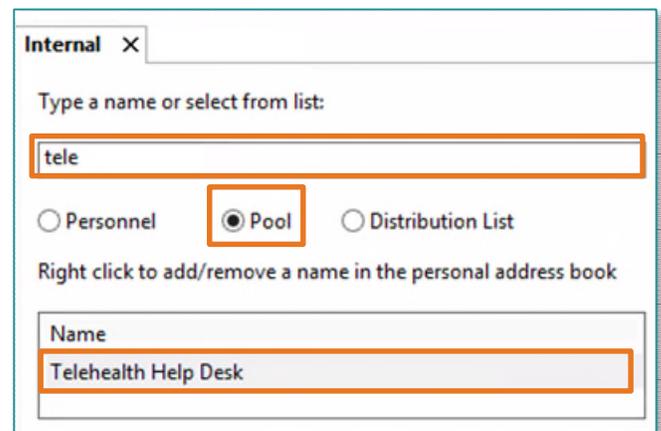


As part of the new process for Telehealth Visits, a Message Center Pool has been created for the Patient Facing Telehealth Help Desk team. Beginning Monday, May 4, messages can be sent to this pool when a patient needs extra assistance in setting up or resolving issues with their Zoom account.

### Sending a Message to the Telehealth Help Desk Pool

- Begin in **Message Center**.
- Click the **Communicate** button.
- Search for the desired patient and start the In-Between Encounter process.
  - Do NOT select an encounter from the **Patient Search** window.
- In the **New Message** window, click the binoculars to the right of the **To:** field.
  - Click the **Pool** option.
  - Type the **Pool** name in the search field. (**Telehealth Help Desk**)
  - Double-click the **Telehealth Help Desk Pool** from the list to add it to the **To:** field.



The screenshot shows a window titled "Internal" with a search bar containing "tele". Below the search bar are three radio button options: "Personnel", "Pool" (which is selected), and "Distribution List". Below these options is a list of search results with "Telehealth Help Desk" highlighted. A message below the list reads "Right click to add/remove a name in the personal address book".

**NOTE:** Select the **Add to Personal Address Book** option to save this pool as a favorite in your Message Center Personal Address Book. Going forward, when the **To:** field is selected in a New Message, the Personal Address Book will display in the upper portion of the New Message window with saved recipients able to be chosen.

- Click **OK** to close the Search Window.
- In the body of the New Message, use the `/telehealth_hdreferral` autotext.
- After entering the autotext, click the **Send** button to send the message to the **Patient Facing Telehealth Help Desk** for follow-up.

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From the Office of Clinical Informatics

[Insert Title]

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**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.**

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