### Tasks

#### Creating a task

- Select patient from provider schedule or use Select Patient drop down •
- Click on Tasks in the VTB •



| Notify: TEST,MATW1 | ✓ Q | Priority: Routine | $\checkmark$ |        |
|--------------------|-----|-------------------|--------------|--------|
| Delegate           |     | Reactivate        | OK           | Cancel |
|                    |     |                   |              |        |

Route to the appropriate User (Provider) or Team •

- Select task type using the Task drop down menu
- Type in message in the Comments box.

| Task Details   |     |
|--|-----|
| Task       Filters         1 Not about a patient       2 Concerning patient SRSTEST, PAPER |     |
| Assign To: • User O Team Task: Results Inquiry   | ~   |
| SPEES,DAVID N 🔽 🔍 🖓 Priority Routine 🗸 Status: Active                                      |     |
| Comment:   |     |
| Patient would like results of MRI done on 01/20/2018                                       | ~   |
|  | ~   |
| Text Templates   |     |
| Activate: 21 Jan 2019 2:22 PM 🗰 Overdue: 23 Jan 2019 2:22 PM 🇰                             |     |
| Create Notify Task When: Complete Overdue  |     |
| Notify: TEST,MATW1 Q Priority: Routine V   |     |
| Delegate     Reactivate     OK     Cancellance   | cel |

- Delegate box can be checked if the provider's clinical staff needs to see the message before the provider
- Click OK

#### Working a Task

- Click on a task to be worked.
  - (The task comments will appear in the lower left corner of the screen)
- Double click on the task.

| RSTEST, SNC  | EnMRN: 4816011<br>Sex: F<br>DOB: 23-Mar-19 | SHC:<br>H Phone<br>93 Age: | 107-877-587<br>: (654)321-3214<br>25 Years | Other:<br>PCP: SPEES, DAVID<br>Pri Ins: | Security: No Restric<br>FYI: FYI<br>ACO: | ted Data     |
|--|--|----------------------------|--|---|--|--------------|
| K List<br>View: DR.SPEES                                     | ✓ View Desc                                | . Show: 100                | ) 🗸 Total                                  | Active Tasks: 0                         |  | Last Updated |
| Y Perform Order  | SRSTEST, SNOW                              | SPEES,DAVID                | System                                     | 01/16/2019 03:41 PM                     | Active                                   | 65251969 (   |
| Y Perform Order  | SRSTEST,FLAKE                              | SPEES, DAVID               | System                                     | 01/16/2019 03:40 PM                     | Active                                   | 65251966 (   |
| Y Results Inquiry  | SRSTEST, JINGLE                            | SPEES, DAVID               | TEST,MATW16                                | 01/16/2019 02:54 PM                     | Active                                   | 65251961     |
| Y Prescription   | SRSTEST, JINGLE                            | SPEES, DAVID               | TEST,MATW16                                | 01/16/2019 02:37 PM                     | Active                                   | 65251960     |
| Y Results Inquiry  | SRSTEST, BREAD                             | SPEES, DAVID               | TEST,MATW17                                | 01/16/2019 02:37 PM                     | Active                                   | 65251958     |
| Y Results Inquiry  | SRSTEST, BREAD                             | SPEES, DAVID               | TEST,MATW17                                | 01/16/2019 02:34 PM                     | Active                                   | 65251952     |
| Y Results Inquiry  | SRSTEST,BELLS                              | SPEES, DAVID               | TEST,MATW15                                | 01/16/2019 02:34 PM                     | In Progress                              | 65251948     |
| Y Results Inquiry  | SRSTEST, BREAD                             | SPEES, DAVID               | TEST,MATW17                                | 01/16/2019 02:30 PM                     | Active                                   | 65251939     |
| Y Results Inquiry  | SRSTEST,BELLS                              | SPEES, DAVID               | TEST,MATW15                                | 01/16/2019 02:30 PM                     | In Progress                              | 65251936     |
| Y Results Inquiry  | SRSTEST,WINTER                             | SPEES, DAVID               | TEST,MATW11                                | 01/16/2019 02:30 PM                     | In Progress                              | 65251934     |
| Y Results Inquiry  | SRSTEST,SANTA                              | SPEES, DAVID               | TEST,MATW3                                 | 01/16/2019 02:30 PM                     | Active                                   | 65251933     |
| Y Med Admin  | SRSTEST, JINGLE                            | SPEES, DAVID               | SPEES, DAVID                               | 01/16/2019 09:09 AM                     | Active                                   | 65251719     |
| Y Med Admin  | SRSTEST,FLAKE                              | SPEES, DAVID               | SPEES, DAVID                               | 01/16/2019 09:08 AM                     | Active                                   | 65251718     |
| Y Med Admin  | SRSTEST, SNOW                              | SPEES, DAVID               | SPEES, DAVID                               | 01/16/2019 09:08 AM                     | Active                                   | 65251717     |
| Y Med Admin  | SRSTEST,FROST                              | SPEES, DAVID               | SPEES, DAVID                               | 01/16/2019 09:08 AM                     | Active                                   | 65251716     |
| Y Med Admin  | SRSTEST, JACK                              | SPEES, DAVID               | SPEES, DAVID                               | 01/16/2019 09:07 AM                     | Active                                   | 65251715     |
| Y Med Admin  | SRSTEST,LAND                               | SPEES, DAVID               | SPEES, DAVID                               | 01/16/2019 09:07 AM                     | Active                                   | 65251714     |
| omments:   |  |                            | Task Al                                    | bout:                                   |  |              |
| ystem - 16 Jan 2019 3:41 PM<br>POC Rapid Strep requires Perf | iorm Order                                 |                            | POC Ra<br>In Offic<br>To Be D              | ipid Strep<br>e<br>Done: 16 Jan 2019    |  |              |

Note: A red unhappy face indicates an overdue task.

- Routine tasks become overdue after 24 hours.
- ASAP tasks become overdue after 4 hours.
- Urgent tasks become overdue after 1 hour.

| 🚰 Task Detail Web Page Dialog   |  | ? × |
|---|--|-----|
| Task Details  |  |     |
| Task Filters History  |  |     |
| Patient: Kiedis,Anthony   | Sex: M DOB: 23 Dec 1969 MRN: 50033330  |     |
| Assign To: ⓒ <u>U</u> ser 〇 <u>T</u> eam                                  | Task: Appointment  |     |
| TestUser,BsrPsr 🔽 📶   | Priority: Routine 💌 Status: In Progress 💌  |     |
| Comment:  | Comment History:   |     |
| Appointment scheduled for 10/31/00<br>10:00 am. Patient notified by phone | 06 at restUser,BsrPsr - 23 Aug 2006 4:13 PM         ne.       TASK IN PROGRESS         OPHTHALMOLOGYOPTOMETRY,MD - 24 May         2006 9:55 AM         TASK CREATED         Patient miss appt this a.m. Please call to | •   |
| Te <u>x</u> t Templates   |  |     |
| Activate: 24 May 2006 🔳 9:54 Al   | M Overdue: 31 May 2006 📕 9:54 AM   |     |
| Create Notify Task When: 🔲 Comp   | plete 🗖 Overdue  | _   |
| Notify:   | All Priority:  |     |
| 🗖 Delegate  | OK Cancel  |     |

- Complete the task by typing in the Comment box.

   (For example: schedule the appointment or document the date of their appointment)
- Avoid using made-up abbreviations (Ex. LMOM, LOL, OMG, LMTCB) •
- <u>о</u>к Click •
- Click on Done.

| 🎒 IDX Web Framew               | ork - Microsoft Internet Explorer provided l                | by SHARP HealthCare De                       | fault Setting   | <u> </u>                                   |
|--------------------------------|---|--|---|--|
| TW Clinical                    |   |  | Tools 🕶 🛛 🕴 Help  | 🗙 Logoff                                   |
| Tasks                          | Task List 🔪 Manage My Views 🔪 A                             | .dd /Edit My Views                           |   |  |
| Patient<br>Schedule<br>Charges | Flanders,Ned See Select Patient ▼                           | MRN: 50011110 9<br>x: M 7<br>B: 12/23/1945 1 | SHC#: 900-111-010<br>Age: 60 Years<br>H Phone:            | Other2:<br>PCP: FAMIL'<br>Security: No Res |
| Chart                          | Task List   |  |   | Personalize                                |
| Call Process                   |   | T  | Fotal Active Tasks: 39                                    |  |
| Tasks<br>Dational Lists        | View: Cardio PSR Team View                                  | View Desc                                    | _ast Updated: 10/2  | :7/2006 3:53 PM 🛛 🚺                        |
| Clinical History               | P≑ D≑ Task  | ent 🔶 Assigned                               | l To 🗢 Created By 🔶                                       | Created On 🛛 🔺                             |
| References                     | Y Other Molen   | man,Hans SRS SDM (                           | Cardiol FAMILYPRACTICE :                                  | 10/05/2006 06:5                            |
| Reports                        | Y Appointment Fland   | lers,Ned 👘 SRS SDM (                         | Cardiol FAMILYPRACTICE :                                  | 10/05/2006 06:4                            |
| Sites                          | Y Appointment Skinn   | er,Principal SRS SDM (                       | Cardiol FAMILYPRACTICE :                                  | 10/05/2006 06:4                            |
|                                | Y Appointment Rivers  | s,Joan SRS SDM (                             | Cardiol TestUser,MedAss                                   | 10/05/2006 06:5                            |
|                                | Y Appointment Fortu   | ne,Arthur SRS SDM (                          | Cardiol ALLERGY,MD  | 10/05/2006 07:0                            |
|                                | Y Appointment Smith   | iers,Waylar SRS SDM (                        | Cardiol CARDIOLOGY,MD :                                   | 10/05/2006 07:د                            |
|                                | Y Appointment Burns   | 5,Larry SRS SDM (                            | Cardiol CARDIOLOGY,MD :                                   | 10/05/2006 07:0                            |
|                                | Y Appointment Demp  | sey,Amber SRS SDM (                          | Cardiol CARDIOLOGY,MD :                                   | 10/05/2006 07:0                            |
|                                | Y Annointment Grant   | - Ashlev SRS (SRS SI                         | DM Cardiology PSRs  | 10/05/2006 07:0                            |
|                                | Comments:   |  | <br>Task About  | :  |
| TRAIN                          | FAMILYPRACTICE,MD - 05 Oct 2006<br>TASK CREATED             | 6:48 AM                                      | No informa  | tion available.                            |
| ALLSCRIPTS'                    | <u>Go To</u> In Progres <u>s</u> Don <u>e</u><br>Undelegate | <u>N</u> ew <u>R</u> eply.<br><u>D</u> etai  | Re <u>a</u> ssign Remove<br>ils <u>O</u> riginal Print Li | st <u>P</u> rint Task                      |



## How Do I Know if a Patient Has A FollowMyHealth Account?

This information can be found on the patient banner bar

| Chart                          | Clinical Desktop | Task List | Appointment  | Worklist                    | Note                     | OnBase                             | HIE         |
|--------------------------------|------------------|-----------|--------------|-----------------------------|--------------------------|------------------------------------|-------------|
| Patient<br>Schedule<br>Charges | MEDICA           | RE,AB     | Sex:<br>DOB: | 12457896<br>M<br>11/28/1969 | SHC:<br>H Phone:<br>Age: | 103-398-7<br>619-446-1<br>44 Years | 758<br>1616 |

## The icon will differ depending on the patient's FMH status

This icon indicates a patient has not been provided with FMH information

Hourglass icon indicates an invite to FMH has been sent to the patient

Grey box with a slash means the patient refused to the invite

This represents that the patient is now registered in FMH

# How Do I Send A FMH Message?

FollowMyHealth Messages Are Sent to Patients Through Tasks

| TW Provider 🔹 💌                         | 🖌 🎰 BreakLink 🔒 Hide 🛛 TB          |  |  |
|---|------------------------------------|--|--|
| Tasks                                   | Task List Cinical Desktop Worklist | Documents Appointments HII   | E 🔪 Outside Rec                          |
| Patient<br>Schedule<br>Charges<br>Chart | RGTEST, CHRISTING                  | <ul> <li>Sex: F</li> <li>H Phone</li> <li>DOB: 01/01/1975</li> </ul> | 107-540-178<br>(858)499-6171<br>43 Years |
| Tasks<br>Patient Lists<br>User Options  | View: Current Patient - Active     | ✓ View Des   | c<br>+ Assian                            |
| References                              | Y Authorized Rx                    | RGTEST,CHRISTINA   | TESTING                                  |
| Lexicomp                                | Y Call Patient with results        | RGTEST, CHRISTINA  | TESTING                                  |
| Reports                                 | Y Call Patient with results        | RGTEST, CHRISTINA  | TESTING                                  |
| Sites                                   | Finish Note                        | RGTEST, CHRISTINA  | TESTING                                  |
| UnToDato                                | Finish Note                        | RGTEST, CHRISTINA  | TESTING                                  |
| oprobate                                | Y FMH Patient Message              | RGTEST, CHRISTINA  | TESTING                                  |
|   | Y FMH Patient Message              | RGTEST, CHRISTINA  | TESTING                                  |
|   | V EMH Patient Message              | POTEST CUPISTINA   | TESTING                                  |

## Sending a FMH Message to the Patient

| Launch a new 1  | Task 🖾 🔤   |  |
|---|--|--|
| Task Detail Webpage Diak<br>Task Details<br>Task Filters<br>C 1 Not about a patient<br>Assign To: © User O 1    | © <u>2</u> Concerning patient CWTEST,AMY<br>eam Task: FMH Patient Message  | ×  |
| Comment:  | Let's review some key elements that<br>populated in order to send a messag<br>patient.<br>First, the task must be "Concerning p<br>enrolled in FollowMyHealth. | must be<br>ge to your<br>patient" who is |
| Text Templates<br>Activate: 28 Jul 2014 12:23<br>Create Notify Task When:<br>Notify: ALBANO,TRACY<br>✓ Delegate | 5 PM Overdue: 29 Jul 2014 12:25   Complete Overdue   All Priority: Routine   OK  | FM I                                     |

| 🖉 Task Detail Webpage Dialog                              | × |
|---|---|
| Task Details  |   |
| Task Filters  |   |
| ○ 1 Not about a patient ○ 2 Concerning patient CWTEST,AMY |   |
| Assign To: 🖲 User 🗋 Team Task: FMH Patient Message 💌      |   |
| GREEN,STEVEN A All Priority: Routine Status: Active       |   |
| Col ment.   |   |
|   |   |
| Second, make sure the "Assign To" is populated by the     |   |
| physician or provider the message is coming from. We'll   |   |
| use Dr. Green for this example.                           |   |
| Note: Nursing staff can send a message on your behalf     |   |
| but the Assign to: must be populated by a physician or    |   |
| provider.   |   |
|   |   |
|   |   |
|   |   |
| Tauk Tamplahan  |   |
|   |   |
| Activate: 28 Jul 2014 12:25 PM                            |   |

| 🖉 Task Detail Webpage Dialog  | X |
|---|---|
| Task Details 🛛 🖼  |   |
| Task Filters  |   |
| ○ 1 Not about a patient ○ 2 Concerning patient CWITEST AMY  |   |
| Assign To: 🖲 User C Team Task: FMH Patient Message  |   |
| GREEN,STEVEN A All Priot ty: Routine Status: Active   |   |
| Comment:<br>Third, the task type must be a FMH<br>Patient Message.  |   |
| Text Templates           Activate:         28 Jul 2014 12:25 PM         Overdue:         29 Jul 2014 12:25 PM |   |
| Create Notify Task When: Complete Overdue Notify: ALBANO,TRACY All Priority: Routine OK Cancel                |   |

1. Compose your message in the "Comment" section and Click OK.

| TW Provider 🔻       | 👜 Break Link      | Hide VTB          |                    |             |                |                             |                         |            | Ţools▼              | ? Help      | 🗙 Logoff |
|---------------------|-------------------|-------------------|--------------------|-------------|----------------|-----------------------------|-------------------------|------------|---------------------|-------------|----------|
| Tasks               | Task List Cinical | Desktop Wt        | orklist Document   | s Appointme | ents HIE       | Outside Rec                 | ords                    | C          | No. Restricted Date |             |          |
| Patient             | RGTEST,           | CHRIST            | INA Sex:           | F F         | H Phone:       | 107-540-178<br>858-499-6171 | PCP: OUTSIDE, DR        | FYE        | No Restricted Data  |             |          |
| Charges             | Select Patient 🔻  | 1 🗋 🔺             | DOB:               | 01/01/1975  | Age:           | 43 Years                    | Pri Ins: SELF PAY       | ACO:       |                     |             |          |
| Chart               | Task List         |                   |                    |             |                |                             |                         |            |                     | Perso       | onalize  |
| Tasks               | View: Current P   | atient - Active   | View Desc          | Show:       | 100 🗸          | Total Active                | e Tasks: 0              |            | Last Updated: 08/2  | 2/2018 3:39 | PM G     |
| Patient Lists       | V. EMIL Dationt   | Massage           | DOTECT CUDICTING   | TECTINGON   | MANCHAL COM    |                             | 11/02/2017 11/25 11     | 1 ativa    | 0040405             | 107540170   |          |
| References          | Y EMH Patient     | Message           | RGTEST, CHRISTINA  | TESTINGONE  | Y MYSHAI Syst  | iem                         | 11/02/2017 11:35 AM     | Active     | 8048132 (2)         | 107540178   | ^        |
| Lexicomp            | Y EMH Patient     | Message           | RGTEST, CHRISTINA  | TESTINGON   | Y.MYSHAI Syst  | em                          | 11/18/2017 10:20 AM     | Active     | 8099852 (2)         | 107540178   |          |
| Reports             | Y FMH Patient     | Message           | RGTEST, CHRISTINA  | TESTINGONL  | Y,MYSHAI Syst  | em                          | 01/03/2018 05:54 PM     | Active     | 8237446 😩           | 107540178   |          |
| Sites               | Y FMH Patient     | Message           | RGTEST,CHRISTINA   | TESTINGONL  | Y, MYSHAI Syst | tem                         | 02/16/2018 09:12 AM     | Active     | 8387594 😩           | 107540178   |          |
|                     | Y FMH Patient     | Message           | RGTEST, CHRISTIN/  | TESTINGONL  | Y,MYSHAI Syst  | tem                         | 02/16/2018 09:24 AM     | Active     | 8387682 😩           | 107540178   |          |
| Up locate           | Y FMH Patient     | Message           | RGTEST, CHRISTINA  | TESTINGONL  | Y,MYSHAI Syst  | tem                         | 02/28/2018 02:07 PM     | Active     | 8425180 🙁           | 107540178   |          |
|                     | Y FMH Patient     | Message           | RGTEST,CHRISTIN/   | TESTINGONL  | Y,MYSHAI Syst  | tem                         | 03/20/2018 07:07 AM     | Active     | 8490297 😩           | 107540178   |          |
| CURES               | Y FMH Patient     | Message           | RGTEST, CHRISTINA  | TESTINGONL  | Y,MYSHAI Syst  | tem                         | 03/20/2018 07:07 AM     | Active     | 8490297 😩           | 107540178   |          |
| Stimulus            | Y FMH Patient     | Message           | RGTEST,CHRISTIN/   | TESTINGONL  | Y,MYSHAI Syst  | .em                         | 03/20/2018 07:12 AM     | Active     | 8490300 😩           | 107540178   | $\sim$   |
| Clinical Guidelines | Y FMH Patient     | Message           | RGTEST,CHRISTINA   | TESTING,MDL | DCT PAR        | ASKEVOPOULOS                | 5,F 08/22/2018 03:39 PM | Active     | 8993645             | 10/5401/8   |          |
| HCC/Quality Rpt     | Comments:         |                   |                    |             |                | Task                        | ut:                     |            |                     |             |          |
| SRS MD Page         | PARASKEVOPOUL     | OS,POLITIMY - 2   | 2 Aug 2018 3:39 PN |             |                | No inform                   | . available.            |            |                     |             |          |
| Tru Clinic          | Your lab results  | were all within n | ormal range.       |             |                |                             |                         |            |                     |             |          |
| DMO Launch          |                   |                   |                    |             |                |                             | Here's                  | what i     | it looks like o     | n vour      |          |
| CoverMyMeds         |                   |                   |                    |             |                |                             | Task I                  | ist.       |                     | ,,          |          |
|                     |                   |                   |                    |             |                |                             | TO SIC E                |            |                     |             |          |
|                     |                   |                   |                    |             |                |                             | The m                   | eccade     | will be sent t      | o the       |          |
|                     |                   |                   |                    |             |                |                             | nation                  | t withi    | n a minute          | .o the      |          |
|                     |                   |                   |                    |             |                |                             | patien                  | IL WILIII  | n a minute.         |             |          |
| <b>C</b>            |                   |                   |                    |             |                |                             |                         |            |                     |             |          |
| 5                   |                   |                   |                    |             |                |                             |                         |            |                     |             |          |
|                     | Go To,,,          | n Progress        | Done               |             |                | N                           | ew Reply R              | eassign    | Remove              | Copy To No  | te       |
|                     | Undelegate        |                   |                    |             |                | Reactivat                   | Details.                | Original   | Print List          | Print Task  |          |
| SHARP               |                   |                   |                    |             |                | Lucio a di                  | Localorit               | all shares |                     |             |          |

2. If the task remains on your task list, this indicates that FMH could not find an account for the patient. You will need to do this task manually and 'Done' the task when it has been completed.



## How Do I Reply to a FMH Patient Message?

## Go to your Tasks List

- 1. Double-click to open the FMH Patient Message.
- 2. Write your reply in the yellow field.
- 3. Press "**Reply**" to send the message to the patient.

|              | A Test                       | -  | _ |
|--------------|------------------------------|--|---|
| ≠D           | ∓ Task                       | FollowMyHealth® - Patient Communication                      |   |
| Ŷ            | FMH Patient Message          | Patient  |   |
| Y            | FMH Patient Message          | Name: RGTEST, CHRISTINA Sex: F MRN: 4651591 DOB: 01 Jan 1975 |   |
| Ŷ            | FMH Patient Message          | Address: 5496 RUFFIN RD                                      |   |
| Y            | FMH Patient Message          | SAN DIEGO, CA 92123  |   |
| Y            | FMH Patient Message 🎽        |  |   |
| Y            | FMH Patient Message          | Home Phone: (858)499-6171 Work Phone: (858)499-4000          |   |
| Y            | FMH Patient Message          | Patient Message:   |   |
| Y            | FMH Update Pharm             | Subject: Message testing post 18.2 %                         |   |
| Y            | FMH Patient Message          | Body: Production   |   |
|              | Finish Note                  |  |   |
| Y            | FMH Patient Message          |  | ~ |
| Y            | FMH Patient Message          |  |   |
|              | Sign-Note                    |  |   |
|              | der.                         | Response to Patient:   |   |
| inner        | 10.14                        | Sure! Call the office to schedule an appointment.            |   |
| cem<br>Issai | e from patient using Follow1 | Dr. Testing  |   |
|              |                              | - <u>-</u>   |   |
|              |                              |  |   |
|              |                              |  |   |
|              |                              |  |   |
|              |                              | End Communication  |   |
|              |                              | Communication History:                                       |   |
|              |                              | Sent: Thursday, May 10, 2018 7:03:47 AM                      |   |
|              |                              | Sender: Christina Rgtest                                     |   |
|              |                              | Body: Production   |   |
|              |                              |  |   |
|              |                              |  |   |
|              |                              | 3  |   |

## How Do I "End Communcations" on a FMH Patient Message?

## Tip #1 for "Saying Goodbye"

Place a checkmark next to "End Communication."

This will disable the **Reply** button on the patient's end for this message, only.



| Patient  | 2011/02/22  | and a second second second | Second States and Second States |                                       |  |  |
|--|---|----------------------------|---------------------------------|---------------------------------------|--|--|
| Name: RGTEST,CHRISTINA<br>Address: 5496 RUFFIN RD<br>SAN DIEGO, CA 92123   | Sex: F  | MRN: 4651591               | DOB: 01 Jan 1975                |                                       |  |  |
| Home Phone: (858)499-6171  | ae Phone: (858)499-6171 Work Phone: (858)499-4000 |                            |                                 |                                       |  |  |
| Patient Message:   |   |                            |                                 |                                       |  |  |
| Subject: Test post 17.1<br>Body: Upgrade test  |   |                            |                                 | ^                                     |  |  |
|  |   |                            |                                 | 100                                   |  |  |
|  |   |                            |                                 |                                       |  |  |
|  |   |                            |                                 |                                       |  |  |
| Response to Patient:   |   |                            |                                 |                                       |  |  |
|  |   |                            |                                 |                                       |  |  |
|  |   |                            |                                 |                                       |  |  |
| POLITIMY PARASKEVOPOULOS   |   |                            |                                 | 0                                     |  |  |
| POLITIMY PARASKEVOPOULOS   |   |                            |                                 | ^                                     |  |  |
| POLITIMY PARASKEVOPOULOS   |   |                            |                                 | C >                                   |  |  |
| POLITIMY PARASKEVOPOULOS   |   |                            |                                 | C                                     |  |  |
| POLITIMY PARASKEVOPOULOS   |   |                            |                                 |                                       |  |  |
| POLITIMY PARASKEVOPOULOS   | 7:33:35 AM  |                            |                                 | • • • • • • • • • • • • • • • • • • • |  |  |
| End Communication     communication History:     Senter CrRISTINA RGTEST     Sender: CHRISTINA RGTEST     Subject: Test post 17.1  | 7:33:35 AM  |                            |                                 | 0                                     |  |  |
| POLITIMY PARASKEVOPOULOS<br>Tend Communication<br><u>Communication History:</u><br>Sent: Friday, February 10, 2017 7<br>Sender: CHRISTINA RGTEST<br>Subject: Test post 17.1<br>Body: Upgrade test. | 7:33:35 AM  |                            |                                 | 0                                     |  |  |
| POLITIMY PARASKEVOPOULOS<br>Tend Communication<br>Communication History:<br>Sender: CHRISTINA RGTEST<br>Subject: Test post 17.1<br>Body: Upgrade test  | 7:33:35 AM  |                            |                                 | 0                                     |  |  |

# How Do I "End Communcations" on a FMH Patient Message?

## Tip #2 for "Saying Goodbye"

If the message doesn't require a response, delete any text in the "Response to Patient" box, check "End Communcation" and select the Reply button <u>twice</u>.

This will complete the Task without sending a response to the patient.

| Name: RGTEST,CHRISTINA<br>Address: 5496 RUFFIN RD<br>SAN DIEGO, CA 92123 | Sex: F  | MRN: 4651591        | DOB: 01 Jan 1975 |   |
|--|---------|---------------------|------------------|---|
| Home Phone: (858)499-6171  | Work Pl | hone: (858)499-4000 |                  |   |
| atient Message:  |         |                     |                  |   |
| Subject: Test post 17.1<br>Body: Upgrade test                            |         |                     |                  | ^ |
|  |         |                     |                  | ~ |
| esponse to Patient:  |         |                     |                  | ^ |
|  |         | /                   |                  | ų |
|  |         |                     |                  |   |
| ✓ End Communication<br>Communication History:                            |         |                     |                  |   |