

View Prior Messages

Last Modified on 03/30/2022 3:51 pm EDT

Version 14.19

About

Prior Messages for a patient can be viewed directly from within the Message window or from the Message section of the Patient Chart.

View Prior Messages Within the Message Window

1. With the patient selected from anywhere in OP, click the **Send Message** button located in the Clinical or Practice Management tab.
2. In the Message window, click the **Prior Messages** tab. The grid is populated with the patient's messages.
3. Hover over any message to view the full thread of the message.

View Prior Message Within the Patient Chart

1. Navigate to the patient's chart: **Clinical, Practice Management, or Billing tab > Patient Chart button > Messages.**
2. Hover over any message to view the full thread of the message.

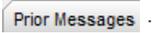
Version 14.10

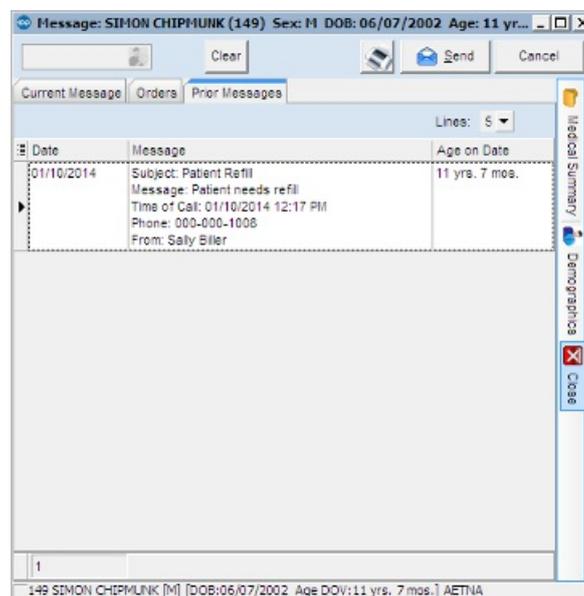
Path: Smart Toolbar > Send button

Overview

This page will instruct you on how to view prior messages via messages from the Prior Messages tab and in the patient chart.

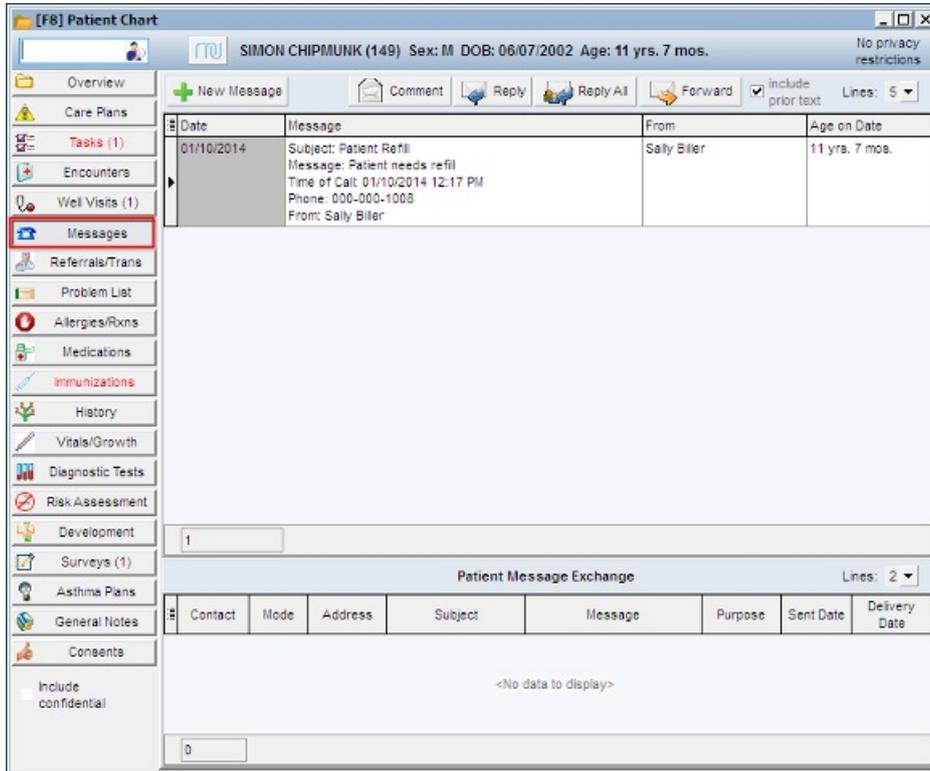
Within the Message Window

1. From the Schedule & Practice workflow double click on a message from the Sent tab. Click the **Prior Messages** tab
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2. Hover over any message to view the full thread of the message.



Within the Chart

1. Click the **Messages** tab  **Messages** .
2. Hover over any message to view the full thread of the message.



[F8] Patient Chart

SIMON CHIPMUNK (149) Sex: M DOB: 06/07/2002 Age: 11 yrs. 7 mos. No privacy restrictions

Overview | **Messages** | Care Plans | Tasks (1) | Encounters | Well Visits (1) | Referrals/Trans | Problem List | Allergies/Rxns | Medications | Immunizations | History | Vitals/Growth | Diagnostic Tests | Risk Assessment | Development | Surveys (1) | Asthma Plans | General Notes | Consents

Include confidential

New Message | Comment | Reply | Reply All | Forward | include prior text | Lines: 5

Date	Message	From	Age on Date
01/10/2014	Subject: Patient Refill Message: Patient needs refill Time of Call: 01/10/2014 12:17 PM Phone: 000-000-1008 From: Sally Biler	Sally Biler	11 yrs. 7 mos.

1

Patient Message Exchange Lines: 2

Contact	Mode	Address	Subject	Message	Purpose	Sent Date	Delivery Date
<No data to display>							

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