

# Read IM

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Version 14.19



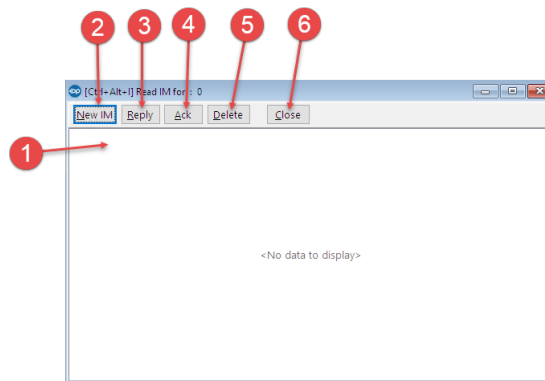
This window map article points out some of the important aspects of the window you're working with in OP but is not intended to be instructional. To learn about topics related to using this window, see the **Related Articles** section at the bottom of this page.

## About Read IM

**Path: Main Navigation Panel > Instant button**

The Instant Messenger allows staff to communicate with each other throughout the day for the purpose of non-patient communications, outside of a Patient Chart. Instant Messages are not retained in the database and there is no Audit Trail record of them. When a user has an unread IM, the Instant button is red. Messages received can be replied to by clicking the Reply button, or acknowledged by clicking the Ack button. Instant Messages can be deleted using the Delete button.

Typical messages that would be sent via Instant Messaging might include if the waiting room is getting backed up or a general reminder to another Staff Member or Provider.



## Read IM Map

Number	Section	Description
1	Message List	Instant Messages list
2	New IM button	The <b>New IM</b> button opens the Send IM window to start an instant message.
3	Reply button	The <b>Reply</b> button responds to an instant message.
4	Ack button	The <b>Ack</b> button acknowledges a message in the IM list and deletes the selected message.
5	Delete button	The <b>Delete</b> button deletes a selected message.
6	Close button	The <b>Close</b> button closes the Read IM window.

Version 14.10

## About Read IM

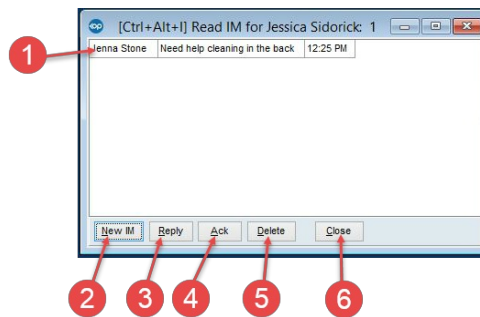
## Path: Smart Toolbar > IM button

The Instant Messenger allows staff to communicate with each other throughout the day. When a message is being sent to a staff member, the **Instant Message** button is red.

Information sent through the Instant Messenger system is not stored in any database or archive, unlike messages in the Message Center, which are stored in the patient's records. Messages received can be replied to by clicking the **Reply** button, or acknowledged by clicking the **Ack** button. Instant Messages can be deleted using the **Delete** button.

Typical messages that would be sent via Instant Messaging might include:

- "the waiting room is getting backed up"
- or
- "please remind Dr. X to sign the school form"



## Read IM Map

Number	Section	Description
1	Message List	Instant Messages appear in the Read IM message list.
2	New IM button	The <b>New IM</b> button opens the Send IM window to start an instant message.
3	Reply button	The <b>Reply</b> button responds to an instant message.
4	Ack button	The <b>Ack</b> button acknowledges a message in the IM list and deletes the selected message.
5	Delete button	The <b>Delete</b> button deletes a selected message.
6	Close button	The <b>Close</b> button closes the Read IM window.