

BING – Send Patient Correspondence from EMR



Digital Health
CONNECTING BEST CARE

Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

- Send patient's correspondence from Electronic Medical Record (EMR).
- Re-send patient's correspondence from EMR.

Definitions:

BING – Virtual mailroom used at Western Health to send patient's correspondence via text messages or post.

EasyPost Mailroom – desktop application to allow users to send patient letters from iPM and EMR.

Sending Patient's Correspondence from EMR

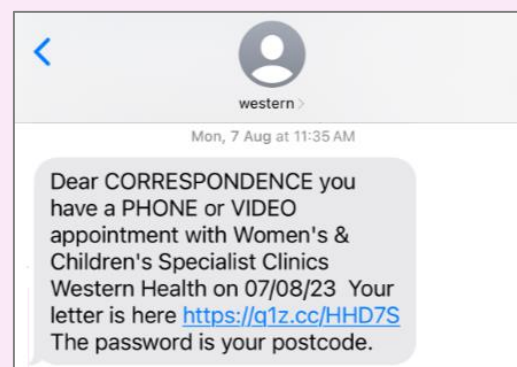
1. Schedule an appointment from *Scheduling Appointment Book* on the EMR.
2. The *Confirm* window displays. Select **Yes** to the "Send Letter via BING".
The system will automatically send a letter to the patient in the background.

Person Name	Enc Type
GRADE, BILLY TRAIN400	



Text Message

- If the correspondence letter was sent via SMS, the patient will need to click on the link provided and enter their postcode to view the letter.
- If the patient did not open the link **within 12 hours**, a postal letter will be mailed to the patient's address.




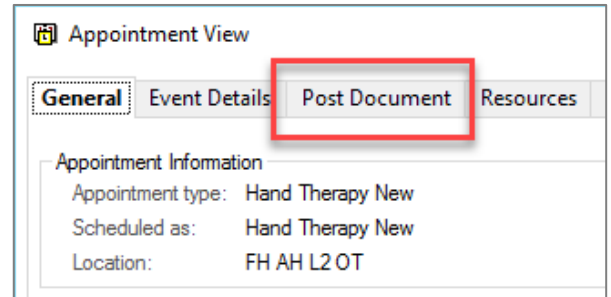


Resending Patient’s Correspondence from EMR

1. Find the correspondence letter through one of the following options:

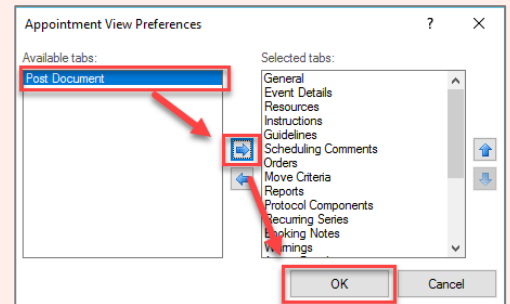
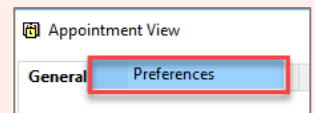
From Scheduling Appointment Book:

- a. Open **Appointment Inquiry** icon 
- b. Search for the patient’s appointment history.
- c. Double-click on the relevant appointment to open **Appointment View**.
- d. Navigate to **Post Document** tab to display all correspondence related to this appointment.



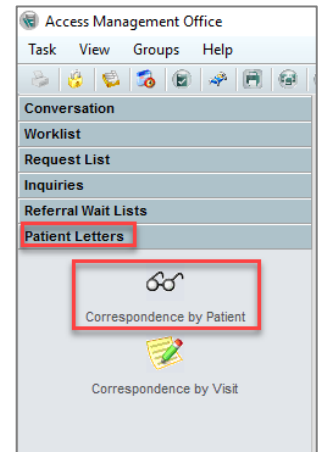
Handy Hint: Missing Post Document Tab?

1. Right-click on **Appointment View** window.
2. Select **Preferences**.
3. Move “Post Documents” from the **Available Tabs** to the **Selected Tabs**.
4. Re-sequence the tabs order if needed.
5. Click **OK**.



From PM Office:

- a. Select **Patient Letters**.
- b. Select **Correspondence by Patient**.
- c. Search for the patient.



2. A list of relevant letters display. Double-click on the letter you want to send.

Use **Document Create Date Time** and/or **Document Type Code** column to identify the relevant letter.

Post Document Id	Parent Entity Id	Parent Entity Name	Document Type Code	Document Layout	Document Create Date Time	Document Create User	Print Date	Manual Create Indicator
445665604	14336721	SCH_EVENT	OP - Appt Resch NP	OP_RSCH	10/04/2024 14:51	15025056		No
445647543	14336721	SCH_EVENT	OP - Appt Conf NP	OP_CONF	27/03/2024 14:53	15025056		No



See below table for description of **Document Type Code**.

Document Type Code	Description
OP – Referral Acknowledgement	Sent to patient after Referral Status/Priority is Triage Required
OP – Referral Rejection	Sent to patient after Referral Status/Priority is Rejected and Reason for Removal status is added in the Referral WL Removal conversation
OP – Referral Rejection – GP	As above but sent to GP
OP – Added to Waitlist	Sent to patient referral is triaged and patient is in a Waiting Status with Referral Status/Priority being *Waitlist Routine < X days
OP – Appt Conf	Sent to patient once appointment has been Confirmed
OP – Appt DNA – Discharge Letter	Sent to patient after No Show and Discharge from consultant’s care
OP – Appt DNA – Discharge Letter – GP	As above but sent to GP
OP – Appt DNA – Reschedule Letter	Sent to patient after No Show and the rescheduled appointment is confirmed
OP – Appt Cancel Pending Follow Up	Sent to patient after appointment cancellation upon Patient Request with an outcome of Appointment to be made at a later date
OP – Appt Cancel Discharge	Sent to patient after appointment cancellation and Discharge from consultant’s care
OP – Appt Cancel Discharge – GP	As above but sent to GP
OP – Appt Resch	Sent to patient after appointment rescheduled and confirmed upon Patient Request
OP – Removed from Waitlist	Sent to patient after WL Removal, Referral Status/Priority is Removed not Rejected
OP – Removed from Waitlist Hospital – GP	As above but sent to GP



Handy Hint

If **NP** appears next to the **Document Type Code**, the document was not printed when triggered. Correspondence will always be generated when triggered, but the user determines whether it is printed.

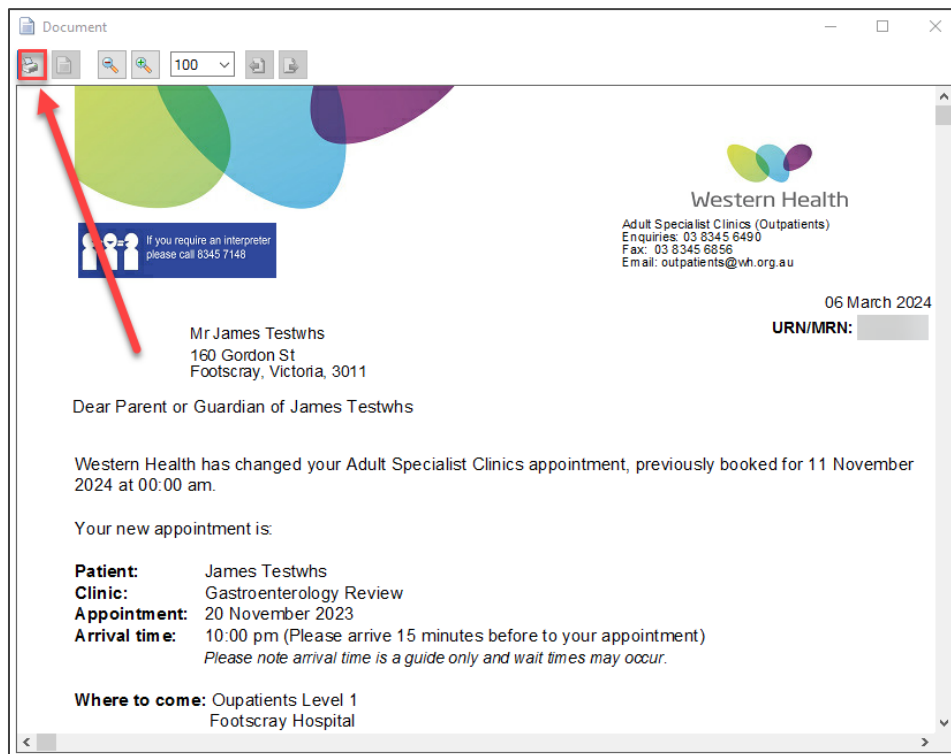
To stop letters from automatically printing:

In the **Referral Add/Modify** window: select **Yes** to *Suppress Patient Letter?*

In the **Appointment Confirmation** window: select **No** to *Send Letter via BING?*



3. Click **Print** icon and follow the prompts to complete the printing process.



4. From the Print window:
 - a. Select the **printer** you wish to print the letter from OR
 - b. Select **Mailroom** printer name to resend the correspondence via BING.
 - Follow Steps 5-7 of QRG: [BING – Send Patient Correspondence from iPM](#)
 - c. Click **OK**.

