APPRISS®
HEALTH

ERvive Patient Data Integration

Admin Support Manual

November 2020

9901 Linn Station Road | Louisville, KY 40223 | apprisshealth.com

Table of Contents

1 ERvive General Overview

Organizations, Emergency Medical Services, Law Enforcement, Practitioners, and State Administrators need the ability to submit non-dispensation patient-centric events for consolidation to the patient's group for ultimate consumption on Appriss Health reports and dashboards. ERvive is designed to meet this need. Within ERvive, licensees (often States with specified data set) are configured to support their organization's and users in the organization, upload files of patient records. ERvive additionally provides users of a Naloxone Administration data set the ability to manually create and manage Naloxone Administration events.

***Note**: To have ERvive enabled, a state or organization must coordinate with Appriss to define and map the integration for the patient data set.*

ERvive is integrated with NarxCare reports in state PMPs (AWARxE) and integrated Gateway reports where it is enabled, so clinicians can see the record of the non-dispensation event on the Patient's NarxCare Report.

ERvive is accessible through the site's URL: https://ervive.com/#/

***Note**: For complete instructions on using AWARxE, including how to log in to the system and create a NarxCare Report, please refer to the AWARxE User Support Manual.*

2 User Accounts and Roles

New users have the option to self-register for an ERvive account, or they can be created by an Admin. Roles within the application determine the permissions users assigned to the role will have. Roles include:

Role Name	Description
Basic User	Approved users of the app responsible for the manual entry of patient events.
Contributor	Approved individuals who are responsible for manual entry and file uploads of patient events.
Organization Admin	Approved organizational administrators who are responsible for managing/approving contributor and basic user accounts and all patient events for their organization(s)
Licensee Admin	Approved administrators who are responsible for managing/approving all organizations, users, and patient events for their licensee.

***Note**: When creating an account for yourself or as an admin for someone else, you should use the person's work email address, not a personal email address.*

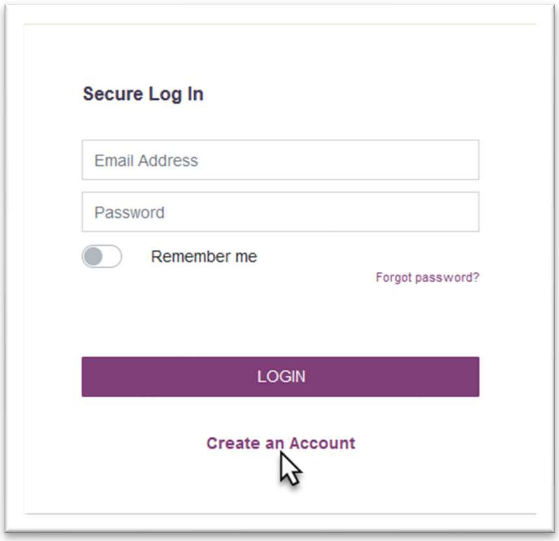
Data permissions are hierarchical based on role assignment.

Role Name	Data Permission
Basic User	Only have access to their own data.
Contributor	Only have access to their own data.
Organization Admin	Only have access to their own data and the Users associated to their Organization.
Licensee Admin	Have access to all data for their instance including all related Organizations and associated users.

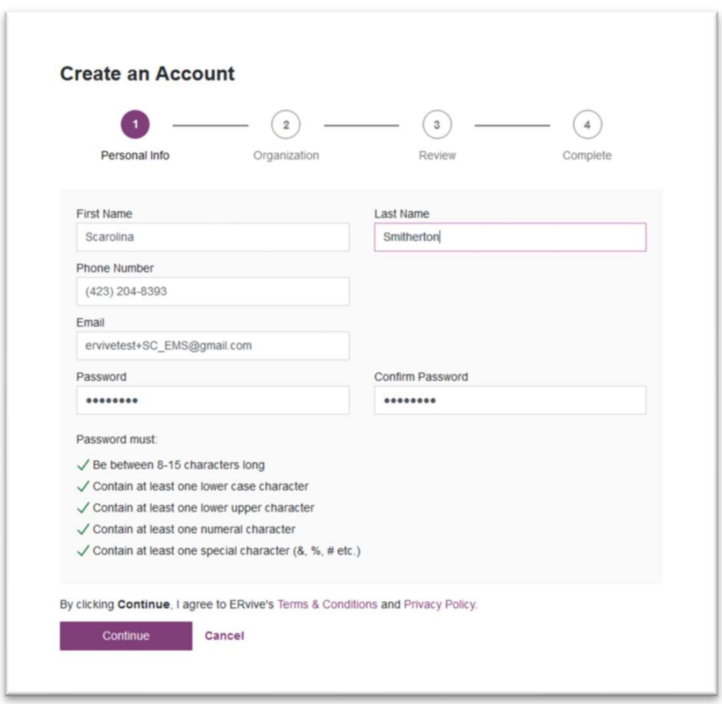
2.1 Registration

2.1.1 Create an Account

1. From the ERvive Web App login page, click on the 'Create an Account' link in the Secure Log In box.

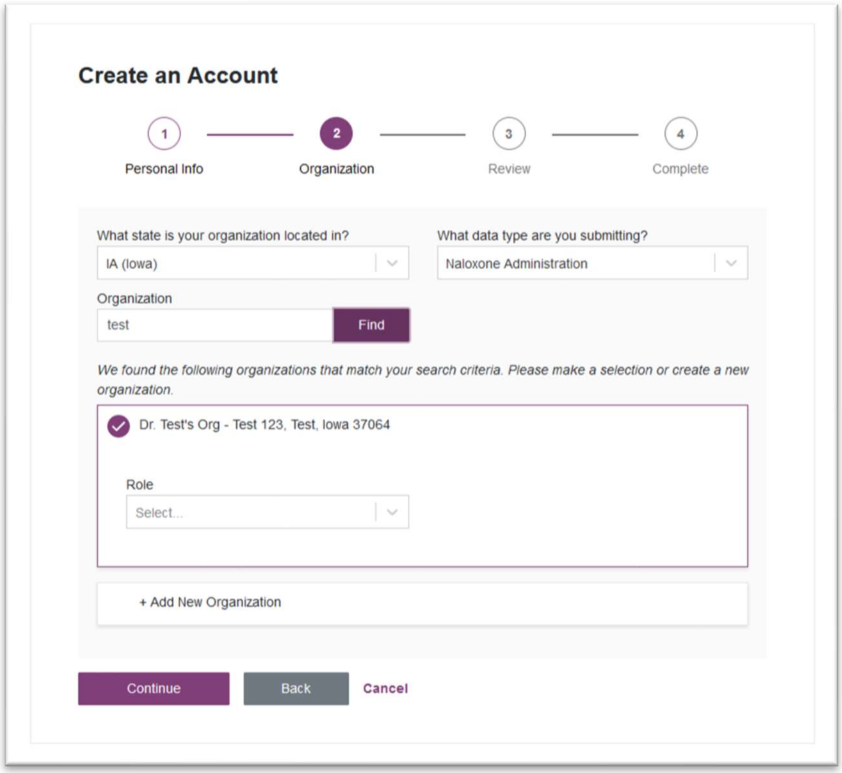


2. Enter the user's First Name, Last name, Phone Number, Email, and create a Password.

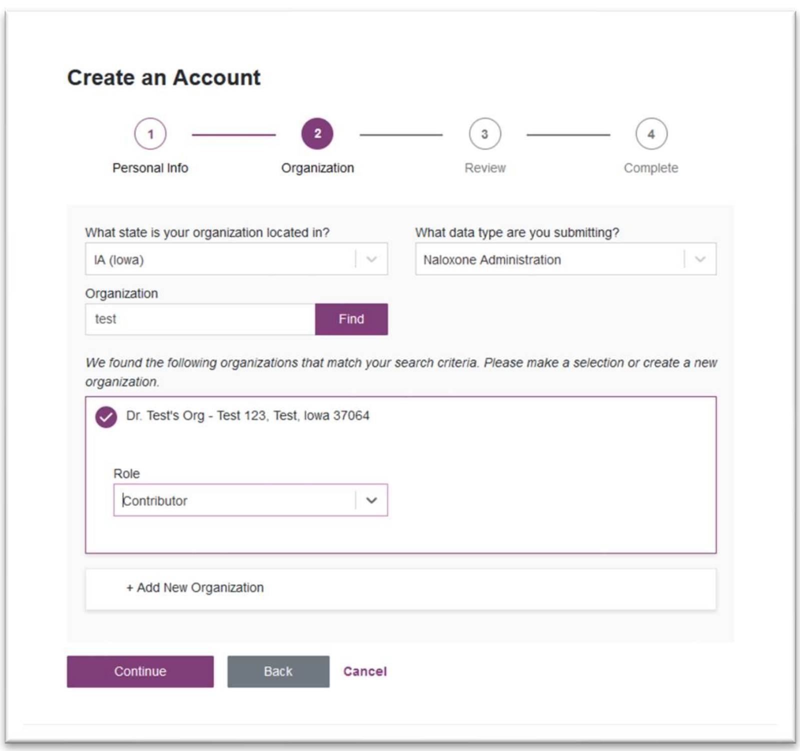


3. Click 'Continue'.

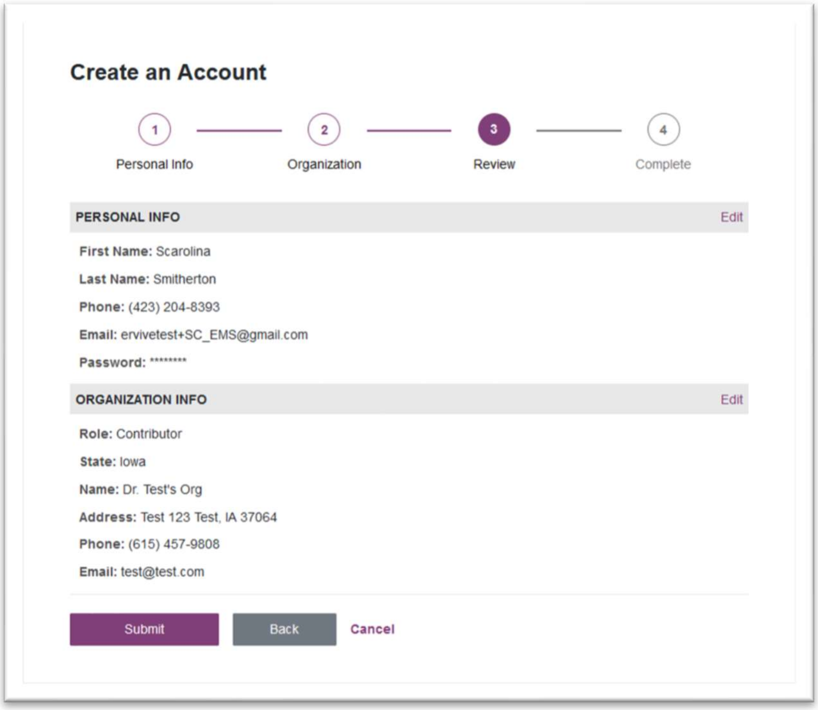
4. Select the State your Organization is located in, data type, and enter and Find your Organization by Name.



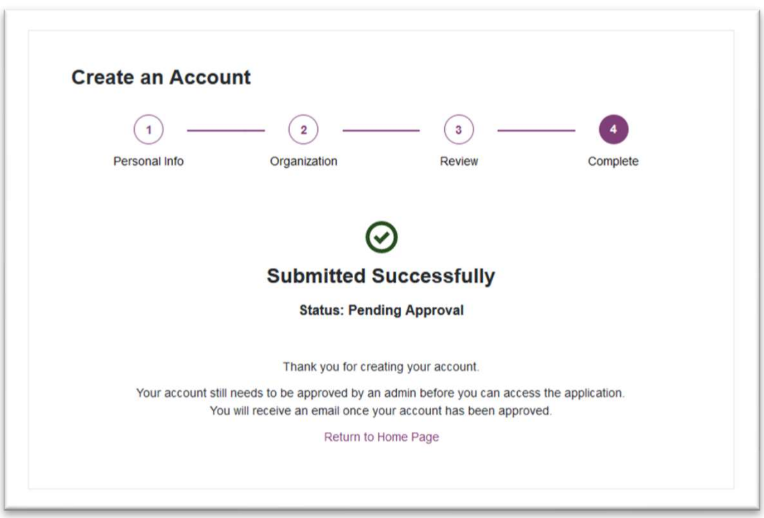
5. Select your Role for your selected Organization



6. Click 'Continue'
7. Review the details of your Account and 'Submit' the form

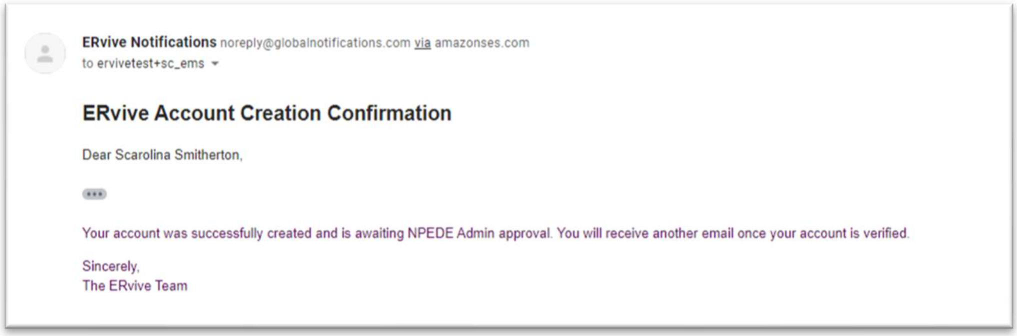


8. Review the Complete page which confirms the Account Submission

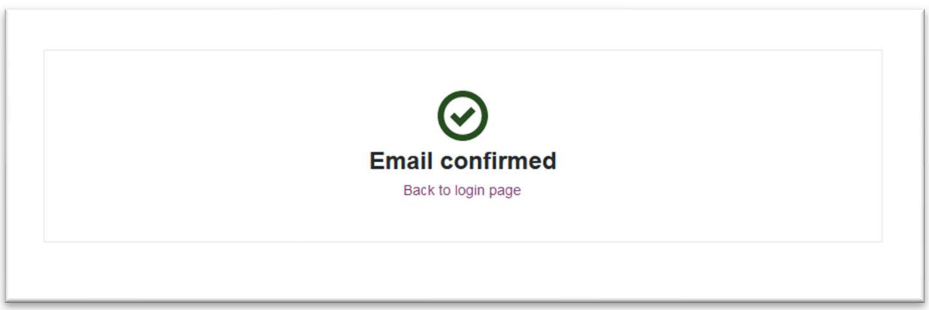


2.1.2 Confirm Your Account

1. Check the email account used for registration to confirm receipt of the "**ERvive Account Creation Confirmation**" email



2. Once an Admin reviews and approves your account, you will receive an "**ERvive email confirmation**" email from ERvive Notifications to the email address of your account. Your account is Pending at this time. To activate your account and confirm your email address, click the link in the email. You will be navigated to the URL and presented an "Email confirmed" page.



2.2 Admin Created User Account

An Admin can create an account for a user through the ERvive web application. Users created by an Admin must create their password to begin accessing the application.

2.2.1 Create Your Password

1. Access your email associated with your ERvive account registration.
2. You will have received a "Set Password" email from ERvive Notifications. Click the link in the email to be navigated to the Create Password page.
3. Enter in a password and re-enter your password and click **Submit.**

3 Data Submission

You can create new patient incident records in ERvive by uploading a file of data to be validated and stored for integration with consolidated patient records.

Each Licensee (state with data set) has a defined file structure, columns, and validations. To successfully upload, you must have an active Licensee and Organization to submit the records to in the defined format for the Licensee.

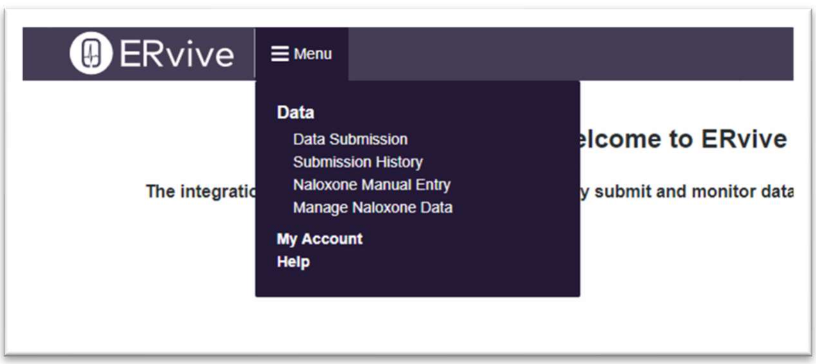
***Note**: The database stores times in the Western-most time zone for the affected state.*

3.1 File Upload

When patient records requiring consolidation to Appriss Health are maintained in another application or process, you can upload a file of multiple patient records for your organization through the **File Upload** feature.

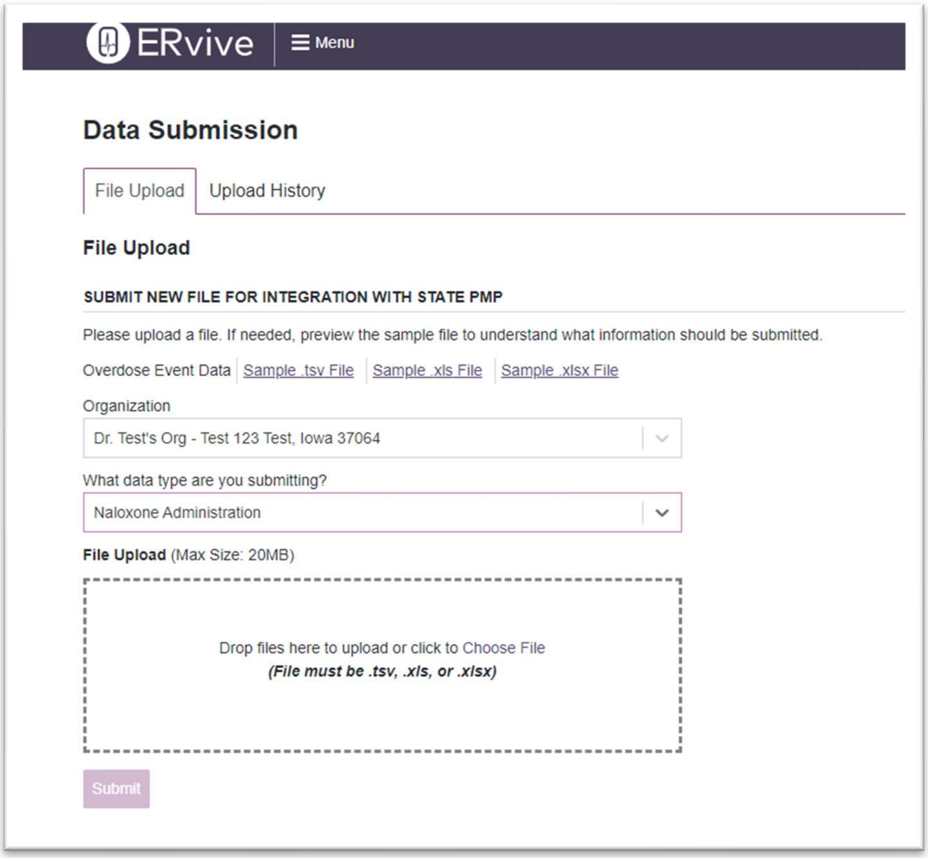
3.1.1 Navigate to File Upload

1. Navigate to **Data > Data Submission** through the **Menu.**

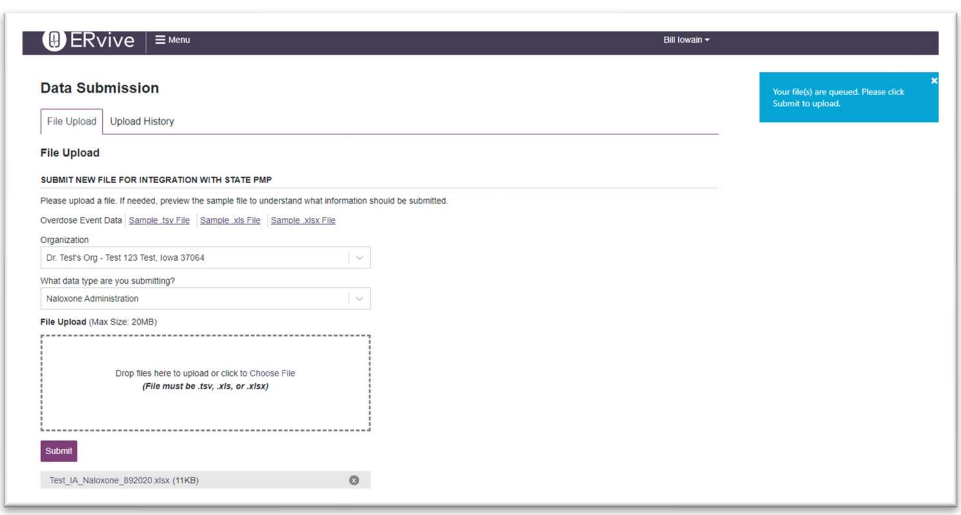


3.1.2 Upload New File

1. Select your **Organization** and your **Data Type** in the form

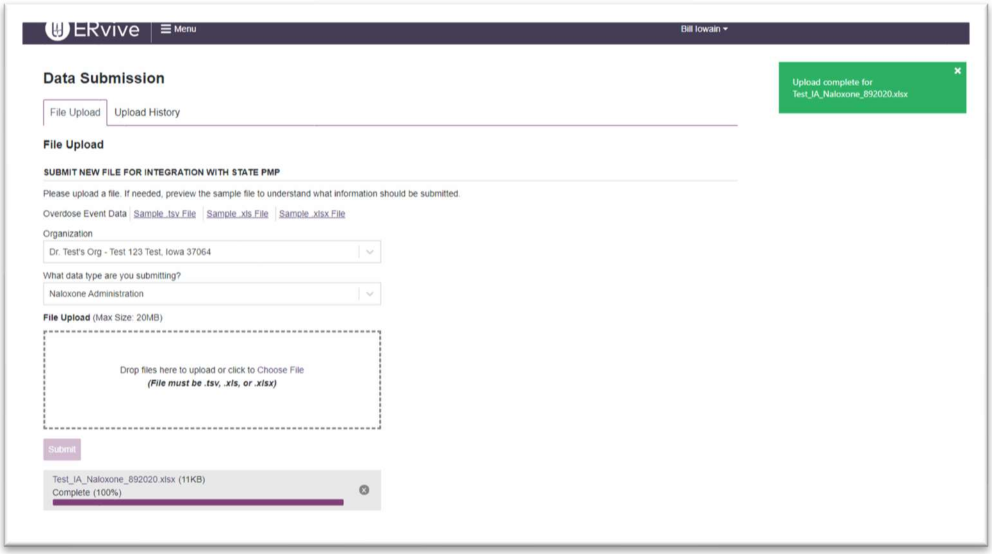


2. You can drag and drop a local file of patient records, or you can click **Choose File** in the upload **File Upload** screen to open your local file explorer to select a file for upload.



***Note**: The file you select must be a type compatible with the data set (i.e. .csv, .tsv, .xls)*

3. Click **Submit** to upload the file.
4. Confirm the upload process has completed by viewing the system alert and/or checking the upload complete status bar and percentage.

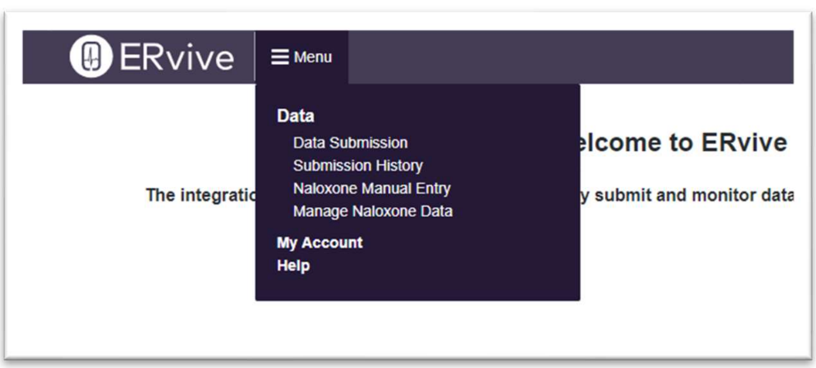


3.2 Upload History

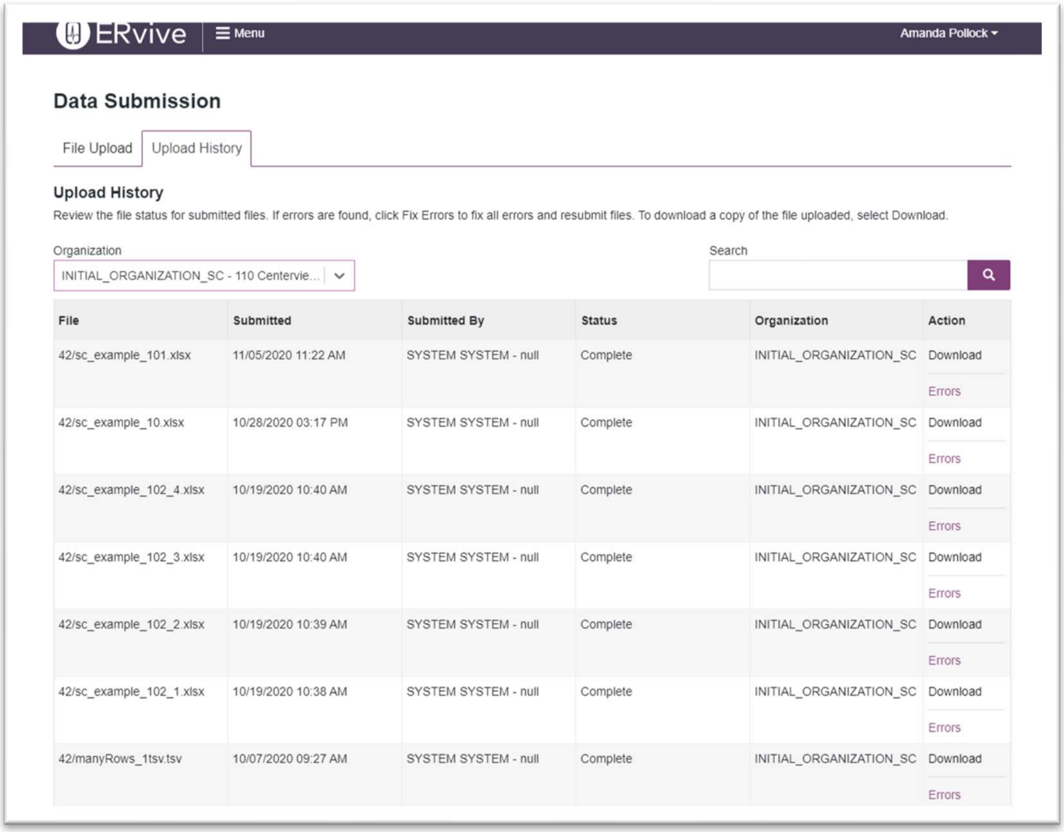
You can review previously submitted files through the Upload History tab. Each record will display: File Name, Date Submitted, Submitted By, Status, Organization, and all available Action.

3.2.1 Navigate to Upload History

1. Navigate to **Data > Submission History** through the **Menu.**



2. Choose your **Organization** in the dropdown.



3.2.2 Actions

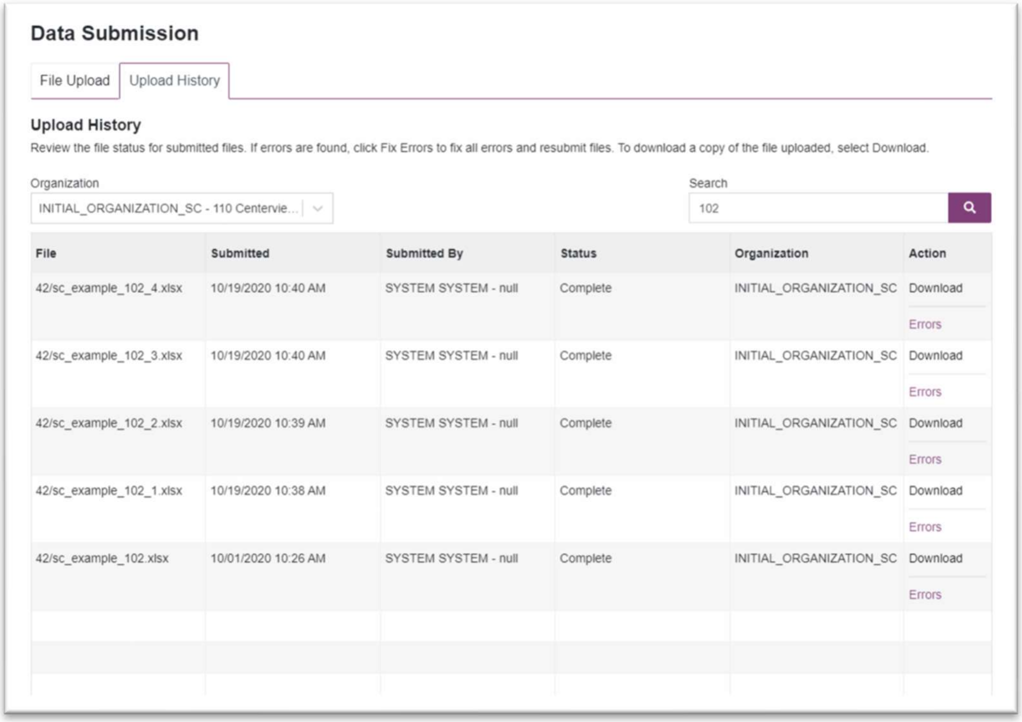
In the Action column, you have the option to download a copy of the file or manage any record errors.

3.2.3 Search Upload History

1. Select your **Organization** from the list.
2. In the **Search** field, enter a value to search by File Name.

***Note**: The Search feature can use partial search to find matching results.*

3. The search results will display all matches to the criteria in the Upload History table.



Data Submission

File Upload | Upload History

Upload History

Review the file status for submitted files. If errors are found, click Fix Errors to fix all errors and resubmit files. To download a copy of the file uploaded, select Download.

Organization: INITIAL_ORGANIZATION_SC - 110 Centervie...

Search: 102

File	Submitted	Submitted By	Status	Organization	Action
42/sc_example_102_4.xlsx	10/19/2020 10:40 AM	SYSTEM SYSTEM - null	Complete	INITIAL_ORGANIZATION_SC	Download Errors
42/sc_example_102_3.xlsx	10/19/2020 10:40 AM	SYSTEM SYSTEM - null	Complete	INITIAL_ORGANIZATION_SC	Download Errors
42/sc_example_102_2.xlsx	10/19/2020 10:39 AM	SYSTEM SYSTEM - null	Complete	INITIAL_ORGANIZATION_SC	Download Errors
42/sc_example_102_1.xlsx	10/19/2020 10:38 AM	SYSTEM SYSTEM - null	Complete	INITIAL_ORGANIZATION_SC	Download Errors
42/sc_example_102.xlsx	10/01/2020 10:26 AM	SYSTEM SYSTEM - null	Complete	INITIAL_ORGANIZATION_SC	Download Errors

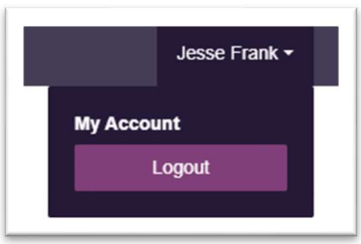
4 Account Management

You can manage the information on your user account profile to update your information or manage your organizations as needed.

4.1 My Account

4.1.1 Navigate to My Account

1. Expand your account menu by clicking on your Name in the top right of the Menu.
2. Click on My Account

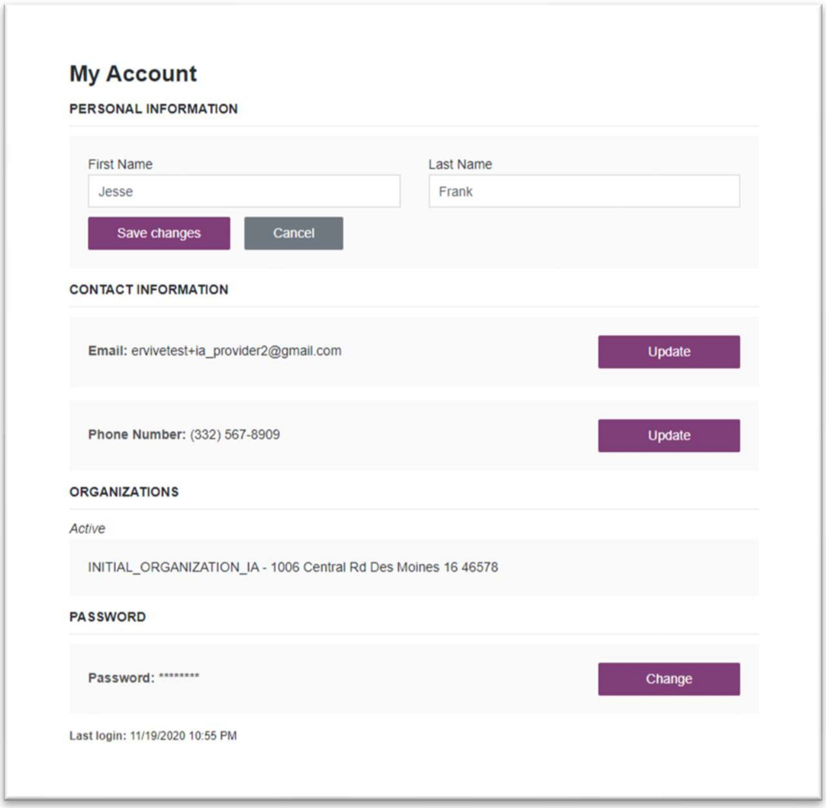


4.1.2 Manage Your Account

You can manage your Account Information including your Name, Email, Phone Number.

1. Click on **Update** in the appropriate section to make changes.

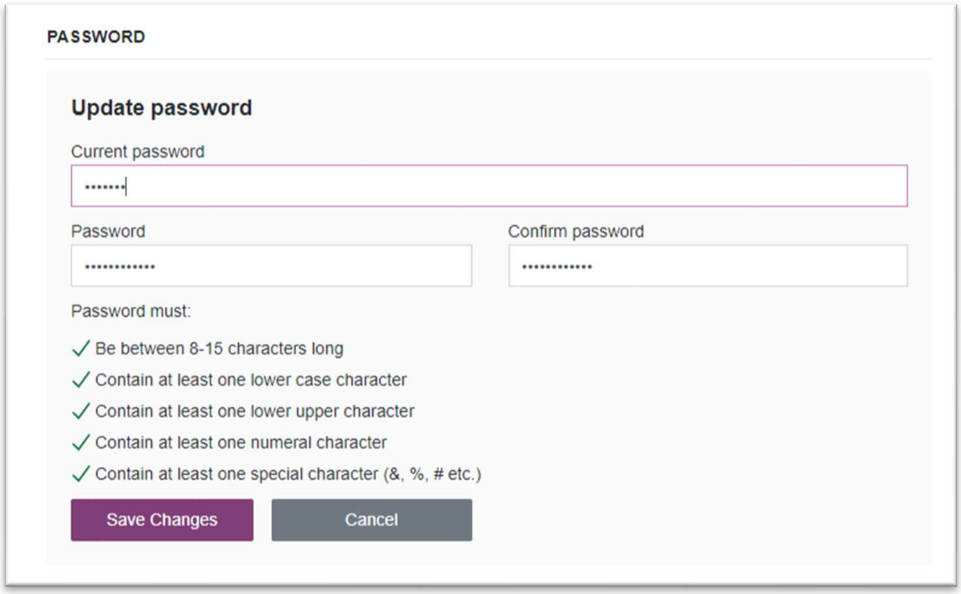
2. Click **Save Changes** to store your changes. Click **Cancel** to discard your changes.



4.1.3 Update Your Password

1. Click on **Change** in the Password section.
2. Enter in your Current Password
3. Enter in your new Password and Confirm password

4. Click **Save Changes** to store your changes. Click **Cancel** to discard your changes.



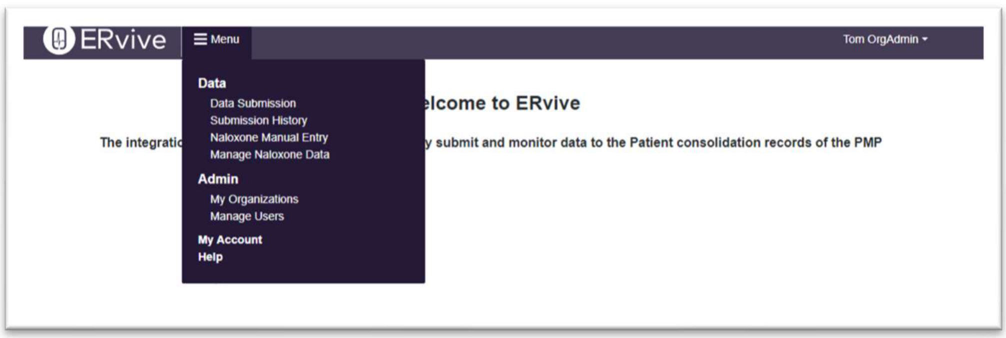
5 Administrative Features

5.1 Manage Users

As an Organization or Licensee Admin, you can manage user accounts in ERvive for all your Organizations. Users are grouped into tabs by their status, including: Awaiting Approval, Active, Inactive, and Rejected.

5.1.1 Navigate to Manage Users

1. Click on Menu to expand the navigation menu and click on **Manage Users** under the **Admin** header.

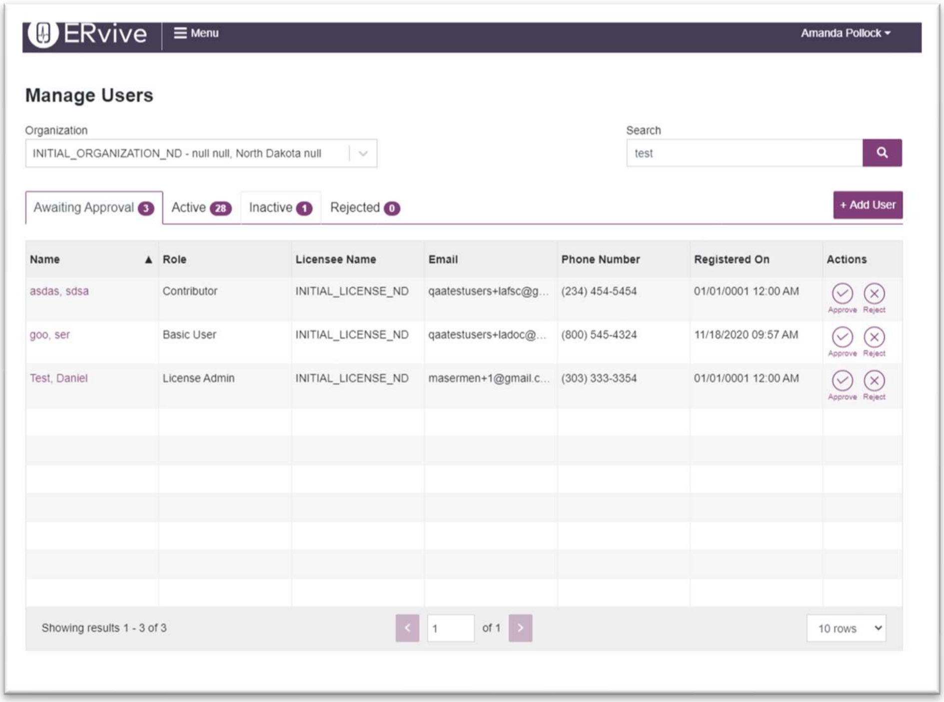


5.1.2 Search Users

1. Select your **Organization** from the list.
2. In the **Search** field, enter any of the following to identify a user:
    a. Name
    b. Role
    c. Email
    d. Phone Number

***Note**: The Search feature can use partial search to find matching results in any of the fields above.*

3. The search results will display all matches to the criteria in each tab.



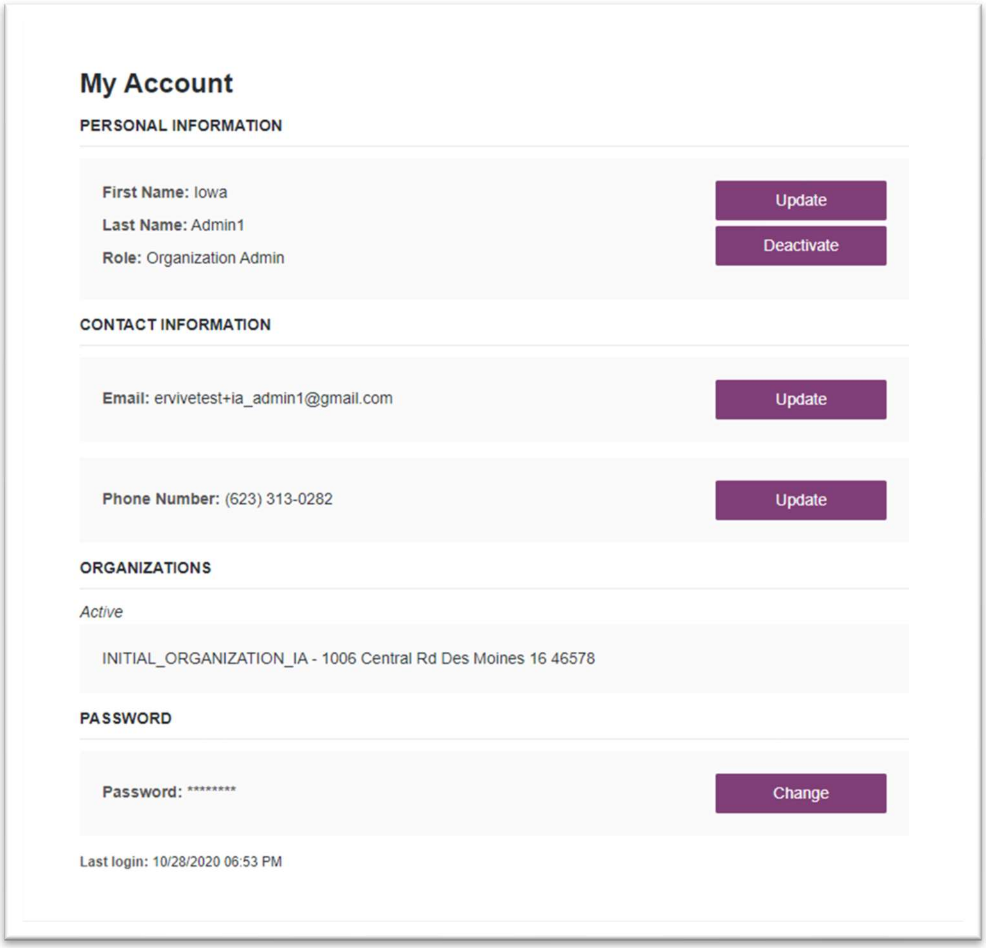
***Note**: The number in the each Manage Users tab represents the current count of records for the organization with all applied search criteria.*

5.1.3 Manage User Account Information

You can manage User Account Information including their Name, Email, Phone Number.

1. Click on **Update** in the appropriate section to make changes.

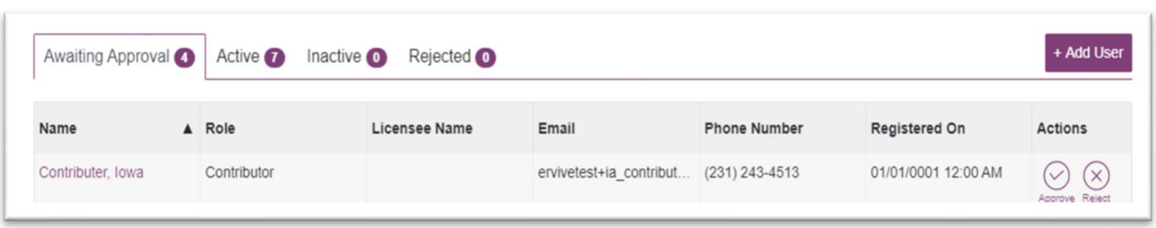
2. Click **Save Changes** to store your changes. Click **Cancel** to discard your changes.



5.1.4 Approve Pending Users

Administrators can approve users to their organizations.

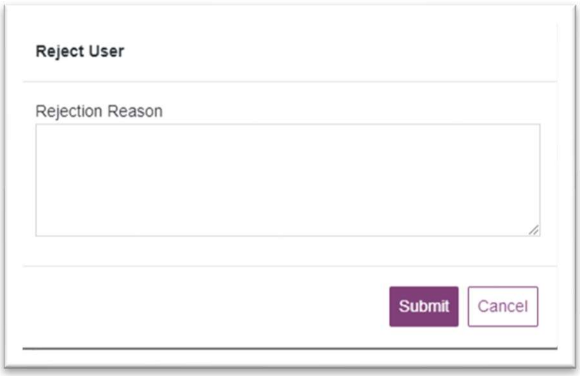
1. On the **Awaiting Approval** tab, find the Pending User record requiring approval.
2. Click on **Approve** in the **Actions** column.



5.1.5 Reject Pending Users

Administrators can reject pending users.

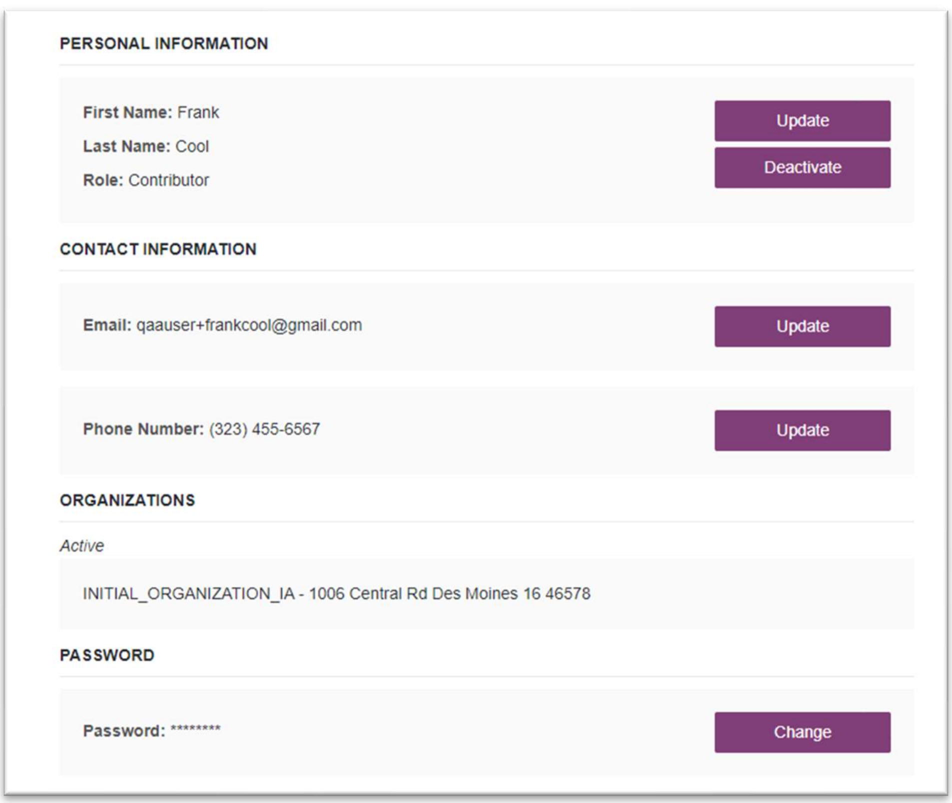
1. On the **Awaiting Approval** tab, find the Pending User record requiring rejection.
2. Click on **Reject** in the **Actions** column.
3. Enter a **Reject Reason** and click **Submit**.



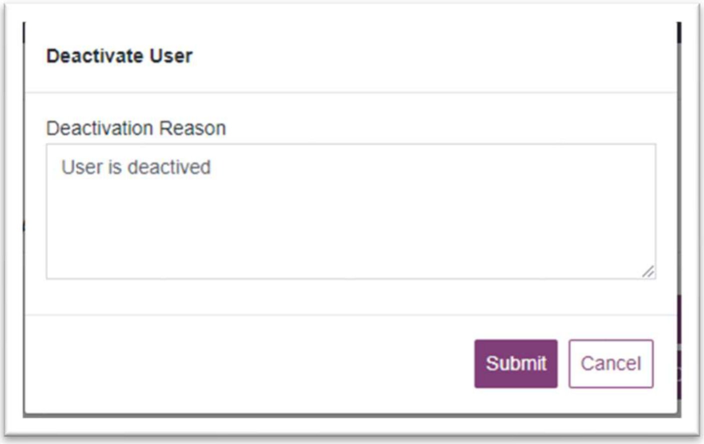
5.1.6 Deactivate a User

Active users can be deactivated by an Administrator.

1. From the **Manage Users** page, navigate to the **Active** tab.
2. Find the User record requiring Deactivation and click on the **Name**.
3. Review the Account information on the User Account Details page.



4. Click on the **Deactivate** button.
5. Enter a **Deactivation Reason** and click **Submit**.



5.1.7 Restore Inactive Users

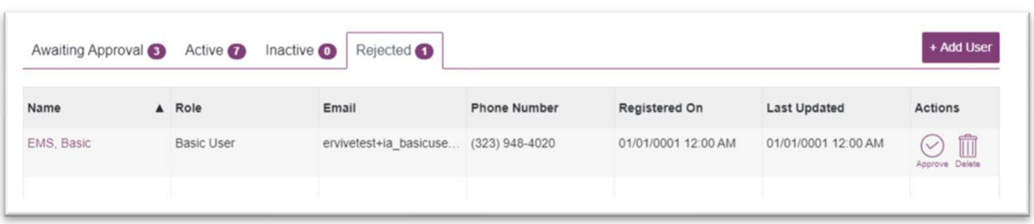
Administrators can approve previously inactivated users to their organizations.

1. On the **Inactive** tab, find the User record requiring approval.
2. Click on **Approve** in the **Actions** column.

5.1.8 Approve Rejected Users

Administrators can approve previously rejected users to their organizations.

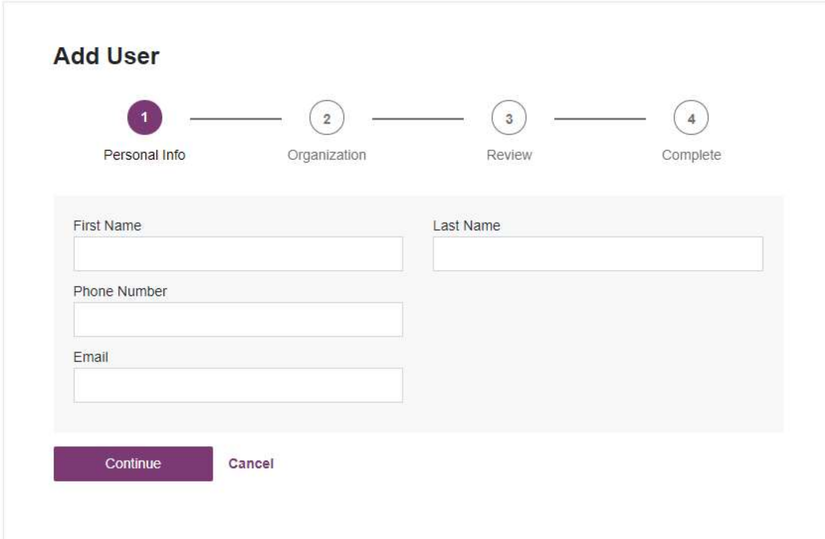
1. On the **Rejected** tab, find the rejected User record requiring approval.
2. Click on **Approve** in the **Actions** column.



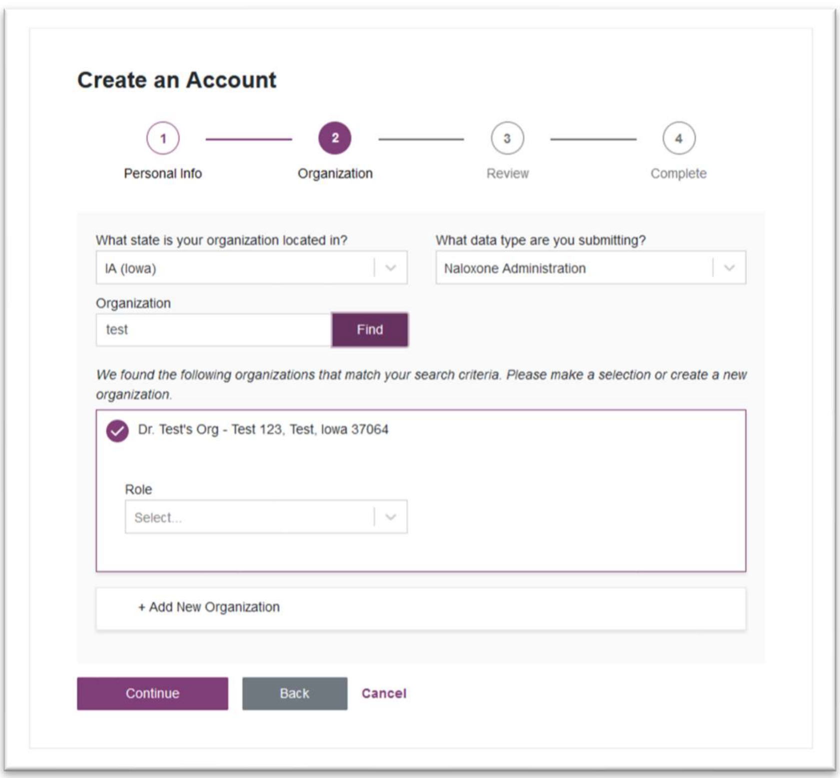
5.2 Add New User

Administrators can create new Users for their Organizations.

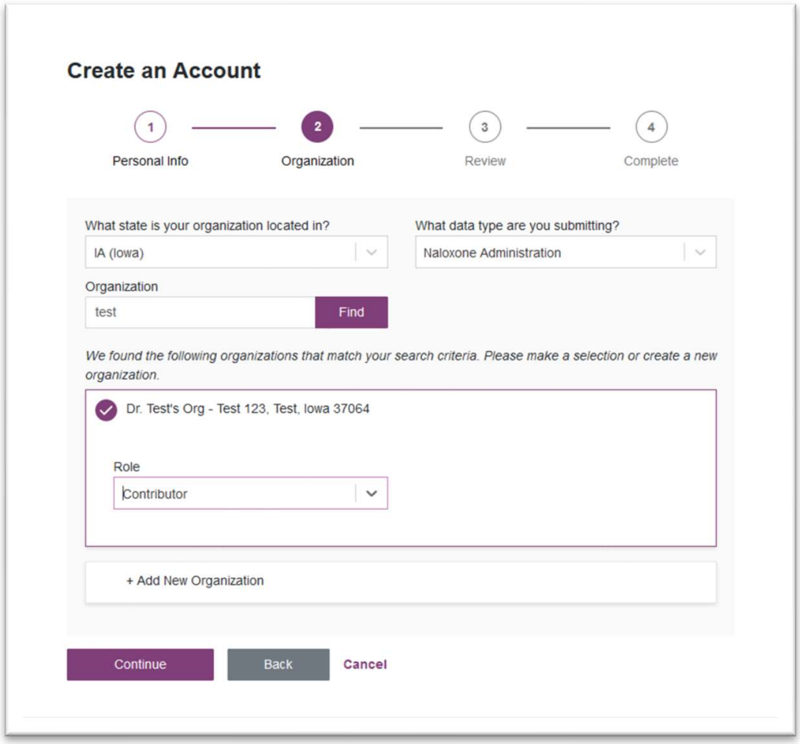
1. Enter the user's First Name, Last name, Phone Number, and Email.



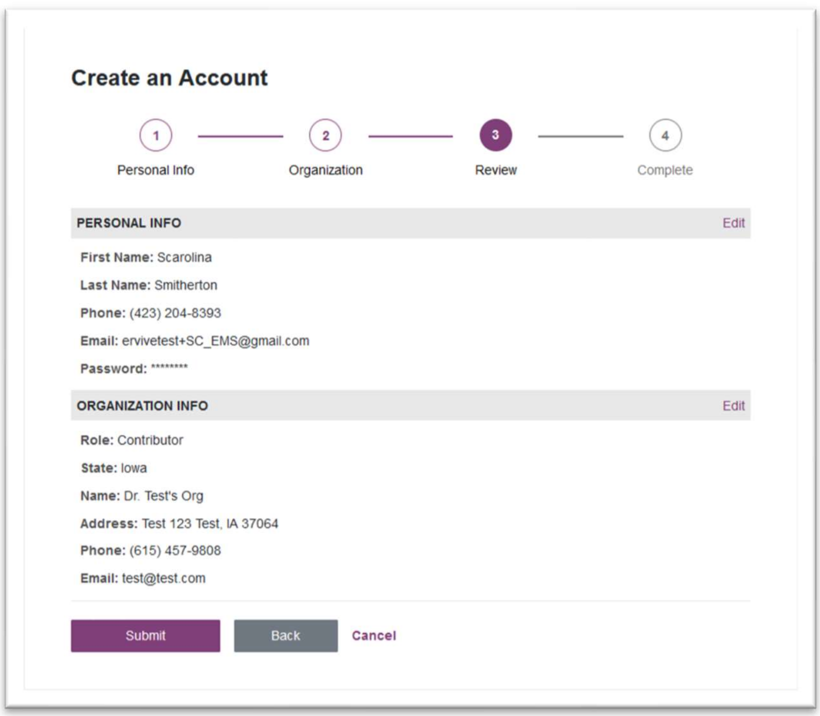
2. Click **Continue**.
3. Select the State the user's Organization is located in, data type, and enter and **Find** the user's Organization by Name.



4. Select the user's Role for the selected Organization.



5. Click **Continue.**
6. Review the details of the User's Account and **Submit** the form.



7. Review the Complete page which confirms the Account Submission.

5.3 Manage Organizations

As an Organization or Licensee Admin, you can manage Organizations in ERvive. Organizations are grouped into tabs by their status, including: Awaiting Approval, Active, Inactive, and Rejected.

5.3.1 Navigate to My Organizations

1. Click on Menu to expand the navigation menu and click on **My Organizations** under the **Admin** header.

5.3.2 Search Organizations

1. Select your **Organization** from the list.
2. In the **Search** field, enter any of the following to identify a Organization:
    a. Organization Name
    b. City
    c. Email

***Note**: The Search feature can use partial search to find matching results in any of the fields above.*

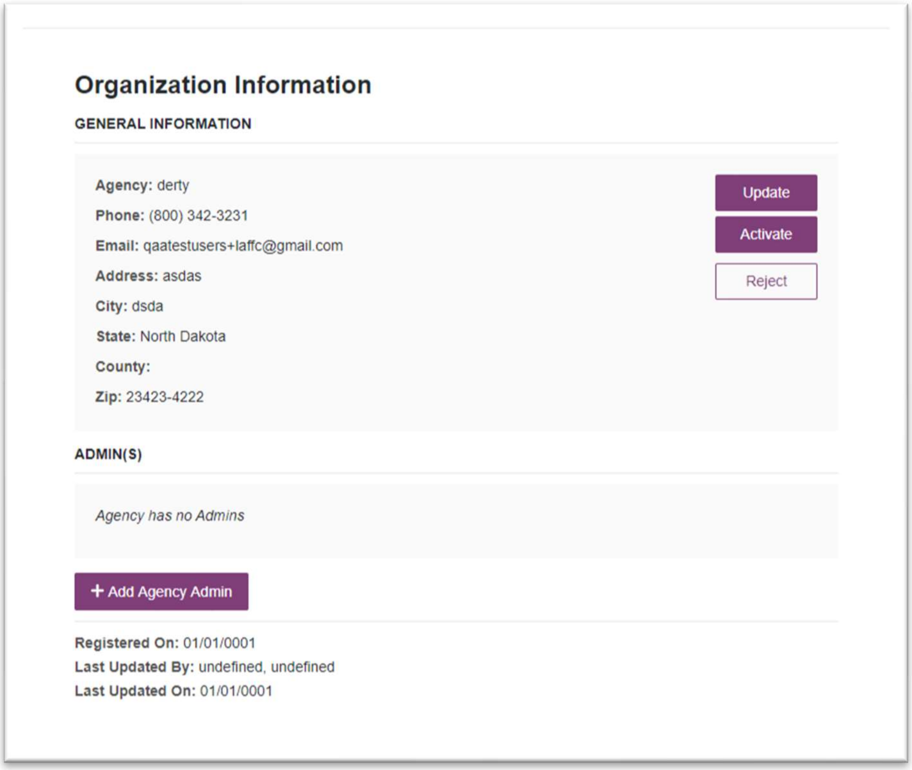
3. The search results will display all matches to the criteria in each tab.

***Note**: The number in the each Manage Organizations tab represents the current count of records with all applied search criteria.*

5.3.3 Manage Organization Information

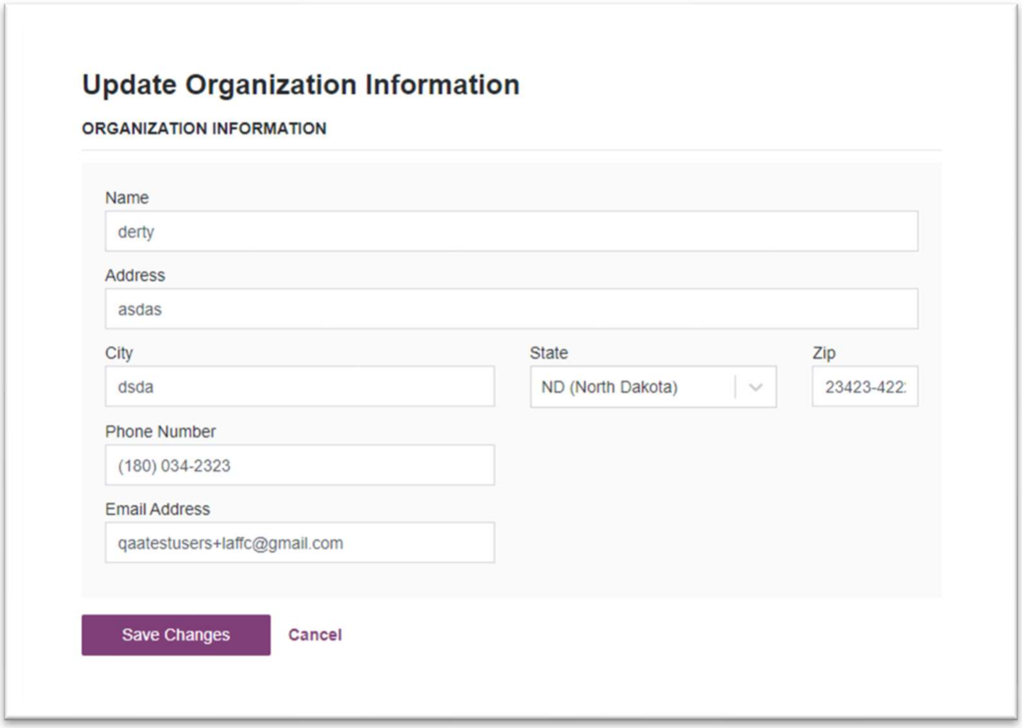
You can manage Organization Information including Agency Name, Email, Phone Number, and Address.

1. Select an Organization Name from the Manage Organizations feature.



2. From Click on **Update** to make changes.

3. Click **Save Changes** to store your changes. Click **Cancel** to discard your changes.



5.3.4 Approve Pending Organizations

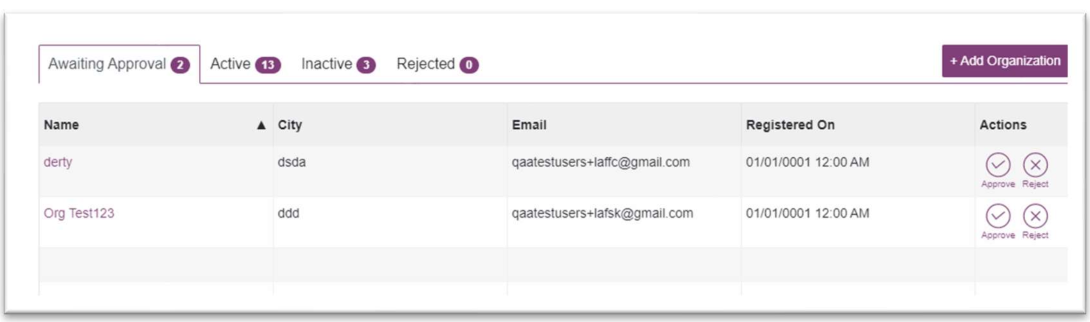
Licensee Administrators can approve Organizations.

1. On the **Awaiting Approval** tab, find the Pending Organization record requiring approval.
2. Click on **Approve** in the **Actions** column.

5.3.5 Reject Pending Organizations

Administrators can reject pending Organizations.

1. On the **Awaiting Approval** tab, find the Pending Organization record requiring rejection.

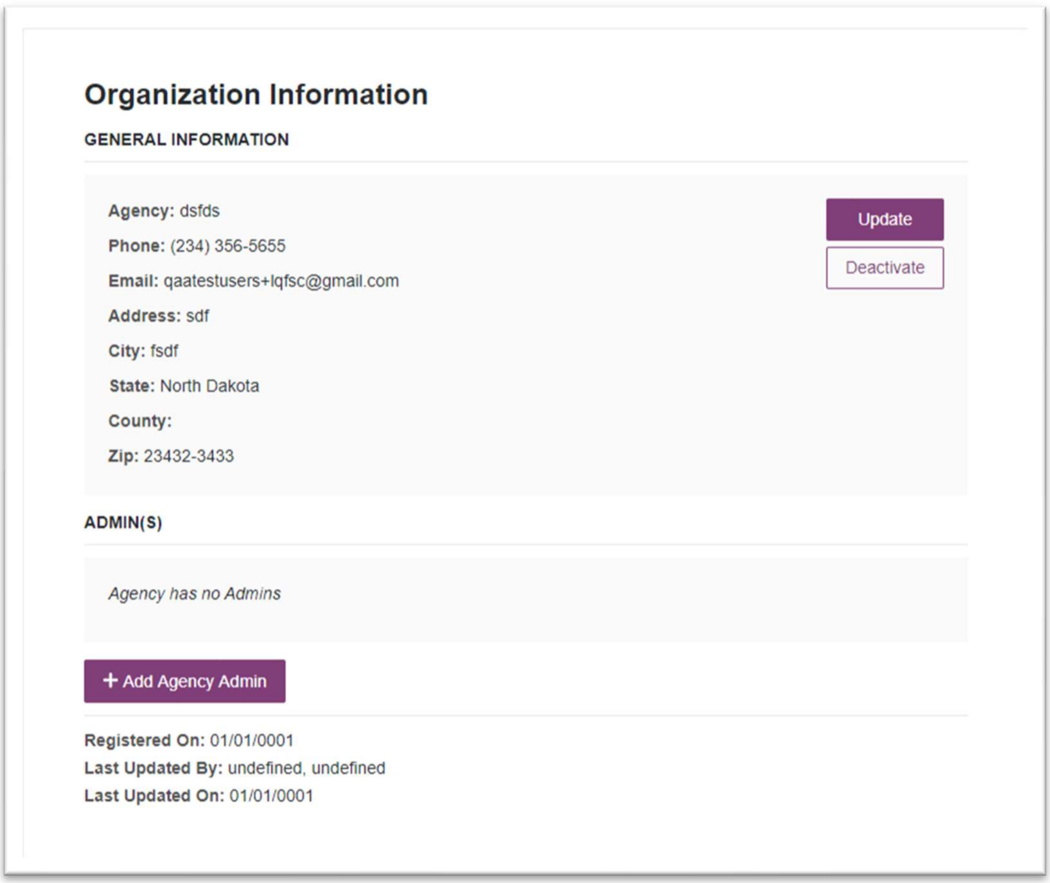


2. Click on **Reject** in the **Actions** column.
3. Enter a **Reject Reason** and click **Submit**.

5.3.6 Deactivate an Organization

Active Organizations can be deactivated by an Administrator.

1. From the **My Organizations** page, navigate to the **Active** tab.
2. Find the Organization record requiring Deactivation and click on the **Organization**.
3. Review the Organization information on the Organization Details page and click on the **Deactivate** button.



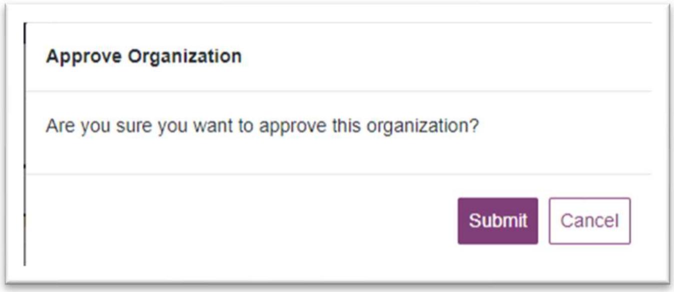
4. Enter a **Deactivation Reason** and click **Submit**

5.3.7 Restore Inactive Organizations

Administrators can approve previously inactivated Organizations.

1. On the **Inactive** tab, find the Organizations record requiring Activation and click on the Organization name.
2. Review the Organization information on the Organization Details page and click on the **Activate** button.

3. Confirm you want to approve the Organization by clicking **Submit**.



5.3.8 Approve Rejected Organizations

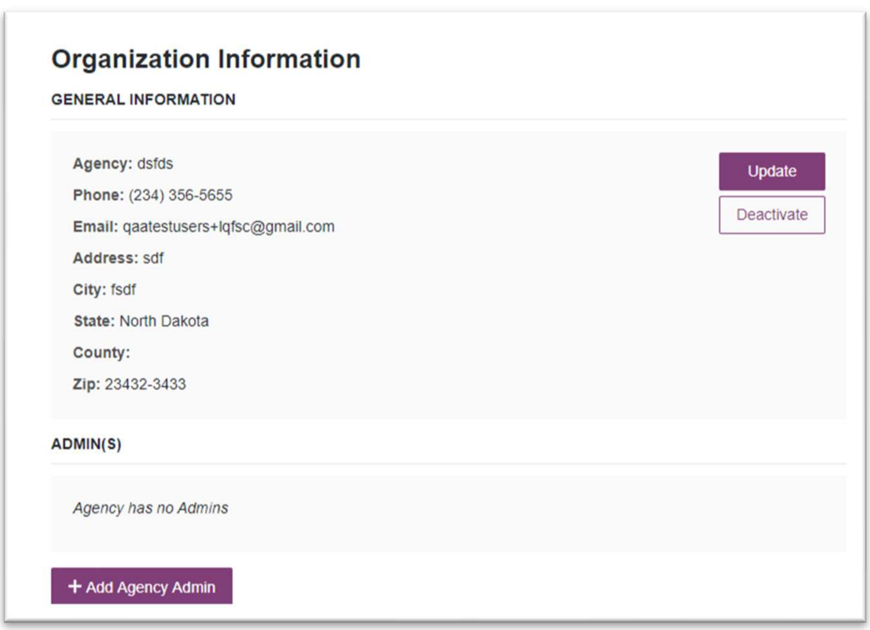
Administrators can approve previously rejected Organizations.

1. On the **Rejected** tab, find the rejected Organization record requiring approval.
2. Click on **Approve** in the **Actions** column.

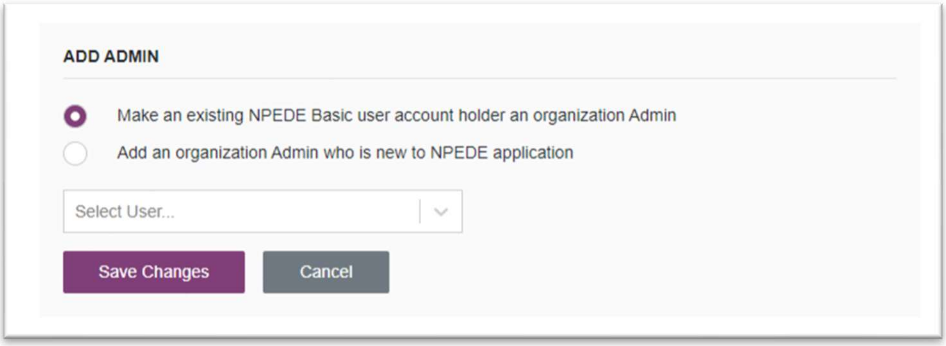
5.3.9 Add Organization Administrators

Administrators can add new Organization Administrators to Active Organizations.

1. From the **My Organizations** page, navigate to the **Active** tab.
2. Find the Organization record requiring a new Organization Admin and click on the **Organization**.
3. Review the Organization information on the Organization Details page and click on the **+ Add Agency Admin** button.



4. Chose to make an existing user an Organization Admin or chose to add a new user as an Organization Admin.



5. Save the new Agency Admin by clicking **Save Changes**.

6 Document Information

6.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing; however, information is subject to change.

6.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0	11/13/2020	N/A	N/A; initial publication

ERvive Naloxone Administration

Appendix 1

November 2020

9901 Linn Station Road | Louisville, KY 40223 | apprisshealth.com

Table of Contents

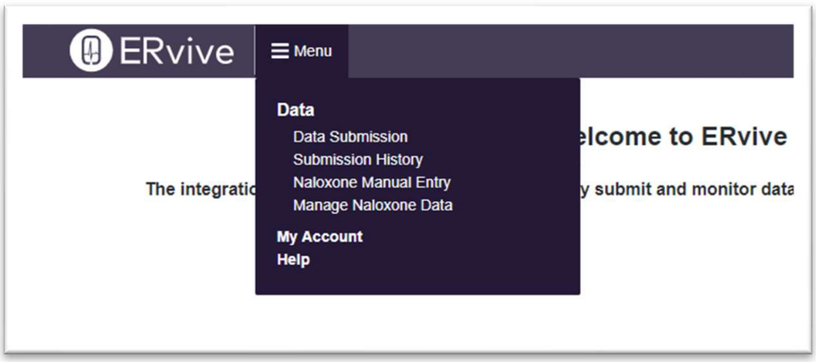
1 Naloxone Administration

Naloxone Administration records can be created manually through the ERvive application. Users who are responsible for submitting Naloxone Administration records for patients manually must complete a New Naloxone Incident form for each record. Naloxone Administration records can be managed through the ERvive application.

1.1 Add New Naloxone Incident

1.1.1 Navigate to Naloxone Manual Entry

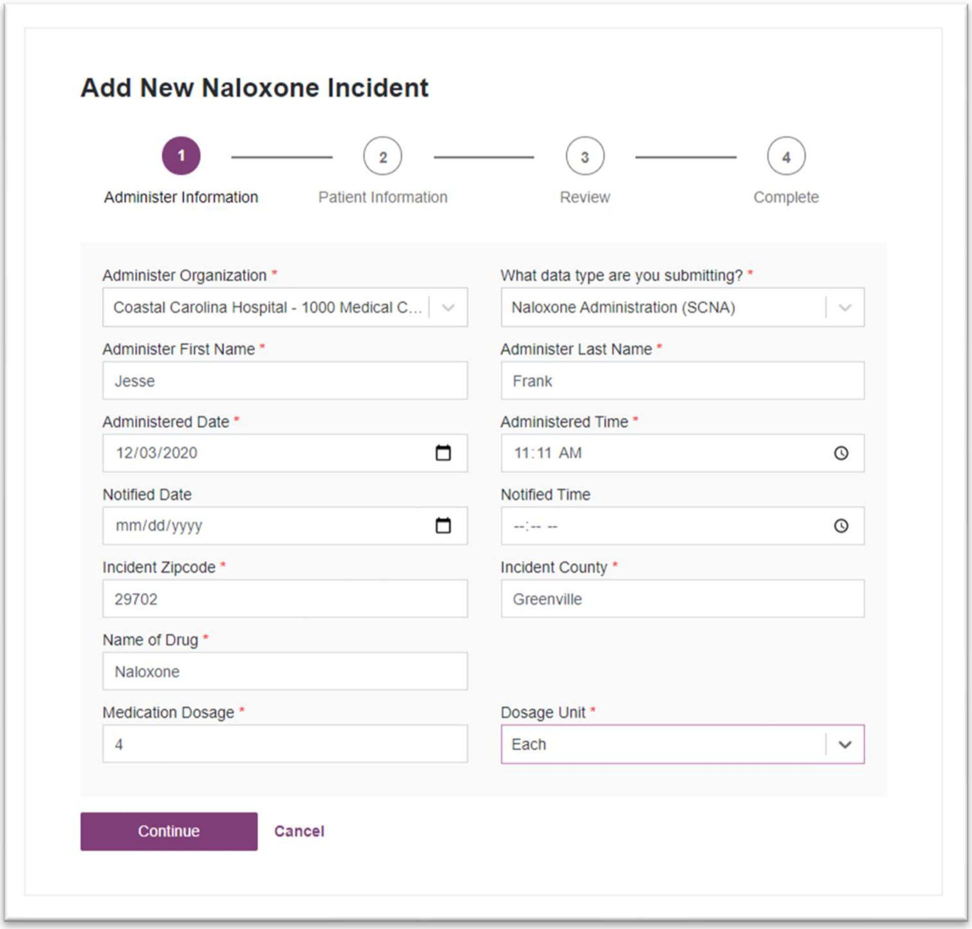
1. Navigate to **Data > Naloxone Manual Entry** through the **Menu.**



1.1.2 Administer Information

1. Select the Organization of Administration for the Incident and the Data Type as Naloxone Administration.

2. Enter all required fields on the form and click **Continue.**



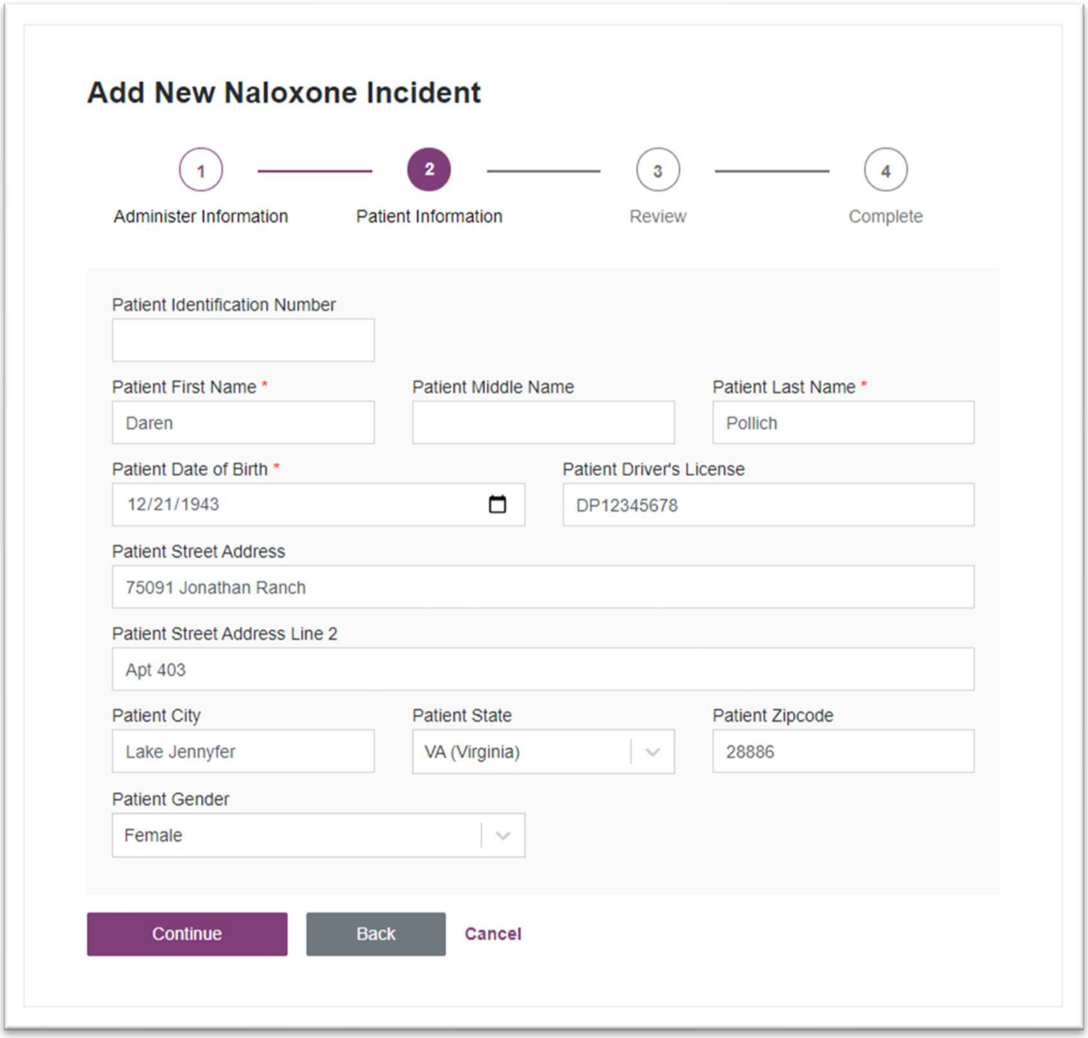
***Note**: The Administer First Name and Last Name will automatically populate with the name of the current logged in user's name as stored on their Account Profile.*

1.1.3 Patient Information

1. Enter the Patient Information fields.

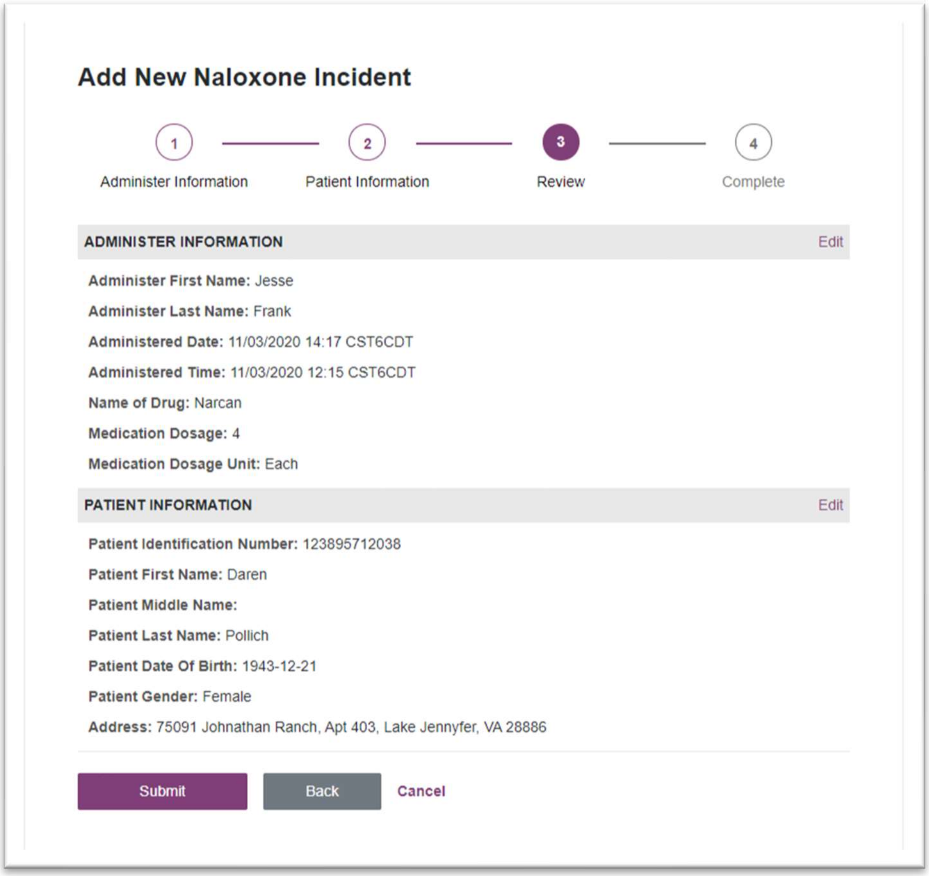
***Note**: **Patient First Name**, **Patient Last Name**, and **Patient Date of Birth** are required. All other fields are optional.*

2. Click **Continue**.



1.1.4 Review

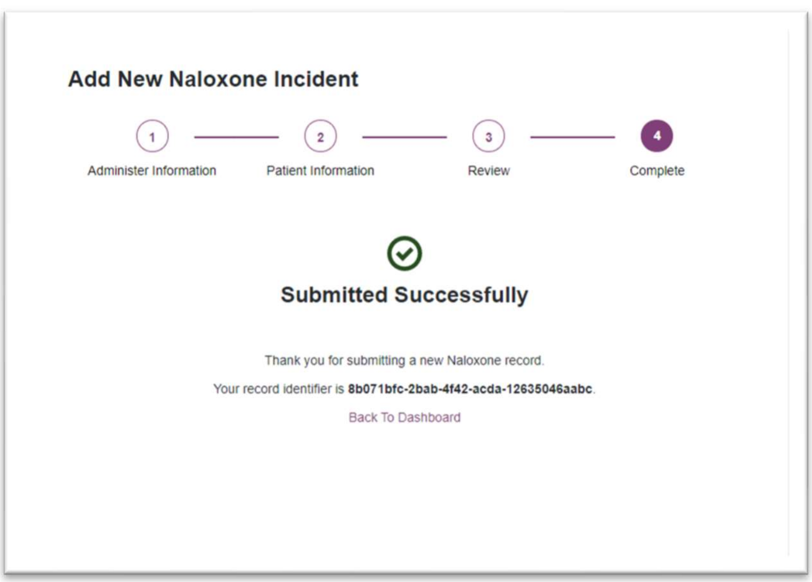
1. Review the details entered for the New Naloxone Incident and confirm the information is correct.
    a. If any information in the Administer Information is incorrect, click **Edit** in the section header to navigate back to that section to make your corrections.
    b. If any information in the Patient Information is incorrect, click **Edit** in the section header to navigate back to that section to make your corrections.



2. Click **Submit**.

1.1.5 Complete

The New Naloxone Incident has been Submitted Successfully.

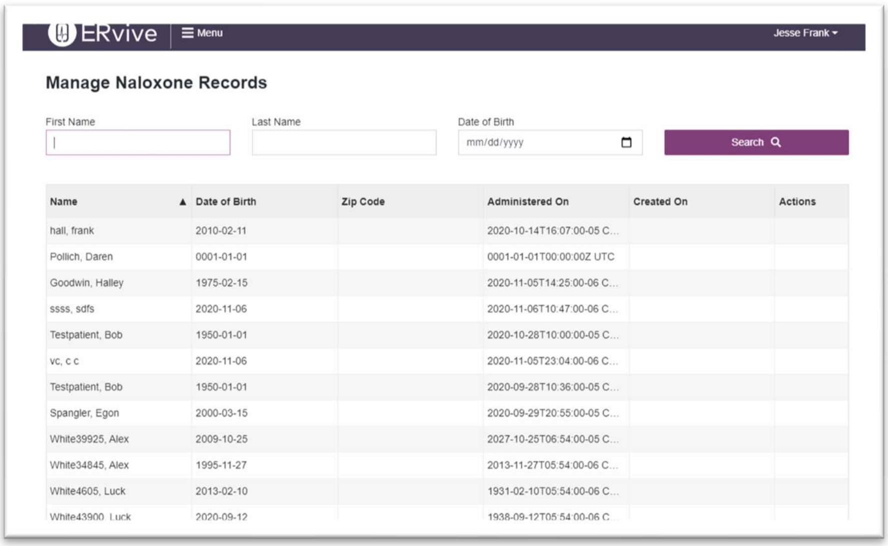


1.2 Manage Naloxone Records

You can review previously submitted Naloxone Administration records through the Manage Naloxone Records feature. You can search for a record by Patient First Name, Last Name, and Date of Birth.

1.2.1 Navigate to Manage Naloxone Records

1. Navigate to **Data > Manage Naloxone Records** through the **Menu.**

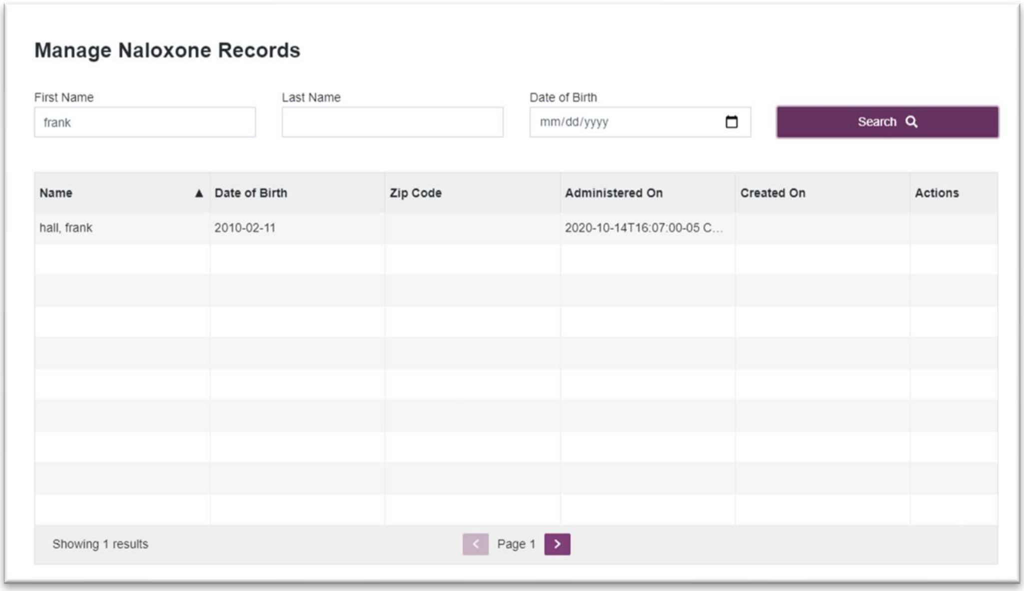


1.2.2 Search Naloxone Records

1. In the **Search** fields, enter any of the following Patient information to identify a Naloxone Administration Record:
    a. First Name
    b. Last Name
    c. Date of Birth

Note*: The Search feature can use partial search to find matching results in any of the fields above.*

2. The search results will display all matches to the criteria provided.



2 Document Information

2.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing; however, information is subject to change.

2.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0	11/13/2020	N/A	N/A; initial publication