Frequently Asked Questions
Medtech32

Version 22.15 - Build 5804
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Contents

FAQs for Enhancements

1. **Q: A new tab called Unmatched Provider Messages has appeared in my Provider Inbox. What is this for?**

   A: The Unmatched Provider Messages tab has been added to the Provider Inbox to ensure all Providers have visibility of messages that have come into the practice that have not been matched to a specific provider.

2. **Q: Can I remove the Unmatched Provider Messages tab?**

   A: No, the Unmatched Provider Messages tab is unable to be removed. It has been added for Clinical Safety, to ensure all providers are alerted to unmatched messages rather than then remaining in a Default Provider Inbox that is not being checked regularly.

3. **Q: Why is the Unmatched Provider Messages tab displayed in Red?**

   A: The Unmatched Provider Messages tab will be displayed Red when there are unmatched provider messages available for review. The count next to the tab name ie: (1) will identify how many messages are available.

4. **Q: My Unmatched Provider Messages tab was displayed in Red yesterday, today it is displayed in Black - Why?**

   A: The Unmatched Provider Messages tab will be displayed Red when there are unmatched provider messages available for review, if it now displays Black another provider will have reviewed and filed the messages.

5. **Q: Can I move a message from the Unmatched Provider Messages tab to another provider for action?**

   A: Yes. Open the message from the Unmatched Provider Messages tab, and change the Attention field in the View Provider Inbox screen. The message will be removed from the Unmatched Provider Messages tab, to the correct provider.

6. **Q: A message in the Unmatched Provider Messages tab has my own name in the Attention field. I can't seem to move the message to my own Provider Inbox?**

   A: If the message in the Unmatched Provider Messages tab has your own name in the Attention field of the View Provider Inbox screen, then it is recommended that you review and File the message from the Unmatched Provider Messages tab itself.

7. **Q: What will happen if two providers try to action the same message in the Unmatched Provider Messages tab?**

   A: Given it is possible for two providers top open the same incoming message from the Unmatched Provider Messages tab, the message '*This message has been actioned and filed aby another provider. Your changes will be discarded and this message will be removed from your Inbox.*' will be displayed when one of the providers attempts to file an Inbox message that has already been actioned by another provider.

8. **Q: We have multiple provider with the same NZMC number and External Name. Will the new routing rules consider this?**

   A: Where a practice has configured and setup multiple providers that have the SAME 'NZMC (Registration) Number' and 'External Name' entered in the Setup > Staff > Members > Provider tab you must ensure that each of the Staff Member setups has the 'Inbox To:' field in the Setup > Staff > Members > Provider Messages tab pointing to a single provider to ensure all incoming messages are delivered to the correct Provider Inbox.