

**ReSupply** 

# Manage order requests using tasks

English

## Before you begin:

Follow this guide if you gather order requests through the Tasks tab. If you use the Result Report to gather order requests, refer to the following guide: Manage order requests using the result report.

## Why?

Using Tasks can help make processing your order requests more streamlined and organized. Order requests can be found within Tasks and Sleep Apnea Form Reports:

- Tasks (for requests submitted during an active protocol)
- Sleep Apnea Form Reports (for requests submitted outside an active protocol)

You need to review both Tasks and Sleep Apnea Form Reports to account for all order requests. Patient reported sleep therapy issues can also be viewed in Tasks.

### Assign Tasks to another user

- 1. Log in to ResMed ReSupply.
- 2. Click MyTasks.
- 3. Use the filters to find the relevant Tasks.
- 4. Select the check boxes next to each Task you would like to assign.

✓ Select All Select Page   User none   ✓ Assign User To Selected Tasks						
		Actions	Due Date 🔶	Patient 钟		
~		1	05/18/17			
✓		1	05/23/17			

- 5. In the User drop-down list, select the user you want to assign.
- 6. Click Assign User to Selected Tasks.

### Process a Task assigned to you

- 1. Click MyTasks.
- 2. In the Assigned To column's search field, enter your name and press Enter.
- 3. Next to the Task you want to process, click the pencil icon.
- 4. Review the Task Detail column for information on what action to perform.
- 5. Process the Task according to your organization's usual workflow. For example, process the requested order, contact the patient if therapy issues exist, etc.
- Optional) If you need to add a note, then click Add Other Note to Task.

Notes for Selected Task

Actions	When Created	
/11	05/30/17 12:31 PM	
20	05/30/17 12:28 PM	
Add Left Voicen	il Note to Task Add No Answer Note to Task Add Other Note to Tas	k



7. Once you are finished, click the green check mark icon in the Actions column.

#### 8. To confirm, click OK.

Demographics	Protocol	Therapy	Insurance	Tasks	Documents	Schedule	Timeline	Equipment	Sales Orders	
Patient: PIN: DOB: 01/01/90 Phone Number: Email:										
Show Ope	n Only OS	now All								
Action	IS	Due Date			Task Ty	pe	Task Detail			
	<b>05/18/17 10:11 AM</b>		011	Other		Protocol: Sleep Replenish, Encounter : Sleep Replenish Created task due to an answer in dialog Kit				

\* Patient identities and data are fictional.

Note: After you process your Task, review the Sleep Apnea Results Report. Order requests that appear in this report do not appear as Tasks in ResMed ReSupply.

## Download the daily Sleep Apnea Form Report

1. From the Profile menu, select **Result Report Downloads**.

Dashboard	My Tasks	Patients -	Reports -	Profile -	Sign Out
		_	Invoices		
			Result Report D	ownloads	
			Users		
			Customer Files		
			Edit Receipt		
			User Preference	S	

- 2. (Optional) In the File Name field, enter "Apnea" and press Enter.
- 3. In the list of reports, find all the new Sleep Apnea Form Reports. They are listed in the following format: SleepApneaForm-yyyy-mm-dd.csv
- 4. In the Actions column, click the down-arrow icon for each report that you have not yet processed.

Actions	
🚽	SleepApneaForm-2017-05-22.csv
🚽 🗃	SleepApneaForm-2017-05-19.csv
🚽 🗑	SleepApneaForm-2017-05-18.csv

5. Review the reports and process orders according to your organization's usual workflow. For example, process the requested order, verify insurance eligibility, etc.

## Update protocol for patients found on the Sleep Apnea Form Reports

- 1. From the Patients menu, select List Patients.
- 2. Find the patient, and then click the **pencil** icon next to their name.
- 3. In the Demographics tab under the Identifier section, select none in the Status drop-down list.
- 4. Click Save.

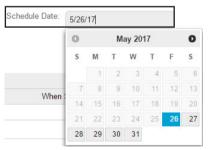


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- 5. Click the Protocol tab.
- 6. In the Select Protocol drop-down list, select the appropriate protocol.



7. In the Schedule Date calendar field, select the date when the patient will become eligible for new supplies. For example, 90 days after the patient received their most recent supply order.



8. Click Assign Protocol.

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