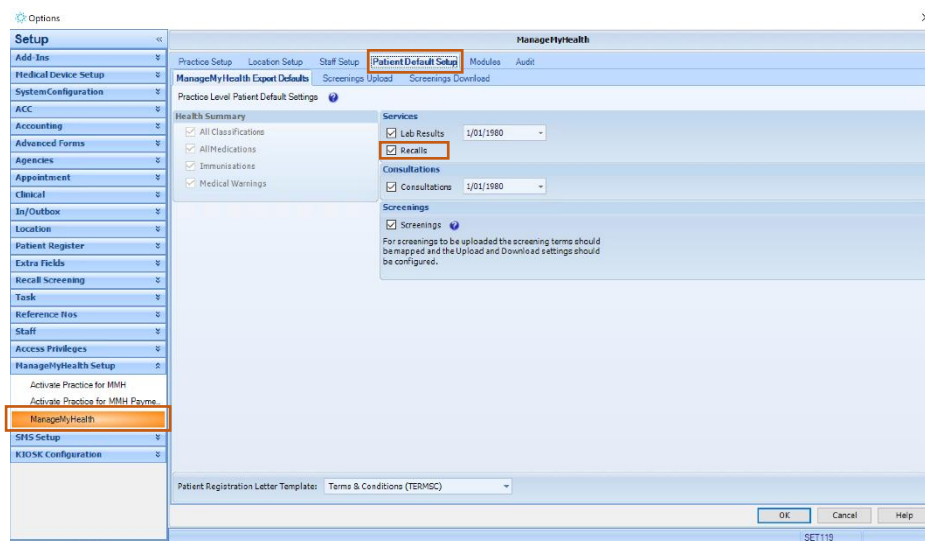


Recall Reminders

Purpose: ManageMyHealth provides the ability to send recall reminders to patients, with specific messaging to book an appointment etc. These can be activated for all patients within your practice or have individual settings for patients who you do not want included in the overall practice settings.

Setting Up Recall Reminders

1. Open your ManageMyHealth settings page (File – Options – ManageMyHealth Setup – ManageMyHealth – Patient Default Setup)



2. Tick the box called 'recalls'

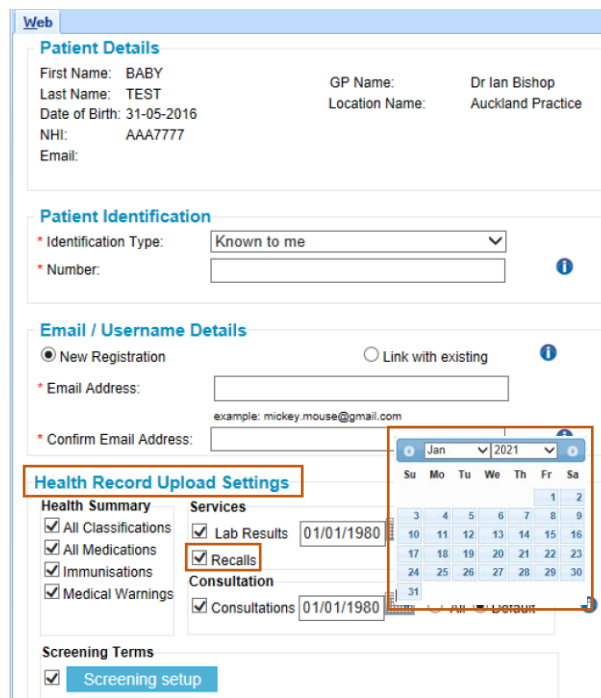
This means recalls are now enabled for your practice.

Customising the Recall Reminder Settings for an Individual Patient

This allows you to override the practice level setting, for an individual patient. For example, you may wish to allow all patients to receive recall reminders except for 5 of your patients. To do this, you would setup recall reminders for your practice (as above).

For the 5 patients who you do not want to have recall reminders turned on, complete the below:

1. Put the patient on the palette within your PMS. Open their ManageMyHealth Patient Registration window
(ManageMyHealth ribbon menu -> Patient Registration)



The screenshot shows the 'Patient Details' window for a patient named BABY TEST. The patient's GP is Dr Ian Bishop at Auckland Practice. The patient's NHI is AAA7777. The 'Patient Identification' section shows the identification type as 'Known to me'. The 'Email / Username Details' section shows the email address as 'example: mickey.mouse@gmail.com'. The 'Health Record Upload Settings' section is highlighted with a red box and contains the following settings:

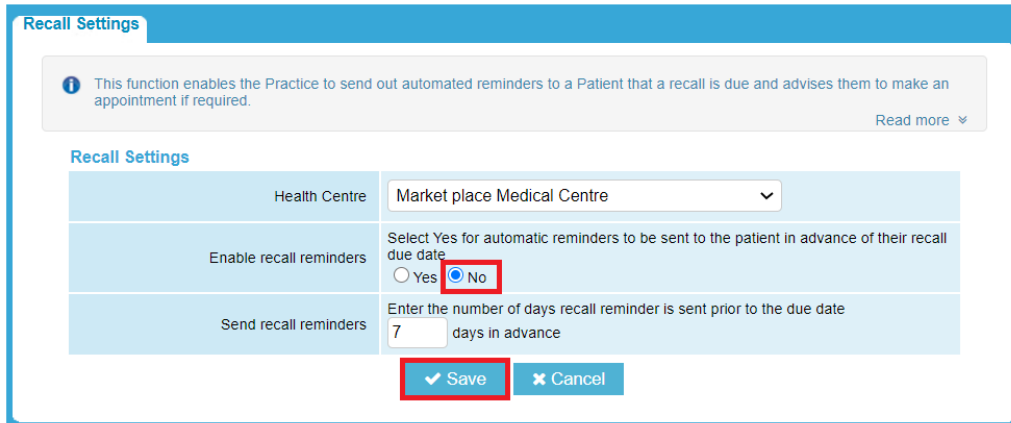
Health Summary	Services
<input checked="" type="checkbox"/> All Classifications	<input checked="" type="checkbox"/> Lab Results 01/01/1980
<input checked="" type="checkbox"/> All Medications	<input checked="" type="checkbox"/> Recalls
<input checked="" type="checkbox"/> Immunisations	<input type="checkbox"/> Consultation
<input checked="" type="checkbox"/> Medical Warnings	<input checked="" type="checkbox"/> Consultations 01/01/1980

The 'Screening Terms' section has the 'Screening setup' checkbox checked.

2. Under 'Health Record Upload Settings' amend the settings as required. If you do not want to allow recall reminders for this patient, untick the 'Recalls' checkbox.

Stopping Recall Reminders for your Entire Practice

The practice has the ability to stop recall reminders to all patients by default. To do this, the system administrator needs to login to ManageMyHealth, and go to the Systems Menu -> Recall Settings.



Recall Settings

This function enables the Practice to send out automated reminders to a Patient that a recall is due and advises them to make an appointment if required. [Read more](#)

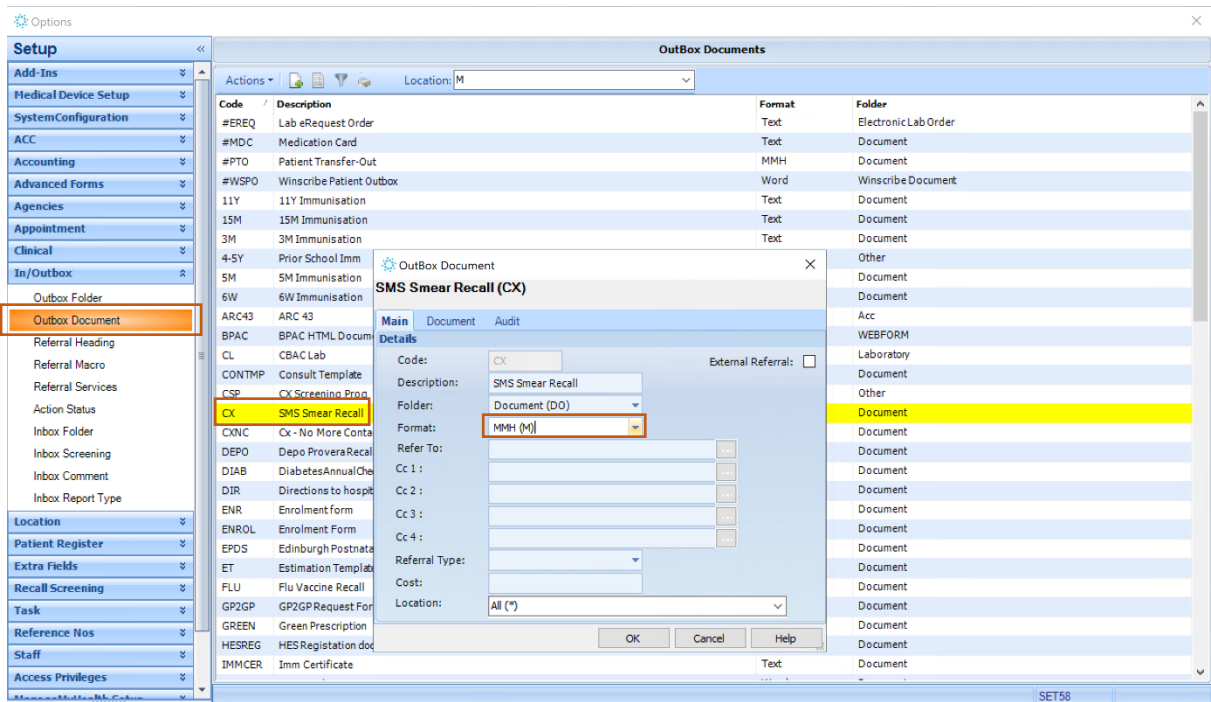
Recall Settings

Health Centre	Market place Medical Centre
Enable recall reminders	Select Yes for automatic reminders to be sent to the patient in advance of their recall due date <input type="radio"/> Yes <input checked="" type="radio"/> No
Send recall reminders	Enter the number of days recall reminder is sent prior to the due date 7 days in advance

1. For the option 'Enable Recall Reminders' select NO.
2. Click save.

Sending MMH Secure Recall Messages from the Recall Contact List

1. To complete this, you first need to setup your MMH templates in the same way that you create letter templates for your recalls. The example below shows the Cervical Smear MMH template. You must ensure the format is set to MMH(M):



Options

Setup

OutBox Documents

Code	Description	Format	Folder
#EREQ	Lab eRequest Order	Text	Electronic Lab Order
#MDC	Medication Card	Text	Document
#PTO	Patient Transfer-Out	MMH	Document
#WSPO	Winscribe Patient Outbox	Word	Winscribe Document
11Y	11Y Immunisation	Text	Document
15M	15M Immunisation	Text	Document
3M	3M Immunisation	Text	Document
4-5Y	Prior School Imm		Other
5M	5M Immunisation		Document
6W	6W Immunisation		Document
ARC43	ARC 43		Acc
BPAC	BPAC HTML Docum		WEBFORM
CL	CBAC Lab		Laboratory
CONTMP	Consult Template		Document
CSP	CX Screening Prog		Other
CX	SMS Smear Recall	MMH (M)	Document
CXNC	Cx - No More Conta		Document
DEPO	Depo ProveraRecal		Document
DIAB	DiabetesAnnualChe		Document
DIR	Directions to hospi		Document
ENR	Enrolment form		Document
ENROL	Enrolment Form		Document
EPDS	Edinburgh Postnata		Document
ET	Estimation Templab		Document
FLU	Flu Vaccine Recall		Document
GP2GP	GP2GP Request For		Document
GREEN	Green Prescription		Document
HESREG	HES Registration doc		Document
IMMCER	Imm Certificate	Text	Document

OutBox Document

SMS Smear Recall (CX)

Main Document Audit

Details

Code: CX External Referral:

Description: SMS Smear Recall

Folder: Document (DO)

Format: MMH (M)

Refer To:

Cc 1:

Cc 2:

Cc 3:

Cc 4:

Referral Type:

Cost:

Location: All (*)

OK Cancel Help

SET58

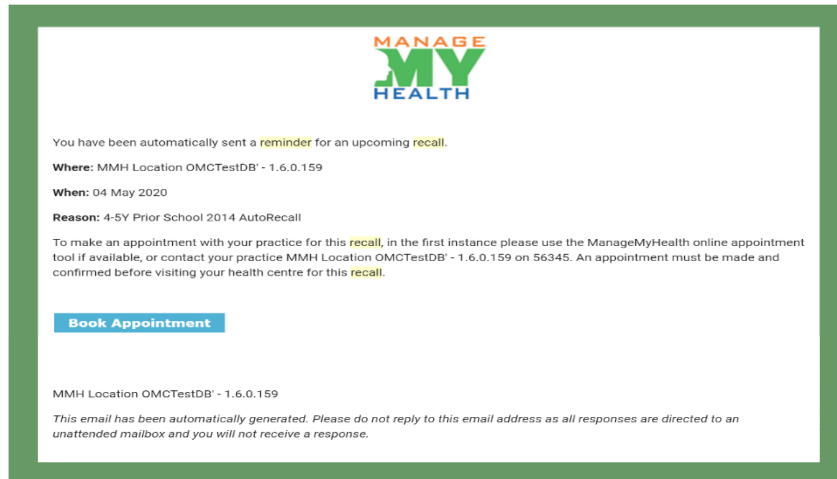
- Open your Recall Contact List in your PMS
- To send MMH reminders, click on the 'Send MMH Email' icon on the ribbon menu.



- The screen will then update with the Last Contacted by MMH Email, and the date this email was sent

Patient Registration (ManageMyHealth (MMH))											Recall Contact			
Due	Patient Name	Email	No Email	Day Phone	Mobile Phone	No SMS	Description	Outcome	Note	Last Contacted	Last Contacted	C#	R#	Prov
11 Oct 2014	CLANCY Chris (24)		<input type="checkbox"/>			<input type="checkbox"/>	CVD Risk		blood to be done	<input type="checkbox"/>				JD
12 Oct 2014	CHAN Alex (22)		<input type="checkbox"/>		0210376357	<input type="checkbox"/>	Urine Analysis		for urine infection	<input type="checkbox"/>	Rescheduled		1	JD
29 Jan 2017	LAREL Karen (27)	karenl@gmail.co.nz	<input type="checkbox"/>		021564 9874	<input type="checkbox"/>	4-5Y Prior School 2011		AutoRecall	<input type="checkbox"/>				JD
21 Oct 2019	SOMERSON Smith (85)		<input type="checkbox"/>			<input type="checkbox"/>	Zoster Vaccine 65Y		Auto Recall	<input type="checkbox"/>				GP
23 Oct 2019	SHAH Sangeeta (89)		<input type="checkbox"/>			<input type="checkbox"/>	11Y Imm 2008		AutoRecall	<input type="checkbox"/>				GP
04 Mar 2020	TEST Patient	hhodgson@medtedglobo	<input type="checkbox"/>		021999888	<input type="checkbox"/>	Cervical Smear			<input type="checkbox"/>				GP

- The patient will then receive the following message after logging into their MMH:



- If the patient clicks 'Book Appointment', in the Recall Contact List the status will be updated to 'Booked Appointment'