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## Sending Messages via MDEExchange

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See also:  
[MDEExchange](#)  
[MDEExchange Tab](#)

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Messages sent via [MDEExchange](#) are first composed using [Letter Writer](#).

1. After you have composed your message, from within Letter Writer, select **File > Send via MDEExchange** . The **Send via MDEExchange** window appears.

A screenshot of the 'Send via MDEExchange' dialog box. The window title is 'Send via MDEExchange'. It contains the following fields and controls:

- Patient:** Ms Karen ANDERSON
- From:** Dr Tobias Rodger (dropdown menu)
- To...:** Empty text box with a button to the left.
- Cc...:** Empty text box with a button to the left.
- Subject:** Ms Karen ANDERSON
- Sign With...:** Your default signing certificate
- Send As:** Rich Text Format (dropdown menu)
- Send to My Health Record
- Preview** button
- Send** button
- Cancel** button

2. Select who the correspondence is to be sent from.
3. Type the name of the recipient into the **To...** box. Typing the name into this box will display an auto-complete list of recipients. Press **Control+Space** to see the list of all recipients.
4. Click **To...** to select recipients from the MDEExchange Recipients database. The **Select MDEExchange Recipients** window appears. This lists potential recipients from your Address Book.

Select MDEXchange Recipients

Name:  Practice Name:  Private Id:

Category:  City/Suburb:  Facility Id:

PostCode:  Provider Number:

Address Book  Online Search Results

MDX	Name	MDX Address	Category	City/Suburb	PostCode	
	Dr Daniel Miller	Dr Daniel Miller at M...	Medical oncol...	Bundaberg	4670	
	Dr Daniel Miller	Dr Daniel Miller at M...	General practice	Bundaberg	4670	
	Dr Gilbert Grape	Dr Gilbert Grape at M...	General practice	Bundaberg	4670	

Recipients

You can only send messages to Address Book contacts that have been added via the on-line search (having the icon).

Right-click a recipient to:

- Add them to the **To->** list
- Add them to the **Cc->** list
- Look-up the recipient's details using the MDEXchange online address book
- Delete the MDX Address. This is useful if for example you have incorrectly linked a MDX Address with a specific practitioner from your database.

5. Select names from your address book and then click  or  accordingly, to generate the list of recipients. You can also filter the list of names using the filter criteria at the top of this window.
  - Some users may have elected to be a *private* entry in the Address Book, as opposed to *public*. To search for such users you will need to know their full Name, Practice Name and Private ID. You can locate your Private ID via **Tools > MD Exchange > Setup User Profiles**.
  - You can also search by Facility ID; an ID that uniquely identifies the recipient. When sending correspondence to Healthlink users via MDEXchange, the Facility ID would be the recipient's Healthlink EDI ID.
6. (Optional) Search for recipients from the MDEXchange *online* database, by clicking
7. When you have generated your list of recipients, click  to continue. You will be returned to the Send via MDEXchange window, which is now populated with your recipients.

Send via MDEExchange

Patient: **Ms Karen ANDERSON**

From: Dr Tobias Rodger

To...: Dr. Leonard McCoy

Cc...:

Subject: Ms Karen ANDERSON

Sign With...: Your default signing certificate

Send As: Rich Text Format

Send to My Health Record

Preview Send Cancel

8. (Optional) Click **Sign With...** to digitally sign this correspondence with a Signing Certificate other than the default for the selected sender. The **Signing Certificate** window appears.

Send via MDEExchange

Select the certificate to use to sign this message with:

Use the default signing certificate for the selected Sender

Use the Practice's configured signing certificate

Select a certificate from the list below:

Type	Issued To

To select certificates from a newly inserted token, click Refresh

Refresh Details...

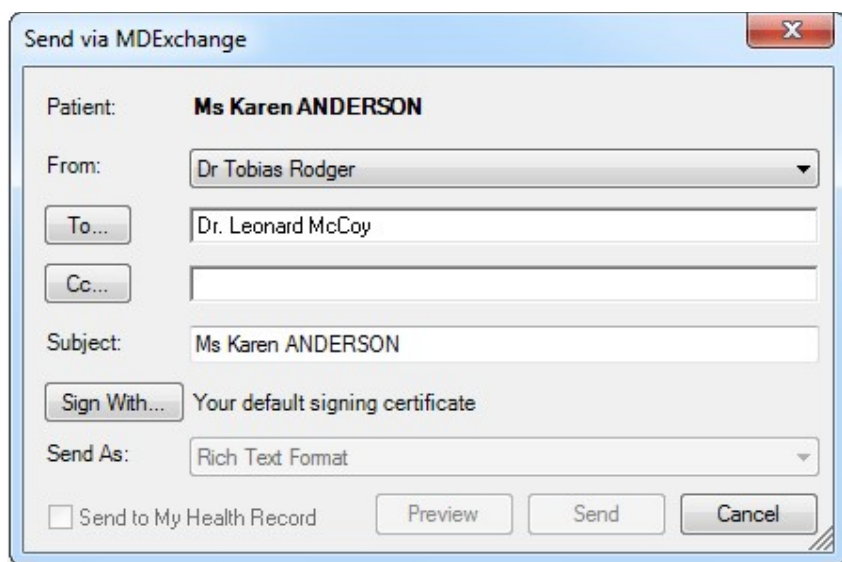
OK Cancel

The options here allow you to select either:

- The certificate configured for the current user
- The signing certificate configured for the practice
- A HESA token (plugged into the computer), that will appear in and can be selected from the available list.

Copies of signed, sent item are saved in the DMS (ManageEzy)

- (Optional) Select a format for the message via the **Send As** drop-down list. The default format is Rich Text. However you can select another, if you know the recipient cannot receive messages of this type.



The screenshot shows a dialog box titled "Send via MDEExchange". It contains the following fields and controls:

- Patient:** Ms Karen ANDERSON
- From:** Dr Tobias Rodger (dropdown menu)
- To...:** Dr. Leonard McCoy
- Cc...:** (empty field)
- Subject:** Ms Karen ANDERSON
- Sign With...:** Your default signing certificate
- Send As:** Rich Text Format (dropdown menu)
- Send to My Health Record
- Buttons: Preview, Send, Cancel

When you select a format other than the default for a particular recipient's facility, MDEExchange saves that format as the default for that recipient's facility. If you have selected multiple recipients to send the message to, and then change the format type, that format type is saved against the first recipient in the list.

*Note that if you have selected multiple recipients to send the message to, and any of your recipients cannot support the format you have selected, when they open the message, it may not display correctly.*

- (Optional) Tick the **Send to My Health Record** check box to simultaneously upload this document to the **My Health Record** system.
- When you are ready to send your message, click **Send**. A progress bar will be displayed.