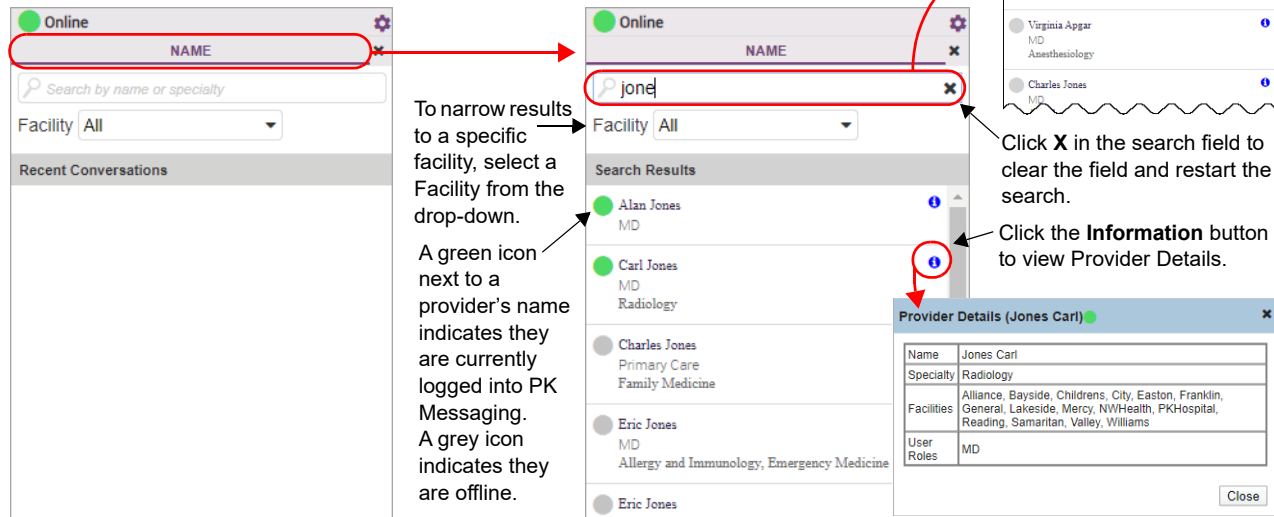


PatientKeeper® PK Messaging for PatientKeeper on the Web

Starting and Continuing a Conversation

- 1 On the PK Messaging search screen, start typing a provider's name to display matching results.



The screenshots show the search interface with a search bar, facility dropdown, and search results. A red box highlights the search bar, and a red arrow points to the search results. A red box highlights the search bar with the text 'jone', and a red arrow points to the search results. A red box highlights the search bar with the text 'jone', and a red arrow points to the search results. A red box highlights the search bar with the text 'jone', and a red arrow points to the search results.

You can also start typing a Specialty to display matching results.

To narrow results to a specific facility, select a Facility from the drop-down.

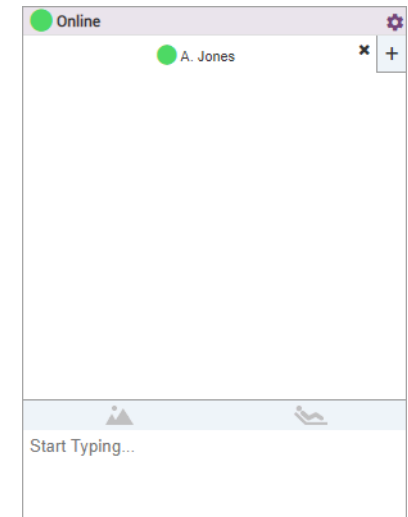
A green icon next to a provider's name indicates they are currently logged into PK Messaging. A grey icon indicates they are offline.

Click X in the search field to clear the field and restart the search.

Click the **Information** button to view Provider Details.

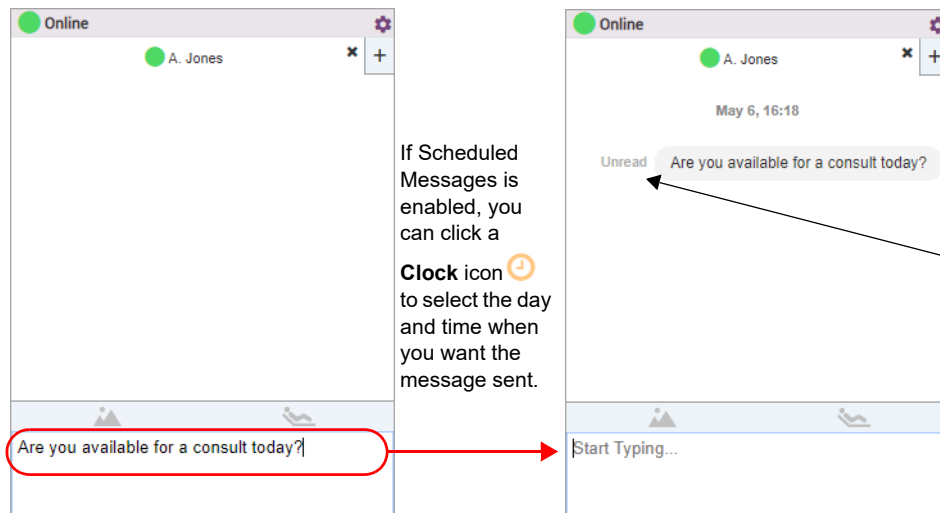
Provider Details (Jones Carl)	
Name	Jones Carl
Specialty	Radiology
Facilities	Alliance, Bayside, Childrens, City, Easton, Franklin, General, Lakeside, Mercy, NWHealth, PKHospital, Reading, Samaritan, Valley, Williams
User Roles	MD

- 2 Select a message recipient from the Search Results to open the conversation screen.



The screenshot shows the conversation screen with the recipient's name 'A. Jones' and a text input field labeled 'Start Typing...'.

- 3 Type your message in the text field and then press the **Enter** key to send.

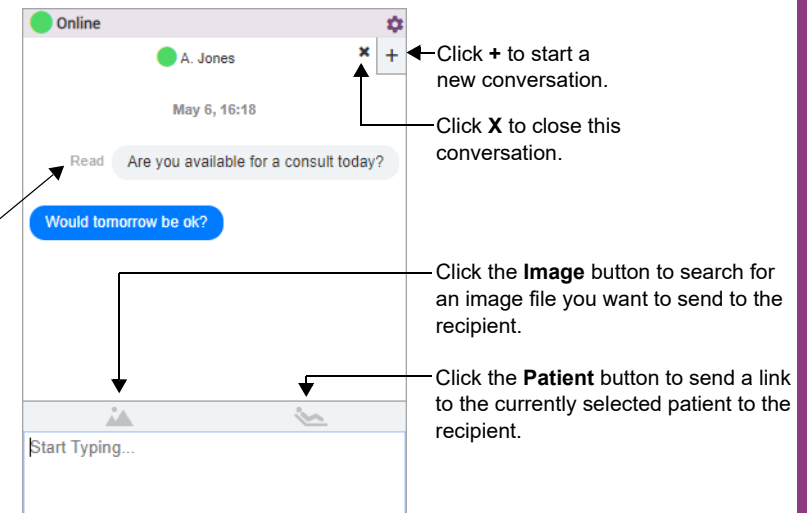


The screenshots show the conversation screen with the message input field and the 'Send' button. A red box highlights the message input field, and a red arrow points to the 'Send' button. A red box highlights the message input field, and a red arrow points to the 'Send' button. A red box highlights the message input field, and a red arrow points to the 'Send' button.

If Scheduled Messages is enabled, you can click a **Clock** icon to select the day and time when you want the message sent.

The message status displays to show when your message has been read.

- 4 Continue to type and exchange messages with the recipient.



The screenshots show the conversation screen with the message exchange process. A red box highlights the message input field, and a red arrow points to the 'Send' button. A red box highlights the message input field, and a red arrow points to the 'Send' button. A red box highlights the message input field, and a red arrow points to the 'Send' button.

Click + to start a new conversation.

Click X to close this conversation.

Click the **Image** button to search for an image file you want to send to the recipient.

Click the **Patient** button to send a link to the currently selected patient to the recipient.

Requesting Notifications about New Results

- 1 When placing an order, select the **Notify when order resulted** checkbox to receive a message when the lab or test result is returned.

BAMBERGER, HELEN | DOB: 12/22/38 | 81Y | F | Room: 507 MRN: 10347732

CBC with Auto Differential starting today QH

Start: 05/07/2020 Ordering Provider: HERALD, BRIAN

☒ Notify when order resulted

DRAW INSTRUCTIONS:

☒ Routine ☐ STAT ☐ Timed ☐ Urgent

Frequency	When	Total # of
QPM	Early Am	Times
QH	In Am	
Q2H	Today	
Q4H	In (mins)	
Q6H	In (hours)	
Q8H	Today at	
Q12H	Tomorrow at	
2x per day	On	
3x per day	In <input type="text"/> days at	

- 2 When the lab or test result is returned, you receive a New Results message. Click the new message to open the result summary in a conversation tab.

(1) New Message

NAME

Search by name or specialty

Facility: All

Recent Conversations

Notifications **NEW**

Alan Jones MD

Online

Notifications

May 7, 9:21

Helen Bamberger

12-22-1938 MRN: 10347732

CBC (05/07/20 09:12AM)

5.4 N 12 N 210 N

- 3 In the New Results conversation, click the result to open view the result details in the Test Results or Lab Results module.

Patient Detail

BAMBERGER, HELEN (81Y Female) MRN 10347732 Code Status: Full Code

New Results

Overview

Patient Detail

Sign-Out

Visits

Allergies

Clinical Notes

Medications

Home Meds

Discharge Orders

Lab Results

Orders

Problems

Test Results

Vitals

I/O

Expanded Panels

Limit to Panels where name contains

Panel Table

Date/Time	Panel	Components	Norm	Status	Source
05/07/20 09:12AM	CBC	5.4N 12N 210N	Normal	Final	SIMHOSPITAL
05/07/20 06:30AM	PT/INR	PT 15.6 HR NR 4.4 HR, DTT 37.9 HR	Critical	Final	SIMHOSPITAL
05/07/20 06:30AM	CBC	10.4H 12.7N 38.0N 37.7N 38.1N	Abnormal	Final	SIMHOSPITAL

Panel - CBC

Date/Time	Normal Range	Source
05/07/20 09:12AM	Hb 12 N 12.0-16.0 gm/dL	SIMHOSPITAL
	Hct 37.1 N 37.0-52.0 %	SIMHOSPITAL
	WBC 5.4 N 4.0-10.5 thous/mm3	SIMHOSPITAL
	Plt 210 N 150-350 thous/mm3	SIMHOSPITAL
	RBC 4.5 N 4.0-5.2 mm/mm3	SIMHOSPITAL
	MCV 81 N 80.0-100.0 fL	SIMHOSPITAL
	MCH 29 N 27.5-33.5 pg	SIMHOSPITAL
	MCHC 32 N 31.0-37.0 %	SIMHOSPITAL
	RDW 11.7 N 11.5-14.5 %	SIMHOSPITAL
	Segs 55 N 54-62 %	SIMHOSPITAL

Sending and Receiving Images

- 1 Click the **Image** button at the bottom of the conversation window.

Start Typing...

- 2 Open the image file that you want to send. The image is added to the message. Add text, if desired, and then press **Enter** to send the image.

Open

File name: rash_of_foot.jpg

Custom Filter

Open

Note: Supported formats include: .JPG, .GIF, .PNG, and .TIF.

Online

Anesthesia Group...

A. Jones

Head Sure

11:17

Unread

Could you take a look at this rash for me?

Sending and Receiving Patient Links

- 1 In the Patient List, select the patient you want to send.

Patient List (35) Pre-Admit Patient Summary

Actions City Patients

BLAZER, ROY 92Y M LOS:4D

401 City

Chest Pain

BONNET, LOLA 19Y F LOS:4D

Click the **Add** button to add the patient to the current patient list.

- 2 In PK Messaging, click the **Patient** button at the bottom of the conversation window. Add text, if desired, and then press **Enter** to send the link. Click the **Patient** button again to close patient context.

Start Typing...

Online

Anesthesia Group...

A. Jones

Head Sure

11:17

Unread

Could you take a look at this rash for me?

Roy Blazer

10-21-1927 MRN: 10347735

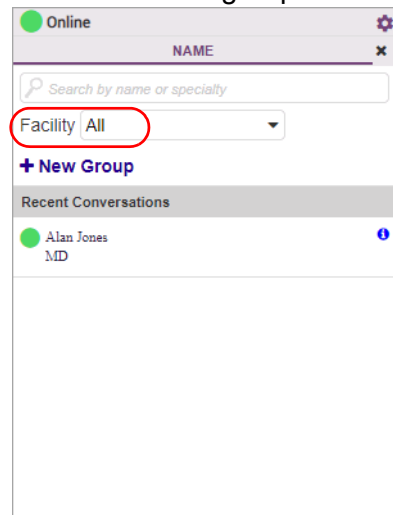
Unread

Here is a link to the patient

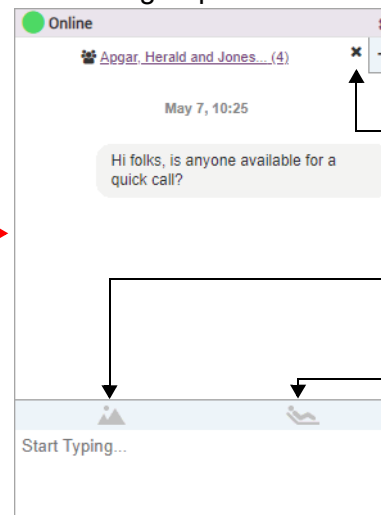
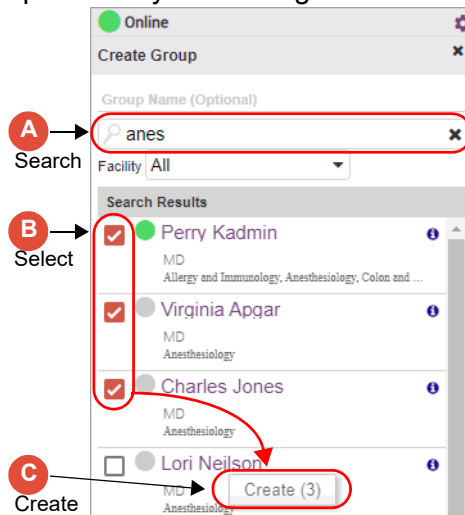
Starting a Group Message

When Group Messaging is enabled for your site, a button is available in PK Messaging to start a group message. All members of a group conversation have the same manage rights to the group.

- 1 On the PK Messaging search screen, click the **+ New Group** button to start a group.



- 2 Search by provider's name or by specialty, then select those you want to include in the group message, and then click **Create**. The group conversation window opens and you can begin to communicate with the group members.



Click + to start a new conversation.

Click X to close this group conversation.

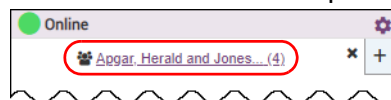
Click the **Image** button to search for an image file you want to send to the group.

Click the **Patient** button to send a link to the currently selected patient to the group, and when you want to close patient context.

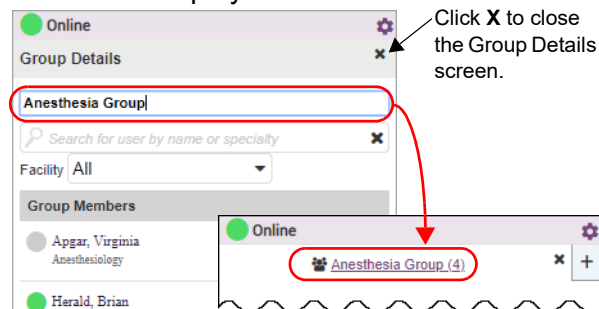
Managing a Group Message

Naming a Group

- 1 Click the Group Name link at the top of the conversation screen to open the Group Details.



- 2 Type a unique name in the Group Name field. This name displays in the conversation tab.

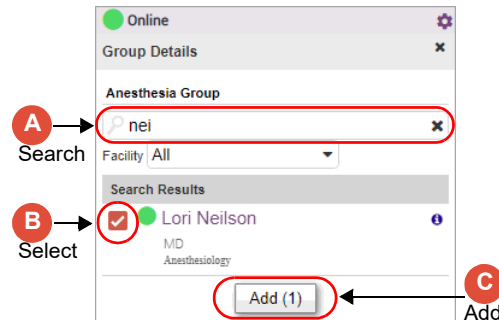


Adding Group Member(s)

- 1 Click the Group Name link at the top of the conversation screen to open the Group Details.



- 2 Search for a provider or specialty, then select who you'd like to add to the conversation, and then click **Add**.

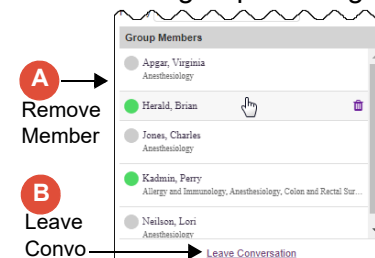


Removing Group Member(s)

- 1 Click the Group Name link at the top of the conversation screen to open the Group Details.



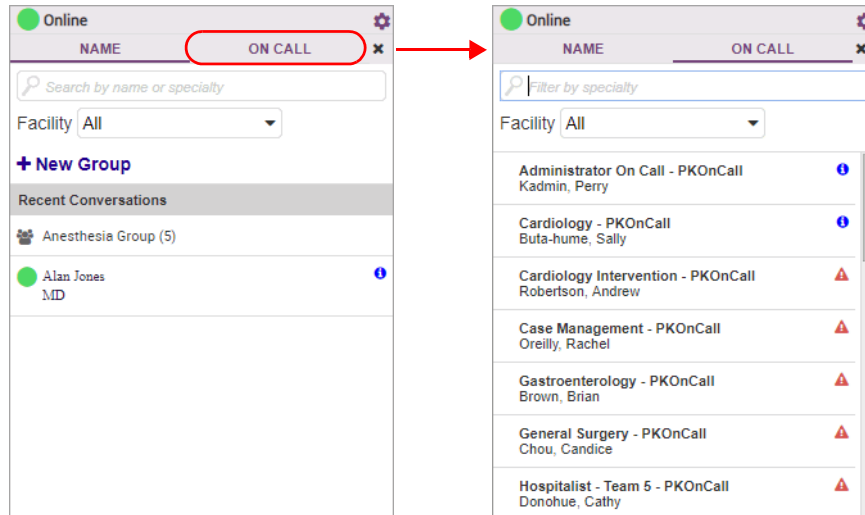
- 2 Hover over a name and click the **Delete** button to remove them, or click Leave Conversation if you want to leave the group message.



Finding the On-Call Provider

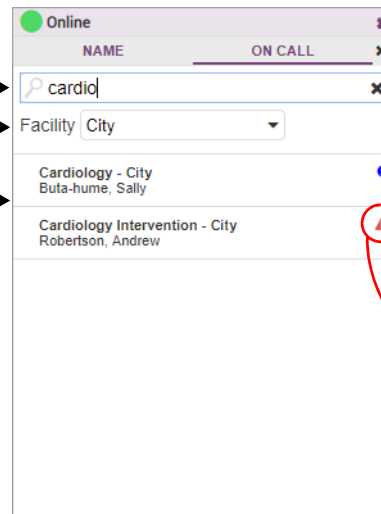
When On-Call Schedule search is enabled for your site, two tabs are available at the top of the PK Messaging window: **Name** and **On Call**. The **On Call** tab provides access to current on-call providers based on service. This list includes both PK and non-PK Messaging users.

- 1 On the PK Messaging search screen, click the **On Call** tab to show the list of on-call providers for your facility (or facilities).



- 2 Filter the list of providers based on the specialty you are looking for, or based on a facility. To send an on-call provider a message, select the provider in the list to open a conversation screen.

- A Type a Specialty to show only matching results.
- B Select a Facility from the drop-down to show only providers on-call there.
- C Select an on-call provider from the results to start a new conversation.



Click the **Information** button to open the Provider Details window.

If the provider is not a PK Messaging user, a warning icon displays.

Note: You can also hover over a provider in the list to see a tooltip pop-up with a summary of the provider details.

