Reminder Message Use for Providers and Clinical Staff
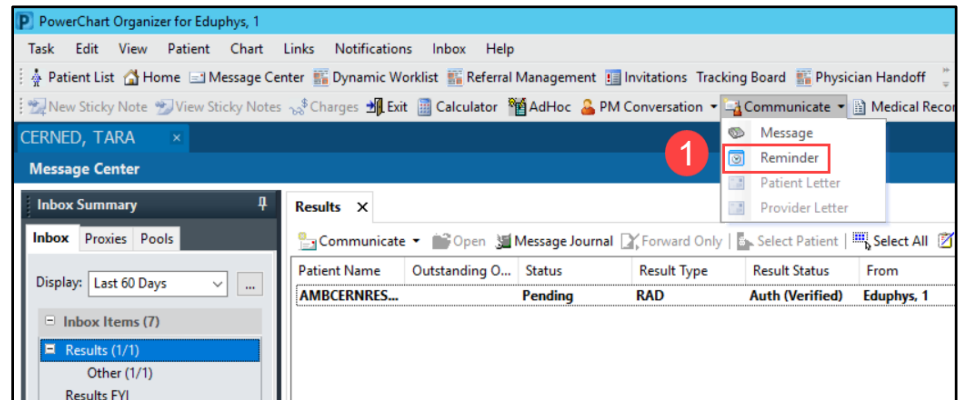
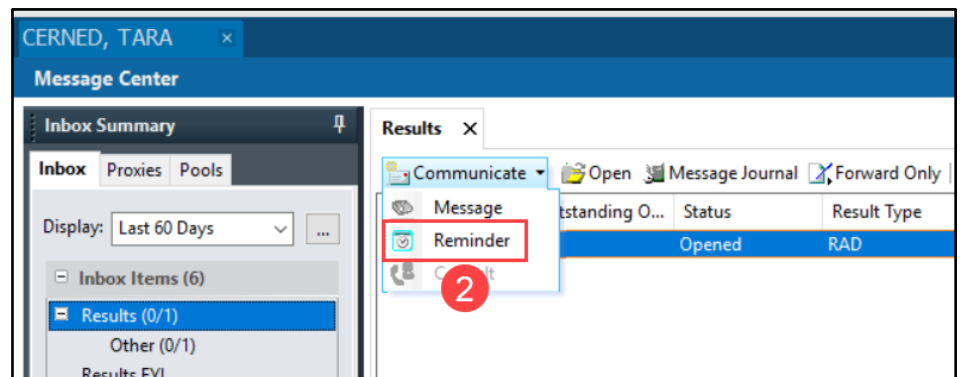## Reminder Message Creation Location

Reminders are used by staff to remind another staff member or themselves to follow-up on an item related to a specific patient (ex: calling the patient about test results) or an item not related to a patient (ex: call Practice Manager about next month's schedule).
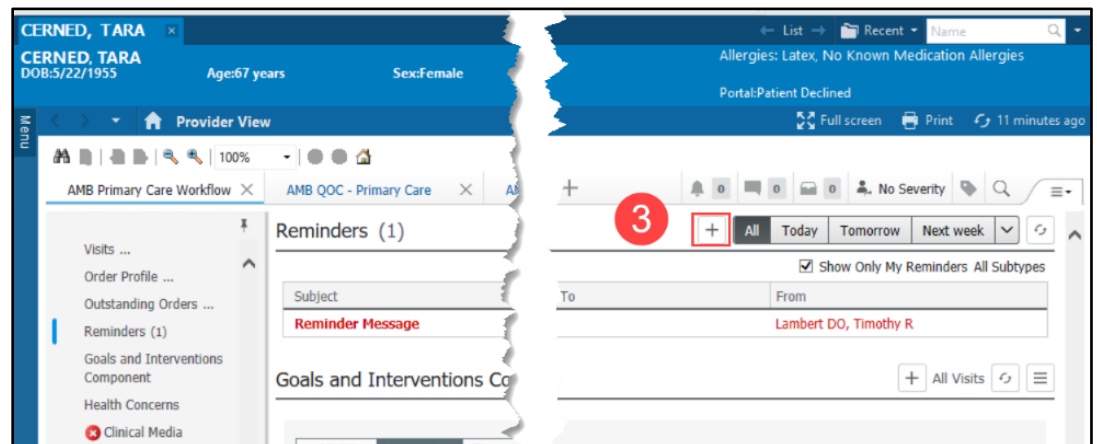
Reminder messages can be created from:

1. The Communicate drop-down selection either while in a patient's chart or not.

2. Message Center by clicking the Communicate icon and selecting the Reminder option from the drop down.

3. The Ambulatory Workflow in Provider View or Nurse view by clicking the blue plus sign in the Reminders Component.

Reminder Message Creation

In the New Reminder/Task window, complete the necessary information as these items do not all have to be filled out for reminders:

1. Patient (if the reminder is related to a patient).
2. Show in (defaults to Recipient's Inbox and Patient Chart is the other option).
3. To: enter reminder recipient (Click Include me check box if responsible for reminder).
4. CC.
5. Provider.
6. Subject: Enter a free text subject line or pick a generic Reminder message from the drop down.
7. Save to Chart (defaulted to save; uncheck if message does not need to be saved to the chart).
8. Enter a reminder message in the Message section.
9. Select a date for when the reminder should appear in the patient's chart or the recipient's inbox as a Reminder.
10. Select a due date, if necessary.
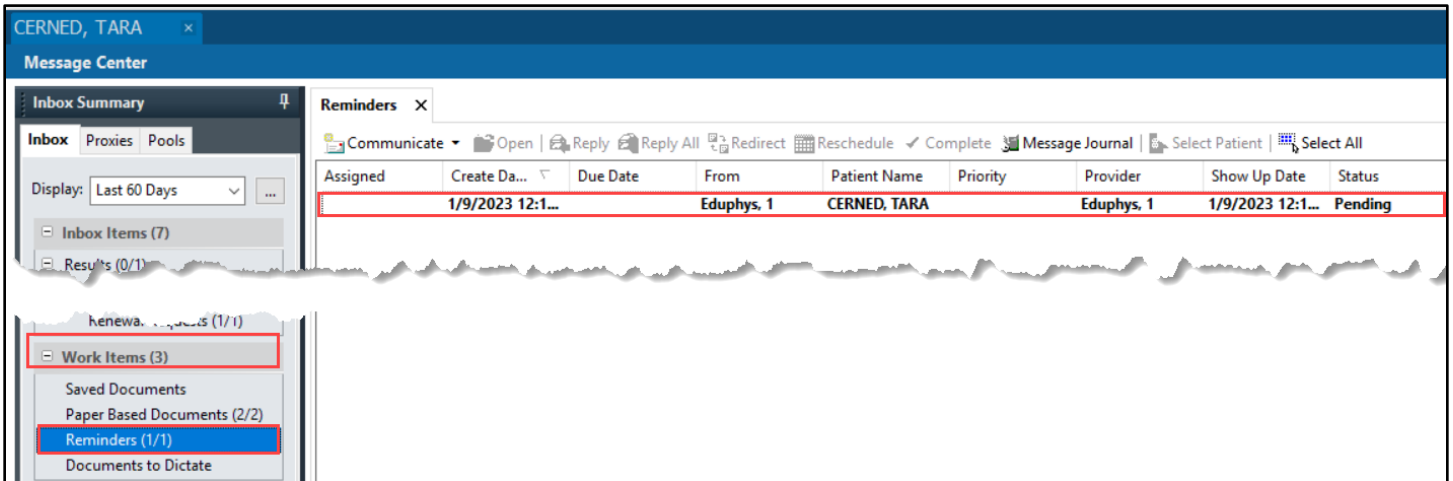11. Click Send when finished.

Reminder Message Viewing

Reminder messages reside in the Reminders folder of the Work Items section of the Message Center inbox if the reminder has been sent to the recipient's inbox.

Reminder messages are also found in the Reminders Component in the Ambulatory Workflow in a patient's chart.

1. Click the Reminder Message link in the Component to view the message, add addendum, redirect, reschedule, or complete and/or print.
2. Uncheck the box next to Show Only My Reminders to view all reminders entered on the patient.