



Secure Messaging



Secure Messaging User Guide

2014

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1 Introduction

Healthcode users with access to the Secure Messaging module will now benefit from a series of enhancements to the Secure Messaging service.

Enhancements to the service include:

- New and intuitive user interface
- Improved usability
- Comparable to familiar email applications
- New visual representation of Global Directory
- Independent New Message preview pane

2 Overview of the Secure Messaging

Healthcode's Secure Messaging service uses encryption to online banking standards, allowing the efficient transmission of confidential information between your practice, hospitals, consultants and insurers.

As a healthcare professional, you have a duty to ensure patient information is stored and transmitted securely. Standard unencrypted email should never be used to transmit confidential information; neither should this information be transmitted by fax. With Healthcode's Secure Messaging service the integrity of your patient data is ensured. It can be used for:

- Querying bills
- Planning patient discharges
- Discussing managed care for patients
- Confirming or discuss treatment protocols
- Sending / Receiving medical reports
- Discussing coding procedure
- Planning work scheduling

3 Accessibility

The Secure Messaging service is available via your Healthcode account. Secure Messaging is available to Healthcode customers who have subscribed to a service package.

For more information and prices, please contact the Business Development team on 01784 263 150 or email busdev@healthcode.co.uk

3.1 Logging In

To login, open your Internet Explorer browser and simply use the same username and password you use to login to your Healthcode account.

You can access the secure system via the Customer Login button on our website:
<http://www.healthcode.co.uk>

For login assistance, please refer to **Login Help** on the Healthcode login page or contact Customer Services on 01784 263 150 or email custserv@healthcode.co.uk

Enter your login details (case sensitive) into the Login Form and click **Submit**.

Customer Log In Existing customers: user login request form Blog Contact Us Site Map

Sign in to Healthcode

Please enter your user name and password to log on using 128 bit SSL encryption.

Login Form

User Name: 00HZ99ZZZ

Password:

Full Screen

Last Month's Service Availability: **Green**

Assistance

[Login Help](#)
[Contact Customer Services Team](#)
[User Login Request](#)
[Unlock Account \(Out of office hours only\)](#)

Click on the above link to unlock your account.
This facility is available outside of business hours (Monday to Friday, 8:00am to 6:00pm) only.

Tel: 01784 263 150

If this is your first time logging in, the system will prompt you to change your password. From the main navigation menu, select '**Messaging**', and a new window will display. This allows you to continue with your work on the main system as well as manage your message alongside.

3.2 Security

Healthcode recognise that data protection is crucial; all Healthcode systems are encrypted to the same standards of online banking. To ensure a high level of security is maintained, you will be timed out of your user session if it has been inactive for more than 20 minutes and you will be required to log back in.

4 Status Page

All Secure Messaging users once logged in will be presented with the relevant Healthcode **Status** page.

The Secure Messaging system is accessed via the **Messaging** tab.

5 Messages

The **Messaging** tab allows users to view a listing of messages using a Mailbox system.

By default, the **Messages** page is set to display a listing of personal messages within the user's **Inbox**.

Users can select another mailbox or folder using the search filters at the top of the page.

The image shows two side-by-side screenshots of the Healthcode Secure Messaging interface. The left screenshot, titled 'Previous Look & Feel', shows a more traditional interface with a 'Secure Messaging' tab and a 'List Messages' tab. The right screenshot, titled 'New Look & Feel', shows a modern interface with a 'Compose' button and a 'Compose Message' link. Both screenshots show an 'INBOX' list with messages from 'Mr Jesse Donelan, BUPA' and 'Charlie Jones'. A 'Message Preview' window is open on the right side of both screens, showing the content 'Hi'.

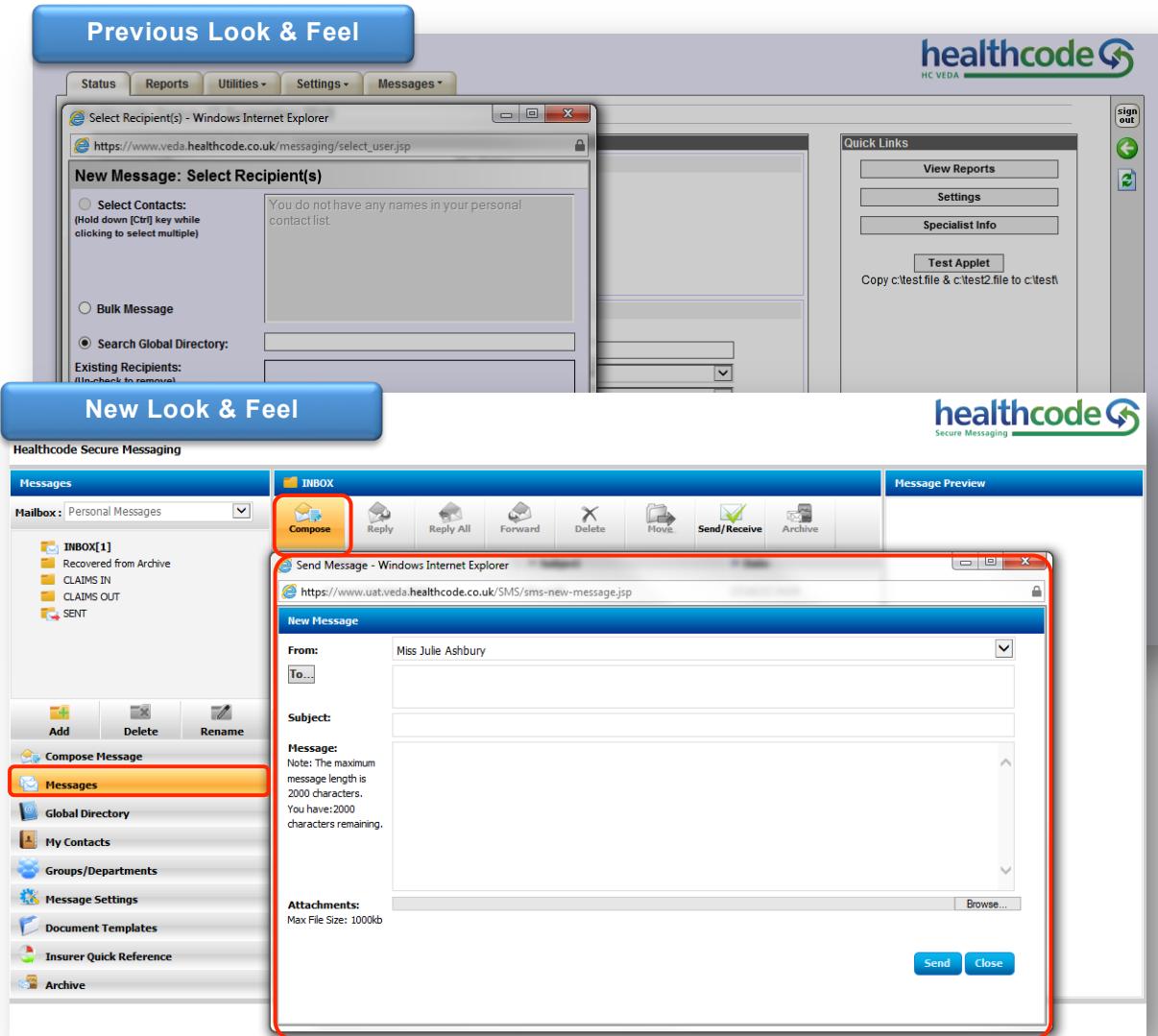
Users can **Add**, **Delete** and **Rename** folders via the **Messages** page. Please note these user actions only apply to mailbox folders that have been created by the user.

Inbox, **Sent** and **Recovered from Archive** folders cannot be deleted or renamed by the user.

6 Compose Messages

Users can compose a new Secure Message by clicking the **Compose Message** tab or via the

Messages page by selecting



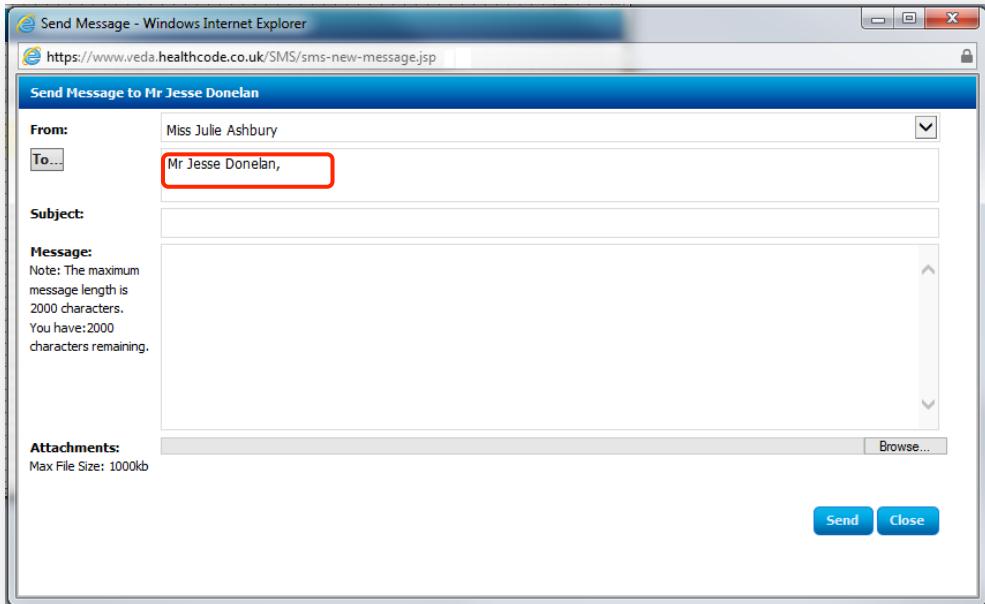
To search for a recipient from the **New Message** window, type full or partial search characters into the



field and a list of contacts that match your search criteria will display in the drop down list. To



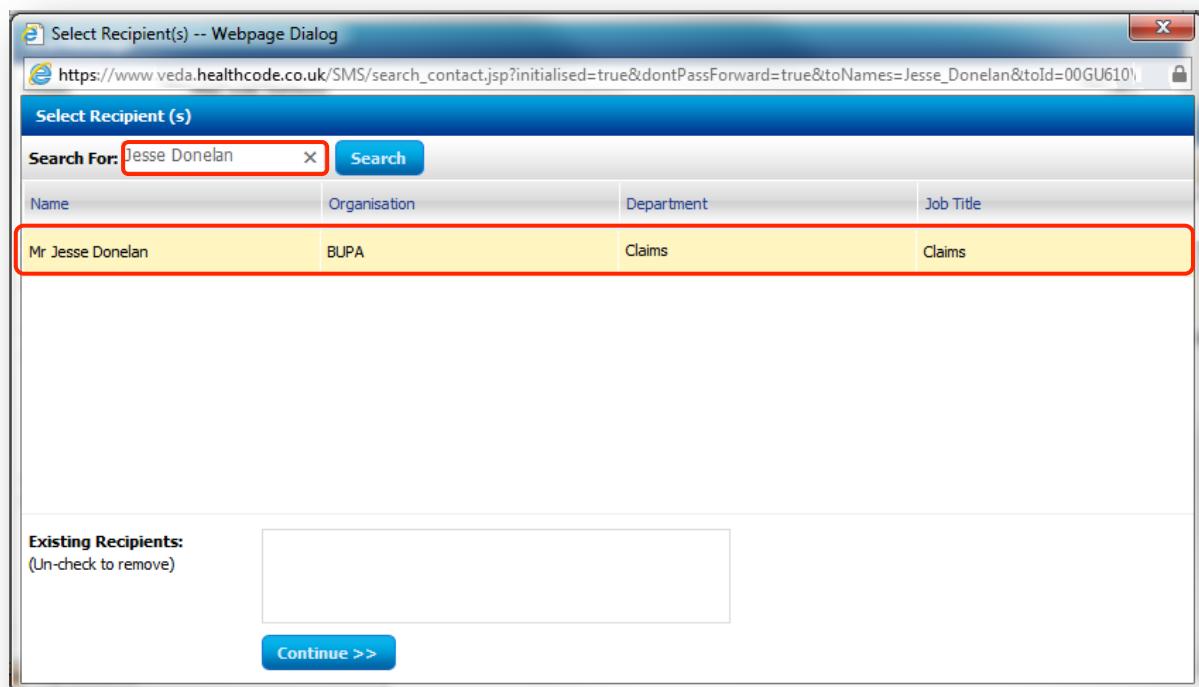
select the recipient, simply click on the contact and they will display in the **To...** field.



For a more comprehensive search return, click the **To...** button and the **Select Recipient** window will display.

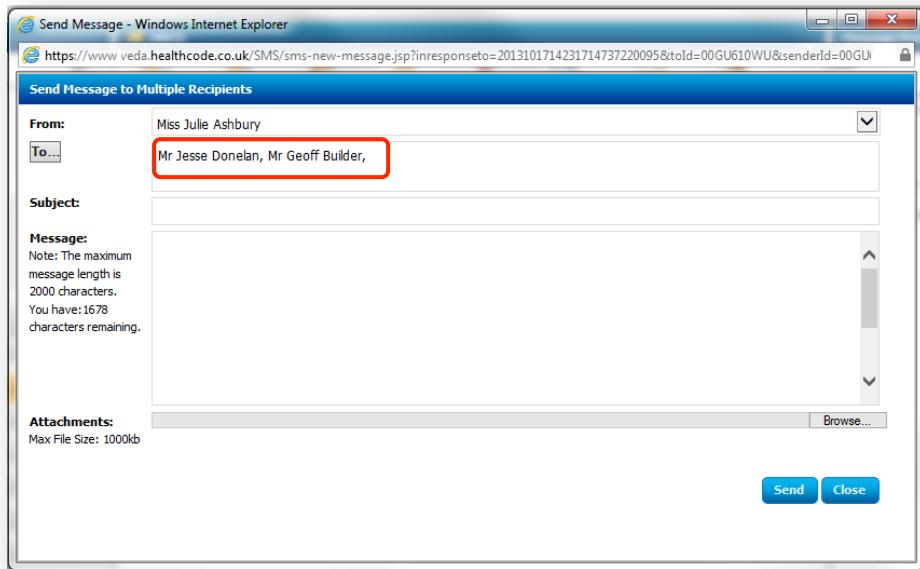
Enter partial or full search characters into the **Search for** field and click **Search**.

A list of Secure Messaging users that match your search criteria will display detailing their name, organisation, department and job title:

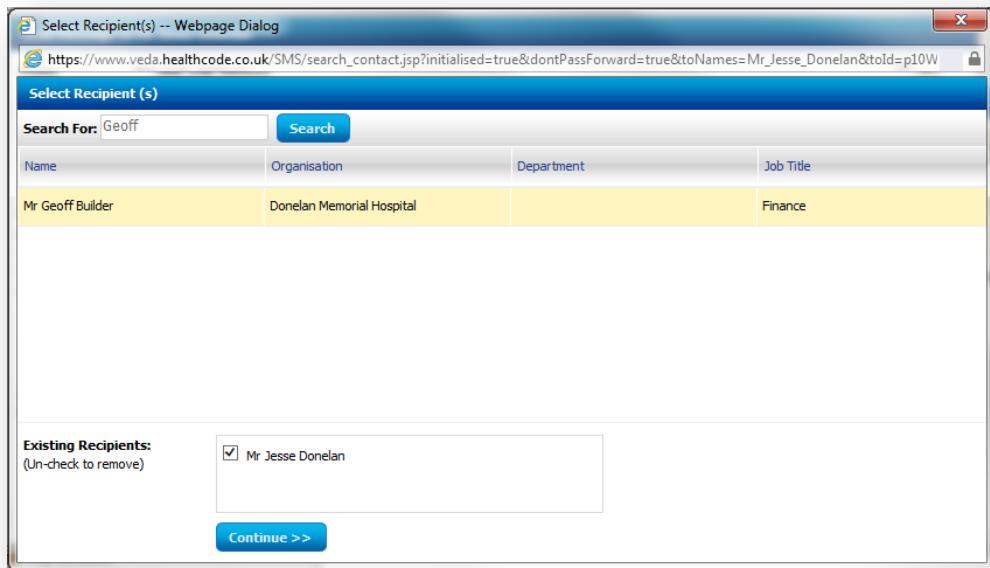


To multi-select users, hold down your **Ctrl key** and ensure recipients highlight in yellow.

Once multiple recipients have been selected, click **Continue >>** and the recipients will be added to the **To...** field on the **New Message** window.



From the **Select Recipient** window you can remove existing recipients of the message by clicking the un-check box beside the recipient's name:



To remove a recipient from the **New Message** window, simply highlight the recipient and delete or backspace to remove.

Once a recipient(s) have been selected, you can compose the Subject and Message content and add any attachments.

7 Global Directory

The Global Directory is a list of group mailboxes and individual contacts available on the Secure Messaging network.

All users set-up for Secure Messaging appear within the **Global Directory**.

The image shows two side-by-side screenshots of the Global Directory interface. The left screenshot, titled 'Previous Look & Feel', shows a menu bar with 'Messages' selected. Below it is a table with columns 'Name', 'Department', and 'Job Title'. The 'Global Directory' option in the menu is highlighted with a red box. The right screenshot, titled 'New Look & Feel', shows a more modern interface with a sidebar on the left containing 'Global Directory' (which is also highlighted with a red box) and other options like 'Compose Message', 'Messages', 'Global Directory', 'My Contacts', 'Groups/Departments', 'Message Settings', 'Document Templates', 'Insurer Quick Reference', and 'Archive'. The main area features a circular diagram with 'Global Directory' at the center, connected to 'Insurers', 'Healthcode', 'Non-Hospital Providers', 'Hospitals', 'Intermediaries', and 'My Contacts'. The 'Global Directory' section in the sidebar is also highlighted with a red box.

Some accounts will also have groups of users' set-up where the Secure Message will be received via a group Mailbox that all users within the group will have access to.

Groups are listed with a department of Group Account.

8 My Contacts

A listing of your personal contacts can be found within the **My Contacts** tab.

The image shows two side-by-side screenshots of the Healthcode Secure Messaging interface, illustrating the transition from an older 'Previous Look & Feel' to a newer 'New Look & Feel' design.

Previous Look & Feel: This section shows the interface as it was before the redesign. It features a top navigation bar with tabs for Status, Reports, Utilities, Settings, and Messages. Below this is a 'Secure Messaging' header with sub-links for List Messages, Contacts, Groups, Folders, Settings, Document Templates, and Archive. The main content area is titled 'Personal Contact List' and displays a table with columns for Name, Job Title, and Organisation. A single entry for 'Aviva Oncology' is shown. To the right of the table is a 'Details' panel containing contact information: Name (John Smith), Job Title (Senior Oncologist), Organisation (Aviva), Department (Oncology), Phone Number (01784 263 150), Fax Number (01784 263 155), and Email Address (john.smith@oncology.co.uk). Below the details is an 'Actions' section. The interface has a grey and blue color scheme.

New Look & Feel: This section shows the updated interface. The top navigation bar is simplified with tabs for Status, Reports, Utilities, Settings, and a 'Messages' tab which is currently selected. The 'Secure Messaging' header and its sub-links remain the same. The main content area is titled 'My Contacts' and displays a table with columns for Name, Job Title, Organisation, Department, Phone Number, and Email. Two entries are shown: 'Mr Geoff Bulder' (Finance, Donelan Memorial Hospital, 01784 263 150, gbuilder@ramsayuk.co.uk) and 'Mr Jesse Donelan' (Claims, BUPA). The contact table is highlighted with a red border. The interface features a blue and white color scheme. On the left, a sidebar menu lists various options: Mailbox (Personal Messages), INBOX (1 message), and links for Add, Delete, and Rename. Other menu items include Compose Message, Messages, Global Directory, My Contacts (which is selected and highlighted in orange), Groups/Departments, Message Settings, Document Templates, Insurer Quick Reference, and Archive.

To send a Secure Message to a personal contact from your **My Contacts** listing, click the contact to



highlight and select .

The screenshot shows the Healthcode Secure Messaging interface. On the left, a sidebar menu includes "Compose Message", "Messages", "Global Directory", "My Contacts" (which is highlighted with a red box), "Groups/Departments", "Message Settings", "Document Templates", "Insurer Quick Reference", and "Archive". The main area is titled "My Contacts" and shows a table with columns: Name, Job Title, Organisation, Department, Phone Number, and Email. A row for "Mr Geoff Builder" is selected and highlighted with a red box. The "Send Message" button in the toolbar above the table is also highlighted with a red box.

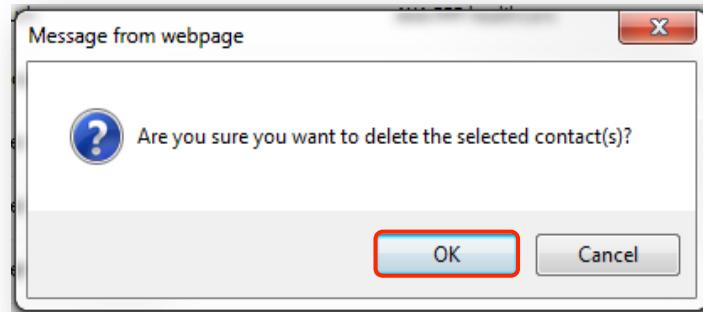
Once selected, a **New Message** window will appear, displaying the recipient name in the **To...** field.

The screenshot shows the "Send Message" dialog box. The "From:" field is set to "Miss Julie Ashbury". The "To..." field contains "Mr Jesse Donelan," which is highlighted with a red box. The "Subject:" field is empty. The "Message:" area contains a note about message length and character count. The "Attachments:" field shows a file size of "Max File Size: 1000kb". At the bottom are "Send" and "Close" buttons.



To delete a contact from your **My Contacts** listing, select the contact to highlight and then click

Once selected, the below confirmation message will display. If you are sure that you want to delete the selected contact(s) click **OK** and they will be removed from your **My Contacts** listing.



9 Groups/Departments

The Secure Messaging system enables you to assign yourself to a particular department.

For this purpose, your department is the organisational department to which you belong.

You don't have to be set-up against a department but you can only be set-up against one department at any one time.

You can select the department you wish to be displayed at from the **Message Settings** tab.

If you have the appropriate permissions, you will also be able to create new **Groups/ Departments**.

A department can be set-up as a message or non-message department. A message department is able to receive messages sent to the department message account rather than individual users.

The image shows two side-by-side screenshots of the Healthcode Secure Messaging application interface, illustrating the transition from the 'Previous Look & Feel' to the 'New Look & Feel'.

Previous Look & Feel: This version has a more complex, multi-layered navigation structure. It includes a top-level menu with 'Status', 'Reports', 'Utilities', 'Settings', and 'Messages'. Under 'Messages', there are sub-options like 'Compose Message', 'List Messages', 'Groups & Departments', 'Manage Folders', 'Message Settings', 'Document Templates', and 'Archive'. The 'Groups & Departments' option is highlighted. The main content area displays a table of groups with columns for 'Group / Dept. Name', 'Type', 'Member', and 'No. Members'. A 'Group Actions' sidebar on the right offers options like 'Send Message' and 'Join'. The 'healthcode' logo is in the top right.

Group / Dept. Name	Type	Member	No. Members
all users	Group	✓	2
Healthcode Board	Group	✓	8
Healthcode Helpdesk	Group	✓	0
Test Group	Group		

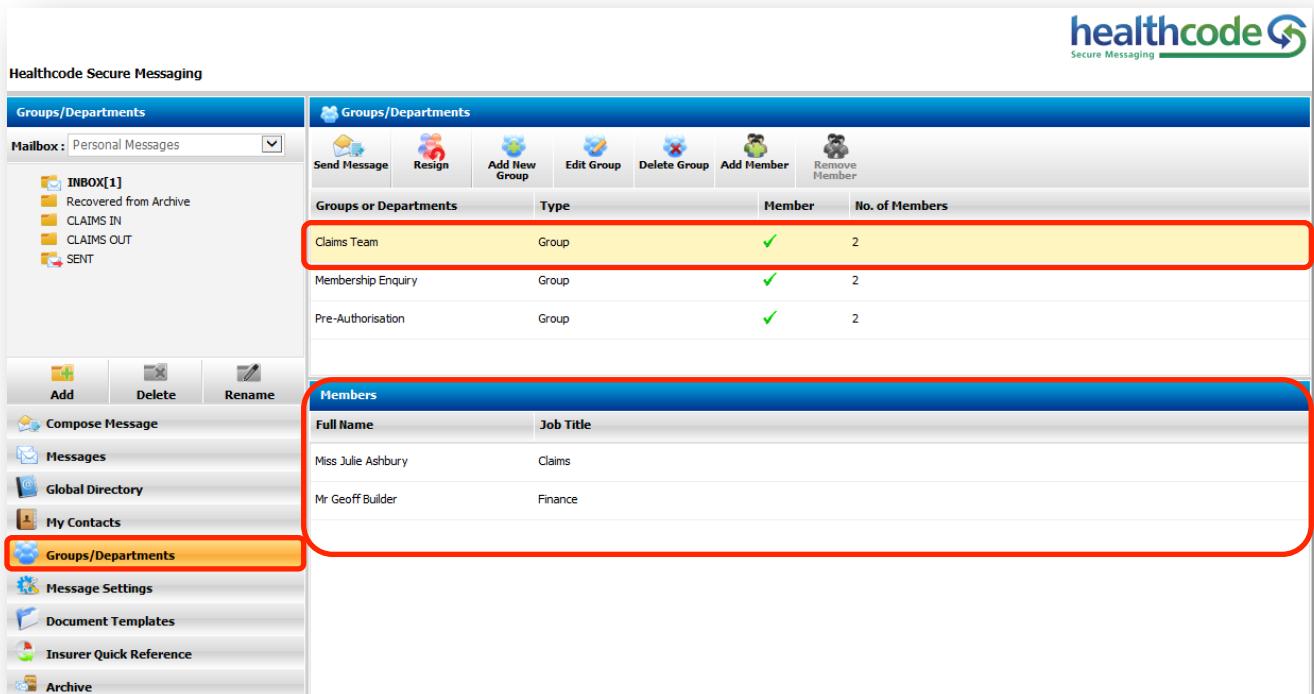
New Look & Feel: This version is more modern and simplified. It features a main sidebar on the left with icons for 'Compose Message', 'Messages', 'Global Directory', 'My Contacts', 'Groups/Departments' (which is highlighted in yellow), 'Message Settings', 'Document Templates', 'Insurer Quick Reference', and 'Archive'. The main content area is titled 'Groups/Departments' and shows a table of groups with columns for 'Groups or Departments', 'Type', 'Member', and 'No. of Members'. A toolbar above the table includes icons for 'Send Message', 'Resign', 'Add New Group', 'Edit Group', 'Delete Group', 'Add Member', and 'Remove Member'. A 'Members' table below lists individual users with columns for 'Full Name' and 'Job Title'. The 'healthcode' logo is in the top right.

Groups or Departments	Type	Member	No. of Members
Claims Team	Group	✓	2
Membership Enquiry	Group	✓	2
Pre-Authorisation	Group	✓	2

Full Name	Job Title
Miss Julie Ashbury	Claims
Mr Geoff Builder	Finance

Groups/Departments are displayed by name, group type and the number of members.

If a user is already a member of a Group/Department this will be indicated by a  within the member column next to the respective Group/Department. To view a list of group/department members, click to highlight the Group/Department and the belonging members will display within the Members pane:



Groups or Departments	Type	Member	No. of Members
Claims Team	Group		2
Membership Enquiry	Group		2
Pre-Authorisation	Group		2

Full Name	Job Title
Miss Julie Ashbury	Claims
Mr Geoff Builder	Finance

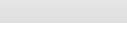
Users can assign themselves to a particular Group/Department by clicking on the group to highlight and



then selecting . Once selected, the user's name will appear in the Members listing within the respective Group/Department.

To send a new message from the Groups/Departments window select a contact to highlight and then



select . Once selected, a **New Message** window will appear.

User actions also allow users to Add New Groups, Edit Groups, Delete Groups, Add Members and Remove Members. **User actions are based on user privileges.**

To check your account privileges, please contact Customer Services on 01784 263 150 or by emailing custserv@healthcode.co.uk

10 Message Settings

The Secure Messaging system allows you to define a set of information personal to you.

The image shows two side-by-side screenshots of the Healthcode Secure Messaging application interface. The top section, labeled 'Previous Look & Feel', displays a more traditional menu structure with tabs for Status, Reports, Utilities, Settings, and Messages. The 'Messages' tab is active, showing sub-options like Compose Message, List Messages, and Document Templates. The 'Message Settings' option under 'Messages' is highlighted. The bottom section, labeled 'New Look & Feel', shows a simplified navigation bar with links for Compose Message, Messages, Global Directory, My Contacts, Groups/Departments, Message Settings (which is highlighted in orange), Document Templates, Insurer Quick Reference, and Archive. Both sections include sections for Preferences, Auto Reply, and Job Title & Department. The 'Auto Reply' section includes a note about the maximum length of 500 characters. The 'Job Title & Department' section includes a note about updating the email address. The Healthcode logo is visible in the top right corner of both interfaces.

The **Message Settings** page allows users to manage the following information:

- **Preferences:** Set your preferences for receiving email notifications as well as email and telephone preferences for the Global Directory
- **Job Title & Department details:** Set your job title, department and email address to appear within the Global Directory
- **Auto Reply message:** Set an email notification when you receive a Secure Message to automatically reply to messages when you are out of the office or on holiday

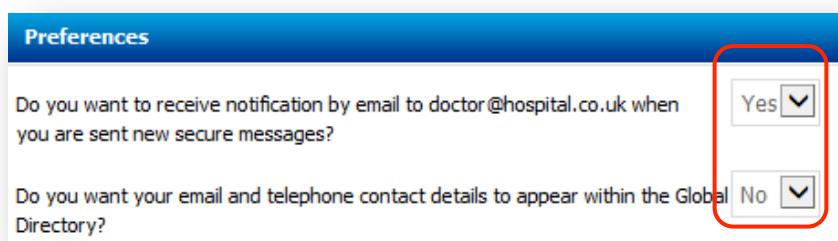
10.1 Preferences

The email address held against your account will be displayed by default.

Set your email notification and **Global Directory** preferences by selecting **Yes** or **No** from the drop down field.

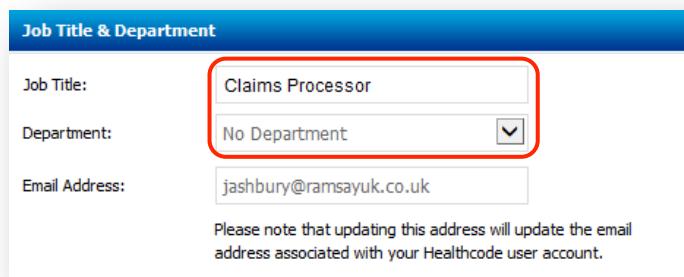
If you do not want to receive email notifications select **No**.

By default, your account will be set to receive email notifications when you are sent a new Secure Message. Global Directory preferences will be set to **No**.

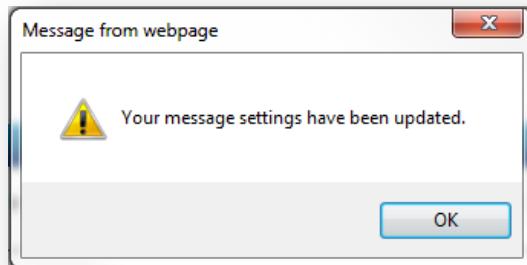


This setting can be changed at any time.

Change or edit your email address via the **Job Title & Department** message settings. Simply enter the email address you want the notifications to go to into the space provided. See below:



To save any changes click **Update Settings**. Once updated, the following confirmation message will display:

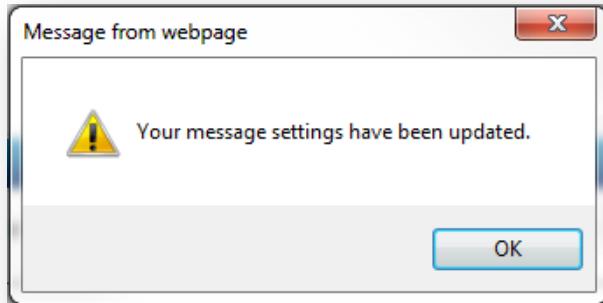


10.2 Auto Reply

The Secure Messaging system is able to send an automatic reply to any messages you receive.

To set your Auto Reply message, select **Yes** from the drop down field and enter the Auto-Reply text. See below:

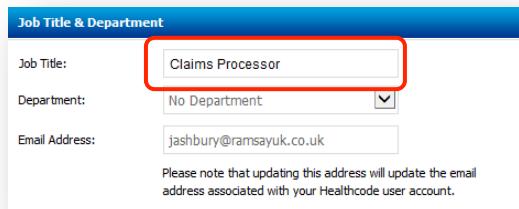
To save changes click **Update Settings**. Once updated, the below confirmation message will display:



10.3 Setting Job Title & Department / Global Directory Settings

By default, your name and your account will appear on the **Global Directory** listing in order for all Secure Messaging users to be able to send you a Secure Message.

Enter your **Job Title** into the space provided. This will be visible to all users.



Job Title & Department

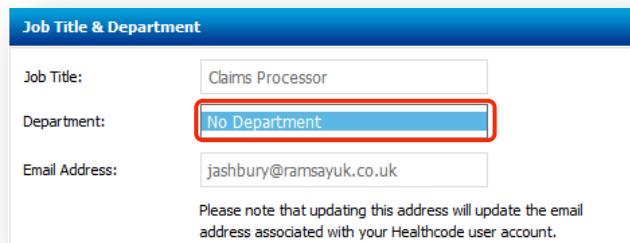
Job Title: Claims Processor

Department: No Department

Email Address: jashbury@ramsayuk.co.uk

Please note that updating this address will update the email address associated with your Healthcode user account.

To set your Department, select a department from the drop down list (if applicable). Your account may already have departments set up that you can assign yourself to via the **Groups/Departments** tab.



Job Title & Department

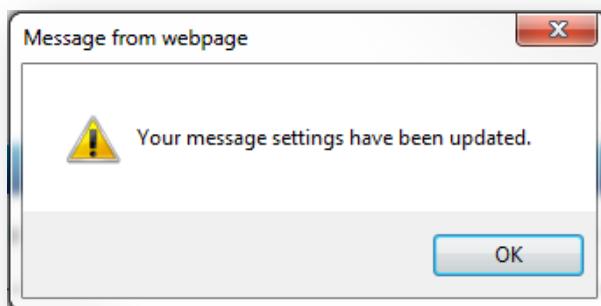
Job Title: Claims Processor

Department: No Department

Email Address: jashbury@ramsayuk.co.uk

Please note that updating this address will update the email address associated with your Healthcode user account.

To save changes click **Update Settings**. Once updated, the below confirmation message will display:



11 Document Templates

A selection of Document Templates has been provided for use within the Secure Messaging service.

The image shows two side-by-side screenshots of the Healthcode Secure Messaging application interface, illustrating the evolution of the 'Document Templates' feature.

Previous Look & Feel: This interface is a screenshot of an older version of the application. It features a top navigation bar with tabs for Status, Reports, Utilities, Settings, and Messages. The 'Messages' tab is active, showing a sub-menu with options like 'Compose Message', 'List Messages', 'Document Templates' (which is highlighted in blue), 'Groups & Departments', 'Manage Folders', and 'Message Settings'. The main content area displays a list of 'Document Templates' with descriptions. A note at the bottom states: 'The documents listed below are standard template forms which have been provided by Insurer and / or Provider organisations for use within the Secure Messaging environment.' A 'Document Templates' link in the sub-menu also has a note: 'if you wish to switch it off.' On the right side, there is a 'healthcode Secure Messaging' logo and a 'sign out' button.

New Look & Feel: This interface is a screenshot of a newer version of the application. It has a similar top navigation bar but with a different layout. The 'Document Templates' link in the 'Messages' sub-menu is now part of a larger 'Document Templates' section in the main content area. The main content area shows a table with columns for 'Document Name', 'Format', and 'Description'. Each row corresponds to a document template: 'Pre-authorisation' (Format: Word), 'Aged Debt' (Format: Word), 'Medical Report / Extended Length of Stay' (Format: Word), 'ITU Critical Care Form' (Format: Word), 'Special Nursing Pre-authorisation Request Form' (Format: Word), and 'High Dose Chemotherapy Pre-authorisation Request Form' (Format: Word). The descriptions provide instructions for use. The left sidebar includes a 'Mailbox' section with 'INBOX[1]' and other folder icons, and a list of navigation links: Add, Delete, Rename, Compose Message, Messages, Global Directory, My Contacts, Groups/Departments, Message Settings, Document Templates (which is highlighted in orange), Insurer Quick Reference, and Archive. The 'healthcode Secure Messaging' logo and 'sign out' button are also present on the right.

Each document is supported by a guide to using the document or form to assist the user.

To download a document, you can do so by clicking on the file format icon against the Document Name:

Document Name	Format	Description
Pre-authorisation		Use this form when pre-authorising a patient's stay at your hospital. Complete all of the information and send the form attached to a secure message.
Aged Debt		Use this form for any debt queries you have with insurers by completing the information in each section of the form.
Medical Report / Extended Length Of Stay		You should use this form for both requesting details of a medical report or requesting authorisation to extend to the previously agreed length of inpatient stay. The information required in both of these instances is more or less the same, therefore, the insurers have combined everything into one form. In both instances information provided by a specialist or nurse can be transferred onto the form. Please ensure you complete all of the information required when using the form.
ITU Critical Care Form		Use this form for submitting Critical Care Forms for assessment. See notes at bottom of the form to identify which Case Management Team is applicable to your Hospital.
Special Nursing Pre-authorisation Request Form		This form is to be used to notify the details of any Special Nursing requirements, to check eligibility, and for us to provide authorisation. This is only for hospitals whose contract allows a separate charge for special nursing.
High Dose Chemotherapy Pre-authorisation Request Form		This form should be used in addition to the web Pre-authorisation system to gain authorisation for any High Cost Chemotherapy Drugs as noted in your Hospital Contract.

Once selected, you will receive a prompt asking you if you wish to **Open** or **Save** the document.

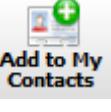
Resources available will depend on user privileges.

12 Insurer Quick Reference

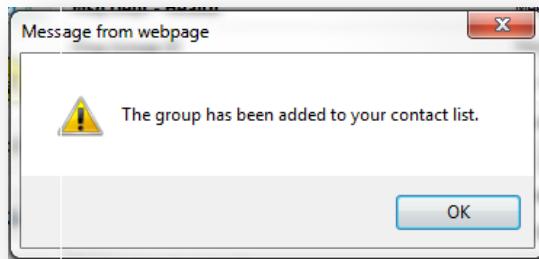
The **Insurer Quick Reference** is a listing of insurers accepting Secure Messages with mailboxes for each insurer listed.

The screenshot shows two views of the Healthcode Secure Messaging application. The top section, labeled 'Previous Look & Feel', shows a more traditional interface with a 'Secure Messaging' tab and a 'List Messages' button. The bottom section, labeled 'New Look & Feel', shows a modernized interface with a sidebar on the left containing icons for 'Compose Message', 'Messages', 'Global Directory', 'My Contacts', 'Groups/Departments', 'Message Settings', 'Document Templates', and 'Insurer Quick Reference'. The 'Insurer Quick Reference' icon is highlighted with a red box. The main content area displays a list of insurers with their logos and contact details. The 'AXA PPP healthcare' entry is highlighted with a yellow box. The 'Actions' panel on the right contains 'Send Message' and 'Add To Contacts' buttons.

To add an **Insurer** contact or group to your personal address book; **My Contacts**, ensure the contact or

group is selected and then click 

Once selected, the below dialog box will display confirming that the contact or group has been added to your contacts list:



13 Archive

Messages are archived every 6 months , if subscribed to the archiving services users can retrieve messages that have been previously archived and are no longer available within your file folders.

To search for archived message you can request an **Archive Recovery Request** via the **Archive** tab using the provided search parameters:

The screenshot displays two versions of the Healthcode Secure Messaging interface side-by-side, illustrating the evolution of the archive feature.

Previous Look & Feel: This version shows a top navigation bar with 'Status', 'Reports', 'Utilities', 'Settings', and a 'Messages' dropdown menu. The 'Messages' menu is open, showing options like 'Compose Message', 'List Messages', 'Contacts', 'Groups', 'Document Templates', and 'Archive'. Below this is a search interface for 'Archive Recovery Requests' with fields for 'Search Term', 'Recipient', 'Start Date', and 'End Date'. A message box indicates 'No Recovery Requests Found'.

New Look & Feel: This version shows a more modern interface. On the left is a sidebar with 'Archive' selected, containing links for 'Compose Message', 'Messages', 'Global Directory', 'My Contacts', 'Groups/Departments', 'Message Settings', 'Document Templates', 'Insurer Quick Reference', and 'Archive' (which is highlighted with a red box). The main area is titled 'Archive Recovery Requests' and contains a search form with 'Sent' and 'Received' radio buttons, 'Search For' and 'in' dropdowns, 'Recipient' and '[Add]' buttons, and a 'Search' button. Below the search form is a table of 'Archive Recovery Requests' with columns for 'Status', 'Search Term', 'Search In', 'Sender', 'Recipient', 'Start Date', and 'End Date'. The table lists several entries, including a 'Summary Requested' entry for Jesse Donelan. At the bottom are 'Archive Recovery Summaries' and buttons for 'Recover Selected' and 'Cancel Recovery'.

The user must enter at least one request parameter (Search Term, Sender / Recipient or Date Range) or a combination in order to search for an archived message.

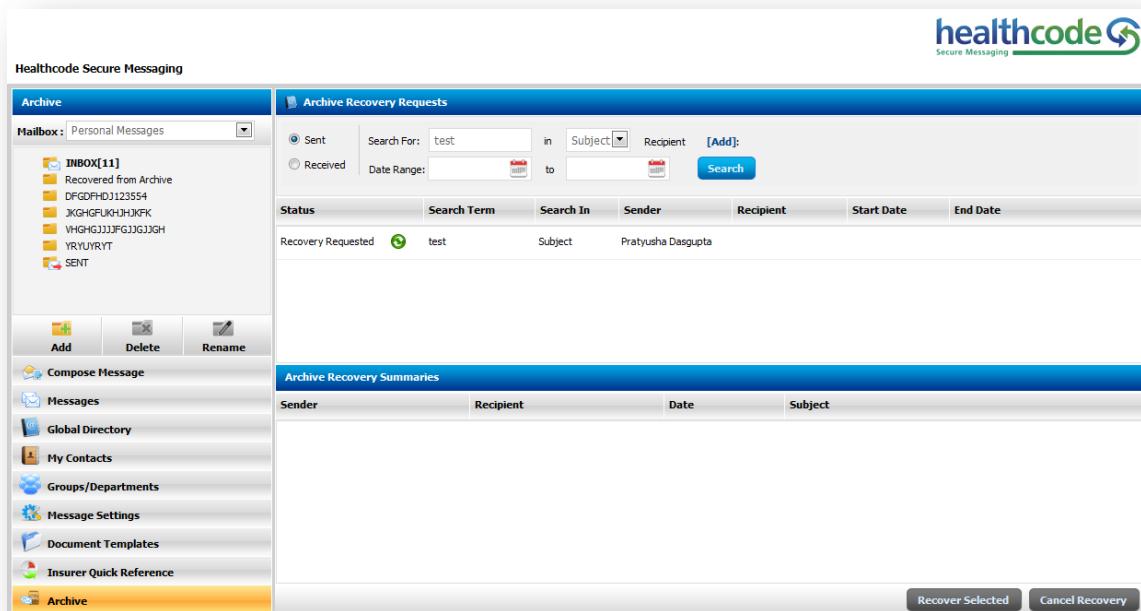
This screenshot shows the 'Archive Recovery Requests' search interface. It features a search form with 'Sent' selected, 'Search For' set to 'Claims', 'in' set to 'Body', and 'Recipient' and '[Add]' fields. Below this is a 'Date Range' field showing '01/10/2013' to '21/10/2013', and a 'Search' button.

Once the search parameters have been entered click **Search**. The system will request a summary of the messages according to the entered search parameters.

To see the most up-to-date status, click the refresh  icon.

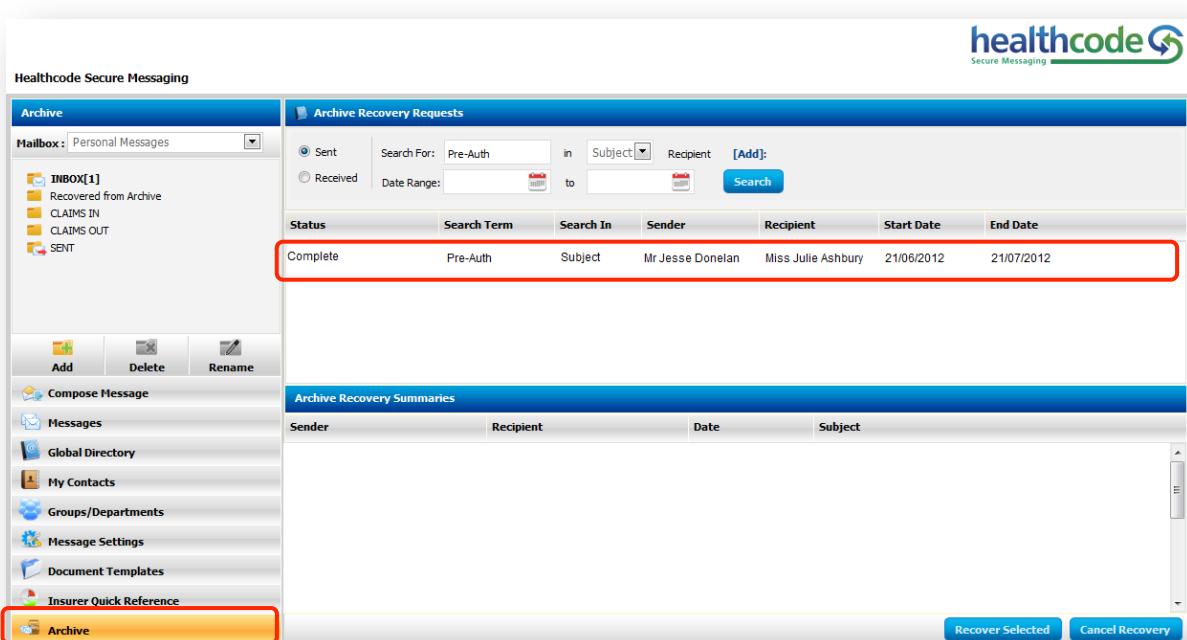
Once messages have been located, click the status **Awaiting Selection** to view messages selected for recovery.

Select the messages you want to recover and click **Recover Selected**. Once selected, the below status of **Recovery Requested** will display:



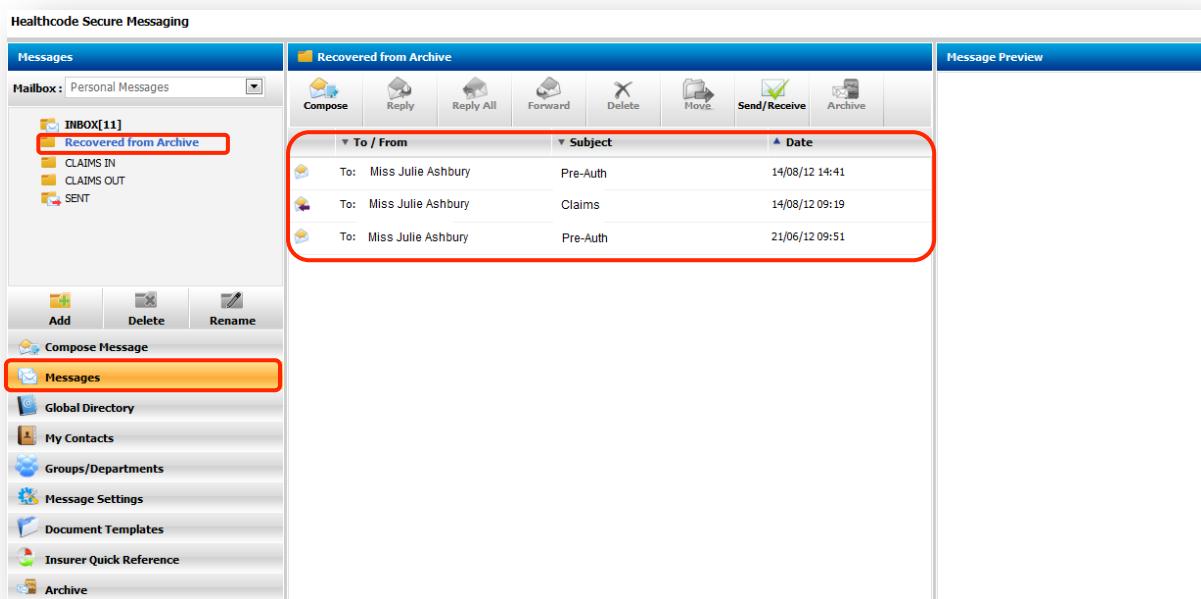
The screenshot shows the Healthcode Secure Messaging interface. On the left, there is a sidebar with various options: Add, Delete, Rename, Compose Message, Messages, Global Directory, My Contacts, Groups/Departments, Message Settings, Document Templates, Insurer Quick Reference, and Archive. The Archive option is highlighted with a yellow box. The main content area is titled 'Archive Recovery Requests'. It has a search bar with 'Sent' selected, 'Search For: test', 'in: Subject', 'Recipient: [Add]', and a 'Search' button. Below the search bar is a table with columns: Status, Search Term, Search In, Sender, Recipient, Start Date, and End Date. A single row is shown with the status 'Recovery Requested', search term 'test', search in 'Subject', sender 'Pratyusha Dasgupta', and recipient 'test'. At the bottom right of the main area are 'Recover Selected' and 'Cancel Recovery' buttons.

Click the refresh  icon to view the up-to-date recovery status. Once recovery is complete, the status of **Complete** will display:



The screenshot shows the Healthcode Secure Messaging interface. The sidebar and main content area are identical to the previous screenshot, but the status in the table has changed. The 'Status' column now shows 'Complete' for the selected row, indicating that the recovery process is finished. The rest of the table data remains the same: 'Search Term: Pre-Auth', 'Search In: Subject', 'Sender: Mr Jesse Donelan', 'Recipient: Miss Julie Ashbury', 'Start Date: 21/06/2012', and 'End Date: 21/07/2012'. The 'Recover Selected' and 'Cancel Recovery' buttons are also present at the bottom right.

Once the status changes to **Complete**, the recovered messages will be available within the **Recovered From Archive** mailbox folder.



The screenshot shows the Healthcode Secure Messaging interface. The left sidebar has a 'Messages' tab selected, showing a list of folders: INBOX[11], Recovered from Archive (highlighted with a red box), CLAIMS IN, CLAIMS OUT, and SENT. Below these are buttons for Add, Delete, and Rename. The main area is titled 'Recovered from Archive' and contains a table of messages. The table has columns for To / From, Subject, and Date. The data is as follows:

To / From	Subject	Date
Miss Julie Ashbury	Pre-Auth	14/08/12 14:41
Miss Julie Ashbury	Claims	14/08/12 09:19
Miss Julie Ashbury	Pre-Auth	21/06/12 09:51

The 'Compose' button is at the top of the main area, along with Reply, Reply All, Forward, Delete, Move, Send/Receive, and Archive buttons. The 'Message Preview' tab is visible at the top right. The bottom sidebar includes links for Compose Message, Messages (highlighted with a red box), Global Directory, My Contacts, Groups/Departments, Message Settings, Document Templates, Insurer Quick Reference, and Archive.

14 Product Support

Healthcode provides comprehensive support services to meet the needs of our customers. Our dedicated and professional Customer Services desk offer first line help, advice and support for system queries. Requests and faults can be made via email or telephone. All calls are logged and tracked to complete with constant customer updates.

Customer Services desk:

08:00-18:00

Monday – Friday (except public holidays)

Tel: 01784 263 150

Fax: 01784 263 155

Email: custserv@healthcode.co.uk