Email Reminder Messages

Epic can now send external email messages to remind users about their unread In Basket messages. This is particularly useful for clinicians who work part-time and don't log in to Hyperspace frequently.

Each subscribed user has the option to specify personal preferences for how and when reminders are sent. For example, a user can choose the specific message types about which he wants to receive reminders.

Reminder email settings can be customized by configuring the following behavior:

- Whether a user receives reminder emails
- Which message types a user receives reminder emails for
- The number of days a message must be outstanding before a reminder email is sent
- The email address to which reminder emails are sent

Users can specify their own preferences for these settings by clicking the Settings button in In Basket and navigating to the Reminder Email form.

Try It Out

1. Open your In Basket
2. Click on the Setting button
3. Select the Reminder Email Form (the third tab)

At this point you may either:

a) subscribe to all message types at a default number of days OR
b) pick the folders/message types that you want notification on and how many days later you want it sent
a) Subscribe to all message types at a default number of days

4. Click the **Subscribe with email address** checkbox and enter your email address in the field
5. Click the **Subscribe to all message types** checkbox
6. Enter a number into the **Default number of outstanding days** field
7. Click **Accept**

b) Pick the folders/message types that you want notification on and how many days later you want it sent

4. Click the **Subscribe with email address** checkbox and enter your email address in the field
5. Make sure the **Subscribe to all message types** checkbox is **UNCHECKED**
6. Indicate which message types you want to be reminded about and the outstanding days
7. Click **Accept**
Example of a Tickler Message Sent to an Email Address

Hi Dr. John Smith,

You have unread In Basket messages:

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>CC'd Charts</td>
<td>2</td>
</tr>
<tr>
<td>Canceled Ord</td>
<td>108</td>
</tr>
<tr>
<td>Letter Queue</td>
<td>15</td>
</tr>
<tr>
<td>My Incomplete Notes</td>
<td>4</td>
</tr>
<tr>
<td>My Open Charts</td>
<td>3</td>
</tr>
<tr>
<td>My Open Encounters</td>
<td>58</td>
</tr>
<tr>
<td>My Unsigned Orders</td>
<td>1</td>
</tr>
<tr>
<td>Results</td>
<td>3</td>
</tr>
</tbody>
</table>

Individuals who have received this information in error or are not authorized to receive it must promptly return or dispose of the information and notify the sender. Those individuals are hereby notified that they are strictly prohibited from reviewing, forwarding, printing, copying, distributing or using this information in any way.