Discharge Letter Canned Text

Short Code	Automatic Text Generated
\NonCTSdc	Presenting Condition: Patient referred for wrist splint due to carpal tunnel
	Comments: Patient scored on Hems questionnaire Carpal Tunnel syndrome cannot be confirmed with a score of less than 8 on the Hems questionnaire.
	Discharge Outcome: The patient was offered a referral for full assessment with a physiotherapist. The patient accepted the offer and the referral has been made.
	The patient was offered a referral for full assessment with a physiotherapist. The patient declined the offer and has been discharged from our service.
	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.

✓ Clinical Summ	nary Edit		
Letter to GP			
Document Type	Clinical letter - GP	Letter Description	Discharge Letter
Distribute To	Q.	Department	MSK Physiotherapy - Stobhill ACH
	BY Tang, 46127/1, Annfield Medical Centre, 16 Ar	Telephone	a 🔤
Distributed List	<u> </u>	Enquiries to	20 17
		Dictated date	06/01/2016
			Dictated date must be entered to allow searching for letters in Portal
		Contact care provider	Physiotherapist Alison Baird
	Delete from List	Transcribed date	
Salutation	Dr Tang	Reference	100 100

- 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.

Joave							
Canned	lext						
Code	Ic Text Iser (Alison Baird)	tt The patient was provided with a walking aid or appliance The patient has been referred to – This patient has now been discharged from our care. Yours sincerely Alison Baird Specialist Physiotherapist Update			*		
Code	Text		Delete	Saved For	Saved By		
	 GP Action Required Presenting 	:	0	User	Alison Baird		
<u>dclette</u>	r 👌 This patient was ref	erred to P	0	User	Alison Baird		
<u>tel</u>	0141 355 1642		0	User	Alison Baird		

Using Canned Text

- In the Clinical Note box type, \NonCTSdc 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.

Letter to pat	tient			
Document Type	Letter to Patient	Letter Description		
		Department	dept	*
		Telephone	phone	*
		Enquiries to	enq to	*
		Dictated date	05/12/2014	
		Contact care provider	TrakTester Suzanne McLaughlin	٩,
		Transcribed date	05/12/2014	
Salutation	Test Patient	Reference		*
	Normal • Times New Roman Enter your letter in here.	→ 3 → B I U X [*] X ₂ T ₂ E 3		,
	Set Review Status to Transcriptio	Message from webpage	X	
Clinical Note		Clinical Note:This letter contains in printed, you are advised to remove and save again ERROR #6301: SAX XML Parser Erro processing Anonymous Stream at I	walid formatting and cannot be any formatting in the clinical note w: expected end of tag 'FONT' while line 4 offset 278	
	1		ОК	

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

Document Type	Letter to Patient	Letter Description		
		Department	dept	4.
		Telephone	phone	÷
		Enquiries to	enq to	Â.
		Dictated date	05/12/2014	
		Contact care provider	TrakTester Suzanne McLaughlin	۵,
		Transcribed date	05/12/2014	
Salutation	Test Patient	Reference		<u> </u>
	᠃ᅬᄮᄜᇜᇜᇜᇜᆔᅖᆋᆃᅋᇍᄬ	백 🥙 → 교		
	Normal - Times New Poman - 3			
	Enter your letter in here.			
	•			
	Set Review Status to Transcription Done and	d Update and the error messa	ge is received.	
Clinical Note				

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

Document Type	Letter to Patient	Letter Description		
		Department	dept	
		Telephone	phone	
		Enquiries to	enq to	2
		Dictated date	05/12/2014	
		Contact care provider	TrakTester Suzanne McLaughlin	Q,
		Transcribed date	05/12/2014	
Salutation	Test Patient	Reference		
	▏ ゝ 术ଵ @@@	▝▖▝▖		
	Normal 👻 Times New Roman 👻 3	$\mathbf{F} \mathbf{B} \mathbf{I} \mathbf{U} \mathbf{X}^2 \mathbf{X}_2 \mathbf{T}_{\mathbf{S}} \equiv \mathbf{S}$		

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

Past	e From Word	
Past	e Into The Textarea To Remove Formatting	
	Enter your letter in here.	~
	Set Review Status to Transcription Done and Update.	
Text		
(Update	Ŧ
-		
	\smile	

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.