

Invalidate a Message

Last Modified on 03/29/2022 2:06 pm EDT

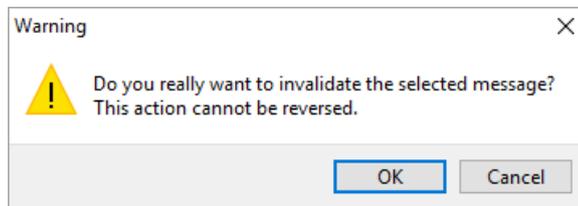
Version 14.19

About

Messages in OP cannot be deleted. They can, however, be invalidated by the staff member who sent them if, for example, a Message was sent for an incorrect patient. Invalidated messages are not outwardly visible in the Patient Chart but they are retained in the patient's Medical Record.

Invalidate a Message

1. Navigate to the **Sent** tab in the Message Center.
2. Click to select the Message to invalidate.
3. Click the **Invalidate** button.
4. Click **OK** to confirm that you wish to invalidate the Message. This action cannot be reversed.



View Invalidated Messages

1. Navigate to Medical Records: **Clinical tab > Medical Records button**.
2. Click **OK** in the Warning box.
3. If not already selected, search for and select the patient.
4. Click **OK** in the Warning box.
5. Set your records search criteria.
6. Select the **Include invalidated** checkbox.
7. Click the **Search** button. Invalidated records are displayed as represented in the following image:

Basic Search Criteria:

Patient(s): All One  Include private records (EFR)

Report criteria: -Event Chronology, ALL Include invalidated

Report dates: All Latest 12 months to

Rebuild notes

Advanced Search Criteria Lines/record: 1

Print	Record Type	Date	Age on Date	Record Content	Primary DX	view	Staff
<input type="checkbox"/>	VOID: Message	10/26/2020	10 yrs. 11 mos.	**** RECORD INVALIDATED			IVES MOSS
<input type="checkbox"/>	Growth Chart	06/03/2020	10 yrs. 6 mos.	Weight: 72lb / 32.66kg (34 %ile)			CORA NO...
<input type="checkbox"/>	Well Exam	06/03/2020	10 yrs. 6 mos.	Patient Demographics	Z00.129 E...		CORA NO...