# IOWA LUTHERAN HOSPITAL TRACK-DES MOINES
# UNITYPOINT HEALTH-CENTRAL IOWA FAMILY MEDICINE RESIDENCY

## Policy: Messages

Messages that require a same day response go to the resident's "In Basket" in the electronic medical record (EMR) if the resident is in clinic that day. If the resident is not in clinic that day the message will be triaged by the resident's clinical assistants. Routine labs, paps, etc. will be left for resident's return. Residents are encouraged to manage their "In Basket" through the day except while on rotations without computer access. If a resident will not be available to manage his/her "In Basket" within a 48-hour period, he/she is expected to sign out to another physician.

Reviewed 5/2026