

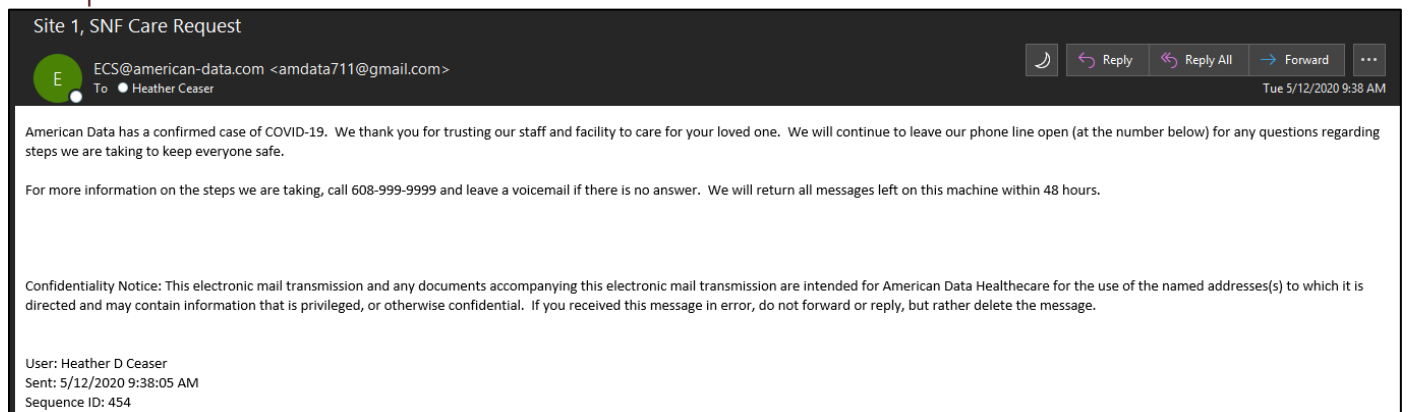
# COVID-19 Notifications

## Notification Options

Family members, guardians, residents, or whoever you would like to notify can be easily notified from ECS. Once notified, this information is stored in the resident's chart, as well as in the Email Log within ECS. There are several ways to perform that notification:

- Via a text message (available in 9 and 10)
- Via an email (available in 9 and 10)
- ECS Portal (available only in 10)

## Example Email



Site 1, SNF Care Request

ECS@american-data.com <amdata711@gmail.com>  
To: Heather Ceaser

Tue 5/12/2020 9:38 AM

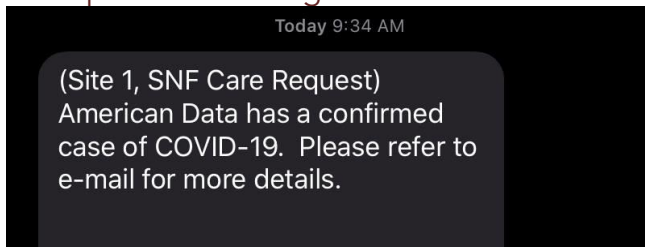
American Data has a confirmed case of COVID-19. We thank you for trusting our staff and facility to care for your loved one. We will continue to leave our phone line open (at the number below) for any questions regarding steps we are taking to keep everyone safe.

For more information on the steps we are taking, call 608-999-9999 and leave a voicemail if there is no answer. We will return all messages left on this machine within 48 hours.

Confidentiality Notice: This electronic mail transmission and any documents accompanying this electronic mail transmission are intended for American Data Healthcare for the use of the named addresses(s) to which it is directed and may contain information that is privileged, or otherwise confidential. If you received this message in error, do not forward or reply, but rather delete the message.

User: Heather D Ceaser  
Sent: 5/12/2020 9:38:05 AM  
Sequence ID: 454

## Example Text Message



Today 9:34 AM

(Site 1, SNF Care Request)  
American Data has a confirmed case of COVID-19. Please refer to e-mail for more details.

## Messages Via Email or Text Message

### Outgoing Mail Server (Step 1)

The first step is speaking with your facility's IT department to setup an **Outgoing Mail Server**. If your facility is hosted by American Data, please contact our IT department directly for setup.

1. Once the information for the Outgoing Mail Server is available, navigate to the following location to input it: **American Data - ECS > Setup > Settings > Site**.
2. Select the appropriate *Site* and *Service* from the dropdown menu in the upper left-hand corner. Navigate to the **Send** tab. Fill in the information requested (Mail Server Name, Username, Password, etc.).

3. Once all information is populated, utilize the **Test** button to ensure it is setup correctly. You must send an email outside of your internal network to ensure it is setup correctly. For example, if your facility has email addresses that end in @american-data.com, you will need to test this by sending it to an email address without that at the end (such as a personal email address).
  - a. If this email does not appear to be received by the email address, check all Spam and Junk folders. If you continue to be unable to successfully receive an email, contact American Data's technical support department who can work directly with your IT department in resolving the problem.

## Documentation of Contact Email Addresses (Step 2a)

The next step is to ensure that all residents have their contact information updated in the Face Sheet > Contacts or Emergency Contacts topic.

1. To check what is documented in that topic, navigate to the green **View** icon on the Toolbar or click onto a **View Chart** easy button. Select all names. Click **OK**.
2. Click onto **Topic**, navigate to the Face Sheet section > click to highlight the Contacts or Emergency Contacts topic > click **OK**.
3. Click **Go**.

### Entries that need an email address added

1. Click onto the entry to tag it.
2. Click onto **Edit** > select **Discontinue and Copy**.
3. Once the new entry is copied in, click onto the **EMAIL** word, and enter in the email address.
4. Click **Next** to save your changes. Click **Go** if you want to update the screen with most recent changes.

If you do not have an **EMAIL** word within your Contacts topic, then you will need to create one. This can be done by copying/pasting another word within this topic. Make sure there is no special formatting on the **Text Control** tab (if you had copied a phone number word) and that the **Short Name** says **EMAIL**. There are no other specific setups needed for this word to function appropriately. If your facility has a Contacts folder which display several columns for each contact type, then you will need an EMAIL word in each column.

## Documentation of Contact Phone Numbers (Step 2b)

Each cell phone provider has their own specific email ending to ensure that the message is sent as a text. The phone number should be listed first, with the @ symbol next, and should end with the appropriate email address ending for their cell phone provider. You will need to ask each person who would like to receive text messages who their cell phone provider is. We have listed several popular cell phone providers below, however if the one they have is not listed, it can easily be found on google or we can assist you in locating it.

- Verizon - @vtext.com
- Google Fi - @msg.fi.google.com
- Sprint - @messaging.sprintpcs.com

- US Cellular - @email.uscc.net
- AT&T - @text.att.net
- T-Mobile - @tmomail.net

You may want to create a specific word (such as TEXT NOTIFICATION PHONE #) that is only meant for phone numbers set to receive text messages as the formatting will be different than a standardized phone number entry.

#### Example of how the phone number should be listed in the contact entry

- 6089999999@messaging.sprintpcs.com
- 7158988888@vtext.com

#### Entries that need a phone number added

1. Click onto the entry to tag it.
2. Click onto **Edit** > select **Discontinue and Copy**.
3. Once the new entry is copied in, click onto the newly created **TEXT NOTIFICATION PHONE #** word, and enter in the phone number with the appropriate ending based on their cell phone provider.
4. Click **Next** to save your changes. Click **Go** if you want to update the screen with most recent changes.

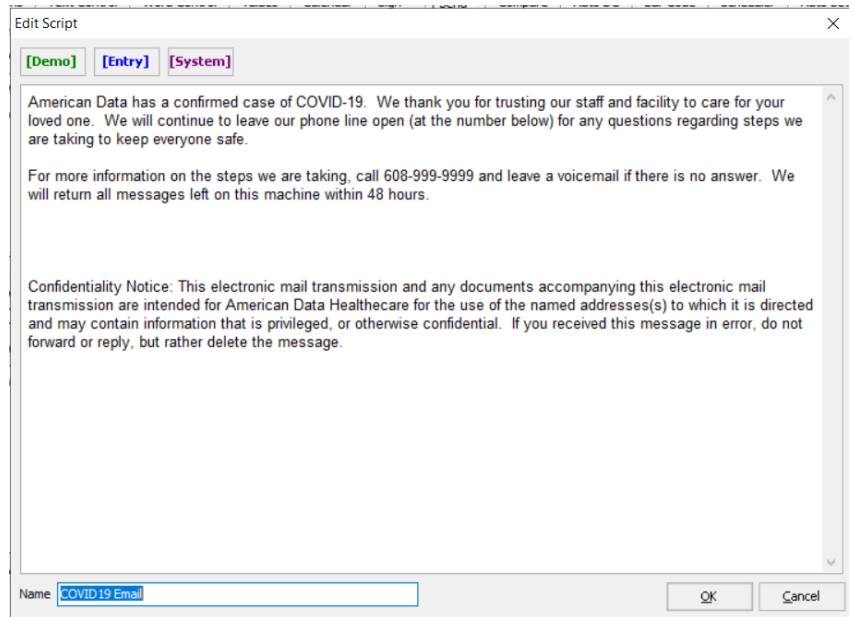
### Word Which Triggers Email or Text (Step 3)

(post 10.1.3.4 update OR if in version 9)

If you would like to strip out client PHI (or even just some) from the emails sent out of ECS, then you will need to be at version 10.1.3.4 to complete the following setups. Or, if you are in version 9 (any version number), the below setups will work as well.

1. Start by clicking into the **Setup** icon. Once in here, navigate to the topic in which you want to create the new word to trigger the emails in. This might be the Physician/Family Contact topic, or a topic within the Quality Assurance section.
2. Right click into a white space > select **New**.
3. Double click into the word to access word properties.
  - a. Name the **Short Name** something related to: *Send COVID-19 Email* or *Send COVID-19 Text*.
  - b. Feel free to change the look of this word so it stands out more to staff by changing the **Word Color** or adding a **Frame** color. You must uncheck Use Defaults for these options to become available. Or if not wanting floor staff to determine when to send these emails, hide the word off the screen.

- c. Click into the **Send** tab. Place a checkmark in **Send Entry**. Also place a checkmark in **Send Script**. Send Script allows you to send a specifically scripted message. This means that you can easily not include any resident data if you would like and instead just include a body of text for the email. Click the picklist box to the right of Send Script to develop the email to be sent. Click **New** to develop a brand-new script. Within the Script box, name your new Script in the lower left-hand corner of the screen, and simply type the body of text within the box. Click **OK** to save the Script. Select the newly created Script from the list and click **OK** to add it into your new word.
- d. In the E-Mail box in the upper left-hand corner of the Send tab, click Add. Navigate to the Contacts folder. Select either the **EMAIL** word or **PHONE NUMBER** word (or both). You may need separate words setup for different notification types (one for emails and one for text messages). This is because there are text limits on text messages based on the cell phone provider.
- e. Click **OK** on the new word to save all changes.



**NOTE:** If you need to change the wording of subsequent emails (to include the updated number of active cases, new precautions being taken, or a new phone number to call with any questions), navigate to the **Setup** icon, navigate to the Section and Topic the word is located in. In the **Send** tab, adjust the existing Script message (or create a new one). Keep in mind that all text sent out in prior emails will remain as is in the Email Log so there is no need to worry about “changing past documentation” as when making setup changes to other word types.

### Testing Setup Prior to Sending to Clients (Test)

1. Document a personal email address (one outside of your facility’s network) or phone number on a fake resident within the Contacts folder.
2. Navigate to the new word you have created which triggers the COVID-19 email or text message, and chart it on that one fake resident.
3. Click **Save** or **Sign** to send the email.
4. Ensure that the email/text looks correct, prior to going to Step 4 below.

## Sending out the Email or Text (Step 4)

The final product will work by sending out the email or text to any name which has that specific word from above documented on them. To document this word on all active names at one time, follow these steps:

1. Click onto the **Toolbar** > click onto the **Automatic** icon.
2. Select Write Multiple Names. Click **OK**.
3. Select all names to document this on and click **OK**.
4. Click onto **Topic** > navigate to the topic in which you created the *Send COVID-19 Email* or *Send COVID-19 Text*. Click **OK** once the topic is selected.
5. Click onto the word to chart it. Free text in any additional information you would like included in the body of the email.
6. Click **Save** or **Sign** to send out the email or text.

## Additional Tips & Tricks

### Email Failure Report

Navigate via **American Data - ECS > Maintenance > Email Failure Report**. Any emails/texts which fail to send out of ECS (due to a bad connection to the Outgoing Mail Server) will populate into this screen. All items in this list will need to be addressed or the user who saved the entry will continually receive an "Email Failed to Send" error message when logged into ECS.

Once the screen is loaded, you may narrow down the report by User(s), if needed. Or you may just click **Go** to view all emails/texts which have failed and have yet to be addressed. Once an entry has been located, click onto it to correct it. Under the Email Address(s) option, Select **Delete** to completely stop attempting to send it or click **Edit** to adjust the email address or phone number. Once all items are addressed within here, the user will stop receiving any error messages.

### Email Log

To view Emails/Texts that have been sent out of ECS, navigate to **American Data - ECS > Maintenance > Log > Email/IC**. Select **Name(s)**, if you would like to narrow it down, or just keep the dot in **E-Mail**, select date(s), and click **OK** to view the data. This report will display a record of emails and text messages sent successfully out of ECS.

### Emails and Texts in ECS

Sending this information directly from ECS helps you to keep an accurate record as to when notifications have been sent, as well as what was specifically sent. There is a built in Email Log will details every notification made.

### Only Want to Notify Certain Contacts

If you are only wanting to notify certain contacts, but not all (such as only Emergency Contact #1 or Responsible Party), you will want to make sure that there are specific words for those contacts.

## Sending a “Text” Email vs. a Report

Keep in mind that although sending an attached report via email may look nicer and can include your facility’s logo, everyone is very weary right now regarding spam and ransomware attacks. This may mean that a person may be less likely to open something attached to an email. That is why we recommend utilizing the Send Script option and instead just include a large body of text (rather than an attached report).

## Spellcheck the Script

It is recommended that you spell check the Script in Word prior to sending. To complete this task, highlight all words within the **Edit Script** screen. On your keyboard, select **Ctrl + C**. Then open the Word document and click into a white space and click **Ctrl + V**. Correct all spelling errors in the Edit Script box found within the Word document.

## ECS Portal

A place for you to control what family members see or what information they can easily access without needing to contact the facility. You may give them access to as much or as little of the resident’s record you would like. Some examples of topics that could be included in the ECS Portal access are:

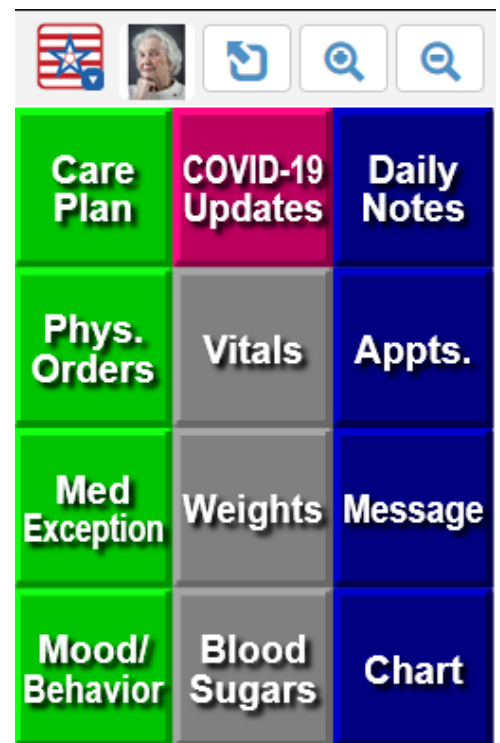
- Mood/Behavior Notes
- Physician Orders
- Current Care Plan or Care Plan Approaches
- Resident’s schedule (appointments, activities, in-house consultations)
- Vital Signs
- Declined or Held Medications
- Weights
- Blood Sugar Results

The facility can also create a generalized report (such as a *COVID-19 Updates* report) which displays whichever informational items a family member should be aware of. This report can then be updated as changes are made.

Lastly, a facility can send messages directly to portal users. These can be customized to each resident or can be sent to an entire group of portal users.

## Requirements

- Must be at ECS10. If you have not yet converted, now is the time! Contact anyone at American Data for more information.
- ECS Portal requires that your on-site ECS10 has secure web access from outside of your network.





- In most cases you will need to consult your on-site IT, as well as American Data's technical support for assistance in setting this up.
- Client's hosted with the American Data Cloud already have this capability.
- Must use Chrome, Firefox, or Safari for iPhone/iPad/Android or on full desktop operating systems like Windows 10 and Mac OS. It is accessed via a web browser, no special downloads or server configurations needed. A family member just types in the web address to access the ECS Portal.
- User management/password resets for family members are completed **by the facility**.
- Support for family users trying to login remotely is done **by the facility**.