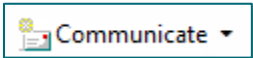


Creating a Phone Note in Message Center will allow you to effectively send communication messages regarding patients to other staff in the practice, as well as system wide.

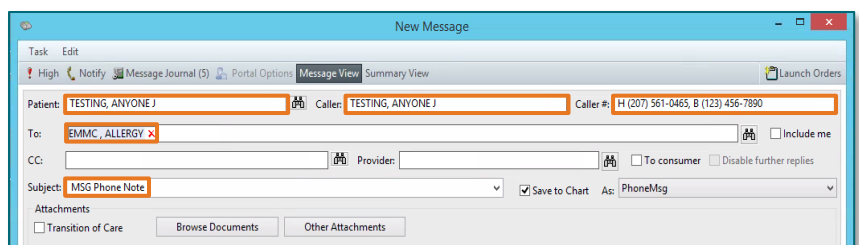
Creating a Phone Note

➤ From Message Center

- Click the **Communicate** button in the toolbar. 
- In the **Patient** field, search for the patient by typing in the patient's last name, first name.
- Click the **binoculars** to search. 
- In the patient search window, select the patient's name in the top field.

NOTE: Do NOT select an encounter. By selecting the patient's name in the top portion of the window and clicking OK an "In Between" visit encounter will be created.

- The patient's name populates the **Patient** and **Caller** boxes and their phone number populates the **Caller #** box.
- Search for the appropriate pool or person to send the request to in the **To:** field.
- Select **MSG Phone Note** from **Subject** drop down.
 - The body of the message updates to reflect information about the patient's concerns, their provider, and best time to call the patient back.
 - Complete the fields in the message as appropriate and type additional information if necessary.
- Click **Send**.
- Message will now populate to the appropriate person's or pool's message center for further action.



NOTE: If a patient calls on the same day of a visit, you will create a phone note using the FIN number of that day's visit.

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.
