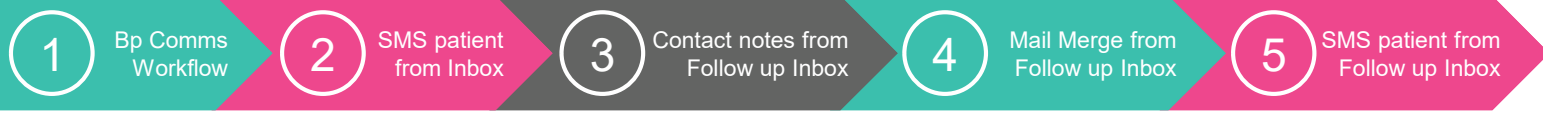


Bp Comms – Inbox and Follow up Inbox



Bp Comms Workflow

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

Inbox – SMS

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**
- Choose whether to **Mark as contacted**

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 Mr. Alan Abbott

Send via: SMS Template: Results Requiring an Appointment

Hi Alan, Dr Frederick Findacure has reviewed your result dated 26/09/2021 and made the comment: . Please call the practice on . to make an appointment. Do not reply.

Approx Characters: 164 Multiple SMS Credits may be required to send this message

Unsent messages: 950 SMS / 2376 App

Mark as contacted

Send Cancel

Follow up Inbox – Contact Notes

Contact Patient to follow up result

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

NB: The Follow up Inbox status will also update.

Follow up inbox

File Utilities View Help

Reports checked from: 15/10/2017 to: 15/10/2021 Filter by action: All unactioned Filter by status: Nil status Checked by: All

Mark as contacted Mark result as given **Record note** Send Message New appointments Make appointment Reminder Sort by: Name Split by location

Attempts	Date checked	Patient	Phone	Report name	Date performed	Action	Comment	Status	Complete	Checked by
1	05/10/2021	Abbott, Alan	07 50505050(H)	0436913;Report	25/09/2021	Reception to advise	Normal	No	No	Dr F. Findacure
1	27/09/2021	Allen, David Charles	08 99905050(H)	0436913;_THYROID FUNCT. TEST	25/09/2021	Reception to advise	Normal	Yes	Yes	Dr F. Findacure
0	27/09/2021	Limbrick, Sandeshni	0419913102(M)	LT SHOULDER	25/09/2021	Nurse to advise	Abnormal	No	No	Dr I. Cure
0	27/09/2021	Limbrick, Sandeshni	0419913102(M)	SE- SEROLOGY	25/09/2021	Reception to advise	Abnormal	Yes	Yes	Dr I. Cure

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: []

Home phone: 07 50505050 Work phone: [] Mobile phone: 0400 []

Other contact's details

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

Communication details

Contact reason: Follow Up Result Contact method: [] Contact with: []

Contact date: 1/02/2021

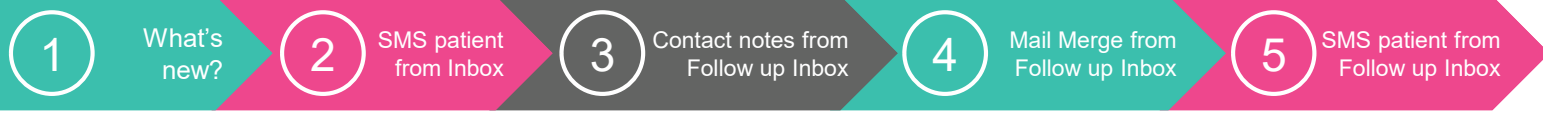
Contact attempt no.: 1

User comments: []

Patient answered. Appointment booked for next week.



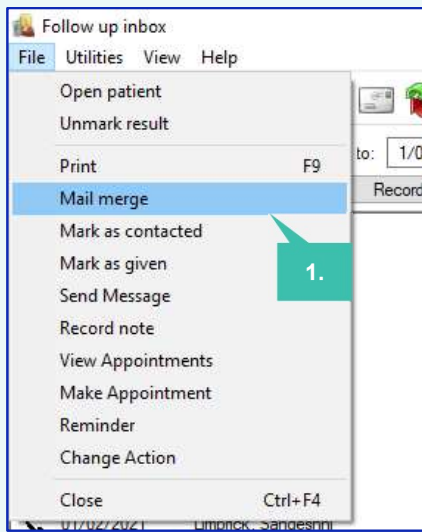
Bp Comms – Inbox and Follow up Inbox



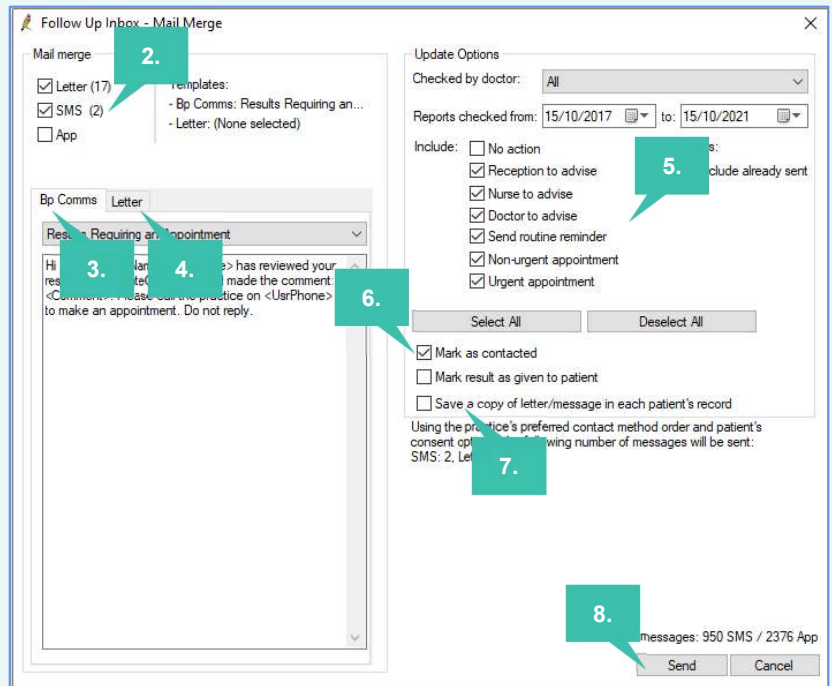
Follow up Inbox – Mail merge to SMS

Create a Mail Merge

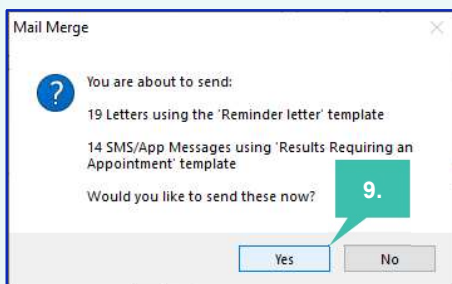
- From the Follow up Inbox, select File > Mail merge.



- 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.
- Choose whether to mark the result as 'Contacted' or 'Given to patient' after the mail merge is run. If both are unticked, these will be marked as 'Sent'.
- You can save a message copy to each patient's Correspondence In.
- Click **Send**.



- To proceed, click **Yes**.



Follow up Inbox – SMS

Send an Individual SMS

- Click **Send Message** to send a patient an SMS, just like from the Inbox.
NB: Patient must have SMS consent.

