

# Secure Messaging

Secure Messaging allows Valant users to communicate securely with patients and other staff members or providers.

**Secure Messaging can be accessed two ways:**

A. Click **Dashboard | Unread Secure Messages**

B. Click **Tools | Secure Messaging**

Using secure messaging is similar to using email, so the functionality will be very familiar.

The left panel displays the inbox's folders:

- **Inbox:** the default folder that contains all messages that have been received.
- **Sent:** this folder contains all messages that have been sent from the inbox
- **Drafts:** this folder contains all messages that have been started and then saved as a draft.

The middle panel displays the contents of the selected folder. The right panel displays the details of the message selected.

The screenshot shows the Valant Secure Messaging interface. At the top, there are buttons for 'Compose' and 'Auto Reply'. Below these is a 'Folders' panel on the left with a list of folders: 'Inbox', 'Sent', and 'Drafts'. The 'Inbox' folder is selected, and a table of messages is displayed in the middle panel. The table has columns for 'Date', 'Sender', and 'Subject'. The first message is selected, and its details are shown in the right panel. The details include the subject 'Next appointment', the date 'Mon Dec 05 2016 11:33:26 GMT-0800 (Pacific Standard Time)', the sender 'Mantle, Carol (MANCAR)', and the recipient 'George Michael Hall'. The message body contains the text: 'Hello Dr. Hall, I have been feeling much better - would you still like me to schedule an appointment for next month? Best, Carol'.

Date	Sender	Subject
11:33 AM	Mantle, Carol (M...	Next appointment
04/01/2016	George Michael Hall	RE: How is that C...
03/31/2016	Demo Staff	Testing
03/08/2016	Odinson, Thor (O...	RE: test
12/03/2015	Calrissian, Lando ...	RE: What is up m...
10/20/2015	Calrissian, Lando ...	RE: What is up m...
10/02/2015	Demo Staff	FW: RE: can you...
09/28/2015	Calrissian, Lando ...	What about

**Valant Secure Messaging**

Reply Reply All Forward Delete Mark Unread Mark Read

**Next appointment**

Date: Mon Dec 05 2016 11:33:26 GMT-0800 (Pacific Standard Time)

From: Mantle, Carol (MANCAR)

To: George Michael Hall

Hello Dr. Hall,

I have been feeling much better - would you still like me to schedule an appointment for next month?

Best,  
Carol

**To start a message please do the following:**

1. Click on Compose



2. Select "Provider/Staff" or "Patient" radio button
3. In the "To:/CC" field, type a minimum of 3 letters
4. Subject: use this text field to add a subject to the secure message
5. Compose the message in the lower portion of the popup
6. Click on **Send / Save Draft**

A screenshot of a "Compose Message" dialog box. The title bar is blue with "Compose Message" and window control icons. The main area has a white background. At the top, "Recipient(s):" is followed by two radio buttons: "Provider/Staff" (selected) and "Patient". Below are three text input fields: "To:", "Cc:", and "Subject:". Underneath is a rich text editor toolbar with options for font (Helvetica), bold (B), italic (I), underline (U), text color (T with a dropdown), background color (T with a dropdown), bulleted list, numbered list, link, unlink, and insert image. At the bottom right, there are three buttons: "Send", "Save Draft", and "Cancel". The "Send" and "Save Draft" buttons are highlighted with a red border.

- A notification will appear at the bottom of the application to confirm that the message was sent.
- A copy of the message will be saved in the Sent folder.
- A notification will appear at the bottom of the application to confirm that the draft was saved.
- A copy of the message will be saved in the Drafts folder.
- The Compose Message Pop-up Box will remain open to allow for continued editing, if desired.
- Once editing has concluded for the time being, select the Close Button to close it.

**To continue a Draft, please do the following:**

1. Open the Drafts Folder
2. Select the message to be continued
3. Select Continue Editing in the top of the right panel.

 Continue Editing

 Discard

- The draft can also be deleted by selecting Discard in the top of the right panel

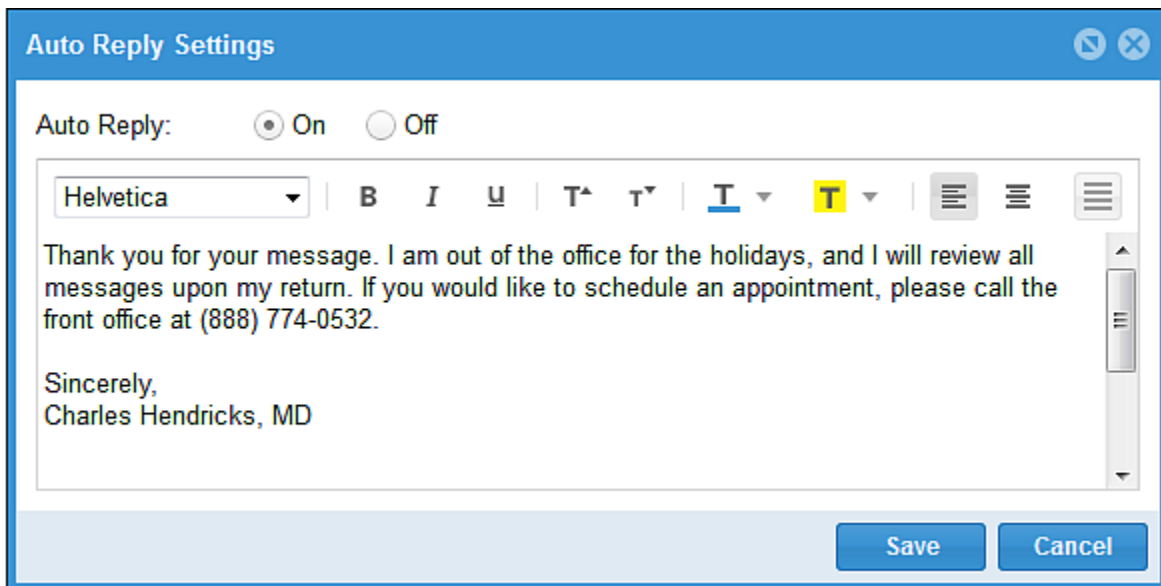
## Enabling Auto Reply

1. Click the Auto Reply button
2. Select the “On” radio button
3. Enter the message for recipients to view. The same message will be sent to patients and Valant users
4. Click Save

## Disabling Auto Reply

When Auto Reply is enabled, the phrase “Auto Reply is On” will appear at the top of the page.

1. Click the Auto Reply button
2. Select the “Off” radio button
3. Click **Save**



**Auto Reply Settings**

Auto Reply:  On  Off

Helvetica | **B** *I* U | T<sup>^</sup> T<sup>v</sup> | T ▼ **T** ▼ | [List Icons]

Thank you for your message. I am out of the office for the holidays, and I will review all messages upon my return. If you would like to schedule an appointment, please call the front office at (888) 774-0532.

Sincerely,  
Charles Hendricks, MD

**Save** **Cancel**