

# hb / messaging

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HEALTHBRIDGE

THE HEALTH  COLLABORATIVE

## User Guide

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## Overview

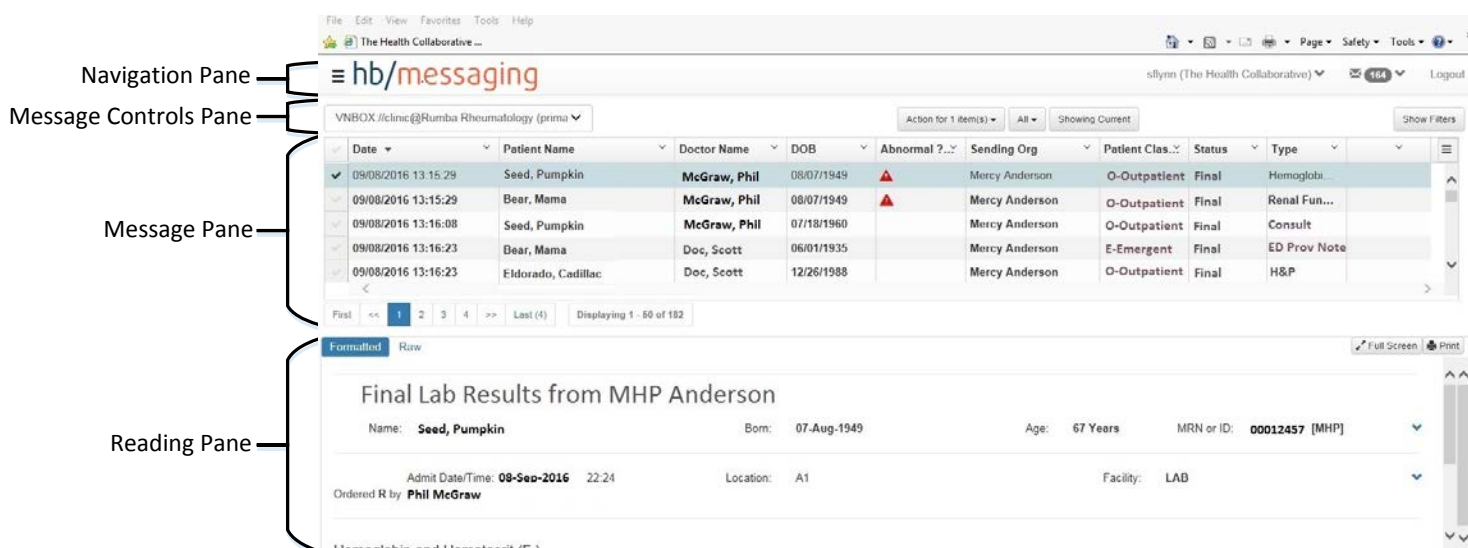
The Health Collaborative’s electronic results delivery application is called **hb/messaging**. This solution provides you the ability to access important clinical information securely that include lab, radiology, transcription and ADT (Admit/Transfer/Discharge) messages. You will receive results once they have been released for delivery by the data provider where the event occurred. hb/messaging delivers results based upon your organization’s associated provider(s), so if your provider is on the result we will deliver to your hb/messaging inbox.

## Key Benefits

- Real time delivery of clinical results
- HIPPA compliant, secure access
- Customization via sorting/filtering to optimize the management of your data.
- Web based and accessible on tablets and iPad
- More than one inbox with one logon

## Screen Components

The structure of hb/messaging is similar to a horizontal view of an email inbox with a message pane on the top half of the page, and a reading pane on the lower half of the page. The message pane provides a grid of all the messages, and the reading pane provides a detailed view of the result.

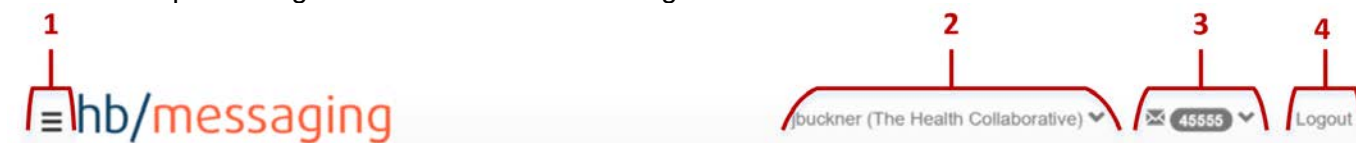


The screenshot shows the hb/messaging interface with the following components labeled:

- Navigation Pane:** The top left area containing the hb/messaging logo and a hamburger menu icon.
- Message Controls Pane:** The area below the navigation pane containing filters and controls for the message list, such as "VNBOX //clinic:@Rumba Rheumatology (prima)", "Action for 1 item(s)", "All", "Showing Current", and "Show Filters".
- Message Pane:** A table listing messages with columns: Date, Patient Name, Doctor Name, DOB, Abnormal?, Sending Org, Patient Clas., Status, and Type. The table contains four rows of data.
- Reading Pane:** The bottom section showing a detailed view of a message titled "Final Lab Results from MHP Anderson". It includes patient information (Name: Seed, Pumpkin; Born: 07-Aug-1949; Age: 67 Years; MRN or ID: 00012457 [MHP]), admission details (Admit Date/Time: 08-Sep-2016 22:24; Location: A1; Facility: LAB), and ordering information (Ordered R by Phil McGraw).

## Navigation Pane

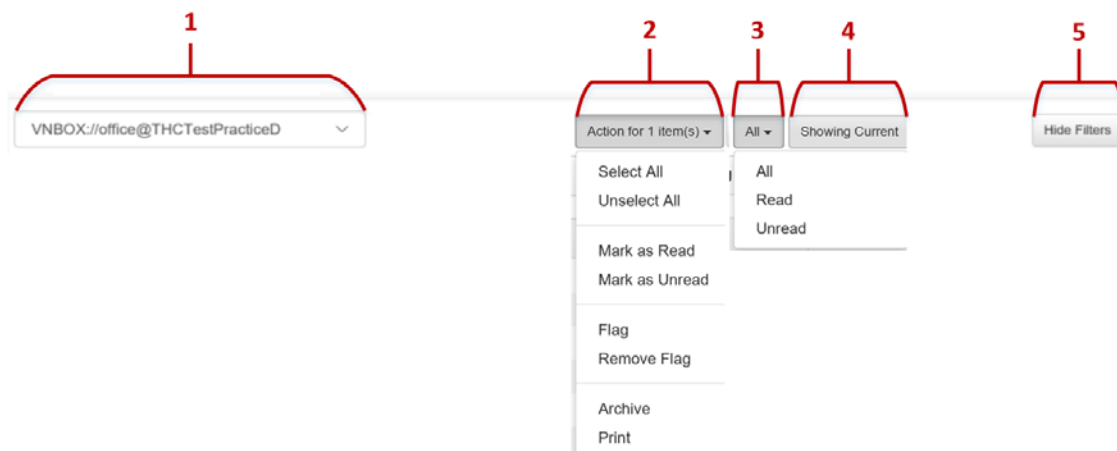
This section provides general information and navigation features.



ID#	Control/Button	Function
1	Hamburger Icon	Provides list of other pages your account has access to
2	User Info	Indicates who is logged in and a link to change your password
3	Inbox Info	Indicates which inbox you are viewing and the ability to change inboxes if you have access to more than one inbox
4	Logoff	Logs you off the system

## Message Controls Pane

This section provides the ability to customize the content and layout of the Message Pane.



ID#	Control/Button	Function
1	Inbox Info	Indicates which inbox you are viewing and the ability to change inboxes if you have access to more than one inbox
2	Action Button	<ul style="list-style-type: none"> <li>Select All – Selects all messages</li> <li>Unselect All – Deselects all messages</li> <li>Mark as Read – Marks the selected message(s) as read</li> <li>Mark as Unread – Marks the selected message(s) as unread</li> <li>Flag – Places a flag on the selected message(s) for easy recall</li> <li>Remove Flag – Remove the flag on the selected message(s)</li> <li>Archive – Moves the selected message(s) to the archive</li> <li>Print – Prints the selected message(s)</li> </ul>
3	Read/Unread Button	All – Displays all messages in the message pane Read – Displays only read messages in the message pane Unread – Displays only unread messages in the message pane
4	Current/Archive Button	When clicked, toggles between the following <ul style="list-style-type: none"> <li>Showing Current – Displays non-archived messages in the message pane</li> </ul>

		<ul style="list-style-type: none"> <li>Showing Archive – Displays only archived messages in the message pane</li> </ul>
5	Filters Button	<p>When clicked, toggles between the following</p> <ul style="list-style-type: none"> <li>Show Filters – Displays filter fields for each column in the message pane, which allows you to filter data displayed in the message pane based on one or more columns</li> <li>Hide Filters – Hides filter fields from view, but does not remove the actual filter</li> </ul>

## Message Pane

The message page is a grid of all messages with the ability to customize the view. When a user customizes their view, they are *user persistent* which means:

- The customizations will stay in place (even if you log off) until you remove them
- The customizations are specific to your user account and no one else's

## Column Order

You can reorder columns in any order that fits your needs. Simply click column heading and drag it to a new desired location.

## Read/Unread

Unread messages will be indicated in the message list by being **bold**. Once you click on a message it is no longer bolded and considered read.

## Sorting

By clicking on any column header in the message pane you have the ability to sort the data. Sorting can be useful if you need to change the order of the data in the column.

## Filtering

By clicking the “Show Filters” button, you will be able to filter results by date ranges, flags, searching patient names, etc. When filtering, you can filter on a single column or multiple columns.

## Archive Mode

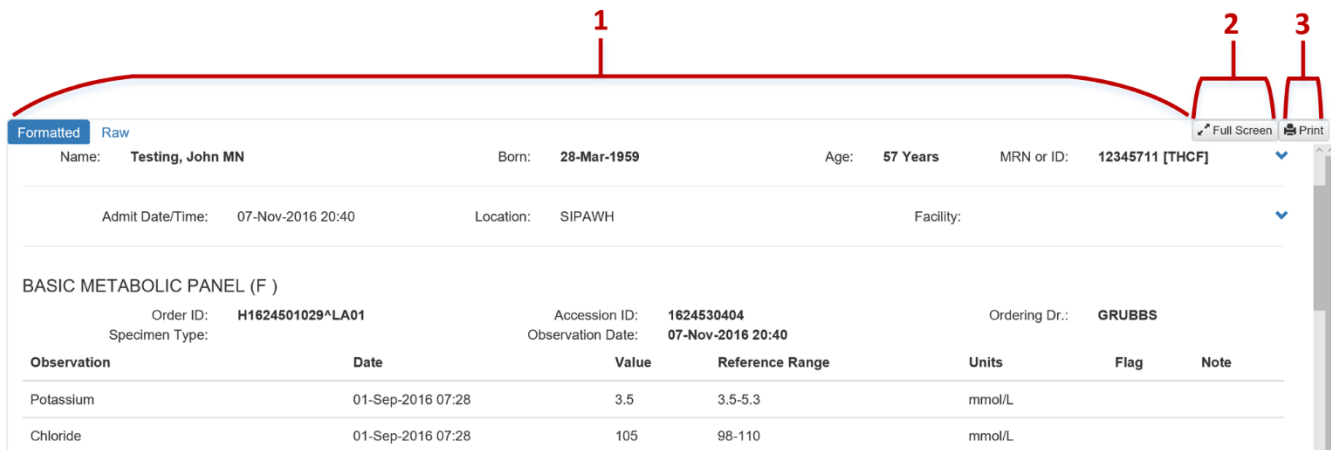
The Archive view is where you can action your results out of the Inbox. You can still access the archived results. Archived results will be available for 7 years before we delete them from our system.

The screenshot shows a table of messages with the following columns: Date, Patient Name, Doctor Name, DOB, Abnormal ?..Y, Sending Org, Patient Clas..Y, Status, Type, and a 'Columns:' dropdown menu. The table contains five rows of data. At the bottom, there are pagination controls showing 'Displaying 1 - 50 of 182'.

ID#	Control/Button	Function/Description
1	Columns	<ol style="list-style-type: none"> <li>1. <b>Patient Name</b> <ol style="list-style-type: none"> <li>a. If Admission (ADT) – Admission Date</li> <li>b. If Lab or Rad Result – Observation Date</li> <li>c. If Transcribed Result – Activity Date</li> </ol> </li> <li>2. <b>DOB</b> – Patient's date of birth mm/dd/yyyy</li> <li>3. <b>Date</b> <ol style="list-style-type: none"> <li>a. If Admission (ADT) – Admission Date</li> <li>b. If Lab or Rad Result – Observation Date</li> <li>c. If Transcribed Result – Activity Date</li> </ol> </li> <li>4. <b>Doctor Name</b> <ol style="list-style-type: none"> <li>a. If Admission (ADT) – Admitting Physician</li> <li>b. If Lab or Rad Result – Ordering Physician</li> <li>c. If Transcribed Result – Activity Physician</li> </ol> </li> <li>5. <b>Abnormal</b> – High or Low values outside the normal range</li> <li>6. <b>Type</b> – Brief description of result</li> <li>7. <b>Sending Org</b> – Organization sending the message</li> <li>8. <b>Patient Class</b> – As sent by data source and typically I for inpatient, O for Outpatient and E for Emergency</li> <li>9. <b>Status</b> – F for Final, P for Preliminary</li> </ol>
2	Column Customization	
3	Filters	Filter fields allowing you to filter messages displayed in the message pane
4	Message Grid	List of all messages
5	Message Paging Controls	Allows you to page forward and backwards for messages

## Reading Pane

The reading pane is where you see the content of the message you selected in the message pane.



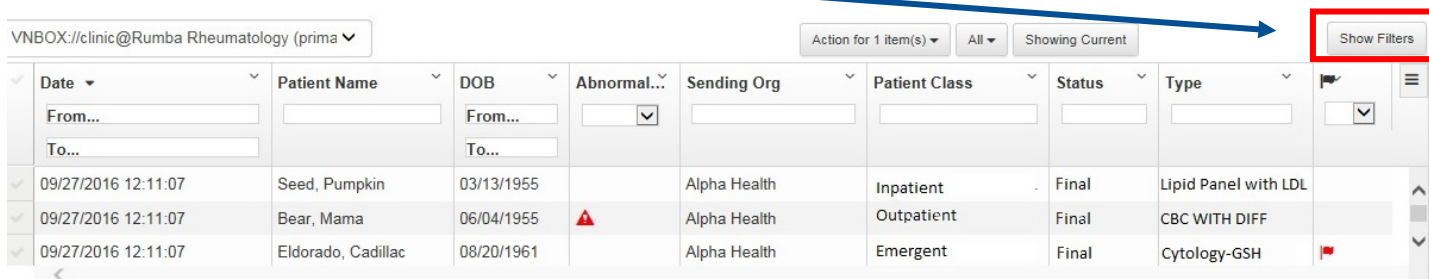
The screenshot shows a patient record for 'Testing, John MN' with a birth date of 28-Mar-1959 and age of 57. The patient's MRN or ID is 12345711. The patient was admitted on 07-Nov-2016 at 20:40 at the SIPAWH facility. The test performed is a 'BASIC METABOLIC PANEL (F)' with Order ID H1624501029^LA01 and Accession ID 1624530404. The observation date is 07-Nov-2016 20:40, and the ordering doctor is GRUBBS. The results table shows Potassium at 3.5 mmol/L and Chloride at 105 mmol/L, both within their respective reference ranges.

ID#	Control/Button	Function/Description
1	Result Content	The content of the result the source sent
2	Full Screen Button	When clicked, the result will take up the entire screen, making it easier to view the entire result
3	Print Button	When clicked, this provide a print friendly version of the result in a new tab of your browser

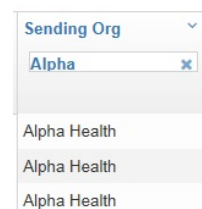
## Step by Step Guide

### Adding a Filter

1. Click on Filtering Button



2. Type whatever you are searching for in the text field for the column you would like to filter. In this example we typed Alpha Health for the sending organization.
3. The Inbox will display the filtered information if it is present in the Inbox.
4. To search for information for multiple columns just type the keyword in each column.
5. To save your filter, click on the Hide Filter button. The filter tool will be hidden and the filters will stay in place.
6. If you have a filter in place the column header will be highlighted blue.
7. To remove the filter either back space the text in the filtering box or click the “X” next to the filter.



### Reorder Column

1. Click on Column header
2. Drag either left or right to new column location within the grid.
3. **Hide/Unhide**
4. You can hide any of the columns in the message view. You also will have the ability to unhide hidden columns.

### Hide/Unhide a Column

1. Click on the column header
2. Select Hide Column

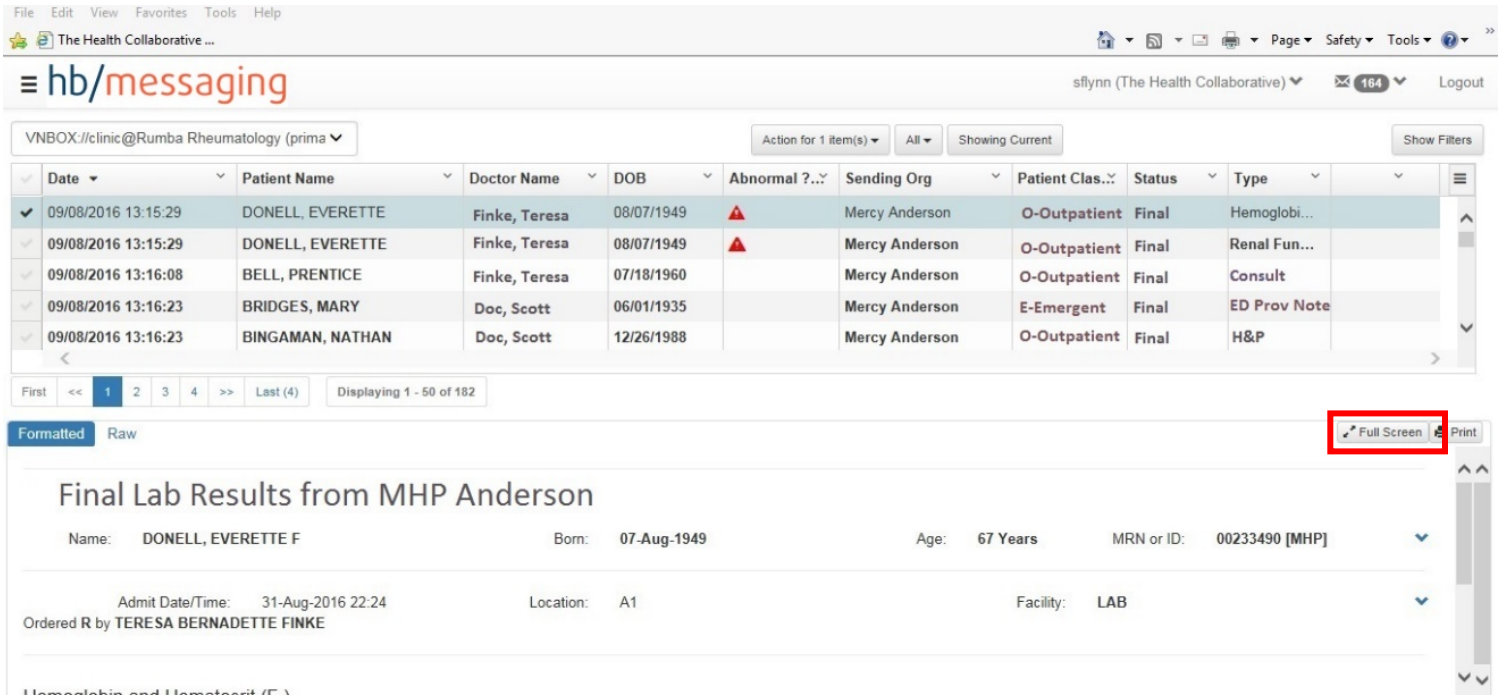
### Unhide Column

1. Click on the Column list button from the Inbox. Note: The hidden column will have an “X” in front of the Column name.
2. Click on the hidden Column to remove the “X” and make active again

### Printing

You can print single results from the Reading Pane, the print button is at the top of the report indicated by the picture. You can also print from the Full Screen view.

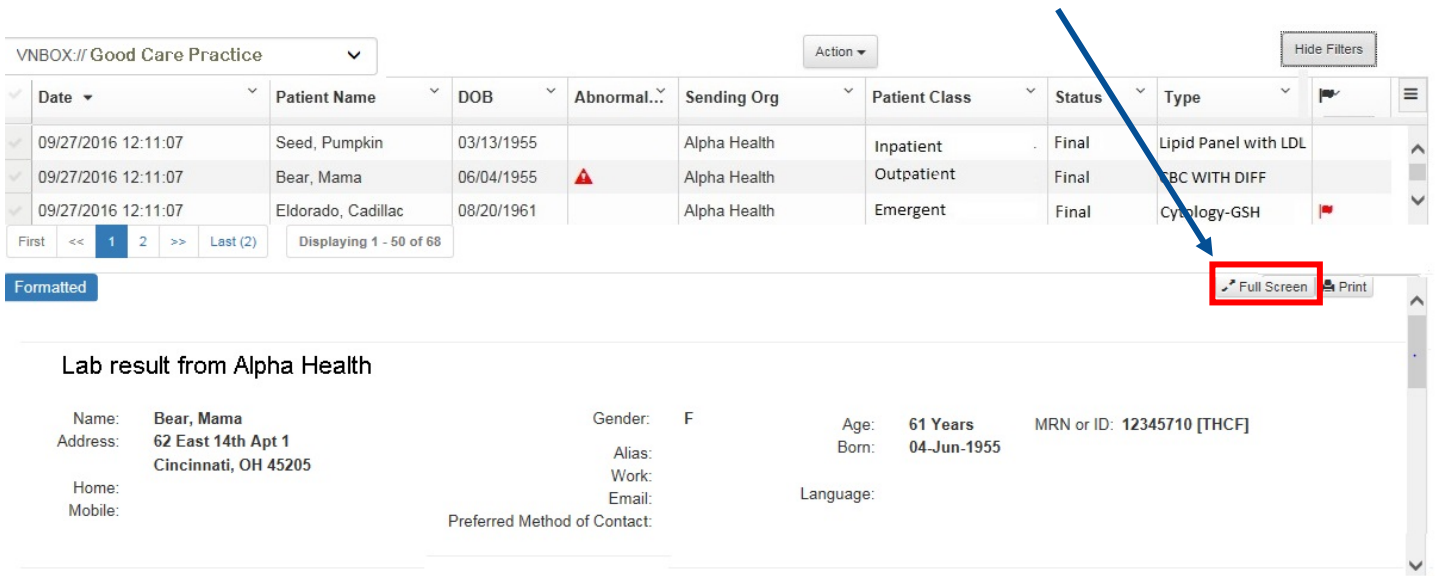




The screenshot shows the hb/messaging web application. At the top, there is a navigation bar with the hb/messaging logo and user information (sflynn (The Health Collaborative)). Below this is a search bar and a table of lab results. The table has columns for Date, Patient Name, Doctor Name, DOB, Abnormal?, Sending Org, Patient Clas., Status, and Type. One row is highlighted in blue. Below the table, there are pagination controls and a 'Formatted' button. The main content area shows a detailed view of a lab result titled 'Final Lab Results from MHP Anderson'. It includes patient information (Name: DONELL, EVERETTE F, Born: 07-Aug-1949, Age: 67 Years, MRN or ID: 00233490 [MHP]), admission details (Admit Date/Time: 31-Aug-2016 22:24, Location: A1, Facility: LAB), and the name of the ordering provider (TERESA BERNADETTE FINKE). A red box highlights the 'Full Screen' button in the top right corner of the message view.

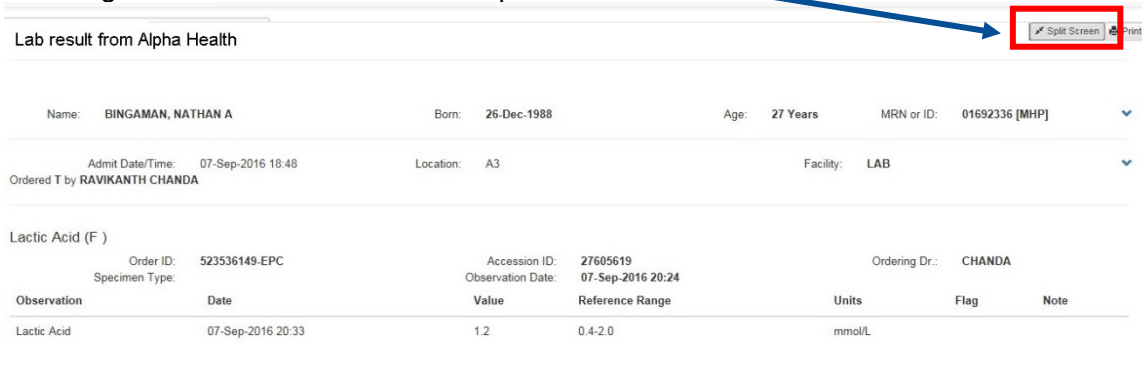
## Activate Full Screen

1. From the Reading pane you have the ability to expand the message by clicking on the Full Screen button. The message will expand to be a full size document and the Inbox will disappear.



This screenshot is similar to the one above, but with a blue arrow pointing from the 'Full Screen' button in the message view to the 'Full Screen' button in the table's header area. The table shows a list of lab results with columns for Date, Patient Name, DOB, Abnormal?, Sending Org, Patient Class, Status, and Type. The main content area shows a detailed view of a lab result titled 'Lab result from Alpha Health'. It includes patient information (Name: Bear, Mama, Address: 62 East 14th Apt 1, Cincinnati, OH 45205, Gender: F, Age: 61 Years, Born: 04-Jun-1955, MRN or ID: 12345710 [THCF]), and other details like Home, Mobile, Preferred Method of Contact, and Language.

2. To navigate back the Inbox click the Split Screen button

A screenshot of a web application interface showing a lab result. At the top right, there is a 'Split Screen' button with a double-headed arrow icon, highlighted by a red rectangular box. A blue arrow points from the text above to this button. The page content includes patient information (Name: BINGAMAN, NATHAN A; Born: 26-Dec-1988; Age: 27 Years; MRN or ID: 01692336 [MHP]), admission details (Admit Date/Time: 07-Sep-2016 18:48; Location: A3; Facility: LAB), and a table of lab results for Lactic Acid (F).

Observation	Date	Value	Reference Range	Units	Flag	Note
Lactic Acid	07-Sep-2016 20:33	1.2	0.4-2.0	mmol/L		

## FAQ

### What is hb/messaging?

For practices wanting to receive results The Health Collaborative provides a web based clinical application called hb/messaging. The clinical inbox is an alternative to fax delivery. Hb/messaging is available to any physician and office staff who is signed up to access the web site. Once a clinical test is resulted or report transcribed, it will automatically populate your inbox as long as one of the physicians in your group is listed as a physician of record on the result. By accessing your inbox you will be able to view and print your results. The Health Collaborative delivers lab, radiology, transcriptions, and ADT messages for your provider(s) from any of the hospitals, radiology centers, or labs that participant with us. We also have the ability to filter results that you feel our non-relevant to your daily workflow.

### Whose patient's information will I be able to access?

You will be able to access information on a patient if one of the physicians in your group is listed as the attending, admitting, consulting, referring or ordering physician.

## What will I see?

- Laboratory Results
- Radiology Results
- Transcribed Reports
- ADT Reports including patient demographics (Admission, Discharge and Emergency Department Notification.)

## How do I access my clinical documents?

Physician/office staff members will be able to log into their hb/messaging Inbox from any computer that has an internet connection. You must have a userid and password that is assigned by your trainer or The Health Collaborative's help desk. To access the site go to <https://hb.healthcollab.org>

## What are the minimal system requirements?

Any modern browser on a PC, MAC or tablet.

## Can I print from hb/messaging?

Users can print one result at a time by first viewing the report or by selecting multiple reports.

## How Do I Access hb/messaging?

- Open your web browser and navigate to [hb.healthcollab.org](https://hb.healthcollab.org)
- Enter your user id and password
- Click on Login
- Click on the Inbox