

Quick Start Guide and Terminology

1	Login to https://app.wellapp.com/login/staff using your MHC email address.
2	Select practice by using the Practice Selection dropdown menu.
3	Inbox views: <ul style="list-style-type: none"> • Recent – 200 most recent messages • Schedule – Shows scheduled patients for the date selected • Starred – “Pinned” patient conversations for quick reference • Mentions – Patient channels where a user or user group has been tagged through an internal mention
4	Patient Channels: Contains all messages that have been sent to or from the patient, all internal messages sent in that channel, and event messages related to patient updates. <ul style="list-style-type: none"> • Open – Active, require manual intervention to resolve • Pending – Active, awaiting response from internal mention or patient, requires manual intervention to resolve • Closed – Inactive, no longer needs attention
5	Smart Phrase – Individualized messages for your patients. Messages appear with the generic Smart Phrase placeholder before they are sent but will populate with the related data from your EMR.
6	Quick Response – Templated responses to common patient questions to provide quick, consistent responses, without typing the same message repeatedly.
7	Broadcast – Allows the same message to be sent to multiple patients with a single action.
8	Messaging Tools: <ul style="list-style-type: none"> • Lock icon – Secure message, patient must verify credentials to retrieve message • Open lock icon – Unsecure message, appears as a normal text message • Wand icon – Smart phrase selection menu • Speech bubble with lightning bolt icon – Quick Response selection menu
Clinical EHR Education Website Reference: Artera Manual	