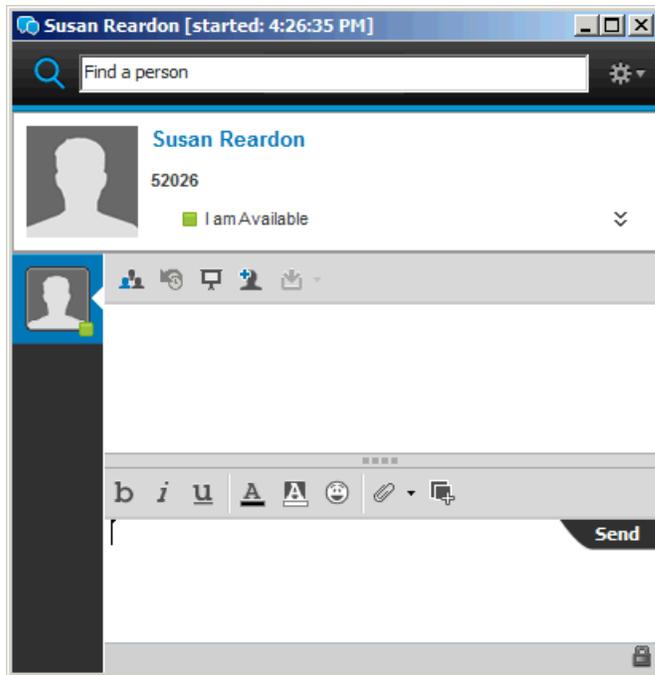


## Communicate with Behavioral Health Clinician via IM

Susan Reardon who is the THP SCO Behavioral Health Clinician is often available via IBM Notes Instant Messaging (IM) for quick communication. This is a great alternative to email for office-based staff as well as remote RN Care Managers. When RNCMs are in the home and connected to the internet via their hotspot, they can access Susan easily through IM. Just do a search for "Susan Reardon" in the Sametime Contacts panel to the right of your email screen in IBM Notes and the following IM dialogue box will appear.

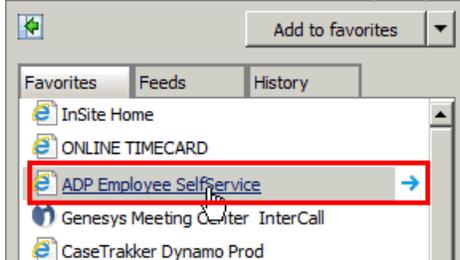


Type your message in the lower box and click the "Send" button and it will immediately be sent to Susan if she's available at that time. Using this method of communication does not replace the CaseTrakker BH referral process. It is an alternate way to try and reach Susan for quick correspondence. The IBM Notes Sametime IM interface can be used to reach any Tufts Health Plan employee who's currently available on the system. Remote employee can also easily reach the Care Coordinators and Admin staff.

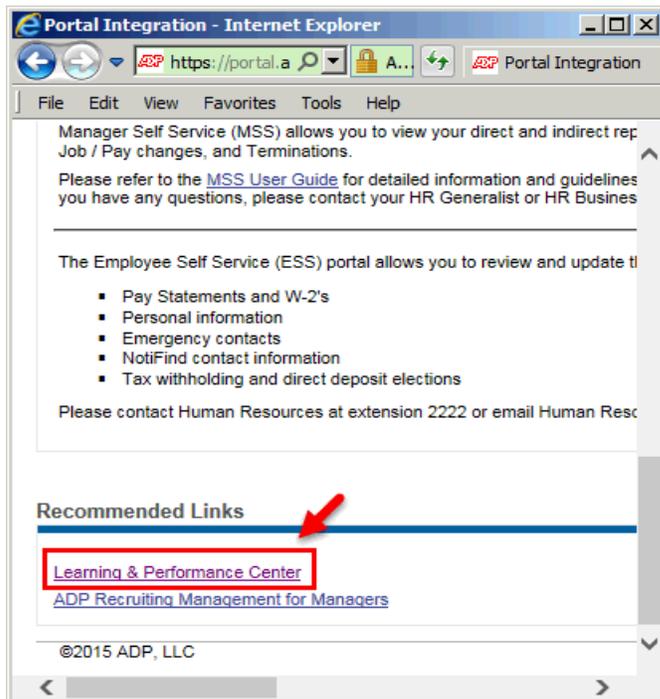
## Sametime training resource

A number of you have mentioned to me that you do not know how to use IBM Notes Sametime IM. There is a 4 minute online IM training module available via the ADP Learning Management System. To view the training, do the following:

1. Click on the **ADP Employee Self-Service** link in your web browser favorites.



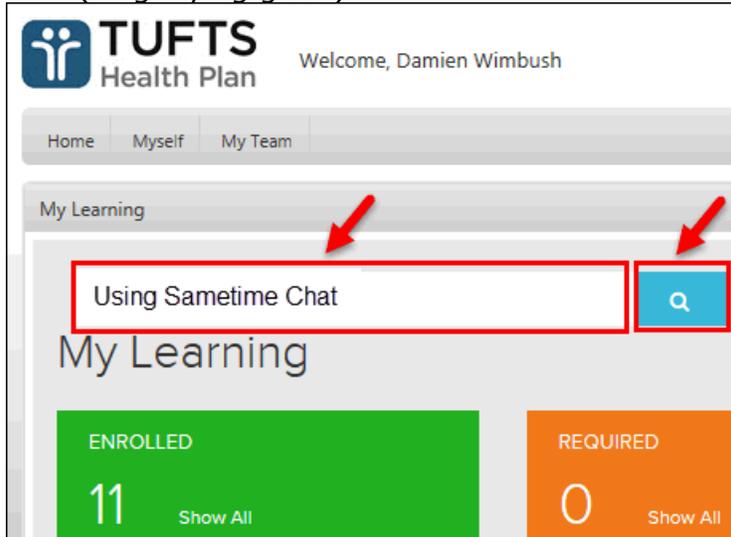
2. Click on "**Learning & Performance Center**" link under Recommended Links at the very bottom of the page.



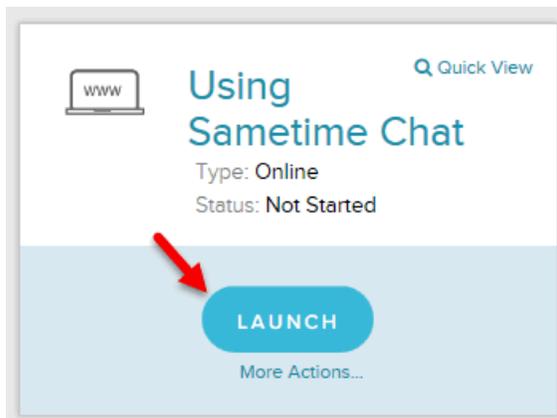
3. Under the "**Myself**" tab at the top, click the "**My Learning**" link.



4. Type "**Using Sametime Chat**" in the course search box and **click the search button** (Magnifying glass).



5. Click the "**Launch**" button to start the training.



Again, the training only takes 4 minutes. Please let me know if you have any other questions.