

Patients living with hepatitis C

Suggested recall protocol for using Medical Director (MD) program

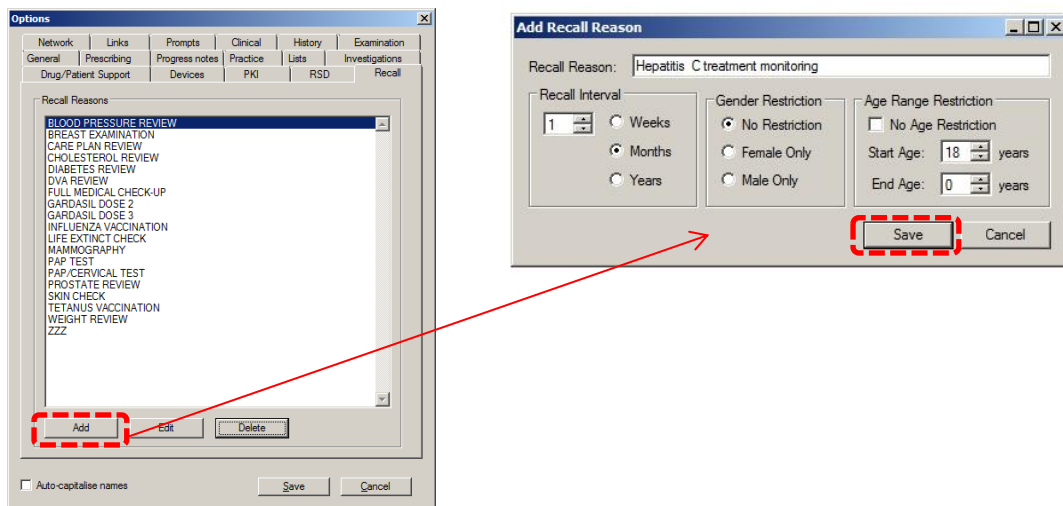
This is a guide to help identify and recall hepatitis C patients so they can be offered treatment. It is envisaged the practice nursing or administration team will carry out the non-clinical aspects of this process.

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

- 1 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.

1 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
Age greater than or equal to: 18
Age less than or equal to:

Gender
 All
 Not Stated
 Male
 Female
 Intersex/Other

Transgender
 All
 Yes
 No

Pregnant
 All
 Yes
 No

ATSI
 Not stated/inadequately described
 Aboriginal
 Torres Strait Islander
 Aboriginal and Torres Strait Islander
 Neither Aboriginal nor Torres Strait Islander

Occupation:

Smoker >= /day Never Smoked Ex-Smoker

Drug/Condition
 Currently taking drug
 Currently taking drug from class
 Previous script for drug
 Condition
 Symptom
 Sign

HEPATITIS
Hepatitis C treatment side effects - fatigue
Hepatitis C treatment side effects - headaches
Hepatitis C treatment side effects - insomnia
Hepatitis C treatment side effects - nausea
Hepatitis D
Hold Ctrl or Shift and click to pick multiple
 OR NOT

Seen By: Any doctor From: 10/05/2018 To: 10/05/2018
 Not seen since: 10/05/2018

Pack Years: All patients aged greater than or equal to 18
Custom Field 2:
Custom Field 3:

Click *Add to Search Criteria*

Patient Search

Age
Age greater than or equal to: 18
Age less than or equal to:

Gender
 All
 Not Stated
 Male
 Female
 Intersex/Other

Transgender
 All
 Yes
 No

Pregnant
 All
 Yes
 No

ATSI
 Not stated/inadequately described
 Aboriginal
 Torres Strait Islander
 Aboriginal and Torres Strait Islander
 Neither Aboriginal nor Torres Strait Islander

Occupation:

Smoker >= /day Never Smoked Ex-Smoker

Drug/Condition
 Currently taking drug
 Currently taking drug from class
 Previous script for drug
 Condition
 Symptom
 Sign

HEPATITIS
Hepatitis C treatment adherence >14 doses missed
Hepatitis C treatment side effects - fatigue
Hepatitis C treatment side effects - headaches
Hepatitis C treatment side effects - insomnia
Hepatitis C treatment side effects - nausea

OR NOT

Seen By: Any doctor From: 10/05/2018 To: 10/05/2018
 Not seen since: 10/05/2018

Pack Years: All patients aged greater than or equal to 18 having (Hepatitis C or Hepatitis C drug treatment or Hepatitis C infection or Hepatitis C serology or Hepatitis C treatment adherence <=14 doses missed or Hepatitis C treatment adherence >14 doses missed or Hepatitis C treatment side effects - fatigue or Hepatitis C treatment side effects - headaches or Hepatitis C treatment side effects - insomnia or Hepatitis C
Custom Field 2:
Custom Field 3:

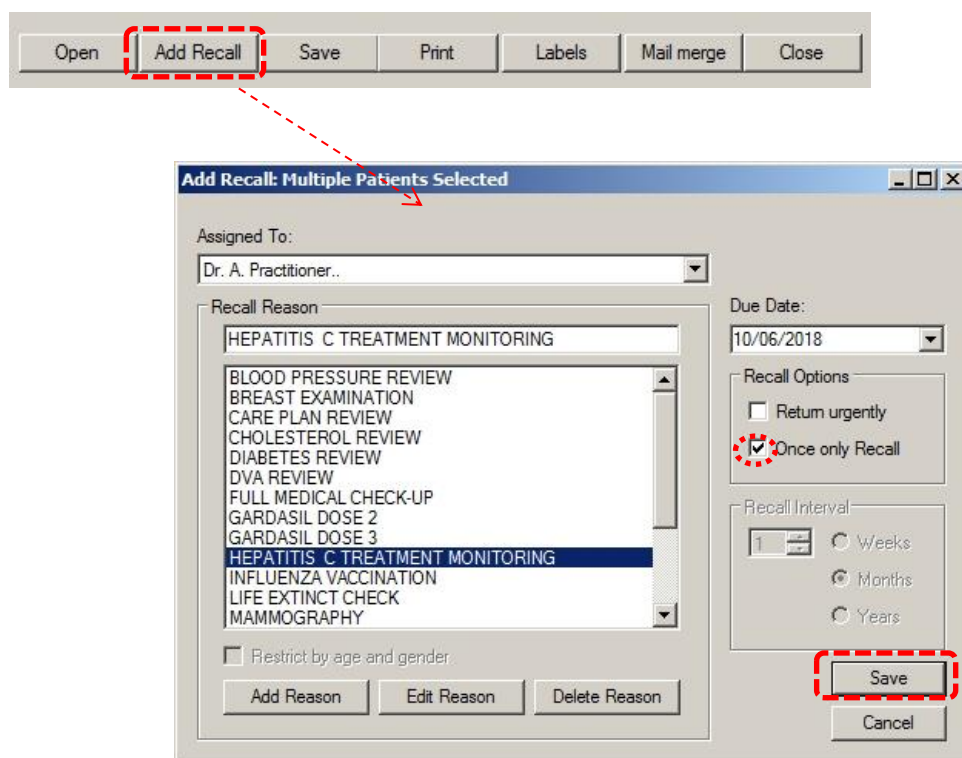
Click *Search*.

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.



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.

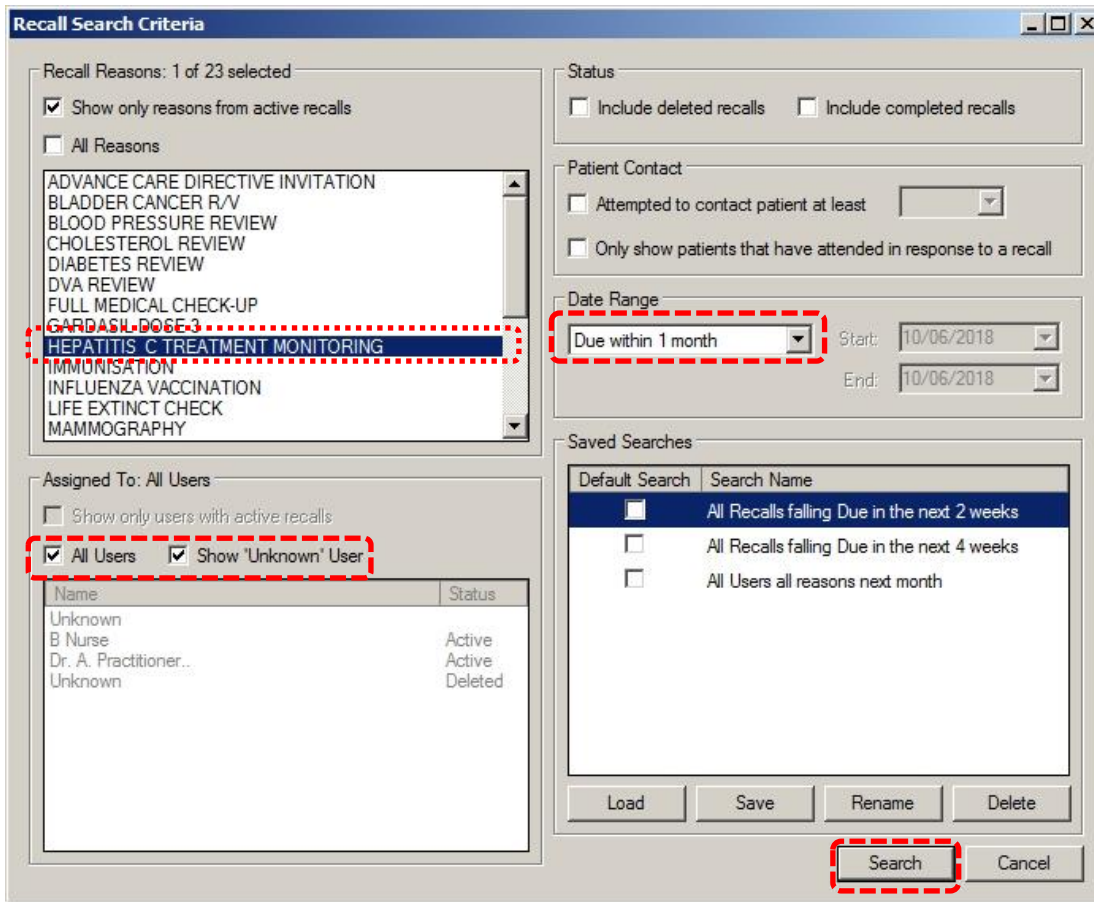
4 Retrieve recalls

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

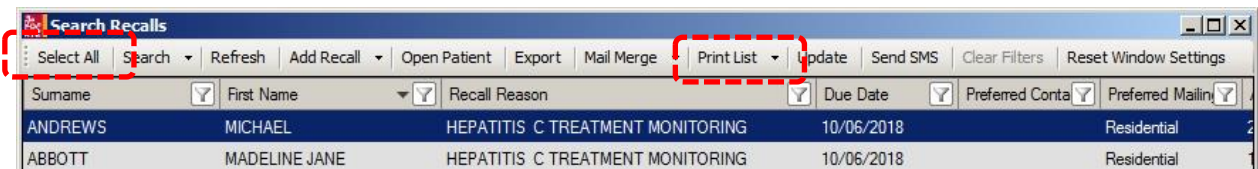
Whenever the practice is ready to start contacting the patients, it will need to search the recall database to retrieve the patient list.

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

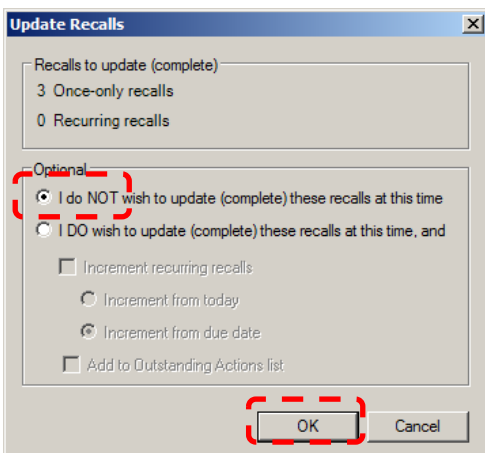
As you will have created a dedicated Recall reason for this exercise, it should be very easy to retrieve the patient list in preparation for recall purposes.



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



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.



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.

The screenshot displays a software window titled "Recall Items". At the top, there are filters for "Range" (set to "All") and "End Date" (set to "31/12/9998"), with an option to "Include completed and deleted recalls". Below this is a toolbar with buttons for "Add", "Edit", "Update", "Delete", "Print List", and "Progress Notes".

The main area contains a table with the following columns: "Recall Reason", "Due Date", "Date Added", "Last Action Date", "Last Action By", "Last Action", "Once Only", "Priority", and "Attende". A single row is visible with the following data: "HEPATITIS C TREATMENT MONITORING", "14/06/2018", "14/05/2018 11:23 AM", "4/06/2018", "Dr. A. Practitioner", "Audit", "Yes".

An "Add Recall Action" dialog box is open over the table. It includes a checkbox for "Show inactive and deleted users". The "Performed By" field is set to "B Nurse", "Action Taken" is "Telephone Home", and "Date Performed" is "4/06/2018". The "Comments" field contains the text "Called Patient regarding Hep C treatment.". At the bottom of the dialog, there is a checked checkbox for "Record this as a contact attempt" and two buttons: "Save" (highlighted with a red dashed box) and "Cancel".

Below the dialog box, a secondary table shows a list of actions with columns: "Action Taken", "Date Performed", "Performed By", "Contact Attempt", and "Comments". It contains two rows: "Audit" on "4/06/2018" by "Dr. A. Practitioner" with "List printed." and "Audit" on "14/05/2018" by "B Nurse" with "New recall...".

At the bottom of the main window, there is another toolbar with buttons for "Add", "Edit", "Delete", "Show Deleted", and "Print". The "Add" button is also highlighted with a red dashed box. A red arrow points from this "Add" button to the "Add Recall Action" dialog box.

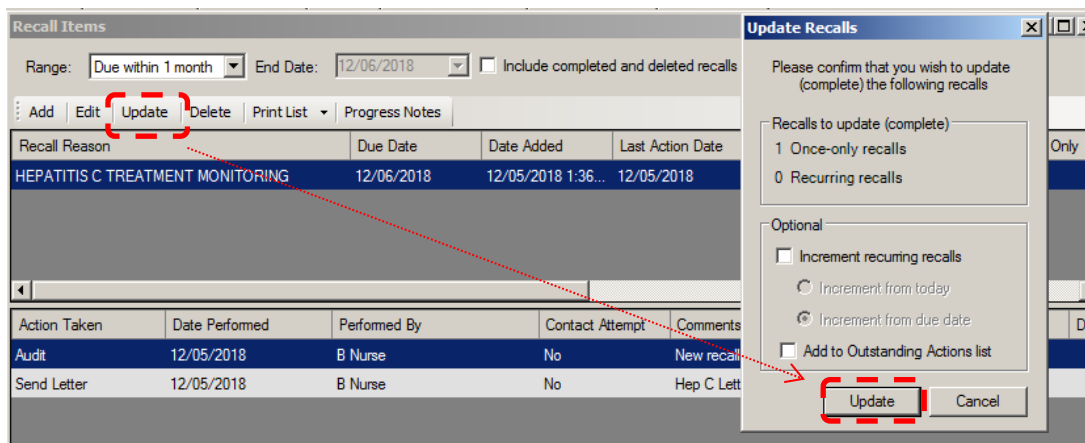
5 Consult with patient and complete recall

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.



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