ATS: Secure Messaging

Secure Messaging:

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ATS: Secure Messaging

The secure messaging feature within ATS allows you to communicate with your students, staff, parents, physicians or anyone else within your system. ATS allows them an avenue of communication back, in a secure manner, the message itself never leaves the system so you do not have to worry about the transfer of any PHI.

Secure Messaging is available throughout all platforms of ATS.

Enable Secure Messaging in Site Info:

Before you are able to utilize the secure messaging feature, there is some setup that has to be taken care of first. The first place to start is in the Site Info area. Follow the menu images below to activate secure messages for your database.

When you are in SiteInfo, ensure you check off the "Allow Secure Messages" box. This enables the ability to send the secure messages.

You can also enable the database to send delayed messages by checking off the box here. This allows you to set a date/time to send the message.

User Profile Set-Up:

After enabling secure messages for your database, you will need to enable the secure message feature for each of your users. This is done by checking off secure messages for the applicable users in the system.

Repeat this step for each of the applicable Users.

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Desktop Secure Messaging:

Messaging an Athlete in the ATS Desktop

There are several ways to send messages to athletes through the ATS Desktop. The first by using the secure message feature within the File menu. The second is through that individual athletes profile. The third is anywhere within the Desktop module you see this Icon you can use it to get to the secure message feature from the screen you are on.
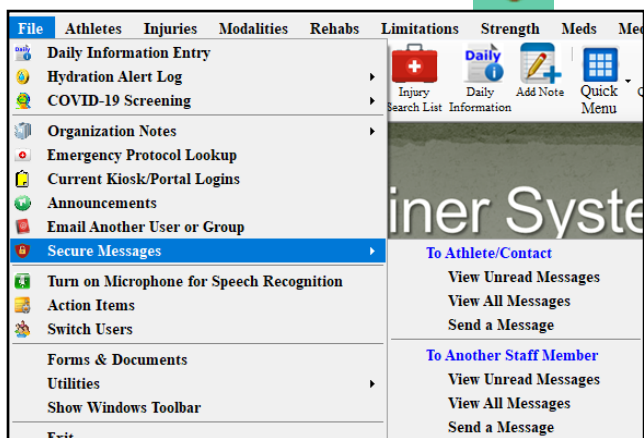
After selecting the secure messages for an athlete, you will see a screen similar to the example on the next page
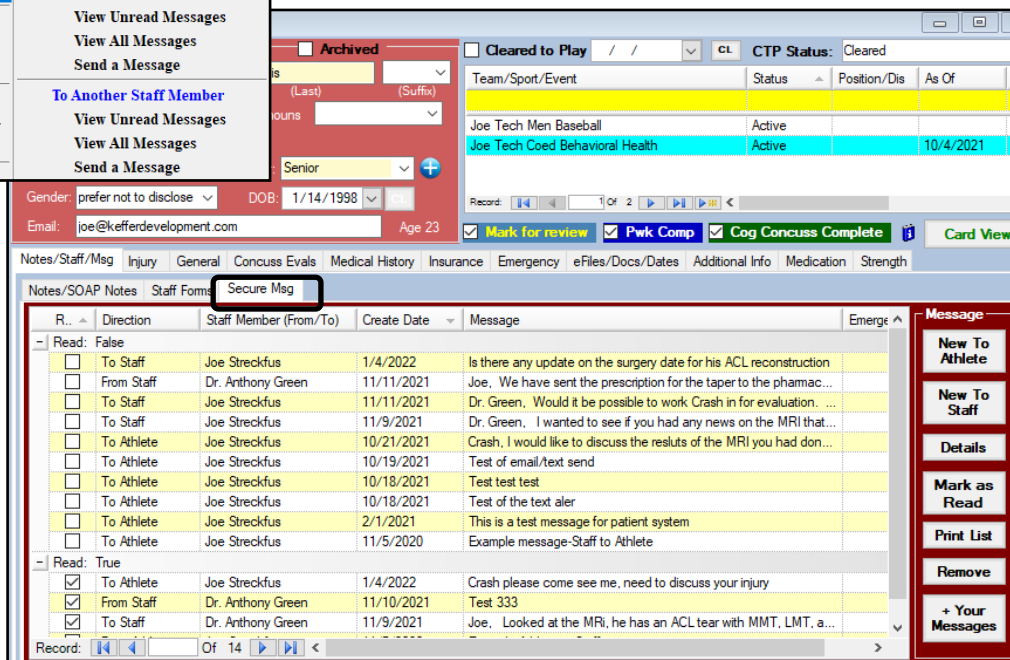
New To Athlete: allows you to send a new message to the athlete you have selected.

New to Staff: Allows you to send a new message to a staff member

Details: Opens the message for you to read

Mark as Read: Allows you to mark as read to move to the Read portion of the messages.

Print List: Allows you to print the list of messages

Remove: Will **Permanently and irreversibly** delete the message you have selected.

+ Your Messages: If you have sent a staff-to-staff message and it doesn't show here, you can add it to the injury or chain of other messages with the athlete. Allows you to keep information in one area, makes tracking messages about issues easier.

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Messaging an Athlete in the ATS Desktop

Select the recipient here. You can select athlete or emergency contact, or both to send a message at the same time.

Enter the message to the recipient in this space.

ATS allows you to select how you would like to send the notification to the person. The athlete/ contact can receive an email stating they have a message waiting, a text message, if they have a text address in ATS, or you can send both.

Save is the send button for secure messages.

If enabled, you can delay send a secure message to an athlete, using the calendar or the buttons.

Spell Check

Reply to the message the athlete/contact sent you

Much like a note template, you can create a quick contact template that allows you the ability to have a standard message going to the athletes. Example, please come to the athletic training facility to discuss the results of your test. Please see PG 13 for more details.

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After you enter the message to the athlete, hit save, save=send. This locks the message, preserving the content and sends the athlete an email/text depending on your choice that they have a message waiting. Examples of the message are below; these could appear different

From Joe Tech to athlete

Joe Streckfus <joe@kefferdevelopment.com>
To ● joe@kefferdevelopment.com

You have a secure message waiting. Please login to the ATS Athlete Portal or Smartphone to view the content.

Here are links to both:

ATS Athlete Portal: http://joe2.atsusers.com
ATS Athlete Smartphone: http://joe4.atsusers.com

This is an example of the email the athlete would get on the left. The text message, like others in ATS are email-text conversion. Some cell carriers do not support that feature. Text example is below.

(ATS text to athlete) Login to ATS to view your message.
Athlete Portal: joe2.atsusers.com
Athlete Smartphone: joe4.atsusers.com

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Viewing Sent/Received/Old Secure Messages:

There are a couple choices to view the messages. One way is through the athlete profile. Here you can see the messages that the athlete has read or hasn't read the content and when they were sent and by whom.

You can also view the messages you have sent/received by going through the File—> Secure Messages pathway.

Show all related, will filter and only display the messages that are related to that athlete/contact or injury chain.

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Secure Message to Another Staff Member:
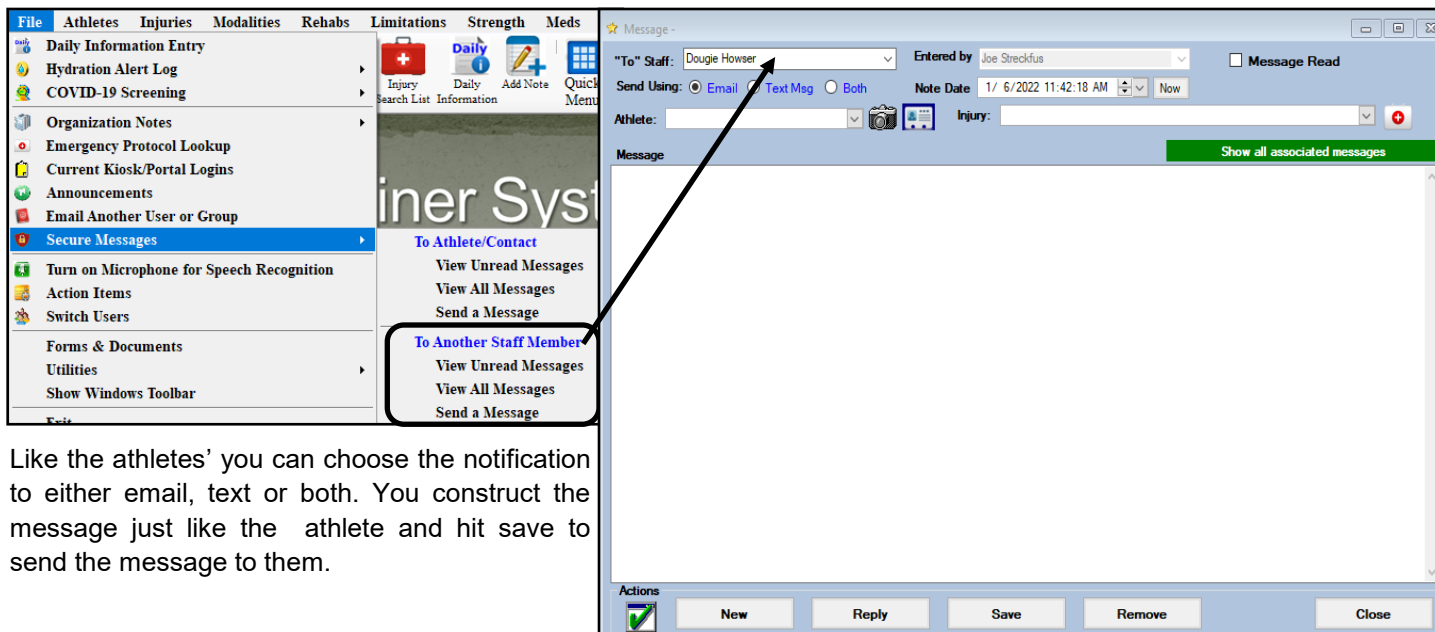
Like the athletes' you can choose the notification to either email, text or both. You construct the message just like the athlete and hit save to send the message to them.
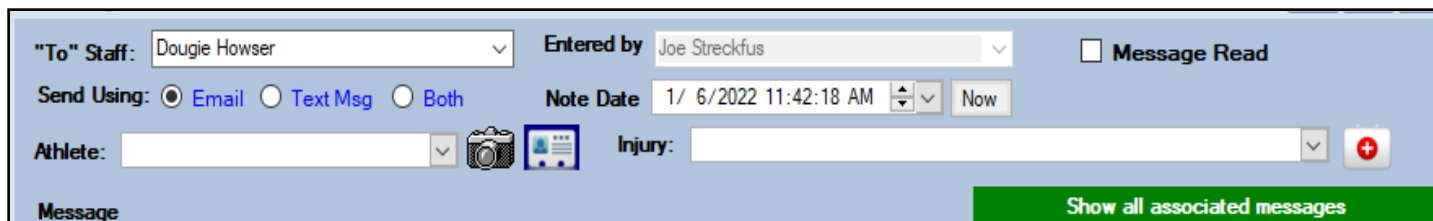
In the staff secure messaging area, you are able to select the staff person to send to, and then you will have the same message delivery options as to an athlete/contact; email, text, or both. The staff member will have to have their text address entered in their user profile.

The staff Secure Messaging is unique, and now allows you the ability to send the staff member possibly your physician a secure message, and link either the athlete or injury to the message. That allows the secure messages to show up in the athletes profile tied to the injury. If you don't do this step, or forget you can use the + Your Messages button in the athlete screen to add it. Please review PG3 to see that athlete secure message screen.

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Secure Messaging from the Staff Portal:

The ATS Staff Portal and the Staff Phone both allow you to read and send Secure Messages as well. Entering a message there, enters that message in their profile just like the Desktop.

Access the Secure Messages by either going Utilities—> Secure Messages—> then select athlete/contacts or staff. You can also send a message to an athlete from the athlete screen in the notes/staff/message tab.
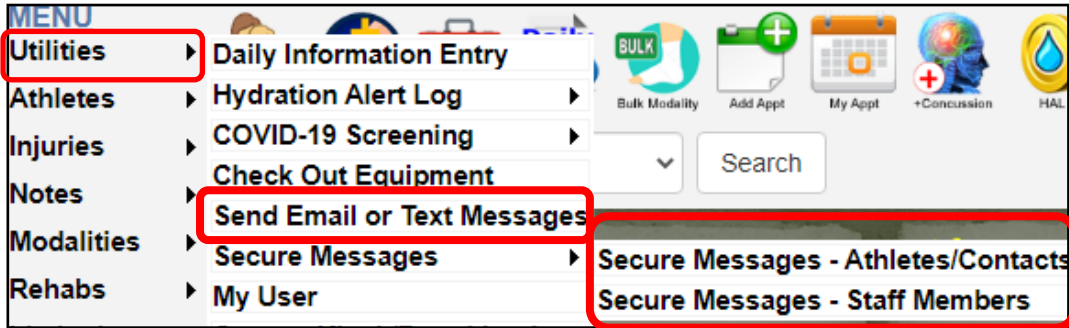
Use the all button to view all messages sent and received. This will expand the menu accordingly.

Use a single click to open the message and access the full details, reply make as read or view others in the thread.
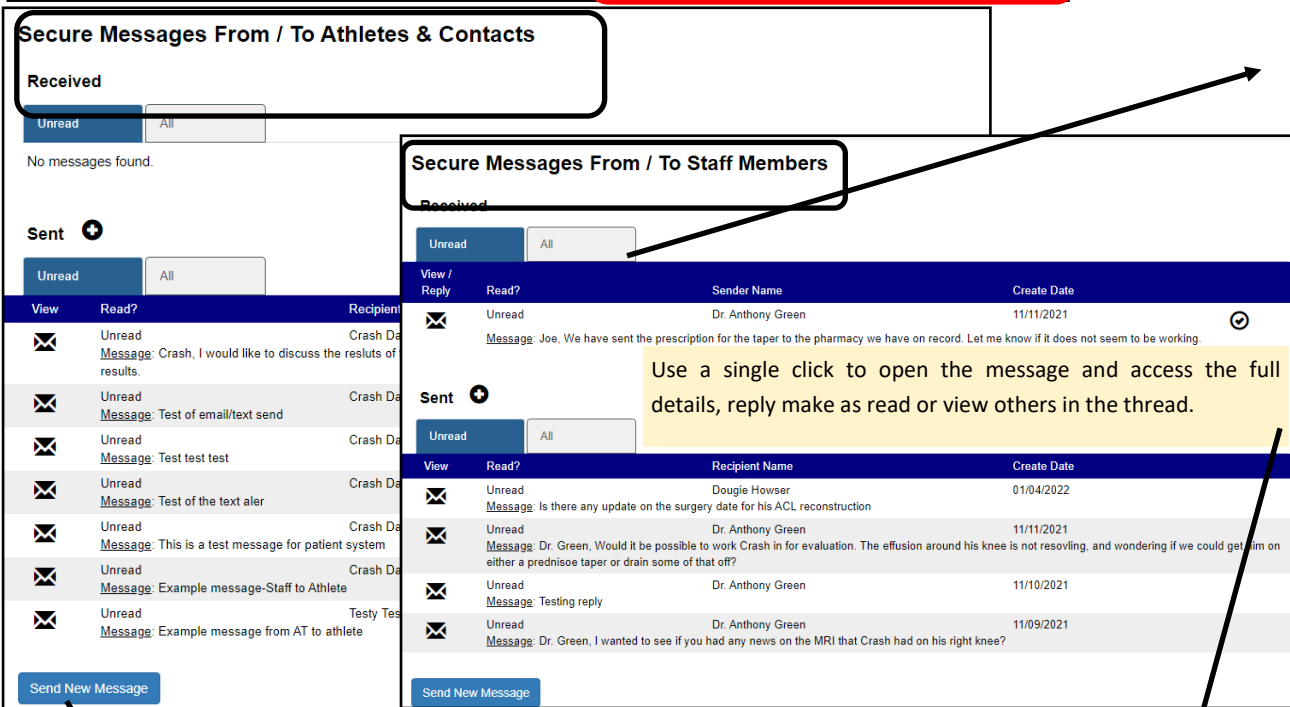
Send new message, will allow you to choose the athlete/contact or staff member to send the message to, depending on the screen you are currently in.

Coming soon to the ATS Staff Portal will be the ability to tie the secure message to the athlete/injury specifically; like you are able to in the desktop.
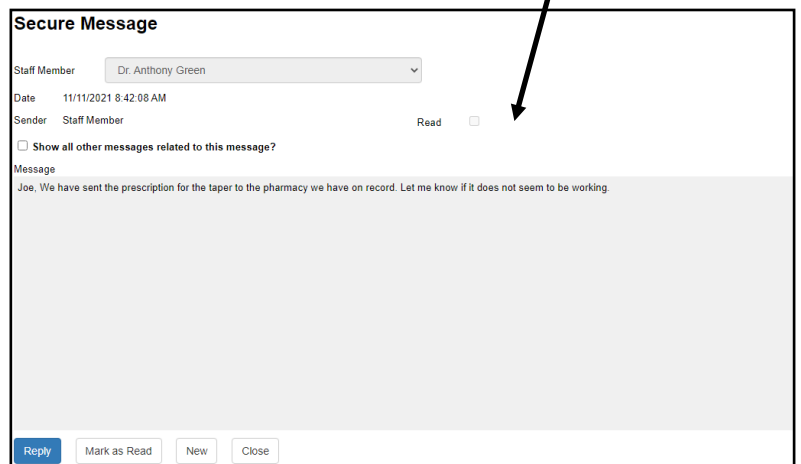
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Viewing messages in the thread:

Secure Message

Staff Member	Dr. Anthony Green
Date	11/11/2021 8:42:08 AM
Sender	Staff Member

Read ☐

☑ **Show all other messages related to this message?**

Message

11/11/2021 8:42:08 AM - Dr. Anthony Green: (Message Unread)
Joe,

We have sent the prescription for the taper to the pharmacy we have on record. Let me know if it does not seem to be working.

11/11/2021 8:39:33 AM - Joe Streckfus: (Message Unread)
Dr. Green,

Would it be possible to work Crash in for evaluation. The effusion around his knee is not resovling, and wondering if we could get him on either a prednisoe taper or drain some of that off?

Use the box to see all messages that are tied to the athlete/ contact or staff person.

Secure Message

Athlete	Davis, Crash
Date	1/7/2022 11:21 AM
Sender	You

Read ☐

Message

Template: [ ]   Deliver Message On: 1/7/2022

Save   New   Close

Replying to a message will lock in the recipients name and delivery date. Type the message and save to send.

<u>Sending a New Message:</u>

From the athlete screen in the notes/staff/msg tab you can send secure messages to them as well. This also will show you messages sent regarding the athlete or staff communication about that athlete.

Return to Athletes Multi-Function   **Athlete** - Davis, Crash

Athlete	Teams	Addr.	Other	Communications	Addit. Info	Acad. Eligibility	Med Hist.*	Injury*	Modality*	Meds*
Rehab*	Limit*	Service*	Notes/Staff/Msg*	Concuss*	Ref*	Insure*	Emer*	eFiles*	FM Evals	Strength*	Comments*

| Notes/SOAP* | Staff Forms* | Secure Messages* |

Add   Read/Reply   Mark as Read   Refresh   Scroll Down   Scroll Up

Read	Direction	Staff Member (From/To)	Create Date	Message
False	To Staff	Joe Streckfus	01/04/2022	Is there any update on the surgery date for his ACL reconstruction

You have the same ability here as you do in the other screens of the messaging tab, to add a new message, reply/respond to one that was sent by the athlete or contact.
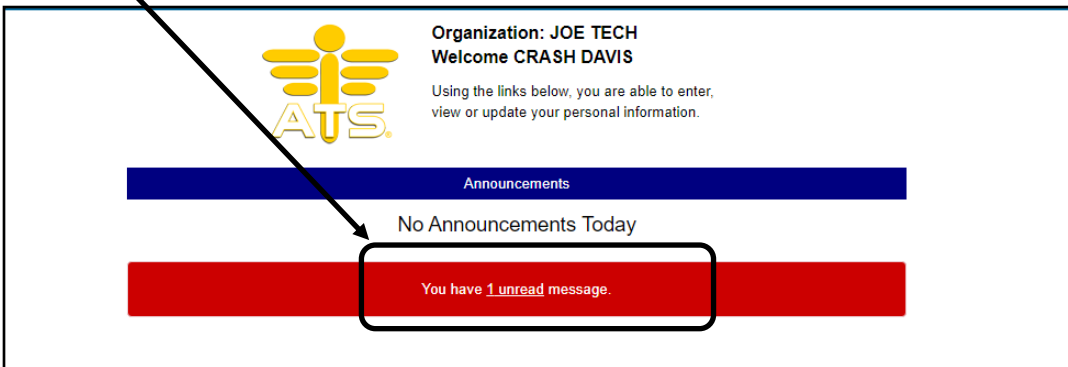
ATS: Secure Messaging
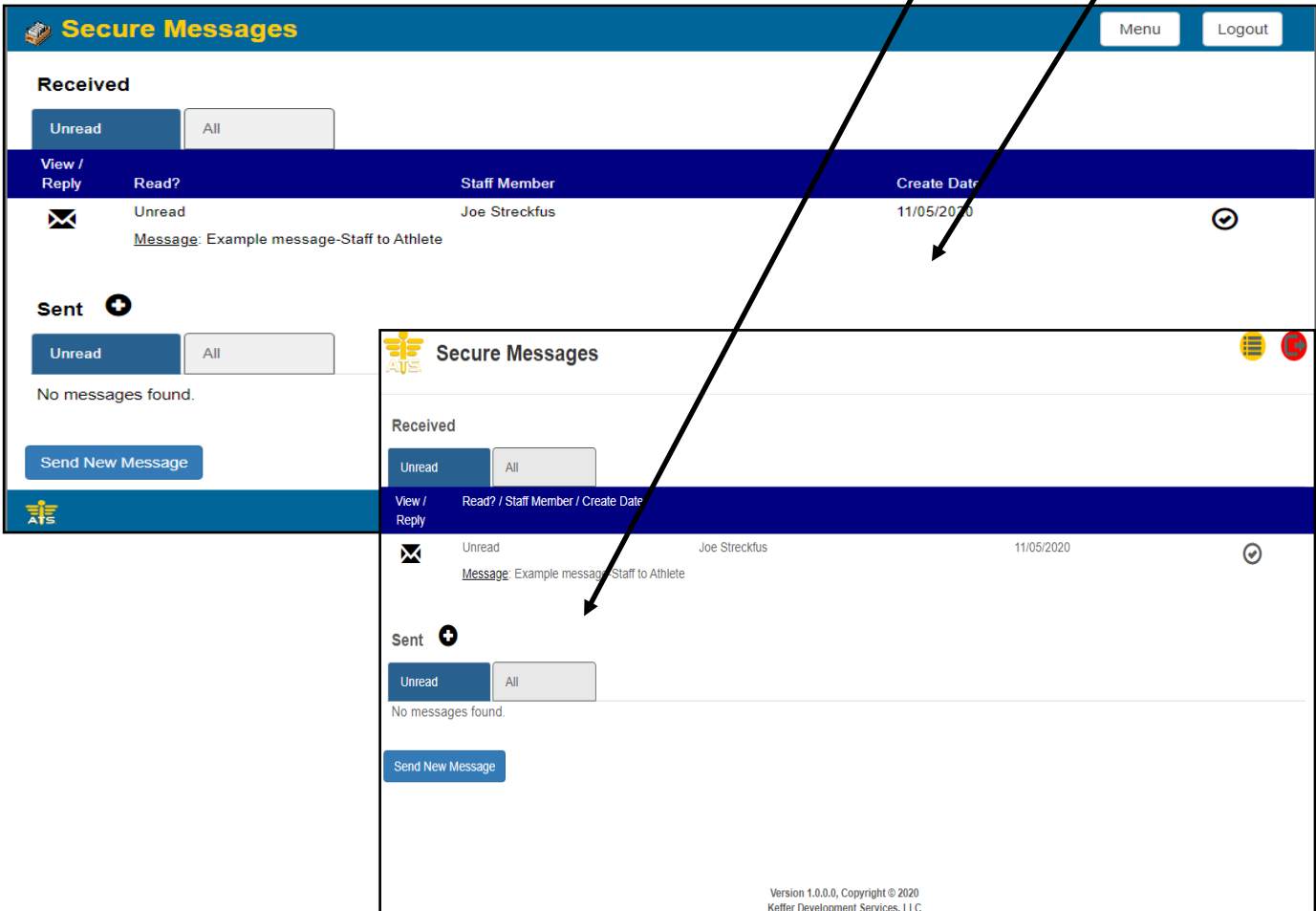
Athlete Secure Messaging:

After you send your message, the athlete will receive a notification that they have a message waiting, either email, text, or both; depending on the selection you made. They can sign in through the Patient Portal or the Patient Phone to read their message and reply if needed. They are not able to see the message in the email, keeping the information HIPAA/ FERPA compliant.

from Joe Tech to athlete - You have a secure message waiting. Please login to the ATS Athlete Portal or Smartphone to view the content. Here ar…

When they log in there will be a notification they have a new message to read.

Organization: JOE TECH
Welcome CRASH DAVIS

Using the links below, you are able to enter, view or update your personal information.

Announcements

No Announcements Today

You have 1 unread message.

The patient/athlete can either select the unread message or the secure messages icon to get the area shown below and access their message. Available in the patient portal, and the patient phone.

Secure Messages

Menu   Logout

Received

Unread | All

View / Reply	Read?	Staff Member	Create Date	
✉	Unread	Joe Streckfus	11/05/2020	⊘
	Message: Example message-Staff to Athlete			

Sent ⊕

Unread | All

No messages found.

Send New Message

Secure Messages

Received

Unread | All

View / Reply	Read? / Staff Member / Create Date			
✉	Unread	Joe Streckfus	11/05/2020	⊘
	Message: Example message-Staff to Athlete			

Sent ⊕

Unread | All

No messages found.

Send New Message

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The athlete is also able to send a secure message to the AT. The athlete can sign into either the Athlete Portal or the Patient Smartphone and access the secure messaging system.

For the patient/athlete, they can send a new message by using the sent plus sign or by clicking the blue Send New Message button.
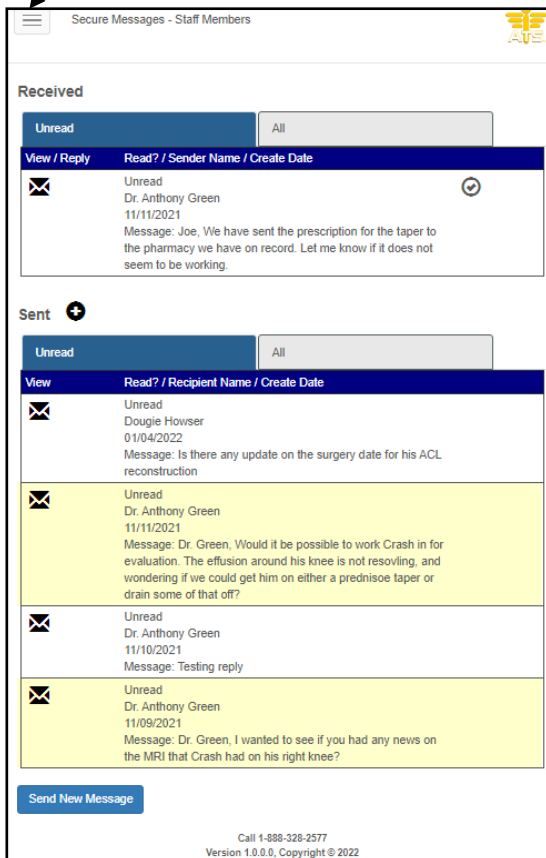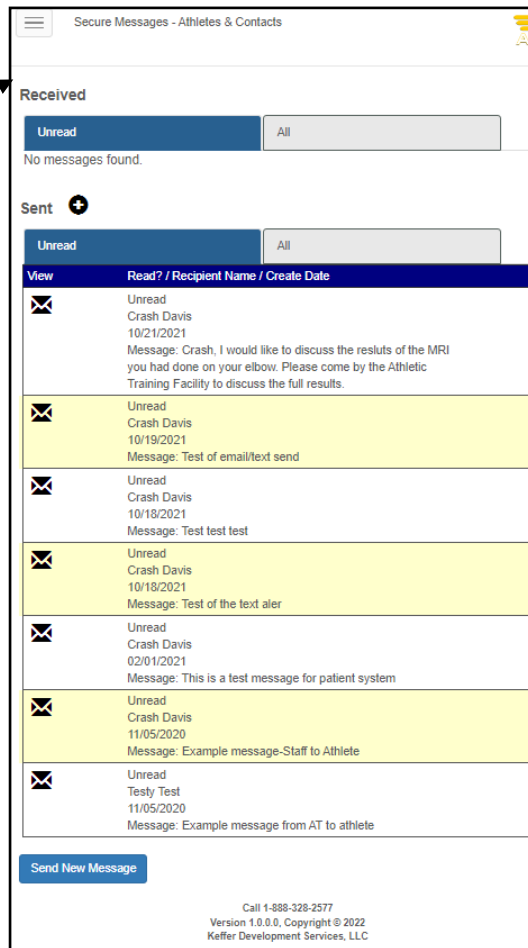

Select the staff member you wish to send the message to. Then type your message and hit save. The Athlete will then see the message below confirming the message was saved and sent.

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<u>Secure Messaging Staff Phone:</u>

ATS allows you the ability to manage your secure messages here as well. Secure messages are available through the menu—> general—> Secure messages or Staff Messages.
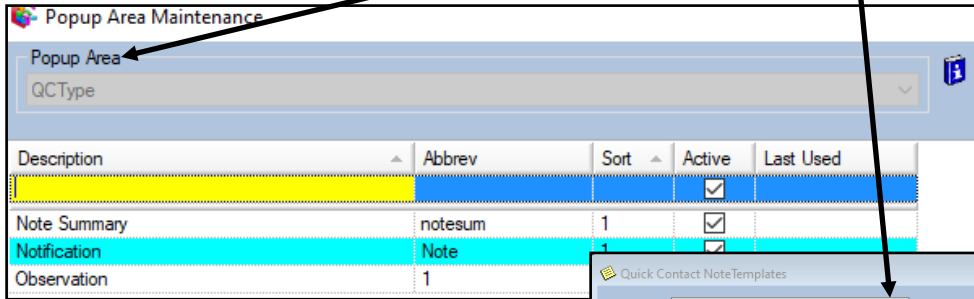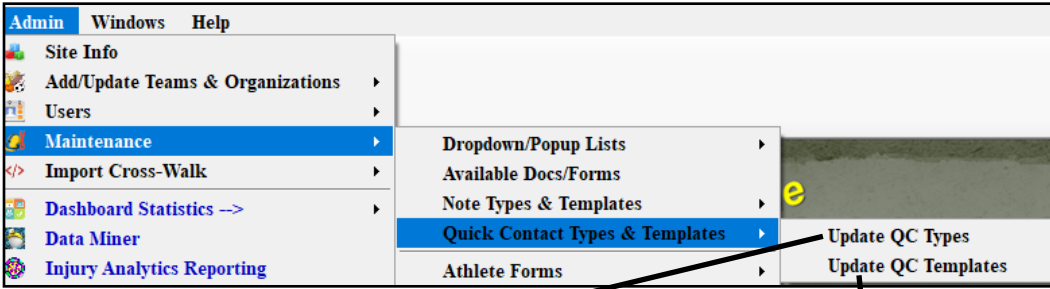
JOE TECH
Welcome JOE STRECKFUS

General ▾

Emergency Protocol

Inventory

eFiles

Send Email

Secure Messages

Staff Messages

Secure Messages - Athletes & Contacts

Received

| Unread | All |

No messages found.

Sent ⊕

| Unread | All |

View	Read? / Recipient Name / Create Date
✉	Unread Crash Davis 10/21/2021 Message: Crash, I would like to discuss the resluts of the MRI you had done on your elbow. Please come by the Athletic Training Facility to discuss the full results.
✉	Unread Crash Davis 10/19/2021 Message: Test of email/text send
✉	Unread Crash Davis 10/18/2021 Message: Test test test
✉	Unread Crash Davis 10/18/2021 Message: Test of the text aler
✉	Unread Crash Davis 02/01/2021 Message: This is a test message for patient system
✉	Unread Crash Davis 11/05/2020 Message: Example message-Staff to Athlete
✉	Unread Testy Test 11/05/2020 Message: Example message from AT to athlete

Send New Message

Call 1-888-328-2577
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Secure Messages - Staff Members

Received

| Unread | All |

View / Reply	Read? / Sender Name / Create Date	
✉	Unread Dr. Anthony Green 11/11/2021 Message: Joe, We have sent the prescription for the taper to the pharmacy we have on record. Let me know if it does not seem to be working.	⊘

Sent ⊕

| Unread | All |

View	Read? / Recipient Name / Create Date
✉	Unread Dougie Howser 01/04/2022 Message: Is there any update on the surgery date for his ACL reconstruction
✉	Unread Dr. Anthony Green 11/11/2021 Message: Dr. Green, Would it be possible to work Crash in for evaluation. The effusion around his knee is not resovling, and wondering if we could get him on either a prednisoe taper or drain some of that off?
✉	Unread Dr. Anthony Green 11/10/2021 Message: Testing reply
✉	Unread Dr. Anthony Green 11/09/2021 Message: Dr. Green, I wanted to see if you had any news on the MRI that Crash had on his right knee?

Send New Message

Call 1-888-328-2577
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The ATS Staff Phone gives you the same abilities as the ATS Desktop or ATS Staff Portal with sending or replying to messages.

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Quick Contact Templates:

Quick contact templates are designed to allow you to have a standard secure message, or a template you want to have a standard set of information in.

Add the names of the contact types you would like to add a template for.

Add the content of the contact template in here and save to have it show when you select it from the secure messaging windows.