

Create a Contact Letter

Last Modified on 12/12/2023 2:54 pm ACDT

If enabled, the [My Health Record & Health Identifiers Service Integration](#) will allow you to upload this to a Patient's My Health Record.

To create a new referral/contact letter,

1. From the Patient **Correspondence** Menu
2. Select the **New** button next to the relevant New Contact Letter template, you can also select which Provider to send the letter to using the drop-down options.
3. The New Referral letter screen will display.
4. The screen has two sections:
 - a. Address - confirms the Practitioner address details for the letter, you can select the delivery option and recipient status
 - b. Letter - this is the content
5. Fill in the fields below:

Field Name	Description
Address (Practitioners)	
Practitioner	<p>Any practitioners that have been added via Referrals appear here. For this letter, you can select whether you want each to be the:</p> <ul style="list-style-type: none">•Original Recipient (OR)•Carbon Copy (CC)•Blind Carbon Copy (BCC)
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

Upload to My Health Record	Whether the letter should be uploaded to My Health Record. See our My Health Record Integration Overview .
Replace My Health Record Document	A specific existing document to replace. See our My Health Record Integration Overview .
Email Subject	Email Subject
Letter Text	<p>The text field provides a place to enter the text for the letter. You can also insert preset letter templates.</p> <p>See section Using the Text Editor for a more detailed explanation of how the Text Editor works.</p>
Notes	Administrative notes that will not be part of the letter itself

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

- a. Save Draft
- 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).

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.
- The behavior of **Enter** Key: Enter key can be configured to New Paragraph or Line Break for a user level, Refer to [Access User Profile](#).



