

Correspondence Tab - Enquiry

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An enquiry may be received regarding a patient or the patient may be making an enquiry about themselves. The contact/enquirer may be an existing contact, a new contact or an anonymous contact (some information may not be offered by the enquirer).

Permissions to add, view and edit enquiries are defined by your System Administrator, therefore some functions may not be allowed.

All enquiries based on the location—or a patient at that location—can be viewed from the Correspondence > Enquiries screen.

A new enquiry can also be entered from this screen. Click New Enquiry. Searching and adding enquiries is explained in the Patient > Correspondence > Enquiry section of this guide.

Search for an Enquiry

To search an existing enquiry:

1. Search and display the patient.
2. Click on **Correspondence**.
3. Click on Enquiry.

All recorded enquiries will be displayed. Click **Show** to view the enquiry.

Enquiries Screen

Main Interface

Features:

- Can sort by Oldest First or Newest First.
- If a Display Summary exists, it will be included in the enquiry listing.
- If a Display Summary does not exist, then the first 500 characters of the enquiry text will be displayed.

CR TIMDEV2 (MS)

Dashboard
Correspondence
All Correspondence
My Correspondence

Enquiries

INBOX
OUTBOX
DRAFT
HELD
ALL
BULK PRINTS
UNMATCHED
ENQUIRIES

New Enquiry
Dashboard / Correspondence

Enquiries

Newest First

Location: Clintel Clinic

Enquirer: Qqq Qqq

Subject: Qqq Qqq

Start Date: 26/04/2019 13:31

User: Mr System Administrator

Show

xxx122

Location: Clintel Clinic

Enquirer: Qqq

Subject: Qqq

Start Date: 26/04/2019 13:29

User: Mr System Administrator

Show

qqq

Location: Clintel Clinic

Enquirer: Sir Rufus Bastian

Subject: Ms Etna Bloggs

Start Date: 20/03/2019 14:42

User: Mr System Administrator

Show

Location: Clintel Clinic

Enquirer: Mr Han Solo

Subject: Mr Han Solo

Start Date: 04/03/2019 10:36

User: Mr System Administrator

Show

testwst

Location: Clintel Clinic

Enquirer: Boba Fett

Subject: Boba Fett

Start Date: 31/10/2018 09:17

User: Mr System Administrator

Show

testestt

Location: East St Kilda Clinic DESC

Start Date: 05/10/2018 10:45

Show

Patient-view Interface

Features:

- Can sort by Oldest First or Newest First.
- If a Display Summary exists, it will be included in the enquiry listing.
- If a Display Summary does not exist, then the first 500 characters of the enquiry text will be displayed.

CR TIMDEV2 (MS)

Dashboard

Patients


Mr Caleb James Gray

Invoices & Credits

Correspondence

Enquiries

Mr Caleb James Gray



Mr Caleb James Gray

ALERTALLERGYNOTICE

Facility: Banksia Park Clinic

File Number: 000135

CRN: XXX1234

Primary Provider: Dr William Bill

Referrer: Dr Andrew Kellie ((08) 8337 4580)

Home: 5B/2 Third St, ST PETERS SA 5069

Fund: iTest

Health Fund: 86753091

Male, aged 42 years, born on July 27, 1976, last admitted to Clintel Clinic.

Mobile Phone: 0438100126

Interpreter Required

Accounting

INBOX

OUTBOX

DRAFT

ARCHIVE

BULK PRINTS

UNMATCHED

ENQUIRIES

CREATE

New SmsCustom SmsNew EmailNew Enquiry

Dashboard

Patients

Mr Caleb James Gray

Correspondence

Enquiries

Enquiries

Newest First

Location: Banksia Park Clinic

Enquirer: Sir john smith

Subject: Mr Caleb James Gray

Start Date: 28/06/2017 16:11

User: Mr System Administrator

Show

Example summary display for assessment **Contact Assessment Enquiry** which is used in cr.test as the enquiry assessment.

primary_concern_details =

Location: Banksia Park Clinic

Enquirer: Mr Caleb James Gray

Subject: Mr Caleb James Gray

Start Date: 28/06/2017 15:59

User: Mr System Administrator

Show

Example summary display for assessment **Contact Assessment Enquiry** which is used in cr.test as the enquiry assessment.

primary_concern_details =

Location: Banksia Park Clinic

Enquirer: Lord Arthur King

Subject: Mr Caleb James Gray

Start Date: 29/11/2016 10:53

User: Mr System Administrator

Show

Test

Location: Banksia Park Clinic

Enquirer: John

Subject: Mr Caleb James Gray

Start Date: 04/04/2016 15:39

User: Mr System Administrator

Show

Coming to the footy Friday? No