

Recall letters made easy with DRINFO SMART RECALLS and ePOST

What are “SMART” prioritised recalls?

SMART RECALLS™ is a fast and effective system applying a patented weighted formula to identify patients who most need your attention, so you can contact them as a priority.

SMART RECALLS™ then combines the selected recalls into a single letter and mails the letters to patients on your behalf – saving the practice time and money.

If the patient is overdue for a screening procedure, or eligible for an intervention or funded programme (such as the diabetes annual review or CVD risk assessment) DRINFO can summarise these ‘health checks’ into bullet points in the **SMART RECALL™** letter.

You have full control over which health checks are included in the letter and also which patients are posted a letter.

An electronic copy of the letter goes back into the patient inbox in your PMS, so your team always have a record of the letter in the patient record.

What are “ePost” single recalls?

ePOST™ offers you the ability to send single topic recall letters from the DRINFO system where you want to send a single topic recall letter to patients with more detailed information.

We can also add the list of ‘other reasons’ why the patient needs to visit the practice (as per SMART RECALLS™).

How are the letters and statements processed?

DRINFO™, in partnership with WESTERN MAILING, has created this service, called AUTOMAIL™. The letters are sent as an encrypted file from DRINFO through AutoMail™ to WESTERN MAILING.

The letters are then printed at WESTERN MAILING by automated machinery, inserted into envelopes by automated machinery and delivered to the patient by NZ Post.

Files received by 12 noon will be posted that afternoon, files received after 12 noon will be processed the following day.