

Patient Portal Messaging enables interaction and engagement between health care organizations and patients.

Identifying Patient Portal Registration

➤ Demographic Banner Identification

- myNLH status will be identified as **Active** once the patient has activated the patient portal.

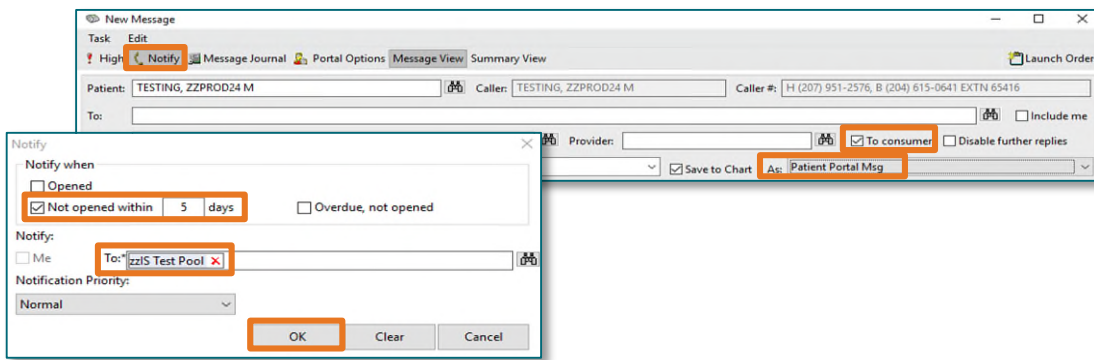
myNLH: Yes

Patient Portal Messaging

➤ Creating a Patient Portal Message

When initiating a patient portal message from Message Center, an in-between encounter will be created.

- Select **Communicate** from the toolbar.
- Search for patient and **do not** select encounter.
- The patient name will populate.
- Beside the provider name, select the box that says **To consumer**.
- Change the **Save to Chart** as **Patient Portal Msg** from the dropdown options.
- Enter message in the message section.
- To receive notification if the message is **not read**, select **Notify**.
 - Within the **Notify** window, enter the number of days in the **Not opened within** box and who should receive the notification in **Notify** box.
 - Select **OK**.



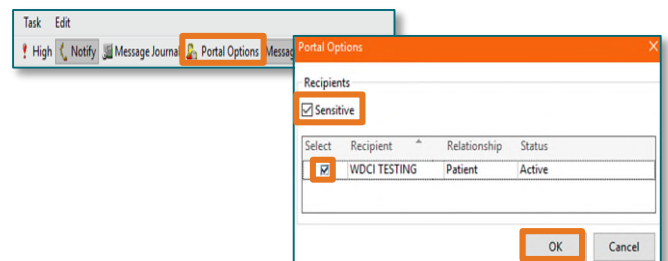
- Select **Send** once the message is complete.

NOTE: This can be sent to Me and/or to other individuals or pools.

➤ Sensitive Messaging Options

When Sensitive Messaging is turned on, providers can send a message to the patient's portal while excluding designated portal proxy, if preferred.

- While in the message to the patient, select **Portal Options** in the message toolbar.
- Complete the following details.
 - Check the **Sensitive** box.
 - Check the box next to the patient's name.
 - Click **OK**.
- Compose message to the patient as normal.
- Select **Send** once the message is complete.



➤ Receiving a Patient Portal Message

- Patient Portal Messages will come to the combined pool for the practice.
- The messages will be seen as **CC Messages** in the Inbox portion of the pool.
- Highlight **CC Messages** and select the message to review.
- If the provider needs to respond, forward to the provider.

➤ Replying to a Patient Portal Message

- Select **Reply** and enter the response in the body of the message, verify that the message is set to display as a patient portal message.
- Check **To consumer** box.
- Enter message in the message section.
- Select **Send** once the message is complete.
- Delete from Message Center.

NOTE: If the message response has an attachment, use the Forward option to respond to keep all attachments included in the messages.