



DASH360

Best Practices & FAQs

General Tips & Guidelines

1. DASH360 can be enabled for all providers that are onboarded within DASHcentral or self. It cannot be enabled or disabled for select providers.
2. In DASH360, specialty drives visit reasons for both DASHcentral and self. It links specialty to a specified list of visit reasons based on your current DASH environment.
3. Radix has developed a master list of DASH360 visit reasons by specialty. Prior to the DASH360 launch, your Client Success Manager will share the master list with you and your team. You will be asked to review and audit this information in order to confirm and request any updates as necessary prior to launch.
4. Visit reasons are assigned at the specialty level and are thereby automatically mapped at the individual provider level.
 - a. At the specialty level, DASH360 enables you to assign specific visit reasons to a specific specialty. Every provider that is mapped to a specialty, is thereby also mapped to the associated visit reasons within that specific specialty.
 - b. At the individual provider level, DASH360 provides a consolidated view of all visit reasons mapped to the individual provider (irrespective of specialty). For example, if Dr. Harris is mapped to both orthopedic and sports medicine specialties in DASH360, in her individual provider profile, the assigned visit reasons to orthopedic and sports medicine specialty will automatically be mapped as well.
 - c. DASH360 enabled preferences, which include age and insurance exclusions cannot be attached to visit reasons.

5. The objective of triage questions in DASH are to guide the desired outcome of the recommended provider based on how the scheduler or patient responds to the triage questions. While triage is not currently enabled to manage via DASH360, it is important to understand how specialty updates made in DASH360 can potentially impact the output of your recommended provider in response to triage questions.
 - a. If triage questions in your DASH environment are designed to filter by a specific specialty, after these questions have been answered, DASH will provide a recommended provider based on that appropriate specialty.
 - b. In DASH360, as you are adding or removing provider(s) to a specialty, please note that DASH will only recommend providers from the triage output that are mapped to both the specialty AND the selected visit reason
 - c. If after you have completed provider specialty updates in DASH360, and DASH is not displaying the recommended provider as expected, please check if the provider is mapped to both the specialty and visit reason selected.
 - d. For example, at ABC Orthopedic Group, the orthopaedic and sports medicine specialties are both mapped to the visit reason of ankle pain.
 - i. Dr. Lily is a new sports medicine specialist to ABC Ortho that treats ankle pain. She is added to DASH360, mapped to the sports medicine specialty, with associated visit reason of ankle pain.
 - ii. Triage Questions designed in ABC Ortho DASH environment currently determine if the patient should be treated for ankle pain by the orthopaedic specialty.
 - iii. The triage will NOT populate Dr. Lily as she is only mapped to the visit reason of ankle pain, and not to orthopedic specialty. In order for triage to recommend Dr. Lily , she must be mapped to both the orthopedic specialty and the visit reason of ankle pain.
6. DASH360 enables management of provider preferences related to patient age and insurance exclusions.
 - a. Patient Age: DASH360 can apply patient age preferences for scenarios whereby a provider will only treat patients between a specified age range. It does not currently support the management of complex combination age preferences such as “Dr. Lily does not treat patient ages above 40 with back pain”

- b. Insurance Exclusions: DASH360 can apply insurance exclusion preferences to exclude patients with specific insurances. It does not currently support management of complex combination insurance preferences such as maximum count rules, i.e. “Dr. Lily will only see 10 Medicare patients per day”.
- c. Age and Insurance exclusions cannot be attached to visit reasons. These preferences must be assigned at the individual provider level.

Adding New Providers

How do I fully enable a new provider for scheduling on DASHcentral and/or self?

DASH360 gives you the ability to enable providers on both DASHcentral and self. However, prior to enabling providers here in DASH360, Radix will need provider preferences and instructions based on appointment type. Please submit the following details to support@radixhealth.com so that Radix can complete the new provider set up:

Information Requested	Definition
Provider Name	Name of Provider(s)
Appointment Type (From EHR)	Duration of Appointment Type (i.e. 15 mins)
	For new patient appointment types, please clarify the definition of the new patient as defined by your practice (i.e. a new patient is defined as new to provider, new to the practice as of last 3 years, etc.)
	Please include another provider name set up with the same appointment type and duration as you'd like for the new provider to have as well (if applicable)
Appointment/Event Type ID (From EHR)	Required only if the provider will be mapped to new appointment types not previously established in DASH
Other	Please include any other relevant information that may need to apply (e.g. Advanced Practitioner, max count rules per provider, triage or pop questions, etc.)

Disabling Providers

How do I disable a provider from DASHcentral and/or self?

DASH360 enables you to disable providers directly for DASHcentral and/or self. After selecting the provider you would like to disable, navigate to the “About” tab, and expand the “Miscellaneous Section.” Select the “Disable” icon to disable the provider from being visible AND from showing available slots. For Self clients, please ensure in addition to completing this section, any associated provider links are removed from your site. For all clients disabling providers, please notify your Client Success Manager so that provider count records can be updated accordingly.

Adding Specialties

How do I add a specialty to DASH360 that is not currently configured in DASH?

First, try to locate the specialty in DASH360 by searching in the “Specialty” tab for the particular specialty. If it is not found in the DASH360 database, send a ticket to support@radixhealth.com to onboard the specialty, including the following information.

Specialties (DASHcentral and DASHself): Radix does not onboard specialties from EHR; They're built directly in DASH

Information Requested	Definition
Provider Names	List of providers to be associated with this specialty
Enable for Central and for Self?	Which products should this specialty be searchable in? (for example:- Some clients may not want Neurology to be scheduled for via DASHself)
Other	

Adding Visit Reasons

How do I add a specialty to DASH360 that is not currently configured in DASH?

First, try to locate the visit reason in DASH360 by searching in the "Visit Reason" tab for the particular visit reason. If it is not found in the DASH360 database, send a ticket to support@radixhealth.com to onboard the visit reason with the information outlined below. This also applies to any visit reason synonyms you would like added to existing visit reasons as well.

Visit Reasons (DASHcentral and DASHself)	Radix does not onboard visit reasons from the EHR; they're built directly in DASH
Information Requested	Definition
Provider Names	List of providers to be enabled for this chief complaint/body part.
Enable for Central and for Self?	Which products should this chief complaint be searchable in? (for example:- Some clients may not want brain injuries to be scheduled for via DASHself)
Triage (for clients who utilize Triage questions)	What questions would you like to ask, for this chief complaint, to help triage your appointments? As far as possible, please use existing Triage question sets, since designing new ones is time-intensive and complex.
Service Type	What clinical services would you like to be offered, when this chief complaint is selected? (for example:- Office Visit, MRI, Post Op, Telemed, etc.)
Other	

Updating to DASHself

How do I make updates to DASHself in DASH360?

The following fields can be edited in the "About" profile in DASH360. Any edits to the following fields will update Self and corresponding fields in Central:

- Provider Image

- Provider Last Name, First Name
- Provider Heading
- Provider Summary
- Provider Education
- Enable for DASHself, Show slots for DASHself
- Visit Reasons: If provider visit reasons differ between Central and Self, please contact your Client Success Manager to review the optimal approach for setup. Currently, DASH360 doesn't enable the ability to distinguish set up for or visit reasons that differ between Central and Self.

General Troubleshooting

- Please refer to DASH360 training resources and FAQ's to review answers to your particular questions
- If you are unable to locate the answer to your question, please contact your Client Success Manager for additional guidance
- For specific technical or product inquiries, please log a ticket to our support desk by emailing support@radixhealth.com. We are here to help!