Mobile Application

perfect**serve**.

Messages for an iOS

Messages

The Messages tab is where all messages are accessed.

- Select Messages to see a list of your existing messages, or to start a new one.
- Along the left side of the Messages are icons that designate message status.

lcon	Message Status
	Unread
ļ	Urgent Unread
	Sent
•	Replied

Composing a Message

To start a new conversation:

- 1. Select the **new message** icon in the upper-right corner.
- To find the person you wish to reach, you can use Search, Pinned Contacts, My Favorites, Local Groups, or Recently Contacted to quickly find your desired recipient.
- To Search, type the name of the person or broadcast group you wish to reach in the Search bar. Search results update automatically as you type.



Composing a Message *continued*

- 4. **Select** the message type you need to display the message template.
 - Message fields will change based on the template selected.
- Select Attach to attach photos to your message, Record to attach a voice memo, and Options to access the message options.
 - a. Attach = Access your phone's camera to take and attach a picture. You can also select to attach an existing photo from your phone's photo library. Images will not save on the phone and are stored on 's secure platform to ensure HIPPA.
 - b. Record = Record and send an audio message. Audio messages will not save on the phone and are stored on 's secure platform to ensure HIPPA.
 - c. Options = Display message options such as allow replies or reply notifications to toggle them on/off if available.
- 6. When finished, click **Send**.
- At the top of the message, you will find the date and time you sent the message. At the bottom, you will find the Sent/Read status of your message.

10:26		ul 🗢 🗩
Cancel	Compose	Send
To: SCH Hospit	alist On Call	
Message Type		General
Attach	Record	Options
Patient Message		>
Callback Numl	oer (optional)	

1:48				
4:11		ul 🗢 💽		
K -):II	ie Bishop-Demo	C	л.	
Andrew, J Location: A P Age: 21 Years Date of Birth: Sex: Male	ohn ACU 8-A May 17, 2003			>
Ellie Bis	Today at 4:10 Pl shop-Demo - Registered No	Murse		-
Mes Pati ente	sage ent needs wound ca er in EMR.	re ord	er. Plea	ise
	Today at 4:10 Pl	M		
Ellie Bis	hop-Demo - Registered Nu	urse		
9	📞 Call 877-844-7	727		
	Today at 4:11 PI	M		
	Order has been er	ntered	in the I	EMR.
	Read: E	Ilie Bish	iop-Dem	•
				•
Type a n	nessage			
		7	_	
		_		

Responding to Messages

- Select the conversation you wish to respond to in your Messages.
- 2. To reply via text, tap the **Type a message** field to start typing your message. When finished, press **Send**.
 - a. Camera = Access your phone's camera to take and attach a picture.
 - Photo = Access your phone's library to attach a saved picture.
 - c. **Record** = Record and send an audio message.
 - Quick Response = Select a templated quick response message to send.
- To reply via a call, press the blue phone icon next to the sender's name and select Call.



	4:11	.⊪ ବ ∎	
<	E. is active just now	<u>11</u>	
And Locati Age: 2 Date o Sex: N	rew, John ion: A PACU 8-A 21 Years of Birth: May 17, 2003 Male		>
	Today at 4:10 PM		
	Ellie Bishop-Demo - Registered Nurse		
	Message Patient needs wound care of enter in EMR.	order. Please	e
	Today at 4:10 PM		
	Ellie Bishop-Demo - Registered Nurse		
R	Call 877-844-77 2	7	
	Today at 4:11 PM		
	Urder has been enter	ed in the EN	1R
Ту	vpe a message	ļ 🖪 (
			7

Marking Your Message As Done

When you no longer need the message to be active in the Inbox tab of your Messages, you can now archive them to the **Done** tab of your Messages.

- From the main Messages tab, swipe the message to the left; and select Done.
- 2. Inside the message, select the **three ellipses** in the upper-right corner; select **Mark as Done**.



Marking Your Message As Done continued

 All messages marked as done can be found in the Done tab of your Messages.

Note: A message must be read before it can be marked as done.

