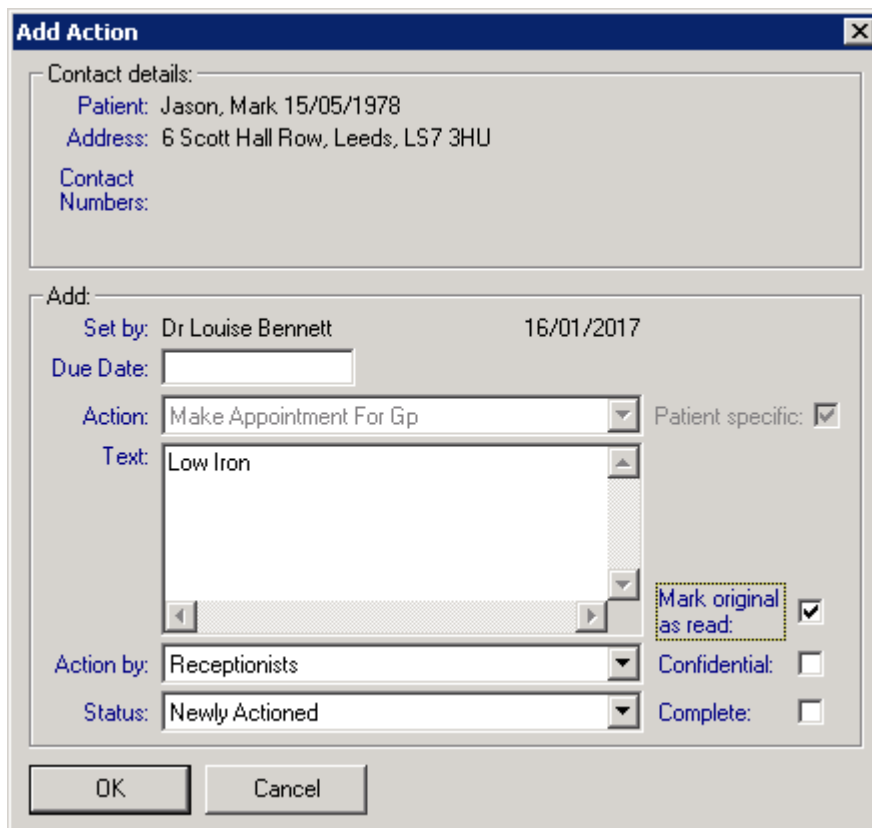


Important - Mail Manager Actions

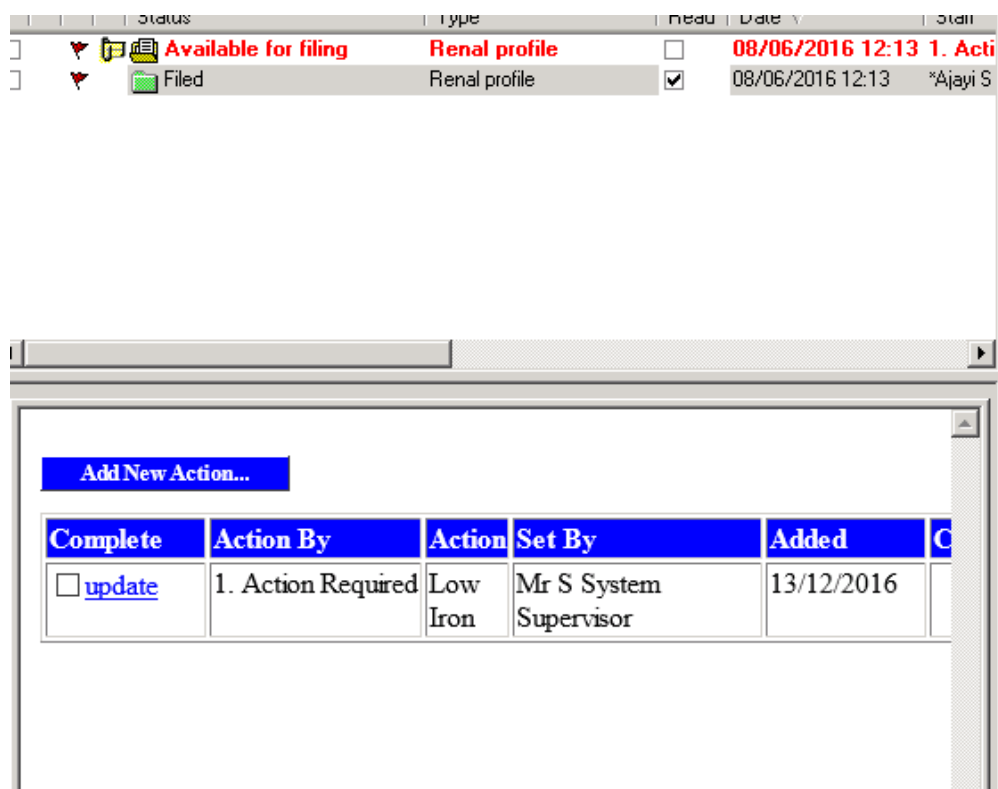
When adding actions to a Mail Manager message, it is vital not to delete the duplicated action text in the comment box. This is because the duplicated action text is used to display the action in other areas of Vision and if deleted, important actions could be missed. If you need to add further comment,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

In the following example, an action has been added for "Make Dr Appointment" but the text in the comments box has been deleted and replaced with a general comment.

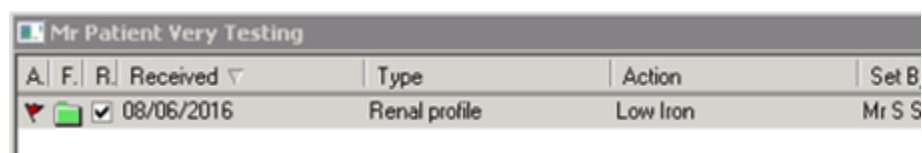


Deleted action text replaced with comment in the text box

The comment box content is the only action text visible in both Mail Manager and the initial View Mail for Patient screen in Consultation Manager. You can see here that the original action is not displayed:

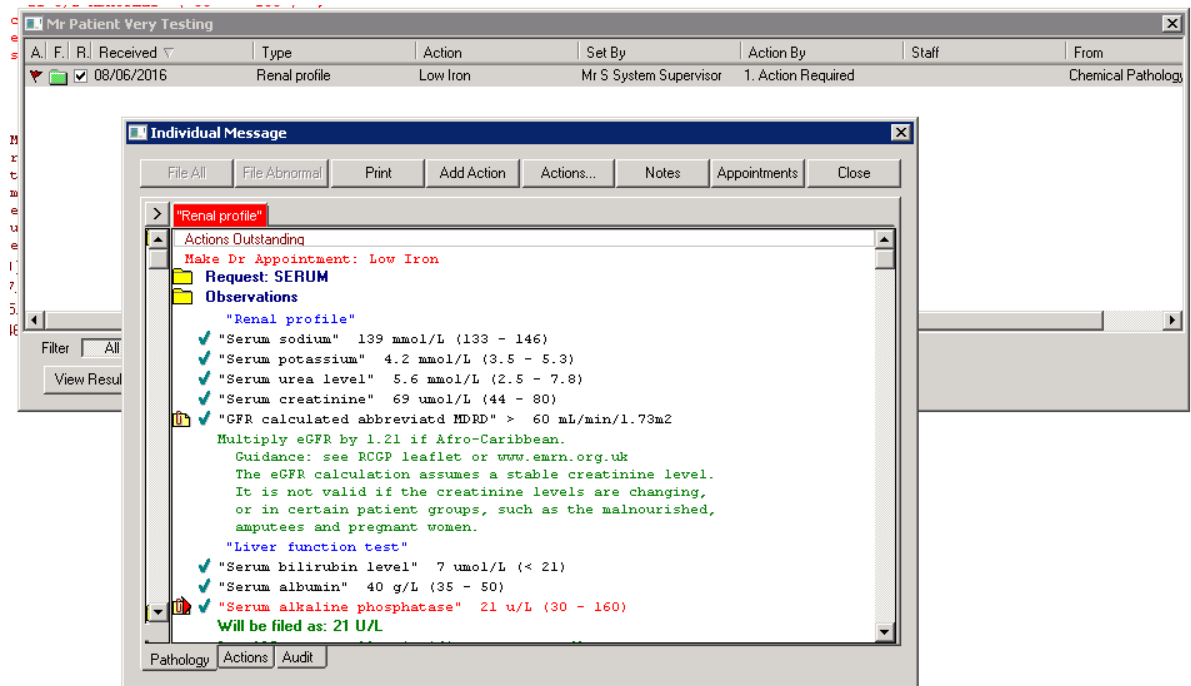


Deleted action text replaced with comment in Mail Manager

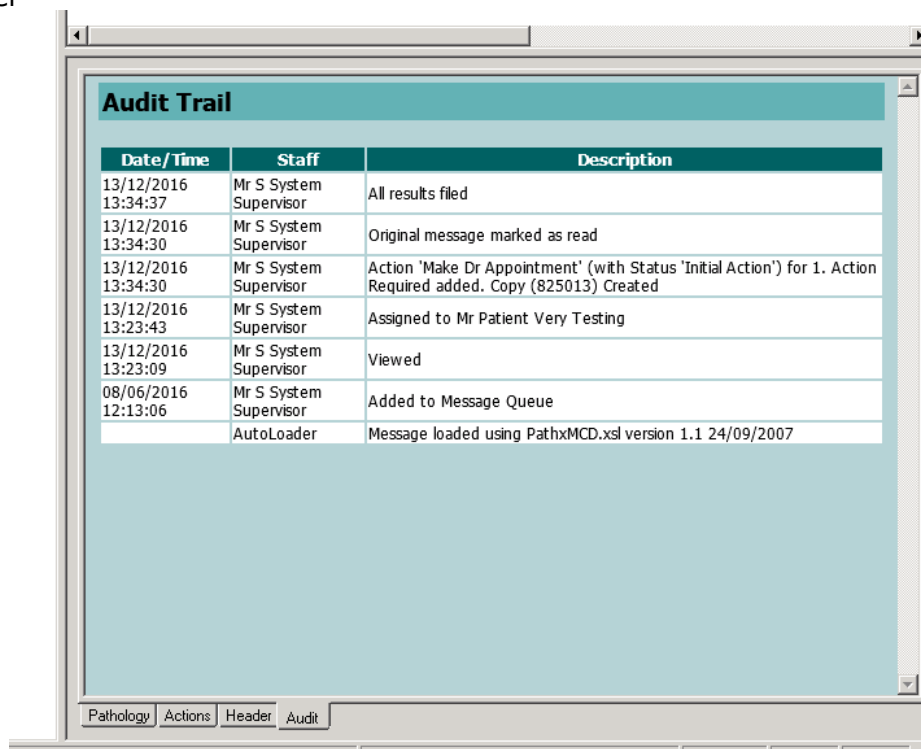


Deleted action text replaced with comment from View Mail for Patient in Consultation Manager

However, the original selected action and appended text can be seen from Consultation Manager – View Mail for Patient if the View Result option is chosen:



The action is also visible from the Audit tab when the message is selected in Mail Manager



To confirm - As both the action and the comments are not seen on either the Actions tab, the audit tab in Mail Manager or in the initial screen of View Mail for Patients in Consultation Manager, practices should be advised NOT to delete the duplicate action text from the comment box, but to just add to it as necessary.