

# Internal Messaging / Notes



Internal messaging tools enable caregivers, nurses, and administrators to coordinate patient care, share vital information, and manage schedules efficiently.

## Internal Messaging

The Internal Messaging option is used to send internal messages from the patient to the employee. The user has to click +Add New Message option to send the messages.

**Client >> List >> Select Patient from List >> Internal Messaging**

The screenshot shows the 'Internal Messaging' tab selected in the top navigation bar. Below the tabs, there is a checkbox for 'Assigned to me only' and a green '+ Add New Message' button. A table displays the message history with the following data:

Message	Assignee	Status	Added By	Added Date	Action
erlelelet	Catts, Tanya	Open	Admin, Master	10/07/2023	 

Below the table, it says 'Showing 1 to 1 of 1 records'.

Select the Employee name and enter the message for the employee in the system. Click Save option to send the message.

The screenshot shows the 'Add New Message' modal form. At the top, it says 'EDIT PATIENT - CLARK, SAMUEL 45Y 7M MALE / #3357951852 / LOCATION: N/A / STATUS: ACTIVE'. The modal has a close button (X) in the top right corner. Inside the modal, there is a dropdown menu for 'Assignee\*' with the text 'Select Assignee' and a text area for 'Message\*'. At the bottom of the modal, there are 'Cancel' and 'Save' buttons. In the background, the 'Internal Messaging' interface is visible, showing the same table as in the previous screenshot.

## Notes

The Notes Tab is used to update the internal notes for the patient in the system. Click +Add Note option to enter the notes.

**Client >> List >> Select Patient from List >> Notes**

EDIT PATIENT – CLARK, SAMUEL
45Y 7M MALE / #3357951852 / LOCATION: N/A / STATUS: ACTIVE

Patient Details
Documents
Billing/Prior Authorization
Care Plan
Calendar
Block Employees
Internal Messaging
Notes

+ Add Note

Note	Added By	Category	Added Date	Action
reports	Master Admin		10/10/2023	
documents	Master Admin		10/10/2023	

Now, update the notes for the patient and click Save option.

EDIT PATIENT – CLARK, SAMUEL
45Y 7M MALE / #3357951852 / LOCATION: N/A / STATUS: ACTIVE

Patient Details
Documents

reports
documents

Add Note

Role\*
PCA/CNA

Assignee\*
Assignee is required

Category
Category is required

IsPrivate
☒

Note\*

Note

Cancel
Save

+ Add Note Sentence

Click Delete option under Actions in the system to Delete the Notes.

Patient Details
Documents
Billing/Prior Authorization
Care Plan
Calendar
Block Employees
Internal Messaging
Notes

+ Add Note

Note	Added By	Category	Added Date	Action
reports	Master Admin		10/10/2023	
documents	Master Admin		10/10/2023	
notes	Master Admin		10/18/2023	

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