

Summary View & Outbox

Last Modified on 03/07/2023 10:10 am AEST

Use the **Referrals** tab in **Summary Views** to review or update a patient's referrals, and the Outbox Viewer to see and review all of your outgoing messages.

Summary Views

When you open a patient in clinical, Summary Views will appear on the lower left. You do not need to start an encounter. The Referrals Summary View shows referrals grouped into Pathology, Radiology and Letter.

Referral Status

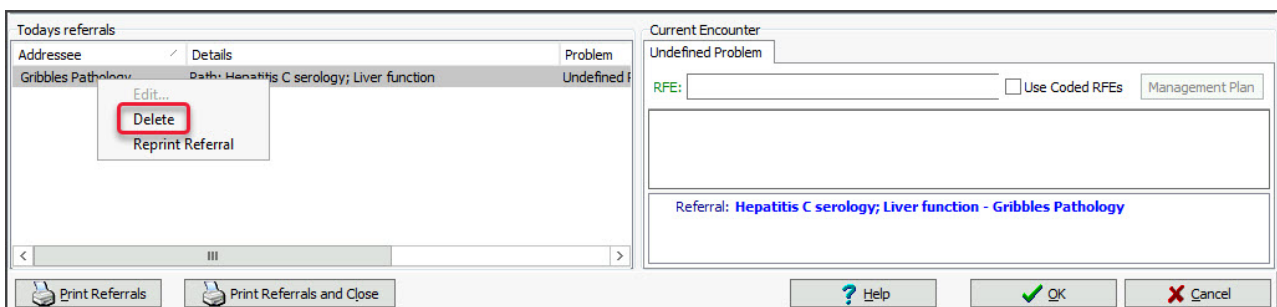
The status of each referral is indicated as follows: **Red** icon= Open referral | **Green** icon = closed referral.

Right-click options

- Right-clicking a **Letter** gives you the options: **View**, **Edit**, **Delete**, **Change Referral Status** or **Reprint Referral Request**.
- Right-clicking a **Pathology** or **Radiology** referral gives you the options: **Change Referral Status** or **Reprint Referral Request**.

Deleting a Pathology or Radiology referral

You can delete pathology and radiology referrals within the Referrals module by opening the current encounter on the day of that encounter (up until midnight), then selecting right-click > **Delete**.



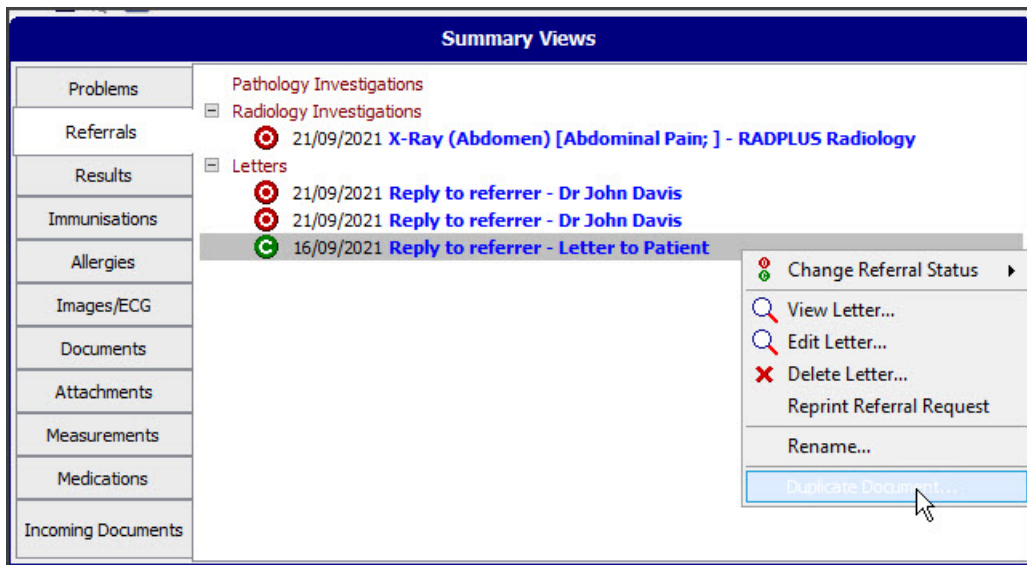
Reprint a referral

To reprint a referral:

1. Select the **Referrals** tab in Summary Views.
2. Check that the printer contains the correct paper.
3. Right-click the referral.
4. Select **Reprint Referral Request**.
5. Select the print options.

To send the referral electronically, select **Send electronically to all electronic recipients**.

- To print the referral, the **Print Document** box must be selected.
6. Select **OK** to action your selections.

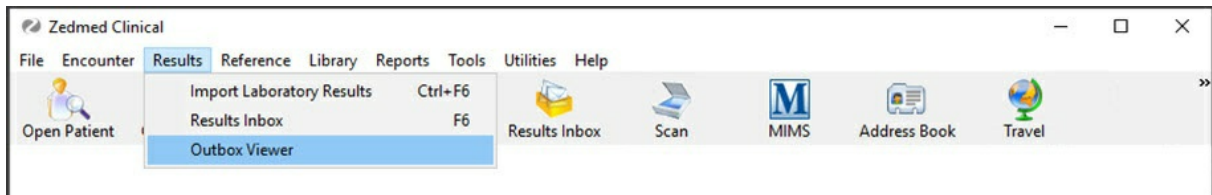


Outbox Viewer

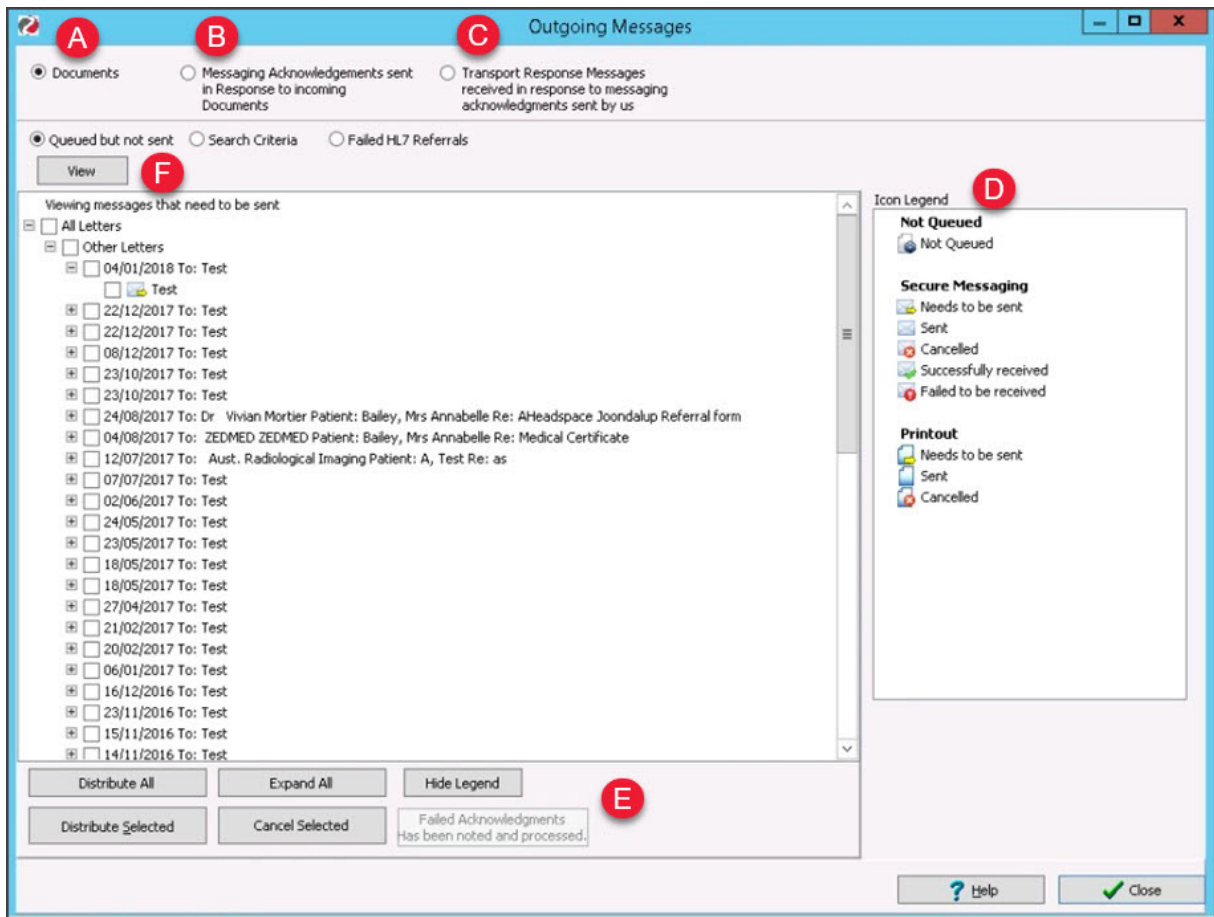
The Results Outbox Viewer makes it easy to see all of your outgoing messages and review what has been sent, queued, received successfully, canceled or failed.

To open the Outbox Viewer:

1. Select **Results** on the **Clinical Records** menu.
2. Select **Outbox Viewer**.



The **Outgoing Messages** screen will open.



The following display options are available.

A - Documents

When selected, you will see what documents have been sent or are queued to be sent.

B - Messaging Acknowledgements

Displays a log of the responses you have sent, if you have enabled response messages after receiving a letter successfully.

C - Transport Response Messages

If you have sent a response message to advise you have received a letter successfully, some providers may send a transport response message. This is to advise you that your response was received. You will find a log of these here.

D - Icon Legend

A list of the message status types.

E - Action Buttons

Use these options to **Distribute** or **Cancel** the selected messages.

F - View

This will refresh the list of messages and load the variables that you have selected.

There are 3 options available:

- a. Queued, but not sent – Shows you all Messages that have yet to be sent.
- b. Search criteria – Lets you define an addressee, Messaging Status, date and delivery method.

c. Failed HL7 Referrals – shows you messages that failed send.

The screenshot shows a window titled "Outgoing Messages" with several filter options. The "Failed HL7 Referrals" radio button is selected. Below this, the "Addresssee from Address Book" radio button is also selected. The "To" field is empty. The "Secure Messaging Status" dropdown menu is set to "Any". The "Filter by Date" checkbox is checked, with the "From" date set to "04/05/2022" and the "To" date set to "11/05/2022". The "Delivery Method" dropdown menu is also set to "Any".

Outgoing Messages

Documents Messaging Acknowledgements sent in Response to incoming Documents Transport Response Messages received in response to messaging acknowledgments sent by us

Queued but not sent Search Criteria Failed HL7 Referrals

Addressee from Address Book My Health Record

To:

Secure Messaging Status:

Filter by Date

From: To: Delivery Method: