

Please post / share this communication within 24 hours in your department/unit.

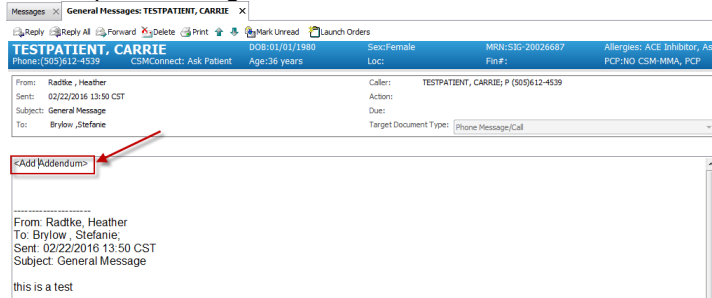
Remember: Many answers/clarifications on EHR processes can be accessed through the EHR Intranet site or EHR Learning (Learning Live)

The EHR Upgrade on 2/18/16 resulted in the following issues still under investigation:

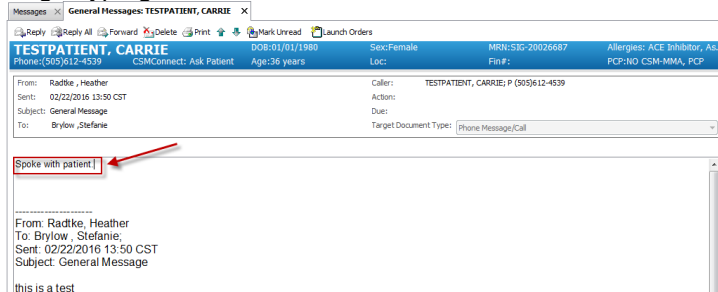
❖ **Recipient Field cannot be blank when Replying to a Message**

- Previously, when adding information to a message you were able to click **Reply**, type your information, not add a recipient and click **Send** to save to the patient chart.
- Can no longer **Reply** to a message without adding a recipient.
- If you need to document additional information in a message from your Inbox but do not need to reply to the sender, follow these steps:

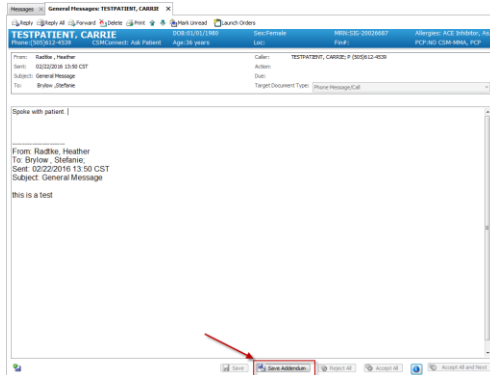
- In the open message, left-click on **Add Addendum**



- Begin typing. Your text will overwrite the **Add Addendum** text.

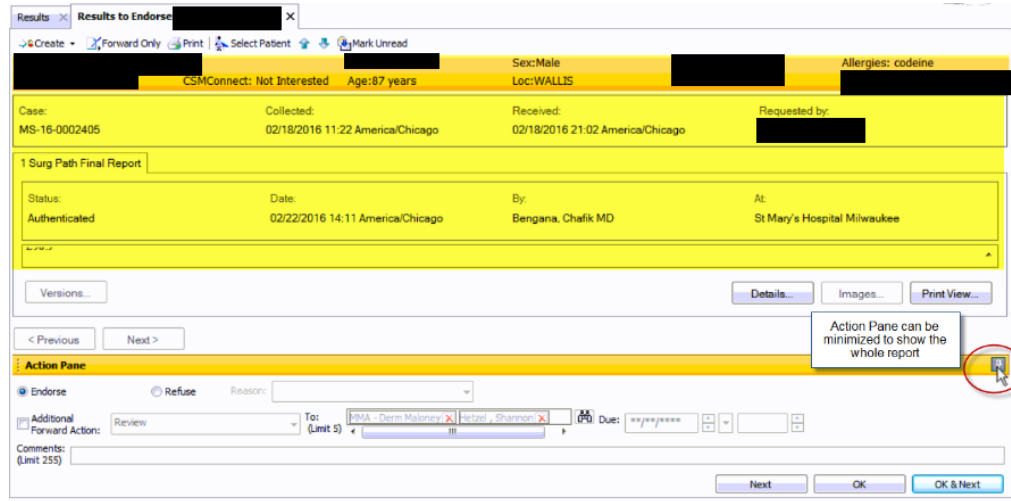


- Click **Save Addendum** and Delete the message from your inbox.



❖ Difficulty Viewing Pathology Reports in Message Center

- There is a workaround available as IT continues to investigate potential resolutions
- The workaround is to minimize the Action Pane to make the viewing window larger
 - Click the “pin” to minimize the Action Pane in the results viewing window

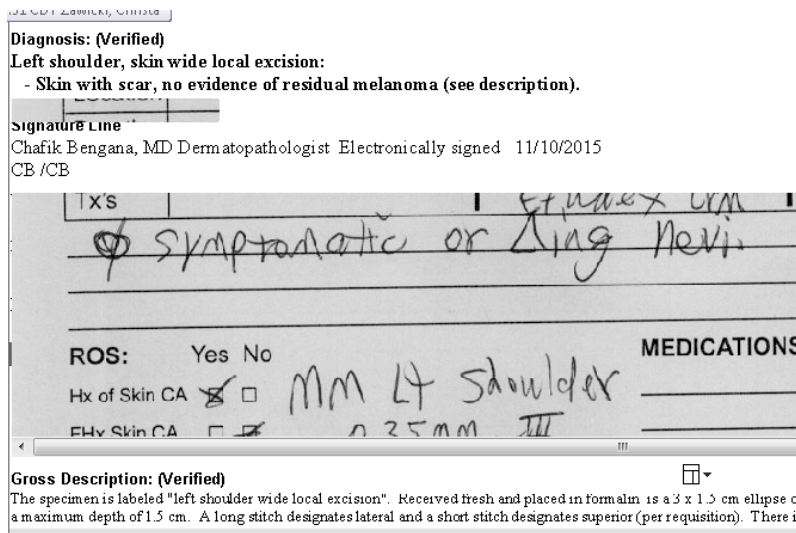


- Click **Action Pane** to restore and sign off on the result



❖ Scanned Document Overlays a Text based Document

- Example of scanned document overlaying a text based document



- The workaround is to:
 - Open the text document from Flowsheets rather than Documents.
 - Close the patient chart, re-open and then open in Documents.