How Do I…Process Messages from Vision Anywhere in Vision 3?
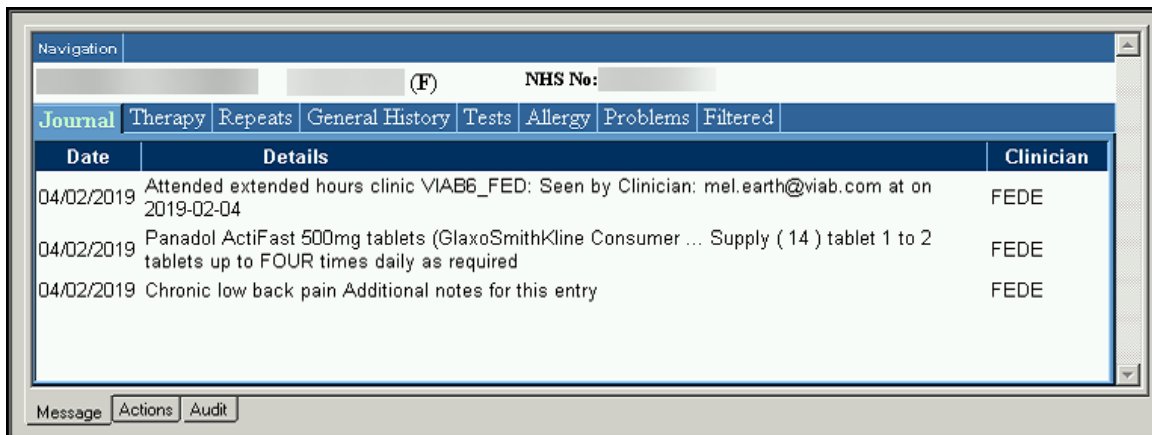
When data is recorded in **Vision Anywhere** once an Encounter, is closed any details recorded are written back to **Consultation Manager** via **Mail Manager**.

Any consultations recorded in a shared care setting have **Dr Federated User** as the clinician and the Read code **9kh0.00 Attended extended hours clinic - ESA** displays in the patient's notes followed by the name of the clinician that saw the patient.

> 💡 **Training Tip** - Download the **Search for Patients who have been seen in a Federative Setting in the Last Week** search to help you quickly identify patients who have been seen in a shared care setting within the last week. This can be downloaded from Downloads - Predefined Searches in the **Search and Reports Help Centre**.

The Encounter detail displays in **Mail Manager**, where you can view the details, attach actions and print the message:
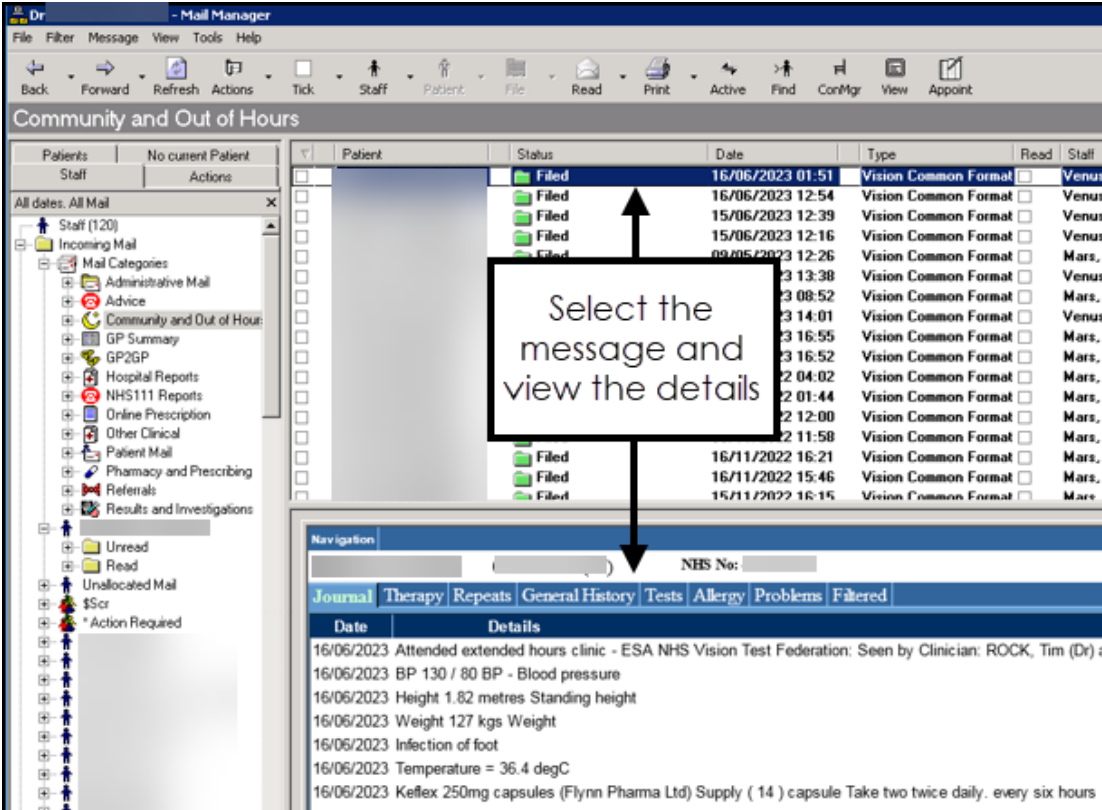
Processing Vision Anywhere Messages

Within **Mail Manager**, **Vision Anywhere** messages are received as **Vision Common Format** and should be:

- **Allocated an Action**, and
- **Completed**

🔵 **Training Tip** - You can create a completing Action that indicates a message has been seen and no further action is required, for example '*No Action Required*' or '*Dealt with*', see Actions in the **Management Tools Help Centre** for details.

The full details of a **Vision Anywhere** Encounter can be viewed from the message within **Mail Manager** including the original clinician:

1. From **Mail Manager**, select the **Vision Common Format** message required.
2. View the details in the tabs in the **Navigation** pane at the bottom of your screen.

🔵 See Adding an Action to a Message, Completing an Action from the Message Actions tab and Completing Actions from the Patient Record in the **Mail Manager Help Centre** for details.