

Notifications

Notifications is a functionality within HEALTHe NL that allows providers to receive notifications of clinical documents, laboratory results, diagnostic imaging reports, and encounters. To set up and customize your notifications:

1. Go to <https://healthnl.ca> and enter your **User Id** and **password**. If you are accessing Healthe NL through the internet, you will have to register a token. See the [“Accessing HEALTHe NL from the internet”](#) Quick Reference Guide (QRG) to learn how to register a token.
2. On the Clinician Homepage, go to the Notifications menu (on your left) and click “My Subscriptions” (*Figure 1*).

First step is to set up and customize Notifications
Click “My Subscriptions”

15 Unread Messages indicator (You can click this indicator to access your Messaging inbox)

It displays the number of unread messages. It appears in red if one or more of the results has been identified as, abnormal, critically abnormal or critical. An exclamation mark ! will appear inside the bell. In addition, an indicator appears in the bottom right corner stating “! You have a new important message”. If the messages are not urgent, the message indicator appears in blue

Figure 1: Clinician Homepage

On the “My Subscriptions” page (*Figure 2*):

- i. Enter your email and mobile phone number.
- ii. Select your Notifications preferences. By default “Notify by Portal User Messaging” is selected. These preferences will apply to all subscriptions.
- iii. Under the **General Subscriptions** section, select the Notification type of report/result you would like to receive as the ordering/dictating provider. Six types are available, each type has the same delivery options selected on the step before (Notifications preferences). However you can customize the delivery options for each type following these steps: 1. Check the checkbox next to the notification type. 2. The “Use default **Change**” link appears. 3. Click the “**Change**” link to see the delivery options available. 4. Select the delivery option(s). 5. Click **OK** to close the delivery options. To help you select the delivery option that best fits your needs, refer to [Table 1](#) “Delivery options” shown on the next page (page 2).
- iv. (Optional) Under **Subscriptions for patients I have a Family Doctor relationship with** section, select the Notification type of report/result you would like to receive and the delivery option available. You can choose a different delivery option than what you have selected at the top of the screen.
- v. Save your selections by clicking the **Save** button found at the bottom of the “My Subscriptions” page.

My Subscriptions page

My Email Address

My Mobile Phone Number

i. Enter your email and mobile phone (just numbers)

By default Notify by Portal User Messaging
 Notify by Email
 Notify by Text Message
 Notify in Daily Summary Email
 Notify in Daily Summary Portal User Messaging

ii. Select the delivery option (See table 1)

Choose which notifications you want to receive and where to send them. Daily Summary and Email cannot contain patient information so the detail must be sent elsewhere. All notifications are sent as they happen except the Daily Summary, which is sent overnight.

General Subscriptions

Notification	Delivery Options
<input type="checkbox"/> Laboratory result is available where I am Ordering Provider	
<input type="checkbox"/> Laboratory result (ABNORMAL) is available where I am Ordering Provider	
<input type="checkbox"/> Laboratory result (CRITICAL) is available where I am Ordering Provider	
<input type="checkbox"/> Diagnostic imaging report is available where I am Ordering Provider	
<input type="checkbox"/> Diagnostic imaging report (STAT) is available where I am Ordering Provider	
<input type="checkbox"/> Clinical document is available where I am Dictating Provider	

iii. Select the Notification Type(s) you want to receive and delivery options for each (See page 3)

Subscriptions for patients I have a Family Doctor relationship with

Notification	Delivery Options
<input type="checkbox"/> Emergency admission	
<input type="checkbox"/> Inpatient admission	
<input type="checkbox"/> Inpatient discharge	
<input type="checkbox"/> Diagnostic imaging report (STAT) is available	
<input type="checkbox"/> Diagnostic imaging report is available	
<input type="checkbox"/> Laboratory result (ABNORMAL) is available	
<input type="checkbox"/> Laboratory result (CRITICAL) is available	
<input type="checkbox"/> Laboratory result is available	
<input type="checkbox"/> Clinical document is available	

iv. (Optional) Select the Notification Type(s) you want to receive and delivery options for each one.

v. Save your selections by clicking this button.

You can alternatively subscribe to notifications differently for each type of relationship with the patient. Change to subscribe by Relationship Type

Figure 2: My Subscriptions page

“Subscriptions for patients I have a Family Doctor relationship with” allows you to receive notifications from patients where you are identified as the Primary Care provider. Check the box next to the Notification type name. You can customize the delivery option per notification type the same way you did it in the previous step.

Delivery Option	Description
Notify by portal User Messaging	This is the default and mandatory delivery option (already selected) required to receive HEALTHe NL notification messaging. The notifications are sent to the Messaging Inbox in the HEALTHe NL Clinical Portal. (Figure 3)
Notify by Email	An email will be sent to the email address you provided, every time a new or updated result, or report is available to view. (Figure 4)
Notify by Text Message	A text message will be sent to the cell phone you provided, every time a new or updated result or report is available to view.
Notify in daily Summary Email	An email will be sent to the email address you provide once a day, summarizing all results/reports from the past 24 hours (Figure 5).
Notify in Daily Summary Portal User	A daily summary will be sent to the Messaging Inbox in HEALTHe NL summarizing all results/reports from the past 24 hours. (Figure 6)

Table 1: Delivery options available for notifications

Notify by Portal User Messaging (Default option), sends a notification message to the user’s messaging inbox within HEALTHe NL.

Bolded messages = new and unread messages.

Unbolded messages = Message has been read.

Showing 1.. 50 of 136 Jump to page: 1 Go Browse << < > >>

Filter : User messages System messages

Received Messages

From	Subject	ID	Event	Received
<input type="checkbox"/> System	Emergency Admission	559722140824 MURPHY, RANDAL_TPCHI		2017-Mar-06 15:34:21
<input type="checkbox"/> System	HEALTHe NL Notifications Daily Summary			2017-Mar-06 05:00:04
<input checked="" type="checkbox"/> System	Clinical Document is Available	559722140824 MURPHY, RANDAL_TPCHI		2017-Mar-05 05:26:37
<input checked="" type="checkbox"/> System	Clinical Document is Available	559722140824 MURPHY, RANDAL_TPCHI		2017-Mar-05 05:26:36
<input type="checkbox"/> System	HEALTHe NL Notifications Daily Summary			2017-Mar-04 05:00:05
<input checked="" type="checkbox"/> Bruce WhitePROVIDER FW: FW: Laboratory Result (ABNORMAL) is Available		179612857070 HOBBS_JTS, SHAWNA		2017-Mar-03 13:45:09
<input checked="" type="checkbox"/> System	Laboratory Chemistry Result is Available	559722140824 MURPHY, RANDAL_TPCHI		2017-Mar-03 10:19:44

= An attachment containing a report/ result is available to view. = The result/ report is abnormal critically abnormal or STAT.

Figure 3: Example of HEALTHe NL messaging inbox (Default option)

From: noreply@healthnl.ca [mailto:noreply@healthnl.ca]
 Sent: May 12, 2016 1:55 PM
 To: Bruce White <bruce.white@nlchi.nl.ca>
 Subject: Diagnostic Imaging Report is Available

HEALTHe NL Notification

A patient for whom you are recorded as the Ordering Provider has had recent activity recorded in the HEALTHe NL Viewer.
 To view the detail for this event, please log into HEALTHe NL Viewer.

Click this link to access HEALTHe NL → [Access the HEALTHe NL Viewer](#)

Figure 4: Example of delivery option “Notify by Email”

From: noreply@healthnl.ca [mailto:noreply@healthnl.ca]
 Sent: May 11, 2016 5:00 AM
 To: Bruce White <bruce.white@nlchi.nl.ca>
 Subject: HEALTHe NL Notifications Daily Summary

HEALTHe NL Notification

One or more patients for whom you are recorded as the Ordering Provider have had recent activity recorded in the HEALTHe NL Viewer within the last 24 hours. The following events have occurred for patients for whom you are recorded as the Ordering Provider:

- 25 – Diagnostic Imaging reports available
- 1- Diagnostic imaging report (STAT) is available
- 6 – Laboratory result available

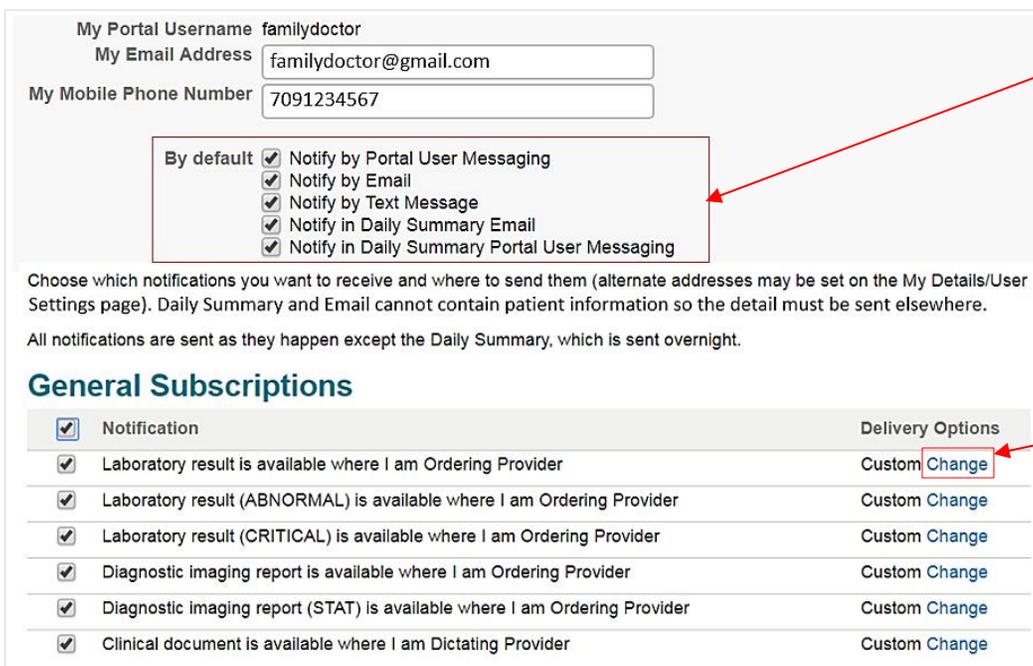
To view the details for these events, please access the HEALTHe NL Viewer

Click this link to access HEALTHe NL → [Access the HEALTHe NL Viewer](#)

Figure 5: Example of delivery option “Notify in daily Summary email”

Selecting a delivery option per Notification type

Each Notification type allows you to customize the delivery options individually (*Figure 7*). To select a delivery option different than the defaulted one selected at the beginning. Select the checkbox of the Notification(s) type you want to customize, and click “Change”. The available options will open for you (*Figure 7*). Select the delivery options you want for that specific Notification type. Follow these same steps if you want to change the delivery options of another Notification Type.



My Portal Username familydoctor
My Email Address familydoctor@gmail.com
My Mobile Phone Number 7091234567

By default Notify by Portal User Messaging
 Notify by Email
 Notify by Text Message
 Notify in Daily Summary Email
 Notify in Daily Summary Portal User Messaging

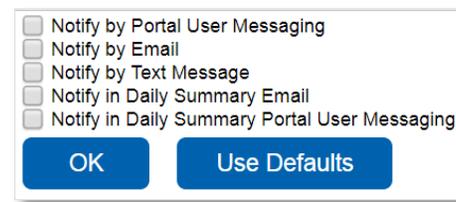
Choose which notifications you want to receive and where to send them (alternate addresses may be set on the My Details/User Settings page). Daily Summary and Email cannot contain patient information so the detail must be sent elsewhere.
All notifications are sent as they happen except the Daily Summary, which is sent overnight.

Notification	Delivery Options
<input checked="" type="checkbox"/> Laboratory result is available where I am Ordering Provider	Custom Change
<input checked="" type="checkbox"/> Laboratory result (ABNORMAL) is available where I am Ordering Provider	Custom Change
<input checked="" type="checkbox"/> Laboratory result (CRITICAL) is available where I am Ordering Provider	Custom Change
<input checked="" type="checkbox"/> Diagnostic imaging report is available where I am Ordering Provider	Custom Change
<input checked="" type="checkbox"/> Diagnostic imaging report (STAT) is available where I am Ordering Provider	Custom Change
<input checked="" type="checkbox"/> Clinical document is available where I am Dictating Provider	Custom Change

Figure 6: Changing the defaulted delivery options for a Notification

These are your **defaulted delivery options**. Any selection picked here will be applied to all notification types in **General Subscriptions** and **Subscriptions for patients I have a Family Doctor relationship with**.

To change the defaulted delivery options of an individual Notification type, select the checkbox of the Notification(s) type you want to receive. Under Delivery options **Custom Change** appears. Click on the **Change** button to pick a different delivery option. The delivery options available will open. Select the options you desire by checking the box next to each one. Click “OK” to save your selections. If you decide to leave the defaulted delivery options, click “Use Defaults” and then “OK”.



Notify by Portal User Messaging
 Notify by Email
 Notify by Text Message
 Notify in Daily Summary Email
 Notify in Daily Summary Portal User Messaging

OK **Use Defaults**

Figure 7: Delivery options available

Important things to know about receiving Notifications of Laboratory results:

- ✓ Notifications will not be sent until all tests on a specimen are completed, unless it is a critical result.
- ✓ If there is a critical result on a specimen, the notification will be sent immediately. Subsequent notifications of that critical result will be sent as an update to that specific notification. In the messaging inbox, the word “**UPDATED**” will appear in brackets at the end of the notification’s subject. See *figure 7, on page 4* for an example.
- ✓ Abnormal results will not be notified separately; they will be notified the same way as normal lab results.
- ✓ Critical results in a panel will not be notified until the panel is completed.
- ✓ When an addendum/result is added, or other changes made to a report, the word “**UPDATED**” will appear in brackets at the end of the subject. See *page 4* for an example.
- ✓ Physicians are able to specify an alternate user to receive a copy of his/her notifications during a specific period of time. See *page 6* to learn how to do this.

To access the Messaging Inbox (**Figure 7**):

- Go to the left menu and click **MESSAGING > Received messages**, along with your messages will be displayed on the screen; or
- Click on the unread message indicator located in the top right hand corner of your screen. **A maximum of 50 messages can be displayed per page.**
- You can sort your notifications by clicking on the header “Subject”. Your notifications will be sorted according to the relationship with your patient. All notifications that belong to your patients will have [Family Doctor] in brackets at the beginning of the subject. See **Table 3 below** to learn about the relationships available for notifications.

The screenshot shows the 'Received Messages' section of the HEALTHe NL interface. At the top, there are filter controls for 'User messages' and 'System messages', and a 'Reset' button. Below this is a table of messages with columns for 'From', 'Subject', 'ID', 'Event', and 'Received'. A red box highlights the 'Filter Controls' area. Another red box highlights the 'Subject' header with the instruction 'Click here to sort notifications according to the relationship with your patient'. A third red box highlights a row in the table with the instruction 'Click any part of the subject row to open the message/ notification (Figure 7)'. A fourth red box highlights a patient ID in the 'ID' column with the instruction 'Click any part of the patient ID row to bring the patient into context'. A fifth red box highlights the 'Delete' button with the instruction 'Click Delete to delete a selected message. To select a message, check the box next to the "From" column.' Below the screenshot are five callout boxes with instructions: 'Click Received Messages to open your Inbox', 'Click Subject to sort notifications according to the relationship with your patient', 'Click any part of the subject row to open the message/ notification (Figure 7)', 'Click any part of the patient ID row to bring the patient into context', and 'Click Delete to delete a selected message. To select a message, check the box next to the "From" column.'

Filter Controls	Description
	Displays only notifications with results marked as abnormal, critically abnormal or critical.
	Displays only unread messages/notifications.
User messages	Displays only user messages (i.e. when a user is forwarded a follow-up report, etc.)
System messages	Displays only system messages (i.e. Notifications, messages regarding upgrades, etc.)
Reset	After a filter option or search is applied, click “Reset” to go back to the original view.

Figure 7: Messaging Inbox within HEALTHe NL displaying received Messages/ Notifications

Other items	Description
Jump to page 1 Go	If another page is available, it allows the user to move to another page by typing the page number and clicking Go. A maximum of fifty (50) messages can be displayed per page.
Search	Allows the user to search for a message/ notification by free text or key word.
Browse << < > >>	Allows the user to browse through the available pages (> = Next page, < = Previous page, >> = Last page, << = First page.)
!	When an exclamation mark is present on a notification message it means the report has results marked as abnormal, critically abnormal or critical.
	Closed envelope icon next to the received message denotes a message sent from another HEALTHe NL user that has not been opened (i.e. a physician forwarded a notification to another physician.)
	Closed envelope icon with a seal next to the received message denotes a notification message sent by the system that has not been opened.
	Opened envelope icon next to the message or notification message denotes the user has opened the message.
	Clip icon next to the notification denotes the message has a report attached to it.
[Relationship with your patient]	In the subject of the notification message, the relationship with the patient will appear in brackets at the beginning of the message. See Table 2 to learn about the relationships available.

Table 3: Other items found in Messaging Inbox and Messages/ Notifications

***(UPDATED):** When an addendum/result is added to a report, the word “UPDATED” will appear in brackets at the end of the subject. Example:

System [Family Doctor] Laboratory Chemistry Result is Available (UPDATED)

Relationship	Description
[Family Physician]	When [Family Physician] appears in a notification message it means the reports/ results belong to a patient where you are his/ her family physician.
[Ordering Provider]	When [Ordering Provider] appears in a notification message it means you requested the reports/ results attached to the message.
[Dictating Provider]	When [Dictating Provider] appears in a notification message it means you dictated the report(s) attached to the message.
(Alternate)	When (Alternate) appears in a notification message it means the reports/ results belong to a patient where you are not his/ her family physician, or ordering provider, but you were set up to receive these notification in the absence of the family physician/ ordering provider. You will receive these notifications only during the timeframe set up by the family physician/ ordering provider.

Table 2: Relationships available in Notifications

When a message/notification is opened from the Messaging Inbox, a pop up window appears displaying the message/notification (Figure 8).

To forward the message to another user click **"Forward"** (Figure 8)

If the result is, abnormal, critically abnormal or critical this message will appear at the top of the Notification

Click this link to go to the patient's complete profile

To mark the message as unread click here

Click this link to open the patient's report referenced in the notification

From: System Received: 2016-May-12 13:06:16
 To: Dr. Bruce WhitePROVIDER
 Subject: Diagnostic Imaging Computed Tomography Report (STAT) is Available
 Patient: 569551970399 NEWELL_ITS, STEWART [View the attached document](#)
 A patient for whom you are recorded as the Ordering Provider has had a recent diagnostic imaging report delivered to the HEALTHe NL Viewer.
 Stewart NEWELL_ITS has a new critical Computed Tomography report for imaging of type CONSULTATION CT performed on May 12, 2016.

Buttons: Reply, Forward, Print, Mark as Unread

Figure 8: Message/ Notification Example

When the user clicks **"Forward"** from a message, or clicks **"Send"** from a report, a pop up window appears displaying the message with the report attached. The report is ready to be forwarded (Figure 9).

Enter the User ID or click **To...** to search the user (Figure 9)

Click **Send** to send the message

To... Importance: Normal
 Subject: FW: Diagnostic Imaging Computed Tomography Report (STAT) is Available
 Attachment: Attached Document (569551970399 NEWELL_ITS, STEWART)
 Message: ----- Original Message -----
 From: System
 To: brucewhiteprovider
 Sent: 2016-May-12 13:06:16
 Importance: High
 A patient for whom you are recorded as the Ordering Provider has had a recent diagnostic imaging report delivered to the HEALTHe NL Viewer.
 Stewart NEWELL_ITS has a new critical Computed Tomography report for imaging of type CONSULTATION CT performed on May 12, 2016.

Word Wrap checkbox checked, Send button

Figure 9: Forwarded Message Popup window

User search pop up window (Figure 10), only displays HEALTHe NL users who have subscribed to receive notifications.

You can search by First & Last Name or by User ID, and then click **Search**

User Search

Name: First Name(s) User ID:
 Last Name
 Search Reset

User ID	Full Name	Associated Provider(s)
anntest	Dr. Ann Test	Eastern Health: TEVE
wiltestone	Dr. Wilson Testone	Eastern Health: WILSO
debttest	Dr. Deborah Testtwo	Eastern Health: DETERVAR
heathertest	Dr. Heather Testthree	Eastern Health: HELT
vincentsmith	Dr. Vincent Smith	Eastern Health: VINCETAK
berbeart	Dr. Bernard Beart	Eastern Health: WILSO BERTHEIDE
blancherenaud	Dr. Blanche Reanaud	Eastern Health: BURNI
claratest	Dr. Clara Testfour	Eastern Health: CLANT

Figure 10: User Search pop up window

Setting up an alternate user to receive Notifications:

HEALTHe NL allows you to set up an alternate user to receive your notifications during a specific period of time. To set up an alternate user follow these steps:

1. Go to Common menu that appears on the left of your Home page, click on the “My Details” option.
2. “My Details” page opens (*Figure 11*).
3. In the Users section complete the following fields:
 - i. **Alternate Email Address:** Enter the email address of the alternate user you wish to receive your notifications. Be sure to type the correct email address since you will not get any prompt if the address is incorrect.
 - ii. **Mobile Phone Number:** Enter the mobile phone number of the alternate user. No dashes or parenthesis, please include the area code.
 - iii. **Alternate Mobile Phone Number:** You have the option to enter an alternate mobile phone number of the alternate user you selected. No dashes or parenthesis, please include the area code.
 - iv. **Send a copy of my Notifications to my alternate address From... To...:** In these fields you have to select the timeframe during which the alternate user will be receiving your notifications. Once this time ends, you will continue to receive your notifications as usual.

When a user is designated as an alternate recipient he/she will be notified via email of who has selected them as their alternate recipient, and the specific time during which they will receive notifications.

The screenshot shows the 'My Details' page in the HEALTHe NL system. The left sidebar contains a 'COMMON' menu with 'My Details' selected. The main content area is divided into sections: 'My Details' (showing Username: familydoctor, Roles I perform: CLINICAL-P PILOT), 'Users' (showing Full Name: Dr. Family Doctor, Email Address: bruce.white@gmail.com, and an empty Alternate Email Address field), and 'Notice' (with fields for Mobile Phone Number, Alternate Mobile Phone Number, and From/To fields for sending notifications). Annotations with red boxes and arrows point to: 1. The 'COMMON' menu; 2. The 'My Details' page title; 3. The 'Alternate Email Address' field; and 4. The 'Notice' section.

Figure 11: My Details page