

## PURPOSE

A notification is generated by OrganMatch to alert the user that there is an update on a person record which needs actioning. The notification menu lists all the notifications relevant to the user's access.

## 1. INTRODUCTION TO NOTIFICATIONS

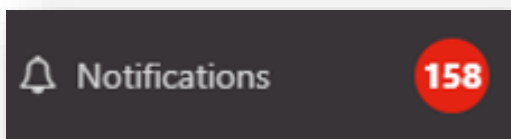
- The notification menu lists all the notifications relevant to the user's access.
- A notification is not directed to you as a user, it is a notification for all users in your transplant unit, with the prescribed user level.
- The notification table lists the name of the person, when it was updated and by who, which portal it was created in, the user role it was sent to, the OM lab, the notification, and any comments.
- Users can filter the table by selecting TWL Status, User Role, OM Lab, Notification or Created In.
- Any notification that hasn't been actioned will remain in the Current tab.
- When all notifications on a person profile are actioned the notifications screen will close upon archiving the last notification.

See [Appendix 1: Notification Generation](#) for list of current notifications in OrganMatch.

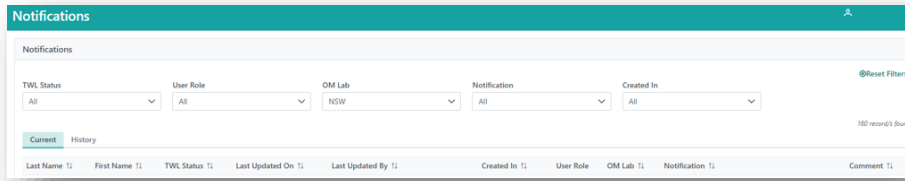
## 2. ACCESSING NOTIFICATIONS

### 2.1 NOTIFICATIONS IN NAVIGATION PANE

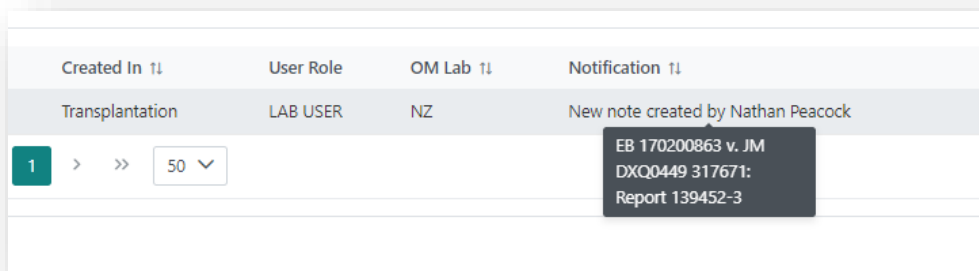
1. Click on the **Notifications** icon.



- This will take you into the Notifications tab.

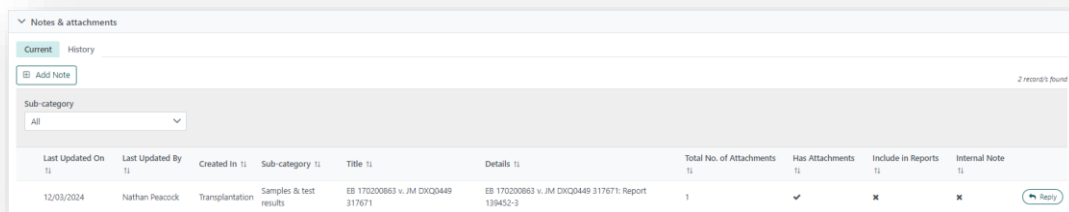


- If the notification is for a new note created, hovering over the notification will display the contents of the current note created by the user.



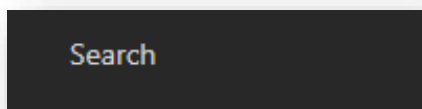
- Click on the person notification.

- This will take you directly into **Person details**. If the notification is for a new note created, the **Notes & attachments** tab will be expanded to display the note.



## 2.2 NOTIFICATIONS USING PERSON SEARCH

1. Click on the Search icon in the navigation pane.



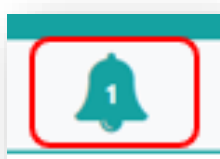
2. This will take you directly into **Person details**.

## 2.3 NOTIFICATIONS IN HEADER BAR OF PERSON DETAILS

1. Click on the bell icon.

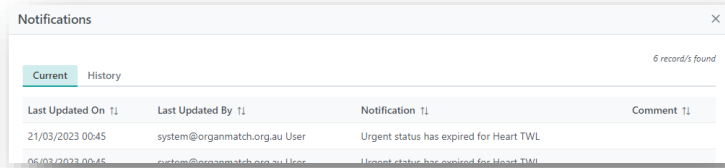


### BELL ICON



- This indicates the number of current notifications for the person.
- Only active notifications will be included in the count, any in the history tab will not be included.
- If the notification count is zero, that means there are no new notifications.

- The Notifications menu will pop up.

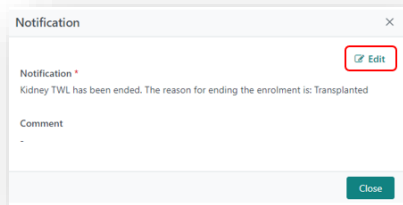


- Select the Notification to action.

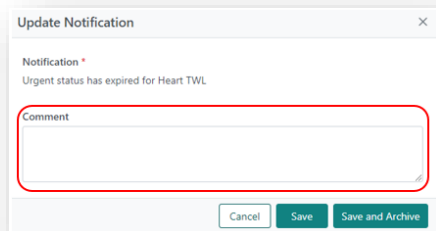
### 3. ACTIONING NOTIFICATIONS

#### 3.1 ADD A COMMENT

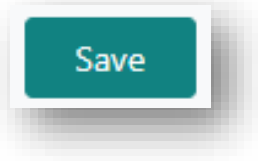
- Click **Edit**.



- Add a **Comment**.



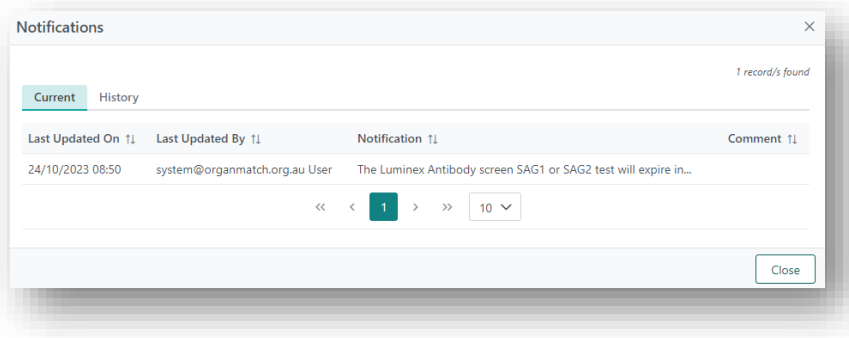
3. Click **Save**.



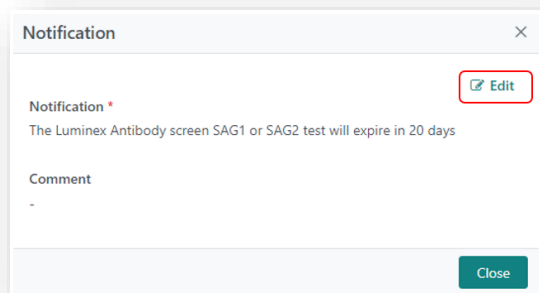
**Note:** The notification will remain Active and the comment can be viewed from the notification menu.

## 3.2 ARCHIVING

1. Click on the notification you wish to archive.

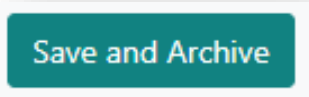


2. Click **Edit**.



4. Add a comment if applicable.

4. Click **Save and Archive**.



5. The notification will move to the history tab.

**Note:** Notifications remain flagged until they are archived.

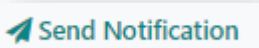
Archiving a notification will archive it for all users who have access to that notification in OrganMatch.

Archived notifications are read only.

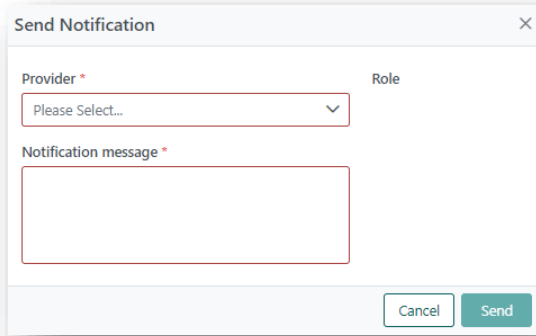
## 4. SENDING A MANUAL NOTIFICATION

Lab Portal users can send a manual notification to any of the Providers that are linked to a recipient. The Provider must be directly linked to a recipient – you are not able to send a global message for example to a Hospital that is linked to a recipient.

1. In the Person record, click **Send Notification**.

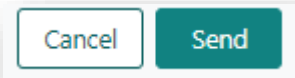


- From the **Provider** dropdown select the person to send the notification to.



The image shows a 'Send Notification' dialog box. It has a title bar with a close button (X). Inside, there are two main sections. The first section is labeled 'Provider \*' and contains a dropdown menu with the text 'Please Select...' and a downward arrow. To the right of this dropdown is the label 'Role'. The second section is labeled 'Notification message \*' and contains a large, empty rectangular text input area. At the bottom right of the dialog box, there are two buttons: 'Cancel' and 'Send'.

- Add the message on the **Notification Message** box and click **Send**.



## APPENDIX 1: NOTIFICATION GENERATION

**Note: \*Automatic archiving.** OrganMatch automatically archives notification once user completes the action.

**\*\*Automatic archiving** when SAG results are imported in the system.

### LABORATORY PORTAL ONLY

The following notification are generated from actions in the Laboratory Portal to other roles in the Laboratory Portal.

Notification	To
Verify HepBc Ab pos	Lab User
Verify HepC Ab pos	Lab User
Verify Increased Viral Risk	Lab User
Verify TRK	Lab User
Authorise the Paediatric override	Lab User
TWL enrolment was placed on hold due to KPD chain	Lab User
Authorise State and/or National Urgency	Lab User
Verify ABOi for <Organ Pathway>	Lab User
Verify HepBc Ab pos for <Organ Pathway>	Lab User
Verify HepC Ab pos for <Organ Pathway>	Lab User
Consent to accept HepC Ab pos for <Organ Pathway> will expire on <Expiry Date>	Lab User
Verify Increased Viral Risk for <Organ Pathway>	Lab User
Verify TRK for <Organ Pathway>	Lab User
Review Paediatric override	Advanced Lab User, Senior Lab User
Enrolment status is now on Hold for <Organ Pathway> due to <on Hold Reason>	KPD National Lab Coordinator
Enrolment status is now active for <Organ Pathway>	KPD National Lab Coordinator
KPD Donor is now 70 years of age	KPD National Lab Coordinator



### Testing

Notification	To
Confirm Interim ABO values*	Lab User
New HLA Antibody result added	Lab User
HLA Antibody result added from another laboratory	Lab User
New HLA Typing test result added	Lab User
New <Test Type> added, please review and verify*	Lab User
Authorise <Unacceptable & acceptable antigens>*	Advanced Lab User, Senior Lab User
Authorise HLA Typing*	Advanced Lab User, Senior Lab User
The Luminex Antibody Screen SAG1 or SAG2 test will expire in 20 days** <b>Note:</b> if a person has multiple OP/TP with different expiry set for SAG1/2, the first one due to expire will trigger this notification.	Advanced Lab User, Senior Lab User
A new test result has been added for <role> in a KPD match	KPD National Lab Coordinator

### Match Events

Notification	To
Transplant occurred with Donor from <Donor OM Laboratory>	Lab User
Transplant occurred with Donor from <Donor OM Laboratory> was reversed	Lab User
A new note is available for this person's match event	Senior Lab User
The note <title> has been replied to by <user/provider> for this person's match event	Senior Lab User
KPD Recipient transplanted via TWL	KPD National Lab Coordinator

### Reports

Notification	To
Authorise <ReportName>	Lab Manager

Miscellaneous

Notification	To
Transferred from <Previous OM Lab> OM Lab	Lab User
Transferred to <New OM Lab> OM Lab	Lab User
The note <title> has been replied to by <user/provider>	Advanced Lab User, Senior Lab User
Review Staging Records	Senior Lab User

LABORATORY PORTAL TO TRANSPLANTATION PORTAL

The following notifications are generated from actions in the Laboratory portal to the users in the Transplantation Portal.

**Note: \*Clinical Report.** Whenever a clinical report is authorised, a notification will be sent to the Transplantation Portal regardless of whether there is an active notification existing in the system.

**Note: \*\*Automatic archiving** when SAG results are imported in the system.

**\*\*\* Automatic archiving** when the patient is relisted as urgent.

Notification	To
<Organ Pathway> has been ended. The reason for ending the enrolment is: <reason>	Coordinator
Enrolment Status is now on Hold for <Organ Pathway> due to <on Hold Reason>	Coordinator
On Hold Status has been updated for <Organ Pathway>	Coordinator
On Hold Reason has been updated to Waiting for Hospital Activation for <Organ Program> <Pathway>	Coordinator
Enrolment Status is now active for <Organ Pathway>	Coordinator
Paediatric override has been Authorised	Coordinator
Consent to accept HepC Ab pos for <Organ Pathway> will expire on <Expiry Date>	Provider/Coordinator
State and/or National Urgency has been Authorised	Provider/ Coordinator
ABOi has been verified for <Organ Pathway>	Provider/ Coordinator
HepBc Ab pos has been verified for <Organ Pathway>	Provider/Coordinator

ORGANMATCH NOTIFICATIONS – LABORATORY PORTAL

HepC Ab pos has been verified for <Organ Pathway>	Provider/ Coordinator
Increased Viral Risk has been verified for <Organ Pathway>	Provider/ Coordinator
TRK has been verified for <Organ Pathway>	Provider/ Coordinator
URGENT ACTION NEEDED - Patient is nearing expiry for matching. A serum sample needs to be sent to the local Tissue Typing lab as soon as possible for HLA antibody screening**	Coordinator
Patient is not ready for matching. Luminex antibody screening has now expired**	Coordinator
Urgent relisting is required for this patient ***	Coordinator

Match Events

Notification	To
A new note is available for this person's match event	Provider
The note <title> has been replied to by <user/provider> for this person's match event	Provider

Reports

Notification	To
Clinical report available*	Provider/ Coordinator

Miscellaneous

Notification	To
<Manual notification text>	Provider/ Coordinator (specific person)
New note is available	Coordinator
The note <title> has been replied to by <user/provider>	Coordinator

TRANSPLANTATION PORTAL TO LABORATORY PORTAL

## ORGANMATCH NOTIFICATIONS – LABORATORY PORTAL

The following notifications are generated from actions in the Transplantation portal to the users in the Laboratory Portal.

Notification	To
A registration record has been submitted	Lab User
Acceptable Min Max KDPI has been updated by <Clinical Portal Users' Name>	Advanced Lab User, Senior Lab User
The medical event <medical event> has been <created / updated / deleted> by <user/provider>	Advanced Lab User, Senior Lab User, Lab User
Enrolment has been updated by <user> (provider)	Advanced Lab User, Senior Lab User, Lab User
<Organ Program> <Pathway> has been ended in Transplant Portal. The reason for ending the enrolment is: <reason>	Advanced Lab User, Senior Lab User, Lab User
Confirm Interim ABO values*	Lab User
Medical Acceptance Date has been updated on the KPD Match Event	Advanced Lab User, Senior Lab User, KPD National Lab Coordinator
Proposed Theatre Date on the KPD Match Event is within 30 days	Advanced Lab User, Senior Lab User, KPD National Lab Coordinator

### Miscellaneous

Notification	To
New note created by <Clinical Portal Users' Name>	Lab User
The note <title> has been replied to by <user/provider>	Advanced Lab User, Senior Lab User

## TRANSPLANTATION PORTAL TO TRANSPLANTATION PORTAL

The following notification are generated from actions in the Transplantation portal to members in the ANZKX.

Notification	To
An ANZKX registration record has been submitted	ANZKX Team
Please review and authorize the Kidney KPD enrolment	ANZKX Team

ORGANMATCH NOTIFICATIONS – LABORATORY PORTAL

The KPD Medical Information has been updated	ANZKX Team
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DONATION PORTAL TO LABORATORY PORTAL

The following notification is generated from actions in the Donation portal to the users in the Laboratory portal.

Notification	To
New note created by <Donation Portal Users' Name>	Advanced Lab User, Senior Lab User, On-Call for TWL Matching

## CHANGE HISTORY

Version number	Effective date	Summary of change
-	-	For previous change histories contact the National OrganMatch Office.
6	03/04/2024	<p>Sprint 51 updates:</p> <ul style="list-style-type: none"> <li>• Addition of KPD match event notifications for Proposed Theatre date and Medical Acceptance date.</li> <li>• Section 2.1 updated with hover over for new note created notifications.</li> </ul> <p>Other:</p> <ul style="list-style-type: none"> <li>• Addition of steps to send a manual notification.</li> </ul>
7	Refer to footer	<p>Sprint 55 updates:</p> <ul style="list-style-type: none"> <li>• Appendix 1 updated to include new notifications for heart, lung and liver patients requiring urgent relisting.</li> </ul>

## ELECTRONIC SIGNATURE

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