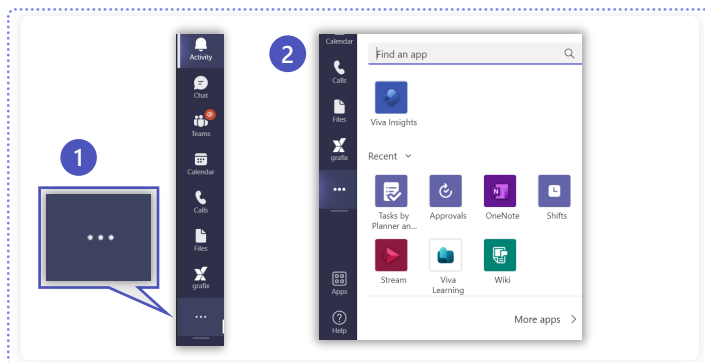


Quick start guide: Electronic health record (EHR) In-Basket Automation

Automate EHR In-Basket Message Pools with Teams

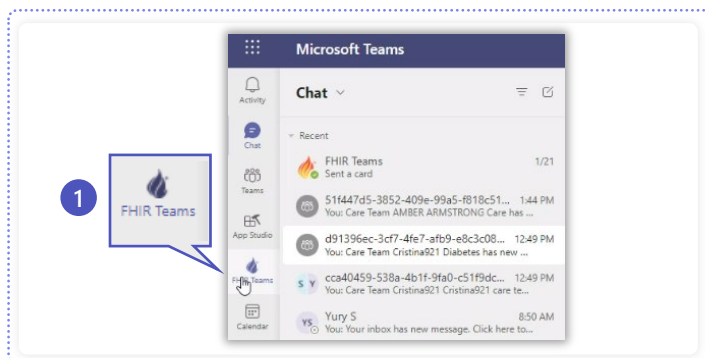
Add EHR In-Basket to Teams (FHIR Teams)

- 1 In the left-hand navigation toolbar in Teams, click on the three dots to access **more added apps** to find the FHIR Teams app.
- 2 Go to the "Find an app" search box and type **FHIR Teams**. Click the app to add it your left-hand navigation toolbar.



Access the EHR In-Basket (FHIR Teams)

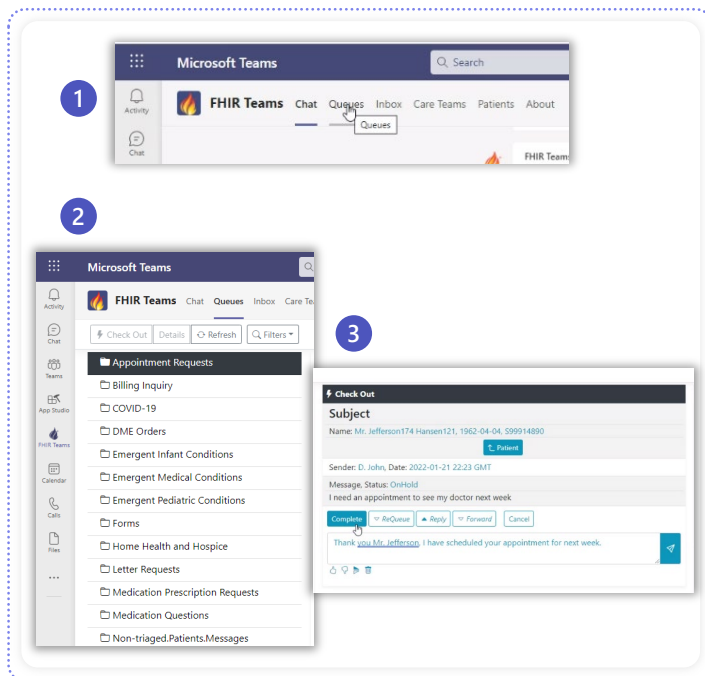
- 1 In the left column of Teams, navigate to the **FHIR Teams** tab and click to access the automated EHR In-Basket.



Navigate to EHR In-Basket queues

Using AI and machine learning leveraging native language processing, patient messages are automatically routed to the appropriate departments throughout your organization.

- 1 In the top navigation bar, click on **Queues**.
- 2 Access the relevant queue by clicking on its name in the left-hand navigation. For example, click **Appointment Requests** to respond accordingly.
- 3 Respond to requests by typing in the secure message text box. Then click **Complete** to automatically respond to the patient.



Microsoft Teams EHR In-Basket Automation (1 of 2)

Access other queues

Automated message routing will direct messages to care team members, billing, pharma or other departments as needed.

1 For example, click **Billing** to respond to billing requests.

2 Navigate to **Emergent Medical Conditions** to triage patient healthcare requests and click on a message.

3 Within the message, click the **Patient** button for an easy patient look that accesses the corresponding patient chart.

4 Click **Triage** for AI-driven health service request triage of the message.

5 You may also click the **Referral** button in the top navigation of the message to send automated health referral requests.

6 Click **Prior-Auth** for easy AI-driven prior authorization requests.

7 Repeat steps for other departments as needed.

The screenshots illustrate the following steps:

- Step 1:** The Microsoft Teams interface shows the 'Queues' tab. The 'Billing Inquiry' queue is selected, displaying a list of messages. A message from 'G.Eugery Sub.Jimmy' is highlighted.
- Step 2:** The 'Emergent Medical Conditions' queue is selected, showing a list of messages. A message from 'Eugery Jimmy' is highlighted.
- Step 3:** The 'Patient' button is clicked, opening the patient's chart for 'Abeyta, Cristina'. The chart displays patient information and a table of conditions.
- Step 4:** The 'Triage' button is clicked, opening a 'Triage' form where a message can be sent to the Triage Queue.
- Step 5:** The 'Referral' button is clicked, opening a 'Referral' form with 'Practitioner Search Conditions'.
- Step 6:** The 'Prior-Auth' button is clicked, opening a 'Prior-Auth' form where a message can be sent to the Prior-Auth Queue.

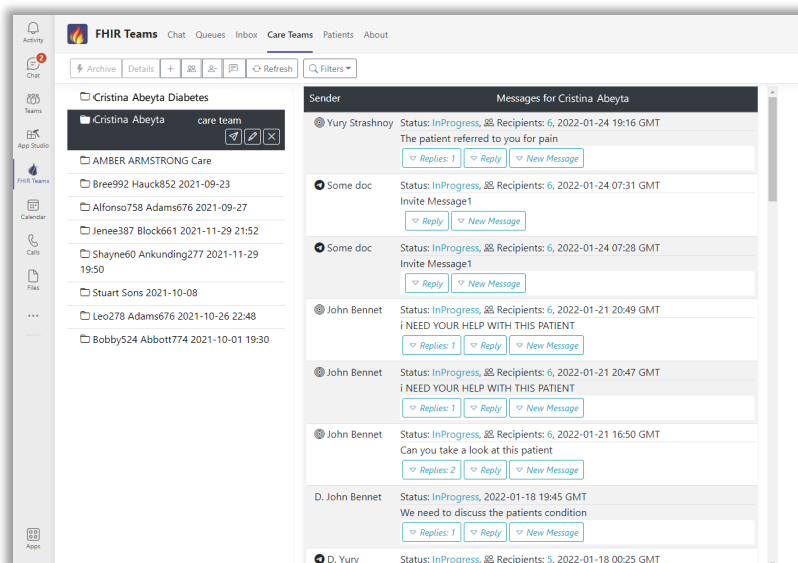
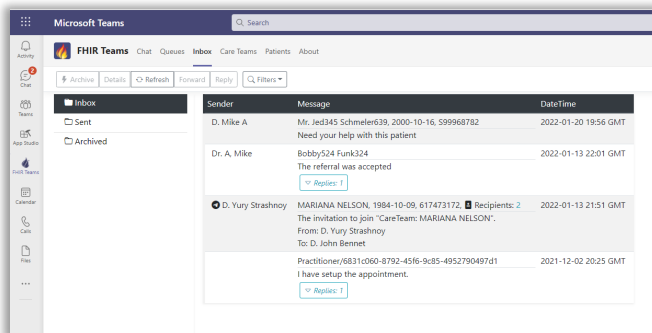
Microsoft Teams EHR In-Basket Automation (2 of 2)

Enable benefits for your organization with EHR In-Basket Automation in Teams

Streamline a curated physician's inbox

By automating EHR In-Basket messages in Teams, you can transform the physician experience by shifting from hundreds of messages per day to approximately 5% of messages in one manageable in-basket.

Physicians simply respond to patients with messaging and chat enhanced for security, available within one Teams application hub.



Leverage care team message collaboration

For patients that require complex coordinated care, all parties, including primary care, specialists and the family, can coordinate communications with the patient at the center.

Learn more

Contact your Microsoft Account Executive or Customer Success Manager for further assistance

Learn more about Microsoft Teams for Healthcare [>](#)

Learn about privacy, security, and compliance in Microsoft Teams [>](#)

Visit the Microsoft Health and Life Sciences blog [>](#)

Click to learn about Healthcare API for FHIR [>](#)

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