

Event Monitoring in D-Hconnect

Event Monitor allows you to track clinically important events, such as inpatient admissions or new lab results, for patients in your care. You decide which events to be notified about and which patient relationships to monitor.

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Event Monitor feature in D-Hconnect

How it works for provider accounts (If provider has an In Basket):

The screenshot shows the D-Hconnect Home page interface. At the top is a navigation bar with icons for Home, In Basket, Patient List, Referral Search, Upcoming Appts - My..., Legacy Systems, Patient, Manage My Clinic, Menu, and Log Out. Below the navigation bar is a "Welcome to D-Hconnect" message. The main content area features the D-Hconnect logo and four primary action buttons: Select Patient, Open Chart Review, Place Order, and Manage My Clinic. A purple "Event Monitor" window is open, displaying a summary of subscribed events. It includes a table for "Inpatient Notifications" with columns for Status, Patient, Event Type, Admission Date, and Discharge Date. A "Quick Links" section is also visible. On the right side, a "My In Basket" section shows a list of messages, including "Affiliate Message (7)", "CCd Charts (2462)", "CCd Results (28)", "Communicated Reports", "ED Notifications", and "Inpatient Notifications (13)".

Event Monitor Summary:

- ED Notifications
- Inpatient Notifications (13)**
- Result Notifications (33)

Inpatient Notifications Table:

Status	Patient	Event Type	Admission Date	Discharge Date
New				

[View all 13 messages](#)

My In Basket:

- My Messages
- Affiliate Message (7)
- CCd Charts (2462)
- CCd Results (28)
- Communicated Reports
- ED Notifications
- Inpatient Notifications (13)**

The D-Hconnect Home page Event Monitor window will display a summary of subscribed **Events**. **Hover** over link to for a quick view of the most recent events for the patients you are monitoring.

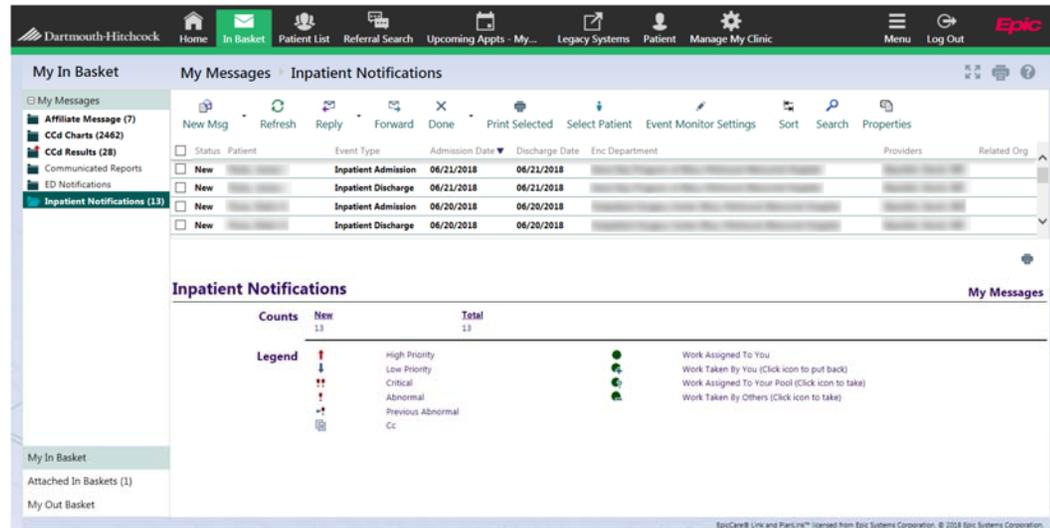
Event notifications are a type of In Basket message, so you will also see a comprehensive list of your events in the In Basket activity. **Click** link to open corresponding folder in the In Basket for full information:

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Event Monitor feature in D-Hconnect

How it works for non-provider D-Hconnect accounts:

All event notifications will be in one of the Notifications folders in your In Basket. Click on the folder for a message type to see a list of notification messages, and click on a message row in the table to see more details in the lower half of the screen.



Like any other In Basket message, these can be marked as **Done** when you no longer need to see them. Be sure to read about [sharing the responsibility for reviewing](#) and marking as **Done**. Unread Event Notifications will clear after thirty days even if they are not marked Done.

Non-Provider users will not see events on their D-Hconnect home screen, but they will see messages in their In Basket.

Configuring Event Monitor to best suit your needs

Filter by Notification Type

D-Hconnect allows you to select which events you are notified about. You may limit the set of patients you are monitoring and the way events are marked as **Done** and cleared from your view.

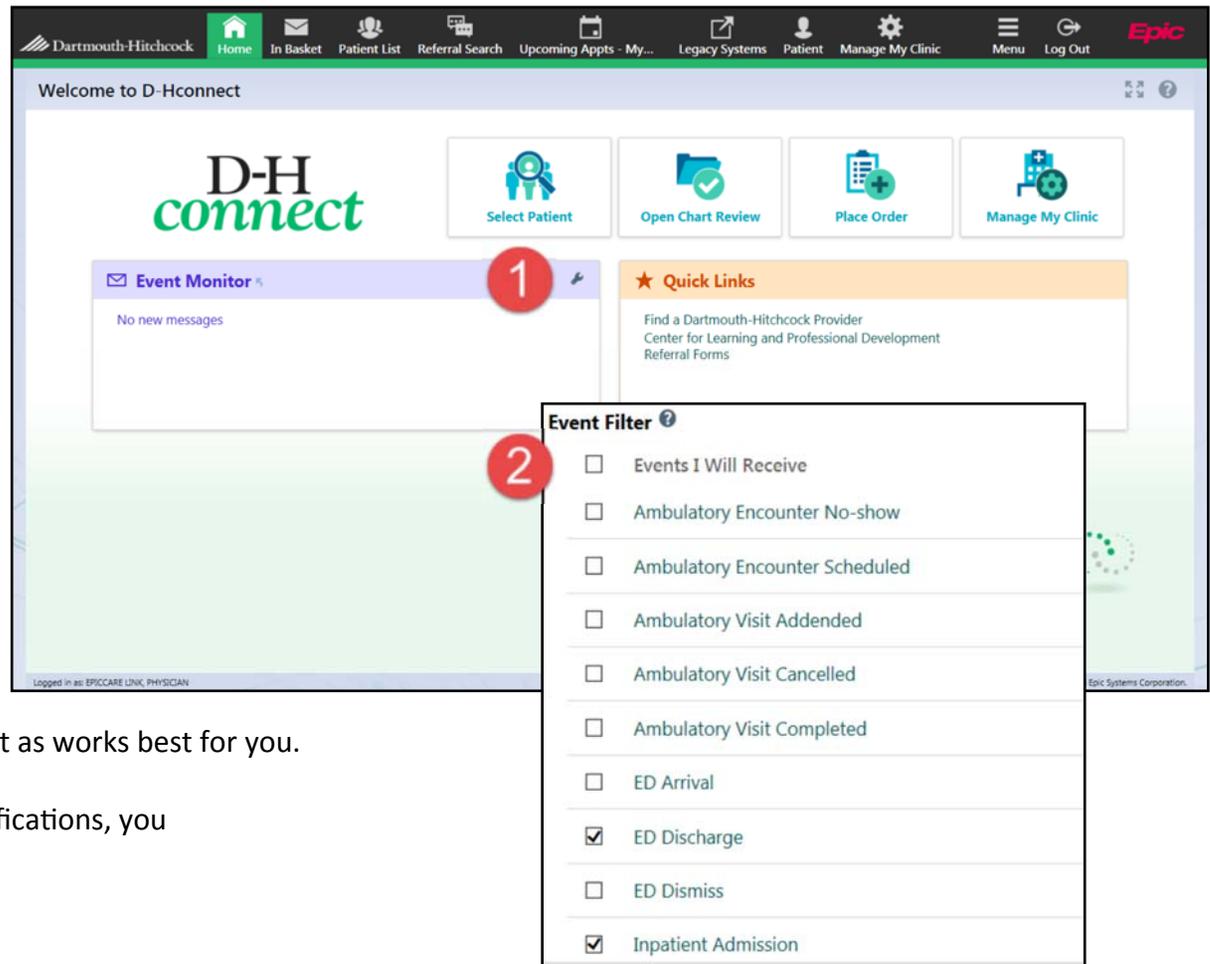
1 Event Monitor settings are accessed by clicking the **wrench** button  in the Event Monitor banner

Event Filter:

There are 16 event options  available; choose which events you want to trigger notifications. The default settings include notifications about ED Discharges and Inpatient Admissions, but you can customize this set as works best for you.

If you don't wish to receive any event notifications, you can [clear all the checkboxes.](#)

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The screenshot shows the D-Hconnect web application interface. At the top, there is a navigation bar with icons for Home, In Basket, Patient List, Referral Search, Upcoming Appts, Legacy Systems, Patient, Manage My Clinic, Menu, and Log Out. Below the navigation bar, the main content area displays the D-Hconnect logo and four action buttons: Select Patient, Open Chart Review, Place Order, and Manage My Clinic. A banner for the Event Monitor is visible, showing 'No new messages' and a wrench icon. A red circle '1' highlights the wrench icon. Below the banner, a 'Quick Links' section is visible. A red circle '2' highlights the 'Event Filter' dropdown menu, which is open and shows a list of 16 event options with checkboxes. The checked options are 'ED Discharge' and 'Inpatient Admission'. The unchecked options are 'Events I Will Receive', 'Ambulatory Encounter No-show', 'Ambulatory Encounter Scheduled', 'Ambulatory Visit Added', 'Ambulatory Visit Cancelled', 'Ambulatory Visit Completed', 'ED Arrival', and 'ED Dismiss'. The bottom of the page shows the user is logged in as 'EPPICARE LINK PHYSICIAN'.

Configuring Event Monitor (continued)

Filtering by Provider relationship

Further down on the Event Settings page (which you accessed through the wrench button on the Event Monitor banner at the home page) you can customize **Relationship Filtering**. **3** The Relationship Filtering settings determine which patients' events you receive.

Selecting the first choice here will generate notifications for monitored events for any patient in your site's patient list. This might work fine for smaller practices, but you will not want to choose this option if you are at a site with several providers and/or a large patient list.

The remaining choices will limit the notifications you receive to only those associated with you and/or other providers in your group. "Associated with" means that a provider is listed in our system as either PCP or Referring Provider for a recent encounter. Again, the number of notifications you receive could be high if you use the second option at a large practice. Note that non-providers will not have the "Only events associated with me" option.

If you are uncertain which providers we have listed as being part of your group, click the third option **4** to see a list. If your list appears incomplete, contact us at the number at the top of this page to notify of any provider changes. You might want to use this option to monitor only your patients and those of providers you serve as back-up for.

3 Relationship Filtering 

Notify me for:

- All events for patients in my group
- Only events associated with a provider in my group (recommended)
- Only events associated with certain providers

4 Only events associated with certain providers

- My Providers
- EPICCARE LINK, NURSE
- Epiccare Link, Physician, MD
- EPICCARE LINK, SITE ADMIN

Configuring Event Monitor (continued)

Sharing responsibility for monitoring notifications

The final setting that you can customize is the **In Basket Settings**.⁵ This is found at the bottom of the Event Settings screen, accessed via the Event Monitor wrench button. 

It will often be the case that you and others in your practice will receive the same event notification. It is possible to have the event status changes made by one user visible to others at your site who have received the same event. In other words, one person could mark a message as Done and it would then no longer appear for any other users at your site.

The system will perform this way for users who have selected **Any user in my group** in In Basket settings. This is the default setting for non-provider accounts.

The **Only me** setting (which is the default for provider accounts) means that you will only see message status changes that you make. If more than one user has received the same notification, each will have to mark it as Done to clear it from their In Basket.

Event notifications will expire and disappear from your In Basket after 30 days whether they have been viewed or not.

5 In Basket Settings 

Allow my messages to be handled by:

- Any user in my group
- Only me

Additional information

A few more things you should know about Event Notification:

- Events expire after 30 days, so your In Basket won't be overloaded if you haven't been checking events.
- Both Providers and Support Staff have the Event Monitoring feature. If you are a staff person who has attached to one or more provider's In Baskets, you will see the provider's notifications in their attached In Basket and your own in your In Basket. You might want to change the Event Filter or Event In Basket settings to reduce redundant work.
- If you work at more than one location, your event notification settings cannot be customized per organization. We recommend that you set the [relationship filter](#) to be "Only events associated with certain providers" and then select providers that are from your primary work location only. If you have any questions or concerns about managing event notifications for two different organizations call us at 603-653-3272 and we can discuss options for your specific situation.

