<div align="center">**TROUBLE SHOOTING NOTIFICATION ISSUES**</div>

OPTION TO GET TO NOTIFICATION MANAGEMENT MENU

Select Systems Manager Menu ED131(GTM) Option: TEST an option not in your menu

Option entry to test: ORB NOT MGR MENU   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 ...
  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

1) Check to see what users should be getting the notification.

Select Notification Mgmt Menu ED131(GTM) Option: **7 Set Provider Recipients for Notifications**

      Set PROVIDER RECIPIENTS Parameters for Notifications

Provider Recipients may be set for the following:

   1 Division   DIV   [GENERAL HOSPITAL]
   2 System   SYS   [VISTA.GOLD.MEDSPHERE.COM]
   3 Package   PKG   [ORDER ENTRY/RESULTS REPORTING]

Enter selection: 3 Package   ORDER ENTRY/RESULTS REPORTING

Parameters set for 'Package' may be replaced if ORDER ENTRY/RESULTS REPORTING
is installed in this account.

-- Setting Provider Recipients for Package: ORDER ENTRY/RESULTS REPORTING --
Select Notification: ?

Notification   Value
------------   -----
LAB RESULTS   APT
ORDER REQUIRES CHART SIGNATURE OAPT
FLAG ORDER FOR CLARIFICATION   OAPT
ORDER REQUIRES ELEC SIGNATURE   OAPT
<mark>**O: ORDERING PROVIDER; A: ATTENDING PHYSICIAN; P: PRIMARY PROVIDER; T: PATIENT CARE TEAMS**</mark>

2) Check to see how the notification get removed when they are processed

Select Notification Mgmt Menu ED131(GTM) Option: **4 Set Deletion Parameters for Notifications**

Set DELETE MECHANISM Parameters for Notifications

Delete Mechanism may be set for the following:

    1   Division   DIV   [GENERAL HOSPITAL]
    2   System   SYS   [VISTA.GOLD.MEDSPHERE.COM]
    3   Package   PKG   [ORDER ENTRY/RESULTS REPORTING]

Enter selection: 3 Package   ORDER ENTRY/RESULTS REPORTING

Parameters set for 'Package' may be replaced if ORDER ENTRY/RESULTS REPORTING
is installed in this account.

---- Setting Delete Mechanism for Package: ORDER ENTRY/RESULTS REPORTING ----
Select Notification: ?

Notification   Value
------------   -----
LAB RESULTS   Individual Recipient
ORDER REQUIRES CHART SIGNATURE Individual Recipient
FLAG ORDER FOR CLARIFICATION   All Recipients
ORDER REQUIRES ELEC SIGNATURE   All Recipients
ABNORMAL LAB RESULTS (ACTION)   Individual Recipient
INDIVIDUAL RECIPIENT: delete the notification for an individual recipient when a) that individual completes the follow-up action on notifications with associated follow-up action, b) that individual reviews notifications without follow-up actions.
ALL RECIPIENTS: delete the notification for all recipients when a) any recipient completes the follow-up action on notifications with follow-up actions, b) any recipient reviews notifications without follow-up actions.

3) Check which notification a user can Receive
Select Notification Mgmt Menu ED131(GTM) Option: **17 Display the Notifications a User Can Receive**
Enter user's name: VEGA,NICOLE//   NV   SYSTEM MANAGER

Would you like help understanding the list of notifications? No//   (No)

This will take a moment or two, please stand by................................
....
DEVICE: HOME//   TELNET (80x24)
                Notification List for VEGA,NICOLE   Page: 1

```
Notification                    ON/OFF For This User and Why
-------------------------------  --------------------------------------------
ABNL IMAGING RESLT, NEEDS ATTN    ON   System value is Mandatory
ABNORMAL LAB RESULT (INFO)       OFF  OERR value is Disabled
ABNORMAL LAB RESULTS (ACTION)    OFF  OERR value is Disabled
ADMISSION                        OFF  System value is Disabled
ANATOMIC PATHOLOGY RESULTS        ON   Division GENERAL HOSPITAL value is Mandatory
CCDA TO SEND                     OFF  No Mandatory/Disabled/Enabled values
```

4) Check Fileman Alert files.

Create a fileman SEARCH to see who received the notification and to check if it was processed and by who.

> Enter or Edit File Entries
> Print File Entries
> Search File Entries
> Modify File Attributes
> Inquire to File Entries
> Utility Functions ...
> Data Dictionary Utilities ...
> Transfer Entries
> Other Options ...
> Electronic Data Dictionary

Select VA FileMan ED131(GTM) Option: **SEARch File Entries (*MAKE SURE CAPS LOCK IS ON**)**

Output from what File: **ALERT TRACKING**//   (28795 entries)

 -A- SEARCH FOR ALERT TRACKING FIELD: **PATIENT**
 -A- CONDITION: = **EQUALS**
 -A- EQUALS PATIENT: TESTPATIENT,ABIGAIL JANE ← **(ENTER PATIENT'S FULL NAME)**

Warning : You have selected a test patient.
WARNING : You may have selected a test patient.

 -B- SEARCH FOR ALERT TRACKING FIELD: **DATA FOR PROCESSING**
 -B- CONDITION: = **EQUALS**
 -B- EQUALS: **10485@** ← **(ENTER THE ORDER NUMBER FOLLOWED BY AN "@")**

 -C- SEARCH FOR ALERT TRACKING FIELD:

IF: **AB**   PATIENT EQUALS 711 (TESTPATIENT,ABIGAIL JANE)
          and DATA FOR PROCESSING EQUALS "10485@"
OR:

STORE RESULTS OF SEARCH IN TEMPLATE:

Sort by: NAME//
Start with NAME: FIRST//
First Print FIELD: **NUMBER**
Then Print FIELD:
Heading (S/C): ALERT TRACKING Search Replace
DEVICE: TELNET (80x24)
ALERT TRACKING Search   OCT 20,2017@09:52   PAGE 1
NUMBER

     NAME: <mark>OR,711,12;16;3171016.085908</mark> ← **THIS IS THE NAME YOU NEED WHEN DO AN INQUIRY)**
30544

          1 MATCH FOUND.

DO AN INQUIRY TO THE FILE ALERT TRACKING
          Enter or Edit File Entries
          Print File Entries
          Search File Entries
          Modify File Attributes
          Inquire to File Entries
          Utility Functions ...
          Data Dictionary Utilities ...
          Transfer Entries
          Other Options ...
          Electronic Data Dictionary

Select VA FileMan ED131(GTM) Option: **INQuire to File Entries**

Output from what File: **ALERT TRACKING**//   (28795 entries)
Select ALERT TRACKING NAME: OR,711,12;16;3171016.085908   **OR,711,12;16;3171016.085908**
Another one:
Standard Captioned Output? Yes//   (Yes)
Include COMPUTED fields: (N/Y/R/B): NO// **BOTH** Computed Fields and Record Number
 (IEN)

NUMBER: 30544   NAME: OR,711,12;16;3171016.085908
 DATE CREATED: OCT 16,2017@08:59:08   PKG ID: OR,12
 PATIENT: TESTPATIENT,ABIGAIL JANE   GENERATED BY: USER,NURSE
 GENERATED WHILE QUEUED: YES   RETENTION DATE: NOV 30,2017

DISPLAY TEXT: TESTPATIE (T3847): Order requires electronic signature.

ROUTINE TAG: ESORD   ROUTINE FOR PROCESSING: ORB3FUP1

DATA FOR PROCESSING: 10485@

****ALL RECIPIENTS RECEIVED THIS NOTIFICATION BECAUSE PROVIDER RECIPIENTS Parameters FOR THIS NOTIFICATION. ONCE THE NOTIFICATION WAS PROCESSED IT DELETED THE NOTIFICATION FROM ALL RECIPIENTS BECAUSE DELETE MECHANISM Parameters WAS SET TO ALL RECIPIENTS FOR THIS NOTIFICATION.******

RECIPIENT: MANAGER,SYSTEM   **← RECIPIENT WHO RECEIVES THE NOTIFICATION**

RECIPIENT TYPE: INITIAL RECIPIENT   ALERT DATE/TIME: OCT 16,2017@08:59:08

RECIPIENT: USER,NURSE   DELETED ON: OCT 20,2017@10:09

RECIPIENT TYPE: INITIAL RECIPIENT   ALERT DATE/TIME: OCT 16,2017@08:59:08

RECIPIENT: USER,PHYSICIAN   DELETED ON: OCT 20,2017@10:09

RECIPIENT TYPE: INITIAL RECIPIENT   ALERT DATE/TIME: OCT 16,2017@08:59:08

RECIPIENT: VEGA,NICOLE   ← WHO AND WHEN DELETED

 ALERT FIRST DISPLAYED: OCT 16,2017@08:59:49

 FIRST SELECTED ALERT: OCT 20,2017@10:08:48

 PROCESSED ALERT: OCT 20,2017@10:09   DELETED ON: OCT 20,2017@10:09

RECIPIENT TYPE: INITIAL RECIPIENT   ALERT DATE/TIME: OCT 16,2017@08:59:08

RECIPIENT: HOOTEN,SARA

 ALERT FIRST DISPLAYED: OCT 16,2017@13:48:59

 DELETED ON: OCT 20,2017@10:09

RECIPIENT TYPE: INITIAL RECIPIENT   ALERT DATE/TIME: OCT 16,2017@08:59:08