**ED RECEPTION - USING MESSAGE CENTRE**

1. In First Net click on Message Centre on the top toolbar
2. Click on Pools, select ED Reception CRH or ED Reception HRI.

***NB - If you do not have either of these pools showing you need to opt into them. To do this:***

* *Click on Manage*
* *In the Available Pools search box type ED Reception then click the magnifying glass to search*
* *Click once on ED Reception HRI then click Opt In*
* *Click once on ED Reception CRH then click Opt In*
* *Click OK then Ok again*

*You’re now opted into the ED Reception pools at both CRH and HRI and will be able to access any messages that come through.*

1. Under ‘Inbox Items’, click on ‘Messages’.
2. Click on the Refresh button on the top right-hand side to ensure you are getting the most up to date view of the messages.
3. Double click the relevant message to open it. The patient’s details will be displayed in the top banner, the clinic requested will be in the subject box and details of when they want the appointment for will be in the body of the message.
4. Action the appointment request as per ED Reception Clinic protocols
5. After you have actioned a message, click Add Addendum and document what action you have taken. Click Sign. Then delete the message.
6. Reception staff must regularly check the message pools day and night and action message accordingly.