

# Patient Correspondence – Letter Printing/BING



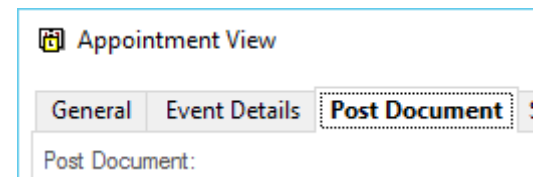
## This Quick Reference Guide will explain how to:

Print correspondence letter for a patient and/or GP. This method can be used to print to a local printer, or to the mailroom.

### 1. Find the correspondence letter through one of these options

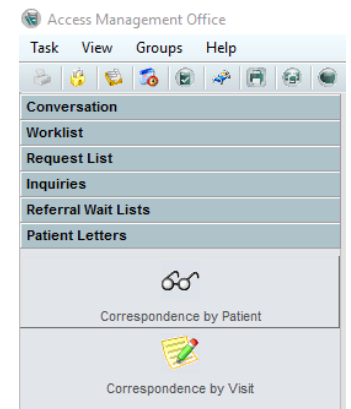
#### a. Open **Appointment Inquiry**

- Bring up the patient's appointment history and double click on the relevant appointment to open **Appointment View**
- Navigate to **Post Document** tab (this will show all correspondence related to this appointment)



#### b. Open **PMOffice**

- **Patient Letters > Correspondence by Patient**
- Search for patient



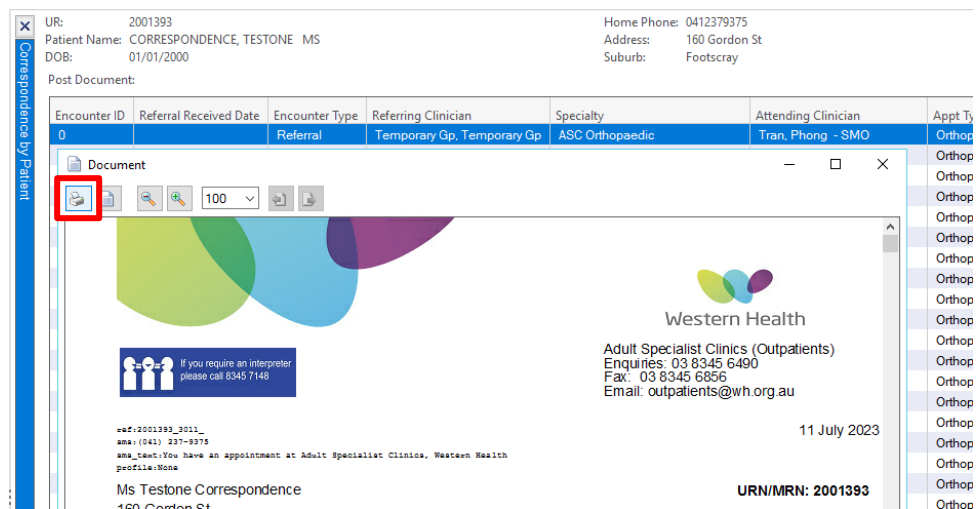
### 2. Double click relevant letter

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

3. Click **Print** icon, follow the prompts to complete printing the letter



### 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 or not it is printed.

To stop letters from automatically printing:

- **Referral Add/Modify:** choose to suppress the letter

Suppress Patient Letter?:

- **Appointment Confirmation:** select **No** here

**Confirm**

**Name: TESTPAS, SARAH** : Home Phone

MRN: 7100000 DOB: 10/10/1960 : F; 62 years Mobile Phone

\*\*\* Allergies \*\*\* : Email:

TESTPAS, SARAH

- Orthopaedic New
  - FH ASC L1 ORTH
    - ORTHO FH F
    - TESTPAS, SARAH

Summary **General** Offer Resource View

\*Send to Third Party Printing?: