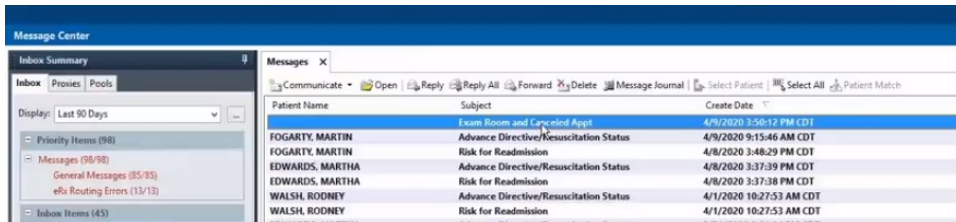# One Person One Record - Clinical Information System (OPOR-CIS):
Message Center

This short guide is intended to provide information on **Message Center** within the One Person One Record Clinical Information System (OPOR-CIS).
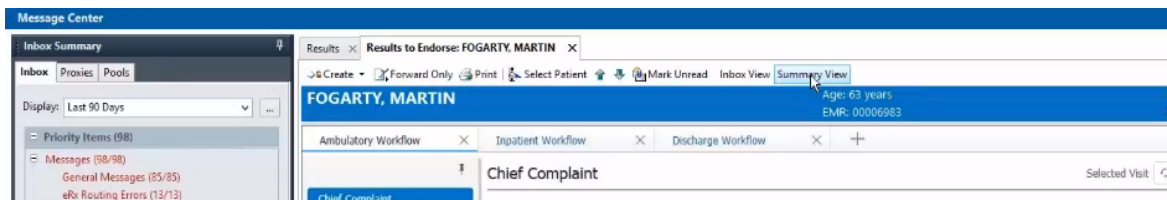
What is Message Center?

Message Center is a feature within the OPOR-CIS that enables secure messaging and communication. **Communication is crucial among healthcare providers,** and having a **centralized messaging system can streamline communication, enhance collaboration, and improve patient care.**
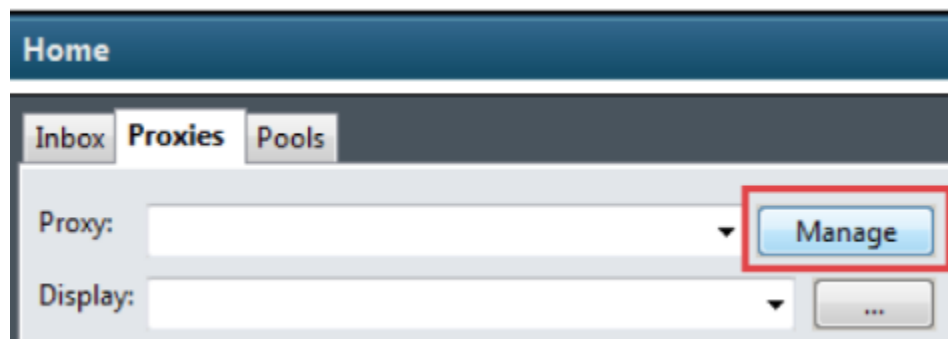
Key Points for Message Center Functionality

- Send messages to nurses and staff members – streamlining communication across care team members.
- Easily review renewal requests, refill requests or orders that need co-signature.
- Review notes that have been forwarded to you that need signature.
  - These notes can be modified (*edits are tracked to maintain data integrity*)
- View results, such as labs, trend these results over time and view outstanding (*pending*) results for your patients.
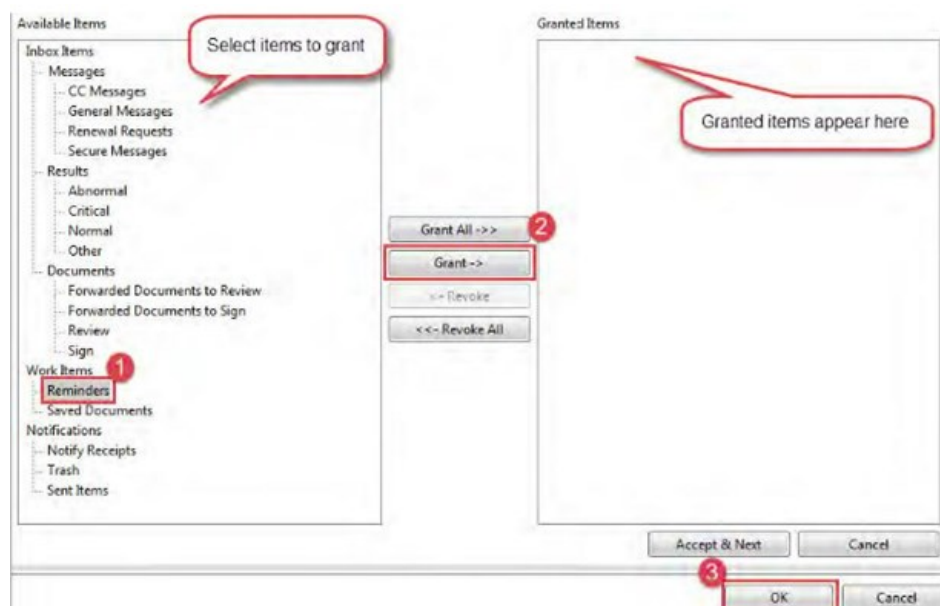- Ability to view Summary of patient chart – all within the Message Center

- Easily set up 'Pools' and 'Proxy' for your messages
  - **Establish a Pool** – for example a pool (or group email) for your nursing staff to handle patient results or an administration pool to handle referral or other office communication.
  - **Establish a Proxy** - a Proxy is a contact to receive messages, as well as the date range that you will be absent. For example, a provider may grant proxy authorization to another provider or provider group – which then enables the proxy to perform any activities for which you have granted them authorization, such as signing, refusing and forwarding messages and results. Proxy may be granted to more than one user.

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Looking to find more information on Message Center?

Demonstration videos for the OPOR-CIS are available on the **opor.nshealth.ca** website.

Please contact CMIO@nshealth.ca for any questions concerning Message Center within OPOR-CIS, how we are collaborating with Nova Scotia Health and IWK Health providers and clinicians across the province and importantly, **and how you can be part of this process.**

While this guide provides a brief overview, the **OPOR Education and Learning** team will prepare you with detailed content and experience leading up to the CIS implementation.

V1 (13 December 2023)