



Get the most out of



User Guide

Recalls

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Recalls

Recalls are selected from either the buttons across the top of the home page or from the menu option on the blue bar at the top of the screen.

Recalls in Nova are a simple process. The list to be sent is built on-demand using a combination of Contact Method, Branch, and a To date. Clicking 'Find Outstanding Recalls' will display all patients due within the period selected.

The screenshot shows a search interface with three dropdown menus: 'Contact method' set to 'All', 'Branch' set to 'Kennedychester', and 'To' set to '03/04/2025'. A search button with a magnifying glass icon and the text 'Find Outstanding Recalls' is located to the right of the date field.

The list is presented on screen and is broken down into two sections, 'Ready to be sent' and 'Need attention'.

Ready To Be Sent

All recalls that are ready to be sent are displayed on screen.

The screenshot shows a table titled 'Outstanding Recall (1) - Ready to be sent'. The table has six columns: PATIENT, RECALL CATEGORY, SCHEDULE DATE, EXAM DUE DATE, CONTACT METHOD, and TEMPLATE. The first row contains the following data: Ms Tracy Harris, Adult, 03/04/2025, 03/04/2025, Letter, and Rem 01. At the bottom right of the table, there are two buttons: 'Dismiss all' (with a red 'x' icon) and 'Send' (with a green paper plane icon).

PATIENT	RECALL CATEGORY	SCHEDULE DATE	EXAM DUE DATE	CONTACT METHOD	TEMPLATE
Ms Tracy Harris	Adult	03/04/2025	03/04/2025	Letter	Rem 01

Scheduled dates are calculated based on the Recall Schedule. If a scheduled date falls on the weekend, it will be given a scheduled date of the Friday before.

At the far right of the screen next to the exam due date there is a **Log Call** option.

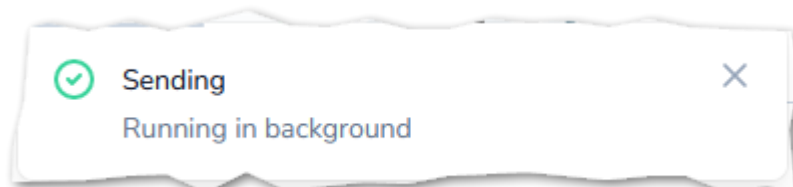
This will allow a record of any phone calls made to be recorded. Click on the box next to the number which has been called and in the notes put any notes. This will be saved in the correspondence tab.

Outstanding Recalls that are ready to be sent can be processed easily by clicking 'Send'.

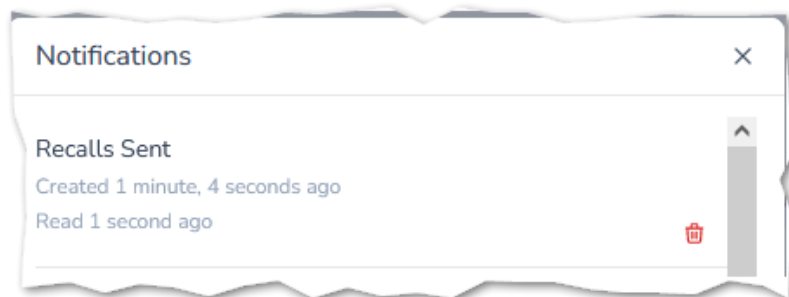


This will send any emails, text messages and letters (either printed or directly via DocMail).

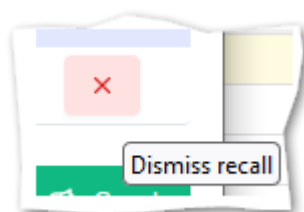
You will see on screen that the process is running in the background.



Once complete, you will receive a notification that the recalls have been sent.



If you do not wish to send an individual recall, you can use the 'Dismiss' option on the right of the table.



If you do not intend to send any of the recalls in the list, you can use the 'Dismiss All' option on screen.

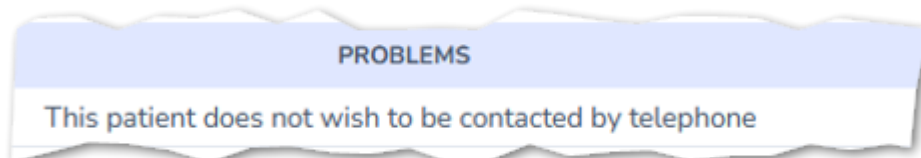


Need Attention

All recalls that need attention are displayed in a list on screen.

Outstanding Recall (1) - Need attention					
PATIENT	RECALL CATEGORY	SCHEDULE DATE	EXAM DUE DATE	CONTACT METHOD	PROBLEMS
Ms Tracy Harris	Adult	20/02/2025	03/04/2025	Telephone	This patient does not wish to be contacted by telephone

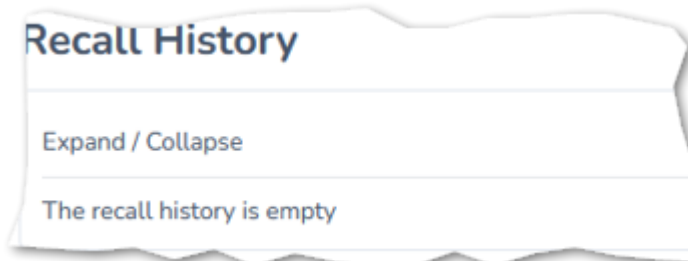
The reason they require attention is contained in the list. This may be because the recall due to be sent is a telephone recall, but the patient has not consented to be contacted by telephone.



You can correct these issues by updating the patient record or adjusting the recall schedule to use an alternative contact method.

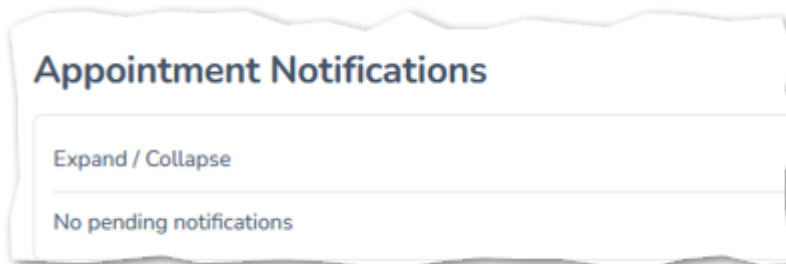
Recall History

The Recall History contains a list of previous batches of recalls that have been sent.

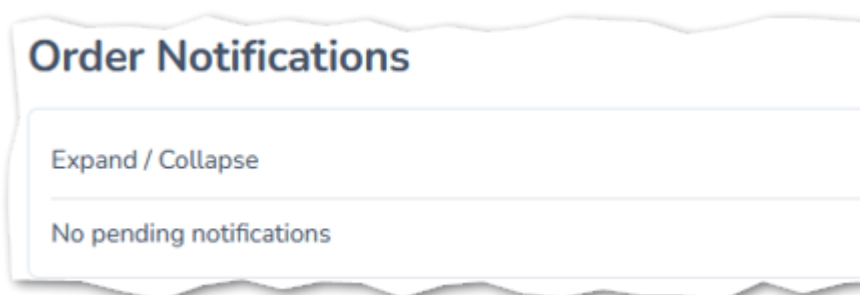


Appointment Notifications

The Appointment notification section displays all upcoming appointment confirmations and reminders. This will show appointment remind text which re due to be sent out.



Order Notifications



The Order notification section displays all upcoming post-order notifications.