



SENDING REFERRALS VIA MASTERCARE+ User Guide

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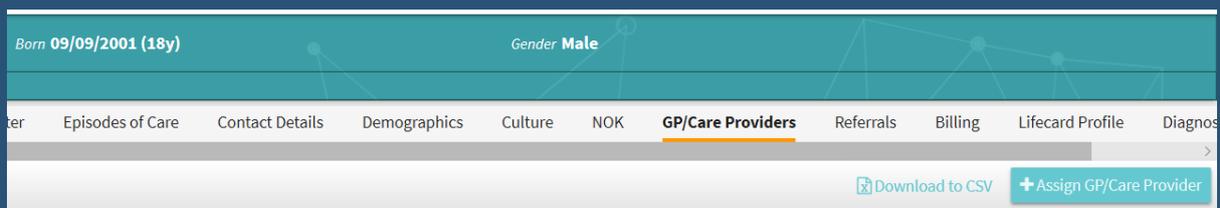
1. Click on Clients. Search for client (Patient) or add new client (Patient)



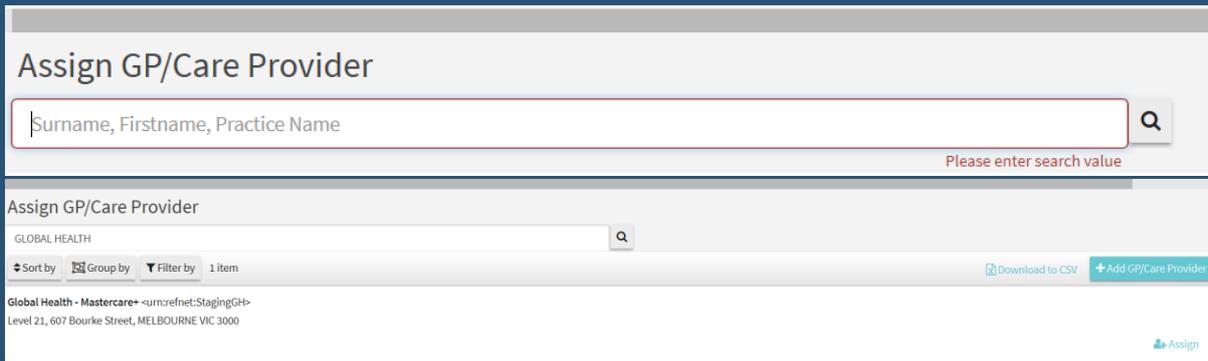
2. Open Patient file or Add new Patient



3. Click on GP/Care Providers.

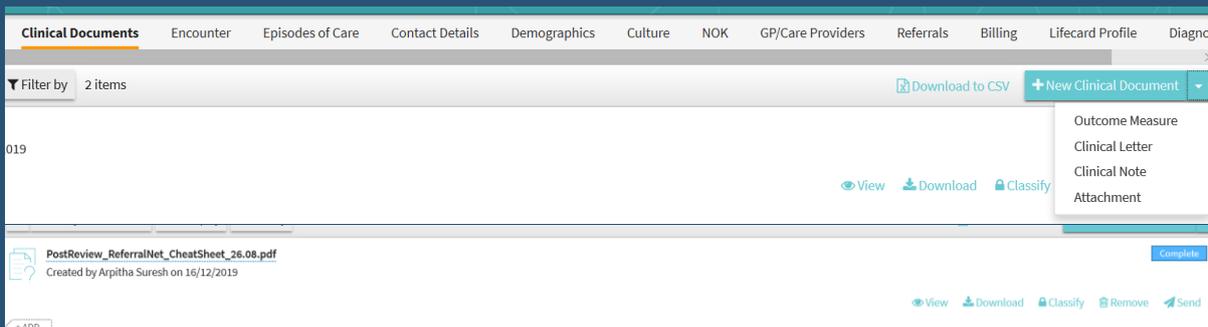


4. You can search via this ReferralNet and Argus address book. Assign a GP/Care Provider.

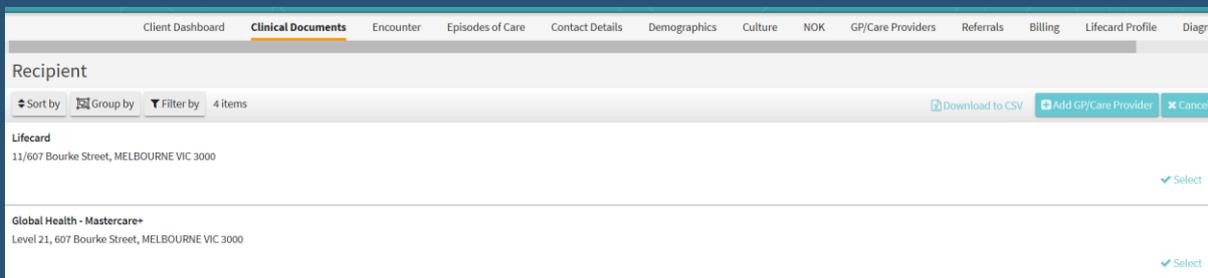


5. Click on Clinical Documents – Select **New Clinical Document** from the drop-down menu.

Select **Attachment** (Attach Word/Pdf/rtf etc) and click on **Send**. – GO TO STEP 8



6. Or Select Clinical Letter/Note or Outcome Measure – select the GP/Care Provider.



7. Select templates from the drop-down menu and click on Send

The screenshot shows a web application interface for creating a clinical letter. At the top, there is a navigation bar with tabs: 'Client Dashboard', 'Clinical Documents' (which is active), 'Encounter', 'Episodes of Care', 'Contact Details', 'Demographics', 'Culture', 'NOK', 'GP/Care Providers', 'Referrals', 'Billing', 'Lifecard Profile', and 'Diagn...'. Below the navigation bar, the main heading is 'Create Clinical Letter'. On the right side of this heading, there are 'Cancel' and 'Send' buttons. The form contains two input fields: 'Title*' with the text 'test' and 'Template*' with a dropdown menu showing 'Template for Results'. Below these fields is a rich text editor for 'Content*'. The editor has a toolbar with various icons for text formatting (bold, italic, underline, strikethrough, text color, background color), alignment, bulleted and numbered lists, indent, outdent, link, unlink, and a 'Bookmark' dropdown. The content area of the editor contains two lines of placeholder text: '{(General:Current Date)}' and '{(User:Email)}'.

8. Go to Sent items to track message in real time.

The screenshot displays a list of sent clinical letters. Each entry includes a status indicator, a subject line, a detailed description of the message, and action buttons. The first two entries are 'TEST' messages sent to 'Global Health - Mastercare+' on 9/12/2019. The first is 'Pending' (yellow status) and the second is 'Delivered' (green status). The third entry is a 'test' message sent to 'Arpitha Suresh' on 3/12/2019, which is marked as 'Error' (red status). The error message text is: 'Message test:hit was failed to send by Allied Health-00003. ENCRYPT_FAILED_MESSAGE:[ServerError], Exception in EncryptMessage task, while retrieving recipient public key information'. Each entry has '+ADD' and '-ADD' buttons on the left and 'View', 'Download', and 'PDF' buttons on the right.

Status	Subject	Message Description	Actions
Pending	TEST	Sent to Global Health - Mastercare+ at Global Health - MasterCare+ on 9/12/2019 1:20 PM, Client Test, Classified as: Unclassified, Sent by user: Arpitha Suresh, Sent by team: Allied Health	View, Download, PDF
Delivered	TEST	Sent to Global Health - Mastercare+ at Global Health - MasterCare+ on 9/12/2019 1:19 PM, Client Test, Classified as: Unclassified, Sent by user: Arpitha Suresh, Sent by team: Allied Health	View, Download, PDF
Error	test	Sent to Arpitha Suresh at Global Health Ltd on 3/12/2019 4:08 PM, Client Test Test, Classified as: Unclassified, Sent by user: Arpitha Suresh, Sent by team: Allied Health Message test:hit was failed to send by Allied Health-00003. ENCRYPT_FAILED_MESSAGE:[ServerError], Exception in EncryptMessage task, while retrieving recipient public key information	View, Download, PDF, Mark Successful