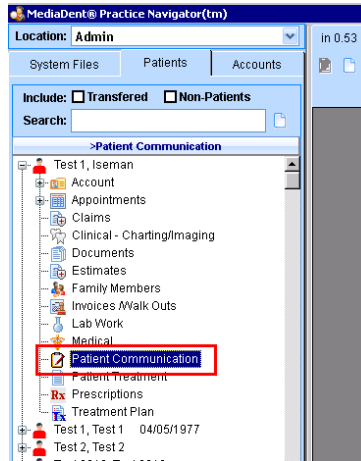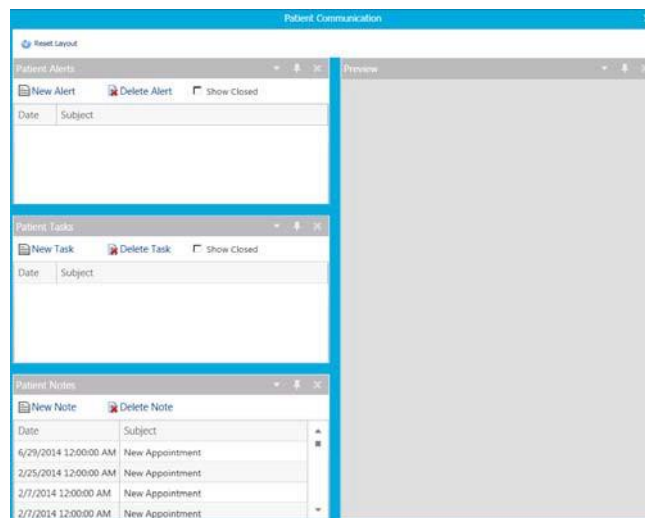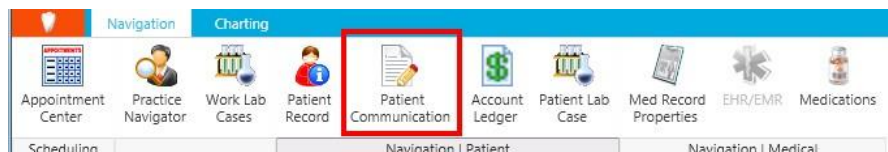# Using the Patient Communication Node

- A new **Patient Communication** node has been added to the **Practice Navigator** that combines the notes, alert, and tasks communication functions. This new combination replaces tasks and notes for all patient communication.
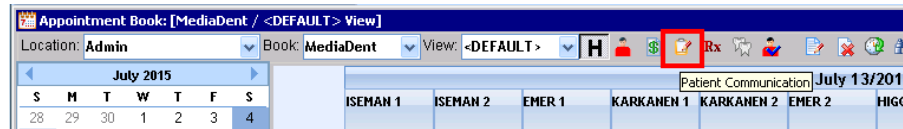

- Users may double-click the Patient Communication node to launch the main **Patient Communication** window.
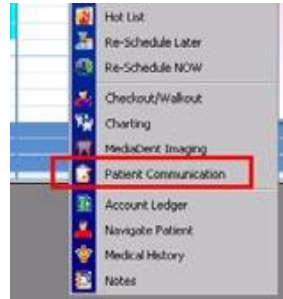

- The **Patient Communication** window can also be accessed from the following locations:
  - **Charting** > **Navigation** menu ribbon > **Patient Communication** icon

- o **Appointment Book** menu ribbon > **Patient Communication** icon

- o **Patient appointment** – right-click and select **Patient Communication**

- The **Patient Communication** window enables users to create alerts, tasks, and notes for a patient record. To create a communication item:
  - o Select the appropriate button to create a new item.
    - For patient alerts, click **New Alert**. The **Patient Alert** dialog box displays.

  - o Enter the appropriate **Subject** for the alert (100-character limit).
  - o Enter the information in the main body field (4,000-character limit).
  - o To add a remark to an alert, click the **Remarks** button to display the appropriate **Select a Remark** dialog box.

o Select the appropriate remark from the list and click **OK** to add the remark text to the alert or task.
o Click **Save** to save changes to the alert, task, or note. Click **Close** to close the appropriate dialog box.
o The item will be added to the appropriate section on the **Patient Communication** window. Selecting the appropriate line item will display the message in the **Preview** field.

o Users may click the pin icon ( ) on any section to pin the section to the window frame. The pinned section will display when the user hovers the cursor over the pinned tab.
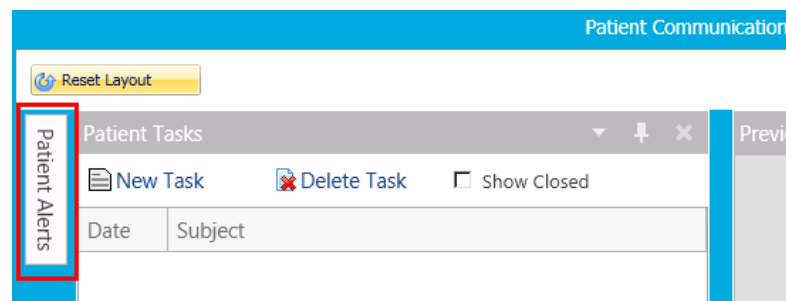
o To un-pin a section, click the horizontal pin icon).
o Click **Reset Layout** to return the window to its original layout.
o Patient alerts created for the patient will display a **Yes** indicator in the **Patient Alerts** field on the Odontogram toolbar in **Charting**:
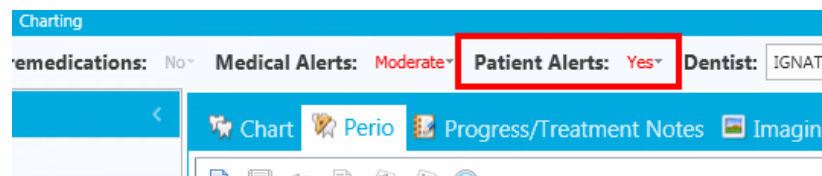
o Users may click the **Yes** indicator label to display a drop-down menu with all patient alerts that exist for the patient: