



Wolf EMR

MedDialog and eFax Guide

v2018.2.20

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MedDialog

**View video tutorial:**

[MedDialog demonstration between two TELUS Health EMRs \(Med Access and PS Suite\)](#)

This overview video shows how providers can send messages from one TELUS Health EMR to providers in another EMR.

If the video does not play, [Click here](#) to copy the web address and then paste it into a web browser outside the Wolf EMR data centre.



Note: In the first phase launch, MedDialog is available to providers using PS Suite EMR, Med Access EMR, and Wolf EMR and is a limited release to a small number of pre-selected clinics. Once it is more generally available, TELUS Health will send further communications. If you are interested in participating in this pilot, please contact our sales team at 1-844-367-4968 or PracticeConsulting.TelusEMR@telus.com.

MedDialog™ is a service that enables you to safely and efficiently exchange clinical information with other providers, directly from your EMR and is integrated into your current workflows.

MedDialog provides the ability to send secure provider-to-provider messages in order to safely provide referrals, consultations, or other medical services while protecting the privacy of the patient.

You can send secure messages, referrals, and consults between participating providers when using a participating EMR. See:

- ["Sending a referral via MedDialog" on page 10](#)
- ["Sending external messages via MedDialog" on page 13](#)
- ["Receiving and responding to external messages" on page 17](#)

When your EMR is registered with MedDialog, you can locate other participating providers by searching the integrated TELUS Provider Registry (TPR), which is available when addressing a referral or an external message, and they can be imported into your local consultant address book. See ["Finding providers in the TELUS Provider Registry" on page 7](#).

To use the service, your clinic must first register for the service with TELUS Health and each provider must also individually register for the service. TELUS Health then activates and configures the feature in your EMR. See "Enabling providers to send messages via MedDialog" below.

Enabling providers to send messages via MedDialog

Before any provider can send messages via MedDialog, your clinic must register for the service with TELUS Health and TELUS Health must enable the functionality in your Wolf EMR. Following clinic activation, each provider must be individually enabled. TELUS Health performs this activation for you at the time when you register for MedDialog and configures your Wolf EMR accordingly. The information below is for reference only.



Note: These options are available only for administrators and only if TELUS Health enabled the MedDialog functionality for your clinic.

Once registered for MedDialog, your clinic is assigned an organization ID and each provider is assigned a provider ID. These IDs are also known as clinic provider registry (CPR) IDs.

If your clinic uses multiple locations, each location must be registered and configured for MedDialog using separate organization IDs. However each provider has only a single MedDialog provider ID and is licenced to access MedDialog from some or all locations.

If providers access MedDialog from a Wolf EMR location where they are not licenced for MedDialog, they can view and reply to their messages, however replies must be sent on behalf of a provider who IS licenced for that location and who is a participant of the original message. New messages must be sent on behalf of a provider who is licenced for that location.



Note: If the clinic is enabled for MedDialog, in the **Referral Letter Composer**, the ability to edit the referral details (**Referral Detail** in the left pane) is disabled. You must close the letter and return to the new referral to make any changes to the recipient, urgency, reason, and text of the letter.

Steps to enable MedDialog for the clinic and locations

1. From the Wolf EMR **Home** tab, click **Configuration**  and from the **View** menu, choose **Shared Health Exchange**.
2. To add a new clinic (organization) ID, click **New** .

3. In the **CPR ID** field, enter your organization's clinic provider registry ID, obtained from TELUS Health.
4. Click **Confirm and Save** to connect to the TELUS Provider Registry and confirm the ID.

The services that your clinic is licenced for (MedDialog) and your registered clinic address appears.



Name	CPR Ids
Wolforg3	190000110
Wolforg3e	190000472

Edit Organization
Confirm and Save
Cancel

* CPR Id: **Confirmed!**

Services:


Wolforg3
123 Test1 Street
Surrey BC V5K 4L6
Cell: (905) 921-4521
Fax: (833) 861-9188

5. If your clinic uses multiple locations, choose which location(s) can access MedDialog:
 - To enable all locations to access MedDialog, click **Apply to all locations** .
 - To enable only some locations to access MedDialog, click **Assign Location** , select the location, and from the location's **CPR ID** field, choose the one that applies to the location.
6. To disable MedDialog for the entire clinic, in the **Runtime Configuration** tab, clear the **MedDialog Enabled** check box.

Health Exchange Communications

☐ PrescribeIT Enabled
 ☒ MedDialog Enabled

Steps to enable MedDialog for a provider

1. From the Wolf EMR **Home** tab, click **Configuration**  and from the **View** menu, choose **Physicians/Service Providers > Office Service Providers**.
2. Select the provider.
3. On the **Health Exchange Communications** tab, select the **MedDialog Enabled** check box and enter the provider's TPR ID.

4. Click the **Confirm** button to connect to the TELUS Provider Registry (TPR) and confirm the ID.
5. Once the provider is found in the TPR, the provider's college ID and province are automatically populated.
6. To disable MedDialog for the provider, clear the **MedDialog Enabled** check box.

Finding providers in the TELUS Provider Registry

The TELUS Provider Registry (TPR) is a national database of health service providers. You can search the TPR for any external providers to whom you can send referrals and external messages. To send a provider a referral or message via MedDialog, that provider must also be registered for MedDialog. You can also send referrals or messages via eFax if the recipient has a fax number.

Once you send a message to a provider from the TPR, that provider's information is automatically imported into your external consultant list within Wolf EMR, to facilitate finding the provider for any future messages. If the external provider from the TPR already exists in your Wolf EMR external consultant list, and if information differs, a match window opens where you can confirm the match and update your local information with the information from the TPR.

You can also perform an advanced search to search using additional filters.

Steps

1. Start a referral or start a new message or a reply to a message (see ["Sending external messages via MedDialog" on page 13](#)).
2. If you are creating a new referral, to perform a simple search of your favourites, by specialty, or by name, select the **Include TPR** check box, type at least 3 characters to search all providers in the TPR, and press Enter on your keyboard. MedDialog-enabled recipients appear with an @ sign in the last column.





Select the primary provider and any additional CC recipients.

3. To perform an advanced search:

- If you are creating new referral, click **Advanced Search**. The **Provider Address Book** opens with the option to **Include TELUS Provider Registry** and your province selected by default.
- If you are creating a new message, click To or CC. The **Provider Address Book** opens with the option to **Include TELUS Provider Registry** and your province selected by default.
- In the **Search** field, type at least 3 characters and press Enter.



Tip: To search by first name, last name, city, or specialty, click **Show Filters** and type at least 3 characters in one of the fields.

-  indicates providers who are available to contact through MedDialog
-  indicates consultants who have a fax number
-  indicates consultants who are in the TELUS Provider Registry
-  indicates consultants who are in your favourite list (the clinic's or your personal favourites)



Tip: To add the consultant as a favourite, click the blank star ☆ in the **User** (to add to your personal favourites) or **Clinic** column. Click the yellow star ★ to remove as a favourite.

Provider Address Book

Search: Province: ☐ By last name only

☒ Include TELUS Provider Registry

Please note: TELUS Provider Registry search (search field, last name, first name, and city) must contain no less than 3 characters.

Last Name: City:
 First Name: Specialty:

Consultants Favourites

Favourite	Indicator	Last Name	First Name	Specialty	Clinic Name	Address	City
<input checked="" type="checkbox"/>		Test	Bc Three	Physician, General ...	Test Bc	123 Testbc3 St	Kelowna
<input checked="" type="checkbox"/>		Testbc	Meddialog Bc	Physician, General ...	Test Bc	123 Testbc3 St	Kelowna
		Patch test Clinic		Allergy & Clinical I...		314-888 West 8th ...	Vancouver

Record 1 of 3

To...
 Cc...

** The max number of Cc recipients is 10 **

- d) Select the primary recipient and click the **To** button.
 - e) Optionally, select up to 10 recipients recipient to add as a CC.
4. If you choose a provider from the TPR who already exists in your Wolf EMR external consultant list, you are prompted to updated your local information. Red bold text indicates differences.

Update Provider

STEP 1: One or more MATCHING providers were found locally. Please choose one from the list for update.

Provider Name	Favourite	Indicator	Specialty	Clinic / Organization	Address	City
Doctor, Svetlana	<input checked="" type="checkbox"/>			Wolforg3	123 Test1 Street	Surrey

STEP 2: Please select to update for the selected local provider.

	Doctor, Svetlana (Local)	Doctor, Svetlana (TPR)
Title	<input type="radio"/> Select All	<input type="radio"/> Select All
First Name	<input checked="" type="radio"/> None	<input type="radio"/> None
Last Name	<input checked="" type="radio"/> Svetlana	<input type="radio"/> Svetlana
Specialty	<input type="radio"/> Doctor	<input type="radio"/> Doctor
Clinic/Organization	<input checked="" type="radio"/> None	<input checked="" type="radio"/> Physician, Haematology
Address	<input checked="" type="radio"/> Wolforg3	<input type="radio"/> Wolforg4
City	<input checked="" type="radio"/> 123 Test1 Street	<input type="radio"/> 456 Test2 Avenue
General Office Phone	<input checked="" type="radio"/> Surrey	<input type="radio"/> Surrey
Private Office Phone	<input checked="" type="radio"/> (778) 835-7840	<input type="radio"/> (778) 835-7840
Pager	<input checked="" type="radio"/> (778) 835-7840	<input type="radio"/> (778) 835-7840
Cell	<input checked="" type="radio"/> None	<input type="radio"/> None
Fax	<input checked="" type="radio"/> None	<input type="radio"/> None
Email	<input checked="" type="radio"/> (905) 921-4321	<input type="radio"/> (519) 591-9471
	<input checked="" type="radio"/> sperova23@gmail.com	<input type="radio"/> sperova23@gmail.com

Search returned 1 matching provider

Choose one of the following:

- To update your local information with the information from the TPR and send the message to this updated provider, select the fields that you want to import into your local consultant list and click **Update Local Provider**.
 - To not update your local information and use the local provider as the recipient, click **Use Local Provider**.
 - To add the provider from the TPR as a new provider in your local consultant list and use the new provider as the recipient, click **Add New Provider**.
5. Proceed with sending the referral ("[Sending a referral via MedDialog](#)" below) or message ("[Sending external messages via MedDialog](#)" on page 13).

Sending a referral via MedDialog

If you choose a MedDialog-enabled recipient from the TELUS Provider Registry (TPR), you can send your referral electronically via the MedDialog service. If the referral is also addressed to recipients who are NOT enabled for MedDialog, you can send it to them manually via fax or mail. You can include only one **To** (primary) recipient and up to 10 **CC** recipients.

To send referrals via MedDialog, you must use the **Referral Letter Composer** to create your referral letter.

Wolf EMR creates a PDF with the contents of the letter composer (and any attachments) and attaches it to the sent message. After the referral message is sent, you can review this PDF referral letter in the **Documents** tab of the patient's medical summary. The letter is linked to the sent referral, which appears in the **Referrals** tab of the patient's medical summary.

If you have multiple locations of Wolf EMR implemented, you can only send referrals via MedDialog from locations where you are licenced for MedDialog.

Steps

1. Start a referral as normal.
2. When searching for and selecting a consultant in the **New Referral** window, choose a consultant who is MedDialog-enabled.
 - To perform a simple search of your favourites, by specialty, or by name, select the **Include TPR** check box to search all providers in the TPR. MedDialog-enabled recipients appear with an @ sign in the first column.

New Referral

Test, Mother PHN: 999999999

Log

22-Dec-1978 (38 yr) Sex **F** Status **N/A**

123 Main Street, Hope BC V2V 2V2 H (555) 555-5555 Pri Veta Coles, M.D.

Referral Type: **Consultation** Urgency: **Routine** ☐ Cancel Appt

Search for Consultant: **From Favourites** **By Specialty** **By Name** **Add New Consultant** **Info ...**

Search: **svetlana** Prov: **BC** ☐ By Last Name Only ☒ Include TPR **Advanced Search**

Doctor	Specialty	Address	City
Doctor, Svetlana	Haematology	123 Test1 Street	Surrey
Doctor, Svetlana	Haematology	456 Test2 Avenue	Surrey

Manage Favourites

Referral MD: Primary (To): **Set Primary**

☐ Visited for same issue before Cc Recipients:

Add **Remove**

- To perform an advanced search using additional search filters, click **Advanced Search**. MedDialog-enabled recipients appear envelope with a plus sign icon in the second column

Provider Address Book

Search

Province: **BC** ☐ By last name only **Hide filters**

☒ Include TELUS Provider Registry

Please note: TELUS Provider Registry search (search field, last name, first name, and city) must contain no less than 3 characters.

Last Name: City:

First Name: Specialty:

Favourite	Indicator	Last Name	First Name	Specialty	Clinic Name	Address	City
		Test	Bc Three	Physician, General ...	Test Bc	123 Testbc3 St	Kelowna
		Testbc	Meddialog Bc	Physician, General ...	Test Bc	123 Testbc3 St	Kelowna
		Patch test Clinic		Allergy & Clinical I...		314-888 West 8th ...	Vancouver

Record 1 of 3

To...

Cc...

*** The max number of Cc recipients is 10 ***

OK **Cancel**

For more information about searching for and selecting providers, see "Finding providers in the TELUS Provider Registry" on page 7.

- Fill out the referral details.
- Click **Compose** . The **Referral Letter Composer** window opens.
- Choose the information to include in the referral letter.



Note: The information you typed as the referral reason will be included in the message subject (such as Referral: Patient Name - Referral reason). You cannot edit the subject text.

6. To attach a document or file that is in the patient's medical chart to the message, click **Attachment** .

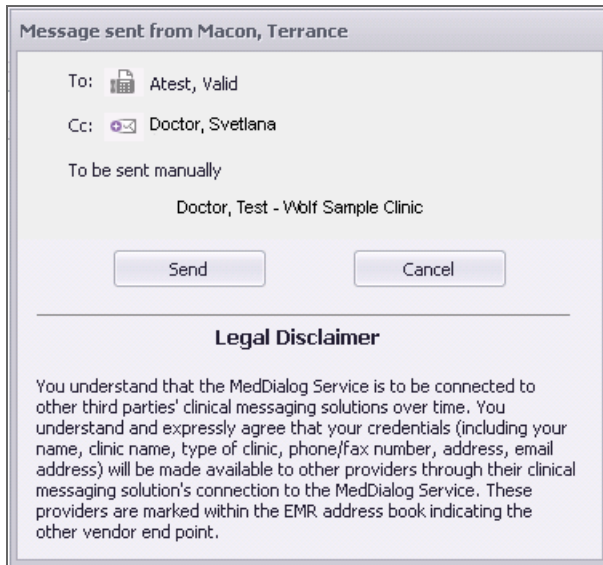
You can add up to 20 attachments with a maximum combined size of 50 MB. The following attachment types are supported: .pdf, .jpg, .png, .txt, .tiff, .mp3, .mp4, .wav, .wma, .mov, .wmv, and .avi. You can also attach a Microsoft Word document; the EMR automatically converts it to a PDF in the message attachment.

You can only include attachments when your message is related to a patient. You can only include attachments that are within the patient's chart.

7. When you are done, click **Send**.

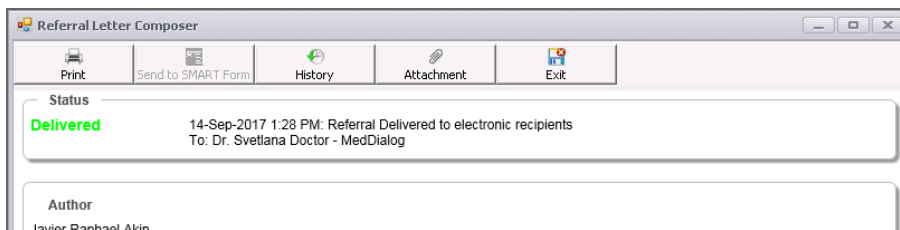
8. When prompted, choose to **Send**.

If you are also sending the referral to other recipients who are not enabled for MedDialog, their sending method is set to manual and you must manually send the referral by fax or print.



9. A banner appears at the top of the **Referral Letter Composer** to confirm that the messages was delivered.

If the message fails to send, a **Send failed** window opens with the option to re-send, edit the referral, or set it to send manually (via fax or print). You can also save the referral and try to send it later. See ["Troubleshooting MedDialog" on page 22](#).



The referral is sent to the provider(s) and will await them in their EMR inbox.

10. To see a summary of the message transmission, click **History**.

Sending external messages via MedDialog

You can send (or reply to) an electronic message to an external provider using the MedDialog service.

You access your external messages inbox from your WorkDesk. External messages are sent and received in a separate inbox than your regular Wolf EMR internal messages.

You can send a message related to a patient or not related to a patient. Front-end staff can send external messages on behalf of their provider(s) who are enabled for MedDialog.

If you are front-end staff or a provider covering for another provider who is MedDialog-enabled, you can send messages on behalf of that provider.

You can send messages to any contact that is in your external provider address book. If you send a message to a contact who is a MedDialog-enabled provider, they will receive the message electronically. If you send a message to a recipient who has a fax number, they will receive the message via fax (sent via the eFax service). Messages sent by fax include a cover page that summarizes the message urgency, subject, recipient, and sender; the current message contents; and a list of file names that are attached.

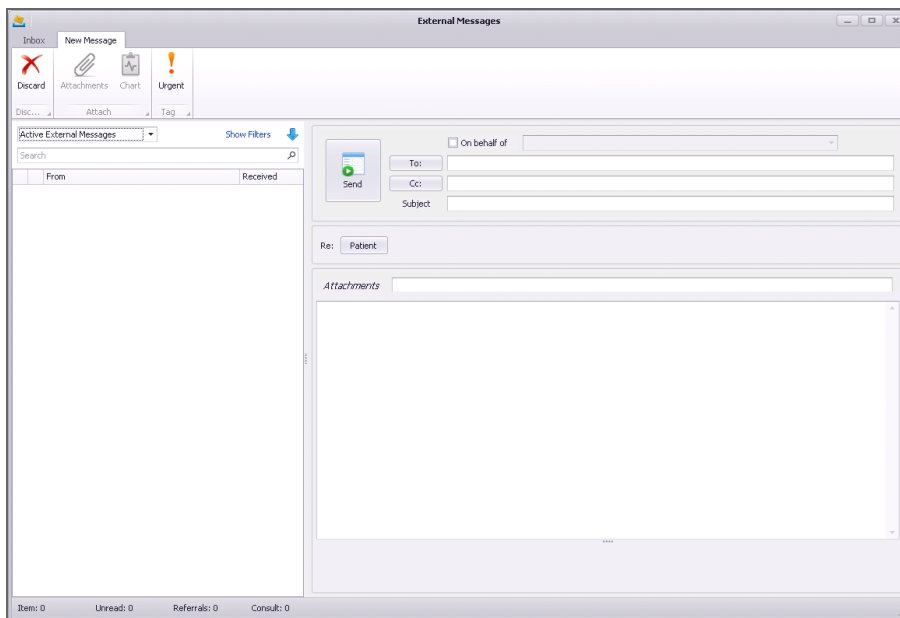
If you send a message to a contact who is neither MedDialog-enabled nor has a fax number, you will be prompted to send the message manually (print and then send by fax or mail).

Steps

1. From your WorkDesk, click the red link **# Active External Messages**, where # = the number of external messages that were not yet completed or archived (or the grey link **No Active External Messages** if you do not have any active messages).

The **External Messages** inbox opens.

2. To create a new message, click **Message** . A new blank message opens.



3. If you are front-end staff sending a message on behalf of a provider or a provider covering for another, select the **On behalf of** check box and choose the provider. Replies will go to the chosen provider's external messages inbox.



Note: If providers access MedDialog from a Wolf EMR location where they are not licenced for MedDialog, they can view and reply to their messages, however replies must be sent on behalf of a provider who IS licenced for that location and who is a participant of the original message. New messages must be sent on behalf of a provider who is licenced for that location.

4. Choose a recipient:

- a) Click the **To:** button
- b) In the **Provider Address Book**, search for and select a recipient. You can include only one **To** recipient and up to 10 **CC** recipients. For more information about searching and selecting providers, see ["Finding providers in the TELUS Provider Registry" on page 7](#).
 - If you choose a MedDialog-enabled recipient, they will receive the message electronically
 - If you choose a recipient that has a fax, the message will be faxed via eFax
 - If you choose a recipient that has neither, you will be prompted to manually send the message (print the message and send if by fax or mail)

Provider Address Book

Search Add To: Add Cc: Actions

Search Province: BC ☐ By last name only

☒ Include TELUS Provider Registry Please note: TELUS Provider Registry search (search field, last name, first name, and city) must contain no less than 3 characters.

Last Name: City:
 First Name: Specialty:

Consultants		Favourites					
Favourite	Indicator	Last Name	First Name	Specialty	Clinic Name	Address	City
<input checked="" type="checkbox"/>		Test	Bc Three	Physician, General ...	Test Bc	123 Testbc3 St	Kelowna
<input checked="" type="checkbox"/>		Testbc	Meddialog Bc	Physician, General ...	Test Bc	123 Testbc3 St	Kelowna
		Patch test Clinic		Allergy & Clinical I...		314-888 West 8th ...	Vancouver

Record 1 of 3

To...
 Cc...

** The max number of Cc recipients is 10 **

5. Type a subject for the message.

- To send a message related to a patient, click the **Patient** button. Search for and double-click the patient. The patient's summary appears in the message.



Tip: To remove the patient, click the  button. Any attachments are also removed.

- To attach the patient's chart (or only portions of the chart) to the message, click **Chart** and choose the items to include. The items are included within a PDF file attached to the message.
- To attach a document or file that is in the **Documents** tab of the patient's medical chart to the message:

- Click **Attachment** . The **Attachments** window opens.

Form

Attachment

Save

Cancel

Save & Exit

Author

Attachments

Drag a column header here to group by that column

Attached	File Name	Date	Status	Keyword One	Keyword Two	Keyword Three	Notes
<input type="checkbox"/>	scrambled.txt	11/14/2012	Reviewed	scrambled	scrambled		
<input type="checkbox"/>	scrambled.txt	11/7/2012	Reviewed	scrambled	scrambled	scrambled	
<input type="checkbox"/>	scrambled.txt	9/19/2012	Staff Review...	scrambled			
<input type="checkbox"/>	scrambled.txt	4/23/2012	Reviewed	scrambled			
<input type="checkbox"/>	scrambled.txt	2/24/2012	Reviewed	scrambled	scrambled		

- Choose the attachment and click **OK**.



Note:

You can add up to 20 attachments with a maximum combined size of 50 MB. The following attachment types are supported: .pdf, .jpg, .png, .txt, .tiff, .mp3, .mp4, .wav, .wma, .mov, .wmv, and .avi.

You can only include attachments when your message is related to a patient. You can only include attachments that are within the patient's chart.

- To mark the message as urgent, click **Urgent** . Urgent messages appear in red and with an exclamation mark in the recipient's inbox.

- Type the body text of your message and click **Send** .

A summary of the recipients and the sending method opens.

Message sent from Macon, Terrance

To: Atest, Valid

Cc: Doctor, Svetlana

To be sent manually

Doctor, Test - Wolf Sample Clinic

Send Cancel

Legal Disclaimer

You understand that the MedDialog Service is to be connected to other third parties' clinical messaging solutions over time. You understand and expressly agree that your credentials (including your name, clinic name, type of clinic, phone/fax number, address, email address) will be made available to other providers through their clinical messaging solution's connection to the MedDialog Service. These providers are marked within the EMR address book indicating the other vendor end point.

11. When prompted, choose to **Send**.

12. If you are also sending the message to recipients who are not enabled for MedDialog or do not have a fax number, you must manually send the message (print and/or fax it). Click **Print** to send it to them via fax or mail.

When the message is successfully sent, it appears in your sent messages list. Hover your mouse over the message to see its status (pending, success , or failed).

Receiving and responding to external messages

MedDialog polls for new external messages every 5 minutes. You access your external messages inbox from your WorkDesk. External messages are sent and received in a separate inbox than your regular Wolf EMR internal messages.

Javier R. Akin

17 Investigations 17 Documents No Rule Matches 3 Current Messages 1 Follow-up 2 Patients Booked

Messages **Appointments**

Current Messages: ☒ Sign Out

Date	Patient/To	From
09-Oct-2012 16:56	Rios, Mavis	Nunez, Caleb
24-Jan-2013 11:49	Jones, Lisa	Norris Joe, M.D.
24-Jan-2013 11:56	Jones, Lisa	Norris Joe, M.D.

2 Active External Messages

Current Follow Up Tasks: ☒ Sign Out

Date	Patient/To	From
13 Jun 2013	Ayala, Nina	Maclean, Monte

Tasks **Patient**

Medical Summary Quick Entry Demographics

Investigation Results

17 New Electronic Investigation Results

17 New Documents

No New Manual Results to be Reviewed

No Rule Matches (level 5) found in last 7 days. Total rule matches = 0

Referrals

No Letters Due Within The Next Week (No Letters - Total)

No Letters to Edit

No Incoming Consults No Declined eReferrals

Patient Records

5 Incomplete Visit Records

You can receive incoming referrals (if you are a consultant/specialist), incoming consults, and general messages that are related or not to a patient. When a message is related to a patient, the EMR tries to match the patient to an existing one in your EMR or creates a new patient if they do not already exist. All patient data in the message, including attachments, is added to the patient's chart.

Each provider has access to their own incoming external messages. Front-end staff have access to external messages for all service providers they are supporting (WorkDesk > **Filter Options**).



Tip: You can view a specific patient's sent, received, and completed external messages in the **Communication** tab of the patient's medical summary. Double-click a message to open it in your external messages inbox.

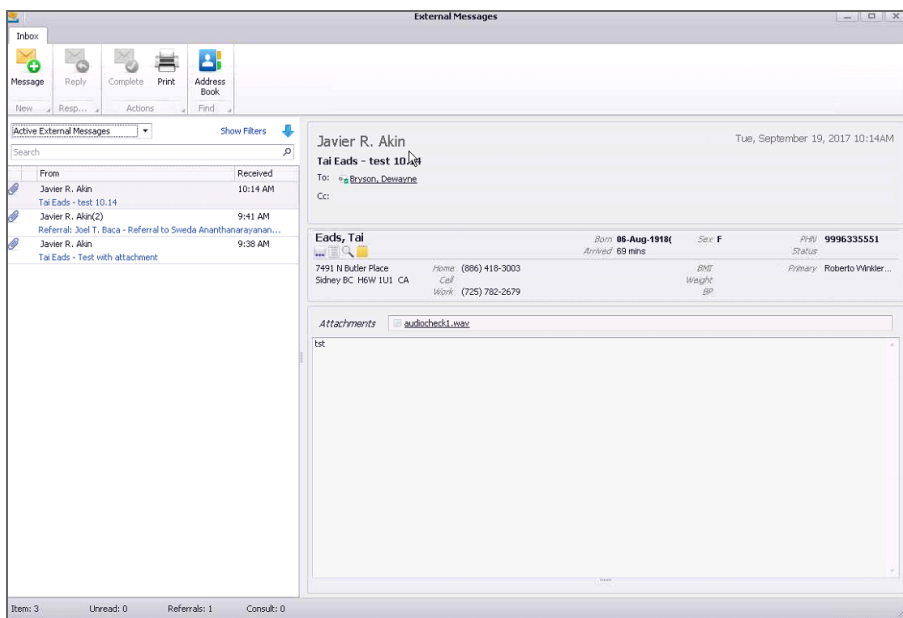


Tip: In the external messages inbox, click **Address Book**  to browse through a view-only version of the external consultant list and TELUS Provider Registry (TPR).

Steps

1. From your WorkDesk, click the red link **# Active External Messages**, where # = the number of external messages that were not yet completed or archived (or the grey link **No Active External Messages** if you do not have any active messages).

The **External Messages** inbox opens.



Unread messages appear in bold.

Urgent messages appear in red with an ! icon.

At the bottom of the message list, a summary indicates the total number of messages and the number of messages that are unread, referrals, and consults. Referrals and consult include **Referral:** or **Consult:** and the name of the patient within the message subject.

2. By default, your **Active External Messages** appear with the oldest message at the top. If needed, filter the list using the following options:
 - Use the list in the top left corner to only see your **Archived** or **Sent** messages.



Tip: Hover over a message to see its status. If a message has failed to send successfully, see "[Troubleshooting MedDialog](#)" on page 22.

- To search for a specific message or patient, in the **Search** field type your text and press Enter.
- To change the sort order of messages, click a column header.
- To filter the messages by urgency, message date, whether it is regarding a patient, and recipient (**Received**) or sender (**From**), click **Show Filters**.

Consultants shows messages from external consultants

Practitioner shows people within your Wolf EMR clinic.

The screenshot shows the 'Inbox' window of the MedDialog application. At the top, there is a toolbar with icons for 'Message' (envelope with a plus), 'Reply' (envelope with a curved arrow), 'Archive' (envelope with a checkmark), 'Print' (printer), and 'Address Book' (person icon). Below these are labels 'New', 'Resp...', 'Actions', and 'Find'. The main area is titled 'Active External Messages' with a 'Hide Filters' link and an upward arrow. Below this, there are filter sections: 'Urgency' with a dropdown set to 'All', 'Message date' with 'From' and 'To' dropdowns, and a checkbox for 'Regarding Patients'. Further down, there are 'From' and 'To' sections, each with a dropdown set to 'Consultant' and an adjacent text input field. At the bottom are 'Apply Filters' and 'Reset Filters' buttons.

3. Click a message to open it.
4. If the message is related to a patient, the EMR adds the patient to your EMR or attempts to match the patient to one that already exists in your EMR (based on the patient's health number).

If the EMR cannot perform a match (for example, the PHN matches multiple patient charts), click **Confirm Patient** to perform the match. Red bold text indicates differences.

One or more MATCHING patients were found locally. Please choose one from the list view.

Patient Name	Date of Birth	MD	PHN	Sex	Home Phone	City	Status	Last Verified
wmsdoagkjl, Svetlana T.	22-Jun-2017			F				29/06/2017
Wmsdoagkjl, Svetlana T.	25-Jun-2017	FA		F	(445) 123-4567			29/06/2017

Wmsdoagkjl, Svetlana T. (Local)

Provincial Health Number	999999999
Alternate IDs	N/A
Title	None
First Name	Svetlana
Middle Name	Thumbelina
Chosen Name	None
Last Name	Wmsdoagkjl
Gender	F
Birth Date	25-Jun-2017
Date of Death	None
Address	Forest Drive 123 AB CA

Add New Patient Use Local Patient Cancel

Search returned 2 matching patients

Select a patient in the list and choose one of the following:

- To add the patient to your EMR using the information from the message and link the message to this new patient, click **Add New Patient**.
- To link the message to an existing patient in your EMR, click **Use Local Patient**.


Once a patient is confirmed, the patient's information appears in the message header

- If the message includes attachments, they are automatically linked to the patient's chart (**Documents** tab in the medical summary) when a patient is confirmed. Double-click the attachment to view it.

Referrals are filed with the document type **Referral**. Consults are filed with the document type **Consult**.



Important: Incoming consult documents are not automatically linked to the referral. If receive an incoming consult letter via MedDialog, you must manually link the document from the patient's medical summary to the original referral.

- To reply to the sender, click **Reply** . Once you send a reply, the recipient(s) are automatically added to your Wolf EMR consultant list for any future messages or replies. The original message thread remains in the reply



Note: The message subject for replies to an incoming referral are automatically set to Consult: Patient Name - Referral reason.

For more information about populating a message reply, see "[Sending external messages via MedDialog](#)" on page 13.

If have multiple locations of Wolf EMR implemented, the reply is sent using the provider's location specified in the original message.

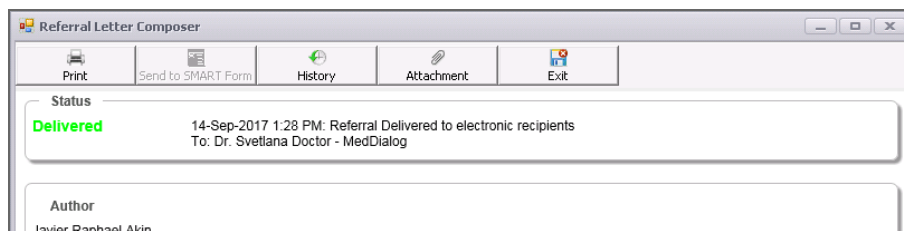
7. To complete or archive the message, click **Archive** . The message is moved to the archived message list and no longer appears in the active message list.

Troubleshooting MedDialog

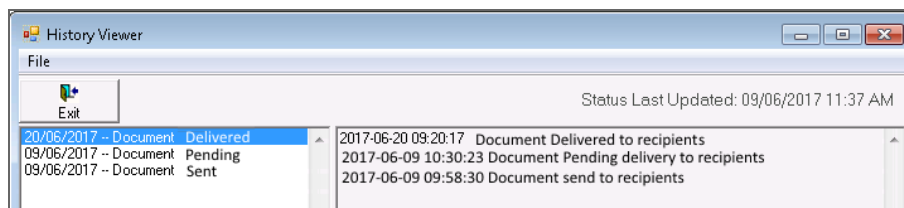
How can I tell if my referral or message was sent successfully via MedDialog?

If the initial message fails, the EMR tries to send the message a total of three times. Your message may initially show it was sent successfully but then, shortly after, get updated to indicate that it could not be delivered. This means the message left your system but was rejected after that point. When messages are sent, they first go to a central switch called MedDialog. This central switch does basic validation and virus checking on the message before sending it on to the recipient. Your message could be rejected at the switch, or it could be successfully delivered to the switch but not the recipient.

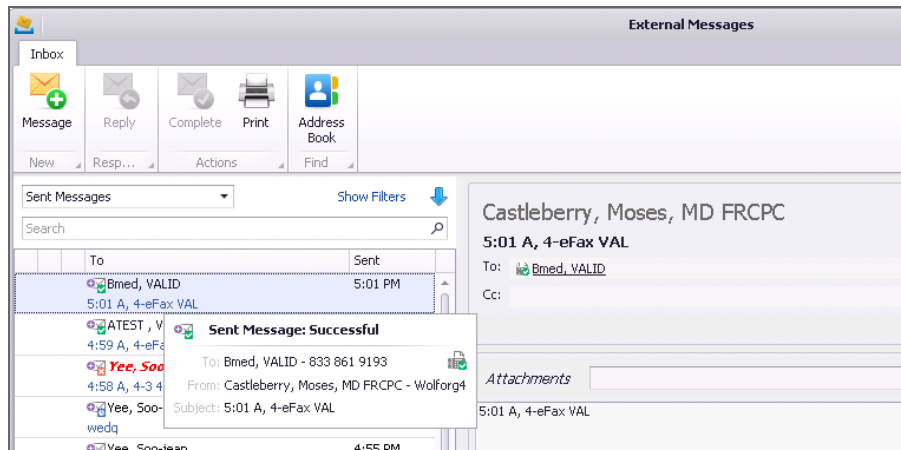
With the **Referral Letter Composer**, the status of the messages appears at the top of the window.



Click **History**  to see the transmission history of the message.



In the external message inbox (from your WorkDesk), sent messages appear in the sent list. Hover your mouse over a message to see the message details, including the transmission status.



- A red X icon indicates that the message did not send successfully
- A green check mark indicates that the message was sent successful
- A blue clock indicates that the message is pending being sent
- If your message cannot be delivered to the recipient, you receive an automated message in your inbox informing you of the failure. You can then re-send the message.

What do I do if my referral or message was not sent successfully?

If a referral or message fails to send, after you click **Send**, you will see a **Send Failed** window. From this window, you can choose to re-send the message via eFax.



To manually send the message, open the message within the **Documents** tab of the patient's medical summary, and choose to print or fax it to the recipient.

Where can I see referrals and messages sent via MedDialog?

You can see all sent messages and referrals from within your external messages inbox. See ["Receiving and responding to external messages" on page 17](#).

Sent, received, and completed external messages related to a patient appear in the **Communication** tab of the patient's medical summary. Double-click a message to open it in your external messages inbox.

Message attachments and the referral letter appear in the **Documents** tab of the patient's medical summary.

Sent referrals appear in the **Referrals** tab of the patient's medical summary.

For audit purposed, you can also view all messaging activities within the patient's **Change Log**.

Electronic faxing (eFax)

Wolf EMR provides an integrated faxing solution that enables you to send faxes directly from a patient's medical record to its intended destination. For example, you can fax referral letters directly to consultants or send a patient's medical summary to a care facility. You can then view the status of the transmission (success, failure) in the **eFax Queue**.

Electronic (or internet) faxing is provided through the TELUS Health Integrated eFax service. A telephone line is not required, as all faxes are sent using the internet.

You can also receive faxes electronically, when you are subscribed to the TELUS Health Integrated eFax service. Faxes are downloaded to an incoming faxes folder on the Wolf EMR remote desktop, where you can import them into patient records as you do with other documents. See "[Managing incoming electronic faxes](#)" on page 29.

To subscribe to this service, please contact our sales team at 1-844-367-4968 or PracticeConsulting.TelusEMR@telus.com.

A log of all outgoing and incoming faxes is stored in the system audit log.

Sending electronic faxes

If your clinic is set up for internet faxing (eFax) (see "[Configuring eFax accounts](#)" on page 30), you can send faxes right from patient charts. You can send any document or content that you would print, such as referral or consult letters, forms, and the medical summary. To send by fax, choose the print the document and instead of choosing a printer, you simply choose the **eFax-TELUS** print driver from the list of printers. Then, select the recipient from the address book or type the fax number.

You have the option of include a fax cover page.

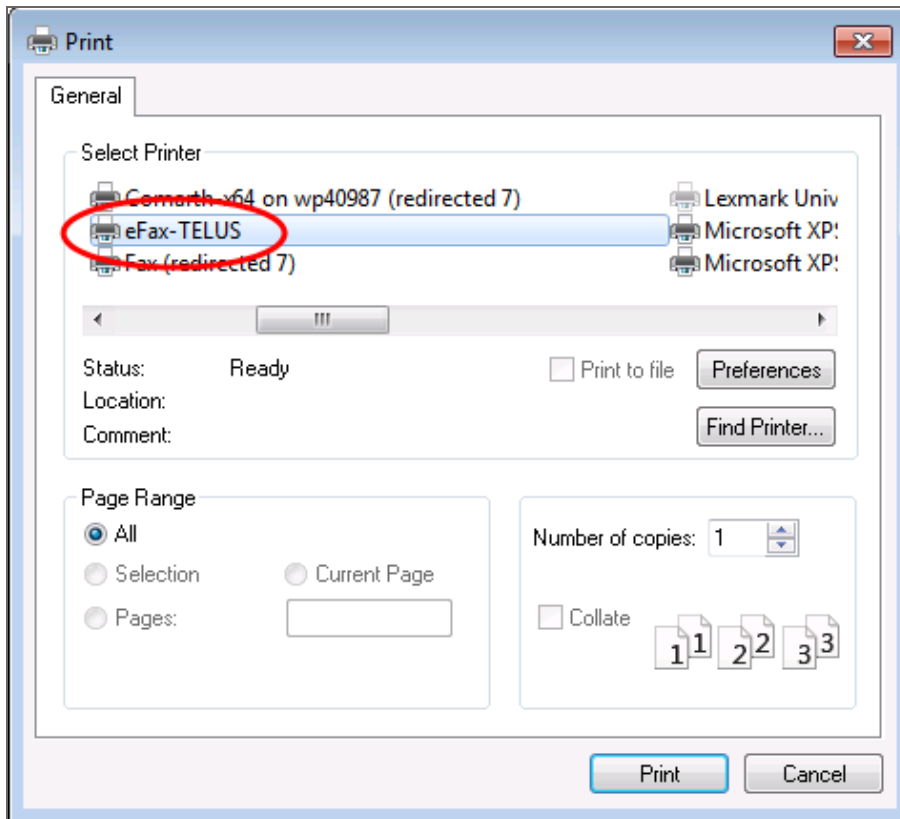
Front-end staff member can send fax on behalf of provider or without provider.


When sending a fax, Wolf EMR creates a single PDF file of all the contents you selected.

Steps

1. From the content you want to print (medical summary, document, referral letter, consult letter, and so on) choose one of the following:

2. In the list of available printers choose **nnn-eFax-TELUS** (where nnn is your clinic code) and click **Print**.



Tip: If you chose to print a patient's chart from the medical summary, click the fax chart button  in the upper right corner.

The **Send by Fax** window opens with a preview of the fax on the right.

Send by eFax

From: Akin, Javier R.

* Fax #: Test Fax Account 2 (855) 852-8351

To: [User Icon]

* Fax #: [User Icon]

☒ Include Cover Page ⓘ

Subject: [Text Box]

Comment: [Text Box]

Send Cancel

Javier R. Akin, MD, Clinic
 4970 Bessie Street
 Vancouver, BC
 V6H 1G2
 Phone: (604) 275-1111 Fax: (604) 275-1112

Dr. Abraham
 115-3155 Oakville St
 Vancouver, BC
 V6H 1G2

Dr. Ruth Abraham

19 Jun 2016

Dear Dr. Abraham,

Re: Dennis Dale
 H: 483-615774 C: W: (777) 245-9300
 E: Dennis.Dale@newhere.com
 DoB: 01-04-1978
 PHN: 9933716340
 Appt:

Reason For Referral: test reason.


Current Investigations: no other investigation.

Current Problems: No active problems noted
 Medications: No medications noted
 Allergies: No Allergies noted
 Inactive Problems: No inactive problems noted
 Surgeries: No surgeries noted
 Smoking: Not known


Thank you for seeing this patient in consultation. I look forward to your assessment.

Sincerely,

Javier R. Akin

3. To send the fax on behalf of another provider, select the **From** name and select the appropriate fax account to use.
4. In the **To** field, perform one of the following:
 - Type the recipient's name and fax number.
 - Click  to search for and select a recipient from the address book of external consultants and buildings (such as hospital, pharmacy, care facility).




Note: You can select only a recipient who has a fax number (indicated by the fax icon ). You can select only one fax recipient.

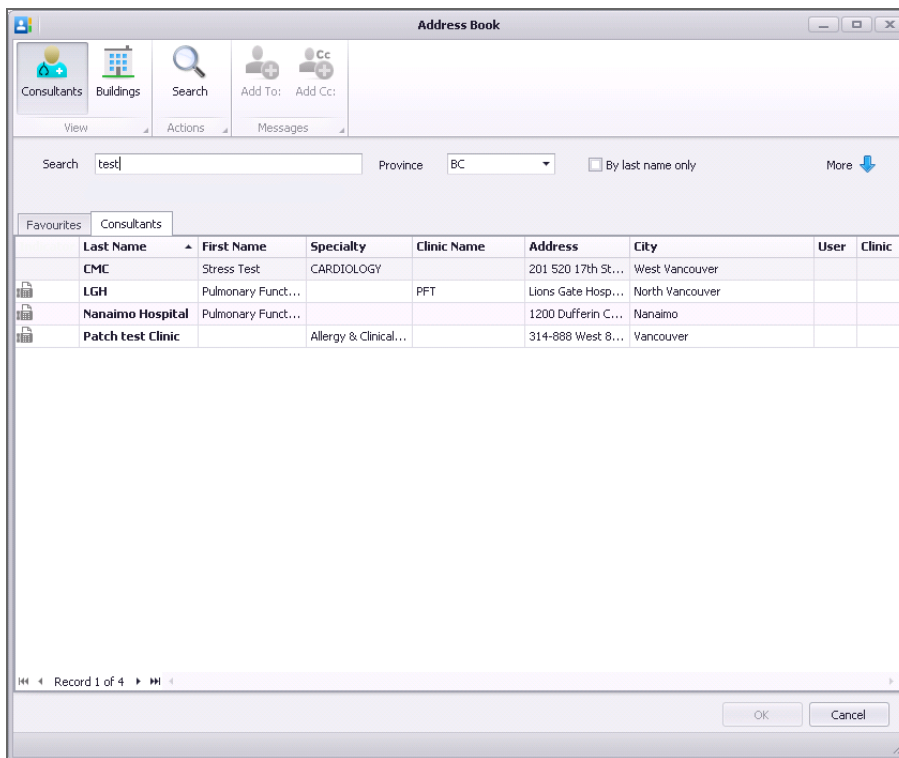
**Tip:**

By default, the **Favourites** consultant tab opens.

To search for and select from all consultants, click the **Consultants** tab.

To search for and select a building (hospital, pharmacy, care facility, and so on), click **Buildings** .

To restrict your search term to only the recipient's last name, select the **By last name only** check box.



Address Book

View: Consultants Buildings Search Add To: Add Cc: Messages

Search: test Province: BC ☐ By last name only More

	Last Name	First Name	Specialty	Clinic Name	Address	City	User	Clinic
	CMC	Stress Test	CARDIOLOGY		201 520 17th St...	West Vancouver		
	LGH	Pulmonary Funct...		PFT	Lions Gate Hosp...	North Vancouver		
	Nanaimo Hospital	Pulmonary Funct...			1200 Dufferin C...	Nanaimo		
	Patch test Clinic		Allergy & Clinical...		314-888 West 8...	Vancouver		

Record 1 of 4

OK Cancel

5. If you select to **Include Cover Page**, optionally type a subject and comment.

6. Click **Send**.

Once your fax is sent, you can view its status in the **eFax Queue** (see "Managing sent electronic faxes" on the next page).

Managing incoming electronic faxes

If your clinic receives faxes electronically, you should first view and, optionally, edit the faxed documents before you import them into the EMR. For example, faxes may be irrelevant to patients, have upside-down pages, contain cover-pages, or have information relating to more than one patient. Using a PDF editing application (such as Adobe Acrobat), you can edit documents before they are linked to patients.

The location of the incoming faxes folder is unique to your clinic. TELUS Health will show you the location of your faxes folder upon your implementation of Wolf EMR. Typically, this is the same folder where you send documents that you scan.

The incoming electronic faxes folder typically resides on one computer in the clinic, while other computers contain mapped drives to the faxes folder. If this is the case, to open the electronic faxes folder, on your desktop, click the incoming electronic faxes link (**S:\Scans\Faxes**).

If you are subscribed to the internet faxing through the TELUS Integrated eFax service, the incoming fax folder is configured in your fax accounts settings (see "[Configuring eFax accounts](#)" on the next page).



Best practice:

- Review and edit all incoming electronic faxes before importing them into the EMR and linking them to patient charts.
- Delete irrelevant electronic faxes.
- Print electronic faxes that are not related to a patient.

Managing sent electronic faxes

When you send a fax electronically from Wolf EMR, the status is captured in the **eFax Queue**. You can view faxes pending to be sent, faxes that failed (such as, if the fax number on the receiving end was busy or it was sent to the wrong number), and faxes sent successfully.

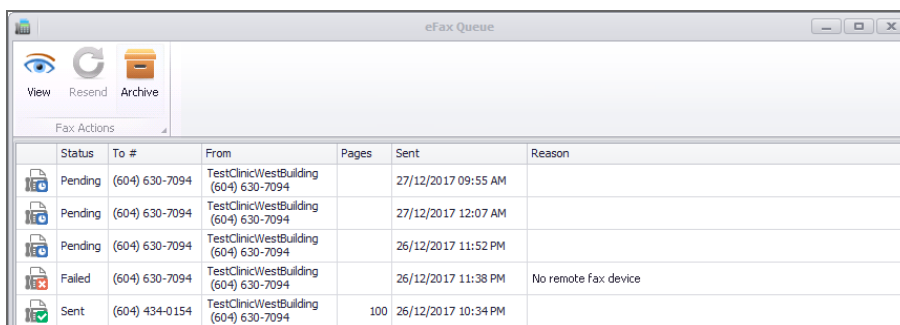
If a fax failed, the reason appears and you can re-send it.

A log of all sent faxes is also stored in the system audit log.

You can archive faxes to remove them from the queue. After 30 days, sent faxes are automatically archived. Once archived, you can no longer view, re-send, or perform other actions on the sent fax.

Steps

1. From the Wolf EMR home page, click **eFax Queue** . The **eFax Queue** window opens.



The screenshot shows the 'eFax Queue' window with a toolbar containing 'View', 'Resend', and 'Archive' buttons. Below the toolbar is a table of fax records.

Status	To #	From	Pages	Sent	Reason
Pending	(604) 630-7094	TestClinicWestBuilding (604) 630-7094		27/12/2017 09:55 AM	
Pending	(604) 630-7094	TestClinicWestBuilding (604) 630-7094		27/12/2017 12:07 AM	
Pending	(604) 630-7094	TestClinicWestBuilding (604) 630-7094		26/12/2017 11:52 PM	
Failed	(604) 630-7094	TestClinicWestBuilding (604) 630-7094		26/12/2017 11:38 PM	No remote fax device
Sent	(604) 434-0154	TestClinicWestBuilding (604) 630-7094	100	26/12/2017 10:34 PM	




Tip: The most recent fax appears at the top by default. Click a column header to change the sort order.

2. To view the contents of the fax, select it and click **View** .



Note: If included, the cover page is not shown when you view the sent fax.

3. To resend a failed fax, select it and click **Resend**. After you re-send a fax, the original failed one is archived.
4. To archive a fax, select it and click **Archive** .

Configuring eFax accounts

Before you configure Wolf EMR to use internet faxing, you must subscribe to and obtain an internet faxing account from a supported provider. To subscribe to this service, please contact the TELUS Health customer solutions team.

Only Wolf EMR users with the administrator authority can add and configure fax accounts. Non-administrators can only view the fax account.

You can add multiple fax accounts. For example, each provider may want to subscribe to their own fax account instead of sharing.


After a fax account is configured, link it to a location so that all users in that location use it as their default fax account. You can also link a fax account to a specific provider if they want to use a specific fax account or number. If you do not link the location or provider to a fax account, users are prompted to choose an account when they send a fax.

Steps

1. From the Wolf EMR home page, click **Configuration** .
2. From the **Configuration** menu, choose **View > eFax Accounts**. The **eFax Accounts Maintenance** window opens.



Tip: If your clinic has many fax accounts listed, click **Filter** and, below the Fax Accounts heading, type your filter or search criteria. To view previously disabled accounts, select the **Include Disabled Accounts** check box. Disabled accounts appear in italics.

3. To add an account, click **New**  and, using the following table, enter your fax account information. All fields are required.


Field	Description
Name	A unique name for the fax account.
Fax Number	The fax number associated with the account.
Account ID	The ID of the account, as issued by the faxing provider.

Field	Description
Account Password	The password of the account, as issued by the faxing provider.
Incoming Fax Folder	Choose the Wolf folder where incoming faxes will be saved. You can add your own subfolder.
Account URL	
Email Address	The email address associated with the faxing account.
Number of Retries	Enter a value between 0 and 6 to specify how many times the faxing provider tries to re-send a failed fax.

4. To disable an account, select the account and click **Disable** .




Note: You cannot disable an account if it is still linked to a provider or a location. You can later enable a disabled account.

5. To permanently delete an account, select the account and click **Delete** .




Note: You cannot delete an account it was already used to send or receive faxes (instead, disable it) or if it is linked to a provider or location.

6. To link a fax account to a location, perform the following actions:

- From the Wolf EMR home page, click **Configuration** .
- On the **Clinic Address/Phone** tab, next to **Locations**, click **Edit**. The **Location Maintenance** window opens.
- Choose the default **Fax Account** for this location.

7. To link a fax account to a provider, perform the following actions:

- From the Wolf EMR home page, click **Configuration** .
- From the **Configuration** menu, choose **View > Physicians/Service Providers > Office Service Providers**.
- Select the provider and in the **Name/Address** tab, select the **Fax Account**.