

# Action Pane Within Message Center for Providers

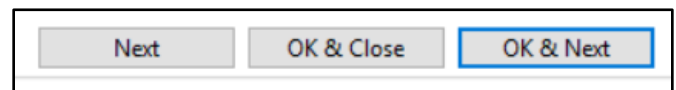
## Overview

The Action Pane allows the user to:

- Sign orders and documents.
- Review results and documents.
- Refuse items that have been sent to the inbox within Message Center.
- Forward items and add comments, as needed.

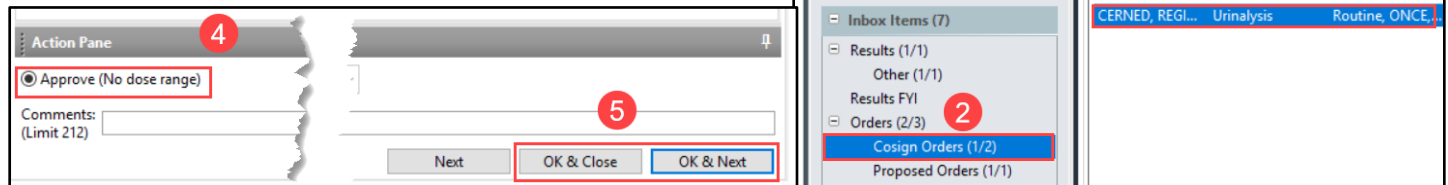
To legally acknowledge the action taken in the Message, there are three options:

- Next: Moves to the next item and **DOES NOT** sign any action.
- Ok & Close: Legally signs the action and closes the item.
- Ok & Next: Legally signs the action and moves to the next item.



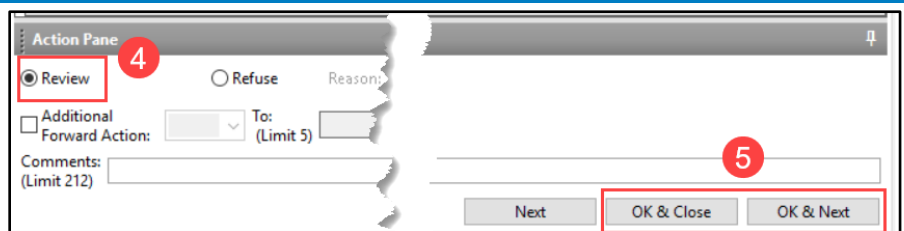
## Order and Document Signing

1. Navigate to the Message Center.
2. Click on the Orders or Documents subfolder.
3. Double-click to open the item.
4. Click Approve (for orders) or Sign (for documents).
5. Click OK & Close or OK & Next.



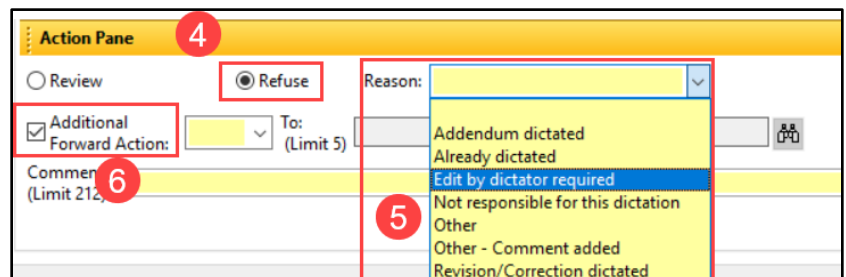
## Results and Document Reviewing

1. Navigate to the Message Center.
2. Click on the Results, Results FYI, or Documents subfolders.
3. Double-click to open the item.
4. Click Review.
5. Click OK & Close or OK & Next.



## Message Center Item Refusal and Forwarding

1. Navigate to the Message Center.
2. Click on the intended folder/subfolder.
3. Double-click to open the item.
4. Click Refuse.
5. It is required to enter the reason for refusal.
6. Select the Additional Forward Action box to forward the item to another user.



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### Comments in the Message Center

To add a comment:

- If the user selects Refuse, a comment can be added that will be sent to the forwarding user.

The screenshot shows the 'Action Pane' with the 'Refuse' radio button selected. Below the 'Reason' dropdown, the 'Comments: (Limit 212)' text area is highlighted with a red border.

To view a comment:

- The user receiving the forwarded item with a comment can hover over the paper clip to read the comment.

The screenshot shows the 'Action Pane' with the 'Sign' radio button selected. A paper clip icon next to the 'Comments' section is highlighted with a red box, indicating it is the focus for viewing a comment.

### Action List

To view the Action List:

- Hover between the bottom of the item and the top of the Action Pane.
- Drag up the Action List.

The screenshot shows an 'Assessment Plan' table with an 'Action List' section below it. A red callout box with a double-headed arrow points to the space between the table and the 'Action Pane' header, containing the text: 'Hover here and a double arrow cursor appears, allowing the user to pull up the Action List.'

Action	Performed By	Perf	Status	Comment	Pro
Perform	Worthington NP, Vincent G		Completed		