


New to Artera: End Users

Review the information below to learn more about navigating the Artera platform



Note: Always follow the guidelines and governance set by your Practice, Enterprise, or employer when using Artera.

LOGGING INTO ARTERA

Visit app.wellapp.com to log into Artera

Enter your work email address and Artera password

You will be routed into Artera
Click [here](#) for full login details.

Google Chrome is the suggested browser

Access in Artera is based on your role within your organization

Artera is a combination of several scheduling departments

VIEWS WITHIN ARTERA

There are four main views available within Artera: Collaborative Inbox, Scheduled View, Starred View, and Mentions View

01

Collaborative Inbox
Recent Messages View. Displays about 200 recent messages for the Phone Line(s) you've been given access to view.

02

Scheduled View
Displays list of patients who are on the schedule for the selected day, which defaults to today.


03

Starred View
Displays Patient Channels that you have starred, allowing easy access to those Patient Channels.

04

Mentions View
Displays the Patient Channels you have been tagged/mentioned in through an Internal Mention.

PATIENT FACESHEET



Information synced from your EMR will appear in the Patient Facesheet.

Available information includes the patient's name, DOB, sex, preferred language, phone number, and portal enrollment status.

Any scheduled or upcoming appointments, within the Practice will appear within the **Events** section of the Patient Facesheet.

Recalls and Referrals will also appear under **Events**, if supported by your Artera configuration.

PATIENT CHANNEL STATUSES

Within the various views, you will notice three distinct Patient Channel statuses. Each Patient Channel status is differentiated through a different color and pattern.

The three Patient Channel statuses are: **Open, Pending, & Closed**

Open Channel (White)
The Patient Channel is active and typically requires manual intervention to close. Patient Channels usually open when a patient messages into a Practice.

Pending Channel (Striped)
The Patient Channel is active and indicates that you are awaiting a response from the patient or that internal action is required.

Closed Channel (Grey)
The Patient Channel is inactive and does not require attention at the moment.

SECURE PATIENT MESSAGING

Artera takes the PHI of patients seriously. All messages sent from Artera are sent as a Secure Link by default. Artera allows you to send Unsecured Messages (plain text) to patients as long as there is no PHI included in the message.

Sending Unsecure Messages

Insert two **exclamation marks** at the start of a message

OR

Click on the **Lock icon** in the text field

Red banner displays: *Message will be sent as plain text*

NOTE: Connect with your Artera Admin to determine when/if Unsecured Messaging can be used with your patients.

