PowerChart Tip Sheet

CHRISTIANA CARE HEALTH SYSTEM

Communication- Message Center **December 2016**

PowerChart's Message Center is used to communicate to other staff members.
Click the links below to see instructions for uses in Message Center.

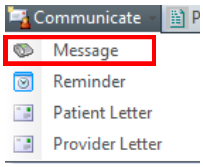
PowerChart Tip Sheet

CHRISTIANA CARE HEALTH SYSTEM

Communication- Message Center **December 2016**

Patient contacts office via Phone

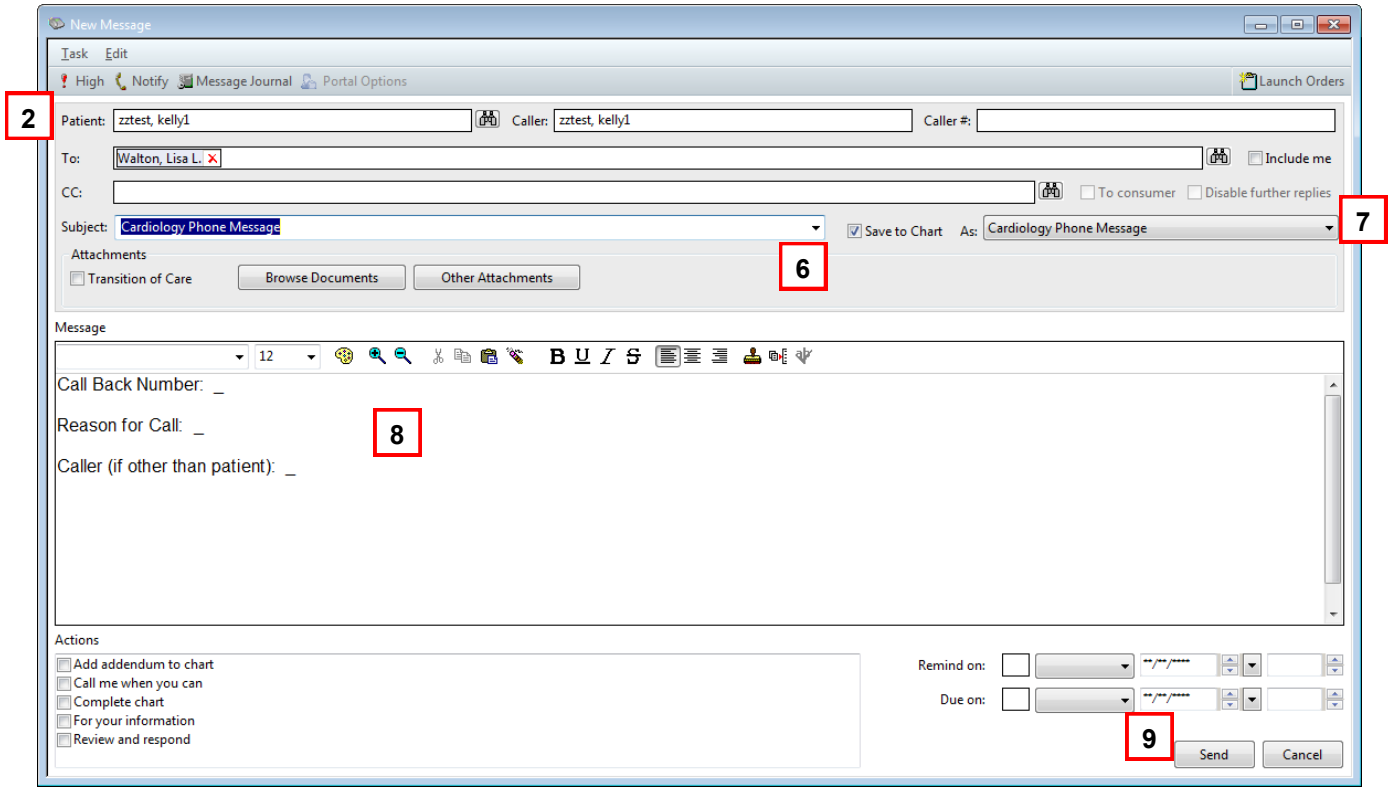
WHO: All users
WHEN: Used to document a patient's phone call (Phone Message)



1. From the tool bar, click the **dropdown** next to Communicate and select **Message.**
2. In the Patient field, type the patient's name and search by clicking the binoculars.
3. After the patient is identified via the Search function, the user will search the patient's encounters for an Encounter Type of "Phone Message". *If there is not an encounter, see the directions on page 3 to create one.*
4. Type the last name of the recipient in the To: field and click the binoculars to search.
5. In the Address Book window, click the name of the intended recipient and click the **Add** button to move the name to the Send to column. Then click **OK**.
6. From the Subject dropdown, select the appropriate Phone Message type (depending on your practice, you will only see one practice Specialty reminder type).

Practice	Template	Note Type
Cardiology	Cardiology Phone Message	Cardiology Phone Message
Neuro Interventional Surgery	Neuro Interventional Surgery Phone Message	Neuro Interventional Surgery Phone Message
Vascular Surgery	Vascular Surgery Phone Message	Vascular Surgery Phone Message
Vascular Interventional Radiology	Vascular Interventional Radiology Phone Message	Vascular Interventional Radiology Phone Message

7. The Save to Chart box will automatically check and the As: field will populate with the Note Type name.
8. Using the pre-defined sections, create the message.
9. Click **Send**.

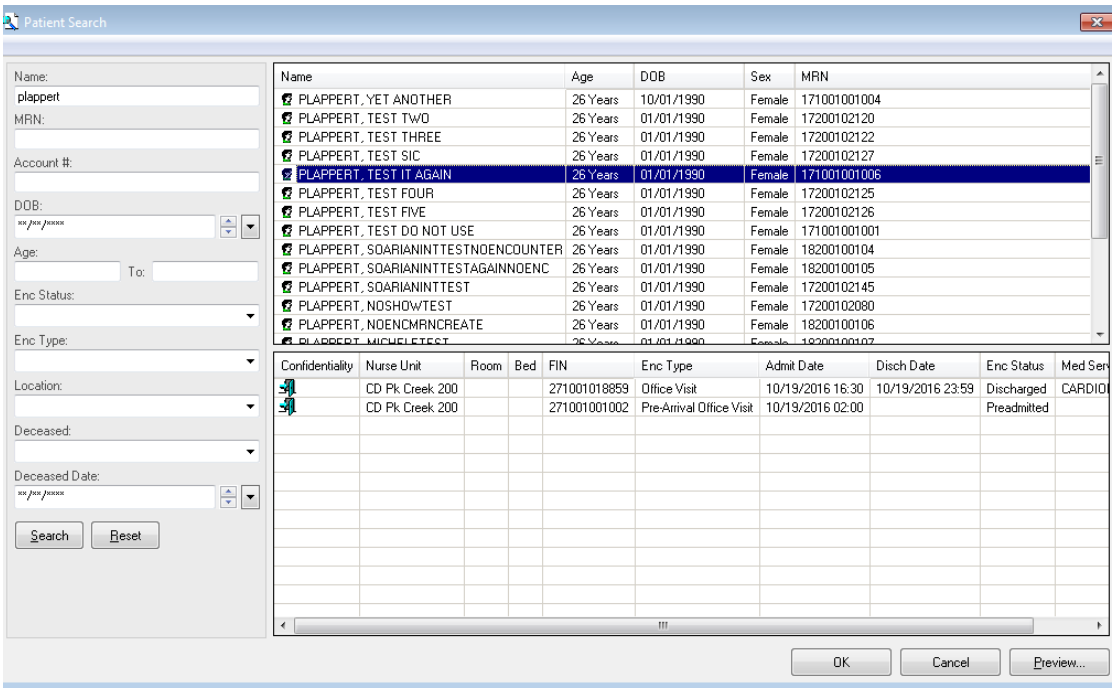


Creating a Phone Message Encounter

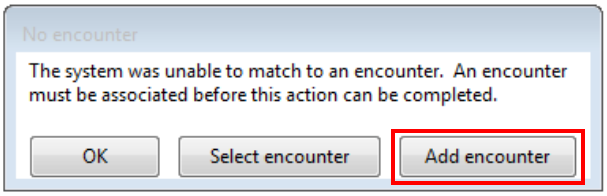
**NOTE: All Phone Messages AND Reminders will be saved to a Phone Message Encounter. There should only be ONE Phone Message Encounter per patient. If a Phone Message Encounter does not exist, you will need to add one.

1. After searching for the patient, select the most recent encounter that relates to the specialty/ provider.
2. Click **OK.**
3. From the **Communicate** dropdown 

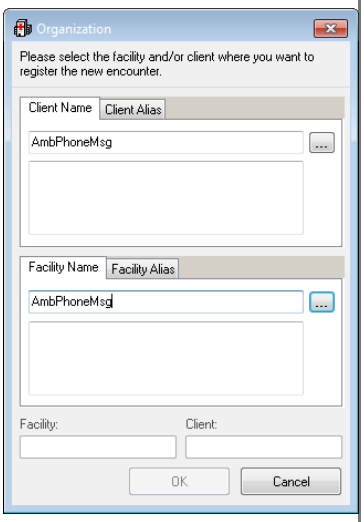
, select **Message**.
4. When the message window opens, the patient name should auto-populate into context.
5. Choose **Subject** as appropriate and create the Message.
6. Click **Send.**



7. The following alert will appear:
8. Select **Add Encounter.**



9. Enter Client Name as **AmbPhoneMsg.** After typing this in the field, click the ellipsis (…)
10. Enter Facility name as **AmbPhoneMsg.** After typing this in the field, click the ellipsis (…)
11. The Ambulatory Phone Message Conversation opens. The required information auto-populates. Verify the information related to patient is correct.
12. Click **OK**.
13. The message has been associated to the Phone Message Encounter and sent.



PowerChart Tip Sheet

CHRISTIANA CARE HEALTH SYSTEM

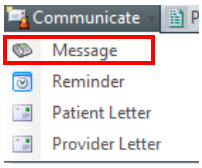
Communication- Message Center **December 2016**

Send an InterOffice message to others

WHO: All users

WHEN: Use if a message needs to be sent to another user that is NOT PATIENT RELATED. Do not put a patient in context when using this Message Type.

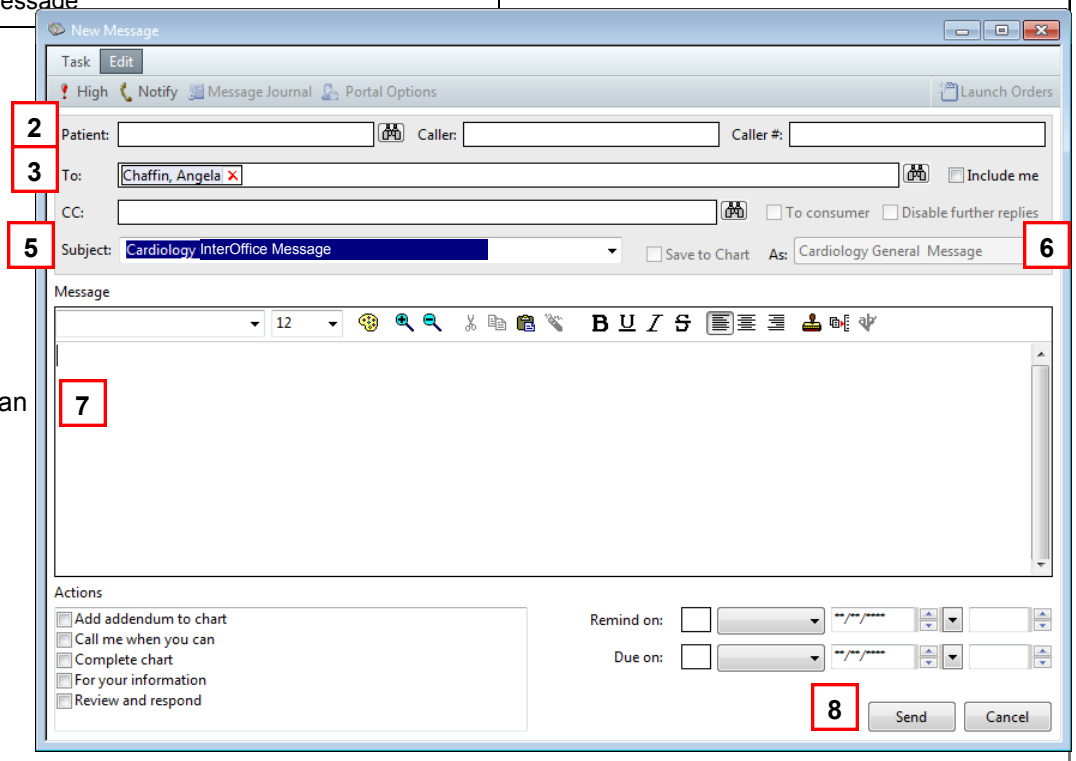
1. From the tool bar, click the **dropdown** next to Communicate and select **Message.**



2. If there is a patient name in the patient, caller and caller# fields, remove them.
3. Type the last name of the recipient in the To: field and click the binoculars to search.
4. In the Address Book window, click the name of the intended recipient and click the **Add** button to move the name to the Send to column. Then click **OK**.
5. From the Subject dropdown, select the appropriate message type (depending on your practice, you will only see one practice General Message type).

Practice	Template (From Subject dropdown)	Note Type
Cardiology	Cardiology InterOffice Message	Cardiology General Message
Neuro Interventional Surgery	Neuro Interventional Surgery InterOffice Message	Neuro Interventional Surgery General Message
Vascular Surgery	Vascular Surgery InterOffice Message	Vascular Surgery General Message
Vascular Interventional Radiology	Vascular Interventional Radiology InterOffice Message	Vascular Interventional Radiology General Message

6. The Save to Chart box will automatically check and the As: field will populate with the Note Type name.
7. Type your message in the free text message area.
8. When finished, click **Send**.



After sending the message, you can find it in Message Center under **Notifications, Sent Items**.

PowerChart Tip Sheet

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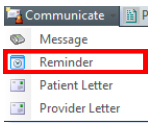
Communication- Message Center **December 2016**

Reminders

WHO: All users
WHEN: Use to communicate a reminder regarding patient care.
These reminders will appear in the patient's chart when in the Ambulatory Workflow.

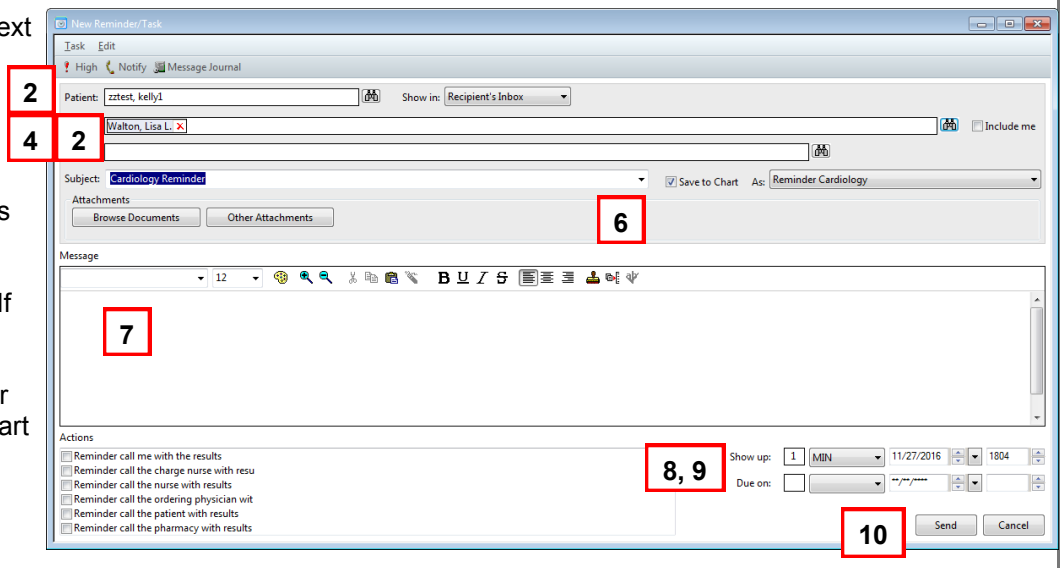
1. With a patient's chart open, create the reminder in one of two ways:
   - From the tool bar, click the **dropdown** next to Communicate and select **Reminder.**
   - From the **Reminders/ Notes** section of the workflow, click the blue plus sign. Reminders/Notes (0)



2. The patient's name should be in the Patient field.
3. Click on the binoculars to search the patient's encounters for an Encounter Type of "Phone Message". **
4. Select the Phone Message encounter. *If there is not an encounter, see the directions on page 3 to create one.*
5. In the To: field, enter the recipient that is responsible for completing the reminder.
6. From the Subject dropdown, select the appropriate reminder type (depending on your practice, you will only see one practice Specialty reminder type).

Practice	Template (from Subject dropdown)	Note Type
Cardiology	Cardiology Reminder	Cardiology Reminder
Neuro Interventional Surgery	Neuro Interventional Surgery Reminder	Neuro Interventional Surgery Reminder
Vascular Surgery	Vascular Surgery Reminder	Vascular Surgery Reminder
Vascular Interventional Radiology	Vascular Interventional Radiology Reminder	Vascular Interventional Radiology Reminder

7. Type the reminder in the free text area.
8. The reminder defaults to "Show Up" in 1 minute. This will be the date/time the sender wants the reminder to appear in the patient's chart, as well as the Recipient's Work Items in Message Center.
9. The Due On date can be set. If this date is set, the reminder turns red when the Due Date passes. The past-due reminder will turn red in the Patient's Chart and in the recipient's message center Work Items folder.
10. When finished, click **Send**.
11. This reminder can be sent to another user to act upon.
    Actions include:
    - document on the reminder and save it to complete later
    - reschedule the reminder
    - redirect the reminder to another user
    - complete the reminder. The user will be prompted to save the reminder upon completion. The user should save the reminder if it is related to the patient's care. If saved, it will save to the patient's chart under Patient Communications.



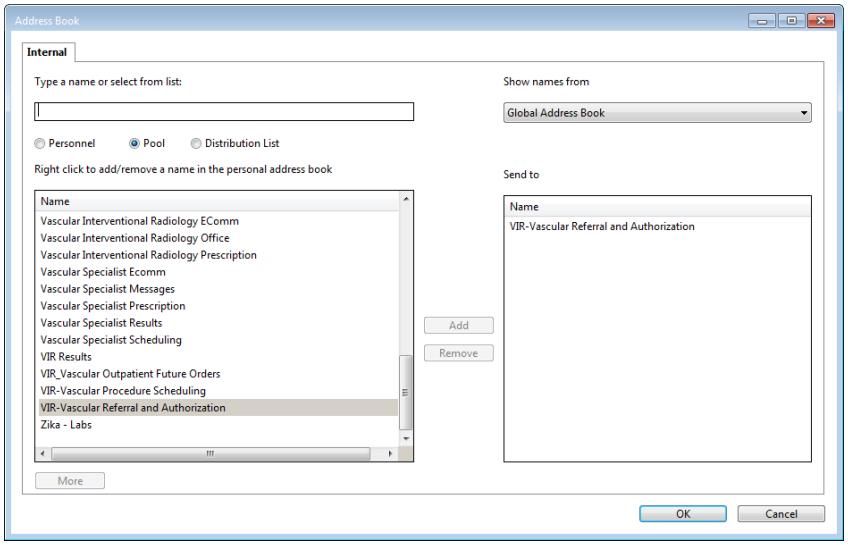
**NOTE: There should only be ONE Phone Message Encounter per patient. All Phone Messages AND Reminders will be saved to this encounter.

VIR Schedule For Message

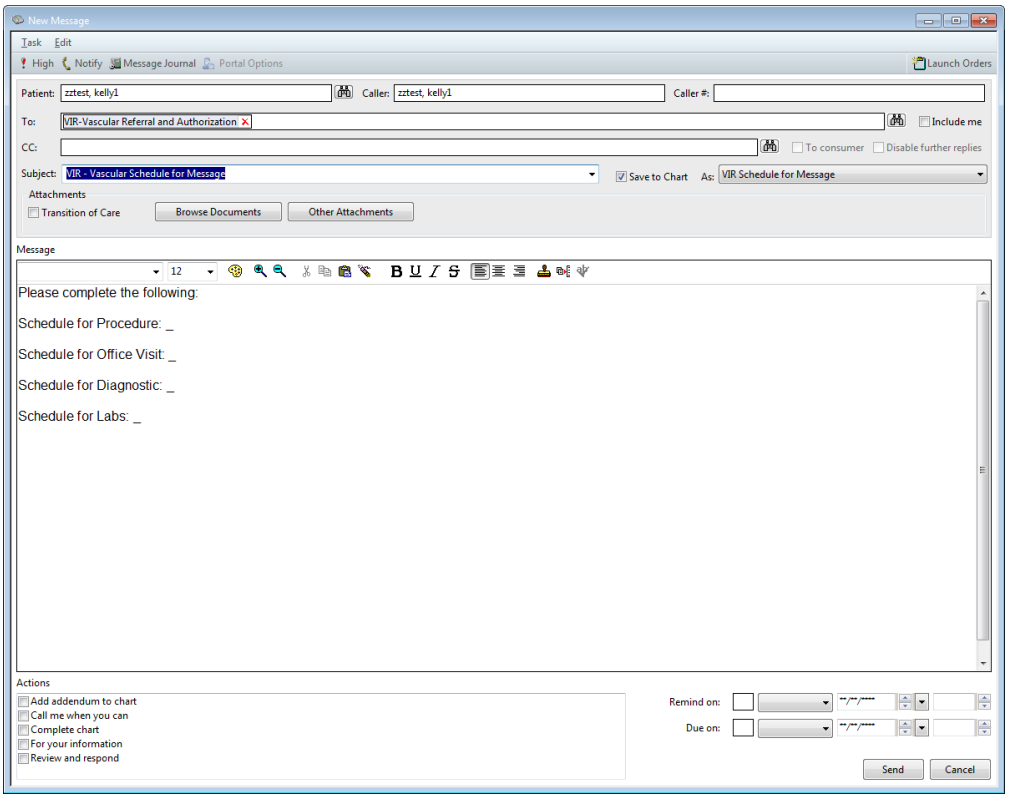
WHO: VIR and Vascular Surgery staff responsible for scheduling procedures, diagnostic studies and labs for inpatients who are being discharged from the hospital

WHEN: Send this message to the staff responsible for obtaining referrals/auths to be made aware of an inpatient who is being discharged, but has been scheduled for a procedure as follow up to the hospital discharge.

1. After scheduling the ordered study/test, search for the patient and select the most recent encounter that relates to the specialty/provider.
2. Click **OK.**
3. From the **Communicate** dropdown, select **Message**.
4. When the message window opens, the patient name should auto-populate into context.
5. Click the binoculars next to the **To:** field.
6. On the Address Book window, click the circle next to Pool.
7. Search for and highlight **VIR-Vascular Referral and Authorization.**
8. Click **Add**.
9. Click **OK**.



10. From the **Subject** dropdown, choose **VIR– Vascular Schedule for Message.**
11. Using the pre-defined sections, create the message.
12. Click **Send.**



Outpatient Future Orders

WHO: NPs working in the INPATIENT setting in Vascular Surgery and VIR
WHEN: Patient has a future order that requires a referral/authorization (i.e. Scheduling Office Visit, Procedure, etc.). An office staff member will route the message to the correct pool that completes the required action.

1. Search for the patient and select the most recent encounter that relates to the specialty/provider.
2. Click **OK.**
3. From the **Communicate** dropdown, select **Message**.
4. When the message window opens, the patient name should auto-populate into context.
5. Click the binoculars next to the **To:** field.
6. On the Address Book window, click the circle next to Pool.
7. Search for and highlight **VIR_Vascular Outpatient Future Orders.**
8. Click **Add**.
9. Click **OK**.
10. From the **Subject** dropdown, choose **Vascular Referral Authorization Request.**
11. Using the pre-defined sections, create the message.
12. Click **Send.**

Using and Managing Pools

WHO: All users

WHEN: Pools are used to message a group of users who share a mailbox (i.e.— a prescription refill pool) in Message Center that allows for shared responsibility of managing results, documents and messages for a shared group of patients.

Note: See specific pool uses below.

Pool Name	Uses
Heart and Vascular Medical Records	HV staff sending request to HV Medical records team if a document is missing from a patient's chart. The HV Med records group would receive the message and research to obtain the missing chart information.
Transcription_Hospital Scheduling	Message is sent to the transcription department for them to turn Office Note into H&P; also need to add the signed consent to the surgery encounter.
Vascular and VIR Outpatient Future Orders	Any future orders placed on an inpatient that requires follow up after discharge. Message will be sent by Inpatient Provider to this pool. Amy Drennan to manage the messages and forward to staff as required.
VIR-Vascular Procedure Scheduling	Any future orders placed on an inpatient that require outpatient follow up after discharge is tracked via this pool. Amy Drennan will send messages to this pool for VIR and Vascular staff to follow up on scheduling procedures for discharged inpatients.
VIR-Vascular Referral and Authorization	Vascular interventional radiology and vascular surgery authorization and referral team messages. When a provider orders a diagnostic study (Radiology catalog) ONLY), a rule triggers a message to this pool IF THERE IS AN OUTPATIENT (PreArrival Office Visit/Office Visit) ENCOUNTER. Note: The "Schedule For" orders will send a task to 2 separate tabs on the MPTL - "Schedule Procedure" and "Obtain Procedure Auth". The people responsible for scheduling the procedure (into SurgiNet or wherever) work off the "Schedule Procedure" tab and those responsible for getting the Ref/Auth work off of "Obtain Procedure Auth" tab.
Vascular Specialist Prescription	Vascular Specialists prescription refill messages. Eprescribe inbound messages are delivered to this pool for the VIR providers. The staff can send refill messages to the pool. Portal patients can send requests to this pool.
Vascular Specialist Messages	Vascular surgery patient messages. General messages from Patient Portal will be delivered to this inbox. THIS IS ONLY FOR PORTAL MESSAGES.
Vascular Specialist Scheduling	Vascular surgery office scheduling team messages. Appointment Requests from Portal will be delivered to this pool.
Vascular Interventional Radiology Office Scheduling	Vascular Interventional Radiology messages. Messages from Patient Portal will be delivered to this pool regarding requests for office appointments.
Vascular Interventional Radiology Office Messages	VIR Messages from Portal - general messages from Patients.
Vascular Interventional Radiology Results	VIR Results are delivered to this pool and to ordering provider for outpatient results only.
VIR Prescription	Vascular Interventional Radiology prescription refill messages. Eprescribe inbound messages are delivered to this pool for the VIR providers. The staff can send refill messages to the pool. Portal patients can send requests to this pool.

Using and Managing Pools, continued

Pool Name	Uses
Cardiology Prescription Refills	Cardiology Consultants prescription refill messages. Refill requests from Patient Portals and eprescribing pharmacies.
Cardiology Messages	Cardiology patient messages — Messages from Patient Portal.
Cardiology Office Scheduling	Cardiology Consultants office scheduling team messages. Messages can be sent staff to staff regarding scheduling needs of cardiology patients. Requests for appointments from Patient Portal are also delivered here.
Cardiology Referral and Authorization	Cardiology Consultants authorization and referral team messages for Radiology catalog orders only. Referral/Auth team will monitor this pool to identify the patients for which referral/authorization might be required.
Cardiology Woodstown Office	Pool for all communication for Cardiology Woodstown patients including Portal messages for appointment and refill requests, eprescribing pharmacies, and results.
Congestive Heart Failure Procedure Scheduling	Congestive heart failure procedure scheduling team messages.
Congestive Heart Failure Office	Congestive heart failure office messages.
Congestive Heart Failure Authorization and Referral	Congestive heart failure authorization and referral team messages.
Congestive Heart Failure Clinical	Pool for which all eprescribing, refill requests from Patient Portal and Results will be delivered
Cardiology Anticoagulation	Pool for which staff and providers can communicate about Anticoagulation patients
Cardiology Implantable Device	Pool for which staff and providers can communicate about Implantable Device patients

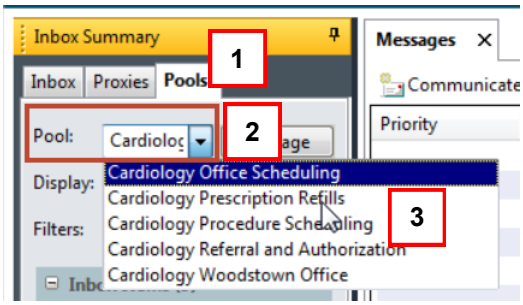
Using and Managing Pools, continued

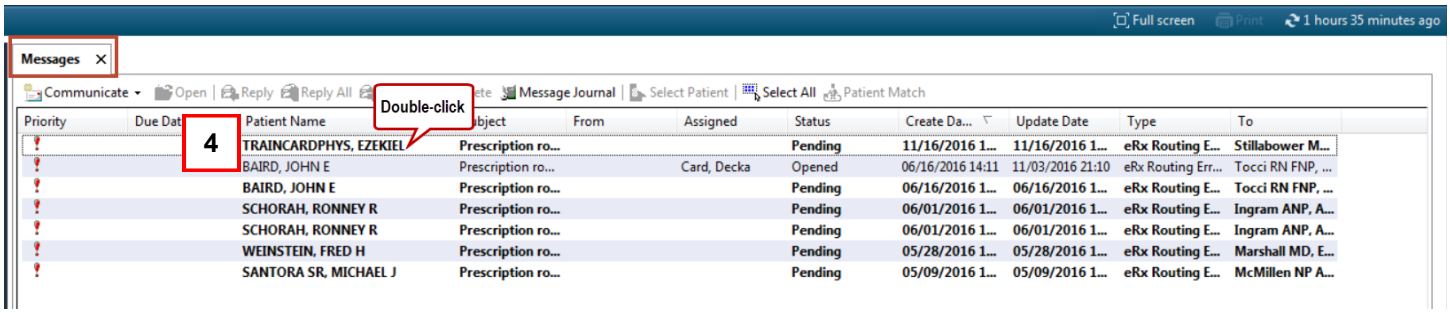
Accessing a Pool

1. Click the **Pools** tab in Message Center.
2. Click the dropdown arrow in the **Pool** field.
3. Select the appropriate pool from the dropdown list.

   Result: Messages sent to the pool appear on the right under the Messages tab.

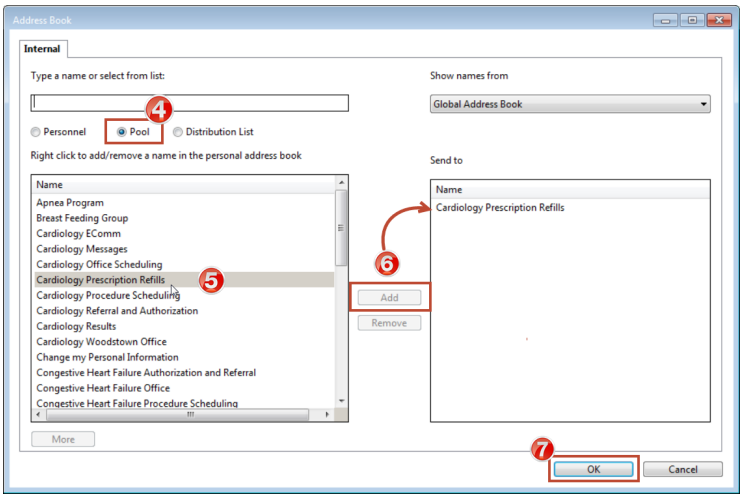
4. Double-click a message to open, view, and manage the message.





Send a Message to a Pool

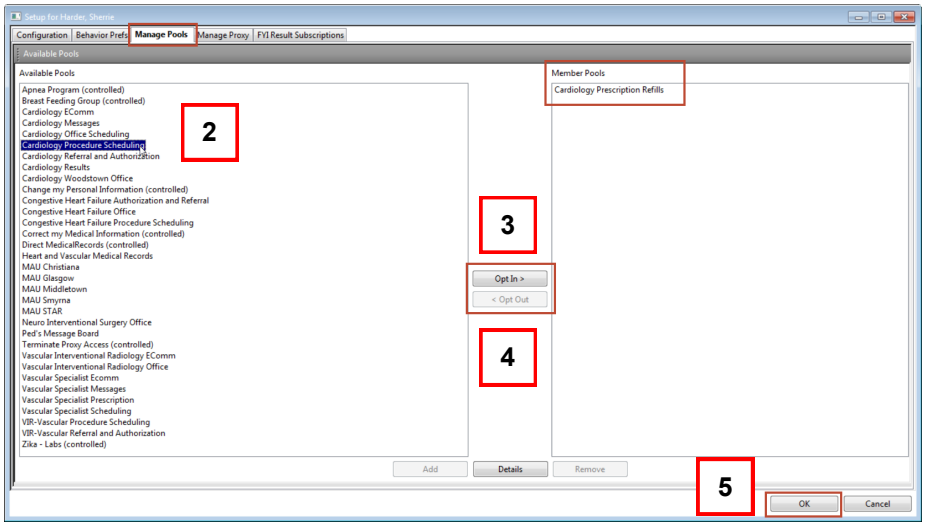
1. From the tool bar, click the **dropdown** next to Communicate and select **Message.**
2. In the Patient field, type the patient's name and search by clicking the binoculars.
3. Click the binoculars at the end of the To: field.
4. From the **Address Book**, click the **Pool** radio button.
5. Select the appropriate pool from the list displayed. **Note**: You many need to use the scroll bar on the right to find the needed pool
6. Click the **Add** button to move the pool to the Send to column.
7. Click **OK** when finished.
8. From the **Subject** dropdown, select the appropriate message type.
9. Type your message in the free text message area.
10. Click **Send** when finished.



Using and Managing Pools, continued

Opt into or out of a Pool

1. From the Pools tab, click the **Manage** button Manage .
2. Select a pool from **Available Pools**.
3. Click the **Opt In** button to move the pool to **Member Pools**.
4. Click the **Opt Out** button to remove a pool from **Member Pools**.
5. Click **OK** when finished.
6. Click **OK** in the **Commit Progress** dialog box, which indicates the pool has been saved successfully.



6. From the Pools tab, select a predefined date range from the **Display** field or click the ellipsis (…) to enter a date range from the **Search Date Range** box.

   A. The top arrows move dates forward or backward in years.
   B. The bottom arrows move dates forward or backward in months.

8. Click **OK** to close the calendar.
9. Double-click a message to open, view, and manage the message.