Message Centre

Overview

The Message Centre combines, into one view, all of the core messaging functions that are already available in SPM & PHM and also adds new functions to allow whole process to be simple for the operator. The aim is to make it easier to interact with the various parties and to correspond using the communication methods that they prefer.

The Message Centre will eventually replace the existing, separate, messaging modules, but in the meantime you can choose whether you want to continue using the options you have previously used – or start with the Message Centre (or even both at the same time).

The Message Centre opens in its own window so you can leave it running on a second screen and utilise it all day.

During the long testing phase at a number of practices, we found that they wanted to use it for more than just messaging so we have included that ability to easily import emails and other types of files, to the patient's record. A recent component to be added provides a notification when an online registration form (see https://forms.incloud.clinic) is completed and submitted by the patient, which then allows you to verify the form content and import it into the database and automatically update the patient's registration, allergies and other details.

The **Message Centre** combines the messaging functions of:

- Pathology & Histology reports
- Radiology reports
- Reconcile tests Ordered against Received
- Referral, Status & Discharge reports
- Healthdocs (ARTP & large reports)
- Internal Messaging (F10)
- Creating new patients from the HL7 messages
- Unclaimed results & reports

and adds the following:

- Create emails to the patient and easily insert lab test results
- Use the QuickText (F8) to insert commonly-used content into the email
- Reply-to or forward emails
- **Save** emails and their attachments to the patient's record.
- Create new **SMS** (txt) messages and view the patient's reply
- View and **reply** to your internal (F10) messages. Show the whole conversation.
- Use the **inTOUCH** application on a smartphone to receive or send internal (F10) messages
- Directly edit the patient's **registration** details while you are viewing their results or letters
- assign **Tasks** to yourself or other staff, to mark off as completed, at a future time/date.
- perform **Actions** directly for the patient (recalls, notes, invoicing, changing Note type etc.)
- import **online** registration form data to update the patient's details
- change the default **Note Type** to your own choice to make it relevant to the viewer
- view the patient's **future** appointment, recall & waiting list entries
- easily **save** reports or referral letters, from devices or portals, to a patient
- scan documents to a folder, using a photocopier, then attach them to the patient

Click to view the Message Centre guide

New functions

- General
  - Consolidates all the separate messaging functions into a single viewing area
  - Select your 'Favourite' recipients so you don't have to scroll through a long list.
  - Displays in a separate window. Move the Message Centre to a second screen.
  - Outgoing email & SMS messages will appear in the patient's Mail-Out tab
  - Search, sort and filter to find particular messages
  - Role-based Permissions used to restrict access to selected Message Types or Providers
  - Select and mark multiple messages as Seen or Accepted.
  - Lab reports and referrals need to be Accepted before they can be processed to the patient's notes.

- Patient
  - View the patient information header (same as is used in SPM/PHM), including alerts, allergies, appointments, waiting lists & recalls
  - Directly modify patient registration details
  - Create new
    - Notes/Comments
    - Recalls
    - Invoices (Australia only)
  - View patient notes/letters (F3) for all message types
  - Change the Message Type (e.g. Radiology > Pathology)
  - Add a Sub-type to test results and referral or other HL7 documents (these display in Notes as the Sub-type

- Internal Messaging (F10)
  - Reply to an Internal Message (F10) that was sent to you (keeps a conversation thread)
  - Use Internal Messaging (F10) to notify another Operator/Provider of the arrival of an important result, email, SMS or other document
  - Send a SMS or email to notify an Operator of the existence of an important result, email, SMS or other document
  - Mark a message as 'Seen' and show/hide as required
  - Notification 'fly-out' banner when new message arrives.

- Email
  - Display the incoming emails from one or more email accounts
    - Preview the attached documents
    - Reply to the email
    - Forward the email to another party
  - Save the whole email or just the attachments to the patient's notes (don't have to use Notes > External Documents – ideal for faxes received as emails)
    - Allocate separate note sub-types to each email attachment so they appear separately in the Notes with a relevant heading
  - Send an email to anyone or link (as usual) to a patient

- o Insert test result(s) into an email (one-click) and send to patient or another clinician
- o All emails sent are recorded in the patient's Mail-Out tab
- o Use 'Quick-text' (F8) to quickly insert commonly used text into the email body.
- o Insert 'Sign-Off' text which can include a signature image.
- o Customisable 'Disclaimer' text
- o Send an Internal Message (F10) to notify Operators/Providers of the existence of the email (e.g. new referral to assess)
  - ▪ View the email directly from the Internal message

- SMS messaging
  - o Send ad-hoc SMS message to patient
  - o View incoming SMS messages and reply to them.

- External documents
  - o Monitors folders and alerts you when new files arrive.
    - ▪ General folder - ideal for fax files, documents downloaded from a portal (e.g. referrals), reports from a USB stick etc.
    - ▪ Scanned document folder - watch for scanned pages from a photocopier
    - ▪ inFORM folder - watch for registration, admission and feedback forms submitted from the online inFORM application.
      - Import the information on the registration/admission form as data and update the patient's details and Notes.
      - Retain the original form data file for medico-legal requirements
      - Print the Admission or Registration form to include in a patient's
    - ▪ Imports photos automatically from the inTOUCH smartphone app.
  - o Save the files to a patient's Notes as an External Document
    - ▪ Allocate a note Sub-type to each file so that it displays in Notes with a relevant heading
  - o Send Internal Message (F10) notification to another Operator/Provider
    - ▪ Allow the recipient to directly view the incoming document without having to go to Patient > Notes

- Tasks
  - o Create and assign a 'task' to yourself or another Operator(s)
  - o Allow multiple tasks per patient.
  - o Tasks recorded in patient's Notes
  - o Easily mark a task as Completed
  - o Select from a quick-list of tasks or create an ad-hoc task
  - o Include a message with the task
  - o Option to specify a Start Date and/or a Due Date
  - o Notify recipient(s) by SMS or email of the task assigned to them.
  - o 'My Tasks' view allows easy management of your tasks
  - o Task creator can see if the recipient has completed the task

What message functions can't I do from the Message Centre

- Create or send a fax
- Upload files directly to ACC or Health Fund portals

What do I need to do to get it working?

1. Ensure the Messaging > Message Centre option is enabled for you in the menu.
2. That's it.
   The Internal Messages (F10), SMS, Lab, RSD and Healthdocs will all be functional

   Oh, and if you really want to:

3. View some of the online guidelines and training videos
4. Get your System Administrator to setup an incoming email account and the folders to monitor.

Remember, all the previous messaging options are still able to be used as well.

Probable future developments

- Enabling Test Orders to be made and sent
- Enabling Prescriptions to be made
- Expanding the ability to create Custom Tasks
- Linking pre-determined Tasks to an appointment type