MOTECH Suite Alerts

Specification Template

October 22, 2012

# Overview

This template will describe each type of alert which can be sent in your system. It is helpful to group the alerts by recipient.

# Template

1. Who will alerts go to?

*Example: Pregnant women, CHNs, Administrators, etc.*

1. For each type of recipient, please complete a table like the ones below. They include a few example counseling messages.

**Alerts to Pregnant Women**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Goal of the alert** | **Recipient** | **Alert Type (in CommCare UI, SMS, IVR, email, etc.)** | **Trigger (fixed calendar date, offset from a user-specific date, change to healthcare record, other criteria)** | **Alert content (text, audio, or other content of the alert)** | **Alert response (how can the recipient respond to the alert?)** |
| *Encourage patient to go to ANC3 visit* | *Patient* | *IVR or SMS, depending on patient’s preference* | *20 weeks from LMP* |  | *None* |
| *Reminder about preparing for rainy season* | *Patient* | *IVR* | *June 1 each year* |  | *None* |
| *…* |  |  |  |  |  |

**Alerts to *CHNs***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Goal of the alert** | **Recipient** | **Alert Type (in CommCare UI, SMS, IVR, email, etc.)** | **Trigger (fixed calendar date, offset from a user-specific date, change to healthcare record, other criteria)** | **Alert content (text, audio, or other content of the alert)** | **Alert response (how can the recipient respond to the alert?)** |
| *Help CHN complete her weekly patient visits* | *CHN* | *In CommCare UI* | *All patients with care due this week* | *List of patients due for care this week* | *Complete care form for that patient* |
| *Track patients who are overdue for care* | *CHN* | *SMS* | *All patients overdue for care* | *List of patients who are overdue for care* | *None* |
| *…* |  |  |  |  |  |

**Alerts to *Administrators***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Goal of the alert** | **Recipient** | **Alert Type (in CommCare UI, SMS, IVR, email, etc.)** | **Trigger (fixed calendar date, offset from a user-specific date, change to healthcare record, other criteria)** | **Alert content (text, audio, or other content of the alert)** | **Alert response (how can the recipient respond to the alert?)** |
| *Supervise CHNs* | *Administrator* | *Email* | *If any CHN has completed less than 50% of their patient visits by the 20th day of the month* | *List of lagging CHNs and their completion percentage* | *None* |
| *…* |  |  |  |  |  |