



How to: Use the Message Library

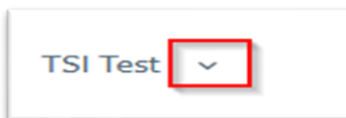
Overview

One of the many features included in your Luma Health package is the Message Library within your Luma Health account. The Message Library is where admin users can add messages to the Broadcast as well as the Hub library. We will now take a deep dive into how the Message Library works and how you can benefit from this feature!

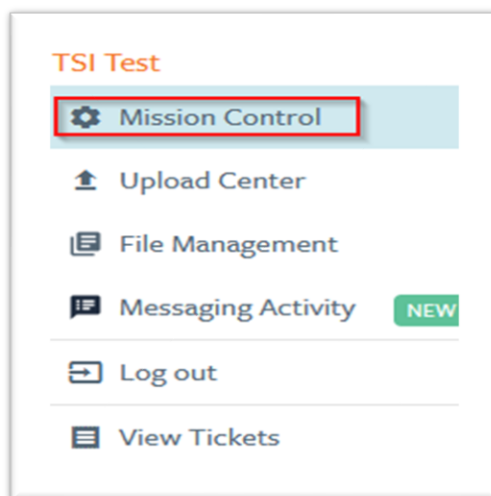
How do I navigate to the Message Library?

- ❖ Log onto <https://next.lumahealth.io/> with your email and password
 - If you are unable to remember your password, open a ticket with helpdesk@tsihealthcare.com

- ❖ Once you have logged into your Luma account, there will be an arrow next to your name on the right-hand side of the screen



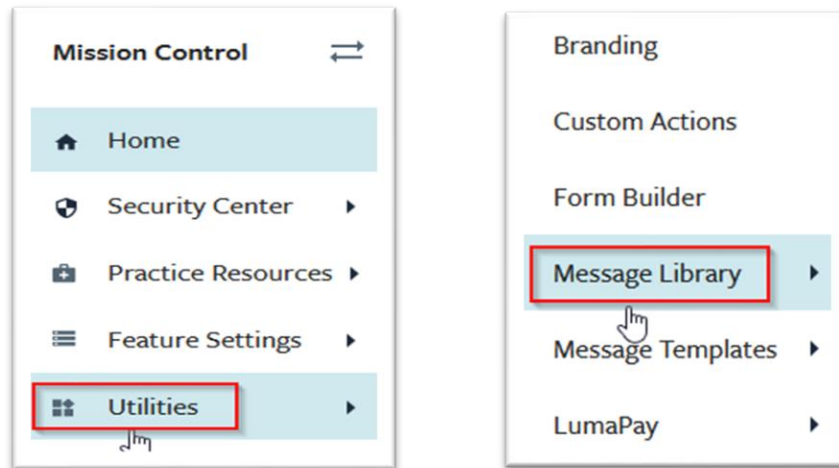
- Click on that arrow and it will bring up a drop down menu, select **Mission Control**



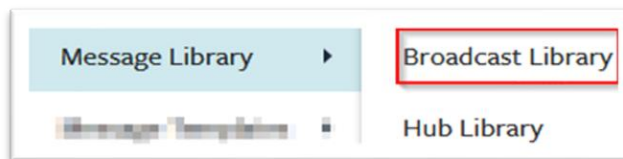


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- Hover over **Utilities** located on the left side panel and select **Message Library**



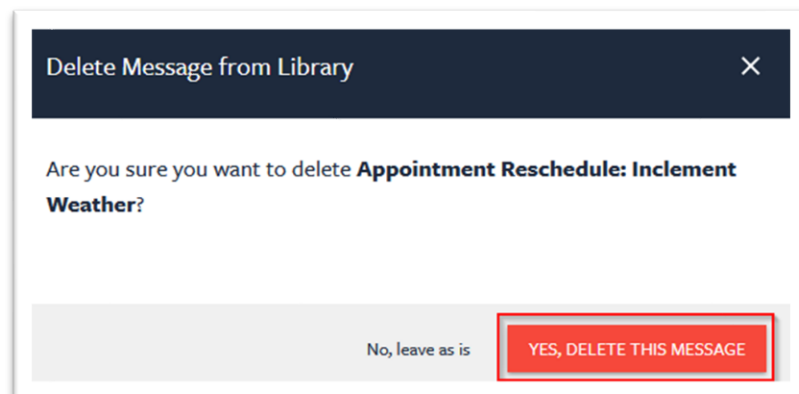
- You will have an option to choose either the **Broadcast Library** or the **Hub Library**



- Let's explore the **Broadcast Library**
 - Luma will have preloaded default messages that are available in the Broadcast Library
 - You have the ability to delete any messages that you know your practice will not use by clicking on the trash can icon on the upper right corner of each message



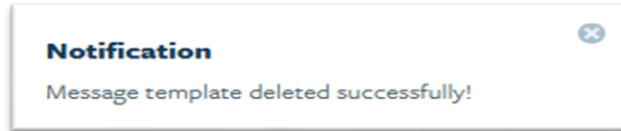
- A box will appear asking if you're sure you want to delete the message select **Yes, Delete This Message**





How to: Use the Message Library

- You will see a notification box on the bottom left stating message template deleted successfully



- You have the ability to edit pre-existing messages or messages that you have added to your message library by clicking on the pencil icon on the upper right corner of each message



- Now you are able to edit the broadcast message. You have the ability to change the message name. This should be a name that your staff will recognize without reading the contents of the message

Broadcast Library

Edit Broadcast Message

Message Name

Appointment Reschedule: Inclement Weather

- You also have the ability to change the message contents. This would be the exact message that your patients would receive if you select this broadcast message. You have the option to use squiggly in these messages as well.

Broadcast Library

Edit Broadcast Message

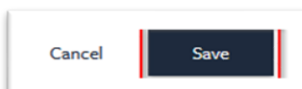
Message Name

Appointment Reschedule: Inclement Weather

Hello {{patient.firstname}}, this is {{facility.name}}. Due to inclement weather conditions and the safety of our patient Please call us at {{facility.phone}} to reschedule. Thank you.

(x) Insert Squiggly

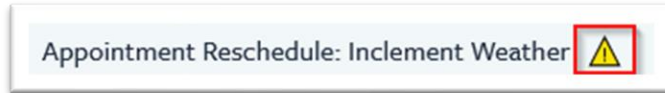
- Once you have completed all edits, select **Save**





How to: Use the Message Library

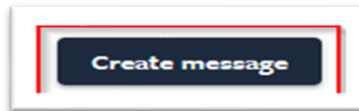
- Next to the name of each Broadcast message you may see a hazard icon. This indicates that there are squiggles used within the contents of that broadcast message.



- *Please note that if you create a Broadcast message that include squiggles but the file that is uploaded does not contain a category available for each squiggle to pull from, then that broadcast message would not be available*

How to add a message to the Broadcast Library?

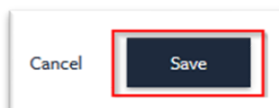
- From the Broadcast Library screen, click on the **Create Message** button located at the top right



- Create a Broadcast message name

- Below you will be able to create the broadcast message that you would like to send out to patients

- Click **Save**

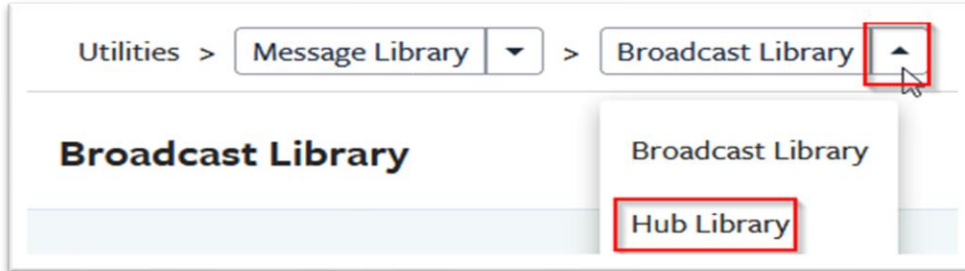




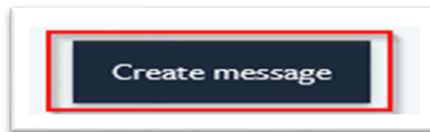
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How to add a message to the Hub Library?

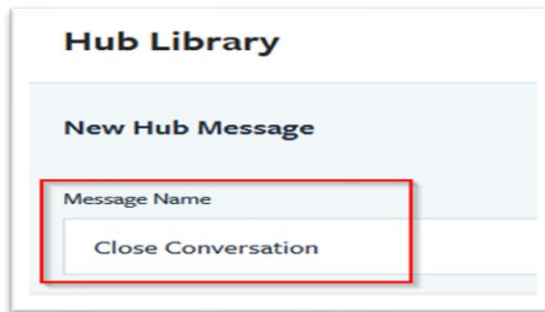
- From the top toolbar you can toggle between the Broadcast Library and the Hub Library



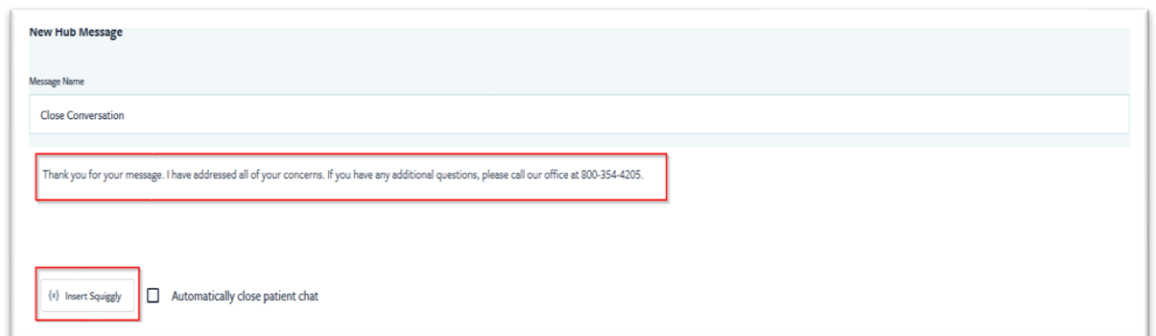
- The Hub Library is where your staff would be able to pull messages that they routinely send to patients without having to type them each time. An Admin user will need to setup these messages.
 - Click on the **Create Message** button located at the top right



- Create a Hub message name



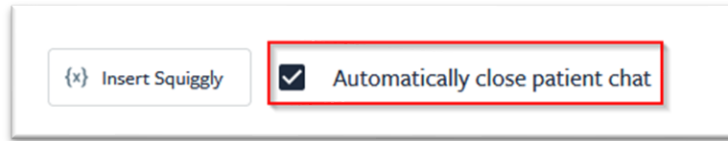
- Below you will be able to create the hub message that you would like to send out to patients. You also have the option to use squiggly in this message



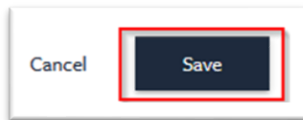


How to: Use the Message Library

- There is an option to automatically close a chat with a patient after you select a message by checking the box below so that staff does not have to close messages manually in the collaboration hub



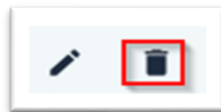
- Once you have completed your message, you will select *Save*



- Same as with the Broadcast Library, you can delete and edit message in the Hub Library
 - You can edit a Hub message by clicking on the pencil icon on the upper right corner of each message



- You can delete a Hub message by clicking on the trash icon on the upper right corner of each message



If you have any questions, please contact helpdesk@tsihealthcare.com