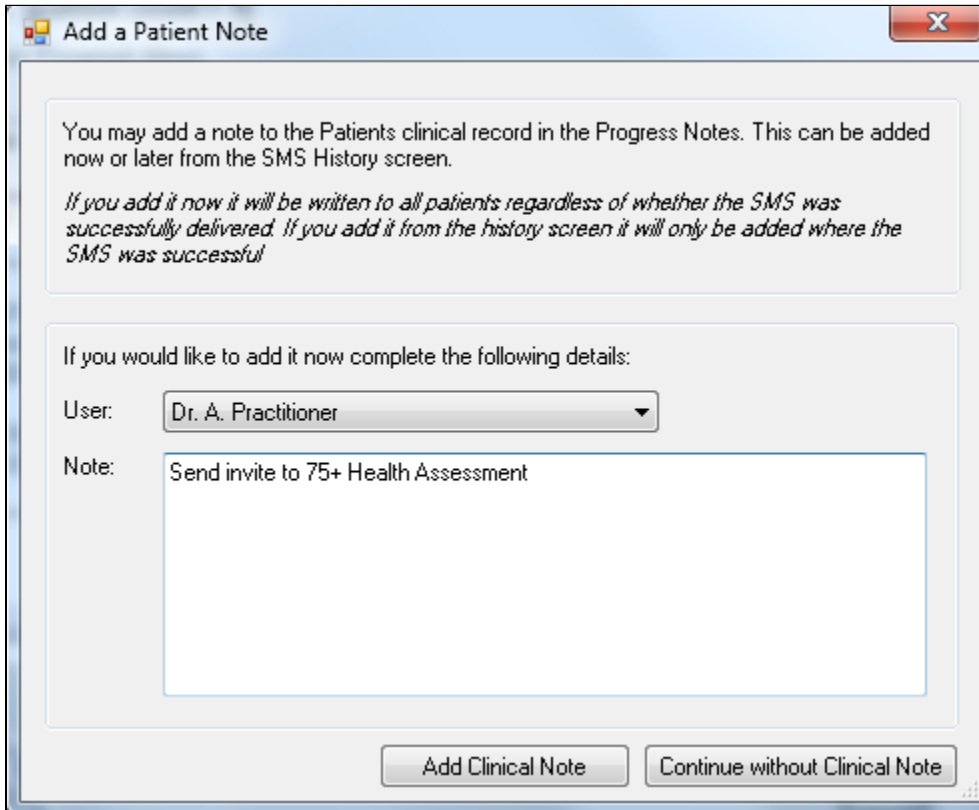


# Recall CAT - Recording Recall for BP Users

Sending a recall note via SMS or Voice Message can be recorded in your patient notes.

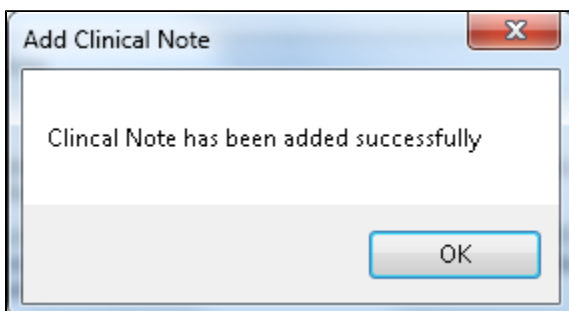
Please note that this functionality is currently only available for Best Practice users!

There is no extra configuration required, once you send a SMS or Voice Message recall CAT4 will prompt you to record the recall in the patient notes:



The screenshot shows a dialog box titled "Add a Patient Note". Inside, there is a text area with the following text: "You may add a note to the Patients clinical record in the Progress Notes. This can be added now or later from the SMS History screen. *If you add it now it will be written to all patients regardless of whether the SMS was successfully delivered. If you add it from the history screen it will only be added where the SMS was successful*". Below this, it says "If you would like to add it now complete the following details:". There is a "User:" label followed by a dropdown menu showing "Dr. A. Practitioner". Below that is a "Note:" label followed by a text input field containing "Send invite to 75+ Health Assessment". At the bottom, there are two buttons: "Add Clinical Note" and "Continue without Clinical Note".

You can choose the User details from the drop down box and you can enter the appropriate text/note to indicate the reason for the recall. After clicking on "Add Clinical Note" you will see a success message:



The screenshot shows a dialog box titled "Add Clinical Note". Inside, there is a text area with the message "Clinical Note has been added successfully". At the bottom, there is an "OK" button.

No patient needs to be open in BP for this functionality and all patients receiving the SMS/Voice Message will have the same note added to their record. Make sure you untick the 'Hide non visits' option in your Past History view as the recall will be saved as a non visit:

| Date       | Doctor              | Reason                                  | Visit type | Start    | Duration | Review date | Recorded by         | Date recorded |
|------------|---------------------|---|------------|----------|----------|-------------|---------------------|---------------|
| 05/03/1999 | DR. A. PRACTITIONER |   | Surgery    | 5:48 pm  | 4m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 09/03/1999 | DR. A. PRACTITIONER |   | Surgery    | 4:34 pm  | 3m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 22/05/1999 | DR. A. PRACTITIONER |   | Surgery    | 3:43 pm  | 3m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 12/09/1999 | DR. A. PRACTITIONER | MIGRAINE                                | Surgery    | 6:45 am  | 5m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 13/09/1999 | DR. A. PRACTITIONER |   | Surgery    | 1:52 pm  | 1m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 21/09/1999 | DR. A. PRACTITIONER |   | Surgery    | 6:43 pm  | 4m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 28/10/1999 | DR. A. PRACTITIONER |   | Surgery    | 2:15 pm  | 1h 15m   | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 06/11/1999 | DR. A. PRACTITIONER |   | Surgery    | 12:33 pm | 37m      | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 09/11/1999 | DR. A. PRACTITIONER |   | Surgery    | 1:32 pm  | 4m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 07/12/1999 | DR. A. PRACTITIONER |   | Surgery    | 5:41 pm  | 0m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 04/02/2000 | DR. A. PRACTITIONER |   | Surgery    | 11:57 am | 42m      | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 04/02/2000 | DR. A. PRACTITIONER | Pain - arm                              | Surgery    | 5:30 pm  | 2m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 05/02/2000 | DR. A. PRACTITIONER | Pain - arm                              | Surgery    | 9:03 am  | 20m      | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 05/02/2000 | DR. A. PRACTITIONER |   | Surgery    | 11:52 am | 1h 31m   | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 13/02/2000 | DR. A. PRACTITIONER |   | Surgery    | 4:35 pm  | 1m       | 01/01/1800  | Dr. A. Practitioner | 09/03/2004    |
| 16/02/2012 | Dr. A. Practitioner |   | Surgery    | 8:53 am  | 57m      | //          | Dr. A. Practitioner | 16/02/2012    |
| 29/10/2014 | Dr. A. Practitioner | GPMP (721) & TCA (723) - completed in s | Surgery    | 3:03 pm  | 6m       | //          | Dr. A. Practitioner | 29/10/2014    |
| 27/01/2015 | Dr. A. Practitioner |   | Surgery    | 3:14 pm  | 3m       | //          | Dr. A. Practitioner | 27/01/2015    |
| 17/03/2015 | Dr. A. Practitioner |   | Surgery    | 1:11 pm  | 34m      | //          | Dr. A. Practitioner | 17/03/2015    |
| 15/04/2015 | Dr. A. Practitioner |   | Surgery    | 12:26 pm | 22m      | //          | Dr. A. Practitioner | 15/04/2015    |
| 29/04/2015 | Dr. A. Practitioner |   | Surgery    | 3:13 pm  | 1m       | //          | Dr. A. Practitioner | 29/04/2015    |
| 25/06/2015 | Dr. A. Practitioner |   | Surgery    | 10:54 am | 2h 16m   | //          | Dr. A. Practitioner | 25/06/2015    |
| 06/08/2015 | Dr. A. Practitioner | anxiety                                 | Surgery    | 9:53 am  | 1h 47m   | //          | Dr. A. Practitioner | 06/08/2015    |
| 03/09/2015 | Dr. A. Practitioner |   | Surgery    | 9:33 am  | 3h 22m   | //          | Dr. A. Practitioner | 03/09/2015    |
| 12/11/2015 | Dr. A. Practitioner | Diabetes Mellitus, Type 2               | Surgery    | 11:25 am | 8m       | //          | Dr. A. Practitioner | 12/11/2015    |
| 11/04/2017 | Dr. A. Practitioner | Diabetes review                         | Surgery    | 2:26 pm  | 55m      | //          | Dr. A. Practitioner | 11/04/2017    |
| 02/10/2017 | Dr. A. Practitioner | GP Management Plan                      | Surgery    | 9:27 am  | 22m      | //          | Dr. A. Practitioner | 02/10/2017    |
| 15/02/2018 | Dr. A. Practitioner |   | Surgery    | 2:35 pm  | 0m       | //          | Dr. A. Practitioner | 15/02/2018    |
| 26/02/2018 | Dr. A. Practitioner | CAT4 SMS Recall sent 26/02/2018 10:04   | Non visit  | 10:05 am | 0m       | //          | Dr. A. Practitioner | 26/02/2018    |

The note will show the text entered earlier along with the time and user selected:

|                                      |                     |             |           |  |            |        |              |
|--------------------------------------|---------------------|-------------|-----------|--|------------|--------|--------------|
| Amend                                | View                | Delete      | Print     | Today                                    | < Previous | Next > | Back to list |
| Seen by:                             | Dr. A. Practitioner | Visit type: | Non visit | Reason for visit                         |            |        |              |
| Visit date:                          | Monday 26/02/2018   | Visit time: | 10:05:01  | CAT4 SMS Recall sent 26/02/2018 10:04 AM |            |        |              |
| Send invite to 75+ Health Assessment |                     |             |           |  |            |        |              |