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.

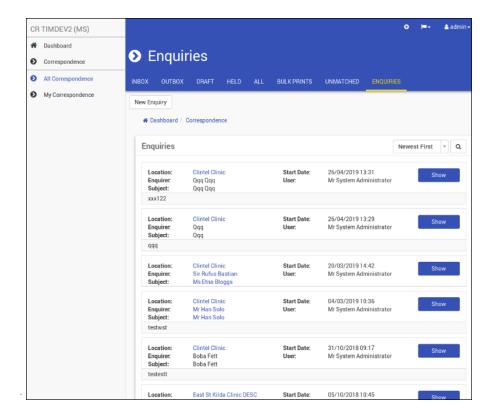
All recorded enquiries will be displayed. Click **Show** to view the enquiry.

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.



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.

