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CENTERS FOR MEDICARE & MEDICAID SERVICES

Healthcentric
Advisors

Alert Workflow

Self-Measured Blood Pressure Monitoring to Improve Uncontrolled Hypertension

The Healthcentric Advisors API SMBP database has default alerts built into the system. These alerts can be modified by the provider for individual patients as needed. Alerts are sent where a patient's BP reading is outside of the default range or customized range set by the provider.

Default Alerts

	Systolic	Diastolic	Text Communication to Patient	Communication to Practice
High	160	100	Alert! Your BP reading of __/__ with a __ pulse has registered as HIGH. Please recheck your BP using proper technique and make sure to continue taking your medication as prescribed. If BP still high, and having symptoms contact your Doctor's office. If you are having a medical emergency call 911. // Text message replies ARE NOT monitored.	Secure email stating a patient has a high BP alert with a link to the portal to view the reading and select action taken from a drop-down list
Low	100	60	Alert! Your BP reading of __/__ with a __ pulse has registered as LOW. Please recheck your BP using proper technique. If still low and having symptoms, contact your Doctor's office. If you are having a medical emergency call 911. // Text message replies ARE NOT monitored.	Secure email stating a patient has a low BP alert with a link to the portal to view the reading and select action taken from a drop-down list
Critical High	180	110	Alert! Your BP reading of ___/___ with a __ pulse has registered as CRITICAL HIGH. Please recheck your BP using proper technique and make sure to continue taking your medication as prescribed. If BP still critically high and having symptoms, contact your Doctor's office. If you are having a medical emergency call 911. This may be a medical emergency. // Text message replies ARE NOT monitored.	Secure email stating a patient has a critically high BP alert with a link to the portal to view the reading and select action taken from drop-down. During office hours, the practice will also receive a phone call to alert them.