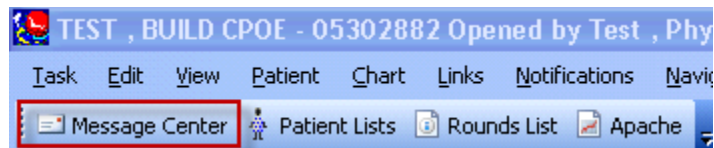


## 5. Message Center

The Message Center is *Cerner Millennium's* solution for managing inpatient and outpatient workflows. The Inbox allows you to route information electronically, rather than having an unwieldy flow of hard-copy documentation. It enables you to review or sign results, documents, and prescription requests, as well as work with other messages. The Inbox offers the following benefits:

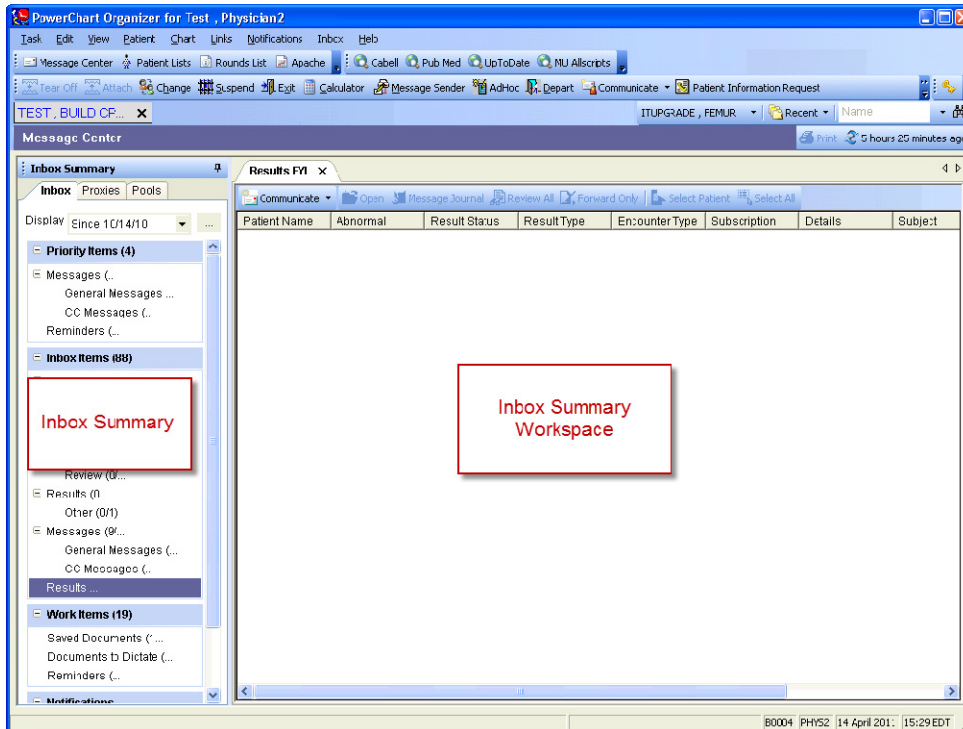
- All messages and notifications that require your attention, review, or signature are routed to your Inbox and are organized in folders.
- The operation of taking and distributing phone messages and saving that information to the patient's chart is completed electronically.
- Results can be reviewed, signed, or forwarded to other healthcare providers electronically.
- Your Inbox can be accessed from any computer on your network that has *Cerner Millennium* installed on it.
- You can customize the items you want displayed in the Inbox by filtering by dates, types of results, and so on.



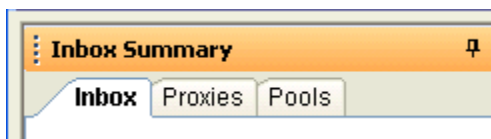
### Message Center Basics

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The Message Center is organized into two areas: the Inbox Summary, and the Inbox Summary workspace. Folders selected from the Inbox Summary are displayed in the Inbox Summary workspace.



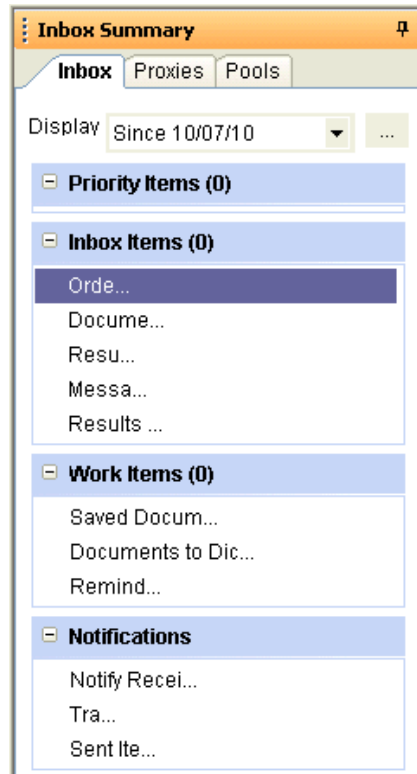
The Inbox Summary allows you to manage your Message Center workflow using tabs designated for Inbox, Proxies, and Pools.



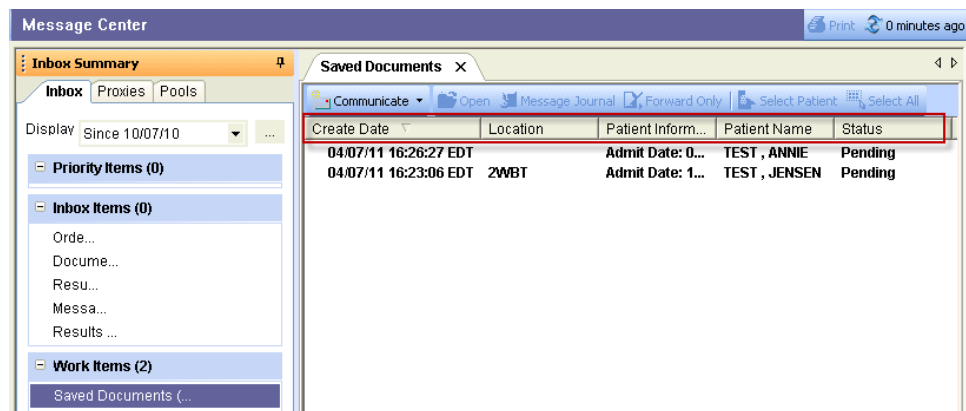
## Inbox

The Inbox is where the bulk of your Message Center workflow is organized. Message Center notifications in your Inbox are divided into folders such as Priority Items, Inbox Items, Work Items, and Notifications. The Inbox sorts your various tasks such as Documents, Orders, Messages, Reminders, Documents to Dictate, and Saved Documents.

**Note:** Saved Documents consists of documents that you have created and saved without signing.



Double-clicking a folder in the Inbox opens the items into the workspace located to the right of the Inbox Summary to display the contents. Users have the ability rearrange the items in the workspace by clicking the column headers to sort the items in the workspace.



## Proxy Capabilities

The Message Center allows you to enable other providers to access your Inbox items by granting proxy authorization. Additionally, other providers can grant you proxy to their Inbox when needed.

Your proxy can perform any activities for which you have granted authorization. When granting proxy authorization, you specify the provider, the specific Message Center folders to which you want to give proxy, and the effective dates for the proxy.

As a proxy to another user's Message Center, you have access to the folders and functions that have been granted to you. The proxy Message Center has the same look and feel as your Message Center, except that all actions that you perform are on behalf of the individual for which you are proxy.

Any activities that you perform as a proxy are logged within the system.

**Note:** The tasks that you can perform can be limited by the user's Message Center you are proxying.

## Pools

A pool is a shared mailbox that can be accessed by any user that is a member of the pool. While the contents of the Inbox are visible to all members of the pool, only one individual must act on an item in order for that item to be considered complete. Pool functionality allows providers that work in a care team setting to share responsibility for managing results, documents, and messages for a shared group of patients.

Items that will show in pools include:

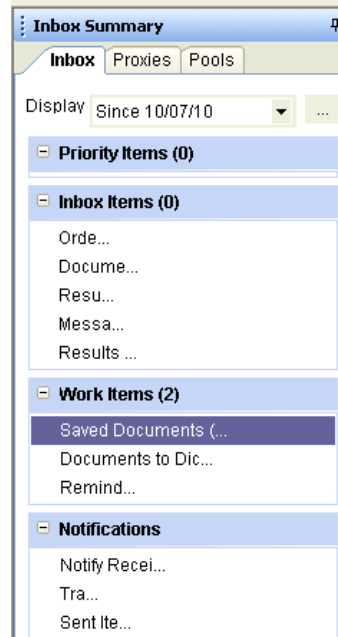
- Orders for Signature
- Results to endorse
- Messages sent to the pool
- Documents sent to the pool

An example of this would be a document forwarded to the MU Internal Medicine General (MU IM Gen) pool.

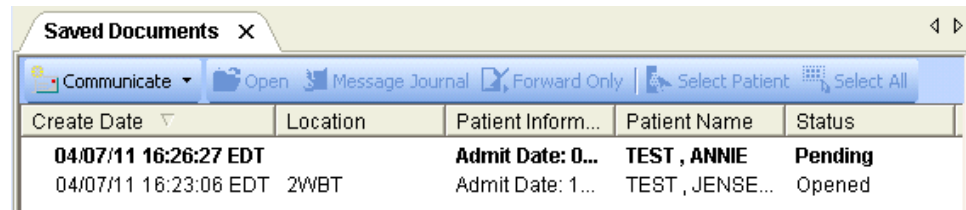
## Open a Message Center Item

Items in the Message Center can be opened to view more details. Complete the following steps to open a Message Center item:

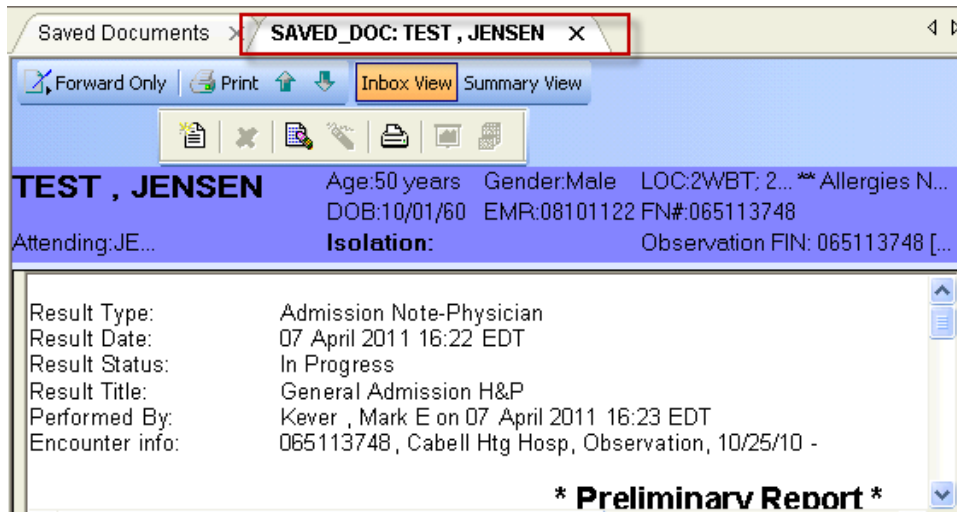
1. From the Message Center in the Inbox Summary, select an Inbox item. Saved Documents is illustrated below.



- The contents of the selected section are displayed in the Inbox Summary workspace. New items are displayed in bold while older items that have been viewed are not bold.



- Double-click an item in the Inbox Summary workspace to open it. Notice that the item opens in a new tab. This allows you to navigate between your list and your item without closing or reopening either one.



## Close a Message Center Item

To close the item, click the X on the tab of the opened item.



## Results

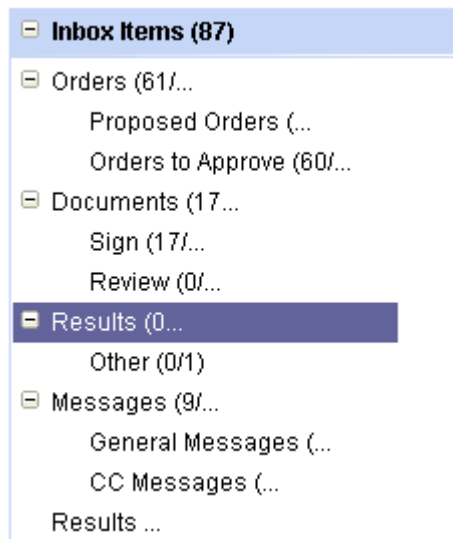
### Overview

The Results folder contains normal and abnormal results that require your review. Results in this folder can be refused or forwarded to another clinician or to the patient.

### Viewing a Result

Complete the following steps to view a result:

1. Select Results in the Inbox Summary.

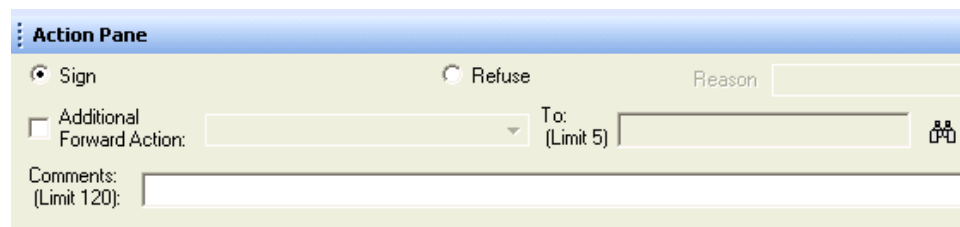


2. From the Results list, select and double-click a result to open.
3. View the result.
4. Sign, refuse, forward, or forward the result without signing it.

## Sign a Result

Complete the following tasks to sign individual results,:

1. From the Inbox Summary, select Results.
2. From the Results list, select and double-click a result to open.
3. Review the result.
4. Select Sign.



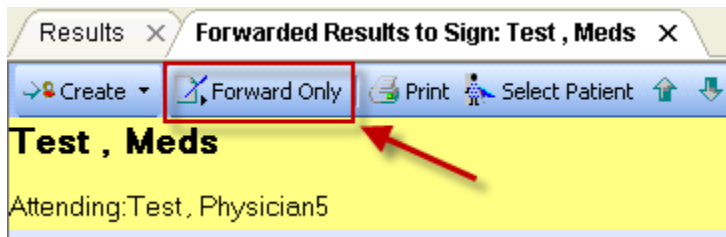
5. If you have any comments you want to include, enter them in the Comments box.
6. Click OK to sign and forward the document. Click OK & Next to sign and forward the document and open the next item.

## Forwarding a Result without Signing or Refusing It (Forward Only)

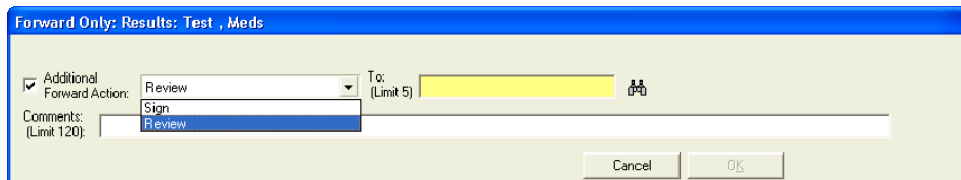
*Cerner Millennium* allows you to forward a result to another clinician without signing or refusing it. For example, a medical student or nurse could forward a result you for review and signature.

Complete the following steps to forward a result without signing it,:

1. Open the Result.
2. Review the content and click Forward Only.



3. Select an option from the Additional Forward Action list.



4. Select recipients from the To list.
5. If you have any comments you want to include, enter them in the Comments box.

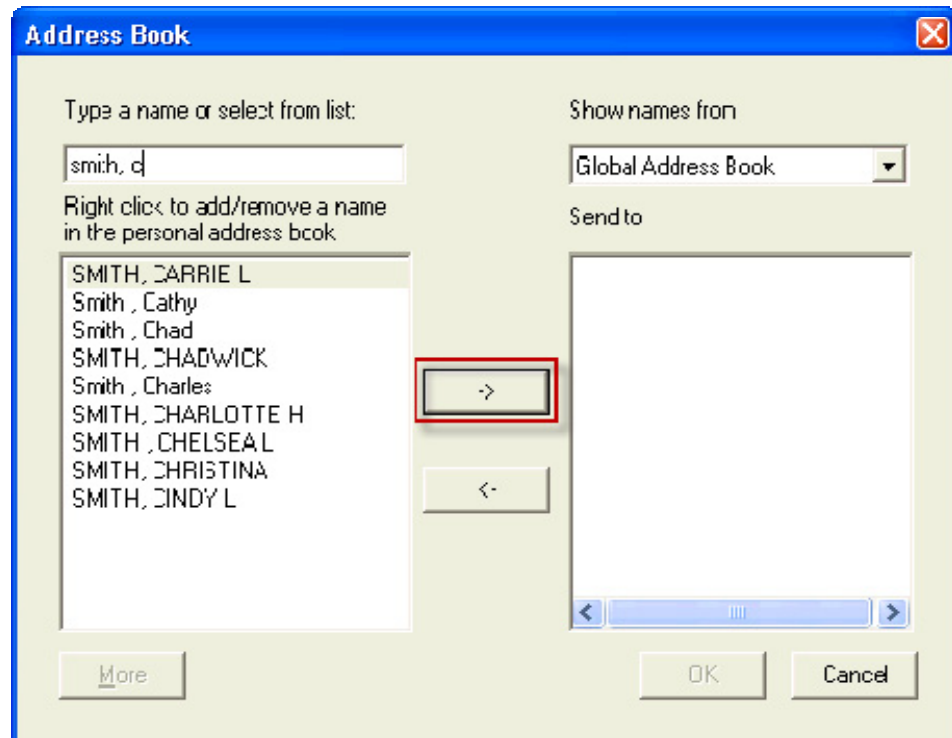
Click OK to forward the document.

## Signing and Forwarding Results

*Cerner Millennium* allows you to sign a result and then forward it on to another clinician.

Complete the following tasks to forward a result after signing it:

1. Open the Result.
2. Review the content.
3. In the Action pane, select Sign.
4. Select an option from the Additional Forward Action list.
5. Select any recipients from the To: list in the format of Last, First.

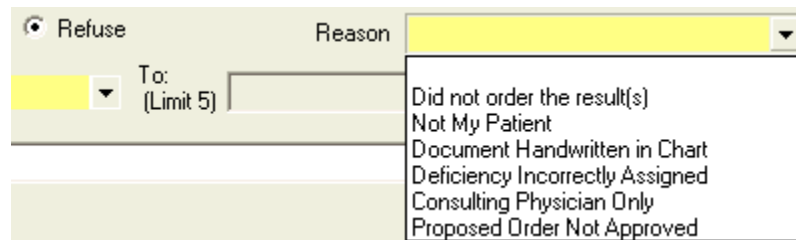


6. If you have any comments you want to include, enter them in the Comments box.
7. Click OK to sign and forward the document. Click OK & Next to sign and forward the document and open the next item.

### Refusing a Result

Complete the following steps to refuse a result, complete:

1. Open the Result.
2. Review the Result and select Refuse.
3. Select a reason for refusal.



4. If you have any comments you want to include, enter them in the Comments box.
5. Click OK to sign and forward the document. Click OK & Next to sign and forward the document and open the next item.

**Note:** Anything refused should be forwarded to the HIM, inbox

## Working With Orders

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### Overview

The Orders folder contains orders placed by non-physicians, such as a nurse or other professional/licensed staff that require a physician approval.

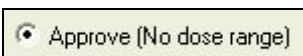
### Approving Orders

Complete the following steps to approve an order:

1. Navigate to the Orders section in the Inbox Summary.



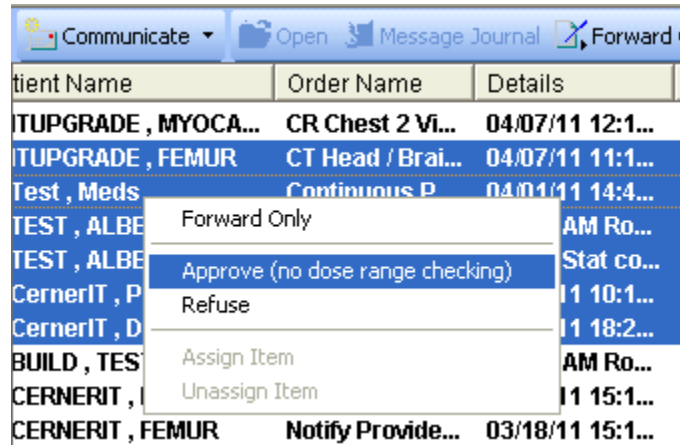
2. From the Orders list, select and double-click an order needing approval to open.
3. Review the order.
4. Select Approve.



5. Click OK to sign and forward the document. Click OK & Next to sign and forward the document and open the next item.

#### Complete the following steps to approve multiple orders:

1. Navigate to the Orders section in the Inbox Summary.
2. Select multiple orders by either holding the CTRL key and clicking the desired orders or selecting one order and holding the SHIFT key and clicking another order to select all in between.



3. Right-Click and select Approve (no dose range checking).

**Note:** Approving orders in batch results in not *Multum* drug checking. Do this with caution.




## Proposed Orders

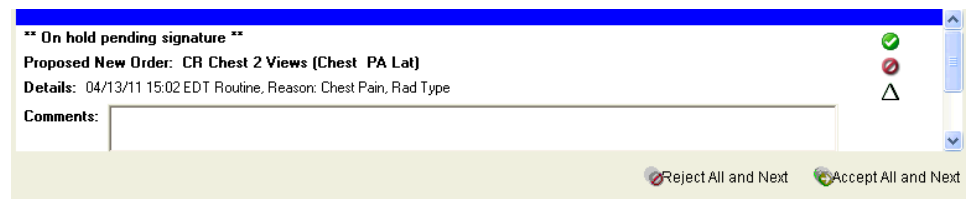
Complete the following steps to take action on a proposed order:

**Note:** A proposed order is any order proposed by a Med Student. They will have the ability to place an order in a proposed status until it is accepted by the Physician, Hospitalist, NP/PA, or Resident.

1. Open the proposed order or the Message containing the proposed order.



2. Review each order individually and click  (Accept),  (Reject), or  (Accept with Modify).
3. If you clicked Accept with modify, make the necessary changes to the order and click Sign.



4. Click Reject All and Next or Accept All and Next to take action on multiple orders.

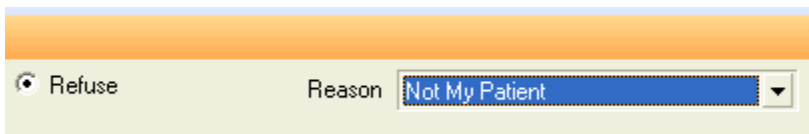
- If you click Reject All and Next, you are prompted to enter a Reject reason or Free-text reason. All remaining proposal orders are rejected.
- If you click Accept All and Next, this signs all proposed orders and moves to the Next item. In the context of a message, this option also generates a reply or forwarded message to the designee, deletes the message, and moves to the next message.

## Refusing Orders

Refuse an order if you did not request the order, or if the details are incorrect.

**Note:** Refusing a cosign order does not stop or cancel it. This must be done from the Orders section.

1. Navigate to the Orders section in the Inbox Summary.
2. From the Orders list, select and double-click a co-sign order to open.
3. Review the order.
4. Select Refuse, and select a reason for refusal.



5. Click OK to sign and forward the document. Click OK & Next to sign and forward the document and open the next item.

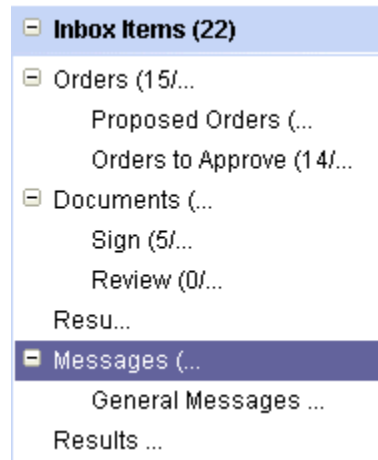
**Note:** If an order is refused for any reason, the floor needs to be called immediately to be notified and a comment left stating who you told.

## Messages

Messaging can be used to send or receive general messages in Message Center. Messages can be saved to a patient's chart as well.

**Note:** Messages should NOT contain time sensitive data.

Staff members will have the ability to send messages, but not the ability to receive as they cannot actively monitor an inbox.



## Messages Toolbar



The Message toolbar is only active when a message is selected.

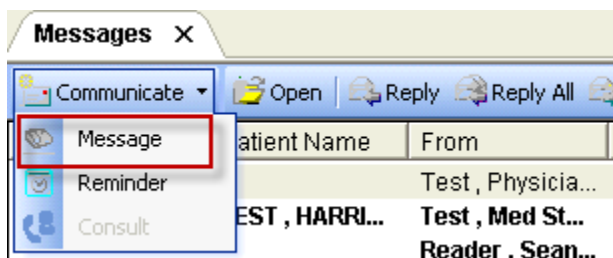
- **Communicate:** Clicking the menu displays options to communicate a message or reminder or to consult with another provider.
- **Open:** Opens the message.
- **Reply:** Replies to a message selected.
- **Reply All:** Replies to all.
- **Forward:** Forwards the message.
- **Delete:** Deletes the selected message.
- **Message Journal:** Allows you to review all Inbox messages for a selected patient.
- **Select Patient:** Allows you to view all messages involving the selected patient.
- **Select All:** Selects all messages in view.

## Communicate a New Message

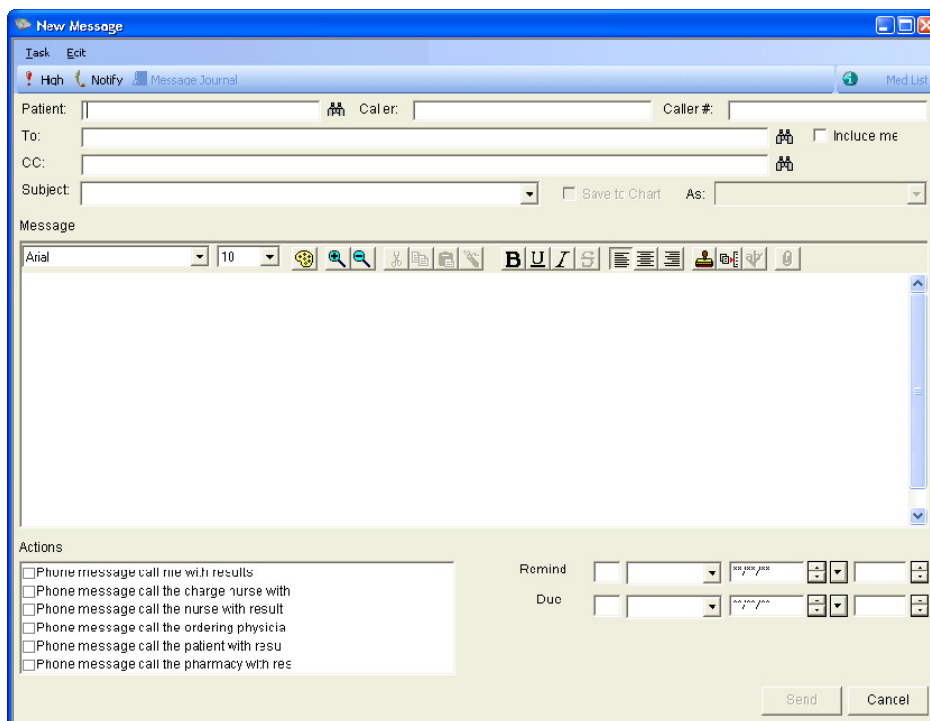
**Note:** This is legal documentation that could be viewable in a patient chart. Use proper email etiquette when communicating through Message Center.


Complete the following steps to create a message:

1. From the list to start a new message, click Communicate and select Message.




2. The New Message window opens.

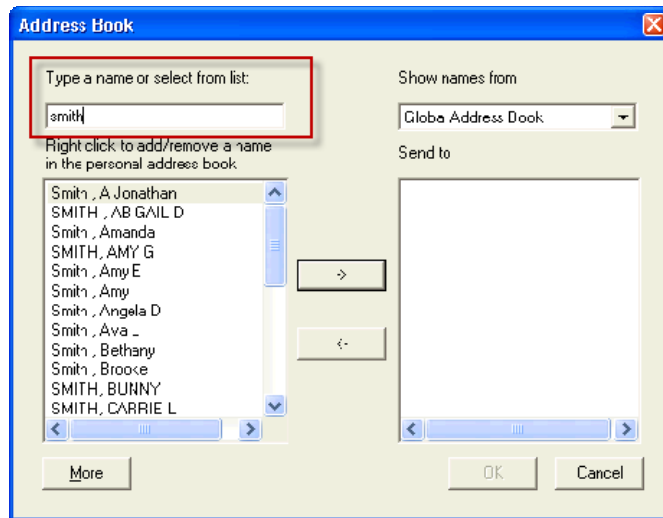


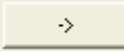
3. If the message is related to a particular patient encounter, click the binoculars  to the right of the Patient field to search for the patient that is referenced in the message. After finding the patient, use Encounter (located in the bottom right corner of the Patient Search box) to associate the message with a particular encounter.

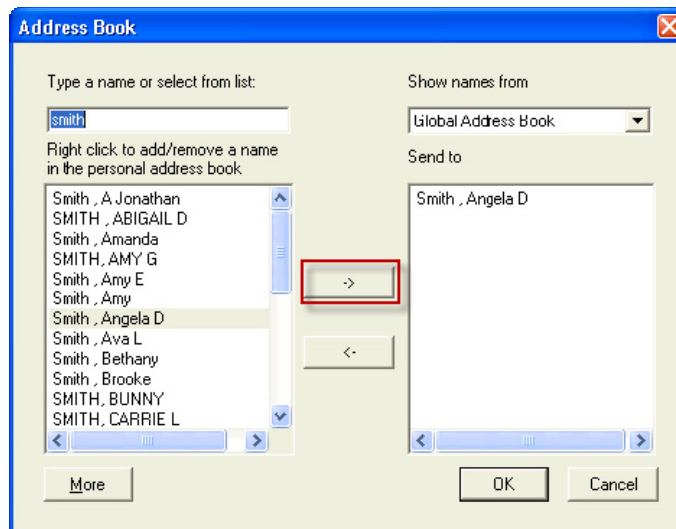
**Note:** A patient name does not have to be entered in the message if the message is not referencing patient information.

A patient name can be entered but NOT saved to the patient chart.

- Enter the appropriate recipients in the To box by clicking the binoculars . The Address Book window opens.
- In the Type a name or select from the list box, search for the recipient by last name. Matching results display.




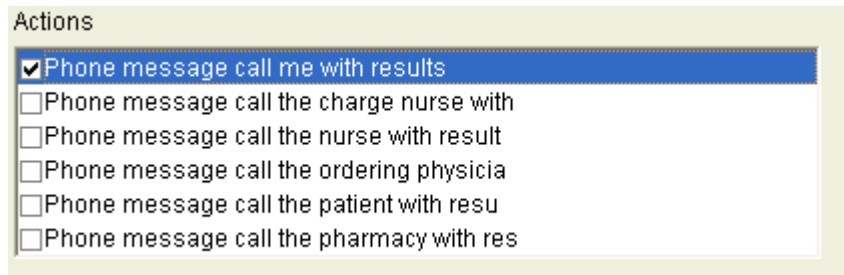
- Select the correct recipient from the list then click the right arrow  to move the recipient to the Send To box. Add as many recipients as necessary.

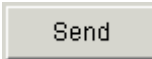


**Note:** To remove a recipient from the Send To list, use the left arrow



7. When all intended recipients are added to the Send To box, click OK in the bottom right corner of the Address Book.
8. In the New Message, type a subject into the Subject box.
9. Add a CC if necessary by clicking the binoculars  to launch the Address Book.
10. Enter Actions if necessary.



11. Compose the message in the Message area.
12. Click Send. 
13. The message is sent to the recipient's Message Center.



**Note:** Nursing has access to send Message Center communication but cannot receive messages because of the inability to actively monitor their inbox.

**Note:** Nursing does not send time sensitive data such as orders by Message Center communication.

**Note:** To save a message to a patient's chart, click the Save to Chart box next to the Subject line.

## Replying to a Message

Complete the following steps to reply to a message you have received:

1. From the Inbox Summary workspace, open and read a message.
2. Click either Reply  to reply to the sender or Reply All  to reply to the sender and all recipients of the message.
3. The RE: message window opens.



4. Compose the message and select Actions as needed.

5. Click Send.



## Forwarding a Message

Complete the following steps to forward a message you have received:


1. From the Inbox Summary workspace ,open and read the message.
2. With the message selected, click Forward . The FW: window opens.
3. Enter the recipients in the To box by clicking the binoculars  to open the Address Book. Add recipients to the Send To box, and click OK.
4. If you would like to save the message to the patient's chart, click the Save to Chart box.
5. Edit the message as necessary.

6. Click Send.



## Deleting a Message

Complete the following steps to delete a message:

1. From the Inbox Summary workspace, select or open the message in your.
2. With the message selected, click Delete .
3. The deleted message moves to the Trash section located in your Inbox Notifications folder.



**Note:** Once the Trash is emptied, deleted messages cannot be retrieved. Items stay in the trash for 30 days before being permanently deleted.

## Results FYI

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The Results FYI folder contains the same critical, normal, abnormal, and other subfolders as the Results folder. Items are populated in this folder based on subscriptions that are created within PowerChart. These subscriptions are determined by teams as well as by the Attending Physician.

1. Open the result.
2. To review each order individually, click Review or Refuse.
3. Select any additional forward actions. Results can be forwarded for sign and review or a quick reminder can be generated.
4. Enter any comments in the Comments box.
5. Click OK or OK & Next to move to the next result.

## Use Auto Text

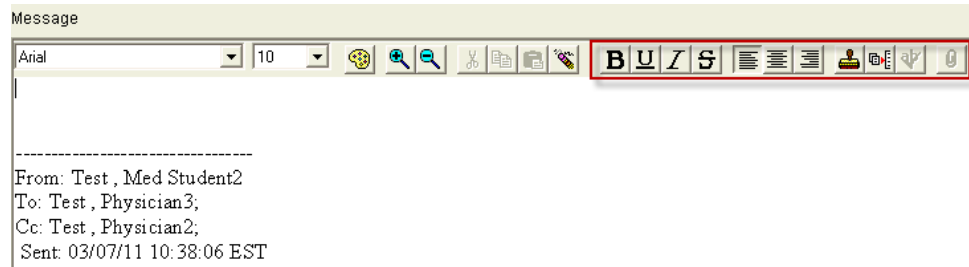
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Auto Text entries allow for free text to be saved and automatically inserted into a message or note. This saves time when entering repetitive text again and again, or entering large amounts of the same text repetitively.

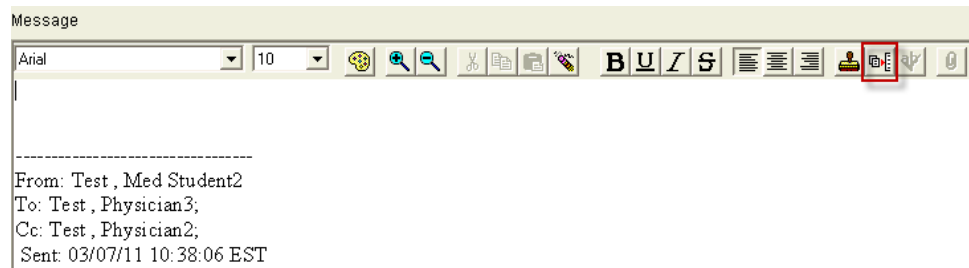
Auto text automatically pops into your message as you're typing by using a key sequence, or abbreviation, that you designate to trigger the auto text. Be careful what abbreviation you use – every time you key stroke the abbreviation, the automatic text pops up.


## Creating an Auto Text Entry

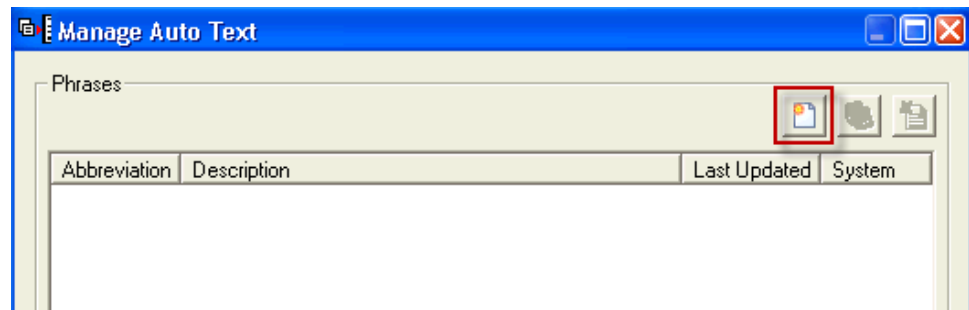
1. Click in the Message area. This activates the text editor toolbar at the top of documentation area, including the Manage Auto Text button.



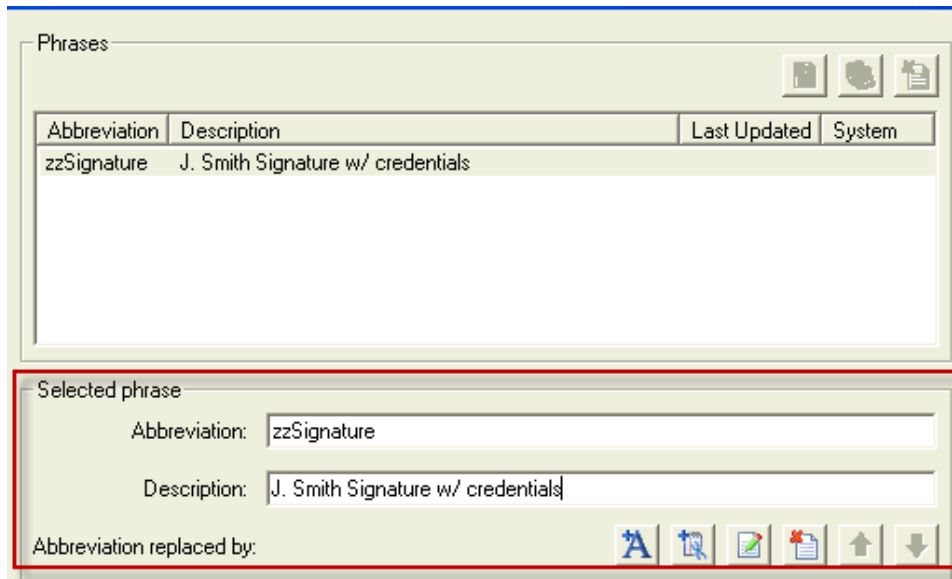
2. Click Manage Auto Text 




3. The Manage Auto Text dialog box opens. Select New Phrase 

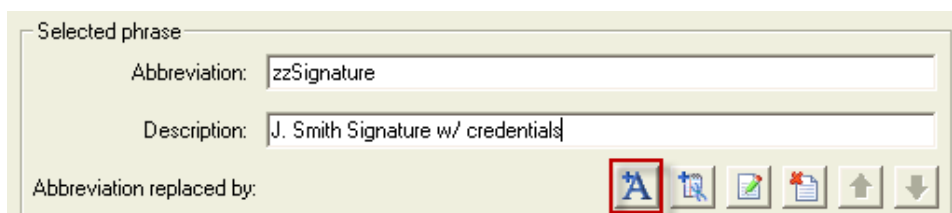


- In the Abbreviation box, add your free-text abbreviation. This is the method to use when you add your auto-text to the note.

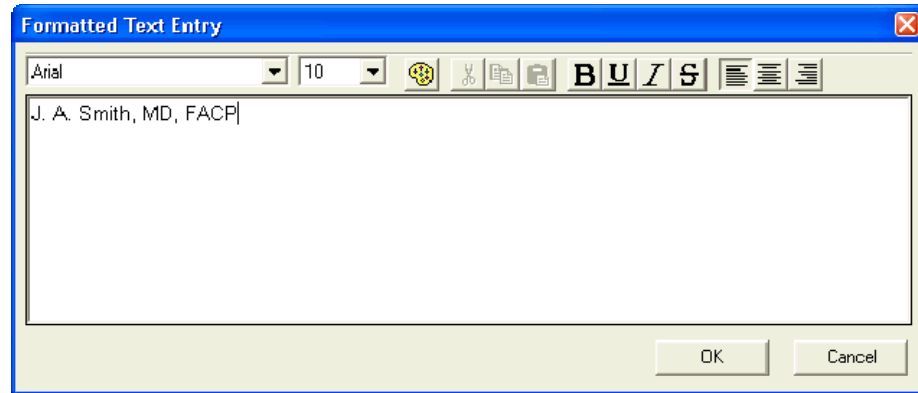


**Note:** Carefully select your auto text abbreviation. Use an uncommon letter combination that is unlikely to be replicated at the start of ordinary words, such as zz. This helps eliminate your auto text popping up continuously as you type more common letters or letter combinations.

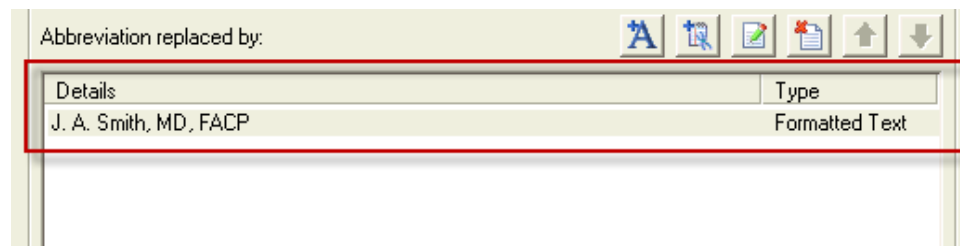
- Add a description for the abbreviation so that you can easily identify the auto text.
- Select Add Text  to type the text you want displayed when you type the abbreviation.



- A Formatted Text Entry dialog box is displayed. Type the wanted text you want to save as auto text, and format the text using the options on the toolbar. Click OK when finished.



- The formatted text displays in the Manage Auto Text box.



- Click Save to save the automatic text settings, or click Discard to cancel without saving.

## Out of Office Assistant

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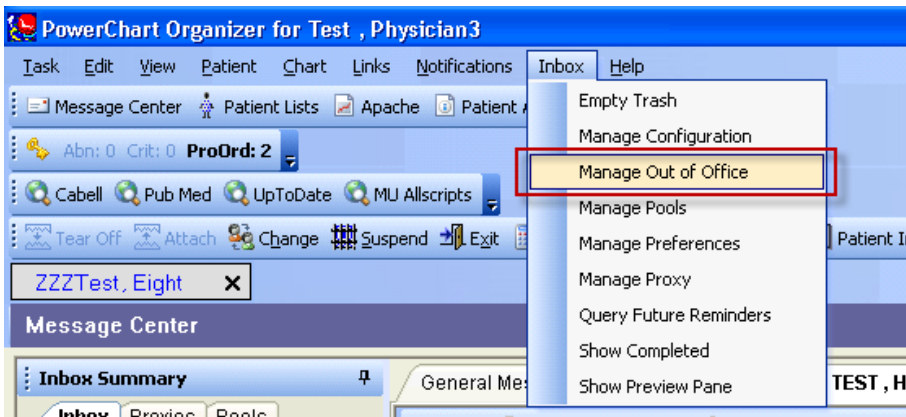
Out of office is available to notify other clinicians or staff when sending a message, document or result that you are not actively managing your inbox (similar to email out of office). Out of Office functionality provides the ability to set an Out of Office status on an individual or pool inbox.

The Out of Office status is set under the Inbox menu for an individual or pool inbox. An optional until date can be entered.

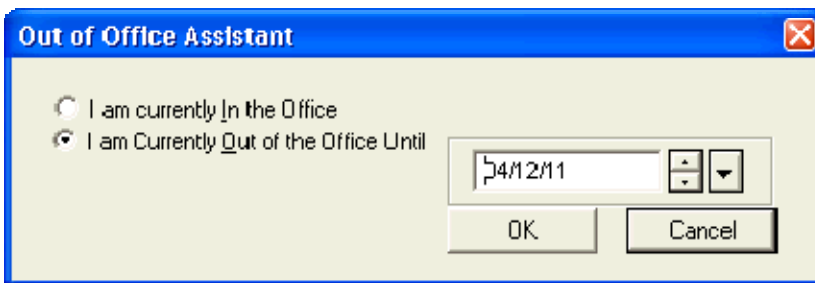
When sending to users or pools with the status set, the sender receives an Out of Office notification with the date displayed (if entered). The sender has the option to send anyway or discontinue the send.

Complete the following steps to use Out of Office:

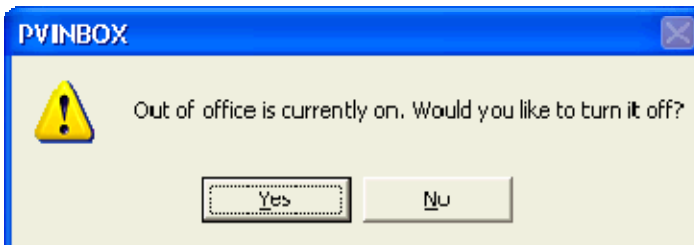
1. With Message Center open, go to Inbox Menu and select Manage Out of Office.



2. Select the appropriate option and if out of office enter a date of return if known.



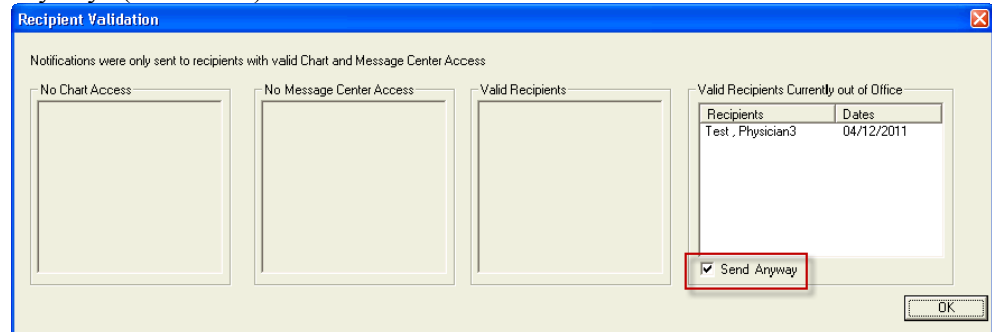
3. Click OK to save change.
4. When logging back in to *PowerChart*, opening Message Center and Out of Office is set, a warning message is displayed prompting you if you would like to turn Out of Office off.



## Out of Office Appearance

Users are presented a message if the person you are trying to send the message to if Out of Office turned on and that user is currently not managing their inbox.

The following message is displayed, and you are prompted if you want to send anyways (defaults in).



## Working with Documents

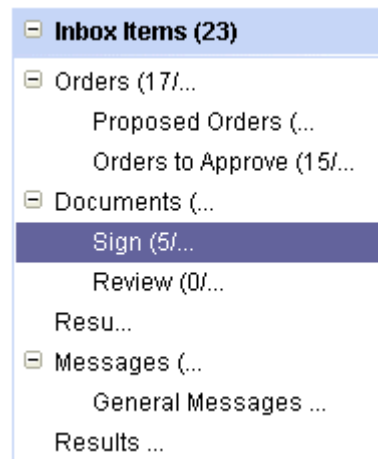
The Documents category in your Inbox folder shows documents that need to be signed.

### Signing Documents

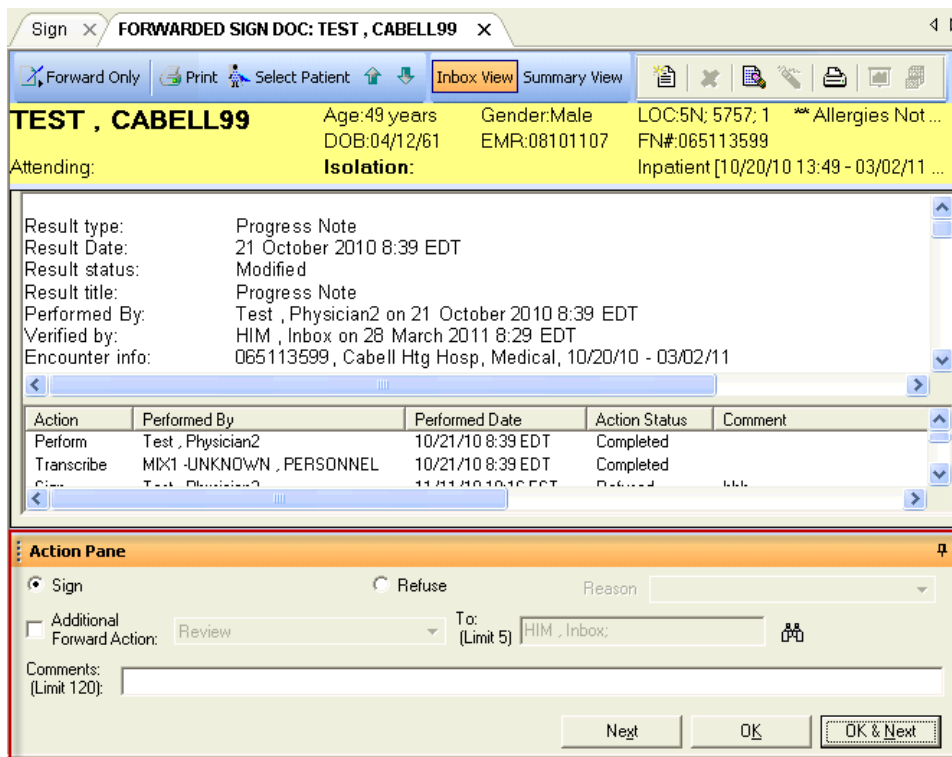
Documents for your signature are placed in the Sign inbox items.

Complete the following steps to sign a document:

1. From the Inbox Summary, select Documents or Sign. The items open in your Inbox Summary workspace.



- From the Inbox Summary workspace, double-click the document you want to sign.
- The document opens in another tab displaying the action pane at the bottom of the window.

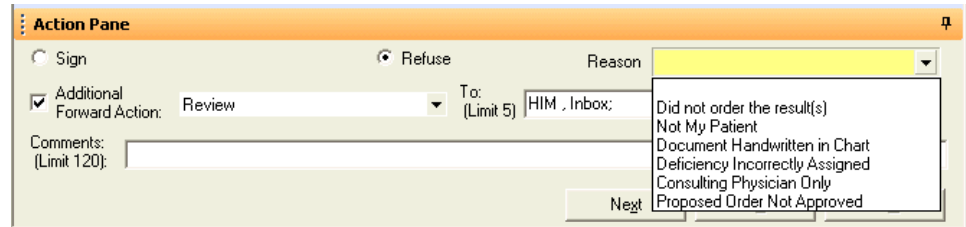


- Review the document.
- Under Action Pane, select Sign.
- If you want to include comments, enter them in the Comments box.
- Click OK to sign the document, or OK & Next to sign the document and open the next document.
- The document is signed.

## Refusing Documents

The Refuse feature enables you to refuse to sign a document. Complete the following steps to refuse a document:

- From the Inbox Summary workspace, double-click the document you want to refuse.
- Under Action Pane, select Refuse.
- Select a Reason for refusal from the Reason list.



4. Search and select recipient from the To box.



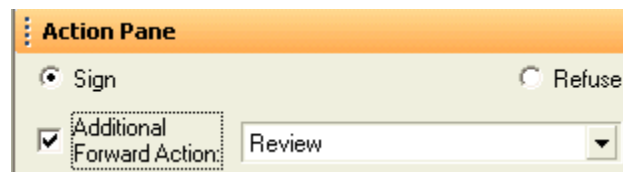
**Note:** Documents should be refused to HIM, inbox unless the reason is Not My Patient and you know the correct physician.

5. If you have any comments you want to include, enter them in the Comments box.
6. Click OK to refuse to sign the document, or Click OK & Next to refuse to sign the document and open the next document.

## Signing and Forwarding a Document

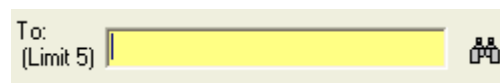
The Message Center allows you to sign a document and then forward it to another clinician for review. Complete the following steps to forward a document after signing it:

1. From the Inbox Summary workspace, double-click the document to open it.
2. Under Action Pane, select Sign (if not already selected).
3. Select the option for Additional Forward Action.
4. From the Additional Forward Action list, select Review.



**Note:** Never select Sign as the Additional Forward Action because the Additional Forward Action is for the recipient to review the order.

5. Select the recipient to send the document for review from the To list. You can select up to 5 clinicians.



6. If you have any comments you want to include, enter them in the Comments box.
7. Click OK to sign and forward the document, or OK & Next to sign and forward the document and open the next item.

## Modifying a Document

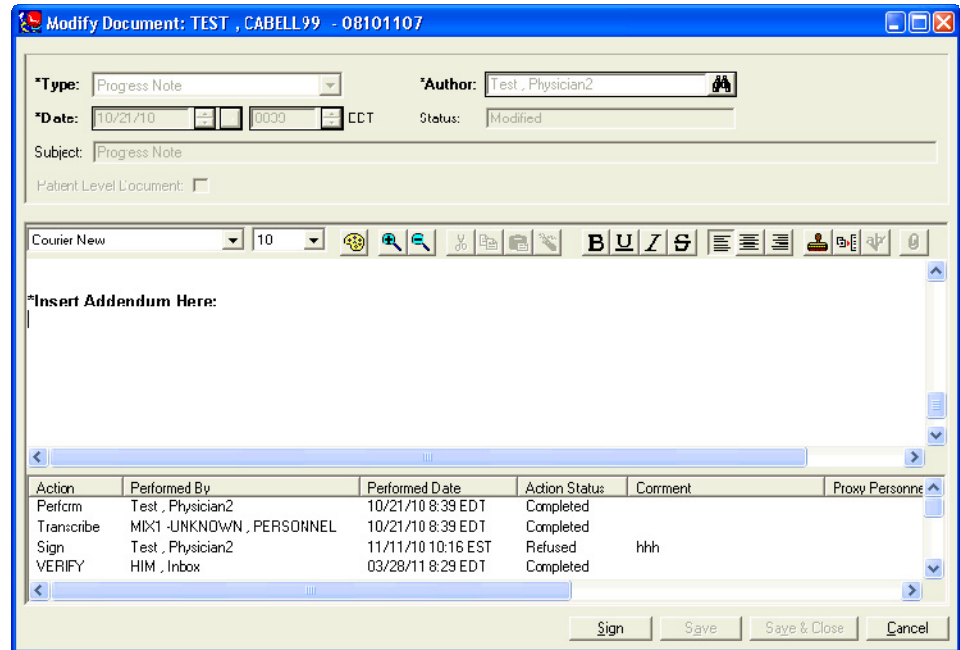
At times when reviewing a document, updates need to be made. Updates can be made in Message Center to prevent the need to repeat dictation.

Complete the following steps to make updates to a document by modifying:

1. From the Inbox Summary workspace, double-click the document to open it.
2. Right-click anywhere in the document, and select Modify from the context menu.

The screenshot shows a document viewer interface. At the top, a yellow header bar contains the text "TEST , CABELL99" on the left and "Age:49", "DOB:04", and "Isolati" on the right. Below the header, the text "Attending:" is visible. The main content area displays document metadata: "Result type: Progress Note", "Result Date: 21 October 2010 8:39 EDT", "Result status: Modified", "Result title: Progress Note", "Performed By: Test , Physician2 on 21 October 2010 8:39 EDT", "Verified by: HIM , Inbox on 20", and "Encounter info: 065113599 , Cab". Below this is a section titled "Progress Note" with the text "-- THIS IS A TEST DOCUMENT --". The main body of the document contains two sections: "HISTORY OF PRESENT ILLNESS:" followed by a paragraph about a motorcycle accident and fracture fixation, and "PAST MEDICAL HISTORY:" followed by "Trauma to the hands and feet.". A context menu is open over the document text, listing options: "Add (Ctrl+N)", "PowerNote", "Scan/Import", "Scanner Properties", "Filter In Error Documents" (checked), "Submit", "Sign", "Review", "In Error", "Modify" (highlighted with a red box), "Correct", "Mail Merge", "View Image", and "Forward".

3. The Modify Document window opens.



4. Add addendum information as needed. Sign document when finished.
5. After signing the document, the item drops out of your Message Center Inbox.

**Note:** If the Message Center Inbox doesn't automatically update after signing the document, click Refresh  0 minutes ago .

## Reminders

Reminders allow you to compose messages or designate results or documents for follow-up at a later time. They are intended as notifications to ensure that patient care activities for the specified patient are carried out at a later time. Reminders can be sent to your own Inbox.

Reminders that are sent to another user's Inbox are similar to messages except they are saved to the recipient's Reminders folder and do not activate until the designated date.

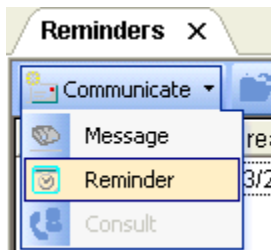
### Create a Reminder

Create a reminder to ensure that patient care activities for a specified patient are carried out at a later time. Complete the following steps to create a reminder:

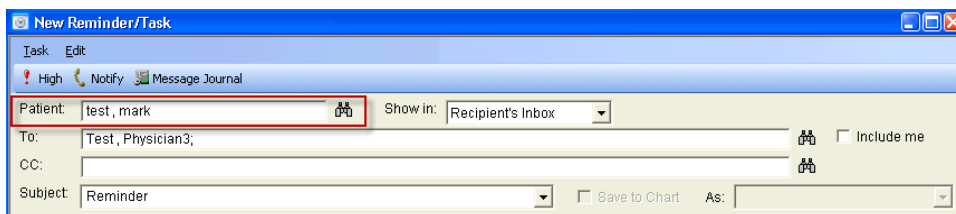
1. From the Inbox Summary, select the Reminders folder. The Reminders folder opens in the Inbox Summary workspace.



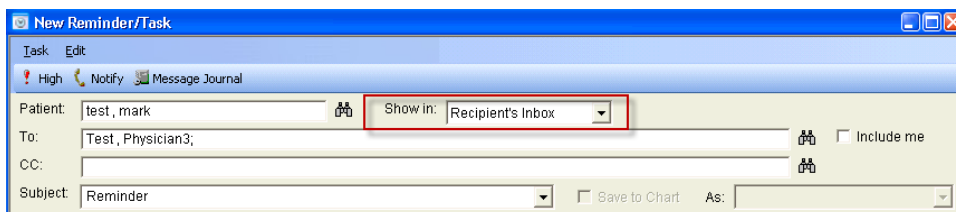
2. Select the form of communication by clicking the downward arrow on Communicate, and select Reminder. The New Reminder/Task window opens.




3. Click the binoculars icon next to the Patient field to search for the patient using the Patient Search dialog box.



4. Select the patient and click OK.
5. Select the location where the reminder should show up using the Show In list.



6. Click the binoculars  next to the To: field to add recipients using the Patient Search dialog box.
7. Enter a subject topic in the Subject field.
8. Enter the Show Up and/or Due On time for the reminder.

**Note:** When setting a reminder, 2o options can be set:

**Show Up:** The Show Up date sets the date when the reminder displays in the recipient's Inbox or becomes active if the reminder is attached to a patient chart.

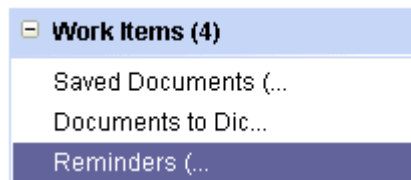
**Due On:** The Due On date sets the due date for the reminder. Reminders that are overdue are indicated in red and displayed in the Priority folder.

9. Compose the reminder.
10. Click Send.

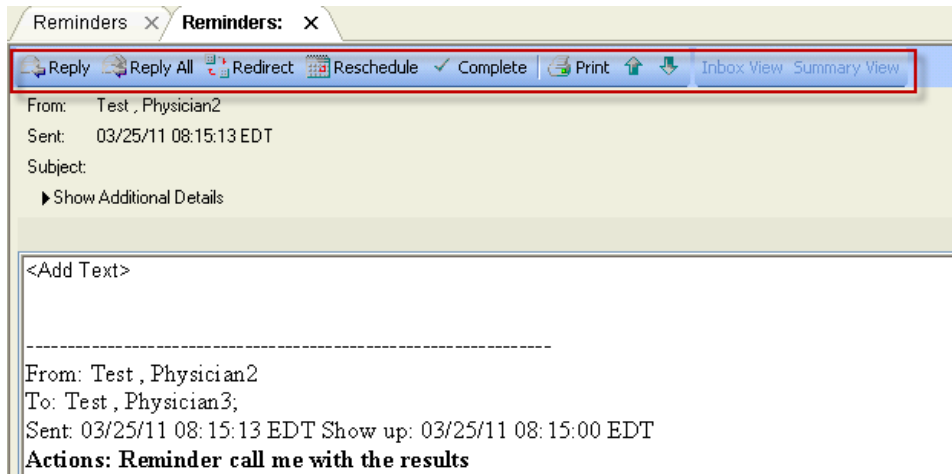
## Working with Reminders

Taking action upon a reminder can be completed directly from the Reminders list that opens in the Inbox Summary workspace, or by opening and reviewing a reminder. ,Complete the following steps to work work reminders:

1. From the Inbox Summary, click the Reminders folder. The Reminders folder opens in the Inbox Summary workspace.



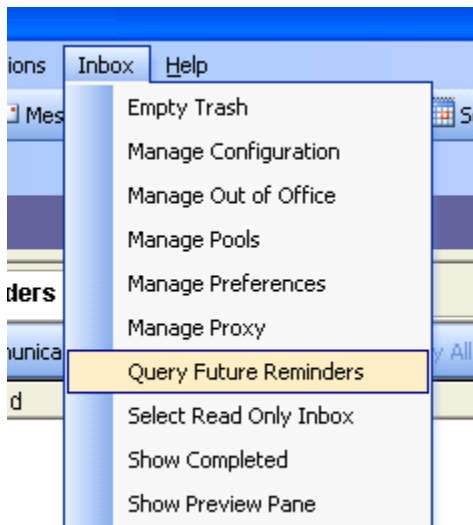
2. Double-click a reminder to open it.
3. Review the reminder, and click Complete on the Reminder toolbar to mark it as complete. You can also redirect, reschedule, or reply to the reminder, or add the reminder to the patient's chart.



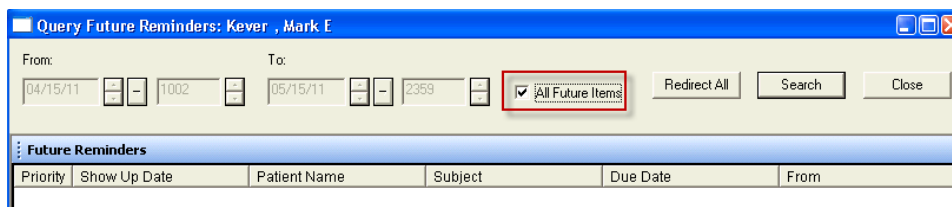
## Query Future Reminders

There may be times when would be useful to look at all future reminders that you have. Complete the following steps to look up future reminders:

1. From Inbox menu, select Query Future Reminders.



2. Click All Future Items box to see all future reminders or select From and To: dates/time to see reminders in a specific timeframe and click Search.



## Pools

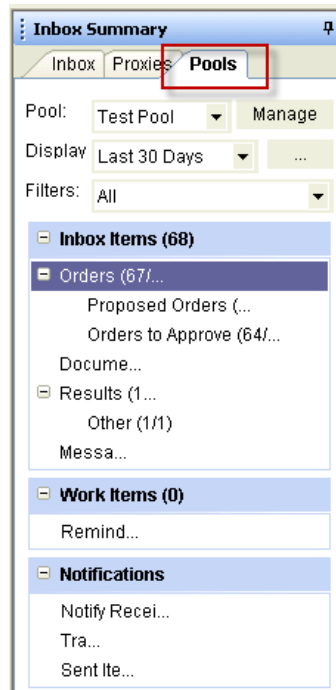
A pool is a shared mailbox that can be accessed by any user that is a member of the pool. While the contents of the Inbox are visible to all members of the pool, only one individual must act on an item in order for that item to be considered complete. Pool functionality allows providers that work in a care team setting to share responsibility for managing results, documents, and messages for a shared group of patients.

From within each pool Messages, Reminders, Refills, Results, and Documents can be acted upon just as your inbox items are today. Pool items can be assigned per user, based on who opened the item for viewing.

### Working with Messages as a Member of a Pool

Complete the following tasks to access a pool Inbox:

1. From the Inbox Summary, click the Pools tab.



2. Select the pool that you would like to access from the Pool list.
3. Select a specific date range.
4. If necessary, narrow the number of messages displayed by selecting an option from the Filter list.
5. Click the plus (+) sign next to the category to expand it; Click the minus (-) sign next to the category to collapse it. Click a folder to display the items in that category.

6. Double-click the item or select it and click Open to view the item.
7. To assign or unassign an item to yourself, right-click the item and select the appropriate assignment option. By default if a user opens an item within the pool to review, he/she is automatically assigned that item for completion (can be unassigned via right-click).

## Proxy Authorization

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Granting proxy authorization enables another provider to access your Message Center and work with it as your proxy. Additionally, you can be given proxy from another provider and access the Message Center as a proxy. Proxy authorization is helpful when you are out of the office for an extended period of time.

Your proxy can perform any activities for which you have granted authorization, such as signing, refusing, and forwarding messages, orders, or documents. When granting proxy authorization, you specify the provider, the specific Message Center folders to which you want to give proxy as well as the effective dates for the proxy.

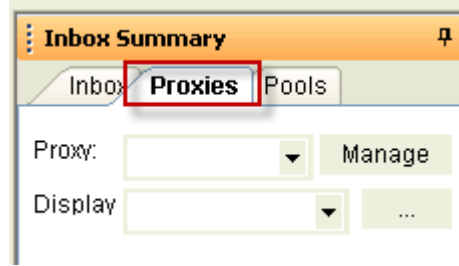
As a proxy to another user's Message Center, you have access only to the folders and functions that have been granted to you. The proxy Message Center has the same look and feel as your Message Center, except that all actions that you take are on behalf of the individual for which you are proxy.

**Note:** When you have proxy access, the tasks that you can perform can be limited by the user's Message Center. Any activities that you perform as a proxy are logged.

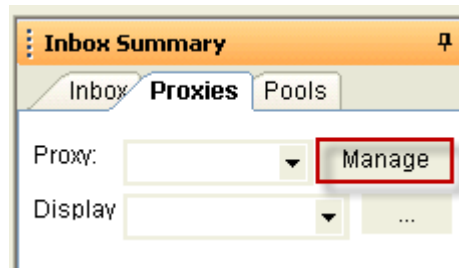
## Granting Proxy Authorization

Granting proxy authorization allows another provider to perform activities for which you have granted them authorization. Complete the following step to grant proxy authorization:

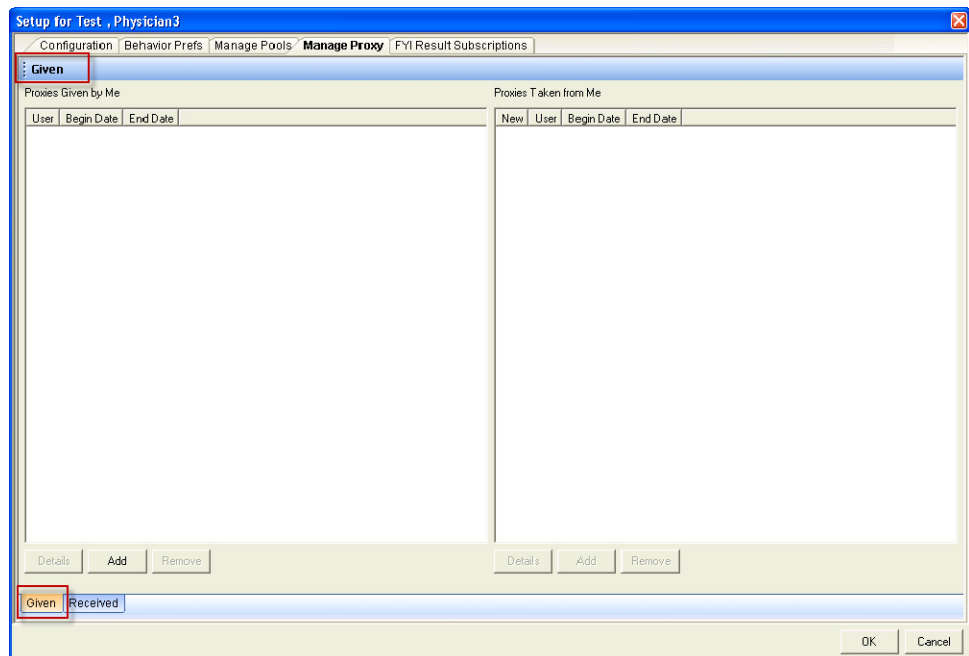
1. From the Inbox Summary, click the Proxies tab.



2. Click Manage.

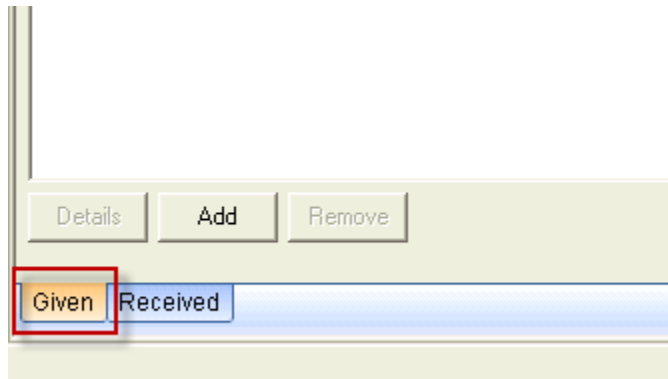


3. The Setup dialog box opens defaulting to the Given proxy view as indicated in the upper left section of the Setup box.

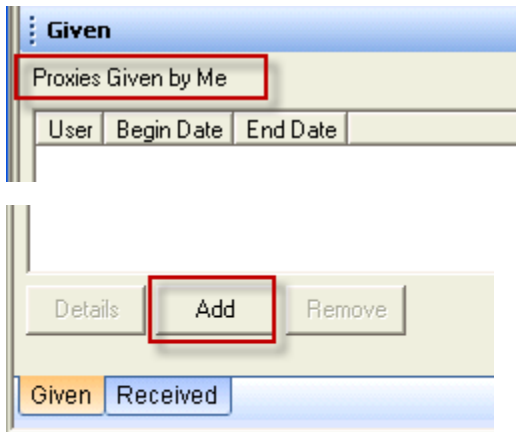


**Note:** In addition to Proxy setup, the Setup dialog features setup preference options for other components of the Message Center including Summary View Configuration, Behavior Preferences, Manage Pools, and FYI Result Subscriptions.

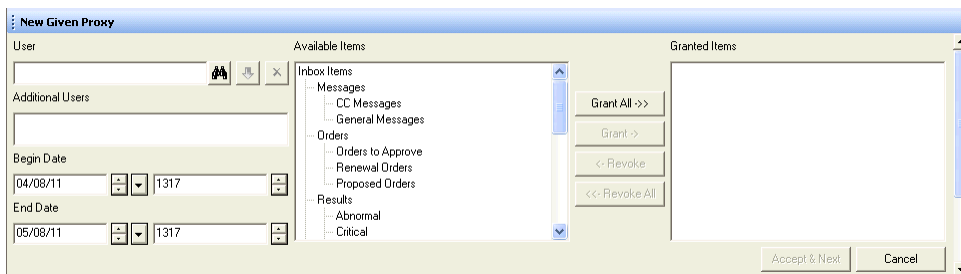
- If the Given proxy view is not the default view, change the view by selecting the Given tab in the bottom right corner of the Setup dialog box.




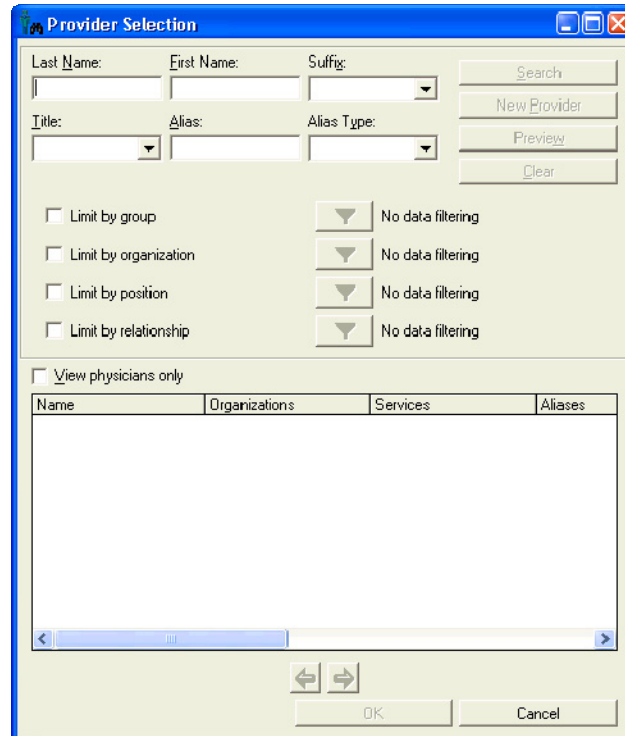
- Locate the Proxy Given By Me section and click Add below the section to add a user to your proxy list.

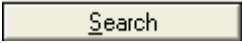



- The New Given Proxy section opens in the bottom half of the Setup window.



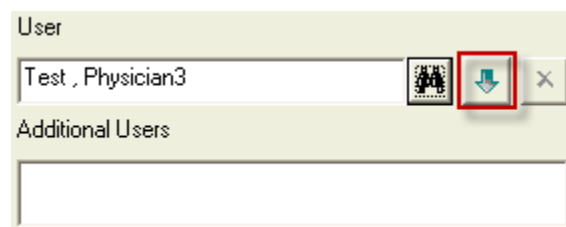
- Click the binoculars  next to the User box to search for the provider whom you want to give proxy permissions.
- A Provider Selection window opens.



9. Type the provider's identifiers in the Last Name and/or First Name field, then click Search .

10. Select the provider from the search results, and click OK .

To grant proxy to more than one user, use the arrow to move the current user to the Additional User's box. Continue searching and select the additional providers.



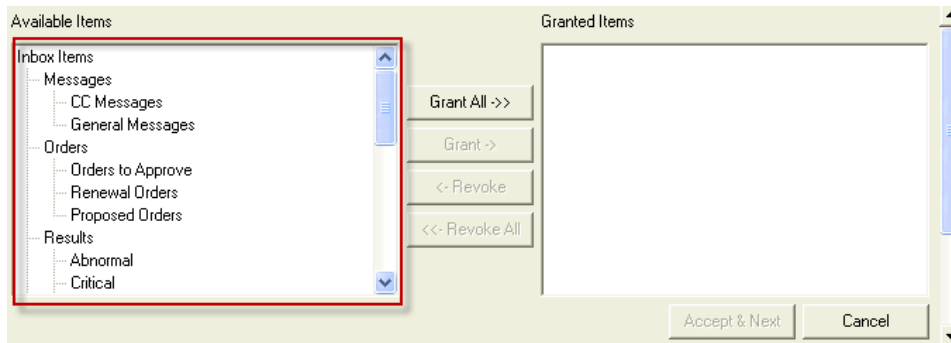
11. Specify a Begin Date and End Date setting to define the time frame the provider has proxy access. For example, if you are out of the office starting 4/8/11 at 1200 through 5/8/11 at 1200, specifying the dates and times ensures the provider receives proxy only during that period.

Begin Date  
 04/08/11 1200

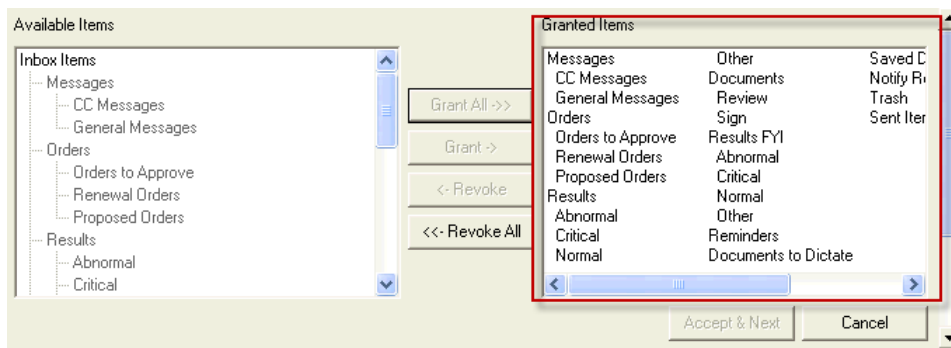
End Date  
 05/08/11 1200

**Note:** Must assign proxies with a time frame.

12. Specify the types of permissions given to the proxy provider by reviewing the Available Items.

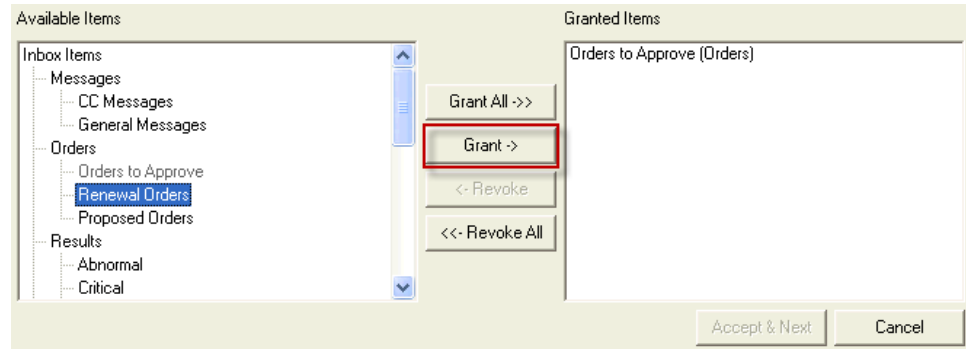


- To grant permissions to the provider for all Available Items, click Grant All. All Available Items are transferred to Granted Items.



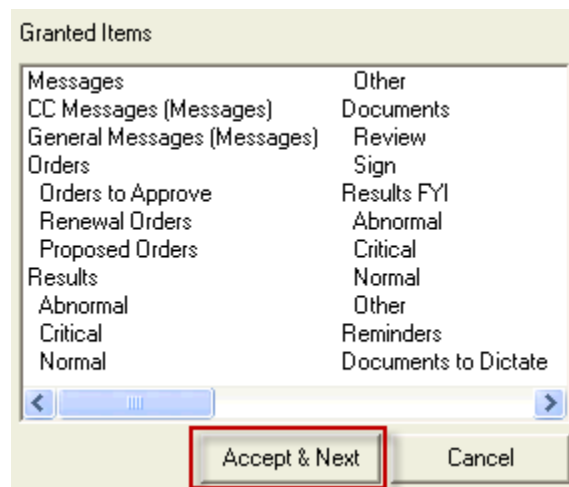
**Note:** Clicking Grant All gives full access.

- To grant itemized Message Center proxy to the provider, select the folder from the Available Items box and click Grant to add it to the Granted Items box.



13. Grant as many folders as necessary. The selected folders are moved to the Granted Items box.

14. Click Accept & Next.



15. In the Setup window, review the proxy just granted.

Given			
Proxies Given by Me			
User	Begin Date	End Date	
Test , Physician3	04/11/11 15:59:00 EDT	05/11/11 15:59:00 EDT	

16. Click OK.

## Viewing Messages as a Proxy

You can access another provider's Message Center if you have proxy. Complete the following steps to access a Message Center in which you have proxy,:

1. From the Inbox Summary, click the Proxies tab.
2. From the Proxy list, select the name of the provider's Message Center you want to view.



3. The provider delegated a set of folders to which you are given proxy. The folders display in the Proxy Inbox Summary.
4. Complete any tasks for which you have proxy rights.

**Note:** The tasks you are allowed to proxy are limited by how the user set the proxy for their Message Center.

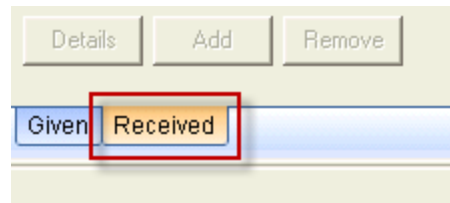
5. When finished working in the Proxies tab, navigate to your Inbox tab to view your Message Center. Your Inbox Summary folders are displayed.

**Note:** If you sign an Inbox item as a proxy, the signature states you have signed on behalf of the individual's Inbox. If you review an item and you also want to leave it for the original provider to review, close the notification or move to the next Message Center item. Do not sign, refuse, or forward the notification.

## Viewing Proxy Authorizations Granted to You

You can view a list of all the providers that have given you proxy access to their Message Center. Complete the following steps to view proxy authorizations:

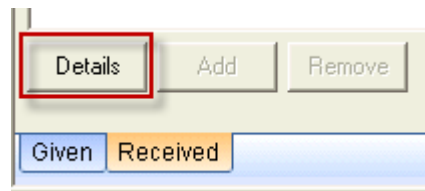
1. From the Inbox Summary, click the Proxies tab.
2. Click Manage. The Setup box opens defaulting to the Given proxy view as indicated in the upper left region of the Setup box.
3. Click the Received tab located in the bottom left corner of the Setup window.



4. The list of proxies given to you are noted in Proxies Received by Me pane.

**Note:** Names listed in the Proxies Received by Me pane are providers that have given you proxy access to their Message Center.

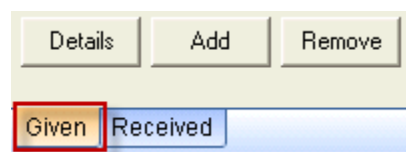
5. To view detailed information about the privileges granted by a particular user, select the user and click Details.



## Viewing Proxy Authorizations That You Have Granted

Complete the following steps to view proxy authorizations you have been granted:

1. From the Inbox Summary, click the Proxies tab.
2. Click Manage. The Setup dialog box opens.
3. Click the Given tab located in the bottom left region of the Setup dialog box if not already selected. The proxies given are displayed in the Proxies Given by Me pane.

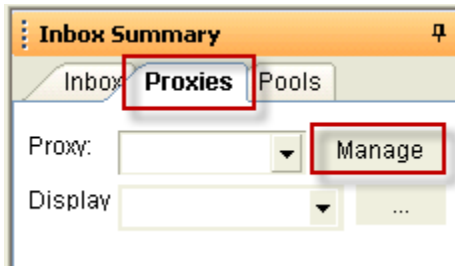


4. Select the proxy that you would like to view, and click Details. The specific permissions that you have granted are displayed.

## Modifying Proxy Authorization

Once you have granted proxy authorization, you can modify the proxy as necessary. Complete the following steps to update proxies:

1. From the Inbox Summary, click the Proxies tab.



2. Click Manage.
3. From the Proxies Given by Me pane, select the proxy you want to modify.
4. Click Details.
5. Modify the proxy as needed.
6. Click Accept & Next to save changes and close the Details pane.
7. Click OK to close the Setup dialog box.