Sending eMessages in eCW 11e
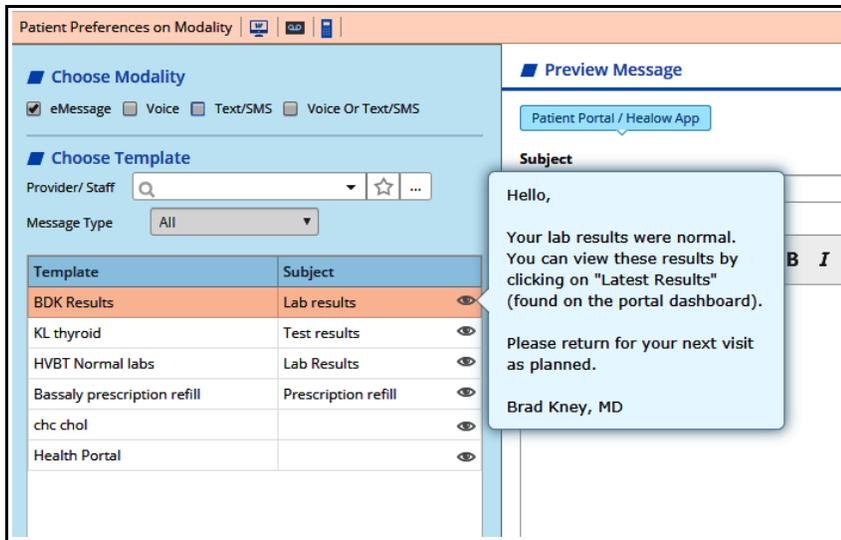
Many patients prefer to communicate via the Internet rather than the phone. The Prima CARE health portal and ECW work together to accomplish this.

To open a new eMessage, click on "Send Message" in the Hub.

Although the options in the messaging screen suggest that voice and text/SMS messages can be sent from eCW, in general, this is not true. There are a few text messages set up by eCW administrators that can be sent, but regular users can only send eMessages. I have been able to create both voice and text messages, but these never reached the patient portal.

Hovering over the eye icon next to a template informs the user of the content of the message.

Clicking on the template name copies the template into the message for the patient.

In the example below, I copied my routine lab result message into the message box, and then modified it to reflect this patient's lipid panel results. These templates can speed up messaging – the user can also copy and paste a message from another file. A Word file could be created with a few dozen messages, and one or more of these messages could be pasted into the current message. Note that only one template at a time from the left panel can be used. If a second template is chosen in the left panel, the current message will be copied over.
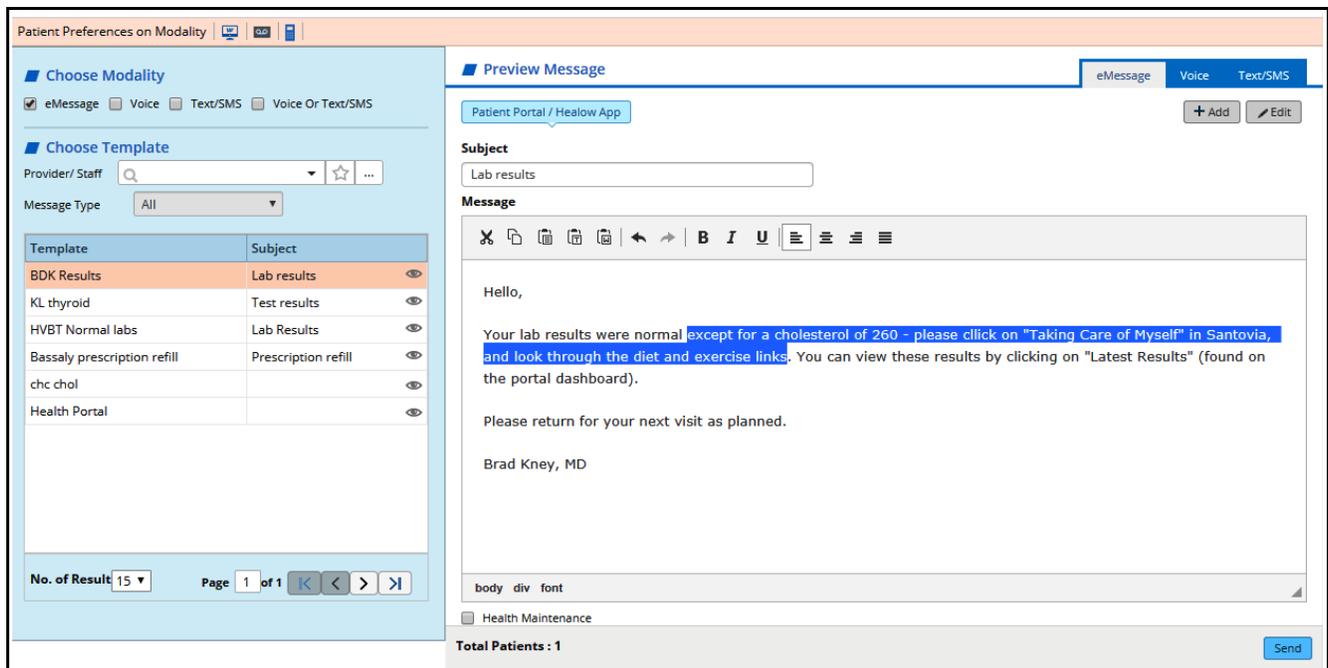
Once the message is set up, just click "Send" - and eCW generates a pop-up reporting that the message has been sent successfully.

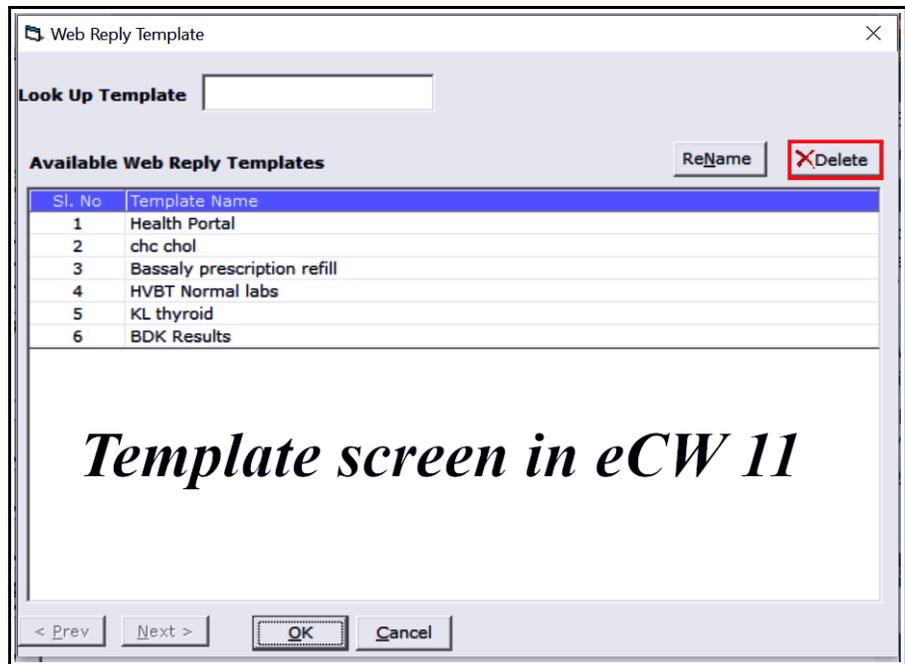To view prior messages sent to this patient, click on "Messenger Log".

This log opens by default to voice messages – select the tab "Portal" to see the eMessages to the patient. In the screen below, messages can be sorted by a date range, and by the provider.

SUBJECT	SENT BY	SENT TO	SENT DATE	READ DATE
Lab results	Kney,Bradford	Pcaretest,Five	12/02/2019 10:22 am	12/02/2019 10:26 am
RE:Hi Five	Kney,Bradford	Pcaretest,Five	11/26/2019 11:32 am	11/26/2019 11:32 am
RE:Testing	Kney,Bradford	Pcaretest,Five	10/29/2019 10:44 am	11/26/2019 11:12 am
Testing route this eMessage takes	Kney,Bradford	Pcaretest,Five	09/09/2019 11:20 am	09/09/2019 11:21 am
Test	Kney,Bradford	Pcaretest,Five	09/05/2019 05:50 pm	09/05/2019 05:51 pm
RE:Re:RE:Results	Lakshman,Kishore M	Pcaretest,Five	09/05/2019 12:01 pm	09/05/2019 02:02 pm
RE:Results	Lakshman,Kishore M	Pcaretest,Five	09/04/2019 04:38 pm	09/04/2019 05:27 pm
RE:eMessage	Kney,Bradford	Pcaretest,Five	09/03/2019 11:25 am	09/03/2019 11:26 am
Lab results	Kney,Bradford	Pcaretest,Five	09/03/2019 11:03 am	09/03/2019 11:18 am

Unfortunately, the filter by provider does not work in the messaging screen in eCW 11e as of 12/19. Given the small number of templates in the left panel, this glitch poses no problems currently. However, if many templates are created in the future, the lack a sorting option for these templates would be an annoyance.

One other issue in eCW 11e is that templates cannot be deleted.

However, templates can easily be deleted from eCW 11 – as shown in the screen to the right.

Web Reply Template

Look Up Template

Available Web Reply Templates   ReName   ✕ Delete

Sl. No	Template Name
1	Health Portal
2	chc chol
3	Bassaly prescription refill
4	HVBT Normal labs
5	KL thyroid
6	BDK Results

< Prev   Next >   OK   Cancel

Template screen in eCW 11

Sending an eMessage From a Web Encounter in eCW 11e

A web encounter looks just like a telephone encounter – and is filed in the list of encounters just like a telephone encounter. If a provider prefers to have a record of an eMessage embedded in the flow of office visits and telephone encounters, a web encounter is a better choice than a stand-alone eMessage.
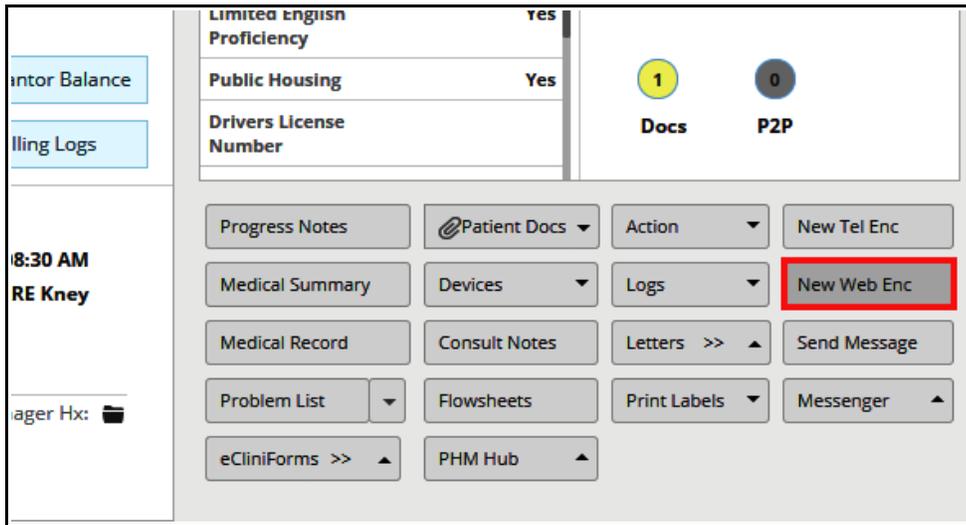
Click on "New Web Enc".

In the web encounter, add a reason, and then click on either "Messenger" or "Reply to Patient". The eMessaging screen is opened with either choice (the only difference is that "Reply to Patient" adds the "Reason" in the web encounter to the "Subject" box in the eMessage prefaced by "RE:").

In eCW 11, all text in the "Action Taken" box auto-populated the eMessage box – this does not occur in eCW 11e. Regardless of how the eMessage screen is opened, the main message box will be blank in eCW 11e.

In the screen below, I used the "BDK Results" template to overwrite the subject line (which was "RE:Lab results") and add text to the message box – which I then modified.

If quick access to the eMessage is a high priority, it can be copied and pasted into the web encounter as shown below.

But this additional step is not necessary – the message can be viewed by clicking on the "Log Hisotry" tab in the web encounter, then AGAIN on "Log History" found in the log history tab, and then hover over the "Action" as shown in the screenshot below.

More clicks than were needed in eCW 11, but the message can be found with a bit of effort in eCW 11e.

If the web encounter is opened from the progress note screen rather than from the encounters screen, the eMessage appears at the bottom of the note as shown below.

CP | W 12/02/2019 BK 40175 ....

Web Encounter

Patient: Pcaretest, Five
DOB: 09/24/1936 **Age:** 83 Y **Sex:** Female
Address: 22 PARK ST, FALL RIVER, MA, US 02721-1713
Phone: 508-965-7118
Provider: Kney, Bradford

Answered by   Kney, Bradford   Date: 12/02/2019
                                                                         Time: 11:15 AM
Reason   Lab results

Action Taken

Kney, Bradford 12/02/2019 11:38:18 AM EST > Your lab results were wildly abnormal. You can view these results by clicking on "Latest Results" (found on the portal dashboard). Call for an appointment ASAP!

eMessages

From: Kney,Bradford
Created:
Sent: 2019-12-02 11:38:56
Subject: Lab results
Message: Hello,

Your lab results were wildly abnormal. You can view these results by clicking on "Latest Results" (found on the portal dashboard). Call for an appointment ASAP!

Brad Kney, MD

Brad Kney, MD
December 2, 2019