

Clinical Letter Writer

Last Modified on 02/02/2024 2:41 pm AEDT

Write a letter that can be printed out or sent electronically to recipients who use a secure messaging service. These letters can use standard or custom **letter templates**. For referral letters, see the **Referral for specialist** article.

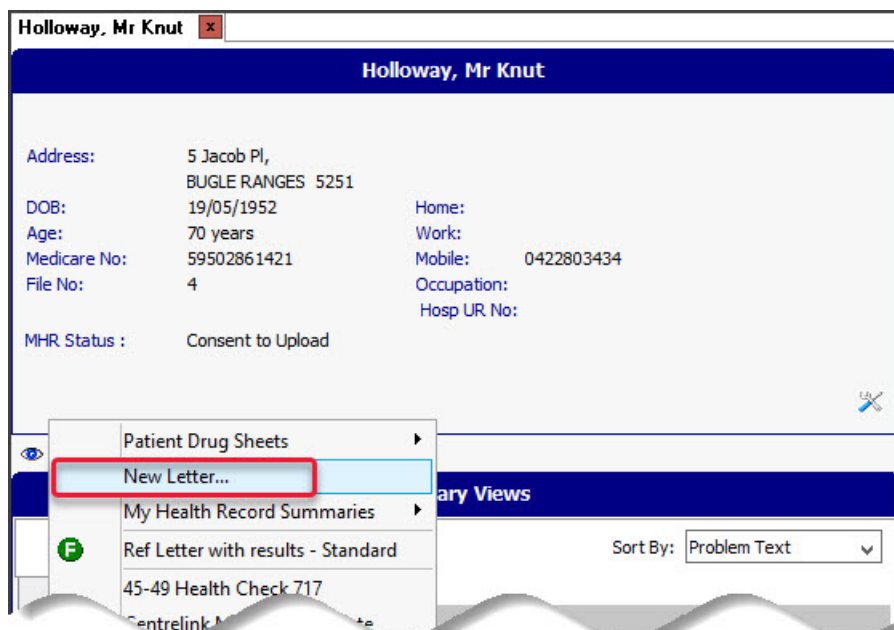
To send a letter to a patient's mobile or email, see the use **Secure Send guide** (ideal for telehealth)

Requirements for letters sent using a secure messaging service:

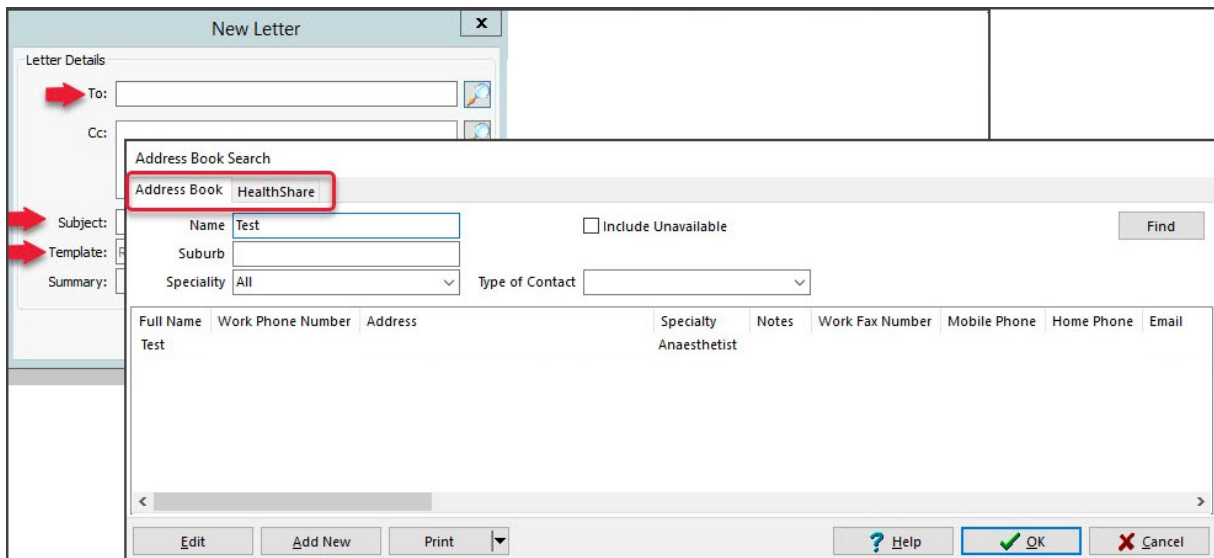
- The letter's recipients must be set up in the **Clinical Record Address Book** with the secure messaging service they use.
- Zedmed supports Argus, HealthLink, Medical Objects and Promedius secure messaging services.
- The practice distributing the letter must be set up with the same secure messaging service as the recipient.

To write a letter:

1. Select the **Quick Documents** icon above **Summary Views**.
2. Select **New Letter**.



The New Letter dialog will open.



3. Add an addressee from the practice Address Book or HealthShare. You can set your preferred default.

Address Book

Contains practice-defined addressees, which can be set up for secure messaging. To learn more, see the [Address Book guide](#).

- a) Enter the specialist's family name into the **Name** field and select **Find**.

You can view all the recipients available by selecting **Find** and leaving the **Name** field blank.

- b) Double-click on the specialist's name to add them as the Addressee.

Healthshare Directory (Zedmed v36.3.3 or later)

Printed referrals for specialists and allied health providers. For detailed instructions, see our [HealthShare guide](#).

- a) Type in the Practitioner name, Practice name or Specialty name.

- b) Select one of the results displayed to add it as an Addressee.

4. Use the **Copy To** field if you want to cc another practitioner.
5. Check the document **Template** is correct.

If the required template is not the default, select the magnifying glass to locate it.

6. Use the **Subject** field to add an internal description to the referral.

This text will not be included in the referral itself.

7. Select **OK**.

The **Letter Writer** will open with the details filled in.

8. Write your letter.

9. You can add clinical information as follows:

- a. Select **View > DataToolbar**.
- b. Locate the clinical information by expanding the categories.
- c. Select a space on the letter
- d. Double-click the information you want to add.

If the option you selected has no information, nothing will be added.

10. Add any clinical results as follows:

- a. Select **View > DataToolbar**.
- b. Expand the section called **Extra Clinical Data**.
- c. Double-click **Documents, Images or Incoming Documents**.

These contain results based on how the results were received by Zedmed.

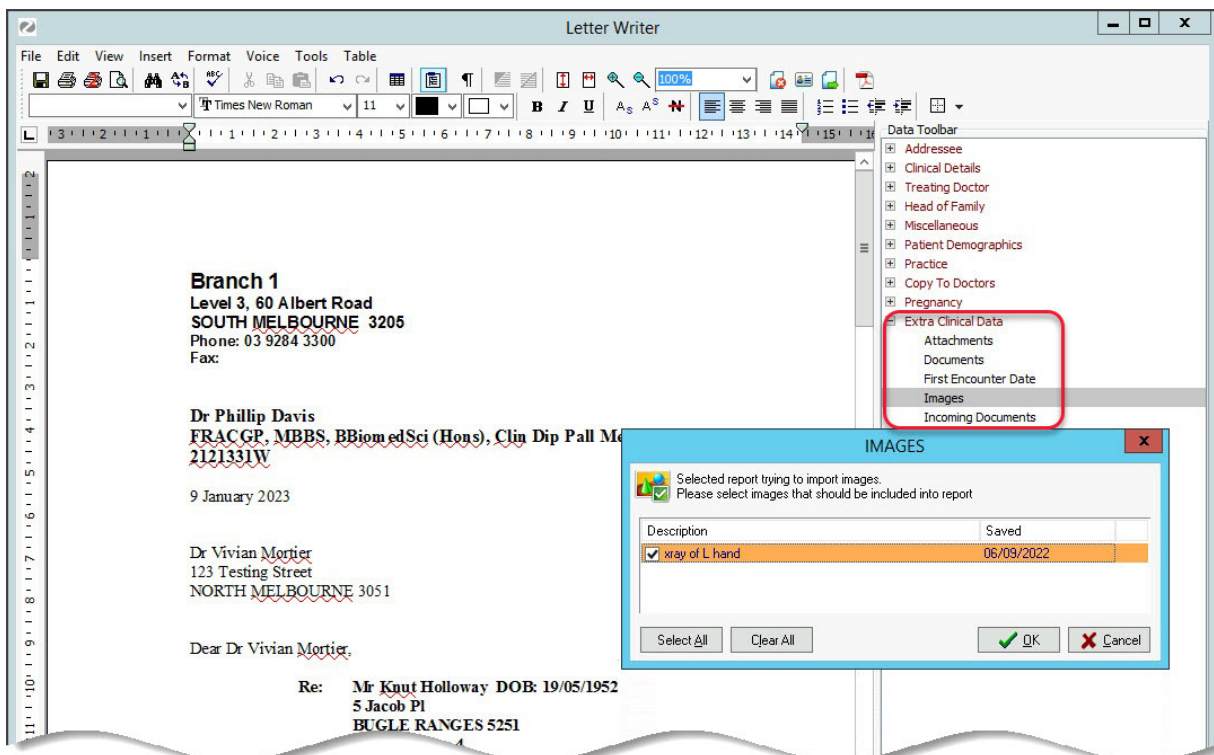
- d. Select the result you want to attach.
- e. Click **OK** and the selected item will be attached to the letter.

11. Other options for the letter:

Auto Text can be selected from the **Tools** menu and allows you to add pre-written text to the letter.

The **PDF icon** on the top right will export the letter as a PDF.

A **Filter field** above the Data Toolbar in Zedmed v36.3.3 filters the displayed categories to those that match the typed text.



12. You can now print the letter or send it electronically.

To print the letter:

- a) Check the printer contains the correct paper.
- b) Select **File > Print**.
- c) Select **Close**.
- d) You will be prompted to save the letter.

The letter will be saved in **Summary View > Documents > Letters**.

To send the letter electronically:

- a) Select **File > Distribute**.
- b) Select **Yes** when prompted to save the document.
- c) Check that **Send electronically to all electronic recipients** is selected.

d) Select **OK**.

The letter will be sent and you can use the **Outbox Viewer** to see your sent messages.

The screenshot shows a word processing application window with a letter template. The letter content is as follows:

Branch 1
Level 3, 60 Albert Road
SOUTH MELBOURNE 3205
Phone: 03 9284 3300
Fax:

Dr Phillip Davis
FRACGP, MBBS, BBiom edSci (H
2121331W

9 January 2023

Assistant Physician
123 Testing Street
WEST MELBOURNE 3003

Dear Assistant Physician,

Re: Mr Knut Holloway DOB: 19/05/1952
5 Jacob Pl
BUGLE RANGES 5251
My record no.: 4

Thank you for seeing Knut, aged 70 yrs, for opinion and management.

Presenting Problem:

The 'Print/Send' dialog box is open, with the following options:

- Interim Print (does not change the queue)
- Add to distribution queue if not already queued
- Add to distribution queue, even if sent previously
- Distribute Now**
 - Send electronically to all electronic recipients
- Print Document
 - Document printing preferences
 - Print one copy if there is a paper recipient
 - Print one copy
 - Print a copy for each paper recipient
 - Print a copy for each recipient
- Print Envelopes
 - Envelope printing preferences
 - Print an envelope for each paper recipient
 - Print an envelope for primary recipient only
 - Print an envelope for CC recipients only
 - Print an envelope for every recipient
- Print envelopes without tracking

Buttons: OK, Cancel, Help