



FAQs for Event Notification in the ePartnerViewer and Bulk Upload for Event Notifications

How do Event Notifications in the ePartnerViewer benefit me?

Event Notifications enable healthcare providers to track high priority patients and inform them of specific healthcare events that have occurred with specific patients in their care for the purposes of treatment, quality improvement, and care coordination activities. In the ePartnerViewer, you'll see a list of patients for whom you've received notifications.

How do I add patients in the ePartnerViewer to receive event notifications?

Patients can be added individually. You search for your patients in the ePartnerViewer and add them to your event notification list within the ePartnerViewer. This is viable option for users who are monitoring a lower volume of patients.

What is adding a patient panel via Bulk Upload in the ePartnerViewer?

It's the feature available to add a large volume of patients at one time to receive event notifications. It offers an efficient way to monitor a large volume of patients or to monitor subsets of patients with the same notification needs, such as diabetes patients. In the ePartnerViewer, you'll see a list of patients for whom you've received notifications.

Can anyone in an organization upload a bulk list of patients?


No, only users with the Event Notification Administrator role are permitted to upload a bulk list of patients to receive event notifications.

Event Notification Administrators work on behalf of healthcare professionals within their organization by uploading a bulk list of patients to receive event notifications. Administrators can easily manage event notifications for different Clinical Users in their organization.

How many patients can be included on the spreadsheet in a bulk upload?

A bulk upload could contain a maximum of 5 MB which is equivalent to approximately 10,000 patients.





Do I have to complete all fields on the bulk upload spreadsheet?

Yes, Administrators must complete the required fields on the spreadsheet.

Does the ePartnerViewer deduplicate patients on a bulk upload?

Yes, the ePartnerViewer system does deduplicate patients when the same patient is listed on a patient panel bulk upload.

Is it possible for multiple users to receive event notifications on the same patient?

Yes, in the ePartnerViewer system, multiple users can receive event notifications on the same patient.

Can more than one user email address be entered on the same line on the upload spreadsheet so that more than one user receives event notification on the same patient?

No, enter only one user email address per line. A new spreadsheet can be created for each user when the same patients are monitored by more than one person.

Can you add and delete patients on the same spreadsheet?

No, you must use a separate spreadsheet to add and delete patients.

Please note: To delete existing patients from a patient panel, you must click Delete Patients, then click Upload to upload the patient panel (that instructs the system to remove patients from the patient panel). Upon clicking Delete Patients, the Select Notifications section will be grayed out and the notification checkboxes will be disabled. The assigned user will no longer receive any event notifications for the existing patients listed on the patient panel.


What is the *Status* column on the on the *Uploaded Files List*?


The *Status Response* describes each processing status. There are four:

Successful: The patient panel list was successfully processed. Event notifications will be generated for all patients included on this list.

Partially Successful: Not all patients on this patient panel list were processed successfully. Event notifications will not be generated for those patients that were not processed completely.

Pending: The patient panel list has not been fully processed. Event notifications will not be generated for the patients on this list until the file has been processed successfully.





Unsuccessful: The patient panel list does not meet the defined file structure or contains errors and could not be processed successfully. Event notifications will not be generated for any patients on this list.

What does the Download Response column on the Uploaded Files List mean?

The Download Response is the 'response' back from the system that lets you view a previously uploaded patient panel list. The 'response' file contains the Success or Error status. The error status indicates the reasons why individual patients were not added to your patient panel.

Can you use the Download Response spreadsheet that was returned from the system to delete the patients that were previously added?

No, you cannot use the Download Response spreadsheet to delete patients that have been previously added. If used, you will receive the following error message: 'Invalid file uploaded, please upload a valid file'.

A spreadsheet to add or delete patients must be in a specific format with a set number of columns. The Download Response spreadsheet includes an additional column indicating the Success or Error status; thus, the spreadsheet is not in the required format to upload a file since the Download Response file contains too many columns.

What is the difference between 'uploading' a file and 'processing' a file?

To 'upload' a file is the act of the user adding the completed csv spreadsheet containing the list of patients on a user's patient panel.

To 'process' a file is act of the system working behind the scenes to add the patient panel to the system so that users will receive notifications on the patients included on the patient panel.

What is the expected length of time needed to upload a bulk upload file?

The upload time is short, usually within just a few seconds but most always is uploaded within a minute.

What is the expected length of time needed to process a bulk upload file?

It will take at least 15 minutes to process a file.

