

MyMBT (Impravata Cortext) Messaging Rules

Departmental Communication

1. The mass group listing (All Department Members) is intended to broadcast alerts/announcements, or other single-direction communication
 - Unless a reply is requested, do not reply
 - Replying to a group thread is akin to “reply all”. Only reply to large group messages when it’s something that absolutely everyone in the thread needs to see.
 - Consider sending a private message to the sender if you wish to comment, or have a specific question about a broadcast/mass alert.
2. Mass text/broadcast alerts should be limited to messages that require an immediate response, or that require other time-sensitive action (e.g. Please review urgent email regarding changes to PPE, etc.).
3. Email will remain preferred method of communicating important information that does not require urgent attention or time-sensitive action.

Individual Communication

1. As it is a secure messaging platform, MyMBT will be the tool of choice for provider-to-provider communication about patients and/or other sensitive information.