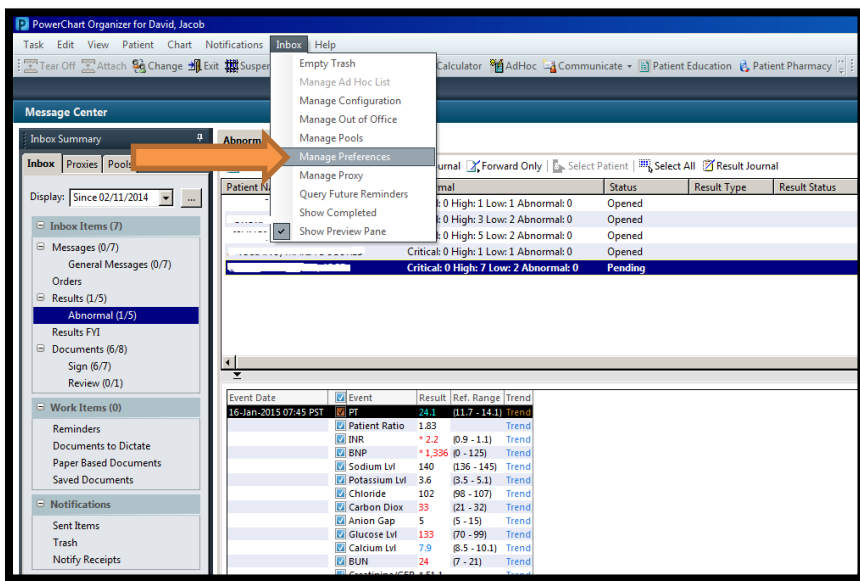


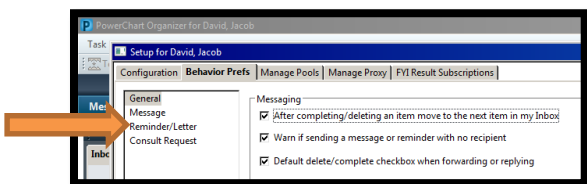
PATIENT LETTERS

CUSTOMIZE A LETTER

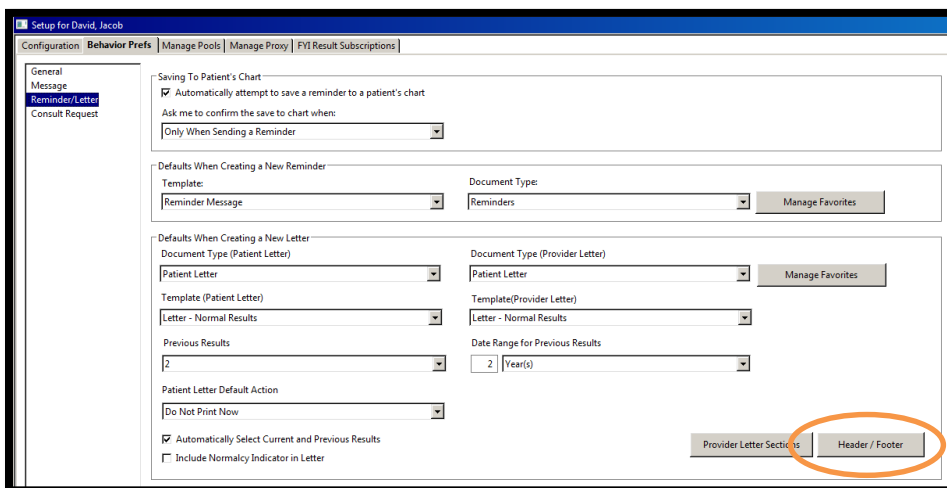
1. Open Message Center
2. Go To Inbox, Manage Preferences



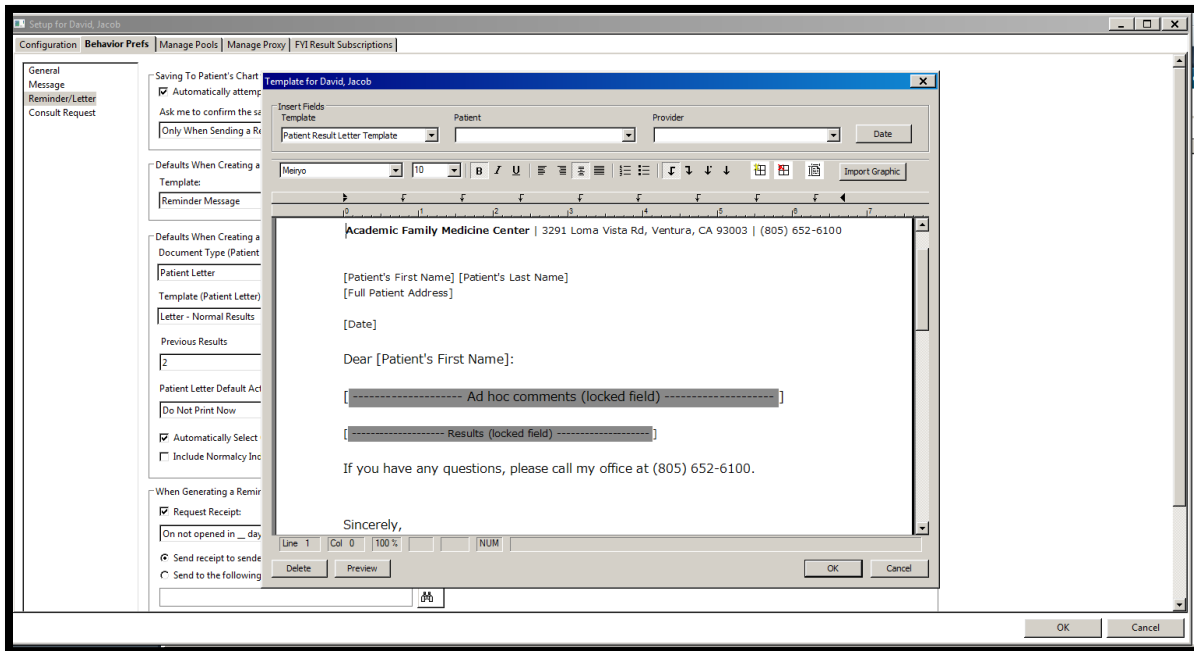
3. Choose "Reminder/Letter"



4. Click the 'Header/Footer' box



5. Insert text above and below the 'Ad Hoc Comments' and 'Results' fields that you want to have included in every letter. In the example below, there are fields inside [brackets] that will automatically fill in with patient or provider information. To add those, select the item you want from the drop-down menu at the top titled 'Patient' or 'Provider'.



SEND A LETTER

1. In Message Center, open an item from the Results list
2. Click 'Create', then 'Letter'
3. Under 'Patient Message' you can write your message to the patient explaining the results.
4. You can check or uncheck the boxes next to the results to decide which are included
5. In the 'Action Pane' at the bottom, you can forward the letter to your MOA to be printed.

