Patients living with hepatitis C Suggested recall protocol for using Medical Director (MD) program

This is a guide to help identify and recall hepatitis C patients 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 has five steps that can be varied or modified in line with practice preferences and existing processes. The steps are:

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

I Create a new recall reason

From the menu in the main MD screen, select Tools ... Options ... Recall and click Add



In the Add Recall Reason dialogue box, select a one month timeframe and restrict the protocol to patients of 18 years or older. Click Save.



2 Search for eligible patients.

From the menu in the main MD screen, select Search ... Patient.

In the Age section type 18 in the top box.

In the *Drug/Condition* section, select *Condition* and type or scroll until *Hepatitis* C appears highlighted in the input box. Tick the *OR* checkbox and then holding the *Ctrl* key down select all the other hepatitis C related conditions apart from 'Serology' and 'Exposure'.

Note: The above multiple criteria selection is designed to capture hepatitis C patients who may have missed being formally coded in Medical Director, but have subsequently had related items coded.

Patient Search					×
Age greater than or equal to: 18 Age less than or equal to: 0 Occupation	Gender All Not Stated Male Female Intersex/Other	Transgender	Pregnant © All C Yes C No	ATSI Not stated/inade Aboriginal Torres Strait Isla Aboriginal and T Neither Aboriginal	equately described nder orres Strait Islander al nor Torres Strait Islander
Seen By Any doctor	HEPATI Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis Hepatitis	TIS C treatment side eff C treatment side eff C treatment side eff C treatment side eff C treatment side eff D UT O Shift and clic NOT	fects - fatigue fects - headaches fects - insomnia fects - nausea k to pick multiple fo 10/05/2	018 💌	Add to search criteria
Not seen since 10/05/2018 Pack Years	All patients aged	greater than or equa	al to 18		▲ <u>Search</u> Clear

Click Add to Search Criteria

Patient Search				×
Age Age greater than or equal to: 18 Age less than or equal to: 0 Occupation	Gender All Not Stated Male Female Intersex/Other	Transgender C All C Yes C No Qther demographic c	ATSI All Not stated/in Yes Aboriginal Torres Strait Aboriginal an Neither Abori	adequately described slander d Torres Strait Islander ginal nor Torres Strait Islander
Smoker >= /day Never: Drug/Condition C Currently taking drug C Currently taking drug from class C Previous script for drug C Condition C Symptom C C	Smoked Ex-Smo	ker TTIS s C treatment adherence >14 s C treatment side effects - fa s C treatment side effects - in s C treatment side effects - in T NOT	4 doses missed stigue eadaches somnia ausea	▲ ■ Add to search criteria
Seen By Any doctor Not seen since 10/05/2018 Pack Years Custom Field 2 Custom Field 3	From All patients aged treatment or Hep adherence = <14 missed or Hepat effects - headac	10/05/2018 To greater than or equal to 18 patitis C infection or Hepatitis t doses missed or Hepatitis C itis C treatment side effects - hes or Hepatitis C treatment	10/05/2018 having (Hepatitis C or Hepatitis C serology or Hepatitis C treatment treatment adherence > 14 dose fatigue or Hepatitis C treatment side effects - insomnia or Hepat	C drug ▲ Search ent side tis C ▼ Glose

ī.

Click Search.

The previous steps will return a list of patients, 18 years or over with a coded Hepatitis C or related condition. Note MD 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.

3 Create recalls for identified patients

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

With the list on your screen, click on the Add Recall button from the bottom toolbar and select the *Hepatitis C Treatment Monitoring* recall that you created at step one.

<u>******</u> *					
Add Recal	l: Multiple Pa	tients Selecto	ed		
Assigned Dr. A. Pra	To: actitioner			•	
Recall F	Reason	ATMENT MONI	TORING	D	ue Date: 0/06/2018 💌
BLOC BREA CARE CHOL DIAB DVA FULL GARE GARE HEPA INFLL LIFE MAM	DD PRESSURE ST EXAMINA' E PLAN REVIE LESTEROL RE TES REVIEW MEDICAL CH DASIL DOSE 3 ANTIS C TRE JENZA VACCI EXTINCT CHE MOGRAPHY	E REVIEW TION W VIEW / ECK-UP ATMENT MONI NATION CK	TORING		Recall Options Return urgently Conce only Recall Recall Interval C Weeks Veeks Veers Veers
☐ Re Ad	estrict by age a	nd gender Edit Reasor	Delete F	Reason	Save

Remember to check the Once only Recall checkbox, then click Save. You will see a message asking you to confirm the recall creation for the number of patients on the list, as well as a confirmation message when the recalls have been created.

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 recalls

The recall 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 recall database to retrieve the patient list.

From the menu in the main screen in MD, select Search ... Recall and complete the parameters similar to the illustration on the next page.

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

ecall Search Criteria	X				
Recall Reasons: 1 of 23 selected	Status				
All Reasons ADVANCE CARE DIRECTIVE INVITATION BLADDER CANCER R/V BLOOD PRESSURE REVIEW CHOLESTEROL REVIEW DIABETES REVIEW DIABETES REVIEW DIABETES REVIEW	Patient Contact Attempted to contact patient at least Only show patients that have attended in response to a recall				
FULL MEDICAL CHECK-UP GARDASU-DOSE-3 HEPATITIS C TREATMENT MONITORING IMMUNISATION INFLUENZA VACCINATION LIFE EXTINCT CHECK MANMOCEDARUX	Date Range Due within 1 month Start: 10/06/2018 End: 10/06/2018 Image: Contemport				
Assigned To: All Users	Saved Searches Default Search Search Name				
☐ Show only users with active recalls	All Recalls falling Due in the next 2 weeks				
All Users Show 'Unknown' User Name Status Unknown B Nurse Active Dr. A. Practitioner Unknown Deleted	All Recalls falling Due in the next 4 weeks All Users all reasons next month				
	Load Save Rename Delete				
	Search Cancel				

Once you have generated the recall list, you have the option to print it out using the Select All and Print List buttons.

Search Reca	ills				<u>_ ×</u>
Select All Sea	arch 👻 Refresh 🛛 Add Recall	Open Patient Export Mail Merge	Print List 👻	Update Send SMS	lear Filters Reset Window Settings
Sumame	First Name	▼ 🝸 Recall Reason		🝸 Due Date 🍸 F	Preferred Conta
ANDREWS	MICHAEL	HEPATITIS C TREATMENT MO	NITORING	10/06/2018	Residential
ABBOTT	MADELINE JANE	HEPATITIS C TREATMENT MO	NITORING	10/06/2018	Residential

At the Update Recalls Dialogue box, it is important to select I do NOT wish to update.., as we want to leave the Recall in the system until the patient has attended a GP consultation. This may not be true if your practice has a specific protocol that removes recalls once a patient has been contacted. As with this entire guide, it needs to be considered along with your existing practice protocols.

Update Recalls
Recalls to update (complete)
3 Once-only recalls
0 Recurring recalls
Optional
I do NOT wish to update (complete) these recalls at this time
C I DO wish to update (complete) these recalls at this time, and
Increment recurring recalls
C Increment from today
Increment from due date
Add to Outstanding Actions list
OK Cancel

After you have contacted the patient, click on the *Recall* button in the patient record, select the *Hepatitis C Treatment Monitoring* recall and click the *Add* button on the bottom toolbar. Document the patient contact as per the illustration below.

Recall Items										
Range: All	End Dat	e: 31/12/9998	Include comple	eted and deleted re	calls					
Add Edit Updat	e Delete Print List	- Progress Note	s							
Recall Reason		Due Date 🛛 💌	Date Added	Last Action Date	Las	st Action By	Last Action	Once Only	Priority	Attende
HEPATITIS C TREATM	IENT MONITORING	14/06/2018	14/05/2018 11:23 AM	4/06/2018	Dr.	A. Practitioner	Audit	Yes		
						Add Recall Acti	ion			
							Show inacti	ve and deleted users		
						Performed By:	B Nurse		•	
						Action Taken:	Telephone Ho	me	-	
						Date Performed:	4/06/2018	•		
						Comments:				
•						Called Patient re	egarding Hep C treat	ment.		Þ
Action Taken	Date Performed	✓ Performed By	Contac	t Attempt Comr	nents				ted	Del
Audit	4/06/2018	Dr. A. Practition	er No	List p	inted.	7				
Audit	14/05/2018	B Nurse	No	New	ecall. I					
						1	_			
							Record this	as a contact attempt		
							Sav	re Cancel		
							_	_		
1										Þ
Add Edit Delete	Show Deleted Pri	nt 🕶								Close

5 Consult with patient and complete recall

When the patient returns to consult with the GP, the final step is for the GP to complete or Update the recall.

This final step is important for any recall 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 recall for future treatment.

To accomplish this, the GP clicks on the Recall button in the patient record, and then clicks on Update as in the illustration below.

Do not check Add to Outstanding Actions, unless your practice protocol requires it.

Recall Items		i.			Update Recalls	×	
Range: Due within 1 month 💌 End Date: 12/06/2018 💌 🗖 Include completed and deleted recalls					Please confirm that you wish to update (complete) the following recalls		
Add Edit Update	e 🛛 Delete 🗍 Print List 👻	Progress Notes			Recalls to update (complete)	_	
Recall Reason	and the second sec	Due Date	Date Added	Last Action Date	1 Once-only recalls		Only
HEPATITIS C TREATM	IENT MONITORING	12/06/2018	12/05/2018 1:36	12/05/2018	0 Recurring recalls		
					Optional		
					Increment recurring recalls		
•			Constant of the owner		C Increment from today		
Action Taken	Date Performed	Performed By	Contact At	tempt Comments	Increment from due date		De
Audit	12/05/2018	B Nurse	No	New recal	Add to Outstanding Actions list		
Send Letter	12/05/2018	B Nurse	No	Hep C Lett	Update Cancel		

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