



Use Notify Other User to send an email notification about your current case.

www.afhcan.org

Who can Notify:

Anyone who has access to a case can use the Notify Other User feature. If you can view a case, you can send a notification on it. Note: This does not include sensitive cases.

Who can be Notified:

Any user with a valid email that is in an organization that has taken part in the case or is about to receive this case. Note: to send a notification to a user at another organization, they must be upgraded to AFHCAN version 8.0 or higher.

Use this function to:

- \Rightarrow Notify travel department
- \Rightarrow Notify a second clinic to coordinate visits
- Note: The case can only be owned by one user at a time. Notifying user(s) will only give that user access to view, add an administrative form or notify another user. The notified user will not own the case and cannot add case content.
- ⇒ Notify another service team

Method 1. Notify other user(s) through the SEND option in AFHCANweb

Handy

Guide

1. Click Send and select your case	e recipient 🛛 🌔	Send Hold	Archive		Send	
in the To box. Available users wil	l auto		Choose a recipie	ent and click	'Send Case' below.	
populate as you type. You may a	lso click		To: Job: Williams MD	(Med North)	shor	<u>ise</u>
Choose to find recipients.			From: Mary Smith PA			
2. To notify another user, select	Add under	4	Add	on case send:	>	
Notify Other User upon case sen	d		Send Case C	ancel		
,	-					
2 Type user(s) name Available u	sors will auto		Notify	Other Heer		
s. Type user(s) name. Available users will auto			Nouly	oulei osei		
populate as you type. Note: user	names will		Sending Comunity	ouncation to use	£1(5)	
display with their associated organization.			l			
Conduct an Advanced Search by	clicking	Message Text:	Jackson, James M	D (Med South)	
4 The Advanced Search will non	un Search		Jones, Amanda RN	(Med South)		
for user(s) by Organization or the Search bar			Perker, Juila (Med	South)		
Tor user(s) by Organization of the	Search bar					
5. Once recipients are selected, c	lick OK. Note:	9			Notify Other User	8
multiple users can be sent the same notification			Car		Conding amoit patification to uparts)	
if they are on AFHCANweb version 8.0.				To:	Anderson, Elizabeth DO (Med North) :	
6 Type your message then dick	Add This massa			Nossana Taxi		
o. Type your message, then click	hut will not be	ye		message rext		
appears in the email notification,	but will not be t	laa-				
ea to the case.		Sond				
7 If you want to notify Choose a recipient and click 'Send Case' below.						
additional users with a From:				Cancel Add		
different massage click Add	Mary Smith PA Notibe cover user upon case serve	d:				
anjerent message, click Add	Anderson, Elizabeth DO (Med North):	Not	ify on case	Edit Delete	ame ao amone	
again and follow the above	Add	LL Pie.	Ise leview	Ldif Delete		
steps.				Note: You may also delete		
				messages before ye	ou send .	

Handy AFHCAN AFHCAN HG-0238 Notify Other User Guide www.afhcan.org Method 2. Notify other user(s) using the All Case Options section within a case Send Hold Archive Case Options Notify Other User 1. Select Notify Other User in All Case Options. If this option does Add Administrative Form Add Form View Activity Print Case Favorites Add Image / Video Attach Document not display, reference the AFHCANweb Handy Guide or Customizing Case Options video at http://afhcan.org/videos.aspx. All Case Options Notify Other User 83 2. Type the name(s) of the user(s) you would like Sending email notification to user(s) To: to notify in the To field. Available names auto-.... Message Text: Anderson, Elizabeth DO (Med North) populate. If the desired names do not appear, Johnson, James RN (Med North) mith, Mary PA (Med North Williams, John MD (Med North) click the search button. ... Cancel Send Notify Other User × 3. Clicking search _____ opens a new window. Select provider(s) to notify: NOTE: only providers with a valid email NOTE: only providers with address are list Organization: Med North Search: Choose the Organization associated with the user(s) you want to notify. Scroll through to find the user(s) 🔏 Johnson, James RN (Med North) Smith, Mary PA (Med North) to notify, or type in the search field. 4. Select the user (s) to notify. Selected users appear in the To field. Note: multiple users can be sent the same Anderson, Elizabeth DO (Med North) ; Williams, John MD (Med North) To: notification if they are on AFHCANweb version 8.0. Select Ok. Notify Other User 83 5. Add your message. Note: This message will appear in Sending email notification to user(s) the email notification, but will not be added to the case. To: Message Text: Please review this case and coordinate travel.

Note: When you are the one being notified on an AFHCANweb case, the notification will be sent to the email that is associated with your user profile in AFHCANweb. The following will appear in the body of the email.

Cancel Send

You have been sent a Telehealth Consult Telemedicine case.

View this case on your Telemedicine Server. This is an auto-generated email. Please do not respond to this email.

When you click View this case, you will be prompted to log in, and then be immediately directed to the case.