

## **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 are medications and allergies displayed in MX Notify?**

Both allergies and medications are displayed as a group at the MRN-source level.

### **7. 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.*

### **8. How many notifications are displayed per page?**

The application displays 200 messages per page with standard pagination.

### **9. 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.”*

### 10. Can I filter notifications?

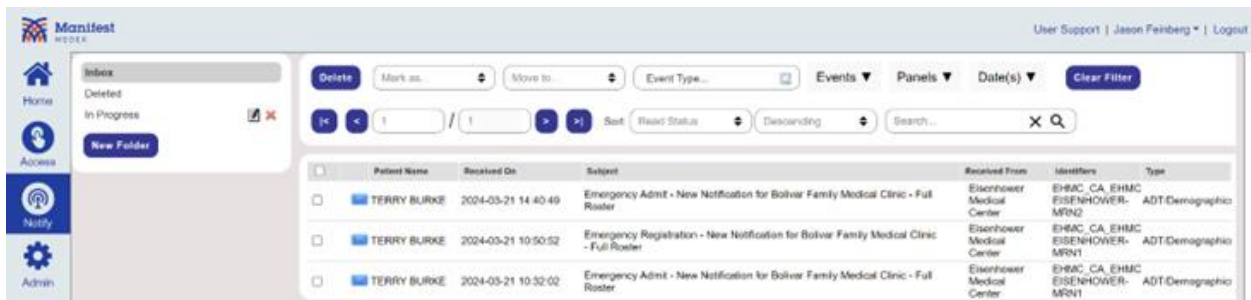
Yes, notifications can be filtered by Event, Panel, and Dates (individual or a range) as well as the type of notification (i.e., ADT or Result). Use multiple filters at once to reduce the notification list into even a smaller subset.

### 11. Can I search notifications?

Yes, there is a free form text search that allows you to search across message details.

### 12. Can I sort notifications?

Yes, there is a dedicated sort dropdown that allows you to sort notifications by: Read Status, Patient Name, Received On, Received From, Identifiers, and Type in ascending or descending order.



The screenshot shows the Manifest MEDEX notification interface. At the top, there are navigation buttons: Home, Access, Notify, and Admin. The main area displays a list of notifications with columns for Patient Name, Received On, Subject, Received From, Identifiers, and Type. The first three notifications are for TERRY BURKE, received on 2024-03-21. Above the list, there are filter controls: Delete, Mark as..., Move to..., Event Type..., Events, Panels, Date(s), and Clear Filter. Below these are pagination controls (1/1), a Sort dropdown (Read Status), a Descending dropdown, and a Search bar.

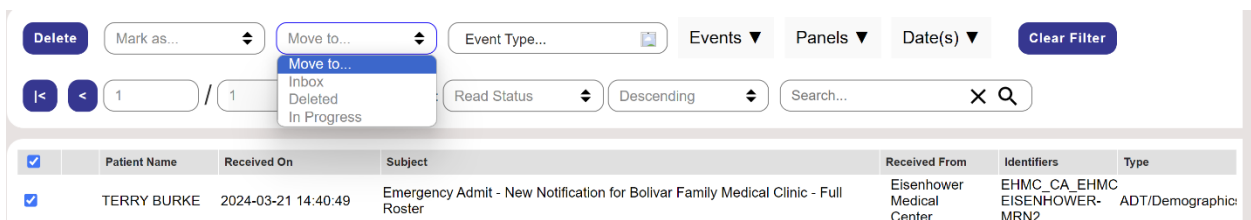
|                          | Patient Name | Received On         | Subject   | Received From             | Identifiers                  | Type            |
|--------------------------|--------------|---------------------|---|---------------------------|------------------------------|-----------------|
| <input type="checkbox"/> | TERRY BURKE  | 2024-03-21 14:40:49 | Emergency Admit - New Notification for Bolivar Family Medical Clinic - Full Roster        | Eisenhower Medical Center | EHAC_CA_EHMC EISENHOWER-MRN2 | ADT/Demographic |
| <input type="checkbox"/> | TERRY BURKE  | 2024-03-21 10:50:52 | Emergency Registration - New Notification for Bolivar Family Medical Clinic - Full Roster | Eisenhower Medical Center | EHAC_CA_EHMC EISENHOWER-MRN1 | ADT/Demographic |
| <input type="checkbox"/> | TERRY BURKE  | 2024-03-21 10:32:02 | Emergency Admit - New Notification for Bolivar Family Medical Clinic - Full Roster        | Eisenhower Medical Center | EHAC_CA_EHMC EISENHOWER-MRN1 | ADT/Demographic |

### 13. 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.

### 14. 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.



The screenshot shows the Manifest MEDEX notification interface with the 'Move to...' dropdown menu open. The dropdown menu lists 'Inbox', 'Deleted', and 'In Progress'. The notification list below shows a single notification for TERRY BURKE, received on 2024-03-21 14:40:49, with a checked checkbox. The filter controls at the top are the same as in the previous screenshot.

|                                     | Patient Name | Received On         | Subject  | Received From             | Identifiers                  | Type            |
|-------------------------------------|--------------|---------------------|--|---------------------------|------------------------------|-----------------|
| <input checked="" type="checkbox"/> | TERRY BURKE  | 2024-03-21 14:40:49 | Emergency Admit - New Notification for Bolivar Family Medical Clinic - Full Roster | Eisenhower Medical Center | EHAC_CA_EHMC EISENHOWER-MRN2 | ADT/Demographic |

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

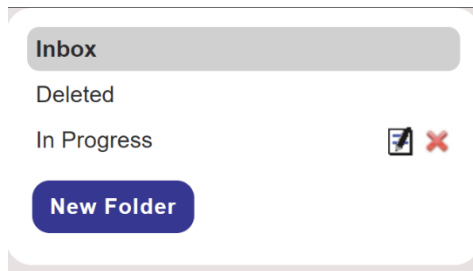
*No, there is no limit. You can create as many unique folders as you would like.*

**16. 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 long as you like.*

**17. 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.*



**18. 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.*

**19. Can I download the list of notifications?**

*Currently, there is no download functionality within MX Notify; however 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](mailto:customersuccess@manifestmedex.org).*