



Patient Hub Letter Templates

Make significant time and cost savings and support your green targets with consistent, accurate and flexible patient letters.



Are your letter templates out of control?

Do your teams struggle to find the right letter template from a folder of hundreds?

All too often, managers doing admin updates just give up. Instead they create a new template, and the numbers grow. Whether you have 8,000 or 800 letters, that's far too many to manage.

There's an easier way

Patient Hub helps you automate and reduce the number of letter templates across your Trust. So every letter that goes out is on brand and contains accurate information for each patient.

Ditch 99% of old templates

Customer experience with Letter Templates shows that 99% of stored templates are, for one reason or another, invalid. In a busy hospital with many specialities, using manual administration of letters is time consuming and offers no real benefit.

Benefits at a glance

- ✓ Real-time visibility of all available patient letters
- ✓ Tailored templates using letter options and conditional paragraphs
- ✓ Cashable postal savings for 60% of letters as patients go digital
- ✓ Eliminate print and waste costs
- ✓ Centralised quality control and standardised hospital branding
- ✓ Improve experience with all relevant patient information
- ✓ Improve letter accuracy and reduce inadvertent errors
- ✓ Rapid and flexible updates for any change in local or national conditions.



Sheffield Children's Hospital (SCH)

400 to 4 letter templates

SCH went from over 400 manually run letters to just 4 automated templates. These use conditional formatting and include Clinic Code specific information.

These can all be tested, updated or audited at the touch of a button.



Hampshire Hospital NHS Foundation Trust (HHFT)

8000 to 3 letter templates

Instead of sending multiple letters to patients, HHFT now sends digital letters straight to the patient's device. They have gone from managing 8,000 letter types to just three templates.

That's more than a 99.9% saving.

Reality is you'll need less than 5 templates

A busy outpatients department only needs a few digital templates such as - appointment bookings, patient cancellations and hospital cancellations.

Integration with your Patient Admin System (PAS) allows specific appointment details to be populated in the letter, in real-time. You can tailor these details to the appointment, clinic, speciality or hospital.

'Letter Options' for specialty need

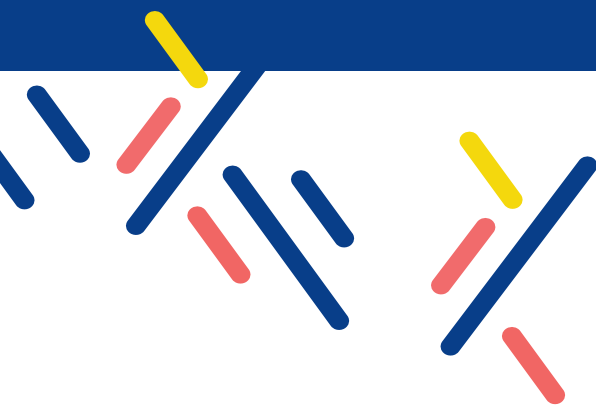
It's important that specialities that are able to clearly explain what patients need to do or remember to bring to their appointment. With Patient Hub this is easily achieved at both the speciality and clinic level. Automatically add paragraphs to appointment letters, triggered by appointment data from your PAS system.

This is known as 'letter options' and delivers a perfectly tailored letter for each and every patient.

Tailored patient information packages

Free your teams from manually collating letters and pamphlets. Instead let them use their skills to support patient needs.

Going digital enables hospitals to create a complete set of information for each patient, instantly, as the appointment is issued.





Features at a glance

- ✓ Review, update or retire any letter template
- ✓ Tailor and then generate letters
- ✓ Safety default to print and post if the digital letter is not read
- ✓ Paragraphs automatically added by clinic, specialty or hospital
- ✓ Barcode printed on the letter, or on screen, for onsite scanning
- ✓ Add leaflets and other appointment details
- ✓ Integration with postal fulfilment companies and gov.notify

Admin

- ✓ Secure password protected permissions
- ✓ Easy to use admin interface
- ✓ Customisable paragraphs
- ✓ Full reporting on every letter sent
- ✓ Audit of any changes made

The Patient Hub Advantage

Transformation to deliver on your patient, staff and clinical goals. Patient Hub is so much more than appointment reminders.

Patient Hub is a secure, online, self-service portal that makes it simple for patients to confirm, rebook or cancel appointments. It integrates with your PAS, shares data with other solutions and improves the patient experience.

You'll also:

- **Reduce DNAs:** Dramatically reduce all missed appointments by making it easier for patients to self-manage their attendance.

- **Cut costs:** Make big savings by cutting print costs and going paperless.
- **Improve utilisation:** Redeploy resources in real-time to improve utilisation and reduce waiting times.
- **Better service:** Give your patients round-the-clock access to all appointment-related information, hospital directions and site maps.
- **Safety first:** Manage attendance and patient flow in site in real-time.
- **Surveys:** saves time and increases accuracy of follow ups with digital surveys, such as pre-op or discharge.
- **Messaging:** Keep your patients informed about their care provider via broadcast or individual messages.

Take a deeper dive

Contact us today for a demo visit
netcall.com/demo/

Or email us hello@netcall.com

