



THC: In Basket

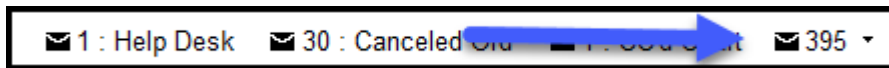
In Basket is Epic's communication hub, where you can send and receive messages and work through tasks. You can quickly complete your tasks by marking a message as **Done** or by following up in other ways.

In Basket messages can be sent to individual recipients and to groups of recipients. Some messages are automatically sent to the **In Basket** when certain events occur. For example, you might receive a message when the results of a lab test come back or when someone places an order that requires your signature.

There are multiple ways to access the **In Basket** within Epic. This tab can be located at the top left just under the **Epic** button.



OR it can be found in the upper right-hand corner of your screen and look something like this:



The **In Basket** tab has a toolbar across the top and folders listed on the left side under **My Messages**. If a folder is **bold** in color, it contains a new item that has not been viewed.

In Basket folders are listed on the left.

In Basket tool bar contains actions for users

Boxes on the Home screen give general information.

Check out new features

One and Done
Done, Reviewed, and Complete are all done button: Done.

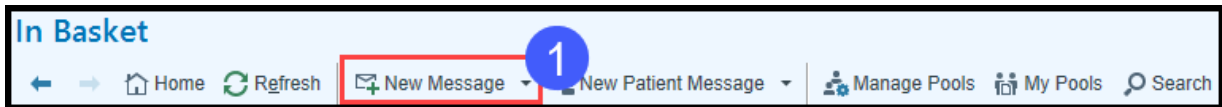
Pool	Messages
HELP DESK POOL	75/128
CLINICAL (PC FIVE MILE)	21/29
BEITER, P (PCP)	7/20
CLINICAL (PC NORTHCREEK)	5/39
TH MYCHART E-VISITS	0/0

Person	Start	End	Messages
Woods, Cyd, Registered Nurse	10/03/18	10/03/27	5/6

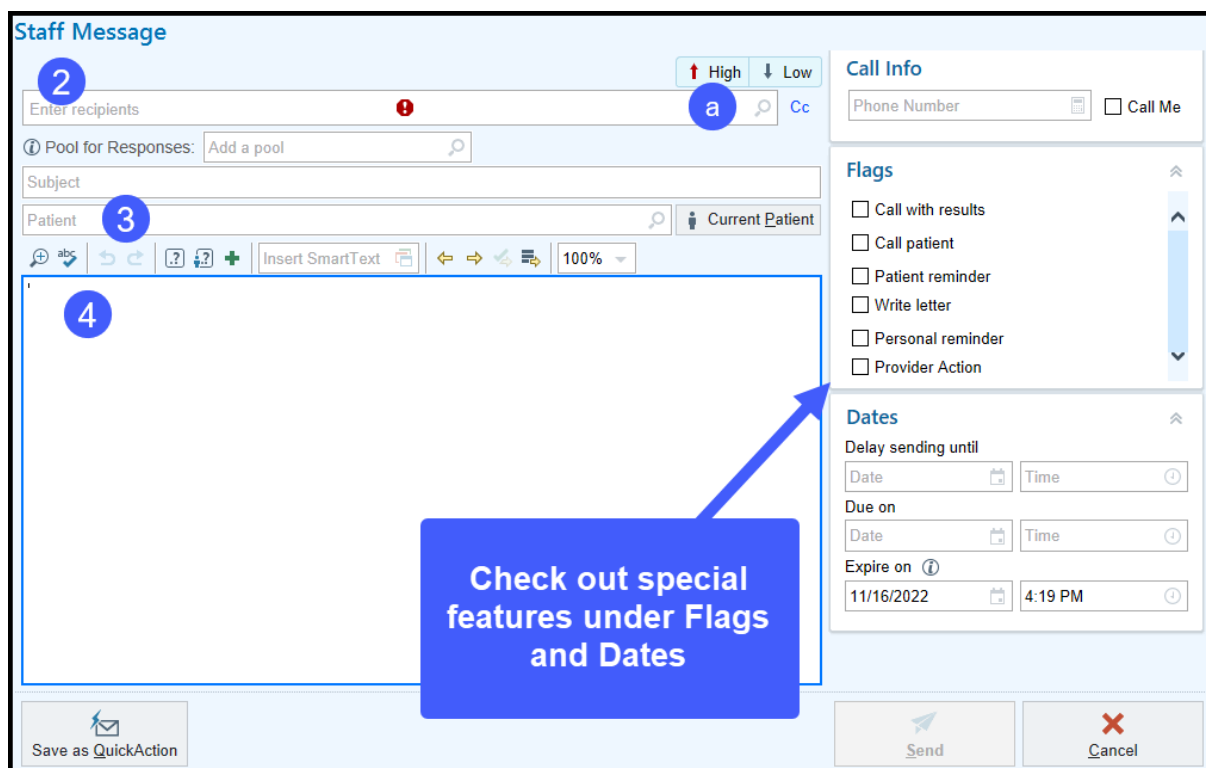
Person	Messages
Beiter, Patrick, MD	233/302

Send a message to a colleague, your RN/MA, a nurse pool, or any Team Member:

- 1) Click the **New Msg** button on the **In Basket** toolbar

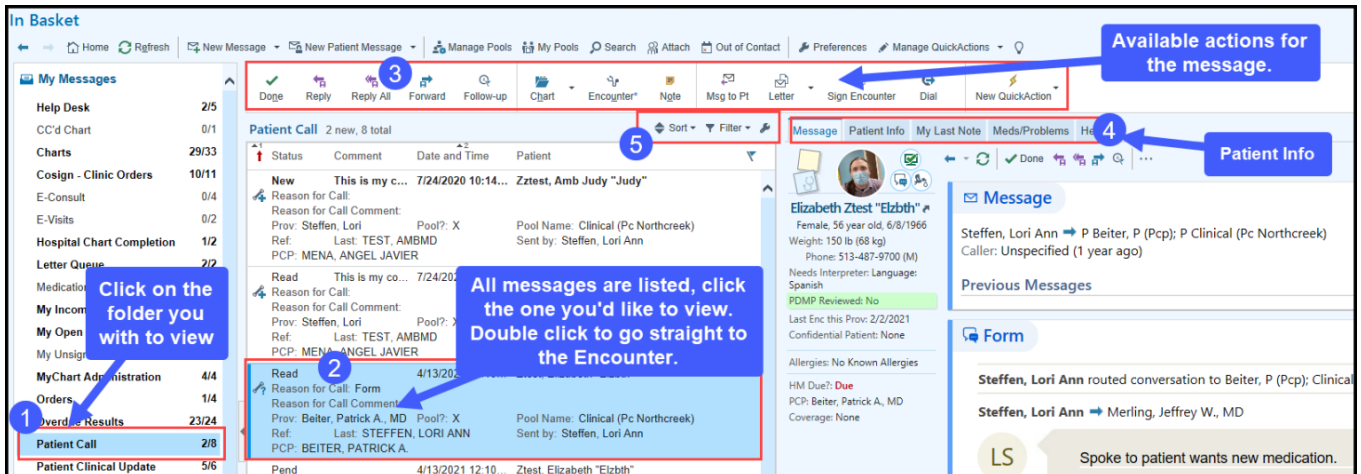


- 2) Enter recipient: Individual or Pool
 - a. Use the magnifying glass to search for recipients
 - b. When adding a Pool, type a "P" space and then the first few letters of the pool.
- 3) Attach a patient's chart – A Staff Message does NOT get saved to the patient's chart.
- 4) Enter your message – pull in a **SmartPhrase** or free type



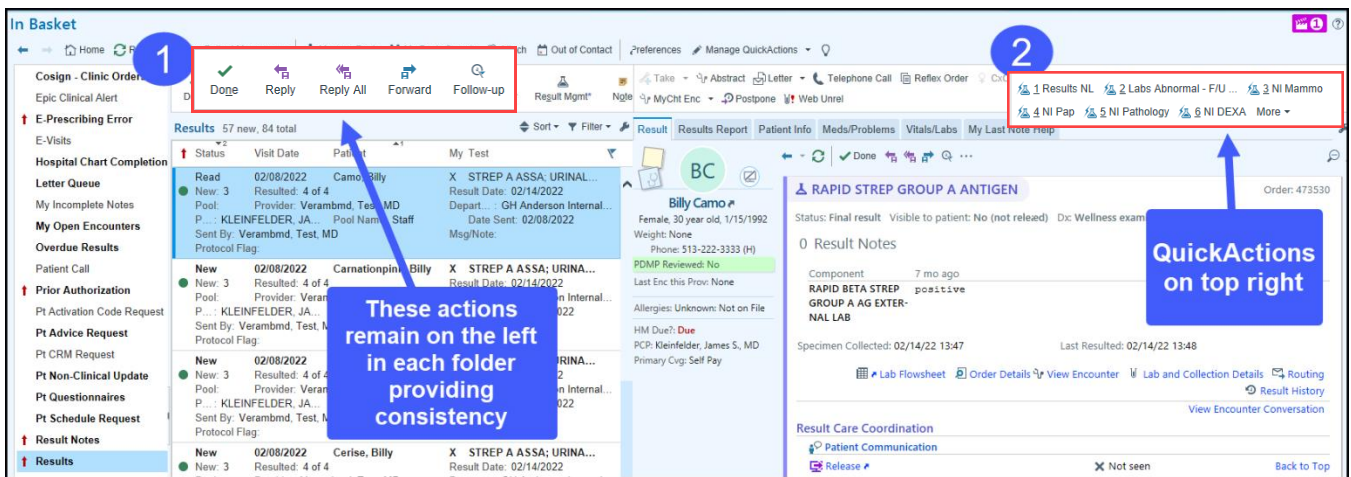
Addressing **In Basket** folders:

- 1) Click the folder you're ready to address
- 2) All messages in that folder will be listed, click the message to open/view it. **Note:** There is a difference between a double click and single click
- 3) Single click will open the item either to the right side or below-user can set this as a preference with wrench. Actions are located above the message.
- 4) Tabs are available to view additional patient information.
- 5) Each folder has a "Sort & Filter" drop down and a wrench where users can customize.



Once a message is open:

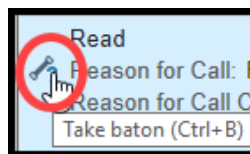
- 1) Frequently used icons will remain on the top left for each folder.
- 2) **QuickActions** for the folder will be visible on the top right depending on how many there are. Look under More if you don't see what you're looking for.



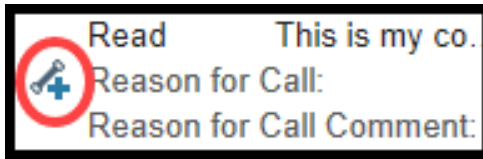
Folders have different task buttons available at the top, depending on folder type. There are more In Basket efficiency tips located in the **Learning Home Dashboard**. This can be viewed by pressing the F1 button on your keyboard.

In Basket tips are under **Outpatient Guides** and **Here's How Videos**.

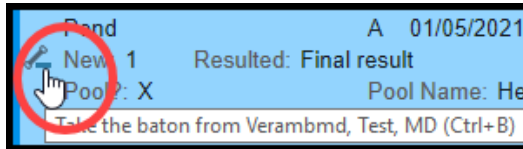
If you are a member of a **Pool**, when you open a message that has been sent to the **Pool**, you will see a question mark and baton icon to the left of the message, just under where it says **"New"** or **"Read."** If you are assuming responsibility for the message, click the icon (**Take baton**) and the question mark will then turn into a plus sign.



When the plus sign appears, it means you have assumed responsibility for the message. To put it back, click the plus sign again and it will turn back into a question mark.



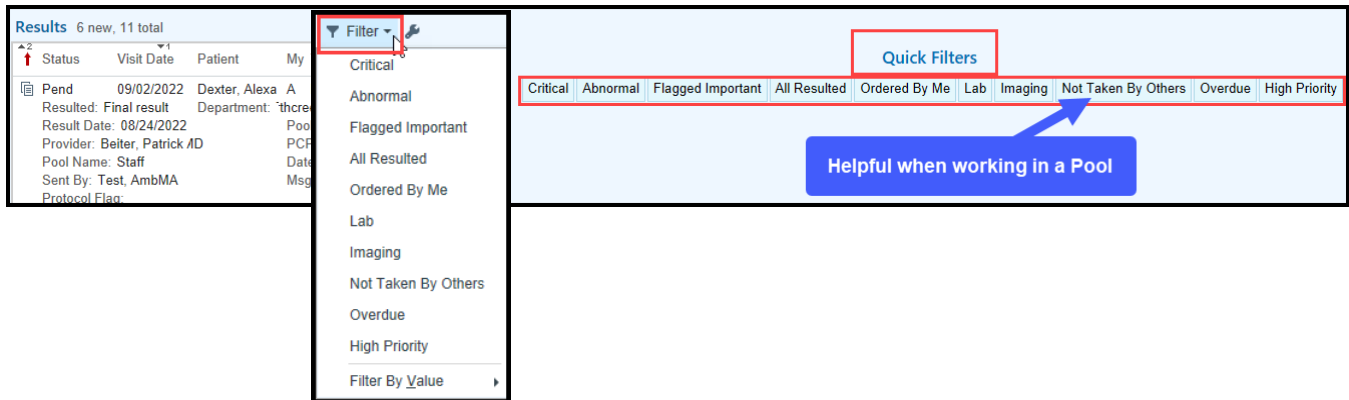
When viewing the message and there is a minus sign, hover and it will tell you who is working on that message. You can click the minus sign and take responsibility for the message if needed.



Once the user who is handling the message signs the **Encounter** or **“Dones”** the message, it will disappear from all other pool members’ **In Baskets**.

Users can **Filter** to see messages more efficiently. Filters can be viewed on the right before opening any messages in a folder, or in the Filter drop down.

When working in a **Pool**, consider using the **“Not Taken By Others”** filter to prevent scrolling through all messages.



Icons are present to denote if a **Reply** or **Forward** message will be saved to the chart. When the disk icon appears below the arrow, the message will be saved to the chart. When it is absent, the message will NOT be saved to the chart.

There is not a change in the behavior of messages, just an added icon to inform the users.

