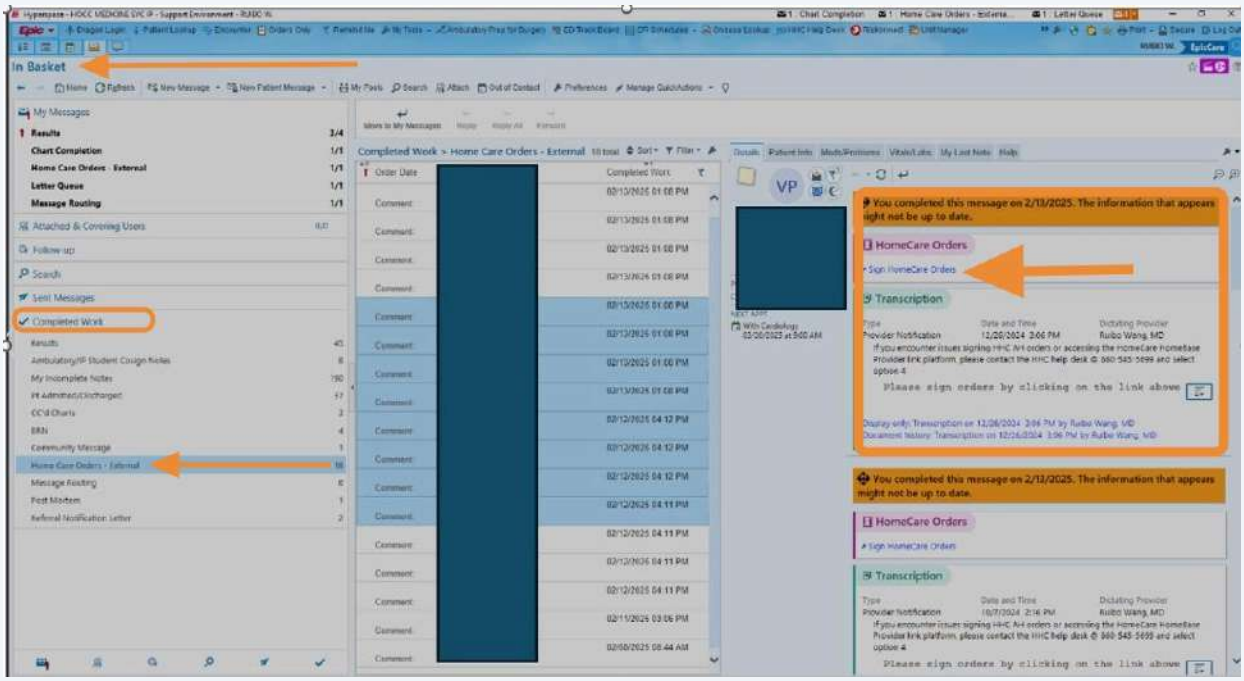
Home Care Orders Missing from In-Basket Messages? Here's What to Do

In some cases, providers may not see their Home Care Orders in their active In-Basket because the notifications were mistakenly marked as “Completed” before the orders were signed in Provider Link.

When this occurs, the orders remain unsigned, which can delay patient care.

1 Steps to Retrieve and Process the Order:

1. Navigate to "Completed Work"
   - In the In Basket, look at the bottom of the left-hand column under In Basket Folders.
   - Click on "Completed Work."
2. Locate the Completed Messages
   - Any folders containing completed messages will appear.
   - Select the appropriate folder to view messages.
3. Open the Message and Access Provider Link
   - Click on the message to review its contents.
   - The completed message will show on the right side of the screen.
   - Click the "Sign Homecare Order" to direct the provider to sign the orders via Provider Link.

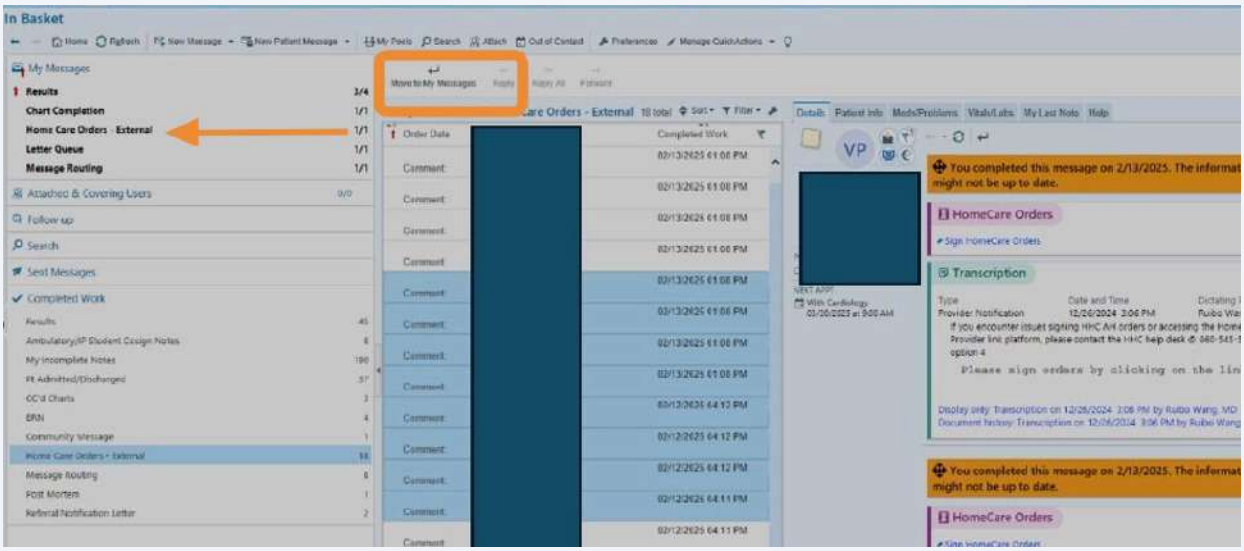


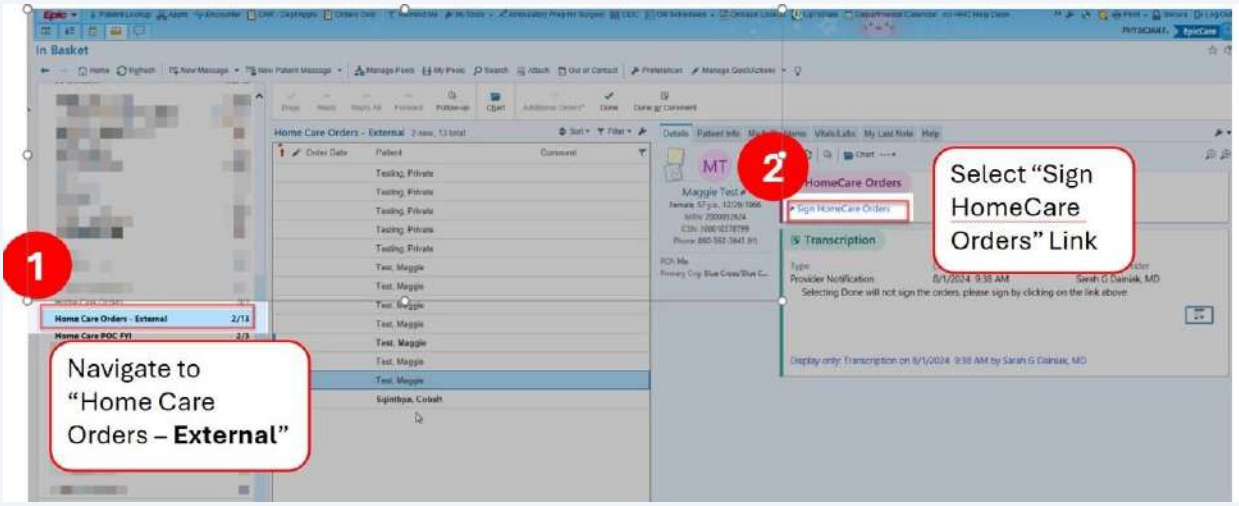
2 If the above does not work.

Move the Message Back to Active In-Basket

1. The message can be returned to their active In Basket, select "Move to My Message." At the top of the screen.

2. This will place the message back in the "Homecare Orders External" section.



3 Once the message is back in the in-basket you can follow the normal steps:

- Click the "Sign HomeCare Orders" Link
  - On the right side of the screen, find the HomeCare Orders section.
  - Click on "Sign HomeCare Orders" to proceed with signing in Provider Link.
- Mark the Message as Completed
  - After signing the orders in Provider Link, return to the In Basket.
  - Ensure the message is marked as completed to keep the In Basket organized.