

SPECIALITY GUIDE

ManageMyHealth

Recall Reminders

Module Reference | ManageMyHealth
Version Reference | Medtech32

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Overview

The following guide details how to set up recall reminders. This function enables the Health Centre to send out automated reminders to a Patient that a recall is due and advises them to make an appointment if required.

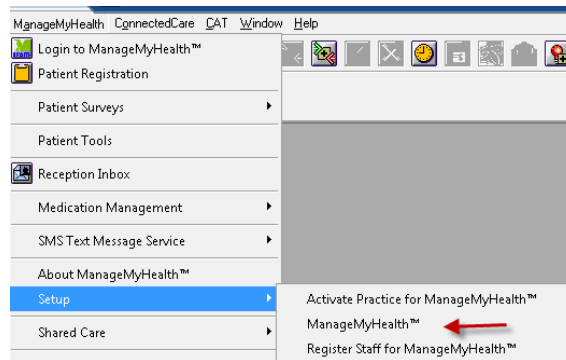
Recall reminders can be activated for all patients across the Health Centre or customised for each patient as required. Recall reminders will not be sent to those patients that do not have Recalls enabled at the time of registration.

New functionality has been implemented to send MMH Emails from the Recall Contact List

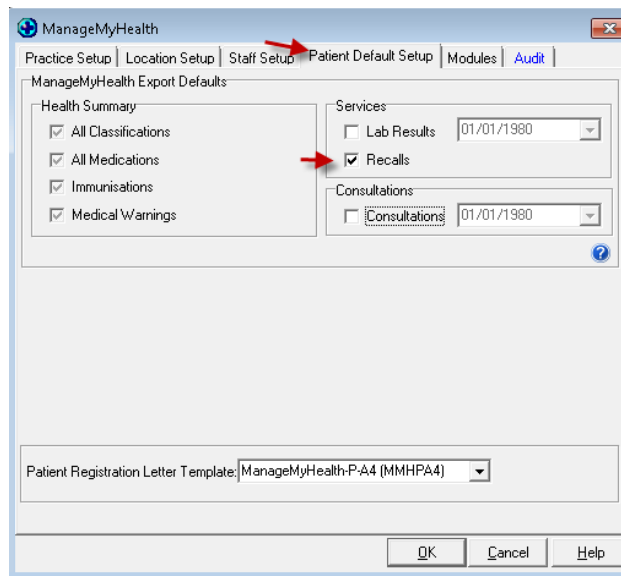
HOW TO SET UP RECALL REMINDERS

SETTING UP HEALTH CENTRE WIDE RECALLS

1. Go to ManageMyHealth > Setup > ManageMyHealth



2. In the Patient Default Setup Tab
3. Tick Recalls
4. Recalls are now enabled for the Health Centre



CUSTOMISE RECALLS FOR AN INDIVIDUAL PATIENT

In the Patient Registration screen if the Health Centre wants to remove recall reminders for an individual patient simply un tick Recalls for that patient prior to Registering.

The screenshot shows a patient registration form with the following sections:

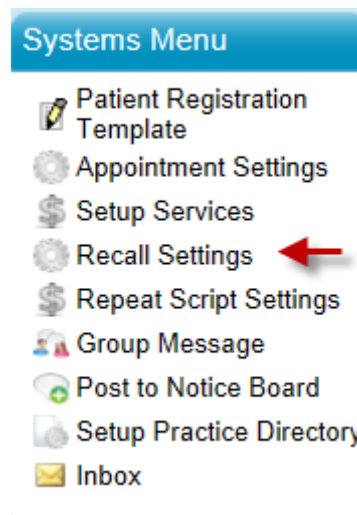
- Patient Details:** First Name: JOE, Surname: LYLE, NHI: ABC1235. Includes an activation code field, a 'Print Instructions' button, and a registration status of 'Not Registered'.
- Patient Identification:** Identification Type: 'Known to me' (dropdown), Number: 'k'.
- Email / Username Details:** Email Address: 'j.lyle@gmail.com', Verify Email Address: 'j.lyle@gmail.com'.
- Health Record Export Options:**
 - Health Summary:** All Classifications, All Medications, Immunisations, Medical Warnings (all checked).
 - Services:** Lab Results (checked), Recalls (unchecked, highlighted with a red arrow), Consultations (unchecked).
 - Consultation:** Consultations (unchecked).

Buttons at the bottom: Register, Help, Close.

HOW TO STOP RECALL REMINDERS ACROSS THE HEALTH CENTRE

The system has Recall reminders to Patients enabled by default. The system administrator for the Health Centre can stop recall reminders being sent out for all patients.

1. Go To Systems Menu
2. Recall settings



3. Select the Enable Recall Reminders to NO option
4. Click Save

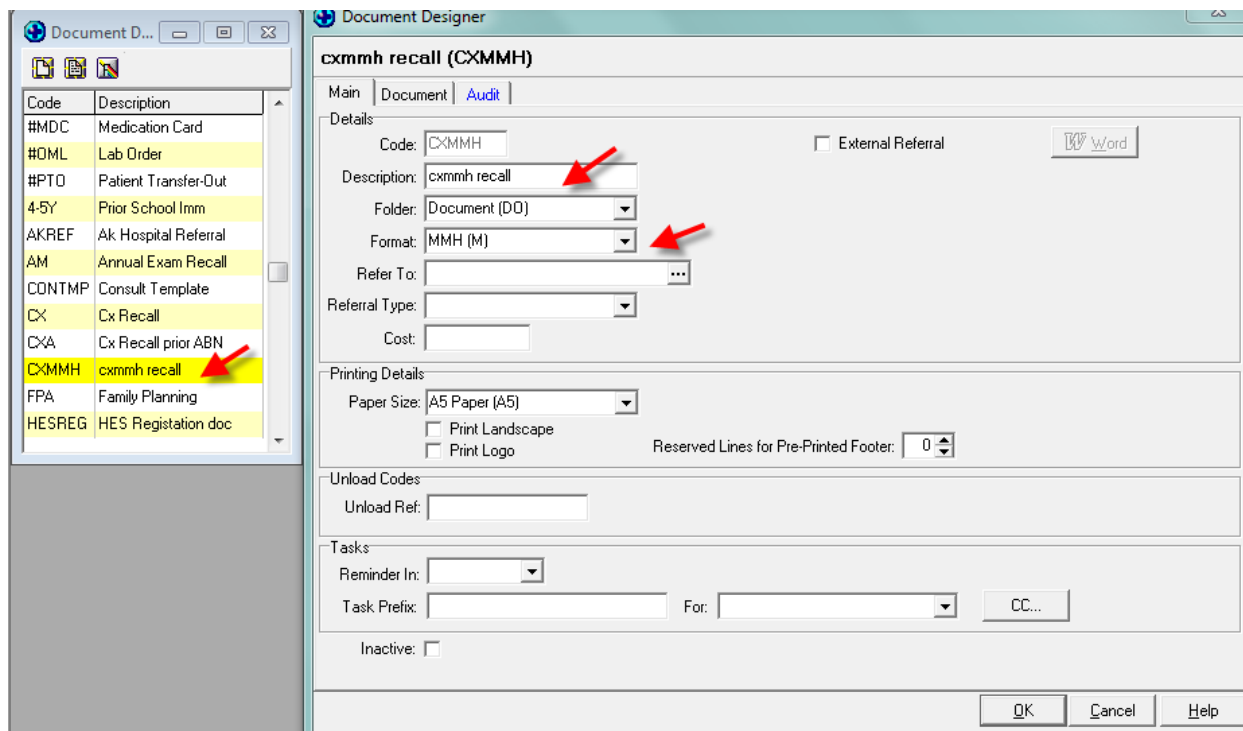
SENDING MMH SECURE RECALL MESSAGES FROM RECALL CONTACT LIST

SET UP MMH TEMPLATES

In the same way as you can create letter templates for recalls you can now create recall templates to send secure recall messages from the Recall contact list.

In the example below in a Cervical Smear MMH template has been created.

The Format must be set as MMH(M) from the drop down list




SENDING MESSAGES FROM THE RECALL CONTACT LIST

1. Run Recall contact list

Due	Name	Day Phone	Mobile Phone	Description	Out	Note	Last Contacted	Last Contacted Date	CH	RH	Prov	Reminder Response	Response Date	MMH Reg	Docu	SMS	MMH
19 May 2015	CARR Lucas (130423)		(022) 1337-19	Prostate		Auto Recall					SFE			<input type="checkbox"/>			
12 Apr 2015	CHAN Susie (3053)	479 3698		Cervical Smear		Check Status					SFE			<input type="checkbox"/>	CX		CXMMH
18 May 2015	FORSTER Maya (130419)		(026) 0258-36	Cervical Smear		Auto Recall					SFE			<input type="checkbox"/>	CX		CXMMH
22 Apr 2015	GENERAL Mike (1018)	07636363636	0219189181716	Health Check		Testing Pending	MMH Email	31 Mar 2015	1		FJ	Read	1 Apr 2015	<input checked="" type="checkbox"/>			MMHI
12 Apr 2015	GOOCH Susie (3095)	987 9873		Cervical Smear		Check Status					SFE			<input type="checkbox"/>	CX		CXMMH
12 Apr 2015	GRAHAM Susan (3084)	7789876		Cervical Smear		Check Status					SFE			<input type="checkbox"/>	CX		CXMMH
12 Apr 2015	HILL Sara (3240)	5567889		Cervical Smear		Check Status					SFE			<input type="checkbox"/>	CX		CXMMH
12 Apr 2015	JONES Helen (3156)	04 567 8776		Cervical Smear		Check Status					SFE			<input type="checkbox"/>	CX		CXMMH
7 May 2015	JONES Vera (130285)	567 8765	0218348783478	Cervical Smear		Auto Recall					SFE			<input checked="" type="checkbox"/>	CX		CXMMH
18 May 2015	KERR Amber (130421)		(029) 3433-48	Cervical Smear		Auto Recall					SFE			<input type="checkbox"/>	CX		CXMMH
18 May 2015	LEE Gabriel (130417)		(020) 1564-65	Cervical Smear		Auto Recall					SFE			<input type="checkbox"/>	CX		CXMMH
18 May 2015	LORD Leah (130414)		(027) 4184-76	Cervical Smear		Auto Recall					SFE			<input type="checkbox"/>	CX		CXMMH
19 May 2015	MILLS George (130416)		(027) 3950-38	Prostate		Auto Recall					SFE			<input type="checkbox"/>			
18 May 2015	NEWMAN Amelie (130415)		(021) 2453-77	Cervical Smear		Auto Recall					SFE			<input type="checkbox"/>	CX		CXMMH
19 May 2015	NORTH William (130420)		(028) 0972-30	Prostate		Auto Recall					SFE			<input type="checkbox"/>			
19 May 2015	PARRY Thomas (130422)		(027) 3820-64	Prostate		Auto Recall					SFE			<input type="checkbox"/>			
24 Apr 2015	SALES Sherry (130259)	358 7766	0121111111	Cervical Smear		MMH Email	MMH Email	13 Apr 2015	1		BETA	Unread		<input checked="" type="checkbox"/>	CX		CXMMH
12 Apr 2015	THOMAS Kerry (3162)	56765765		Cervical Smear		Check Status					SFE			<input type="checkbox"/>	CX		CXMMH

Screen has been enhanced to include:

- MMH Reg if ticked patient is registered on MMH
- Reminder Response indicates if patient has read reminder or Booked an appointment
- Response Date gives date that the response was made

2. To send MMH reminders click on Icon 
3. Screen will update with Last Contacted by MMH Email, and the date sent

In the following example :

Three MMH Emails have been sent

- One Read with date
- Two UnRead
- One MMH Email has been sent twice as per the indicator in the C# column

	Last Contacted	Last Contacted Date	C#	R#	Prov	Reminder Response	Response Date	MMH R
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input checked="" type="checkbox"/>	MMH Email	31 Mar 2015	1		FJ	Read	1 Apr 2015	<input checked="" type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input checked="" type="checkbox"/>	MMH Email	22 Apr 2015	1		SFE	Unread		<input checked="" type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input checked="" type="checkbox"/>	MMH Email	22 Apr 2015	2		BETA	Unread		<input checked="" type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>

Once Patient has Responded Reminder Response and date will update as in the example below. The Patient has booked an appointment having responded to the recall message.

	Last Contacted	Last Contacted Date	C#	R#	Prov	Reminder Response	Response Date	MMH Reg
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input checked="" type="checkbox"/>	MMH Email	31 Mar 2015	1		FJ	Read	1 Apr 2015	<input checked="" type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input checked="" type="checkbox"/>	MMH Email	22 Apr 2015	1		SFE	Appointment booked	22 Apr 2015	<input checked="" type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input checked="" type="checkbox"/>	MMH Email	22 Apr 2015	2		BETA	Unread		<input checked="" type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>
<input type="checkbox"/>					SFE			<input type="checkbox"/>

PATIENT FLOW

1. Patient receives a Recall Message

You have been automatically sent a reminder for an upcoming recall.

Hi VERA JONES,

Where: Bay Vista Practice

When: 07 May 2015

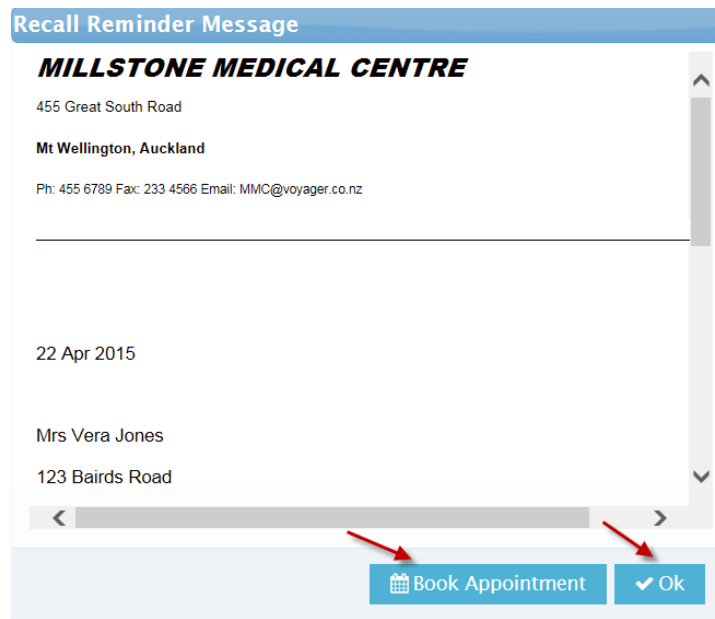
To make an appointment with your practice for this recall, in the first instance please use the ManageMyHealth online appointment tool if available, or contact your practice **Bay Vista Practice** on **093580116**. An appointment must be made and confirmed before visiting your health centre for this recall.

For recall reminder details [Click here](#) to login to access your Recall Reminder message.

Support Team
 ManageMyHealth™: **Empowering for Health & Wellness**

This email has been automatically generated. Please do not reply to this email address as all responses are directed to an unattended mailbox and you will not receive a response.

2. After Logging on Patient is presented with following screen



3. If Patient dismisses by clicking ok status is updated as Read in Recall Contact List
4. If Patient clicks Book Appoinment status is Updated to Booked Appointment in Recall Contact List.