Create a Patient Letter

Create a Patient Letter

In order to create a patient letter, the following criteria must be met:

- The patient must have an address, or

- An address must exist in the patient's address book.

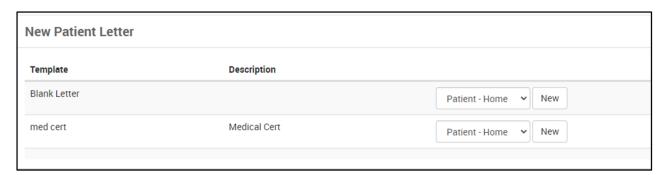- If the delivery method is Email, patient must have a valid email address with clinical email consent.

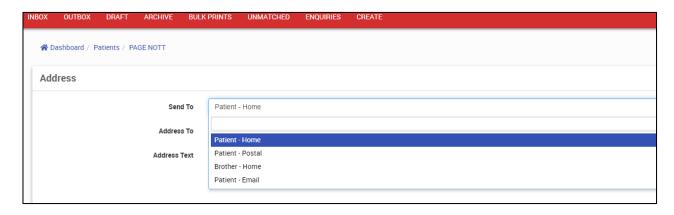To create a new letter for a patient

1. From the Patient **Correspondence** Menu

2. Select the **New** button next to the relevant New Patient Letter template, you can also select which address to send the letter to use the drop down options.

3. The New Patient letter screen will display.

4. The screen has two sections:

    a. Address - confirms the patient address details for the letter

    b. Letter - this is the content

5. Fill in the fields below:

Field Name	Description
Address	
Send To	You can select either: - The patient (any of their addresses). Anyone from the patient's address book e.g. their contacts - Patient Email (SMTP is configured. Patient has email address . Patient has clinical consent for email.)
Patient Email	Select the Recipient from the drop-down list.
Email Subject	Address details for the recipient (read-only)

Letter	
Location	The Location that the letter is being sent from.
Provider	The provider that the letter is coming from/associated with
Description	A name for the letter
Letter Text	The text field provides a place to enter the text for the letter. You can also insert preset letter templates (these are set up in System Administration) See section Using the Text Editor for a more detailed explanation of how the Text Editor works.
Notes	Administrative notes that will not be part of the letter itself
Images	In the letter editing box, click insert will let you select from your local file to attach the images.

6. When the letter is complete select one of the following options:

     a. Save Draft, a green message stating 'Letter was successfully created' will display

     b. Send

     c. Print

     d. Cancel

  7. The Letter then goes into the DRAFT option at the top of the screen (in the patient banner)

New Patient Letter

Template	Description		
Blank Letter		Patient - Home ⌄	New
med cert	Medical Cert	Patient - Home ⌄	New

INBOX	OUTBOX	DRAFT	ARCHIVE	BULK PRINTS	UNMATCHED	ENQUIRIES	CREATE

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Address

Send To	Patient - Home
Address To	
	Patient - Home
	Patient - Postal
	Brother - Home
Address Text	Patient - Email

Letter

Location	East St Kilda
Provider	Clinic Westmead Hospital
Description	Return of Items

Letter Text

Edit ▾   Insert ▾   View ▾   Format ▾   Table ▾

↶ ↷ | Formats ▾ | **B** *I* U | ≡ ≡ ≡ ≡ | ≡ ≡ | ▦

Dear Ms Ferguson,

Regarding the items left in storage locker #46H, we would like to arrange for their return within the next week, if possible.

Save Draft	Send	Print	Cancel

Note:

- If there is a default template that you will be using always in your letters, this can be pre-configured to insert directly into Letter Text using Insert >Template within the letter. Refer to Create Letter template for information on how to create templates.
- In order to set default delivery option please refer **here**.
- The behaviour of **Enter** Key: Enter key can be configured to New Paragraph or Line Break for a user level, Refer to Access User Profile.

Enter Key In Editor	New Paragraph
	New Paragraph
Event View	Line Break