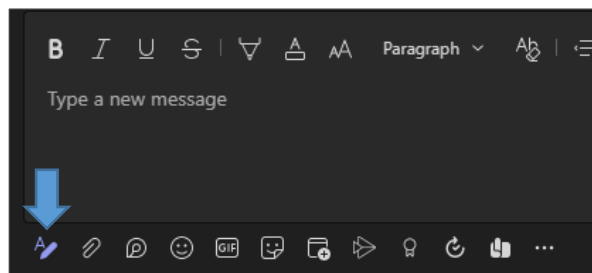


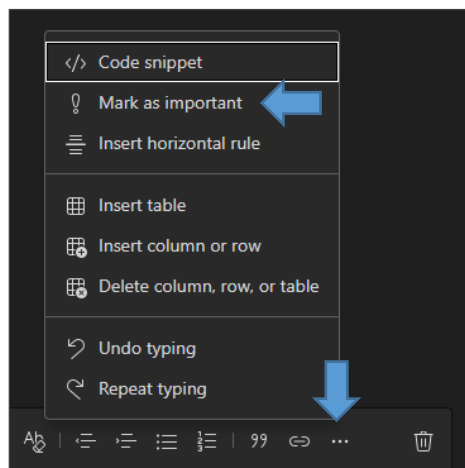
Alerting Supervisors in Teams Chat

Please use the following guide to alert the appropriate staff that you have an important need, such as a Triage transfer.

1. Open the **Patient Services Support Chat** in Teams.
2. Click the **Format** button to open formatting options such as bold, italics, underline, and more in the message box.



3. Type your message.
4. Before sending the message, click the **Mark as important** button, which looks like an exclamation point.
 - If you don't see the button, click the More options button, which looks like ellipses.



5. Teams flags your message as important to better notify supervisors and team leads. Hit the **Enter** key or click **Send**.

