

Intellicure Chat

How to Guide

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

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.

Intellicure	Chat	\times
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To:		×
Search for U	Jser	~
Search for	1961	·

Hello Katherine Shaw! Harmony Medical Center 🖞	(⇔
Intellicure Chat	\times
E Chats	ď
To:	×
Search for User	~
1	
alex.gonzalez@harmony-medical.com	
alice.hall@harmony-medical.com	

C



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 <u>delivered</u> to the recipient and the chat is added to the chat list.

4:44 PM	
Can you please check the insurance information entered for this patient?	
Delivered 🔶	

When the message is read, the message will indicate <u>read</u> 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 browsers search bar, and paste the URL in the chat.

10:19 AM
https://www.intellicureehr.com/,inte llicureehr.com
Delivered

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 <u>bottom</u> of the selected message.



incurance information thanks t		
Insurance information, trianks i	for	

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.

	Message Deleted
User deleted this 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.

, 8	Hello Katherine Shaw! Harmony Medical Center	¢) _{گا}
Intellicure	Chat	×
_	Mary Poppins	_
Wagner	S	earch ×
8:41 AM Did you me patients we	ean to grade your last ound as a Wagner 2?	

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.

Hello Katherine Shaw! Harmony Medical Center	, ₁ (⇒	•	Hello Katherine Shaw! Harmony Medical Center	ſ Ő
Intellicure Chat	×	Intellic	ure Chat	
E Chats	C		Chats	
Read All	Done	Unread	Delete	
Alice Hall Can you please reschedule m	8:48 AM	AH	Alice Hall Can you please reschedule m	8:48
Mary Poppins Did you mean to grade your la	8:41 AM	2 😨	Mary Poppins Did you mean to grade your la	8:41

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*.

	Hello Kath Harmony	nerine Shaw! Medical Cente	er (j ² ([⇔
Intellicu	ire Chat			×
≡	Ch	ats		ď
Filter Me Select N	essages Vessages	chedule m	8:48 AI	м
Set Up l View Re	User Icon ecently Deleted	ade your la	8:41 AI	М

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.

User Chat lo	con	
Use Uploaded	Image	
Valid Picture		
Choose File	4228704.png	
Border Color		Border Width
		1
		1
		2
		5

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and the second se	
8 🔵 🚥 🚥	
46 109 255	
R G B C	Border Width
	1

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*.

User Chat Icon		
Use Uploaded Image		
	KS	
Icon Text		
KS Background Color	Text Color	
Border Color	Border Width	
	5	
		Cancel 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*.



