

Interactive Notifications

Getting Started

Release 2013.4

Using Care360 Interactive Notifications

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About Care360 Interactive Notifications

Care360® Interactive Notifications is a service that sends a variety of timely notifications to your Windows® PC, Mac®, or iPad®. For example, Interactive Notifications can send you notifications for lab results that exceed established priority values, notices of Care360 availability and Interactive Notifications updates, preauthorization requests for orders, and newsworthy information from Quest Diagnostics®. You can select which notifications best meet your needs; however, some types of notifications are available only to certain users.

In addition to real-time notifications, Interactive Notifications (Windows and Mac) provides direct access to the client supplies order form and the feedback form.

For information on installing Interactive Notifications, see one of the following, depending on your operating system:

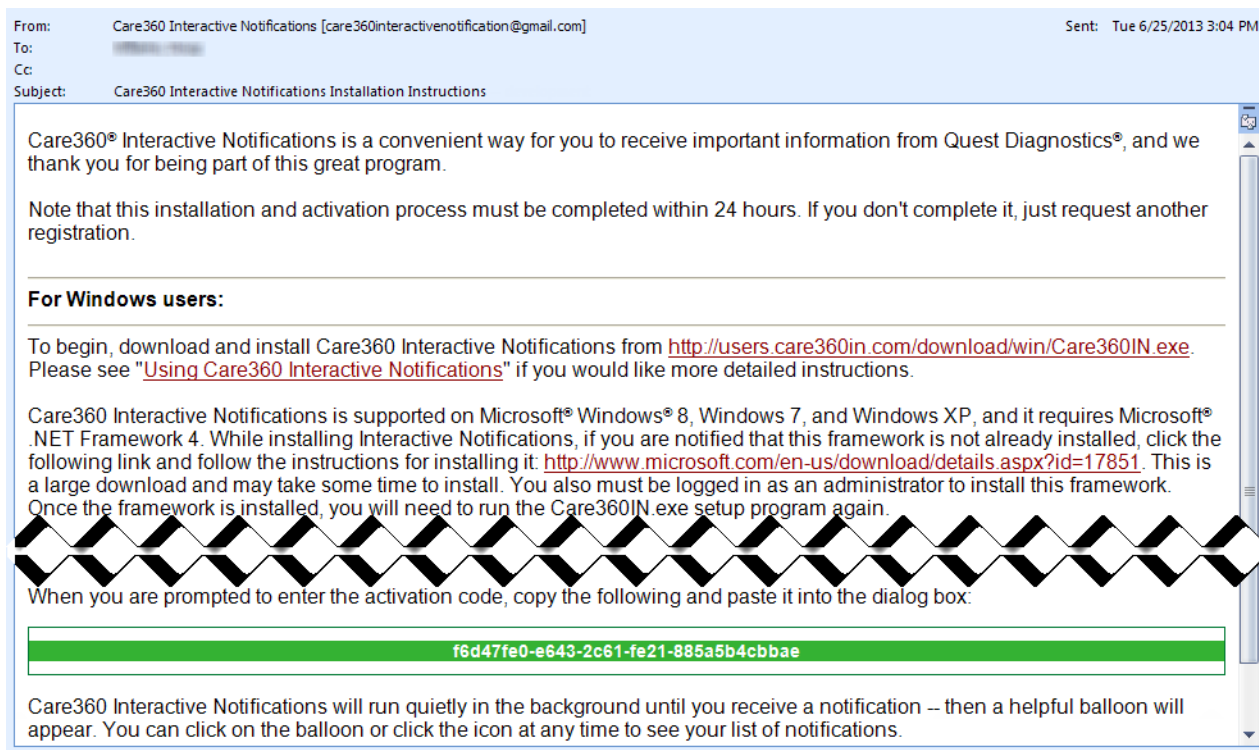
- For Windows, see [“Install and Set Up Interactive Notifications \(Windows\)”](#) on page 3.
- For Mac, see [“Install and Set Up Interactive Notifications \(Mac\)”](#) on page 6.

Interactive Notifications on the iPad is available only to Care360 Labs & Meds users who are also using Care360 HD. No installation is necessary; instead, you are automatically enrolled when you log in to Care360 HD. For information on responding to notifications on the iPad, see [“Respond to a Notification \(iPad\)”](#) on page 12.

Install and Set Up Interactive Notifications (Windows)

Before you can install Interactive Notifications, you must have the *Care360 Interactive Notifications Installation Instructions* email, which contains an activation code that is valid for seven days. This email is sent to you when you enroll in Interactive Notifications via the *Preferences* menu in Labs & Meds, or when an Interactive Notifications partner administrator enrolls you. If it expires, you must enroll again via Lab & Meds, or you must request enrollment from an Interactive Notifications partner administrator.

Interactive Notifications requires that your computer have the Microsoft® .NET Framework 4 installed. You can use the link in the installation instructions email to install the .NET Framework if it is not already installed.

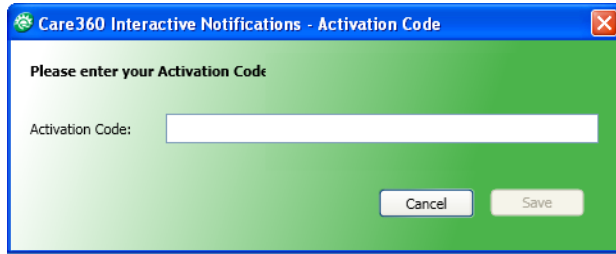


Install Interactive Notifications


- 1 At the computer where Interactive Notifications will be installed, open the installation instructions email and do the following:
 - a Copy the activation code.
 - b Click the link in the *For Windows users* section.
- 2 On the *File Download* dialog box, click *Run* to install Interactive Notifications now (or click *Save* to copy it to your computer and install it within seven days).
- 3 Respond to the installation prompts. If a *User Account Control* dialog box appears, click *OK*.

Note: If Microsoft .NET Framework 4 is not already installed, a message appears advising you of this. Click the Microsoft link in the email and follow the instructions to install this framework. You must be logged in as an administrator to do this. Then click the link to install Interactive Notifications again.

- 4 When the *Activation Code* dialog box appears, paste the activation code that you copied from the email, and then click *Save*.





- 5 When the confirmation message appears, click *OK*.

Interactive Notifications starts automatically, and the Interactive Notifications icon () appears in the system tray. For information on the Interactive Notifications, see “[Interactive Notifications Icons](#)” on page 5. For information on configuring and using Interactive Notifications, see the following:

- “[Set Up Interactive Notifications](#)”, below.
- “[Set Up Subscription and Quiet Hour Preferences \(Windows and Mac\)](#)” on page 8.
- “[Respond to a Notification \(Windows and Mac\)](#)” on page 10.
- “[Order Lab Supplies \(Windows and Mac\)](#)” on page 13.
- “[Send Feedback \(Windows and Mac\)](#)” on page 14.




If you want to install to multiple computers, you must request a new activation code for each computer by enrolling from Labs & Meds or requesting enrollment from your Interactive Notifications partner administrator. When you have the additional activation codes, repeat the installation for each computer on which you want to receive notifications.

Set Up Interactive Notifications

- 1 If necessary, expand the Windows system tray, and then right-click the Interactive Notifications icon (), and click *Settings*.
- 2 To play a sound when a notification arrives, at *Sound*, select *Enabled*. At *Sound File*, click *Browse*, and then choose the appropriate .wav file. To listen to the selected file, click the play icon ().
- 3 To start Interactive Notifications as soon as you log in to Windows, at *Auto Start*, select *Automatically start when I log on to Windows*. This is the default and recommended setting.








Note: If you clear this check box, you must manually start Interactive Notifications via *Start > Programs > Quest Diagnostics > Care360 Interactive Notifications* to access your notifications.

- 4 Click *Save*.

Tip: To ensure that the Interactive Notifications icon () is always visible in Windows 7 and Windows 8, click the button () to expand the system tray and select *Customize*. Locate the Interactive Notifications icon () and select the *Show icon and notifications* behavior.

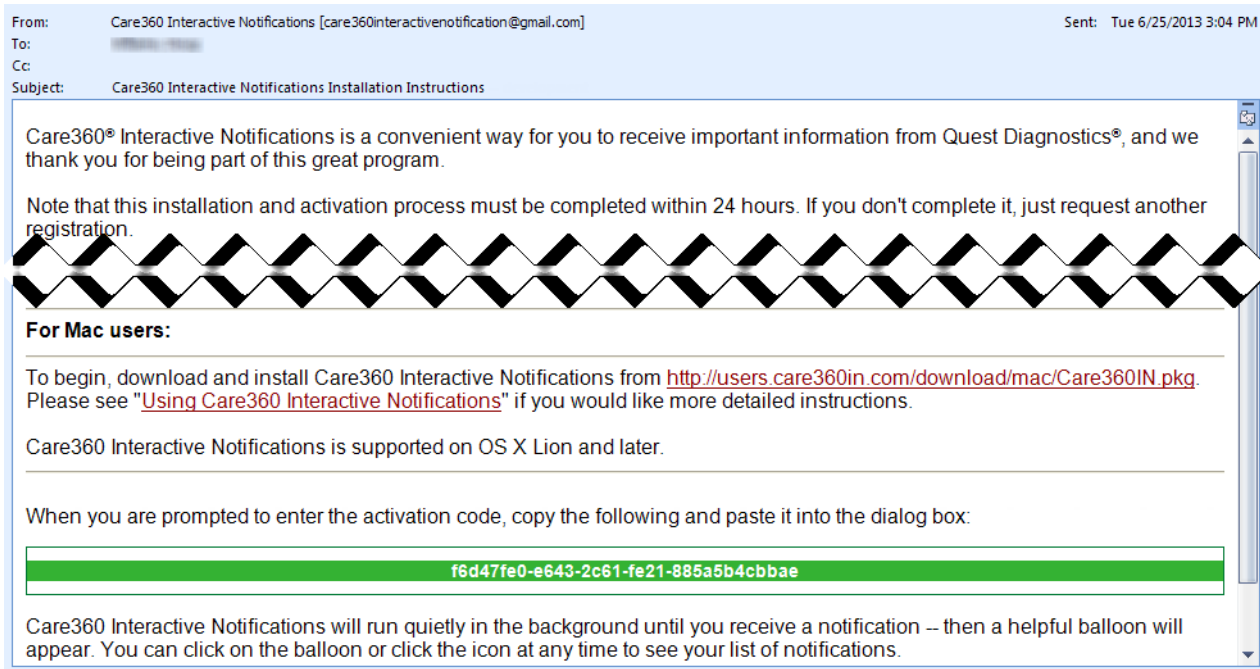
Interactive Notifications Icons

The following table describes the Interactive Notifications icons.

Icon	Description
	Interactive Notifications is waiting for notifications. Interactive Notifications checks for notifications every 60 seconds.
 (blinking)	Interactive Notifications has unread notifications. The icon blinks periodically until all notifications are read.
	A connection problem is preventing Interactive Notifications from connecting to the server. If the problem corrects itself, the standard Interactive Notifications icon () returns. If the problem persists after the next check for notifications, the Interactive Notifications icon becomes gray ()
	Interactive Notifications has not been able to connect to the server for two consecutive notification checks (about two minutes). If the problem corrects itself, the standard Interactive Notifications icon () returns. Otherwise, verify that Internet access is available.

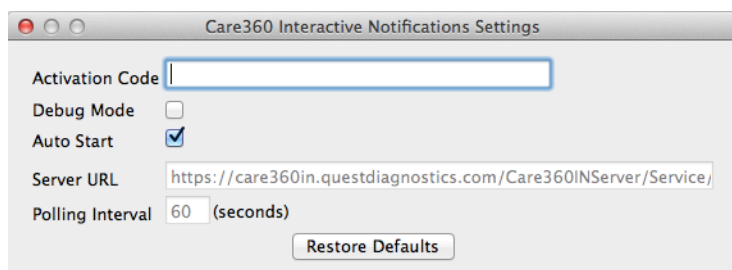
Install and Set Up Interactive Notifications (Mac)

Before you can install Interactive Notifications, you must have the *Care360 Interactive Notifications Installation Instructions* email, which contains an activation code that is valid for seven days. This email is sent to you when you enroll in Interactive Notifications via the *Preferences* menu in Labs & Meds, or when an Interactive Notifications partner administrator enrolls you. If it expires, you must enroll again via Lab & Meds, or you must request enrollment from an Interactive Notifications partner administrator.




Install Interactive Notifications

- 1 At the computer where Interactive Notifications will be installed, open the installation instructions email and do the following:
 - a Copy the activation code.
 - b Click the link in the *For Mac users* section.
- 2 Click *Care360IN.pkg* to install Interactive Notifications.
- 3 If the message *Care360IN.pkg can't be opened because it is from an unidentified developer* appears, right-click (control click, or use two fingers on a touchpad) and select *Open With > Installer* (default).
- 4 Respond to the installation prompts.
- 5 When the *Care360 Interactive Notifications Settings* dialog box appears, click the *Activation Code* box, paste the activation code that you copied from the email, and close the dialog box. The activation code is saved automatically.




6 When the successful installation message appears, click *Close*.

Interactive Notifications starts automatically, and the Interactive Notifications icon () appears in the menu bar. For information on the Interactive Notifications, see [“Interactive Notifications Icons”](#) on page 7. For information on configuring and using Interactive Notifications, see the following:

- [“Set Up Interactive Notifications”](#), below.
- [“Set Up Subscription and Quiet Hour Preferences \(Windows and Mac\)”](#) on page 8.
- [“Respond to a Notification \(Windows and Mac\)”](#) on page 10.
- [“Order Lab Supplies \(Windows and Mac\)”](#) on page 13.
- [“Send Feedback \(Windows and Mac\)”](#) on page 14.

If you want to install to multiple computers, you must request a new activation code for each computer by enrolling from Labs & Meds or requesting enrollment from your Interactive Notifications partner administrator. When you have the additional activation codes, repeat the installation for each computer on which you want to receive notifications.

Set Up Interactive Notifications

1 Click the Interactive Notifications icon () , and click *Settings*.

2 To start Interactive Notifications as soon as you log in to the Mac, click the *Auto Start* check box. This is the default and recommended setting.




If you clear this check box, you must manually start Interactive Notifications via *Applications > Care360IN* to access your notifications.

Note: Select the *Debug Mode* check box only when directed to do so by the Help Desk.

3 Close the dialog box.

Interactive Notifications Icons

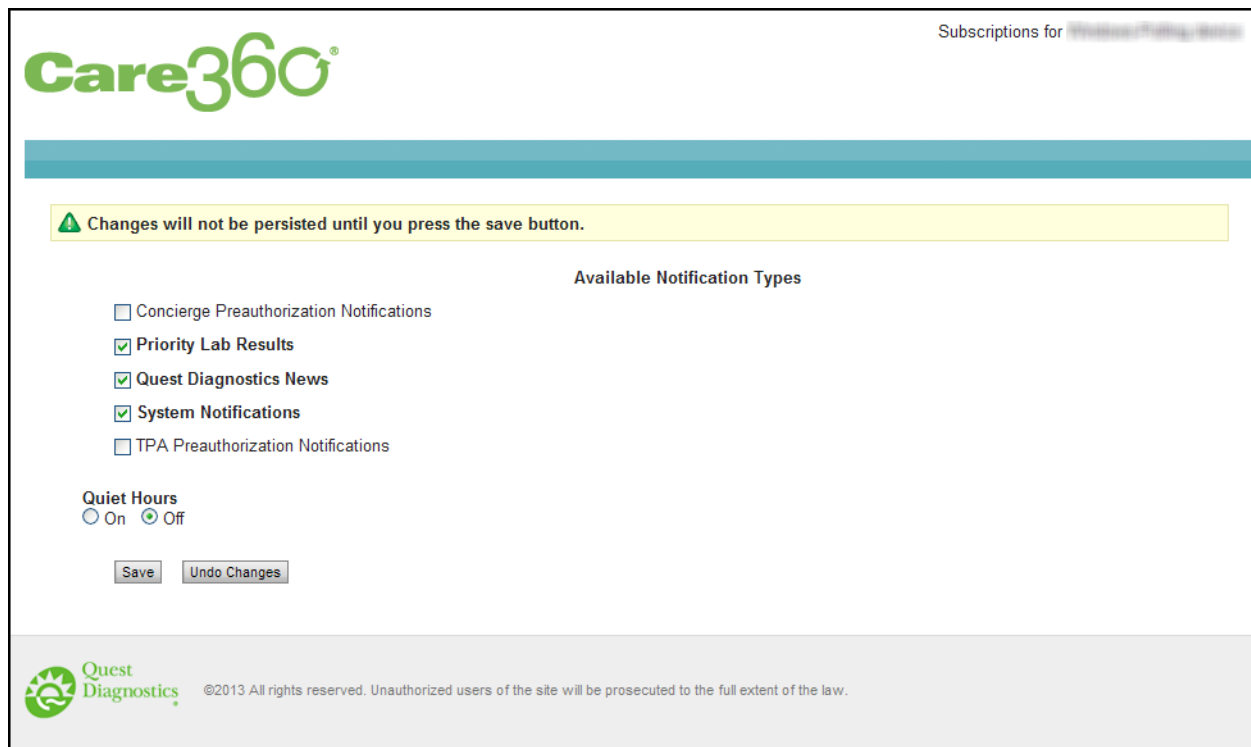
The following table describes the Interactive Notifications icons.

Icon	Description
	New and/or unread notifications are available.
 (dark gray)	No new notifications have arrived. Interactive Notifications checks for notifications every 60 seconds.
 (light gray)	A connection problem is preventing Interactive Notifications from connecting to the server.

Set Up Subscription and Quiet Hour Preferences (Windows and Mac)

Subscriptions determine which notifications you receive, and quiet hours determine when you will receive them.

Although several subscriptions are available, not all notification types apply to all users. For example, the *Priority Lab Results* notification type applies to Care360 Labs & Meds physician users, and the *System Notifications* notification type applies only to Care360 Labs & Meds. The *Quest Diagnostics News* notification type, on the other hand, applies to all users.



Set Your Subscription Preferences

- 1 Right-click the Interactive Notifications icon, and then click *Subscription Preferences*.
- 2 Select one or more of the following notification types:

Notification Type	Description
<i>Concierge Preauthorization Notifications</i>	For Quest Diagnostics concierges. Notifications are sent when a preauthorization request is first received and thereafter any time a preauthorization request status changes to <i>Concierge Review</i> .
<i>Priority Lab Results</i>	For Labs & Meds users. Notifications are sent when a priority lab result is available in Labs & Meds. Priority lab results include AA (very abnormal), LL (below lower panic limits), and HH (above upper panic limits). If you clear this check box, you will not receive these notifications, but you can still access the priority lab results via Labs & Meds. Regardless of your selection, you will still receive direct phone calls for these types of lab results.

Notification Type	Description
Quest Diagnostics News	For all users. Notifications are sent with relevant, educational, and timely information on topics relating to laboratory medicine.
System Notifications	For Labs & Meds users. Notifications are sent when Labs & Meds will be down for maintenance or unavailable.
TPA Preauthorization Notifications	For third-party authorizers (TPAs). Notifications are sent when the status of a preauthorization request changes to <i>Pending</i> .

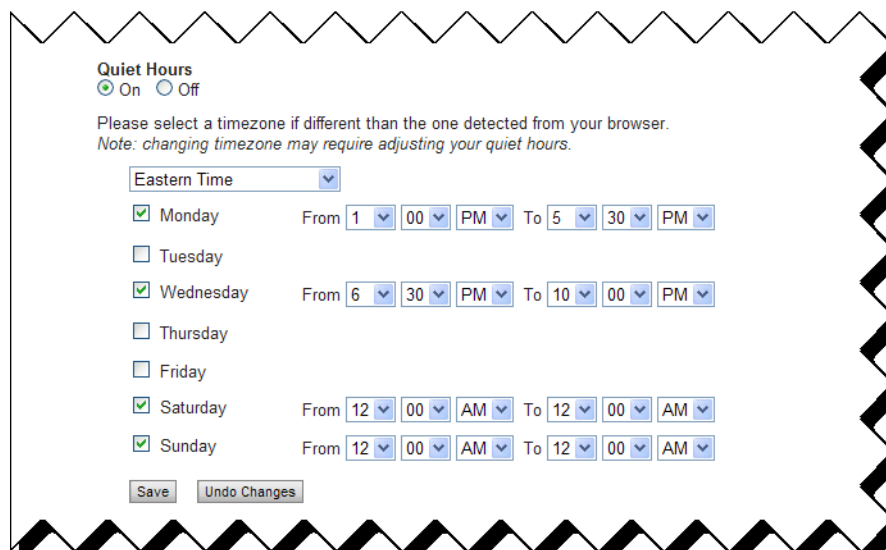
3 Click *Save*.

To unsubscribe, clear all of the check boxes. You will still receive notifications for Interactive Notifications updates.

Set Your Quiet Hours

- 1 Right-click the Interactive Notifications icon, and then click *Subscription Preferences*.
- 2 In the *Quiet Hours* area, click the *On* option button.
- 3 Click your time zone if it is not already selected.
- 4 Select the check box next to the day of the week for which you want to set the quiet hours.

Controls appear for you to select the start and stop time of the quiet hours for that day, as in the example below.



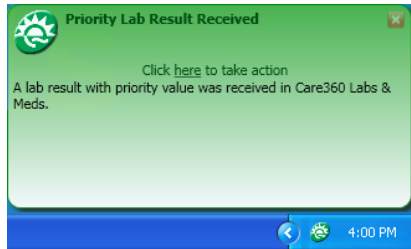
- 5 In the *From* and *To* list boxes, click your time of day selections. You can select only one time period of quiet hours per day. To set quiet hours for an entire day, click the check box for the day and leave the default hours set from 12:00 AM to 12:00 AM.
- 6 Repeat steps 4-5 for each day for which you want to set quiet hours.
- 7 Click *Save*.

Respond to a Notification (Windows and Mac)

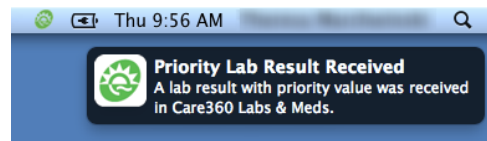
To respond to a notification, you can either click anywhere in the popup (which disappears after a few seconds), or you can access the notification from the log popup, as follows:

- **Respond to a notification popup.** Click anywhere in the popup. If the popup contains the text *Click here to take action* (Windows), or if a URL is associated with the pop up, a browser window opens.

Windows Popup

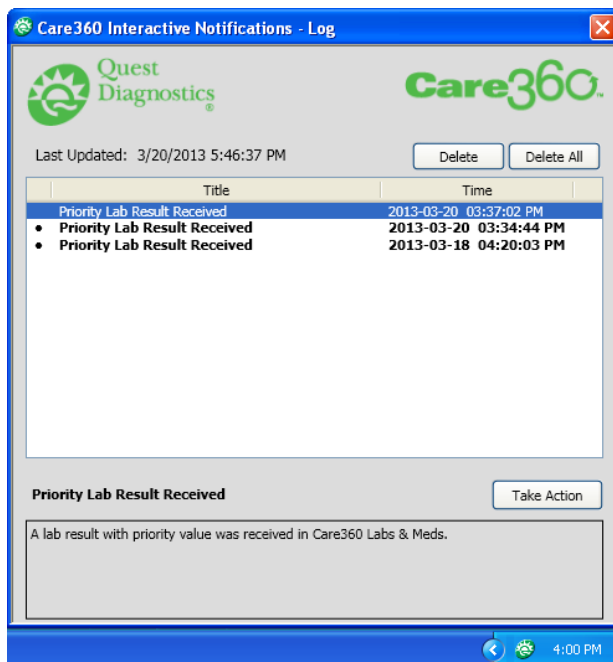


Mac Popup

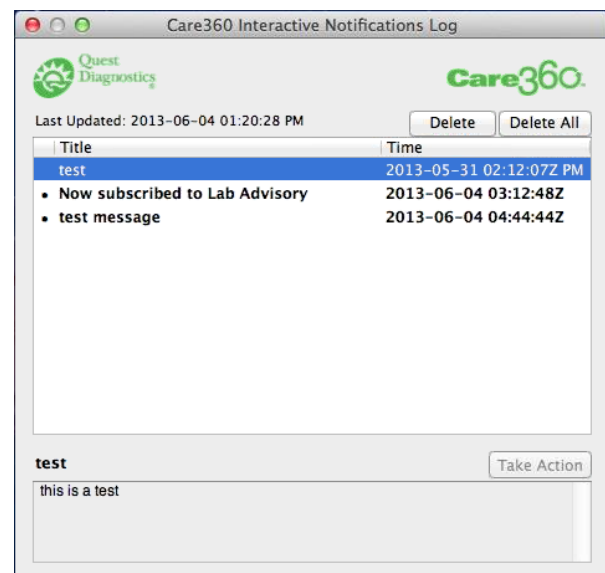


- **Respond to a notification in the log popup.** You can access notifications any time from the log popup by following the instructions on the next page.

Windows Notifications Log



Mac Notifications Log



Respond to a Notification via the Log Popup

- 1 Do one of the following, depending on your operating system:
 - **Windows:** If necessary, expand the Windows system tray, and then click the Interactive Notifications icon, or right-click that icon and click *Notifications Log*.
 - **Mac:** From the menu bar, click the Interactive Notifications icon, or right-click that icon and click *Notifications Log*.
- 2 In the *Log* popup, click the notification that you want to view.

Unread notifications are preceded by a dot and appear in bold text. When you click a notification title, the notification appears at the bottom of the popup. If no website is associated with the notification, the notification is considered read. If a website is associated with the notification, you must click *Take Action* for the notification to be considered read.
- 3 If a website is associated with the notification, click *Take Action*.

A browser window opens to the URL associated with the notification.

Note: If the notification is from Labs & Meds, log in as usual. The landing page is bypassed and instead you are taken directly to the priority lab result in the patient's chart where you can review the result and optionally take action by reordering the lab or ordering a new lab.

The *Log* popup remains open until you close it or click elsewhere.

Delete a Notification

- 1 Do one of the following, depending on your operating system:
 - **Windows:** If necessary, expand the Windows system tray, and then click the Interactive Notifications icon, or right-click that icon and click *Notifications Log*.
 - **Mac:** From the menu bar, click the Interactive Notifications icon, or right-click that icon and click *Notifications Log*.
- 2 Do one of the following:
 - To delete a particular notification, click that notification and then click *Delete*. If the notification has a website associated with it and you have not clicked *Take Action* to visit the website, the notification cannot be deleted individually.
 - To delete all notifications, including those with an associated website, click *Delete All*, and when the confirmation message appears, click *Yes*.

The *Log* popup remains open until you close it or click elsewhere.

Respond to a Notification (iPad)

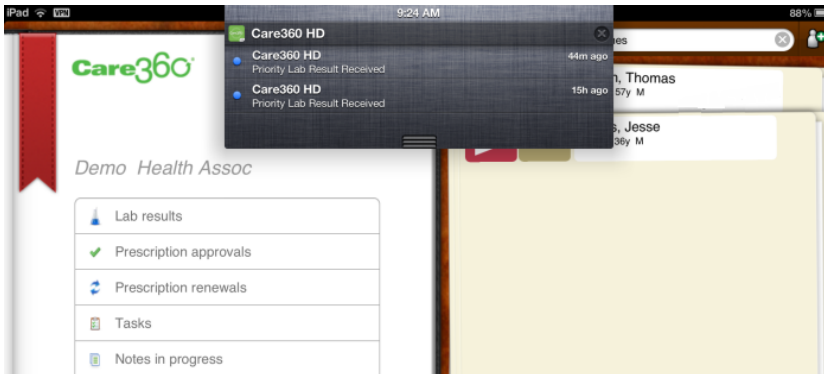
Interactive Notifications on the iPad is available only to Care360 Labs & Meds users who are also using Care360 HD.

When you are a Care360 HD user, you are automatically enrolled in Interactive Notifications when you log in to Care360 HD. No installation is necessary. By default, you are enrolled to receive notifications for priority lab results, Care360 system availability, and Quest Diagnostics news.

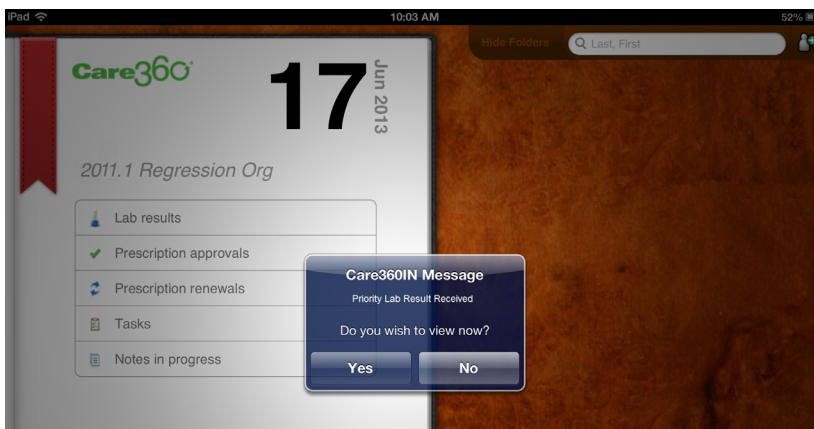
Respond to a Notification

1 View notifications in one of the following ways:

- Swipe down from the top of the iPad screen to view the Notification Center and then tap the notification.



- If you are currently working on your iPad, the notification automatically appears on your screen.



2 Tap Yes, and then view the notification details for the following types of messages:

- For advisory messages or priority lab result notifications, you are taken to the *Labs* tab of the appropriate patient's chart where you can review the result and optionally take action by reordering the lab or ordering a new lab. If you are not currently logged in to Care360 HD, you are prompted to type your login information.
- For Quest Diagnostics news notifications, you may be directed to the Quest Diagnostics website.
- For system notifications, an informational message is available to review directly from the Notification Center.

The five most recent notifications are available in the *Notification Center*. Notifications that are received while you are logged in to Care360 HD do not remain in the *Notification Center*. To change your notification settings, access the *Notifications* option in the *Settings* app for your device. Tap *Care360* and then make your changes to the notifications as needed.

Order Lab Supplies (Windows and Mac)

To order lab supplies, you must be a client of Quest Diagnostics.

Lab: AGI - AmeriPath - Atlanta GI

Client Supplies - Order Form for CORP

⚠ Clients should only order supplies that will be used exclusively for laboratory testing performed by Quest Diagnostics.

Order Supplies | Order History

Category: All | Client: Quest Test (7079225) | Search: [] | Search | Reset

Comments: []

Supply Results

1-10 of 109 | Submit

Category	Item #	Description	Units	Qty
Corp Vacutainer, Pediatric	53915	Microtainer, Green W/lithium Heparin	50/bg	[]
Corp Vacutainer, Pediatric	38515	Microtainer Red Top W/lithium	50/bg	[]
Cytology/histology	11051	Thinprep Coll. Brush/spatula	100/pk	[]
Cytology/histology	50171	Cytology Brush Non-sterile		[]

1-10 of 109 | Submit

Order Lab Supplies

- 1 Right-click the Interactive Notifications icon and then click *Order Lab Supplies*.
- 2 Complete the *Client Supplies - Order Form* page as you usually do.

Send Feedback (Windows and Mac)

You can send Quest Diagnostics feedback about your experience with Interactive Notifications.

Send Feedback

- 1 Right-click the Interactive Notifications icon, and then click *Feedback*.
- 2 Complete the feedback form and then click *Submit*.

Legal Notices

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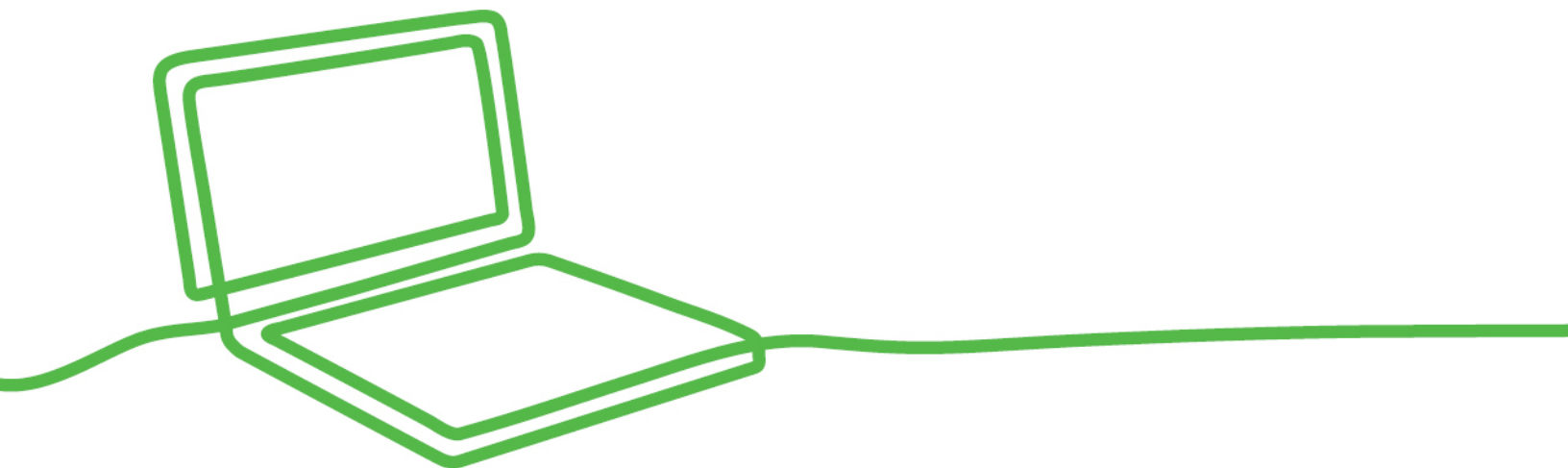
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