Introduction

This feature provides a secure electronic messaging function allowing you to communicate with patients regarding relevant health information.

Setup in Patient Portal Administration

- **Allow Message Reply on Signed Message Notes**: check to give the user the ability to reply to a message after the note associated with the message has been signed. If unchecked the user will be able to see the message, but not reply to it.

- **Do Not Allow Message Reply**: if checked, the Reply button will not be visible on any messages.

**Patient Message Provider**: select from the dropdown menu 'Other Provider' or 'Patient Provider.' The default is Other Provider.

![Message Setup](image)

Creating a Patient Portal Message Template

Go to **Admin => Note Templates** and click **New**

To have this message template available in the Patient Portal, select **Patient Portal Messages** from the Type dropdown. Create the body of the template as you would any EHR Note Template and **Save**.
Patient Message Widget

This widget can be added to Custom Home Tabs.

Double click a message in the Widget to load the message in the Patient’s chart.
The Patient Messaging Cycle

The Patient logs into the Patient Portal and clicks the My Messages tab.

The screen is divided into three sections to show Unread Messages, Received Messages and Sent Messages. The Patient selects New Message.

If there is more than one message template, the patient selects a Message Type from the dropdown. (The dropdown is populated by the Patient Portal Message Templates setup in the EHR.)
The patient completes the requested information and clicks **Send**.

In the EHR, double click the message to display the detail. Reply to the Patient Message by clicking the **Reply to Patient Msg** icon.
The reply shows as a Text Document linked to the original Patient Portal Patient Message:

Please call the office so that you can be worked in for an appointment this afternoon. If Channin develops any signs of respiratory distress, call 911.
**On the Patient Side:**

The Patient clicks **View** to display the full message.

If desired, the patient can respond back by clicking the **Reply** icon.

The Reply from the patient is also visible in the Chart Tree.
Default Messages

🌟 Clinical Application Example

Setting up a pre-defined message for Appointment questions coming from patients in the Patient Portal can significantly reduce the time it takes to reply. The message text can be sent 'as is' or additional text can be inserted if needed to respond to a specific question.

Go to Admin => Lookup Lists => Patient Message Template

Click New to add a new Default Message

Notification Rules

🌟 Clinical Application Example

A provider would like to routinely send a message to the patient in the Patient Portal if new test results are Normal. A notification is setup to send the Patient Message once the results are reviewed and signed.

Go to Admin => Decision Support => Notification Rules

Click New

The Notification Rule is set to Notify on Result != (not equal to) OUTOF RANGE.

The Action Occurs on Signoff and the Auto-Event is set to Patient Message with the Message/Alert text "New Lab Results"
Email Notification of new Patient Portal items

When a patient message is sent from the EHR to the Patient Portal, an email will also be sent to the patient advising them to login to the Patient Portal to view the new item. The email is sent using the TriMed Patient Communication Web service.

The following actions will trigger a patient email:

- Creating a new patient message using the New Patient Message button
- Replying to a patient message from the portal
- Using a notification that generates a patient message

To define the email message content, go to Patient Portal Administration => Email => Common Messages
Mail message if patient received a new message:

You have a new message or results available for viewing in the [Third Family Physicians Patient Portal](https://patientportal.triketech.com/tmpf). Please log in to see these.