

## Identifying New Patient Information

Learn how notifications keep you informed of new patient information from other health services and how badges identify important clinical or demographic data within CareSync Exchange.

### Identify and Understand Notifications

Understand how notification indicators display in CareSync Exchange and what they mean.

### Identify and Understand Patient Indicator Badges

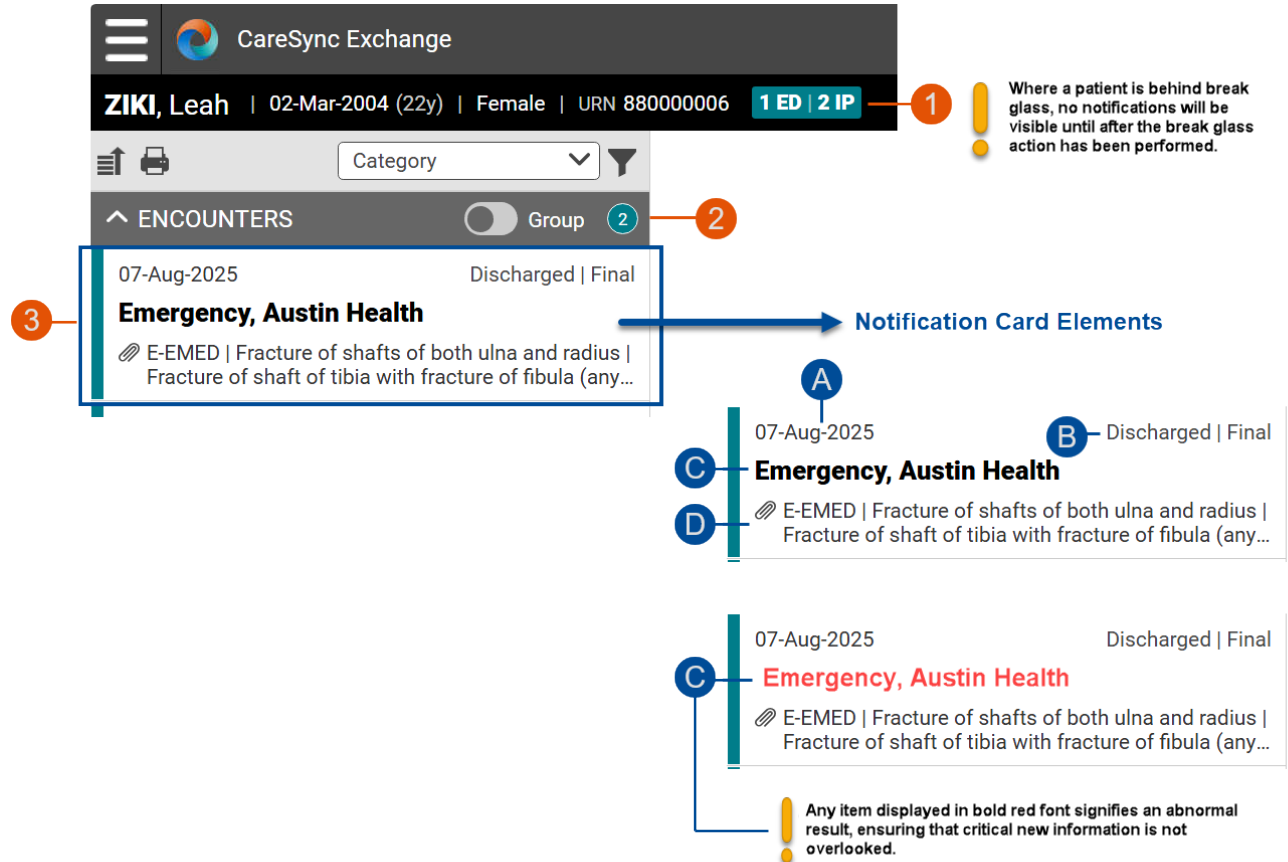
Use patient indicator badges to quickly recognise new patient information from other health services.

## Identify and Understand Notifications

1. The patient banner will display patient indicators with counters showing any new patient information in the last 12 months.

Please refer to Identify [Patient Indicator Badges](#) in this guide on understanding the different indicators.

2. A counter will be visible on the category header advising of new patient information count if within the last 30 days.
3. The notification is shown on a card as a green vertical bar. Each card will display the following information:
  - A. Date
  - B. Completion Status
  - C. Name of the notification item sometimes followed by a facility name or location
  - D. A comment, diagnoses list, conclusion or description



The screenshot shows the CareSync Exchange interface. At the top, the patient banner for Leah ZIKI (02-Mar-2004, 22y, Female, URN 880000006) displays 1 ED and 2 IP. A yellow warning icon indicates that notifications are hidden due to a break glass action. Below the banner is a category header for 'ENCOUNTERS' with a 'Group' toggle and a counter '2'. A notification card for 'Emergency, Austin Health' is highlighted with a green vertical bar. The card details include the date '07-Aug-2025', completion status 'Discharged | Final', and a diagnosis: 'E-EMED | Fracture of shafts of both ulna and radius | Fracture of shaft of tibia with fracture of fibula (any...)'. A callout box titled 'Notification Card Elements' breaks down the card into four parts: A (Date), B (Completion Status), C (Name of the notification item), and D (Diagnosis list). A red vertical bar on the card indicates an abnormal result.

**1** Where a patient is behind break glass, no notifications will be visible until after the break glass action has been performed.

**2**

**3**

**A** 07-Aug-2025

**B** Discharged | Final

**C** **Emergency, Austin Health**

**D** E-EMED | Fracture of shafts of both ulna and radius | Fracture of shaft of tibia with fracture of fibula (any...)

**C** 07-Aug-2025 Discharged | Final

**C** **Emergency, Austin Health**

**D** E-EMED | Fracture of shafts of both ulna and radius | Fracture of shaft of tibia with fracture of fibula (any...)

Any item displayed in bold red font signifies an abnormal result, ensuring that critical new information is not overlooked.

## Identify and Understand Patient Indicator Badges

Patient Indicator Badge	Name	Definition
ED	Emergency Department	The ED and IP badges appear if the patient has a hospital visit of these types within the past 12 months including any current presentations / admissions inclusive of your own health services.  Patient data will include all health services
IP	Inpatient	
VIP	Protected Patient	Upon successful break glass action, the VIP badge will be visible as per the ED and IP badges.  In a future iteration of CareSync Exchange, VIP will be rebadged as PP.  VIP badge will never be visible on the CareSync Exchange widget.