

Bp Comms – Inbox and Follow up Inbox



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Bp Comms Workflow

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

Contact Patient from the Inbox

- 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**

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 Frederick Findacure has reviewed your result dated 27/01/2021. Please call the practice on 0744444444 to make an appointment. Do not reply.

Approx Characters: 155

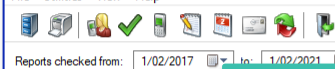
Unused messages: 999 SMS / 2499 App

Send

Cancel

Follow up inbox

File Utilities View Help



Reports checked from: 1/02/2017 to 1/02/2021 Filter by action: All unactioned Filter by status: All Checked by: All

Date checked	Patient	Phone	Report name	Date performed	Action	Comment	Status	Complete	Checked by	Location
28/01/2021	Abbott, Madeline Jane	07 50505050(H), 0419913102(M)	Biochemistry General	26/01/2021	Doctor to advise	Unacceptable		Yes	Dr F. Findacure	Bundaberg C
28/01/2021	Bishop, Gomer O	5165841361(H), 0419913102(M)	Histology Report	26/01/2021	Nurse to advise	Stable		Yes	Dr F. Findacure	Bundaberg C
28/01/2021	Sprint, Barbara Ann	07 50505050(H), 0400635466(M)	Histology Report	26/01/2021	Doctor to advise	Abnormal		Yes	Dr F. Findacure	Bundaberg C
28/01/2021	Sprint, Shelley Jane	07 50505050(H), 0419913102(M)	Biochemistry General	26/01/2021	Doctor to advise	Unacceptable		Yes	Dr F. Findacure	Bundaberg C

Contact Patient to follow up result

- Select patient and click **Record Note**.
NB: The **Contact reason** defaults are based on context and cannot be changed.
- Record the **Contact Method**, **Comments**, and contact **Status**.
- The **Contact attempt No.** increments automatically if a new note about this result is generated.
- Mark the **contact status** according to practice procedure.

NB: The Follow up Inbox status will also update.

Result note - Mrs. Barbara Ann Sprint

Patient contact details

Patient name: Mrs. Barbara Ann Sprint DOB (age): 14/02/1978 (42 yrs) Preferred contact via: [v]
Home phone: 07 50505050 Work phone: Mobile phone: 0400

Other contact's details

Contact type: [v]
Home phone: Work phone: Mobile phone:

Communication details

Contact reason: Follow Up Result Contact method: Contact with: Patient

Contact date: 1/02/2021 [v]

Contact attempt no.: 1

User comments:

Patient answered. Appointment booked for next week.

Bp Premier

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What's new?

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SMS patient from Inbox

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Contact notes from Follow up Inbox

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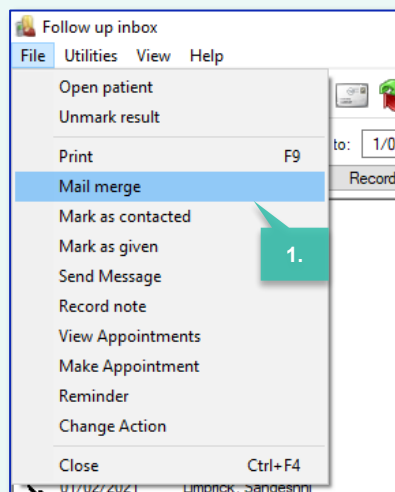
Mail Merge from Follow up Inbox

5

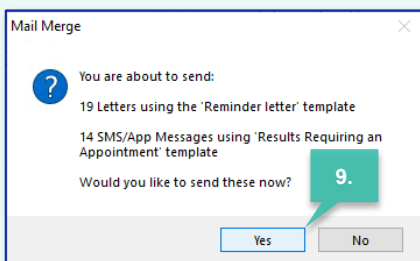
SMS patient from Follow up Inbox

Create a Mail Merge

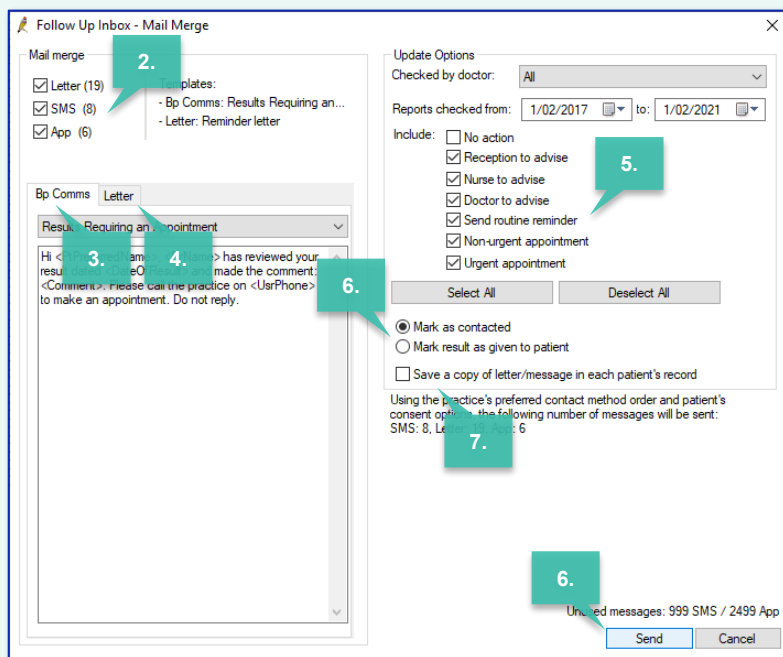
- From the Follow up Inbox, select File > Mail merge.



- To proceed, click **Yes**.



- Bp will default patients to Letter, SMS or App 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.
- Click **Send**.



Send an Individual SMS

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

NB: Patient must have SMS consent.

