



# Bp Comms — Inbox and Follow up Inbox



**New Pathology Workflow**

**Indigo SP1 Bp Comms** gives you more options to action results and contact patients from the pathology workflow screens, including new Contact Notes that demonstrate a complete record of all user and system-generated patient contact attempts.

**Provider Inbox**

- Action results and send an SMS message to a patient from the Inbox using a custom SMS template

**Follow up Inbox**

- Mail merge bulk follow up messages to SMS or Letter from custom templates
- Send an SMS message directly to a patient about their results
- Review the contact history for a result and add a contact note to record patient contact attempts
- Book an appointment or create a reminder

**Inbox – SMS**

Select an **Action to be taken**.

**Send Message** will be enabled if the patient has SMS consent.

Select a **Template** to use, edit the text, and click **Send**.

A contact note will be auto-created for the patient.

**Store for location:**

Bundaberg Clinic

**Send Message**

Add Reminder    Graph

Add Action    Add Past History

Add CST result    Add INR

< Previous    Next >

Skip    Finish

Send message to Mrs. Madeline Jane Abbott

Send via: SMS    Template: Results Requiring an Appointment

Hi Madeline, Dr Findacure has reviewed your result dated 14/10/2018. Please call the practice on 0742111333 to make an appointment.[Do not reply.

Approx Characters: 145  
Unused messages: 967 SMS

Send    Cancel

**Follow up Inbox – Contact notes**

Contact patient to follow up result.

Click **Record Note**.

Record the **Contact Method, Comments, and contact Status**.

If the patient did not answer, note this (e.g. a carer).

The **Contact attempt No.** increments automatically if a new note about this result is generated.

**Contact reason** defaults based on context and cannot be changed.

Follow up inbox

File Utilities View Help

Reports checked since: 30/10/2014    Filter by action: All unactioned

Mark as contacted    Mark result as given    **Record note**    Send Message    Make appt

Date checked	Patient	Phone
17/03/2017	Allen, David Charles	08 99905050(H)
17/03/2017	Allen, David Charles	08 99905050(H)
27/04/2017	Barefoot, Jennie	0419913102(M)
27/04/2017	Limbrick, Sandeshni	0452404111(M)

Result note - Mr. David Charles Allen

**Patient contact details**

Patient name: Mr. David Charles Allen    Age: 58 yrs

Home phone: 08 99905050    Work phone: 0845679412

**Other contact's details**

Contact type:    Home phone:    Work phone:

**Communication details**

Contact reason: Follow Up Result    Contact method: Phone

Contact date: 30/10/2018

**Contact attempt no.:** 1

User comments:

Patient answered. Appointment booked for next week.

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# Bp Comms — Inbox and Follow up Inbox

Follow up Inbox – Mail merge to SMS

From the Follow up inbox, select **File > Mail merge**.

Bp will default patients to SMS or Letter based on their consent.

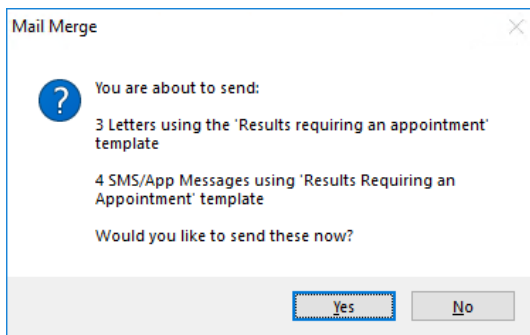
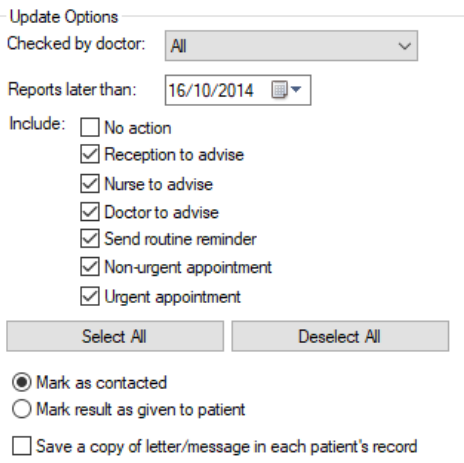
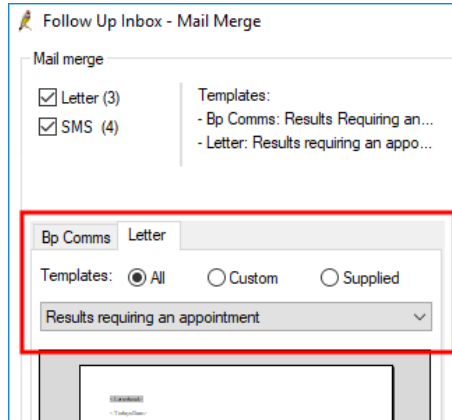
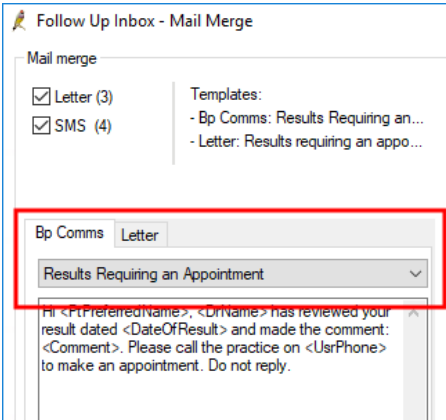
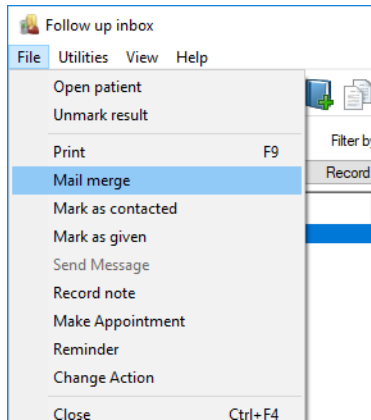
Select a **Bp Comms template** for patients who will receive an SMS follow up message.

Select a **Letter template** for patients who will receive a letter.

Select the **Update Options** to filter the list of results that will generate a follow up message.

Mark the result as 'Contacted' or 'Given to patient' after the mail merge is run.

You can save a message copy to each patient's Correspondence In.



Using the practice's preferred contact method order and patient's consent options, the following number of messages will be sent: SMS: 4, Letter: 3

Follow up Inbox – SMS

Click **Send Message** to send a patient an SMS, just like from the Inbox.

Patient must have SMS consent. A contact note is auto-generated

**Make Appointment and Create Reminder** functions are unchanged from Indigo.

