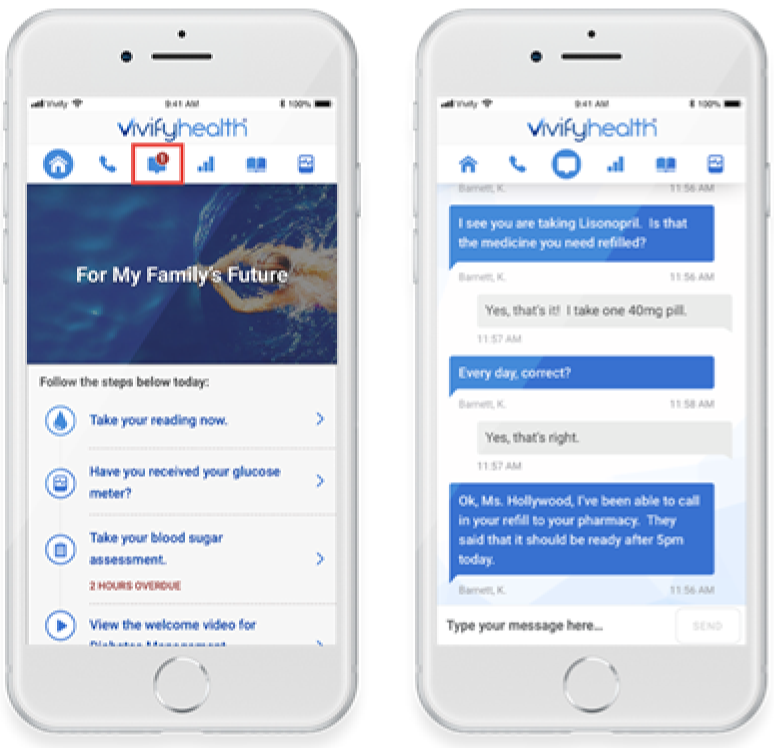
How to Manage Patient Messages

For the +Go service level, Care Team members can communicate with a patient by sending a message to their device. Patients can contact their Care Team by tapping the message icon on their device.



When a message has been sent by a patient to the Care Team, a red message icon appears on the patient header and on the menu bar of the Patient list. The icon on the menu bar will have the number of patients with unread messages. If you don't have any current messages, the message icon will not be visible.

When the Care Team member clicks the message icon on the menu bar, the Patient list will be filtered (My Patients, All Statuses, and Unread Patient Messages), so the Care Team member can easily view the patients that recently sent messages. The red message icon in the menu bar will remain visible until the **Mark as Read** button is clicked in the message window or a message is sent to the patient.

Clinical Level 1 users do not have access to view messages. Clinical Level 2 and Clinical Level 3 users can respond to patient messages and send messages to the patient.

Sending Patient Messages

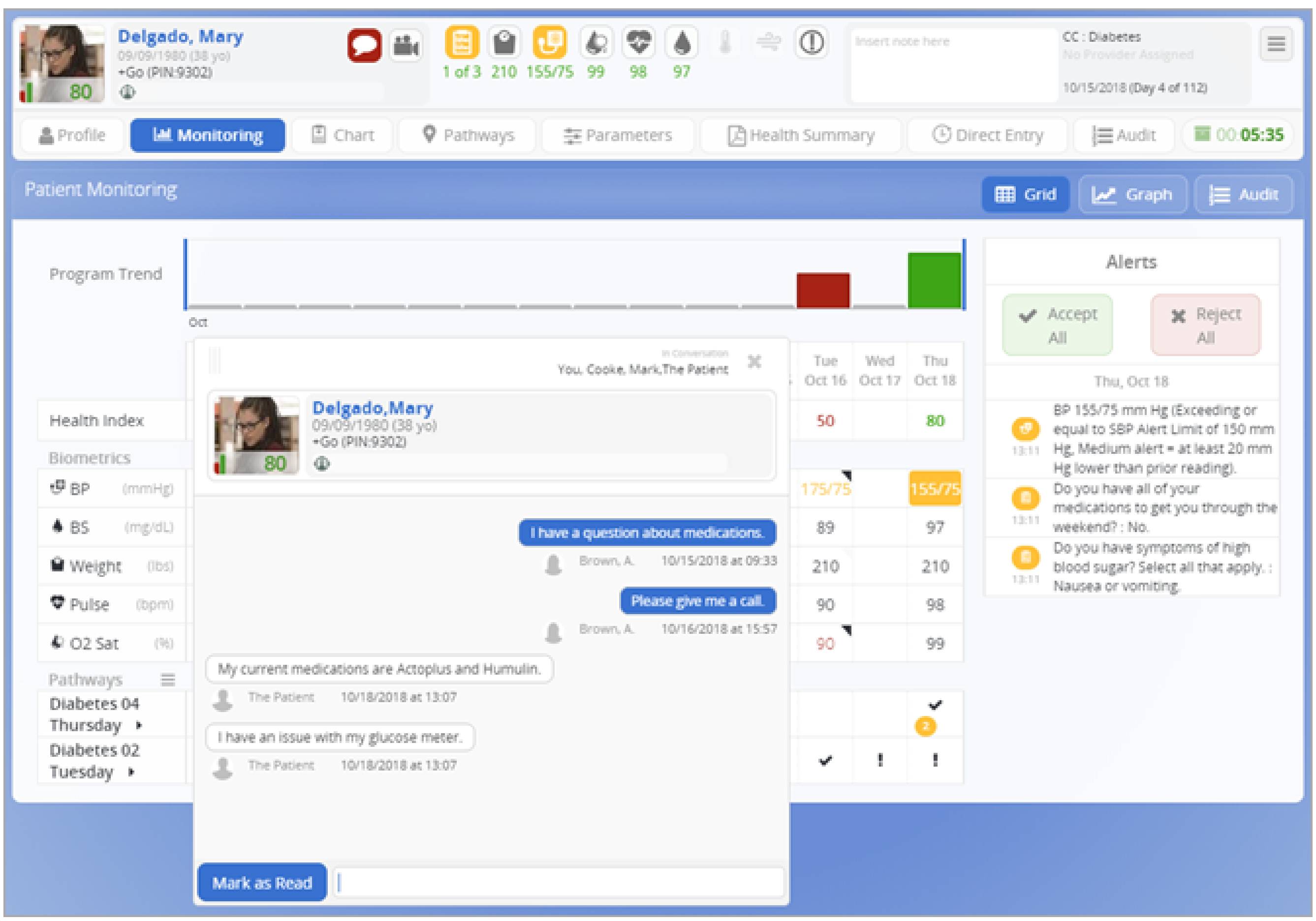
With the +Go service level, patients can send messages to their Care Team members. The messaging function is not real-time. New message notifications in the patient header appear within 60 seconds of being sent by a patient. To see messages in an active conversation, the Care Team member can refresh the page.

When the Care Team member clicks the message icon in the patient header, the message window opens and the Patient Monitoring page appears. The Care Team member can then type a message to the patient, which will be sent to the patient's smart phone. The Care Team member can also click the **Mark as Read** button to indicate to others in the Care Team that the message has been read without having to send a message to the patient.

To respond to a patient message:

1. On the Patient list page, click the red message icon  on the patient's header.

   The Patient Monitoring page appears with the message window open.



2. In the message window, type a response to the patient's message, and press ENTER.

   The message is sent to the patient and will appear on their phone or tablet within 60 seconds. You can do the following:

   - Move the message window – The message window can be repositioned within the screen as needed, so you can work in the portal during messaging.
   - View message participants – In the upper-right corner of the window, you can view the Care Team members able to participate in the conversation.
   - Mark the message as read – If you don't want to respond to the message, you can click **Mark as Read** to indicate to the team that the message has been read.
   - Close the message window – When you complete your message to the patient, click the icon in the upper-right corner to close the window.

Viewing Patient Message History

After a Care Team member reads a message, the action is recorded on the Audit>Patient Message History page, which identifies the date, time, and name of who read the message.

Only Care Team members with the user role of Clinical Level 2 and above can respond to patient messages; however, Patient Message History can be read by users with the Clinical Level 1 user role and above.

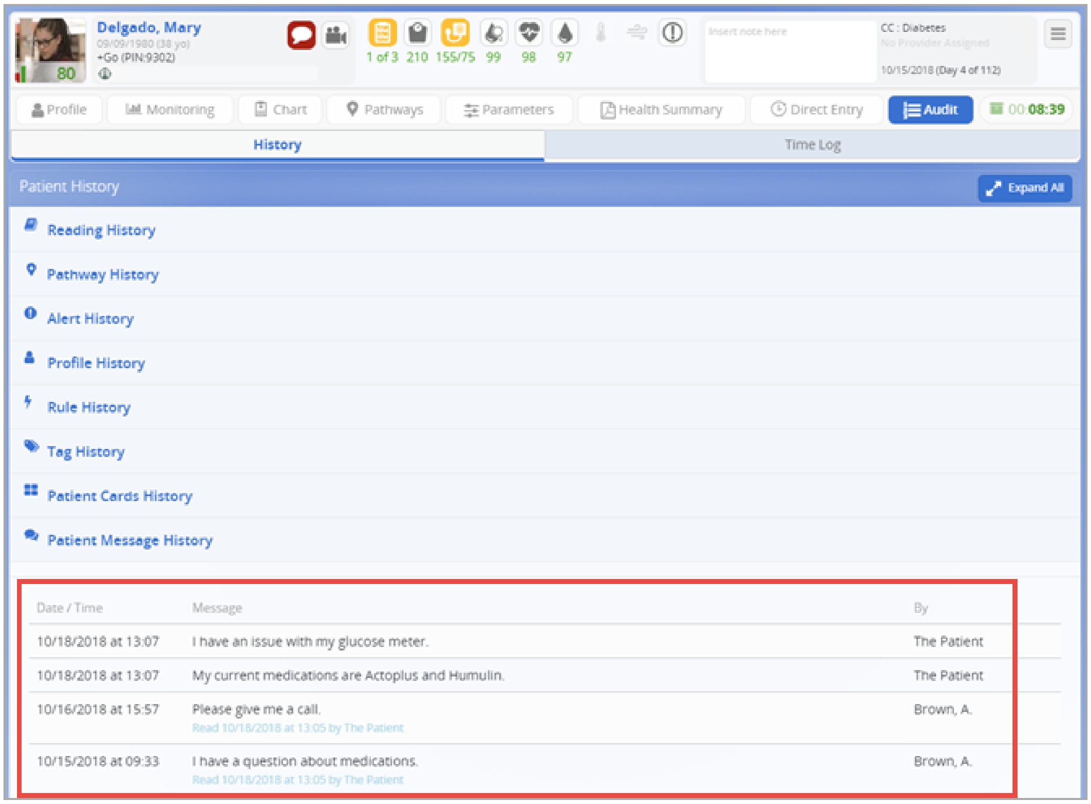
To view the patient message history:

1. In the patient profile, click **Audit**.

   The Patient History page appears.

2. Click **Patient Message History**.

   All of the messages sent by the patient and the Care Team appear with the date, time, and read by indicators.



Copying Patient Messages to the Chart

In the message window, you can save a conversation that you had with a patient to their chart. After you select the messages you want to be copied to the patient's chart, the Copy to Chart button appears.

To copy messages to the patient's chart:

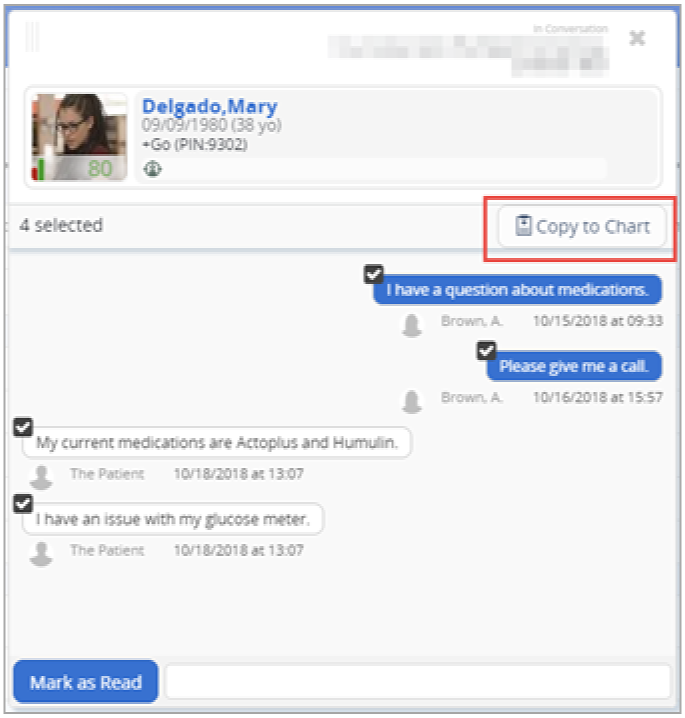
1. On the patient list, click the message icon in the patient's header.

   The Patient Monitoring page appears with the message window open.

2. Click the message bubble of the messages that you want to copy to the chart.

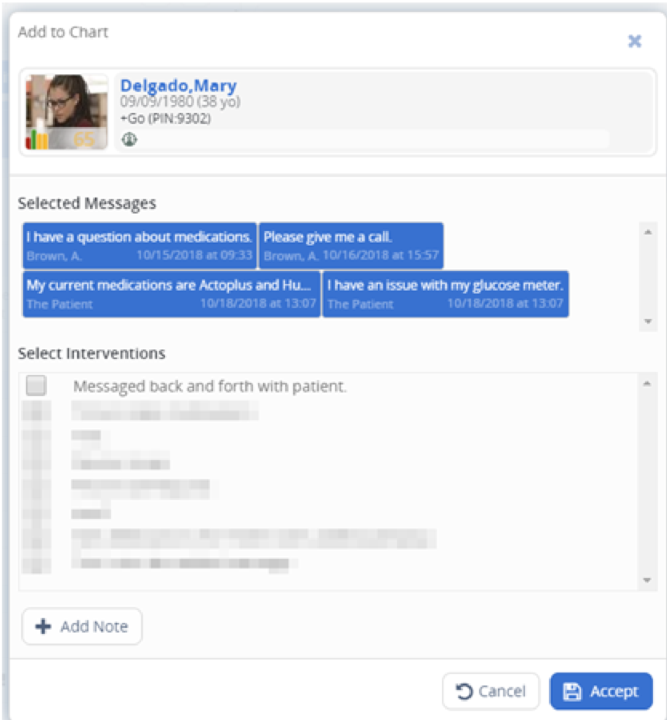
   A checkmark appears on the upper-left of the message bubble.

3. Click **Copy to Chart**.



The Add to Chart window appears with the selected messages and intervention options.

4. In the **Select Interventions** area, select the intervention to describe the conversation with the patient.



If you want to add a note, click **+Add Note**. Any notes typed in this box will be added to the chart along with the selected messages.

5. Click **Accept**.

The messages that you selected appear in the patient's chart.