



MQ Healthquest EMR Guide: Keeping Patients Informed with Broadcast Communications

Introduction

This guide will provide options for broadcast communications to your population of patients using tools already available to you in your EMR. In the case of unexpected changes your clinic can disseminate information quickly to patients. Examples of use may be: changes to hours, locum coverage, disruption or changes in the modes of care delivery or important clinic news.

Basic (Non-EMR) Broadcasting Options

1. Post updates on the clinic website and/or social media pages

For those clinics that have a website or social media page and have the ability to modify it as needed, encourage patients to regularly refer the website to get the most current information.

2. Update recorded voicemail greetings

Regardless of whether the phone system accepts messages, the greetings should provide the current information. Update it frequently (e.g., weekly, and include the date in the greeting), to reassure patients that this is source of current information. Consider directing the patients to a clinic, PCN or AHS website for additional information as needed.

3. Mass mail outs

Canada Post mail outs can be an option for mass communication. Although still a viable option for communications, it requires significant effort and cost when information changes or needs to be updated frequently. This method is used most often for communicating that a provider is closing a practice or retiring.

Send a Mass Email in Healthquest

- 1. Select Reports
- 2. Select Statistics
- 3. Select Client Lists Manager





4. Select an applicable Existing Client List:

Existing Client Lists:	Save List Delete List Close
Title	Title: Dr. Bonner Panel
Dr. Bonner Panel Dr. Cooper Panel Test List 1 Test List 1 (Union)	Popup Note on Client Lookup
Test List 2	Created: QCG 08-05-2020 10:33:46 Updated: QCG 08-05-2020 10:33:56
Temporary List:	Queries Combine Add To List Remove From List Create New Li
Chart# PHN Name C	Sender Dob Age Home Work FirstAct. Last Visit

Client Lists can be generated using the Queries window to filter/refine the list of patients. To access the Queries window, click **Queries:**

Temporary L	List:			Que	eries C	Combine	Add To List	Remove From List	Create New List
Chart#	PHN	Name	Gender	Dob	Age	Home	W	ork FirstAc	t. Last Visit

5. Select the applicable recipients from the **Current List** section:

Select Individual Patients

Click on each patient individually:

🖗 Client Lists Manager									
Existing Client Lists:		Save List Delete List Close							
Title	Title: Dr. Bonner Panel		-						
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Dr. Cooper Panel	Popup note:	Popup Note on Client Lookup							
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	Created: QCG 08-05-2020 10:3	0.50							
	Updated: QCG 08-05-2020 10:3	3:56							
Temporary List:	Queries Combine Add T	D List Remove From List Create New List							
Chart# PHN Name	Gender Dob Age Home	Work FirstAct Last Visit							
Page #1 of 1	0 Patients Listed	05/08/20							
			1						
Current List: Add Client Remove Client	s) Export Selected Send Email Create	Task(s) Print Center Print Filter							
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Chart# PHN Name 1008 955920950 Acevedo, Lucite 1190 173226330 Barber, Phillip 1075 474926000 Bartlett, Sadie 1183 407718210 Benton, Kate 1017 17579860 Dixon, Monique 1229 431444370 Farley, Octavia 1165 167944930 Foster, Levi 1055 291417360 Joyce, Enid 1079 314377920 Mooney, Zelima 1089 107924720 Moreno, Ted 1224 160893920 Mostey, Dion	Gender Do F 22-11 M 07-01 F 28-03 F 04-07 F 01-12 F 30-12 M 05-11 F 25-09 F 13-06 M 22-08 M 22-08	Ag -1996 23 -1918 10 -1940 80 -1933 86 -1933 86 -1953 66 -1953 66 -1954 33 -1953 66 -1954 71 -1954 71 -1954 71 -1948 71 -1970 49 -1972 47	e Home (/80) 426-7199 2 (780) 486-9335 (780) 419-5463 (780) 433-1881 (780) 411-5469 (780) 485-7352 (780) 443-4547 (780) 412-5972 (780) 427-5347 (780) 454-3755 (780) 458-5218	Work (780) 449-3278 (780) 456-9273 (780) 417-3988 (780) 412-3233 (780) 442-2199 (780) 442-7648 (780) 442-7648 (780) 456-2832 (780) 456-2832 (780) 456-7138	FirstAct. 21-11-2002 30-11-2002 08-07-2002 24-06-2003 08-12-2002 15-05-2003 20-07-2002 23-03-2003 13-03-2003 07-07-2002 07-02-2003	Last Visit	Email Iucile@email.com philip@email.com sadie@email.com monique@email.com octavia@email.com lev@email.com zelma@email.com ted@email.com		
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6. Click Send Email

- Page #1 of 1 0 Patients Listed 05/08/20						3/20					
Current Lis	st: <u>A</u> dd	Client Remove Clien	t(s) E <u>x</u> por	t Selected	<u>S</u> end	Email Create	Task(s) Pr	rint Center P	rint	Filter	
Chart #	PHN	Name	Gender	Dob	Age	Home	Work	FirstAct.	La	ast Visit	Email
1008	955920950	Acevedo, Lucile	F 27	-11-1996	23 ((780) 426-7199	(780) 449-	3278 21-11-20)2)2		lucile@email.com

7. Compose the email message:





🔗 Send E-Mail	×
Number of Emails: 18	<u>O</u> k <u>C</u> ancel
Subject New Clinic Hours	
Message:	
Greetings,	~
Please note our new hours	
	~
Predefined Email Templates	
Clinic Hours Update	
Patient Portal Invite - Default	
Attachments:	
	Attach File
	Delete File
Send as HTML	

Write a new email

Select a Predefined Email Template

🖗 Send E-Mail		×
Number of Emails: 18	<u>O</u> k	Cancel
Subject Medical Clinic Hours Update		
Message:		
Greetings < <patientname>>,</patientname>		^
Please note our new hours, effective May 1, 2020:		
Monday to Friday: 0700-2100 hrs Saturday and Sunday: 0800-2000 hrs		
Thank you,		
Modical Clinic		¥
Predefined Email Templates		
Clinic Hours Update		
Patient Portal Invite - Default		
Attachments:		
		Attach File
		Delete File
Send as HTML		

8. Click OK





9. Click Yes on the confirmation popup



Acknowledgement

The creation of this guide was a joint effort between Microquest Healthquest and the Alberta Medical Association Accelerating Change Transformation Team.