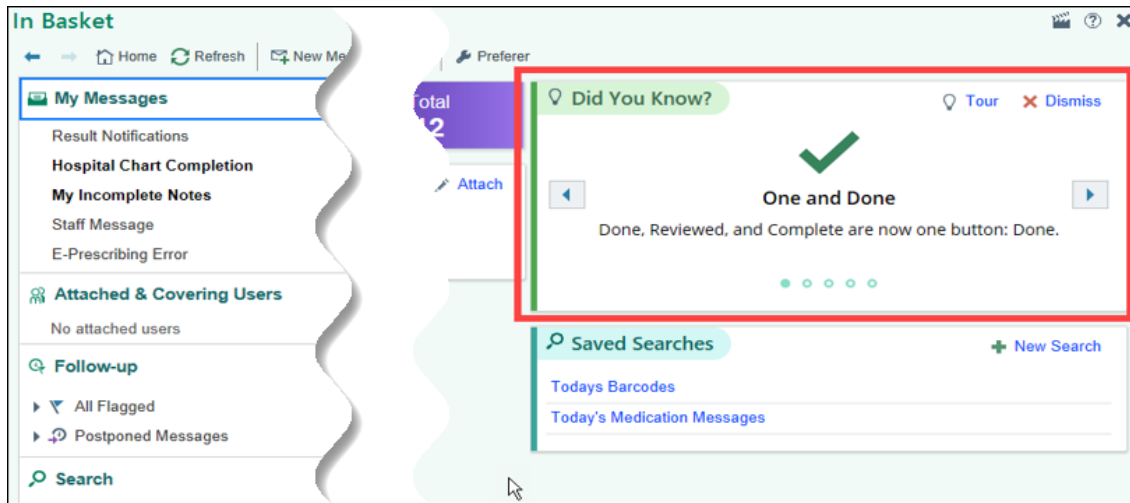# In Basket Gets a Renovation in Version 22.2 August 2022

Changes to the In Basket offer optimized workflows and intuitive navigation, including the ability to save messages directly to a patient's record, combining redundant buttons, and redesigning QuickActions.
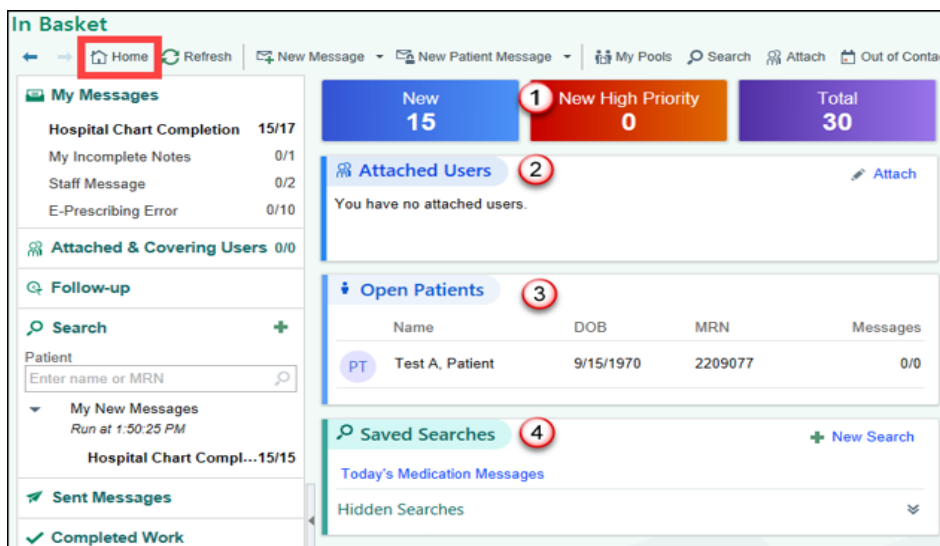
A guided tour of the changes automatically appears for clinicians when they open the In Basket for the first time:

Try It Out

Home Screen
1. New, High Priority, and Total message buttons
2. Displays which provider's in baskets you are attached to
3. Open patient charts
4. Saved searches

Overview of Toolbars and Folders

1. **Folder list** - The message counts include both new and total messages. Multiple sections can be expanded at the same time. There is a new inline patient search in the Search space to quickly find patient messages, and a new navigation pane on the bottom to easily go between activities.
2. **In Basket toolbar** - The lightbulb icon opens the In Basket Activity Tour.
3. **Message toolbar** - Commands and QuickActions can be rearranged and hidden by clicking and dragging, or, with the right-click menu, where you can also set double-click actions. Click and drag the last vertical divider to resize the sections.
4. **Message list** - Rearrange and hide columns by right-clicking the column headers or by selecting Customize Columns in the wrench menu, where you can also choose to reset the columns back to the default layout. Columns can no longer be rearranged using drag and drop.
5. **Message report toolbar** - Set the default report with the message report wrench menu.
6. **Message report** – Commands, such as standard actions, frequently used actions, and QuickActions now appear in a new toolbar directly above the message report. Right-click the message report to see more commands, such as Print and Copy All.

Intuitive Options to Have Messages Appear in Chart Review

1. The **Reply and Forward** buttons, **with** the **floppy disk**, indicates that the message will save to the patients' charts.
2. The Reply and Forward buttons, without the floppy disk, indicates that the message will not be saved to patient charts.
3. The Send button, without the floppy disk, indicates that the message will not appear in the patients' charts.
4. The **Send button**, **with** the **floppy disk**, indicates that the message will save to the patients' charts.

Improved Tools to Navigate In Basket

The following changes help users smoothly navigate the In Basket:

- A dynamic new keyboard shortcut system helps clinicians find and use shortcuts more easily.
- The alert bar now allows clinicians to control whether attached messages appear there and what order they appear in.
- The folder list has a new section called Follow-up, where clinicians can find all their flagged and postponed messages. Ticklers now appear here too, instead of in the Tickler activity, that was previously accessible through the stopwatch icon in the alert bar. The Tickler activity has been removed and key features have been consolidated in the Follow-up section.

These changes help users complete more tasks with fewer clicks:

- Advanced filters find specific messages based on column values.
- A simpler Search form makes finding messages more intuitive and now includes an option to search on the message sender.
- The command buttons in the message report toolbar are listed in order based on frequency of use.

New QuickActions help users act quickly on messages:

- Reply and forward QuickActions make responding to messages easier and more efficient.
- A new and improved QuickAction Editor makes it easier to create and edit personal and system QuickActions.
- Reply and Forward QuickActions can be created right from the send form.

Renamed features, to make them more intuitive:

- The Properties button has been replaced by Follow-up and is located in the message toolbar instead of the In Basket toolbar.
- The Comment button has been removed and integrated into the Follow-up form.
- QuickNote is now called Note.
- The Reviewed and Complete buttons have been replaced with Done.

You Can Also…
- Watch Epic's In Basket Overview video (2.5 mins) [here](#)
- Watch Epic's Quick Action Replies video (2.5 mins) [here](#)
- Watch Epic's Replies & Notes from In Basket video (2 mins) [here](#)