Care360® Labs & Meds 2013.2 Messaging & Faxing

Labs & Meds messaging provides secure online communication with other Labs & Meds users. Additionally, if you create a Direct address you may send messages to other Direct messaging users.

Create a Direct Address

1. In the information bar, click *Preferences > Direct Messaging*.
   Note: In order to participate in Direct messaging, you must accept an end user license agreement. If you decline, you can participate at another time by accessing the *Direct Messaging* page and clicking the *Terms & Conditions* link.
2. Complete the *Direct ID* box.
3. Click *Check Availability* (your ID must be unique).
4. Review your Direct address (it cannot be changed later).
5. Click *Create Account*.
   Note: You must have a Direct address for each organization you belong to.

Send a Clinical Message

1. Click *Message Center > Messages > Compose Message*.
2. Do one of the following:
   - To specify a Care360 recipient, begin typing a last name in the *To* box and then select a recipient from the list of matches.
   - To send a message to a Direct user, type the address of the Direct recipient(s) in the *To Direct* box. You must have a Direct address to send Direct messages.
3. Complete the *Subject* box.
4. To reference or attach the patient's data, do the following:
   a. Click *Add Attachments*. Type search criteria in the *Patient* box, then select a patient from the search results.
   b. Select the *Quick Select* check box to automatically attach some data, or select each item that you want to include in the message.
   c. Click *Attach Selected*.
5. Type the message content (up to 4000 characters).
6. Select a *Reason for Disclosure*.
7. Click *Send*.

View a Received Message

1. Click *Message Center > Messages > Inbox.*
2. In the left column, click the message you want to view. The message appears in the right column of the messages *Inbox*.
3. Review the *Message* body as well as any attached patient data. To view attached patient data, click the corresponding link.

Save a Clinical Message to a Patient Chart

1. While viewing a received message, click *Save to Patient*.
2. Review the patient(s) that appear. Do one of the following:
   - Select the correct patient, and then click *Save to this Patient*.
   - Click *Search for a Patient*. When you locate the correct patient, click the patient name, and then click *Save*.
   - Click *Save to a New Patient* to create a new patient.

Save a Direct Message or Attachment to a Patient Chart

1. While viewing a Direct message, click *Save to Patient*.
2. Type a name in the *Patient Search* box, then click a match.
3. Click *Save*.
4. To save an attachment to a patient's chart, do the following:
   a. Click *Save File to Patient* next to an attachment.
   b. Complete all of the fields in the *Save to Patient* dialog box.
   c. Click *Save*.

Delete a Care360 or Direct Message

1. View a received message.
2. Do one of the following:
   - To delete a message you are currently viewing, click *Remove Message*.
   - To delete multiple messages in your *Inbox* or *Sent* messages, select the check boxes for the messages, then click *Remove*.
   - To permanently remove a message, view the *Deleted Messages* list. Select the message(s) you want to delete, then click *Remove.*

Send a Clinical Fax

1. Click *Message Center > Faxes > Compose Fax*.
2. Complete the *To, Fax Number, Organization,* and *Subject* boxes.
3. To reference or attach the patient's data, do the following:
   a. Click *Add Attachments*. Type search criteria for the patient in the *Patient* box, and then select the patient from the results.
   b. Select the *Quick Select* check box to automatically attach some data, or select each item that you want to include in the message.
   Note: If the patient's data includes uploaded lab, uploaded diagnostic, or uploaded radiology results, only files in the following formats will be attached to the fax: .pdf, .xml, .jpg, .gif, .png, .bmp, .wmf, .tif, and .txt.
   c. Click *Attach Selected*.
4. Type the fax content (up to 4000 characters).
5. Select a *Reason for Disclosure*.
6. Click *Send*.

For help, contact the Help Desk at 1-800-697-9302.

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