Frequently Asked Questions
Medtech32

Version 22.14 - Build 5731
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Contents

FAQs for Enhancements

1. **Q: I want to include my patient provider's lab numbers on a document template. Can I do this?**
   A: Yes. There are new Merge Symbols called 'Patient Provider Lab Number (PAT_PROV_LABNO)' and 'Patient Provider Lab Test Number (PAT_PROV_LABTSTNO)' which have been included under 'Patient Keywords (PAT)' group.

2. **Q: I've sent a GP2GP message to a practice and they have rung to tell me that I have overwritten the patients new Next of Kin details. How can I stop this happening?**
   A: The GP2GP Patient Record Export screen will now unselect the Export Next of Kin option by default so that you do not send Historic Next of Kin information by mistake. If you want to send the Next of Kin details, check the Export option in the Next of Kin tab.

3. **Q: A practice has sent me a GP2GP file that includes details of the patient's Next of Kin. I do not want to overwrite the details we have already captured. Can I stop the import of the Next of Kin information?**
   A: The GP2GP Patient Record Import screen will now unselect the Import Next of Kin option by default so that you do not import Historic Next of Kin information by mistake. If you want to import the Next of Kin details, check the Import option in the Next of Kin tab.

4. **Q: Whenever we use the Consultation Management module to send notes to a patient's GP they come up in their Inbox with the subject 'Consult Notes'. Can I change this to something that makes more sense?**
   A: Yes. When the 'Use the Document name as the subject' checkbox is selected in the Clinical tab of the Location setup screen, the name (not including the code or file format) of the outbox document template set within the 'Document' field will be used as the subject of all consults sent via the Consult Management module.

5. **Q: I would like the GP's in our practice to be alerted when they are filing abnormal inbox results to ensure that they are not filing them by mistake without action. Is there are setting to enable this?**
   A: Yes. There is an option 'Prompt when filing an abnormal inbox record' in the 'Options' section of the 'Provider Messages' tab in the staff setup. If this option is checked, then Medtech32 will auto-prompt the user for confirmation when selecting to file an Abnormal Inbox record. This has been provided to specifically alert the user that they are filing an abnormal result for patient safety.