

Transcribed Letter Importing

Last Modified on 10/03/2019 1:36 am ACDT

Transcribed Letter Importing

The primary purpose of this to describe the process for the importation of HL7 messages provided by a 3rd party transcriptions service to be imported into CareRight for further editing and then sending. This is recorded against the Patient file.

Configuration/ Set up

This process requires some set up in CareRight System Administration:

1. Document Type needs to be set up Administration → Correspondence → Document Type
2. File Import set up Administration → Correspondence → HL7 Correspondence Import
3. The CareRight file uploader needs to be installed and configured by Clintel.

Correspondence screens - changes

The Unmatched sub-menu tab displays any unmatched transcribed letters. Letters (HL7) coming in from an external Transcription Service go through a matching process. If it cannot be matched to patient, they will be stored in the unmatched tab. From here the letter can be reviewed and matched to a patient record.

Review unmatched letters via:

- CR Dashboard → Correspondence → Unmatched
- CR Dashboard → Locations → Correspondence

Review matched letters via:

- Patient record → Correspondence → Draft

Edit a Letter

1. The letter can be located on a Patient record in Correspondence.
2. Select the **Draft** sub-menu tab.
3. Select the **Edit** button next to the relevant Letter
 - a. The Letter/ text Edit screen will display
4. Make any relevant changes
5. Select options:
 - a. Update Draft
 - b. Send
 - c. Print
 - d. Cancel
 - e. Delete
 - f. Follow up

Matching an Unmatched Letter to a Patient / Provider

1. CareRight Dashboard.
2. Select **Correspondence** from Menu.
3. Select **Unmatched** sub-menu (in banner).
 - a. The unmatched records will display.
4. Select **Match** next to the relevant record.
5. The Match Screen will open, select the following information accordingly:
 - a. Provider
 - b. Patient
6. Once 'matched', select the **Match** button.
7. The letter will now be matched and you can:
 - a. Edit the letter
 - b. Create follow-up

Overall Process

1. Doctor dictates audio using their mobile phone and dictation specific software. At the start of each audio, they mention the patient and the appointment date.
 2. The dictation software sync with a central server from the dictation software vendor.
 3. The Admin staff review the newly received audio files. For each file, they listen to the start of the dictation and rename the file based on the audio notes at the start of the file in the format:
 - a. ;;; (DDMMYY i.e. 24AUG2018)
 - b. For example - JL;123456;Sally Smith;25AUG2018
 - c. **Please Note:** Access Transcription have requested that you now use a ; between the naming components.
 4. This file is copied to dropbox and Access Transcription moves the file from dropbox and processes it.
 5. Access Transcription creates a HL7 file in dropbox of the transcribed letter. This will contain the authoring doctor details (based on the initials in the file name and held on record at Access Transcription) and the patients NHI, first name and last name.
 6. Onc NZ team pick up these files and transfer them to D:\Careright Dictation\Transcribed
 7. CareRight automatically picks up the new file and identifies the patient and authoring doctor. Care also automatically assigns recipients based on the patient configuration.
 8. Admin staff review incoming drafts and matches any unmatched letters.
 9. Admin Staff verifies the receipts and edits the letter contents if required.
 10. Admin staff mark the draft of follow-up.
 11. Author doctor reviews all follow-ups and reviews draft letters marked for follow-up and then sends the letter.
 12. Admin staff batch print all sent letters for snail mail delivery as one print job.
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