

# Intellicure Chat

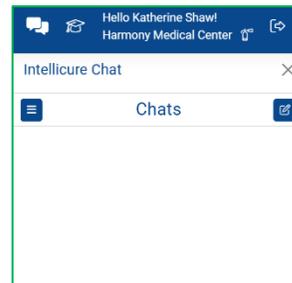
## How to Guide

Scenario 1	Scenario 2	Scenario 3
A biller at the wound care practice wants to confirm the clinician intended to code a DFU as a Wagner 3 even though the clinician grades it a Wagner 4 in Physician Comments. The biller sends a message to the clinician, who responds that the comment was incorrect. The biller asks the clinician to fix the mistake in the documentation.	A mobile wound care nurse learns that their next patient needs to reschedule their appointment. The nurse chats with the team's central scheduler, who reschedules the patient appropriately.	A clinic manager needs the doctor to sign off several past charts. They send a chat to the doctor with a list of links to the Signature page of those charts, so the doctor doesn't have to navigate through several charts to find the right charts to sign.

## Accessing the Chat

Log into IntellicureEHR, you'll see a chat icon located in the top right of your screen.

This icon opens a messaging sidebar where you can instantly chat with any user in your database.

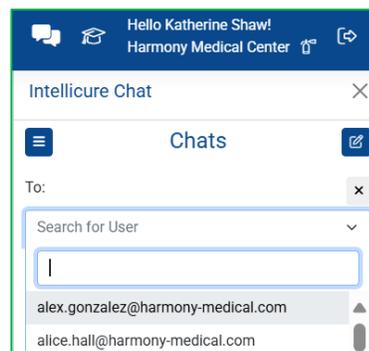
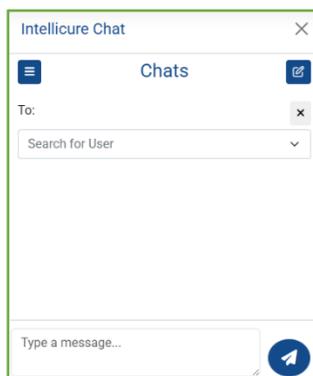


## Starting a Conversation

Click the *pencil* icon, then select the *user* you'd like to chat with.



You can search or select from a list of users.



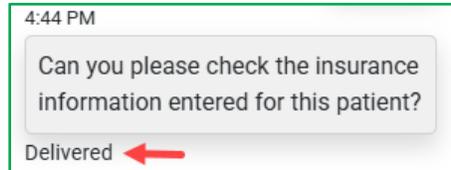
Once you've selected a colleague, type your message in the field below.

Expand your chat window by dragging the bottom right corner.

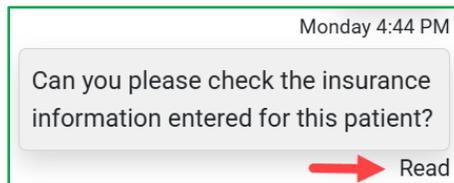


Once the message is complete, click the *send* icon

Notice that the message is instantly delivered to the recipient and the chat is added to the chat list.

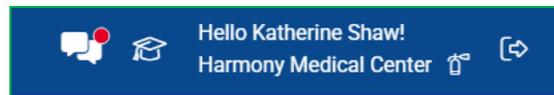


When the message is read, the message will indicate read status.



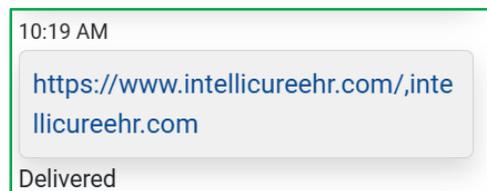
\*Notice the weekday populates if the message was sent on a previous day.

When you receive a message, the chat icon will display a **red** indicator.



## Link a Patient's Chart

If you need a colleague to review a report, a patient's registration, or an encounter, navigate to that area of IntellicureEHR, copy the URL from your browser's search bar, and paste the URL in the chat.

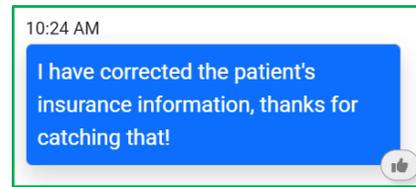
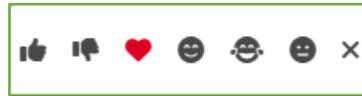


Below explains where each link takes the user.

Link	Location
Patient Encounter	Visit Details
Report	Dashboard, Reports Page, Non-Completed Report, or Completed Report
Patient Registration	Patient's Registration

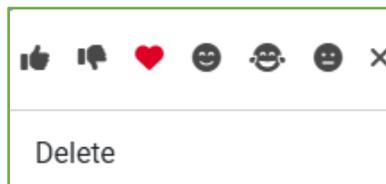
## Emoji Reactions

From thumbs-ups to smiles, emojis help create a friendly, positive communication environment, and make it easier to express quick reactions! Simply *double click* on the message you want to react to and select the *emoji*. The emoji will pin to the bottom of the selected message.



## Delete a Message

Need to delete a message you sent? Notice when double clicking the message, the emojis are listed above, and below is the option to delete.



A message saying *User deleted this message* appears when your colleague deletes a message.

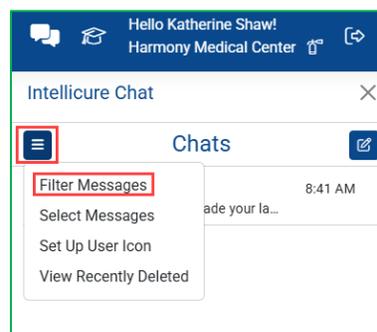
*Message Deleted* appears when you delete a message.



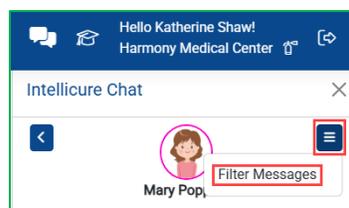
## Filter

Whether you're inside a chat or looking at your chat list, filtering is a helpful feature.

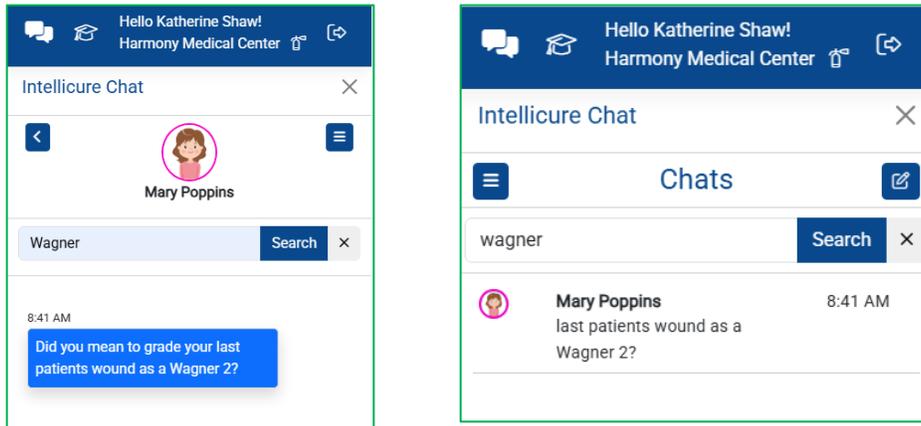
Chat List: Click on the *menu* icon on the top left side of the chat list window, then select *filter messages*.



Inside the Chat: Select the *menu* icon on the top right side of the chat window, then select *filter messages* to display the search bar option.

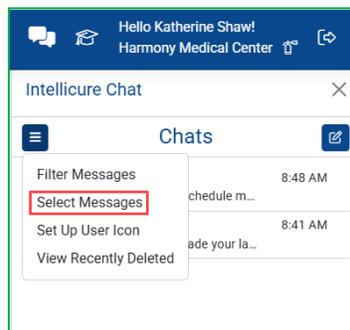


Begin typing keywords, the system will instantly filter through your conversations and display any matching messages.

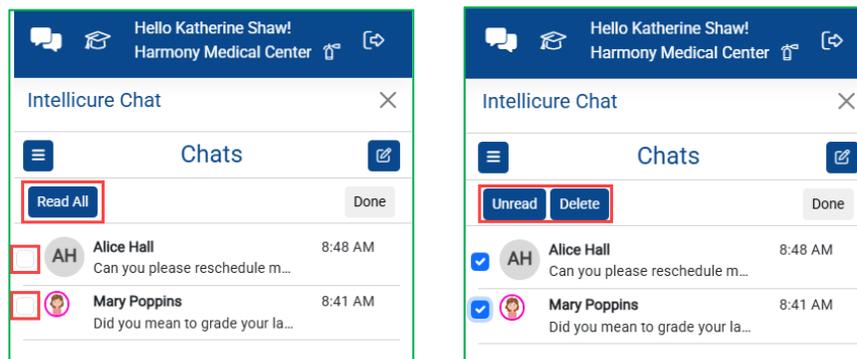


## Bulk Actions

Manage multiple messages at once using the *menu* icon in the top left side of the chat list window and choosing *Select Messages*.



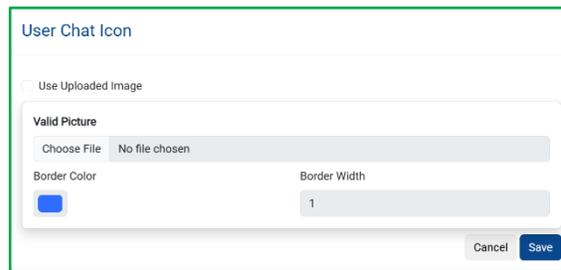
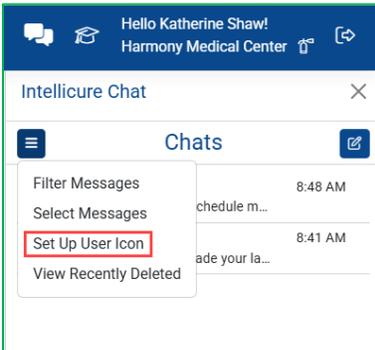
Click the *box* next to each chat you want to manage. Once selected, you can mark them *unread*, *read*, or *delete* them in bulk.



Bulk actions help keep your chat list organized without having to manually adjust messages one by one.

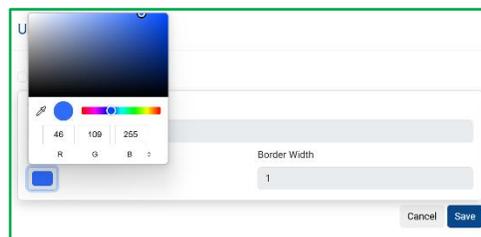
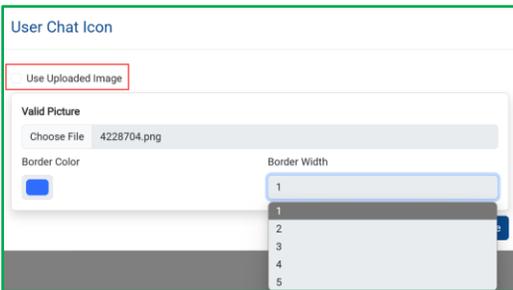
## Personalize

Using the *menu* icon in the top left side of the chat list window, select *Set up User Icon*.



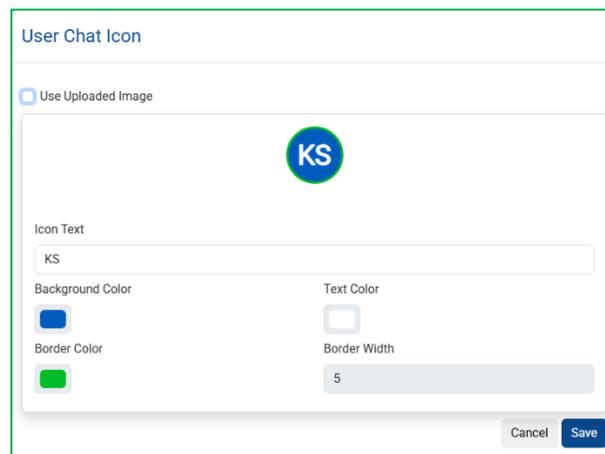
Select *choose a file* to upload a photo, make sure you check the *box* to *Use Uploaded Image*.

Customize your Border Color using the color selector and your Border Width using the dropdown.



If you prefer that your icon displays your initials, uncheck *Use Uploaded Image*.

Enter your initials in the *Icon Text* field, choose your *Background Color*, *Border Color*, and *Text Color*, then select your *Border Width*, and *Save*.



## Recently Deleted

Using the menu icon in the top left side of the chat list window, select *View Recently Deleted*.

Click the *box* next to each chat you want to recover, then select *Undelete*.

