

# Secure Messaging















**Purpose:** This feature allows patients and practices to send secure messages to one another. In order to read the message, the patient needs to login to their ManageMyHealth account. Providers can read their secure messages through their Provider Inbox in the PMS.

## Setting Up Secure Mail Services




Login to your ManageMyHealth, ensuring you have System Admin access.

1. Go to Systems Menu -> Setup Services
2. This will give you the default list of services, which you can keep Active, or inactivate them and create your own using the 'Add New' button.

Systems Menu

-  Patient Registration Template
-  Appointment Settings
-  **Setup Services**
-  Appointment Message
-  Recall Settings
-  Repeat Script Settings
-  Phone Appt Settings
-  Setup Practice Directory
-  Video Consultation Settings
-  Setup Online Practice T&Cs
-  Pre-Screening Settings
-  Online Payment Settings
-  Merchant AC Setup
-  Repeat Script Fee Settings

Show Active 
  Show Inactive 
 Health Centre: VM 06 Millstone Family Practice 
 [Add New](#)

Service Name	Locations	Cost (incl GST)	Description	Terms	Edit	
Repeat Prescription	VM 06 Millstone Family Practice, VM06 Nelson Medical Practice	Multiple Costs				Active
Lab Result enquiry	VM 06 Millstone Family Practice, VM06 Nelson Medical Practice	\$0.00				Active
Recall enquiry	VM 06 Millstone Family Practice, VM06 Nelson Medical Practice	\$0.00				Active
Pre-consultation	VM 06 Millstone Family Practice, VM06 Nelson Medical Practice	\$0.00				Active
Medical Advice	VM 06 Millstone Family Practice, VM06 Nelson Medical Practice	\$0.00				Active
Advise of Changes	VM 06 Millstone Family Practice, VM06 Nelson Medical Practice	\$0.00				Active
Test Result	VM 06 Millstone Family Practice, VM06 Nelson Medical Practice	\$0.00				Active
Patient Communication	VM 06 Millstone Family Practice, VM06 Nelson Medical Practice	\$0.00				Active
Neurologist	VM 06 Millstone Family Practice	\$0.00				Active
Remidsvire Service	VM 06 Millstone Family Practice	\$0.00				Active

Records per page: 10 | Records: 1 - 10 of 14 - Pages: << < 1 | 2 > >>

3. The services which you have active will be an option for the patient to select from, in order to categorise the email that the will send to their clinician. Below is an example:

**Compose New Message** 
[Save as Draft](#)
[Send Message](#)
[Cancel](#)

Location: VM 06 Millstone Family Prac

**Service Name:** Patient Communication

Role: --Select--







































To: --Select--


Subject: Patient Communication [Attach Files](#)

**Attachments**

Terms & Conditions  I accept the Terms & Conditions for this service

**Message Body**

B I U X                                      

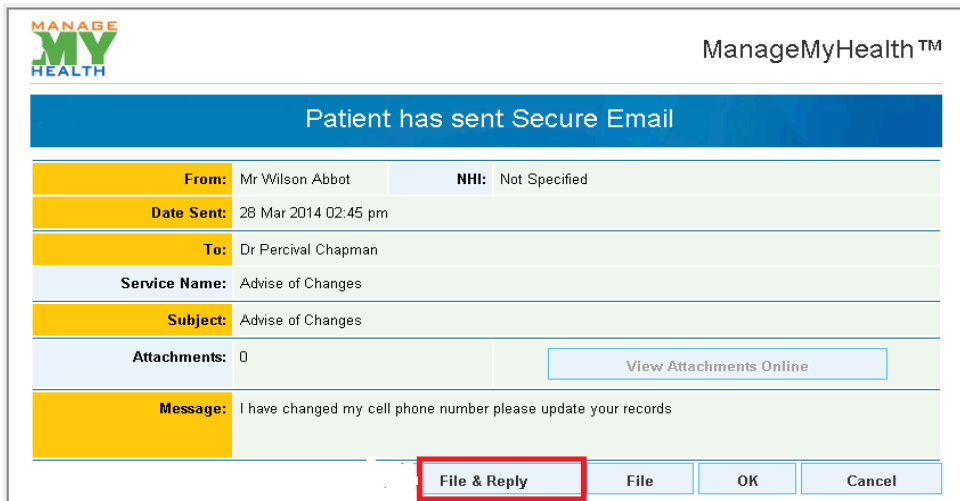
4. To edit the service, click the  icon for the corresponding service. This brings up the customisation options for this service.

<b>Health Centre:</b>	VM 06 Millstone Family Practice <input type="button" value="v"/>										
<b>Service Category:</b>	Practice Communication <input type="button" value="v"/>										
<b>Service Name:</b>	Patient Communication	<a href="#">Add an Appropriate service name.</a>									
<b>Service Code:</b>	Service9	<a href="#">This must be unique for each service.</a>									
<b>Service Initiated by:</b>	<input type="radio"/> Clinical <input checked="" type="radio"/> Non Clinical <small>The messages will be sent to either the clinical MMH Inbox or the Reception Inbox depending on the service type</small>										
<b>Applies to:</b>	<input type="radio"/> Patient <input checked="" type="radio"/> Staff <input checked="" type="checkbox"/> Clinical Staff <input type="checkbox"/> Administrative Staff <input type="checkbox"/> Reception Staff <small>The majority of services will apply to patients. If you choose Applies to Staff, Patients will not be able to send messages of this type</small>										
<b>Send Request To:</b>	<small>Please specify the role to apply when determining who to send requests for repeat prescriptions or specify an individual staff mail box.</small> <table border="1"> <thead> <tr> <th>Location</th> <th>Recipient Role</th> <th>Select Role</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> VM 06 Millstone Family Practice</td> <td>Allow Patient to select Re <input type="button" value="v"/></td> <td>Allow Patient to select Re <input type="button" value="v"/></td> </tr> <tr> <td><input checked="" type="checkbox"/> VM06 Nelson Medical Practice</td> <td>Allow Patient to select Re <input type="button" value="v"/></td> <td>Allow Patient to select Re <input type="button" value="v"/></td> </tr> </tbody> </table>		Location	Recipient Role	Select Role	<input checked="" type="checkbox"/> VM 06 Millstone Family Practice	Allow Patient to select Re <input type="button" value="v"/>	Allow Patient to select Re <input type="button" value="v"/>	<input checked="" type="checkbox"/> VM06 Nelson Medical Practice	Allow Patient to select Re <input type="button" value="v"/>	Allow Patient to select Re <input type="button" value="v"/>
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<input checked="" type="checkbox"/> VM06 Nelson Medical Practice	Allow Patient to select Re <input type="button" value="v"/>	Allow Patient to select Re <input type="button" value="v"/>									
<b>Allow reply from patients:</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No <small>If you select Yes patient can reply to messages sent by the health centre staff</small>										
<b>Description:</b>	<small>This description will be displayed to the patient when they use this service.</small> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">Use this service to advise your Health Centre of any changes to your contact details</div>										
<b>Is Chargeable?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No <small>Select Yes, if there is a charge to the patient. Enter the charge for the service below.</small>										
<b>Cost \$ (incl GST):</b>	<input type="text" value="0.00"/> <small>If the charge applies enter the amount above. This charge will be displayed to the patient at the time of request.</small>										
<b>Terms &amp; Conditions:</b>	<small>Please enter the Terms &amp; Conditions you would like to display to the patient.</small> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">We cannot guarantee when we will receive these messages. You will be replied to once we have received your communication</div>										
<b>Fee Payment Settings:</b>	<input checked="" type="radio"/> Pay at Health Centre Only										

5. Once you have completed the settings that are best suited to your practice, click 'Save'.

## Filing and Replying to a Secure Message

1. Open your message, and click 'File & Reply' at the bottom of the screen

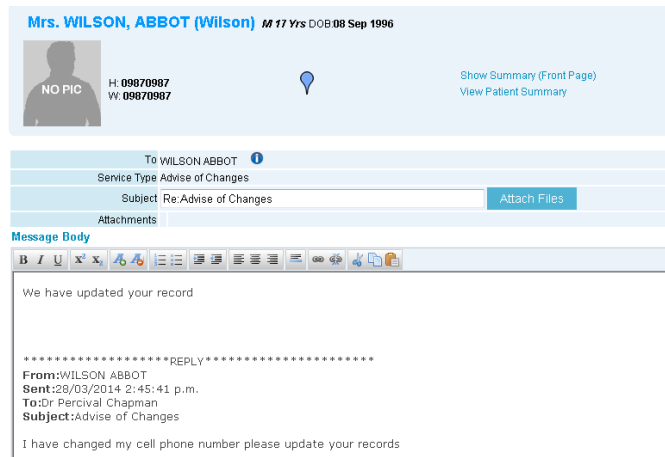


The screenshot shows the 'ManageMyHealth™' interface. At the top left is the 'MANAGE MY HEALTH' logo. The main header reads 'Patient has sent Secure Email'. Below this is a message header table:

<b>From:</b>	Mr Wilson Abbot	<b>NHI:</b>	Not Specified
<b>Date Sent:</b>	28 Mar 2014 02:45 pm		
<b>To:</b>	Dr Percival Chapman		
<b>Service Name:</b>	Advise of Changes		
<b>Subject:</b>	Advise of Changes		
<b>Attachments:</b>	0	<a href="#">View Attachments Online</a>	
<b>Message:</b>	I have changed my cell phone number please update your records		

At the bottom of the message view, there are four buttons: 'File & Reply' (highlighted with a red box), 'File', 'OK', and 'Cancel'.

2. This will then bring up your Secure Email Reply message. You can then type in your details to send to the patient.



The screenshot shows the 'Secure Email Reply' interface for 'Mrs. WILSON, ABBOT (Wilson) # 17 Yrs DOB 08 Sep 1996'. It includes a patient profile section with a 'NO PIC' icon, contact numbers (H: 09670987, W: 09670987), and a location pin. There are links for 'Show Summary (Front Page)' and 'View Patient Summary'. Below this is the message header:

To: WILSON ABBOT ⓘ  
 Service Type: Advise of Changes  
 Subject: Re: Advise of Changes [Attach Files](#)

Attachments: [empty]

Message Body

**B I U X** [Rich Text Editor Icons]

We have updated your record

\*\*\*\*\*REPLY\*\*\*\*\*

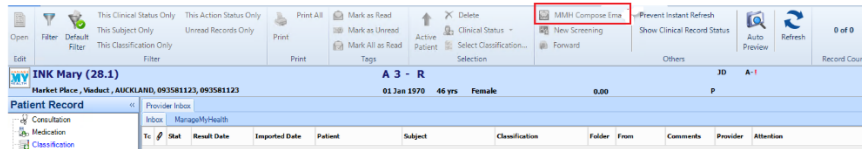
**From:** WILSON ABBOT  
**Sent:** 28/03/2014 2:45:41 p.m.  
**To:** Dr Percival Chapman  
**Subject:** Advise of Changes

I have changed my cell phone number please update your records

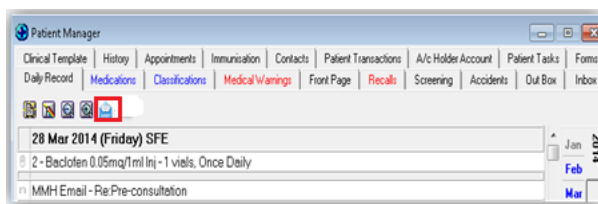
## Initiating Messages to Patients

This setting allows staff that are registered to MMH to initiate a message to the patient from the PMS. There are three ways you can do this:

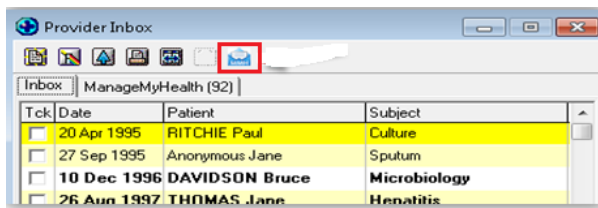
1. From the toolbar:



2. From the patient manager:



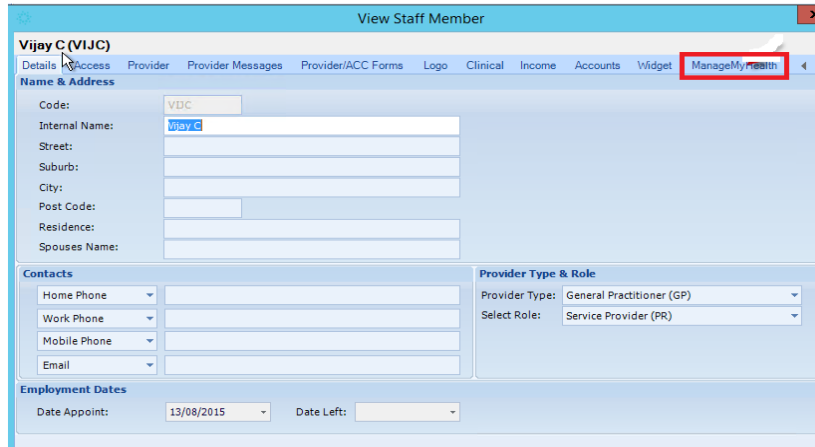
3. From the provider inbox:



## Forwarding ManageMyHealth Inbox Messages

You can use this functionality to temporarily redirect all secure mail messages from one Provider to another (for example, if a person is going on leave).

1. Go to File -> Options -> Staff -> Staff Members
2. Select your staff member
3. Click on the ManageMyHealth tab



**View Staff Member**

**Vijay C (VIJC)**

Details Access Provider Provider Messages Provider/ACC Forms Logo Clinical Income Accounts Widget **ManageMyHealth**

**Name & Address**

Code: VDC  
 Internal Name: Vijay C  
 Street:  
 Suburb:  
 City:  
 Post Code:  
 Residence:  
 Spouses Name:

**Contacts**

Home Phone  
 Work Phone  
 Mobile Phone  
 Email

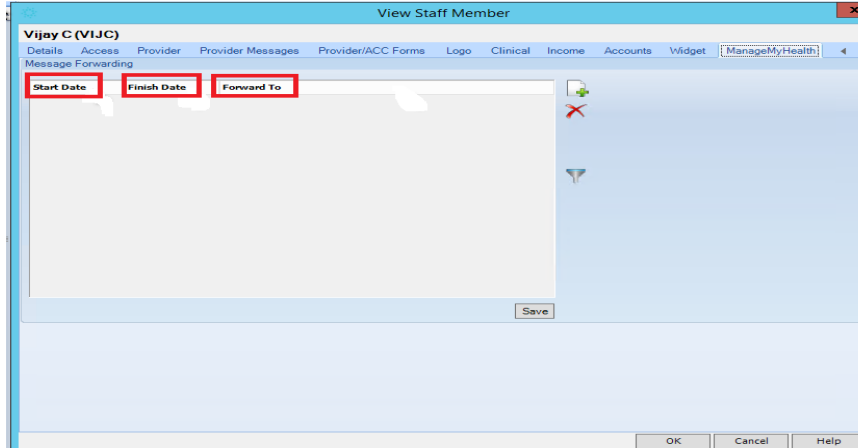
**Provider Type & Role**

Provider Type: General Practitioner (GP)  
 Select Role: Service Provider (PR)

**Employment Dates**

Date Appoint: 13/08/2015 Date Left:

4. From here you can enter the redirect to staff member, start date, finish date and then click save.



**View Staff Member**

**Vijay C (VIJC)**

Details Access Provider Provider Messages Provider/ACC Forms Logo Clinical Income Accounts Widget :ManageMyHealth

**Message Forwarding**

Start Date Finish Date Forward To

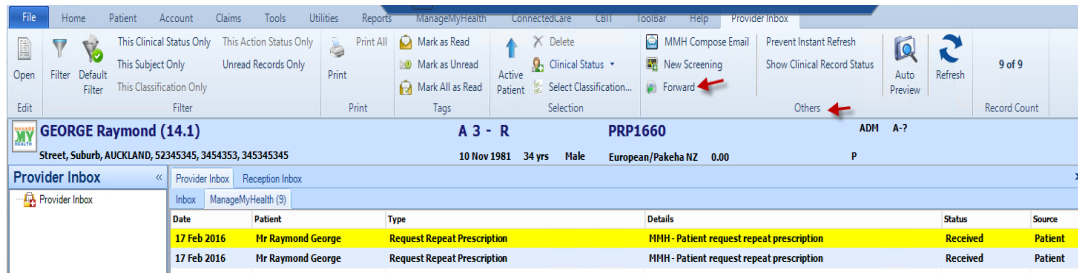
Save

OK Cancel Help

## Forwarding a Single Message

This allows you to forward a single message from a patient, to a different provider.

1. Open your Provider Inbox
2. Highlight the message that you would like to forward
3. Click the forward button in the ribbon menu



4. Select the provider, and enter the reason, click enter

