Enquiries - Overview

Last Modified on 31/10/2023 1:42 pm ACDT

CareRight allows you to record enquiries made by potential patients or their family members. To understand the process, it is important to understand that there are two types of *person* records in CareRight:

- Contacts; and,
- Patients

Additionally, recent versions of CareRight feature an Online Enquiries and Expressions of Interest capability.

Contacts

A Contact record can be used before a potential patient becomes a Patient in CareRight. The following sections of CareRight can be filled in for a Contact:

CareRight Section	Description	Examples
Identity	Key identity data	Given Name, Family Name, DOB, Sex
Demographics	Key demographic data	Occupation, Religion, Country of birth
Government Benefit	Key government benefit data	Medicare number, Pension number, DVA Number
Health Fund	Key health fund data	Fund, Member Number, Cover Commenced Date
Contact Details	Key Contact Details	Mobile, Home Phone, Email, Consent to SMS, Consent to Email
Addresses	Address Details - Home or Postal	Address Line 1, Suburb, Post Code
Address Book	Associate other Contacts or Patients with this contact. Specify type of relationship and if it is an emergency contact.	"Mary Smith (Contact) - Mother - Emergency Contact"
Enquiries	Register any interaction that you have with the Contact	

Restrictions with a Contact Record

There are some restrictions with a Contact Record.

- A Contact doesn't have a full medical record

- You cannot create an appointment for a Contact
- You cannot perform a Patient assessment (forms) against a Contact

If you need to do this, you should Convert the Contact to a Patient. When a Contact is converted to a Patient all the data stored against the Contact flows through to their Patient record.

Patients

The second type of person in CareRight is a Patient. A Patient record has all the features of a Contact record, plus more:

- Full clinical record - alerts, allergies, medications, diagnoses, problems, etc.;
- Create Correspondence - Letters, SMS, emails;
- Book appointments;
- Perform Assessments;
- Create accounts, invoices, claims;
- Admit and include in Statutory reporting; and,
- Download Pathology and Radiology.

When you visit the Patient Record section will you see the full range of functionality relating to a Patient.