

Frequently Asked Questions Medtech32

Version 22.12 - Build 5696
(March 2018)

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FAQs for National Immunisation Schedule Feature - addition of new Zoster Vaccine

- Q: When does the MOH funding for the Zoster Vaccine begin?**
A: 1st April 2018.
- Q: I've got a patient who's older than 65. Can I give them the funded Zoster Vaccine?**
A: Yes, up until 31 March 2020. A 'catch-up' programme will run for the first two years. During this period, the Zoster vaccine (Zostavax) will be funded for people between the ages of 65 to 80 years inclusive.
Note: From 1 April 2020, only people that are 65 will be eligible.
- Q: Can a patient who isn't in the funded age range receive the Zoster Vaccines?**
A: Yes. A new, **non-funded** Zoster Vaccine, 'Zoster No Claims', is available via the **Single Syringe** icon on the 'Immunisation Schedule' tab and the 'All Immunisations' tab.

FAQs for Other Enhancements

4. **Q: I want to include the information I've been putting in the 'Notes' field on the Next of Kin/Employer tab in the Patient Register, in an outbox document template. Can I do this?**

A: Yes. There's a new Merge Symbol called 'Note for Next of Kins/Employer (PAT_NOK_NOTES)' has been included under 'Patient Keywords (PAT)' group.

5. **Q: I've printed the Provider Inbox Report / Patient Inbox Report and have found the 'Comment' for a message is included now, when it didn't used to be. Why is this?**

A: This enhancement has been done to ensure important comments are not missed when a provider reads the report, including actions identified, or critical notes for lab results.

6. **Q: I'm using SMS. Can I create a Query on SMS?**

A: Yes. In Query Builder, under 'Patient', there are four new fields: SMS Inbox; SMS Outbox; No SMS Inbox; No SMS Outbox. These can be used to create queries focused on the SMS which have been sent out to patients and received from patients.

7. **Q: My patient's are checking in for via the Kiosk for appointments a lot later in the day. Can I make sure they can only check in for ones in the next 2 hours?**

A: Yes. In the Kiosk Configuration screen (Setup ► Kiosk Configuration) you can now set an 'Early Check-In' parameter, limiting how early a patient can check in for an appointment. This can be set to anywhere between 1- 12 hrs.

8. **Q: I used to get a notification whenever a patient changed their details via the Kiosk. Why isn't this happening anymore?**

A: Setting which staff members get this notification has been enhanced to be more controllable by the Practice Manager. If someone should be receiving this notification, go to Kiosk Configuration (Setup ► Kiosk Configuration ► Staff tab) and tick that staff member.

9. **Q: Can I run a report / do a query to find out about how many of my patients have registered for MMH?**

A: Yes. Three new fields have been included in Query Builder under the Patient Section: MMH Patient (is one); MMH Registration Status; MMH Registration Status Description. These fields can assist in querying patients that are registered for MMH. Other Enhancements

10. **Q: On the 'Update NHI' screen (NES), I'm trying to click on the icon to check the address (eSam icon) but it's greyed out. What's happened?**

A: If the eSam icon is **GREY** , then the address has already been validated so you don't need to validate it again. You only need to validate it if the icon is **RED** .

11. **Q: How can I automatically make the patient in the Appointment Pad the active patient?**

A: As with Appointment Book, now you can configure a location so that a patient will be activated from Appointment Pad. Do this by checking the 'Active Patient Appointment Book' option in the Location setup (Setup ► Location ► Location Settings ► 'Forms/Form Nos' tab).

12. **Q: Where's the 'Work and Income Certificate' (ConnectedCare) gone?**

A: This has been deprecated. It's recommended that you use the electronic submission of WINZ form through HealthLink Online Forms going forward. This means GP practices can submit these medical certificates electronically rather than printing and signing them.