

EMR Web Training Script

Course:	Communicating with Flags
Learning Objective:	To understand the purpose and basic functionality and how to communicate using Alerts/Flags.
Video Length:	3 minutes, 18 seconds

Alerts and Flags are shown on your Desktop in list form.

To view these alerts and flags in greater detail, click on the alerts and flags tab. You will now see that highlighting the alert or flag will show you the actual text of the message in this viewer panel at the bottom. The alerts/flags have a "post-it-note" icon attached as a reminder that these are great ways to communicate but are not for permanent patient documentation.

This flag is from the office manager asking if I will be able to attend the meeting this Saturday. I know that it was sent with "urgent" priority by the red exclamation mark and that the sender is asking for a response. The reply button is located in the upper right corner of this tab and has that flag icon attached to it. The system recognizes who I am replying to and copies the original message in the message field. Type your response and click send. The original message does not stay on your desktop.

To start a new flag click the new button which is located at the top of the screen. Select the recipient or recipients. There is no "sent" folder so in order to keep a carbon copy I will place myself on the list of recipients. The "priority" will determine where this message is placed on the recipients Desktop. Urgent messages go to the top of their list; "important" messages are grouped directly under the Urgent and Normal fall into place at the end. Post-dating the flag will not place it on the recipient's active desktop before that date. This is a great tool if you like to send yourself reminders. When the properties are set fill out the subject line and type your message below. When you are finished with the message, click the send button. You will notice that the copy is immediately available to view.

After reading a flag you may determine it should be a permanent record. To do this, click the convert button, choose the type of document you would like to create and use the summary line to name the document. You will see that the original message is stamped here and you are able to add your own free text as well. Then you must choose if you are going to open the document, save it for further documentation at a later time or complete it with a signature. Once you sign this you are no longer able to document on that specific note.

To remove a flag, single click the message and click the remove button. Removed alerts/flags are only retrievable for 30 days from the date of removal. To retrieve a previously removed flag click the Organize button, check the box which says "view removed alerts/flags" and click OK. The removed flags have a grey background.