

Clinical Reminders



Set up Reminder Reasons

Add Reminder to Patient

Reminders List

Reminder Type

Reminder type	Source
Normal	Supplier
Path Tests	Custom

Step 1 – Set up Reminder Types

- You will be supplied with a default list, which cannot be edited or deleted. You can create your own categories to associate with supplied or custom reminder reasons which can be used when generating the list of reminders to be sent.

Step 2 – Decide if your practice will allow:

- Free text Reminder Comments** – comments can be added to the reminder for clinic reference only
- Free text Reminder Reasons** – designated user will need to use clean up tool to map the reminder reasons to existing list reminder reasons

NB: Comments are visible in the reminders area of the patient record.

☒ Allow free text reminders

☒ Allow free text comments

Practice settings

Other reason:

Add new reasons

Reminder reason	Type
12mth Immunisation	Normal
2mth Immunisation	
4-5y Immunisation	
4mth Immunisation	
6mth Immunisation	
ADF Post Discharge GP Health Assess...	
Asthma review	
BP Check	

Type
Normal

Reminder reason
Reason: Asthma review
Type: Normal
<input checked="" type="checkbox"/> Clinically significant
Default interval: 2
<input type="radio"/> Days <input checked="" type="radio"/> Weeks <input type="radio"/> Months <input type="radio"/> Years

Step 3 – Create new reminder reasons

You should now review your current reminders to make sure they meet your practice needs.

To **Add** or **Edit** your reminder list reasons:

- Click **Add**.
- Enter the new reason details.
- Choose the reminder type.
- Indicate the reminder as clinically significant.
- Set the default reminder interval.

Step 1 – Clinician adds reminder in Patient Record

- Click **Reminders > New**.
- Select **Reminder reason**.
- Add comment if required.
- Use **Interval Default** or select interval (e.g., days, weeks, months, years).
- Click **Save**.

Step 2 – View Reminders for individual Patient

- Reminder list in the patient record lists all reminders in the system for the patient.
- Clinicians can **Add/Edit** and **Delete** reminders.
- Right click on the individual reminder > **Edit**.

Reminder																								
To see: Dr Frederick Findacre																								
At location: Bundaberg Clinic																								
Reminder Type: All																								
Reminder date: 10/02/2021																								
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Other reason:																								
<input type="checkbox"/> Automatically update this reminder when sent to patient Update interval: <input type="radio"/> Days <input type="radio"/> Weeks <input type="radio"/> Months <input type="radio"/> Years																								
Reminder comments: (Notes can be added in here...)																								
<input type="button" value="Save"/> <input type="button" value="Cancel"/>																								

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The following reminders are in the database for this patient:																					
<input type="checkbox"/> Show actioned reminders <input type="checkbox"/> Include deleted reminders																					
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<input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Close"/>																					

To Access Reminders List

- Main Screen > **Clinical > Reminders**.
- Click **Select Patients**.
- Select **Reason** (use Select all or tick).
- Select **Due between dates** or use default.
- Select **Users**.
- Select **Location** if applicable.
- Tick **Include overdue reminders**.
- Click **OK**.

Select patients for reminders
Select reasons: <input type="checkbox"/> Clinically significant only Filter by type: All Reason: <input checked="" type="checkbox"/> ADF Post Discharge GP Health Assess... <input checked="" type="checkbox"/> Breast check <input checked="" type="checkbox"/> Care plan <input checked="" type="checkbox"/> Cervical screening (Clinically Significant) <input checked="" type="checkbox"/> Custom reminder reason <input checked="" type="checkbox"/> Faecal Occult Blood <input checked="" type="checkbox"/> Ruvax Immunisation <input checked="" type="checkbox"/> Hepatitis B Immunisation <input checked="" type="checkbox"/> Immunisation <input checked="" type="checkbox"/> Influenza Immunisation <input checked="" type="checkbox"/> Influenza Vaccination <input checked="" type="checkbox"/> Pap smear <input checked="" type="checkbox"/> Pneumovax Immunisation <input checked="" type="checkbox"/> Tetanus Immunisation
Select users: <input type="checkbox"/> Not specified <input checked="" type="checkbox"/> Dr F. Findacre
<input type="button" value="Select all"/> <input type="button" value="Deselect all"/>
Due between: 27/01/2021 and 3/02/2021 <input type="checkbox"/> Include overdue reminders <input type="checkbox"/> Include inactive patients
<input type="button" value="OK"/> <input type="button" value="Cancel"/>

Tab	Function
View Appointment	Displays patient appointments. Click New to book an appointment.
Send Reminders	Send your reminders. Sends all reminders on list.
Remove from list	Removes the reminder from the current view.
Delete Reminder	Reminder is deleted from patient record
Follow up reminders	Allows you to review previously sent reminders, resend reminders

Clinical Reminders

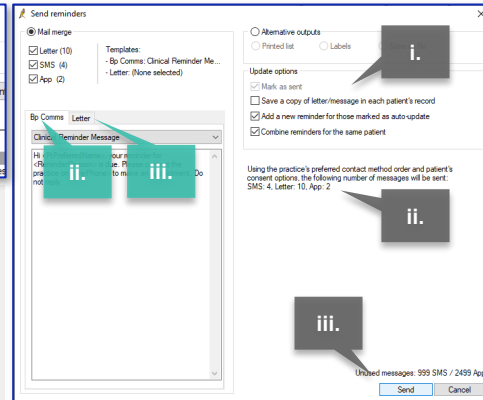
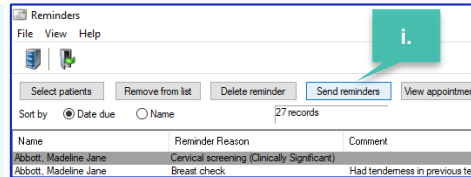


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Send Reminders using Bp Comms

Step 1

- Click **Send Reminder**.
- Select **Bp Comms template**.
- Select **Letter template**, if applicable.



Bp Premier will check if each patient has consented to receive SMS or BHA messages of type 'Clinical reminder'. Patients who have consented and enrolled will be added to the SMS or App total; patients who have not consented will be added to the Letter total.

Step 2

- Tick the **Update options** to apply.
- Review summary of message methods.
- Click **Send**.
- Click **Yes** for **Mail Merge**.

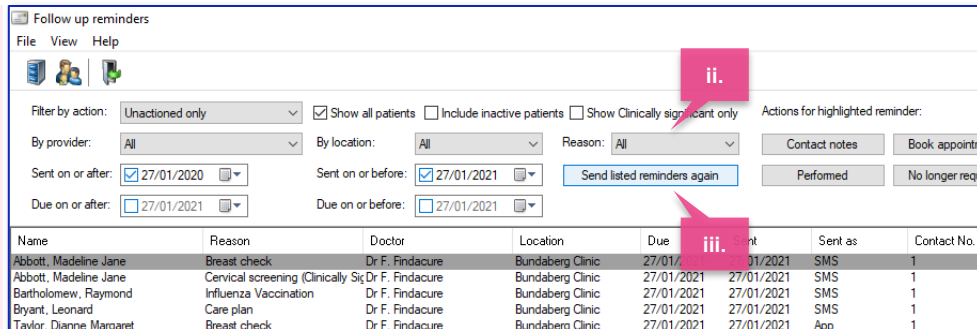
Options	Function
Mark as sent	Marks the reminder on the patient's record as 'Sent' by default.
Save a copy in each patient's record	Places a copy of the reminder letter or message into the Correspondence Out section of the patient's record. The name of a letter will be 'Reminder letter'.
Add a new reminder for those marked as auto-update	Creates a new reminder in patient records where the reminder is configured to auto-update.
Combine reminders for the same patient combines	Combines multiple reminders in the Reminders list intended for the same patient into a single SMS or Best Health App message or reminder letter.

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Follow up Reminders

Step 1 – Resend Reminders

- Click **Follow up Reminders**. Displays 'Unactioned' by default.
- Or use filters to identify specific patients.
- Click **Send listed reminders again**.



Step 2 – Mail Merge

- Click **Follow up**. The *Send Reminders window* will open for all reminders displayed.
- Select the templates you want to use for the reminders and click **Send** to resend.

Step 3 – Action Reminder

Follow your practice's guidelines on actioning reminders

- Use the buttons to record your actions.

Button	Function
Contact note	Record communication with patient for this reminder. E.g., phone call.
Book appointment	Book appointment.
Performed	Mark item as performed in patient record. Remove from Reminder list.
No longer required	Remove item as it is no longer required. Removes item patient record.

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Mark as Performed

Step 1 – Mark Reminder as Performed

- Access patient's clinical record.
- Select the Reminder in Notification field > **right-click**
- Select **'Mark item as performed'**.
- A progress note will generate automatically (if option selected in Configuration).

Step 2 – Mark as 'No Longer Required' – if applicable

- Access patient's clinical record.
- Select the Reminder in Notification field > **right-click**.
- Select **'No longer required'** and record comment to Today's Note for action.

