



Acknowledgment/CTRM Workflow

RADAR Nudge Overview

RADAR Nudge enables secure, fast teamwork among colleagues. No matter where each colleague is located, issues that can be addressed instantly are handled instantly. The workday is freer, more efficient. No need for a backlog of open loops that require follow up.

RADAR Nudge transmits secure, encrypted information instantly among connected providers. Available for Windows users, and as an app on iOS and Android mobile devices, Nudge enables healthcare providers to securely share and collaborate on any type of patient information.

Features

- Bi-directional messaging support
- Secure, encrypted data
- Option to organize messages by "conversations"
- Rich content sharing: images, links, documents
- Support for iOS and Android mobile devices, and for Windows

Get more information about RADAR Nudge here <http://radarnudge.me>

Acknowledgment/CTRM Summary

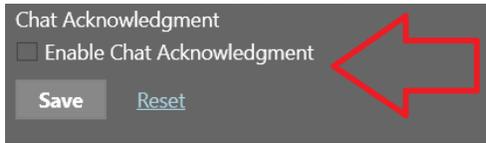
A critical step in the healthcare communication workflow is obtaining an acknowledgment from a recipient that a message was received and the content of the message was understood. In the complex healthcare workflows messages are sometimes lost, mishandled, not closed, and delivered to incorrect healthcare providers. RADAR Nudge with Acknowledgement support provides a detailed tracking and acknowledgment system empowering users to deliver critical and sensitive information and receive an acknowledgement closing the communication loop.

RADAR Nudge with Acknowledgement can also be viewed as a Critical Test Result Management tool to signal healthcare providers of necessary follow up cases, unexpected findings, and STAT report delivery. All of these workflows include measuring the delivery of the message and closure of cases in a timely manner.

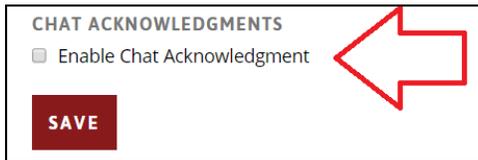
Activating Acknowledgment Workflow

Turning on the acknowledgment workflow is done on each user's profile. Once activated the user can create a new chat with acknowledgments enabled, or activate acknowledgments for an existing chat.

Windows Desktop (Settings -> Profile tab)



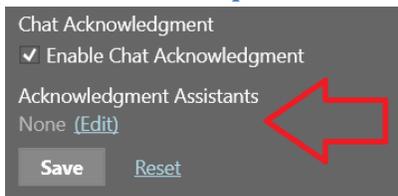
iOS/Android/Web Browser (Profile)



Acknowledgment Assistants

Once acknowledgments are turned on for a user profile a new option will display allowing the user to select Acknowledgment Assistants. These people will have the ability to view, manage, and close the acknowledgment chat and make sure the communication is delivered. This user must be a direct Contact to the currently logged in user and is usually a current Radiology, or Doctor assistant that handles communications with healthcare individuals.

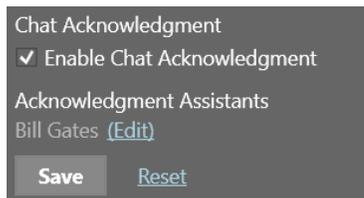
Windows Desktop



1. Click Edit under Acknowledgment Assistants and select 1 or more users



2. Click OK to save the Acknowledgment Assistants. You will see a list of users authorized to manage the acknowledgment chats.



iOS/Android/Web Browser

CHAT ACKNOWLEDGMENTS

Enable Chat Acknowledgment

ACKNOWLEDGMENT ASSISTANTS

None [\(Edit\)](#)

SAVE

1. Click Edit under Acknowledgment Assistants and select 1 or more users

🔍 Bill

BG Bill Gates
bill@gates.com

2. Click Select Assistants at the bottom to save the selected users.

SELECTED ASSISTANTS

Bill Gates

SELECT ASSISTANTS

3. You will see a list of users authorized to manage the acknowledgment chats.

CHAT ACKNOWLEDGMENTS

Enable Chat Acknowledgment

ACKNOWLEDGMENT ASSISTANTS

Bill Gates [\(Edit\)](#)

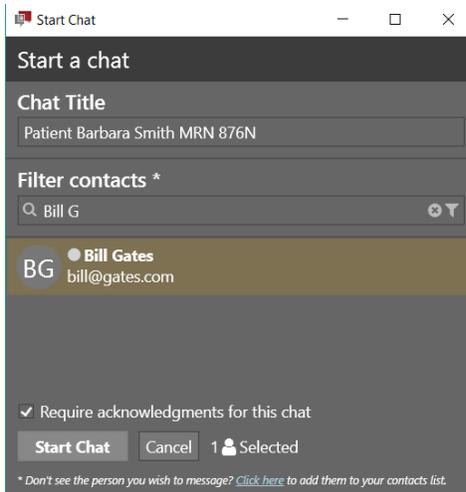
SAVE

Creating an Acknowledgment Chat

You create an acknowledgment chat very similar to creating a current Nudge Chat, regardless if it is a direct One to One chat, or a Group Chat message.

Windows Desktop

Click the New Chat button, enter a Chat Title, and select the contacts you wish to chat with. Then click the checkbox at the bottom that says "Require acknowledgments for this chat". If you do not see this check box please make sure you have enabled acknowledgments in your user profile.



iOS/Android/Web Browser

Click the New Chat button, enter a Chat Title, then select the contacts you wish to chat with. Then click the checkbox at the bottom that says “Require acknowledgments for this chat”. If you do not see this check box please make sure you have enabled acknowledgments in your user profile.



CHAT NAME

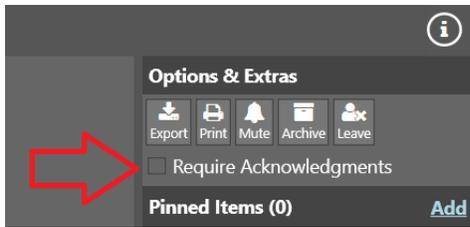
CHAT ACKNOWLEDGMENTS
 Require acknowledgments for this chat
CREATE CHAT

Activating Acknowledgments for an Existing Chat

If you forgot to click the checkbox to turn on acknowledgments for the new chat you can activate the acknowledgment after the chat has been created. Note: Only the chat Creator has the ability to activate an acknowledgment for a chat.

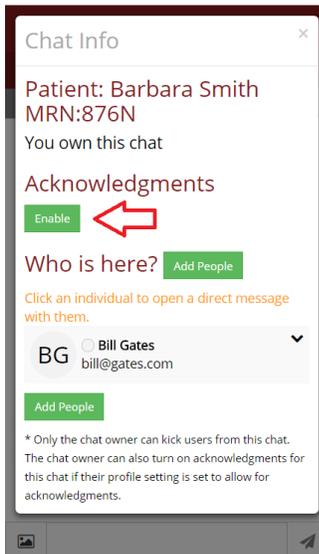
Windows Desktop

In Windows click the information button in the upper right of the main Nudge window to display the Information Panel. Clicking the Require Acknowledgments checkbox will activate the acknowledgments for this chat.



iOS/Android/Web Browser

Click the Chat Information button to open the Chat Information panel. Click the Enable button under the Acknowledgments section to activate acknowledgments for this chat.



Requesting Acknowledgment Replies

As the chat creator you will need to “Activate” the request for an acknowledgment reply. This allows the chat creator to send all information on the chat before the recipient has an opportunity to respond.

Windows Client

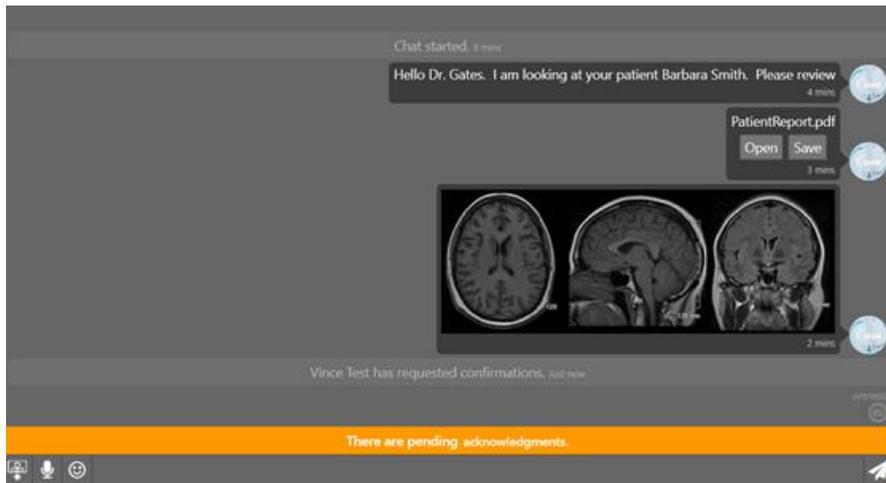
Before the acknowledgments are active the chat creator will see a **RED** banner notifying the user the acknowledgments are not yet active.



In the chat list there is a new icon notifying the chat creator the acknowledgments are not active yet



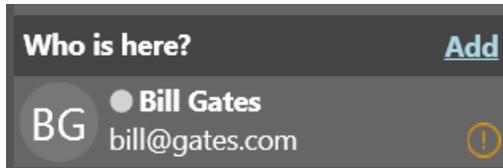
After activating the acknowledgment the chat will now be in a Pending status



The chat list icon will also display a Pending status



The current reply status will be displayed in the “Who is here” section under the chat information panel



User Reply Acknowledgment Status Values

Pending

- The recipient of the chat has not taken action

Acknowledged

- The recipient of the chat has acknowledged the chat

Rejected

- The recipient of the chat has rejected the chat and added a reason why
- You can view the reject reason by hovering the mouse over the status icon



Chat List Acknowledgment Status Values

Activate Acknowledgment 

- This chat is ready for acknowledgments but they need to be activated by the chat creator

Pending 

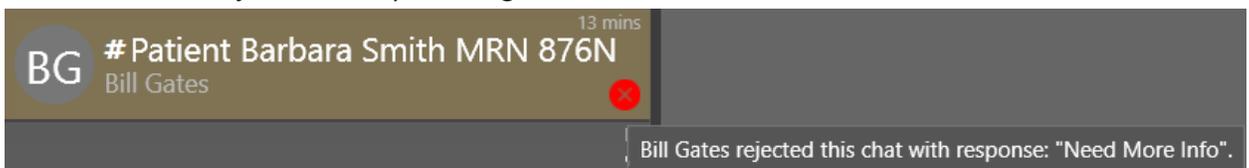
- The acknowledgment is active and waiting for replies

Acknowledged 

- The chat recipients have acknowledged the chat

Rejected 

- The overall status of the chat is Rejected
- You can view the reject reason by hovering the mouse over the status icon

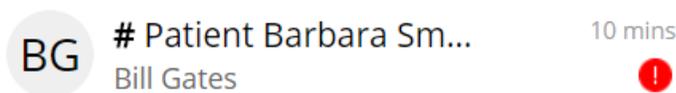


iOS/Android/Web Browser

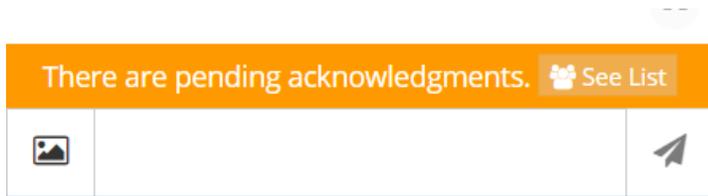
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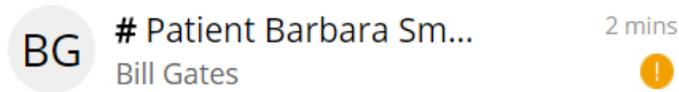
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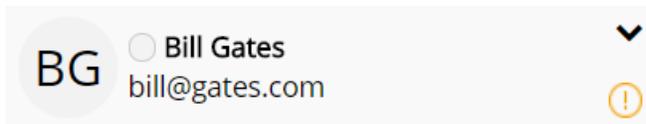
After activating the acknowledgment the chat will now be in a Pending status



The chat list icon will also display a Pending status



The current reply status will be displayed in the "Chat Info" overflow panel, or the See List button on the acknowledgment banner.



User Reply Acknowledgment Status Values

Pending 

- The recipient of the chat has not taken action

Acknowledged 

- The recipient of the chat has acknowledged the chat

Rejected 

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Chat List Acknowledgment Status Values

Activate Acknowledgment 

- This chat is ready for acknowledgment but they need to be activated by the chat creator

Pending 

- The acknowledgment is active and waiting for replies

Acknowledged 

- The chat recipients have acknowledged the chat

Rejected 

- The overall status of the chat is Rejected

Chat Receiver Replies

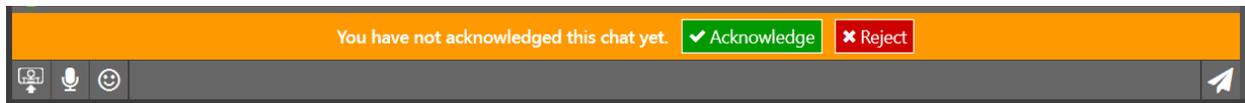
When the receiver of an acknowledgment chat is asked to take action they will have 2 main options. They can Acknowledge the message, or Reject the message with a Reason for the rejection.

Windows Client

A new request for an acknowledgment will display in the chat list with a Pending icon



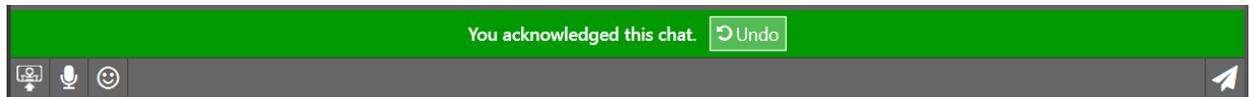
In the chat body the recipient can take the 2 actions



1. Acknowledge will mark the chat is acknowledged and change the status icons



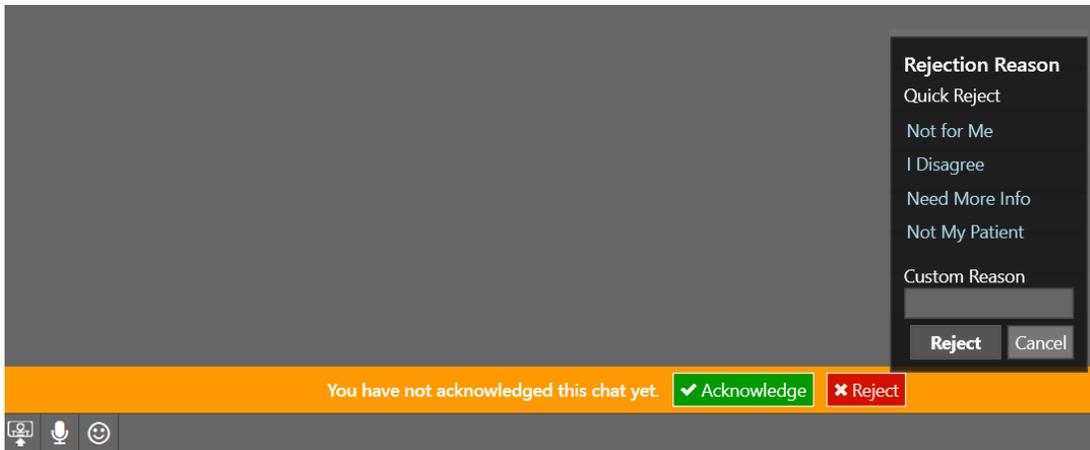
And the chat body will show the Acknowledgment status



The Recipient can Undo their response and change their reply. This will set the Acknowledgment back to a Pending status.

** All actions on the acknowledgment chat will be kept in a detailed log for reporting purposes.

2. If the recipient decides to reject the acknowledgment a Reject Reason must be added. This can be done by picking a Quick Rejection Reason, or adding a Custom Reason



The Reject action will update the Acknowledgment Status



And the chat body will now display the Rejection Status



The Recipient can Undo their response and change their reply. This will set the Acknowledgment back to a Pending status.

** All actions on the acknowledgment chat will be kept in a detailed log for reporting purposes.

iOS/Android/Web Browser

A new request for an acknowledgment will display in the chat list with a Pending icon



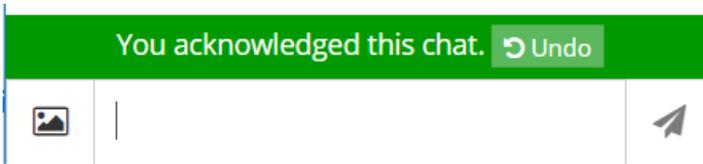
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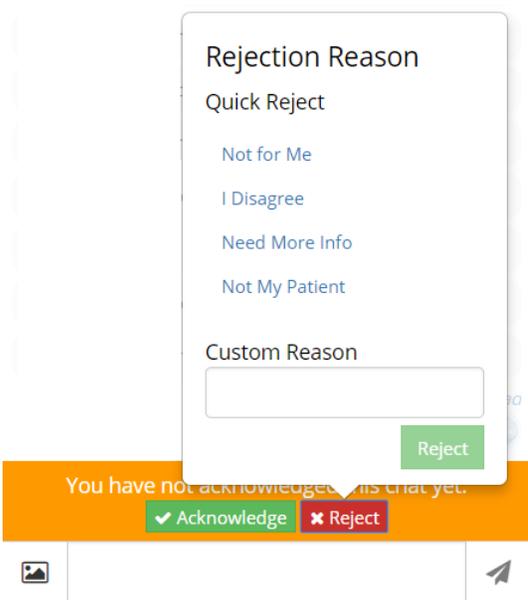
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And the chat body will now display the Rejection Status



The Recipient can Undo their response and change their reply. This will set the Acknowledgment back to a Pending status.

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Completing the Acknowledgment

Closing the communication loop and completing the chat are critical steps in the Acknowledgment workflow. There are 3 methods for completing the acknowledgment.

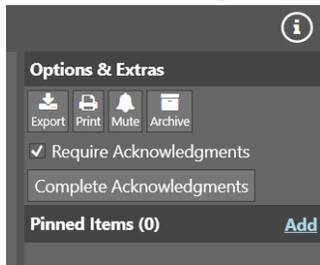
All chat recipients Acknowledge

If all of the chat recipients acknowledge the message then the chat acknowledgment status is changed to Complete. If 1 recipient does not acknowledge the chat the chat will stay in an Open status

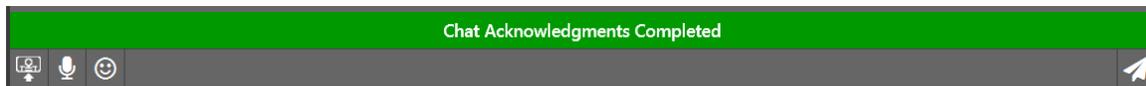
Chat Creator Completes Acknowledgment

There is a button on the Information Panels that allows the chat creator to complete the acknowledgment. This action will update the chat acknowledgment to Complete.

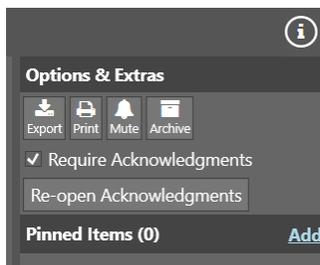
Windows Desktop



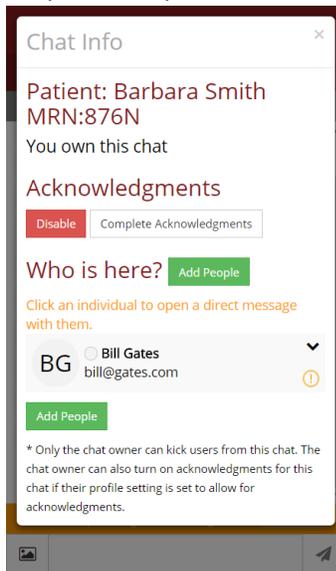
After completing the acknowledgment the chat will be updated to a complete status



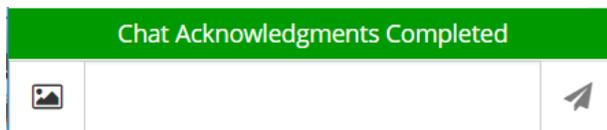
If there is additional information, or the completing of the chat was a mistake the acknowledgment can be re-opened. This is found on the chat information panel where the chat was originally completed.



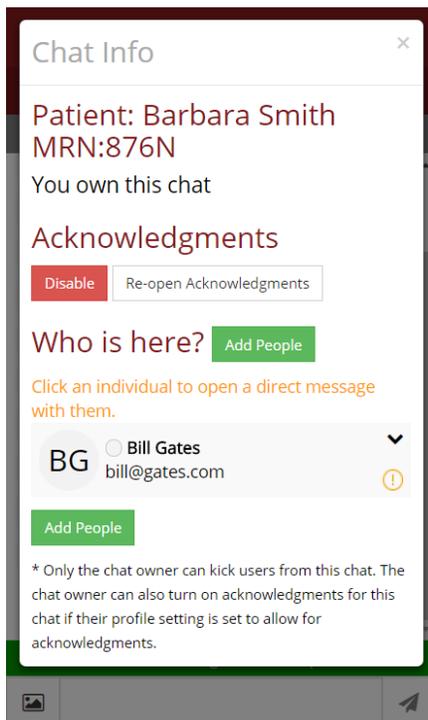
iOS/Android/Web Browser



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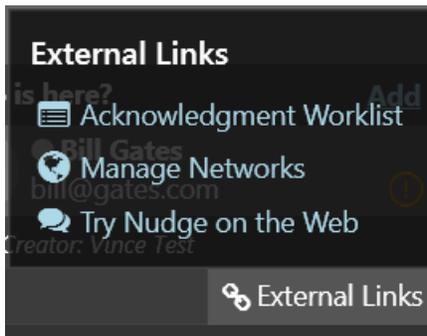


Acknowledgment Worklist

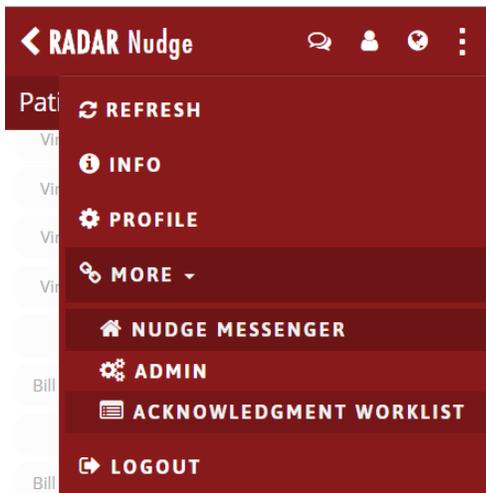
The Acknowledgment Worklist is used to track information about a particular acknowledgment case and report a detailed log of all acknowledgment information and status updates. Each user has access to their personal acknowledgment worklist and the chats they have created that require acknowledgment. Earlier in this document Acknowledgment Assistants were discussed. These individuals will also have access to other user's acknowledgment cases. An example of where this model can be used is in the radiology department. Many radiologists can have 1 main person manage all of the acknowledgments and ensure the information is communicated and acknowledged by the recipients. This frees up the radiologist who spends many hours tracking down referring providers to deliver information about a case. As each case is worked the acknowledgment items can be closed and cleared from the Non-Completed list.

Web Access

The acknowledgment worklist currently is only offered on the Nudge Web site. You can access this using the External Links button on the Windows Client in the lower right corner:



Using the More navigation on the Nudge iOS/Android/Web Browser window



Or by directly navigating to the Acknowledgment Worklist in a Web Browser

<https://messaging.myradarconnect.com/Confirmations>

Worklist

Acknowledgment Worklist

CHAT NAME	FROM DATE	TO DATE	CHAT CREATOR	STATUS	
<input type="text" value="Filter"/>	<input type="text" value="07/18/2017"/>	<input type="text" value="07/18/2018"/>	<input type="text" value="Show Everyone"/>	<input type="text" value="All Statuses"/>	<input type="button" value="Refresh"/>
Chat Name	Date		Chat Creator	Status	
Bobby Dylan (archived)	2-26-2018		Me (Vince Test)	Completed	
VFD-Test-Conf (archived)	5-03-2018		Me (Vince Test)	Acknowledged	
Alex (archived)	5-04-2018		Me (Vince Test)	Rejected	
Conf for RJ (archived)	5-04-2018		Me (Vince Test)	Rejected	

Worklist Filters

Chat Name – if the chat name has meaningful patient information you can quickly find a specific case.

From Date – When the chat was created

To Date – When the chat was created

Chat Creator – Filter on your own chats, or select another individual you have access to.

Status – All Statuses, Completed, Not Completed

Chat Details

Clicking on one of the acknowledgment chat items will open the details of the acknowledgment

Patient: Barbara Smith MRN:876N 3:35:08 PM Me (Vince Test) Completed

ACKNOWLEDGMENT STATUS [↻](#)
This chat has been completed by the owner or acknowledgment assistant.

ADD NOTE

ACTIONS

PARTICIPANTS

Bill Gates
bill@gates.com Pending Acknowledgment

Vince Test
vdbiasio@radarmed.com Chat Creator
3306060609

Acknowledgment Status

This status is the main status. It will either be Completed, or Not-Completed.

Notes

Additional notes can be added to help track the status of the acknowledgment. The individual managing this case can enter communication steps, discussions with people, and any pertinent information to document the delivery and eventual completion of the acknowledgment.

NOTES

Vince (Just now)

"Called Dr. Gates at Mercy Medical and Betty in ER said he was at the main campus."

✕

ADD NOTE

Save Note

Actions (Non-Completed Acknowledgment)

ACTIONS

Complete

Complete & Print

Print

View Chat Event Log

Complete will Complete the acknowledgment and update the status.

Complete and print will Complete the acknowledgment and then open a print window with a detailed report for the acknowledgment.

Print will open a print window with a detailed report for the acknowledgment

View Chat Event Log will display all of the detail audit log information for the acknowledgment. This will be important to track and report on if necessary.

Event Log: Patient: Barbara Smith MRN:876N

ACTIVITY LOG

Chat started. (7/18/2018 7:35:08 PM)

Vince Test has cleared all acknowledgments. (7/18/2018 7:36:31 PM)

Vince Test has requested acknowledgments. (7/18/2018 7:41:12 PM)

Vince Test has cleared all acknowledgments. (7/18/2018 7:44:36 PM)

Vince Test has requested acknowledgments. (7/18/2018 7:46:03 PM)

Bill Gates has acknowledged. (7/18/2018 8:11:55 PM)

Bill Gates has removed their acknowledgment. (7/18/2018 8:13:55 PM)

Bill Gates has acknowledged. (7/18/2018 8:18:00 PM)

Bill Gates has removed their acknowledgment. (7/18/2018 8:21:18 PM)

Session acknowledgments completed by owner or assistant (7/18/2018 8:24:38 PM)

Session acknowledgments reopened (7/18/2018 8:46:20 PM)

Session acknowledgments completed by owner or assistant (7/18/2018 8:47:16 PM)

Print

Close

Actions (Completed Acknowledgment)

ACTIONS
Re-open Print View Chat Event Log

Re-Open will re-open the acknowledgment

Print will open a print window with a detailed report for the acknowledgment

View Chat Event Log will display all of the detail audit log information for the acknowledgment. This will be important to track and report on if necessary.

Event Log: Patient: Barbara Smith MRN:876N

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Print Close

Print View

Printing the Acknowledgment will output a detailed report for the acknowledgment. This can be attached to the patient profile in a RIS, EMR, PACS, ect.

Print

Total: 1 sheet of paper

Print Cancel

Destination: HP LaserJet M1120n M...
Change...

Pages: All
 e.g. 1-5, 8, 11-13

Copies:

Layout: Portrait

+ More settings

[Print using system dialog... \(Ctrl+Shift+P\)](#)

7/18/2018 Patient: Barbara Smith MRN:876N

CHAT NAME
Patient: Barbara Smith MRN:876N

LAST ACTIVITY DATE
7/18/2018 3:35:08 PM

ACKNOWLEDGMENT STATUS

This chat has been completed by the owner or acknowledgment assistant.

PARTICIPANTS

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bill@gates.com
Pending Acknowledgment

Vince Test
vdbiasio@radarmed.com
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Chat Creator

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