

Patients living with hepatitis C

Suggested Recall Protocol using Best Practice (BP) program

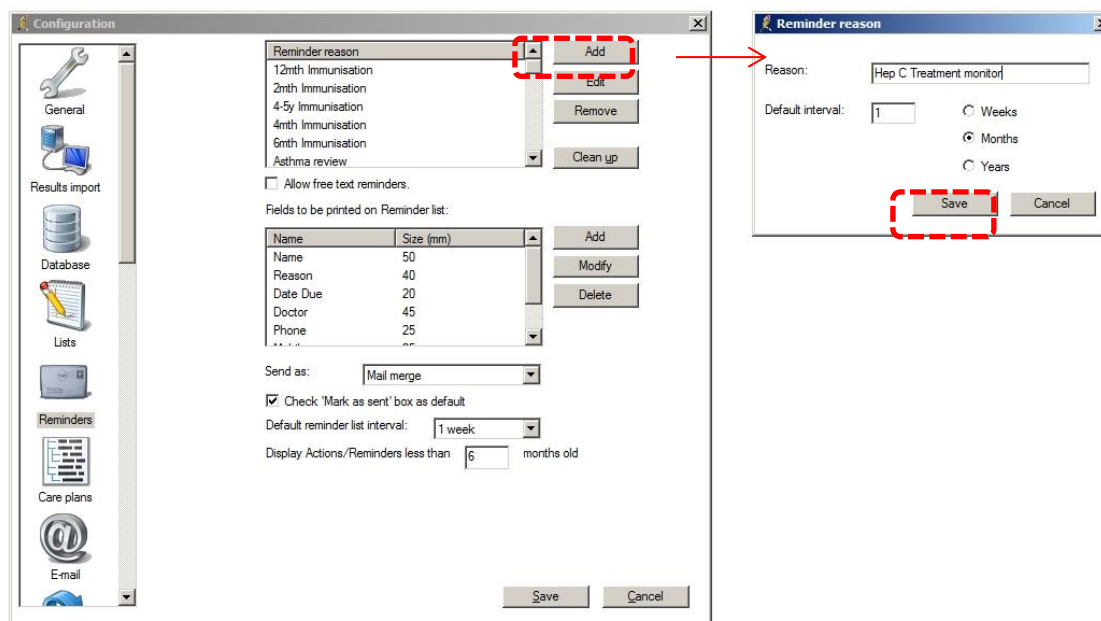
This guide is to help identify and recall patients with hepatitis C so they can be offered treatment. It is envisaged the practice nursing or administration team will carry out the non-clinical aspects of this process.

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:

- 1 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.

1 Create a new reminder reason

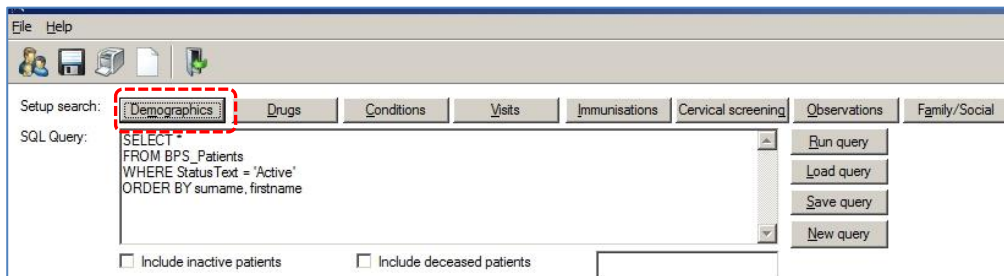
From the menu in the main BP screen select *Setup ... Configuration ... Reminders* and click *Add*



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*.

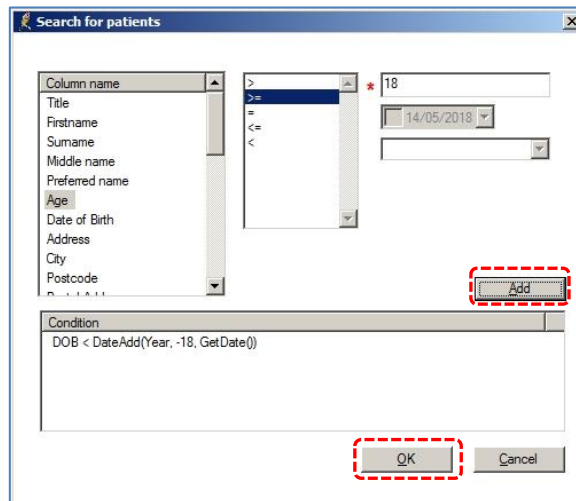


Click on the *Demographics* button

Complete the screen as shown

Click *Add* then *OK*.

Back at the main screen Click on the *Conditions* button.



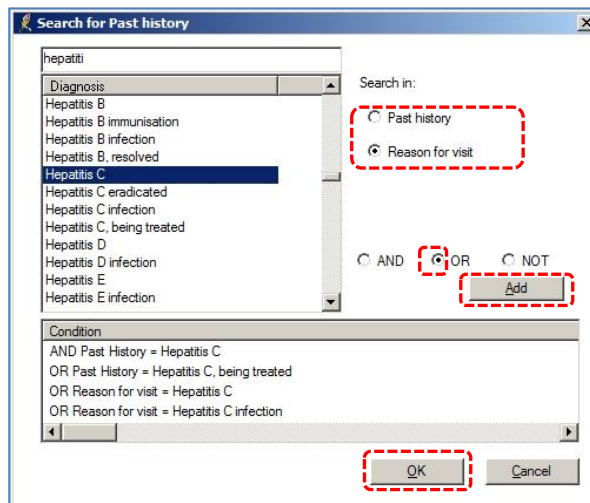
Complete the screen as shown.

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*.

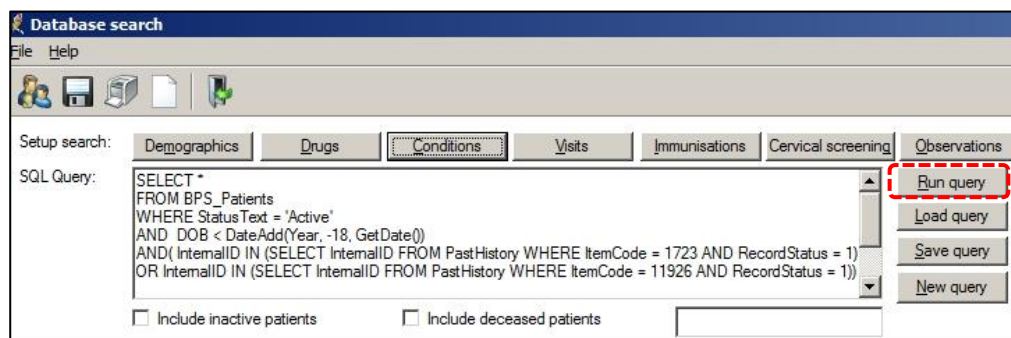
We are searching for all Hepatitis C related Items. Accomplish this by initially selecting Hepatitis C with the *Past history* button checked and clicking on *Add*.

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*.



Your search screen should look similar to the one below.



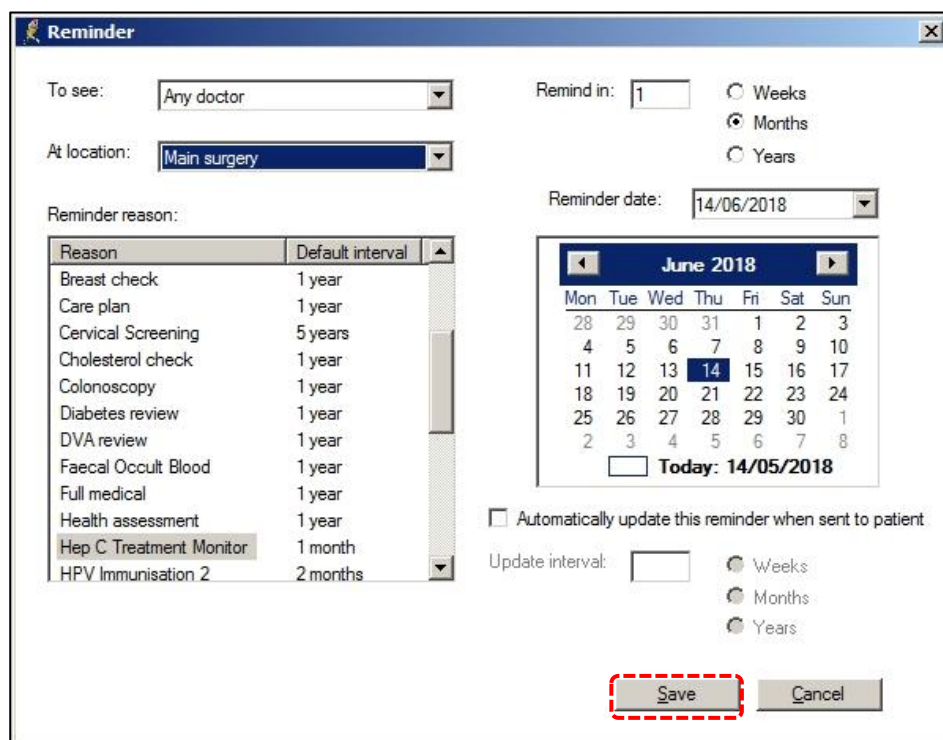
The previous steps will return a list of patients, 18 years or over who have a coded hepatitis C or related condition. Note that BP searches through the Patient's Past History to retrieve this information **and does not differentiate between an Active or Inactive condition**. For this reason there may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



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.

Select patients for reminders

Select reasons:

Reason
<input type="checkbox"/> BP Check
<input type="checkbox"/> Breast Examination
<input type="checkbox"/> Care plan
<input type="checkbox"/> Check Elec
<input type="checkbox"/> Cholesterol check
<input type="checkbox"/> Cholesterol Review
<input type="checkbox"/> Clean Toe Nails
<input type="checkbox"/> Colonoscopy
<input type="checkbox"/> Diabetes review
<input type="checkbox"/> Fluvax
<input type="checkbox"/> Full Medical Check-Up
<input type="checkbox"/> Hep B Vaccination
<input type="checkbox"/> Hep Bbb Shot
<input checked="" type="checkbox"/> Hep C Treatment Monitor
<input type="checkbox"/> Hepatitis B Immunisation
<input type="checkbox"/> Immunisation
<input type="checkbox"/> Influenza Immunisation
<input type="checkbox"/> Influenza Vaccination

Select all Deselect all

Select users:

User
<input checked="" type="checkbox"/> Not specified
<input checked="" type="checkbox"/> Dr I. Cure
<input checked="" type="checkbox"/> Dr. A. Practitioner
<input checked="" type="checkbox"/> Dr F. Findacure
<input checked="" type="checkbox"/> Dr A. Lanver

Select all Deselect all

Location

Location
<input checked="" type="checkbox"/> Not specified
<input checked="" type="checkbox"/> Default
<input checked="" type="checkbox"/> Main surgery
<input checked="" type="checkbox"/> Second location
<input checked="" type="checkbox"/> Branch surgery

Select all Deselect all

Due between: 14/05/2018
and: 21/06/2018

Include overdue reminders.
 Include inactive patients

OK Cancel

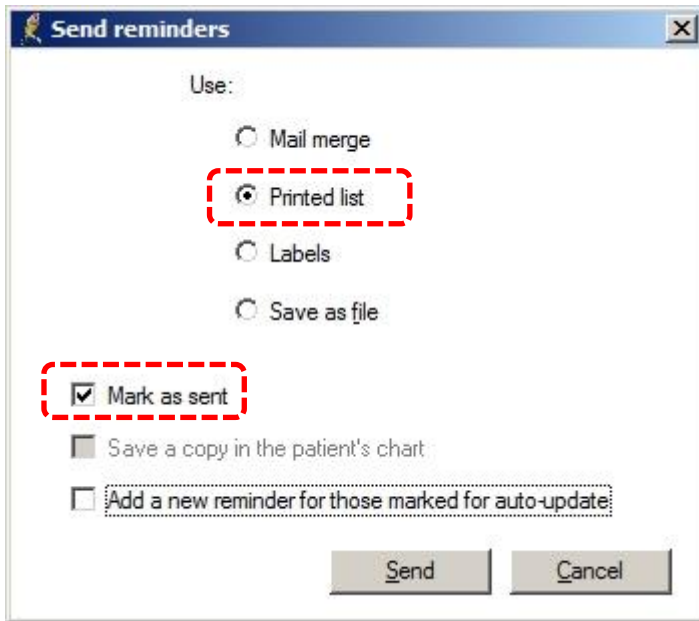
Once you have generated the reminder list, you are ready to contact the patients. Click on the button at the top of the list.

Reminders

File View Help

Select patients Remove from list Delete reminder Send reminders View appointments

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



5 Consult with patient and complete reminder

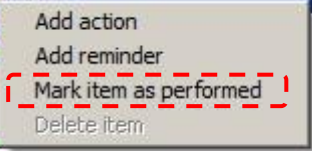
When the patient returns to consult with the GP, the final step is for the GP to complete the reminder.

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.

Notifications:

Type	Due	Reason
Reminder sent	14/06/2018	Hep C Treatment Monitor Sent on 14/05/2018
Outstanding requests	01/06/2017	There are 6 outstanding requests for this patient
Preventive health	14/05/2018	Influenza vaccination should be considered!
Preventive health	14/05/2018	Vaccination against shingles should be considered!
Preventive health	14/05/2018	Smoking cessation should be considered!
Preventive health	14/05/2018	A Diabetes Cycle of Care should be considered!



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