



# ESM correspondence and reports

## Frequently asked questions

### What should I do if the clinic slip isn't returned on the day?

Patients cannot be **checked out** of ESM until there is direction on how to action their check-out (i.e. **no shows**, **DNWs** and **cancellations**). These patients will appear on non-finalised reports and it is the responsibility of team leaders to follow-up on these outstanding finalisations as it may impact on patient care (patient isn't rebooked until this is received).

### When will examples of ESM letters, clinic slips and a daily clinic list be available?

These items are being developed and PDF versions will be presented by trainers in future sessions. Once the correspondence suite is finalised and PDF copies are developed, we will develop a package for trainers to present during the training sessions.

### What is the process for printing letters when making an appointment series? E.g. three appointments over three different days for the same specialty.

If arranging appointments for a patient across multiple days, a letter is required for each appointment and should be provided to the family either in person, or through consolidating into one envelope for posting. For multiple appointments on the same day, please include a patient schedule report with the appointment letter.

### How long do letters take to print? Does ESM have a merge function like HBCIS?

Letters print immediately in ESM. However, there is no merge or print to screen function.

### Is it possible to generate two appointment letters to different addresses if parents live apart?

There is no functionality to modify letters or print a second letter to a different location in ESM. However, letter templates for Child Protection and other key areas are currently in development. The ESM Project Team is

currently working with Health Information Services to progress an editable PDF for certain letters that can be used for Child Protection and other similar circumstances. If approved, this will be communicated to all staff with specific instructions.

### What reports will be available in ESM?

End users can run reports directly from the **Discern Explorer menu** and cater for the majority of circumstances (refer to the ESM Business Rules for a list of available reports). If a report is not available, a request can be made to the Clinical Costings Department for an ad-hoc report.

### What is the wording of the SMS reminders?

There are eight SMS variations. These are listed in the ESM Business Rules, under Batch SMS.

### Will the reminder SMS only work if the appointment has been confirmed?

An SMS reminder is sent to all appointments irrespective of **appointment status** (scheduled, confirmed, etc.).

### Will batched letters be sent for unconfirmed appointments?

Batch letters will be sent for all hospital appointments irrespective of **appointment status**, as long as the location is in scope for letter batching.

### What is the difference between the OUTPT – appt confirm letter – appt offer and OUTPT?

The **OUTPT - appt confirm** letter is the same as the **OUTPT - appt offer** letter with the addition of a requirement for the patient to contact the local clinic to confirm their appointment ahead of time. A detailed explanation of all letter types can be found in the Business Rules, under ESM Endorsed Letter Suite.

**For more information, contact the ieMR team.**

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