

ResMedRefresh Message Center

English

The message center allows you to easily communicate with patients while keeping their protected healthcare information (PHI) secure.



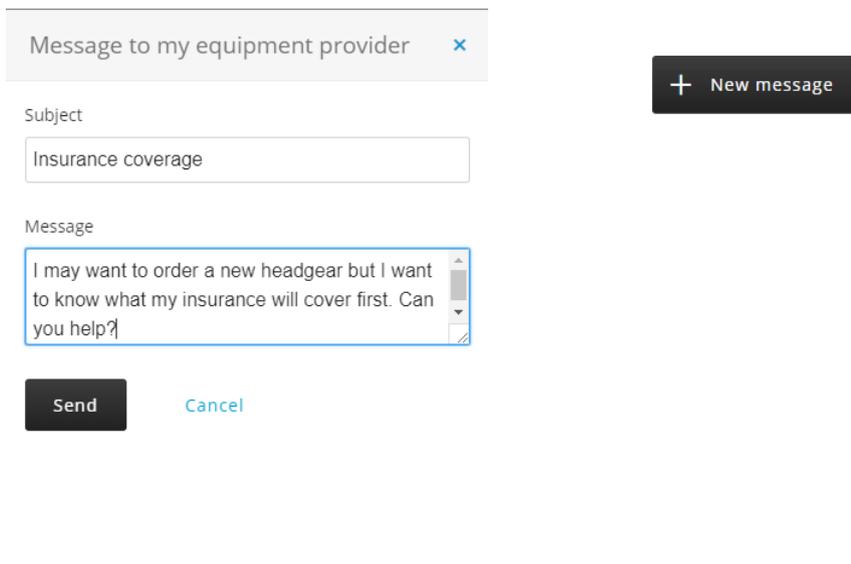
There are four different types of messages/inquiries you can receive in the **Messages** work group.

Message type	Description	Action required
Patient message	A message sent directly from the patient portal.	Respond to the message in the ResMedRefresh message center.
Change supplies	Submitted by the client services representative (CSR) on behalf of the patient. The patient would like to update their supplies before they place a supply order.	<ol style="list-style-type: none"> 1. Contact the patient to confirm their new supplies. 2. Close the work item. 3. Create the order (if applicable).
Order inquiry	Submitted by the CSR on behalf of the patient. The patient is inquiring about their order status.	<ol style="list-style-type: none"> 1. Contact the patient to provide them with their order's status. 2. Close the work item.
Customer message	Submitted by the CSR on behalf of the patient. This work item contains a message that does not fit any other category.	<ol style="list-style-type: none"> 1. Review the message and determine if you need to call the patient. 2. Close the work item.

What does the patient see?

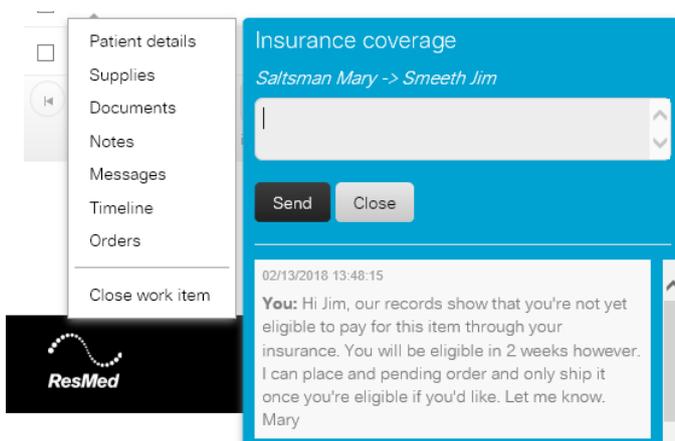
For messages where the patient posed their question/inquiry online, you can respond to them online as well. The response you send goes directly to their account on the patient portal. The patient will also receive an email notification. Here is an example of how the process works:

1. The patient submits a message through their account on the patient portal (myresmedrefresh.com).



The screenshot shows a web form for sending a message. At the top, there is a header "Message to my equipment provider" with a close icon. To the right is a dark button labeled "+ New message". Below the header is a "Subject" field containing the text "Insurance coverage". Underneath is a "Message" text area containing the text "I may want to order a new headgear but I want to know what my insurance will cover first. Can you help?". At the bottom of the form are two buttons: "Send" and "Cancel".

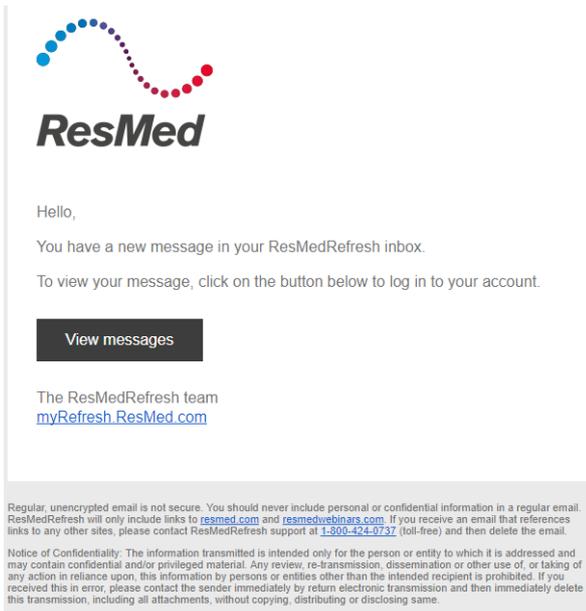
2. You can locate the message in the **Messages** work group and respond to the patient.



The screenshot shows a provider's interface. On the left is a sidebar menu with options: Patient details, Supplies, Documents, Notes, Messages, Timeline, Orders, and Close work item. The "Messages" option is selected. The main area displays a message titled "Insurance coverage" from "Saltsman Mary -> Smeeth Jim". Below the title is a text input field and "Send" and "Close" buttons. A message from the patient is shown with a timestamp of "02/13/2018 13:48:15". The patient's message reads: "You: Hi Jim, our records show that you're not yet eligible to pay for this item through your insurance. You will be eligible in 2 weeks however. I can place and pending order and only ship it once you're eligible if you'd like. Let me know. Mary".

* Patient identities and data are fictional.

3. The patient receives an email notification that indicates their inquiry was answered.



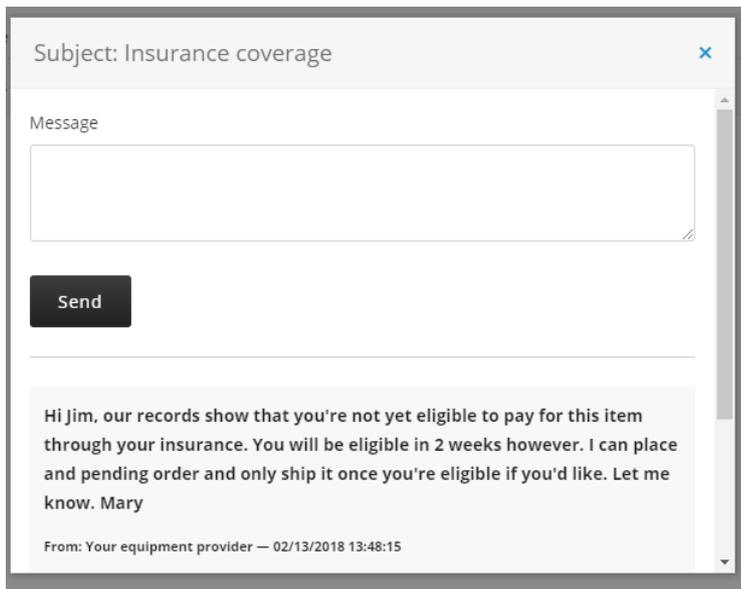
4. Within the patient portal, the patient can access messages via the **Messages** tab.



5. Any new messages are marked in bold.



- The patient is able to reply to their equipment provider again if desired. The message thread can continue to flow back and forth through the same original message.



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Note: There is a **Contact us** page within the patient portal. Messages submitted through this page are sent as emails to the ReSupply Client Services team.