## **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 <b>1</b>	
Show Billing Summary 1	
Add new referring sources 0	
Access Institutional Billing	
Access All Messages for Practice Group	
Billing Administrator <b>()</b>	
Billing Administrator  Access Balance/Ledger	<ul> <li>Image: Constraint of the second second</li></ul>
Access Balance/Ledger <b>()</b>	
Access Balance/Ledger  Access Patient Statements	
Access Balance/Ledger ① Access Patient Statements ① Emergency Access ①	

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

Schedule Clinical	Patients	s Re	ports	Billing Account	Marketplace Help 🚼 🗙					Search		∮ <u>∎</u> 4 -
ALL MESSAGES	0	Inc	omi	ng Messages							Fax number:	
<ul> <li>Incoming Messages</li> </ul>	7											
Starred		Ma	ark as	Read Mark as Unread	Show Archived				NEXT >	Search Me	252065	Q
All Messages	7	IVIG	ant us	Mark us office						Cocaron Ma	5554955	~
FAX	•					Associated	Assigned	Assigned				
Incoming Fax	1			From	Title	patient	to	by	Workflow	Created	▼ Updated	Download
<ul> <li>Outgoing Fax</li> </ul>			☆	drchrono	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.	۲
LAB RESULTS	0			Laurie Sample	Sending to secondary access permission off	Laurie	Doctor	Doctor		July 8, 2022, 2:12	July 8, 2022, 2:13	
Lab Results			ы	Laurie Sample	Sending to secondary access permission on	Sample	Doctor	Doctor		p.m.	p.m.	
ERX	0		☆	Laurie Sample	Testing sending to second provider who is not the	Laurie	Doctor	Doctor		July 8, 2022, 2	July 8, 2022, 2:04	
eRx Requests			14	Laune oumple	primary	Sample	Doctor	Doctor		p.m.	p.m.	
eRx Cancel			☆	drchrono	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.	٩
Custom eRx	de la			drchrono	Generated C-CDA XMLs:					June 27, 2022,	June 27, 2022,	۲
REFERRALS	0		м	urchiono	ccda_xmls_06_27_2022_08_13.zip					8:13 a.m.	8:14 a.m.	
Custom Referrals	di .		☆	drchrono	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.	٩
Contacts	8		☆	drchrono	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.	۲
ONPATIENT	0		☆	drchrono	Generated C-CDA XMLs:					March 29, 2022,	June 2, 2022,	۲
Online Appointments	D		м	dicitiono	ccda_xmls_03_29_2022_12_28.zip					12:28 p.m.	11:57 a.m.	
Patient Message			슙	drchrono	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.	۲
Sent Message					Generated C-CDA XMI s:					March 30 2022	June 2 2022	

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	Re	eports	Billing Accour	nt	Marketplace Help 犠 🗙					Search		<u>.</u>
ALL MESSAGES	0	Inc	omi	ng Messages	?							Fax number:	
Incoming Messages	7												
🛊 Starred		M	ark as	s Read Mark as Un	hear	Show Archived					Search Me	20000	Q
All Messages	7	141	ante da	Martason	ouu						ocuroninic		~
FAX	•						Associated		Assigned				
Incoming Fax	D			From		Title	patient	Assigned to	by	Workflow	Created	▼ Updated	Download
+ Outgoing Fax			☆	drchrono		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.	۲
LAB RESULTS	0		☆	Sample Doctor, MD (3018502018)	Ð	Incoming Fax					Aug. 2, 2022, 9:29 a.m.	Aug. 2, 2022, 11:28 a.m.	
ERX S eRx Requests	0		☆	Sample Doctor, MD (3018502018)	₽	Incoming Fax					Aug. 2, 2022, 9:44 a.m.	Aug. 2, 2022, 9:44 a.m.	
S eRx Cancel			☆	drchrono		Generated PDF: soapnotes_2022-07-17_2022-07- 30.pdf					July 29, 2022, 7:40 a.m.	July 29, 2022, 7:40 a.m.	۲
Custom eRx	ø* 0		☆	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.	
Outbound Referrals	<b>U</b>		☆	drchrono		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.	۲
Custom Referrals	Ø		☆	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.	
ONPATIENT	0		☆	Laurie Sample		Sending to secondary access permission off	Laurie Sample	Doctor Doctor	Doctor Doctor		July 8, 2022, 2:12 p.m.	July 8, 2022, 2:13 p.m.	
Online Appointments     Patient Message	D		☆	Laurie Sample		Testing sending to second provider who is not the primary	Laurie Sample	Doctor Doctor	Doctor Doctor		July 8, 2022, 2 p.m.	July 8, 2022, 2:04 p.m.	
Sent Message		_	~	Louria Pampia		Testing conding to primony provider James Cmith	Lourie Comple	Dr. James	Dr. James		July 8, 2022,	July 8, 2022,	