






SECTION SIX: CLINICAL USER GUIDES



Key Clinical Guidelines and Tips

This guide provides you with key clinical guidelines and tips for your use of the Patient Portal.

Patient Portal Icon Guide	 Patient is registered and activated for the Patient and may also be registered for one or more of Medic Alert, Beating the Blues  Patient is registered but not yet activated  Patient is not registered  Send the Patient an email
Secure Messaging Tips	<ul style="list-style-type: none">) Ask your patient to send you a secure message in x number of days following a medication change or to let you know how they are getting on following a recent consult.) Health Goals - BP monitoring – patients can send you details of their BP results using the attachment in the secure message.) Rather than send abnormal results to the nurse to follow up with the patient, send the patient a secure message such as ‘your results are back, please make an appointment to see me’. You are also able to transpose a result into an email and add your instructions.) If your response to a patients email is more than 3-4 sentences, or their request is too complex ask the patient to make an appointment to see you face to face.
Don't file a significant result until you have contacted the patient	<p>If you have a result that is very significant, then do not file it or add a classification until you have contacted the patient. As an alternative tick the ‘Do not upload to MMH’ button. Once you file the result it will be viewable by the patient. If you do file it by accident, you can tick the ‘do not upload to MMH’ OR the ‘confidential’ tick box and then ‘file’ again. This will remove it from the patients view.</p>
Don't file a significant result or letter from an external provider until you are aware the patient has been informed	<p>If you have a result or letter from an external provider and you are not sure if the patient has been informed of the outcome, then do not file it or add a classification until you are aware the patient has been informed. Refer to the options above to manage the result</p>

Comment on abnormal lab results	Patients go online to find their results. They do not send emails asking about red “A” abnormal results as long as the GP has made a comment in the result. For example, an e-GFR may be mildly abnormal, but write “kidneys fine” in the result and patient will get the message.
Have clear expectations about anticoagulation	If you use Patient Portal for advising INRs and warfarin doses make sure you have agreement that this is what you will do. A standard phrase can be useful. E.g., ‘INR 2.4: On 4mg, continue 4 mg, test 1 month.
Patient Portal Status on Inbox Records	The Patient Portal green icon  is displayed next to the comment field on each inbox record,
Follow- up on emails/test results	It remains the practice/clinician responsibility to follow up on any communications that you have sent to patients that require a response. Add a task (lightbulb) as a reminder to check for responses from patients. You are also able to view unread messages by going to your sent items in your inbox in the patient portal. If the envelope is closed, the patient has not yet opened the secure message
Make regular prn meds long term	Repeat prescriptions are a very useful part of the platform, saving nurse or receptionist time taking a message. Patients can only order medications ticked ‘long-term’ It is worthwhile keeping regular prn medications as long-term so patients can order them.
Consult note viewing	Research has shown that patients having access to their consult notes is appreciated by patients and in many instances enable them to have better understanding of their health and adherence to medications. This can apply from the Go Live date or when a patient registers thereafter.
Patients may spot errors in the record	Patients may well send you information asking to update allergies or medications if they think there is an error or omission. This is a useful quality control measure.
Impact on daily workflow is not onerous for most clinicians	So far, experience suggests that online services can be managed within the normal daily workflow, where you manage requests at the same time you would any other incoming mail. Unless you are providing a large e-consult or triage service then it would not seem necessary to have separate time. On the whole this should be a time saver by reducing the need for calls to the patient. A secure email is faster and less at risk of ‘capture’ by the patient for other issues.

Initiate sending a secure message to a patient


This guide will show you the different ways you can initiate a secure patient message to a patient on The Patient Portal.

Step 1

In Medtech

1. Ensure patient in context is on the palette

Step 2

Click the  Icon to initiate a message to a patient on The Patient Portal

! This will open a window inside Medtech to compose a Patient Portal message



! You will also find this icon in the provider inbox, patient inbox and daily record. Just

click the  Icon to initiate a message to the patient on the palette

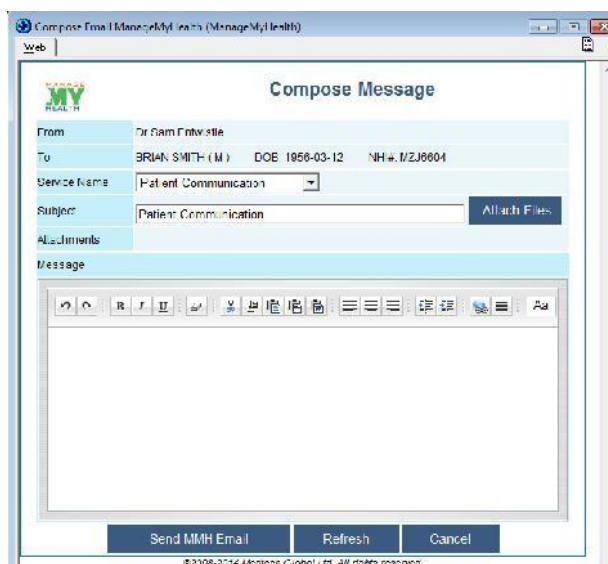


Step 3

1. Select correct Service from 'Service Name' drop down menu.

2. Enter the message

3. Click Send MMH email

A screenshot of the 'Compose Message' form. The form is titled 'Compose Message' and has a 'Web' tab selected. It contains fields for 'From' (Dr Sam Entwistle), 'To' (BRIAN SMITH (M) DOE 1958-03-12 NH # 12J0604), 'Service Name' (Patient Communication), and 'Subject' (Patient Communication). There is an 'Attach Files' button. Below these fields is a large text area for the message body. At the bottom, there are three buttons: 'Send MMH Email', 'Refresh', and 'Cancel'. The footer of the form reads '©2008-2014 Meditech Clinical Ltd. All rights reserved'.

Sending a lab result with a secure message

This guide will show you how to send a lab result with a secure message from the Provider Inbox.

Step 1

In Medtech

Open the Provider Inbox

These steps can be done as part of managing your provider inbox



ck	Result Date	Imported Date	Patient	Subject
<input type="checkbox"/>	26 Jun 1998	28 Aug 1998	Anonymous Jane	Hematology
<input type="checkbox"/>	10 Jul 1998	20 Aug 1998	A33CTT Charlene	Non-Synovial Joint Synovial
<input type="checkbox"/>	18 Jul 1998	28 Aug 1998	A33CTT Charlene	Histology Examination
<input type="checkbox"/>	18 Jul 1998	28 Aug 1998	A33CTT Charlene	Uric Acid
<input type="checkbox"/>	18 Jul 1998	28 Aug 1998	A33CTT Charlene	Creatinine (Serum)
<input type="checkbox"/>	18 Jul 1998	28 Aug 1998	HANKS Sue	E12/Folate
<input type="checkbox"/>	10 Jul 1998	20 Aug 1998	HANKS Sue	Cbc Profile
<input type="checkbox"/>	18 Jul 1998	28 Aug 1998	HANKS Sue	Liver Function Tests
<input type="checkbox"/>	18 Jul 1998	28 Aug 1998	HANKS Sue	Fat (Westphalen)

Step 2

Open the Lab result

Use the red up arrow in the inbox record to ensure the correct patient is on the palette

Click on the "Send MMH Email" button

! This will transpose the lab results to an Compose Email window

! This button is only available if the patient is registered for the Patient Portal

View Provider Inbox

Main | Audit

External Order: Name: HANKS Sue (11 Jun 1961) Reference No: WNUFT3632507 (N/PL)

Internal Order: Patient: HANKS Sue (133322) End: Result Date: 18 Jul 1998 Confidential: ☐ Do Not Upload to MMH: ☐

Subject: Liver Function Tests Attention: Dr Sam Eaves (SFE)

Comment: From: Provider: Dr Sam Eaves (SFE)

Classification: Status: Fails: Lab Results (All)

Albumin (serum):	49.9	g/L	(34-50)
Alkaline Phosphatase:	51	iu/L	(20-120)
ALT:	16	iu/L	(0-40)
AST:	17	iu/L	(0-37)
GOTP:	10	iu/L	(0-32)
Globulin (serum):	25.5	g/L	(20-35)
Bilirubin (Total):	4	umol/L	(0-20)
Total Protein:	75.4	g/L	(60-80)

Ordered by: DR DEANE DDEY MR

Inactive: ☐

Send MMH Email

File Next Previous Print OK Cancel Help

Step 3

Click into the message (at the start or end of the lab result)

Type your message to the Patient

Click Send

Compose Email ManageMyHealth (ManageMyHealth)

Web

To: SUSAN HANKS (F) DOB: 1961 05 11 NHID: MME999

Service Name: Test Result

Subject: Res. Result. Attach Files

Attachments

Message

H. Sue, These liver function tests are improved since your last test. However they should be checked again in 3 months time. I will send you a lab form.

Thanks Sam

Albumin (serum):	49.9	g/L	(34-50)
Alkaline Phosphatase:	51	iu/L	(20-120)
ALT:	16	iu/L	(0-40)
AST:	17	iu/L	(0-37)
GOTP:	10	iu/L	(0-32)
Globulin (serum):	25.5	g/L	(20-35)
Bilirubin (Total):	4	umol/L	(0-20)

Send MMH Email Refresh Cancel

Receiving and Replying to Secure Messages

This guide shows you how to check your Patient Portal messages and reply to patients using secure messaging.

All Patient Portal messages are saved in the patient's daily record and patient's inbox (MMH tab)

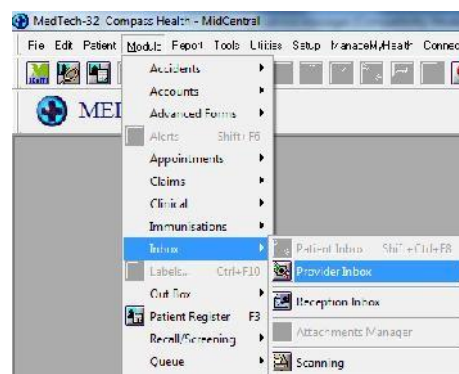
Step 1

1. In Medtech: Navigate to your provider Inbox

2. Click on the ManageMyHealth tab

! You will receive a notification message in your provider inbox in Medtech when you have been sent an e-service message from The Patient Portal. You will find the message in the ManageMyHealth™ tab in the Provider Inbox.

! The number next to this inbox name is the number of new (unread) messages you have in this inbox



Step 2

Open the Message

! The patient message will only be sent to the provider listed as the recipient in the service setup.

Date	Patient	Type
9 Jul 2014	Mr Frank Samson	Adhoc Message
14 Mar 2014	Miss Charlene Abbott	Email
20 Feb 2014	Miss Charlene Abbott	Request Repeat Prescription
3 Feb 2014	Miss Charlene Abbott	Request Repeat Prescription

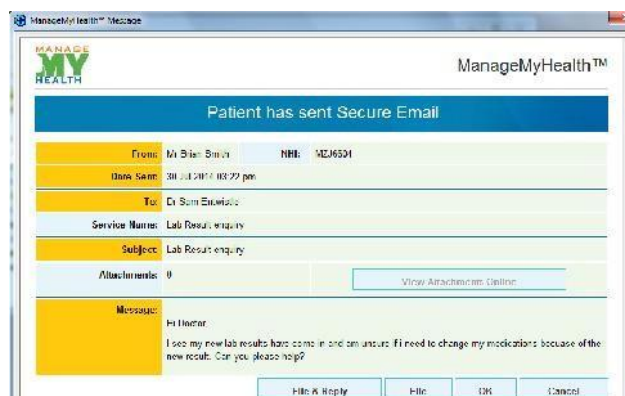
Step 3

The full message will appear and give you the option to:

- File & Reply** – File the message in the patients' inbox and reply to the message from the Patient Portal
- File** - File the message in the patients' inbox
- OK** – Do not file the message but will be marked as read
- Cancel**

Select the appropriate action

! You must be registered and activated for the Patient Portal to respond to Messages



Step 4

! If you select 'File & Reply', you will be taken to the Patient Portal to respond to the message

Enter your e-mail response into the message body

The screenshot shows a patient portal interface. At the top, there are tabs: Reply, Inbox, Sent, Drafts, Favorites, and Settings. Below these are buttons: Back to Inbox, Back to Message, Send Message, and Save as Draft. The main section displays a message from BRIAN, SMITH, M 58 Yrs DOB: 12 Mar 1956, with NHIE: MZJ6804. A placeholder for a profile picture shows 'NO PIC'. The address is 56 Gordon Street, Dannevirke, 7530. There are links for 'Show Summary (Front Page)' and 'View Patient Summary'. Below the message header, it shows 'To: BRIAN, SMITH', 'Service Type: Lab Result enquiry', and 'Subject: Re: Lab Result enquiry'. There is an 'Attachments' section and a 'Message Body' label.

Step 5

1. Select a request status.

2. Click Send Message

! This status will only display if there is a fee for this service. The item will not be billed automatically; you will need to complete this within Medtech if a cost is involved.

The screenshot shows a 'Request Status' section with three radio button options: 'Billed and Close', 'Close without billing', and 'Needs More Info'. The 'Billed and Close' option is selected.

Forwarding Secure Messages

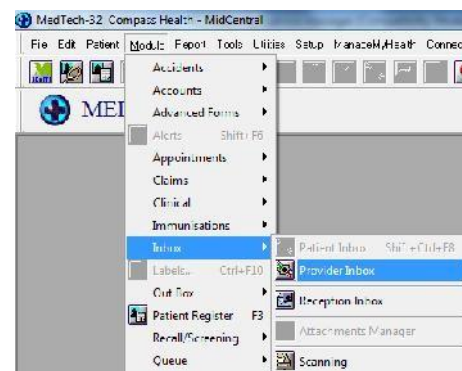
This guide will show you how to forward The Patient Portal secure messages to another staff member. This can be done for both emails and repeat prescriptions.

! If your practice has multiple locations in Medtech32, you are only able to forward a message to another staff member in the same location as you

Step 1

1. In Medtech: Navigate to your provider Inbox

2. Click on the ManageMyHealth tab



Step 3

a. Highlight the message you wish to forward

b. Click the forward icon (last icon)



Step 4

1. Select the staff member

2. Type a message (mandatory)

3. Click OK

! A message cannot be forwarded that is partially actioned or filed



The message will be transfer to the selected staff member and will appear in their MMH Provider Inbox

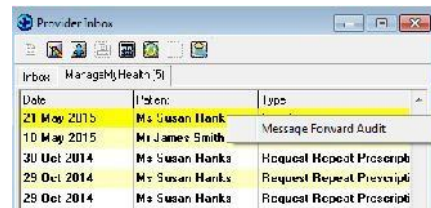
Patient has sent Secure Email			
Forwarded To:	Dr D Boda (B: 2)	Reason:	U: Copy. Can you respond to this for me please. Thanks Sam
From:	Ms Susan Hanks	NHID:	AM13995
Date Sent:	21 May 2015 3:05 pm		
To:	Dr Sam Enokale		
Service Name:	Medical Advice		

Audit information is available for each forwarded message

Step 1

1. Right mouse click on the forwarded message
2. Select Message Forward Audit

! The audit information will be displayed



Date	From:	Type
21 May 2015	Ms Susan Hanks	Message Forward Audit
10 May 2015	Mr James Smith	
30 Oct 2014	Ms Susan Hanks	Request Repeat Prescrip
29 Oct 2014	Ms Susan Hanks	Request Repeat Prescrip
29 Oct 2014	Ms Susan Hanks	Request Repeat Prescrip

Receiving Repeat Prescription Messages

This guide shows you how to check your Patient Portal repeat prescription messages and accept or decline these messages using secure messaging.

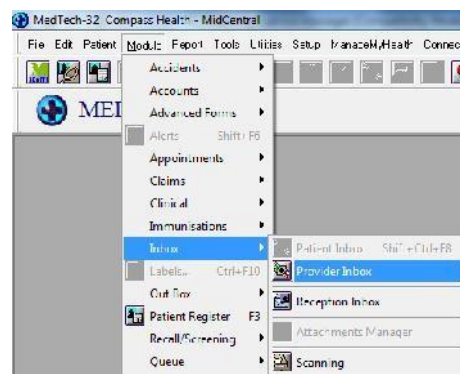
Step 1

1. In Medtech: Navigate to the provider Inbox

2. Click on the ManageMyHealth tab

! Make sure you are in the provider inbox of the provider who has been setup to receive these repeat prescription messages else you will need to filter the inbox

! The number next to this inbox name is the number of new messages you have in this inbox




Step 2

1. Double Click to open the Message

! Click the blue up arrow to put this patient on the palette and view their clinical notes

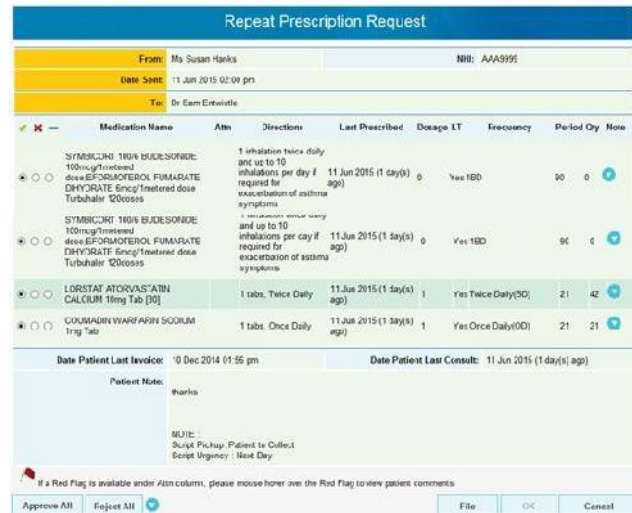


To Approve All Medications in the message

1. Click Approve All
2. Click  to add a note to the patient against an individual medication if required
3. Click File
4. The patient will receive a notification message

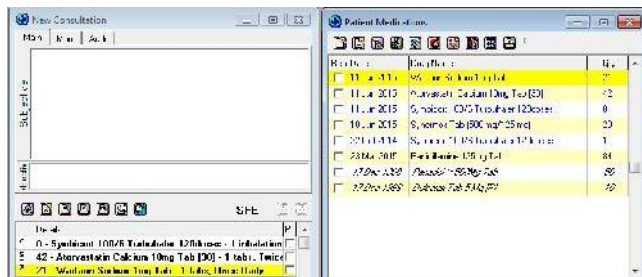
! The message also displays other information i.e. date of last consultation, date last prescribed, any note from the patient. Comments from the patient will

show as  in the Attn. column



The screenshot shows a 'Repeat Prescription Request' form. At the top, it says 'From: Ms Susan Hanks' and 'NIB: AAAS995'. Below that, 'Date Sent: 11 Jun 2015 02:00 pm' and 'To: Dr Sam Entwistle'. The main table lists medications with columns for Medication Name, Attn, Directions, Last Prescribed, Dosage LT, Frequency, Period Qty, and Note. The medications listed are SYMBICORT 100/6 BUDESONIDE 120mcg/1metered dose, LORSTAT ATORVASTATIN CALCIUM 10mg Tab [30], and COUMADIN VARSARIN SODIUM 1mg Tab. At the bottom, there are fields for 'Date Patient Last Invoice: 10 Dec 2014 01:55 pm' and 'Date Patient Last Consult: 11 Jun 2015 (1 day(s) ago)'. There is also a 'Patient Note' field with the text 'thanks' and a 'NOTE' section with instructions for pickup. At the bottom, there are buttons for 'Approve All', 'Reject All', 'File', 'OK', and 'Cancel'.

The medications will be repeated and appear in the new consultation screen ready for printing or changing the provider details as required



The screenshot shows a 'New Consultation' screen. On the left, there is a 'Medications' list with items like 'SYMBICORT 100/6 BUDESONIDE 120mcg/1metered dose', 'LORSTAT ATORVASTATIN CALCIUM 10mg Tab [30]', and 'COUMADIN VARSARIN SODIUM 1mg Tab'. On the right, there is a 'Patient Medication' list with items like 'SYMBICORT 100/6 BUDESONIDE 120mcg/1metered dose', 'LORSTAT ATORVASTATIN CALCIUM 10mg Tab [30]', and 'COUMADIN VARSARIN SODIUM 1mg Tab'. At the bottom, there are buttons for 'File', 'OK', and 'Cancel'.

To Reject All Medications

1. Click Reject All
2. Enter a note to Patient (mandatory field for rejections)
3. Click File

! The patient will receive a notification message in their email with further information displayed in the activities section of the their home page on the Patient Portal



The screenshot shows a 'Repeat Prescription Request' form. At the top, it says 'From: Ms Susan Hanks' and 'NIB: AAAS995'. Below that, 'Date Sent: 11 Jun 2015 02:00 pm' and 'To: Dr Sam Entwistle'. The main table lists medications with columns for Medication Name, Attn, Directions, Last Prescribed, Dosage LT, Frequency, Period Qty, and Note. The medications listed are SYMBICORT 100/6 BUDESONIDE 120mcg/1metered dose, LORSTAT ATORVASTATIN CALCIUM 10mg Tab [30], and COUMADIN VARSARIN SODIUM 1mg Tab. At the bottom, there are fields for 'Date Patient Last Invoice: 10 Dec 2014 01:55 pm' and 'Date Patient Last Consult: 11 Jun 2015 (1 day(s) ago)'. There is also a 'Patient Note' field with the text 'thanks' and a 'NOTE' section with instructions for pickup. At the bottom, there are buttons for 'Approve All', 'Reject All', 'File', 'OK', and 'Cancel'.

1. Click the radio button to approve or reject individual medications
2. Enter a note to patient under the rejected medications (mandatory)
3. Click File
4. The approved medication will be prescribed

The patient will receive a notification message advising of the number of medications that have been approved, rejected, or still to be actioned.





Repeat Prescription Request									
From:		Ms Susan Marks			NH: AAS/999				
Date Sent:		11 Jun 2015 02:00 pm							
To:		Dr Sam Emblett							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Medication Name	Am	Directions	Last Prescribed	Dosage LT	Frequency	Period Cyl	Note
<input checked="" type="radio"/>	<input type="radio"/>	SYMBICORT 100/6 SUDESOBIDE 100mcg Inhaler GlaxoSmithKline / PLAMARTE GSK/DAE/4 mcg/metered dose Turbutalar 170dozen		1 inhalation twice daily, and up to 10 inhalations per day if required for exacerbation of asthma symptoms	11 Jun 2015 (1 day(s) ago)	0	Yes IDC	90	0 <input checked="" type="checkbox"/>
<input type="radio"/>	<input checked="" type="radio"/>	INCRATAT/R/ASTATW CALCIUM 10mg Tab [30]		1 tabs Twice Daily	11 Jun 2015 (1 day(s) ago)	-	Yes twice Daily(EO)	21	42 <input checked="" type="checkbox"/>
Note to Patient: If I see please make an appointment to see me for a review for the ATCCVBS/ATLDS									
<input checked="" type="radio"/>	<input type="radio"/>	COURMAN WARFARIN SODIUM Tmg Tab		1 tabs Once Daily	11 Jun 2015 (1 day(s) ago)	-	Yes Once Daily(OO)	21	21 <input checked="" type="checkbox"/>
Date Patient Last Invoice: 18 Dec 2014 07:55 pm					Date Patient Last Consult: 11 Jun 2015 (1 day(s) ago)				
Patient Name: thanks NOTE : Script Pickup Patient to Collect Urgency : Next Day									
If a Red Flag is available under Attn column, please mouse hover over the Red Flag to view patient comments									
		Approve All	Reject All	<input checked="" type="button" value="+"/>			File	URL	Cancel

Message Read / Receipt Status

You are able to view if the patient has opened a secure message that you have sent. This applies to both patients and practice staff

! This feature only applies to secure messages. It does not apply to comments in filed lab results

! It remains the practice's responsibility to ensure that patients have received important information. It is recommended that you also add a task (light bulb) as a reminder to follow-up




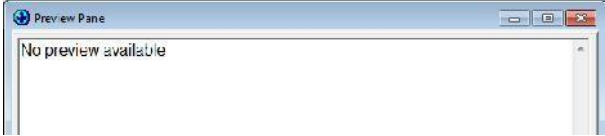
<p>Step 1</p> <p>Navigate to the Patient Portal by clicking on the Patient Portal Icon on the tool bar in Medtech32</p> <p>If the icon is orange, on the main menu select ManageMyHealth/ Login to ManageMyHealth</p>	 
<p>Step 2</p> <p>Click on the Inbox under the Practice Menu</p>	
<p>Step 3</p> <p>Click the Sent Tab</p> <p>If the envelope icon is closed, the patient is yet to open this email</p>	

Preview Pane

This guide will demonstrate how to setup and use the preview pane to view the body of messages without opening the item

The preview pane is available for The Patient Portal Messages and SMS messages

The preview pane can be switched on or off and will remember the screen position and size

<p>Step 1</p> <p>1. Click the preview icon  at the lower left of your screen to turn on or off</p> <p><i>! Red for off</i> <i>! Green for on</i></p>	
<p>The Preview pane will open when you scroll over an item in the daily record</p>	
<p><i>! Where there is no preview, the preview pane will still open</i></p>	

Withholding Particular Items from the Patient Portal

It is possible to withhold specific items from a patient record so that they are not included in the patient's Health Summary on the The Patient Portal. Items that can be withheld are:

1. Consultation Notes
2. Classifications
3. Medications
4. Inbox Items
5. Recalls and Vaccines

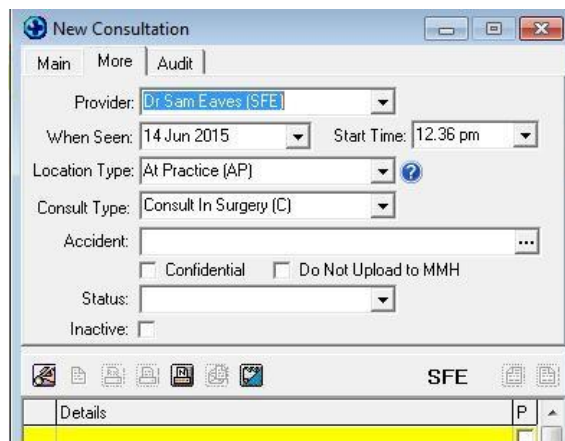
Items can be withheld at any time; either when it is first entered, or after it has been entered. For items that are withheld at a time after they are first entered, the item entry will be removed from the patient's Health Summary on the Patient Portal at the next data synchronisation (approximately every 15minutes but is configurable at each practice)

! Records marked as confidential will be withheld automatically from the Patient Portal.

Withholding a Consultation note

1. Open the Patients consultation note
2. Select the More Tab
3. Select the 'Do Not Upload To MMH' check box.

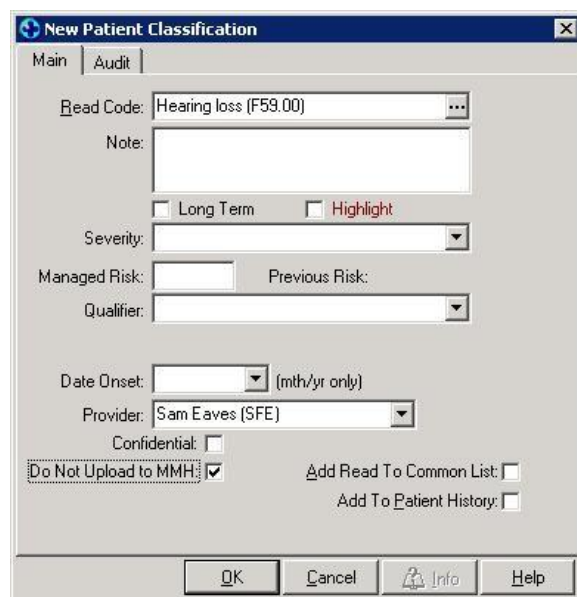
! This consultation note will now be withheld from the Patient Portal.



Withholding Classifications

1. Open either the New Patient Classification (NPC) or View Patient Classification (VPC) dialog for the classification to be withheld from The Patient Portal
2. Select the 'Do Not Upload To MMH' check box.
3. Complete the remainder of the NPC or VPC dialog as needed.
4. Select OK.

! The classification will now be withheld from the Patient Portal.



Withholding Medications

1. Open the New Patient Medicine (NPM) or View Patient Medicine (VPM) dialog for the medication to be withheld from The Patient Portal.
2. Select the 'Do Not Upload to MMH' checkbox.
3. Complete the remainder of the NPC or VPC dialog as needed.
4. Select OK.

! The medicine will now be withheld from the Patient Portal. .

Withholding Inbox Items

1. Open the New Patient Inbox (NPI) or View Patient Inbox (VPI) dialog for the inbox item to be withheld from The Patient Portal.
2. Select the 'Do Not Upload to MMH' checkbox.
3. Complete the remainder of the NPI or VPI dialog as needed.
4. Select OK.

! The inbox item will be withheld from the Patient Portal.

! Only items filed in the LAB and RSD Inbox folders are included in the Patient Portal at this time.

Withholding Recalls/Screening and Vaccine Terms for individual patients

1. Open the Screen
2. Select the 'Do Not Upload to MMH' checkbox.
3. Complete the remainder of the NPI or VPI dialog as needed.
4. Select OK

Provider Guide

Provider Guide

FAQ

Q: HOW DO I LOGIN TO MMH?

MedTech and ManageMyHealth™ support a common single sign on, meaning if you are logged into MedTech, you are automatically logged into ManageMyHealth™.

Q: HOW DO I KNOW THE PATIENT ON THE PALETTE IS USING MMH?

When you have a patient in context, you can see if a patient has a MMH record by the colour of the MMH icon on your toolbar.

When the button is green, the patient has a ManageMyHealth™ record



Q: HOW DO I SET UP AUTOMATIC OR OUT OF OFFICE REPLIES FOR MY MMH MESSAGES?

You can set automatic replies from providers who do not wish to use E-messaging via MMH, or if you're going on leave. To do this, the provider must;

1. Click the MMH Icon on the toolbar
2. Go to: Inbox/settings
3. This will bring up signature, out of office and autoreply.
4. Enter your auto or out of office message reply.


Q: HOW DO I WITHHOLD INDIVIDUAL ITEMS FROM BEING UPLOADED ONTO THE MMH?

To withhold a singular classification, medication or inbox item from being uploaded to MMH, tick Do Not Upload to MMH: ☒

Checking MMH Messages on Medtech

Make sure you check your MMH inbox regularly for any secure MMH messages coming in from patients. You will find the messages in the ManageMyHealth tab in the *Provider Inbox* and can see how many new messages there are by the number in brackets.



Note: You can also click the  icon to initiate a message to a patient on MMH

Recall Contact List - Patient Portal Recall Reminders

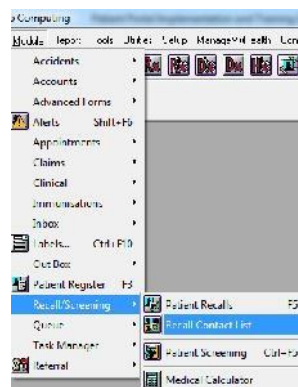
You are able to send Patients on the Patient Portal recall reminders via the Recall Contact List

! The Out box document recall templates must first be setup and linked to screening or vaccine terms before this feature can be used

Step 1

In Medtech32:

Navigate to
Module/Recalls/Screening/Recall Contact List



Step 2

Filter the recall contact with required settings

Step 3

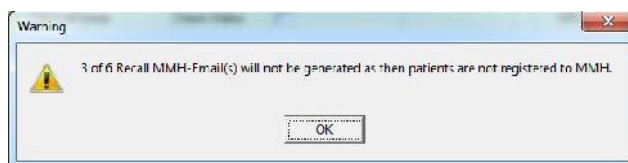
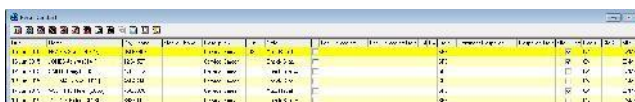
To generate recall reminders to The Patient Portal

1. Click the MMH Icon
2. You will receive notification of how many recall emails have been sent to Portal

! A recall reminder to the Patient Portal will be generated for patients where

-) Patients registered for The Patient Portal*
-) Where a template exists*
-) No contact has been made*

! Continue to send recall reminders to Patients not on the Patient Portal via your usual system



After generating the recall reminders via The Patient Portal , the recall contact list will be updated with the following information

- ⌋ Last Contacted – MMH Email
- ⌋ Contacted Date

	Last Contacted	Last Contacted Date	CH	RH	Prov	Reminder Response	Response Date	MMH	Recd
<input checked="" type="checkbox"/>	MMH Email	14 Jun 2015	1	SFE	Unread				<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	MMH Email	14 Jun 2015	1	SFE	Unread				<input checked="" type="checkbox"/>
<input type="checkbox"/>				SFE					<input type="checkbox"/>
<input type="checkbox"/>				SFE					<input type="checkbox"/>
<input checked="" type="checkbox"/>	MMH Email	14 Jun 2015	1	SFE	Unread				<input checked="" type="checkbox"/>
<input type="checkbox"/>				SFE					<input type="checkbox"/>

The patients daily record and outbox will display that the recall has been sent

SFE					
Recall Letter - Cervical Smear MMH					
<div> </div> <div>All (*)</div>					
Tck	Date	Document	Subject	Folder	Prov
<input type="checkbox"/>	14 Jun 2015	CXMMH	Cervical Smear MMH	DD	SFE

Patients will receive the following

- ⌋ A notification alert in their email account
- ⌋ A recall reminder email in their The Patient Portal with a link to create an appointment for the recall

After the Patient views the email , update messages will be sent back to the Provider inbox in Medtech32 as follows

- ⌋ If an appointment is booked an Appointment booked message will be received
- ⌋ If the message is read but no appointment is booked a Read message will be received
- ⌋ The recall contact list reminder response column will be updated with Appointment booked or Read

File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search		File Search	
-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--	-------------	--

Patient Portal Screening Secure Messages

If your practice has activated screening terms on the Patient Portal, Patients are able to update their screening measurements and send this information back to Medtech32 as a secure message into the ManageMyHealth Provider Inbox in Medtech32 for review and filing.

! Screening download settings should only be set to manual download

Step 1

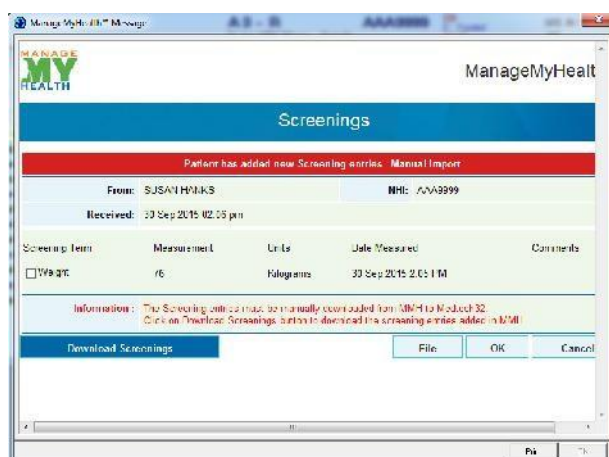
1. Open the Provider inbox
2. Click: ManageMyHealth tab
3. Double click: on the screening message you wish to review and action



Step 2

4. Tick the screening term/s you wish to download
5. Click: Download Screenings, to update the patients record in Mt32
6. Click: File to file the message and close the window

! If you don't wish to download the patients screening measurement to their record, Click: File



Secure screening messages will display in the patients daily record and the ManageMyHealth Tab of the Patients Inbox

Any screening measurements that have been downloaded will display in Patient Screening/ManageMyHealth Tab

