

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**:

Client Lists Manager

Existing Client Lists:

- Dr. Bonner Panel
- Dr. Cooper Panel
- Test List 1
- Test List 1 (Union)
- Test List 2

Title: Dr. Bonner Panel

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 List

Chart#	PHN	Name	Gender	Dob	Age	Home	Work	FirstAct.	Last Visit
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Client Lists can be generated using the Queries window to filter/refine the list of patients. To access the Queries window, click **Queries**:

Temporary List: **Queries** Combine Add To List Remove From List Create New List

Chart#	PHN	Name	Gender	Dob	Age	Home	Work	FirstAct.	Last Visit
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5. Select the applicable recipients from the **Current List** section:

Select Individual Patients

Click on each patient individually:

Client Lists Manager

Existing Client Lists:

- Dr. Bonner Panel
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Title: Dr. Bonner Panel

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Temporary List: Queries Combine Add To List Remove From List Create New List

Page #1 of 1 0 Patients Listed 05/08/20

Current List: Add Client Remove Client(s) Export Selected Send Email Create Task(s) Print Center Print Filter

Chart#	PHN	Name	Gender	Dob	Age	Home	Work	FirstAct.	Last Visit	Email
1008	955920950	Acevedo, Lucile	F	27-11-1996	23	(780) 426-7199	(780) 449-3278	21-11-2002		lucile@email.com
1190	173226330	Barber, Phillip	M	07-01-1918	102	(780) 486-9335	(780) 456-9273	30-11-2002		philip@email.com
1075	474926000	Bartlett, Sadie	F	28-03-1940	80	(780) 419-5463	(780) 417-3988	08-07-2002		sadie@email.com
1163	407718210	Benton, Katie	F	04-07-1986	33	(780) 493-1881	(780) 411-3233	24-06-2003		katie@email.com
1017	715799860	Dixon, Monique	F	01-12-1933	86	(780) 411-5469	(780) 442-2199	08-12-2002	15-09-2009	monique@email.com
1229	431444370	Farley, Octavia	F	30-12-1959	60	(780) 485-7352	(780) 489-7169	15-05-2003		octavia@email.com
1160	167944930	Foster, Levi	M	05-11-1953	66	(780) 443-4547	(780) 442-7648	20-07-2002		levi@email.com
1055	291417360	Joyce, Enid	F	25-09-1986	33	(780) 412-5972	(780) 456-2832	23-03-2003		enid@email.com
1079	314377920	Mooney, Zelma	F	13-06-1948	71	(780) 427-5347	(780) 482-7437	13-03-2003		zelma@email.com
1089	107924720	Moreno, Ted	M	22-08-1970	49	(780) 454-3755	(780) 487-2812	07-07-2002		ted@email.com
1224	160693920	Mosley, Dion	M	21-05-1972	47	(780) 458-5218	(780) 459-7138	07-02-2003		dion@email.com
1030	291932790	Obrien, Stephen	M	19-08-1922	97	(780) 485-6973	(780) 488-8734	09-01-2003		stephen@email.com
1070	219892410	Peck, Everett	M	20-10-1973	46	(780) 494-2732	(780) 413-4334	29-08-2002		everett@email.com
1172	789306390	Ratliff, Loretta	F	05-11-1924	95	(780) 476-8214	(780) 469-3661	08-12-2002		loretta@email.com
1219	855034330	Rich, Gertrude	F	26-03-1927	93	(780) 448-1968	(780) 486-2458	16-03-2003		gertrude@email.com
1023	309688410	Spence, Eric	M	28-11-1988	31	(780) 453-1698	(780) 467-1878	03-10-2002	11-05-2009	eric@email.com
1233	763670070	Sutton, Tanya	F	02-07-1948	71	(780) 444-8762	(780) 423-7571	06-08-2002		tanya@email.com
1098	666463240	Vaughn, Monique	F	08-04-1919	101	(780) 428-8963	(780) 458-8712	18-06-2003		monique@email.com

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Select All Patients

Click on one patient in the list, then click the column header to select all patients:

Client Lists Manager

Existing Client Lists: Save List Delete List Close

Title: Dr. Bonner Panel

Popup Note on Client Lookup

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Chart#	PHN	Name	Gender	Dob	Age	Home	Work	First Act.	Last Visit
Page #1 of 1 0 Patients Listed 05/08/20									

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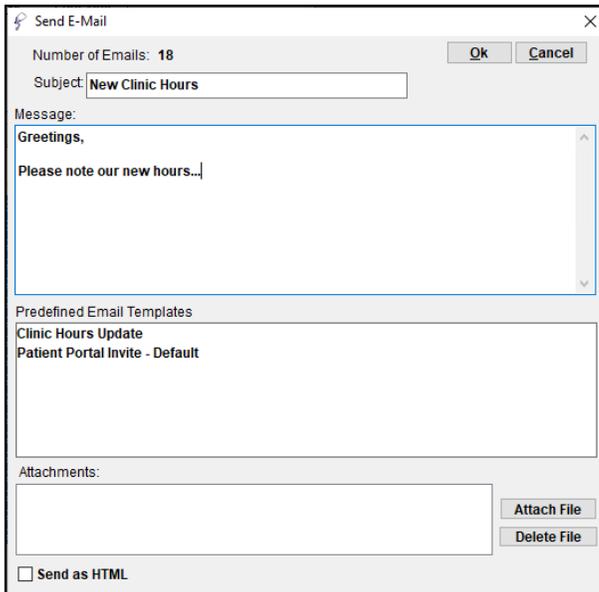
6. Click Send Email

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7. Compose the email message:



Send E-Mail

Number of Emails: 18 Ok Cancel

Subject:

Message:
Greetings,
Please note our new hours..]

Predefined Email Templates
Clinic Hours Update
Patient Portal Invite - Default

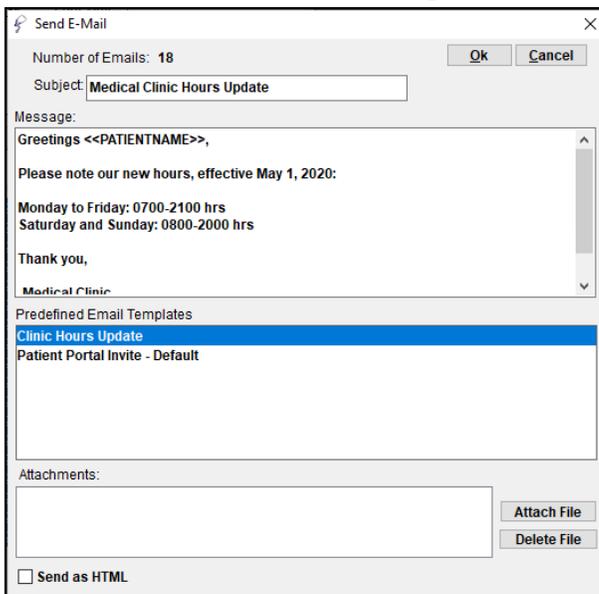
Attachments:

Attach File
Delete File

Send as HTML

Write a new email

Select a Predefined Email Template



Send E-Mail

Number of Emails: 18 Ok Cancel

Subject:

Message:
Greetings <<PATIENTNAME>>,
Please note our new hours, effective May 1, 2020:

Monday to Friday: 0700-2100 hrs
Saturday and Sunday: 0800-2000 hrs

Thank you,

Medical Clinic

Predefined Email Templates
Clinic Hours Update
Patient Portal Invite - Default

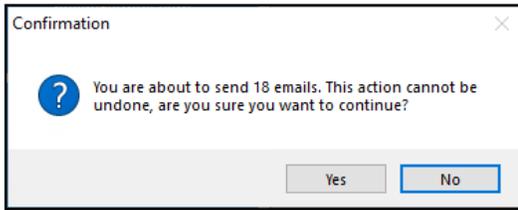
Attachments:

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.