# In Basket – E-Consult Messages Dashboard

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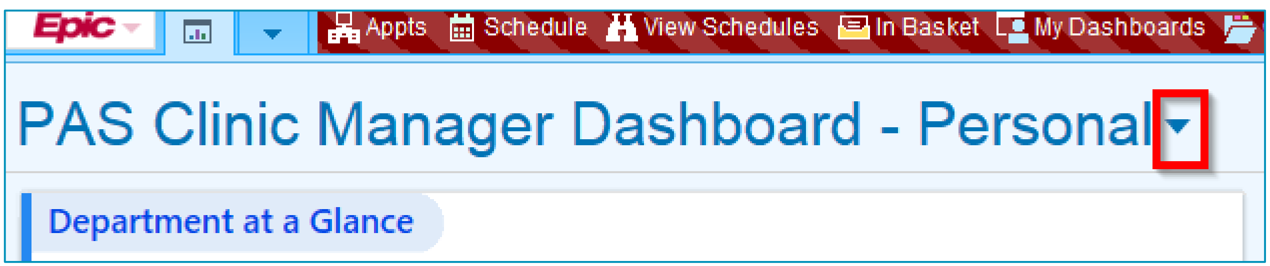
# Monitor Old E-Consult Messages

You can track E-Consult messages sent to pools and people you manage via the “In Basket – E-Consult Messages” dashboard.  This will help you monitor where messages might be getting held up.

- Navigate to dashboards.
- Click the drop-down icon to the right of the dashboard name. Search for “In Basket” and select “In Basket – E-Consult Messages”

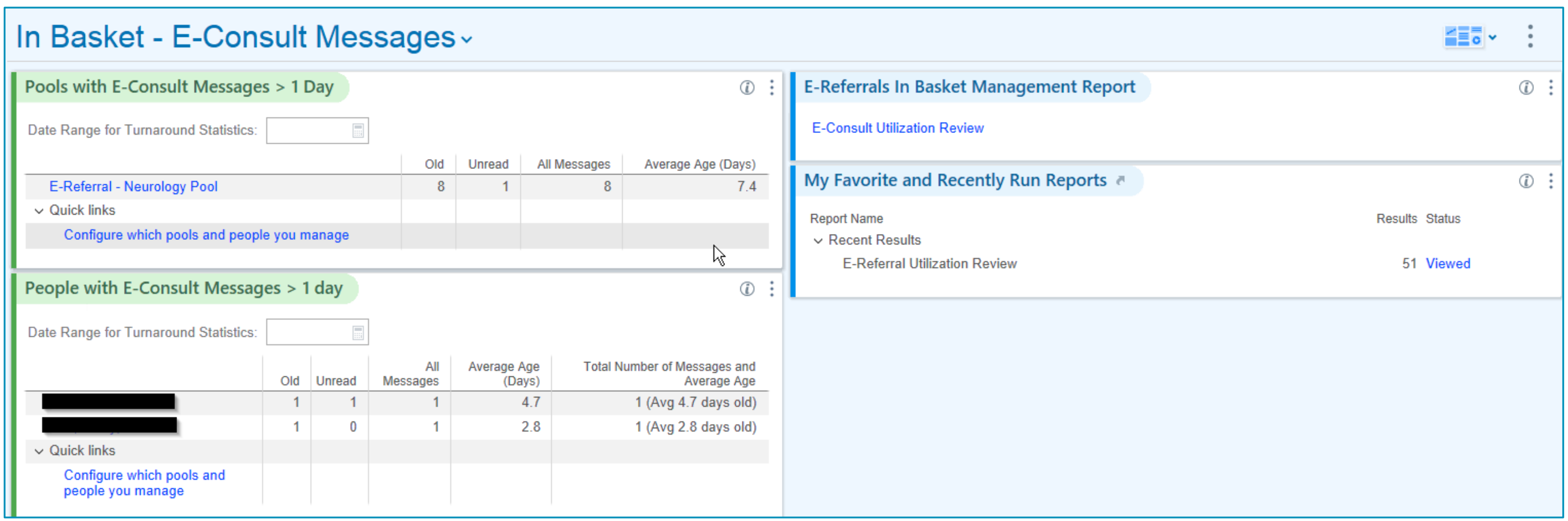



- Click the “star” icon to mark it as a favorite dashboard.

# Pools/People with E-Consult Messages > 1 Day

These sections on the dashboard will display any pools or people you manage with “old” E-Consult messages to help identify potential areas where messages are getting held up.

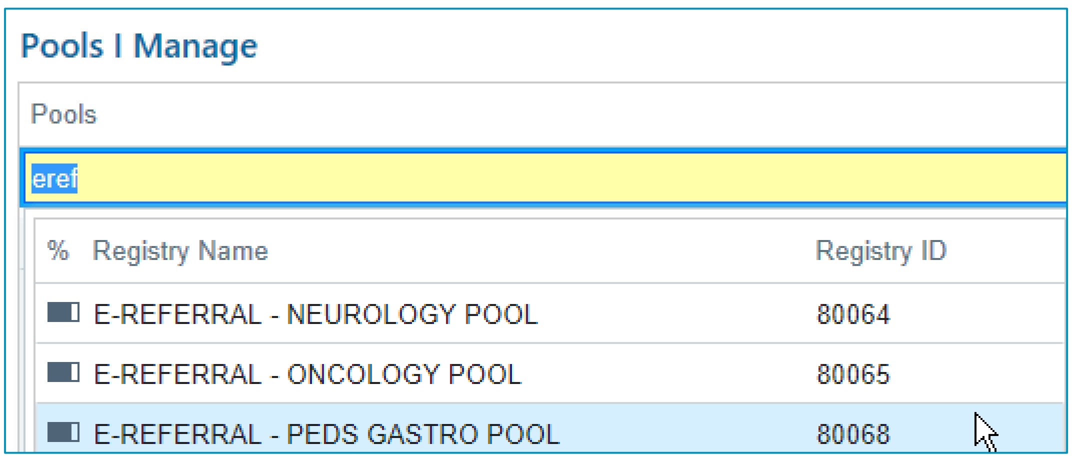
- An E-consult message is considered “old” after a day.
- You can click on a pool or person to “drill down” to more details.



# Configure which pools you manage

Add the “E-referral” specialty pool(s) you will monitor.

- Click the “Configure which pools and people you manage” hyperlink, add the pool to the “Pools I Manage” section. Search for “eref” and select the appropriate specialty pool and click ACCEPT.

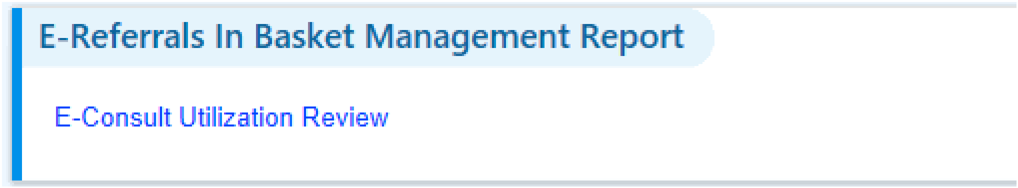


# Configure which people you manage

Providers you have to monitor are most likely <u>not</u> part of the people/pools you typically manage so you may have add the provider manually as a person you manage.

– Click the “Configure which pools and people you manage” hyperlink, add the provider if needed in the “People I Manage” section and click ACCEPT.

# E-Referrals In Basket Management Report




- Click on report name to run
- Report criteria
  - Message Type = E-Consult
  - Statuses =  New, Read, Pend, Done, Postpone, Mostly Done
- Filter results by clicking
  - To see particular pools or users, check *Responsible Pools/Users*