



Frequently Asked Questions

What is Notifi?

Notifi is an enterprise-wide automated alert and notification software solution designed specifically for healthcare. Notifi streamlines and optimizes workflows for both the sender and receiver of information by intelligently filtering all information to identify what is important, organizing it in a way that is immediately understood, prioritizing delivery based on criticality, distributing it based on receiver preferences and, if required, validating its receipt. Notifi interfaces with most clinical applications to automatically create and deliver alerts and notifications with relevant clinical data based on client-specific rules and workflows and to update those systems with alert status data.

What are some of the uses of Notifi?

Notifi can be used to improve the efficiency of a wide variety of communications between and among care providers and patients. Examples of uses include the following:

Use Case	Examples
Test results	Closed-loop communication of critical test results
	Notification and follow-up of actionable results
	BI-RAD management
	PCP approve notification of results to patient
	Patient notification of results available
	Follow-up order approval
Critical care	Care team (ie, Cath Lab) alerts
	Interventionist alerts
Post-discharge	Post-discharge patient health survey
	Discharge instructions to patient
	Discharge notifications & instructions to PCP/other facility
	Follow-up care reminder and/or confirmation
	Notification of incomplete chart
Scheduling	Appointment reminders, confirmation & reschedule
	Reminder to schedule follow-up test or appointment
	Notification to/from patient re on-time schedule
	No-show/cancellation notification to PCP
Chronic disease management	Remote vitals tracking and alerting
	Medication & therapy reminders/confirmation
	Test results
ADT notifications	Patient present at ED with or without admit
	Patient admit, transfer and discharge
	Test result pending to PCP
Surveys	Patient satisfaction
	Referring physician satisfaction
	Market research

How are alerts and notifications triggered?

The vast majority of messages are created using Notifi's passive workflow which uses data from a wide variety of clinical systems to automatically create and deliver patient and provider specific messages. Messages can be triggered in any of the following ways both individually or in combination:

- Keyword(s) match from dictation or documents
- Time
- Event (i.e., patient transfer)
- Value

Messages can also be manually created by a user action either in the Notifi user interface or in an integrated application.

What can Notifi do for Administration?

1. Assist in achievement of Meaningful Use and Accountable Care Organization objectives.
2. Reduce waste and improve efficiency. (A 2008 study found indicated that the typical 500-bed US hospital loses over \$4 million annually as a result of communication inefficiencies.)
3. Lower readmission rates.
4. Ensure Joint Commission, CAP, ACR and other regulatory compliance.
5. Increase ROI of other technology investments and improve technology adoption.
6. Reduce administrative time spent by physicians and nurses in the delivery of care.
7. Provide reports for process improvement and performance management.
8. Enhance patient and referring physician satisfaction.

What can Notifi do for Medical Staff?

1. Reduce "alert fatigue" by using client-specific rules to filter the vast majority of unnecessary or clinically irrelevant alerts and notifications.
2. Ensure Medical Staff get the information they need at the time they need it and that it is delivered via their preferred communication method based on their individual schedule.
3. Increase time spent on direct patient care.
4. Reduce administrative requirements.
5. Assist with management of chronic disease cases.
6. Improve care coordination across the continuum of care.

What can Notifi do for referring physicians?

1. Ensure physicians get the information they need at the time they need it and that it is delivered via their preferred communication method based on their individual schedule.
2. Assist in achievement of Patient-Centered Medical Home and Accountable Care Organization objectives.
3. Improve patient care and satisfaction.
4. Increase time spent on direct patient care.
5. Simplify workflow with standardized alerts and notifications from all hospital departments and facilities.

What can Notifi do for patients?

1. Ensure appointments and procedures are scheduled as recommended.
2. Improve the benefit of home health care initiatives.
3. Enhance coordination across the continuum of care.
4. Improve care outcomes.
5. Increase value of patient portal.