
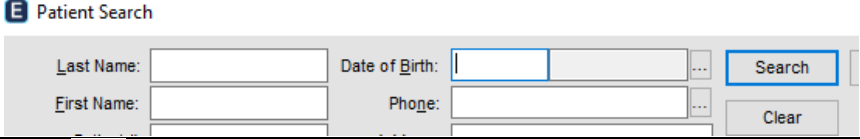






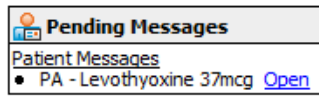
### Patient Messages Process

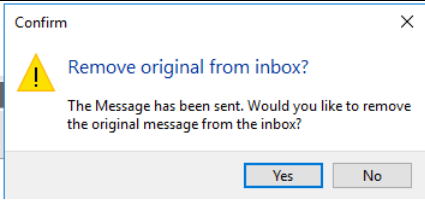
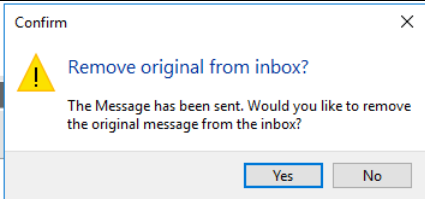
How to create, add to an existing message, and save to chart when finished

#### How to create a new patient message

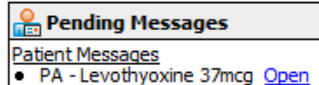


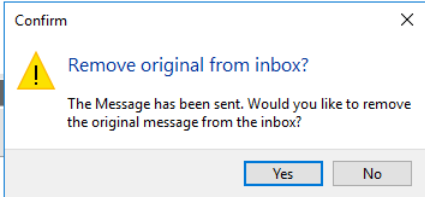
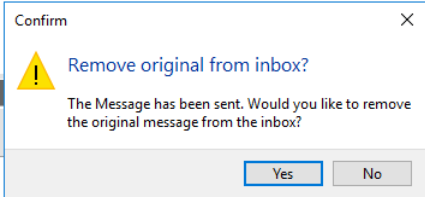
Step	Action	Details
1	Open chart	Click  to open patient search screen from the top left corner. A pop-up will open.
2	Pt search	Enter patient search details and select search. Double click on patient name to open chart 
3	Start message	<p>Click  from the upper right corner then select <b>Patient Message</b> from the drop down. A new screen will appear.</p> <p>Select recipient in the <b>To:</b> drop-down menu. Located in the upper left corner on the screen.</p> <p>Select a <b>Subject:</b> from the drop-down menu or free type the subject. Located in the upper left corner on the screen.</p> <p>From inside the patient chart select  next to the patient field to attach the message to the patient's chart. Located near the top in the middle of the screen.</p> <p>If the message requires immediate attention, click  <b>High Priority</b> box to flag the message red in the recipient's inbox. Located under the subject line.</p>
3	Enter message	Add appropriate text in the note box, including all details. Use dot phrases if available. (See dot phrase choices) Be sure to include your initials at the end of your message.
4	Send message	Click <b>Send</b> to send message to recipient. Located in the upper left corner of the screen.

#### Adding to an existing patient message – from the patient's chart

Step	Action	Detail
1	Open message	<p>To open existing message. Select open  located in the patient banner in the upper right corner and double click message. Message will open.</p> 

2	Add to message	To add additional information to original message, click <b>Forward</b> from the upper left corner. The message screen will open to allow additions to the original message.
		Select recipient in the <b>To:</b> drop-down menu. Located in the upper left corner on the screen.
		Add appropriate text in the note box, including all details. Be sure to add your initials to the end of the message.
		Click <b>Send</b> to send message to recipient. Located in the upper left corner of the screen.
		 <p>Pop-up will appear . Select Yes to remove original message from inbox.</p>

**Saving message to patient chart once all communication is complete.**

Step	Action	Detail
1	Open message	 <p>To open existing message. Select open  from the patient manager screen or  located in the patient banner in the upper right corner and double click message. Message will open.</p>
2	Save to chart	<p>Click <b>Save to Chart</b> to begin adding rest of message. Located in the upper left corner of the message screen.</p> <p>Document message relayed to patient/pharmacy in text box. Include your initials at the end of the message.</p> <p>Click <b>Save to Chart</b> Located in the upper left corner of the message screen.</p>  <p>Pop-up will appear . Select Yes to remove original message from inbox.</p>
*Note*		<p>If you are the last person in the message, you MUST click <b>Save to Chart</b></p>

Created 7/2024