



MyComms – Reviewing Letters



Buttons



The MyComms Buttons

1. **Correspondence** for 'Snapshot' patient e.g., Appointment Letters.
2. **Referrals** for 'Snapshot' patient.
3. **Inbox** – all patients incoming letters and results.
4. **Outbox** – all patients outgoing letters.

Keyboard Shortcut Keys

5. **Outgoing Communication** and Referrals for 'Snapshot' patient.
6. **Incoming and Outgoing Referrals** for 'Snapshot' patient.
7. **Incoming Communication** (Correspondence, Referrals and Results) for 'Snapshot' patient.



Viewing

View Correspondence, Referrals and Results

To check all the correspondence for the patient in the Snapshot':

1. **Click** 'Patient>Incoming Communication' or 'Shift + F4'.
2. **Select** the correspondence record by clicking on it in the list.
3. **View** the record in the panel below.

TIP: Click on the Outgoing or Incoming tick boxes in the 'Communication Type' box to filter your view.

Date	Patient Name	From	To/Requested By	Requester/Referral	Ref#	Modifier	Task Due-ID	Status
02/11/2015	Baker, Anthony	Truely, Kenneth @Truely Health Practic...	Ophthalmology, Sarah @CLINIC	Failure/Arrhythmia	rsd162	Jane Moore - Jane Moore	06/09/2019 - C2040	Received
07/04/2016	Baker, Anthony	Pathology Provider	Ophthalmology, Sarah @CLINIC		CBC	Jane Moore - Jane Moore		
25/10/2016	Baker, Anthony	Camngton, Suzanne @Southside Best Care Centre Gen...	Orthopaedic, Nancy @CLINIC	Encephalopathy	26	Nancy Orthopaedic - Nancy Orthopaedic	09/02/2017 - T2022	Reviewed

Communication Type

Incoming Outgoing

Correspondence Referral

Investigations

... Abnormal

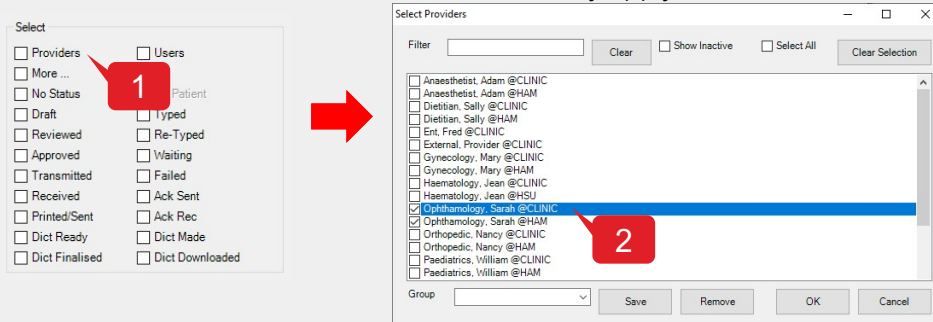
... Ch Tests

4. **Orange** records are referrals.
5. **Green** records are correspondence.
6. **Purple** records are investigation results.
7. **Click** in the matching 'Communication' Type to filter your view.

Filtering

Use the Filters on the MyComms Screen

Use the filters in the 'Select' field to automatically apply filters based on the 'Status' column.



1. **Click** on the 'Providers' filter to display the Select 'Providers' screen.
2. **Select** the provider and click 'OK'. It is advisable to select all records of the provider to ensure all correspondence records for the provider will display.



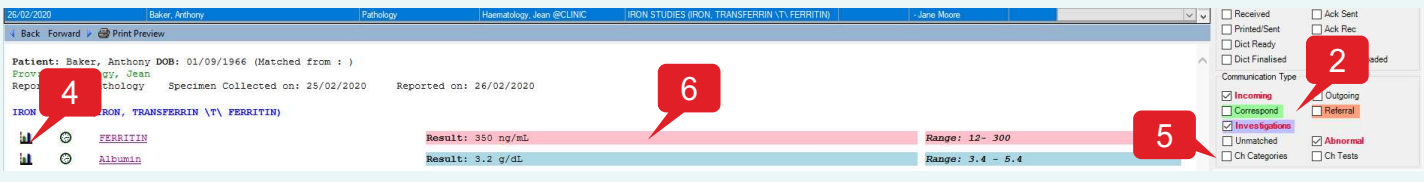
MyComms – Reviewing Results

Pathology Results

Use MyComms to View Incoming Results

To view all results for the patient in the 'Snapshot':

1. Click 'Shift + F4'.
2. Untick 'Correspondence' and 'Referrals' from the 'Communication Type' section.
3. Click each record in list of results to display the record in the viewing panel.
4. Click the 'graph' symbol to display a graph.
5. Filter your results by clicking the 'Ch (chosen) Categories' or 'Ch Tests' filters.
6. Click 'Abnormal' to filter any 'High or Low' results.

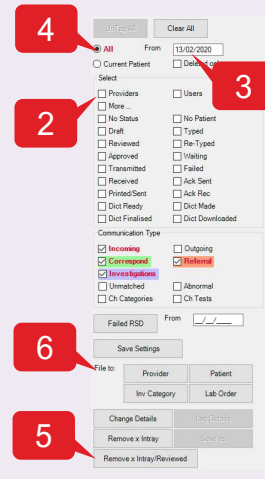


Inbox

Display and Manage the Incoming Results and Letters Providers

To view all new letters and results received:

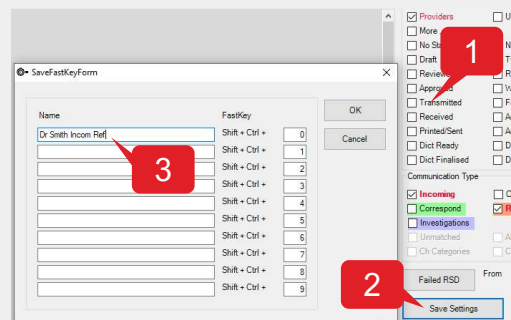
1. Click 'Inbox'.
2. Select the 'Provider' filter to include all records of the provider.
3. Note the date 'From' field will automatically populate 2 weeks prior to today's date.
4. Note the 'All' radio button is selected to include all new patient records.
5. Click the 'Remove x Intry/Reviewed' button when you have read the record to remove from the 'Inbox' view and automatically change the status to Reviewed. The record will still be viewable through the patient's 'Incoming Communication' screen.
6. 'File to' and 'Change Details' can be used to change different details on the record e.g., receiving provider.



Inbox Fastkeys

Saving Filters for a Personalised Inbox

Once you have found a combination of filters that work, save the filters to use again.



1. Select the filters on 'MyComms'.
 2. Click 'Save Settings'.
 3. Enter a name for the Filter in the 'SaveFastKeyForm'.
 4. Click 'OK'.
- TIP:** You can save up to 10 combinations of filters per user. The filter needs to be created on the user's login.

5. Select 'Fastkeys > "Filter"' to use the filter again. You do not need to be in the 'MyComms' screen to use the 'Fast Key'.



Remember to click Help>Online to access the Knowledge Base and articles about MyComms.