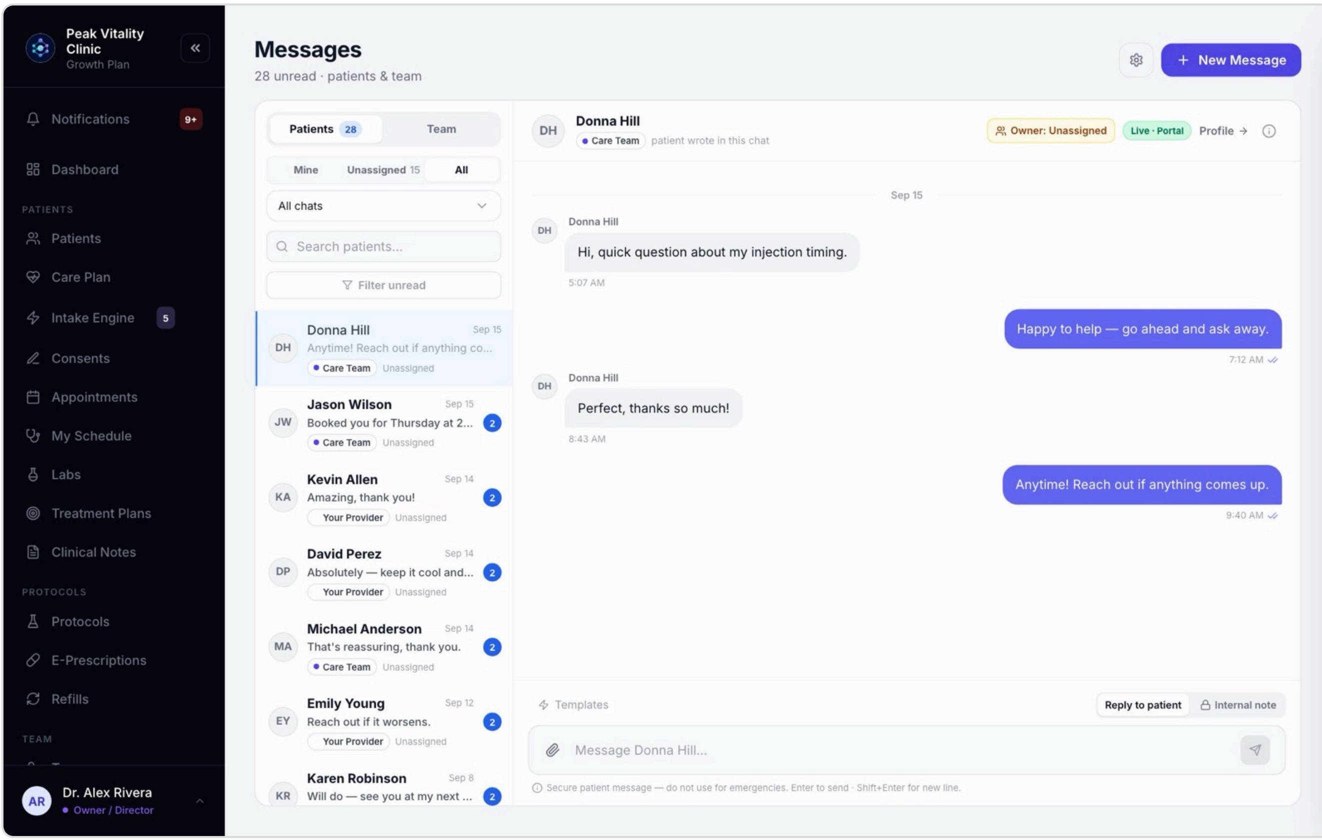
Messages

One inbox for every conversation with your patients and your team. Reply, hand a message to the right person, and leave notes only your team can see.

Page manual · For Everyone who talks with patients · aminova.health/university/messages

1. THE PAGE AT A GLANCE

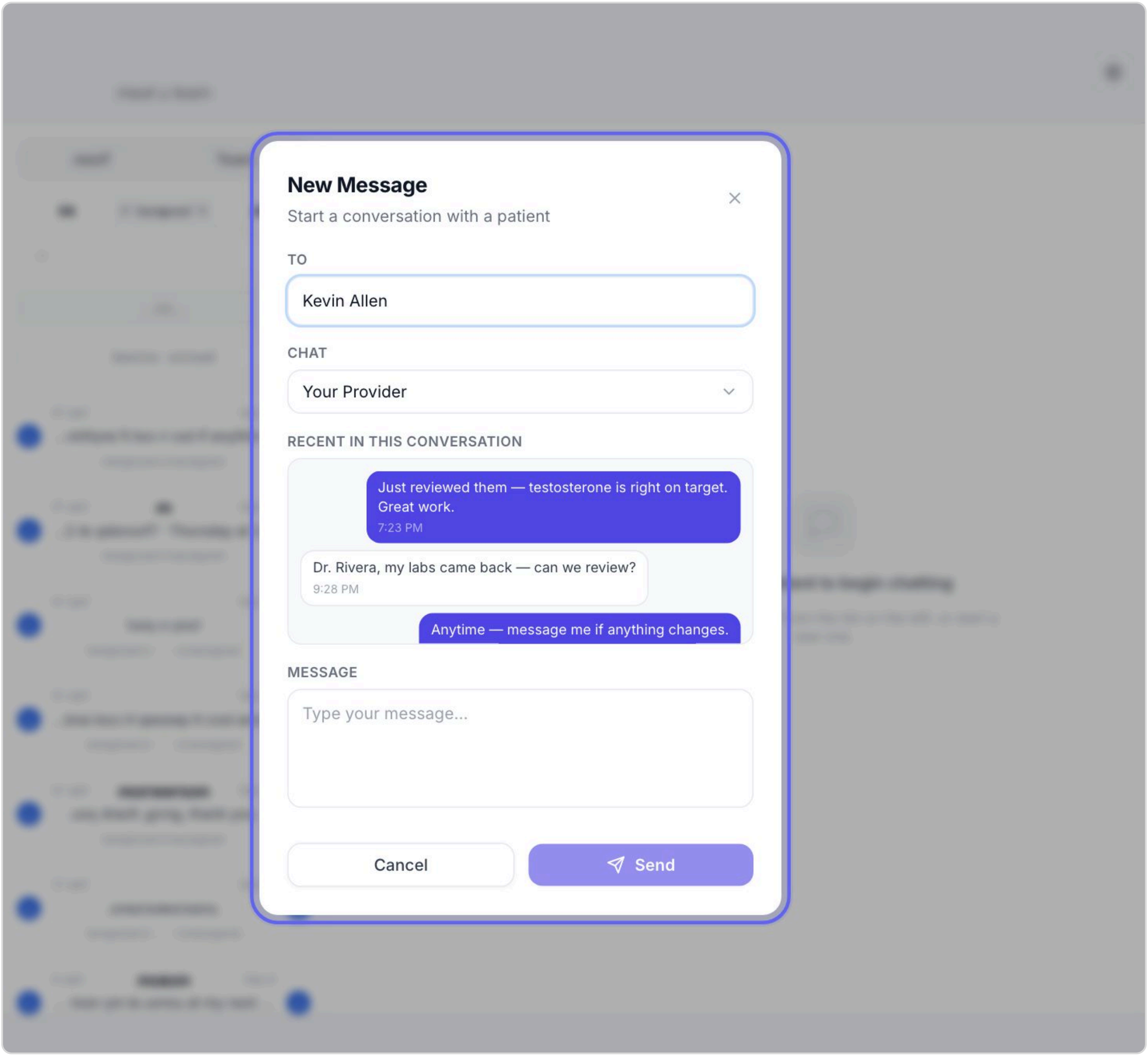
On the left is the list of conversations, with a switch between patients and your team. On the right is the conversation you open. The top of the page says how many messages are unread.



Messages, with a patient conversation open.

2. WRITE TO A PATIENT

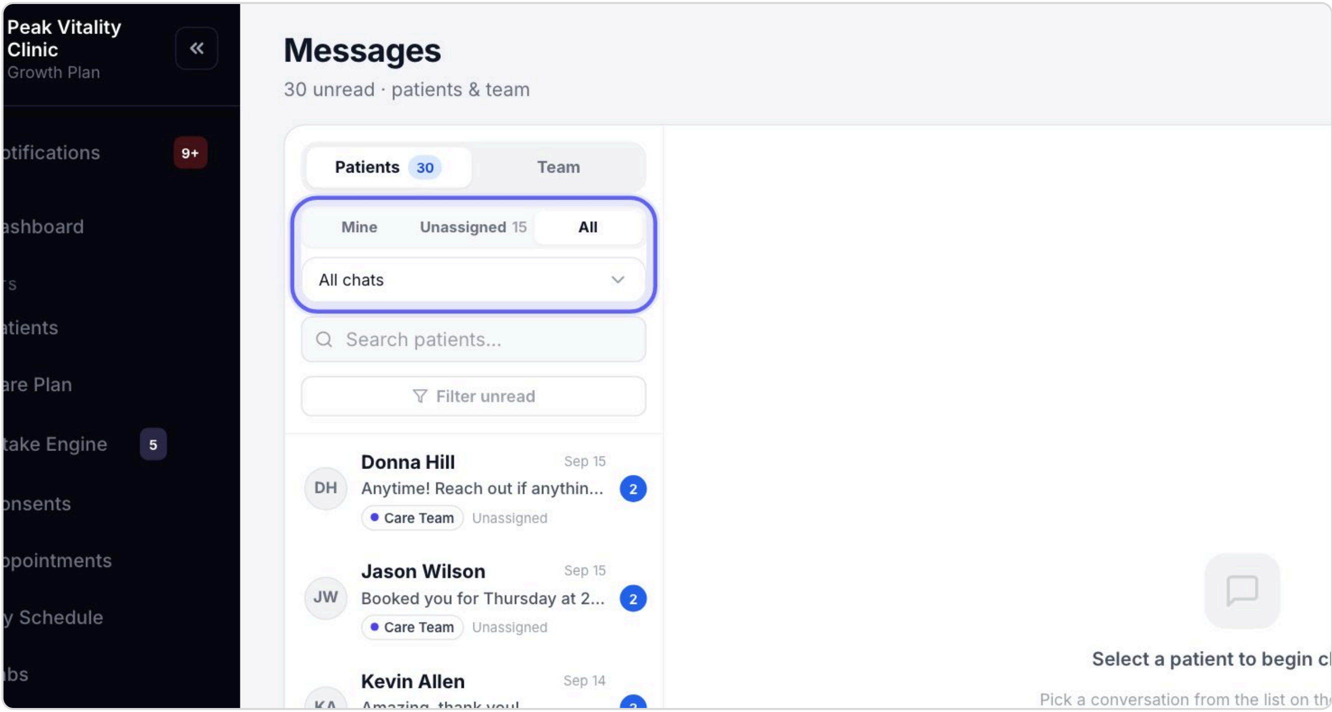
1. Click **New Message**.
2. Under **To**, search by name or patient ID. People you talked with recently are listed first.
3. If your clinic has more than one chat, pick the **Chat** it goes out on.
4. If you have talked before, the last few messages show, so you don't repeat yourself.
5. Type your **Message** and press **Send**.



New Message: pick the patient, see what was said last, and write.

3. PATIENTS, TEAM, AND WHOSE IT IS

1. **Patients** and **Team** switch between patient conversations and your team's chats. The number is what's unread.
2. **Mine** shows conversations you own. **Unassigned** shows the ones nobody owns yet. **All** shows everything.
3. If your clinic has more than one chat, **All chats** narrows the list to one.
4. Search finds a conversation by name, or by words in its last message. **Filter unread** hides the rest.



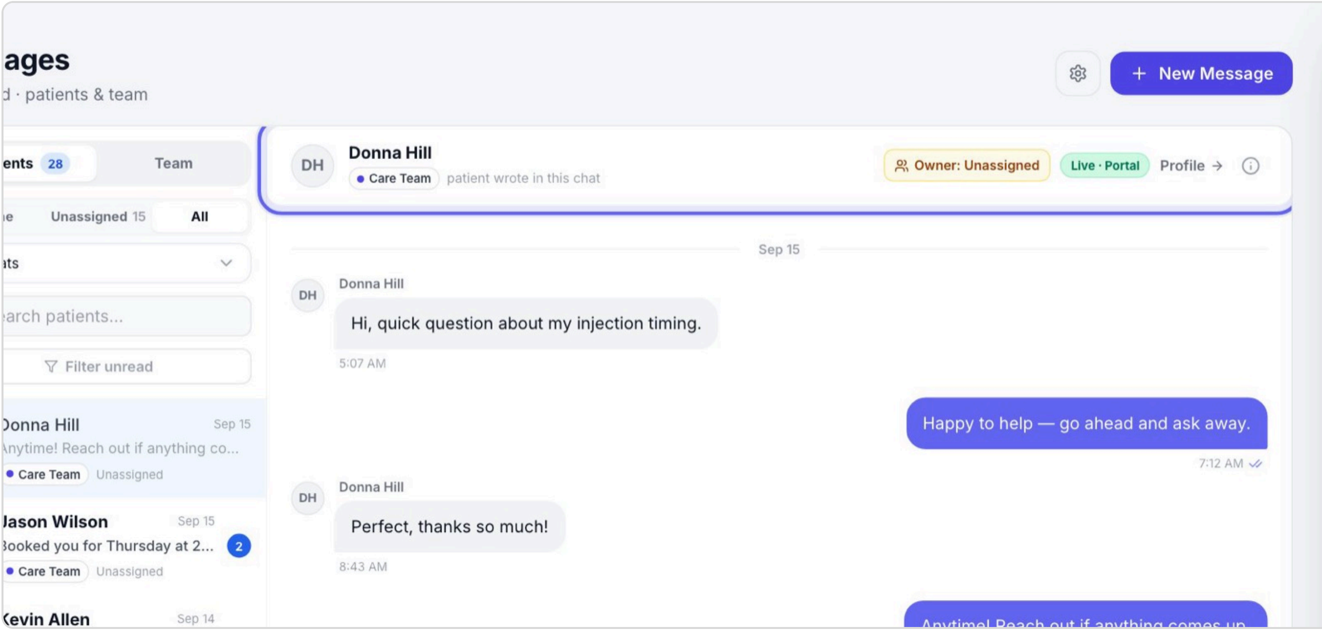
Mine, Unassigned and All, under the Patients and Team switch.

4. THE CONVERSATION LIST

1. Each row shows the patient, the last message, and when it came in.
2. The colored tag is the chat the patient wrote in. Beside it is who owns the conversation.
3. A blue number means unread messages. A red dot means a Care Team conversation needs a reply.

5. OPEN A CONVERSATION

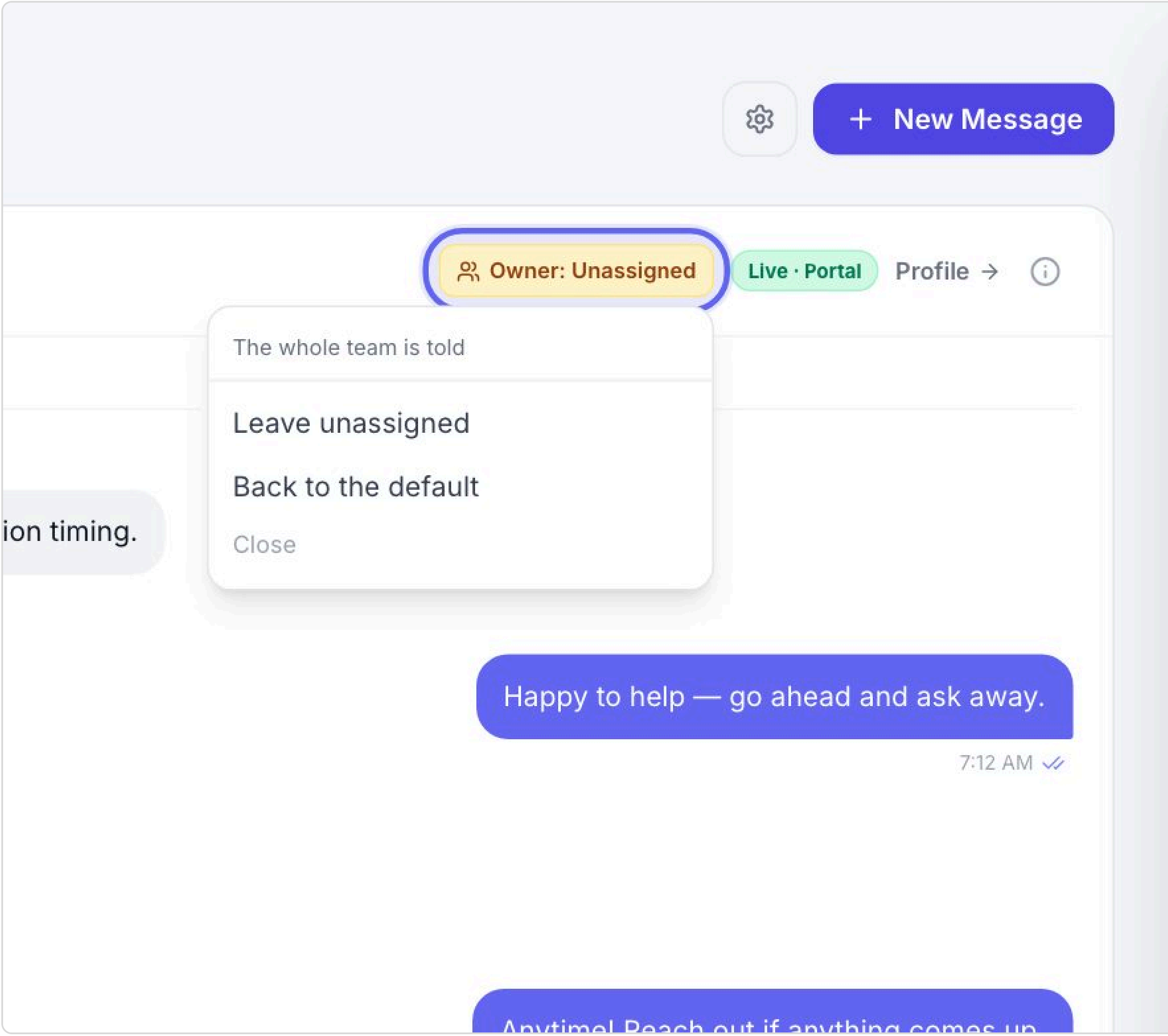
1. Click a conversation to open it. The header shows the chat the patient wrote in.
2. **Profile** opens the patient's chart.
3. The info button beside it shows a quick **Patient Snapshot**: protocol, adherence and next refill.



The conversation header: the chat, the owner, and a link to the chart.

6. WHO ANSWERS

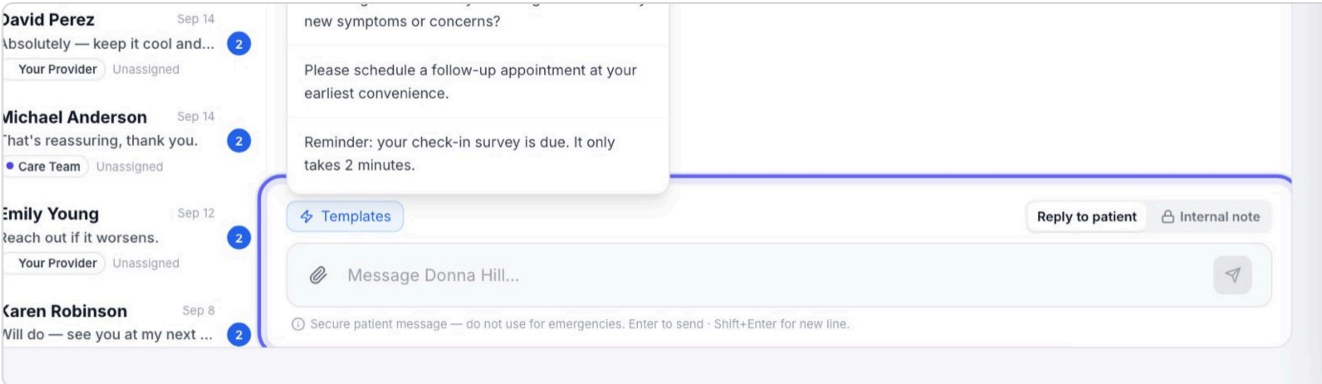
1. Every patient conversation has an owner. The owner is told when the patient writes.
2. Click **Owner** to hand the conversation to someone else.
3. **Leave unassigned** tells the whole team instead. **Back to the default** returns it to the chat's usual owner, like the patient's own provider.



The Owner menu: pick who answers this conversation.

7. REPLY TO THE PATIENT

1. Make sure **Reply to patient** is selected, type, and press Enter to send. Shift and Enter starts a new line.
2. **Templates** fills in a common reply, like a refill update. Edit it before you send.
3. The paperclip sends a PDF or photo, up to 15 MB.
4. The patient sees your reply in their app chat, with a notice.

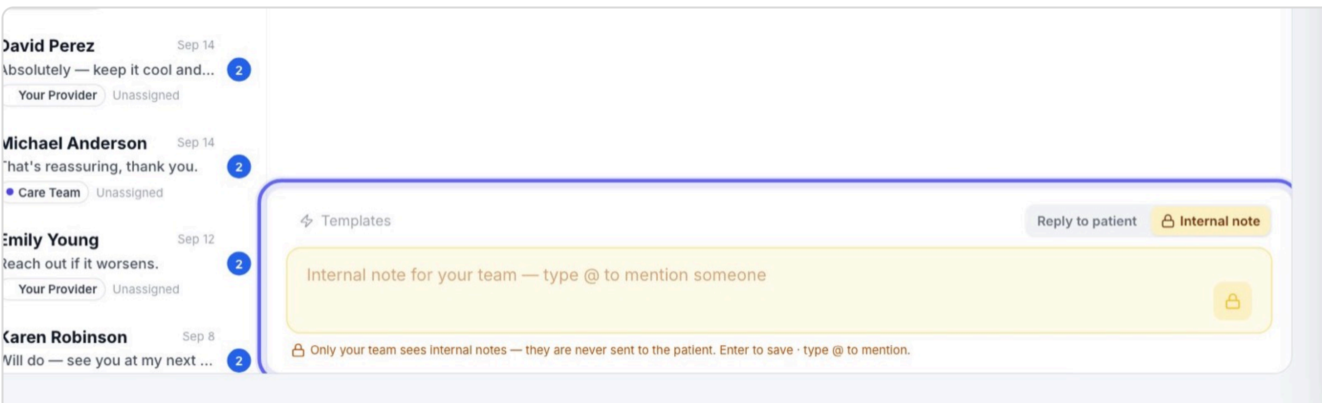


Templates: ready replies you can edit before sending.

Tip. Patient messages are not for emergencies. The line under the box says so.

8. INTERNAL NOTES

1. Click **Internal note**. The box turns amber.
2. Write a note for your team. Type @ to mention someone, and they are told.
3. Internal notes show in the conversation for your team only. They are never sent to the patient.



An internal note: amber, for your team only.

9. HAND A MESSAGE TO SOMEONE

1. Hover over a message from the patient and click **Assign to…**.
2. Pick **Who should handle it**, add a note if you like, and press **Assign to** with their name. They get a task.
3. The message shows who has it. At the top of the conversation, **Mark handled** or **Reassign** it.
4. When that person replies to the patient, it is marked handled for them.

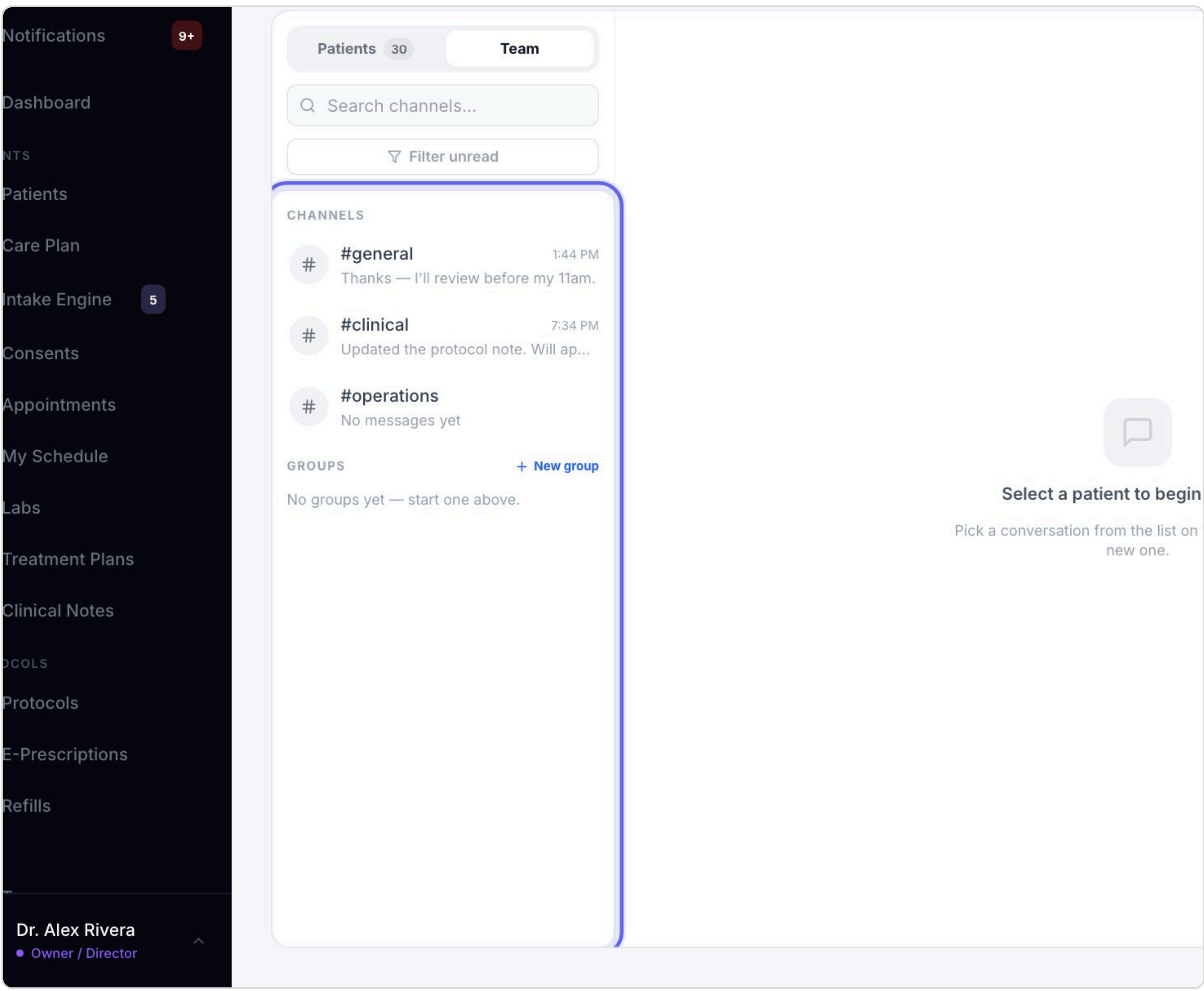
Tip. Team members who can’t read every patient conversation still see the ones assigned to them.

10. THE CARE TEAM CHAT

1. In the Care Team chat, the care assistant may answer a patient first. Anything it can't handle is marked **Needs reply**.
2. A tag in the header shows where it stands: **Assistant handling**, **Needs reply**, **Assistant paused** or **Resolved**.
3. Giving a Care Team conversation an owner pauses the assistant for it.
4. Press **Resolve** when it's done. **Reopen** brings it back.

11. TEAM CHATS

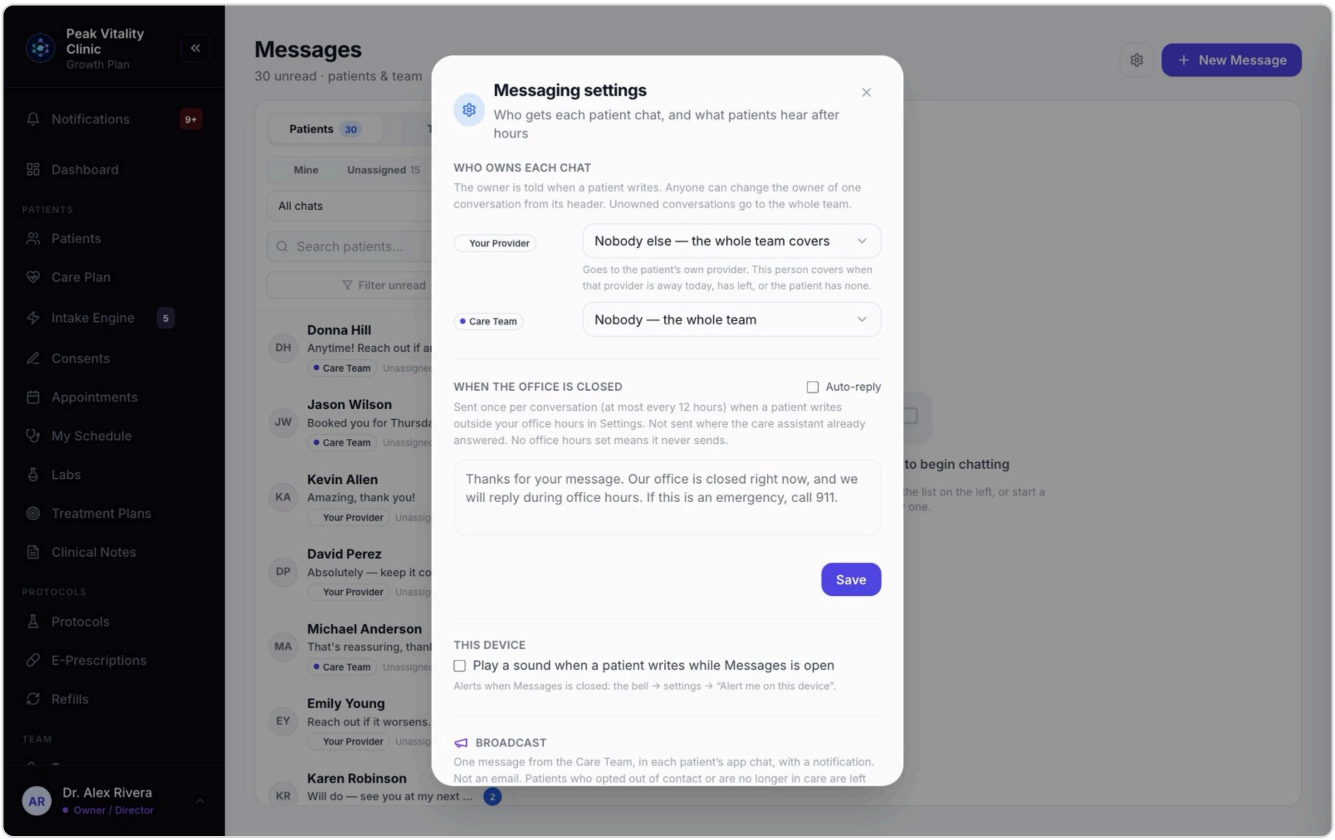
1. Switch to **Team**. You'll see **Channels**, **Groups** and **Direct Messages**.
2. To start a group, click **New group**, give it a name if you like, pick the **Members**, and press **Create group**.
3. Pin a group to keep it at the top.



Team chats: channels, and groups you start. Direct messages appear here too, once you have one.

12. MESSAGING SETTINGS

1. Owners and managers click the gear next to **New Message**.
2. **Who owns each chat** picks who is told when a patient writes in each chat. Nobody means the whole team.
3. **When the office is closed** turns on an **Auto-reply** for messages that come in outside your office hours in Settings. Press **Save**.
4. **This device** can play a sound when a patient writes while Messages is open.
5. Owners also get **Broadcast**: one message to many patients, in their app chat. See the messaging and reminders manual.



Messaging settings: who owns each chat, and the after-hours reply.