

BING – Send Patient Correspondence from iPM



Digital Health
CONNECTING BEST CARE

Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

- Send patient's correspondence from iPM

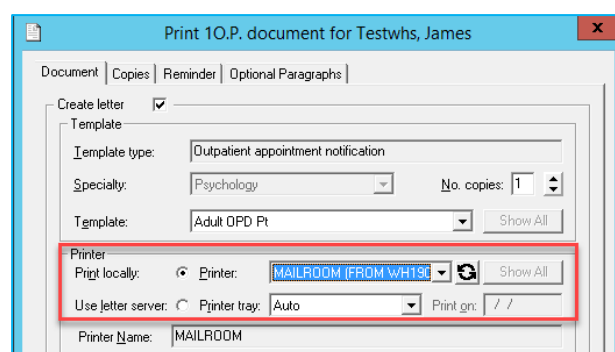
Definitions:

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.

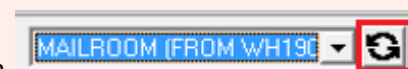
Sending Patient's Correspondence from iPM

1. Search for your patient's appointment in **iPM**.
2. Right-click on the appointment row, hover over Documents and select the notification letter you need.
3. Once you have selected the Template you need:
 - Ensure the Printer is set to **MAILROOM**.
 - Ensure the Printer tray is set to **Auto**.



Handy Hint: Missing MAILROOM printer?

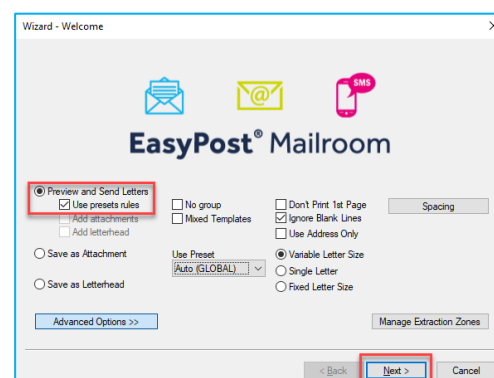
Sometimes "MAILROOM" may not display in the Printer drop down option. Try clicking the refresh button to resolve this issue.



4. Click **OK**.

EasyPost Mailroom wizard displays.

5. Tick **Use presets rules** under **Preview and Sent Letters** option and click **Next**.



Handy Hint: Tick "Use presets rules" option.

Ticking the "Use presets rules" tells the system to process your patient letter based on the presets that has been set up by Western Health (for example, where in the template is the patient's address extracted from).



The Mailroom View displays a preview of the patient’s correspondence.

The *Email*, *Department*, *Colour* and *Profile* information will be pre-populated for you.

In the **TO** field, ensure the following three options are available in the drop-down options:

- SMS
- Postal
- Reference



SMS – Mobile number

- The mobile number is pulled from the *Mobile* field in *iPM*. If a patient does not display, check *iPM* and add the patient’s mobile number.
- If the patient does not have a mobile number, the notification will be sent via postal.

Address 160 Gordon St, Footscray, VIC, Australia, 3011							Phone
Patient ID	Patient Name (D)	Alternate ID's	Sex	Date of Birth	Address	Phone	Mobile Phone ...
1613163	Testwhs, James	Medicare N/A	Male	03/07/2022	160 Gordon St, Footscray, VIC, 3011>>	0406449665	0422<



Postal - Address

- If the patient does not have a mobile phone, the correspondence will be sent via *BING* to their postal address.
- Make sure to send all postal letters via *BING* to guarantee a delivery of six business days (as opposed to nine business days with Australia Post).

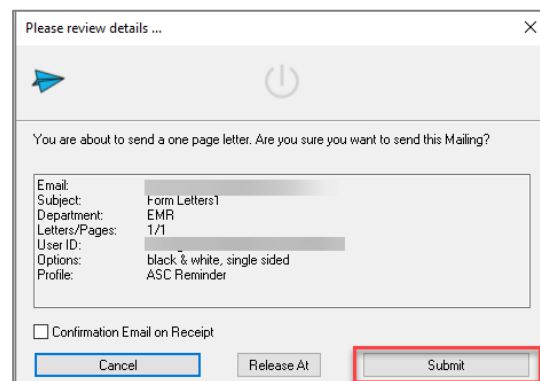
6. Select **Submit**.



7. Review the information in the *Review* window and click **Submit**.

8. An electronic receipt of your action displays.

Click **OK** to close the window.



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.

