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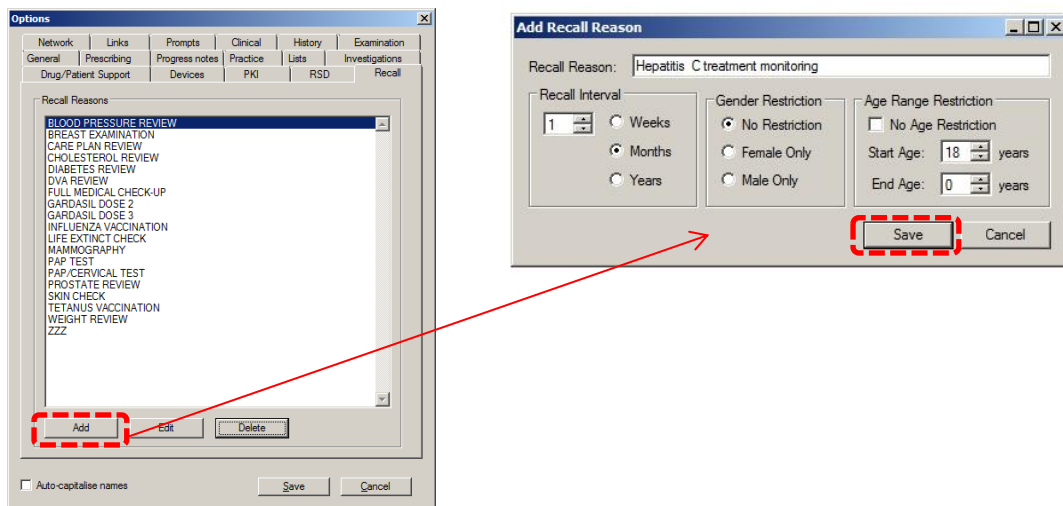
In the *Add Recall Reason* dialogue box, select a one month timeframe and restrict the protocol to patients of 18 years or older. Click *Save*.

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.


Click *Add to Search Criteria*

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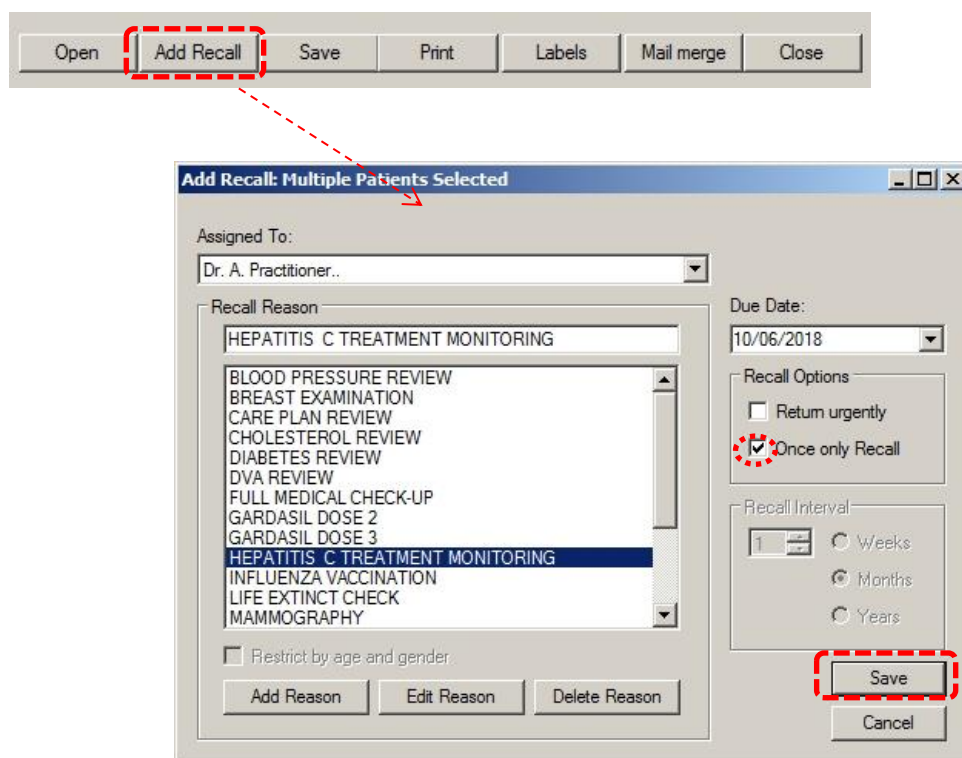
Remember to check the *Once only Recall* checkbox, then click *Save*. You will see a message asking you to confirm the recall creation for the number of patients on the list, as well as a confirmation message when the recalls have been created.

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.
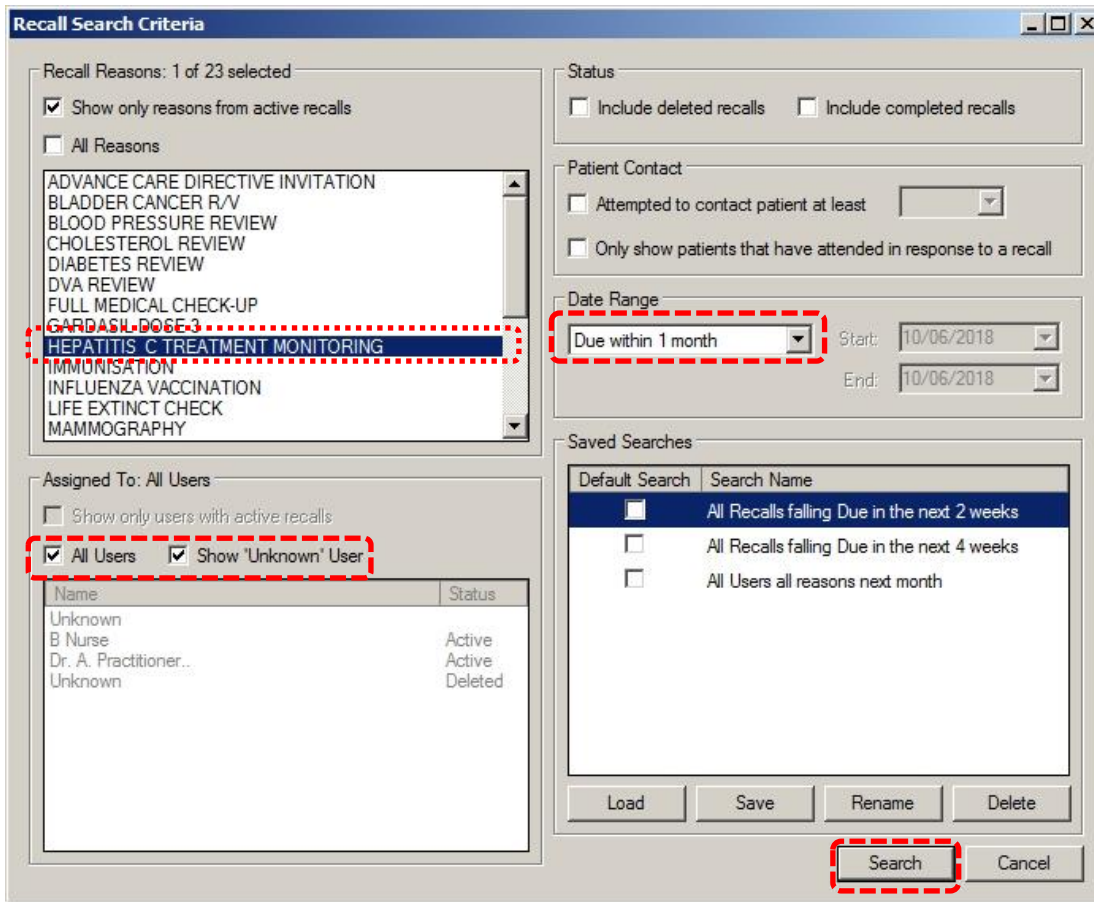
Once you have generated the recall list, you have the option to print it out using the *Select All* and *Print List* buttons.
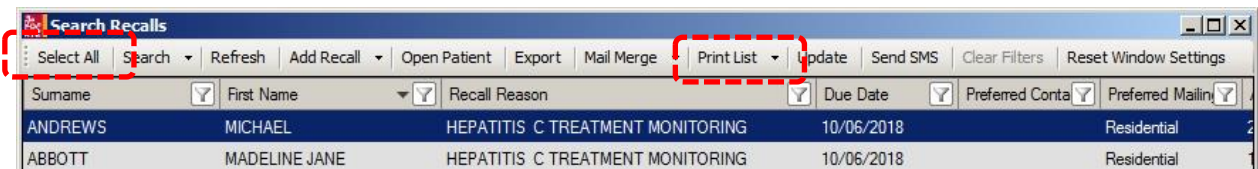
At the *Update Recalls* Dialogue box, it is important to select *I do NOT wish to update...*, as we want to leave the Recall in the system until the patient has attended a GP consultation. This may not be true if your practice has a specific protocol that removes recalls once a patient has been contacted. As with this entire guide, it needs to be considered along with your existing practice protocols.
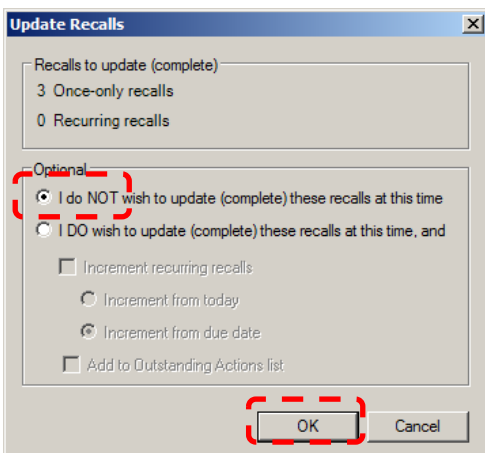
After you have contacted the patient, click on the *Recall* button in the patient record, select the *Hepatitis C Treatment Monitoring* recall and click the *Add* button on the bottom toolbar. Document the patient contact as per the illustration below.

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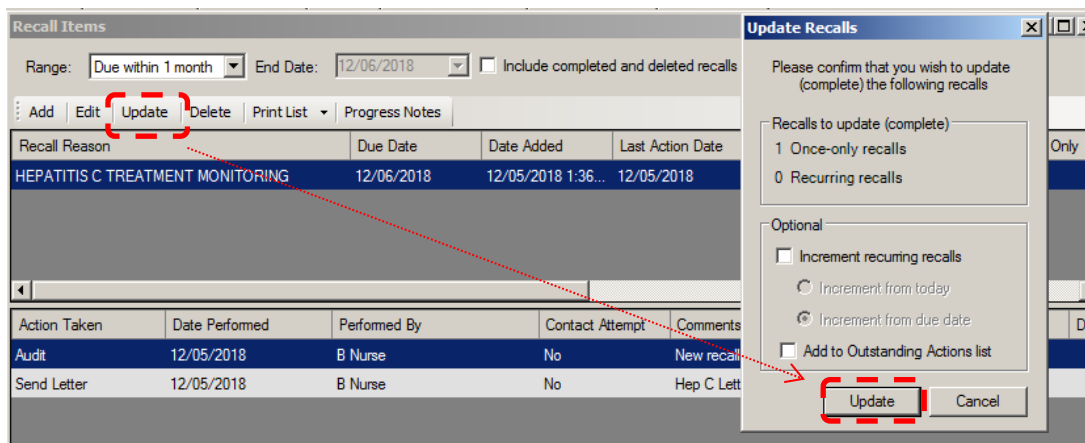
Resource developed for the Department of Health and Human Services by Pracsavvy.