Message Center

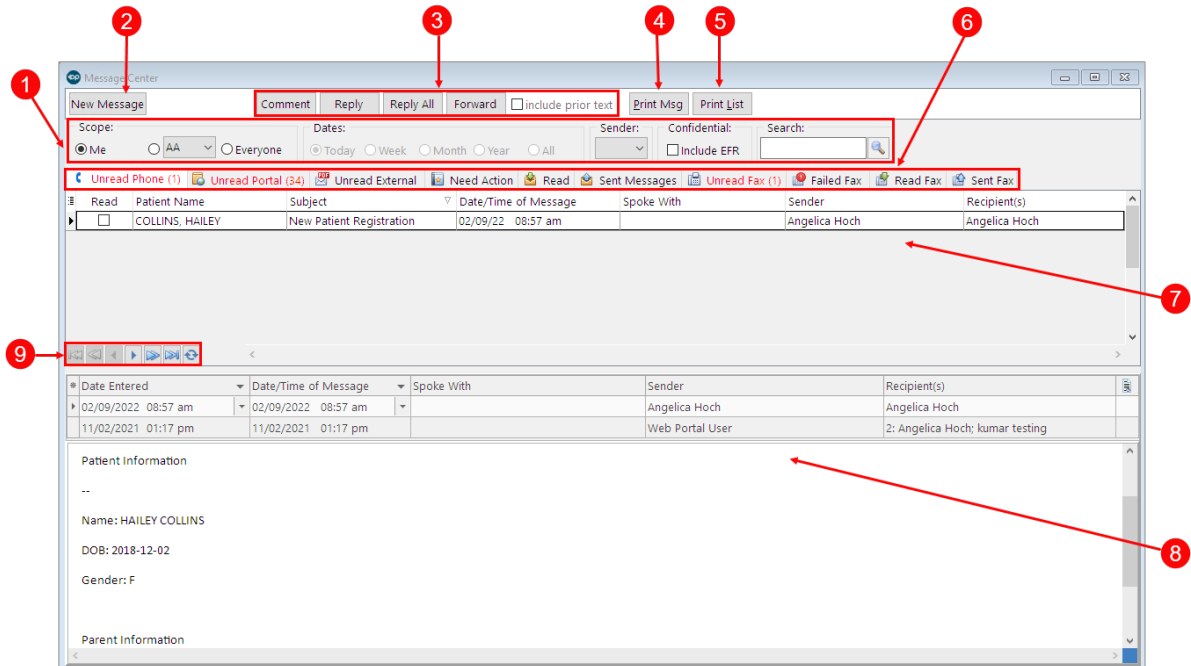Last Modified on 11/21/2022 8:34 am EST

Version 20.18

> 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 Message Center

> **Path: Main Navigation Panel > Phone, Portal, External, Need Action (Messages group)**

> **Path: Clinical, Practice Management or Billing tab > Patient Chart button > Messages**

The Message Center serves as the control center for correspondence and communication internal and external to your office.

Message Center Map

Number	Section	Description
1	Search Criteria	The search criteria include the following: • **Scope**: radio buttons are used to determine whose messages are displayed in the grid. Users must have **Messaging_Allow_View_All_Messages** permission in their profile to see the Scope field. • **Dates**: radio buttons are used to determine the messages that are displayed in the grid • **Sender**: Use the drop-down to search messages by Sender. • **Confidential**: checkbox can be selected to view Exempt From Reporting messages • **Search**: Free-type field, click the magnifying glass to search for the entered text.

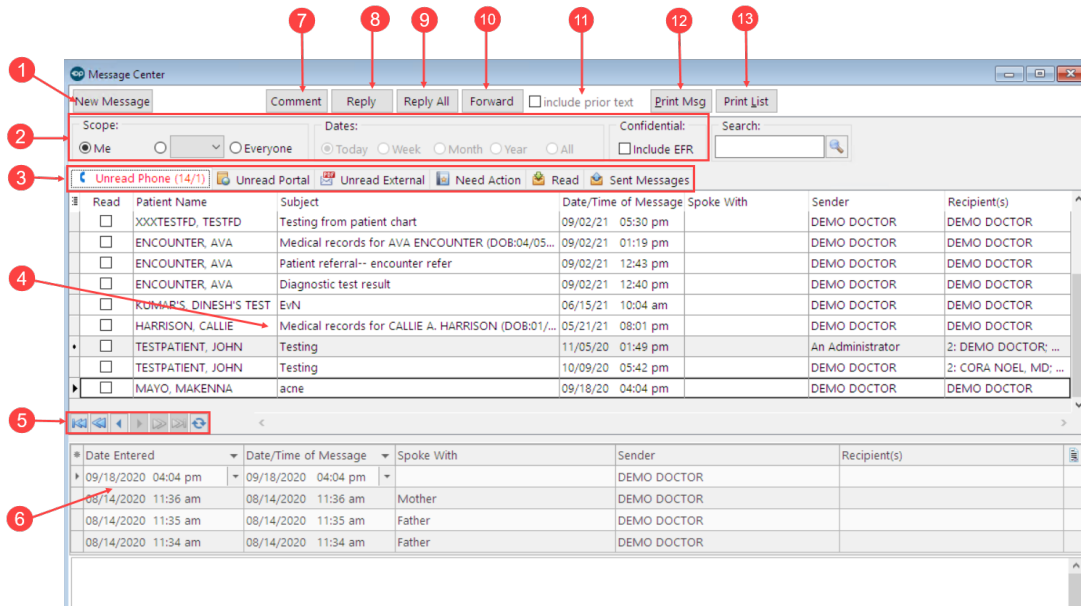|		
2	New Message button	The **New Message** button opens the New Message window.
3	Message Actions	**Comment** button: The **Comment** button allows you to comment and saves the message in the patient chart without sending it to a recipient. **Reply** button: The **Reply** button opens the message in Reply mode with the original sender as the recipient. **Reply All** button: The **Reply All** button opens the message in Reply mode with all recipients marked to receive the reply. **Forward** button: The **Forward** button opens the message in Reply mode without a recipient selected. Select the recipient to receive the message. **Include Prior Text** checkbox: Includes the prior message text in the response. From the Message Center, the checkbox is deselected. When creating a message from the Patient Chart the checkbox is selected.
4	Print Message button	The **Print Messages** button will print the selected message in the Message grid.
5	Print List button	The **Print List** button will print all messages in the Messages grid.
6	Tabs	The Message Center tabs include: **Unread Phone**: New messages originating from phone calls. **Unread Portal**: New messages originating from the Patient Portal. **Unread External**: New messages originating outside the practice. **Needs Action**: Messages that have been marked 'Act Req'. **Read**: Messages marked as 'Read' from the Unread Phone tab. **Sent Messages**: All sent messages (*Messages can be invalidated by the original sender from the Sent tab). **Unread Fax/Failed Fax/Read Fax/Sent Fax** Available to those practices who have E-fax as a contracted feature only.
7	Message grid	The Message grid displays the messages for the selected tab.
8	Message Details grid	The Message Details grid displays the details for the selected message in the Message grid.
9	Pagination icons	The pagination icons are used to move to pages within the selected window.

Version 20.17

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 Message Center

Path: Main Navigation Panel > Phone, Portal, External, Need Action (Messages group)

Path: Clinical, Practice Management or Billing tab > Patient Chart button > Messages

The Message Center serves as the control center for correspondence and communication internal and external to your office.

Message Center Map

Number	Section	Description
1	New Message button	The **New Message** button opens the New Message window.
2	Search Criteria	The search criteria narrow a search to look for a particular message. The criteria include the following: **Scope**: Select another individual from the drop-down, or everyone to view others' message (privilege required). **Dates**: View prior messages by selecting an alternate date range. **Confidential**: Check the box to view Exempt From Reporting messages (privilege required).
3	Tabs	The Message Center tabs include: **Unread Phone**: New messages originating from phone calls. **Unread Portal**: New messages originating from the Patient Portal. **Unread External**: New messages originating outside the practice. **Needs Action**: Messages that have been marked 'Act Req'. **Read**: Messages marked as 'Read' from the Unread Phone tab. **Sent Messages**: All sent messages (*Messages can be invalidated by the original sender from the Sent tab).
4	Message grid	The Message grid displays the messages for the selected tab.
5	Pagination icons	The pagination icons are used to move to pages within the selected window.
6	Message Details grid	The Message Details grid displays the details for the selected message in the Message grid.
7	Comment button	The **Comment** button allows you to comment and saves the message in the patient chart without sending to a recipient.
8	Reply button	The **Reply** button opens the message in Reply mode with the original sender as the recipient.
9	Reply All button	The **Reply All** button opens the message in Reply mode with all recipients marked to receive the reply.

10	Forward	The **Forward** button opens the message in Reply mode without a recipient selected. Select the recipient to receive the message.
11	Include Prior Text checkbox	Includes the prior message text in the response. From the Message Center, the checkbox is deselected. When creating a message from the Patient Chart the checkbox is selected.
12	Print Message button	The **Print Messages** button will print the selected message in the Message grid.
13	Print List button	The **Print List** button will print all messages in the Messages grid.