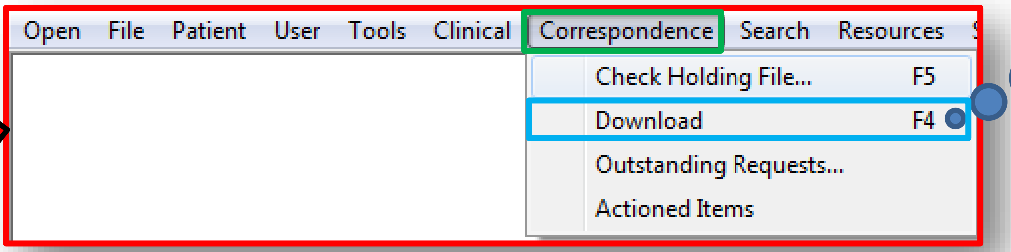
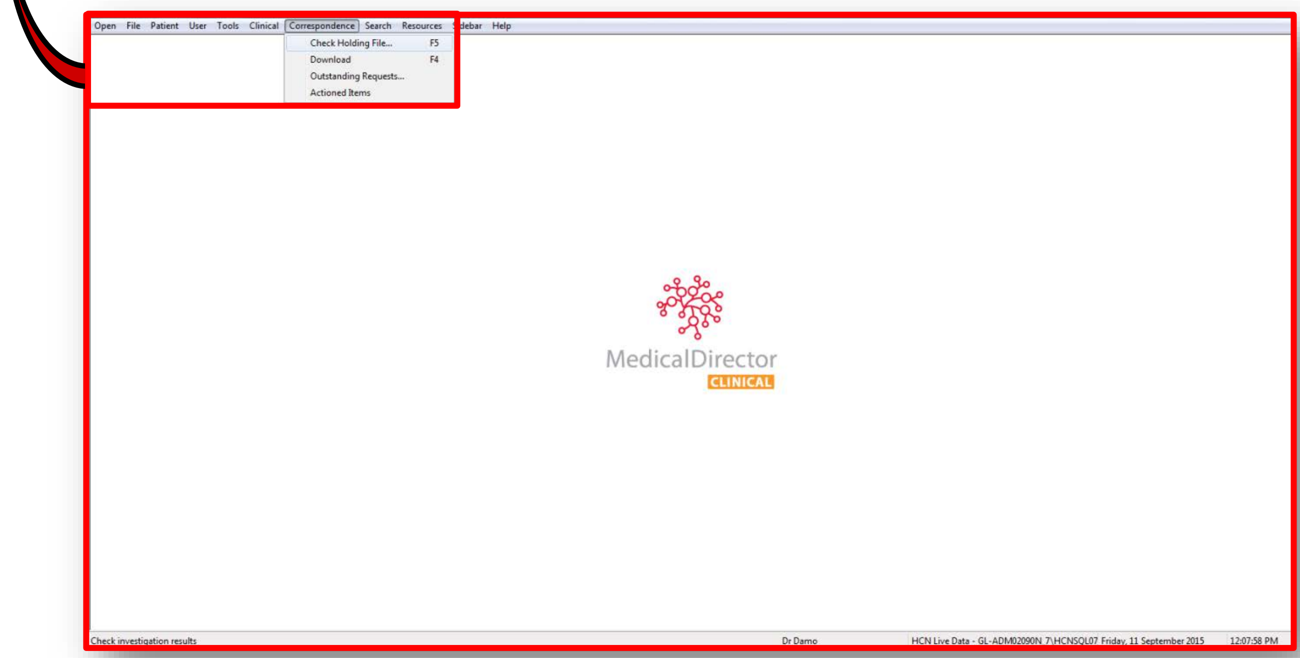
Managing Correspondence

Managing Correspondence for Clinicians

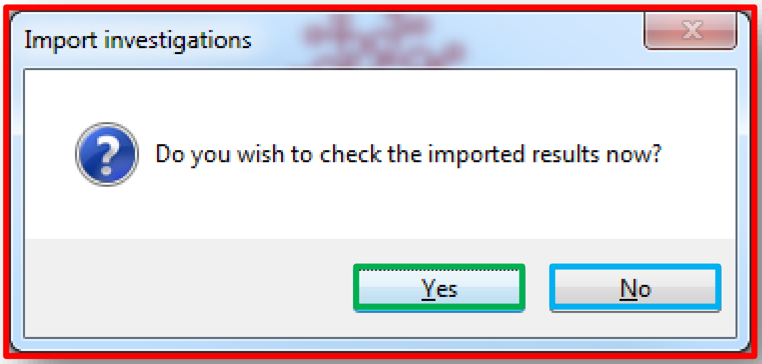
This guide will show how to open the holding file in Medical Director Clinical (MDC). This is where results are stored for review or action by clinicians before being moved to a patient's clinical record.

1. From the MDC home screen, select Correspondence then Download



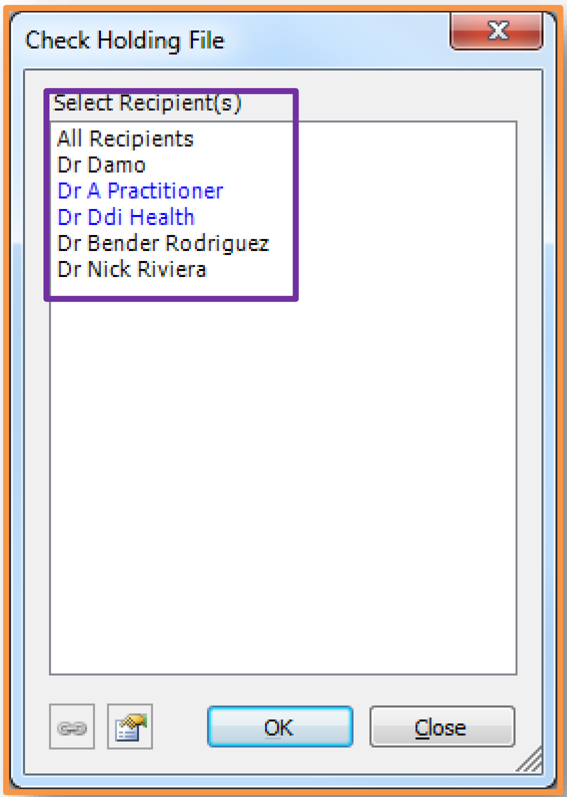


2. This will open the Import investigations window where you will be prompted if you wish to check the imported results now?

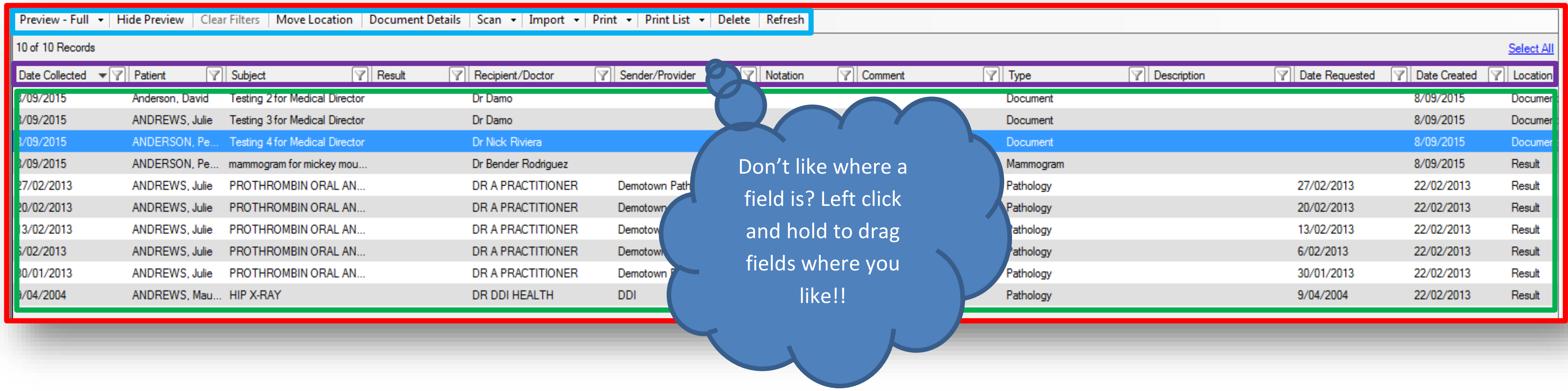


Select Yes to open the Holding File with the newly imported results or No to just import results.

3. You will now be asked to select a recipient for the results from the Check Holding File window. Select the recipient(s) whos' results you wish to view.



4. This opens the Holding File window. This is where results are imported and listed before a GP/clinician reviews and actions the result. Below is the upper portion of the screen where results are listed, Document Fields plus the upper button set. (Document Fields can be sorted and filtered, please see Filtering Correspondence guide for detailed information). ***__Please note that results WILL NOT go to a patient clinical record without being actioned by a GP/clinician.__***



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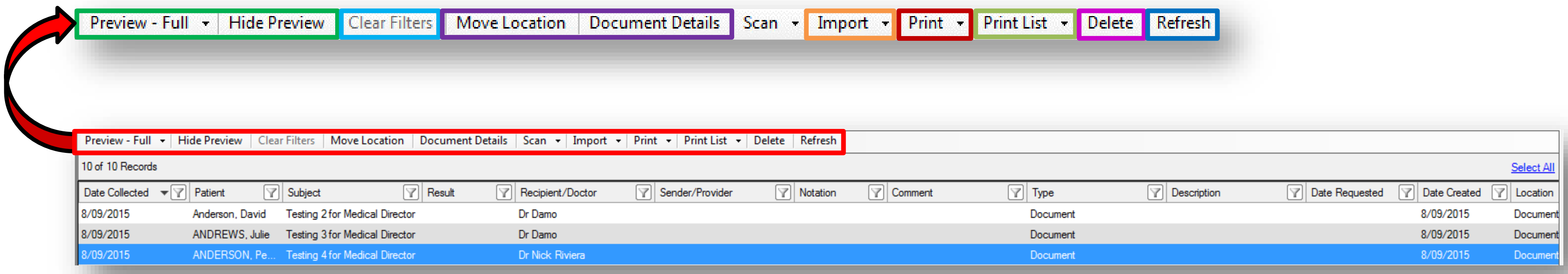
Upper Button Set

The upper button set has options for the preview pane, filters, document details, scanning, importing, printing, deleting and refreshing of listed correspondence. (Please note that the direct scan facility is not available within our IT environment and is not covered in this guide.)

Abnormal results will noted in the results field and also be flagged in Red font.



Preview options & Hide Preview: .... Gives you the option to have the preview pane on the bottom, full screen, off or on the right.

Clear Filters: .... Only available if a document field has been filtered. Filtered fields have a grey heading.

Move Location & Document Details: .... Move location has the same options as the Document Location and Type as in Document Details.

Import: .... Where scanned items can be imported into the holding file.

Print: .... Will print the content of selected correspondence including multiple selections.

Print List .... Will print a list of the selected correspondence including multiple selections.

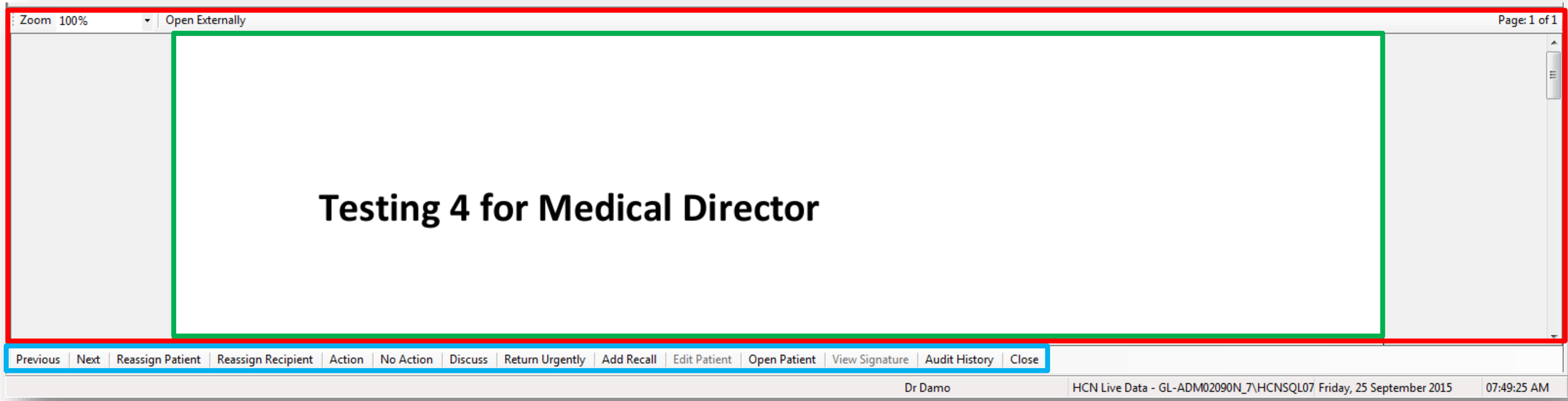
Delete: .... Will delete selected correspondence including multiple selections.

Refresh: .... Refreshes the listed document showing correspondence added by other users.

Lower Button Set

The bottom portion of the screen is (by default) the preview pane. This is where you can view imported results and access the lower button set.

The lower button set is where Clinicians can action results before they move onto a patient's clinical record.



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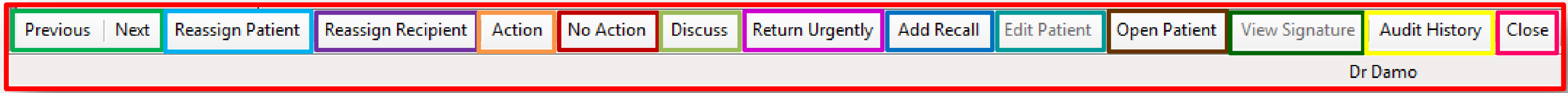

Previous & Next	Toggle between the previous and next result
Reassign Patient	Reassign the patient for the result if incorrect
Reassign Recipient	Reassign the recipient clinician if incorrect
Action	Add a notation and comments applicable to result
No Action	If no action is required upon the result
Discuss	If the clinician needs to discuss the result with the patient and it is not urgent
Return Urgently	If the clinician needs to discuss the result with the patient urgently.
Add Recall	Add a recall reminder for a patient result
Edit Patient	Allows you to edit basic patient demographic information from the holding file
Open Patient	Open the patient record
View Signature	Allows you to view the digital signature of the correspondence
Audit History	Shows an audit history of actions undertaken upon the correspondence
Close	Closes the holding file