MyComms– Creating Letters

Bp VIP.net **ruby**

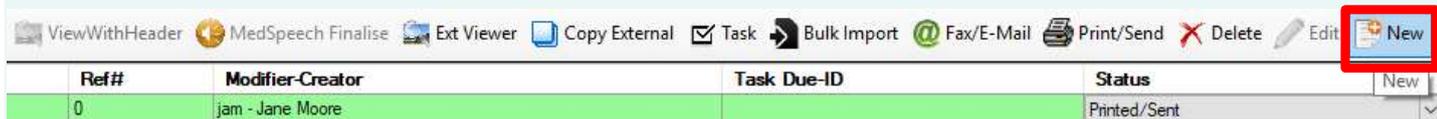## New Letters

Create a New Letter

There are numerous ways to create a letter for a patient:

1. **Click** the 'Correspondence' button and select 'New'. **Click** the 'Outgoing' button to create outgoing correspondence, or
2. **Click** the 'Referral' button and select 'New'. **Click** the 'Outgoing' button to create an outgoing referral, or
3. **Click** the 'Outbox' button and select 'New'. **Click** either the 'Correspondence' or the 'Referral' button depending on the type of communication your require.

	ViewWithHeader	MedSpeech Finalise	Ext Viewer	Copy External	Task	Bulk Import	Fax/E-Mail	Print/Send	Delete	Edit	New
Ref#	**Modifier-Creator**						**Task Due-ID**			**Status**	New
0	jam - Jane Moore									Printed/Sent	

4. **Select** the template from the 'Select a letter template' screen.

OR

1. **Click** the 'Select' button at the bottom of the screen.
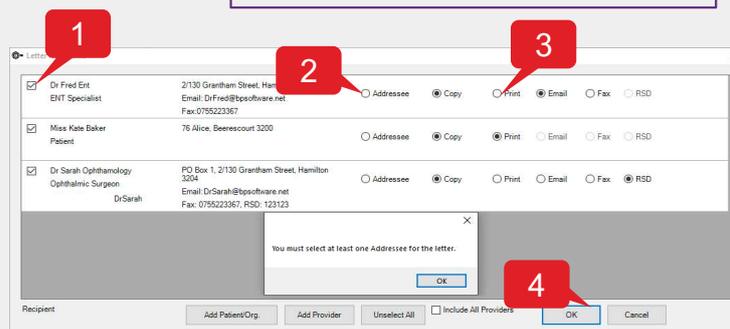   As the letter does not contain a table with 'Recipient', the letter will populate.
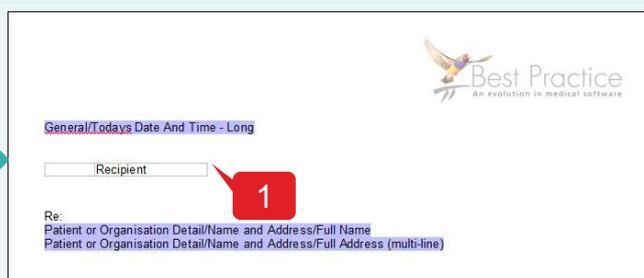
1. **Click** the 'Select' button.
   If the letter contains a table with 'Recipient', the 'Letter Recipients' screen will appear prior to the letter populating.
2. **Select** the recipient/s of the letter.
3. **Click** 'OK'
   The letter will populate.

Select   Cancel

Letter Recipients

Manage the Letter Recipients

The 'Letter Recipients' screen enables you to choose how and who to send a letter to:

1. **Tick** each recipient for the letter.
2. **By default** the 'Addressee' will be the patients Lead External Provider and the sender will be Lead Internal Provider.
3. **Select** the sending medium.
   Note: Different mediums for sending will only be available if recorded on the 'Provider Details' or 'Patient Details' screen.
4. **Click** 'OK'.

Other recipients will populate from the patient's providers recorded on the 'Patient Details' screen.

Contact our Software Support Team on 1300 40 1111 (AU), or 0800 40 1111 (NZ) www.bpsoftware.net

Bp VIP.net

MyComms – Outgoing Letters

Print/Send

Print and Send Correspondence

When the letter has been created you can print and send the record easily:

1. **Click** the 'Print-Lock' button on the 'Correspondence' screen.

The 'Recipient screen' will display again if the letter had the 'Recipient' table.

2. **Click** 'OK'.
3. **Select** the attachment file format and **click** 'OK'.
4. **Click** 'Send' on the 'Email' screen if displayed.

The letter will send through the different mediums selected for the recipients.

5. **Click** 'OK' on the 'Success' messages.

The new letter is listed in the 'MyComms screen' with the Status of 'Print/Sent' and is locked against editing.
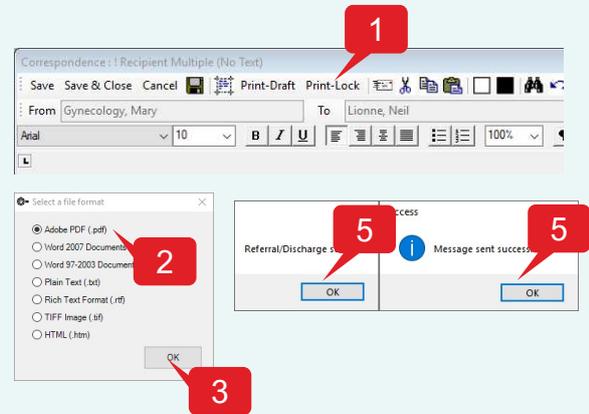
Audit a Letter

View the Letter Audit

When a letter had been sent, you can view the recipients and the method of sending. The status will indicate whether the letter has been transmitted:

1. **Select** the outgoing letter record and **click** the 'Log Details' button.

2. 'Send' by = letter creator   3. 'Recipient' = all recipients of the letter   4. 'Type' = addressee or CC
5. 'Method' = medium of sending   6. 'Status' = success or failed transmission.
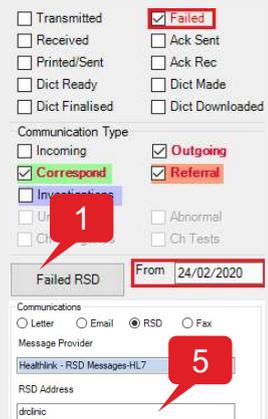7. **Click** 'OK', 'Cancel' or 'X' to close the 'Outgoing Correspondence Details screen'.

Failed RSD and Ext Viewer

Other buttons – RSD fails, Extension Viewer and Magnifier

A failed RSD indicates that the Secure Message has failed to send out of your database.

To view failed outgoing letters:

1. **Click** 'Failed RSD' to filter the screen to failed transmissions through secure messaging. When this button is clicked, the corresponding 'From' date field will populate with today's date and the 'Failed' filter button is selected.
2. **Use** the 'Log Details' as above to find the recipient.
3. **Click** 'Shift + F8' and search for the provider.
4. **Select** the provider from the list and click 'Modify'.
5. **Check** the 'Communications' section and verify the 'RSD Address' is correct with the recipient. **Update** and **click** 'OK' to save.

To view a patient letter on a separate screen while working in the 'Medical Desktop' (F11).
6. **Open** the MyComms screen for the patient, **select** the record and **click** 'Ext Viewer'.
7. **Select** 'Adobe PDF' as the file format and **click** 'OK'.
The letter will open in a different screen in PDF format.

To increase the size of the letter in MyComms:
8. **Click** the + symbol on the scale on the bottom right of the screen.

Contact our Software Support Team on 1300 40 1111 (AU), or 0800 40 1111 (NZ) www.bpsoftware.net

Bp VIP.net