Message Center Notifications

09/05/2024 8:37 pm EDT

When you receive a new message in your message center, a number appears above **Messages** ✉4 . 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 a message is read, the notification number disappears or reduces by one.

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.

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

Incoming Messages ?

Fax number:

Mark as Read | Mark as Unread | Show Archived

NEXT > Search Messages

ALL MESSAGES
- → Incoming Messages 7
- ★ Starred
- ☰ All Messages 7

FAX
- → Incoming Fax 1
- ← Outgoing Fax

LAB RESULTS
- ⚗ Lab Results

ERX
- ⊘ eRx Requests
- ⊘ eRx Cancel
- ⚙ Custom eRx
- **REFERRALS**
- ← Outbound Referrals
- ⚙ Custom Referrals
- ⚲ Contacts

ONPATIENT
- ● Online Appointments 1
- ● Patient Message
- ● Sent Message

		From	Title	Associated patient	Assigned to	Assigned by	Workflow	Created	▼ Updated	Download
☐	☆	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.	⊕
☐	☆	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.	
☐	☆	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.	
☐	☆	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.	⊕
☐	☆	drchrono	Generated C-CDA XMLs: ccda_xmls_06_27_2022_08_13.zip					June 27, 2022, 8:13 a.m.	June 27, 2022, 8:14 a.m.	⊕
☐	☆	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.	⊕
☐	☆	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.	⊕
☐	☆	drchrono	Generated C-CDA XMLs: ccda_xmls_03_29_2022_12_28.zip					March 29, 2022, 12:28 p.m.	June 2, 2022, 11:57 a.m.	⊕
☐	☆	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.	⊕
			Generated C-CDA XMLs:					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.

Incoming Messages ?

Fax number:

Mark as Read | Mark as Unread | Show Archived

NEXT > Search Messages

ALL MESSAGES
- → Incoming Messages 7
- ★ Starred
- ☰ All Messages 7

FAX
- → Incoming Fax 1
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LAB RESULTS
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ONPATIENT
- ● Online Appointments 1
- ● Patient Message
- ● Sent Message

		From	Title	Associated patient	Assigned to	Assigned by	Workflow	Created	▼ Updated	Download
☐	☆	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.	⊕
☐	☆	Sample Doctor, MD (3018502018)	Incoming Fax					Aug. 2, 2022, 9:29 a.m.	Aug. 2, 2022, 11:28 a.m.	
☐	☆	Sample Doctor, MD (3018502018)	Incoming Fax					Aug. 2, 2022, 9:44 a.m.	Aug. 2, 2022, 9:44 a.m.	
☐	☆	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.	⊕
☐	☆	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.	
☐	☆	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.	⊕
☐	☆	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.	
☐	☆	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.	
☐	☆	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.	
☐	☆	Laurie Sample	Testing sending to primary provider, James Smith	Laurie Sample	Dr. James	Dr. James		July 8, 2022,	July 8, 2022,