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Straight from the Co-op to System5

Not a lunchtime shopping trip but an article from Beverly Snell on a piece of software that will insert the message from her Out of Hours Co-op straight into System5. The software was advertised in the last issue of AMUG news and it looked so interesting I sought out a happy user to write the article.

“When Nightline (the practice’s OOH service) introduced GePmail about eighteen months ago I must admit I was bit apprehensive. I am not somebody that is totally confident with computers, and I always feel a bit worried when new things are introduced.

Now that I’ve been working with GePmail I would find it very difficult to go back to the old system of receiving Nightline telephone consultation records by fax on a daily basis and trying to read the handwritten information.

Currently I log onto the system, I connect to GePmail via the modem and I collect the messages. I receive Nightline Telephone consultation records, which are clear, easy to read and always consistent. The consultation record informs me of the patients name and date of birth. Their address telephone number and GP, the date the telephone call was made on. It also informs me of what the problem details are, who the operator was, who took the call, and whether the call was passed for advice or a visit. The name of the duty doctor who responded to the call and the outcome as to whether the patient received a visit or an advice call is also provided. If the visit is made between 10:00 pm and 08:00am it is highlighted as a claimable visit.

I thought that this was a great system but then in January this year (1998) GePmail introduced a further function which allows you to connect to Nightline and then export the information directly onto the patient’s notes in Meditel System5.

To export the message is very simple. I log on as before and collect the messages. I then connect to Meditel System5. I identify the patient from the GePmail messages log and highlight their record. I select the patient’s notes in Meditel System5 and decide where in the notes I want to export the Nightline telephone consultation record to. If the patient does not already have an out of hours title, I would create a new problem heading. I finally click on the export button and the information is typed directly into the patient’s notes.

If the message exported is a night visit which is claimable, GePmail will automatically initiate the claim for you. It is quite amazing to watch the message being typed into the patient’s notes in Meditel System5. I read the message as it is typed out but I don’t have to actually do the physical



typing. The message is always clear and provides me with all the necessary information.

Once the message has been exported, I collect the next message for that day and so on. It really is a great job. Before the kettle ha boiled in the morning I can have exported five messages and initiated any necessary claims. GePmail is responsible for me at last being exited about a task that my PC can do for me. To date I haven't had any problems and I quite enjoy collecting the messages on a daily basis.

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