## **SWIM – Access to Care**

## **Send and Review Messages**



## Quick Reference Guide

## Share messages or add notes on a record

Add/Review messages	
1. Create a message	<ul> <li>Open a record and scroll to the <b>Discussion</b> area, located at the bottom of the record</li> <li>Enter the desired text in the <b>Enter note here</b> textbox</li> <li>Click the green save button</li> </ul>
	Discussion     Patient cannot attend appointments on Mondays     Include Attachments     There are no messages/notes to display By default, messages/notes will be automatically Marked as Read
2. Mark message as unread /read	On the desired message, click the envelope to Mark as Unread or Mark as Read     Discussion      Discussion      Include Attachments     SWIMTRAIN_SOA04 2204/2024 2:13:08 PM     Patient cannot attend appointments on Mondays     Unread messages are highlighted blue
3. Find new messages	<ul> <li>If a record has an unread message         <ul> <li>a red envelope will display on the list under Status and Unread Messages columns</li> <li>a red 1 will be displayed when the record is open</li> <li>Request</li> </ul> </li> <li>Find all records with unread messages by clicking on the Unread Messages bucket on the Dashboard</li> <li>Motifications with an outstanding message</li> </ul>