## Web Console



## Patient Centered Messaging (PCM) and Workflow

- 1. Select **Patients** from the navigation menu.
- 2. Select the patient from your My Patients view
  - a. Click Search All Patients to locate a patient you are not currently assigned to.

	p <b>s:</b>	Messaging	B Directory 😲 Patients 🔪 🛱 On Calls	More -
<		My Patients	All Patients	
	Q	Search all patient	ts <b>≢ Filters →</b>	
			Sort By 🗢 Patient Name   🗸	
	Aaliyah, Anthony 🛤 A   PICU   9-A		Aug 19, 2020 1:25 AM ♀ Female	
<b>Anna, Leah</b> 🍋 A   MS1   6-B			Aug 19, 2020 1:10 AM of Male	

- 3. The patient's information will display.
  - a. Messages display a full history of messages sent associated with the patient
  - b. **Care Team** display a list of individuals assigned to the patient's care.

)S: 🛥 Messaging 🖣 🖪 Dire	ctory 및 Patients -	On Calls More	•		💄 Wayne Fiscus
My Patients	All Patients	Aaliyah, Antho	ony	Contact Patient/Family 🗗	
Q Search all patients	≢ Filters +	MRN:	bb17ca753c		
Sort By	Patient Name	Date of Birth:	Oct 22, 2008		
5010 59	• Futient Nume   •	Sex:	Female		
Aslivah Anthony	Aug 10, 2020 1/25 AM	Encounter			
🛤 A   PICU   9-A	Q Female	FIN:	bb17c		
Anna Leab	Aug 19, 2020 1:10 414	Location:	A   PICU   9-A		
🛤 A   MS1   6-B	o' Male	Admitted on:	Aug 19, 2020		
DomoRT Alico	Ort 19, 2022 0.29 AM	Discharged on:			
DEMO   CCU   CC1-01	QCE 18, 2023 9:38 AM § Female	Length of Stay:	1540 days		
DemoPT, Ben Þemo   4WESTSTEP   412-01	Oct 18, 2023 9:38 AM of Male	Chief Complaint:	Other general symptoms and sign	าร	
DemoPT, Candace	Nov 6, 2023 8:38 Xm & Female	Messages	Care Team		
DemoPT, Deborah 🎮 DEMO   ICU   ICU1-01	Oct 18, 2023 9:38 AM § Female	Message			
DemoPT. Isabel	Oct 18, 2023 9:38 AM	Ellie	e Bishop-Demo	≥0	
m DEMO   CCU   CC2-01	♀ Female	💄 Gen	eral	Oct 28, 2024	
DemoPT, Quincy	Oct 18, 2023 9:38 AM	Pt lat	ps are back		
🛤 DEMO   CCU   CC3-01	o' Male	Epic	Z_Bot_EHR	<b>ΔO</b> !	
DemoPT, Robert	Oct 18, 2023 9:38 AM	Criti CBC	cal Lab Result	Oct 28, 2024	
		Kris	tie Scott		
DemoPT, Sam	Oct 18, 2023 9:38 AM of Male	Gen	eral	Oct 28, 2024	
	0 marc	Cont	act pt nurse re. overnignt issue		
		Epic	Z_Bot_EHR, Matt Janachowski	<b>ΔO</b> !	
		Criti	ical Lab Result	Oct 22, 2024	

## Patient Centered Messaging (PCM) and Workflow continued

- 4. To compose a message regarding the patient.
  - Messages > Message will allow you to message any user, outside the care team, with this patient attached.



b. Care Team > Message Care Team allows you to message all individuals assigned to the patient.

		Aaliyah, Anthony		Contact Patient/Family	
<b>Q</b> Search all patients	≢ Filters -	MRN:	bb17ca753c		
Sort By	♦ Patient Name ↓ ∨	Date of Birth:	Oct 22, 2008		
		Sex:	Female		
Aaliyah, Anthony	Aug 19, 2020 1:25 AM	Encounter			
🛋 A   PICU   9-A	2 Female	FIN:	bb17c		
Anna, Leah	Aug 19, 2020 1:10 AM	Location:	A   PICU   9-A		
A   MS1   6-B	o' Male	Admitted on:	Aug 19, 2020		
DemoPT. Alice	Oct 18, 2023 9:38 AM	Discharged on:	-		
DEMO   CCU   CC1-01	<b>Q</b> Female	Length of Stay:	1540 days		
DemoPT. Ben	Oct 18, 2023 9:38 AM	Chief Complaint:	Other general symptoms and signs		
DEMO   4WESTSTEP   412-01	o' Male				
DemoPT, Candace	Nov 6, 2023 8:38 AM	Messages C	are Team		
DEMO   OR   OR1-01	<b>Q</b> Female				
DemoPT. Deborah	Oct 18, 2023 9:38 AM	🕞 Leave 💽	Message Care Team		
DEMO   ICU   ICU1-01	Pemale				

## Patient Centered Messaging (PCM) and Workflow continued

A patient can be linked to a message conversation outside the Patients tab.

Option #1

- 1. Compose a new message with a message type that has a patient field.
- 2. Select the patient field to choose a patient.

Directory 😲 Patients - i	🖿 On Calls 🛛 More 👻	💄 Wayne Fiscus-Demo 👻
Inbox Done 🗹	Cancel Compose	🌣 Settings -
Q Search conversations	Participants	Select v
Meredith Gray-Demo, Ellie Bishop-Dem New Admission Fri 08:51 am	Massara Tuna	
Jane Smith       Ellie Bishop-Demo, Kevin Lyons	message type	Consult V
New Admission         Oct 17, 2024           I'll take the admission.         Oct 17, 2024	Message Fields	Patient Encounter *
Kristie Scott Park and Page Oct 15, 2024 Phil Collins		Select ~
		Message
		Callback Number (optional)
		(999) 999-9999

Option #2

- 1. Select an existing message from your Messages Tab.
- 2. Choose Associate With Patient and select a patient.

p	Ga Messaging	B Directory 및	Patients -	🖥 On Calls 🛛 More 🗝	💄 Wayne Fiscus-Demo 👻
	Inbox	Done		Not Done  Forward Attach Patient	Hide Details
Q Search conversations			Nov 1, 2024 Meredith Gray-Demo Cardiologist	Subscribers S A + Add Participants	
	Sellie Bishop-D New Admission I'll take the admiss	<b>emo, Kevin Lyons</b> n sion.	<b>ነጣ ያ</b> Oct 17, 2024	Patient Name: Jane Smith Reason for Admission: CHF Message: Need a consult for patient to admit.	Angela Bacon-Demo Added: Fri 08:51 am Sent