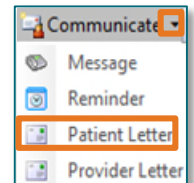
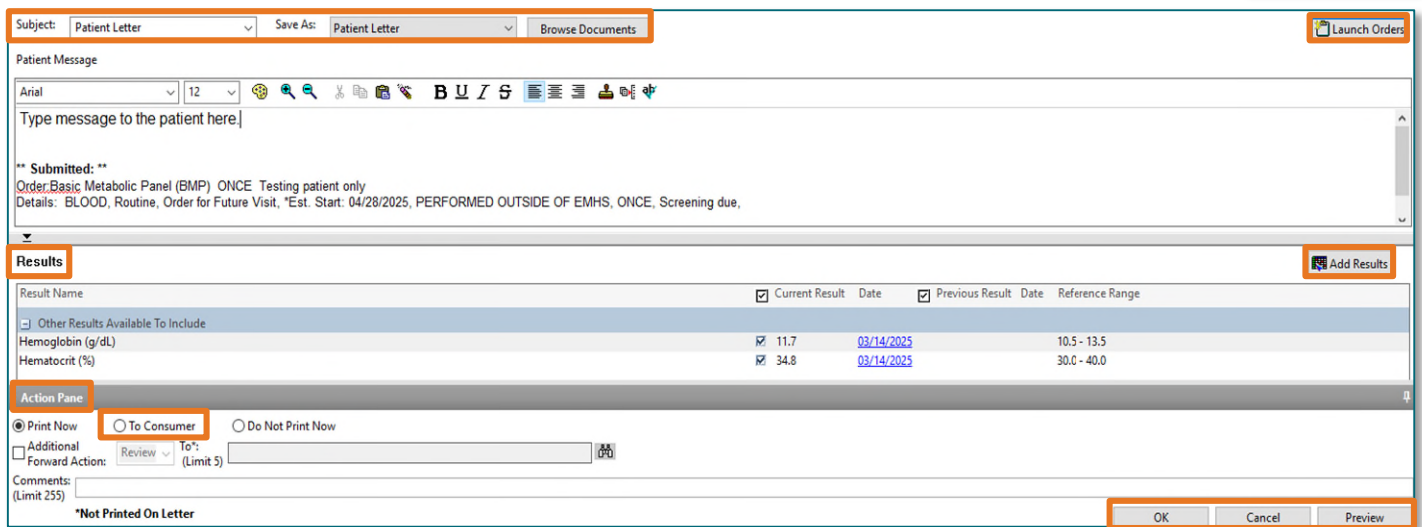


Patient Letters can be sent from both Message Center and by the Communicate button within the patient's chart.

Creating a Patient Letter

➤ Communicate button

- From within the patient's chart, select **Patient Letter** from the dropdown list on the Communicate toolbar button.

Subject: Patient Letter Save As: Patient Letter Browse Documents Launch Orders

Patient Message

Arial 12

Type message to the patient here.

**** Submitted: ****
Order: Basic Metabolic Panel (BMP) ONCE Testing patient only
Details: BLOOD, Routine, Order for Future Visit, *Est. Start: 04/28/2025, PERFORMED OUTSIDE OF EMHS, ONCE, Screening due,

Results Add Results

Result Name	Current Result	Date	Previous Result	Date	Reference Range
Other Results Available To Include					
Hemoglobin (g/dL)	11.7	03/14/2025			10.5 - 13.5
Hematocrit (%)	34.8	03/14/2025			30.0 - 40.0

Action Pane:

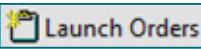
☒ Print Now ☐ To Consumer ☐ Do Not Print Now

Additional Forward Action: Review To: (Limit 5)

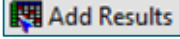
Comments: (Limit 255)

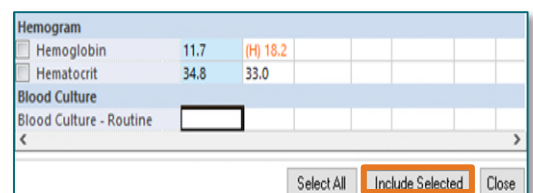
*Not Printed On Letter

OK Cancel Preview

- Select the appropriate **Subject:** and **Save As:** options from the dropdown.
- Type the message to the patient in the **Patient Message** window.
- Launch Orders**
 - Click the **Launch Orders**  button to go to the **Orders** section of PowerChart, as appropriate.
 - These orders will pull into the patient letter.


• Results

- Click the **Add Results**  button to select results from the patient's chart to include in the patient letter.
 - This opens a pane that looks similar to Results Review.
 - Clicking a result will select it; **CTRL** and **left-click** to select multiple results.
 - Once desired results are selected, click the **Include Selected** button.



Hemogram	
Hemoglobin	11.7 (H) 18.2
Hematocrit	34.8 33.0
Blood Culture	
Blood Culture - Routine	

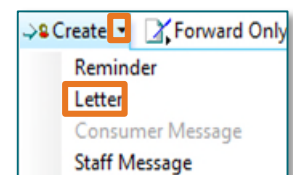
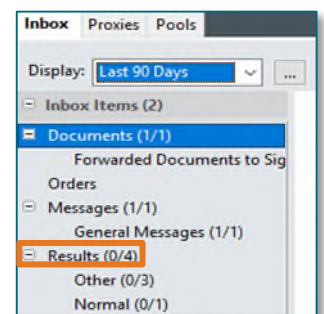
Select All Include Selected Close

- These selected results now display in the results section of the patient letter.
- **Action Pane**
 - Choose to either **Print Now**, **To Consumer**, or **Do Not Print Now**.
 - **Print Now or Do Not Print Now**
 - Check the **Additional Forward Action** box to forward **Patient Letter** to other care team providers, as appropriate.
 - Search for care team member name in the **To:** field.
 - Use the **binoculars**  button to further refine the search results.
 - Type brief comments for the healthcare team in the comments field.
 - **To Consumer**
 - Click **To Consumer** to send patient letter through patient portal.
 - If patient is not enrolled in patient portal, the To Consumer option will not be available.
 - Click **Preview** button to see a print preview of the patient letter. Click **Cancel** to close the Letter Preview window.
 - Click **OK** to create the letter.
 - Letters will be saved to the **Patient Letters** folder as part of the patient's Electronic Health Record.

➤ Message Center Results

Patient letters can be created from the results that appear in the providers Results section in Message Center.

- From **Message Center**, click the **Results** filter from the Inbox navigator.
- Double-click the result message to open.
- Click the dropdown arrow on the **Create** button and select **Letter** from available options.
 - The Create Letter window will display.
 - Follow the process outlined above to complete the patient letter.



Locating Patient Letters

Patient letters can be found in different areas of the patient's chart. The most efficient and recommended way to view documentation within the patient's chart is from the Documents comment on Workflow MPage.

➤ Documents Workflow MPage Component

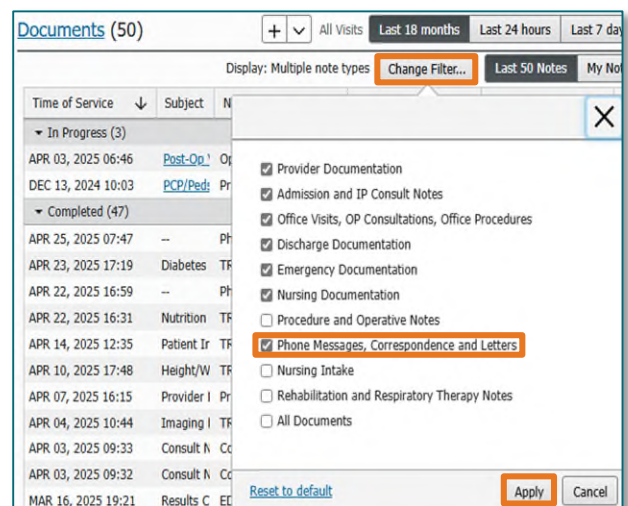
This component allows users to see clinical documents within the patient's chart.

- From the Workflow MPage, select the **Documents** component from the navigator pane.
- Clicking the document name will open the detail pane which shows additional document details as well as a preview of the document.

Documents (50)

NOTE: To filter documents to view only patient letters, click the **Change Filter** button and select **Phone Messages, Correspondence and Letters** option.

Clicking the **Note Type** header will also filter documents by document type.



➤ Documentation

- Go to the **Documentation** link from the **Menu**.
 - Click the **Type** header to filter available documents by document type.
 - Locate Patient Letter or Patient Results Letter type of documents.

Service Date/Ti...	Subject	Type	Facility
03/04/2025 11:05:00 EST	Patient Letter	Patient Letter	NL ENDOCR
09/09/2024 12:06:00 E...	Patient Letter	Patient Letter	AMBULATO
09/05/2024 08:15:00 E...	Provider Letter	Provider Letter	VNA HOME

➤ Notes

- Go to the **Notes** link from the **Menu**.
 - Using the Filter options at the bottom of the window, select **By Type**.
 - Navigate to the following folder path: Letters > Patient Letters.
 - Double-click to preview the Patient Letter.

