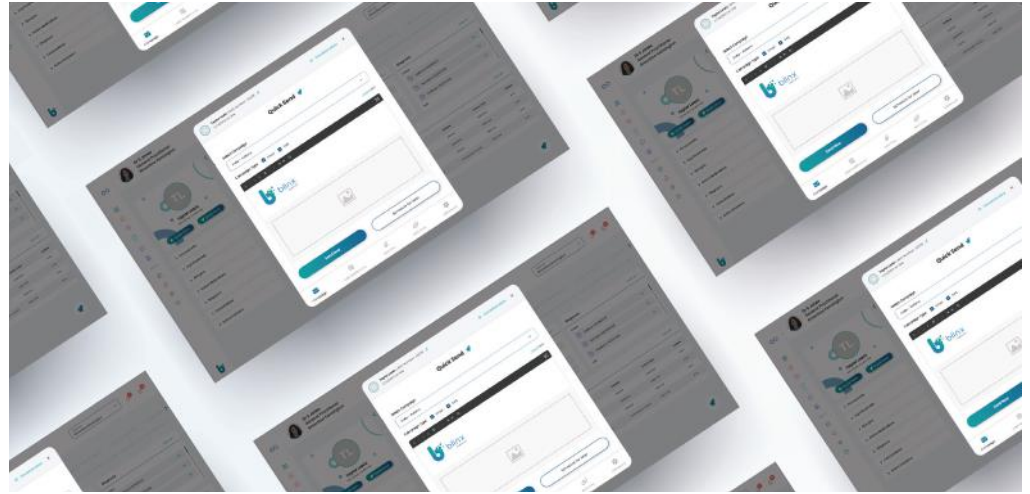




## Description

Quick Send seamlessly integrates with the GP clinical system, allowing practice staff to communicate directly with patients via email or SMS without having to switch away from the clinical system interface.

This functionality empowers staff to request additional information, photographs of medical issues, or the completion of Health Forms from patients, with the added assurance that all collected data can be directly coded into the patient's medical record. Patients can also receive appointment booking links with date and time options, as well as one-click access to view available live appointments.



PACO provides practices with the ability to communicate differently, including the use of "How-to Videos" for patients who may have difficulty with written information or to provide reassurance by explaining the process of a screening appointment.

## Why is it important?

**Time Efficiency:** Quick Send saves staff members time by allowing them to access patient details without navigating away from the clinical system. The ability to send/receive additional information or booking links with the right staff member enhances the experience for both staff and patients.

**Enhanced Communication:** For patients with limited written comprehension, communication via video messages or information about screening procedures can be more effective and reassuring.

## What it does

**Efficient Communication:** Enables staff to quickly communicate with patients via email or SMS while using the GP Clinical system. Health Forms can be easily sent to gather more information, and additional information or photos can be received and filed/coded into the patient's medical record. Links for appointment booking can be sent without the need to manually check live appointment availability.

## Benefits



**Improved Patient and Staff Experience:** Enhances patient-staff communication through quick and direct messaging via email and SMS, seamlessly integrated with the GP Clinical System.



**Efficiency:** Facilitates the request for further information using PACO Health Forms and streamlines appointment booking without the need to search through the appointment book manually.



**Automation:** Data received can be coded back into the patient's medical record, adding reason codes for better context for Clinical Teams regarding the nature of the appointment.