TRAINING UPDATE

Lab Location:	GEC, SGMC & WAH	**Date Distributed:**	7/24/2015
Department:	All staff	**Due Date:**	8/16/2015
		Implementation:	**8/17/2015**

DESCRIPTION OF REVISION

Name of procedure:
Mailbox Message (Function: MB)   GEC.L06, SGAH / WAH.L07 v3
Description of change(s):
Section 5: add to include site in mailbox subject Section 9: update Mailbox groups This revised SOP will be implemented on August 17, 2015.

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training (version 3)

Non-Technical SOP

Title	**Mailbox Message (Function: MB)**
Prepared by	Leslie Barrett Date: 12/15/2008
Owner	Lori Loffredo Date: 12/15/2008

Laboratory Approval		
Print Name and Title	**Signature**	**Date**
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review:		
Print Name	**Signature**	**Date**

Form revised 3/31/00

SOP ID: GEC.L06. SGAH.L07, WAH.L07
SOP version # 3

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Page 1 of 5

TABLE OF CONTENTS

1.   PURPOSE

To describe the process to send, read or view messages in the Mailbox function.

2.   SCOPE

The Sunquest Mailbox function is utilized to send messages to users. However, this function has limited abilities and stores messages for a maximum of 60 days.

3.   RESPONSIBILITY

All Laboratory Staff are required to read messages in a timely fashion and utilize the function only for work-appropriate messages.

4.   DEFINITIONS
None

5.   PROCEDURE

A. General Information

1. Mailbox function is to be used to convey work-related information only.

2. Mailbox function is NOT used to make changes to policy or procedure. Refer to the procedure Document Control for process to revise procedures and train staff.

3. Mailbox function is NOT used to communicate errors or performance improvement (PI) variances to others.

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B. Sending Messages

1. At the Function prompt, type in **MB** and press enter.

2. At the VIEW (V), CREATE (C) OR QUIT (Q) <Q>: prompt, type in **C** for create and press *enter*.

3. At the Subject prompt, type in **Subject of Mailbox followed by the site** (SG, WAH or GEC) **or ALL** (if message pertains to all sites)**.** Then press *enter*.

4. At the Time Limit prompt, press *enter*.

5. At the Send To prompt, type in either L**-GROUP MAILBOX CODE** or **FIRST & LAST INITIAL OF RECIPIENT and** press *enter*.
   a. Each supervisor should have a listing of the mailbox groups for their department/satellite. Lists may be requested from the LIS Department.
   b. Additional mailbox groups may also be requested through the LIS Department, as well as adding persons to existing mailbox groups.

   Note: Mailbox Groups List is attached as Addenda.

6. When sending a mailbox to an individual, after typing in the initials, a name will appear with a **?** beside it.
   a. If this is the person you wish to send the message to, type in **Y** and press *enter*.
   b. If this is not the person you wish to send the message to, type in **N** and press *enter*.
   c. Repeat this until the person(s) you wish to send the message to have been selected. You may send a mailbox to several individuals and/or groups.

7. After selecting all recipients, at the Send To prompt, press *enter*.

8. At the Enter Mailbox Message prompt, type in **MAILBOX MESSAGE.** When finished, press the **F1** key.

9. At the Command prompt, type in either **E** for escape and save or **Q** for quit and press *enter*.

10. At the Save and Exit (Y/N) or Quit and Exit (Y/N) prompt, type in **Y** and press *enter*.

11. The message will redisplay. At the Accept, Modify, or Reject prompt, type in appropriate response and press *enter*. The message has been sent.

Form revised 3/31/00

C. Reading New Messages

1.   If there are messages for you to read, they will display after you sign in to Sunquest.

2.   At the Message Number prompt, type in **INDEX NUMBER OF MESSAGE TO BE READ** and press *enter*.

3.   The message will display. At the end of the message, at the 'Do you want a printed copy of this message? <N>' prompt, type in either **Y** or **N** and press *enter*.

4.   If you said Y to the printed prompt, a prompt will appear for number of copies. Press *enter* to print one copy, or type in **Number of copies** and press *enter*.

5.   At the Printer number prompt, type in **printer number** and press *enter*.

6.   At the Use host prompt, press *enter*.

7.   At the Delete message (Y/N/R) prompt, type in appropriate response (R means redisplay) and press *enter*.

8.   If there are more messages to be read, the system will return to the Message number prompt; follow the above prompts to read all messages.

D. View Old Messages

1.   At the Function prompt, type in **MB** and press *enter*.

2.   At the View, Create, or Quit prompt, type in **V** and press *enter*. A list of all your saved mailbox messages will scroll past.

3.   Use the Vertical Scroll Bar to scroll up through the list of messages. Note the index number of the message you wish to view.

4.   At the Message number prompt, type in Index **number of message to view and** press *enter*.

5.   The message will display. All the prompts listed under Read New Messages above will display; answer the prompts accordingly.

6.   RELATED DOCUMENTS
None

SOP ID: GEC.L06. SGAH.L07, WAH.L07
SOP version #   3

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Page 4 of 5

7. REFERENCES

SunQuest Systems Functions Training Manual, v6.2

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L037.01		
000	2/25/2010	Updated owner Section 5: added item A, re-numbered items B-D.	L. Barrett	L. Loffredo
001	4/11/2012	Section 9: update Mailbox groups	L. Barrett	L. Loffredo
002	7/8/2015	Section 5: add to include site in mailbox subject Section 9: update Mailbox groups Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	L. Barrett	L. Loffredo

9. ADDENDA AND APPENDICES

Mailbox Groups List

Mailbox Groups List

CODE	DESCRIPTION
ALL	All Departments
BBS	Blood Bank SGAH
BBW	Blood Bank WAH
CAS	Customer/Phleb SGAH
CAW	Customer/Phleb WAH
CLS	Core Lab SGAH
CLW	Core Lab WAH
LABS	Lab SGAH All
LABW	Lab WAH All
PATH	Pathologists
QA	QA Specialists

Form revised 3/31/00

SOP ID: GEC.L06. SGAH.L07, WAH.L07
SOP version # 3

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Page 5 of 5