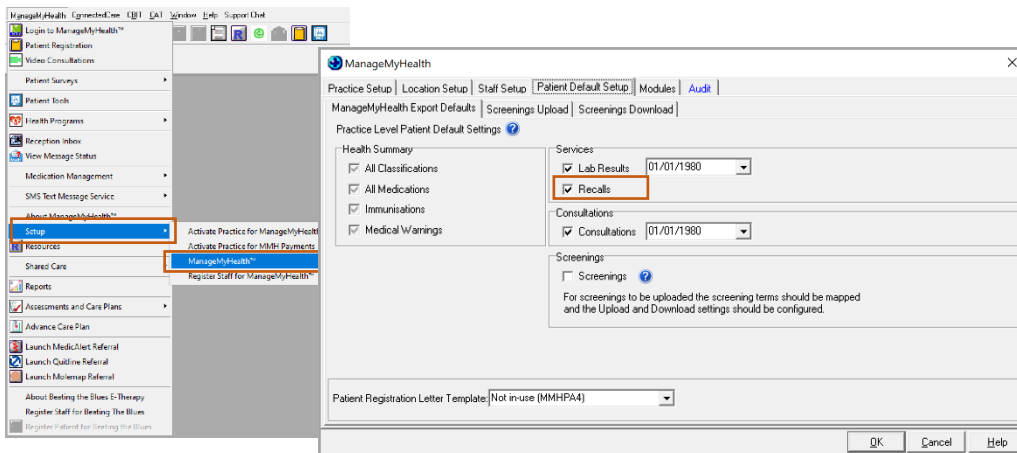


Recall Reminders

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 window:
(ManageMyHealth -> Setup -> ManageMyHealth -> Patient Default Setup -> Recalls)



2. Tick the box called 'recalls'

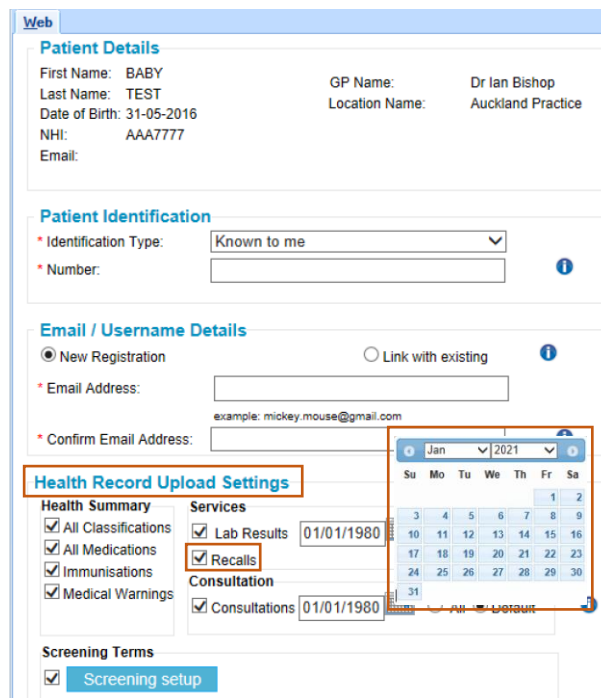
This means recalls are now enabled for your practice.

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 identification type is 'Known to me'. The patient is registered as a 'New Registration'. The email address is 'example: mickey.mouse@gmail.com'. The 'Health Record Upload Settings' section is highlighted with a red box, showing the following settings:

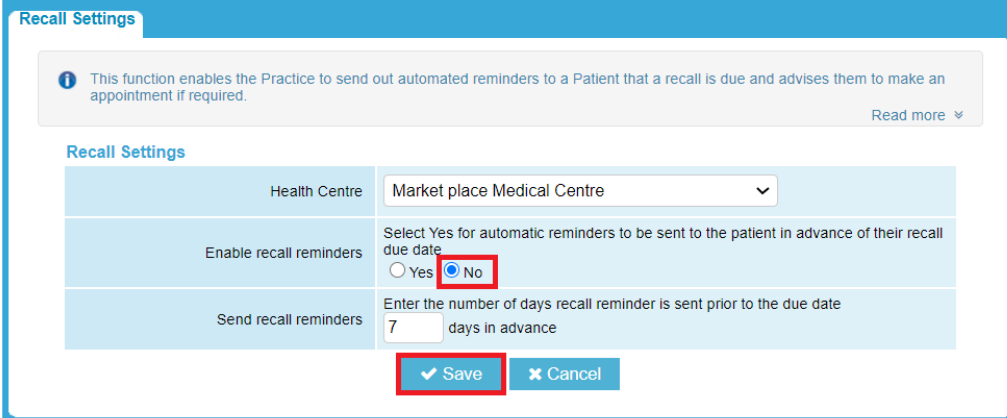
| Health Record Upload Settings | Services |
|---|--|
| <input checked="" type="checkbox"/> All Classifications | <input checked="" type="checkbox"/> Lab Results 01/01/1980 |
| <input checked="" type="checkbox"/> All Medications | <input checked="" type="checkbox"/> Recalls |
| <input checked="" type="checkbox"/> 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

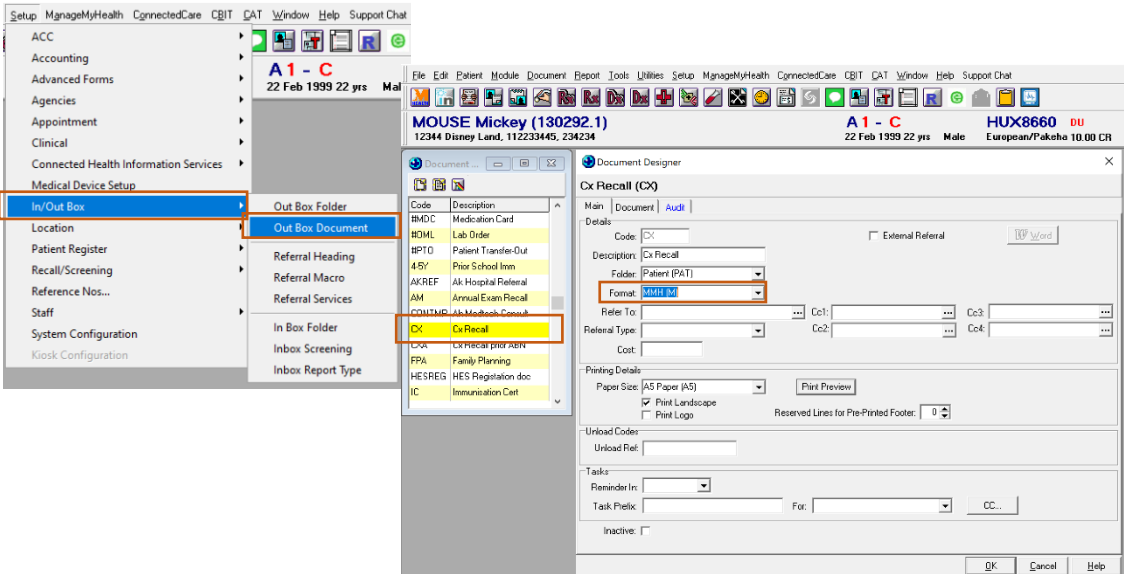
This function enables the Practice to send out automated reminders to a Patient that a recall is due and advises them to make an appointment if required. [Read more](#)

| | |
|-------------------------|---|
| 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.

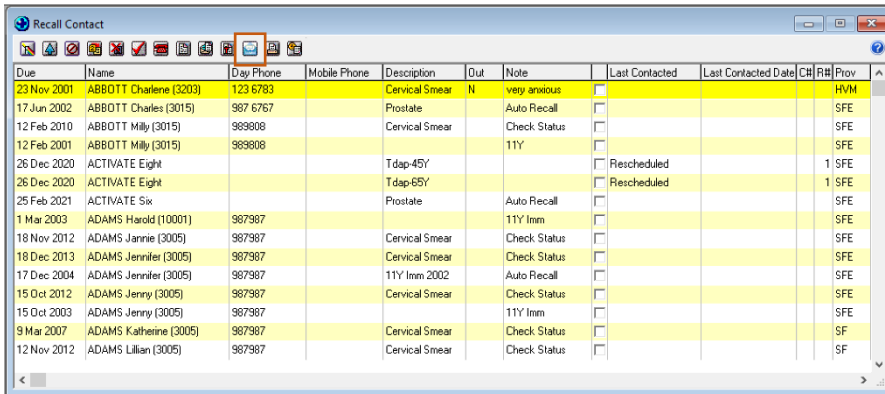
Sending MMH Secure Recall Messages from the Recall Contact List

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):



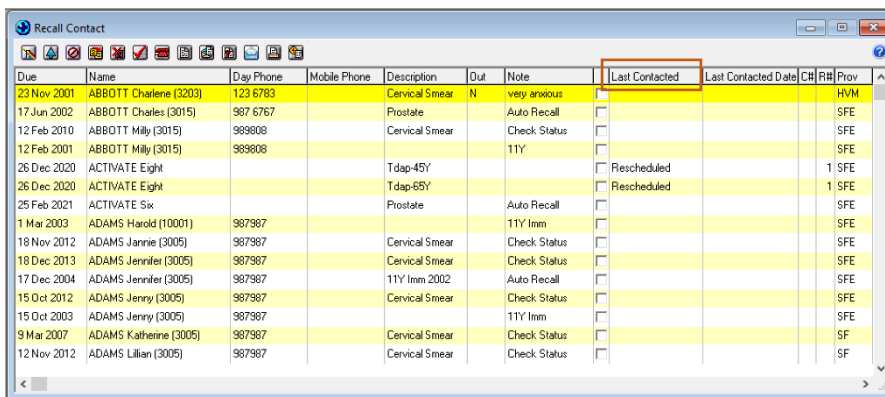
The screenshot shows the 'In/Out Box' menu with 'Out Box Document' selected. The document list includes 'Cv Recall' highlighted. The 'Cv Recall (Cv)' form is open, showing the 'Format' field set to 'MMH(M)'. Other fields include 'Code', 'Description', 'Folder', 'Refer To', 'Referal Type', 'Cost', 'Printing Details', 'Unload Codes', and 'Tasks'.

- Open your Recall Contact List (Module – Recalls – Recall Contact List)
- To send MMH reminders, click on the ‘Send MMH Email’ icon on the ribbon menu.



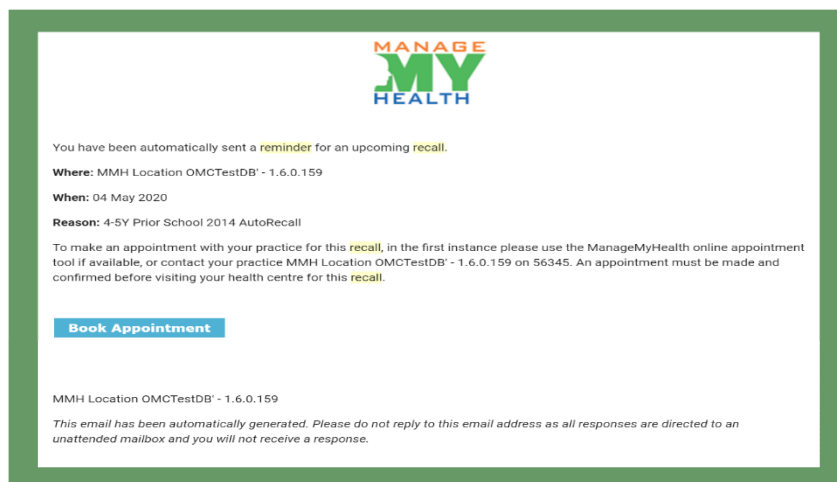
| Due | Name | Day Phone | Mobile Phone | Description | Out | Note | Last Contacted | Last Contacted Date | CH | RR | Prov |
|-------------|------------------------|-----------|--------------|----------------|-----|--------------|----------------|---------------------|----|----|-------|
| 23 Nov 2001 | ABBOTT Charlene (3203) | 123 6783 | | Cervical Smear | N | very anxious | | | | | HVM |
| 17 Jun 2002 | ABBOTT Charles (3015) | 987 6767 | | Prostate | | Auto Recall | | | | | SFE |
| 12 Feb 2010 | ABBOTT Milly (3015) | 989808 | | Cervical Smear | | Check Status | | | | | SFE |
| 12 Feb 2001 | ABBOTT Milly (3015) | 989808 | | | | 11Y | | | | | SFE |
| 26 Dec 2020 | ACTIVATE Eight | | | Tdap-45Y | | | Rescheduled | | | | 1 SFE |
| 26 Dec 2020 | ACTIVATE Eight | | | Tdap-65Y | | | Rescheduled | | | | 1 SFE |
| 25 Feb 2021 | ACTIVATE Six | | | Prostate | | Auto Recall | | | | | SFE |
| 1 Mar 2003 | ADAMS Harold (10001) | 987987 | | | | 11Y Imm | | | | | SFE |
| 18 Nov 2012 | ADAMS Jannie (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SFE |
| 18 Dec 2013 | ADAMS Jennifer (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SFE |
| 17 Dec 2004 | ADAMS Jennifer (3005) | 987987 | | 11Y Imm 2002 | | Auto Recall | | | | | SFE |
| 15 Oct 2012 | ADAMS Jenny (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SFE |
| 15 Oct 2003 | ADAMS Jenny (3005) | 987987 | | | | 11Y Imm | | | | | SFE |
| 9 Mar 2007 | ADAMS Katherine (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SF |
| 12 Nov 2012 | ADAMS Lillian (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SF |

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



| Due | Name | Day Phone | Mobile Phone | Description | Out | Note | Last Contacted | Last Contacted Date | CH | RR | Prov |
|-------------|------------------------|-----------|--------------|----------------|-----|--------------|----------------|---------------------|----|----|-------|
| 23 Nov 2001 | ABBOTT Charlene (3203) | 123 6783 | | Cervical Smear | N | very anxious | | | | | HVM |
| 17 Jun 2002 | ABBOTT Charles (3015) | 987 6767 | | Prostate | | Auto Recall | | | | | SFE |
| 12 Feb 2010 | ABBOTT Milly (3015) | 989808 | | Cervical Smear | | Check Status | | | | | SFE |
| 12 Feb 2001 | ABBOTT Milly (3015) | 989808 | | | | 11Y | | | | | SFE |
| 26 Dec 2020 | ACTIVATE Eight | | | Tdap-45Y | | | Rescheduled | | | | 1 SFE |
| 26 Dec 2020 | ACTIVATE Eight | | | Tdap-65Y | | | Rescheduled | | | | 1 SFE |
| 25 Feb 2021 | ACTIVATE Six | | | Prostate | | Auto Recall | | | | | SFE |
| 1 Mar 2003 | ADAMS Harold (10001) | 987987 | | | | 11Y Imm | | | | | SFE |
| 18 Nov 2012 | ADAMS Jannie (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SFE |
| 18 Dec 2013 | ADAMS Jennifer (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SFE |
| 17 Dec 2004 | ADAMS Jennifer (3005) | 987987 | | 11Y Imm 2002 | | Auto Recall | | | | | SFE |
| 15 Oct 2012 | ADAMS Jenny (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SFE |
| 15 Oct 2003 | ADAMS Jenny (3005) | 987987 | | | | 11Y Imm | | | | | SFE |
| 9 Mar 2007 | ADAMS Katherine (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SF |
| 12 Nov 2012 | ADAMS Lillian (3005) | 987987 | | Cervical Smear | | Check Status | | | | | SF |

- 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’