

# Matching Unmatched Correspondences

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## Unmatched Correspondences

Letters (HL7) coming in from an external Transcription Service go through a matching process, if the letter cannot be matched to the patient they will be stored in the **unmatched** tab. From here the letter can be reviewed and matched to a patient record.

The Unmatched screen display the following information:

Field	Description
Created At	The date that letter has been created
Address To	Who the letter is addressed to / the letter recipient
Description	This is a description of the letter.
Match (Button)	Click this button to match any unmatched letters

To match a letter to a Patient / Provider:

1. From the CareRight **Dashboard**.
2. Select **Correspondence** from Menu.
3. Select **Unmatched** sub-menu (in the banner).
  - a. The unmatched records will display.
4. Select **Match** next to the relevant record.
  - a. The Match Screen will open.

Match	
Field	Description
Unmatched Provider Name	The original provider names for the unmatched ones
Provider	Select from the providers you have created to be matched
Description	The types of reports you have created
Notes	Additional comments you added for the correspondence
Unmatched patient Name	The original patient names for the unmatched ones
Patient	The detailed information for the patient to be matched

5. Select the following information accordingly:

- Provider
- Patient

6. Once 'matched', select the **Match** button.

7. The letter will now be matched and you can:

- Edit the letter.
- Create follow-up.

CareRight

Dashboard

Appointments

Cases & Programs

Correspondence

Events

Exports

Followups

Imports

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Patients

Pre-admissions

Professional Contacts

Providers

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Reports

Tasks

Theatre Lists

Uninvoiced Admissions

Wait List

Workflows

Letters

INBOXOUTBOXDRAFTHELDALLBULK PRINTSUNMATCHEDENQUIRIES

New Enquiry

Unmatched Letters

Created At	Address To	Description	
05/11/2020 at 09:27 AM (+1030)		Operation Report	Match
04/11/2020 at 05:31 PM (+1030)		Operation Report	Match
15/05/2020 at 02:04 PM (+0930)		test without provider	Match
28/04/2020 at 04:05 PM (+0930)		Clinical Assessment Letter	Match
03/02/2020 at 03:02 PM (+1030)		Referral Letter	Match
22/01/2020 at 11:15 AM (+1030)		test	Match
08/02/2019 at 02:53 PM (+1030)		Transcribed Letter	Match
22/06/2018 at 04:37 PM (+0930)		Referral Out Letter	Match
16/09/2016 at 02:57 PM (+0930)		test	Match
05/11/2015 at 12:00 PM (+1030)		test	Match

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Unmatched Correspondence

Created At	Unmatched Recipient Name	Unmatched Patient Name	
18/11/2020 at 10:41 AM (+1030)	(clintel_argus@internode.on.net)	Oceania PATIENT (01/01/2011)	Match
18/11/2020 at 10:40 AM (+1030)	Tim Beaston (clintel_argus@internode.on.net)	Test Argus (15/01/1999)	Match
16/09/2020 at 02:23 PM (+0930)	Tim Beaston (clintel_argus@internode.on.net)	Test Argus (15/01/1999)	Match
16/09/2020 at 02:23 PM (+0930)	Helen Brownbill (clintel_argus@internode.on.net)	Test ArgusWord (01/01/1965)	Match
16/09/2020 at 02:22 PM	Yasmin Abadi (Clintel Systems II)	Pretty Princesix (09/05/1985)	Match

Unmatched Correspondence - Interface

