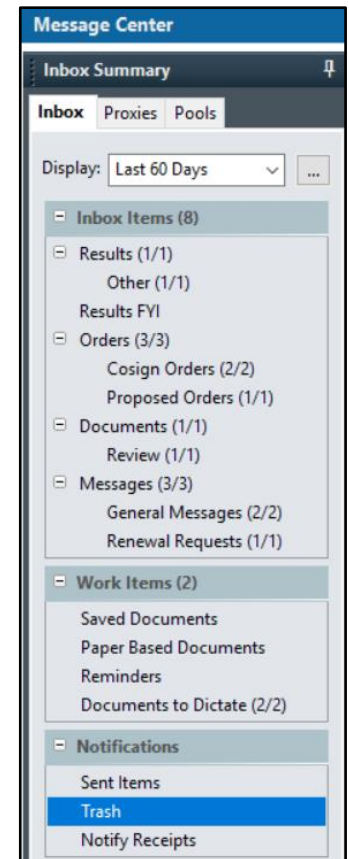


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Inbox Overview

- Inbox summary includes three tabs:
 - Inbox:** Personal Inbox.
 - Proxies:** Primarily a provider function, allows one person to view and manage another's inbox.
 - Pools:** A shared inbox between a group with a similar role (ex. admin pool or nursing pool).
- The Display: date range may be adjusted as needed.
- Inbox Items are displayed by categories.
 - Click the plus sign (+) next to the category to expand it; click the minus sign (-) next to the category to collapse it. Click a folder to display the items in that category.
 - The numbers displayed next to each Inbox category indicate the number of unread items and the total number of items in the inbox in that category.
 - For example: (2/2) indicates that there are 2 unread messages and a total of 2 messages in that Inbox category.
- Select the item in the viewing pane and double-click or click the Open icon to open and view the Item or Message details.



Proxy Capabilities

The proxy feature within the Message Center allows a user to view and fully manage another user's inbox.

Note: To view another user's Inbox, proxy rights must be given or requested. For further information please see the Granting and Taking Proxy document on the CEE website.

Complete the following steps to view another user's Inbox:

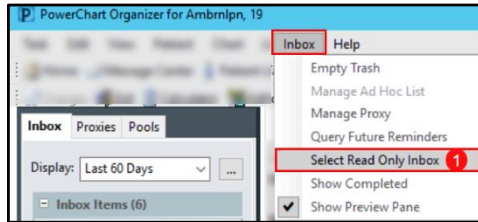


- Click the **Proxies** tab in the Inbox summary.
- From the Proxy list, select the Inbox you would like to view.
- If necessary, select a specific date range.
- The selected user's Inbox opens, allowing full access to the inbox.

Note: the level of access can be limited by the Systems Administrator or by the owner of the inbox.

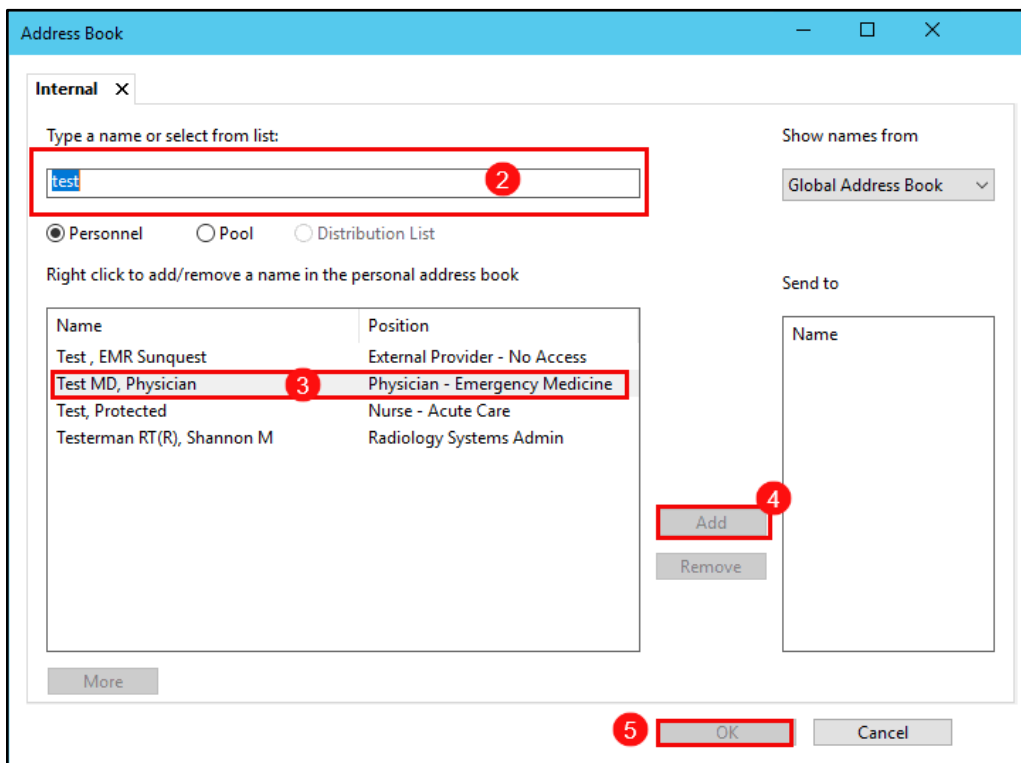
Read Only Capabilities

Read Only allows another user's or pool's inbox in a read only mode. To view a Read Only Inbox:

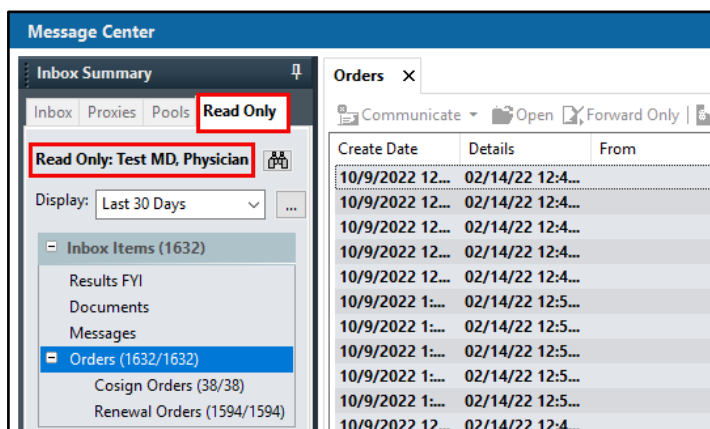


1. Click on Inbox then click on Select Read Only Inbox.

Note: A pop up will appear notifying access to another inbox is being requested. Click OK.



2. Search for the appropriate name.
3. Click on the correct person's name.
4. Click Add.
5. Click OK.
6. A Read Only tab will now appear in the Message Center.

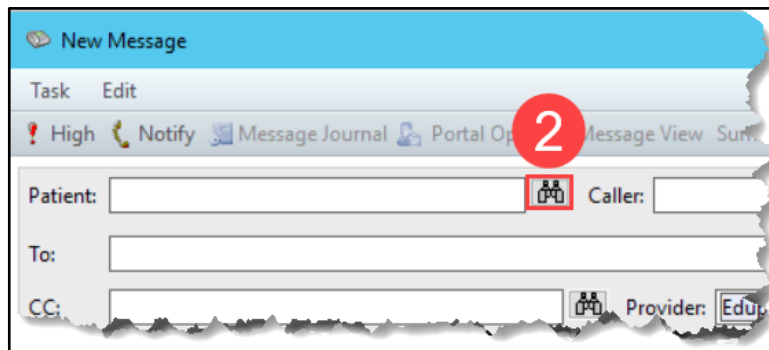
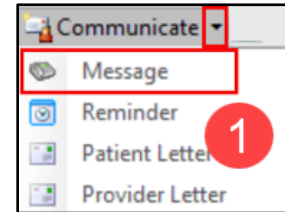


Note: Users can also read only into a Pool. In the search box type in the pool name (step #2) and change the search criteria from Personnel to Pool.

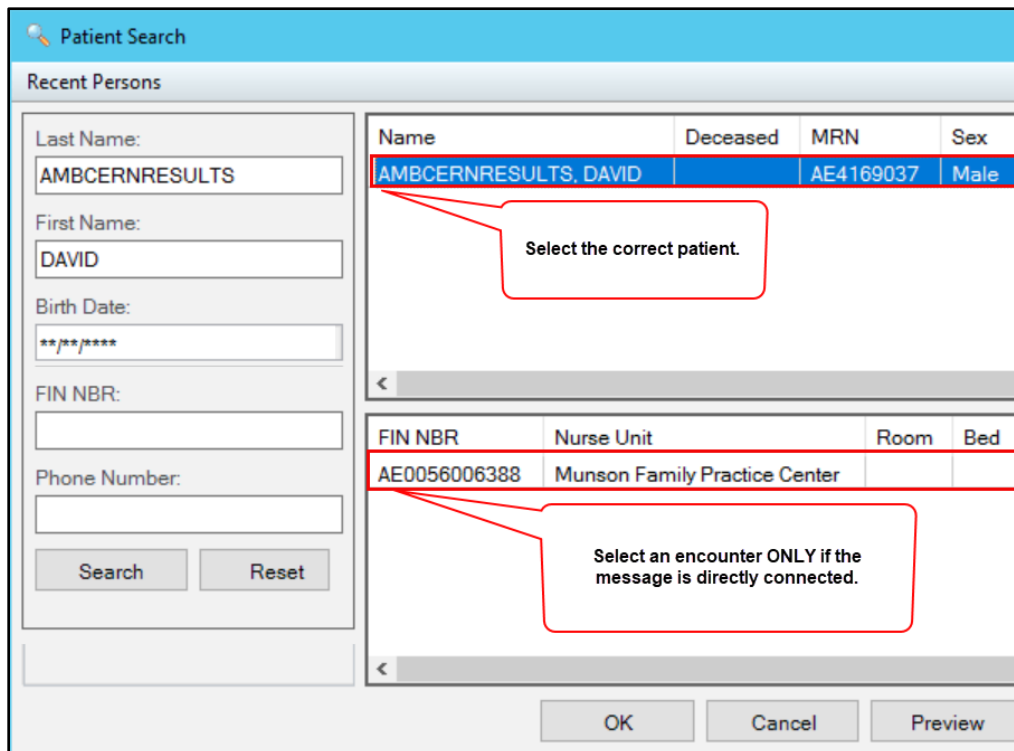
Creating a New Message

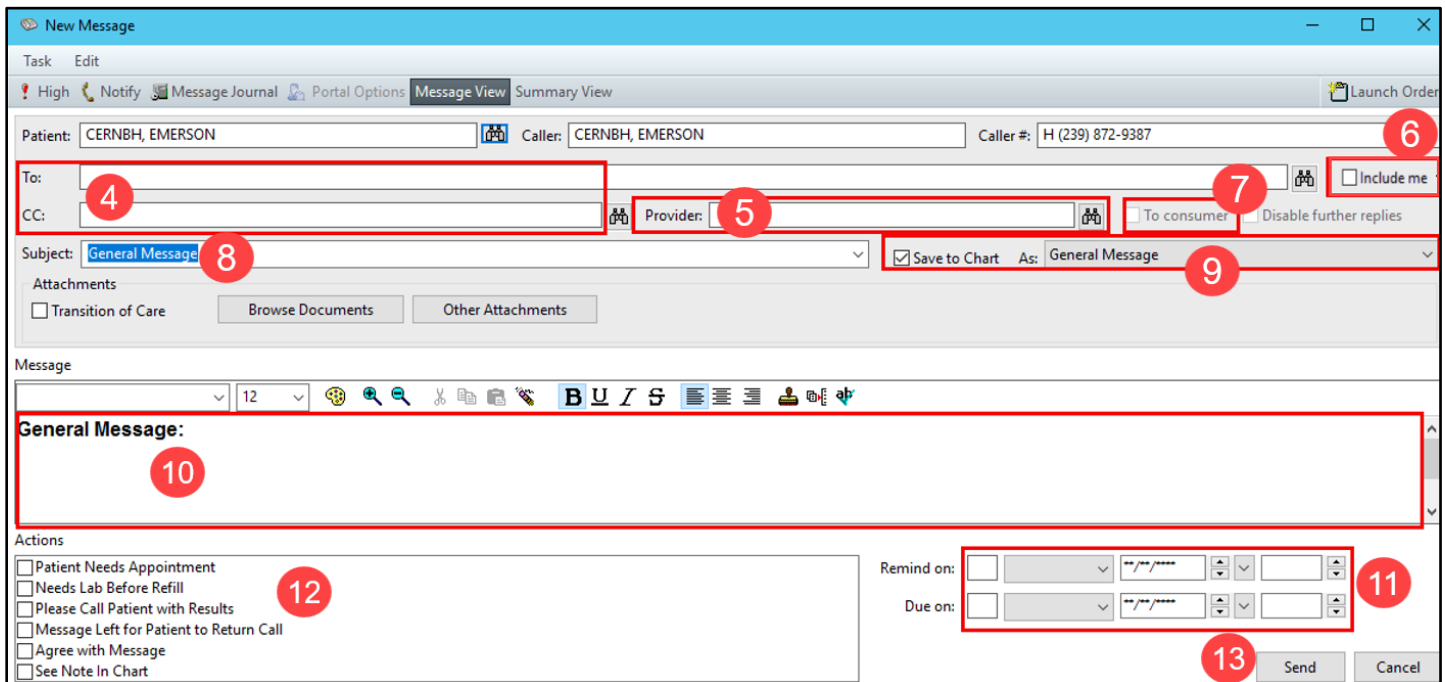
To create a new message:

1. From the toolbar, select the Communicate drop-down arrow and select Message.
2. A new window will open. To associate a message with a patient, click on the binoculars next to the Patient to search the patient.



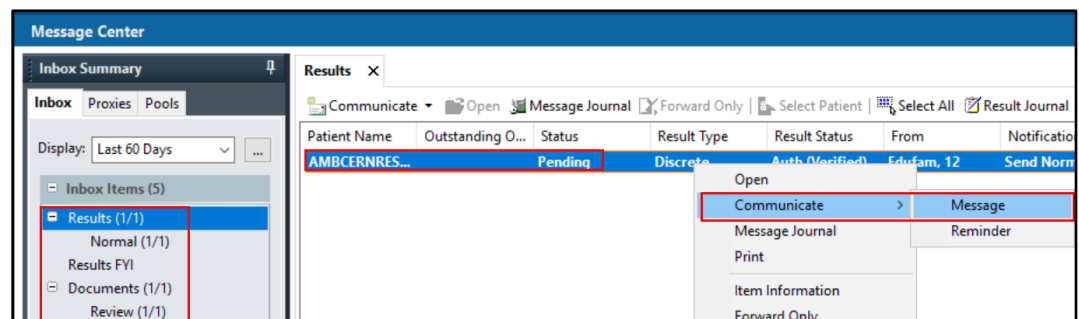
3. From the Patient Search window, select the patient and click OK.
 - If an encounter is selected the new message will be associated with the selected encounter.
 - If no encounter is selected, A new InBetween Visit encounter will be created. Unless the new message is directly connected to a previous encounter, a new encounter should be created.





4. Type a recipient or click the binoculars to search for a recipient of the message.
5. The Provider Should be entered if the message is related to a patient. If a provider has created the message, their name will autofill. All other staff are to search and select the correct provider to associated to the message.
6. Select Include me to receive a copy of the message.
7. Select To consumer to include the patient as a message recipient, this function is only available if the patient has a patient portal account or a secure email.
8. The Subject field may be changed by selecting a new subject template from the drop-down. Change the Subject title by highlighting and deleting the text and typing the desired subject.
Note: Entering the clinic acronym and detailed subject is helpful in locating documentation.
9. Confirm that Save to Chart is selected.
10. Compose the message.
11. A Reminder or Due on date may be selected if desired.
12. The Actions are not recommended for use.
13. Click Send when the message is complete.

Note: The user can also create a message regarding any Result or Document by right-clicking on the desired Result or Document, hover over Communicate and the select Message.



Creating a New Reminder

Reminders will appear in the Reminders folder in Message Center on a predetermined day.

- From the toolbar, select the Communicate drop-down arrow and select Reminder.

- If the reminder is related to a patient, search for and select the correct patient.
 - Note:** If the reminder is directly connected to an encounter, select the relevant encounter. If no encounter is selected, a new InBetween Encounter will be created.
- Select an option from the Show In list.
 - Select Recipient's Inbox to send the reminder to the recipients designated in the To and CC boxes.
 - Select Chart to send the reminder to the selected patient's Overview or Ambulatory Summary.
- Enter the correct Recipient or Select Include me to send the reminder to the one creating the reminder.
 - Note:** A recipient can be added by double clicking the name in the Personal Address List.
- Change the Subject field as needed.
- Confirm that Save to Chart is selected.
- Compose the reminder message.
- Set Show up or Due on, as needed.
- DO NOT use the Actions.
- Click **Send**.

Option	Action
Show Up	Sets the date when the reminder displays in the recipient's Inbox. This option does not function if the reminder is sent to the patient's chart.
Due On	Sets the due date for the reminder. Reminders that are overdue are indicated in red and displayed in the Priority folder.

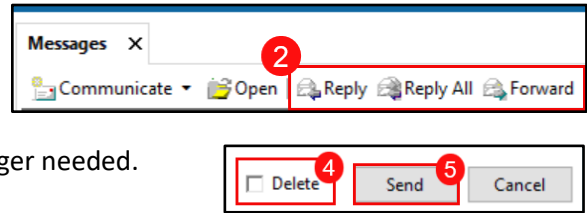
Message Center Guide for Providers, Clinical and Clerical Staff

Center PowerChart Ambulatory EDUCATION

Responding to a Message

To respond to a message:

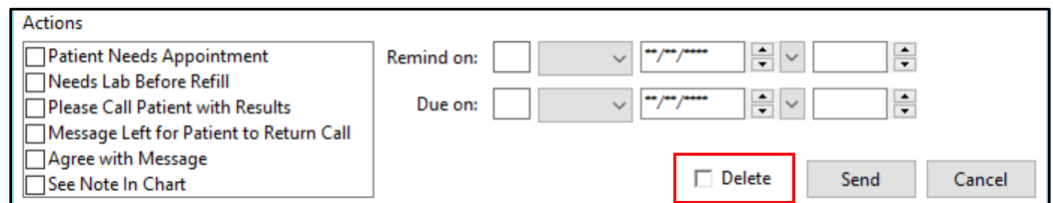
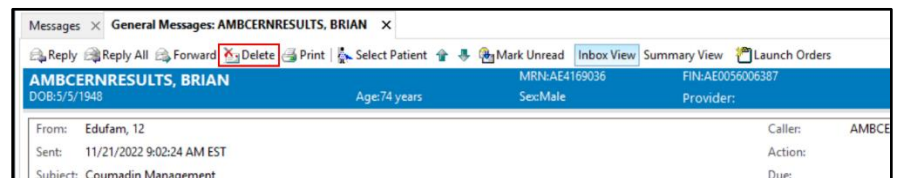
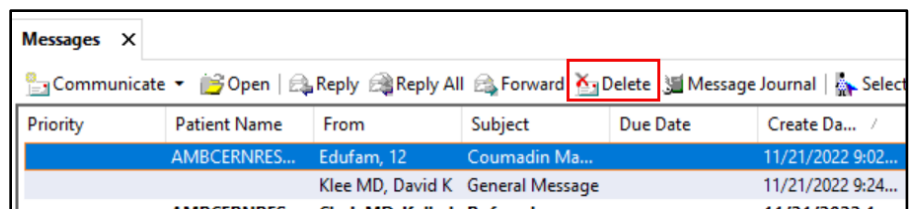
1. Within an open message, Click Reply.
2. Click Reply, Reply All or Forward.
3. Compose the message.
4. Select the Delete check box, if the original message is no longer needed.
5. Click **Send**.



Deleting Messages

Messages can be deleted in three ways:

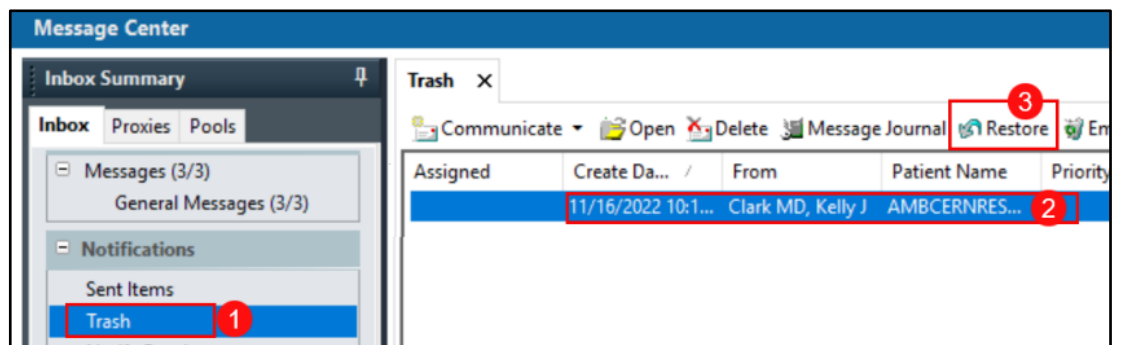
- Select the desired message and click Delete.
- Open the message, click Delete.
- Select the Delete checkbox and then click Send when composing a message.



Restoring Deleted Messages

To restore a message:

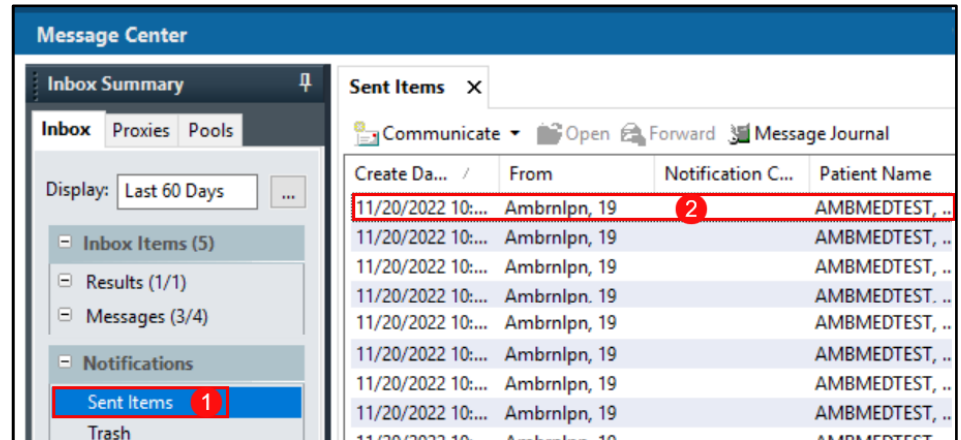
1. Click on the Trash folder.
2. Select the desired message.
3. Click Restore.



Viewing Sent Items

To view a sent item in the Message Center:

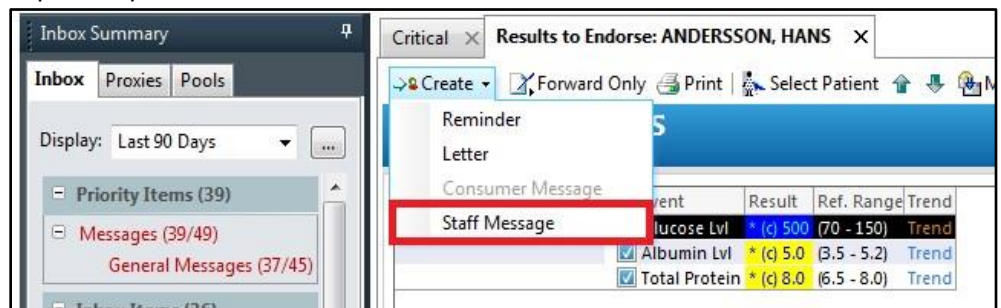
1. Click Sent Items.
2. Click on the desired message once to preview and click twice to open.



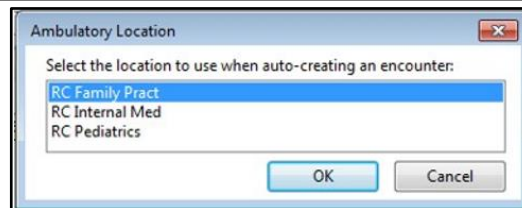
Understanding In-Between Encounters

In-between visit encounters are used when patient interactions are not related to a specific clinic visit and can be created by:

- Creating a new message: select the patient, but do not select an encounter.
- Replying to a message from the patient portal.
- Creating a staff message from a result.



Note: An ambulatory location must be selected, then click OK.



Message Center Tips:

- When replying to a consumer messages, the To Consumer box is automatically selected.
- It is best practice to:
 - Enter a provider's name in every message and reminder
 - Leave the Save to Chart box checked
 - Include the consumer, if indicated.
- When messages are sent through message pools, the message is displayed as being from the users Inbox and the heading includes the name of the person who composed the message.
- The user can also forward a message without opening it by selecting the message and clicking Forward.