

dr2dr – Conversations

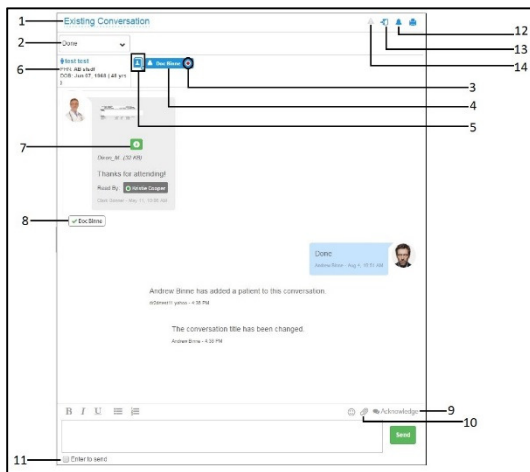
Starting a New Conversation

To start a new conversation, click **Start a Conversation**  on the navigation bar

Replying to an Existing Conversation

To reply to a conversation, click on the conversation to open it in the conversation viewer panel.

There are a number of available functions when replying to a conversation:



1. Current subject
2. Change status menu
3. Participant online indicator
4. Conversation participants
5. Add participant icon
6. Attached records indicator
7. Open attachment icon
8. Message read indicator
9. Request acknowledgment icon
10. Add attachment icon
11. Enter to send check box
12. Change conversation notifications icon
13. Leave conversation Icon
14. Toggle priority icon

Searching for a Conversation

There are two methods to search through conversations in dr2dr.

The first method is through the **Search Conversations** field on the navigation bar:



- This method searches through all conversations in dr2dr.

The second method is through the **Filter By** field on the conversation list panel:



- This method searches only those conversations that meet the current criteria.

QuickStart Guide

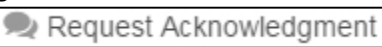
Verify a Conversation Participant Has Read Your Message

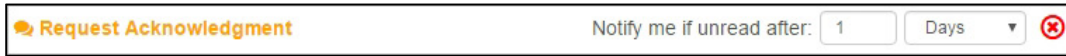
Under each message you have sent within the conversation, you will see the implicit read receipt, indicating which participant has read your message:



Request an Explicit Read Receipt for Your Message

To request a read receipt for your message:

1. Click **Request Acknowledgment** 
2. Set the deadline for the message acknowledgment:




Participants who have responded to your explicit read receipt will be shown in the message:





Attachments

Attach Patient Records to a Conversation

To attach patient demographics to your message, click **Attach Patient**  within the conversation

Attach a File to a Conversation

To add an attachment to a new conversation, click **Add Attachments** 


To add an attachment to an existing conversation, click **Add Attachment** 

- You can also drag and drop an attachment from your computer into the conversation window.

QuickStart Guide

Conversation Subject, Urgency, Status, and Notifications

Change the Subject of an Existing Conversation


To change the subject of an existing conversation, click **Change Subject**  and enter the new subject for the conversation

Change the Urgency of a Conversation

To change the urgency status of a new conversation, click **Change Priority** 

To change the urgency status of an existing conversation, click **Toggle Priority** 

Change the Status of a conversation

1. To change the status of an existing conversation, click the **Change Status** menu 
2. Click the desired status: **Not Processed, Pending, In Progress, On Hold, or Done**

Change the Notifications for a Single Conversation

1. Open the conversation
2. Click **Conversation Notification** 
3. Set the desired frequency: Instant, Daily, Weekly, or Never
4. Set the desired method: Email or SMS(Text Message)
5. Click anywhere outside the Conversation Viewer Panel to change the conversation settings.