

Patient Chart: Messages

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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.

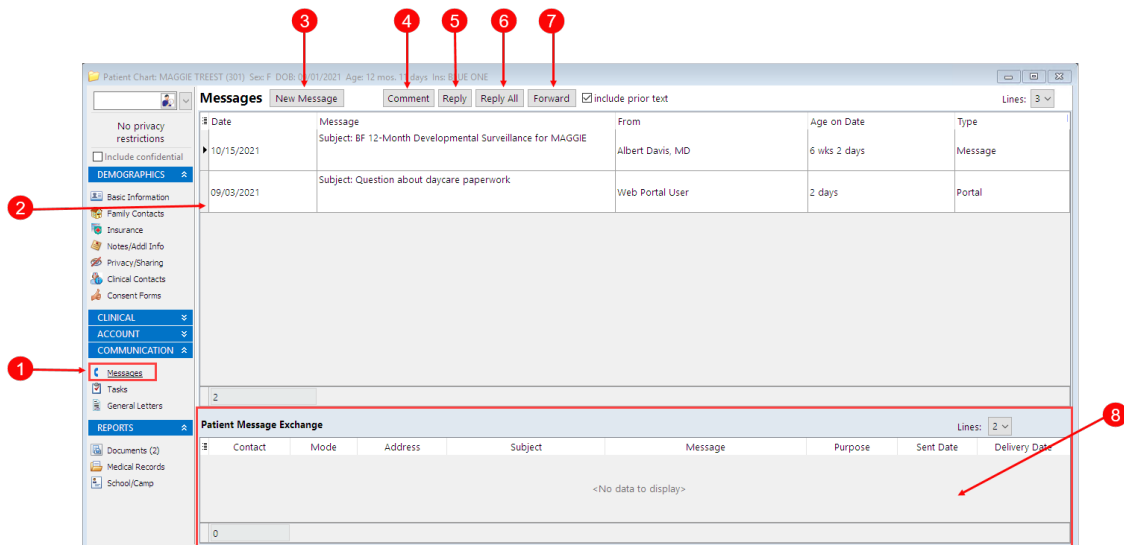
About Patient Chart: Messages

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

The Messages section of the Patient Chart displays the messages sent to and from the patient. Messages include direct messages, portal messages, and Patient Message Exchange messages.



Note: Just like a paper chart, the electronic chart in OP contains personal health information and should be kept protected and confidential. Always close all windows on your screen and log out of OP when you are not at your workstation.



Patient Chart: Messages Tab Map

Number	Section	Description
1	Messages button	The Messages button accesses the Messages window in the Patient Chart.
2	Message grid	The Message grid displays the messages for the patient. Note that an Attachment icon is displayed when the selected message includes an attachment.
3	New Message button	The New Message button opens the Message window where you can create a new message for the patient.

4	Comment button	The Comment button allows you to comment and save the message in the patient chart without sending to a recipient.
5	Reply button	The Reply button opens the message in Reply mode with the original sender as the recipient.
6	Reply All button	The Reply All button opens the message in Reply mode with all recipients marked to receive the reply.
7	Forward button	The Forward button opens the message in Reply mode without a recipient selected. Select the recipient to receive the message.
8	Patient Message Exchange grid	The Patient Message Exchange grid displays the messages sent to the patient through the Patient Message eXchange .

Version 20.16

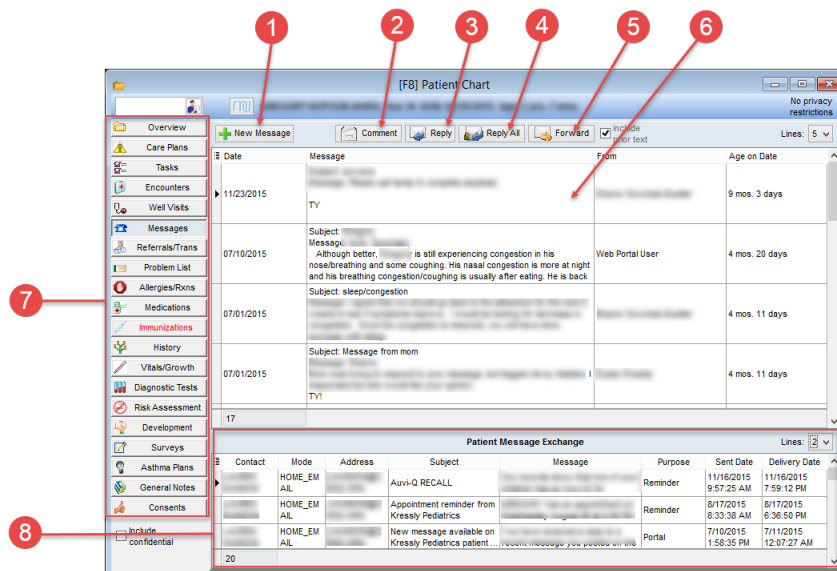
About the Patient Chart: Messages Tab

Path: Smart Toolbar > Chart button > Messages tab

The Patient Chart is the central point of access to all areas of a patient's complete Medical record. Use the Patient Chart to access and maintain patient records. The Messages tab displays the messages sent to and from the patient. Messages include direct messages and Patient Message Exchange messages.



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Patient Chart: Messages Tab Map

Number	Section	Description
1	+New Message button	The + New Message button opens the Message window. The Message window creates a new message in the Message Center.

2	Comment button	The Comment button allows you to comment and save the message in the patient chart without sending to a recipient.
3	Reply button	The Reply button opens the message in Reply mode with the original sender as the recipient.
4	Reply All button	The Reply All button opens the message in Reply mode with all recipients marked to receive the reply.
5	Forward button	The Forward button opens the message in Reply mode without a recipient selected. Select the recipient to receive the message.
6	Message grid	The Message grid displays the messages for the patient.
7	Left tabs	<p>The left tabs open a different section within the patient’s medical records. The Patient Chart contains the following left tabs:</p> <ul style="list-style-type: none"> • Overview • Care Plans • Tasks • Encounters • Well Visits • Messages • Referrals/Trans • Problem List • Allergies/Rxns • Medications • Immunizations • History • Vitals/Growth (Vitals/Growth Charts) • Diagnostic Tests • Risk Assessment • Development • Surveys • Asthma Plan • General Notes • Consents
8	Patient Message Exchange grid	The Patient Message Exchange grid displays the messages sent to the patient through the Patient Message eXchange .