

Manage order requests using the result report

English

Before you begin:

Follow this guide if you gather order requests from the Result Report Downloads page in ResMed ReSupply. If you use Tasks to gather order requests, refer to the following guide: **Manage order requests using Tasks**.

Why?

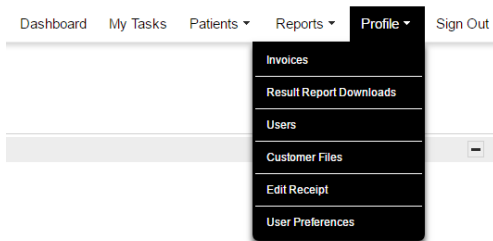
Order requests are consolidated daily into the following reports:

- Result Report (for requests submitted during an active protocol)
- Sleep Apnea Form Report (for requests submitted outside an active protocol)

You need to review both reports to account for all order requests. Patient reported sleep therapy issues are captured in the Result Report for your reference.

Download and process daily reports

1. Log in to ResMed ReSupply.
2. From the Profile menu, select **Result Report Downloads**.













3. In the list of reports, find the relevant Result Reports and Sleep Apnea Form Reports. We recommend that you use filters to find the report. They are usually in the following format:

- Results-<protocol name>-yyyy-mm-dd.csv
- SleepApneaForm-yyyy-mm-dd.csv

Note: If you have multiple protocols, you will have multiple Result Reports that need to be downloaded for each day. For Sleep Apnea Form Reports, all orders are compiled on one report each day.

4. In the Actions column, click the **down-arrow** icon next to each report that you have not yet processed.

Actions	
	 SleepApneaForm-2017-05-22.csv
	 SleepApneaForm-2017-05-19.csv
	 SleepApneaForm-2017-05-18.csv
	 Results-Sleep-Replenish-2017-05-18.csv
	 Results-Sleep-Replenish-2017-05-17.csv

* Patient identities and data are fictional.

5. Review the reports.
If there is a "Yes" in the Order column, process those orders according to your internal workflow.

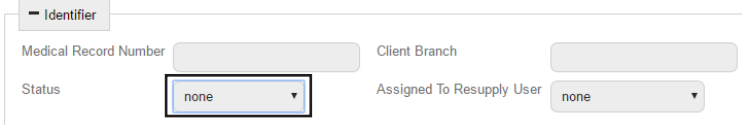
OR

If there is a "No" in the On Therapy column, ask your respiratory therapist to follow up with those patients.

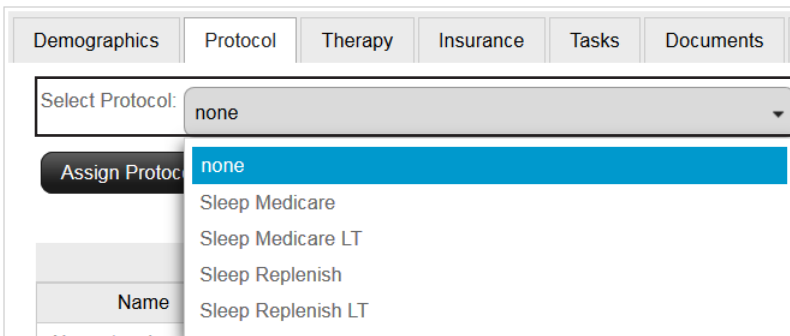
Note: Each one of those patients has a number in the Off Therapy Reason column that identifies why they are no longer on therapy.

Update protocols for patients found on the Sleep Apnea Form Reports

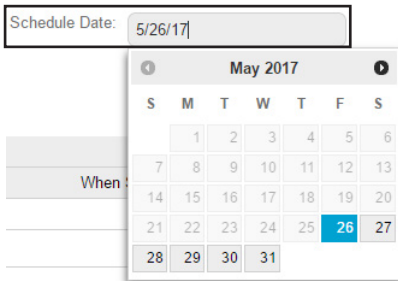
1. From the Patients menu, select **List Patients**.
2. Find the patient, and click the **pencil** icon next to their name.
3. In the Demographics tab under the Identifier section, select **none** in the Status drop-down list.



4. Click **Save**.
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**.