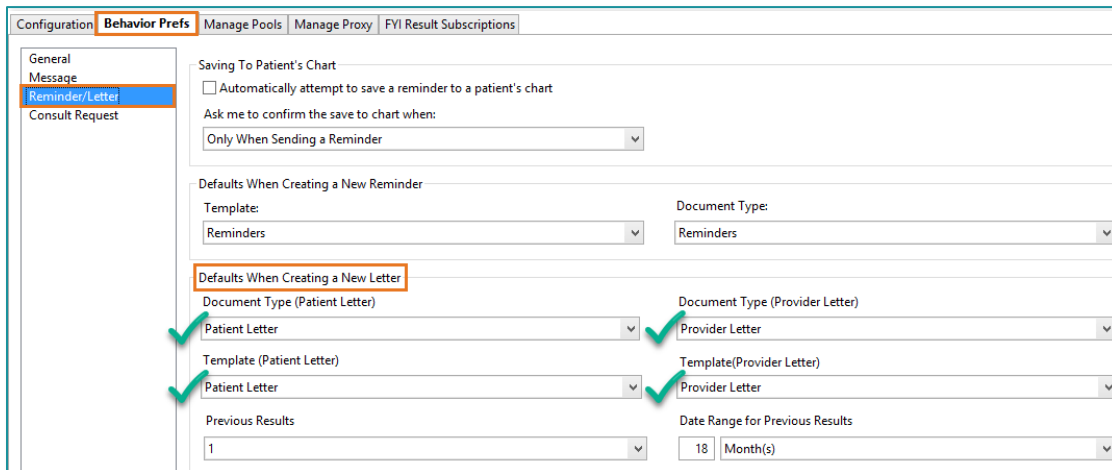
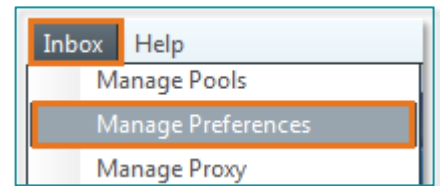


Patient and Provider letters will default the contact information for the primary location for providers who work at more than one location. When working at a secondary location, providers will need to manually update the contact information.

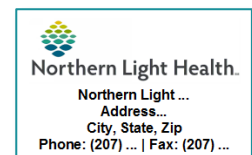
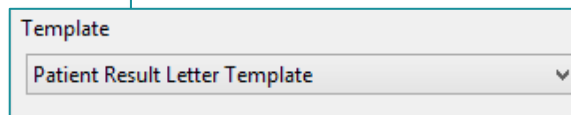
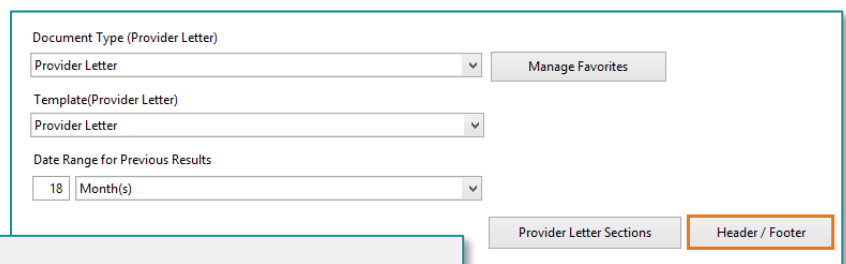
Setting New Letter Defaults

- STEP 1:** From within the Message Center, select **Inbox**, then **Manage Preferences**.
- STEP 2:** In the **Behavior Prefs** tab, select **Reminder/Letter**.
- STEP 3:** Navigate to **Defaults When Creating a New Letter**.
- STEP 4:** Set **Document Type (Patient Letter)** to **Patient Letter**.
- STEP 5:** Set **Template (Patient Letter)** to **Patient Letter**.
- STEP 6:** Set **Document Type (Provider Letter)** to **Provider Letter**.
- STEP 7:** Set **Template (Provider Letter)** to **Provider Letter**.



Updating Patient Letter Header

- STEP 1:** Select **Header/Footer**.
- STEP 2:** From the **Template** drop-down, select **Patient Result Letter Template**.
- STEP 3:** Insert your practice name, address, phone, and fax beneath the Northern Light Health logo.



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Patient and Provider Letter Template Defaults
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STEP 4: Scroll to the bottom for signature, insert your name/title or generic practice signature.

Sincerely,

Provider Test, DO|

STEP 5: Click OK to save changes.

STEP 6: From the **Template drop-down**, select **Patient Adhoc Letter Template**.

STEP 7: Repeat steps 3-5.

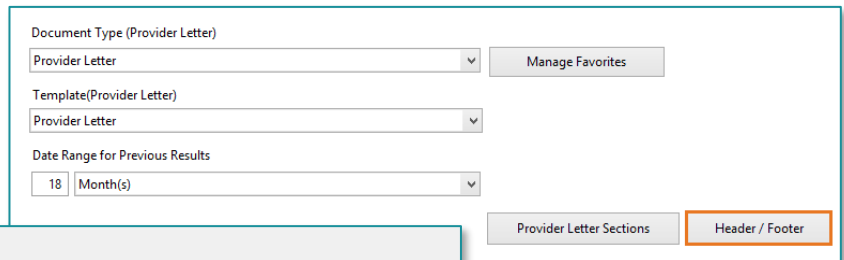
STEP 8: From the **Template drop-down**, select **Provider Letter Template**.

STEP 9: Repeat steps 3-5.

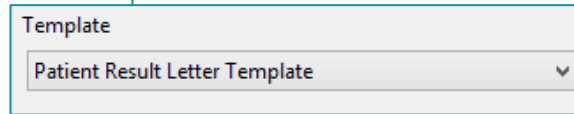
NOTE: Steps 6-9 allows the information to be saved across all the Letter Templates.

Updating Provider Letter Header

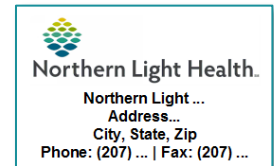
STEP 1: Select Header/Footer.



STEP 2: From the **Template drop-down**, select **Patient Result Letter Template**.



STEP 3: Insert your practice name, address, phone, and fax beneath the Northern Light Health logo.



STEP 4: Scroll to the bottom for signature, insert your name/title or generic practice signature.

Sincerely,

Provider Test, DO|

STEP 5: Click OK to save changes.

STEP 6: From the **Template drop-down**, select **Patient Adhoc Letter Template**.

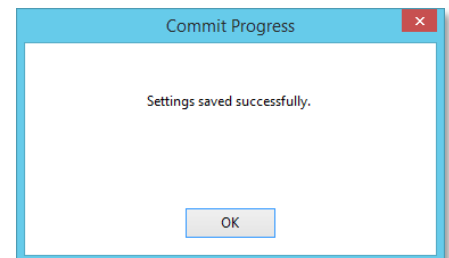
STEP 7: Repeat steps 3-5.

STEP 8: From the **Template drop-down**, select **Provider Letter Template**.

STEP 9: Repeat steps 3-5.

STEP 10: Click OK again to save changes for both letter templates.

STEP 11: Click OK to confirm that setting save successfully.



For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.