# Message Center:
Tips and Tricks for Providers

| 10/10/19   James Douglas, D.O.

Documents Section

- Purpose: Provider Review of content that has already been committed to the patient's medical record **or** is in need of provider review.

  - Examples
    - Scanned documents pending signature.
    - Results that are not directly interfaced (i.e. results that are scanned).
    - Outside records.
    - Forwarded *completed* notes from the patient's chart.
    - Forwarded *committed* messages from the patient's chart.
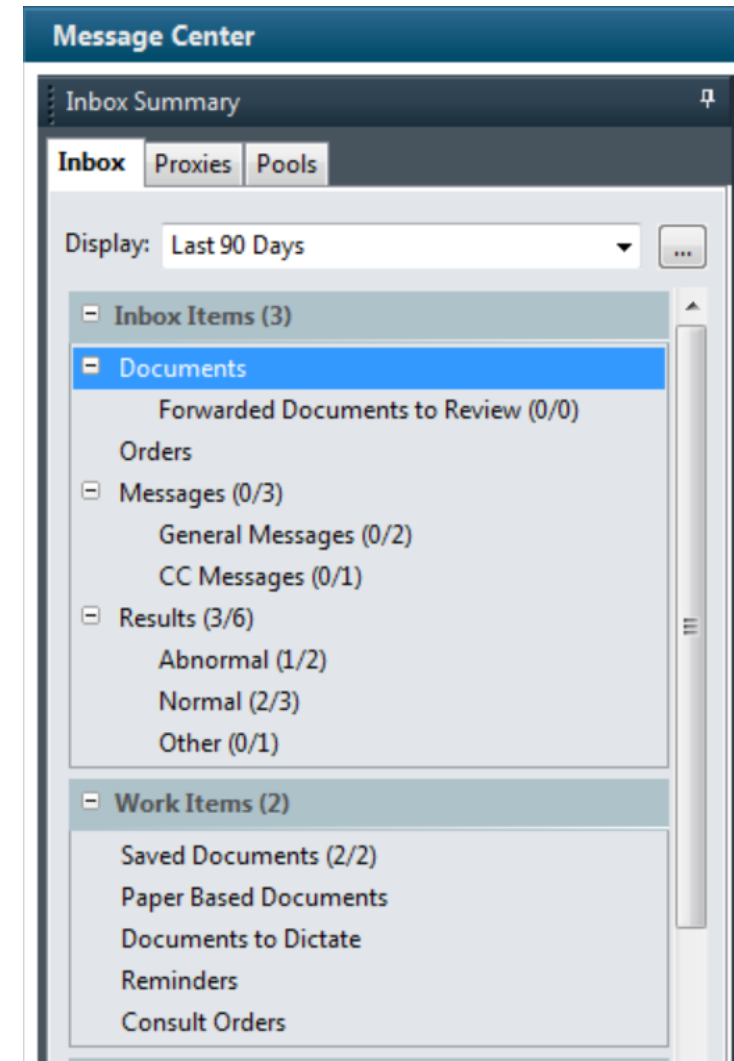
Signing/refusing vs. Communicating

The **bottom** toolbar (action pane) is for Provider action **on the status of the document in front of you:** to **sign** or **refuse** the document.
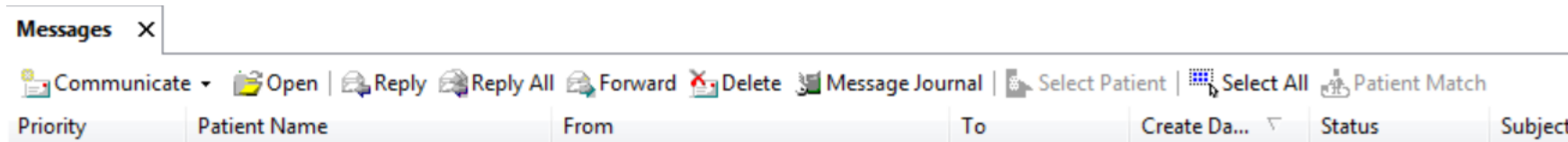

Do not use this to send results to non-providers for action

The top **Communicate** button is for communication to the patient, within the office, or via letter:

Results

Contains all **interfaced** content sent to the system.

Scanned results are not included. They are in the **Documents** section.

How we communicate the result to the patient.

Where providers acknowledge receipt of the result.

Staff/Consumer Message

- Patient results are included in the forwarded message to staff/patient.
- Type additional notes for communication in the message body.
- You can send a reminder regarding the result back to you or others using the reminder function.

Forwarding from Sent/Trash

- To Forward/send the Document to yourself or others, **right click**. This turns the Document back into a Message containing the Document information.