# Notifications

Internal Communication

Internal Communication (IC) is a means of sending information from one ECS user to another, whether it is in the form of a memo being sent manually by the user, or by having a message or a report automatically sent to a user or user group. For example, if a resident falls, the "fall" word can be set up to send a message automatically to the Administrator and DON. When there is a new admission, it can be set up to send out the Face Sheet report to the appropriate staff members.   If a resident has an infection, a Notify Infection Control word can be set up to notify the Infection Control nurse immediately.

Write an Internal Memo

1. From your access screen (MDS, Nurse, etc.), click on the **Write Internal Memo** button.

   **Write Internal Memo**
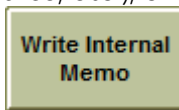
2. Once you flip into the Internal Memo topic to do your documenting, you may be presented with a pop up that states, "This task has clients associated with it. Do you want to override your currently selected clients?" You always want to answer **Yes**. (*The reason is that messages written in this topic most likely will not have anything to do with real residents and do not belong in their medical records, which is why we create a fake client to attach to this Internal Memo task so that all the messages written are on the fake client's record.)

    a. **TIP**: You will only get this pop-up if you have another client's name selected when you load the Internal Memo task, which should be quite infrequent now that the name panel is hidden.
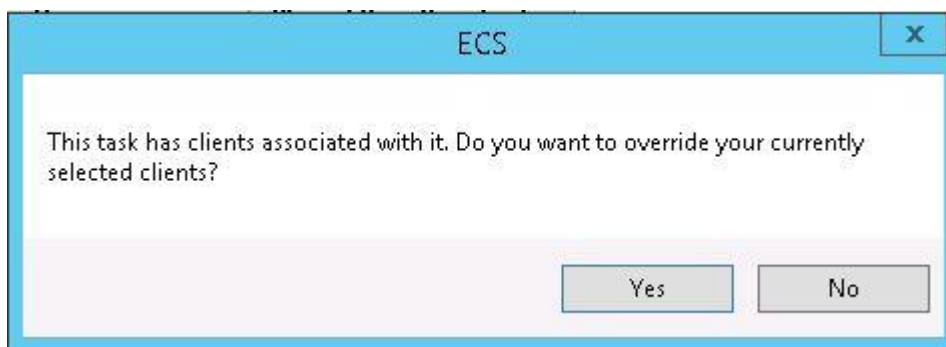
3. Document the message you would like to send.

4. Make sure to select to whom you want to send your message. You can choose a user group(s), or **"(pick user(s) on Save)" for** a user list to pop up once you save your entry; you can then select the individual(s) to whom you would like to send your message.
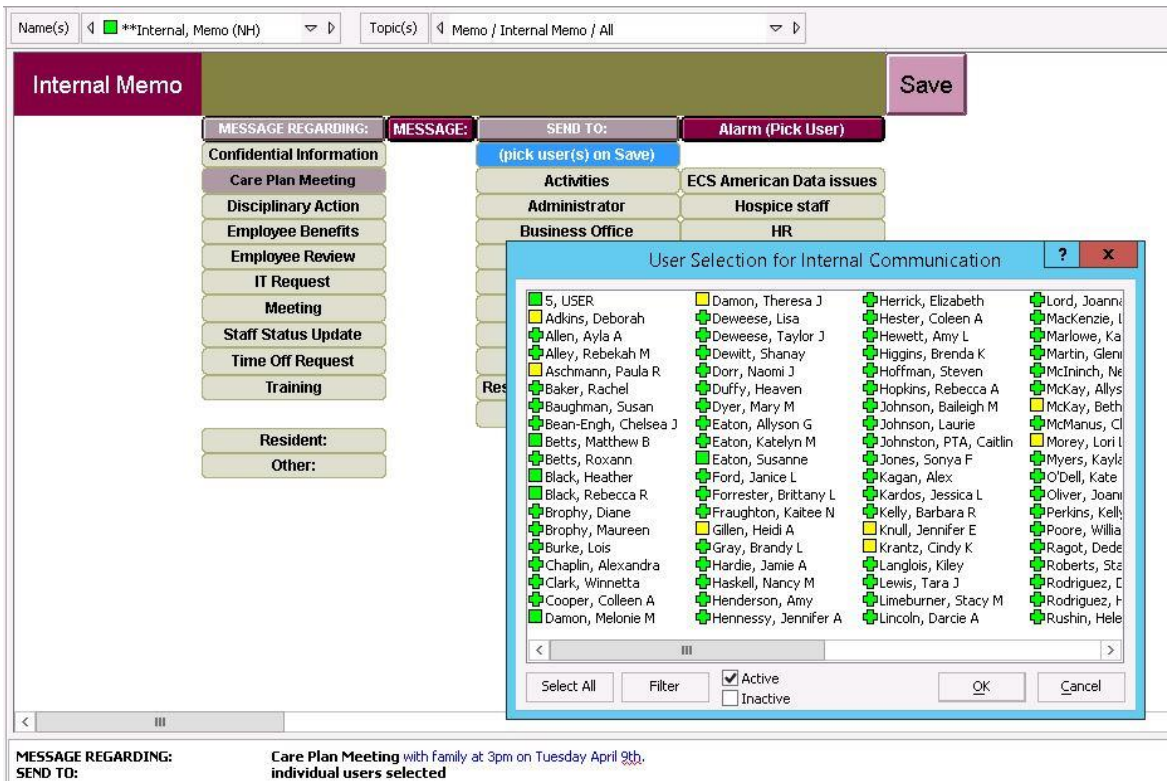
How to Check Messages

When a message is received, the user will see a red circle with a number appear on the small envelope next to his or her name in the bottom left of the screen.

Once the number reaches beyond nine, the red circle will then contain an exclamation point. ("!")

Once the user has gone into their inbox, whether or not they read all of their messages, the symbol over their envelope will then turn yellow and stay that way until all new messages have been read or deleted. Any new messages received after viewing or refreshing the inbox will restart the red number symbols again.


There is also an option of having a red box appear in the middle of the screen each time a new message is received. This is enabled or disabled by selecting **American Data-ECS** and

the **Window** menu option and then clicking **Message Popup**. This is useful if the user is in multiple systems at one time and may have ECS minimized.
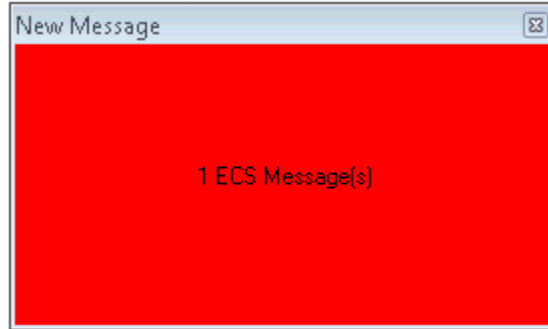
If you currently get this pop-up and wish to turn it off, you can follow the same steps used to turn it on, follow the path: **American Data – ECS** > **Window** > **Message Popup.** You will see a checkmark next to Message Popup if it is turned on, and you simply click on it again to remove the check.
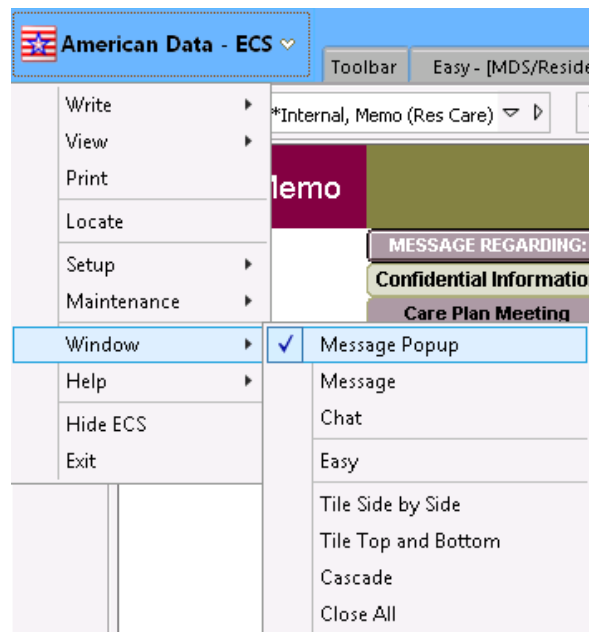
To check messages in the Inbox, the user will simply double-click on the envelope in the lower left corner of ECS, by the user's name. User will need to double-click on the message(s) they wish to read.

Subject column displays the path of the entry sent or the report name (reports or entries are sent via internal communication).
Client column displays the client/provider for whom the entry/report was written.
**From** column displays the user who sent the message.
Date/Time column displays the date and time the message was sent.
Site column displays the name of the site to which the client/provider is assigned.

- Double-click a message to read it. The user may also highlight the message, and click **View Messages**.
- If the message is a report, the report previews on the screen.
- If the message was an entry, a View screen opens displaying the message.
- To reply to an IC, while in the View screen of the message, click **Edit** and then **Append**. Document the reply. Click **(pick user(s) on Save)** to send it back to the person that sent it.
- Highlight a message, and click **Delete Messages** to delete it. Messages can be deleted multiples at a time by holding CTRL key and clicking on desired messages to highlight them first, and then click **Delete Messages**.

How to Organize Messages

- A user can create folders in the left column to organize saved messages. Each user defines his or her folders. To create a folder, right-click in the area, and choose **New Folder**. Then name the folder, and click **OK**.
- Messages may be moved to folders by highlighting the message, then right-clicking, and selecting **Send To**, to select the destination folder. Another method is to drag it to the desired folder. A number appears behind the folder showing how many saved messages are in the folder.
- Users can also tag messages according to a personalized color system. Highlight a message, then right-click, and select **Tag**. Then choose with which color icon you would like to tag your message.
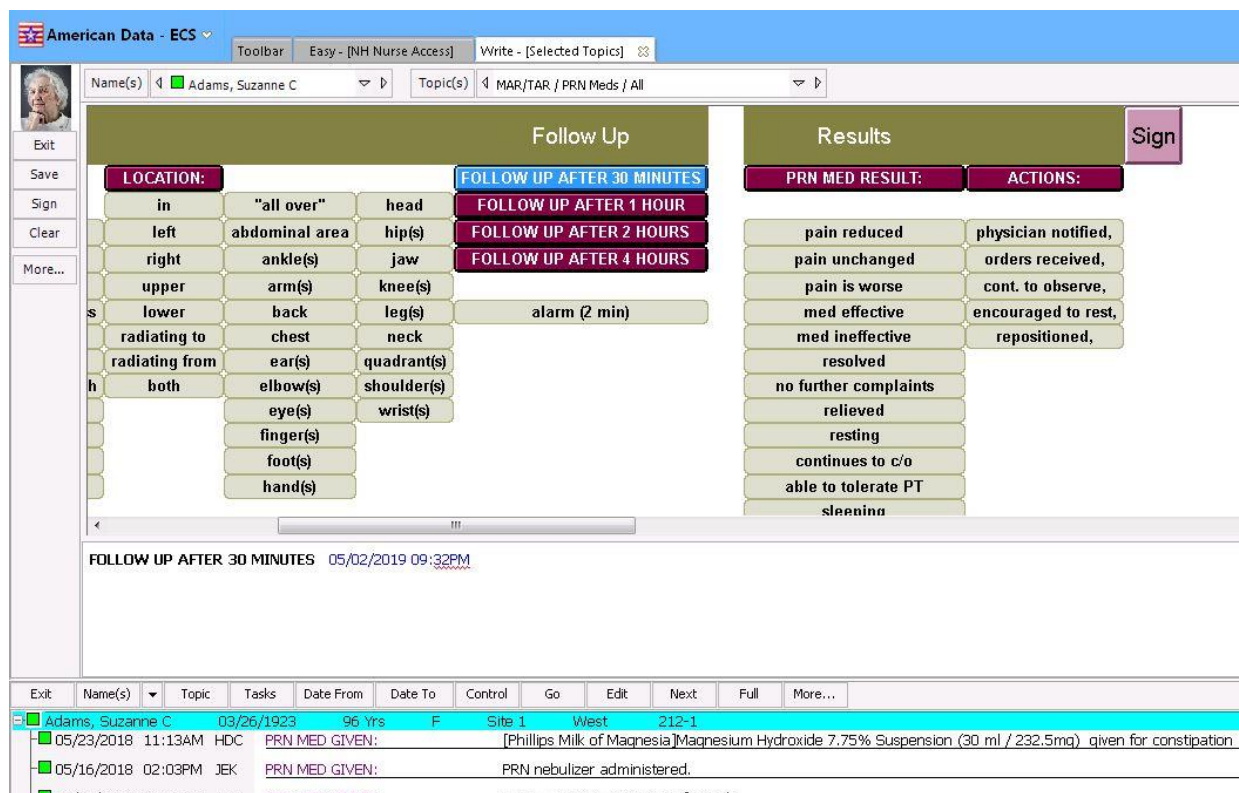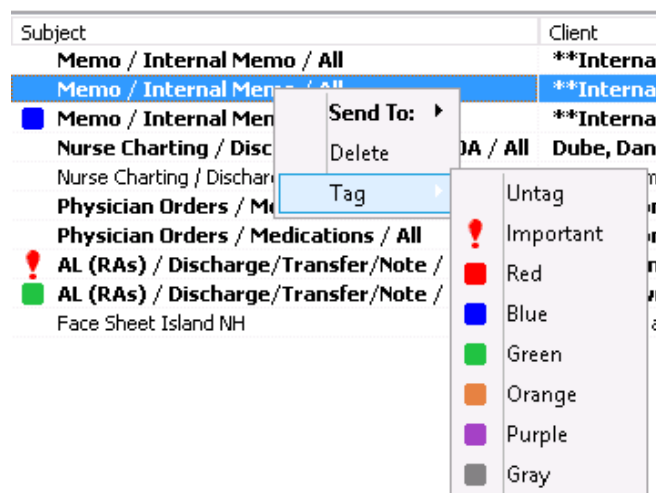
Alarms

Alarms can be sent to remind users of events (such as labs or assessments due), follow-ups (such as PRN medications or incidents), or to notify other users of clinical data (such as alerting dietary of a need for a nutritional evaluation or a CNA of an upcoming resident appointment). Any word in ECS may have the alarm property. Alarms can be pre-set by the system supervisor or manually set by the user.

Documenting Alarms

- If the alarm word is set to a specific time (e.g., Follow up after 30 minutes), the documenting screen will show the date and time the alarm is set to pop up and will activate once the entry is saved.

- If the alarm word was not specified with a specific number of minutes (e.g. "Alarm (Pick User)" in the Internal Memo topic is meant to be a custom alarm), then a calendar and clock will pop up for them to specify the date and time they want the alarm to occur.
- If an alarm is being sent to a specific user, such as in the Internal Memo topic, a calendar and clock will pop up to specify date and time of the alarm. Once the entry is saved, a user list will also pop up to select the user(s) to whom to send the alarm.

Responding to Alarms

When it is time for the alarm to pop up, an alarm box will appear on the screen for the user to respond.

This alarm box can contain multiple alarms on one screen and you can see the total number of alarms to be resolved in the bottom left corner. Users also have a bell symbol next to their name at the bottom left-hand side of the screen. This bell will be red and flashing if there are any outstanding alarms still waiting to be addressed. A user cannot log out of ECS until all alarms have been addressed, or at least snoozed so the bell is no longer red.

   a. Click **Reschedule** to have a calendar and a clock pop up to set a new date and time for the alarm.
   b. Click **Snooze** to reset the time for the alarm, to be notified later (for example, 5 minutes, 5 hours, 5 days).
   c. Click **Confirm** to cancel the alarm for yourself.
   d. Click **Append** to append onto the sending entry (e.g., the result of a PRN medication). This act officially resolves the alarm and will cancel it for all other users that may receive it.
   e. Click **Refresh** to refresh the alarm list so anything that has possibly been appended by another user will fall off the list.

*When an alarm is received by multiple users, if you click **Append**, the alarm is resolved and other users will NOT get the alarm. If you click **Confirm**, you cancel the alarm for yourself, but other users set-up to receive the alarm will still receive it.*

ECS Chat

The chat feature is something that people can use to communicate back and forth with each other when they are logged into ECS. This feature does not require much setup, and the rights for this feature are determined under each user group. The information that is typed into the chat feature is not recorded anywhere in ECS, and messages cannot be sent to users who are not logged into ECS. Many facilities use the chat feature to decrease the amount of overhead paging of employees and instant communication within ECS.

   1. Click **American Data-ECS,** and follow the path **Window > Chat**.
   2. The chat screen appears.
   3. All users who have access to Chat and are signed into ECS appear in the right column of the screen.
   4. In the text box at the bottom of the screen, start typing a message.
   5. Click one or more user names (more than one can be highlighted by holding **CTRL**). **Send All** can also be used to send to all the users in the list.
   6. Click **Send**. The message and who it was sent to will appear in the main part of the screen.
   7. Use **Hide** to make the chat window disappear; it will reappear if someone sends you a message. You can also hide the ECS Chat window by simply launching any ECS modules.
   8. If you click **Popup** (so it is no longer selected), the ECS Chat window will not pop up while you are working in ECS. If you receive a message, the ECS task bar icon will flash.
   9. Clicking **Exit** will disconnect you from Chat, and you will be unable to receive messages.
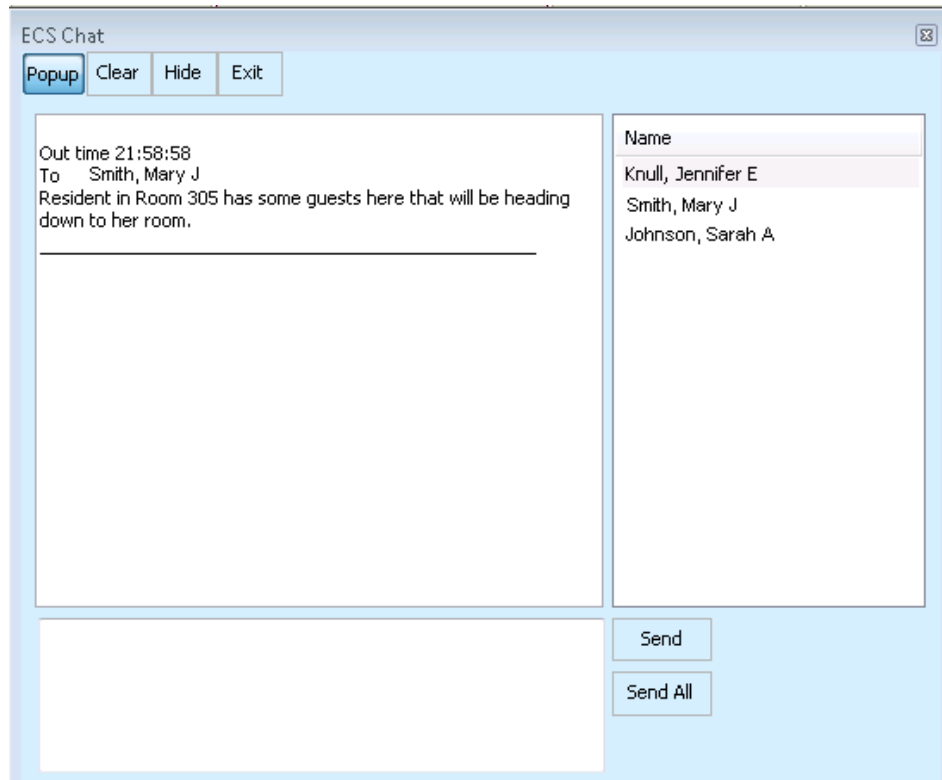
Send Property Inquiry

ECS has many features that enhance communication among staff between departments and throughout the facility. Messages may be sent using alarms or reminders, internal communication, or e-mail. All communication setup occurs at the topic or word property level. It may become easy to lose track of all your communication settings. The Send Property Inquiry assists you with managing your communication setups.

How to Use Send Property Inquiry

- To see who is being sent what messages, follow the path **American Data-ECS > Maintenance >Send Property Inquiry**. There may be a slight delay as the computer searches. Once the screen loads, you can see who is receiving what messages in the system, the type of message, and where it is setup to send from. Messages can be sent to both user groups and/or individual users. Facilities that setup users by name to receive messages, must always update these items with new staff. Sending messages based on user groups will require little upkeep, however users are not always in the user group that one might think they are in (such as many DONs are often in an ECS System Supervisor group)
- Sort data by clicking the column heading. All columns may be sorted.
- Print by clicking onto the **Print** button in the lower right hand corner of the screen. Or export the entire file by clicking onto the **Export** button.

Section	Topic	Word	Group/User/Manual	Name	Type	Sending	Location
Nurse Charting	Skin Breakdown Risk Assess.	9 or less = severe risk,	Group	NH - Nurse Manager	IC	entry	20008/2
Nurse Charting	Skin Breakdown Risk Assess.	9 or less = severe risk,	Group	NH - DON	IC	entry	20008/2
Nurse Charting	Fall Risk Assessment	>1 point, refer to therapy	Group	NH - Therapy Director	IC	entry	20008/2
Nurse Charting	Admission/Return	ADMISSION DATE:	Group	NH - Financial System Supervisor	IC	entry	20008/2
Nurse Charting	Admission/Return	ADMISSION DATE:	Group	Financial System Supervisor (SNF/AL/IL)	IC	entry	20008/2
Nurse Charting	Discharge/Transfer/LOA	DATE:	Group	(Demo) Tim George	IC	entry	20008/2
Nurse Charting	Discharge/Transfer/LOA	DATE:	Group	ECS System Supervisor	IC	entry	20008/2

Note: The Send Property Inquiry is a great tool that can be referred to for adjusting send properties already in place throughout the system, however changes cannot be made from this area.

ECS Services

ECS Services is a service within the ECS database that runs behind the scenes and without it; several features will not function.   ECS Services controls: message alert pop-ups, ECS Chat, alarms, scheduler, calendar, and the Date and Time Stamp from server options.   If you see a caution triangle over the computer icon in the bottom left corner of your screen,

this will be an indication that your ECS Services are no longer connected and will need to be restarted on the server, most likely by your IT department.