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Accessing PROMPT
ENS Prompt User Guide – Accessing PROMPT

The PROMPT® application is embedded within the CRISP Portal. To access ENS PROMPT® users must:

1. Log into the CRISP Portal with their username, password, and two factor authentication credentials. The URL for the CRISP Portal is [https://portal.crisphealth.org/](https://portal.crisphealth.org/)

2. Click the ‘ENS PROMPT’ service card from your dashboard to launch the application. Your dashboard will consist of all the services you have available to access. Each service will be displayed within a card.
Home Page & Features

PROMPT® will display within an eye frame with the ‘Reports & Applications’ tool bar displaying on the left side and the Portal toolbar at the top of the screen. You can expand the screen by clicking the arrow next to ‘Reports & Applications’ to collapse the side tool bar.
Using PROMPT
Set Default Subscription

Users who subscribe to multiple ENS® panels will be asked to set a default panel view in PROMPT® upon first launch. The default panel subscription tells PROMPT® which panel to load each time you launch the application.

Select the drop-down arrow and the panel subscription from the list of your available panel subscriptions. Click the ‘Save’ button to confirm your default panel selection.

Users can change the default panel subscription in the future by clicking the subscription filter drop-down, the expansion arrow next to the panel subscription, and the ‘Edit Default’ button.
View Notifications

The PROMPT® home screen will display the ‘Notification Table’ table which displays all the notifications for the patients on the panel you have selected.
The notification table contains the following variables:

1. **Patient Name** – this column also includes the patient’s gender and age
2. **Event Details Icon** – User can click this field to display additional information regarding a notification. The icon will display as either a spiral notebook paper with lines or a spiral notebook paper with pencil if there are care notes associated to the patient. Specifics about the notification details is covered in the next section in this user guide.
3. **MRN** – Medical Record Number of the patient
4. **DOB** – Date of Birth of the patient
5. **Event Time** – date and time the patient event occurred
6. **Facility** – where the patient event occurred
7. **Event** – displays if the patient event occurred in an Inpatient (IP) or Emergency Room (ER) setting and if the patient event was an Admission, Discharger or Transfer message
8. **Alert Type** – displays why you are seeing the notification. Alerts for patients on your ENS® will display as ENS® PROMPT® or ADT Notification, while notifications from SmartAlert® rules may say ‘Non-Panel Based Rule’
9. **Status** - drop-down value users can update to reflect resolving each notification.
View Notifications

Notifications can be viewed only as one subscription at a time. If you have multiple subscriptions associated with your account, you can toggle to a different subscription by clicking on the drop-down arrow beside the selected Subscription name that displays just above the notifications list table.
The notification table will default load to display all notification types by newest received over the last 30 days. User can change how the table is ordered and sorted with the ‘Order by’ and ‘Sort Order’ filters. Users can also expand or restrict the date range and filter by status with the ‘Date Range’ and ‘Select Status’ filters. The screenshots below display how options users can change these filters.
View Notifications

The total number of notifications for your selected subscription will display in the blue text on the left-hand side of the screen. Users can hover over the notification amount to display a small box with a date. That date represents the event date of the last notification received.
View Notifications

When new notifications generate, an indicator of “New Alerts” will display at the top of the screen along with the number of new alerts on the refresh icon, circled arrow (⟳). The table will not automatically refresh the list of notifications until users click the refresh icon (⟳). The manual refresh allows users to continue their work uninterrupted. When the table refreshes with new notifications, a “New” indicator will appear briefly to the right of the patient’s name.
To view and update the notification status, toggle the values under the Status column on the Notification Home Page list view. The font color gives the user a visual indicator of the status. The status values and their colors are:

- Not Started is depicted in the black text;
- In Progress is depicted in the reddish-brown text; and
- Completed is depicted in the green text.
**Notification Export**

Users can export the current list of notifications by clicking the export icon. The export icon appears as a cloud with a downward-facing arrow. Users will need to acknowledge the PHI warning to finish executing the download.

### Notifications

<table>
<thead>
<tr>
<th>Received Time</th>
<th>Newest</th>
<th>Last 180 Days</th>
<th>Filters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johns Hopkins Healthcare - Unsecured Only</td>
<td>Status: All</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

![Export Dialog](image)

**Export**

You are about to download a file containing privileged and confidential and/or protected health information (PHI) and may be subject to protection under the law, including the Health Insurance Portability and Accountability Act of 1996, as amended (HIPAA).

By clicking the 'Download' button, you are stating that you are authorized to view this file. An audit record will be saved with the information below.

**Note:** If you are a systems administrator, remember that downloading this file to your personal device is not allowed. You must use an approved device to download this file.

- [ ] I have read and understood the terms of downloading protected patient information.

Next  | Cancel
Once the user has checked the PHI checkbox and clicked the “Next” button, the Export window will appear. Users need to give the export file a unique name, define the export timeframe, and select the fields to include in the export file. Users can adjust the time frame by clicking on the Received Time/Event Time row. Users can pick the field columns included in the download by clicking the Event Details row and selecting or de-selecting the field options. Click the “Done” button when finished in each section. Click export to finish exporting the file.
Users can view additional information about a notification by clicking on the Event Detail’s icon. The icon will display as either a spiral notebook paper with lines or a spiral notebook paper with a pencil if any care notes are associated with the patient. There are four potential tabs within the notification details pop-up window: event details, patient information, care note, and event history.
Event Details

The notification details pop-up window will default open to the Event Details tab. This tab will display additional information about the event that generated the notification. The top section of fields will always remain the same, but fields displayed in the Details section will reflect the appropriate fields for the Alert Type of the notification. For example, an Alert Type of a Readmission notification may have different information displayed then an Alert Type of a disease-specific notification.
Patient Information

To view the patient information, click on the “Patient Info” tab. The patient information documented in the hospital’s message will display, such as the patient’s date of birth, address, ethnicity & race, phone and work phone numbers, and the hospital’s medical record number (Facility MRN). The subscriber patient information, if submitted with the patient panel, that will display on this tab includes the Emergency Contact, Primary Care Provider, Care Manager, and Insurance.
Event History

To view a list of event history for the patient within the network, click on the “Event History” tab. Event History displays a high-level event history list of all events for a patient for the past three months across the following event types: Admission (A01), Transfer (A02), Discharge (A03), Registration (A04), Status Change Outpatient to Inpatient (A06), Status Change Inpatient to Outpatient (A07). For each item, the event [date and] time, [patient class and] event type, complaint, and facility will display. To view additional information about an event, such as the diagnosis code, diagnosis description, and discharge disposition, click on the expand icon, a down arrow, for each event history row.
Filters

Users have two basic filter options to filter the notifications table. Users can filter by Name/MRN or filter by additional fields. Each way can be individually applied or both together.

Filter by Name/MRN

To filter the list of notifications based on a patient’s name or MRN, type the information into the ‘Search MRN or Name’ text box on the right-hand side of the screen. Once you have entered the patient’s name or MRN, hit the <enter> key to execute the refinement on the list of notifications. To remove the Name/MRN filtering, click back in the text box, and an “x” will appear on the right-hand side of the box. Click the “x” to remove the applied filter.
Adding a New Filter

To add a filter, click on the “Filters” button and then the “New Filter” button. Select the drop-down options to build a filter. Users can add multiple fields to refine the list of notifications. Users can add additional conditions for certain fields. Click the “Add Another” button to display a new filter by a set of fields. All fields of the filter must be completed before applying or saving the filter.

When building a new filter, we do not recommend utilizing the fields “Event Time” and “Received Time” together within one filter. Using these fields separately allows for the best filter results. Information bubbles define each option. Once you have added and selected all conditions and values, click the “Apply” button to apply the selected criteria. The applied filter criteria will display above the list of notifications.
Editing a New Filter

After a new filter has been built and applied, you can continue to edit the applied criteria if need be. Click on the “Edit” link next to the applied filter criteria. The filter pop-up window will appear with the current filter criteria already selected. Users can add additional filters by field conditions, remove field values, or edit the currently built fields, operators, and values. Click the “Apply” button to apply the newly selected conditions to the list of notifications. Users can remove a specific applied condition by clicking the red “X” displayed next to it.
Saving a Filter

Users can save applied filters for future use. Users can save a filter during two different steps in the process. The first option to save the filter is when initially building it. The second option occurs after applying the filter conditions. Saved filters apply at the user level and are unassociated with a specific subscription (no other user with access to the panel will see these saved filters).

To save a filter during creation, click the “Save” button instead of the “Apply” button. A new window will appear for the user to name their filter. Enter a filter name with at least three characters and click the “Save” button. This action will save your filter for later use and apply the condition(s) to the list of notifications.
Saving a Filter

The second way to save a filter is after at least one condition has been applied. A Save button will display next to the filtered condition(s). Any previously saved filter will not present a save button. Click the Save button to open the New Filter window with the applied conditions. Enter a filter name with at least three characters and click the “Save” button. This action will save your filter for later use and apply the condition(s) to the list of notifications.
ENS Prompt User Guide – Filters

**Applying a Saved Filter**

Users can apply a saved filter to the notifications table by clicking on “Filters” and then “Saved Filter” and then the name of the desired filter. Once a saved filter is applied, the saved filter’s name will display above the notification table in a teal bubble. Within that bubble, a down arrow will display next to the filter name. Users can use the arrow button to expand the window to show all the conditions within the saved filter. Users can remove any conditions within a saved filter. When a user turns off any of the conditions within the applied save filter, an information icon (an “i” within a circle) will appear beside the saved filter. When users click on that icon, a pop-up will display with text indicating that one or more of the conditions within a saved filter has been removed.
Applying a Saved Filter and a New Filter Together

Users can build filters by using a combination of a Saved Filter and a New Filter rather than having to start from scratch. The order in which you apply the filters (saved versus new) does not matter. Follow the steps in the previous sections, ‘Applying a Saved Filter’ and ‘Adding a New Filter’. Once the new filter and saved filter are applied, users can save both the new and saved criteria into a new filter by following the same steps detailed in the section on ‘Saving a Filter’.

System Automatic Handling of Duplicate Filter Conditions

When the same value and logic condition has been selected and applied within a new filter and a saved applied filter, the duplicate will automatically be temporarily turned off in the saved filter, and a message will appear briefly to let you know.
Removing an Applied Filter

Users can remove all applied filters by clicking on the “Clear” button. This action will remove all applied criteria, except any name/MRN condition(s), and reset the notification table to display all notifications.

Users can remove individual conditions within a filter by clicking the red “X” next to the condition of choice.
Editing or Deleting a Saved Filter

Users can edit previously saved filters by clicking on the “Filters” button and then the “Edit Saved Filters” button. Click on the ellipsis icon, three dots in a line, next to the filter you wish to edit, and click the “Edit” button. Users cannot edit a filter that is currently applied.

To edit the filter, users must remove the applied filter first before editing it. Once in the edit mode, users can add or remove filter criteria or rename the filter. Once you have made all necessary changes, click the “Save” button. Users can also delete the saved filter from this screen by clicking the “Delete” button.
Duplicating a Saved Filter

Users can create a duplicate of a saved filter by clicking on the Filters button and then the Edit Saved Filters button. Click on the ellipsis icon, three dots in a line, next to the filter you wish to duplicate, and click Duplicate. A new filter is created in the list with the word copy appended to the original filter name. Users can then choose to ‘Edit’ the new filter under the ellipsis icon menu, change the filter name, and modify the filter conditions selected.

Deleting a Saved Filter

Users can delete a saved filter by clicking on the Filter button and then the Edit Saved Filters. Click on the ellipsis icon, three dots in a line, next to the filter you wish to delete, and click Delete. A Delete Filter confirmation window will appear. Click the “Delete” button to confirm deleting the saved filter or click the “Cancel” button to revert the delete action.
Viewing a Patient’s Care Teams

Users can view a patient's care teams by clicking on the patient's name from the notifications list on the Notification Home Page. A Patient Summary page will display a list of care teams or subscribers. Care teams and subscribers appear in order by update date, with most recent dates displaying first. Only the top five care teams or subscribers display in the initial table. To view the entire care team list, users can click the open in a new window icon, a square with an arrow coming out the upper right-hand corner.