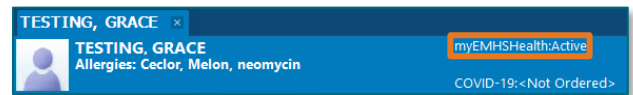**Patient Portal Messages enable interaction and engagement between health care organizations and patients.**

Identifying if a patient is registered for the Patient Portal

➢ **Demographic Banner Identification**

- **MyEMHSHealth** status will be identified as **Active** once your patient has activated the patient portal.
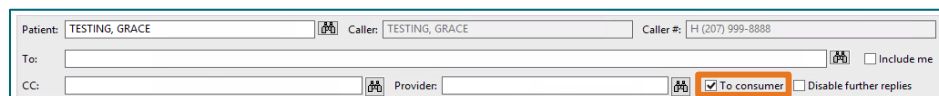

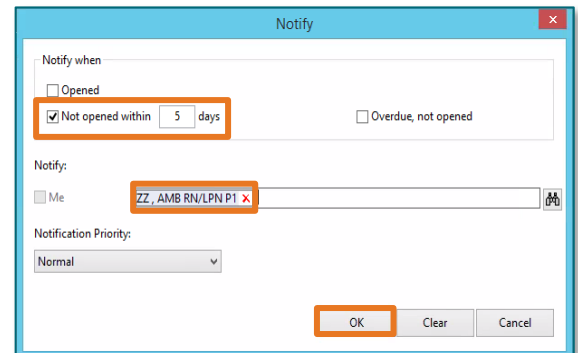
Patient Portal Message

➢ **Creating a Patient Portal Message**

When initiating a patient portal message from Message Center, an in-between encounter will be created.

- Select **Communicate** from the toolbar.

- Search for your patient and **do not** select an encounter.

- The patient name will populate.

- Beside the provider name, select the box that says **To consumer**.

- Change the **Save to Chart** as **Patient Portal Msg** from the drop-down options.

- Enter your message in the message section of the chart.

- To receive notification if the message is not read, select **Notify**.

- Within the **Notify** window, enter the number of days before you get a notification and who you want to receive the notification.
    - This can be sent to you and/or your pool.

- Select **OK** and then select **Send** from the message.

➢ **Sensitive Messaging Option**

When **Sensitive Messaging** is turned on, providers can send a message to the patient's portal while excluding a designated portal proxy, if preferred.

- While in the message to the patient, select **Portal Options** in the message toolbar.

- Complete the following details:
  - Check the **Sensitive** box.
  - Check the box next to the patient's name.
  - Click **OK**.

- Compose your message to the patient as normal.

- Select **Send** once the message is complete.
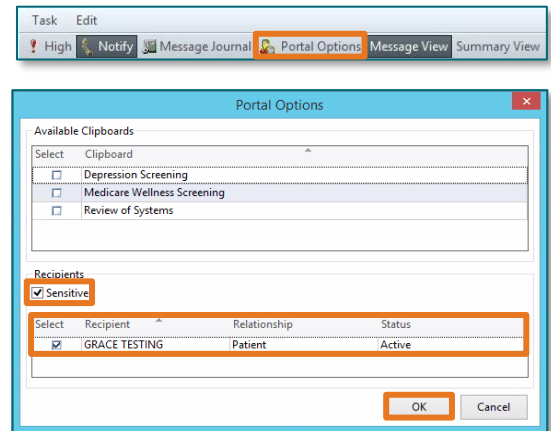
➢ **Receiving a Patient Portal Message**

- Patient Portal Messages will come to the combined pool for your practice.

- The messages will be seen as **CC Messages** in the Inbox portion of your pool.

- Highlight **CC Messages** and select the message to review.

- If the provider needs to respond, forward to the provider.

➢ **Replying to a Patient Portal Message**

- Select **Reply** and enter the response in the body of the message, verify that the message is set to display as a patient portal message.

- Check the **To Consumer** box.

- Send the message to the patient.

- Delete from Message Center.

NOTE: If the message that you are responding to has an attachment, use the Forward option to respond if you want to keep all attachments included in the messages.