

# MedDialog

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**Tip:** This help file has related videos. Watch [MedDialog videos](#).

MedDialog is a TELUS Health solution that allows participating physicians to send and receive secure messages regarding patient care. The messages are sent and received directly within the EMR. Participating physicians' information is integrated into the TELUS Provider Registry and is available whenever searching for providers in the EMR.

Before you can use MedDialog:

- A site has to register a location as well as register each physician that will use MedDialog at the site.
- Once registered, the EMR support team will setup and enable MedDialog for the site.

## Sending MedDialog Message

In this example, Dr. Walker wants to send a consult request to Dr. Doolittle using MedDialog. Dr. Walker and Dr. Doolittle are both Med Access users. Once all the required information is input into the consult; here is how he does it:

1. Find the recipient of the MedDialog message by clicking the **Provider** icon

The screenshot shows two overlapping windows. The left window is titled 'The General' and contains a 'Task' form with fields for Category (Consult), Description, Reason, Note/Instructions, Assignee (Walker, Brandon), Start (10-May-2017), Due (10-May-2017), and Urgency (Normal). The right window is titled 'Observations' and contains fields for Ordering Provider (Walker, Brandon), Service Provider (highlighted with a red box), Date (10-May-2017), Time (02:18 PM), Appt Date, Appt Time, Letter greeting (Hello Doctor), Letter Body (Thank you for seeing General Test...), Medical History, Allergies, and Active Medications.


2. From the **Search Providers or Facilities** window, search for the recipient physician. Telus Provider Registry is integrated into this search and any providers using MedDialog can be visually identified by the **MedDialog** icon.

The screenshot shows the 'Search Providers or Facilities' window. Search criteria include: Provider Surname: dooli, Gender: (dropdown), Site Reference: (dropdown), Provider Status: Active, Given: (text), City: (text), Notes: (text), Source: TELUS Provider..., Specialty: (dropdown), Province: BC, Billing #: (text). The results table shows one result for 'Doolittle, John' with two addresses: 7362 22nd Street Kelowna BC and 8763 135 Avenue Kelowna BC. A 'User Clinic' icon is visible next to the result.

**Multiple Locations**  
If multiple locations are shown for a physician, click the address where you want to send the message to. This ensures that the message is received at the intended site/location.


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3. Once the recipient physician is selected, additional information can be added to the outgoing MedDialog message.

a. Click the  icon next to the MedDialog icon.

b. Within this area, the MedDialog message can be marked as **Urgent and/or Confidential** and any additional details can be added to the message. Any attachments, such as Chart Summary, are also indicated in this area.

**Message Subject**  
 The selected **Category, Type and Description** of the task will become the **Subject** of the outgoing message.

c. Once visible, the message area can be hidden out of view by clicking the  icon next to the MedDialog icon.

4. Once all details are input, click the **MedDialog** icon next to the recipient provider's name.

5. The **Send Message** window opens and confirms the message is being sent via MedDialog to the recipient physician.

- Click **Send**, to send the message.
- A confirmation message appears when the message is successfully sent.

**Multiple Recipients**

If sending to multiple recipients, including some on eFax, clicking the **MedDialog** icon will accomplish both.

6. Once the message is successfully sent, the **MedDialog** icon changes from to

a. Hovering over the icon also shows more details.

7. If there is an error in sending out the MedDialog message, the **MedDialog** icon changes from to . Right-click the icon to:

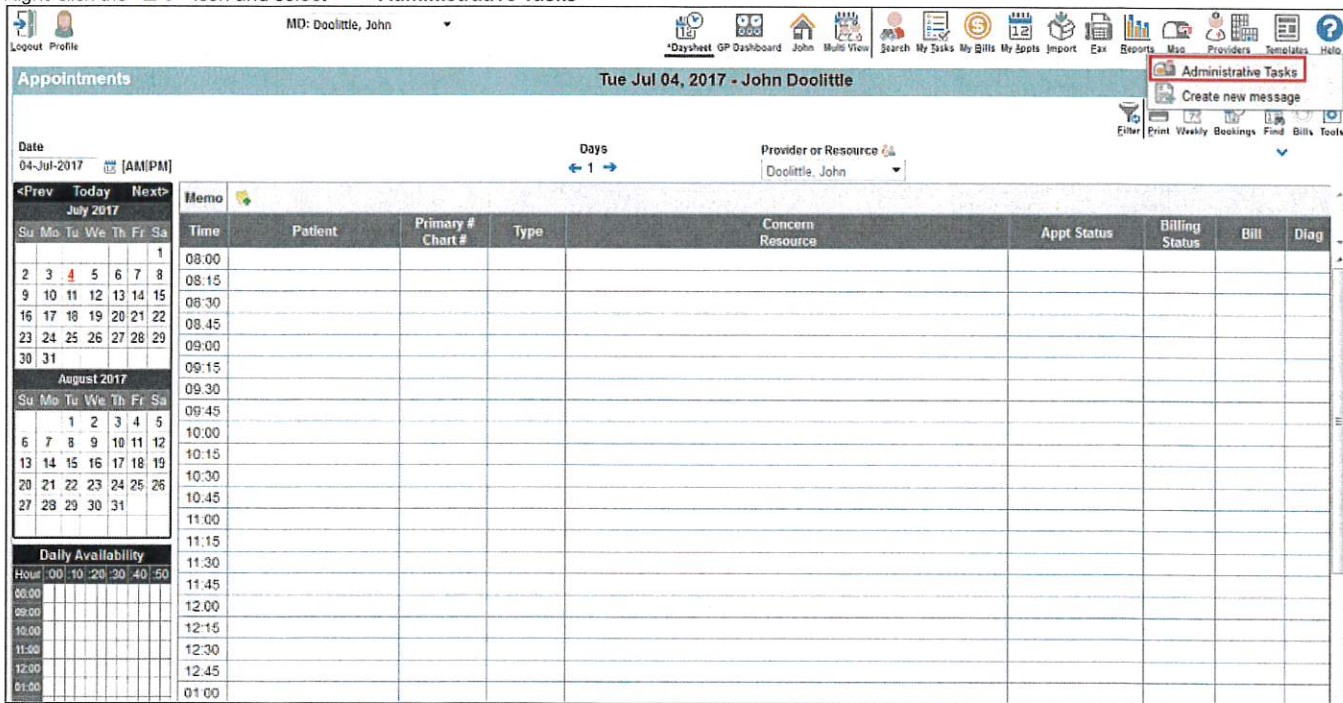
- Send via eFax**: Send the message via eFax.
- Send via MedDialog**: resend the message via MedDialog.

**Sending Non-Patient Context Messages**



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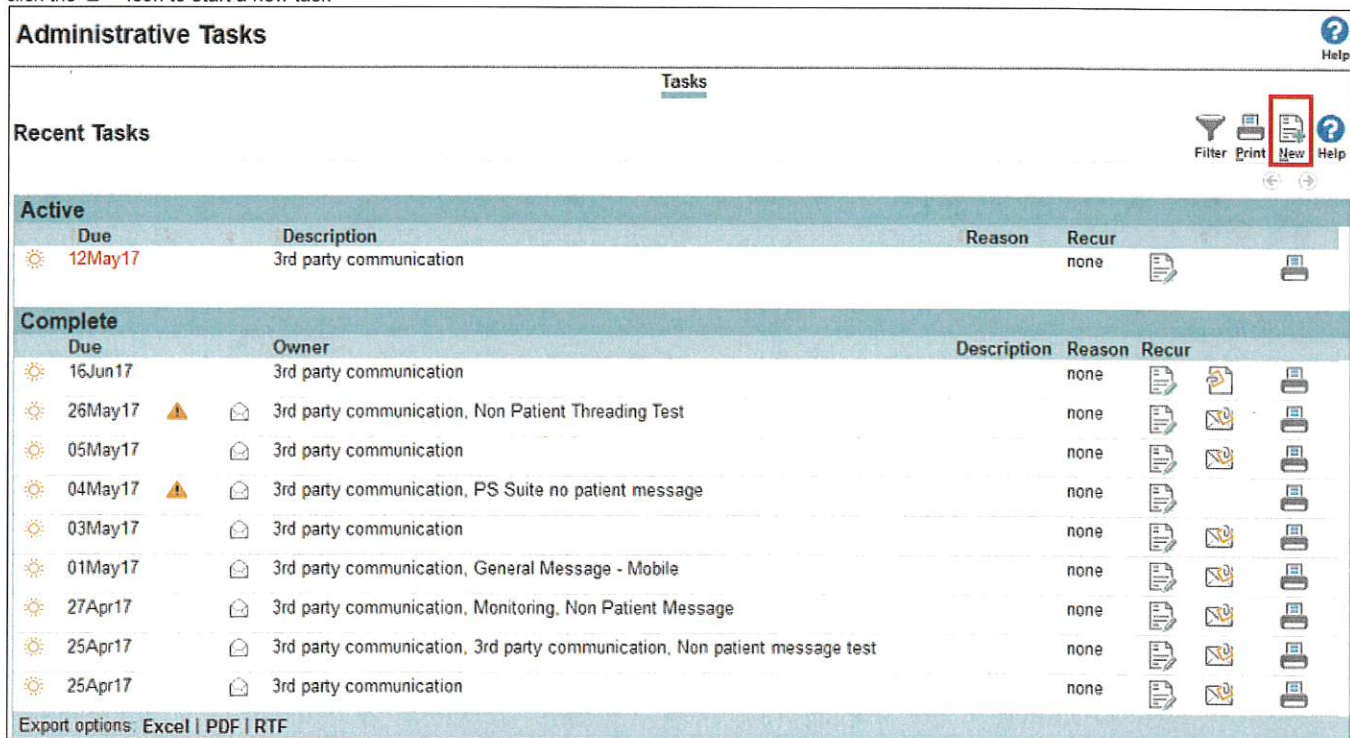
From the main EMR window:

1. Right-click the  icon and select **Administrative Tasks**



The screenshot shows the EMR interface for user John Doolittle. The top navigation bar includes various icons for navigation and reporting. The 'Administrative Tasks' menu item is highlighted with a red box. Below the navigation bar, there is a header for 'Appointments' for 'Tue Jul 04, 2017 - John Doolittle'. A calendar view shows the current date as 04-Jul-2017. A table below the calendar lists appointment times from 08:00 to 01:00. The 'Administrative Tasks' menu is open, showing options like 'Create new message', 'Filter', 'Print', 'Weekly Bookings', 'Find', 'Bills', and 'Tools'.

2. From the resulting window, create a new message by, either:
  - a. right-click the  icon and selecting a category specific template, OR
  - b. click the  icon to start a new task



The screenshot shows the 'Administrative Tasks' window. The title bar reads 'Administrative Tasks'. Below the title bar, there is a 'Tasks' section. The 'Recent Tasks' section is empty. The 'Active' section shows one task: '3rd party communication' due on 12May17. The 'Complete' section shows a list of completed tasks, including '3rd party communication' and '3rd party communication, Non Patient Threading Test'. The 'New' icon in the top right corner is highlighted with a red box.

Due	Description	Reason	Recur
12May17	3rd party communication		none

Due	Owner	Description	Reason	Recur
16Jun17		3rd party communication	none	
26May17		3rd party communication, Non Patient Threading Test	none	
05May17		3rd party communication	none	
04May17		3rd party communication, PS Suite no patient message	none	
03May17		3rd party communication	none	
01May17		3rd party communication, General Message - Mobile	none	
27Apr17		3rd party communication, Monitoring, Non Patient Message	none	
25Apr17		3rd party communication, 3rd party communication, Non patient message test	none	
25Apr17		3rd party communication	none	

Export options: Excel | PDF | RTF

- c. Once within the task, the sending process outlined above can be followed to send a MedDialog message.

## Receiving MedDialog Message

MedDialog messages are delivered as **Tasks** to the recipient(s).



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## MedDialog FAQ

**Q:** Besides tasks, can I send a MedDialog message from other areas of the EMR?

**A:** Yes. MedDialog messages can also be sent from **Visits**.

**Q:** Can I send **Meds, Bills or Profile** items in a MedDialog message?

**A:** No, these items cannot be sent on their own. However, a **Chart Summary** can be attached to the MedDialog message to include such items.

**Q:** Can I add more than 1 attachment to a MedDialog message?

**A:** Yes. A total of 20 attachments can be added to a MedDialog message.

**Q:** Can I send a MedDialog message to multiple recipients, including some recipients using eFax?

**A:** Yes. Multiple recipients can be added to a MedDialog message by using the **Add CC:** option. The **Send Message window** confirms the recipients before sending the message.