Messages

Messages refer to the critical communication exchanged between healthcare caregivers and patients. These messages convey vital information about the patient's condition, treatment plans, medication schedules, and any changes in their health status. Effective messaging is essential for coordinating and delivering high-quality care in a home setting.

- Received Messages, Sent Messages
- Group SMS and Broadcast Notification

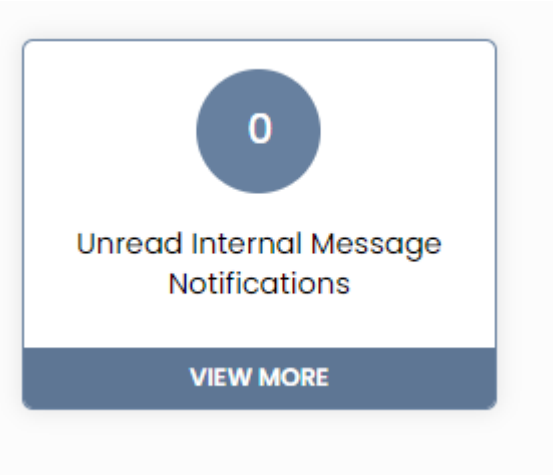
Received Messages, Sent Messages

Received Messages

The Internal Messages Notifications received in the system can be viewed under Received Messages.

> **Messages >> Received Messages**

The user can view the Internal received messages in this screen.



Sent Messages

Sent messages are communications from patients, caregivers or family members. They relay critical information, updates, instructions, and reminders, enhancing patient care and ensuring effective communication while adhering to privacy regulations.

> **Messages >> Sent Messages**

The Sent Internal Message can be viewed in the system by using the option Sent Message.

2

Sent Internal Message Notifications

VIEW MORE

SENT INTERNAL MESSAGE NOTIFICATIONS

Account #	Medicaid #	Client	Message	Status	Resolved By/ Assigned To	Resolved / Assigned Date	
3357951852	N/A	Clark, Samuel	ertetetet	Open	Catts, Tanya	10/07/2023	Access Client
3357951852	N/A	Clark, Samuel	jkhkljhjkhl	Open	Garcia, William	10/13/2023	Access Client

Group SMS and Broadcast Notification

Group SMS

A group SMS refers to a text messaging service that allows the user to send messages simultaneously to multiple caregivers. It facilitates efficient communication and coordination among healthcare teams, ensuring timely updates, appointment reminders, and critical information.

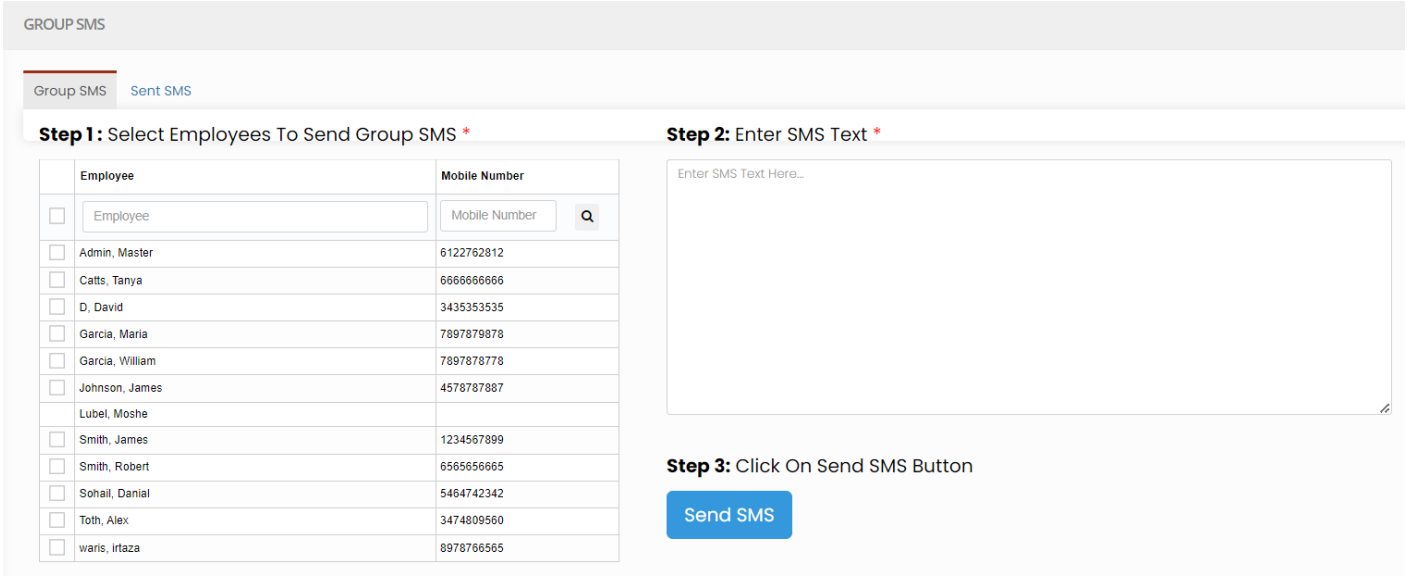
Sending Group SMS

> **Messages >> Group SMS**

Step 1: The user can select the group of Employees from the list to send the messages in this field.

Step 2: Enter the Text message to be sent to the Employees.

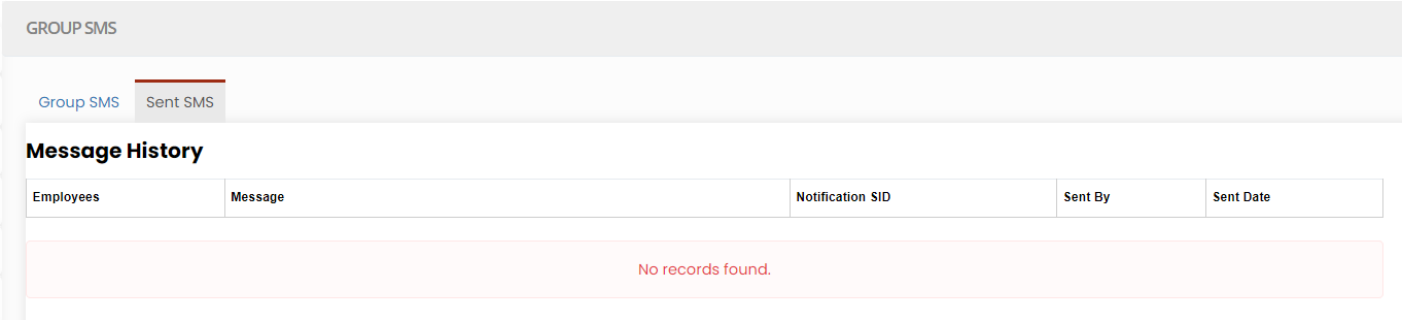
Step3: Click send SMS Button to send the messages to employees.



Sent SMS

> **Messages >> Group SMS**

The sent SMS can be viewed in the system by using the option Sent SMS.



Broadcast Notification

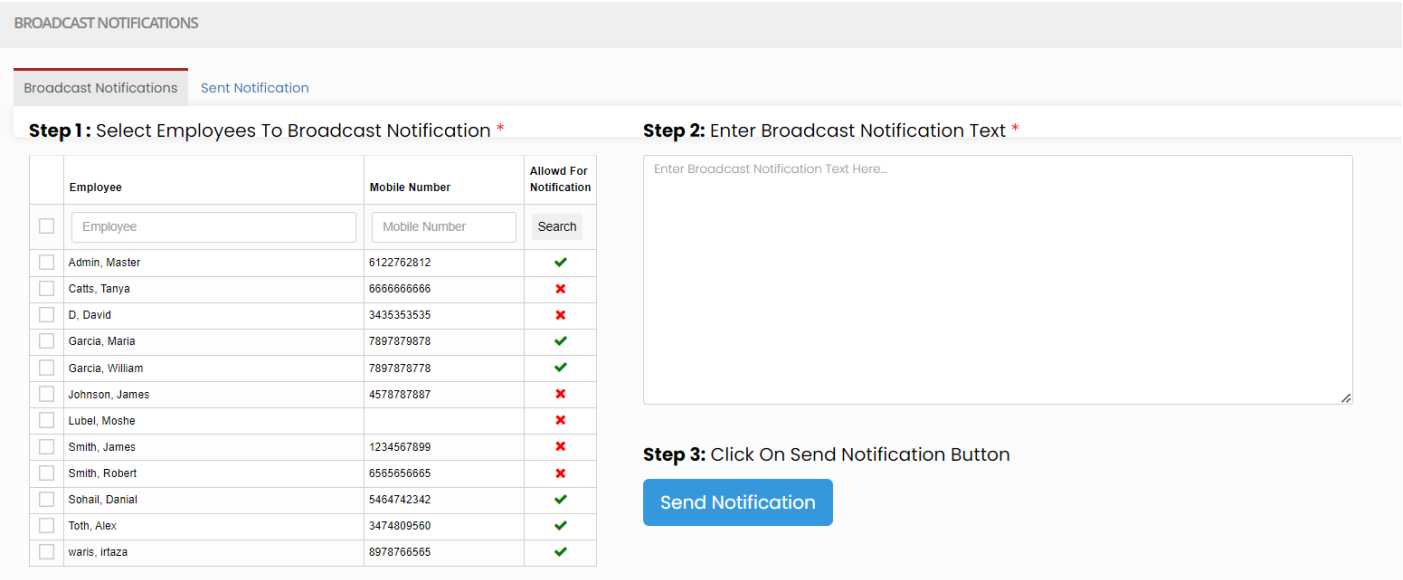
A broadcast notification refers to alerts to all relevant caregivers, medical professionals, and patients simultaneously. It ensures that everyone involved in a patient's care is promptly informed about critical events, changes in treatment plans, or emergencies, facilitating coordinated and efficient care delivery.

Sending Broadcast Notification

> **Messages >> Broadcast Notifications**

To send Broadcast Notification follow these steps:

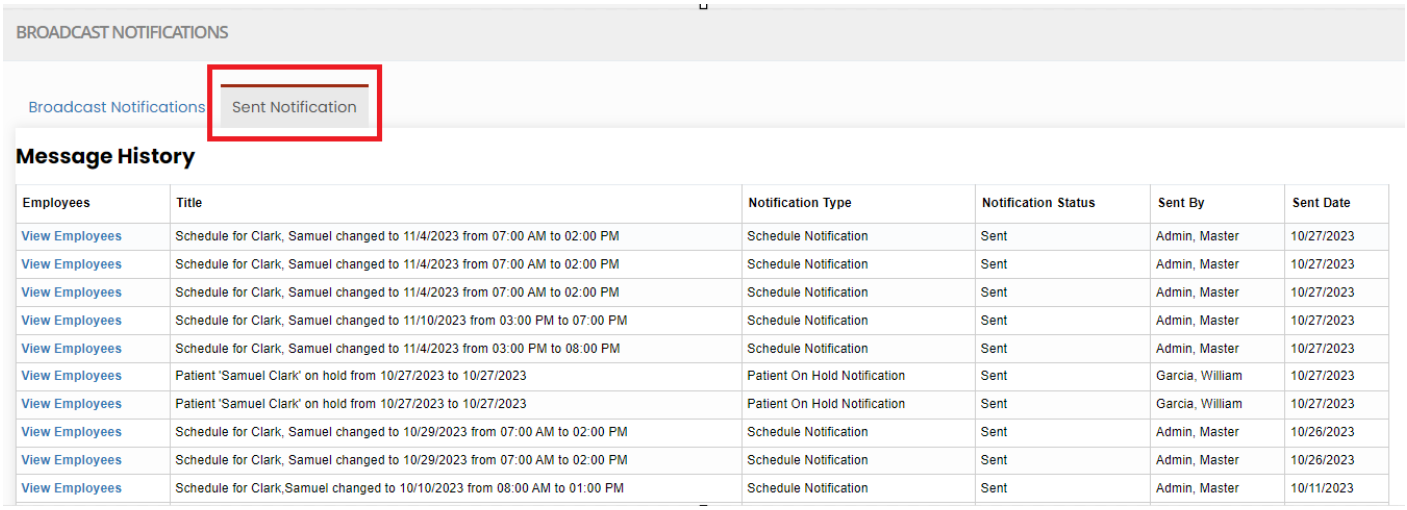
- Step 1: Select Employee from list to send Broadcast Notification.
- Step 2: Enter Broadcast Notifications text.
- Step 3: Click the Send Notification Button.



Sent Notifications

> **Messages >> Broadcast Notifications**

The sent notifications can be viewed in Sent Notification screen.



Employees	Title	Notification Type	Notification Status	Sent By	Sent Date
View Employees	Schedule for Clark, Samuel changed to 11/4/2023 from 07:00 AM to 02:00 PM	Schedule Notification	Sent	Admin, Master	10/27/2023
View Employees	Schedule for Clark, Samuel changed to 11/4/2023 from 07:00 AM to 02:00 PM	Schedule Notification	Sent	Admin, Master	10/27/2023
View Employees	Schedule for Clark, Samuel changed to 11/4/2023 from 07:00 AM to 02:00 PM	Schedule Notification	Sent	Admin, Master	10/27/2023
View Employees	Schedule for Clark, Samuel changed to 11/10/2023 from 03:00 PM to 07:00 PM	Schedule Notification	Sent	Admin, Master	10/27/2023
View Employees	Schedule for Clark, Samuel changed to 11/4/2023 from 03:00 PM to 08:00 PM	Schedule Notification	Sent	Admin, Master	10/27/2023
View Employees	Patient 'Samuel Clark' on hold from 10/27/2023 to 10/27/2023	Patient On Hold Notification	Sent	Garcia, William	10/27/2023
View Employees	Patient 'Samuel Clark' on hold from 10/27/2023 to 10/27/2023	Patient On Hold Notification	Sent	Garcia, William	10/27/2023
View Employees	Schedule for Clark, Samuel changed to 10/29/2023 from 07:00 AM to 02:00 PM	Schedule Notification	Sent	Admin, Master	10/26/2023
View Employees	Schedule for Clark, Samuel changed to 10/29/2023 from 07:00 AM to 02:00 PM	Schedule Notification	Sent	Admin, Master	10/26/2023
View Employees	Schedule for Clark,Samuel changed to 10/10/2023 from 08:00 AM to 01:00 PM	Schedule Notification	Sent	Admin, Master	10/11/2023