

Message Center Notifications

07/24/2024 6:45 pm EDT

When you receive a new message in your message center, you will see a number above the envelope icon(



). This number indicates that you have any new or unread messages in your inbox. The notification appears when you have a new:

- Fax
- Lab result
- Refill request
- Referral
- Online appointment scheduled
- OnPatient Message
- Direct message
- Report generated in DrChrono

Once the message is read, the notification number will disappear or reduce.

If your office has multiple providers, you can enable the **Access All Messages for Practice Group**. This allows you to view all of the messages for all of the providers in your practice. However, when this permission is enabled, the notification number of messages will only reflect the messages assigned to the user who is logged in.

Permissions for Doctor Doctor

×

Show Patient Balance ⓘ



Show Billing Tab ⓘ



Show Billing Summary ⓘ



Add new referring sources ⓘ



Access Institutional Billing ⓘ



Access All Messages for Practice Group ⓘ



Billing Administrator ⓘ



Access Balance/Ledger ⓘ



Access Patient Statements ⓘ



Emergency Access ⓘ



Salesperson Features ⓘ



Close

Edit Permissions

In the example below, the **Access All Messages for Practice Group** is disabled. The provider will only see their messages.

Schedule Clinical Patients Reports Billing Account Marketplace Help Search

ALL MESSAGES Incoming Messages 7

Starred All Messages 7

FAX Incoming Fax 1

Outgoing Fax

LAB RESULTS Lab Results

ERX eRx Requests eRx Cancel Custom eRx

REFERRALS Outbound Referrals Custom Referrals

Contacts

ONPATIENT Online Appointments 1 Patient Message Sent Messages

Incoming Messages ?

Mark as Read Mark as Unread Show Archived

NEXT Search Messages

	From	Title	Associated patient	Assigned to	Assigned by	Workflow	Created	Updated	Download
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_07_11_2022_08_13.zip					July 11, 2022, 8:13 a.m.	July 12, 2022, 1:16 p.m.	
<input type="checkbox"/>	Laurie Sample	Sending to secondary access permission off	Laurie Sample	Doctor	Doctor		July 8, 2022, 2:12 p.m.	July 8, 2022, 2:13 p.m.	
<input type="checkbox"/>	Laurie Sample	Testing sending to second provider who is not the primary	Laurie Sample	Doctor	Doctor		July 8, 2022, 2 p.m.	July 8, 2022, 2:04 p.m.	
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_07_04_2022_08_13.zip					July 4, 2022, 8:13 a.m.	July 4, 2022, 8:13 a.m.	
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_06_27_2022_08_13.zip					June 27, 2022, 8:13 a.m.	June 27, 2022, 8:14 a.m.	
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_06_20_2022_08_13.zip					June 20, 2022, 8:13 a.m.	June 20, 2022, 8:13 a.m.	
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_06_06_2022_08_13.zip					June 6, 2022, 8:13 a.m.	June 6, 2022, 8:13 a.m.	
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_03_29_2022_12_28.zip					March 29, 2022, 12:28 p.m.	June 2, 2022, 11:57 a.m.	
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_03_29_2022_15_13.zip					March 29, 2022, 3:13 p.m.	June 2, 2022, 11:57 a.m.	
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_03_29_2022_15_13.zip					March 30, 2022, 3:13 p.m.	June 2, 2022, 11:57 a.m.	

Next, we have enabled the **Access All Messages for Practice Group** permission. The provider has access to all of the messages in the group but the message count only reflects the unread messages for the logged-in provider.

Schedule Clinical Patients Reports Billing Account Marketplace Help Search

ALL MESSAGES Incoming Messages 7

Starred All Messages 7

FAX Incoming Fax 1

Outgoing Fax

LAB RESULTS Lab Results

ERX eRx Requests eRx Cancel Custom eRx

REFERRALS Outbound Referrals Custom Referrals

Contacts

ONPATIENT Online Appointments 1 Patient Message Sent Messages

Incoming Messages ?

Mark as Read Mark as Unread Show Archived

NEXT Search Messages

	From	Title	Associated patient	Assigned to	Assigned by	Workflow	Created	Updated	Download
<input type="checkbox"/>	drchono	Generated Sheet: audit_log_report_08_04_2022:11:38:13.csv					Aug. 4, 2022, 9:38 a.m.	Aug. 5, 2022, 10:07 a.m.	
<input type="checkbox"/>	Sample Doctor, MD (3018502018)	Incoming Fax					Aug. 2, 2022, 9:29 a.m.	Aug. 2, 2022, 11:28 a.m.	
<input type="checkbox"/>	Sample Doctor, MD (3018502018)	Incoming Fax					Aug. 2, 2022, 9:44 a.m.	Aug. 2, 2022, 9:44 a.m.	
<input type="checkbox"/>	drchono	Generated PDF: soapnotes_2022-07-17_2022-07-30.pdf					July 29, 2022, 7:40 a.m.	July 29, 2022, 7:40 a.m.	
<input type="checkbox"/>	Payment Sample	Test for Laurie Sample	Payment Sample	Dr. James Smith	Dr. James Smith		July 27, 2022, 7:08 a.m.	July 27, 2022, 7:08 a.m.	
<input type="checkbox"/>	drchono	Generated C-CDA XMLs: ccda_xmls_07_11_2022_08_13.zip					July 11, 2022, 8:13 a.m.	July 12, 2022, 1:16 p.m.	
<input type="checkbox"/>	Laurie Sample	Sending to Primary Access permission off	Laurie Sample	Dr. James Smith	Dr. James Smith		July 8, 2022, 12:11 p.m.	July 8, 2022, 12:14 p.m.	
<input type="checkbox"/>	Laurie Sample	Sending to secondary access permission off	Laurie Sample	Doctor	Doctor		July 8, 2022, 2:12 p.m.	July 8, 2022, 2:13 p.m.	
<input type="checkbox"/>	Laurie Sample	Testing sending to second provider who is not the primary	Laurie Sample	Doctor	Doctor		July 8, 2022, 2 p.m.	July 8, 2022, 2:04 p.m.	
<input type="checkbox"/>	Laurie Sample	Testing sending to second provider James Smith	Laurie Sample	Dr. James Smith	Dr. James Smith		July 8, 2022, 2 p.m.	July 8, 2022, 2:04 p.m.	