

How To: Use Secure Text with Queues



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How do I use Secure Text with Queues?

Step 1:

From the Updox Inbox, select the text message button to initiate a text.

Step 2:

Be sure Secure Text is selected, then search and select a recipient under “Send To”. You can choose to send a secure message by text, email or both.

Step 3:

Under the “Assign to a queue” dropdown, select a queue from which you would like to send the message. Users must be a member of a queue to send from that queue. If a user is not a member of any queue, then the “Assign to a queue” option will not appear.

NOTE: It is possible to create a queue with only one user in it. This allows for private, one-on-one conversations. It is also possible to create queues based on department, location, or workflow. See [How to: Set-up Queues](#) for more information.


Step 4:

Type your message in the Secure Message area, then click “Send Secure Text”.

Secure Message *

Type message...

0/4000 characters

 Attach a file

☒ Allow responses

CANCEL

SEND SECURE TEXT

Step 5:

The item will appear in the Sent folder with the queue showing in the From field. The user sending the message will be shown above the body of the message.

secure text

Thu 03/04/21 5:30 PM

Secure Text Message

Default Location

to: Patient Test (2001-01-01) ((614) ...

from: Default Location, RX Refills

SEND ITEM

REPLY

ARCHIVE

OPTIONS

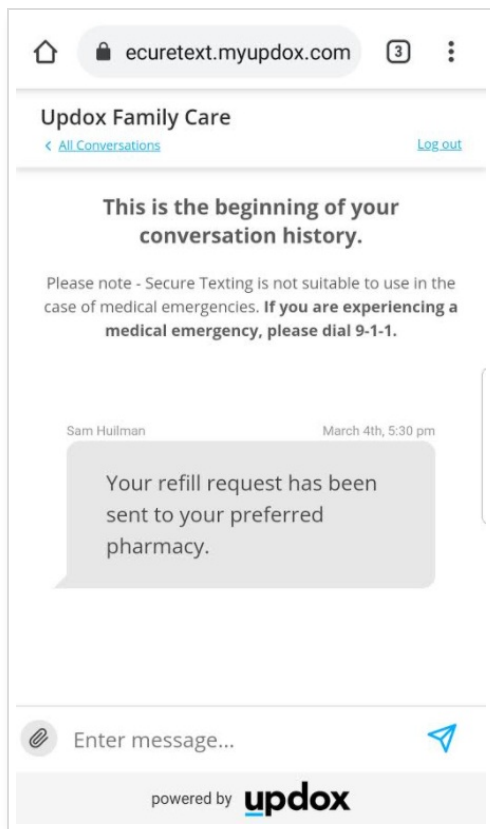
ACTIONS

Sam Huilman

Your refill request has been sent to your preferred pharmacy.

What does the patient see?

The recipient will log into the Secure Text environment as normal, receiving and sending messages in the usual manner. Recipients will be able to switch between threads by pressing the “All Conversations” link at the top.



Each message reply sent back to the practice will be filtered to the appropriate queue, appearing in the inbox of only the users that are members of that queue.
