on-screen acknowledgement.
6. Enter a message to appear on the on-screen acknowledgement.
   When complete, click **"Finish"** to save the notification.

Optional Settings:

Optional Explanation - This setting is for legacy systems.
Managed Alert - This setting is for legacy systems.

Edit a Wellness Acknowledgement

1. From the **Care Menu**, select the **"Wellness"** button.

2. Click the **"Edit"** button to the right of the acknowledgement you would like to edit.

3. Ensure the proper resident is selected from the resident drop-down list.

4. Use the available drop-down lists to specify the type of <u>Wellness Device</u> and the condition for the notification.

   When finished, click **"Next"** to continue.

5. Use the available drop-down lists to select the type of acknowledgement you would like sent, and the person you would like it sent to.

   When complete, click **"Finish"** to save the acknowledgement changes.

Optional Settings:

Optional Explanation - Fill in a brief message here to have it included in your notification.

Managed Alert - This setting is for legacy systems.

Enabling and Disabling Notifications and Acknowledgements

A check box to the left of each notification and/or acknowledgement lets you set whether the rule is enabled or disabled. You can disable any notification by clicking the box to uncheck it. To re-enable a notification, click the box to check it.

Enable and disable notifications and acknowledgements while the resident is on vacation, so that alerts won't be sent out during that time.