MESSAGE CENTRE
HOSPITAL INFORMATION SYSTEM (HIS)

FOR PRESCRIBERS AND ANCILLARY STAFF

Navigating the Inbox Summary
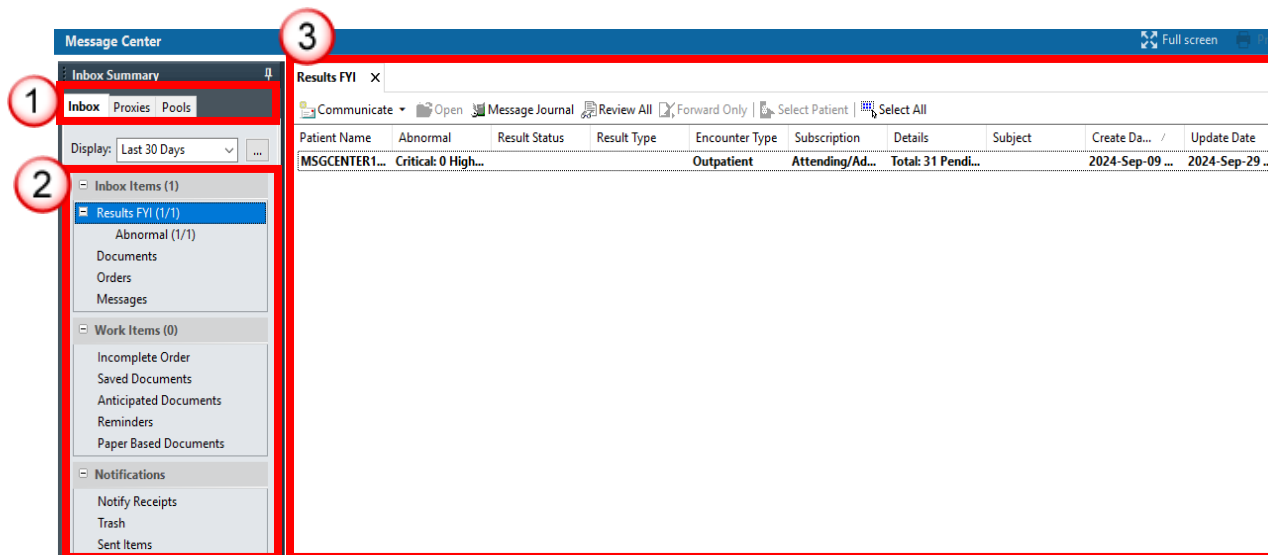
1. **Tabs**: View messages from the following sources by clicking the appropriate tab at the top of the Inbox Summary:
   - Inbox: Displays your own Inbox.

   - Proxies: Displays Inboxes for which you have proxy rights.

   - Pools: Displays pool Inboxes.

2. **Inbox Summary Categories**: Allows you to filter by the following items:
   - Priority Items: If configured, includes any due messages or reminders.

   - Inbox Items: Includes such items as Results, Documents, Messages, and Orders.

- Work Items: Includes Saved Documents, Documents to Dictate, Paper-Based Documents, Reminders, and Reminders, as well as Incomplete Orders.

- Notifications: Includes notification receipts for messaging, as well as the Trash and Sent Items folders.

3. **Summary Pane/Workspace**: The summary pane lists the individual Inbox items (messages, documents, and so on) contained in the folders in the Inbox Summary. Double-click an Inbox item in the summary pane to open the workspace for that item.

Message Centre Icons

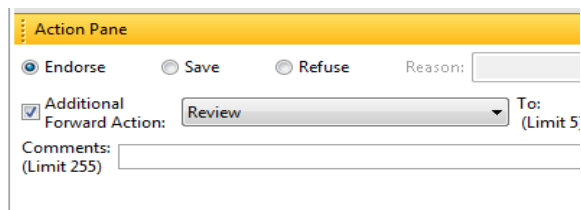| Icon	Description
	Communicate: Creates a new message or reminder.
	Open: Opens the selected notification.
	Message Journal: Displays a list of phone messages, and reminders that have been documented for the selected patient.
	Reply: Opens the item, enabling you to send a reply to the sender. Note: Replying to reminders creates a new phone message.
	Reply All: Opens the item, enabling you to send a reply to the sender and all recipients of the original item.
	Complete: Marks the selected item as completed.
	Forward: Opens the item, enabling you to add text and forward the item to another user.
	Delete: Deletes the selected item.

Replying to a Message

1. Open and read the message.
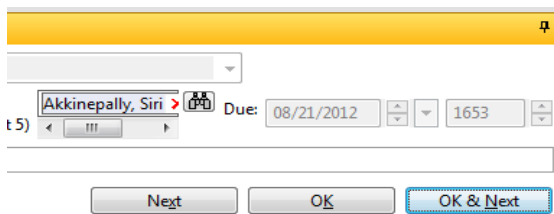2. Click **Reply** or **Reply All** as appropriate.
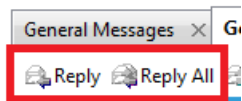
3. Compose the message.
4. Select any additional messaging options.
5. Click **Send**.

Signing Documents or Results

1. Open and read the message.
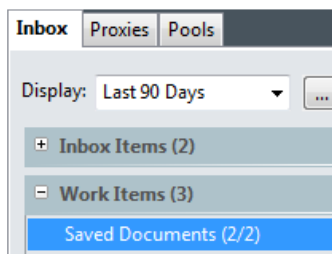2. Review the notification and select **Save** or **Endorse**.

3. Click **OK** or **OK & Next**.

Signing a Saved Note

1. From the Work Items list, click **Saved Documents**.

2. Double-click the document to open it.
3. After reviewing the saved documents, if no modifications are needed, click **OK**. If necessary, you can modify or complete the note, then select **Documentation > Sign**.

Approving Refill Requests

1. Double-click the appropriate folder in the Inbox Summary.

2. Double-click the request to open it.

3. Review the request.

4. Click **Accept All or Accept All & Next** to approve the request.