

# Unclaimed Alerts & Escalations

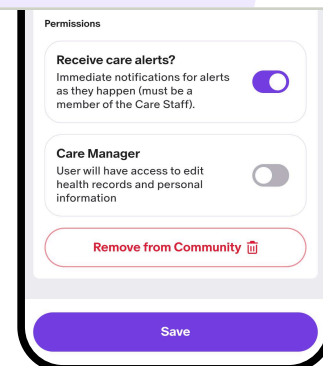
The following guide details the **three basic levels** of alerting for unclaimed alerts.

**Additional alerting will also occur for claimed but unresolved alerts.**

For questions please call Sage Support (856-329-7813) or email [support@sagehealth.com](mailto:support@sagehealth.com)

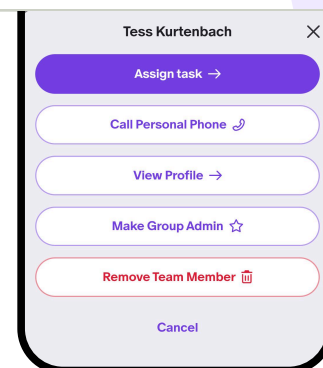
## **New Alert (Immediate)**

All staff members in the **Care Group** receive resident alerts immediately by default. **ONLY Management Admin team members** can turn off these immediate alerts in the **Edit Profile** menu in staff profiles.



## **Unclaimed (10 Minutes)**

All staff members in the **Care Group** will receive a reminder alert at 10 minutes for any unclaimed alerts. Managers who have turned off their immediate alerts will receive their first alert at 10 minutes by being made a **Care Admin** from the **Group Menu**.



## **Unclaimed (20 Minutes)**

All **Care Admin** staff members will receive an escalation alert at 20 minutes for any unclaimed alerts. These escalated alerts will also appear on the today page for anyone in **both the Management & Care Groups**.

## **Creating Group Admins**

1. Only existing **Management Admins** can create Group Admins
2. Navigate to the Team tab
3. Tap on the Groups menu
4. Select desired group
5. Tap on team member
6. Select Make Group Admin