

# Managing Refusals

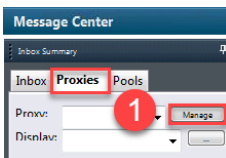
Each practice has a refusal box that will need to be managed. The refusal box will need to be proxied into by each person that will be responsible for managing the box.

The naming convention of the refusal box is your practice name followed by a comma and then refusals. For example: **Bay Area Urology, Refusals**                      **System Account - Facility Mailbox**

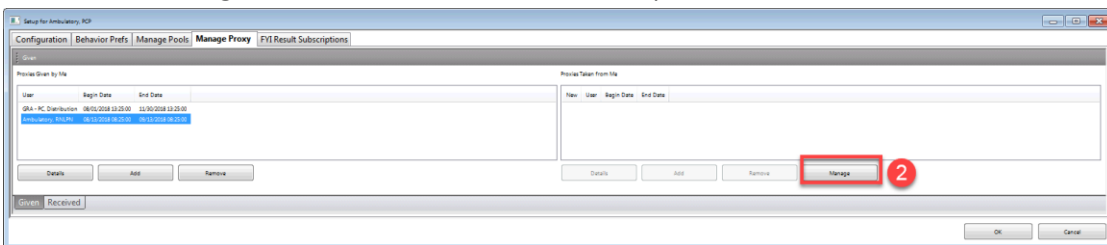
Follow the **two step process** below to take proxy from the refusal box:

## Step 1: Manage Take Proxy Rights

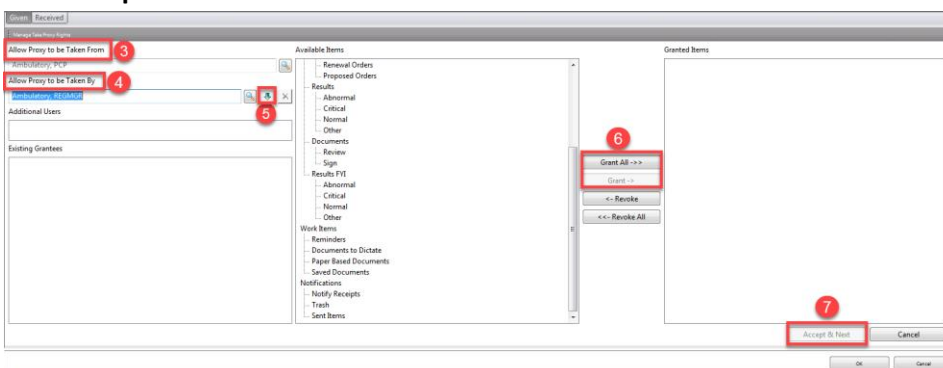
1. From within Message Center, click on the **Proxies** tab, then click the **Manage** button.



2. Click on the **Manage** button on the bottom of the Setup for... window.



3. In the **Allow Proxy to be Taken From** search box, enter your own name.
4. In the **Allow Proxy to be Taken By** search box, enter the name(s) of the users that you are allowing to take proxy from you.
5. Note: Click on the down arrow icon after each addition to move the user to the **Additional Users** field.
6. Either click **Grant All** or **Grant** (if individual items are to be granted).
7. Click **Accept & Next**

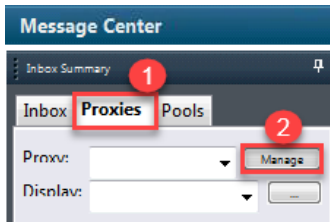


8. Click **OK**.

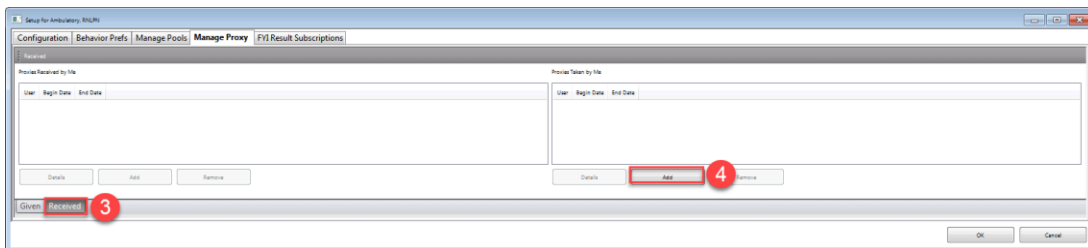
## Step 2: Taking Proxy

A user will have needed to grant proxy to be taken from them prior to another user to be able to take that proxy.

1. From within the Message Center, select the **Proxies** tab.
2. Select **Manage**.



3. Click on the **Received** tab on the bottom of the Proxy Setup window.
4. Click **Add**.



5. From the **User** search field, locate the user you wish to take proxy from.
6. Specify a **Start Date/Time** and **End Date/Time**.
7. To grant all permissions from the selected user, click the **Grant All** button. To grant selected permissions, select the permission and click **Grant**.
8. Click **Accept and Next** and then **OK**.
  - a. NOTE: The person that you took or stole proxy from will receive a notification in his or her inbox by way of a message in Message Center stating that the proxy was taken.

## Managing the Refusal Box

Once proxied into this box end users will be able to manage the refused item. This could be forwarding the item to the correct provider or working to determine who the correct provider should be.