

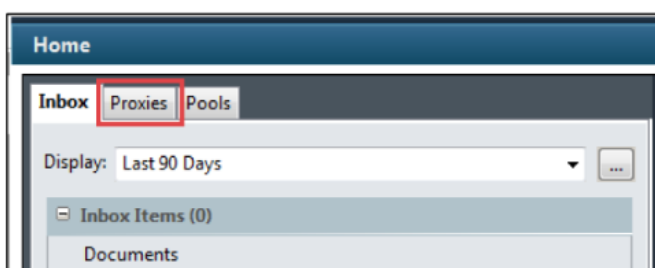
Message Centre: Using Proxies

Introduction

This job aid provides instruction on how to access and set up proxies in Message Center.

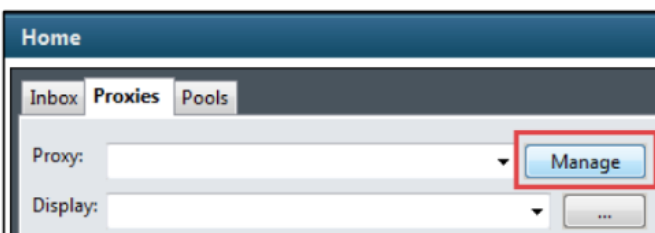
Step 1

From within Message Center, click on the **Proxies** tab.



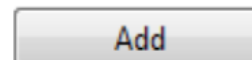
Step 2

Click the **Manage** button to add a new proxy.



Step 3

Click the **Add** button at the bottom of the smart form.



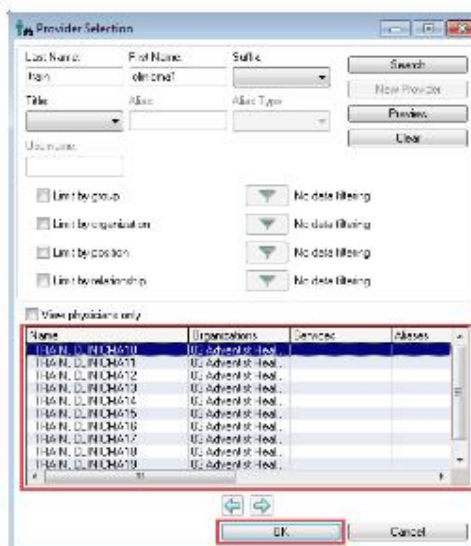
Step 4

Type **your contact** into the User field and then click the **binoculars** to search.



Verify your user and click **OK**.

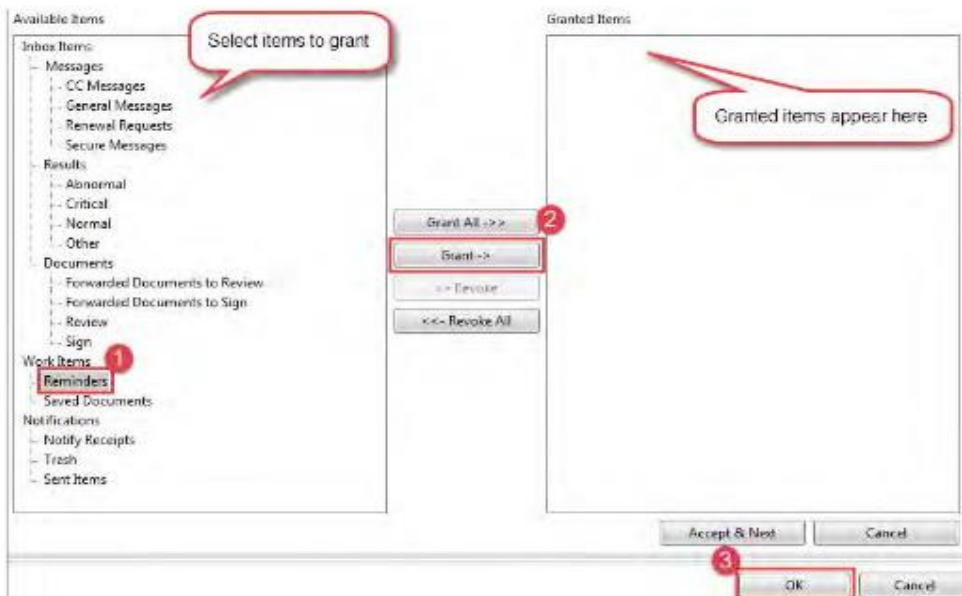
IMPORTANT: Be sure that you are selecting the correct user when there are multiple people with the same name.



Name	Organizations	Gender	Aliases
1-AN, D, PH04611	U: Adventist Heal.		
1-AN, D, PH04612	U: Adventist Heal.		
1-AN, D, PH04613	U: Adventist Heal.		
1-AN, D, PH04614	U: Adventist Heal.		
1-AN, D, PH04615	U: Adventist Heal.		
1-AN, D, PH04616	U: Adventist Heal.		
1-AN, D, PH04617	U: Adventist Heal.		
1-AN, D, PH04618	U: Adventist Heal.		
1-AN, D, PH04619	U: Adventist Heal.		

Choose the items you want to proxy (from the left) and click the **Grant** button to add them to the list of Granted items (right).

Repeat this step to add additional items if necessary and click **OK** when done.



TIP: if you accidentally add something and you want to remove it, select it in the Granted items list (right) and click **Revoke** to remove it.



TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

Set your proxy **begin and end date** to match your out of office dates.

Begin Date	12/15/2014	1425
End Date	01/15/2015	1425

Click **OK** to complete the new proxy.

Click **OK** again to finish.

Commit Progress

Settings saved successfully.

OK

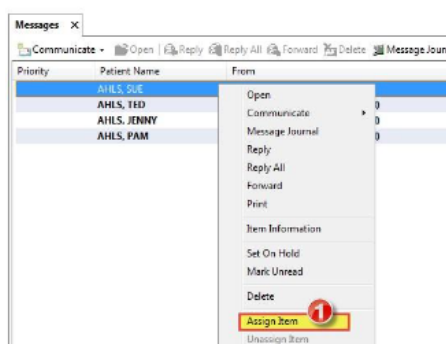
Responding to a Patient Message in the Pool

When a phone encounter is created, it often results in a message either to an individual or to a pool. Open the message the same as you would a pool message or reminder.

To Respond to a Message from a Patient that was Sent to a Pool

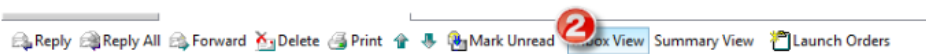
Step 1

Right-click on the message and select **Assign Item**. This action will assign the message or reminder to you and let others know that you are working on this item.



Step 2

Open the message by double-clicking on it. Complete any action if needed or forward the message to a provider by clicking on the **Forward** button.



Step 3

To end a current thread/conversation, uncheck **Disable further replies**.





TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)



Note: *To Consumer* is checked automatically when you click reply, which routes the message back to the patient. If the message is forwarded, it is de-selected, and the message will not be sent to the patient. If you want to forward the message and have the patient receive it as well, check the **To Consumer** checkbox.