



ESM - Printing administrative letters



Administrative letters include letters relating to appointments and waitlisting. Any letters of a clinical nature (dictated letters or clinical letters) are excluded from this process. When a letter is manually printed in ESM, it will create a record as part of the audit trail.

Letters can be printed:

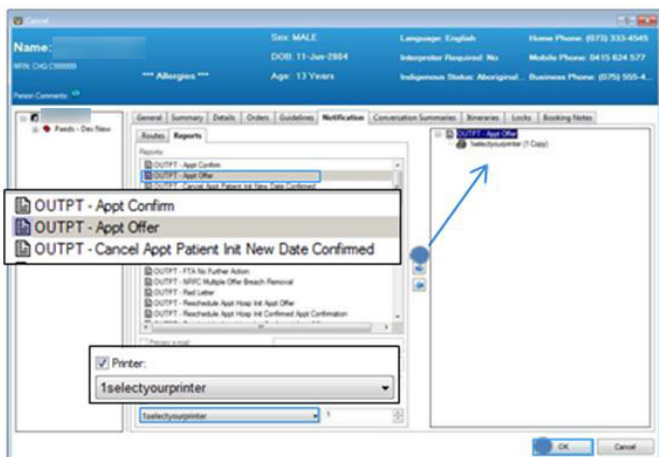
- Through the contact function
- As a part of the normal action
- In a semi-batch (multiple in one action).

Printing as a part of an action

Letters can be printed when finalising an action in ESM by clicking the *notification* tab, reports tab, selecting the appropriate *letter* and *printer* and clicking *OK*. This consolidated printing function can be performed when:

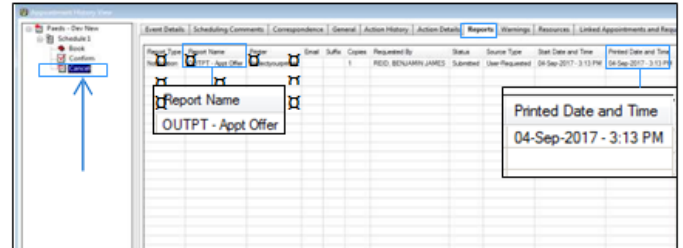
- adding patient to request list
- cancellation
- did not wait (DNW)
- no show (FTA)
- reschedule
- scheduling an appointment.

1. Right click the appointment, *action* (e.g. Cancel).
2. Complete the action details on the *general* tab, including adding a *scheduling comment* as appropriate. **Do not** click *OK*.
3. Click on the *notifications* tab, *reports*. Select the appropriate letter you wish to send, select your *printer* and move this across to the right pane by clicking the right arrow. Click *OK*.



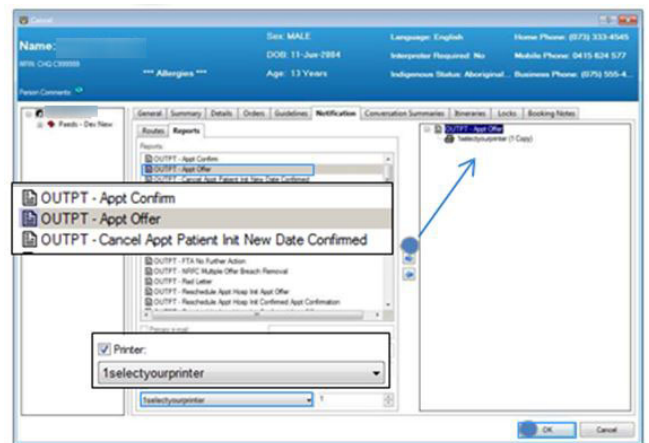
The letter will now print to the corresponding printer as per your selection.

4. A new audit action is added to the audit trail under the *appointment history view*. Click on the associated action (e.g. cancel), then the *reports* tab to indicate which letter was printed as part of the consolidated action.



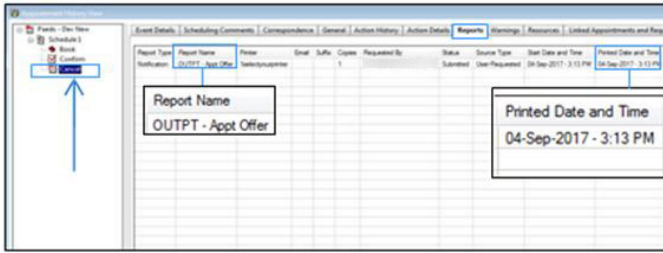
Printing through the contact function

1. Right click the *appointment, actions, contact*.
2. Enter comments relating to the action.
eg. *04/09/17 BR - Mum requested another letter be sent for the appointment.*
3. Click on the *notifications* tab, *reports*. Select the appropriate *letter* you wish to send, select your *printer* and move this across to the right pane by clicking the right arrow, *OK*.



The letter will now print to the corresponding printer as per your selection.

4. A new audit action is added to the audit trail under the *appointment history view*. Click on the associated action (e.g. cancel), then the *reports* tab to indicate which letter was printed as part of the consolidated action.



Letters Prefix	Description
OUTPT - WL	Letters must be printed when on the request list.
OUTPT (without WL)	Letters must be printed from any appointment scheduling action (including no show, cancel, reschedule, etc.).

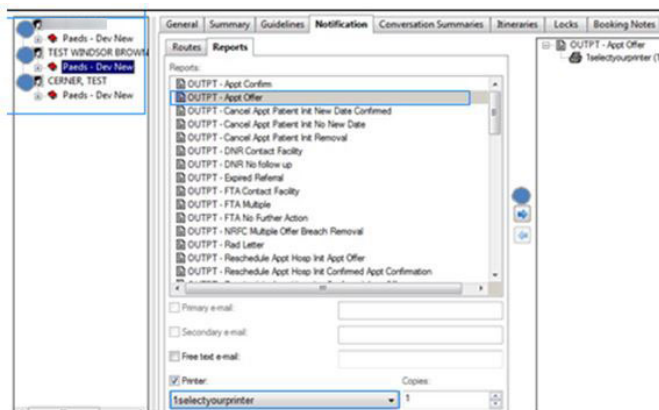
Printing letters for multiple appointments



This function supports printing multiple letters within the following scenarios:

- Printing different appointment letters for the same patient
- Printing the same letter for multiple patients

1. Select the multiple appointments by holding the **Ctrl** key on your keyboard and clicking. Right click, **actions, contact**.
2. The list of patients summary will appear to the left of the screen. Enter **comments** relating to the action. This will appear on the patient/client audit trail.
3. Click on the **notifications** tab, **reports**. Select the appropriate **letter** you wish to send, select your **printer** and move this across to the right pane by clicking the right arrow.



4. Click on the **next patient appointment**, select the appropriate **letter** and move this across to the right pane by clicking the **right arrow**. When all patient letters are actioned, click **OK**.

All letters will now print to the corresponding printer as per your selection. The records will each have an audit entry when viewing the **appointment history view** tab (under **contact**).