

# Clarity Tip Sheet: Secure Message Center

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Rationale: Clarity users within the same organization can send messages securely via the Message Center.

To send a message to a specific NKC staff or User Group, utilize the following Clarity communication tools:

## **Message Center**

From most landing pages in Clarity EMR, users can access the Message Center by selecting the envelope in the top right corner near their username.

The Message Center will open in a new tab.

Users who are assigned to a patient's care team will see patient event messages related to ER or hospital visits from the Emergency Department Information Exchange platform.

Clarity users can also send messages directly to one another within the Message Center.

To create a message, follow these steps:

1. Open your Message Center
2. Select New
3. Select from dropdown
  - a. Send Clarity User Message
  - b. Send Clarity User Message About Patient
    - i. Type the name of the patient or MRN to select a specific patient
4. Select User or User Group
  - a. Type the last name & first name of staff you wish to send a message
  - b. Select the staff identity when it appears
5. Type the subject of your message
6. Select Priority level
  - a. NOTE: Only messages with Critical priority will be sent to the user to acknowledge with a pop-up; All other messages will be sent to the user's inbox
7. Type your message into the text box
8. Click Send

When the message sender selects Send Clarity User Message About Patient, the option to select a patient appears.

The user can type the name or MRN of the patient, which will populate the patient header on the right.

When the Priority level is selected as **Critical**, the recipient will receive the message immediately and/or upon next login.

Once the user clicks **Acknowledge**, the window closes.

The recipient must go to their Message Center to see the name and MRN of the patient that was identified.

**Critical Tasks/Messages**

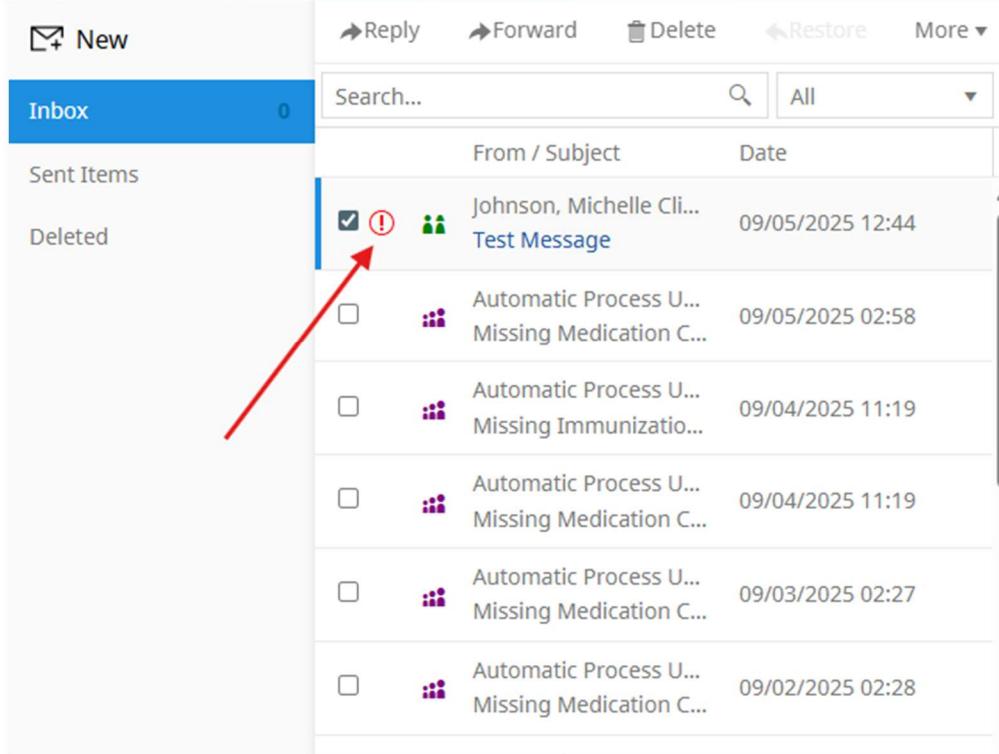
**MESSAGE**

**From:** Johnson, Michelle Clinical Informatics Manager  
**Date:** 09/05/2025 12:44:06 PM  
**Subject:** Test Message

Hi,  
I am sending you a test message about a fake patient.  
Thank you,  
Michelle

**Acknowledge**

## Message Center - Northwest Kidney Centers



The screenshot shows the Microsoft Outlook inbox for the 'Message Center - Northwest Kidney Centers' account. The inbox contains several messages, with the top one being a critical message from 'Johnson, Michelle Cli...' with the subject 'Test Message'. A red arrow points to the critical warning icon (a red circle with a white exclamation mark) next to the message. The message list includes the following items:

	From / Subject	Date
<input checked="" type="checkbox"/>  Johnson, Michelle Cli... Test Message	09/05/2025 12:44	
<input type="checkbox"/>  Automatic Process U... Missing Medication C...	09/05/2025 02:58	
<input type="checkbox"/>  Automatic Process U... Missing Immunizatio...	09/04/2025 11:19	
<input type="checkbox"/>  Automatic Process U... Missing Medication C...	09/04/2025 11:19	
<input type="checkbox"/>  Automatic Process U... Missing Medication C...	09/03/2025 02:27	
<input type="checkbox"/>  Automatic Process U... Missing Medication C...	09/02/2025 02:28	

## Test Message

**Sent Date:** 09/05/2025 12:44

**Priority:** Critical

**Patient:** TEST TEST, SALLY

**From:** Johnson, Michelle Clinical Informatics Manager

**To:** Johnson, Michelle Clinical Informatics Manager

Hi,  
I am sending you a test message about a fake patient.  
Thank you,  
Michelle

Messages that are labeled as critical will appear in the user's inbox with a critical warning.

Users can reply, forward to another user, or delete the message once it is no longer needed.