

# Message Center

## User Guide

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# Getting Started

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## Navigating to the Message Center

Navigating to your Message Center is easy! Just click the chat icon in the upper-left hand corner and select **Message Center** from the drop down menu.

## Settings and Notifications

The Message Center will send notifications when you have an unread message. These notifications can be sent either via text message, or to your email. Use the steps below to modify your settings.

1. Click on the gear icon in the upper-right hand corner and select **Settings** from the drop-down menu.
2. Click on the **Notifications** tab.
3. Select either your email or phone number\* from the **Primary Notification Method** column. You can also select a **Secondary Notification Method** if you need.
4. Select the frequency for these notifications. The default is **Daily** (illustrated below).

ALERT	PRIMARY NOTIFICATION METHOD	SECONDARY NOTIFICATION METHOD (OPTIONAL)	FREQUENCY
Message Center - New Message	Primary Phone (714) 555-5555	None	Daily

Save

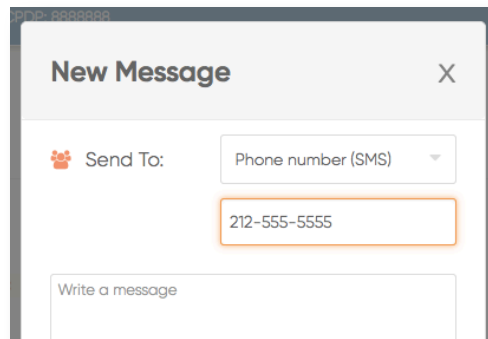
*\* Please note: the phone number can be edited under the **Account Information** tab within your settings screen.*

# Text Messages

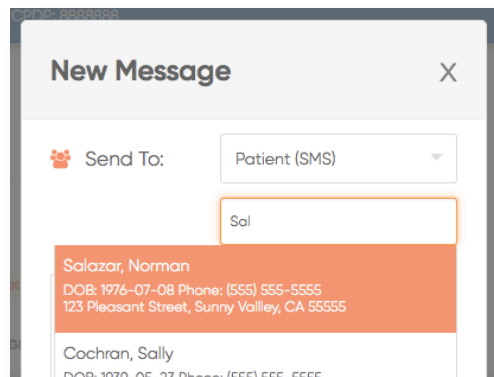
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## Creating a New Message

1. Once in the Message Center, click **Create Message**. A window will appear
2. From the drop-down menu, you can select to either send a message to either a **Phone Number** or a **Patient**.
  - a. To send a message to a **Phone Number**, enter the 10-digit number in the field.

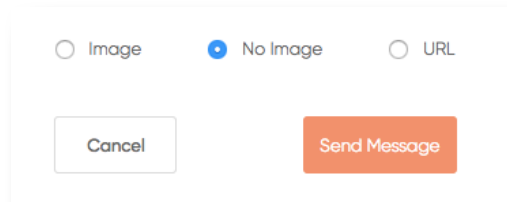


- b. To send a message to a **Patient**, begin typing the patient name in the field labeled **Search Patients**. Results will auto-populate. Click the patient name that you would like to send the message to (illustrated below).



3. Write the message you would like to send in the text box. Please note that your text message will be best received by the patient if the character count is 89 characters or less. Higher counts will be sent in two messages to the patient.

4. You can choose to include an image or URL in the message using the bubbles (illustrated below).

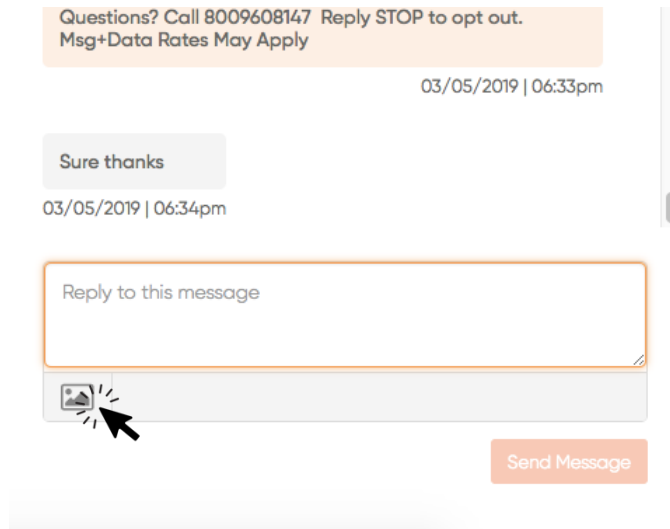


5. Once your message is complete, click **Send Message**.

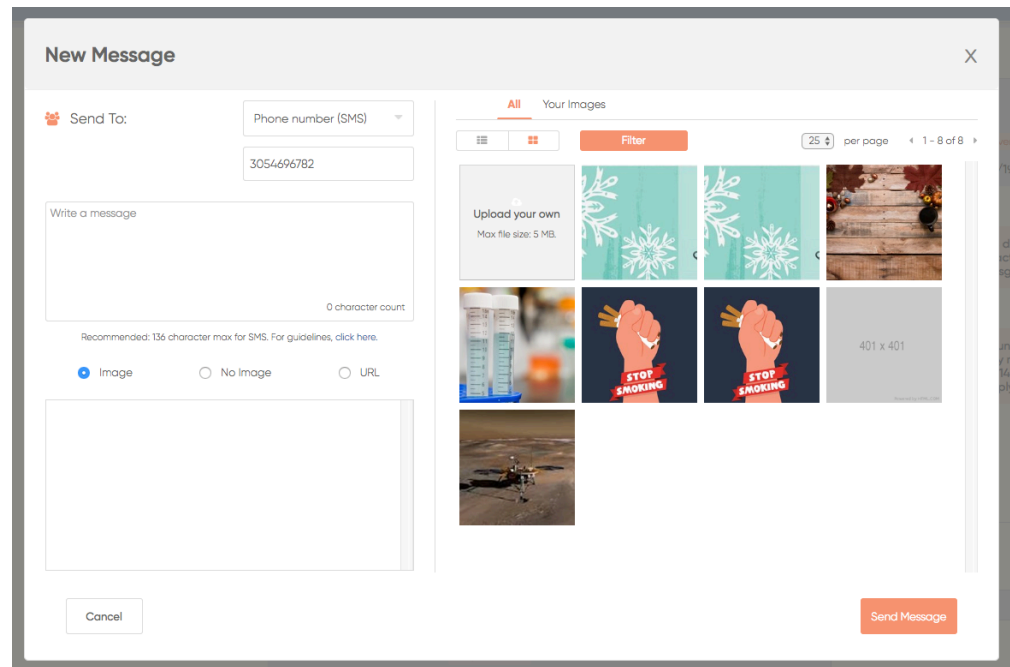
## Attaching an Image

You can attach images to messages sent out through the Message Center. After opening the chat window, use the following steps:

1. Click on the image icon located in the bottom-left corner of the chat window (illustrated below).



2. A new window will open. You can either select to upload a new image, or select from previously loaded images (illustrated below).



3. Once you have selected the image you would like to use, you can type any related message in the text field on the right. Once your message is complete, click **Send Message**.

# Faxing

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Within the Message Center you can view the history of all outbound faxes sent from your pharmacy using your Patient Engagement Center.

## View Your Fax History

1. Navigate to the Message Center.
2. Click on the **Fax** tab.
3. All faxes will be listed in chronological order, beginning with the most recent

## Fax Your Custom Document

1. After navigating to the Message Center, click on **Create Fax**. A window will appear.
2. Under **Send To**, select who you would like to send the fax to. You can either enter a 10-digit fax number, or search for the physician's name.
3. Click on **Select Files** to select which file to load. Files must be in .pdf format.
4. After you've loaded a file, title the name of the fax under **Fax Title**.
5. To associate the fax to a patient, begin typing the patient's name in the where it says **Search patients**. Select the patient from the options.
6. Click **Send Fax**.

A record of the fax will be listed in the **Fax** tab in the Message Center as well as in the contact history of the associated patient's profile.