



Correspondence with confidentiality

For patients with correspondence confidentiality concerns, an editable version of the **OUTPT – appt offer** and **OUTPT – appt confirm** letters are available for use by team leaders under exceptional circumstances. These circumstances include:

- the patient is under the care of separated parents, both with rights to patient care;
- the patient is under the care of Child Protection;
- there is another legal concern.

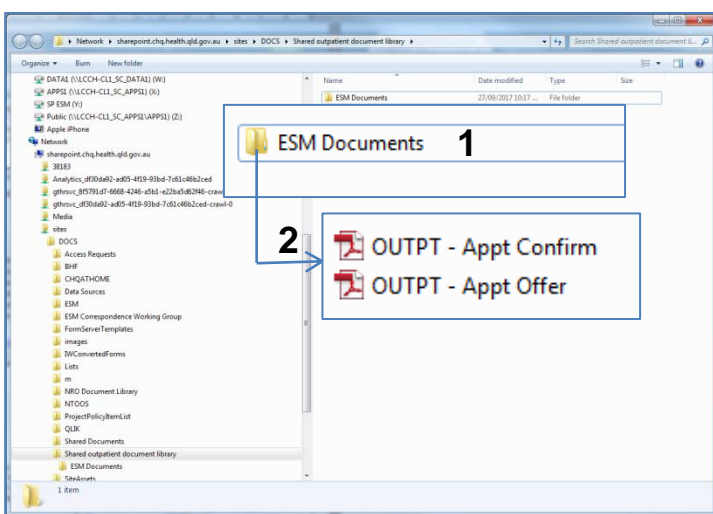
Shared outpatient document library

The editable PDF document is housed on the [shared outpatient document library](#). Only administration team leads have access to this drive. If you require access to this drive as a part of your role, please contact the business process improvement officer, Outpatients (CHQ_OPDBPIO@health.qld.gov.au to gain access).

1. Load the [shared outpatient document library](#). This library can be viewed in Mozilla Firefox or through Windows Explorer. You can map this drive if required.

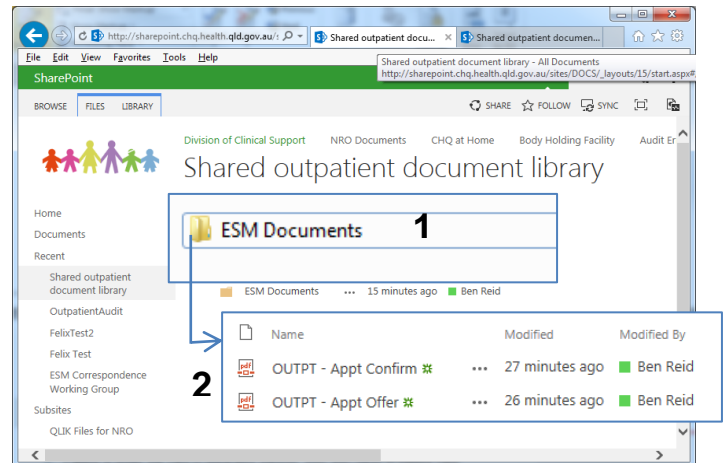
View library from Windows explorer:

2. Click on the corresponding **folder** of documents (e.g. **ESM documents**), then click on the document you wish to view.



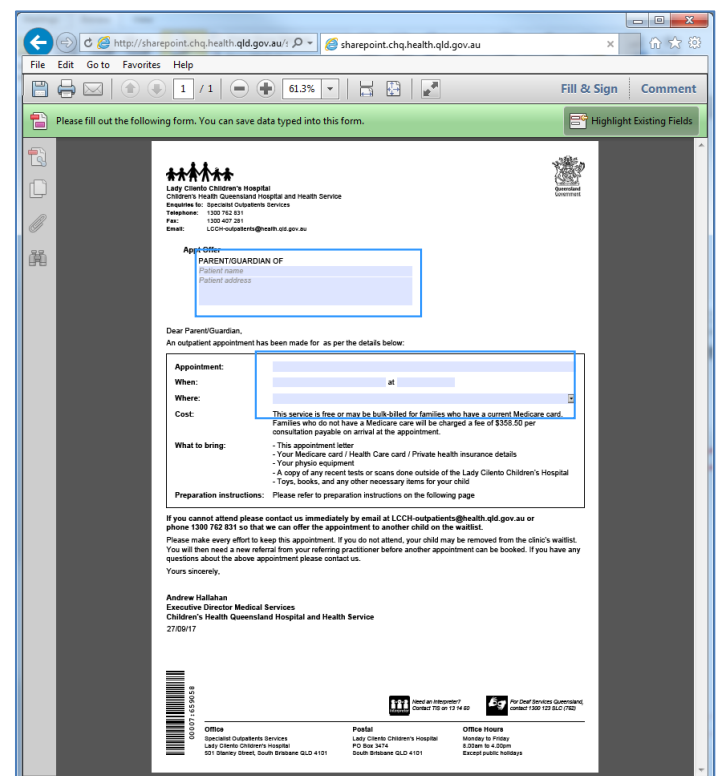
View library from Mozilla Firefox or internet explorer:

2. Click on the corresponding **folder** of documents (e.g. **ESM documents**), then click on the document you wish to view.



Printing letters

3. Click the link to the corresponding ESM letter (e.g. **OUTPT – appt offer**). This will open the PDF in a new window. The editable fields are visible in a light blue highlighted background.





- Click the link to the corresponding ESM letter (e.g. [OUTPT – appt offer](#)). This will open the PDF in a new window. The editable fields are visible in a light blue highlighted background.
- Complete the following sections in the editable form:

Address

- Enter the patient address in the following format

Appt Offer
 PARENT/GUARDIAN OF
 Ben Reid
 123 Patient'shome Street
 SUBURB, QLD 4000

Appointment and When

- Enter ESM appointment type (e.g. [ENT New](#))
- Select the date of the appointment by clicking the drop down box, and selecting on the calendar

Dear Parent/Guardian,
 An outpatient appointment has been made for Ben Reid as per the details below:

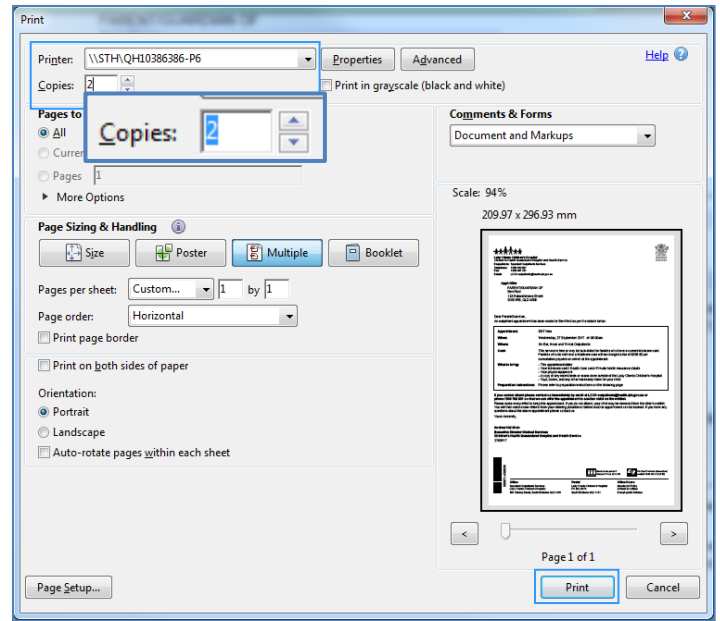
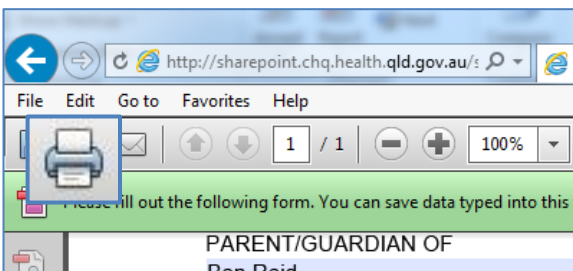
Appointment:	ENT New																																																	
When:	September 2017																																																	
Where:	at																																																	
Cost:	<table border="1"> <tr> <td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td><td>Sun</td> </tr> <tr> <td>28</td><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td> </tr> <tr> <td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> <tr> <td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td> </tr> <tr> <td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td> </tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td> </tr> <tr> <td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td> </tr> </table> Today: 27/09/2017	Mon	Tue	Wed	Thu	Fri	Sat	Sun	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	1	2	3	4	5	6	7	8
Mon	Tue	Wed	Thu	Fri	Sat	Sun																																												
28	29	30	31	1	2	3																																												
4	5	6	7	8	9	10																																												
11	12	13	14	15	16	17																																												
18	19	20	21	22	23	24																																												
25	26	27	28	29	30	1																																												
2	3	4	5	6	7	8																																												
What to bring:	-billed for families who have a current Medicare card. are care will be charged a fee of \$358.50 per the appointment. e card / Private health insurance details																																																	

Where

- Select the location from the drop-down menu (e.g. [3A ear, nose and throat outpatients](#))

Where:	2E Renal Outpatients 2E Rheumatology Outpatients 2E Spina Bifida Outpatients 2F Child Protection and Forensic Medicine Outpatients 3A Audiology Outpatients 3A Ear, Nose and Throat Outpatients 3B Gastroenterology Outpatients 3B Hepatology and Liver Transplant Outpatients 3B Neurosurgery Outpatients
Cost:	
What to bring:	

- Print **two copies** of the letter by clicking the print icon in the window header



- Send one copy of the letter to the requesting party (addressee). The second copy must be sent to Health Information Services to be scanned into the ieMR (enter FIN on the scanning letter copy).

