

Supplemental Online Content

Nath B, Williams B, Jeffery MM, et al. Trends in electronic health record inbox messaging during the COVID-19 pandemic in an ambulatory practice network in New England. *JAMA Netw Open*. 2021;4(10):e2131490. doi:10.1001/jamanetworkopen.2021.31490

eTable 1. Epic Inbox Message Categories

eTable 2. Physician Specialty Grouping

This supplemental material has been provided by the authors to give readers additional information about their work.

eTable 1. Epic Inbox Message Categories

Epic Inbox Message Categories	Message Categories by Source of Origin
Clinical Update Message	Patient Originated Messages
MyChart Patient Entered FlowsheetMessage	
Patient Call Back	
Patient Calls	
Patient CRM Request	
Patient History QuestionnaireSubmission	
Patient Medical Advice Request	
Patient Questionnaire Submission	
Patient Refill Request	
Patient Schedule Request	
Rx Auth	Prescription Renewal
Patient Reminder	Physician User Initiated
Results	
AC SIGNIFICANT WEIGHTCHANGE	System Generated
Anticoagulation Enrollment	
BestPractice	
Broadcast Message	
Canceled Orders	
Cardiology Message	
Case Message	
CE Event Notification	
Charts	
Clinical Letter	
Coding Query	
Completed Orders	
Covered Work	
E-Consult	
ED Charting Reminder	
Encounter Report	
E-Prescribing Errors	
Follow-up Reminder	
Help Desk	
Home Health Discharge	
Hospital ADT	
Hospital Chart Completion	
ID Chart Correction Message	

Incomplete Note		
Initiate Call Back		
INR Reminder		
IP Cosign Note		
IP ROUTING		
Letter Queue		
Media Manager		
Medication Cancellation		
Open Encounters		
Open Letters		
Overdue Message		
Overdue Rslt		
Overdue Rx Auth		
Post Mortem Notification		
Radiology Messages		
Refill Errors		
Rejected Transcription		
Reporting Workbench		
REVIEW REPORTS		
Route Plan		
Timeout Message		
Transcription		
Treatment Summary		
Unread Patient Message Notification		
Unsigned Orders		
Work Queue Message		
Addendum		Team Member Generated
CC Charts		
CE Outside Messages		
Chart Cosign		
Cosign - Clinic Orders		
Lab Add-ons		
Referral Letter Review		
Referral Message		
Referral Notification Letter		
Result Notes		
Rx Response		
Staff Message		

eTable 2. Physician Specialty Grouping

Physician Specialty	Combined Category
Family Medicine	Primary Care
Geriatrics	
Internal Medicine	
Neonatal-Perinatal Medicine (part of Pediatrics)	
Pediatrics	
Allergy	Medical Specialty
Cardiovascular Disease	
Child & Adolescent Psychiatry	
Dermatology	
Developmental-Behavioral Pediatrics	
Endocrinology, Diabetes & Metabolism	
Gastroenterology	
Infectious Diseases	
Nephrology	
Neurology	
Otolaryngology	
Pain Medicine	
Palliative Care	
Physical Medicine and Rehabilitation	
Physician Assistant	
Psychiatry	
Psychiatry & Neurology	
Pulmonary Critical Care Medicine	
Pulmonary Disease	
Rheumatology	
Sleep Medicine	
Colon & Rectal Surgery	Surgical Specialties
Foot & Ankle Surgery	
Gynecology	
Obstetrics and Gynecology	
Ophthalmology	
Orthopedic Surgery	
Podiatry	
Surgery	
Urology	