## Bp Comms — Inbox and Follow up Inbox



New Pathology Workflow

Inbox – SMS

Follow up Inbox – Contact notes

P1 2

SMS a patient from the Inbox

Contact notes from the Follow up Inbox

 $(4)_{tt}$ 

Mail Merge from

Indigo

**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.

3

### **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

	Store for location:	🤾 Send me	ssage to Mrs. Madeline Jane Abbott		×
Select an Action to be taken.	Bundaberg Clinic 🗸	Send via:	SMS V Template: Results Requiring	g an Appointment	~
Send Message will	Send Message	Hi Madeline practice on	. Dr Findacure has reviewed your result dated 0742111333 to make an appointment. Do not	t reply.	e call the
be enabled if the patient has SMS consent.	Add Reminder Graph				
	Add Action Add Past History				
Select a <b>Template</b> to use, edit the text,	Add CS I result Add INR				
and click <b>Send</b> .	< Previous Next >				$\checkmark$
A contact note will be auto-created for the patient.	Skip Hinish	Approx Chai Unused mes	acters: 145 sages: 967 SMS	Send	Cancel
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.	File Utilities View Help We will be used to	ed essage Make Result note Patient cont Patient name: Home phone: Other conta Contact type: Home phone: Contact treaso Contact date: Contact date: Contact date: Contact attem User comment Patient answe	Appoi  Mr. David Charles Allen  Act details  Mr. David Charles Allen  Mr. David Charles Allen  Mr. David Charles Allen  N:  Follow Up Result  S:  red. Appointment booked for next week.	Age: 5 Work phone: 0 Work phone: 7 Contact method: F	8 yrs 845679412 Phone V

#### Copyright Statement

This document is classified as commercial-in-confidence. Unauthorised distribution of this information may constitute a breach of our Code of Conduct, and may infringe our intellectual property rights. This information is collected and managed in accordance with our Privacy Policy, available on our <u>website</u>. © Copyright 2018



# Bp Comms — Inbox and Follow up Inbox

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.

Indigo

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

<u>8</u> Follow up inbox	🤾 Follow U	Jp Inbox - Mail Me	rge	,	🤾 Follow Up Inbox -	Mail Merge		
File Utilities View Help	– Mail merge				Mail merge			
Open patient		(2) Tomol			-	Templetee		
Unmark result		(3) - Bp C	omms: Results Requir	ing an	✓ Letter (3)	- Bo Comms: Re	sults Requiring an	
Drint E0	Filter by SMS (	(4) - Lette	r: Results requiring an	appo	✓ SMS (4)	- Letter: Results	requiring an appo	
Mail morree	Record							
Mark as contacted								
Mark as given	Bp Comm	S Letter			Pa Commo Letter			
Send Message		Louidi			Bp Comms Ecuci			
Becord note	Results	Requiring an Appoint	uiring an Appointment 🛛 🗸 🗸		Templates: 💿 All	Custom	Supplied	
Make Appointment	HICPTPR	eferredivame>, <driv< td=""><td colspan="2">edivame&gt;, <drivame> has reviewed your</drivame></td><td colspan="4">Results requiring an appointment V</td></driv<>	edivame>, <drivame> has reviewed your</drivame>		Results requiring an appointment V			
Reminder	Reminder Comment		(DateOfResult> and made the comment: Please call the practice on <usrphone></usrphone>					
Change Action to make an a		an appointment. Do	ppointment. Do not reply.					
					Canadanak			
Close Ctrl+F4					< Talqafam-			
Update Options								
Checked by doctor: All	$\sim$	Mail Merge			>	<		
Reports later than: 16/10/2014	4 💷 🔻	S Yo	u are about to sen	d:				
Include: No action		<b>9</b>	Letters using the 'P	eculto requiring	an annointment'			
Reception to advise		te	mplate	cours requiring	an appointment			
✓ Nurse to advise		4	SMS/App Messages					
✓ Doctor to advise		A	Appointment' template					
Send routine reminde	er	w	ould vou like to se	nd these now?				
Non-urgent appointm	ient							
Urgent appointment								
Select All	Deselect All			<u>Y</u> es	<u>N</u> o			
Mark as contacted								
Mark result as given to patient								
Save a copy of letter/message	in each patient's record							
Using the practice's preferred conta	act method order and patient's							
consent options, the following num	ber of messages will be sent:							
SMS: 4, Letter: 3								
Click Send	<u>8</u> Follow up inbox							
Message to send a	File Utilities View Hel	a						
patient an SMS,								
just like from the	- 🜒 🔊 🗸 🗒 🍃	N 🛃 🖉	🛃 🗊 🛛 🐶					
Inbox.								
Define the second base	Reports checked since: 30/	10/2014	Filter by action:	All unactioned	~	Filter by status: A		
Patient must have	Mark as contacted Mark	result as given	Record note	Send Messa	age Make appoi	ntment Re	eminder Sor	
SINS CONSENT. A			51					
auto-generated	Uate checked Pati	ient	Phone		Heport nam		Date performed	
3	I//03/201/ Allen 17/03/2017 Allen	, David Charles	08 9990	0050(H), 041991 5050(H) 041991	3102(M) SEKOUTI 3102(M) THYPOID		20/11/2009	
Make Appointment	27/04/2017 Barel	foot, Jennie	s 08 99905050(H), 0413 0419913102(M)		Clinical phot	ograph	05/08/2009	
and Create	27/04/2017 Limbr	rick, Sandeshni	0452404	111(M)	LT SHOULD	ER	09/02/2007	
Reminder functions	27/04/2017 Limbr	rick, Sandeshni	0452404	111(M)	SESEROL	DGY	19/05/2010	
are unchanged	27/04/2017 Limbr	rick, Sandeshni	0452404	111(M)	SEHIV SEE	ROLOGY ARC	19/05/2010	
trom Indigo.	2//04/201/ Limbr	nck, Sandeshni htt. Madeline, Jane	0452404	111(M) 5050(H) 0/1991	ED-GLYCOS 3102(M) Report	TLATED HB A1C	05/10/2010	
	ADD0	at, madeline Jane	07 50503	030(H), 041331	3102(IM) Nepolt		14/10/2010	

Contact our Software Support Team on 1300 40 1111 (AU), or 0800 40 1111 (NZ) www.bpsoftware.net