

DIGISTAT® Messenger

DIGISTAT® Version 4.2

User Manual

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2. DIGISTAT[®] Messenger

2.1. Introduction

DIGISTAT[®] Messenger is a tool making it possible to exchange messages between DIGISTAT[®] "entities". The term "entity" is here used because there are three different user types:

- 1) **The DIGISTAT[®] users** corresponding to the physical users. A user is enabled to send and receive messages.
- 2) **Networks** corresponding to workstations. Networks are hosts receiving messages. A user, when logged to a workstation, if enabled by his/her permission level, can see the messages sent to that workstation/host.
- 3) Patients A patient can only receive messages. It is more exact to say that messages are <u>about</u> a patient, and not <u>to</u> a patient. I.e. a user can include the patient currently selected in his/her destinations list. Another user that, later, selects the same patient will see the messages sent to that patient in the inbox.

Therefore, in the inbox of a logged user the following messages can be displayed (depending on his/her permission level):

- The messages sent to her/him personally;
- The messages sent to the host on which he/she is working;
- The messages sent to the selected patient (if there's a patient selected).

The way DIGISTAT[®] Messenger works is similar to the way a common e-mail software works, but it is reserved to the communications intercurring between the above mentioned entities. It does not communicate with external e-mail systems. The system is therefore characterized by some peculiarities that are described in this manual.

2.2. Selecting the module

To select the DIGISTAT[®] "Messenger" module

Click the corresponding icon on the lateral bar (Fig 1).



The following screen is displayed, containing the incoming messages ("Inbox" - Fig 2).



2.3. Screen structure

The screen is formed of three main areas

 The column on the left contains the messages list (either sent or received, depending on Inbox/Outbox selection - Fig 3 A).

- 2) The area on the right displays the message text and all the details of the message selected on the left (Fig 3 **B**).
- 3) The command bar, formed by buttons having different functionalities (Fig 3 C).

🐺 INBOX 📑 OUTBOX		RECEIVED MESSAGES
From	Date ♥	
Prova user1 user1 🕨 🛓	13:05	Prova
PROVA user1 user1 > 1	13:03	From: user1 @NB
user1 user1 🕨 🛓	10:53	Τα ADM 18/11/2013 13:05:18
user1 user1 🕨 🛓	10:29	
🖉 userī userī 🕨 🛓	14 November	Prova
🗇 user1 user1 🕨 🛓	14 November	
🖉 user1 user1 🕨 🛓	14 November	B B
user1 user1)	14 November	Message text
Prova	14 November	
Prova invio messaggio	14 November	
user2 user2	30 October	
user2 user2)	30 October	
A Messages list		
		С
FILTER		Command bar
ALL 0 🖂 0	1 0 11	NEW MESSAGE
		Fig 3

The screen structure remains the same when writing messages ("New message" option on the command bar). In these cases the left area is dedicated to destination selection and the right area is dedicated to the message composition. See Fig 4; this screen is described in detail in paragraph 2.6.

casage bestingtions				NEW MESSAGE
Name	Message Templa	ste		· 目×
	Subject:			
	Priority:		! Read re	ceipt: NO 🗿 🔞
	Taboma	- 10 - P	- The same	
	Tariona			
🔺 ADD 🔍 REMOVE 🗙 REMOVE ALL				
Groups Users Users in HU Patient				
Name A				
2. Gruppo di test				
2				
2. Test				
Tutte le location				
Tutti di utenti				
	(Attachmente			
	C/ reconnenta			
		100 C		
	ATTAC	IMENTS		-
PRINT	ADD	REMOVE	CANCEL	SEND
	E:	~ 1		

2.4. Symbols and icons

Different icons are used within DIGISTAT[®] Messenger. The table below lists them and explains the meanings.

- DIGISTAT[®] user
- DIGISTAT[®] Network
- Patient
- The sender requested that at least one of the destinations sent a read receipt.
- The sender requested that all the destinations sent a read receipt.
- Messagge with high priority
- Messaggio with very high priority
- Unread message
- Read message
- Attachments
- Means that a read receipt was sent by one of the destinations (as requested).
- Means that a read receipt was sent by all the destinations (as requested).
- Hospital unit

2.5. "Inbox" screen

🐺 INBOX outbox RECEIVED MESSAGES From Date 🔻 Prova Prova user1 user1 🕨 💄 13:05 13:03 PROVA user1 user1 🕨 💄 From: user1 user1@NB To: ADM 18/11/2013 13:05:18 A 10:53 👖 user1 user1 🕨 💄 10:29 user1 user1 🕨 💄 Prova 14 November 🕜 user1 user1 🕨 🛓 14 November 🕐 user1 user1 🕨 🛓 14 November 🕑 user1 user1 🕨 🛓 14 November user1 user1 🕨 💄 14 November 14 November Prova inviomessaggiouser1user1 🕨 🛓 30 October user2 user2 🕨 💄 30 October user2 user2 🕨 💄 FILTER 0 11 NEW MESSAGE 0 1 PRINT HISTORY ALL 0 🖂 Fig 5

The "Inbox" screen (Fig 5) is automatically displayed after user login.

Otherwise, if another screen is selected, to display the "Inbox" again it is necessary to

> Click the \square INBOX label indicated in Fig 5 A.

The screen is formed of three main areas, described in the next paragraphs:

- Messages list (left);
- Body of selected message (right);
- Command bar (the buttons at the bottom).

2.5.1. Messages list



The area on the left lists the messages that the logged user is enabled to see (Fig 6).



Here are typically listed:

- The messages received by the user;
- The messages received by the host on which the user is logged;
- The messages relating to the selected patient (if a patient is selected).

In this area each row corresponds to a received message. The highlighted row (in Fig 6 \mathbf{A} it is the row on top) indicates the selected message. The selected message is fully displayed in the right area (described in paragraph 2.5.2).

To select one of the messages

Click the corresponding box

The box is this way highlighted. The message is fully displayed in the right area.

The messages are ordered cronologically (more recent on top). It is possible to reverse the ordering and display the older messages on top by clicking the $\square_{\text{Date}} \vee$ area indicated in Fig 6 **B**. If the "From" header is clicked, messages are ordered by subject (alphabetical order).

In the message box some essential information is dispalyed. Fig 7 shows an example.



On the left of the box are displayed the icons characterizing the message. In the figure, for instance, the following icons are displayed: 1 - message with very high priority; 2 - a read receipt was requested from all the destinations; 3 - the message was read. All the possible icons are listed in paragraph 2.4.

In the centre of the box the following information is displayed: message subject (upper row); user and type of destination (lower row). See paragraph 2.4 again for the icons meanings. Vengono le diverse icone.

On the right of the box the reception time is displayed. If the message is read the same day the hour is displayed. If the message was received the day before it is marked with "yesterday". If the message was received before yesterday the day and month are indicated. For messages received years in the past, the year is indicated as well.

2.5.2. Selected message display

The selected message is fully displayed on the right area (Fig 8).

fv iiid	
From: user1 user1@NB-CC To: ADM 18/11/2013 10:53:53	@ !!
dingen	

Fig 8

To select a message

Click the corresponding box on the message list on the left (shown in Fig 6).

The box is this way highlighted. The message is fully displayed on the right (see the example shown in Fig 8 and enlarged in Fig 9).

From: user1 user1@NB-CC B To: ADM C 18/11/2013 10:53:53 D	€ → ? !!
di 📭 f 🧲 F	

The following information is displayed on the message:

- 1) Message subject (Fig 9 A).
- 2) Who sent the message and from which host ("from" field Fig 9 B)
- 3) Destination/s ("to" field Fig 9 C)
- 4) Date and time of reception (Fig 9 **D**)
- 5) Message features, indicated by the icons on the right. In the example shown in the figure the icons indicate that it is a message with very high priority for which a read receipt was requested from at least one of the destinations (Fig 9 \mathbf{E} see paragraph 2.4 for the icons meanings).
- 6) Message text (Fig 9 **F**).

2.5.3. The command bar

The command bar on the bottom of the screen (Fig 10) is formed of buttons making it possible to perform specific actions.

ALL	0 🖂	0 1	0 11	NEW MESSAGE	A	PRINT	HISTORY
				Fig 10			

The first four buttons on the right are filters making it possible to display part of the messages in the "Inbox".

In detail:

If the button is selected all the messages are displayed.

If the <u>button</u> button is displayed only the messages having normal priority are displayed.

If the button is displayed only the messages having high priority are displayed.

If the button is displayed only the messages having very high priority are displayed.

The number displayed within the filter buttons indicates the number of unread messages of the kind corresponding to the button.

The **NEW MESSAGE** button makes it possible to create a new message. The new message composition procedure is described in paragraph 2.6.

The button makes it possible to print the selected message. Click the button to display a print preview. See dedicated paragraph for the system's print functionalities.

The button on the right makes it possible to display the message history (if existing). The "History" option only applies to system messages (i.e. messages sent by the DIGISTAT[®] system either at scheduled times or after specific configured events). Only the latest version of these messages is normally displayed. To display the previous versions the user can click the HISTORY button. Only users having specific permissions are enabled to do that.

2.6. How to create a new message

To create a new message

Click the **NEW MESSAGE** button on the command bar of the Inbox/Outbox screen (Fig 10 A)

The following screen opens (Fig 11)

Message Destinations				NEW MESSAGE
Name	Message Template			- 8×
	Subject:			
	Priority:	1	11 Read	receipt: NO 💿 💿
	Tahoma	• 10 •	BIU⊎ ≡≡≡≣	
ADD REMOVE REMOVE ALL				
Groups Users Users in HU Patient	9			
Name				
2. Gin				
2. Gruppo di test				
D Test				
Tutte le location				
2. Tutte le network				
2. Tutti gli utenti				
	Attachments			
	12			
	74070325720			
	ATTACHMEN	TS		
PRINT	ADD	REMOVE	CANCEL	SEND
	T1 4			

The screen is formed of three main areas, described in the next paragraphs:

- The destination selection area (left);
- The message composition area (right);
- The command bar (the buttons on bottom).

2.6.1. Destination search and selection

DIGISTAT[®] Messenger makes it possible to send messages to three types of "DIGISTAT[®] entities" (see introduction on paragraph 2.1).

- Users
- Networks
- Patients

Specific tools are available to search and select the message destinations. These tools are on the left (Fig 12).

	Messag	ge Destinations	
€		Name	
			R
ſ	Group	ps Users Users in HU Patient	
		Name A	
	2.	Gin	
	<u>₽</u> .	Gruppo di test	
	2.	Property	
	2.	Test	
	2.	Tutte le location	
\sim	<u></u>	Tutte le network	
	<u>z</u> ,	Tutti gli utenti	
		Fig 12	1

The area indicated in Fig 12 A is dedicated to the destinations search and selection.

The buttons indicated in Fig 12 **B** make it possible to either add or remove the items selected in the message destinations list.

The area on top displays the list of the selected destinations (Fig 12 C).

On the bottom area, enlarged in in Fig 13, all the possible destinations are displayed.

	Groups		Users	Users in HU	Patient
<u> </u>		Name			<u>ــــــــــــــــــــــــــــــــــــ</u>
	₽.	Gin			
	2	Gruppo di te	st		
	<u>.</u>	the second s			
	<u></u>	Test			
	2.	Tutte le loca	tion		
	2.	Tutte le net	work		
	2,	Tutti gli uter	nti		

The destinations are divided in four ways. Each way is related to a selection modality and can be selected using the "tabs" indicated in Fig 13 A.

These are the four modalities:

By group – groups are defined by configuration; groups are destinations sets that can include both users and networks.

By users – if the "Users" tab is clicked, the destination selection is performed among (and only) the DIGISTAT[®] users (Fig 14).





A search field is available, making it possible to search the destination (a user) by name (Fig 15 A).



Fig 15

To search the destination.

- > Type three letters at least of the destination name in the field indicated in Fig 15 A.
- > Click the Search button (Fig 15 **B**).
- The list of users whose names match the search string is displayed in the area indicated in Fig 15 C.

Double click the name of a user to add the user to the destinations list.

By hospital unit – this tab makes it possible to select one or more hospital units. The message is this way sent to all the users in the selected hospital unit.

By patient – the last tab on the right ("Patients") makes it possible to select as destination the patient currently selected. Actually, no message is sent to the patient, but <u>about</u> the patient. The message is then seen by the users that, later, select the same patient. Only the currently selected patient can be chosen as destination.

In all four cases, to select an item as destination (be it group, user or patient), double click the item. The selected item disappears from the selection window (down - Fig 16 A) and appears on top, among the "Message destinations" (Fig 16 B).



To remove an item from the destinations list, again, double click the item (you will find it in this case in the "Message destinations" area). This way the item disappears from the area on top and is displayed again on the bottom area.

The three buttons indicated in Fig 16 C also make it possible to manage the message destinations. The \bigcirc and \bigcirc button makes it possible to add to the destinations a selected item (instead of double clicking the item, select it with one click and then click the button).

The **V** REHOVE button makes it possible to remove an item from the destinations (instead of double clicking the item, select it with one click and then click the button).

The \times REMOVE ALL button removes all the items from the destinations list.

2.6.2. Message composition area

The message can be composed in the area on the right. Fig 17 shows the area right after the **NEW MESSAGE** button has been clicked.

Message Template Subject:		· 目×
Priority:		NO 🕜 🞯
Attachments —		
	Message Template Subject: Priority: Tahoma	Message Template Subject: Priority: I I I Read receipt: Tahoma 10 I I I I I I I I I I I I I I I I I I

Fig 17

This area is formed of three parts:

- The message composition tools (Fig 17 A)
- The message body (Fig 17 **B**)
- The attachments area (Fig 17 C)

2.6.3. Composition tools

Some composition tools are available. They are enlarged in Fig 18 and described in the next paragraphs.

Message Template		- 目 >
Subject:		
Priority:	Read receipt:	NO
Tahoma	• 10 • B I U 🙂 = = = :=	

Fig 18

2.6.3.1. Message template

This option makes it possible to create and save template messages that can be quickly selected and inserted in the message body.

Message Template		- 目×
	Fig 19	

To display the existing templates list

Click the button on the right. A drop down menu opens, listing all the existing templates Fig 20.

Message Template	· 🖶	X
	Prova Template Prova Template2	
	MyTempl	
	Head recept: NO O	0

Fig 20

To select one of the templates,

Click, on the drop down menu, the wanted template.

The template (both subject, message text and destinations) is this way displayed.

To save a new template

- Compose the message to be saved as template as any other message (subject, text and destinations).
- Click the button placed nearby.

From that moment on the message will be displayed in the template list.

To delete a template

> In the drop down menu, click once on the template to be deleted.

The template isthis way displayed

Click the button placed nearby.

The message is this way deleted from the template list.

2.6.3.2. Subject

It is the message subject that will be displayed in the box corresponding to the message on the messages list ("Inbox" screen for the destinations, "Outbox" screen for the sender). See the example shown in Fig 21 A.

		Prova			14 November
_	110	user1 user1	1		
				T1 A4	

Fig 21

2.6.3.3. Priority

Click one of the three buttons shown in Fig 22 to assign a priority to the message.



Fig 22

Priority can be

- Normal
- High
- Very high

Priority is normal if not explicitly specified otherwise. The symbol indicating the priority is displayed on the left of the box corresponding to the message in the messages list ("Inbox" screen for the destinations, "Outbox" screen for the sender). See the example shown in Fig 23 A.



2.6.3.4. Read receipt

Click one of the three buttons shown in Fig 24 to request a read receipt.



There are four possibilities

- If the first button is selected no read receipt is requested.
- If the second button is selected only one of the destinations must send a read receipt (once one of the destinations has sent the read receipt, the other destinations don't need to do it to open the message).
- If the third button is selected all the destinations must send a read receipt.
- If no button is selected no read receipt is requested.

The read receipt <u>request</u> is notified by the icons O and O placed both in the message box and in the message body. See, for instance, the example shown in Fig 25 **A**.

The read receipt <u>reception</u> is notified by the icons \bigcirc and \bigcirc placed both in the message box and in the message body.

Also the names of the users who sent the read receipt is displayed in the message body when selected in the "Outbox" screen. See paragraph 2.7.2 for more details.





2.6.4. Message composition tools

The actual message text can be written in the central area of the screen, shown in Fig 26.

Tahoma	• 10 • B <i>I</i>	U 🥲 = = =:	≣

Fig 26

The supported format is Rich Text Format, making it possible to use some text formatting functionalities. These functionalities are activated by the buttons placed in the top-right corner (enlarged in Fig 27).



These are, from left to right:

- Font style selection;
- Font size;
- bold;
- italic;
- underlined;
- text color;
- left alignment;
- centered;
- right alignment;
- bullets.

2.6.5. Attachments

The lower area (Fig 28) is dedicated to the possible attachments.

Attachments		100

There are two ways to attach a file:

- 1- Drag and drop the file in the "Attachments" area"
- 2- Use the ADD ATTACHMENT button on the command bar. More detailed instructions are provided in paragraph 2.6.6.

When attached files are present the corresponding icons are displayed in the "Attachments" area (Fig 28).

There are two ways to remove a file from the attachments area:

- 1- Click once on the file icon to select it and then click the CANC button on the workstation keyboard.
- 2- Click once on the file icon to select it and then click the REMOVE ATTACHMENT **REMOVE** button on the command bar (see next paragraph 2.6.6).

2.6.6. The command bar

The command bar of the message composition screen (Fig 29) is formed of buttons making it possible to perform different procedures.



A window is displayed, making it possible to browse the workstation contents (and/or the contents of the network to which the workstation belongs).

> Locate the file and double click it to attach it.



Files can also be attached by dragging and dropping them onto the "attachments" area on the message composition screen.

When there are files attached thir icons are displayed in the "attachments" area on the message composition screen (Fig 28).

To remove a file

Click, in the "Attachments" area (Fig 28), the icon corresponding to the file to be removed.

The icon appears as selected.

> Click the **REMOVE** button on the command bar.

The attached file is this way removed.

2.7. The "Outbox" screen

The "Outbox" screen (Fig 30) displays the messages sent by the currently connected user.



To display the "Outbox" screen

> Click the \bigcirc OUTBOX label indicated in Fig 30 A.

The screen is formed of three main areas, that will be described in the next paragraphs:

- The messages list (left);
- The selected message display area (right);
- The command bar (the buttons below).

2.7.1. Messages list

The area on the left lists all the sent messages (Fig 31).

\Rightarrow	INBOX 🖻 OUTBOX	
	Prova Me ≽ user1 user1	18 Nover
	TEST MESSAGE Me ▶ AMMINISTRATORE ADMIN	18 Nover
	Me 🕨 124 recipients	18 Nover
	Me ▶ user1 user1	14 Nover
	Me ▶ user1 user1	14 Nover
	prova subject Me ▶ 124 recipients	31 Octo
	prova subject Me ▶ 124 recipients	31 Octo
	prova subject Me ▶ vialè_mm	31 Octo
	Me 🕨 AB	30 Octo
	Me 🕨 AE	30 Octo
	Me 🕨 AB	30 Octo
	Me 🕨 AE	30 Octo
	prova Me ▶ user1 user1	25 Octo

Fig 31

Listed in this area are:

- The messages sent by the user;
- The system messages (only visible to users having specific permissions)

Each row corresponds to a sent message. The highlighted row n the example shown in Fig 31 A) indicates the selected message. The selected message is fully displayed on the right (the message display area is described in paragraph 2.7.2).

To select a message click the corresponding box. The box is this way highlighted and the message fully displayed on the right.

Messages are in chronological order (more recent on top).

In the box corresponding to the message some essential information is displayed. Fig 32 shows an example.

0	da n lan lan Me ▶ user1 user1	14 November
7	mene subject Me ▶ 124 recipients	31 October
	E*- 22	

Fig	32
-----	----

The icons characterizing the message are on the left. In detail, in the figure the icons in the figure mean that: 1 - the lower message has high priority; 2 - a read receipt was sent by all the destinations for the message on top, as requested. The possible icons are listed in paragraph 2.4.

In the central part of the message box the following information is displayed: message subject (upper row); the sender ("Me" in the figure) and the destination (the name if there's only one

destination, the number of destinations if they are more than one; the lower message in the figure has been sent to 124 destinations).

On the right it is displayed the time the message was sent. If the message has been sent the same day the time (hh:mm) is displayed; if it has been sent the day before today it is marked as "yesterday". If it was sent before yesterday the day and the month are indicated. The year is displayed as well for messages sent in the previous years.

2.7.2. Selected message display area

The selected message is fully displayed on the right (Fig 33).

Destination Read by	To: multiple reci 08/10/2013 09	ipients :18:37		\odot
	Destinations Status	Destination	Read by	
	1 🖂 📼			
	1 🖂 🖿	and the Party and		
	1			
	1 🖂 🗏	and the second s		
	1			
202		the second s		and the second

Fig 33

To select a message

Click the corresponding message box on the messages list on the left (shown in Fig 30).

The box appears as highlighted. The message is fully displayed on the right (see the example shown in Fig 33 and enlarged in Fig 34).

C	From: Me To: multiple r 31/10/2013	B ecipients 15:20:04		!
ſ	Status	Destination	Read by	^
		BOP		
		CHG		
		CHG		
\sim		CHG		
		ORL		
l		CHT		~
G	corpo del i	messaggio		

Fig 34

The following information is on the message:

- 1) Message subject (Fig 34 A).
- 2) Sender ("from" field Fig 34 **B**).
- 3) Destination ("to" field Fig 34 C in case of multiple destinations the destinations are listed in a table described below).
- 4) Date and time of sending (Fig 34 **D**).
- 5) Message features, indicated by the icons on the right. In the figure it is a message with high priority (Fig 34 \mathbf{E} see paragraph 2.4 to know the meanings of the icons).
- 6) The destinations table (Fig 34 \mathbf{F}). The table, described in the next paragraph is only present in case of multiple destinations.
- 7) Message text (Fig 34 G).
- 8) In the lower part of this area are the icons corresponding to the possible attached files (see Fig 33 A).

2.7.2.1. The destinations table

In case of multiple destinations, the destinations are listed in a table displayed within the selected sent message (Fig 35).

Sta	tus	Destination	Read by	^
1	\geq			
2	\ge	and the second se		
1	\geq			
2	\sim			
1	\geq			
1	\square			~

Fig 35

On the table, each row corresponds to a destination. Information is here ordered in three columns: "Status" – the destination type is here indicated (either user , network or patient). The icons indicate here whether the message has been read or not. "Destination" – the name of the destination is here indicated

"Read by" – The name of the destination who sent the read receipt (if requested) is here displayed.

2.7.3. The command bar

The command bar (Fig 36) is formed of buttons making it possible to perform different actions.

MY MAIL				NEW MESSAGE			PRINT	HISTORY	
	Fig 36								

If the button is selected only the messages sent by the logged user are displayed. Otherwise the system messages are displayed as well.

The **NEW MESSAGE** button makes it possible to create a new message. The new message composition procedure is described in paragraph 2.6.2.

The button makes it possible to print the slected message. Click the button to display a print preview. See dedicated paragraph for the DIGISTAT[®] system print functionalities.

The button on the right makes it possible to display the message history (if existing). The "History" option only applies to system messages (i.e. messages sent by the DIGISTAT[®] system either at scheduled times or after specific configured events). Only the latest version of these

messages is normally displayed. To display the previous versions the user can click the **HISTORY** button. Only users having specific permissions are enabled to do that.

2.8. Message notification on Control Bar

If there are new unread messages for the user currently logged to the system, and the user is not working with DIGISTAT[®] Messenger (i.e. another module is displayed), the notification button on Control Bar turns green to warn the user about the new incoming messages (Fig 37).

Patient	ADM	MENU	NEW MESSAGE You have unread messages	13.05	HELP =				
Fig 37									