MX Notify FAQ

Q: Where will I find the COVID-19 positive notifications in MX Notify?
A: The COVID-19 positive notifications will be displayed in the same list as your hospital admission and discharge notifications. If you would like to filter these notifications out or create a list with just these notifications, please review the "COVID Filtering Instructions for Notify."

Q: How will the COVID-19 notification differ from the admission and discharge notifications?
A: The COVID-19 notification will display the event type as "Test Result," the chief complaint as "COVID-19" and the diagnosis description as "Tested positive for COVID-19"

Q: I no longer want to receive COVID-19 notifications, what should I do?
A: You can request to stop receiving COVID-19 notifications by reaching out to a Customer Success representative at customersuccess@manifestmedex.org. Please indicate "Turn off COVID-19 notifications" in the subject line of your email so that MX can quickly prioritize your request.

Q: Can I receive MX Notify notifications for all patients tested for COVID-19, even if the result is negative?
A: No, MX Notify only provides notifications for patients with a positive result. If you would like to receive a daily summary of the positive and negative test results in a .csv file, please contact a Customer Success representative at customersuccess@manifestmedex.org and indicate "COVID-19 CSV" in the subject line of your email.

.csv File FAQ

Q: How often can I receive the notification as a .csv file?
A: The .csv files will be sent daily.

Q: If I receive the .csv file daily, will it show the patient results from the previous day or only new patient results?
A: Each .csv file will provide all new notifications since the prior file received 24-hours earlier, so you will only see new patient results.

Q: Does the .csv file include positive and negative test results?
A: Yes, you will see both positive and negative COVID-19 test results.

Q: Can I customize the .csv file to only include patients with positive COVID-19 results?
A: No, the .csv files will include all COVID-19 lab tests performed. If you would like to receive notifications for patients with positive test results only, please contact a Customer Success representative at customersuccess@manifestmedex.org and ask to start receiving notifications in the MX Notify platform. You can also sort or filter the entries in the .csv file to focus only on those with positive results in the .csv file.

Q: If I am currently receiving notifications in a .csv file, will the new COVID-19 notifications be mixed in with the hospital admission and discharge notifications I'm receiving?
A: No, the COVID-19 .csv file will be sent separately from the hospital admission and discharge file.