Message Centre: Pools

Message Center – Pools

Pools are used in Message Center to send or receive group messages. They are very helpful to use when sending a reminder or task to anyone on the team, when it doesn't matter who handles the task or reminder, as long as someone does.

Opting in to a Pool

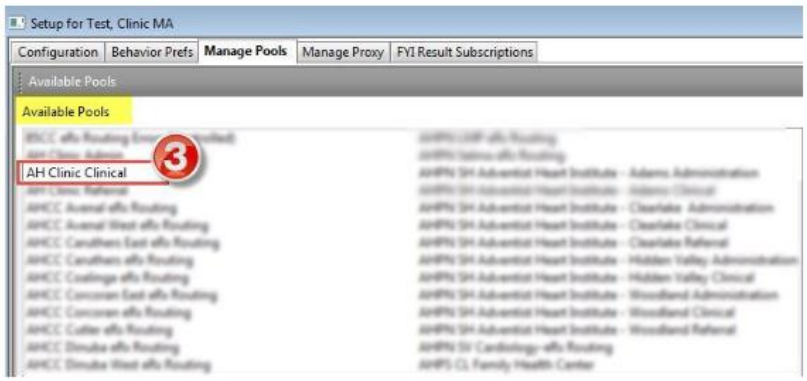
Opting into a pool allows you to receive messages for everyone in your pool.

Step 1

Click the **Pools Tab (1)** in the Inbox Summary and select **Manage (2).**

Step 2

Click on the **desired pool (3)** from the *Available Pools* window to select it.



Step 3

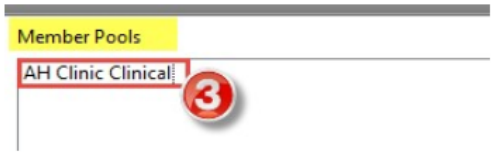
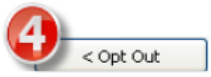
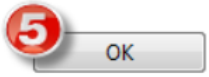
Click **Opt In (4).** This moves the selected pool to Member Pools.

Step 4

Click **OK (5).**

Opting Out of a Pool

Opting out of a pool will remove your access to receiving pool messages.

Step 1	Click the **Pools Tab (1)** in the Inbox Summary and select **Manage (2).**	
Step 2	Click on the **desired pool (3)** from the *Member Pools* window to select it.	
Step 3	Click **Opt Out (4).** This removes the selected pool from Member Pools.	
Step 4	Click **OK (5).**	

TIP SHEET

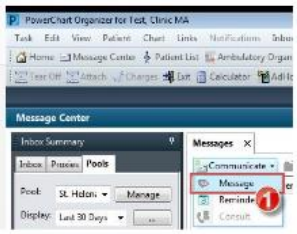
HOSPITAL INFORMATION SYSTEM (HIS)

Sending a Message to a Pool

If you have a general email that needs to go to a group of people, it should be sent via a pool. You can send a message to a pool either from the Inbox or the Pools tab. From either location click Messages to begin.

Step 1

Click on the dropdown arrow next to the Communicate button and select **Message (1).**

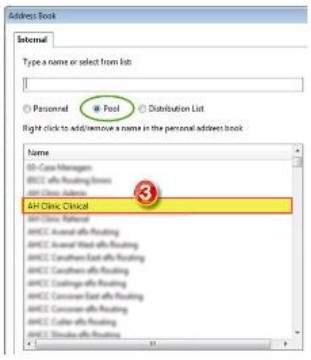


Step 2

Type **/p** in the *To* field and then press **enter on your keyboard** or click **the binoculars.** *This opens the address book to a list of the available pools you can send a message to.*

Step 3

Select the **desired pool (3).**



Step 4

Click **Add (4).**

Step 5

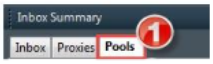
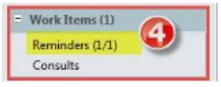
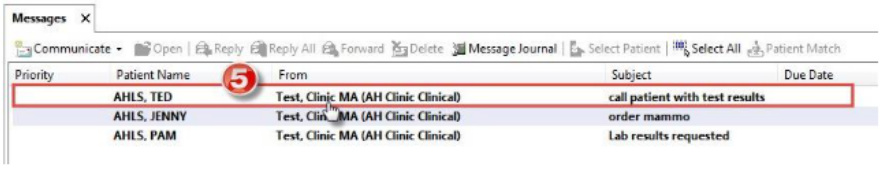
Click **OK (5).**

Note: You can also save this pool to your Personal Address book by right-clicking on the name of the pool and then adding them to your Personal Address Book.

View Messages and Reminders in a Pool

Messages that have been sent to the pool are stored and sent to the Pools tab in the Inbox Summary. Be sure to check the Pools tab throughout the day.

To Access and View Messages and Reminders Sent to the Pool

Step 1	Select the **Pools** tab from the Inbox Summary.	
Step 2	Click on the **Pool drop down arrow** to select a pool (If you are a member of more than one).	
Step 3	To view a message, select the **Messages** folder under Inbox Items.	
Step 4	To view reminders, select the **Reminders** folder under Work Items.	
Step 5	**Double-click** on the message or reminder to open it.	

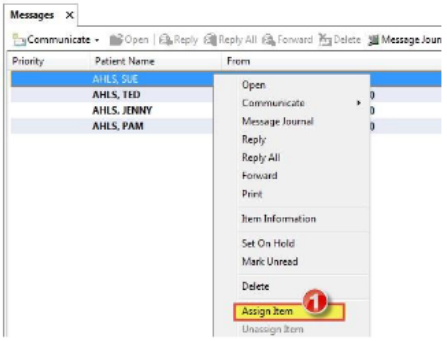
Responding to a Patient Message in the Pool

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.**

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.