

Adding Recalls & Action to keep track of patients

- Liver Health Check-up, Hep C Treatment Follow-up, HCC and cirrhosis monitoring

i. Liver Health Check-up for one week's time (Reminder)
ii. Hep C Treatment Follow-up for 3 months after treatment completion (set at treatment start) (Reminder)
iii.HCC and cirrhosis monitoring at 6 month intervals (set at treatment start) (Reminder)

Log into Medical Director (user must have appropriate user rights to edit the reminder lists)

A) Set up Recall Reasons





Dava /Patier	Lin	ks	Prompts	Prompts Clinical History		Examination	
Drug/ratier	nt Supp	ort	Devices	Devices PKI RSD		Recall	
General F	rescribi	ing F	^o rogress note	es Practice	•	Lists	Investigations
Image: Start Maximised Reset all window and column settings to defaults Print 'Reason for medication' on summaries settings to defaults Image: Insert today's date on new history Use Past Medical History date field on Front Sheet Image: Show icons on patient screen tabs Start program in: Prompt on closing Image: Show 1cons on patient screen closed Show 1coading' message popups Holding file							
					0	Investigation	ns screen
Warning/Alert	text	Warnings	5	Default M	© ⊚ BSite	Investigation Main Menu em number	23
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HealthLink





In the '**Recall**' tab, click '**Add**'

Options					×	
Network	Links	Prompts	Clinical	History	Examination	
General	Prescribing	Progress notes	Practice	Lists	Investigations	
Drug/Pati	ent Support	Devices	PKI	RSD) Recall	
Recall Re ASTHM BLOOD CHOLE: COLON DEPO F DIABET FULL M GARDA GARD	Recall Reasons ANNUAL HEALTH ASSESSMENT ASTHMA REVIEW ASTHMA REVIEW BLOOD PRESSURE REVIEW CHOLESTEROL REVIEW COLONOSCOPY DEPO RALOVERA DIABETES REVIEW FULL MEDICAL CHECK-UP GARDASIL DOSE 2 GARDASIL DOSE 3 GENERAL CHECK-UP GLUCOSE IMPLANON REPLACEMENT INFLUENZA VACCINATION NAMMOGRAPHY PAP SMEAR PAP,/CERVICAL TEST PNEUMONIA VACCINATION PROSTATE REVIEW SKIN CHECK TETANUS VACCINATION WEIGHT REVIEW WEIGHT REVIEW					
🔲 Auto-capita	lise names			Save	Cancel	



Next to '**Recall Reason:**', write in the Reminder/Recall Reason i. Liver Health Check-up ii. Hep C Treatment Follow-up iii. HCC and cirrhosis monitoring

Options					23		
Network	Links	Prompts	Clinical	History	Examination		
General	Prescribing	Progress notes Practice Lists Investiga			Investigations		
Drug/Patie	Drug/Patient Support		PKI	RSD	Recall		
Recall Rei ANNUAL ASTHM/ BLOOD CHOLES Add Recall Rea	Recall Reasons ANNUAL HEALTH ASSESSMENT ASTHMA REVIEW BLOOD PRESSURE REVIEW CHOLESTEROL REVIEW Add Recall Reason						
Recall Reaso	n: Liver Healt	th Check-up					
Recall Inten			Gender Restriction		estriction		
1 🛨	Weeks	No Restri	iction	🔽 No Age R	No Age Restriction		
	Months	◎ Female Only Start Age: 0			0 🛨 years		
	Or Years Or Male Only End Age:			End Age:	0 🕂 years		
				Save	Cancel		
SKIN CH TETANU WEIGHT Ad	SKIN CHECK TETANUS VACCINATION WEIGHT REVIEW Add Edit Delete						
Auto-capital	ise names			Save	Cancel		



5

Define the time frame in the boxes underneath '**Recall Interval**'

Add Recall Reason				
Recall Reason: Liver Health Check-up				
Recall Interval	Gender Restriction	Age Range Restriction		
1 🛨 💿 Weeks	No Restriction	No Age Restriction		
Months	Female Only	Start Age: 🚺 🛨 years		
Years	Male Only	End Age: 0 📑 years		
		Save Cancel		
		Calica		



Repeat steps 3-6 for the following Reminder & Recall reasons:

- i. Liver Health Check-up for one week (Reminder)
- ii. Hep C Treatment Follow-up for 3 months after treatment completion (set at treatment start)
- (Reminder)
- iii. HCC and cirrhosis monitoring at 6 month intervals (set at treatment start) (Reminder)

B) Adding Recalls from Patient Search results

1

After completing the relevant Patient Search, you will see the '[Search Results]' window

∋g File Wi	ndow Help						
All patients ha exposure or H	ving (Hepatitis C or lepatitis C infection	Hepatitis C carrier or Hepatitis C or Hepatitis C serology)	*		Number of	patients:	l criteria
Sumame	First name	Address		Preferred Address	D.O.B.	Gender	Transgend
Andrews	Heather	234 George Street, Bundaberg O	QLD 4	Residential	12/05/1963	F	N
Anderson	David	61 Wallace Street, Bundaberg G	LD 4	Residential	04/01/1955	M	Y
Anderson	Penny	61 Wallace Street, Bundaberg G	LD 4	Residential	04/07/1993	F	Y
		2 Keenady Read Rundsheen OI	D 46	Residential	20/04/1970	F	N



2

At the bottom of the **'Search Results'** window click **'Add Recall'**

Open Add Recall Save Print Labels Mail merge Close

3

In the **'Add Recall: Multiple Patients Selected'** window, search for relevant reason in the textbox under **'Recall Reason'**

dd Recall: Multiple Patients Selected		
Assigned To:		
Dr A Practitioner	•	
Recall Reason		Due Date:
LIVER HEALTH CHECK-UP		22/07/2018
HEPATITIS C SCREENING IMPLANON REPLACEMENT INFLUENZA VACCINATION INR REVIEW UVER HEALTH CHECK-UP MAMMOGRAPHY PAP SMEAR PAP/CERVICAL TEST PNEUMONIA VACCINATION PROSTATE REVIEW SKIN CHECK TETANUS VACCINATION WEIGHT REVIEW		Recall Options Return urgently Once only Recall Recall Interval 1 • •
Add Reason Edit Reason Delete R	leason	Save



Click on the relevant reminder in the list below to select it

dd Recall: Multiple Patients Selected	
Assigned To:	
Recall Reason	Due Date:
LIVER HEALTH CHECK-UP	22/07/2018
HEPATITIS C SCREENING IMPLANON REPLACEMENT INFLUENZA VACCINATION INR REVIEW LIVER HEALTH CHECK-UP	Recall Options Return urgently Once only Recall
MAMMOGRAPHY PAPSMEAR PAPyCERVICAL TEST PNEUMONIA VACCINATION PROSTATE REVIEW SKIN CHECK TETANUS VACCINATION WEIGHT REVIEW	Recall Interval
Restrict by age and gender Add Reason Edt Reason	Save



5

Underneath '**Due Date**:' choose the appropriate date for the first recall using the textbox or dropdown calendar option

Add Recall: Multiple Patients Selected	
Assigned To:	
Dr A Practitioner	
Recall Reason	Due Date:
LIVER HEALTH CHECK-UP	22/07/2018
HEPATITIS C SCREENING IMPLANON REPLACEMENT INFLUENZA VACCINATION INR REVIEW LIVER HEALTH CHECK-UP MAMMOGRAPHY PAP SMEAR PAP /CERVICAL TEST PAP /CERVICAL TEST PAP /CERVICAL TEST PROSTATE REVIEW SKIN CHECK TETANUS VACCINATION WEIGHT REVIEW Restrict by age and gender Add Bases	Recall Options Return urgently Once only Recall Recall Interval Recall Interval Months Years Save
	Cancel

Choose the appropriate **'Recall Options'** radio box: Return urgently for abnormal test result or Once only Recall for Reminder

Add Recall: Multiple Patients Selected	
Assigned To:	1
Recall Reason	Due Date:
LIVER HEALTH CHECK-UP	22/07/2018
HEPATITIS C SCREENING IMPLANON REPLACEMENT INFLUENZA VACCINATION INR REVIEW UVER HEALTH CHECKUP MAMMOGRAPHY PAP SMEAR PAP/CERVICAL TEST PNEUMONIA VACCINATION PROSTATE REVIEW SKIN CHECK TETANUS VACCINATION WEIGHT REVIEW	Recall Options Return urgently Once only Recall Recall Interval
Add Reason Edit Reason Delete Reason	Save Cancel



Then click **'Save'**

Add Recall: Multiple Patients Selected	
Assigned To:	1
Dr A Practitioner	ļ
Recall Reason	Due Date:
LIVER HEALTH CHECK-UP	22/07/2018
HEPATITIS C SCREENING IMPLANON REPLACEMENT INFLUEX2 VACCINATION INR REVIEW UVER HEALTH CHECKUP MAMMOGRAPHY PAP SMEAR PAP/CERVICAL TEST PNEUMONIA VACCINATION PROSTATE REVIEW SKIN CHECK	Recall Options Return urgently Once only Recall Recall Interval Solution Months
WEIGHT REVIEW) Years
Add Reason Edit Reason Delete Reason	Cancel





In the pop-up window '**Add Bulk Recalls**', click 'Yes' to proceed

Add Bulk Recalls	×
About to add	recalls for 4 patients. Proceed?
	Yes No



In the **'Add Recall'** window click 'OK' to proceed



10

Repeat step 2 to 7 for each of the required patient reminders

C) Adding Recalls from Patient Window

Start in the 'Patient Window'

Medical	Director	Clinical	3.17.1b	- [Ms H	leather	Andrev	vs (54yrs	11mth	s)]										
🦻 File 🛛 I	Patient	Edit	Summar	ies To	ools (Clinical	Corresp	onder	nce As	sessm	ient Re	sour	ces S	idebar	MyHealt	nRecord	Wind	ow I	Help
+ - 1	₽ , ⊀	e 19	17.	B BP	<u>^ (</u>) ((1 10	19 (• •	4 () 🛸	<u>\$</u>	<i>i</i>	9	8 🖊	45			
Ms Heathe	r ANDRE	EWS (54)	rs 11mth	s) 🔻	DOB:	12/05/1	963 Ge	nder: F	emale		Occupat	ion:	School	Teacher					Γ
234 George	Street.	Bundaber	g.Qld 4	570			Ph:				Record	No:			ATSI:	Neither J	Voorigina	l nor Te	orres S
Allergies & Adverse Reactions:	CAT HA	IR, DUS	T MITE, C	RASSE	s					*	Pension Smoking	No: Hx:	4135-8 10 Daily	999-J 1	Ethnicity: IHI No:				
Warnings:													Å. T	MyHea	thRecord:				
🙂 Sum	mary	🖁 Cun	rent Rx	🥱 Pro	ogress	🛅 P	ast history	2	Results		Letters	C	Docu	ments	Old s	cripts 💋	lmm.	ę.	Cen
• #	Drug n	ame				Strengt	h	Dose		Freq		Instru	ctions	Rou	e	Qty	Rpts	Baps	e



2

In the top section of the window you will see a button called **'Recalls'** next to a phone icon. Click on the **'Recalls'** button

Note: File Patient Edit Summaries Tools Clinical Correspondence	Assess	ment Resour	rces Sidebar	MyHealt	hRecord Window	Help	
🔸 🗕 R. 🛪 🗷 (2) ? 🗢 🕼 🗛 🖱 🤅 🛊 🖓 🕮 🕑 🤅	9 🖪 1	🕘 🖄 🖀	- B 🛩 🛊	8 🖬 🕯	en l	Go N	IDReference
Ma Heather ANDREWS (54yrs 11mths)		Occupation:	School Teacher			0m 18s 📘	1
234 George Street, Bundaberg, Old 4670 Ph:		Record No:		ATSI:	Neither Aboriginal nor	Tomes Strait Islander	
Allergies & CAT HAIR, DUST MITE, GRASSES	~	Pension No:	4135-8999-J	Ethnicity:			
Beactions:	~	Smoking Hx	10 Daily	IHI No:			
Warnings:			MyHea	thRecord:			Recals
😌 Summary 🥂 Current Rx 🔊 Progress 🖿 Past history 🚡 Res	10 F	Letters 🜔	Documents	Olds	cripts 🖌 Imm. 💡	Cervical Screening	Destetric View List of Recalls MDB
* # Dunama Dunath Dava	Ene	la sta	national Data		Ohn Date Date	C Dec 24	Middaeth Room Romann Last and

3

In the **'Recall Items'** window, click on **'Add'** above **Recall Reason**

Recall Items	S. mart	in the second second	mani / a	The Island				and the same	
Range: Al	• E	nd Date: 31/12/99	38 🛛 - 📄 Indu	de completed and de	leted recalls				
Add Edit U	Indate Delete	Print List + Pron	ress Notes						
Recal Reason	Due Date	Date Added	Last Action Date	Last Action By	Last Action	Once Only	Priority	Attended	Date Deleted
PAP Add	3/01/2014	3/01/2012 2:41	3/01/2012	Dr A Practicoper	Audt	chec only	Thomas	7601000	00000000
INFLUENZA VAC	18/02/2014	18/02/2013 11:2	18/02/2013	Dr A Practitioner	Audit				
HEPATITIS C SC	1/08/2018	1/05/2018 4:30	1/05/2018	Dr A Practitioner	Audt				
Action Taken	Date Performed	Parformed By	Contact Attempt	Commente	Date Deleted	Deleted By			
Audt	3/01/2012	Dr A Practitioner	No	Created after upd	000000000	Deleter by			
Add Edit D	elete Show Dele	ted Print -							Close



In the 'Add recall: [PATIENT NAME]' window, search for the appropriate reason by typing it into the textbox below 'Recall Reason'

Add Recall: Heather ANDREWS	
Assigned To:	
Dr A Practitioner	Duo Dato:
liver beath	22/07/2018
HEPATITIS C SCREENING IMPLANON REPLACEMENT INFLUENZA VACCINATION INR REVIEW LIVER HEALTH CHECK-UP MAMMOGRAPHY PAP SMEAR PAP/CERVICAL TEST PNEUMONIA VACCINATION PROSTATE REVIEW SKIN CHECK TETANUS VACCINATION WEIGHT REVIEW	Recall Options Return urgently Once only Recall Recall Interval 1 Ø Weeks Months Years
Add Reason Edit Reason Delete Reason	Save Cancel

Click on the appropriate reason to select it

Add Recall: Heather ANDREWS	
Assigned To:	
Dr A Practitioner 🗸	
Recall Reason	Due Date:
LIVER HEALTH CHECK-UP	22/07/2018
HEPATITIS C SCREENING IMPLANON REPLACEMENT INFLUENZA VACCINATION INR REVIEW UVER HEALTH CHECK-UP MAMMOGRAPHY PAP SMEAR PAP/CERVICAL TEST PNEUMONIA VACCINATION PROSTATE REVIEW SKIN CHECK TETANUS VACCINATION WEIGHT REVIEW	Recall Options Return urgently Once only Recall Recall Interval Recall Interval Months Years
Restrict by age and gender Add Reason Edit Reason Delete Reason	Save





Then choose the 'Once only Recall'

Due Date:	
22/07/2018	
Recall Options	
Return urgently	
🔽 Once only Recall	





Then close the window by clicking on the red X button or **'Close'** in the bottom corner on the window

ADD COIL C	oposte Delete	PRINE LIBE V Prog	ress rvotes	1.115.0	1.010	0.01	0	44	0.01.1
AD CMEAD	2/02/2014	Uste Added	Last Action Date	Cast Action by	Last Action	Unce Uniy	rnoney	Attended	Date Deleted
NELLIENZA VAC	18/02/2014	18/02/2013 11-2	18/02/2013	Dr & Practitioner	Auto				
HEPATITIS C SC	1/08/2018	1/05/2018 4:30	1/05/2018	Dr & Practitioner	Auto				
< Action Taken	Date Performed	Peformed By	TI Contact Attempt	Commenta	Date Deleted	Deleted By	_		
< Action Taken	Date Performed 1/05/2018	Performed By Dr A Preditioner	TT Contact Attempt No	Comments New rocal: HEP	Date Deleted	Deleted By	_		
< Action Taken	Date Performed	Performed By Dr A Prestitioner	Contact Attempt No	Connsenta New rocal: HEP	Date Deleted	Deleted By	-	-	_
Action Taken	Date Performed 1/05/2018	Performed By Dr A Prestitioner	17 Contact Attempt No	Comments New rocal: HEP	Date Deleted	Deleted By	-	_	_



D) Adding 'Actions' (Clinician Prompt)

Starting within a patient window, go to **'Clinical'** in the top toolbar

[M	rs Penn	y Anderson	n (25yrs)]			
es	Tools	Clinical	Correspondence	Assessment	Resources	Sidebar I
1	BP 🔥 (Pres	scribe ipes			
70		Acti	ion List			ity Studen
٠		Alle	rgies/Adverse Read	tions/Warning	s F7	
		Rec	all		F4	moked
_		Cor	npliance Check			MyHealth
		Cea	sed Medications			
ng		Dial	oetes Record			be
men	t Hx	Disa	bled Patient Prom	pts		s 📑
		Prev	ventive Health Pron	npts		Route
		Mea	surements			
		Per	centile Charts			



Then click on 'Action List...'

Clini	ical Correspondence Assessment Res	ources	Si
	Prescribe)	
	Recipes		
	Action List		٦
	Allergies/Adverse Reactions/Warnings	F7	
	Recall	F4	
	Compliance Check		
	Ceased Medications		
	Diabetes Record		
	Disabled Patient Prompts		
	Preventive Health Prompts		

ł



Click **'Add'**

utstanding Ac	tions	Interple States	and state	×
All Outsta	nding Actio	Show all actions		
Date Due	Date Added	Doctor	Action	
•				,
Add	Delete	Mark as performed		Close





Type in **'BBV SCREENING'** in Action description field

Doctor:	Action Due Date:	
Dr A Practitioner -	15/07/2018	
Action description		
BBV SCREENING		
ANNUAL HEALTH ASSESSMENT ASTHMA REVIEW		
BBV SCREENING		
CHOLESTEROL REVIEW		=
COLONOSCOPY		
DIABETES REVIEW		
FULL MEDICAL CHECK-UP		
GARDASIL DOSE 2		
GENERAL CHECK-UP		_
GLIICOSE		· · ·



Choose **'BBV SCREENING'** from the below list

dd Action to List	X
Doctor:	Action Due Date:
Dr A Practitioner 🔹	15/07/2018
Action description	
BBV SCREENING	
ANNUAL HEALTH ASSESSMENT ASTHMA REVIEW	A
BBV SCREENING	
CHOLESTEROL REVIEW	=
COLONOSCOPY DEPO DALOVEDA	
DIABETES REVIEW	
FULL MEDICAL CHECK-UP	
GARDASIL DOSE 2 GARDASIL DOSE 3	
GENERAL CHECK-UP	*
CI IICOSE	
	Save Cancel



Then click **'Save'**

Doctor:	Action Due Date:	
Dr A Practitioner -	15/07/2018	
Action description		
BBV SCREENING		
ANNUAL HEALTH ASSESSMENT		
ASTHMA REVIEW		
BBV SCREENING		
BLOOD PRESSURE REVIEW		8
CHOLESTEROL REVIEW		
COLONOSCOPY		
DEPO RALOVERA		
DIABETES REVIEW		
FULL MEDICAL CHECK-UP		
GARDASIL DOSE 2		
GARDASIL DOSE 3		
GENERAL CHECK-UP		-
OL LICOSE		





It will then appear like this:

All Outstanding Actions				Show all actions	
Date Due	Date Added	Doctor	Action		
15/07/2018	15/07/2018	Dr A Practitioner	BBV SCREENING		
e [,	
	Delete	Mark as performed		Class	

Recommended follow-up system for hepatitis C care				
Patient group	Follow-up type	Reminder Reason	Contact methods (in order of preference)	Number of times to attempt contact
Patients at-risk of hepatitis C who needs to be screened	Reminder – proactive action	Liver Health Check-up	1) Letter 2) SMS	1
Patients who have been tested (and may have been diagnosed) but are not yet on treatment (Active patients)	Prompt (Clinician)	BBV Screening	1) Add note to next booked appointment to discuss BBV screening 2) Add to clinician action list to discuss BBV screening with patient	N/A
	Reminder – proactive action	Liver Health Check-up	1) SMS 2) Call 3) Letter	2-3
Patients who have been tested (and may have been diagnosed) but are not yet on treatment (Inactive patients)	Reminder – proactive action	Liver Health Check-up	1) Letter 2) SMS	2
Follow-up required re: treatment outcome	Reminder – proactive action	Hep C Treatment Follow-up	1) SMS 2) Call	2
Follow-up required re: cirrhosis monitoring	Reminder – proactive action	HCC and cirrhosis monitoring	1) Letter 2) Call 3) SMS	3