Electronic health record (EHR) In-Basket Automation with Microsoft Teams

Automate EHR In-Basket message pools with Microsoft’s AI and machine learning capabilities to help reduce administrative burden so clinical staff can focus on what matters most – delivering exceptional patient care. As patient messages have risen 157% above pre-pandemic levels\(^1\), streamline day-to-day operations for care team members by accessing the EHR system directly from a single hub in Teams, which supports the industry’s stringent security, compliance, and data privacy needs.

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**Minimize administrative overhead**

- **Accelerate patient care to improve health outcomes**
  - Mitigate patient care delays with priority messaging and quicker responses to patients resulting in improved patient outcomes and greater patient satisfaction.

- **Reduce burden on clinical staff**
  - Increase job satisfaction and reduce clinician burnout by streamlining messages with automated technology so clinical staff can spend less time on administrative duties and more time focusing on patient needs.

- **Create greater return on investment**
  - Optimize resource management by decreasing time spent filtering EHR messages to the appropriate departments thus reducing the number of allocated staff, saving health organizations time and money.

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Supported by Teams’ industry-leading security and compliance posture

- HL7 protected
- HIPAA compliant
- HITECH certified
- and more

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Streamline administrative overhead by automating EHR In-Basket messages directly in Teams

Unlock new benefits with the Teams EHR In-Basket Automation features
Reduce clicks and save time by receiving In-Basket messages and responding accordingly from a single Teams application hub. With access across your entire enterprise, collaborate with any of your colleagues, specialists and more. The EHR In-Basket also provides priority messaging where messages tagged urgent trigger notifications every 20 minutes until someone in the pool responds.

Learn more: Contact your Microsoft Account Executive or Customer Success Manager for assistance >

Learn about privacy, security, and compliance in Microsoft Teams >