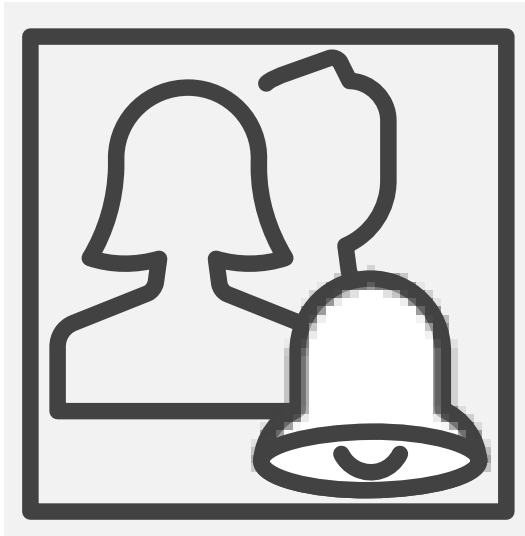


PointClickCare[®]

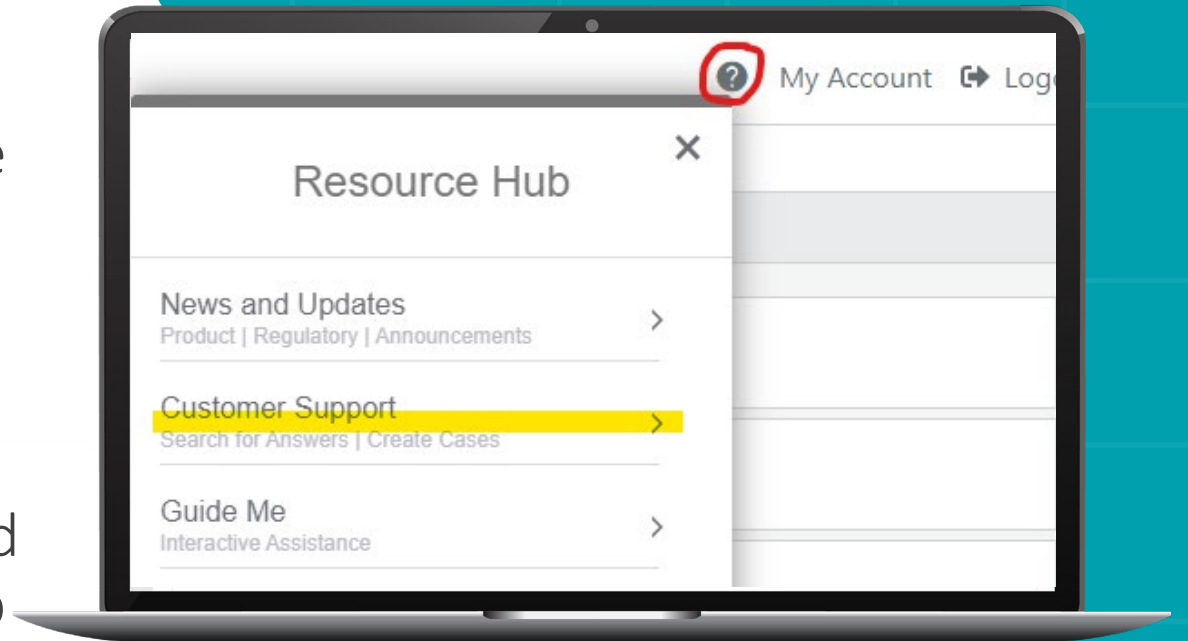
Notifications



- Notifications will be sent to the Account Manager or designee
- Multiple users can receive notifications.
- Partnership HealthPlan of California will determine which encounters they want notifications enabled (ED and IP Admissions).
- The ECM Provider can request additional notifications.
- Partnership expects all notifications to be viewed within 72 hours.

Setting up Notifications in PointClickCare

- Notifications will be set up as part of your initial onboarding.
- Adding new notifications (and users) can be accomplished by contacting PointClickCare Support in one of three ways.
 - Email: CMT-Support@pointclickcare.com
 - Calling: (801) 285-0770
- Provide the User Name, User ID (email), and which Cohorts notifications are to be set up for. (Partnership requires all ED & Inpatient Admissions to have notifications. Others are optional)



ECM-Specific Cohort Criteria

- ED/OBS Admissions and Discharges
- Inpatient Admissions and Discharges
- High-Utilization Patterns Standard:
 - Five ED visits within six months
 - Three IP visits in six months
- ED/OBS/IP with Housing Insecurity
- ED patients with BH Diagnoses
- *SNF Admissions and Discharges

* If HP sponsor has PACMan

When Does a Clinic Receive a Notification?

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Cohorts

Preset: ECM | 1 Selected | Previous 24 Hours | Sorted By: Name

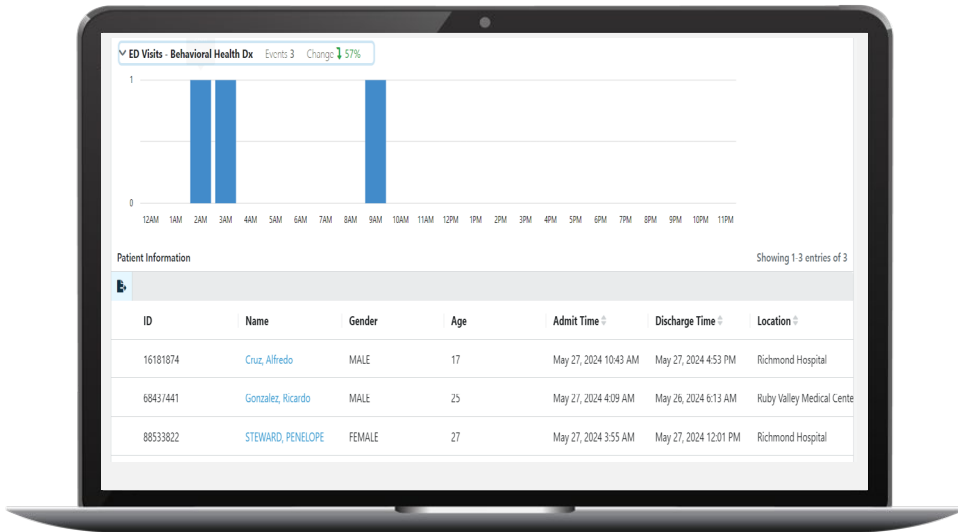
> 3+ IP Encounters in 6 Months	Events 1	Change 0%	Activity	
> 5+ ED Visits in 6 Months	Events 1	Change ↓-67%	Activity	
> ED Visits - Behavioral Health Dx	Events 0	Change ↑0%	Activity	
> ED/Obs Discharges	Events 3	Change ↓-57%	Activity	
> Housing Insecurity - ED/Obs/IP Encounters	Events 0	Change ↑0%	Activity	
> Inpatient Admissions	Events 4	Change ↑33%	Activity	
> Inpatient Discharges	Events 2	Change 0%	Activity	

Ways to Resolve a Notification

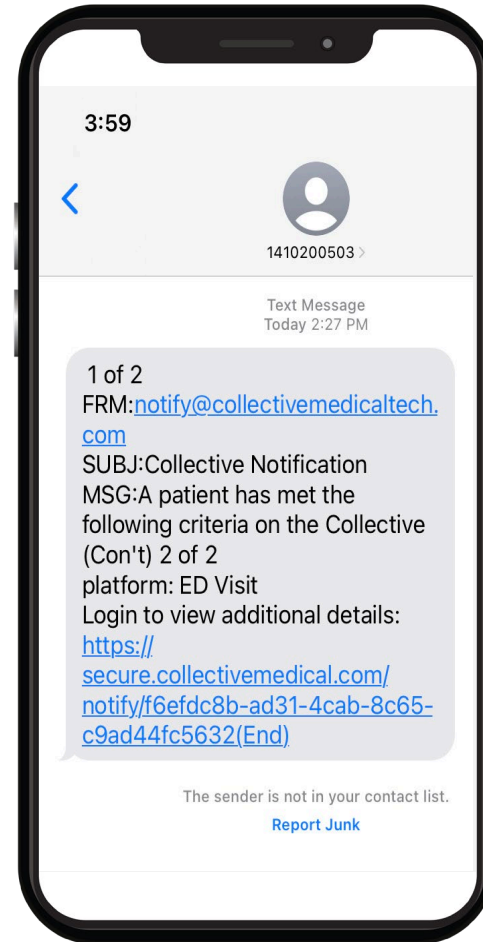
- From the email Notification, click the link, sign in to PCC. This will land on the patient overview page.
- From the Portal:
 - Cohorts page – click on the Member name (hyperlink) within the cohort. This will land on the patient overview page.
 - Notifications page – click on the Member name (hyperlink) on the page. This will land on the patient overview page.
 - Search for a member by typing the Member name or CIN in the Search box. Click on the Member name. This will land on the patient overview page.

Notification Methods

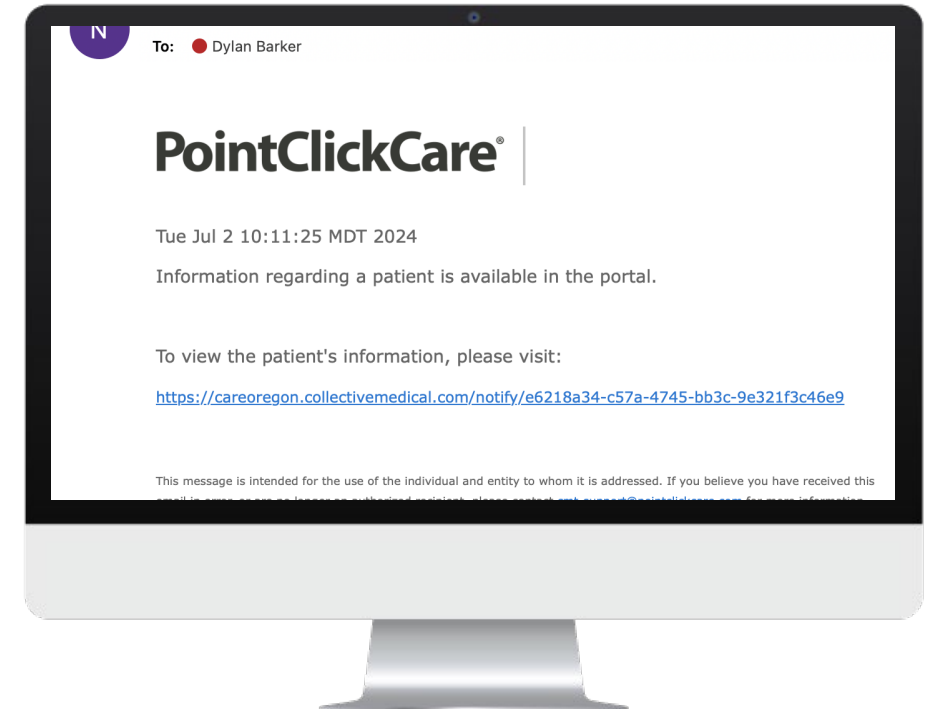
Portal



Text Message




Email











*Fax Notifications are available. PHI is included. A secure fax location is recommended.




Cohorts Page


PointClickCare®

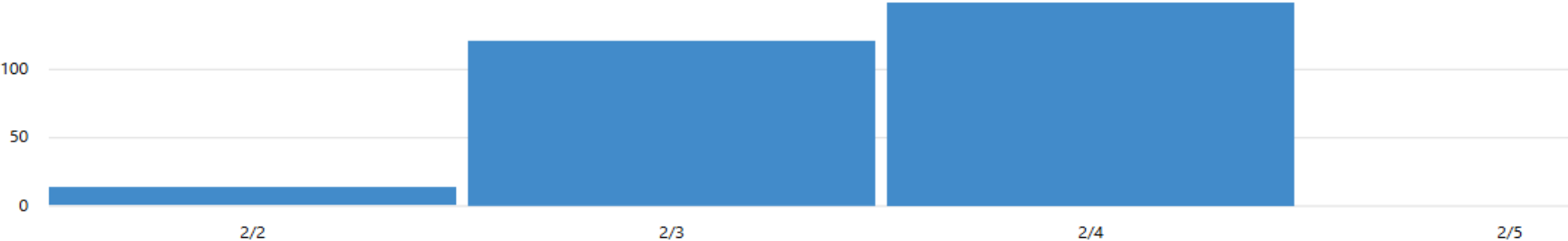
Search for someone... 

-  Assignments
-  **Cohorts**
-  Census
-  Scheduled Reports
-  Patient Groups
-  Notifications
-  Manage Facility >
-  Virginia Family Clinic >

Cohorts

Preset: ED follow up ★ |  0 Selected |  Previous 72 Hours | **Sorted By:** Name | 

ED/Obs Discharges | Events 284 | Change  1191%



Cohort	Events
2/2	~15
2/3	~110
2/4	~130
2/5	0

Patient Information

ID	Name	Gender	Age	Admit Time
46336560	Jarvis, John Denzil	MALE	25	Feb 04, 2025 7:59 PM
13354578	Kantor, Sinai	MALE	20	Feb 04, 2025 7:57 PM
62168852	Drew, Lulu Thorne Christian	FEMALE	28	Feb 04, 2025 7:55 PM

Notifications Page

PointClickCare®

Search for someone...



Recent Notifications



Sun 9:26AM - Now ▾



Assignments



Cohorts



Census



Scheduled Reports



Patient Groups



Notifications



Manage Facility >

Recipient ▾

Patient ▾

MRN ▾

Richmond PACE

SEWELL, GRAHAM

21462831

Richmond PACE

SEWELL, GRAHAM

21462831

Richmond PACE

GOLDSMITH, CHELSEA

77517783

Richmond PACE

GOLDSMITH, CHELSEA

77517783

Richmond PACE

STEWARD, PENELOPE

88533822

Richmond PACE

STEWARD, PENELOPE

88533822

Richmond PACE

NIEVES, MANDY

32588636

Richmond PACE

NIEVES, MANDY

32588636

From Search Box

PointClickCare®

Penelope Steward



 Assignments

 Cohorts

 Census

Search Results

1 Result Found

Name ↑

Patient ID

PENELOPE STEWARD

88533822

5



Results Per Page