

In Basket Out of Contact for Providers

All AMB Providers

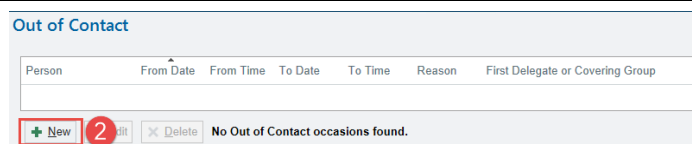
In Basket Out of Contact

Users have the ability to create an In Basket Out of Contact, while on leave/PTO, and delegate coverage to other users to ensure that messages are followed up on.

1. Click **Out** on the In Basket toolbar.



2. Click **New** from the *Out of Contact* window.



3. Ensure your name is listed in the **Out of Contact Person** field.

4. Select the reason for your Out of Contact occasion.

5. Enter beginning and ending dates/times.

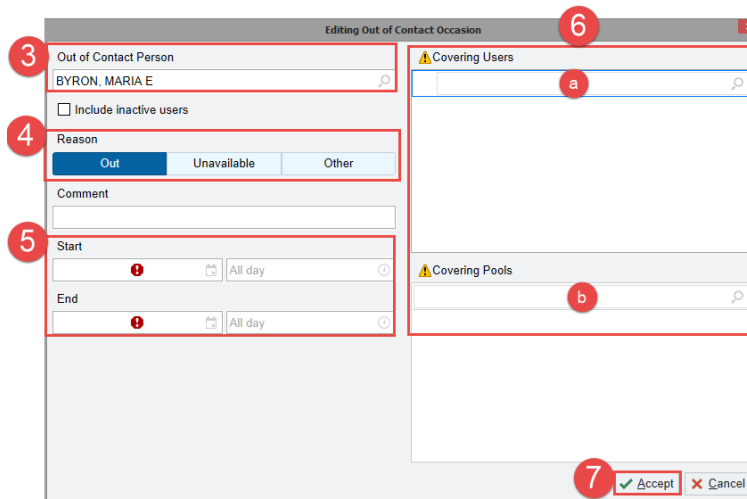
6. Enter delegates to cover for you while you're out.

- a. Enter a covering user.

NOTE – Your In Basket appears under the **Attached**

In Baskets tab for your delegates but will disappear when the out of contact expires.

- b. Enter a covering pool. **NOTE** – Your In Basket appears under the **Attached In Baskets** tab for users signed into the covering pool but will disappear when the out of contact expires.



Note: If your department pool is not available as a covering pool selection, please open a [service now ticket](#) to have the pool(s) in your department available as a covering pool.

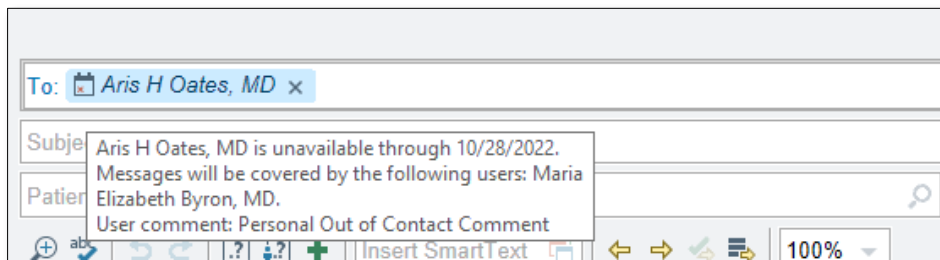
7. Click **Accept**.



Alert: Your delegates do not receive any automatic notification that they will be covering for you. Although your In Basket appears in the delegate users' In Baskets as soon as you're out, you should tell your delegate(s) about the outage in person or by sending a Staff message.

Setting out of contact status has many benefits. Not only does it cause your In Basket to be attached to a pool or provider while you are out, but it lets other clinicians, staff, and patients know you are out if they try to send you a message

APeX Message View:



Patient-Facing View via MyChart:

