

# Dashboard guide

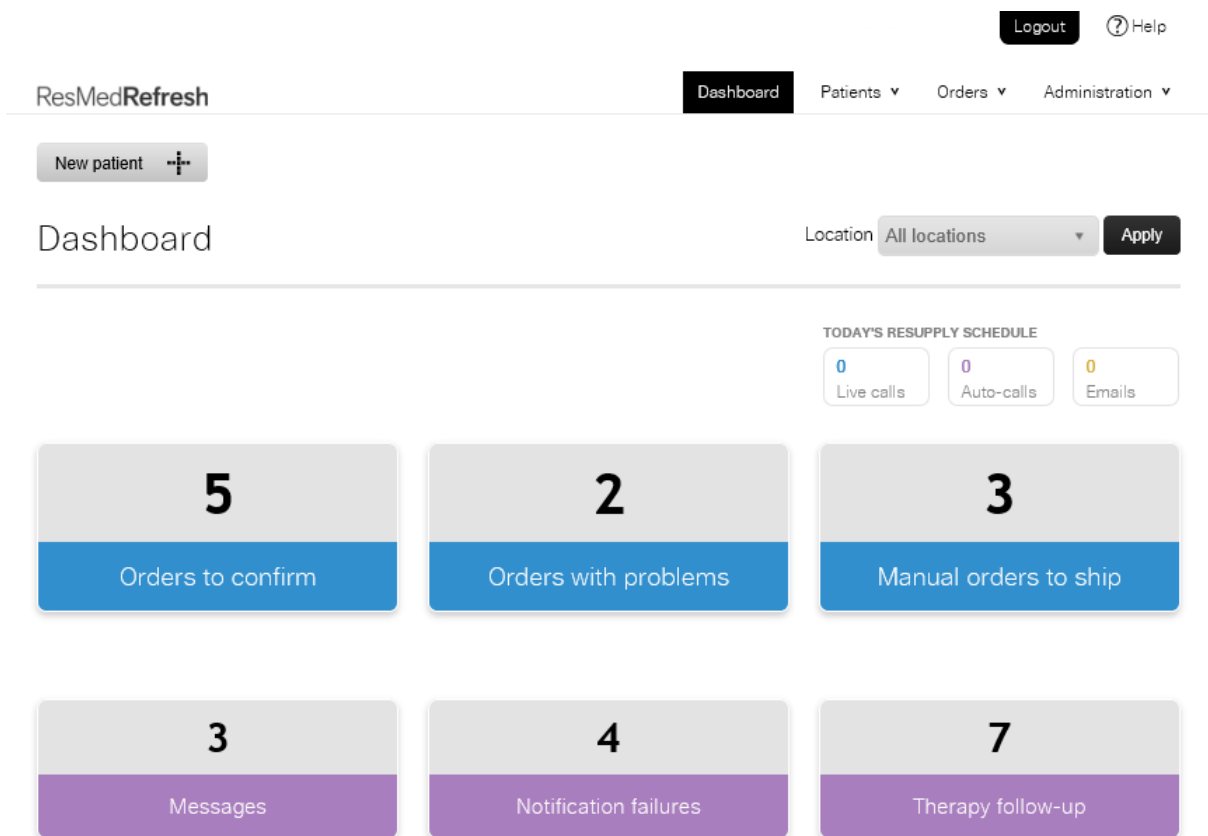
English

## Why?

Learn how to navigate the Dashboard in ResMedRefresh, so you can find and manage patients, orders, work items and messages.

## How to navigate the Dashboard

1. (Optional) To see information relevant to a specific location, select a location in the Location drop-down list and click **Apply**.
2. Click any ResMedRefresh work group to see a pre-filtered list of patients, orders, work items or messages based on the group's description.



The screenshot shows the ResMedRefresh dashboard interface. At the top right, there are 'Logout' and 'Help' buttons. Below the header, there is a navigation bar with 'Dashboard' selected, and 'Patients', 'Orders', and 'Administration' options. A 'New patient' button is visible on the left. The main content area features a 'Dashboard' title and a 'Location' dropdown menu set to 'All locations' with an 'Apply' button. Below this, there is a section titled 'TODAY'S RESUPPLY SCHEDULE' with three boxes: 'Live calls' (0), 'Auto-calls' (0), and 'Emails' (0). The dashboard is organized into six main work group cards: 'Orders to confirm' (5), 'Orders with problems' (2), 'Manual orders to ship' (3), 'Messages' (3), 'Notification failures' (4), and 'Therapy follow-up' (7).

Understand each ResMedRefresh work group

**5**

Orders to confirm

Orders that need to be confirmed before they can be shipped.

Recommended action:

Review the order, make any necessary changes and update the status from **Pending to Confirmed**.

Note: Mark orders as **on hold** for credit, pickup, inventory and insurance reasons.

**2**

Orders with problems

Orders that are late, on hold, vendor hold or auto-cancelled.

Recommended action:

- For on-hold orders: Change status to **Confirmed** once the order is able to be shipped.
- For auto-cancelled orders: Close the orders (no further action is required).
- For late or vendor hold orders (3PL only): Work with the 3PL provider to determine the reason for the delay.

**3**

Manual orders to ship

Non-3PL orders that are confirmed but may or may not be shipped to patients.

Recommended action:

Mark orders as shipped once the shipping confirmation is received and enter the actual shipped date when applicable (this recalibrates the outreach schedule).

**3**

Messages

Resupply messages from your patients or the Resupply Customer Service team to your organization.

Recommended action:

1. Respond to the message accordingly.
2. Close the work item.

**4**

Notification failures

Work items for patients who cannot be contacted due to incorrect contact information.

Recommended action:

1. Correct patient's phone or email information.
2. Close the work item.

**7**

Therapy follow-up

Work items for patients who have issues related to their therapy or have abandoned therapy.

Recommended action:

Contact the patient to address their issue. If their issue is regarding therapy, involve a respiratory therapist.