



Customer – Care Orchestrator and Patient Adherence Management Services (PAMS) for Trilogy Training

Outreach Schedule

Time Frame	Number of Calls
Week 1	3 (Days 1, 3, 5)
Week 2	2 Per Week (Days 9 & 13)
Week 3	Once Per Week (Day 19)
Week 4	Once Per Week (Day 30)
Weeks 5+	As needed based on therapy data.

Adding Patient

Care Orchestrator

Tasks Patients Reports and Templates

Patients

Search for patient by name, device serial number, External ID, or Patient Reference.

Search by:

Name Device Serial Number External ID Patient Reference

Showing 1-25 of 249 results

Sort By: Setup Date

The screenshot shows a web interface for 'Care Orchestrator' with a 'Patients' section. The navigation bar includes 'Care Orchestrator', 'Tasks', 'Patients' (highlighted), and 'Reports and Templates'. The main content area has a 'Patients' title and a search instruction: 'Search for patient by name, device serial number, External ID, or Patient Reference.' Below this is a 'Search by:' section with four buttons: 'Name', 'Device Serial Number', 'External ID', and 'Patient Reference'. A large search input field is positioned below these buttons. On the left side, there is a vertical action menu with icons for search, refresh, add patient (highlighted in yellow), list, and chat. On the right side, there is a circular '+ Add' button. At the bottom of the search area, it says 'Showing 1-25 of 249 results' and 'Sort By: Setup Date' with a dropdown arrow and a list icon.

Click the + Icon (Right)

Or

Click the “Add Patient” Icon in the Action Menu (Left)

Add Patient



*Location 

Please Select an Organization

*First Name

*Last Name

*Date of Birth 

Gender Male Female Unspecified

*Setup Date 

External ID

Patient Reference

Payer 

Payer Member ID

External Services 

 

Cancel

Save

- Enter Patient Information
- Select “COPD” from External Service dropdown
- Click Save

Add Patient ✕

Identity Contact Information Care Team Equipment Rules and Reminders Custom

Phone Number

Email Address

Preferred Contact Method Phone Number Email Address
 Do Not Contact

Street Address

Postal Code

City

State

Country ▼

*Time Zone ▼

Start Time of Day ▼

Enter Patient Contact Information
Click Save



Add Patient



Assigned Care Team

Philips Patient Management Center 801 Presque Isle Drive, Pittsburgh, PA, 15239 ×
Authorized - Full Access

Add to Care Team

Search by physician name or NPI number, location name or address. Select result to add to Care Team.

Physicians Locations

Confirm that Philips Patient Management Center Care Team is assigned.
Click Save

Add Patient

Identity

Contact Information

Care Team

Equipment

Rules and
Reminders

Custom

Devices



Device	Serial Number	Assignment Date	Data Source		
Generic Device	<input type="text" value="1234567"/>	9/12/19	Connected	Cancel	Save

Connectivity



Type	Serial Number	Assignment Date	Device Association		
	<input type="text"/>	9/12/19	 <small>Select One or More</small>	Cancel	Save

Accessories



Accessory Type	Model	Detail	Assignment Date
No Accessories are Assigned			

Previous

Skip all

Save

Next

Enter Device Information
Click Save



Rules and Reminders

Compliance Rule

No Rule



Rule Set

My Company Rule Set



Reminder Set



Select One or More

Cancel

Save

Click Save

Checking Escalations

Care Orchestrator

Tasks Patients Reports and Templates Administration Fred Fabean ⚙

Patients Report Tasks Report Therapy Report Templates

Tasks Report

Report Template: PAMS for NIV Escalated Patient

Sort: Setup Date

Columns: Reorder

Export Report: Select Format

PAMS for NIV Escalated Patient (Edited) ★

Current Tasks: 1

First Name	Last Name	Setup Date	Task Category	Task Name	Task Priority	Task Status	External Services
PAMS For NIV	Test Patient	7/8/2020	Manual	Escalated to DME	Medium	Current	COPD

- Click “Reports and Templates” tab
- Click “Task Report”
- Select “PAMS For NIV Escalations” from the Report Template dropdown
- Select the patient to view escalation

Checking Escalations

Identity Care Team Health Statistics Rules and Reminders Custom

Current Tasks Dismiss All

Medium Escalated to DME 7/8/2020

Assigned: Fred Fabean

Test Escalation

Patterns of Use

No Therapy Data is Available

View Patient Edit Reassign Dismiss

Notes

Address escalation with any action taken

Comments

Cancel Save

7/8/20 2:59 PM | Fred Fabean
Comments: Test Escalation

- Review reason patient was escalated
- Enter not of what action was taken
- Click Save
- Click Dismiss

