New Functionality for UCHealth Provider Connection Event Monitor and In Basket

The Event Monitor notifies UCHealth Provider Connection users when certain events about their patients (e.g., admissions, discharges, etc.) occur. These event notifications are sent as In Basket messages.

New features for the UCHealth Provider Connection Event Monitor and In Basket include:

- Tabs which allow users to “jump” to different types of information in the In Basket New Patient, Inpatient and Emergency Department Notifications activities (e.g., messages, medications, vitals/labs, facesheet)
- Personalization of event monitor settings
- A new section for Emergency Department notifications.

Viewing Patient Information from the In Basket

1. From your Home Page, click on either the In Basket button or Patient name to access the In Basket.

2. When you are in the New Patient, Inpatient or ED Notifications sections of the In Basket, the View automatically defaults to the message view. If you would prefer to make another tab your default (e.g., Facesheet), you can select that particular tab, then select the Set as Default button. This allows you to view specific information rather than having to go into the patient’s chart.

   Note: You must first place a check mark in the box next to a patient name before any of the “view” buttons appear.

   If you would like to review the patient’s chart, click the Select Patient button. If it is not visible on your screen, either switch to full screen mode or click the More button.
Personalizing Event Monitor Settings

Users now have the ability to customize the events they want to monitor within UCHealth Provider Connection, as well as designate on whether action can be taken on messages by themselves or by anyone in the clinic.

1. Select **Utils** and **Event Monitor Settings/Event Settings**.

2. The system automatically defaults to users receiving all events, including notifications of admission, discharge, ED arrival, ED discharge and new patient access. You are able to personalize the **Event Filter** to receive notification of only those events you select.

Note: Due to privacy concerns, you may not be notified of sensitive events.
3. Users are also able to filter by relationships and receive information on any patient seen by the organization or only events associated with certain providers or departments within your organization.

4. Users are also able to customize **In Basket Settings** to allow messages to be managed by any user within the organization or by only themselves. The system defaults to **Any user in my group**, which allows any user within the organization to take action and change the status of messages, but a user can also choose to change the setting to send message to only him/herself.

   Notifications are sent to a pool within your organization. Any other user in the pool can access the message and mark it as **Done**, which removes it from the In Baskets of all users in the pool. This option helps reduce the risk of duplicate follow-up and can help save time.

5. When you have completed your personalization for events and relationship filters and In Basket settings, click **Accept**.
6. As a reminder, once read, mark messages as **Done** to keep the patient lists more manageable and ensure optimal system performance.

**New Emergency Department Notifications Section on UCHealth Provider Connection Home Page**

Previously, ED notifications were bundled with Inpatient notifications. ED arrivals are now located in their own folder.