View Prior Messages

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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**.
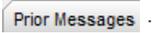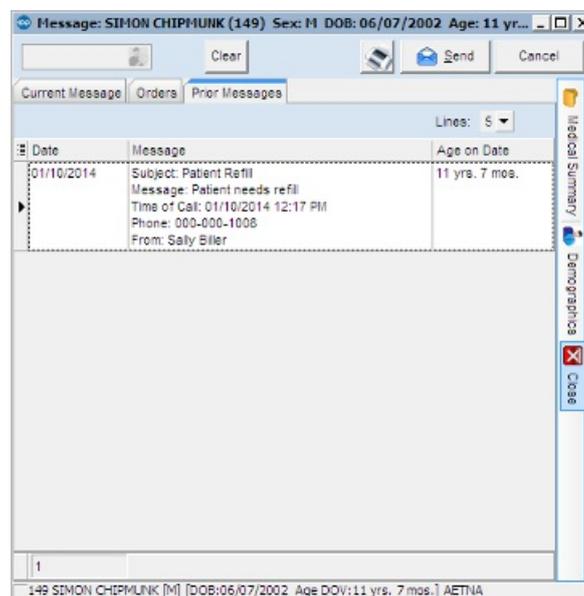2. Hover over any message to view the full thread of the message.

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.
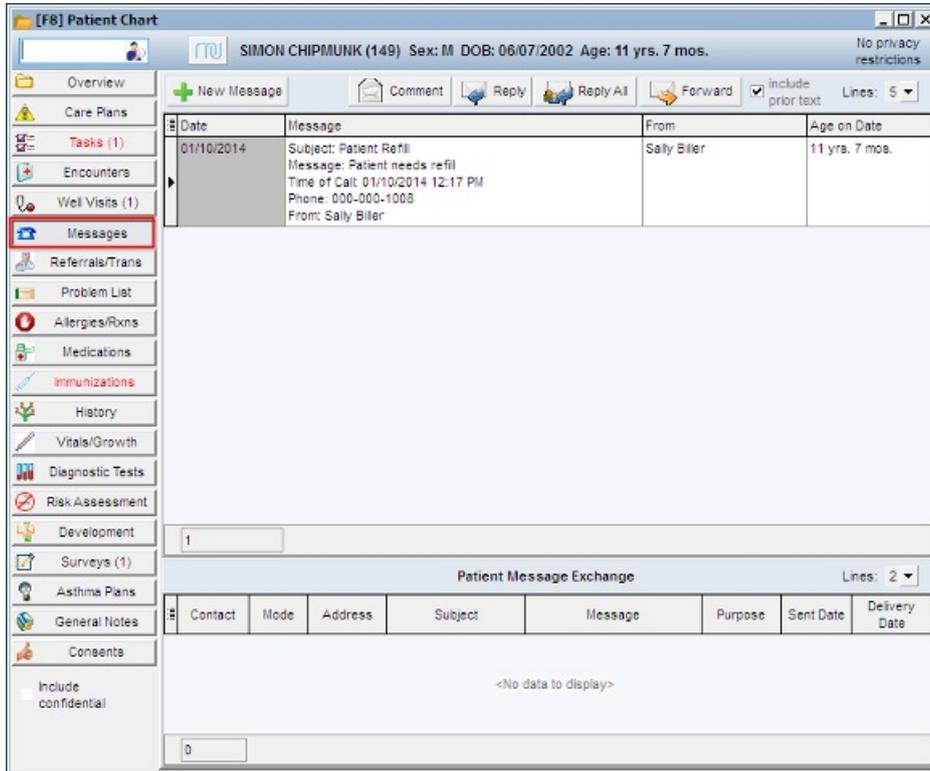
Within the Message Window

1. From the Schedule & Practice workflow double click on a message from the Sent tab. Click the **Prior Messages** tab Prior Messages .
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.