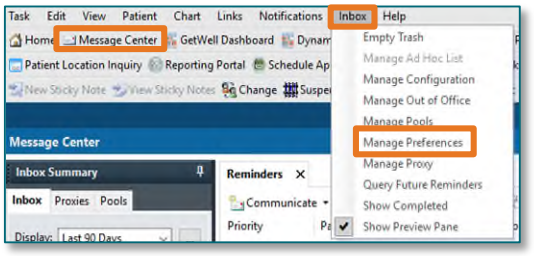
From the Office of Health Informatics

Message Center
Patient and Provider Letter Template Defaults

July 2, 2025

Patient and Provider letters will default the contact information for the primary location of providers who work at more than one location. When working at a secondary location, providers will need to manually update the contact information.

Setting New Letter Defaults



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

STEP 2: Select **Inbox** menu at the top of the screen.

- Select **Manage Preferences**.
  - Set up window opens.

STEP 3: In the **Behavior Prefs** tab, select **Reminder/Letter**.

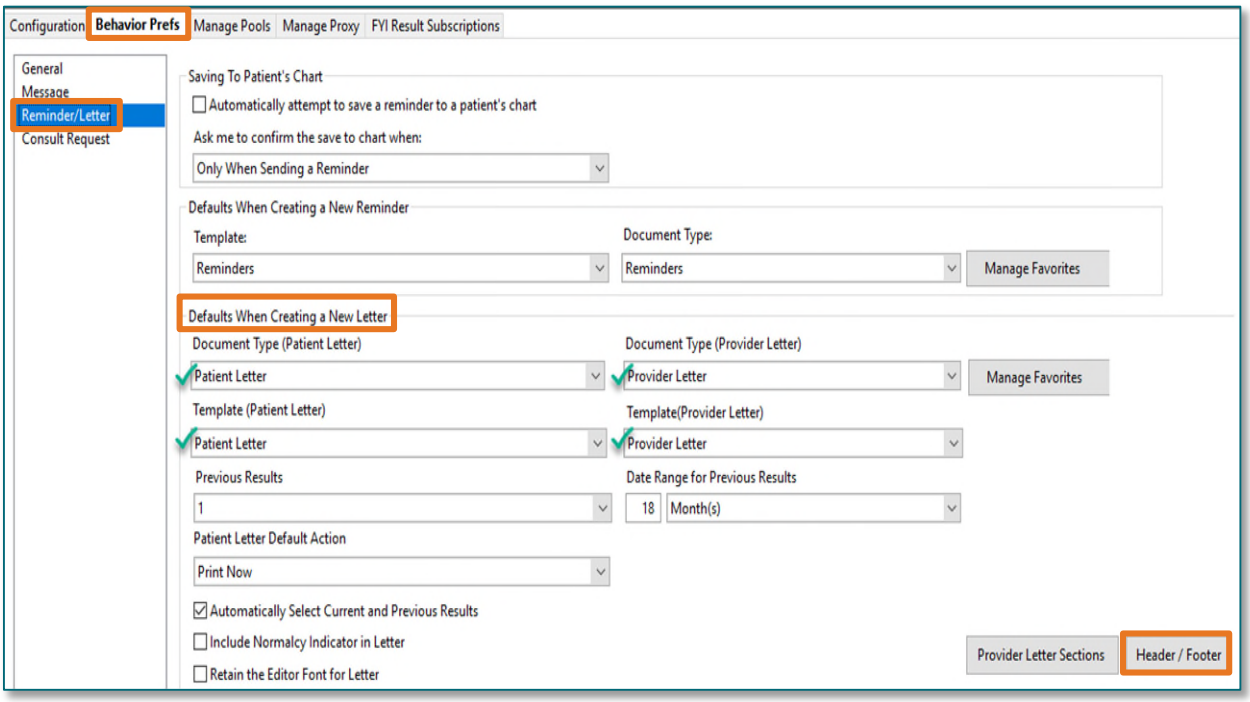
STEP 4: Navigate to **Defaults When Creating a New Letter** section.

STEP 5: Set **Document Type (Patient Letter)** to Patient Letter.

STEP 6: Set **Template (Patient Letter)** to Patient Letter.

STEP 7: Set **Document Type (Provider Letter)** to Provider Letter.

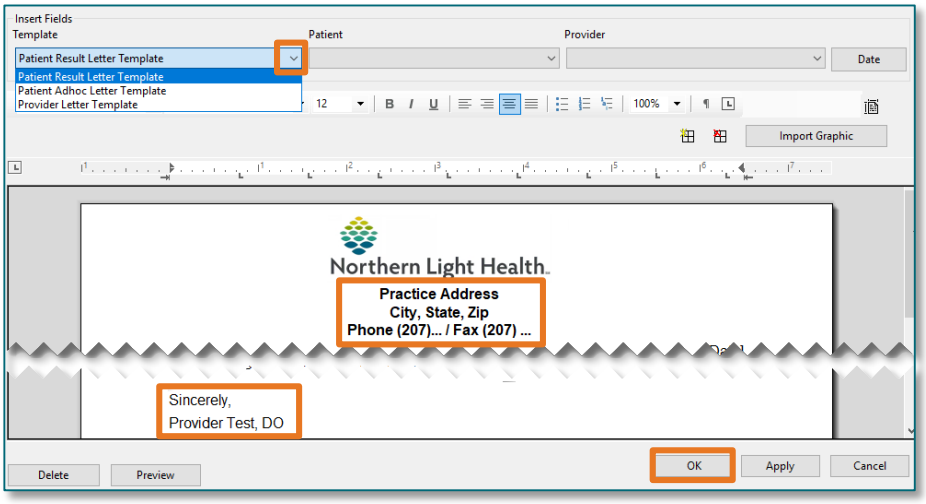
STEP 8: Set **Template (Provider Letter)** to Provider Letter.



Updating Letter Headers/Footers

STEP 1: Select **Header/Footer**.

STEP2: Click **Template** dropdown, select **Patient Result Letter Template**.



STEP 3: Insert practice name, address, phone, and fax beneath the Northern Light Health logo.

STEP 4: Scroll to the bottom for signature, insert name/title or generic practice signature.

STEP 5: Click **OK** to save changes.

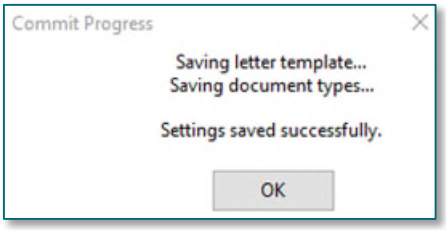
STEP 6: Click **Template** dropdown, select **Patient AdHoc Letter Template**.

STEP 7: Repeat steps 3-5.

STEP 8: Click **Template** dropdown, select **Provider Letter Template**.

STEP 9: Repeat steps 3-5.

STEP 10: Click **OK** again to save changes.



STEP 11: Click **OK** to confirm that settings saved successfully.

NOTE: Steps 6-9 allows the information to be saved across all the Letter Templates.