Sending and Receiving via Argus

If CareRight is configured to integrate with Argus, then letters can be sent and received via Argus.

> In January 2024, Argus was acquired by Healthlink. This documentation is for legacy customers only.

Configuration

For a professional contact to receive letters via Argus, they must be linked to the Health Services Directory. For instructions see NHSD.

Sending Letters

To send a letter via Argus, follow the steps in Create a Contact Letter. Professional contacts who can receive letters via Argus will have "Argus" as the default delivery option.

1. When the message is sent from CareRight to Argus Messenger, the correspondence status will change from "Confirmed" to "Sending".

2. When the Argus Messenger sends the letter out to Argus's network, the correspondence status will change from "Sending" to "Delivered".

3. When an acknowledgement is received from the receiving system, the correspondence status will change from "Delivered" to "Acknowledged".

Each step in this process can take around 20 minutes - longer if the remote system is unavailable.

NOTE: If an Argus correspondence status is "Undelivered" this means that the local argus server has received the message but is having trouble sending / receiving messages. Restarting the Argus server may resolve this or a call to the Argus help desk is required.

Receiving Letters

Letters received via Argus will appear in a Correspondence Inbox associated with the default location configured in CareRight.

If the letter was able to be matched to a patient and a provider, they will also be visible on the patient record and the provider correspondence page.

If either the patient or the provider were not matched, then the letter will appear under the "Unmatched" tab on the location, or on the dashboard correspondence page. Click **Match** to match the letter to a patient and provider.

Administration

Refer to Argus in the Systems Administration Manual.