

# 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	<a href="#">Access Client</a>
3357951852	N/A	Clark, Samuel	jkhkjhhjkh	Open	Garcia, William	10/13/2023	<a href="#">Access Client</a>

# 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.

GROUP SMS

Group SMS

Sent SMS

Step 1: Select Employees To Send Group SMS \*

	Employee	Mobile Number
<input type="checkbox"/>	<input type="text" value="Employee"/>	<input type="text" value="Mobile Number"/> <input type="button" value="Q"/>
<input type="checkbox"/>	Admin, Master	6122762812
<input type="checkbox"/>	Catts, Tanya	6666666666
<input type="checkbox"/>	D, David	3435353535
<input type="checkbox"/>	Garcia, Maria	7897879878
<input type="checkbox"/>	Garcia, William	7897878778
<input type="checkbox"/>	Johnson, James	4578787887
<input type="checkbox"/>	Lubel, Moshe	
<input type="checkbox"/>	Smith, James	1234567899
<input type="checkbox"/>	Smith, Robert	6565656665
<input type="checkbox"/>	Sohail, Danial	5464742342
<input type="checkbox"/>	Toth, Alex	3474809560
<input type="checkbox"/>	waris, Irtaza	8978786565

Step 2: Enter SMS Text \*

Step 3: Click On Send SMS Button

### Sent SMS

Messages >> Group SMS

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

GROUP SMS

Group SMS

Sent SMS

Message History

Employees	Message	Notification SID	Sent By	Sent Date
No records found.				

# 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.

BROADCAST NOTIFICATIONS

Broadcast Notifications

Sent Notification

Step 1: Select Employees To Broadcast Notification \*

Step 2: Enter Broadcast Notification Text \*

	Employee	Mobile Number	Allowd For Notification
<input type="checkbox"/>	<input type="text" value="Employee"/>	<input type="text" value="Mobile Number"/>	<input type="button" value="Search"/>
<input type="checkbox"/>	Admin, Master	6122762812	✓
<input type="checkbox"/>	Catts, Tanya	6666666666	✗
<input type="checkbox"/>	D, David	3435353535	✗
<input type="checkbox"/>	Garcia, Maria	7897879878	✓
<input type="checkbox"/>	Garcia, William	7897878778	✓
<input type="checkbox"/>	Johnson, James	4578787887	✗
<input type="checkbox"/>	Lubel, Moshe		✗
<input type="checkbox"/>	Smith, James	1234567899	✗
<input type="checkbox"/>	Smith, Robert	6565656665	✗
<input type="checkbox"/>	Sohail, Danial	5464742342	✓
<input type="checkbox"/>	Toth, Alex	3474809560	✓
<input type="checkbox"/>	waris, Irtaza	8978766565	✓

Enter Broadcast Notification Text Here...

Step 3: Click On Send Notification Button

Send Notification

Sent Notifications

Messages >> Broadcast Notifications

The sent notifications can be viewed in Sent Notification screen.

BROADCAST NOTIFICATIONS

Broadcast Notifications

Sent Notification

Message History

Employees	Title	Notification Type	Notification Status	Sent By	Sent Date
<a href="#">View Employees</a>	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
<a href="#">View Employees</a>	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
<a href="#">View Employees</a>	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
<a href="#">View Employees</a>	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
<a href="#">View Employees</a>	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
<a href="#">View Employees</a>	Patient 'Samuel Clark' on hold from 10/27/2023 to 10/27/2023	Patient On Hold Notification	Sent	Garcia, William	10/27/2023
<a href="#">View Employees</a>	Patient 'Samuel Clark' on hold from 10/27/2023 to 10/27/2023	Patient On Hold Notification	Sent	Garcia, William	10/27/2023
<a href="#">View Employees</a>	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
<a href="#">View Employees</a>	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
<a href="#">View Employees</a>	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