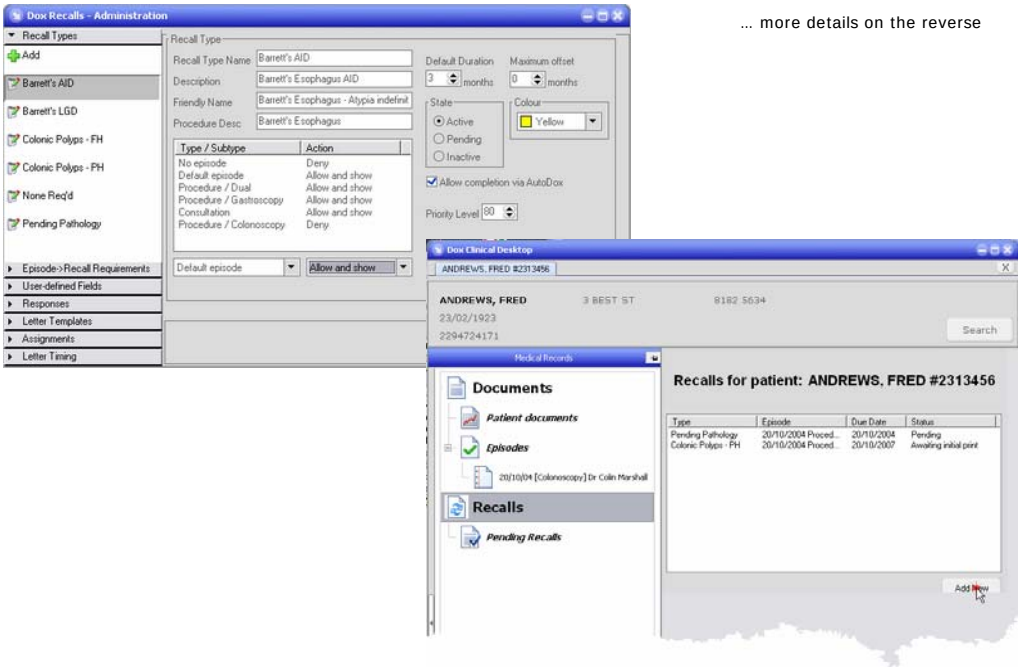
Dox Recalls Manager

A component of Dox Automation

Medical Records & Workflow Automation

Management of Patient Recalls is a complex process requiring discipline at all stages. Without effective automation, the process can easily fail, with severe medico-legal consequences, as well as being very inefficient.

Dox Recalls Manager provides safeguards and automation at every stage of the process. The system ensures that patients needing a recall are not overlooked, and that managed communications and correspondence with both patient and referring doctor are automatically generated and meet medico-legal requirements.



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DocSys Pty Ltd

P.O. Box 501
Carina,Qld, 4152
Australia

Phone: 0412 200 771
Fax: 07 3843 2572
eMail: dox@docsys.com.au

Dox Recalls Manager

Dox Recalls Manager is one of the companion modules of the Dox Medical Records and Workflow Automation suite of software. The core modules are AutoDox (automatic generation of barcode identified documents), Doctor's Desktop (one place to review and print all records), ScanDox (scanning of paper based records), and Dox itself, the central administration and reporting component. The key elements of the system are described below.

Never miss a Recall

In the system's setup, you will have nominated those types of episodes that are candidates for the patient to receive a future recall for follow-up care. Doctors are then allowed a period of grace in which to either enter a recall, or indicate that further time is needed to form an opinion (such as waiting for diagnostic results), or instruct the system that no recall is required. Once that period of grace, or its extension, has lapsed, any candidate episode that has not had its recall status determined is highlighted in administration reports and in the companion Doctor's Desktop module.

The progress of an Episode of Care's Recall

Dox Recalls is advised by the AutoDox module that a qualifying event such as a procedure or consultation has occurred. The system will then create a pending recall entry in the database. This may seem strange as not all patients will need a recall but the various types of recall status will cater for all circumstances as recalls can have a status of **Active**, **Pending,** or **Inactive**.

An **Active Recall** has specific parameters covering the time to elapse before recalling the patient, the specific letter to be sent to the patient (and optionally also to the patient's referring doctor) and may also carry additional data in user-defined fields that add extra information to the recall record.

An **Inactive Recall** is one where there is no need to recall the patient or where a previously active recall has been changed to being inactive due to external circumstances. Common examples include No Recall Required, Demise of Patient, Patient in another's care, Patient has relocated, etc.

A **Pending Recall** is one where the system is waiting for the recall to have its status changed to either be one of the many types of Active Recall or to be cancelled and made an Inactive Recall. A common example would be 'Waiting for Pathology'

The database faithfully records all steps of the progress of each episode / recall.

Customising Recalls

Each patient recall can be managed using the standard parameters associated with each recall type; however, the overall utility of the system can be enhanced with User Defined Fields. These fields can provide additional information for the benefit of the clinician when reviewing a patient recall and can be used to automatically generate additional text in letters sent to patients and to their referring doctors.

Recalls Correspondence

Dox Recalls Manager provides for up to four rounds of correspondence with the patient and optionally with the referring doctor. They are all customisable both as global settings and as doctor-by-doctor overrides of the global settings. Typically there is letter to the patient immediately after entry of the recall and optionally also to the referring doctor. That is automatically followed at the due time of the recall by up to three attempts advising the patient to make an appointment for the follow-up care. Each of those rounds of correspondence can optionally include the referring doctor.

Dox Recalls Manager provides an extraordinary degree of automation and discipline with little effort required either by the clinician or by administrative staff. With automatic processes and faithful recording for all stages of the process from primary episode to follow-up episode, Dox Recalls Manager offers significant benefits of medico-legal certainty and administrative efficiency.