# Patients living with hepatitis C Suggested Recall Protocol using Best Practice (BP) program

This guide is to help identify and recall patients with hepatitis C so they can be offered treatment. It is envisaged the practice nursing or administration team will carry out the non-clinical aspects of this process.

The suggested protocol consists of five steps that can be varied or modified in line with the practice preferences and existing processes. The steps are:

- I Create a new reminder reason.
- 2 Search for eligible patients.
- 3 Create reminders for the identified patients.
- 4 Retrieve reminders.
- 5 Consult with patient and complete reminders.

#### I Create a new reminder reason

From the menu in the main BP screen select Setup ... Configuration ... Reminders and click Add

Configuration		🗶 Reminder reason
General Results import	Reminder reason       Ad         12mth Immunisation       Ed         2mth Immunisation       Ed         4-5y Immunisation       Remin         4mth Immunisation       Clear         4mth Immunisation       Clear         Additional action       Addition         Addition       Clear         Additional action       Clear         Fields to be printed on Reminder list:       Clear	dd Reason: Hep C Treatment monitor nove Default interval: 1 C Weeks © Months C Years Save Cancel
Database Lists	Name     Size (mm)     ▲       Name     50       Reason     40       Date Due     20       Doctor     45       Phone     25	dd dfy dfy dete
Reminders Care plans	Send as: Mail merge  Check 'Mark as sent' box as default Default reminder list interval: 1 week Display Actions/Reminders less than 6 months old	
E-mail	Save	Qancel

In the Reminder Reason dialogue box, select a one month Default Interval, Click Save.



# 2 Search for eligible patients

From the menu in the main Best Practice screen, select Utilities ... Search.

<u>&amp;</u> 🔒 🤅							
Setup search:	Demographics Drugs	Conditions	<u>V</u> isits	Immunisations	Cervical screening	Observations	Family/Social
SQL Query:	SELECT *				*	Run query	
	WHERE StatusText = 'Active'					Load query	
	ONDER BI sumame, firstname				1	Save query	
					~	New query	
	Include inactive patients	Include deceas	ed patients				

Click on the Demographics button

Complete the screen as shown

Click Add then OK.

Back at the main screen Click on the Conditions button.

		* 18	
Title	>=		
Firstname	<=	14/05/2018	
Sumame	<		*
Middle name		1	_
Preferred name			
Age			
Date of Birth		w.	
Address			
City			
Postcode	-		
B CIAU		L	
			1
Condition			
Condition DOB < DateAdd(Year,	-18, GetDate())		
Condition DOB < DateAdd(Year,	-18, GetDate())		
Condition DOB < DateAdd(Year,	-18, GetDate())		
Condition DOB < DateAdd(Year,	-18, GetDate())		
Condition DOB < DateAdd(Year,	-18, GetDate())		

Complete the screen as shown.

What we are doing here is telling BP to search both the patient's past medical history and also the stated *Reason for Visit* field, to allow for items that were mistakenly not saved to the *Past history*.

We are searching for all Hepatitis C related Items. Accomplish this by initially selecting Hepatitis C with the *Past history* button checked and clicking on *Add*.

Now select the OR button and select the other Hep C related issues, first under Past history and then under Reason for Visit, remembering to click Add after each selection.

When you have finished, click OK.

hepatiti	
Diagnosis	Search in:
Hepatitis B	
Hepatitis B immunisation	C Past history
Hepatitis B infection	0.0
Hepatitis B, resolved	<ul> <li>Reason for visit</li> </ul>
Hepatitis C	
Hepatitis C eradicated	
Hepatitis C infection	
Hepatitis C, being treated	
Hepatitis D	
Hepatitis D infection	CAND COR CNOT
Hepatitis E	Add
Hepatitis E infection	[]     [_]     [_]     [_]     [_]     [_]     [_]
Condition	
AND Past History = Hepatitis C	
OR Past History = Hepatitis C, being treated	
OR Reason for visit = Hepatitis C	
OR Reason for visit = Hepatitis C infection	
	<u>.</u>

Your search screen should look similar to the one below.

ile <u>H</u> elp					
				1. I.	
Setup search:	Demographics Drugs Conditions	<u>V</u> isits	Immunisations	Cervical screening	Observations
GQL Query:	SELECT*				<u>R</u> un query
	WHERE StatusText = 'Active'				Load query
	AND DOB < DateAdd(Year, -18, GetDate()) AND(InternalID IN (SELECT InternalID FROM Past)	listory WHERE ItemCo	de = 1723 AND Re	cordStatus = 1)	Save query
	OR InternalID IN (SELECT InternalID FROM PastHis	tory WHERE ItemCode	e = 11926 AND Red	cordStatus = 1))	New query
	☐ Include inactive patients ☐ Include	deceased patients	9		

The previous steps will return a list of patients, 18 years or over who have a coded hepatitis C or related condition. Note that BP searches through the Patient's Past History to retrieve this information **and does not differentiate between an Active or Inactive condition**. For this reason there may be a need to examine the list in more detail before the recall flag is generated.

Click Run Query.

### 3 Create reminders for identified patients

After step two, print the list and give it to your General Practitioners (GPs) for verification. If there are patients that your GPs do not want to recall, simply do steps one and two again and delete the patients from the resulting list.

With the patient list on your screen, from the *File* menu, select *Add to Reminders* and then select the *Hep C Treatment Monitor* reason that you created at step one. The screen should look very similar to the one below.

location: Main surgery		I		E		(	⊙ Me	onths ears	
eminder reason:		F	Remind	er da	te:	14/0	6/20	18	•
Reason	Default interval	] [			.hu	ne 20	118		
Breast check	1 year		Mon	Tue	Wed	Thu	Eni	Sət	Sup
Care plan	1 year		28	29	30	31	1	2	301
Cervical Screening	5 years	1	4	5	6	7	8	9	10
Cholesterol check	1 year		11	12	13	14	15	16	17
Colonoscopy	1 year		18	19	20	21	22	23	24
Diabetes review	1 year		25	26	27	28	29	30	1
DVA review	1 year	1	2	3	4	5	6	7	8
Faecal Occult Blood	1 year				Too	lay:	14/0	5/20	18
Full medical	1 year								
Health assessment	1 year	🗖 Autor	matical	ly upo	late th	is rem	inder	when	sent to pa
Hep C Treatment Monitor	1 month	- N. N. S		1			_		
HPV Immunisation 2	2 months	Update i	nterval	8 L		1	w 🔊	'eeks	
						1	С М	onths	
							O Ye	ears	

You have now created a *Reminder* for the listed patients. If there is likely to be a significant time delay between creating these reminders and contacting the patients, you should advise any other practice staff involved in the Recall/Reminder process to exclude these reminders from their usual follow-up activities.

#### 4 Retrieve reminders

The reminder at the previous step was created with a nominal one month timeline.

Whenever the practice is ready to start contacting the patients, it will need to search the reminder database to retrieve the patient list.

From the menu in the main screen in BP, select *Clinical* ... *Reminders* and complete the parameters similar to the illustration below.

As you will have created a dedicated Reminder reason for this exercise, it should be very easy to retrieve the patient list in preparation for recall purposes.

elect reasons:	Select users:
Reason	User
BP Check Breast Examination Care plan Check Elec Cholesterol check Cholesterol Review Clean Toe Nails	<ul> <li>Not specified</li> <li>Dr I. Cure</li> <li>Dr. A. Practitioner</li> <li>Dr F. Findacure</li> <li>Dr A. Lanver</li> </ul>
Colonoscopy Diabetes review Fluvax Full Medical Check-Up Hep B Vaccination Hep Bbb Shot Hep C Treatment Monitor Hepatitis B Immunisation Immunisation	Select all     Deselect all       Location     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Constraint of the select all     Image: Constraint of the select all       Image: Conset all all all all all all all all all al
Select all Deselect all	Select all Deselect all
Due between: 14/05/2018 💌 and: 21/06/2018 💌	<ul> <li>Include overdue reminders.</li> <li>Include inactive patients</li> <li>OK</li> </ul>

Once you have generated the reminder list, you are ready to contact the patients. Click on the button at the top of the list.

Reminders		
<u>File View H</u> elp		
1		
Select patients	Remove from list	Delete reminder

You will see the following screen. Completing the screen as shown below will generate a printed list and mark all the reminders as *Sent*.

Send reminders	×
Use:	
O Mail merge	
Printed list	
C Labels	
C Save as <u>fi</u> le	
Mark as sent	
Save a copy in the patient's chart	
Add a new reminder for those marked for auto-update	
<u>S</u> end <u>C</u> ancel	

# 5 Consult with patient and complete reminder

When the patient returns to consult with the GP, the final step is for the GP to complete the reminder.

This last step is important for any reminder as it signals that the initiated process has been completed and the care has been delivered, even if part of the consultation may involve the GP creating another reminder for future treatment.

To accomplish this, the GP right-clicks on the reminder in the patient record, and then clicks on *Mark item as performed* as in the illustration below.

Туре	Due	Reason
Reminder sent	14/06/2018	Hep C Treatment Monitor Sent on 14/05/2019
Outstanding reques	ts 01/06/2017	There are 6 outstanding requests for this pal Add action
Preventive health	14/05/2018	Influenza vaccination should be considered! Add reminder
Preventive health	14/05/2018	Vaccination against shingles should be cons Mark item as performed
Preventive health	14/05/2018	Smoking cessation should be considered!
Preventive health	14/05/2018	A Diabetes Cycle of Care should be consider

Resource developed for the Department of Health and Human Services by Pracsavvy.