

MEDICALDIRECTOR – RECALL MANAGEMENT PROTOCOL – SAMPLE 2

DOCTOR ADDS RECALL to PATIENT FILE
(Tick 'Return Urgently' for Clinically Significant Items)

If RECALL is marked 'RETURN URGENTLY'

Admin Staff to generate list of URGENT RECALLS daily

Admin staff: Generate list and phone or SMS patients for follow up visit/appointment due within 1 week. Record contact attempt against Recall in MD and add comments. DO NOT Update recall when prompted.

Admin staff: Generate list of all URGENT recalls that are overdue and have 1 contact attempt. Phone all patients on the list and record as second contact attempt.

Admin staff: Generate list of all URGENT recalls that are overdue and have 2 contact attempts. Mail merge urgent letter and record as 3rd contact attempt.

If RECALL is not marked RETURN URGENTLY

Admin staff to generate a list of all NON URGENT recalls due within next fortnight

SMS

Letter

Record contact attempt against recall in MD (Send SMS)

Record contact attempt against recall in MD (Send Letter)

Admin staff – send SMS to patients with mobile phone details recorded. DO NOT update recall

Admin staff – Mail Merge / send letter to patients with no mobile phone details recorded. Do not update recall

Record 2nd contact attempt (send SMS) and Send 2nd SMS to patients with 1 contact attempt recorded against recalls that are overdue.

Record 2nd contact attempt (send letter) and Send 2nd letter to patients with 1 contact attempt recorded against recalls that are overdue.

Doctor updates/completes recall (Open patient > Recall button>Update) once patient returns and marks outstanding correspondence/result as 'notified' if relevant when patient returns.