

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).

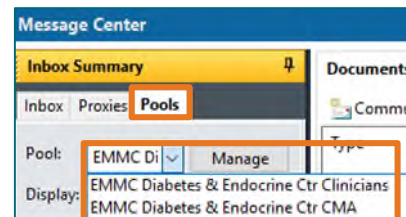
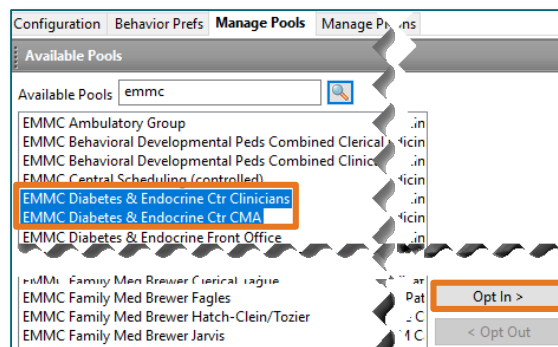
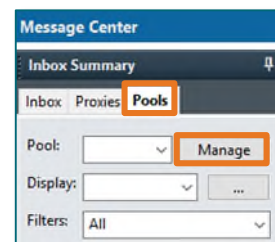
- To search all Pools, type an **asterisk (\*)** into the **Available Pools** field.
- To multi-select, hold the **CTRL** button while clicking multiple Pools.

**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 Message Center.

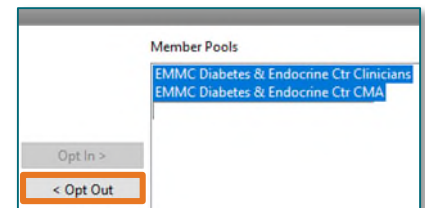
**STEP 7:** Select the dropdown arrow in **Pool:** to confirm all the Pools opted into.

**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) to remove from the right column.
- STEP 5:** Click the **< Opt Out** button, and then select **OK**.

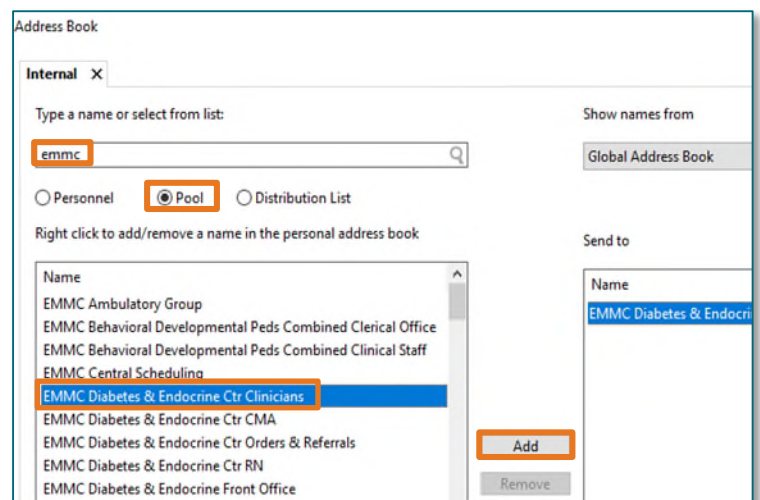


### Messaging with Pools

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

### ➤ Sending a Message to a Pool

- STEP 1:** Click **Communicate** button. 
- STEP 2:** In the **New Message** window, click **binoculars** to the right of the **To** field. 
- STEP 3:** Type **Pool** name in the search field.
- STEP 4:** Click **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
- STEP 7:** Click **OK**.
- STEP 8:** From here, continue with the normal process for messaging.



**NOTE:** Click [here](#) for more information on how to save Pools as a favorite in personal address book, for quicker access when sending messages.

**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.

**STEP 1:** Within the **Pools** tab.

**STEP 2:** From the **Inbox** pane, select the desired message to assign and right-click.

**STEP 5:** Click **Assign Item**.

- The message will now be assigned to the user.

