

Forwarding Notifications to a Supervisor – Setup

To forward notifications correctly to the supervisor, make sure that that user has the correct service/section assigned after the prompt. Also evaluate the SERVICE/SECTION file to ensure that the data in these files are correct or whether you need to add more entries to that file.

If there is not an appropriate service/section for this person, create one. In one example, the user was a nurse, but when adding the user in the new person file, there was no Nursing department as a service/section. In this case, create one as in the example below.

1. Create a service/section category.

```
Select VA FileMan Option: enter or Edit File Entries

INPUT TO WHAT FILE: SERVICE/SECTION//
EDIT WHICH FIELD: ALL//

Select SERVICE/SECTION NAME: OUTPATIENT NURSING
Are you adding 'OUTPATIENT NURSING' as
  a new SERVICE/SECTION (the 45TH)? No// Y (Yes)
SERVICE/SECTION ABBREVIATION: OUTNUR??
  ANSWER MUST BE 2-5 CHARACTERS IN LENGTH
SERVICE/SECTION ABBREVIATION: OUTN
SERVICE/SECTION MAIL SYMBOL:
SERVICE/SECTION PARENT SERVICE:
ABBREVIATION: OUTN//
DESCRIPTION:
  No existing text
  Edit? NO//
MAIL SYMBOL:
PARENT SERVICE:
TYPE OF SERVICE: ?
  Enter C if this is a clinical service, providing direct patient care; if
  this service is primarily administrative, enter A.
  Choose from:
    C      PATIENT CARE
    A      ADMINISTRATIVE
TYPE OF SERVICE: C  PATIENT CARE
CHIEF: DEMO,USER
Select CHIEF PHONE: 5288
Select CHIEF PHONE:
ASST CHIEF:
Select ASST CHIEF PHONE:
LOCATION:
MIS COSTING CODE:
COST CENTER:
TYPE OF COSTING SECTION:
AMBULATORY CARE FLAG:
Select DATE CLOSED:
NATIONAL SERVICE:
```

```

COORDINATOR (IRM):
SCOPE OF CARE:
  No existing text
  Edit? NO//
    
```

Figure 1: Example of creating a service/section category

2. Next, assign this user to the newly created service/section.

```

Enter NEW PERSON's name (Family,Given Middle Suffix): user,b  USER,BSTUDENT

NAME: USER,BSTUDENT//
INITIAL: BSU//
SEX:
DOB:
TITLE:
SSN:
SERVICE/SECTION: ??
  This is the name of the service or section for the new person.

Choose from:
AMBULATORY CARE          AMB
BLOOD TRANSFUSION JUSTIFIED      BTJ
BLOOD TRANSFUSION REVIEW          BTR
BLOOD TRASFUSION REVIEW          BTR
BTR REFERRAL TO MQA              BTRRE
BUSINESS OFFICE
CIHA          CIHA
DIABETES          DM

EMERGENCY          ER
ENVIRONMENT OF CARE          EOC
FISCAL SERVICE
FROZEN RED CELLS          FRC
HMD DIBETIC CLINIC          HMDDM          HMD DIBETIC CLINIC
HOME HEALTH CARE          HHC
INFORMATION TECHNOLOGY          IT          IT
INPATIENT          INPT
LABORATORY          LAB
MEDICAL RECORDS REVIEW          MRR
MEDICAL STAFF          MED
MEDICATION USE          MU
MEDICINE          MED
MRNC - acute MI          MI          MI          MRNC - acute MI
NURSING DEPARTMENT          ND
NUTRITION SERVICES          NUTR
OUTPATIENT          OP          OP
OUTPATIENT NURSING          OUTN
OUTSIDE PROVIDER          OPRO
PATIENT RIGHTS          PTRI
PHARMACY          RX          RX
PLATELETS          PLAT
Physical Therapy          PT
QAI/AMH          QAI
RADIOLOGY          RAD
RIT
    
```

```

SURGERY          SUR
TEEN CENTER      TEEN
TSALI NURSING HOME      TNH
UTILIZATION MANAGEMENT      UM
WASHED RED CELLS      WRC
WELL CHILD CARE      WCC
WHOLE BLOOD      WB
WOMEN'S AND CHILDREN'S      W&C
      ^
SERVICE/SECTION: OUTPATIENT NURSING      OUTN
STREET ADDRESS 1:
STREET ADDRESS 2:
STREET ADDRESS 3:
CITY:
STATE:
ZIP CODE:
PHONE (HOME):
OFFICE PHONE:
PROVIDER CLASS: REGISTERED NURSE //
AFFILIATION: IHS//
CODE: XSU//
IHS LOCAL CODE:
MEDICARE PROVIDER NUMBER:
MEDICAID PROVIDER NUMBER:
UPIN NUMBER:
AUTHORIZED TO WRITE MED ORDERS: YES//
DEA#:
PROVIDER TYPE: FULL TIME//
REQUIRES COSIGNER:
USUAL COSIGNER:
REMARKS:
Select STATE OF LICENSEURE:
    
```

Figure 2: Example of assigning the user to the newly created service/section

When setting the ORB FORWARD SUPERVISOR parameter, whoever is set as the chief for that particular service/section will receive the notification after the date assigned in this parameter.

As people come and go, this is another section that MIS or CAC would need to edit, otherwise notifications will not work.

3. Now go into the system and decide which notifications need to be forwarded to the supervisor if they have not been acted upon in x number of days.

```

Select CPRS Configuration (Clin Coord) Option: no Notification Mgmt Menu

1      Enable/Disable Notifications
2      Erase Notifications
3      Set Urgency for Notifications (GUI)
4      Set Deletion Parameters for Notifications
5      Set Default Recipient(s) for Notifications
6      Set Default Recipient Device(s) for Notifications
    
```

- 7 Set Provider Recipients for Notifications
- 8 Flag Orderable Item(s) to Send Notifications
- 9 Archive(delete) after <x> Days
- 10 Forward Notifications ...
- 11 Set Delays for Unverified Orders ...
- 12 Set Notification Display Sort Method (GUI)
- 13 Send Flagged Orders Bulletin
- 14 Determine Recipients for a Notification
- 15 Display Patient Alerts and Alert Recipients
- 16 Enable or Disable Notification System
- 17 Display the Notifications a User Can Receive

You have PENDING ALERTS

Enter "VA to jump to VIEW ALERTS option

There is PRIORITY Mail for you !!!

Select Notification Mgmt Menu Option: 10 Forward Notifications

- 1 Forward Unprocessed Notification to Supervisor
- 2 Forward Unprocessed Notification to Surrogates
- 3 Forward Unprocessed Notification to Bkup Reviewer

You have PENDING ALERTS

Enter "VA to jump to VIEW ALERTS option

There is PRIORITY Mail for you !!!

Select Forward Notifications Option: 1 Forward Unprocessed Notification to Supe

Set FORWARD SUPERVISOR Parameters for Notifications

Hold Days before Forward to Supervisor may be set for the following:

- | | | | |
|---|----------|-----|---------------------------------|
| 1 | Division | DIV | [choose from INSTITUTION] |
| 2 | System | SYS | [DEMO-HO.IHS.GOV] |
| 3 | Package | PKG | [ORDER ENTRY/RESULTS REPORTING] |

Enter selection: 2 System DEMO-HO.IHS.GOV

Setting Hold Days before Forward to Supervisor for System: DEMO-HO.IHS.GOV
Select Notification: ??

Choose from:

- 3 LAB RESULTS
- 5 ORDER REQUIRES CHART SIGNATURE
- 6 FLAG ORDER FOR CLARIFICATION
- 12 ORDER REQUIRES ELEC SIGNATURE
- 14 ABNORMAL LAB RESULTS (ACTION)
- 18 ADMISSION
- 19 UNSCHEDULED VISIT

```

20      DECEASED PATIENT
21      IMAGING PATIENT EXAMINED
22      IMAGING RESULTS
23      CONSULT/REQUEST RESOLUTION
24      CRITICAL LAB RESULT (INFO)
25      ABNORMAL IMAGING RESULTS
26      IMAGING REQUEST CANCEL/HELD
27      NEW SERVICE CONSULT/REQUEST
28      SERVICE ORDER REQ CHART SIGN
30      CONSULT/REQUEST CANCEL/HOLD
31      NPO DIET MORE THAN 72 HRS
32      FLAGGED OI RESULTS - INPT
33      ORDERER-FLAGGED RESULTS
35      DISCHARGE
36      TRANSFER FROM PSYCHIATRY
37      ORDER REQUIRES CO-SIGNATURE
41      FLAGGED OI ORDER - INPT
42      LAB ORDER CANCELED
43      STAT ORDER
44      STAT RESULTS
45      DNR EXPIRING
46      FREE TEXT
47      MEDICATIONS EXPIRING
48      UNVERIFIED MEDICATION ORDER
50      NEW ORDER
51      STAT IMAGING REQUEST
52      URGENT IMAGING REQUEST
53      IMAGING RESULTS AMENDED
54      ORDER CHECK
55      FOOD/DRUG INTERACTION
56      ERROR MESSAGE
57      CRITICAL LAB RESULTS (ACTION)
58      ABNORMAL LAB RESULT (INFO)
59      UNVERIFIED ORDER
60      FLAGGED OI RESULTS - OUTPT
61      FLAGGED OI ORDER - OUTPT
62      DC ORDER
63      CONSULT/REQUEST UPDATED
64      FLAGGED OI EXPIRING - INPT
65      FLAGGED OI EXPIRING - OUTPT
66      CONSULT/PROC INTERPRETATION
67      IMAGING REQUEST CHANGED
68      LAB THRESHOLD EXCEEDED
99001   POV REQUIRED
99002   E&M CODE REQUIRED

Select Notification: 12  ORDER REQUIRES ELEC SIGNATURE
Are you adding ORDER REQUIRES ELEC SIGNATURE as a new Notification? Yes//
YES

Notification: ORDER REQUIRES ELEC SIGNATURE//  ORDER REQUIRES ELEC SIGNATURE
ORDER REQUIRES ELEC SIGNATURE
Value: 14
    
```

Figure 3: Example of setting parameters for forwarding notifications that have not been acted on by the user

Note: Check with your institution before forwarding *all* notifications to the supervisor (that could create an increase in turnover of senior staff!). Generally, only forward critical notifications. However, it is up to the institution as to which notifications are critical or whether to send all notifications to supervisor.