ResMed

ReSupply

# Review a patient’s timeline

English

## Why?

Patients may have questions that require you to review their profile in ResMed ReSupply. If a patient presents a problem to you, then you can use the patient’s timeline to help resolve it.
You may hear the following:

- “I never received a call.”
- “I didn’t request supplies.”
- “I requested supplies but never received them.”
- “Why do I keep getting calls/emails?”
- “I talked to someone, and they told me...”

To investigate these inquiries, you can review a patient’s timeline to see:

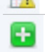
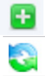
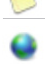
- the date a patient profile was created in the system
- when changes were made to a patient’s profile (for example, a change in status: Wrong Number, Not on Therapy, etc.).
- when Faith (the virtual call center agent) contacted a patient
- how long the patient was logged in to myresmedresupply.com
- what specific responses a patient provided in an encounter
- confirmation of a supply request after an encounter was finished
- how long a patient was on the phone with a ReSupply client services representative.

## Review a patient’s timeline

1. Log in to ResMed ReSupply.
2. On the List Patients page, find the patient and then click the **pencil** icon next to their name.
3. Click the **Timeline** tab.
   On the Timeline tab, you can see the patient’s history.
   Each column contains information about an event:
   - Start date—the date an activity occurred or will occur.
   - End date—the date an activity was completed or will be completed.
   - Event description—describes the event.
   - Detail—explains what occurred during the event.
   - Who Performed—shows who or what caused the event.

## List of timeline icons

On the Timeline tab under the Event Description column, you can review the type of event that took place.
Here is a list of icons and descriptions for each event:

| Icon | Description |
|---|---|
|  | Outbound call was answered by an answering machine. |
|  | Updated patient status (Wrong Number, Not on Therapy). |
|  | Supply request confirmation. |
|  | Displays each automated outbound call attempt. If the call was connected/busy/no answer/unable to be placed, how long the call was, on what date and if the call limit was reached. |
|  | Outbound call result for protocol. Summary of responses provided by patient during an encounter (call script/questionnaire). |
|  | Patient created or reactivated. |
|  | Update to notification options. |
|  | Insurance verification complete. |
|  | An alert that is generated based on a patient’s response that would cause an alert to be reported. This is configurable at the account level and usually set up for therapy-related issues. |
|  | Inbound call or transfer from automated phone system. |
|  | Patient note. |
|  | Patient logged in to MyResMedReSupply (includes length of time). |