Message Center Pools are shared mailboxes that can be accessed by any user that is a member of the pool. While the contents of the Inbox are visible to all members of the pool, only one individual must act on an item for the item to be considered complete. Clinicians who work in a care team setting share responsibility for managing results, documents, and messages for a shared group of patients, in addition to patient portal messages generated from the patient.

Pool Access

Pool access is maintained primarily by IS. For new or departing staff members, managers will need to submit an IS Help Desk ticket to manage the members of any given pool.
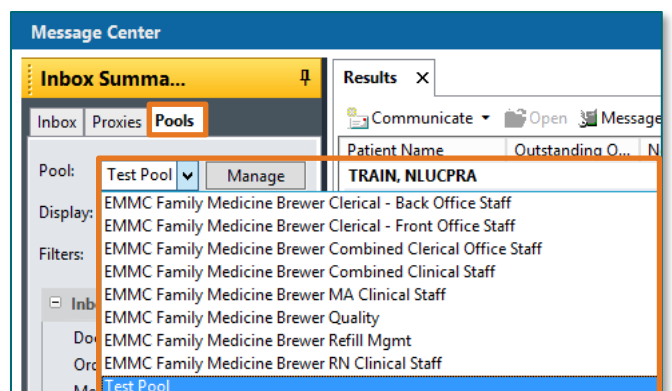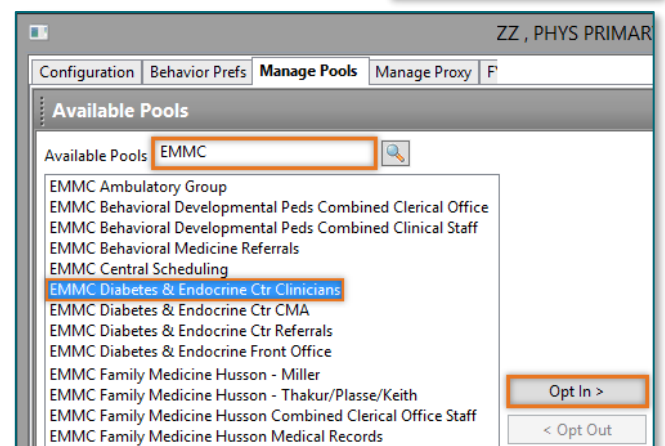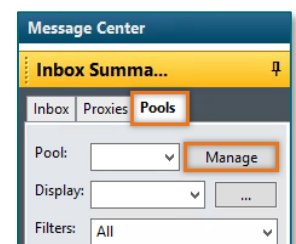
Message Center Pool Opt In/Out

When opting in or out of Message Center Pools, follow the steps below.

➢ **Pool Opt In**

STEP 1: Navigate to **Message Center**.

STEP 2: Select the **Pools** tab.

STEP 3: Click the **Manage** button.

STEP 4: Search for and highlight the desired Pool(s).

- To search all Pools, type an **asterisk** (*) into the **Available Pools** field.
- To multi-select, hold the **CTRL** button while clicking multiple Pools.

STEP 5: Once Pool(s) are selected, click the **Opt In >** button, and then select **OK**.

STEP 6: Navigate back to the **Pools** tab of your Message Center.

STEP 7: Select the drop-down arrow in **Pool:** to confirm you have all the Pools you opted into.

NOTE: **Acadia Pools do not have the capability to manually opt in/out due to Behavioral Health access restrictions. A Help Desk ticket will need to be placed for membership to these pools.**
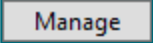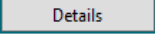
➢ **Pool Opt Out**

STEP 1: Navigate to **Message Center**.

STEP 2: Select the **Pools** tab.

STEP 3: Click the **Manage** button.

STEP 4: Select the Pool(s) you wish to remove from the right column.

STEP 5: Click the **< Opt Out** button, and then select **OK**.
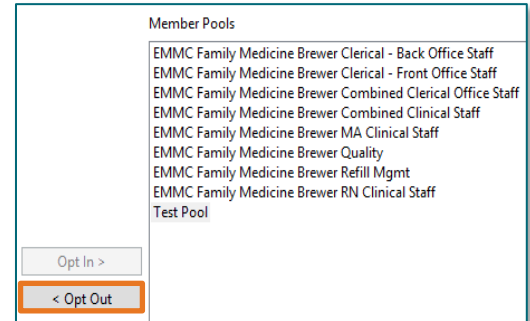
Adding Individuals to a Pool

Each team member will receive a notification via Message Center when they are added to a Pool. The notification is delivered to their Message Center inbox with a subject of **Pool Membership Update** and includes the assigned Pool Team Name.

NOTE: The process below, is also used to add yourself to a Pool, with the correct permissions.

STEP 1: Navigate to **Message Center**.

STEP 2: Click the **Pools** tab.

STEP 3: Click the **Manage** button.

STEP 4: Select the desired Pool from the **Member Pools** pane.

STEP 5: Click **Details**.

- In the **Details** window, search for the desired individual's name to add to the pool in the **Search for Member** field.

- Use the **magnifying glass** to further refine search results.

STEP 6: From the **Members** pane, select the desired name.

STEP 7: Click the **Add** button to add the individual to the **Pool**.

Viewing Assigned Pools

To review the Pools you are in, follow the steps below.

STEP 1: Navigate to **Message Center**.

STEP 2: From the **Pools** tab, click the **Pool:** drop-down arrow.

STEP 3: All **Pools** to which the user has opted in, or been assigned, will display in the drop-down options.

Saving Pools as Favorites

To save **Pools** as a favorite, for quicker access when sending messages, follow the steps below.

STEP 1:   Click the **Communicate** button.

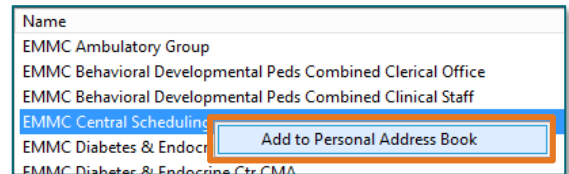**STEP 2:**   In the **New Message** window, click the **binoculars** to the right of the **To** field.

STEP 3:   Type the **Pool** name in the search field.

STEP 4:   Click the **Pool** option.

STEP 5:   Select the desired **Pool** from the list.

STEP 6:   Right-click the selected **Pool**.

STEP 7:   Select the **Add to Personal Address Book** option.

NOTE: **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.**

Messaging with Pools

Pool messages are handled similarly to a personal inbox in regards to replying and forwarding to other users.

➢ **Sending a Message to a Pool**

STEP 1:   Click the **Communicate** button.

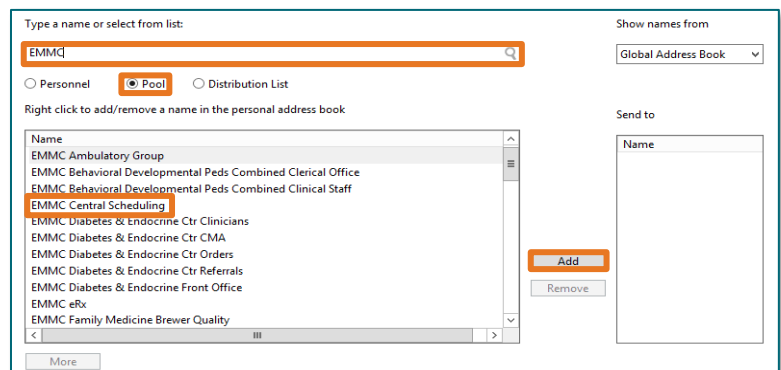**STEP 2:**   In the **New Message** window, click the **binoculars** to the right of the **To** field.

STEP 3:   Type the **Pool** name in the search field.

STEP 4:   Click the **Pool** option.

STEP 5:   Select the desired **Pool** from the list.

STEP 6:   Click **Add** to move this Pool into the **Send To** pane.

  ▪ The Pool will now be a recipient of this new message.

STEP 7:   Click **OK**.

STEP 8:   From here, continue with the normal process for messaging.

NOTE: **Replying to a message sent from a Pool will "Reply All" to the entire Pool.**

➢ **Assigning Messages from Pools**

- A message in a Pool can be assigned to a user, so other members of the Pool know that the message is being addressed.

<u>STEP 1</u>:   Navigate to **Message Center**.

<u>STEP 2</u>:   Click the **Pools** tab.

<u>STEP 3</u>:   Choose the appropriate **Pool** from the drop down.

<u>STEP 4</u>:   From the **Inbox** pane, select the desired message to assign and right-click.

<u>STEP 5</u>:   Choose **Assign Item** from the options available.

- This message will now be assigned to the user.