## **Correspondence - Overview**

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Correspondence includes all incoming and outgoing communications.

This may be anything from:

- Outgoing Printed Letters
- Outgoing SMS or Email messages
- Incoming SMS replies
- Outgoing referral letters via secure messaging
- Incoming referral letters via secure messaging
- & more.

Typically, a communication will have the following attributes:

- An intended recipient
- A sender
- A status, indicating its particular workflow
- Associated content letter text, attached PDFs, etc.
- The patient related to the specific correspondence

## Incoming correspondence

This is usually a letter, secure message or sms reply.

Because certain communications - particularly *letters* - may contain clinically important information; CareRight requires all incoming correspondence to be *matched* to the right parties; and offers tools to *create followups*.

As letters are often from a medical professional external to your organisation, and it is common for you to communicate regularly with the health network of the patient; CareRight models these individuals as *Professional Contacts*.

Related articles:

- Matching Unmatched Correspondences
- Professional Contacts Overview

# **Outgoing correspondence**

This is all outgoing communication from your providers and clinic. Typically, this will be:

- SMS
- Email
- Letters back to the GP or other Professional Contacts
  - As printed documents mailed to the patient
  - o Or secure messages

## **View and Manage Correspondence**

Within CareRight, there are a number of primary ways to manage correspondence - Globally, by Location, by Provider, or by Patient.

#### Correspondence, managed by Patient

#### Patient Record > Correspondence

Main article: Accessing Correspondence - Patient Interface.

All correspondence for a patient. This allows a provider or administration team member to have a wholistic view of all communication over time with or about the patient.

#### Correspondence, managed Globally

#### Dashboard > Correspondence

Main article: Accessing Correspondence - Global/Location Interface

Users can access All Correspondence, both outgoing and incoming, for all locations. This is particularly useful for smaller practices; with a primary adminstration team.





Dashboard



Appointments



Clients



Correspondence

This is further split into All Correspondence and My Correspondence.







My Correspondence allows you to filter to your own outgoing and incoming Correspondence.

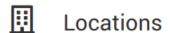
Correspondence, managed for a specific Location

Dashboard > Location > Correspondence

Main article: Accessing Correspondence - Global/Location Interface







Adelaide Clinic

Correspondence

All Correspondence

My Correspondence

All correspondence for a location. It is similar in action to the Global access except the fact that only correspondences belong to the selected location would be accessible here.

This is useful for an administrative team who manages all operations for a given location; in a larger organisation (multiple location organisation, with multiple teams).

#### Correspondence, managed for a specific Provider

#### Dashboard > Provider > Correspondence

Main article: Accessing Correspondence - Global/Location/Provider Interface.

All correspondence for a specific Provider. Correspondences belong to the selected Provider would be accessible here. This is useful for Clinicians viewing a work list of important, incoming communication.

## Managing types of correspondence

**INBOX** 

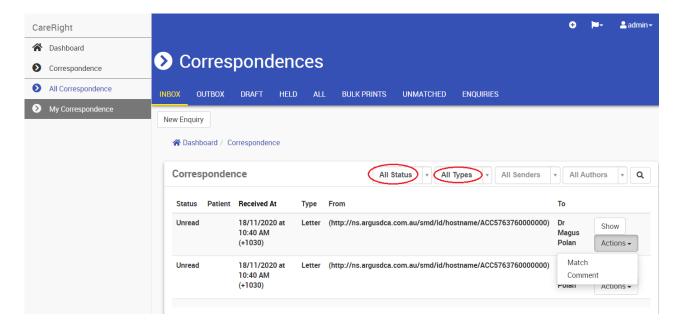
### INBOX - Global/Location/Provider Interface

The INBOX tab will list all the Incoming correspondences(SMS, Letter, Email) for all locations/Selected location(Location interface) in the **Unread** status.

You can filter the All Status to Unread, Read, Confirmed, Draft, Sending, Sent, Held or Deleted.

You can filter All Types to Letter, Letter, SMS. Email or Document.

These Correspondences can be **Show**, **matched**(If unmatched) or **Comment** from this tab.



#### **INBOX - Patient Interface**

The INBOX tab will list all the Incoming correspondences(SMS, Letter, Email) for the specific patient chosen. **Unread** status

CareRight allows patients to reply to any SMS messages (Including Appointment Triggers) that are sent through the system. Patient replies appear in the INBOX.

These Correspondences can be Show, Print, Archived, Mark as Unread or Comment.

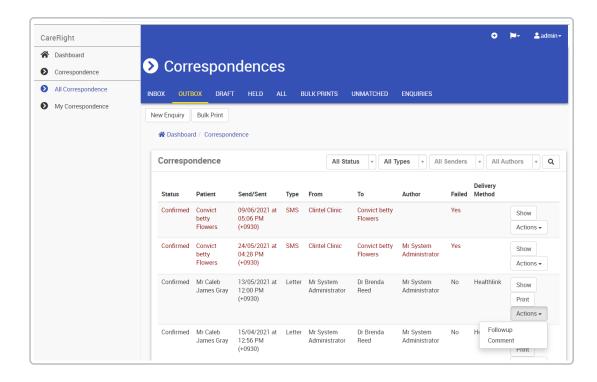


## **OUTBOX**

## **OUTBOX- Global/Location/Provider Interface**

The OUTBOX tab will list all the outgoing correspondences(SMS, Letter, Email) for all locations/Selected location(Location interface), including the failed ones.

These Correspondences can be **Show**, **Delete/Recall**(Only for failed correspondences), **Print**, **Followup** or **Comment** from this tab.

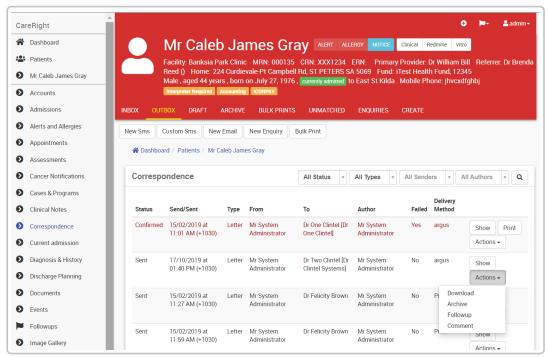


### **OUTBOX - Patient Interface**

The OUTBOX tab will list all the outgoing correspondences(SMS, Letter, Email) for the specific patient chosen, including the failed ones.

CareRight can be configured to send Appointment Triggers, that will also appear in the OUTBOX.

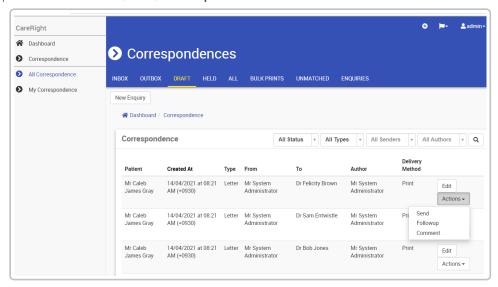
These Correspondences can be **Show**, **Download/reprint**, **Archived**, **Follow up** or **Comment**.



### DRAFT - Global/Location/Provider Interface

The DRAFT tab will list all the correspondences(SMS, Letter, Email) for all locations/Selected location(Location interface)/Provider, in the draft state.

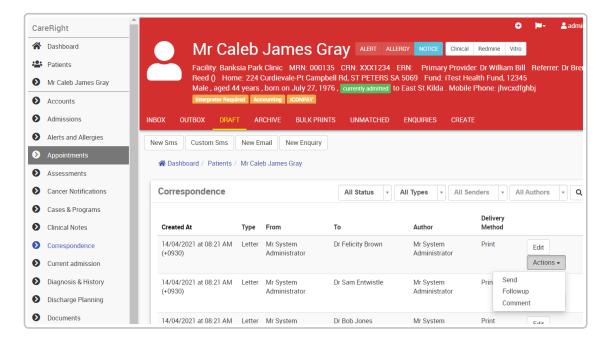
These Correspondences can be Edit, Send, Followup or Comment from this tab.



#### **DRAFT - Patient Interface**

The DRAFT tab will list all the correspondences(SMS, Letter, Email) for the specific patient chosen in the draft state.

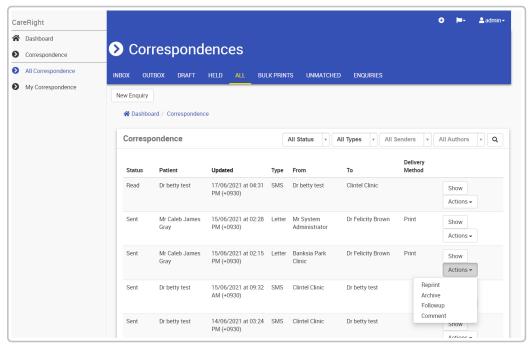
These Correspondences can be Edit, Send, Followup or Comment from this tab.



## **ALL- Global/Location/Provider Interface**

The tab will list all the correspondences(SMS, Letter, Email) for all locations/Selected location(Location interface) or Provider specific in all statuses (Inbox,draft,outbox.archive).

These Correspondences can be **Print, Reprint** (Outbox), **Show**, **Archive**, **Followup** or **Comment** from this tab.



Where your organisation uses the patient portal to Create Patient and share assessments to a patient, you can review incoming responses.

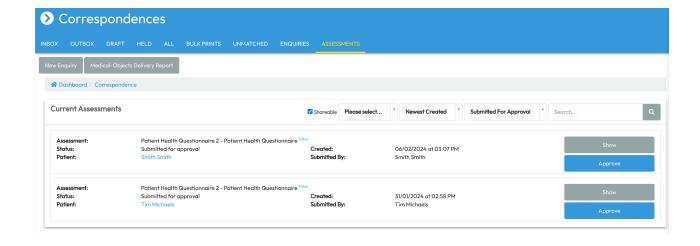
#### See current responses

To search an existing assessment:

- 1. Search and display the patient.
- 2. Click on Correspondence.
- 3. Click on Assessments.

All submitted for approval assessments will be displayed.

These can be **Approved** or corrected to form part of the core clinical record.



## **ARCHIVE- Patient Interface**

The ARCHIVE tab will list all the Archived correspondences(SMS, Letter, Email) for the specific patient.

These Correspondences can be Reprint, Unarchive, Followup, or Comment from this tab.

