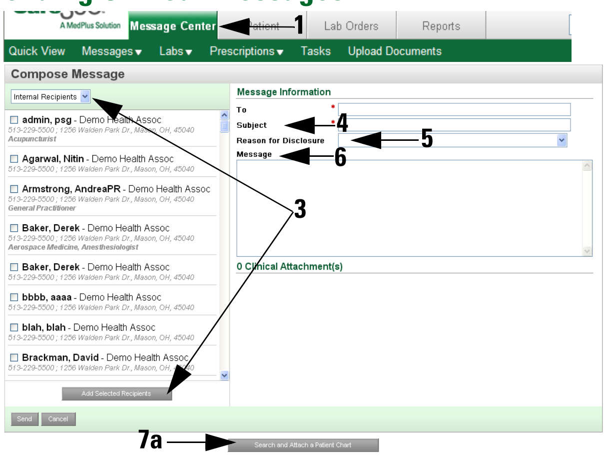
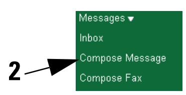
Care360™ Physician Portal 2009.1
Messaging & Faxing

Sending Clinical Messages

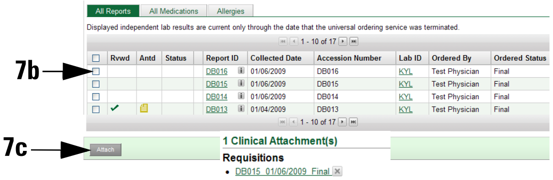


To Send a Clinical Message

1. Click the *Message Center* tab.
2. From the *Messages* menu, click *Compose Message*.



   Note: You can also access messaging from a patient chart by clicking the *Message* icon ( ) in the upper-right corner of the page, or the *Compose Message* link in the *Sent/Received* messages section.
3. To specify the message recipient(s), do one of the following:
   - Click and select *Internal Recipients*, click the check box next to the desired recipient(s), and then click *Add Selected Recipients*.
   - Click and select *Search Recipients*, type the search criteria for the recipient in the fields shown, or click and select criteria from the drop-down lists, and then click *Search*. From the search results list, click the check box next to the desired recipient(s), and then click *Add Selected Recipients*.
   - Click and select *Last 20 Recipients*. From the list of recent recipients, click the check box next to the desired recipient(s), and then click *Add Selected Recipients*.
4. At *Subject*, type a brief subject (up to 40 characters) for the message.
5. At *Reason for Disclosure*, click and select the item that most closely matches the purpose of the message.
6. Type the message content (up to 4000 characters).
7. To reference or attach the patient's data, do the following:
   a. If you are composing the message from *Message Center*, click *Search and Attach a Patient Chart*. Type the search criteria for the patient in the fields, and then click *Search*. From the search results, click the *Patient Name* of the desired patient.

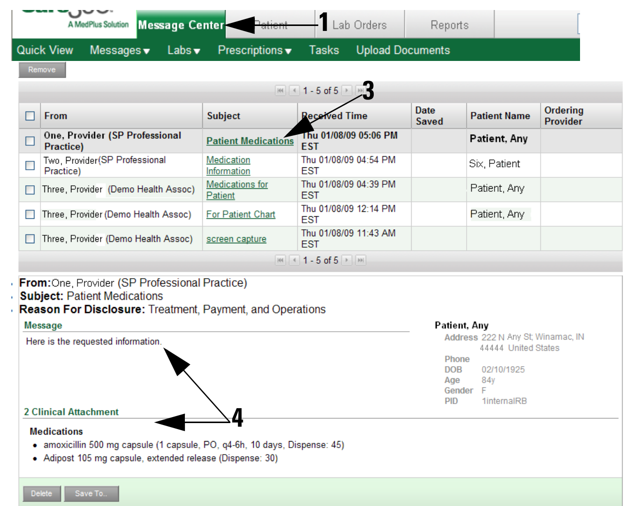


   b. From the *All Reports*, *All Medications*, and/or *Allergies* tabs, click the check box next to each data item that you want to include in the message. (The *Patient Identification*, as well as any *Patient Insurance* information, will be automatically attached.)

   Note: Depending on whether or not you have e-prescribing, the *Medications* and *Allergies* tabs may not appear.

   c. To attach the selected data to the message, click Attach . The *Clinical Attachment(s)* area displays the number of clinical activities you selected.
8. To send the clinical message, click Send .

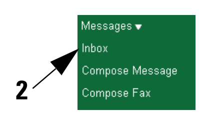
Viewing Received Messages



To View a Received Message

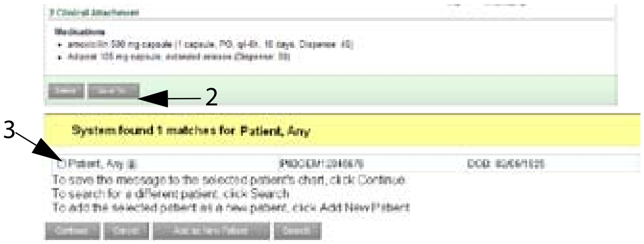
1. Click the *Message Center* tab.
2. From the *Messages* menu, click *Inbox*.

   Note: You can also access new messages from the *Quick View* page.



   The *Inbox* appears, displaying a list of the messages you have received; messages that you have not yet viewed appear in bold.
3. Click the *Subject* of the message you want to view from the list of messages.
4. Review the content of the *Message* body as well as any attached patient data, as applicable. To view attached patient data in detail, click the corresponding link in the list of *Clinical Attachment(s)*.

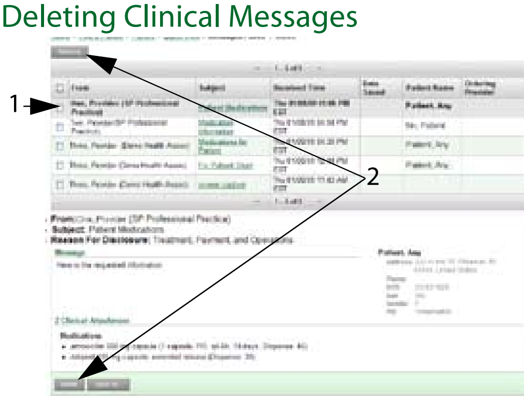
Saving Clinical Messages



To Save a Clinical Message to a Patient Chart

1. View a received message.
2. To save the message that you are currently viewing to a patient's chart, click *Save To*.
3. Review the patient name(s) found by the system, and then do one of the following:
   - If the desired patient is shown, select the radio button next to the patient, and then click Continue. The clinical message is immediately saved to the patient's chart.
   - If the desired patient is NOT shown (indicating that the patient was not found in your system), do one of the following:
     - To search for another patient, click Search. When you locate the desired patient, select the patient name, and then click Continue.
     - To add the referenced patient as a new patient, click Add as New Patient. The patient is added to your system, and the clinical message is immediately saved to the patient's chart.
   - To cancel the *Save To* action at any time, click Cancel.

Deleting Clinical Messages



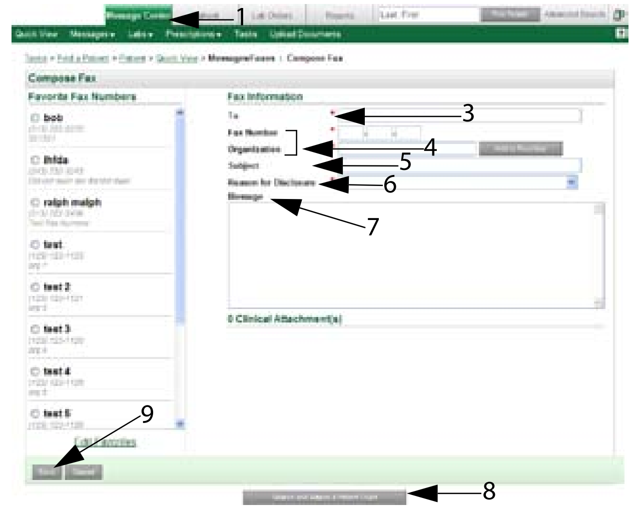
To Delete a Clinical Message

1. View a received message (see "To View a Received Message").
2. Do one of the following:
   - To delete the message that you are currently viewing, click *Delete* (within the message).
   - To delete one or more messages from your *Inbox* or from the *Sent* list, click the check box next to each message, and then click *Remove* (at the top-left of the page).

   The selected message(s) are immediately moved to the *Deleted* list.

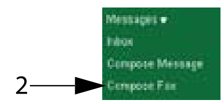
Note: To permanently remove a message, at the top of the page click *Messages > Deleted Messages* to view the *Deleted* items list. Click the check box next to the message you want to permanently delete, and then click *Remove*.

Sending Clinical Faxes



To Send a Clinical Fax

1. Click the *Message Center* tab.
2. From the *Messages* menu, click *Compose Fax*.



   Note: You can also access faxing from a patient chart by clicking the *Fax* icon ( ) in the upper-right corner of the page, or the *Compose Fax* link in the *Sent/Received* messages section.
3. In the *To* box, type the name of the person to which you will send the fax.
4. Enter a *Fax Number* and an *Organization*.
5. At *Subject*, type a brief subject (up to 40 characters) for the fax.
6. At *Reason for Disclosure*, click and select the item that most closely matches the purpose of the fax.
7. Type the fax content (up to 4000 characters).

Note: You can also populate the fax fields by selecting a contact from the *Favorite Fax Numbers* list. To add or remove recipients from the list, click *Edit Favorites*.

8. To reference or attach the patient's data, do the following:
   a. If you are composing the fax from *Message Center*, click *Search and Attach a Patient Chart*. Type the search criteria for the patient in the fields, and then click *Search*. From the search results, click the *Patient Name* of the desired patient.
   b. From the *All Reports*, *All Medications*, and/or *Allergies* tabs, click the check box next to each data item that you want to include in the fax. (*Patient Identification* and *Patient Insurance* information are automatically attached.)
   c. To attach the selected data to the message, click Attach. The *Clinical Attachment(s)* area displays the number of clinical activities you selected.
9. To send the clinical fax, click Send.

For assistance, contact the Help Desk at 602.685.5465, or toll-free at 800.766.6721, ext. 5465.

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