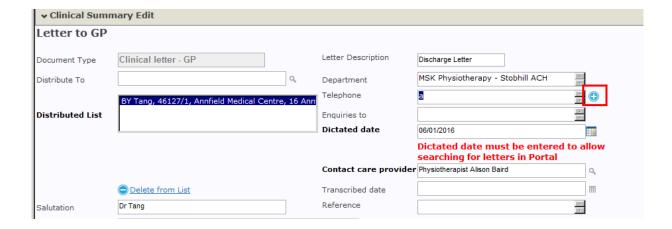
Discharge Letter Canned Text

| Short Code | Automatic Text Generated |
|---------------|--|
| \CTSdc | Presenting Condition: Patient referred for wrist splint due to carpal tunnel |
| | Comments: Patient scored on Hems questionnaire |
| | Discharge Outcome: This patient has been fitted and supplied with a wrist splint and given appropriate self management advice. |
| | The patient has been advised to contact us within 6 weeks of this appointment if their symptoms worsen or fail to improve as they will then be assessed further. |
| | If no contact is made within this time scale we will assume that the patient is successfully managing their problem and they will be discharge from our service. |
| | Should they require further physiotherapy they will require to re-refer. |
| | Yours sincerely Physiotherapist Name Physiotherapist Grade |

How To Build Canned Text

- Highlight a patient on your work list and open a blank letter via the 'Generic Letters' and 'GP' tabs at the top.
- Type any letter in the telephone box, then highlight it, and a blue icon with a + sign will appear to the right of the box.
- Click on this icon to open the canned text box.



- Copy the canned text in the box above, then paste it into the 'Text' box.
- Delete Physiotherapist name and grade and type in your own name and grade.
- <u>NB</u> When copying and changing the canned text as described, be careful not to add any extra spaces including at the end, or change the formatting as this can cause the formatting error.
- In the code box type dc, then click 'Update'.
- Close this pop up box using the X in the top right.



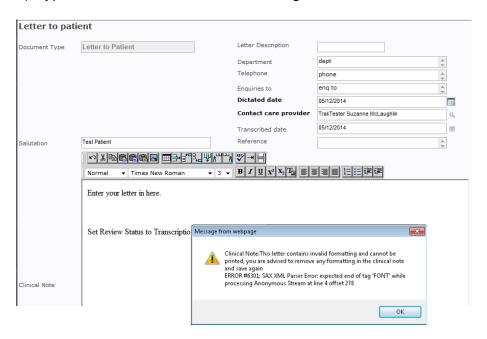
Using Canned Text

- In the Clinical Note box type, \CTSdc then spacebar, and the new canned text will appear – this is the <u>maximum</u> information required.
- The only parts of the letter that requires individual information typed, if indicated, is GP Action Required, Presenting Condition and Physiotherapy Comments. If any of this is not relevant please just delete.

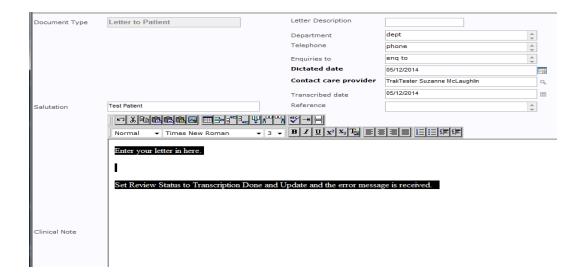
- The Discharge Outcome section is designed so that the irrelevant sections are deleted only leaving what is relevant to your patient.
- <u>Do Not</u> change the formatting of the letter eg extra spaces, adding bold, italic, underline etc as this can also cause the formatting error.
- The formatting error should be fully fixed once IT roll out Internet Explorer 11.
- If you do get the formatting error here is how to fix it.

Fixing Formatting Error

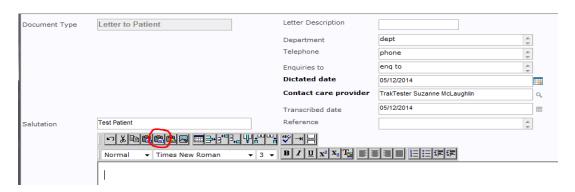
1) Type letter as normal, if error message is received, click OK.



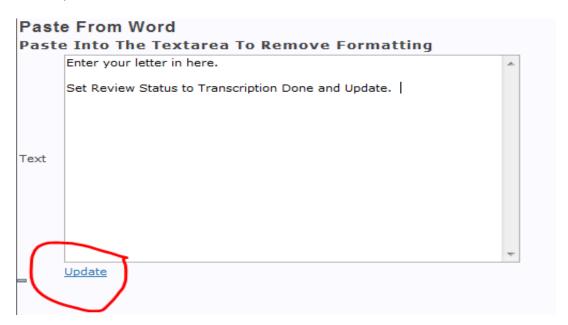
2) Select all the text by pressing CTRL and A, then copy by pressing CTRL and C.



3) Delete out all the text within the clinical note and click on the 'Paste From Word' icon.



3) Paste the letter text into the Paste from Word box using CTRL and V, then click Update.



This will paste the text back into the Clinical Note removing any hidden formatting causing the error message and will allow you to update the letter.