

Printing in CareRight

Last Modified on 09/01/2020 10:53 am ACDT

All printing in CareRight is done as PDF documents. As such there are some considerations to be aware of.

Whenever printing is to be on anything other than plain A4 paper, then print scaling MUST be turned off. This is because the layout of the text on the document has been calculated to correctly align with the paper and the scaling will destroy that alignment. This applies to:-

- Pathology Requests
- Radiology requests
- Labels
- any pre-printed paper (eg merge forms)

Printing to plain A4 paper occurs for:-

- Invoices
- Receipts
- Estimates
- Combined Payments
- Letters
- HC21 forms
- Medicare Statement of Benefits
- DVA assignment forms

If the PDF that CareRight produces has the correct text and it displays correctly (no characters chopped off or missing etc) and the result out of the printer is not correct then the problem lies outside of CareRight. You may need the assistance of your infrastructure support people to resolve such issues. Clintel is able to provide advice and background information to assist your infrastructure support.
