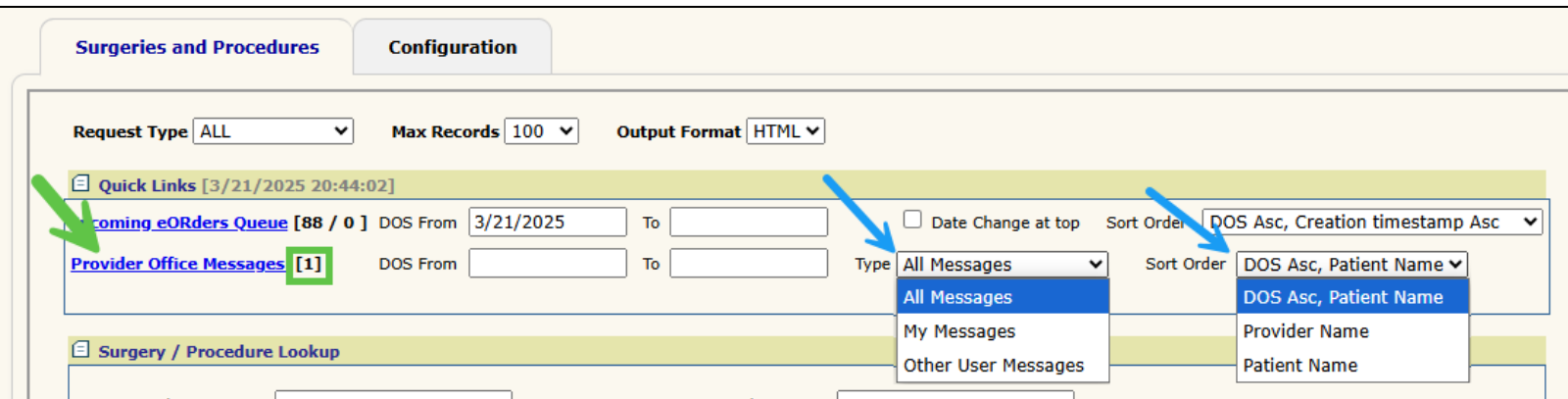


Two-Way Messaging

We have now enabled two-way messaging in HealthNautica. This means the provider offices can now respond to your messages through the message bubble. Please do not hesitate to reach out to us with any questions (support@healthnautica.com OR 630-519-3558).

Please note: You cannot send messages for PAST procedures.





There is a new Quick Link on your home page called “Provider Office Messages”. Any messages sent by provider offices will come into this queue and the count will show the total messages waiting. You have the option to view ALL Messages, only messages **you** have been involved in (“My Messages”), or messages for a particular other user – in case you are covering for someone who is out (you need to know their login ID). You can also sort the list in a few different ways (Sort Order).



Please note: You can still look at messages from any lookup page. You do not have to be inside this list to view and respond to messages. This is just a quick way to look at waiting messages.



Based on the status of the messages inside, the color of the icon will be different.

-  There are **no messages** for this procedure from either side.
-  You (the facility) have sent one or more messages to the provider office, but the **provider office has not yet acknowledged them**
-  There are messages and all messages **have been acknowledged** by both sides.
-  There are one or more messages from the provider office that **you have not yet acknowledged.**

Instructions continued on the next page...

After clicking on the message bubble, the screen will look slightly different. You will still be able to see the history of all messages, but that will include both messages you have sent to the provider offices and also messages that you have received from the provider office. **BLUE** entries are messages sent by the facility. **RED** entries are messages received by the facility. Above each message, you will see when each side read the messages. The newest messages are on top.

Existing Messages

3/21/2025 8:34:33 PM CST Facility [TEST, CHRISTINA] Messages read

3/21/2025 8:34:06 PM CST Provider Office [JOHNSON, SARAH]

Ver [8] I CHECKED WITH THE PATIENT AND CONFIRMED THE CORRECT DOB IS 3/3/1980. WE HAVE THE CORRECT DOB ON OUR SIDE.

3/21/2025 8:34:06 PM CST Provider Office [JOHNSON, SARAH] Messages read

3/21/2025 8:31:19 PM CST Facility [TEST, CHRISTINA]-[SCHEDULER - 1]

Ver [8] CAN YOU PLEASE DOUBLE CHECK THE PATIENT DOB? WE HAVE 3/3/1989

Add New
Message

Add & Mark As Read

Add

Mark As Read

Close