

# From the Office of Health Informatics Oracle Health (Cerner) Millennium Message Center – Pools

April 16, 2025

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
- **<u>STEP 1</u>**: Navigate to **Message Center**.
- **<u>STEP 2</u>**: Select the **Pools** tab.
- **<u>STEP 3</u>**: Click the **Manage** button.
- **<u>STEP 4</u>**: 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.
- <u>STEP 5</u>: Once Pool(s) are selected, click the **Opt In** > button, and then select **OK**.
- **<u>STEP 6</u>**: Navigate back to the **Pools** tab of Message Center.
- <u>STEP 7</u>: Select the dropdown arrow in **Pool**: to confirm all the Pools opted into.
- <u>NOTE</u>: 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.







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#### Pool Opt Out

- **STEP 1**: Navigate to Message Center.
- **STEP 2:** Select the **Pools** tab.
- **STEP 3:** Click the Manage button.
- <u>STEP 4:</u> Select the Pool(s) to remove from the right column.
- <u>STEP 5:</u> Click the **< Opt Out** button, and then select **OK**.

### **Messaging with Pools**

Pool messages are managed similarly to a personal inbox in regard to replying and forwarding to other users.

EMMC Diabetes & Endocrine Ctr CMA EMMC Diabetes & Endocrine Ctr Orders & Referrals

EMMC Diabetes & Endocrine Ctr RN

EMMC Diabetes & Endocrine Front Office

Prommunicate

#### Sending a Message to a Pool

- **STEP 1:** Click **Communicate** button.
- **STEP 2:** In the **New Message** window, click **binocular**
- **STEP 3**: Type **Pool** name in the search field.
- <u>STEP 4</u>: Click Pool option.
- <u>STEP 5</u>: 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
- Click OK. **STEP 7:**
- From here, continue with the normal **STEP 8:** process for messaging.
- Click here to save Pools as a favorite in personal address book, for quicker access when NOTE: sending messages.

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

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Type a name or select from list:	Show names from
emmc Q	Global Address Book
Personnel   Personnel   Distribution List	
light click to add/remove a name in the personal address book	Send to
Name	Name
EMMC Ambulatory Group	EMMC Diabetes & Endo
EMMC Behavioral Developmental Peds Combined Clerical Office	
EMMC Behavioral Developmental Peds Combined Clinical Staff EMMC Central Scheduling	
EMMC Diabetes & Endocrine Ctr Clinicians	

Add

Remove



#### 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>**: Within the **Pools** tab.
- **<u>STEP 2</u>**: From the **Inbox** pane, select the desired message to assign and right-click.
- **<u>STEP 5</u>** Click **Assign Item**.
  - The message will now be assigned to the user.

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Priority 🗸 Patient Name		From
	Open Communicate Message Journal Reply Reply All Forward Print	3
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For questions regarding process and/or policies, please contact your unit's Clinical Educator or Health Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.