

# SWIM – Access to Care


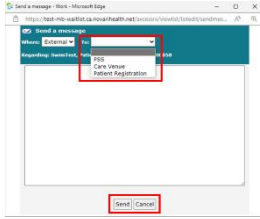

## Secure Messaging

### Quick Reference Guide

Case level messaging is available between the Provider's Office, Care Venue, Pre-Surgical Screening, and Patient Registration. Each message is attached to a case and can be viewed by all modules that have access to the case.



**Secure messaging is the primary method of communication between staff. If you are away for any period of time, ensure that someone is monitoring the messages.**

Send and Receive Secure Messages	
<p><b>1. Send a Secure Message</b></p>	<ul style="list-style-type: none"> <li>From the Case Details screen, click the 'Send a Message Regarding this Patient' hyperlink</li> </ul>  <ul style="list-style-type: none"> <li>In the message dialogue box, select the recipient, enter your message, and select <b>Send</b>.</li> </ul> 
<p><b>2. Read Incoming Messages</b></p>	<ul style="list-style-type: none"> <li>On the Main Menu bar click on the message button</li> </ul>  <p><i>Note: A flashing envelope indicates a new message</i></p> <ul style="list-style-type: none"> <li><b>Unread Messages</b> have not been reviewed or actioned <ul style="list-style-type: none"> <li>Each message is attached to a patient and the hyperlink will open the patient's <b>Case Details</b> screen.</li> <li>After you have actioned the message or sent a reply click <b>Mark as Read</b></li> </ul> </li> </ul> <p>The message will move to the <b>Read Messages</b> once it is marked as read</p>
<p><b>3. Search Messages</b></p>	<p>The <b>Search Messages</b> function allows you to search your read messages.</p> <p><i>Messages can be searched by date range, Novari ID, patient name, HCN, or surgery date</i></p> <ul style="list-style-type: none"> <li>Click <b>Search Messages</b> tab on the <b>Messages</b> screen</li> <li>Click on the "here" hyperlink to specify your search criteria</li> <li>Enter the desired criteria on the <b>Read Messages Filter</b> pop-up window</li> <li>Click <b>Apply</b></li> </ul>