



**Train IT Medical**  
Leading Your Practice Into The Digital Future



# Recalls & Reminders using MedicalDirector Clinical

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# Our Learning Objectives:

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1. Design an effective recall and reminder system.
2. Use actions for preventive health activities.
3. Add, view and modify patient recalls and reminders.
4. Generate patient recall and reminder lists.
5. Develop an understanding of systematic preventive health management/screening.
6. Implement systems for Immunisation & Cancer Screening recalls and reminders.

# 1. Design an effective recall and reminder system

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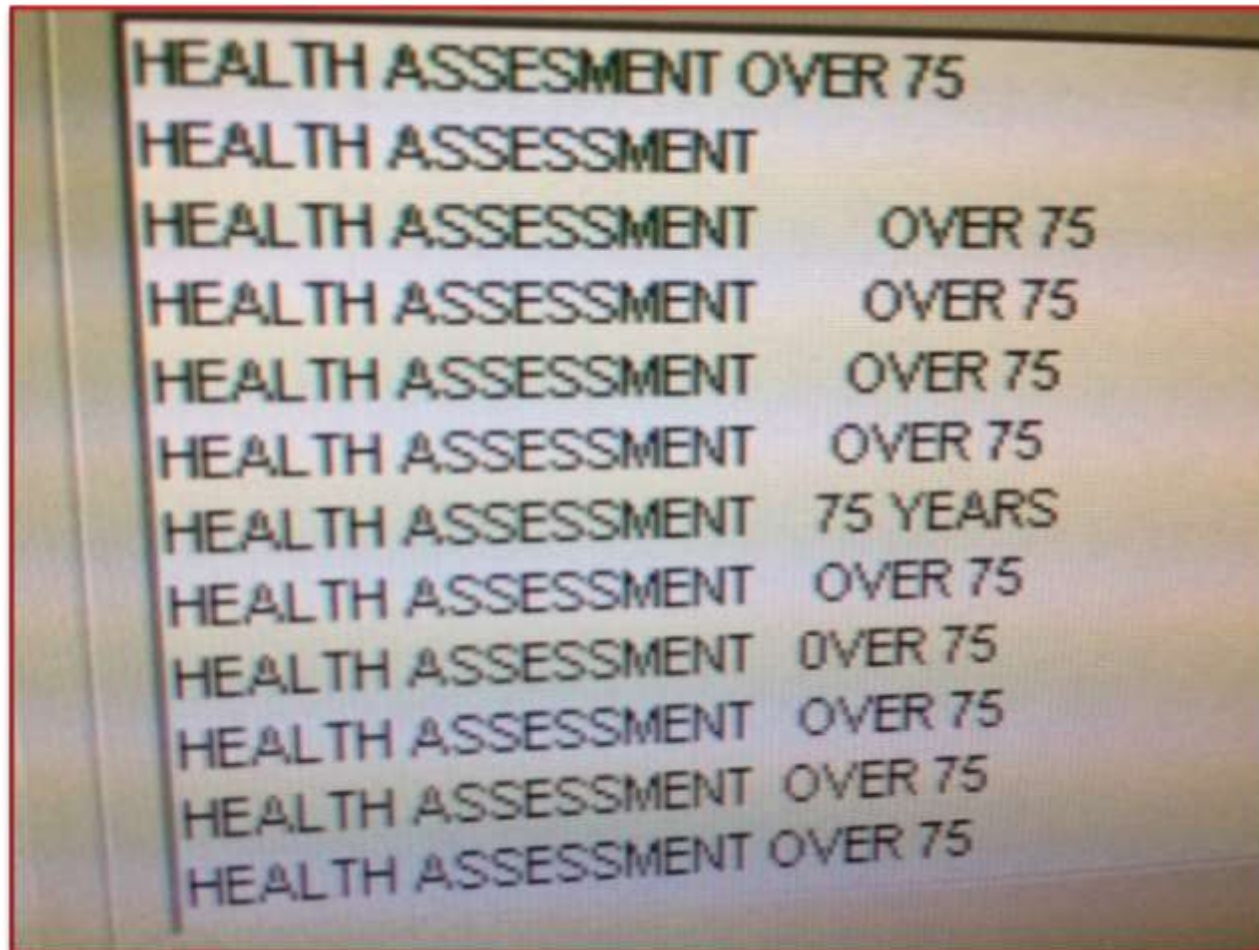


## Practices need:

- Clear system
- Goals/Plan
- Defined roles
- Communication
- Training

This is what can happen without a 'system':

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# Actions, Reminders & Recalls

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- **RECALLS** (ie clinically significant/medico-legal) eg previous melanoma, inconclusive
- **REMINDERS** eg. immunisation, skin check, routine Cervical Screening Test (CST)

*For 'reminders' that are only for the clinician, consider:*

**'ACTIONS'** eg. Discuss screening, discuss smoking

# Save time, money & minimize risk

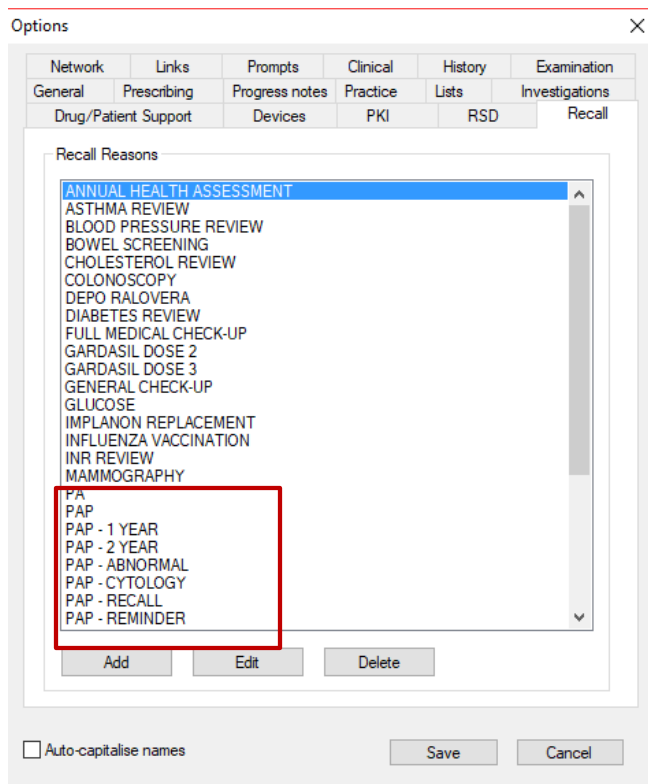
COIL REMOVAL  
COLON  
COLONO  
COLONOSC  
COLONOSCO  
COLONOSCOPI  
COLONOSCOPE  
COLONOSCOPY  
COLONOSCOPY AND ENDOSCOPY  
COLONOSCOPY REPORT AND REVIEW  
COLONOSCOPY  
COLPOSCOPY

With a list like this how do you identify true recalls ie. Clinically significant/probability of harm/must follow-up/medico-legal/  
keep the doctor informed & document every single contact attempt?

# Set up

Tools > Options

Label so patients don't stress if they receive a sms or letter with the reason.



# New Recall/Reminder labels required

Add Recall: Penny ANDERSON

Assigned To:  
Dr A Practitioner

Recall Reason

PAP/CERVICAL TEST

- GENERAL CHECK-UP
- GLUCOSE
- IMPLANON REPLACEMENT
- INFLUENZA VACCINATION
- INR REVIEW
- MAMMOGRAPHY
- PAP SMEAR
- PAP/CERVICAL TEST**
- PNEUMONIA VACCINATION
- PROSTATE REVIEW
- SKIN CHECK
- TETANUS VACCINATION
- WEIGHT REVIEW

Restrict by age and gender

Add Reason Edit Reason Delete Reason

Due Date:  
1/12/2022

Recall Options

Return urgently

Once only Recall

Recall Interval

5 Weeks  
Months  
 Years

Save  
Cancel



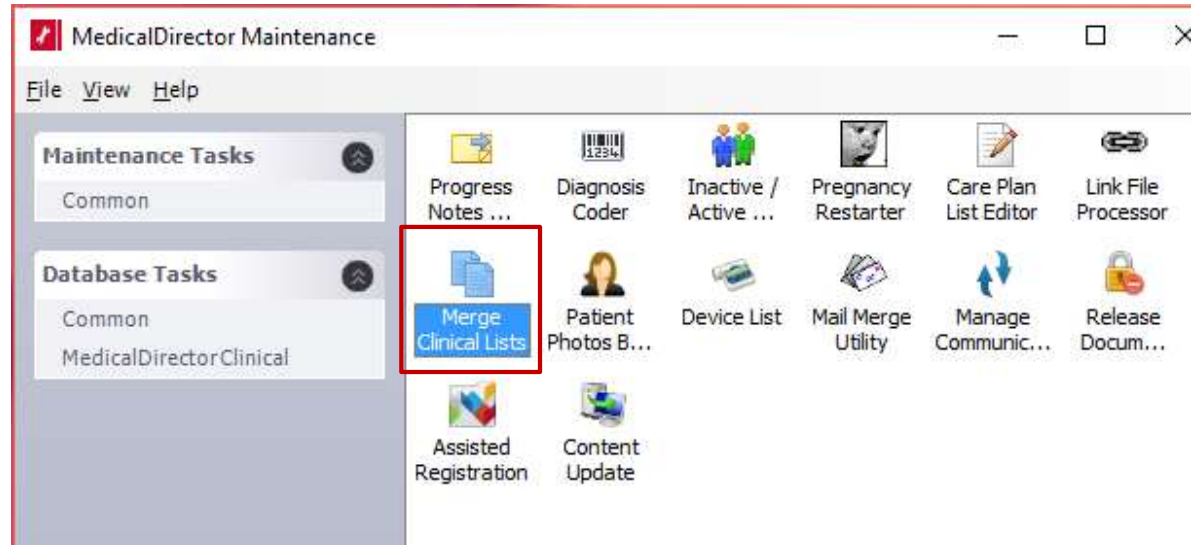


# Time for a Clean Up?

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PA  
PAP  
PAP - 1 YEAR  
PAP - 2 YEAR  
PAP - ABNORMAL  
PAP - CYTOLOGY  
PAP - RECALL  
PAP - REMINDER  
PAP & BREAST CHECK  
PAP SMEAR  
PAP SMEAR TEST  
PAP TEST  
PAP TEST FOLLOW UP WITH DR JACKSON  
PAP TEST REMINDER  
PAPP

# Clean up



# Clean up: merge lists if duplicated

The screenshot shows a "Merge Clinical Lists" dialog box with a "Merge Search Lists" confirmation pop-up. The main dialog has a dropdown menu set to "Recall List". The left pane lists various clinical items, with "PAP" selected. The right pane shows "PAP TEST". The "Replace:" field contains "PAP" and the "With:" field contains "PAP TEST". The confirmation pop-up asks, "Are you sure you want to replace PAP SMEAR with PAP TEST?" and has "Yes" and "No" buttons.

Merge Clinical Lists

Show Clinical List for:  
Recall List

Items

- GENERAL CHECKUP
- IMMUNISATION
- IMMUNISATION - 18 MONTH
- IMMUNISATION - 2 YEAR
- IMMUNISATION - 4 MONTH
- IMMUNISATION - 4 YEAR
- IMMUNISATION - 6 MONTH
- INFLUENZA VACCINATION
- INR REVIEW
- PAP
- PAP - REMINDER
- PAP SMEAR
- PAP SMEAR TEST
- PAP TEST
- POST NATAL REVIEW
- REVIEW AFTER ABNORMAL RESULT
- SKIN CHECK
- URGENT TEST RESULT

Items

- PAP TEST

Merge Search Lists

Are you sure you want to replace PAP SMEAR with PAP TEST?

Yes No

Replace:  
PAP

With:  
PAP TEST

Status

Change OK

## 2. Use Actions for preventive health activities

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A reminder for the clinician when the patient next presents. eg. discuss smoking, repeat BP etc

If follow-up is required use 'Recall' button instead. (If clinically significant there is an extra tickbox to help us separate from the 'reminders').

Recall Options  
 Return urgently

# Actions

Date Due	Date Added	Doctor	Action
24/04/2017	24/04/2017	Dr A Practitioner	BP CHECK
24/04/2017	24/04/2017	Dr A Practitioner	DISCUSS WEIGHT LOSS PROGRESS

Outstanding action prompts appear on opening the patient record and can be tracked from the main screen (Clinical > Outstanding Actions).

## 3. Add, view and modify patient recalls & reminders

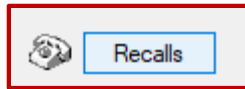
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Add from:

- patient record
- immunisations
- review screen
- Holding File



# Add, view and modify patient recalls & reminders



Add Recall: Maureen ANDREWS

Assigned To:  
Dr A Practitioner

Recall Reason

CERVICAL SCREENING TEST

- ANNUAL HEALTH ASSESSMENT
- ASTHMA REVIEW
- BLOOD PRESSURE REVIEW
- BOWEL SCREENING
- CERVICAL SCREENING TEST**
- CHOLESTEROL REVIEW
- COLONOSCOPY
- DEPO RALOVERA
- DIABETES REVIEW
- FULL MEDICAL CHECK-UP
- GARDASIL DOSE 2
- GARDASIL DOSE 3
- GLUCOSE

Restrict by age and gender

Add Reason Edit Reason Delete Reason

Due Date:  
23/06/2019

Recall Options

Return urgently

Once only Recall

Recall Interval

1 | Weeks  
Months  
 Years

Save  
Cancel

Tick 'Return Urgently' to flag this is a 'Recall' ie probability of harm, must be followed up until patient returns.

# 4. Generate Recall and Reminder Lists

Recall Search Criteria

Recall Reasons: 1 of 20 selected

Show only reasons from active recalls

All Reasons

- GENERAL CHECK-UP
- GENERAL CHECKUP
- IMMUNISATION
- IMMUNISATION - 18 MONTH
- IMMUNISATION - 2 YEAR
- IMMUNISATION - 4 MONTH
- IMMUNISATION - 4 YEAR
- IMMUNISATION - 6 MONTH
- INFLUENZA VACCINATION
- INR REVIEW
- PAP SMEAR**
- SKIN CHECK
- URGENT TEST RESULT

Assigned To: All Users

Show only users with active recalls

All Users    Show 'Unknown' User

Name	Status
Unknown	
Dr A Practitioner	Active
Registered Nurse	Active

Status

Include deleted recalls    Include completed recalls

Patient Contact

Attempted to contact patient at least

Only show patients that have attended in response to a recall

Date Range

Due within 2 weeks   Start: 3/01/2014   End: 4/12/2017

Saved Searches

Default Search	Search Name
<input checked="" type="checkbox"/>	Diabetes Reviews
<input type="checkbox"/>	Immunisations
<input type="checkbox"/>	Pap Smear

Load   Save   Rename   Delete

Search   Cancel



# Display Actions Pane (Audit Trail)

The screenshot shows a web application window titled "Search Recalls". The window has a menu bar with options: Select None, Search, Refresh, Add Recall, Open Patient, Export, Mail Merge, Print List, Update, Send SMS, Clear Filters, and Reset Window Settings. Below the menu bar is a table with columns: Surname, First Name, Recall Reason, Due Date, Preferred Contact, Mobile Phone, Address, Assigned To, and Priority. The first row of data is: ANDREWS, Heather, PAP SMEAR, 3/01/2014, SMS, 0424583333, 234 George Stree..., Dr A Practitioner.

Below the patient record is an "Actions Pane" table with the following data:

Action Taken	Date Performed	Performed By	Contact Attempt	Comments	Date Deleted	Deleted By
Audit	3/01/2012	Dr A Practitioner	No	Created after updating previous recall.		
Telephone Mobile	31/03/2016	Dr A Practitioner	Yes	Made appointment for 1/4/16 at 9am		
Send Letter	27/04/2016	Dr A Practitioner	Yes	Registered letter		
Consultation	27/04/2016	Dr A Practitioner	Yes	Regular post		
Audit	4/07/2016	Dr A Practitioner	No	Letter printed.		
Send Letter	10/05/2017	Dr A Practitioner	Yes	Registered letter		
Telephone Home	10/05/2017	Dr A Practitioner	No	Rang patient on home phone - disconnected		

At the bottom of the window, there is a toolbar with buttons: Print, Add, Edit, Delete, Show Deleted, Hide Actions Pane (highlighted with a red box), and Show Details Panel. Below the toolbar, it says "Currently Loaded Search: New recall search Recall Count: 1 Unique Patient Count: 1".

# Following up 'Clinically Significant' Recalls'

Recall Search Criteria

Recall Reasons: All Reasons

Show only reasons from active recalls

All Reasons

- \*BLOOD TESTS
- \*SKIN CHECK
- ASTHMA REVIEW
- BLOOD PRESSURE REVIEW
- BLOOD TEST
- BOWEL SCREENING
- CERVICAL SCREENING TEST
- CERVICAL SCREENING TEST - REMINDER
- CHOLESTEROL REVIEW
- COLONOSCOPY
- DIABETES REVIEW
- DIABETIC REVIEW
- GENERAL CHECK-UP

Assigned To: All Users

Show only users with active recalls

All Users    Show 'Unknown' User

Name	Status
Unknown	
Dr A Practitioner	Active
Registered Nurse	Active

Status

Include deleted recalls    Include completed recalls

Patient Contact

Attempted to contact patient at least [dropdown]

Only show patients that have attended in response to a recall

Date Range

Due within 2 weeks [dropdown]   Start: 28/04/2001 [calendar]

End: 7/07/2018 [calendar]

Saved Searches

Default Search	Search Name
<input checked="" type="checkbox"/>	Diabetes Reviews
<input type="checkbox"/>	Immunisations

Load   Save   Rename   Delete

Search   Cancel

Recall Options

Return urgently

# Following up 'Clinically Significant' Recalls'

Filter by Priority

**Search Recalls**

Select All Search Refresh Add Recall Open Patient Export Mail Merge Print Update Send SMS Clear Filters Reset Window Settings

Surname	First Name	Recall Reason	Due Date	Priority	Preferred Contact	Mobile Phone	Home Phone	Address
ANDERSON	David	COLONOSCOPY	19/12/2017	Urgent	SMS	0424555555		61 Wallace Stre
anderson	Jacinta	COLONOSCOPY	18/04/2018	Urgent		0438111679		28 Bessazle Av
anderson	Jacinta	*BLOOD TESTS	4/07/2018	Urgent		0438111679		28 Bessazle Av
ANDREWS	Heather	SKIN CHECK	22/05/2018	Urgent	SMS	0424583333		234 George Stre
ANDREWS	Maureen	COLONOSCOPY	29/06/2018	Urgent		0424583333		314 Hope Street
ANDERSON	David	BOWEL SCREENING	11/06/2017		SMS	0424555555		61 Wallace Stre
anderson	Jacinta	DIABETES REVIEW	13/06/2018			0438111679		28 Bessazle Av
ANDREWS	Heather	DIABETES REVIEW	12/12/2017		SMS	0424583333		234 George Stre
ANDREWS	Heather	DIABETIC REVIEW	19/12/2017		SMS	0424583333		234 George Stre
ANDREWS	Melissa	IMMUNISATION	18/10/2017		Letter	0424583333		2 Kennedy Roa
DUCK	Donald	BLOOD TEST	28/04/2001					12 Disney Street

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Action Taken	Date Performed	Performed By	Contact Attempt	Comments
Audit	12/12/2017	Dr A Practitioner	No	New recall: COLONOSCOPY, 19/12/2017
Telephone Home	4/04/2018	Dr A Practitioner	No	Rang at 2pm no answer
Telephone Mobile	4/04/2018	Dr A Practitioner	Yes	Apt made for 6/4/18 at 4pm

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Print Add Edit Delete Show Deleted Hide Actions Pane Show Details Panel

Currently Loaded Search: New recall search Recall Count: 11 Unique Patient Count: 6

**Add Recall Action**

Show inactive and deleted users

Performed By: Dr A Practitioner

Action Taken: Send Letter

Date Performed: 23/06/2018

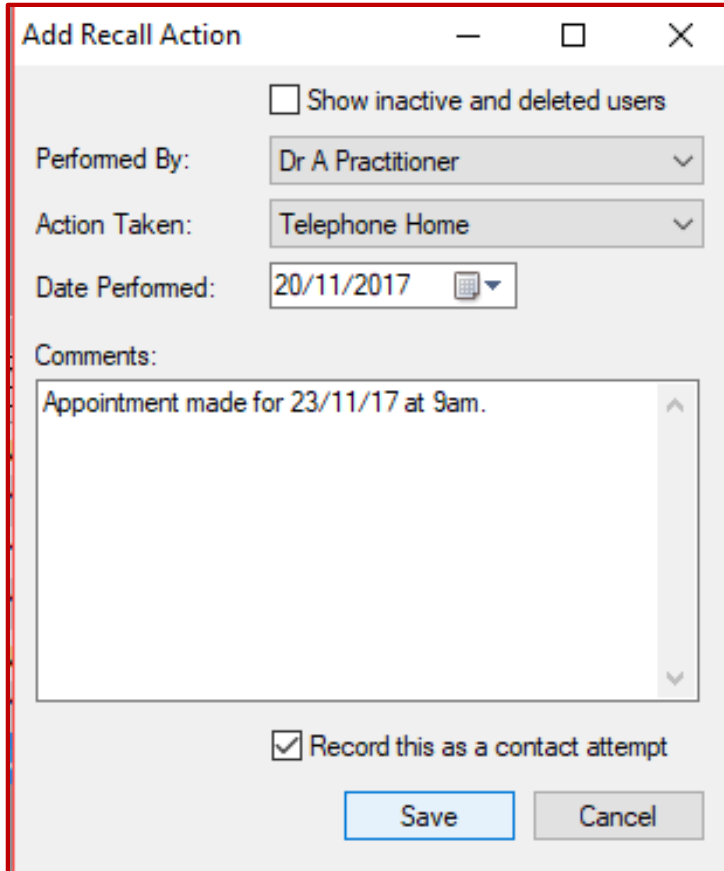
Comments:

Add detail of contact

Record this as a contact attempt

Save Cancel

# Follow Up Recalls & Reminders



The screenshot shows a dialog box titled "Add Recall Action" with the following fields and options:

- Show inactive and deleted users
- Performed By: Dr A Practitioner (dropdown menu)
- Action Taken: Telephone Home (dropdown menu)
- Date Performed: 20/11/2017 (calendar icon)
- Comments: Appointment made for 23/11/17 at 9am. (text area)
- Record this as a contact attempt
- Buttons: Save, Cancel

- Track Contact Attempts
- Review Audit Log
- Remove recall once complete

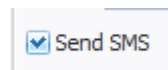
# Consent for SMS

Surname	First Name	Recall Reason	Due Date	Preferred Contact	Mobile Phone	Address	Assigned To	Priority
ANDERSON	David	IMMUNISATION	1/02/2018	SMS	0424583333	61 Wallace Stree...	Dr A Practitioner	
ANDERSON	David	BOWEL SCREENING	11/06/2017	SMS	0424583333	61 Wallace Stree...	Dr A Practitioner	
ANDREWS	Heather	PAP SMEAR	3/01/2014	SMS	0424583333	234 George Stree...	Dr A Practitioner	
ANDREWS	Heather	INFLUENZA VACCINATION	18/02/2014	SMS	0424583333	234 George Stree...	Dr A Practitioner	
ANDREWS	Julie	PAP SMEAR	31/03/2018	Letter	0424 578 383	5 Jefferson St. Bu...	Dr A Practitioner	
ANDREWS	Julie	SKIN CHECK	7/04/2016	Letter	0424 578 383	5 Jefferson St. Bu...	Dr A Practitioner	Urgent
ANDREWS	Julie	FULL MEDICAL CHECK-UP	1/02/2018	Letter	0424 578 383	5 Jefferson St. Bu...	Dr A Practitioner	Urgent
ANDREWS	Melissa	ASTHMA REVIEW	3/02/2017	Letter	0424583333	2 Kennedy Road,...	Dr A Practitioner	
ANDREWS	Melissa	IMMUNISATION	18/10/2017	Letter	0424583333	2 Kennedy Road	Dr A Practitioner	

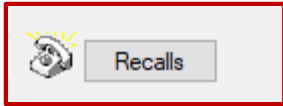
Action Taken	Date Performed	Performed By	Contact Attempt	Comments	Date Deleted	Deleted By
Audit	1/02/2017	Dr A Practitioner	No	New recall: IMMUNISATION, 01/02/2018		

- ✓ Bulk select and bulk send SMS.
- ✓ Opt-in consent now in PracSoft
- ✓ Add Preferred Contact in Patient Details in MedicalDirector Clinical
- ✓ Tickbox 'Do not send SMS' if patient consent has not been given.



Preferred Contact: SMS  Do not send SMS

# When patient returns: delete recall



Recall Items

Range: All End Date: 31/12/9998  Include completed and deleted recalls

Add Edit Update Delete Print List Progress Notes

Recall Reason	Due Date	Date Added	Last Action Date	Last Action By	Last Action	Once Only	Priority	Attended	Date
PAP SMEAR	3/01/2014	3/01/2012 2:41 ...	10/05/2017	Dr A Practitioner	Telephone Home				
INFLUENZA VACCINATION	18/02/2014	18/02/2013 11:2...	4/07/2016	Dr A Practitioner	Audit				

**Audit trail of contact**

Action Taken	Date Performed	Performed By	Contact Attempt	Comments	Date Deleted	Deleted By
Audit	3/01/2012	Dr A Practitioner	No	Created after updating previous recall.		
Telephone Mobile	31/03/2016	Dr A Practitioner	Yes	Made appointment for 1/4/16 at 9am		
Send Letter	27/04/2016	Dr A Practitioner	Yes	Registered letter		
Consultation	27/04/2016	Dr A Practitioner	Yes	Regular post		
Audit	4/07/2016	Dr A Practitioner	No	Letter printed.		
Send Letter	10/05/2017	Dr A Practitioner	Yes	Registered letter		
Telephone Home	10/05/2017	Dr A Practitioner	No	Rang patient on home phone - disconnected		

Add Edit Delete Show Deleted Print Close

# RECALLS

I will remember to remove the recall. I will remember to remove the recall.

I will remember to remove the recall. I will remember to remove the recall.

I will remember to remove the recall. I will remember to remove the recall.

I will remember to remove the recall. I will remember to remove the recall.

I will remember to remove the recall. I will remember to remove the recall.

I will remember to remove the recall. I will remember to remove the recall.

I will remember to remove the recall. I will remember to remove the recall.

I will remember to remove the recall. I will remember to remove the recall.



# Results (Holding File Follow-up) 'System'

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Pathology Results

Radiology Results

Specialist Letters

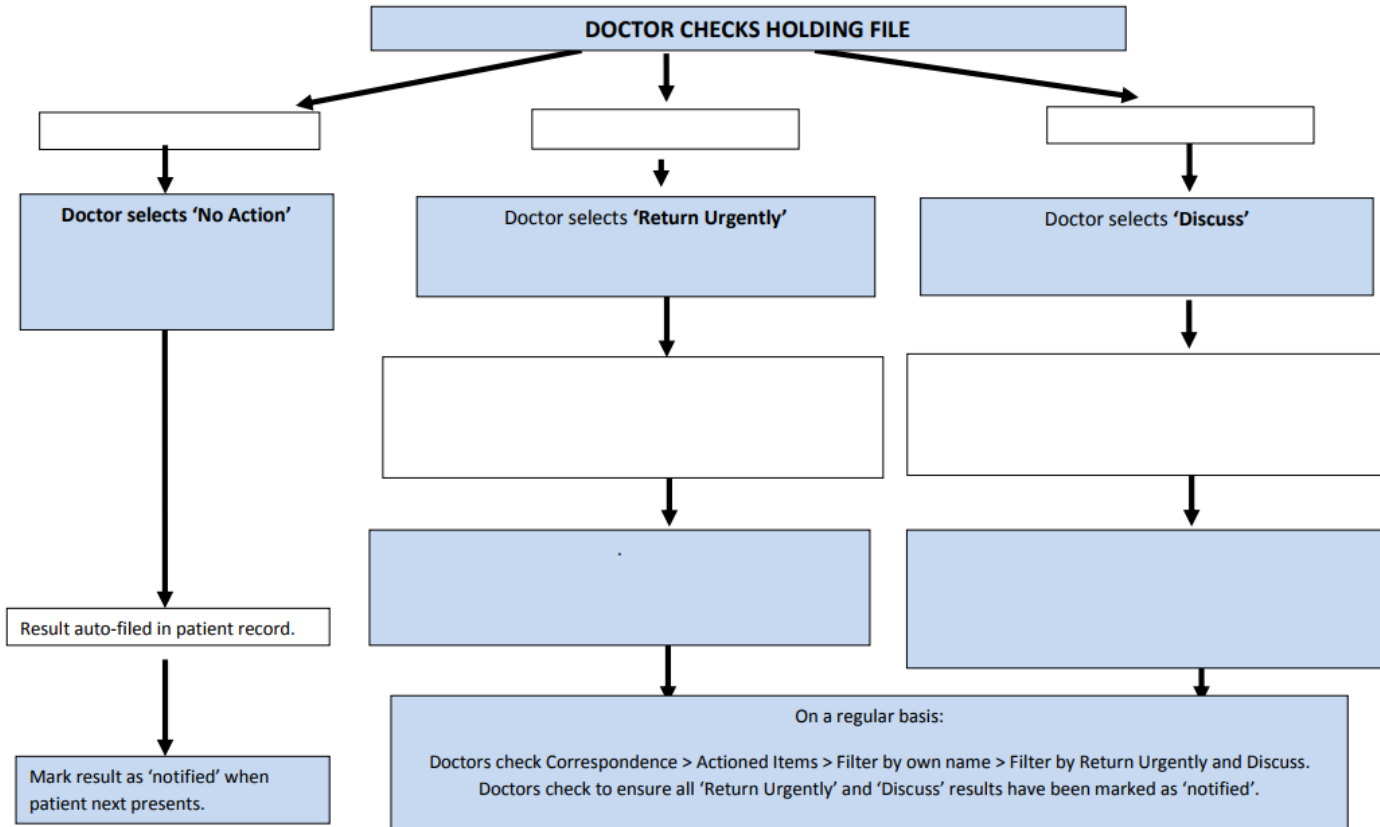
Discharge Summaries

Scanned documents



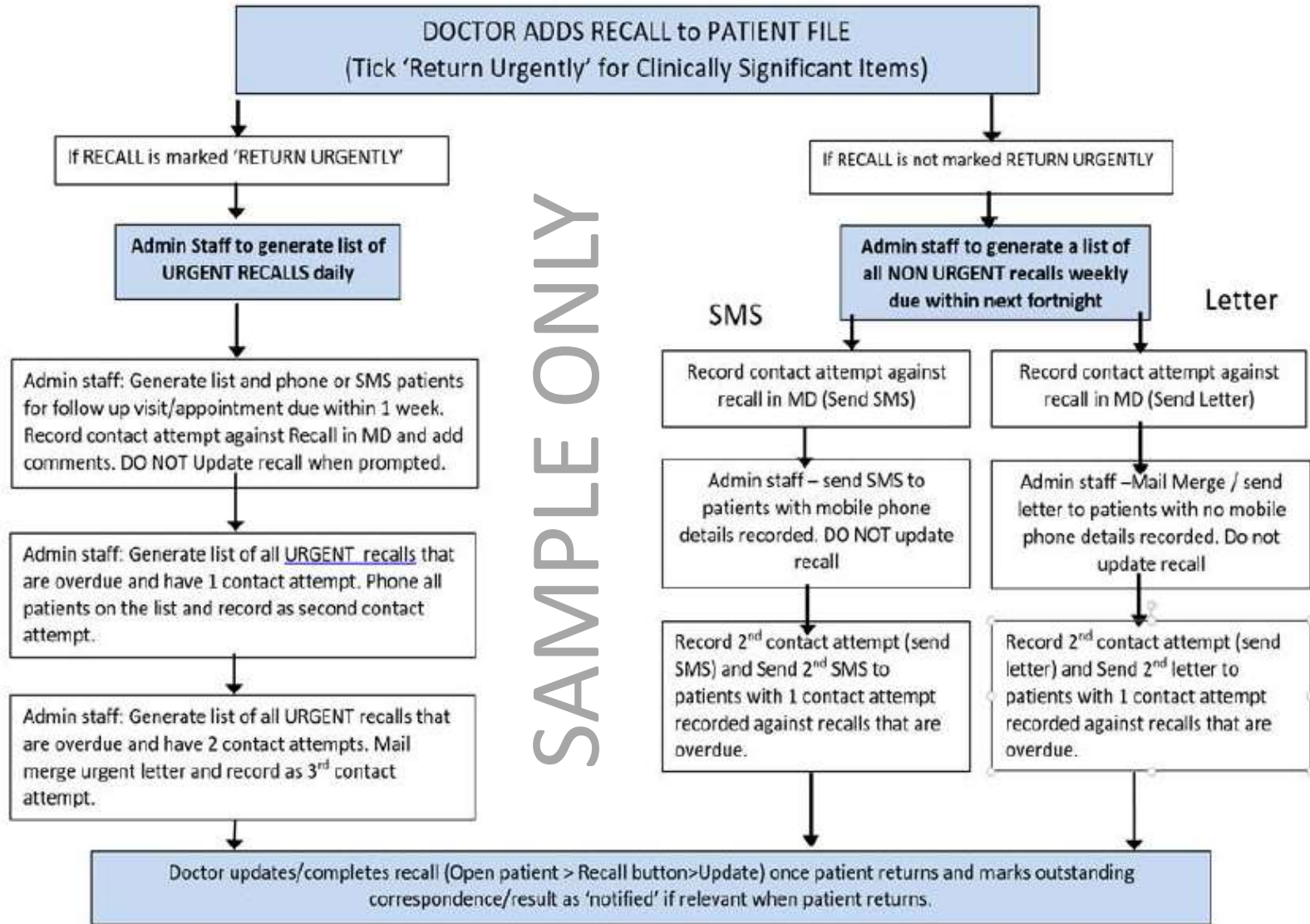
# What's your Correspondence Management 'system'?

## MEDICALDIRECTOR - SAMPLE CORRESPONDENCE MANAGEMENT PROTOCOL



CREATE YOUR OWN

## MEDICALDIRECTOR – RECALL MANAGEMENT PROTOCOL – SAMPLE 2



SAMPLE ONLY

# 5. Systematic preventive health management

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Adopting a **systematic** approach to health promotion and preventive care can include:

- establishing a recall and reminder system
- conducting patient prevention surveys
- maintaining a disease register
- maintaining a directory of local services that offer programs to help patients modify their lifestyle.

[RACGP 5<sup>th</sup> standards](#)

# Preventive health management

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Identify at risk groups/patients

Flag for follow up / recall

Screen/test or refer patient

Review result & action  
(if necessary)

Recall patient as required



# General Practice Standards

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## RACGP 5<sup>th</sup> Standards Criterion

### C4.1 - Health promotion and preventive care

“Some information may also be transferred to national state-based registers (eg. cervical screening etc)

Remind patients when they need to have another screening  
(do not rely on patients receiving reminders from these registers).“

[Read RACGP 5<sup>th</sup> standards](#)

# Searches, screening, recalls & reminders

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Identify at risk groups/patients

Flag for follow up / recall

Screen/test or refer patient

Review result & action  
(if necessary)

Recall patient as required



# Accreditation Standards

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Adopting a **systematic** approach to health promotion and preventive care can include:

- establishing a recall and reminder system
- conducting patient prevention surveys
- maintaining a disease register
- maintaining a directory of local services that offer programs to help patients modify their lifestyle.



[RACGP 5<sup>th</sup> standards](#)

# 6. Immunisation & Cancer Screening

The screenshot displays a medical software interface. At the top, there is a table with columns: Patient, Subject, Description, Recipient/Doctor, Sender/Provider, Location, and Type. The table contains several rows of data, including patient names like ANDREWS, Heather and HAWKES, Janice, and subjects like FBI and HPV DNA. Below the table, there is a detailed view for a specific patient with fields for Subject (HPV DNA), Lab Reference (04400001-0), Requested (23/07/2004), Performed (23/07/2004), and Sender/Provider (SDS PATHOLOGY). A red arrow points to the 'Add Recall' button in the bottom navigation bar. An 'Add Recall' dialog box is open in the center, showing a list of recall reasons such as 'ANNUAL HEALTH ASSESSMENT', 'ASTHMA REVIEW', and 'BLOOD PRESSURE REVIEW'. The dialog also includes fields for 'Assigned To' (Dr A Podkaminer), 'Recall Reason' (selected as 'ANNUAL HEALTH ASSESSMENT'), 'Due Date' (25/11/2017), and 'Recall Interval' (set to 12 months). There are checkboxes for 'Return urgently' and 'Once only Recall', and a 'Restrict by age and gender' checkbox. The dialog has 'Add Recall', 'Link Recall', 'Delete Recall', 'Save', and 'Cancel' buttons.

Patient	Subject	Description	Recipient/Doctor	Sender/Provider	Location	Type
ANDREWS, Heather	FBI	HELLO COMPUTER	SDS PATHOLOGY	Result	Pathology	
HAWKES, Janice	HPV DNA	HELLO COMPUTER DEP.	SDS PATHOLOGY	Result	Pathology	
HAWKES, Janice	HPV DNA	HELLO COMPUTER DEP.	SDS PATHOLOGY	Result	Pathology	
ANDREWS, Heather	INR	HELLO COMPUTER DEP.	SDS PATHOLOGY	Result	Pathology	
ANDREWS, Heather	INR	HELLO COMPUTER DEP.	SDS PATHOLOGY	Result	Pathology	
ANDERSON, David	Sleep GP referral (MD)	Dr A Podkaminer		Document	Report	

Subject: HPV DNA  
Lab Reference: 04400001-0  
Requested: 23/07/2004  
Performed: 23/07/2004  
Sender/Provider: SDS PATHOLOGY

Recall Reason: ANNUAL HEALTH ASSESSMENT

Assigned To: Dr A Podkaminer

Due Date: 25/11/2017

Recall Options:  
 Return urgently  
 Once only Recall

Recall Interval:  
 12 Months  
 6 Months  
 3 Months  
 1 Month  
 1 Year

Restrict by age and gender

Buttons: Add Recall, Link Recall, Delete Recall, Save, Cancel



# A systematic approach

National Immunisation Program Schedule (for this patient) ✕

Select the boxes if you have sighted documentation that this child has received the dose or you have given it yourself.

The boxes presented do not reflect 'Catch-up' dosing. For more information regarding 'Catch-up' dosing click here. [---->](#)

This table has been prepared from information contained in the Australian Immunisation Handbook, 10th Edition 2013 and State schedules as amended from time to time.

All vaccines in this schedule are free under the National Immunisation Program except those marked with the (\$) symbol.

Age	Combo	HepB	DTP	Polio	HIB	MMR	MenCCV	Rotavirus	PCV	VZV	HPV	
Birth		Engerix B(...)										
2 mths		Infanrix He	Infanrix ...	Infanrix ...	Infanrix He			RotaTeq	Prevenar 13			
4 mths		Infanrix He	Infanrix ...	Infanrix ...	Infanrix He			RotaTeq	Prevenar 13			
6 mths		Infanrix He	Infanrix ...	Infanrix ...	Infanrix He			RotaTeq	Prevenar 13			
12 mths					Hiberix	MMR-II	Meningitec					
18 mths			<input type="checkbox"/>							Varilrix		
▶ 2 yrs												
4 yrs			Infanrix I	Infanrix I		Priorix						
10-15 yrs			<input type="checkbox"/>								<input type="checkbox"/> Dose 1	
10-15 yrs											<input type="checkbox"/> Dose 2	
10-15 yrs											<input type="checkbox"/> Dose 3	

Enter another type of vaccination



# Proactive preventive health searches

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NB. As at Nov 2017 you cannot currently search for recalls that may be in 'inactive' patient records. Do not inactivate patient records if they are still on your recall list.

Under screened? Never screened? Hard to reach groups?  
Good, systematic preventive health care.

# Enter screening results

Record Cervical Screening Result

Donna Andrews  
DOB: 12/12/1980      Record No:

Screening Result

Date: 25/11/2017      Result: Negative


Endocervical cells present?

Comment:

[View AMBS 2004 Comparison Table](#)

- Negative
- Low Risk
- Intermediate Risk
- Higher Risk
- Unsatisfactory
- Atrophic
- Possible low-grade squamous intraepithelial lesion
- Low-grade squamous intraepithelial lesion (LSIL)
- Possible high-grade squamous intraepithelial lesion
- High-grade squamous intraepithelial lesion (HSIL)
- Squamous cell carcinoma (SCC)
- Atypical endocervical cells of undetermined significance
- Atypical glandular cells of undetermined significance
- Possible high-grade glandular lesion
- Endocervical adenocarcinoma in situ (AIS)
- Adenocarcinoma
- Adenocarcinoma - endocervical
- Adenocarcinoma - endometrial
- Adenocarcinoma - extrauterine
- Low Grade abnormality
- High Grade abnormality
- Inconclusive
- Inflammatory
- Atypia
- C.I.N. 1
- C.I.N. 2
- C.I.N. 3
- Invasive Ca.

NB. The previous risk categories remain on this list to provide facility for Clinicians to record current and historical results.

Can enter from Holding File or Patient File >  Cervical Screening

Inclusion of new risk categories:

- Low Risk
- Intermediate Risk
- Higher Risk
- Unsatisfactory

[Download the cheatsheet for entering breast, bowel and cervical screening results](#)

# Further Information

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[Train IT Medical Free Resources – Cervical Screening Program](#)

[National Cervical Screening Program - Dept of Health - FAQs](#)

[Cervical Screening Changes FAQ - Video - Dr Sally Sweeney Hunter New England Central Coast PHN \(HNECCPHN\)](#)

[NPS Information & FAQs](#)

[NPS free eLearning](#)

[Cancer Council Australia Cancer Guidelines Wiki](#)

['Cancer Council study confirms starting cervical cancer screening at age 25 is safe'](#)

[Cancer Institute NSW 'Information for Health Professionals'](#)

[Untold Stories - Cervical Cancer Screening - Audio-visual stories](#)

(Family Planning NSW). Spoken in Arabic, Assyrian, Dari, French, Hindi, Karen, Khmer, Mandarin, Nepalese & Vietnamese.

['Changes to cervical screening will benefit Australian women' RACGP media release](#)

[NCPHN Cervical Screening Workshop Presenter Slides](#)

# Further Information

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- **RACGP – Putting Prevention into Practice (Green Book)**  
<http://www.racgp.org.au/your-practice/guidelines/greenbook/>
- **AMA- Recall systems and patient consent -** <https://ama.com.au/position-statement/patient-follow-recall-and-reminder-systems-2013>
- **Avant – The Dos and Don'ts of patient sms** <http://www.avant.org.au/news/20160419-dos-and-donts-of-patient-sms-communication/>
- **Train IT Medical – Practice Management free resources –**  
<http://trainitmedical.com.au/practice-management-free-resources>

# Thank you for inviting me

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Keep in touch! With best wishes, Katrina Otto