

# BING – Cancelling a Correspondence from BING Portal



**Digital Health**  
CONNECTING BEST CARE

Digital Health  
Quick Reference Guide

## This Quick Reference Guide will explain how to:

- Cancel patient's correspondence from BING Portal.

### 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.

## Cancelling a Correspondence from BING Portal

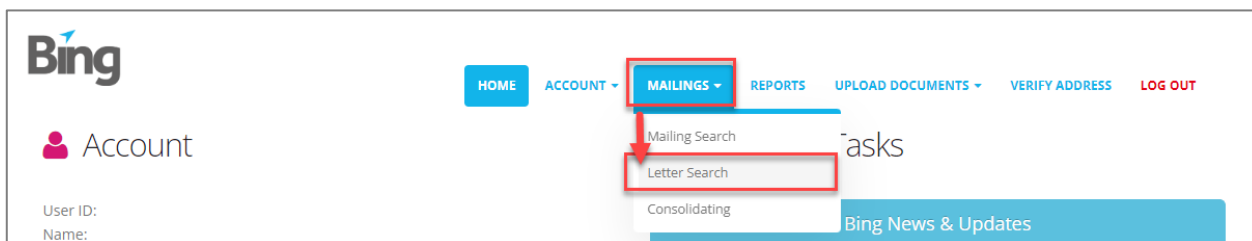


### Cancelling Notification Grace Period

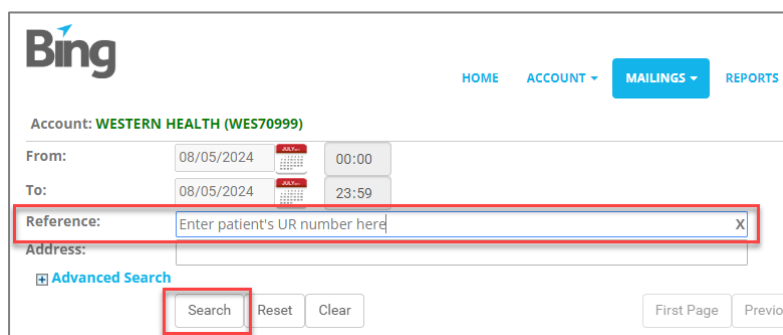
You have **15 minutes** to cancel the correspondence from being sent to the patient, from the time you press 'Submit'.

### Option 1: Cancelling by Letter Search

1. Log into the BING portal online via [https://portal.bingmail.com.au/signin\\_to\\_bingmail](https://portal.bingmail.com.au/signin_to_bingmail)
2. From the **Mailings** tab, select **Letter Search** (Search by URN).



3. From the Search field, enter the patient's URN in the **Reference** field and click **Search**.





### Handy Hint: Reference field does not return patient's history

Sometimes, the Reference field may not return your patient's correspondence history. Alternatively, find your patient's correspondence history by searching for their mobile number in the *Address* field.

Account: **WESTERN HEALTH (WES70999)**

From: 20/05/2024 00:00

To: 20/05/2024 23:59

Reference:

Address: 0401 xxx xxx

All notifications sent to the patient will display in the Search Result.

- Find the mail you would like to cancel and click on the **Actions** button.
- Select **View Mailing** option.

#	Pages	Address	Actions
1	1	Patient's mobile number	Actions
2	1	Patient's address	Download Letter View Mailing
3	1	Patient's mobile number	Actions

### Handy Hint: Address Column



In the **Address** column:

- If a **mobile number** is displayed, this notification was sent via SMS.
- If a **postal address** is displayed, this notification was sent as a letter via post.

- Click on the **Actions** tab and select **Cancel**.

Object/Title	Received	Mailing ID	Department	Letters	Price(exGST)	Actions
Form Letters1	08 May 2024 10:09	RTTWGG	EMR	1	\$1.90	Cancel Send Reminders Now Cancel Reminders

- Enter a **Cancel Reason** and click **Yes**.

Cancel Mailing

Reason:

Submit Cancel Request **Yes** No

- A confirmation of cancellation displays. Click **OK** to close the window.

Mailing ID:

**Mailings**

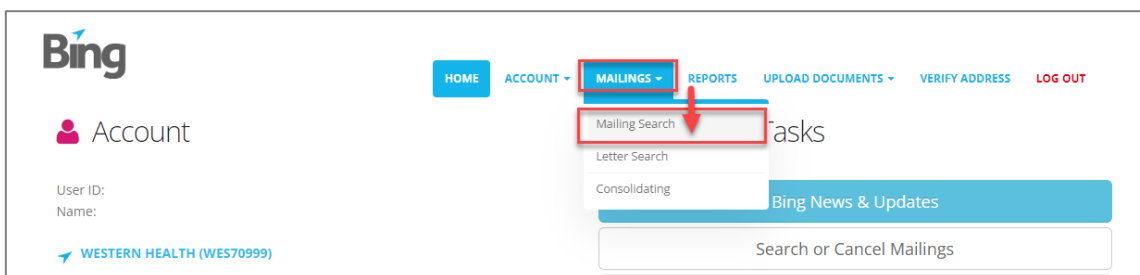
1 mailings cancelled

Ok

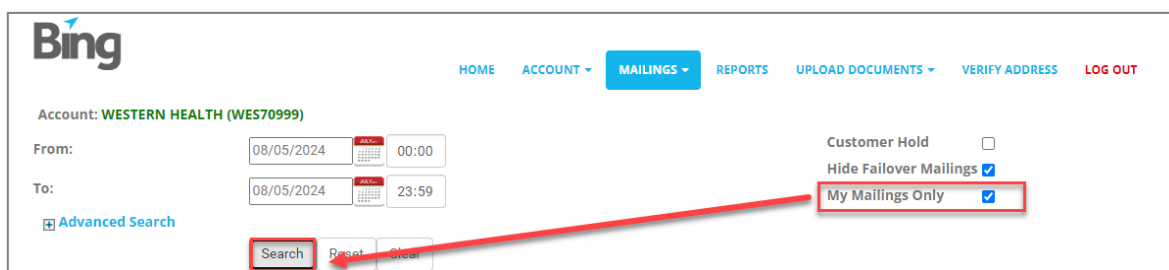


### Option 2: Cancelling by Mailing Search

1. Log into the BING portal online via [https://portal.bingmail.com.au/signin\\_to\\_bingmail](https://portal.bingmail.com.au/signin_to_bingmail)
2. From the Mailings tab, select Mailing Search



3. Check My Mailings Only and click Search to only display correspondence you have actioned



4. The system will display the selected correspondence sent to the patient.

Account: WESTERN HEALTH (WES70999)

From: 08/05/2024 00:00  
To: 08/05/2024 23:59

Customer Hold   
Hide Failover Mailings   
My Mailings Only

Advanced Search

Search Reset Clear

Subject/Title	Received	Mailing ID	Department	Letters	Price(exGST)	Actions
Form Letters1	08 May 2024 10:09	RTTWGG	EMR	1	\$1.90	🕒
EMF document	29 Apr 2024 11:03	GVQ2DQ	Adult Specialist Clinics	1	\$0.20	
pmdoc_3782103294_dat_tmp_0308121648-job_2680870	08 Mar 2024 12:29	PR7Y23	EMR	1	\$0.20	




#### Handy Hint: Colours of Notification rows

- **GREEN** highlighted mailings can still be cancelled within the 15 minutes grace period.
- **GREY** highlighted mailings have been cancelled.
- **BLUE** highlighted mailings have been lodged (sent to the patient) and cannot be cancelled.
- **RED** highlighted mailings can no longer be cancelled but not been lodged.

Follow Step 6 onwards from above page



### Handy Hint: Viewing Mailing Status

Click on the  icon next to each notification to view the status of the correspondence in more details.

#### 1. Status


- **Cancelled** – Letter was cancelled.
- **Submitted** – Letter was submitted, and the user has a 15 minutes grace period to cancel if required.
- **Lodged** – Letter was sent to patient.

2. **Received** – Date and time the letter was sent to BING.

3. **Doc 1<sup>st</sup> or Last Retrieved** – Date and time the patient has opened the text message.

4. **SMS Message** – The text message sent to the patient.

**Note:** If the patient did not click on the link received via text message **within 12 hours**, a correspondence will be sent via postal mail. This postal correspondence will display as another item in the search result.

#	Pages	Address
	4	1 Patient's phone number
<b>Mailing ID:</b>	F733WP	<b>Index:</b> 1
<b>Status:</b>	Lodged <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1</span>	<b>Received:</b> 26/03/2024 12:57:12 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">2</span>
<b>Pages:</b>	1	<b>Price:</b>
<b>Envelope:</b>	DLX	<b>Mono Imps:</b> 1
<b>Reference(s):</b>	1613163	<b>Colour Imps:</b> 0
<b>Extracted address:</b>	profile:department:Adult Specialist Clinics organization: Area:Adult Specialist Clinics Mr James Testwhs	<b>Custom Data:</b> reference: 1613163 sms_text: Dear James you have an appointment at Adult Specialist Clinics Wester... password: 3011 apptdate: 01/02/24 clinic: 13:15
<b>Primary Address (sms):</b>		<b>Doc 1st Retrieved:</b> 26/03/2024 13:13:27 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">3</span>
<b>Recipient:</b>		<b>Doc Last Retrieved:</b> 26/03/2024 13:13:27
<b>SMS Status:</b>	delivered	