

Community User - In Basket


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In Basket: Viewing Messages

In Basket is a quick and easy way to communicate with your colleagues. From here, you can view and sort messages, search for messages based on a number of criteria, and respond to your messages.

Select the **In Basket** tab to access your messages. Folders that group types of messages appear in the left pane. For example, you might see **CC'd Charts** or **Referral Authorization** folders. If you have new messages, the folder title appears in bold, and the number of new messages appears in parentheses next to the folder name. If you have a new high-priority message, the folder appears with a red arrow.

A count of your unread In Basket messages appears on the **In Basket** tab so you can see whether you have any new messages without having to open your In Basket.



The screenshot shows a navigation pane with two tabs: 'In Basket' and 'Patient List'. The 'In Basket' tab is selected and has a red circle with the number '8' next to it. A tooltip below the tab reads '8 unread message(s)'. To the left of the tabs is a blue information icon (i).

View a message

1. Select the folder for the type of message you want (for example, **Result Notifications**).
2. Select a message to read its contents.

Indicate that you're working on a pool message

When an In Basket message is sent to a pool that you're a part of, click the **?** icon to take the baton for the message. The **?** icon becomes a **+** icon, which indicates to other members of the pool that you're working on the message.

If you need to stop working on a message before you're able to complete it, click the **+** icon again to pass the baton back to the pool. The message then appears with the **?** icon.


If another member of your pool is working on a message, it appears with a **-** icon.

Search for a message

1. Click **Search**.
2. Enter as many search criteria as you want and click **Search**. You can search by patient, message type, status, recipient, priority, date, or any combination of these.
3. To return to your normal In Basket view, click **My In Basket**.

Print multiple messages at once




If you are working with a paper system, you can print multiple In Basket messages to keep on file. Note that you can print multiple messages at once only for certain message types.

1. Select the folder containing the messages that you want to print and select the check boxes next to the messages that you want to print.
2. Click  **Print Selected**.
3. Select the right print settings and print the messages.

In Basket: Sending Messages



In Basket is a communication hub where you can send and receive secure messages similar to email. Messages are sent to individual recipients or to a number of recipients grouped in a class or a pool. You can also associate a patient with the message using the **Patient** field on the message form so that the recipient can refer to the patient's chart.

Send an In Basket message

1. Select the **In Basket** tab, click the arrow next to  **New Msg**, and select the type of message you want to send.
2. In the **To** field, completion match on the name of the person or group to whom you would like to send your message. To see a list of all possible recipients, click .
3. Enter a brief subject in the **Subject** or **Summary** field.
4. If you are sending a message regarding a patient, either click **Use <patient name>** to pull in the patient's name, or search for a different patient. This attaches the patient's name to the message.
5. Complete any other required fields.
6. Enter your message in the **Note** field.
7. When you are finished, click  **Send Message**.

Reply to or forward a message

Click a message to select it.

- To reply to a message, click  **Reply**.
- To forward a message, click  **Forward**.

Note: Reply and Forward options might not be available depending on the message you've received.

View messages you've sent

1. Select the **In Basket** tab and click **My Sent Messages**.
2. Select a message type and then select a particular message to view it.
3. To return to your In Basket, click **My In Basket**.

My Messages ▶ Cosign - Clinic Orders



- New Msg
- Refresh
- Sign
- Decline
- Encounter
- Search
- Sort
- Properties

<input type="checkbox"/>	Due Date ▲	Patient	Type	Ordered By	From When
<input checked="" type="checkbox"/>	4/17/2021 11:59 PM	Flowbee, Andrew	HH/HSPC Order		04/16/21

- Details
- Visit Summary
- Patient Info
- Meds/Problems
- Vitals/Labs
- My Last Note
- Help
- Set as Default



Andrew Flowbee
 Male, 28 years, 6/10/1992
 MRN: 105527
 Phone: 555-555-5555 (H)

PCP: Me
 Primary Cvg: Aetna/Aetna Plan

Admit

Admit Order

Admission Date
 4/16/2021

[Admission Order Detail](#)



Sent

HH/HSPC Order

Signature Needed




04/16/21 Home Health Admission WI HOME HEALTH
 CSN: 10002555351 Account: 900000000000729

Due: **4/17/2021 11:59 PM**

In Basket: Triageing Referrals

You can triage referrals that are sent to your organization to ensure that the correct people can act on them.

Triage a referral

1. Open your **Referral Triage** In Basket folder.
2. Each message corresponds to a referral request. Select a message to view details about the request.
3. Click one of the following to triage the referral:
 -  **Accept**
 -  **Reject**
 -  **Redirect**
4. After you choose an option to triage the referral, document information about your decision. For example, you can select a reason for rejecting a referral, or redirect a referral to a specific location provider, department, or specialty. When you accept or reject a referral, the referring organization is notified of your decision and can see the information you documented.

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