

Correspondence log

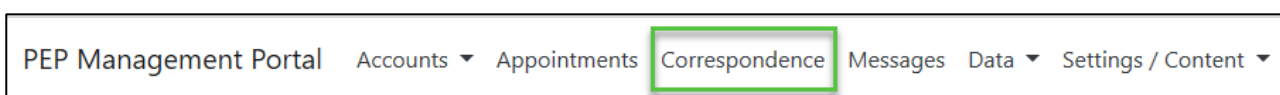
Scenario

This guide gives an overview of the Correspondence section within the Management Portal for My GNCR. How to use the Filter functionality is also included.

Global Admin/User can see all correspondence. Organisation Admin/User can see all correspondence for their organisation. Department Admin/User can see all correspondence for their department.

Correspondence

1. Select the '**Correspondence**' menu



2. Correspondence will display:

Originator Ref	NHS Number	Category	Date ^	Status	Speciality Code	Acknowledgement	Asset
<input type="checkbox"/> ENIGMACOR800	9692236455	Advice letter	3/26/2021 10:21:43 AM	New	Urology	Patient has not Accessed	View - Download

Callouts:

- Correspondence details from the source system (points to the first three columns)
- Acknowledgment - has the patient accessed the document (points to the Acknowledgement column)
- View or download the item (points to the Asset column)
- Click here to view further information (points to the View link)

3. The following will display in the **Status** column:

- New – New item not yet accessed
- Accessed – Item has been accessed by the patient
- Updated – Item has been updated by the provider
- Retracted – Item has been withdrawn by the provider

4. The following will display in the **Acknowledgement** column:

- Patient has not accessed – the patient has not accessed the item
- Accessed – the patient has accessed the item

5. **Asset** column:

- Select 'View' to view the document
- Select 'Download' to download the document

6. Click **'View'** at the end of the line to view further details about the correspondence item:

Originator Ref	NUTH-DOCS-215612071_c061c9db-2a5b-4e08-a698-e646e32c3925
Date	01/04/2021 09:17:48
Updated Date	01/04/2021 09:17:48
Patient	
NhsNumber	9993147974
DateOfBirth	11/02/1964 00:00
Category	Outpatient Discharge
Department	Urology
Acknowledgement Status	Patient has not Accessed
Status	Updated
Alert Setting	Normal
Restore Status	None
Snomed Codes	
Contact Number	07
Reason For Change	
Document	View NUTHCI.pdf - Download NUTHCI.pdf
Appointment	

Patient details

Indicates if the document has been restored by the user after passing the removal period

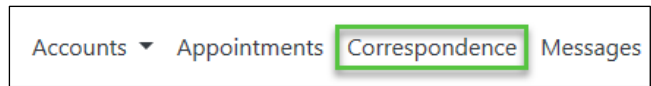
If document has been changed in the source system the reason will display here

If document can be viewed or downloaded

If an appointment is linked to this document it will display here

Filter Correspondence Log

1. Select the 'Correspondence' menu
2. Select 'Filters'



3. Set the desired filter criteria and click 'Filter'.

4. Results which meet the selected criteria will display at the bottom of the screen:

Originator Ref	NHS Number	Category	Date	Status	Speciality Code	Acknowledgement	Asset
<input type="checkbox"/> ENIGMACORR6	9658218881	Discharg Summary	3/12/2020 12:43:09 PM	Accessed	General Surgery	Accessed	No File Found View