To View Details of a Verbal Order

1. Double-click **Order** to open
2. Click the **applicable tabs** to view the most up-to-date and accurate information about the order
3. Click the **X** on the tab to close

Grant Proxy Authorization

Granting proxy authorization enables another provider to access your inbox and work with it as your proxy.

1. From Inbox Summary, click the **Proxies** tab
2. Click **Manage**
3. Click **Add**
4. In New Given Proxy area, click User field and type ***last name***
5. If Multiple Matches, click **binocular** button
6. Click to select appropriate name; then, click **OK**
7. Click **green down arrow** button to move name to Additional Users if additional users are being set up
8. Specify a **Start Date/Time** and **End Date/Time**
9. To grant all permissions to the user, click **Grant All**
   OR
   To grant specific permissions to the user, press and hold the **Ctrl** key and click desired permissions; then, click **Grant**
10. Click **Accept & Next**
11. Repeat the process to add additional proxies or Click **OK**

Acting as a Proxy

1. Click the **Proxies** tab in the Inbox Summary
2. Click the drop-down arrow
3. From the Proxy list, click the name of the user's Inbox that you want to work with

NOTES:

- The folders that you have been given proxy authorization to will be displayed in the Inbox Summary
- If you review an item and want to leave it for the original provider to review as well, close the notification without signing, refusing or forwarding the notification
- To return to your own Inbox, click the Inbox tab

Updating an Existing Proxy

NOTE: Once you have granted proxy authorization, you can update the proxy as necessary

1. From the Inbox Summary, click **Proxies**
2. Click **Manage**
3. From the Proxy list, click the proxy you want to update and click **Details**
4. Modify the proxy as needed
   NOTE: Proxy permissions can be added using the **Grant** button or removed using the **Revoke** button
5. Click **Accept & Next**
6. Click **OK**

Send a Message

1. Click Messages from the Inbox Summary
2. Click **Communicate** button to create new message
3. Type ***patient name*** (or a portion of it in the Patient field)
4. Click **binocular** button
5. Click appropriate patient and encounter from Patient Search window
6. Complete additional information
7. In Remind on: field, click to set a reminder date and time and complete information (if desired)
8. In Due on: field, click to set a due date for the message (if desired)
9. Click **Send**
   NOTE: Message appears in Message area of Inbox Summary

Send a Reminder

1. Click Messages from the Inbox Summary
2. Click drop-down arrow at **Communicate** button
3. Click **Reminder**
4. Create a new reminder

NOTE: A reminder appears in the Reminders category in Work Items section of the Inbox until the date indicated is reached. At that time, the reminder appears in the Inbox Items category.

Send a Notification

1. Click Message from the Inbox Summary
2. Click **Communicate** button
3. In New Message window, click Notify icon
4. Select appropriate notification
5. Click Me checkbox, if the notification is for you
   OR
   Enter names of other recipients
6. Choose a Notification Priority
7. Click **OK**
8. Complete additional information for the message
9. Click **Send**

WELLSPAN eCARE

Millennium Physician/Resident Message Center Pocket Guide©

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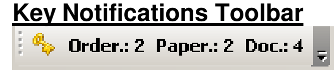
Key Notifications Toolbar



Located on the Millennium PowerChart toolbar, it shows the number of unread items in Order, Paper and Doc that are active in your Inbox.

Click the **appropriate item** in the toolbar to navigate directly to that section of the Inbox

NOTES:

- The Key Notifications toolbar reflects Inbox items in that category that are unread ONLY. Once read (opened), items will no longer trigger Key Notifications.
- Key Notifications refresh every 15 minutes or upon first entering Message Center

Get Support

Please call the Help Desk at extension 5555, or if off-site, call 851-5555 or 1-800-682-9657

Sign a Document

1. If necessary do the following to open the documents category
   - Click the Message Center tab at top of screen
   - Click the Inbox tab of the Inbox Summary panel on left of screen
2. Double-click Documents to open the list of documents to be signed
3. Double-click a document from list on right to review and sign it
   NOTE: When opening a document, the Action Pane displays at the bottom of the screen. Use the Action Pane to sign, refuse or forward documents. Sign is pre-selected.
4. If there are no modifications, verify Sign is selected
5. Click **OK & Next** to sign the current document and open the next document on the list

Sign a Document and Forward for Co-Signature

1. If necessary do the following to open the documents category
   - Click the Message Center tab at top of screen
   - Click the Inbox tab of the Inbox Summary panel on left of screen
2. Double-click Documents to open the list of documents to be signed
3. Double-click a document from list on right to review and sign it
   NOTE: When you open a document, the Action Pane displays at the bottom of the screen. Use the Action Pane to sign, refuse or forward documents. Sign is pre-selected.
4. If there are no modifications, verify **Sign** is selected
5. Click drop-down arrow in **Additional Forward Action** field
6. Click **Sign**
7. Type last name and press **Enter**
8. If Address Book window opens, click appropriate name on left, click right arrow and then click **OK**
   NOTE: The forward panel has a 5 name limit
9. Click **OK & Next** to sign and display the next document

NOTE: The physician receiving the document to cosign receives the information in the Forwarded Documents to Sign folder. Until the final physician cosigns the document, it is listed as a <u>Preliminary Report</u>. Once signed, it will be listed as a <u>Final Report</u>.

Forward Only a Document (already Signed)

1. Double-click the document to open and review it
2. Click **Forward only button** at the top of the document
3. Click the drop-down arrow in **Additional Forward Action** field
4. Click desired option
5. Type last name and press **Enter**
6. Type ***comment***, if necessary
7. Click **OK**
8. Click the **X** on the tab to close

Refuse a Document

1. Click **Refuse radio button** from Action Pane
   NOTE: Forward panel will highlight to the bottom of the Action Pane
2. Click a refusal reason from the drop-down or type ***refusal comment***
3. In the **Additional Forward Action** drop-down, click Review
4. In the To: field, type ***YHREFUSE*** or ***GHREFUSE*** depending on the facility for the visit.
5. Click **OK & Next**

NOTES:

- If you receive a document to sign that does not require your signature, you must refuse the document
- For physicians who are "Teaching Physicians," it is okay to refuse directly to the resident with follow-up feedback entered in the comments field or via a Message Center message.

Modify a Document

NOTE: Modifications made to documents in your Inbox appear only in Millennium PowerChart. They are not sent to transcription nor are they sent to the original recipients. If you need to make a <u>clinically significant modification, re-dictate the document or refuse the document with the changes in the comment section.</u>

1. Double-click the document to open and review it
2. Right-click the document and click **Modify**
3. Type ***new information***
4. Click **Sign** to sign
5. Click **Save & Close**
6. If there are no modifications, verify **Sign** is selected and click **OK & Next**

Approve a Verbal Order

NOTES:

- Orders folder is the default folder in the Inbox
- To multi-select and approve verbal orders, do the following:
  - Click **first Order** in list
  - Press and hold **Ctrl** key and continue to click **additional Orders** as desired
  - Right-click any highlighted order to display shortcut menu
  - Click **Approve (no dose-range checking)** to sign orders

To approve individual orders from the Message Center tab in Millennium PowerChart:

1. If necessary, do the following to open the Orders category
   - Click the Message Center tab at top of screen
   - Click the Inbox tab of the Inbox Summary panel on left of screen
   - Double-click Orders
2. Right-click **an order**, then click **Approve (no dose range checking)** to directly approve any order

NOTES:

- Verbal Orders must be signed within 24 hours
- Physicians who supervise Physician Assistants will be receiving the Physician Assistant's verbal orders in their Orders to Approve folder for signature
- Physician Assistant's should forward any verbal order to the supervising physician (please do <u>not</u> sign).

Refuse a Verbal Order

1. Right-click **an order**, then click **Refuse** to directly refuse any order
2. Click a refusal reason from the drop-down or type ***refusal comment***
3. Click to send the refused document to the respective Medical Records department and close the dialog box