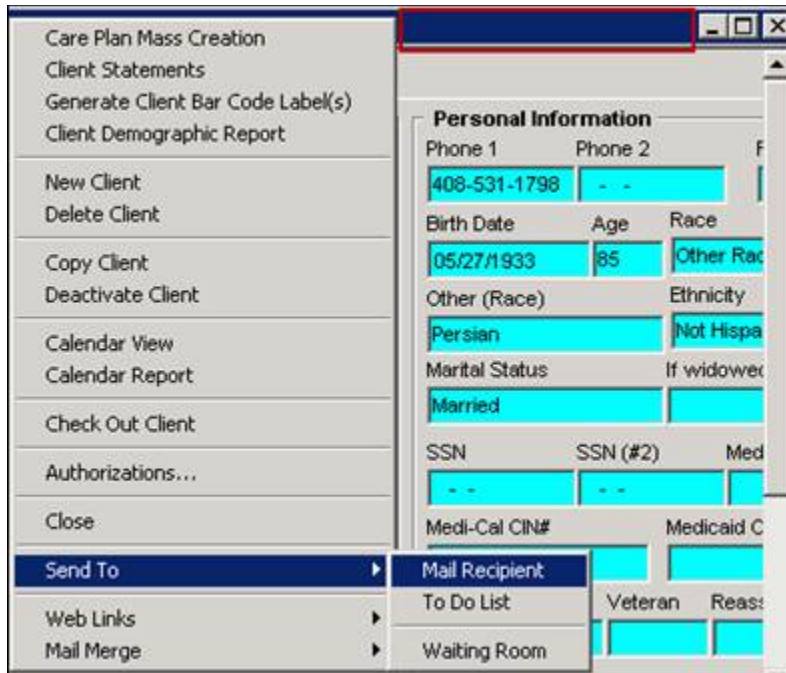


Sending Links or Data via Q Mail

Q allows any active user to send a link to a client record or specific information within a client record, such as a care plan or service units via Q Mail. This is a much better way to communicate amongst your team or any other Q user, such as an MSSP Care Manager or a user in the SNP program at the County or another provider (Yu Ai Kai, for example.) It's a secure method that doesn't involve sending personally identifiable information (PII) or health information in the clear like regular email might.

Once in the Client record, if you want to send a link to the record/data, then all you need to do is right click in the blue header area of the record and select Send To → Mail Recipient.

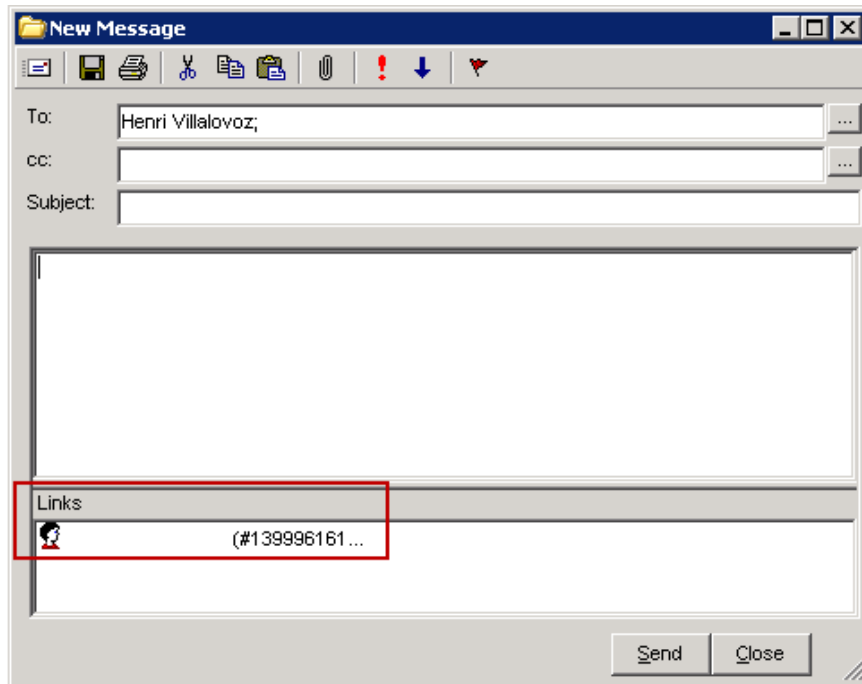


This will launch Q Mail, where you can start typing the name of a Q user and it will autocomplete or you can click the button with the three dots and select the Q user from the list.



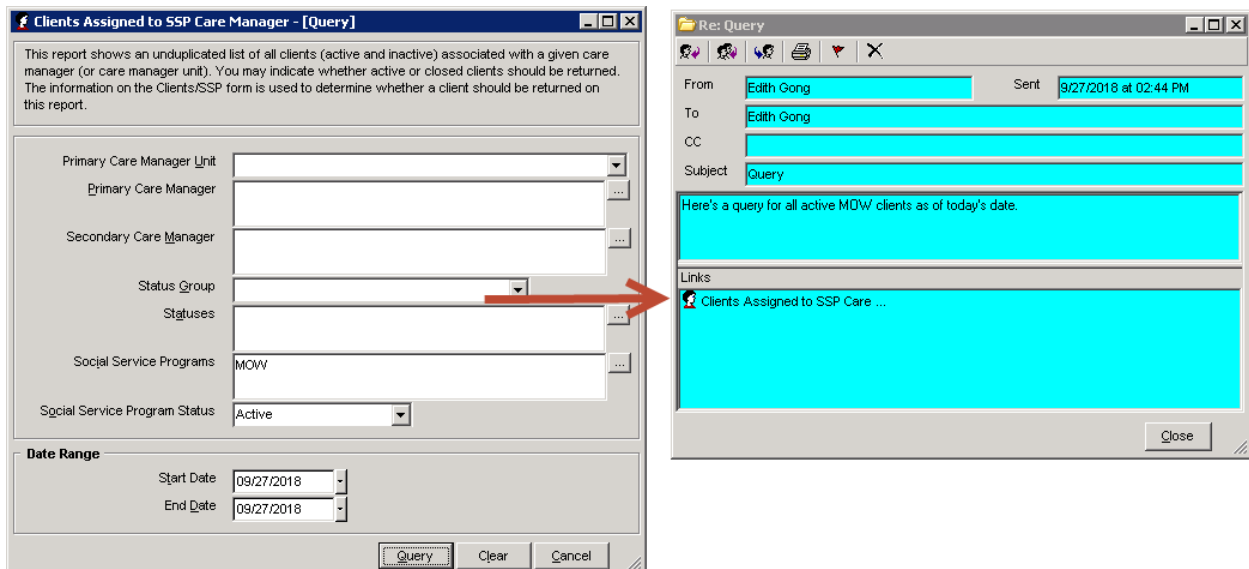
Then you can type in your subject and information in the body of the message.

Notice there's a link in the Links area of the message. When the recipient receives the email, all they have to do is click on the link and Q will automatically take you to the client record, care plan, query, list – whatever the sender wanted the recipient to see.

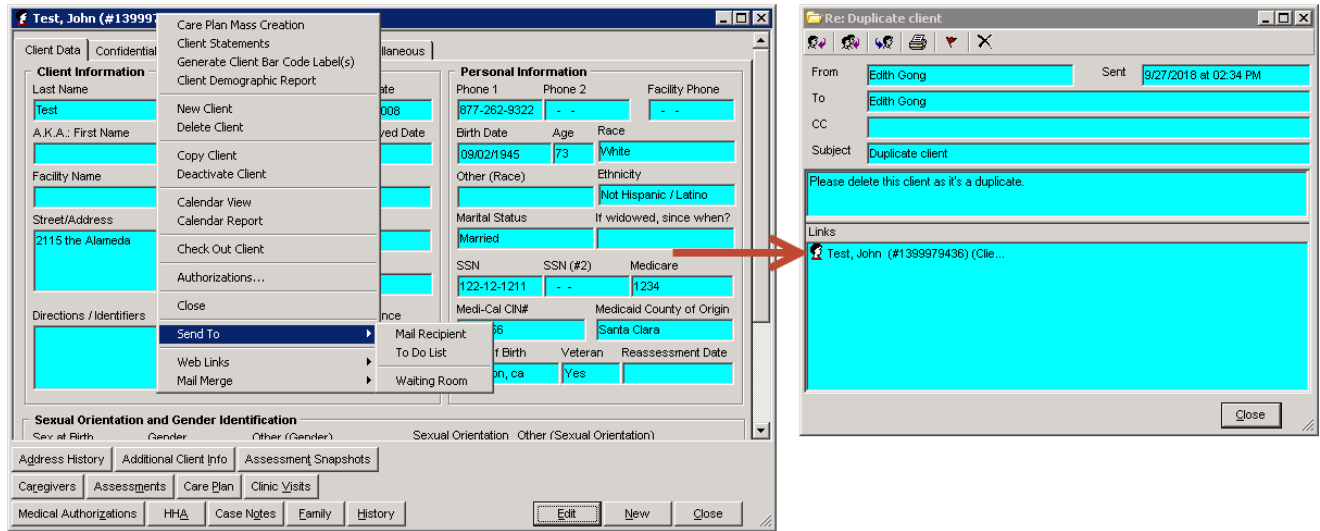


Below are examples of how you can use Q Mail to securely communicate with another user. All three examples use the exact same steps to include the link in Q Mail. They simply demonstrate that you can send a link from almost any screen within Q so you direct the mail recipient directly to the information you need them to see or to perform an action/task.

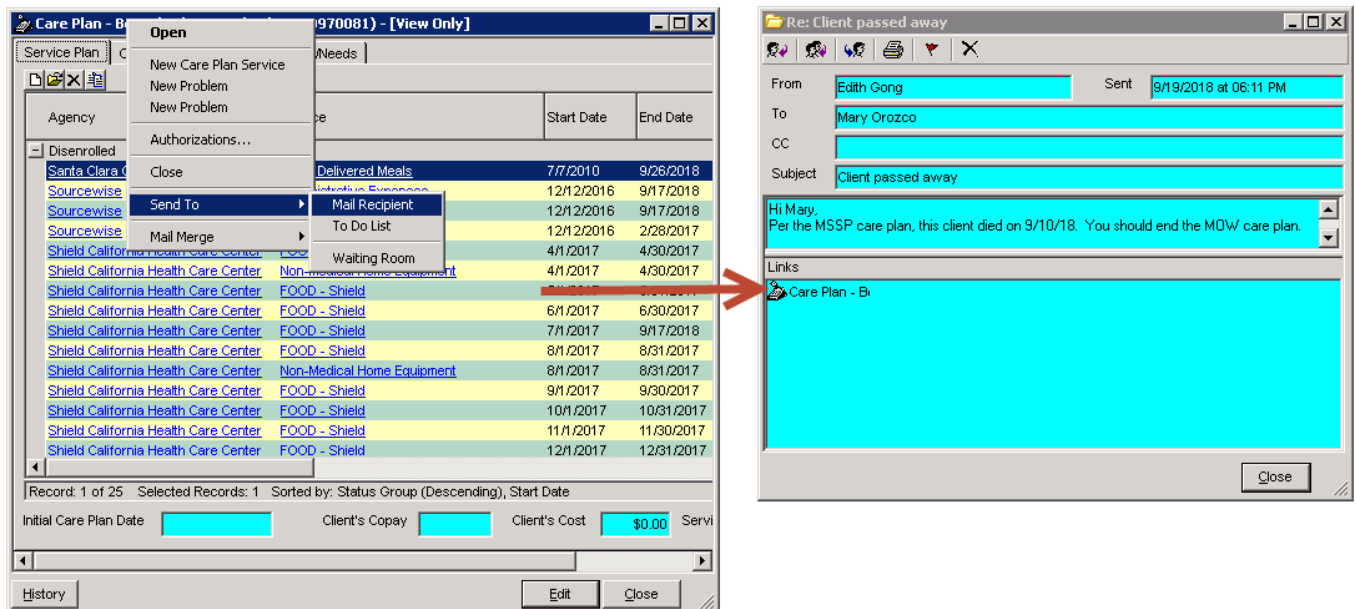
Example 1: Sending a pre-defined query. In this case if you type in today's date for the Start and End Dates and click Query, it will give you all active MOW clients as of the current date.



Example 2: Sending a link to a Client record. In this case, on the main client screen, you're sending a link to the client record asking for this record to be deleted because it's a duplicate.



Example 3: Sending link to the Care Plan screen. In this case, MSSP closed the care plan and noticed Deceased was the reason in the SSP (Social Service Program under Programs tab).



If you've received Q Mail, in the tool bar, you will see a red dot with a yellow "i" and the number of new messages you have. You can click on the red button to get to the Inbox. If you don't see the Status Bar, go to the View menu and select **Status Bar**.



You can also access the Inbox by going to **Tools** menu and select **Messages** or hitting F8 on your keyboard.