MX Notify Frequently Asked Questions (FAQs)

1. What data is displayed in the notifications?

Patient Demographics, Allergies, Medications, Encounters, Diagnoses, and Laboratory Results.

2. Is patient event history included in notifications?

No, the patient summary report only includes information for that specific event.

3. Why are some tables left blank in the notification?

The notifications include only information MX receives from the ADT message. If some tables are left blank, it is because the ADT message MX received did not include those details.

4. There are some tables that display "None" in the table fields. What does that mean?

If no data is included in the ADT related to specific tables, you will see "None" displayed where the data would have been.

5. How can I tell which panel the notification was created for?

The panel name is included in the "Subject" column in the notification preview.

6. How long are notifications displayed in MX Notify?

Notifications are displayed indefinitely unless you choose to delete the notification. Once deleted, you can click on the "Deleted" folder to see all deleted notifications.
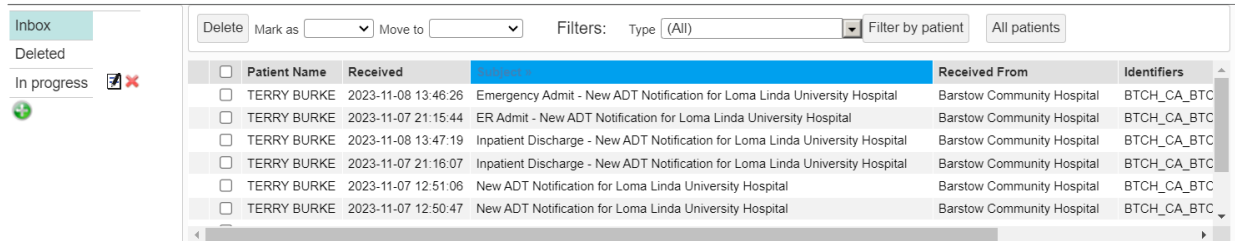
7. Can I delete more than one notification at a time?

Yes, you can delete multiple notifications by selecting the checkboxes next to the notification "Type" column and clicking "Delete."

8. Can I filter notifications?

Notifications can be filtered by patient or the type of notification (i.e., ADT or Result). Additionally, notifications can be deleted, marked as read/unread, and moved to different folders.

9. Can I sort notifications based on the column headers in the table?

Yes, you can sort notifications by clicking on a column header. Notifications can be sorted in ascending or descending order.
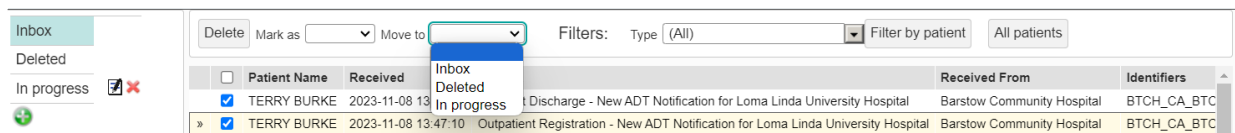

10. Can I update the status of a notification in MX Notify?

While you cannot update the status within each notification, you can create new folders (e.g., Not Started, In Progress, Completed, etc.) and move notifications to the appropriate folder.

11. How do I move a notification to a different folder?

You can move a notification by selecting the notification checkbox, clicking the Move to dropdown, and selecting the destination folder. If you want to move more than one notification at a time, select all notification checkboxes you want to move.

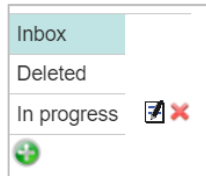**12. Is there a limit on how many folders I can create?**

No, there is no limit. You can create as many folders as you would like.

13. Is there a size limit for each folder?

No, there is no size limitation for folders. You can keep as many notifications within each folder as you like.

14. Can I delete a folder that I no longer want?

Yes, you can delete the folders that you created. Default folders (i.e., Inbox and deleted folders) cannot be deleted. Rename/delete icons are next to the custom folders you create.

15. Does deleting a folder automatically delete all notifications that were previously in that folder?

Yes, if there are deleted notifications in a folder, those notifications will be moved to the "Deleted" folder.

16. Can I download or print the list of notifications?

Currently, there is no download/print functionality within MX Notify; however, you can print the notification using your web browser (i.e., Control + P). Additionally, you can receive notifications in a .csv file on a preferred cadence (daily, twice daily, weekly, etc.) If you are interested in receiving your notifications in a .csv file, please contact your Customer Success Account Manager.

Should you have additional questions about MX Notify, please contact your Customer Success Account Manager or customersuccess@manifestmedex.org.