



Community User - In Basket

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In Basket: Viewing Messages

In Basket is a quick and easy way to communicate with your colleagues. From here, you can view and sort messages, search for messages based on a number of criteria, and respond to your messages.

Select the **In Basket** tab to access your messages. Folders that group types of messages appear in the left pane. For example, you might see **CC'd Charts** or **Referral Authorization** folders. If you have new messages, the folder title appears in bold, and the number of new messages appears in parentheses next to the folder name. If you have a new high-priority message, the folder appears with a red arrow.

A count of your unread In Basket messages appears on the **In Basket** tab so you can see whether you have any new messages without having to open your In Basket.



View a message

1. Select the folder for the type of message you want (for example, **Result Notifications**).
2. Select a message to read its contents.

Indicate that you're working on a pool message



When an In Basket message is sent to a pool that you're a part of, click the **?** icon to take the baton for the message. The **?** icon becomes a **+** icon, which indicates to other members of the pool that you're working on the message.

If you need to stop working on a message before you're able to complete it, click the **+** icon again to pass the baton back to the pool. The message then appears with the **?** icon.

If another member of your pool is working on a message, it appears with a **-** icon.




Search for a message

1. Click  **Search**.
2. Enter as many search criteria as you want and click  **Search**. You can search by patient, message type, status, recipient, priority, date, or any combination of these.
3. To return to your normal In Basket view, click **My In Basket**.

Print multiple messages at once



If you are working with a paper system, you can print multiple In Basket messages to keep on file. Note that you can print multiple messages at once only for certain message types.

1. Select the folder containing the messages that you want to print and select the check boxes next to the messages that you want to print.
2. Click  **Print Selected**.
3. Select the right print settings and print the messages.

In Basket: Sending Messages


In Basket is a communication hub where you can send and receive secure messages similar to email. Messages are sent to individual recipients or to a number of recipients grouped in a class or a pool. You can also associate a patient with the message using the **Patient** field on the message form so that the recipient can refer to the patient's chart.

Send an In Basket message

1. Select the **In Basket** tab, click the arrow next to  **New Msg**, and select the type of message you want to send.
2. In the **To** field, completion match on the name of the person or group to whom you would like to send your message. To see a list of all possible recipients, click .
3. Enter a brief subject in the **Subject** or **Summary** field.
4. If you are sending a message regarding a patient, either click **Use <patient name>** to pull in the patient's name, or search for a different patient. This attaches the patient's name to the message.
5. Complete any other required fields.




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6. Enter your message in the **Note** field.
7. When you are finished, click  **Send Message**.

Reply to or forward a message

Click a message to select it.

- To reply to a message,  click **Reply**.
- To forward a message, click **Forward**.

Note: Reply and Forward options might not be available depending on the message you've received.

View messages you've sent

1. Select the **In Basket** tab and click **My Sent Messages**.
2. Select a message type and then select a particular message to view it.
3. To return to your In Basket, click **My In Basket**.

In Basket: Responding to Service Requests

You might receive requests to provide services for a patient. Accept or decline these requests to let the requestor know whether you can provide the requested service.

Respond to a service request

1. Open your **Service Requests** In Basket folder.
2. Review each message.



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- a. Click **Accept** or **Decline** depending on whether you can provide the requested service. If you decline, you're prompted to enter a reason for declining the request.
- b. If you need more information before you make a decision, click **Reply** to send a message back to the requestor.



Click **Consider** to indicate that you might be able to provide the service. You can then mark follow-up reasons to send to the requestor, like **Pending bed availability**, and then remove those follow-ups when they're complete.

In Basket: Signing Home Care and Hospice Orders

You might receive an order related to a patient's Home Health or Hospice episode. Verbal orders for Home Health and Hospice patients are managed using your **Cosign - Clinic Orders** In Basket folder. Timely signing of these verbal orders is important for patient care, regulatory compliance, and Medicare reimbursements. Check the **Cosign - Clinic Orders** folder regularly to ensure prompt turnaround time for Home Health and Hospice patients' verbal orders.

1. Open your **Co-Sign Clinic Orders** In Basket folder.
2. Review each order.
3. Click **Sign** or **Decline** the order as appropriate. If you decline, you're prompted to enter a reason for declining.



My Messages > Cosign - Clinic Orders

New Msg Refresh Sign Decline Encounter Search Sort Properties

| <input type="checkbox"/> | Due Date ▲ | Patient | Type | Ordered By | From When |
|-------------------------------------|--------------------|-----------------|---------------|------------|-----------|
| <input checked="" type="checkbox"/> | 4/17/2021 11:59 PM | Flowbee, Andrew | HH/HSPC Order | | 04/16/21 |

Details Visit Summary Patient Info Meds/Problems Vitals/Labs My Last Note Help Set as Default

AF

Andrew Flowbee
Male, 28 years, 6/10/1992
MRN: 105527
Phone: 555-555-5555 (H)

PCP: Me
Primary Cvg: Aetna/Aetna Plan

Admit

Admit Order Sent

Admission Date
4/16/2021

Admission Order Detail

HH/HSPC Order

Signature Needed

04/16/21 Home Health Admission WI HOME HEALTH Due: 4/17/2021 11:59 PM
CSN: 10002555351 Account: 900000000000729

In Basket: Triageing Referrals

You can triage referrals that are sent to your organization to ensure that the correct people can act on them.

Triage a referral

1. Open your **Referral Triage** In Basket folder.
2. Each message corresponds to a referral request. Select a message to view details about the request.
3. Click one of the following to triage the referral:



- **Accept**
- **Reject**
- **Redirect**



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4. After you choose an option to triage the referral, document information about your decision. For example, you can select a reason for rejecting a referral, or redirect a referral to a specific location provider, department, or specialty. When you accept or reject a referral, the referring organization is notified of your decision and can see the information you documented.

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