

## Important - Mail Manager Actions

When adding **Actions** to a **Mail Manager** message, it is vital not to delete the duplicated action text in **Text**. This is because the duplicated action text is used to display the action in other areas of **Vision 3** and if deleted, important actions could be missed. If you need to add further comment, then please add after the duplicated action text.

In the following example, an action is added for 'Make Dr Appointment' but the comment in **Text** is deleted and replaced with a general comment:



**Add Action**

Contact details:

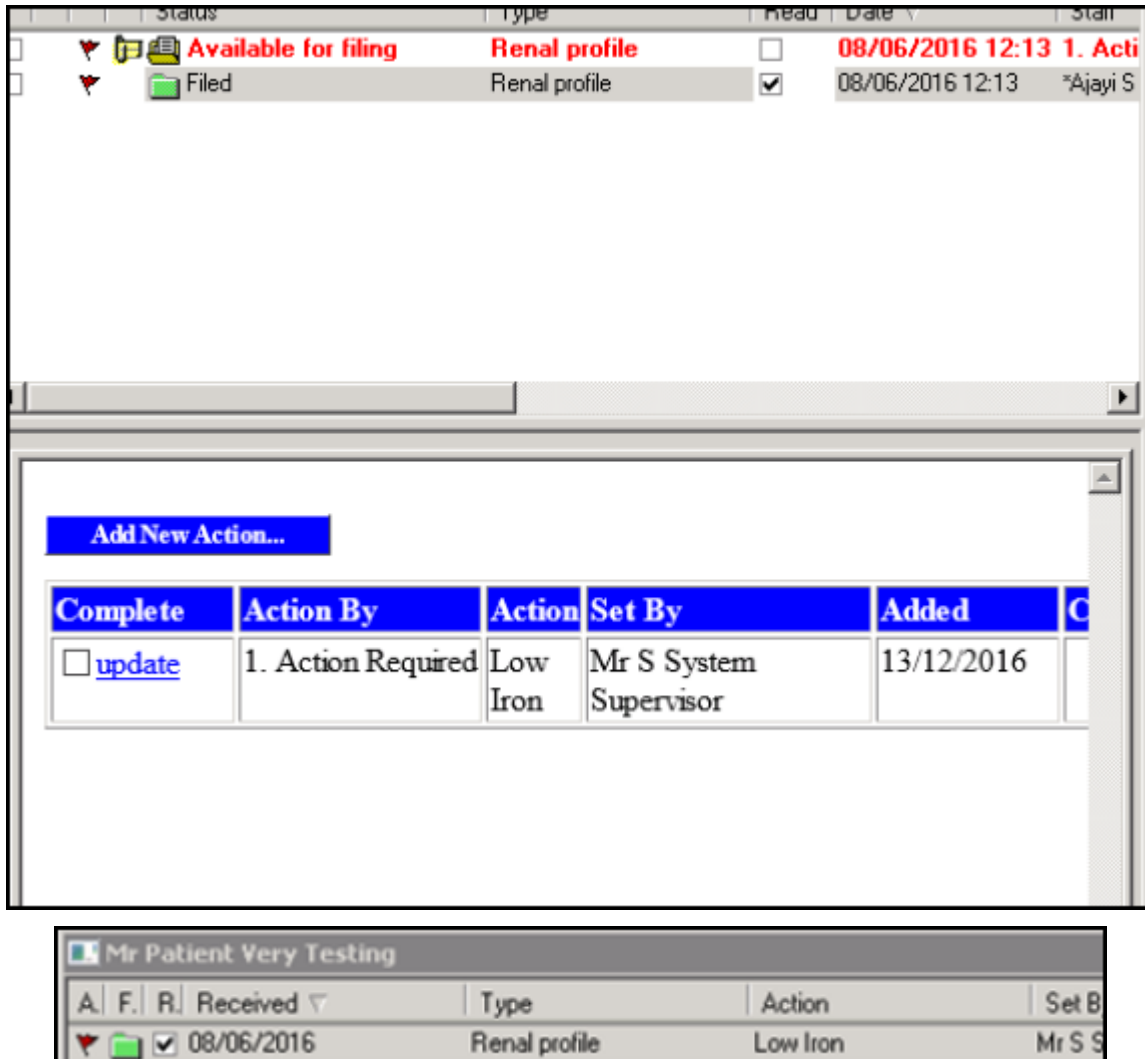
Patient: Jason, Mark 15/05/1978  
Address: 6 Scott Hall Row, Leeds, LS7 3HU  
Contact Numbers:

Add:

Set by: Dr Louise Bennett 16/01/2017  
Due Date:   
Action: Make Appointment For Gp Patient specific: ☒  
Text: Low Iron  
Mark original as read: ☒  
Action by: Receptionists Confidential: ☐  
Status: Newly Actioned Complete: ☐

OK Cancel

The **Text** content is the only action visible in both **Mail Manager** and the initial **View Mail for Patient** screen in **Consultation Manager**. You can see here that the original action does not display:



The screenshot displays the Mail Manager interface. At the top, there is a list of actions with columns for Status, Type, Read, Date, and Staff. Below this, a detailed view of a specific action is shown, including a table with columns for Complete, Action By, Action, Set By, and Added.

Status	Type	Read	Date	Staff
Available for filing	Renal profile	<input type="checkbox"/>	08/06/2016 12:13	1. Acti
Filed	Renal profile	<input checked="" type="checkbox"/>	08/06/2016 12:13	*Ajayi S

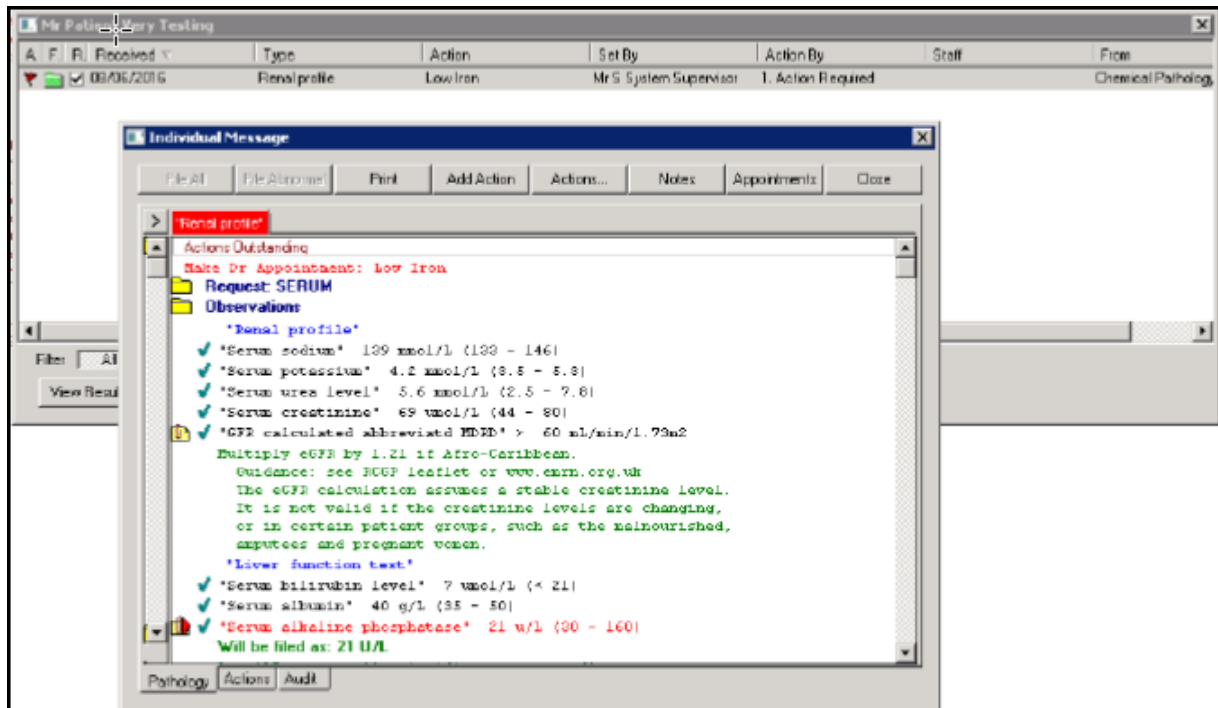
  

Complete	Action By	Action	Set By	Added	C
<input type="checkbox"/> <a href="#">update</a>	1. Action Required	Low Iron	Mr S System Supervisor	13/12/2016	

Mr Patient Very Testing			
A. F. R. Received	Type	Action	Set B
<input checked="" type="checkbox"/> 08/06/2016	Renal profile	Low Iron	Mr S S

However, the original selected action and appended text does display in **Consultation Manager - View Mail for Patient** if you select **View Result**:



The action is also visible from the **Audit** tab when you select the message in **Mail Manager**:

Audit Trail		
Date/Time	Staff	Description
13/12/2016 13:34:37	Mr S System Supervisor	All results filed
13/12/2016 13:34:30	Mr S System Supervisor	Original message marked as read
13/12/2016 13:34:30	Mr S System Supervisor	Action 'Make Dr Appointment' (with Status 'Initial Action') for 1. Action Required added. Copy (825013) Created
13/12/2016 13:23:43	Mr S System Supervisor	Assigned to Mr Patient Very Testing
13/12/2016 13:23:09	Mr S System Supervisor	Viewed
08/06/2016 12:13:06	Mr S System Supervisor	Added to Message Queue
	AutoLoader	Message loaded using PathxMCD.xml version 1.1 24/09/2007

In summary, as both the action and the text are not seen on either the **Actions** tab or the **Audit** tab in **Mail Manager** or in the initial screen of **View Mail for Patient** in **Consultation Manager**, you should not delete the duplicate action comment from Text, but add to it as necessary.