



ALERTS

Overview

The **Alert** feature enables healthcare providers to effectively monitor and respond to important notifications about their patients' health. Alerts are designed to proactively identify potential issues or changes in a patient's condition that may require timely intervention. The primary purpose of the alerts management system is to ensure healthcare providers have visibility into relevant patient data and can take appropriate action when necessary.

Key features

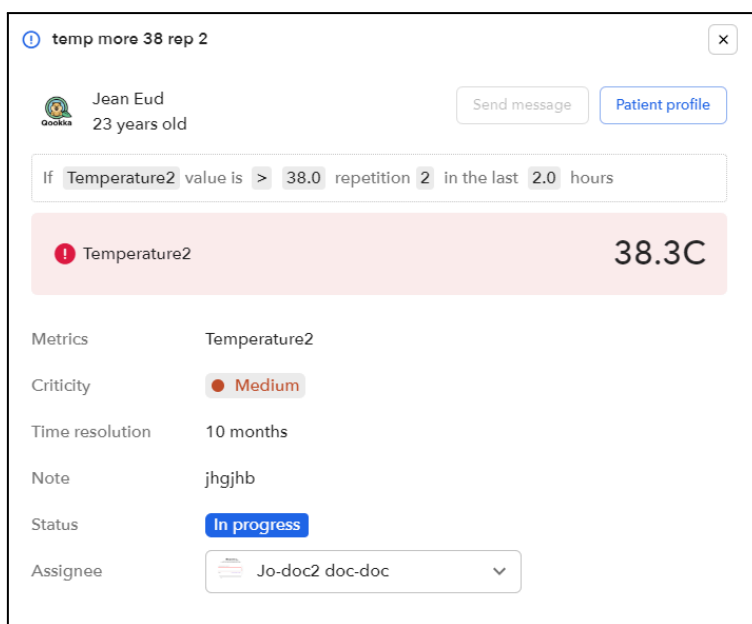
- Alerts are triggered based on predefined conditions, allowing the care team to stay informed about a patient's status, even remotely.
- Quick identification of potential problems through alerts enables early intervention and personalized treatment.
- Alerts are assigned to responsible individuals, facilitating collaboration within the care team.
- The ability to communicate with patients about alerts encourages their active participation in their own care.
- Alerts data and analytics provide valuable insights to optimize care delivery.

Patient name	Alert name	Assigned to	Status	Criticality	Resolution
Johnny Boll 17 weeks	Test alert 6 Escalation	Volodymyr Yastr...	Triggered	Low	25 days
Johnny Boll 17 weeks	Test alert 6 Escalation	Volodymyr Yastr...	Triggered	Minimum	25 days
Johnny Silverhand 55 years old	Test alert 2	Volodymyr Yastr...	Triggered	Low	27 days
Johnny Silverhand 55 years old	Test alert 3 Raw alert	Volodymyr Yastr...	Triggered	Medium	27 days
Johnny Silverhand 55 years old	test alert 1	Volodymyr Yastr...	Triggered	Minimum	27 days



Alerts - User guide

- Access the alerts by clicking on  on the navigation banner.
- Alerts are set during the creation of a care plan. [To learn how to set alerts, go to the Setting up alerts section.](#)
- Use the tabs at the top to filter alerts by status (Triggered, In Progress, Resolved, All Alerts).
- View only alerts assigned to the logged-in user by checking the “**Assigned to me**” box.
- Click on an alert in the list to view its details, including the triggering condition, current value, criticality, resolution time, and any assigned notes.



The screenshot shows a modal window titled "temp more 38 rep 2" with a close button (X) in the top right corner. Inside the modal, the patient's name "Jean Eud" and age "23 years old" are displayed next to a "Send message" button and a "Patient profile" link. Below this, the triggering condition is shown: "If Temperature2 value is > 38.0 repetition 2 in the last 2.0 hours". A large pink banner displays the current value "Temperature2" as "38.3C". Underneath, a table-like structure lists metrics and their values: "Metrics" is "Temperature2", "Criticality" is "Medium" (indicated by a red dot), "Time resolution" is "10 months", "Note" is "jhgjhb", "Status" is "In progress" (indicated by a blue button), and "Assignee" is "Jo-doc2 doc-doc" (indicated by a dropdown menu).

- A triggered alert will also appear in the Patient record.
- **Update the alert status** by clicking on the "**Triggered**" label and selecting the appropriate status (In Progress, Resolved, etc.).
- **Change the alert assignee** by selecting a different user from the dropdown list.
- Use the "**Message Patient**" button to directly communicate with the patient regarding the alert.
- **Access the patient's full record** by clicking the link, which may provide additional context about the alert.