

## Communicate Function (Message & Reminders)

### Quick Reference Guide

Please check with your local team to see if this functionality is utilised.

The purpose of this functionality is to allow clinicians to communicate non-urgent messages with one another within the ieMR.

Communication Options:

1. Message
2. Reminder

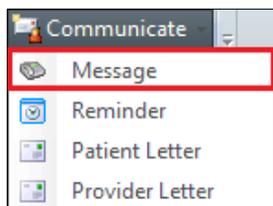
**Note:** This functionality can only be used by clinicians with the Physician Indicator, i.e.:

- Doctors
- Nurse Practitioners

### Create a New Message

Open the *Patient Chart*

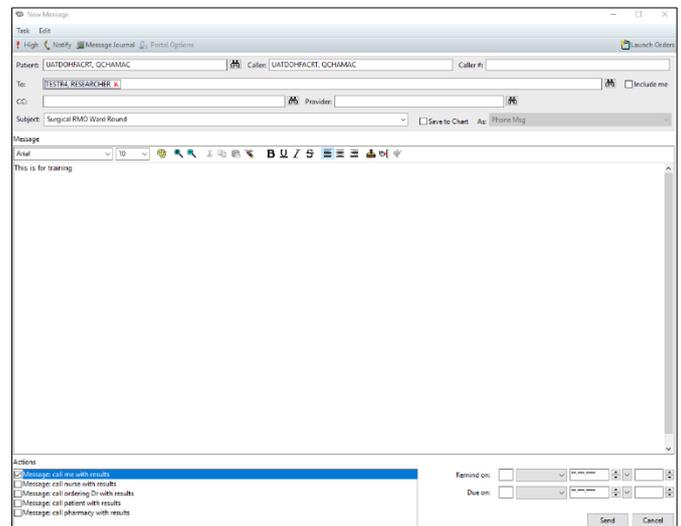
1. Click the *Communicate* arrow on the toolbar and select *Message*.



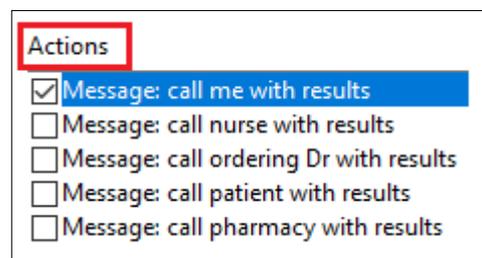
2. Change the *Caller* field to the name of the clinician that needs to be contacted e.g. your own name (Note: the field defaults as the Patient's name)
3. Complete the below information as required:
  - a. *Caller #* - contact details
  - b. *To*: primary message recipient
  - c. *CC*: other relevant recipients
  - d. *Provider*: Admitting Consultant (Note: the message will NOT be sent to the Provider's inbox)

- e. *Subject*: e.g. TEAM-ROLE-REASON.

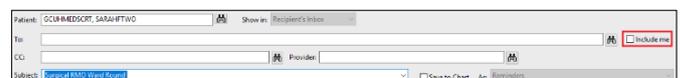
4. Enter free text into the *Message* section.



5. In the *Actions* box in bottom left, tick the relevant checkbox to indicate the Message.



6. To set a *personal* reminder/task – click the *Include me* checkbox.



7. To *save to chart* – click the *Save to Chart* checkbox.

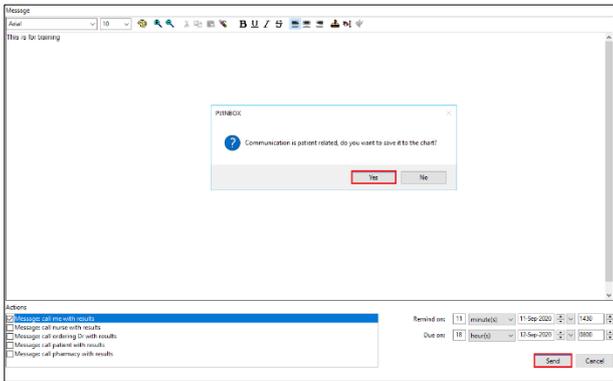


8. A reminder can be set, enter the desired date and time in the *Remind on* and *Due on* field. (24Hrs clock e.g. 1430hrs for 2:30pm).



Remind on: 11 minute(s) 11-Sep-2020 1430  
 Due on: 18 hour(s) 12-Sep-2020 0800

9. Click the *Send* button.

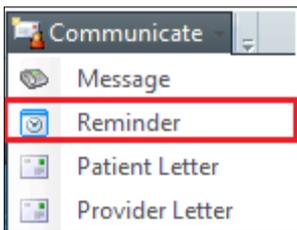


**Note:** If you do not select *save to chart checkbox*, once the send button is selected a pop-up message will appear. Click the *Yes or No* button to attach the message/reminder to the patient's chart.

### Create a New Reminder

Open the *Patient Chart*

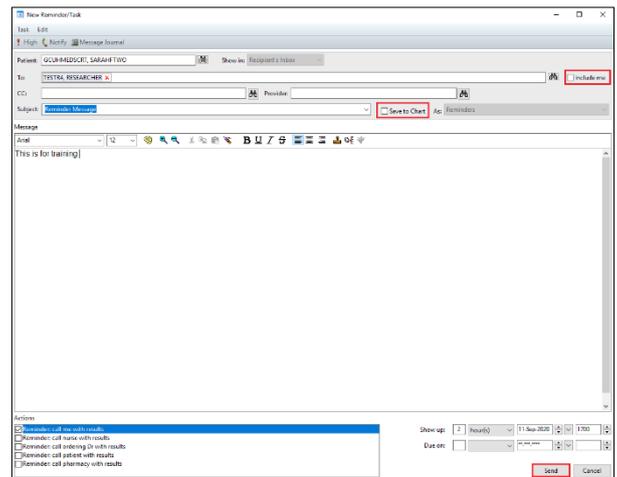
1. Click the *Communicate* button on the toolbar and select *Reminder*.



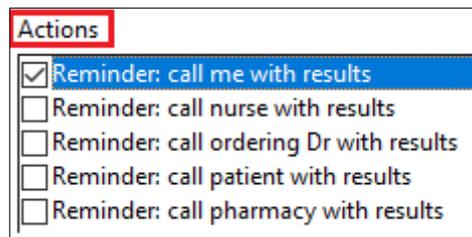
2. The Patient field and Subject will auto-populate.
3. Complete the below information as required:
  - a. *To*: primary message recipient
  - b. *CC*: other relevant recipients

- c. *Provider*: Admitting Consultant (Note: the message will NOT be sent to the Provider's inbox)
- d. *Subject*: For example, TEAM-ROLE-REASON.
- e. Enter *Subject* title for example, TEAM-ROLE-REASON.

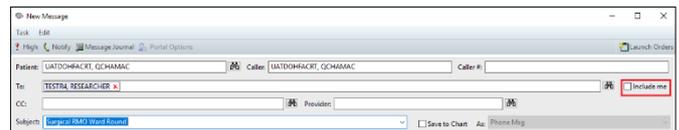
4. Enter free text into the *Message* section.



5. In the *Actions*, tick the relevant checkbox to indicate the Message.



6. To set a *personal* reminder/task – click the *Include me* checkbox.



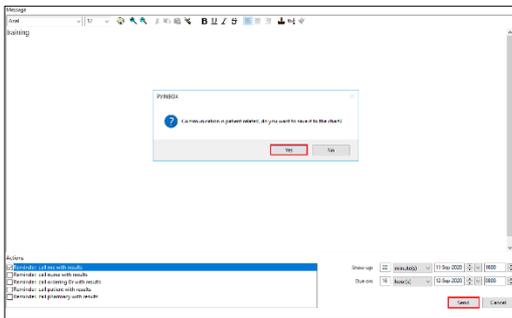
7. To *save to chart* – click the *Save to Chart* checkbox.



- A reminder can be set, enter the desired date and time in the *Remind on* and *Due on* field. (24Hrs clock e.g. 1600hrs for 4:00pm).

Show up:	22	minute(s)	11-Sep-2020	1600
Due on:	16	hour(s)	12-Sep-2020	0800

- Click the *Send* button.



**Note:** If you do not select *save to chart checkbox*, once the send button is selected a pop-up message will appear. Click the *Yes or No* button to attach the message/reminder to the patient's chart.

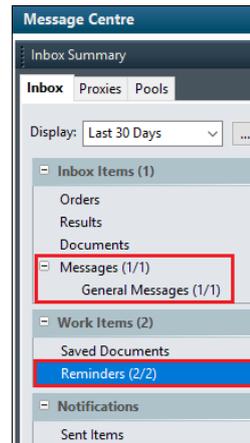
**To view Messages and Reminders**

- Open *Message Centre* on the toolbar.



**Note:** Messages and Reminders appear under different sections within Message Centre.

- Click *General Message or Reminder to open relevant section to action.*



- Double click the relevant *message* or *reminder* to open.

Assigned	Create Date	Due Date	From	Patient Name	Priority	Provider	Show Up Date	Status	Subject
	20-Aug-2020		COWAN, EMILY	DASDWCRT, R...			20-Aug-2020	Pending	Reminder Mes...

**Note:** The reminder will be in the *Documentation Tab* within the patient's medical record as *Patient Reminder* if save to chart was selected. The *Message* will be in the *Documentation Tab* within the patient's medical record as *Message* if *save to the chart* was selected.

Service Date/Time	Subject	Type	Facility	Author/ Contributor(s)	Status	Diagnos
30/07/2020 15:00:43 AE...	Patient Reminder	Reminders	MBH	COWAN, EMILY	Auth (Verified)	
29/07/2020 12:07:00 AE...	Surgeon Ward Round	Progress Notes Inpatient	MBH	Samtsov, Pavel	Auth (Verified)	
28/07/2020 14:17:16 AE...	Reminder Message	Reminders	MBH	MITCHELL, DAVID	Auth (Verified)	
28/07/2020 13:50:00 AE...	Admission Note	Admission Note	MBH	MITCHELL, DAVID	Auth (Verified)	

Result type: Reminders  
 Result date: 30-07-2020 15:00 AEST  
 Result status: Auth (Verified)  
 Result title: Patient Reminder  
 Performed by: COWAN, EMILY on 30-07-2020 15:00 AEST  
 Encounter info: ADM100067328, MBH, Inpatient, 13/Jan/2020 -

**\* Final Report \***

From: COWAN, EMILY  
 To: Nicoll, Skye  
 Sent: 30/07/2020 15:00:42 AEST Show up: 30/07/2020 14:59:00 AEST  
 Subject: Patient Reminder  
 Actions: Reminder call me with the results

TRAINING

