

# Mark Messages as Read Request Form

Purpose: Use this form to request that all current unread messages in your Hypercare account be marked as read. This action is typically requested to clear a backlog of unread notifications and clean up your chat history list. Please email the signed form to [support@hypercare.com](mailto:support@hypercare.com) for processing. **Requests take at least 5 business days to process.**

## User Information

Full Name

Organization Name

Email Associated to Hypercare Account

## Request Parameters

Specify which unread messages should be processed. Check **one** option:

- Option A (Cutoff Date):** All messages before this date/time:

Date (YYYY-MM-DD): \_\_\_\_\_

Time (e.g. 23:00): \_\_\_\_\_

- Option B (Specific Range):** All messages WITHIN this specific timeframe:

Start Date (YYYY-MM-DD): \_\_\_\_\_

Start Time (e.g. 23:00): \_\_\_\_\_

End Date (YYYY-MM-DD): \_\_\_\_\_

End Time (e.g. 23:00): \_\_\_\_\_

## Acknowledgement and Authorization

By signing this form, you acknowledge and agree to the following conditions regarding your request:

- **Manual Review:** You confirm that you have reviewed all messages/chats in the Hypercare application and have acted upon those messages appropriately based on clinical or institutional need.
- **Database Timestamping:** All metadata for your current unread messages will be updated to a "Read" status in the Hypercare database. The recorded date and time of this action will reflect the exact moment the system processes this request.
- **Data & Reporting Impact:** The metadata/audit record for unread messages affected by this request will be permanently altered.

By signing below, you authorize Hypercare to execute the command to mark all current unread messages in your account as read. You acknowledge that this action is irreversible.

### User Signatory

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

### Organization Administrator Signatory

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date