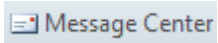
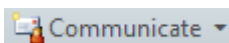
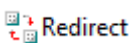
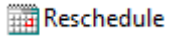
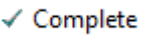
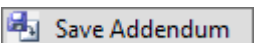
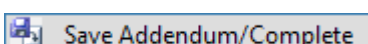
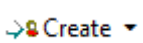
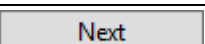
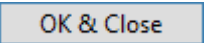
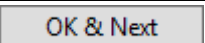
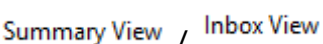
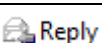

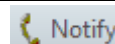
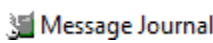

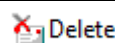
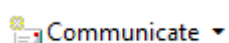
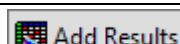


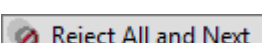
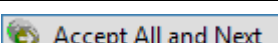



This Quick Reference Guide (QRG) reviews the processes for managing messages and letters using the Message Center.

Common Buttons & Icons

	Message Center button
	Communicate drop-down arrow (in PowerChart toolbar)
	Redirect button
	Reschedule button
	Complete button
	Save Addendum button
	Save Addendum/Complete button
	Create drop-down arrow
	Next button
	OK & Close button
	OK & Next button
	Summary View and Inbox View buttons
	Reply button

	High Priority button
	Notify button
	Message Journal button (in Messages toolbar)
	Search icon
	Delete button
	Communicate button (in Messages toolbar)
	Add Results button
	Favorite icon
	Individual Accept / Reject / Modify order icons
	Reject All and Next button
	Accept All and Next button
	Modify icon

Manage Messages and Letters

NOTE: Please keep in mind when sending messages within Message Center to be professional, as these messages are trackable and will be documented within patient charts.

Reply to a Message

➤ From the Message Center:

STEP 1: Click Messages in Inbox Items.

NOTE: Bold messages are new, messages in red have been in the inbox for over 24 hours, and high priority messages have a red exclamation point in the Priority column.

STEP 2: Double-click the message you wish to reply to. The message opens.

NOTE:

- If you single-click the message, it will display in a preview pane below as read-only without opening.
- To access the patient's chart within the message, click Summary View. You can click Inbox View to return to the message.

STEP 3: Click **Reply**. A new window opens.

NOTE:

- If you need to make your reply a high priority, you can click High in the toolbar.
- To receive a notification when the message is opened, complete the following steps:

STEP 4: Click **Notify**.

STEP 5: Select the check box for when you want to be notified.

STEP 6: Click **OK**.

STEP 7: Update the **To** field, if needed.

- To access your personal address book, complete the following steps:
 - Click the **To** field Search icon.
 - Click the Show names from drop-down arrow.
 - Click Personal Address Book.
 - Double-click the recipient you wish to add.
 - Click **OK**.

STEP 5: Enter your reply in the **Message** field.

STEP 6: Click **Send**.

NOTE: To delete a message from the Message Center, click **Delete** in the Messages tab toolbar.

Create a New Message

➤ From Messages in the Message Center:

STEP 1: Click **Communicate** in the Messages toolbar.

STEP 2: Enter the patient in the **Patient** field; then click the **Search** icon.

STEP 3: Click the appropriate patient in the top pane.

STEP 4: Click the appropriate encounter to associate the message with in the bottom pane, if needed.

NOTE: Do not select an encounter if this is an in-between encounter.

STEP 5: Click OK.

STEP 6: Click the To field. Your Personal Address List should display below.

STEP 7: Double-click the appropriate recipient.

STEP 8: Click the **Subject** drop-down arrow; then click the appropriate subject. A corresponding template pulls into the Message field.

STEP 9: Document the Message field.

NOTE:

- The F3 key allows you to move from underscore to underscore in a template.
- To make your message a high priority, click High in the toolbar.
- To receive a notification when the message is opened, click Notify in the toolbar.
- If you want the patient to also receive the message, select the To consumer check box. This generates a message to the patient via the patient portal.

STEP 10: Click Send.

Review All Messages Sent for a Patient

➤ On the Messages tab toolbar:

STEP 1: Click Message Journal.

STEP 2: Enter identifying information for the patient as appropriate.

STEP 3: Click Search.

STEP 4: Select the appropriate encounter.

STEP 5: Click OK. All messages sent for the patient display.

NOTE: The messages you open are actionable; you can reply, reply all, or forward

Create a Patient Letter

➤ From the patient's chart in PowerChart:

STEP 1: Click the Communicate drop-down arrow in the PowerChart toolbar.

STEP 2: Click Patient Letter. A Create Letter window opens.

NOTE: You must be within the patient's chart to create a patient letter.

STEP 3: Enter the body of the letter in the **Patient Message** field.

NOTE: To insert test results into the letter, click **Add Results**.

STEP 4: Click **Preview**. A Preview of the letter displays.

STEP 5: Click **Cancel** to close the preview.

STEP 6: Click the appropriate action in the Action Pane: **Print Now**, **To Consumer**, or **Do Not Print Now**.

NOTE:

- If you select **Print Now**, a Print window displays. Verify the printer settings are correct; then click **OK**. A copy of the letter is saved to the patient's chart.
- Select the **To Consumer** option to send the letter to the patient via the patient portal.
- If you select **Do Not Print Now**, use **Additional Forward Action** to forward the letter to a staff member or pool and have them print and mail it to the patient.

STEP 7: Click **OK**.

Create a Provider Letter

➤ From the patient's chart in PowerChart:

STEP 1: Click the **Communicate** drop-down arrow in the PowerChart toolbar.

STEP 2: Click **Provider Letter**. A Create Letter window opens.

NOTE: You must be within the patient's chart to create a provider letter.

STEP 3: Click **Recipient**. The Provider Letter Recipients window opens.

STEP 4: Click the **Search for Provider** drop-down arrow; then click the appropriate database.

NOTE: If you are unable to find a provider in either database, use **Add Freetext Recipient** and then contact the **Help Desk**, so the provider can be added.

STEP 5: Enter the provider in the **Search for Provider** field; then click the **Search** icon. The Address Book window opens.

STEP 6: Double-click the appropriate recipient.

STEP 7: Click **OK**. You return to the Provider Letter Recipients window.

NOTE:

- You can click the star icon to add a recipient to your list of Favorites.
-

- You can forward this letter for staff to print in the Other Actions section at the bottom of the window, if needed.

STEP 8: Click **OK**. You return to the Create Letter window.

STEP 9: Document the body of the letter.

NOTE: To add documents to the letter, complete the following steps:

- Click **Browse Documents**.
- Click the document you wish to include. A preview populates.
- Select the **Attach Full Document** check box to include the full document or highlight a section of text; then click **Attach Text Selection**.
- Click **OK**.

NOTE: To add results to the letter, complete the following steps:

- Click **Add Results**.
- Click-and-drag to select multiple cells.
- Click **Include Selected**.

STEP 10: Click **Preview**. A preview of the letter displays.

STEP 11: Click **Cancel** to close the preview.

STEP 12: Click **OK**.

NOTE: The letter automatically sends to the recipient via their preferred indicated method and a copy is saved to the patient's chart.