



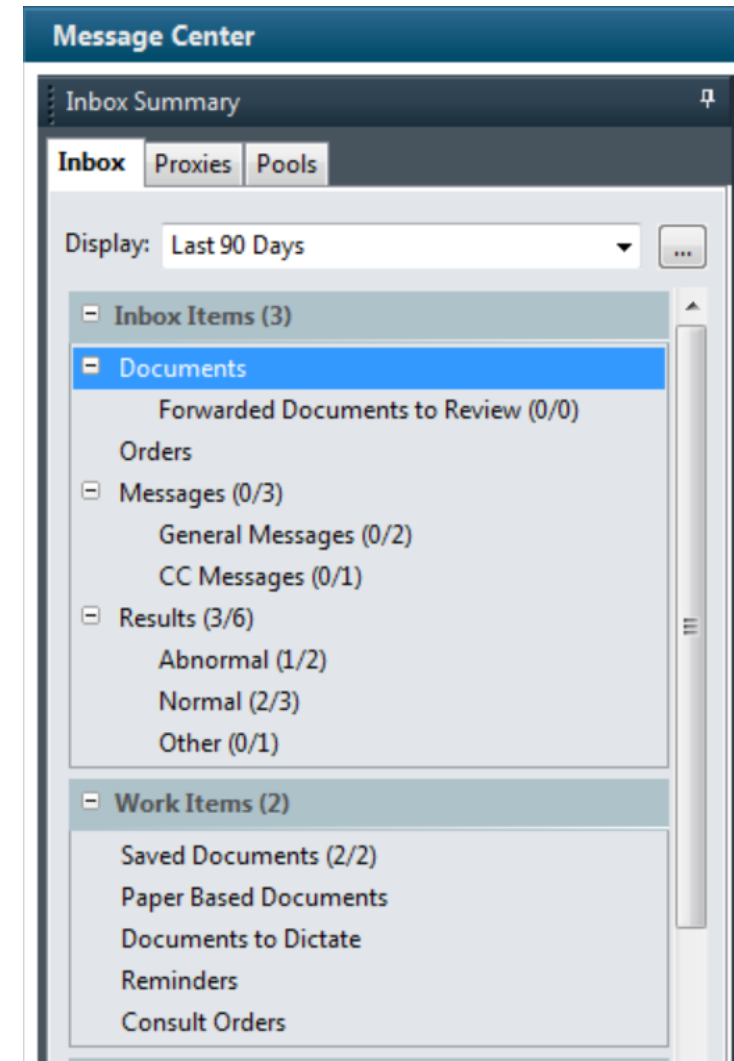
Message Center: Tips and Tricks for Providers

| 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.

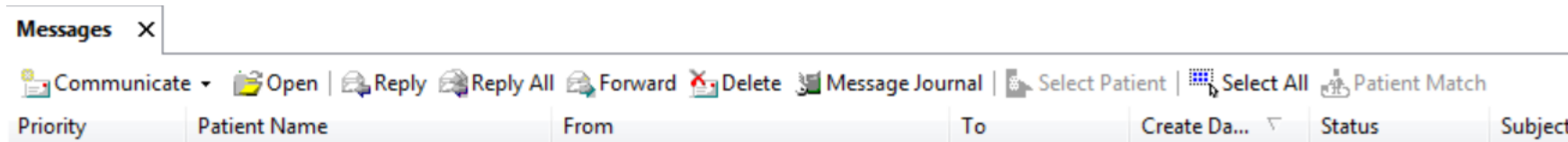


The screenshot shows the 'Action Pane' toolbar with the following elements:

- Review
- Refuse
- Reason:
- Additional Forward Action: To: (Limit 5)
- Comments: (Limit 212)
- Comments
- Next
- OK & Close
- OK & Next

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:



The screenshot shows the 'Messages' toolbar with the following elements:

- Communicate
- Open
- Reply
- Reply All
- Forward
- Delete
- Message Journal
- Select Patient
- Select All
- Patient Match
- Priority
- Patient Name
- From
- To
- Create Da...
- Status
- Subject

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.

The screenshot shows a web-based interface for viewing and acting on test results. At the top, there are navigation buttons: 'Create', 'Forward Only', 'Print', 'Mark Unread', 'Inbox View', and 'Summary View'. A dropdown menu is open, showing options: 'Reminder', 'Letter', 'Consumer Message', and 'Staff Message'. The main content area displays test details for 'STREP SENSITIVITY'. The details include: Order: Strep Screen Grou..., Growth Ind: SeeReport, Status: Completed, Source: PHARYNX, Body Site: (blank), Collect Date/Time: 01/11/2019 13:37:00 EST, Last Update Date/Time: 01/13/2019 08:46:08 EST, Testing Site: AMicroGen, Freetext Source: (blank), and Accession #: 000002019011008920. Below the details is a 'Hide All' button. At the bottom, there is an 'Action Pane' with radio buttons for 'Endorse' (selected), 'Save', and 'Refuse', followed by a 'Reason:' dropdown. There are also fields for 'Additional Forward Action:', 'To: (Limit 5)', 'Due: 01/14/2019 1751', and 'Comments: (Limit 212)'. At the very bottom, there are buttons for 'Next', 'OK & Close', and 'OK & Next'.

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.

Message

Task Edit

High Notify Message Journal (6) Portal Options Launch Orders

Patient: [] Caller: [] Caller #: H (207) 922-2961

To: [] Include me

CC: [] Provider: ROSS MD, MICHAEL A [] To consumer Disable further replies

Subject: [] Save to Chart As: PhoneMsg

Attachments

Transition of Care Browse Documents Other Attachments

Message

Arial 10

Results:

Date	Result Type	Ind	Result Name
01/11/2019	MBO	SeeReport	Respiratory Virus by PCR

Actions

Agreed

OK/No Action

Remind on: [] [] [] []

Due on: [] [] [] []

Send Cancel

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.

