

### Important Content Update Message

We are currently updating the OP Help Center content for OP 20. We appreciate your patience as we continue to make these updates. To locate the version of your software, navigate to: **Help tab > About**

# Comment on a Message

Last Modified on 01/12/2021 2:43 pm EST

Version 14.19

**Path: Main Navigation Panel > Phone (Messages group)**

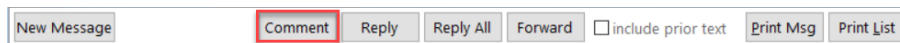
**Path: Clinical, Practice Management, or Billing tab > Patient Chart button > Messages**

## Overview

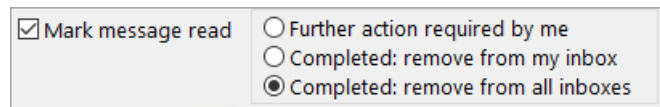
Commenting on a Message saves a response to a Message without sending the response to a recipient.

## Comment on a Message

1. Navigate to the Message that you want to comment on by following one of the paths above.
2. Click to select the message, and click the **Comment** button.



3. Enter the comment in the **Response** field.
4. Confirm the **Mark message read** checkbox is selected. This moves the original Message from your Unread Phone tab to the Read tab in the Message Center.
5. If the Message was marked by the sender as Action Required, select from the following options to determine how the Message will be handled:

A screenshot of a form section for handling messages. It features a checked checkbox labeled 'Mark message read' and three radio button options: 'Further action required by me', 'Completed: remove from my inbox', and 'Completed: remove from all inboxes'. The 'Completed: remove from all inboxes' option is selected.

- **Further action required by me:** This moves the Message to the Need Action tab of your Message Center for you to complete or follow-up on at a later time. If the Message was sent to other recipients, selecting this option will leave the Message in the Unread Phone tab of the other recipients.
- **Completed: remove from my inbox** In combination with the Mark message read checkbox, this option moves the Message to your Read tab. If the Message was sent to other recipients, selecting this option will leave the Message in the Unread Phone tab of the other recipients.
- **Completed: remove from all inboxes** This option is only displayed when the Message was sent to multiple recipients. In combination with the Mark message read checkbox, this option moves the Message to your Read tab and also removes the Message from the Unread Phone tab of the other recipients.

6. Click the **Save** button.

Version 14.10

## Overview

This page will instruct you on commenting on a message.

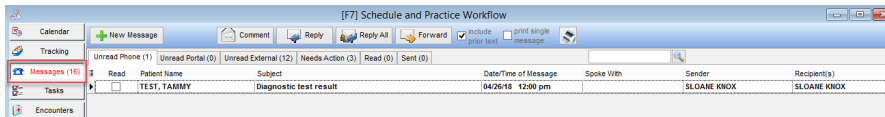
## Comment on the Message

1. Click the **Messages** button to open the Message window.

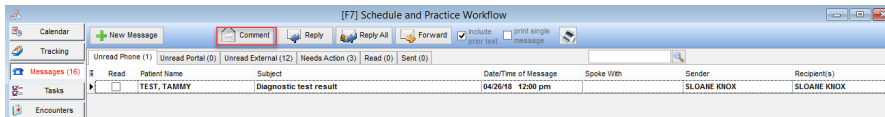


OR

Click the **Messages** tab from the Schedule and Practice Workflow window.

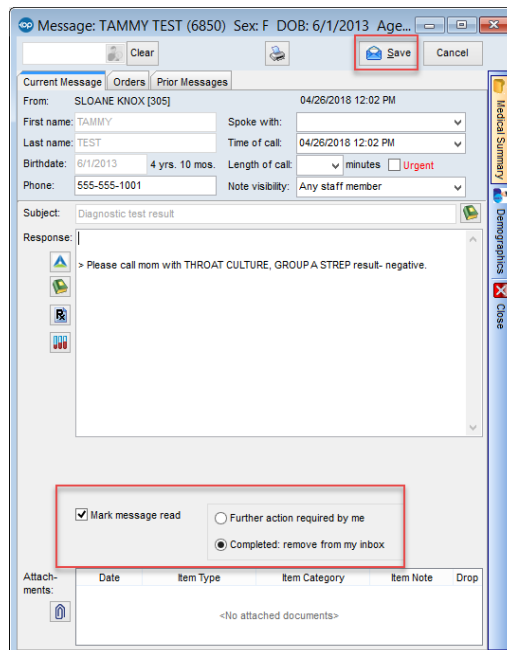


2. Click to highlight a message in the Message window.
3. Click the **Comment** button.



4. Enter the comment in the Response field.
5. Choose a selection on handling the message.

- **Mark message as read checkbox**- removes the message from the Unread tab and places the message in the Read tab.
- **Further action required by me** - places the message in the Action Required tab. This field only appears if the Action Required button was selected when the message was composed.
- **Completed: remove from my inbox**- places the message in the Read tab. This field only appears if the Action Required button was selected when the message was composed.



6. Click the **Save** button.