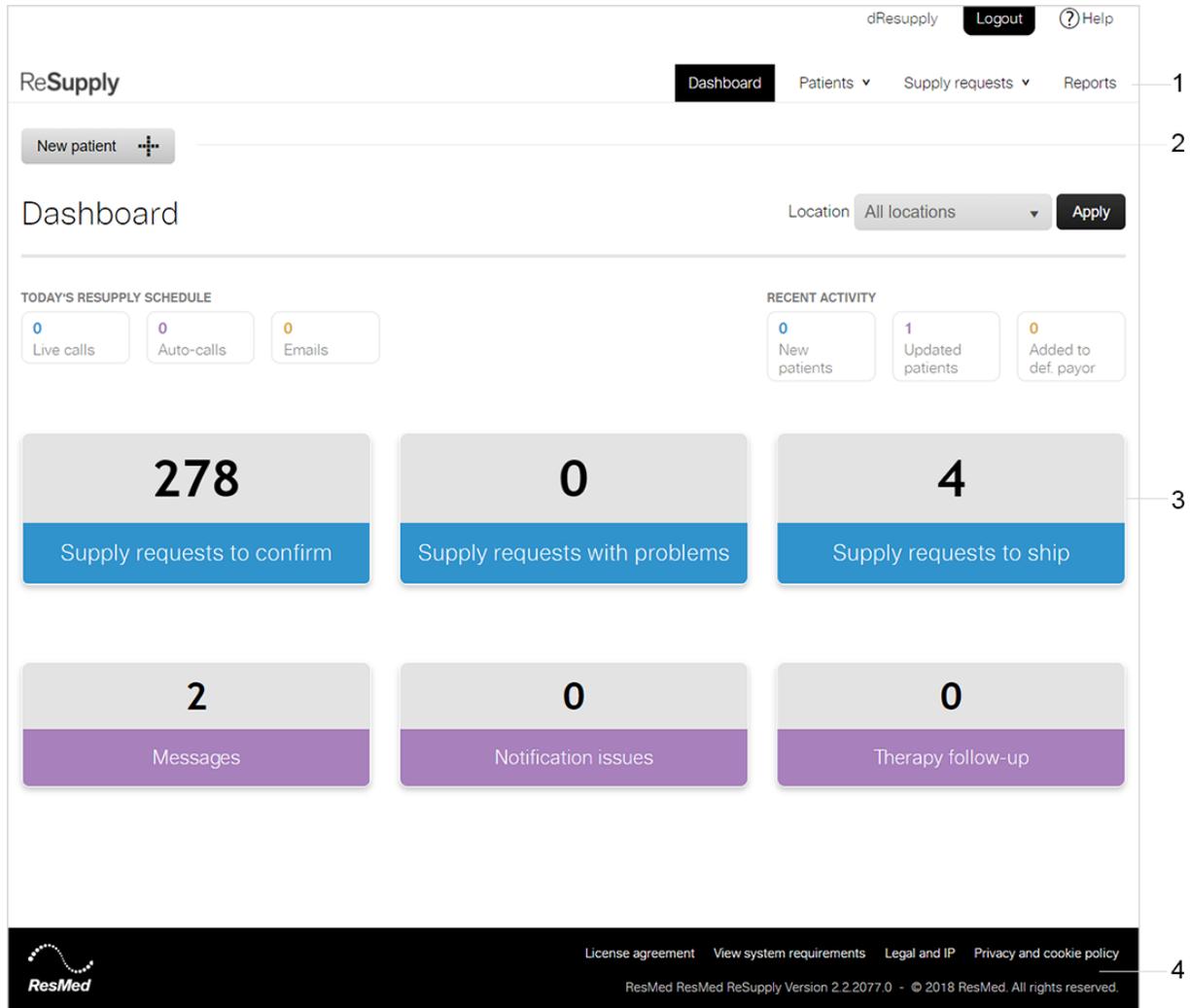


Navigation (Guide)

The ResMed ReSupply Home page displays the Dashboard and the ability to change organization locations. The Dashboard allows a user to navigate to a pre-filtered list based on the ResMed ReSupply group's description.



Name and description

Menu bar—provides access to the main menus dependent on user permissions.

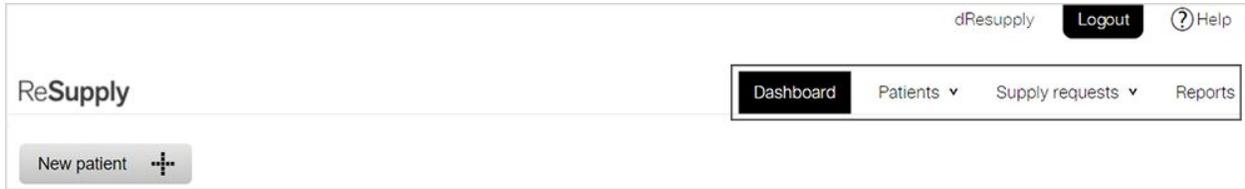
Toolbar—provides quick access to common tasks and key functions dependent on user permissions.

Dashboard—provides access to pre-filtered lists of information related to patients, work items and supply requests. The “buckets” or “tiles” are called ResMed ReSupply groups.

Link bar—displays links, license agreements, system requirements and intellectual property.

Menu bar (Topic)

ResMed ReSupply has main menus accessible via the Menu bar. Different menus are available to different user roles.

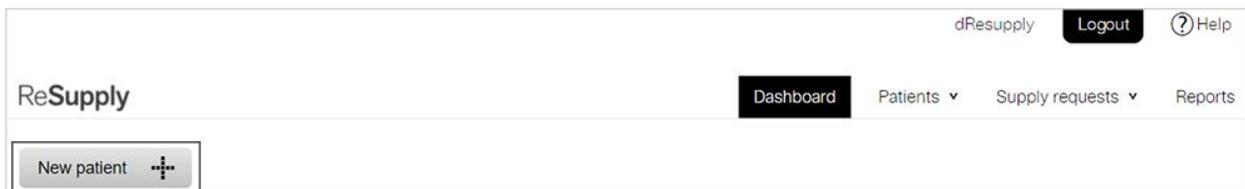


Menu	Description
Dashboard	Access pre-filtered lists of information related to patients, work items, supply requests and documentation.
Patients	View a filterable list of patients in an organization based on location, payor plan, contact method and status. Search patients by last name, first name, last name and first name, area code and number, and Patient ID. Access all sections of a patient's profile. Also, view work items in an organization based on location, status and type of work item. Search work items by a patient's last name, first name, last name and first name, area code and number, and Patient ID. View work item details, status, date-related information and close work items.
Supply requests	View a filterable list of supply requests based on location, date requested, placed by, fulfillment partner and status. Search by supply request number, patient's last name or supply request reference number. Export a report of all supply requests. View all requested items based on lot and serial number. Access full supply request details and supply request number.
Reports	Generate and view reports based on your organization's performance e.g., mask to patient ratio, manufacturer and product mix, items per supply request, estimated revenue, supply request trending and outreach modality effectiveness.
Administration	View and edit organization details, reimbursement rates, document categories, payors, eligibility schedules, call schedules, call scripts, locations, users, reports and patient and order imports.

Note: The functions available to a user are determined by their role.

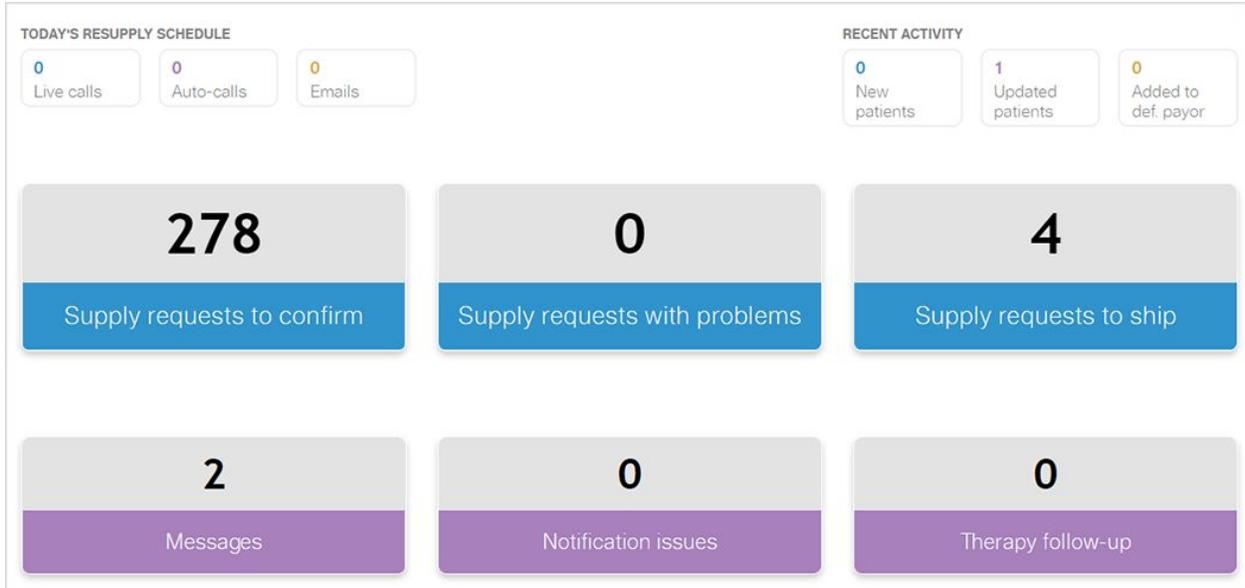
Toolbar (Topic)

The ResMed ReSupply toolbar provides quick access to key tasks. The icons/options displayed on the toolbar are enabled or disabled depending on the task being performed and page within ResMed ReSupply.



Dashboard (Topic)

The ResMed ReSupply Home page (Dashboard) displays the Resupply Schedule and six ResMed ReSupply groups. Each ResMed ReSupply group provides access to pre-filtered lists of information related to patients, work items, supply requests and documentation.



Recent Activity (Reference)

The recent activity section displays the number of new patient records added, patient records updated and patient records assigned to a default payor in a 72-hour period.

New patients—the number of newly added patient records.

Updated patients—the number of updated patient records.

Added to def. payor—the number of patient records assigned to an organization's default payor.

Note: The number of notifications to be sent out during the 72-hour period are based on Pacific Time (California time) UTC-08:00.

Icons (Topic)

Icon	Description
Contact method	
	Do not contact The patient does not want to be contacted.
	Email The patient receives resupply notifications via email.
	Automated call The patient receives resupply notifications via an automated call from an interactive voice responses system (IVR).
	Text message (SMS) The patient receives resupply notifications via text message (SMS) (patient opt-in required).
	Live call The patient receives resupply notifications via a telephone call from an interactive voice response system which transfers the patient to a client services representative (CSR).
	Email and automated call The patient receives resupply notifications via email and automated calls from an interactive voice response system (IVR).
	Email, automated call and text message (SMS) The patient receives resupply notifications via email, text message (SMS) and automated calls from an interactive voice response system (IVR).
	Email and live call The patient receives resupply notifications via email and telephone calls from an interactive voice response system which transfers the patient to a client services representative (CSR).
	Email, live call and text message (SMS) The patient receives resupply notifications via email, text message (SMS) and telephone calls from an interactive voice response system which transfers the patient to a client services representative (CSR).
Patient status	
	Call schedule started The outreach period (call schedule) for this patient has started.
	Resupply notifications disabled This patient is no longer receiving resupply notifications but they are still on a call schedule.
	Document expiry The patient's document(s) expired.

	<p>Flagged The number of flagged notes in the patient's profile.</p>
	<p>Incomplete profile The patient is missing important information such as notification type, insurance and supplies. Resupply notifications cannot be sent without this information.</p>
	<p>Locked The patient's account cannot be accessed, because another user is editing the profile.</p>
Misc.	
	<p>Removable category The document category can be deleted from the list of document categories.</p> <p>Closeable supply request The supply request can be closed and removed from the All supply requests page.</p> <p>Delete supply item The supply item can be deleted from the Supplies tab.</p>
	<p>Flagged notes The number of flagged notes in the patient's profile.</p>
	<p>Change in payor details The patient has an open "patient payor update" work item. Update the patient's payor details and then close the work item before you confirm their supply request.</p>
	<p>Additional supplies The patient requested additional supplies for their supply request.</p>

Patient profiles (Topic)

Patient profiles consist of personal, therapy or supply request details that can be accessed via tabs.

To open a patient profile, from the **Patients** menu, select the required location, and then select the patient's name from the list.

dResupply **Logout**  Help

ReSupply Dashboard Patients ▾ Supply requests ▾ Reports

Open call script In-person supply request 

Garcia, Luis
[Back to patients](#)

Device CPAP G	Mask 2555CS	Date of birth 01/01/1960	Patient ID	 	 Do not contact	Last supplied Yesterday
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Patient details
Supplies
Documents
Notes
Messages
Timeline
Supply requests
Work items
1

Patient details 2

Name
Mr Luis Garcia

Date of birth
January 01, 1960
Note: Date of birth will be used to verify the patient's identity when they register for ResMed ReSupply.

Location
Gotham City

Patient ID (Optional)

* Patient identities and data are fictional.

Name and description

Tabs—displays different options relevant to patient or supply request details.

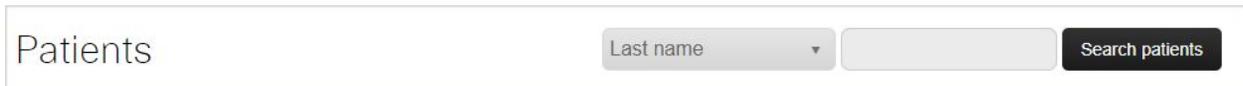
Panel—displays contents related to a menu, patient data, documentation and supply request history. Contains information to view or edit depending on user permissions.

Searching (Topic)

ResMed ReSupply's search functionality looks for records that partially or exactly match each search term entered. For example, a search for "Luis Garcia" would include "Luis Garcia", "Luis J Garcia" and "Luis Garciaa" but not "Dom Garcia".

Search functions are available in patients, work items and supply requests pages.

1. From the search field, enter the required details.

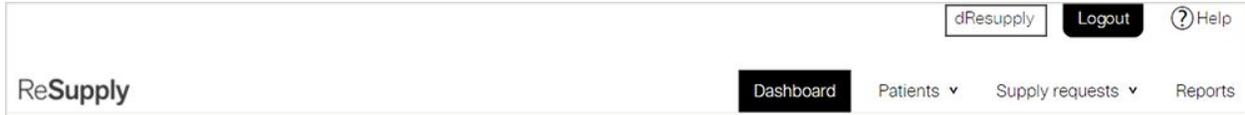


The screenshot shows a search interface for patients. It consists of a horizontal container with a light gray border. On the left, the word "Patients" is displayed in a large, light gray font. To the right of this text is a search input field. Above the input field, there is a dropdown menu with the text "Last name" and a small downward-pointing triangle. The input field itself is empty and has a light gray background. To the right of the input field is a dark gray button with the text "Search patients" in white.

2. Click **Search patients**.

Accessing your account details (Topic)

In ResMed ReSupply, you can always access your account details at the top of the page. To view your account details, click your username next to the **Logout** button.



Edit your account details

To edit your account details:

1. Click your username.
2. Click **Edit**.
3. Enter all necessary information—title, first name, last name, email, roles, resupply user locations and status.
4. Click **Update**.

Reset your password (How to)

You can reset your password in the account details section.

To reset your password:

1. Click your username.
2. Click **Reset password**.
3. Enter a new password.
4. To confirm, re-enter the new password.
5. Click **Save**.