

Provider – Adding a Flag to an In Basket Message

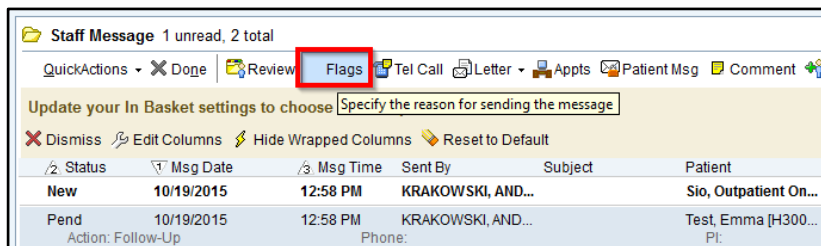
Overview: This tip sheet explains the process for adding a “Flag” to an In Basket message. With the implementation of fines for overdue/unread messages, this workflow provides the flexibility for providers to exclude certain messages from the report if they are needed for long term follow-up.



A flagging system is available for the message types: Results, Result Notes, Staff Messages, Patient Calls, Patient Advice Request and Therapy Plan Reminder.

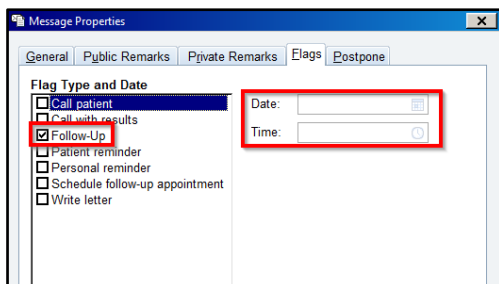
Adding a flag allows a message to remain in the provider’s In Basket for future review if “done/completed.”

1. Access a message in the Results, Result Notes, or Staff Messages, Patient Calls, Patient Advice Request, or Therapy Plan Reminder folder.
2. Select the “Flags” button (this button always appears immediately to the right of the chart review button).



3. The flags pop-up appears. Add a flag by selecting the check box.

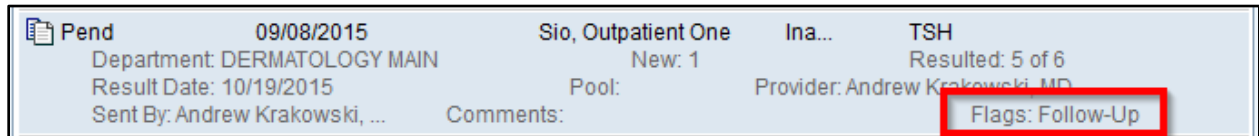
OPTIONAL: You can add due date/time and the message will appear in your In Basket in Red when it is due as a reminder to follow-up. The message will stay in the In Basket and contain a “Flag” indicator.



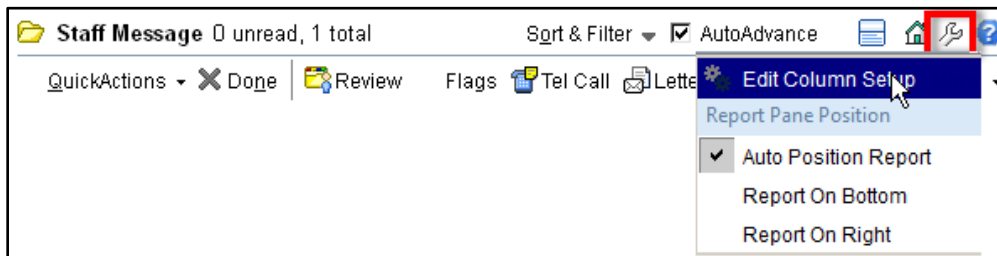
Example of message marked with date/time



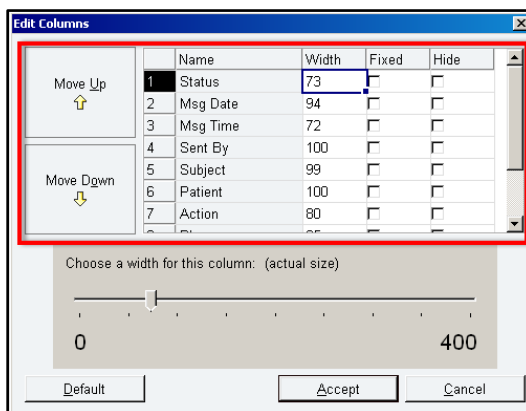
- The flag now appears as a column in your In Basket message and will be excluded from the report.



- To adjust the columns in order to easily see the flag, use the wrench tool > Edit Column Set up.



- The “Edit Columns” window opens to allow column headers to be reorganized and resized.



- When you no longer need the message for follow-up, select Done or Reviewed to remove the message from your In Basket.