

## Correspondence - Overview

Last Modified on 02/09/2024 1:48 pm ACST

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
  - 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 administration team.

# CareRight™



Dashboard



Appointments



Clients



Correspondence

This is further split into *All Correspondence* and *My Correspondence*.



Correspondence



All Correspondence



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](#)

# CareRight™



Dashboard



Locations



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.

The screenshot shows the CareRight web application interface. On the left is a sidebar with navigation links: Dashboard, Correspondence, All Correspondence, and My Correspondence. The main content area is titled 'Correspondences' and has a blue header with tabs: INBOX (selected), OUTBOX, DRAFT, HELD, ALL, BULK PRINTS, UNMATCHED, and ENQUIRIES. Below the tabs is a 'New Enquiry' button. A breadcrumb trail shows 'Dashboard / Correspondence'. The main section is titled 'Correspondence' and features filters: 'All Status' (circled in red), 'All Types' (circled in red), 'All Senders', 'All Authors', and a search icon. Below the filters is a table of correspondence items. The table has columns: Status, Patient, Received At, Type, From, and To. Two items are visible, both with 'Unread' status. The first item is a 'Letter' received on 18/11/2020 at 10:40 AM (+1030) from 'http://ns.argusdca.com.au/smd/id/hostname/ACC5763760000000' to 'Dr Magus Polan'. The second item is identical. To the right of the table, there are buttons for 'Show' and 'Actions'. A dropdown menu is open next to the 'Actions' button, showing options: 'Match', 'Comment', and 'Actions'.

Status	Patient	Received At	Type	From	To
Unread		18/11/2020 at 10:40 AM (+1030)	Letter	(http://ns.argusdca.com.au/smd/id/hostname/ACC5763760000000)	Dr Magus Polan
Unread		18/11/2020 at 10:40 AM (+1030)	Letter	(http://ns.argusdca.com.au/smd/id/hostname/ACC5763760000000)	Dr Magus Polan

### 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**.

CareRight

Dashboard

Patients

Mr Caleb James Gray

Accounts

Admissions

Alerts and Allergies

Appointments

Assessments

Cancer Notifications

Cases & Programs

Clinical Notes

Correspondence

Current admission

Diagnosis & History

Discharge Planning

Documents

Mr Caleb James Gray

ALERTALLERGYNOTICEClinicalRedmineVitro

Facility: Banksia Park Clinic MRN: 000135 CRN: XXX1234 ERN: Primary Provider: Dr William Bill Referrer: Dr Bren Reed () Home: 224 Curdievale-Pt Campbell Rd, ST PETERS SA 5069 Fund: iTest Health Fund, 12345 Male, aged 44 years, born on July 27, 1976, currently admitted to East St Kilda Mobile Phone: jhvcxdfghbj

Interpreter RequiredAccountingICONPAY

INBOXOUTBOXDRAFTARCHIVEBULK PRINTSUNMATCHEDENQUIRIESCREATE

New SmsCustom SmsNew EmailNew Enquiry

Dashboard / Patients / Mr Caleb James Gray

Correspondence

All StatusAll TypesAll SendersAll AuthorsQ

Status	Received At	Type	From	To			
Read	07/08/2019 at 12:03 PM (+0930)	Letter	Jonathan Cleary (NZMC 12771)	Dr Magus Polan	Show	Print	Actions
Read	07/08/2019 at 11:56 AM (+0930)	Letter	Jonathan Cleary (NZMC 12771)	Dr Magus Polan	Show		Mark Unread Archive Comment
Read	07/08/2019 at 11:40 AM (+0930)	Letter	Jonathan Cleary (NZMC 12771)	Dr Magus Polan	Show		
Read	07/08/2019 at 11:38 AM (+0930)	Letter	Jonathan Cleary (NZMC 12771)	Dr Magus Polan	Show	Print	Actions
Read	07/08/2019 at 11:36 AM (+0930)	Letter	Jonathan Cleary (NZMC 12771)	Dr Magus Polan	Show	Print	Actions

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.

CareRight

Dashboard
Correspondence
All Correspondence
My Correspondence

Correspondences

INBOX
OUTBOX
DRAFT
HELD
ALL
BULK PRINTS
UNMATCHED
ENQUIRIES

New Enquiry
Bulk Print

Dashboard / Correspondence

Correspondence

All Status
All Types
All Senders
All Authors

Status	Patient	Send/Sent	Type	From	To	Author	Failed	Delivery Method	
Confirmed	Convict betty Flowers	09/06/2021 at 05:06 PM (+0930)	SMS	Clintel Clinic	Convict betty Flowers		Yes		Show Actions
Confirmed	Convict betty Flowers	24/05/2021 at 04:28 PM (+0930)	SMS	Clintel Clinic	Convict betty Flowers	Mr System Administrator	Yes		Show Actions
Confirmed	Mr Caleb James Gray	13/05/2021 at 12:00 PM (+0930)	Letter	Mr System Administrator	Dr Brenda Reed	Mr System Administrator	No	Healthlink	Show Print Actions
Confirmed	Mr Caleb James Gray	15/04/2021 at 12:56 PM (+0930)	Letter	Mr System Administrator	Dr Brenda Reed	Mr System Administrator	No	Hi	Followup Comment Print

## 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**.

CareRight

Dashboard
Patients
Mr Caleb James Gray
Accounts
Admissions
Alerts and Allergies
Appointments
Assessments
Cancer Notifications
Cases & Programs
Clinical Notes
Correspondence
Current admission
Diagnosis & History
Discharge Planning
Documents
Events
Followups
Image Gallery

Mr Caleb James Gray
ALERT
ALLERGY
NOTICE
Clinical
Redmine
Vitto

Facility: Banksia Park Clinic MRN: 000135 CRN: XXX1234 ERN: Primary Provider: Dr William Bill Reed () Home: 224 Curdievale-Pt Campbell Rd, ST PETERS SA 5069 Fund: iTest Health Fund, 12345 Male, aged 44 years, born on July 27, 1976, currently admitted to East St Kilda Mobile Phone: jhvcxdfghbj

Interpreter Required
Accounting
ICONPAY

INBOX
OUTBOX
DRAFT
ARCHIVE
BULK PRINTS
UNMATCHED
ENQUIRIES
CREATE

New Sms
Custom Sms
New Email
New Enquiry
Bulk Print

Dashboard / Patients / Mr Caleb James Gray

Correspondence

All Status
All Types
All Senders
All Authors

Status	Send/Sent	Type	From	To	Author	Failed	Delivery Method	
Confirmed	15/02/2019 at 11:01 AM (+1030)	Letter	Mr System Administrator	Dr One Clintel [Dr One Clintel]	Mr System Administrator	Yes	argus	Show Print Actions
Sent	17/10/2019 at 01:40 PM (+1030)	Letter	Mr System Administrator	Dr Two Clintel [Dr Clintel Systems]	Mr System Administrator	No	argus	Show Actions
Sent	15/02/2019 at 11:27 AM (+1030)	Letter	Mr System Administrator	Dr Felicity Brown	Mr System Administrator	No	Pl	Download Archive Followup Comment
Sent	15/02/2019 at 11:59 AM (+1030)	Letter	Mr System Administrator	Dr Felicity Brown	Mr System Administrator	No	Pl	Show Actions

## 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.

The screenshot shows the 'Correspondences' page in the CareRight system. The left sidebar has a 'Correspondence' section with 'All Correspondence' selected. The main area has a 'DRAFT' tab selected. A table lists three draft correspondence entries for 'Mr Caleb James Gray', all dated '14/04/2021 at 08:21 AM (+0930)' and sent by 'Mr System Administrator'. The recipients are 'Dr Felicity Brown', 'Dr Sam Entwistle', and 'Dr Bob Jones'. The delivery method is 'Print'. An 'Actions' dropdown menu is open for the first entry, showing options: 'Edit', 'Send', 'Followup', and 'Comment'.

Patient	Created At	Type	From	To	Author	Delivery Method
Mr Caleb James Gray	14/04/2021 at 08:21 AM (+0930)	Letter	Mr System Administrator	Dr Felicity Brown	Mr System Administrator	Print
Mr Caleb James Gray	14/04/2021 at 08:21 AM (+0930)	Letter	Mr System Administrator	Dr Sam Entwistle	Mr System Administrator	Print
Mr Caleb James Gray	14/04/2021 at 08:21 AM (+0930)	Letter	Mr System Administrator	Dr Bob Jones	Mr System Administrator	Print

## 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.

The screenshot shows the 'Correspondences' page for a specific patient, 'Mr Caleb James Gray'. The left sidebar has 'Mr Caleb James Gray' selected under 'Patients'. The main area has a 'DRAFT' tab selected. The patient's profile information is displayed at the top, including MRN, CRN, ERN, and contact details. Below the profile, a table lists three draft correspondence entries for 'Mr Caleb James Gray', all dated '14/04/2021 at 08:21 AM (+0930)' and sent by 'Mr System Administrator'. The recipients are 'Dr Felicity Brown', 'Dr Sam Entwistle', and 'Dr Bob Jones'. The delivery method is 'Print'. An 'Actions' dropdown menu is open for the first entry, showing options: 'Edit', 'Send', 'Followup', and 'Comment'.

Created At	Type	From	To	Author	Delivery Method
14/04/2021 at 08:21 AM (+0930)	Letter	Mr System Administrator	Dr Felicity Brown	Mr System Administrator	Print
14/04/2021 at 08:21 AM (+0930)	Letter	Mr System Administrator	Dr Sam Entwistle	Mr System Administrator	Print
14/04/2021 at 08:21 AM (+0930)	Letter	Mr System Administrator	Dr Bob Jones	Mr System Administrator	Print

## 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.

The screenshot displays the 'Correspondences' tab in the CareRight system. The left sidebar shows navigation options: Dashboard, Correspondence, All Correspondence, and My Correspondence. The main content area has a blue header with the title 'Correspondences' and a sub-header with tabs: INBOX, OUTBOX, DRAFT, HELD, ALL (selected), BULK PRINTS, UNMATCHED, and ENQUIRIES. Below the tabs is a 'New Enquiry' button. The main area contains a table of correspondence items with the following columns: Status, Patient, Updated, Type, From, To, and Delivery Method. The table lists five items, each with a 'Show' button and an 'Actions' dropdown menu. The 'Actions' dropdown menu is open for the last item, showing options: Reprint, Archive, Followup, and Comment.

Status	Patient	Updated	Type	From	To	Delivery Method
Read	Dr betty test	17/06/2021 at 04:31 PM (+0930)	SMS	Dr betty test	Clintel Clinic	
Sent	Mr Caleb James Gray	15/06/2021 at 02:28 PM (+0930)	Letter	Mr System Administrator	Dr Felicity Brown	Print
Sent	Mr Caleb James Gray	15/06/2021 at 02:15 PM (+0930)	Letter	Banksia Park Clinic	Dr Felicity Brown	Print
Sent	Dr betty test	15/06/2021 at 09:32 AM (+0930)	SMS	Clintel Clinic	Dr betty test	
Sent	Dr betty test	14/06/2021 at 03:24 PM (+0930)	SMS	Clintel Clinic	Dr betty test	

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.



Correspondences

INBOX

OUTBOX

DRAFT

HELD

ALL

BULK PRINTS

UNMATCHED

ENQUIRIES

ASSESSMENTS

New Enquiry

Medical-Objects Delivery Report

Dashboard / Correspondence

Current Assessments

Shareable

Please select...

Newest Created

Submitted For Approval

Search...

Assessment:

Status:

Patient:

Patient Health Questionnaire 2 - Patient Health Questionnaire

Submitted for approval

Smith Smith

Created:

Submitted By:

06/02/2024 at 03:07 PM

Smith Smith

Show

Approve

Assessment:

Status:

Patient:

Patient Health Questionnaire 2 - Patient Health Questionnaire

Submitted for approval

Tim Michaels

Created:

Submitted By:

31/01/2024 at 02:58 PM

Tim Michaels

Show

Approve

## 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.

Mr Caleb James Gray

ALERT

ALLERGY

NOTICE

Clinical

Redmine

Vitro

Facility: Banksia Park Clinic

MRN: 000135

CRN: XXX1234

ERN: Primary Provider: Dr William Bill

Referrer: Dr Brenda Reed ()

Home: 224 Curdievale-Pt Campbell Rd, ST PETERS SA 5069

Fund: iTest Health Fund, 12345

Male , aged 44 years , born on July 27, 1976 ,

currently admitted

to East St Kilda .

Mobile Phone: jhvcxdfghbj

Interpreter Required

Accounting

ICONPAY

INBOX

OUTBOX

DRAFT

ARCHIVE

BULK PRINTS

UNMATCHED

ENQUIRIES

CREATE

New Sms

Custom Sms

New Email

New Enquiry

Dashboard / Patients / Mr Caleb James Gray

Correspondence

All Status

All Types

All Senders

All Authors

Q

Status	Updated	Received At	Sent At	Type	From	To	Author	Failed	Delivery Method	
Sent	28/06/2021 at 08:42 AM (+0930)		28/06/2021 at 08:41 AM (+0930)	Letter	Mr System Administrator	Mr Caleb James Gray	Mr System Administrator	No	print	<div>Show</div> <div>Actions</div>
Sent	28/06/2021 at 08:42 AM (+0930)		28/06/2021 at 08:35 AM (+0930)	Letter	Mr System Administrator	Mr Caleb James Gray	Mr System Administrator	No	print	<div>Show</div> <div>Actions</div>

Reprint

Unarchive

Followup

Comment