

Correspondence email settings

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CareRight required correct configurations to be able to send emails to professional contacts and patient without using secure messaging

Prerequisites

- CareRight must be configured first with Email before following this Guide see [Email setup](#)

Steps

1. Click **correspondence** on the left side
2. From the correspondence screen, please select **settings**

Settings

When enabling this functionality, ensure that the configured SMTP server complies with your organisation's policies for transferring patient information securely.

Enable Contact Letters Via Email	Yes
Prefer Contact Letters Via Email	Yes
Preferred delivery method for Patient correspondence	Email

3. From the screenshot shown above, there are two options list in the settings, you can click the **edit** button to enable or disable them

4. When **Enable Contact Letters Via Email** is checked, this feature will be enabled in the CareRight system

5. When **Prefer Contact Letters Via Email** is checked, this feature will be listed in the delivery option instead of print when sending a contact letter to the practitioner (If you are unsure how to set delivery option, please refer [here](#))

6. Preferred delivery method for Patient correspondence, here you can choose the default [patient letter](#) delivery method either Email or Address.

Notice:

In both cases, any valid secure message options are always selected first (argus / Healthlink / medical-objects)