Tip: Click on the blue hyperlinks to open corresponding training material in the browser. This might open the browser or a new tab within it.

SET UP - MESSAGE CENTRE

- Log into eRecord / PowerChart. Message Centre should be your landing page.
- Configure Message Centre columns to match the agreed standard.
- Agree with your consultant(s) if you should monitor their Inbox for results and messages. If required, they need to grant you a standing proxy to their Inbox.
- Optional: Choose your default consultant's inbox for your preferred proxy access.
- Sign into a Message Centre pool if these are used for your patients' results.
- Optional: Choose your preferred default inpatient ward's results pool if you need access to more than one.

MONITOR MESSAGE CENTRE

- Your consultant can send you reminders and messages directly to your Inbox. Monitor your own messages regularly.
- If proxy access has been granted, monitor your consultant's Inbox for results and messages.
- Ward clerks: agree with your ward management if and how you can assist with the Message Centre Results to Endorse process.

REMINDERS

- Do NOT use 'Additional Forward' or 'Forward only' as this will duplicate messages that require actioning.   Use reminders instead.
- Send a reminder to your consultant to alert them to results messages that require their attention.
- Ward clerks could help to ensure that a ward's results are endorsed regularly and in line with the policy by monitoring their ward's Message Centre pool.

ANNUAL LEAVE / OTHER ABSENCES

- A consultant should agree in advance who will deal with their results in their absence and grant proxy accordingly.
- You can still send reminders to your consultant as the proxy consultant can also access these alongside your consultant's results.
- If a consultant has left or is absent without having granted proxy, access can be requested via the IT Service Desk.

More information

- Trust Policy on the Management of Results
- How-to guides are available on the IT training website
- Contact NuTH.IT.Training@nhs.net