



Influenza Framework

Flu Vaccine Recalls with TXT2Remind and vensa.com

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1 Everything you need to know about FLU

“Around one in four New Zealanders are infected with influenza or ‘flu’ each year. Many won’t feel sick at all, but can still pass it on to others. Getting an influenza vaccination before winter offers you and others the best protection

Infected people have minor symptoms or no symptoms. But they can still pass their 'flu' onto other people, and some of these people will get very ill and may be hospitalised. Contact with the influenza virus is almost unavoidable, and while it does not always mean you'll be infected, it does mean the risk is never far away. It is important you do what you can to prevent the virus being passed on to those who are more likely to get very sick from influenza – including young infants, pregnant women, the elderly and people with certain medical conditions such as asthma or heart problems.

Pregnant women and their babies can suffer serious consequences as a result of influenza. A FREE influenza vaccination during any trimester of the pregnancy reduces this risk

Unvaccinated pregnant women are at a higher risk from influenza, even when they are fit and well. Influenza during pregnancy increases the risks of premature birth, low birth weight, miscarriage, stillbirth or birth defects. The influenza vaccine is available from early March until 31 December.

Older people and people with certain medical conditions are more likely to have medical complications from influenza. A FREE influenza vaccination reduces these risks

Influenza can lead to serious complications, particularly in people 65 years and over, and those with certain medical conditions such as heart or lung conditions. Complications of influenza include pneumonia, heart failure, and worsening asthma. The influenza vaccine is available from early March until 31 December.

Influenza is a serious illness that can put anyone in hospital or even kill them, including young and healthy people

Influenza can make healthy adults, children and infants seriously ill or cause death. Influenza is more than just a 'bad cold'. Although some of the symptoms are the same as a bad cold, influenza is usually much more severe and lasts for longer. Symptoms of influenza include fever, sore throat, muscle aches, headache, cough and severe fatigue. A healthy diet and regular exercise may help support your immune system but will not protect you from influenza.

Influenza vaccination is safe, effective and cannot give you the 'flu'

It has an excellent safety record and has been proven to provide effective protection for most vaccinated people, including pregnant women and their unborn or newborn babies. There are no live viruses in the influenza vaccine.

This document outlines the steps involved in setting up a MedTech32 flu vaccine outbox document template according to the design specifications of TXT2Remind. Once the document is setup correctly, users in the practice can send a flu vaccine reminder mobile text-message to the patients within MedTech32 with the ability of having the messages file against the patient notes." (Immunisation Advisory Centre, 2017)

Eligibility Criteria for FREE seasonal influenza vaccination:

- 1. Pregnant Women**
- 2. Anyone under 65 years old with chronic medical conditions**
- 3. Anyone aged 65 years or over**

Patient eligibility and clinical queries contact:

Immunisation Advisory Centre (IMAC) The University of Auckland

Phone: 0800 IMMUNE (0800 466 863)

Email: 0800immune@auckland.ac.nz

Image 1. Immunisation Advisory Centre & Ministry of Health. (2017).

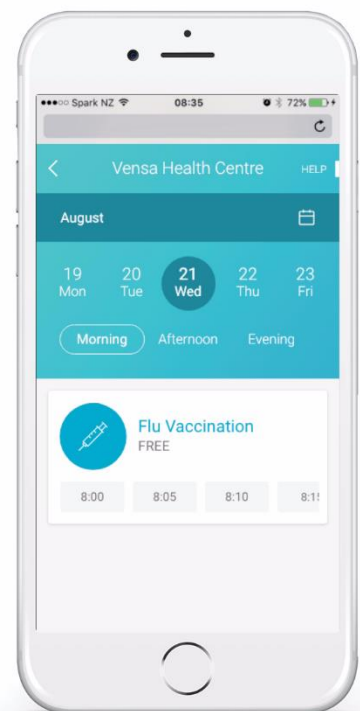
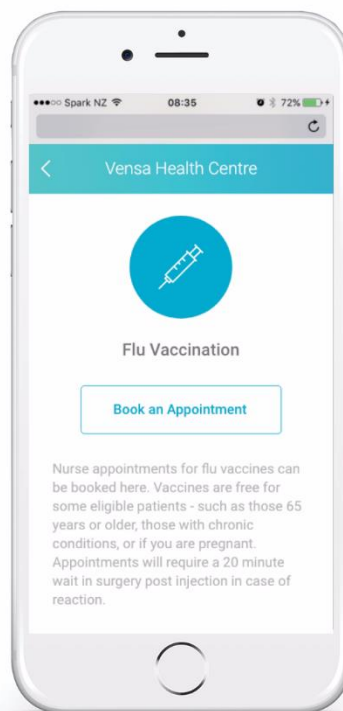
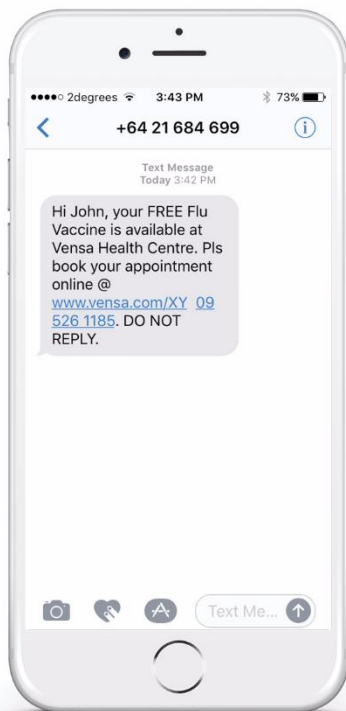
Immunisation Advisory Centre & Ministry of Health. (2017). *Everything you need to know about FLU*. Auckland, New Zealand: Authors. Retrieved from <http://www.influenza.org.nz/sites/default/files/2017%20Flu%20Kit%20Book.pdf>

2 Overview

Use vensa.com to book your Flu Vaccines through the online appointment booking tool. The process is simple;



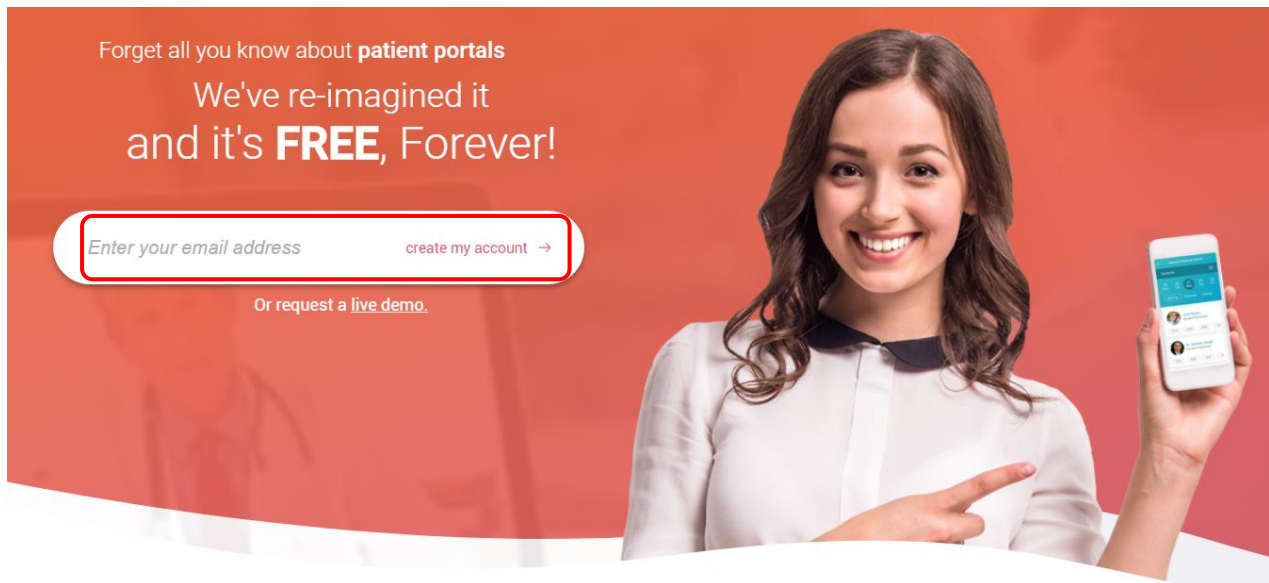
Your patients will receive the text message. When they click on the link they will be redirected to the practice page ready to book their Flu jab, it's a simple 3 step process for your patients.



3 Sign up to Vensa.com

Sign up to vensa.com for FREE forever. Follow the instructions below to sign up for Flus. Once signed, Vensa will be in touch to begin the setup process. Follow the instructions below to sign up for Flus.

- a. Go to vensa.com/patient-portal
- b. Enter your email address and click 'create my account'
- c. Follow the steps to create your vensa.com account and click 'Get Started'
- d. Vensa will be in touch

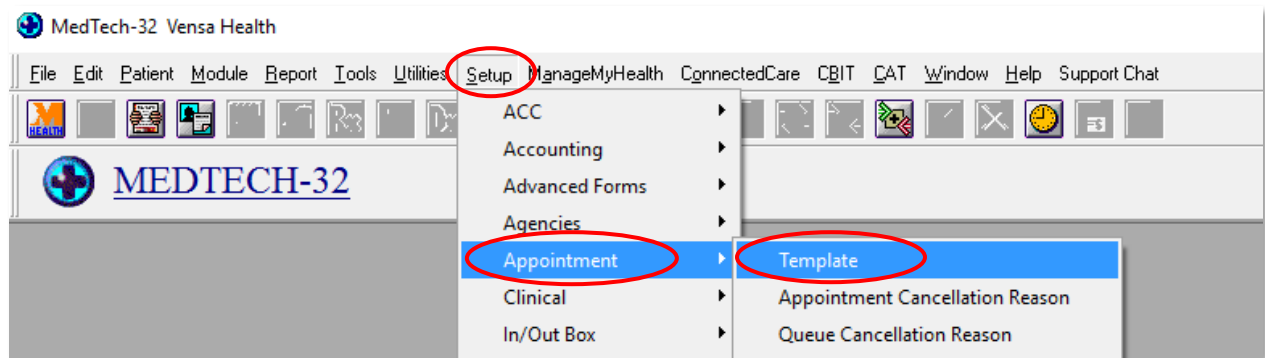


4 Create Flu Appointment Template in Medtech32

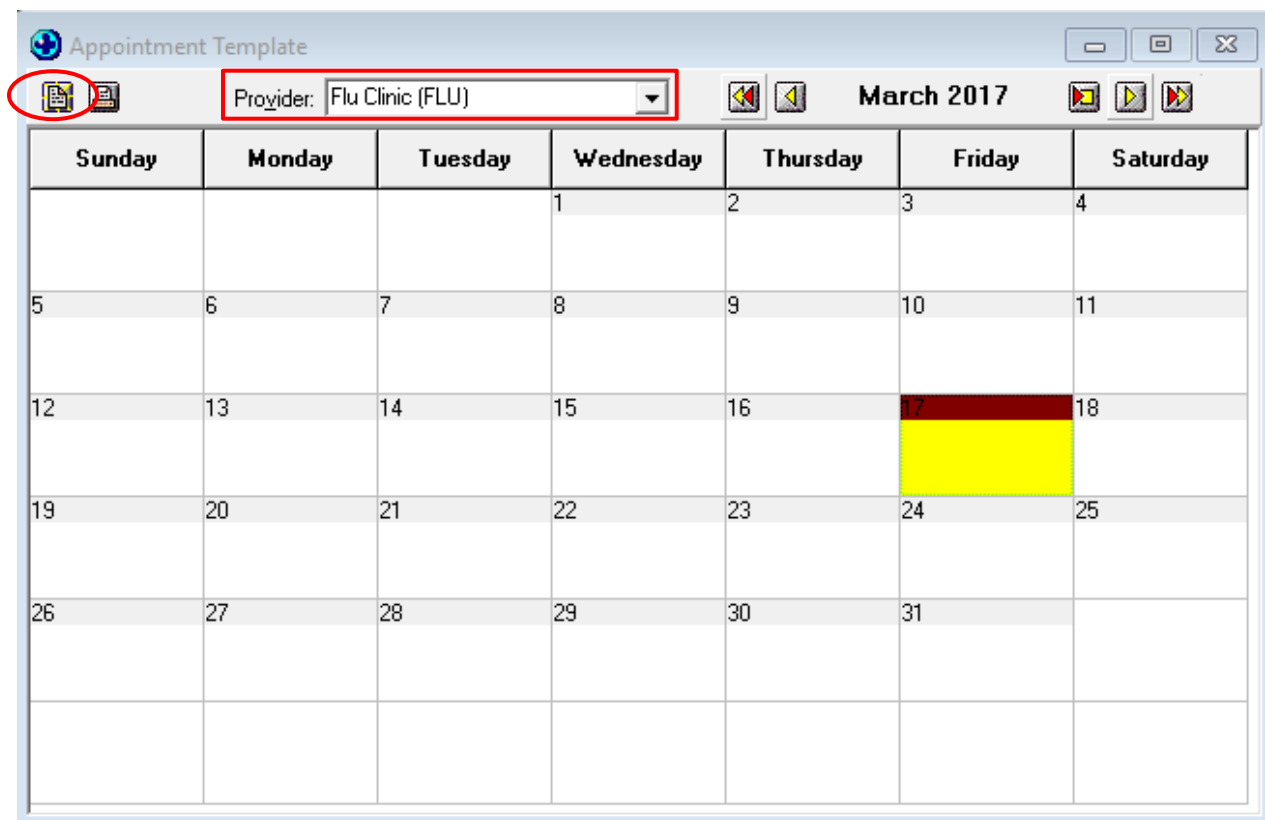
The following instructions are to assist with setting up an Appointment book template in Medtech for vensa.com. The practice will be required to set up a provider code that will behave as the clinic prior to creating a Flu Appointment template.

NB: This is only required if you currently do not have an existing Flu Vaccine appointment template (clinic), if you prefer to use an existing nurse's appointment template or need support to set up a provider code, we can help, talk to us 0800 736 463.

- a. Go to Setup > Appointments > Template



- b. Select the provider code created for the Flu Clinic and click on the view template button



- c. Apply all settings to ensure the appointments cover the duration of Flu Vaccines. Ticking the "Avail" column will ensure the appointment will be displayed on the vensa.com online booking system. Below is an example only, please ensure the dates, times and duration are suitable for your practice.

NB: Please leave the Session Name blank

Flu Clinic (FLU)

Details

From Date: 17 Mar 2017
 Apply Next 6 Months
 To Date: 31 Dec 2017
 Start Time: 09:00 am
 End Time: 05:00 pm
 Special:
 Day Off:

From Time	To Time	Duration	Avail	Session Name
09:00 am	05:00 pm	00:05	<input checked="" type="checkbox"/>	

Cycle: 1 Weekly
 2 Weekly
 3 Weekly
 4 Weekly
 5 Weekly

Days of Week: Monday:
 Tuesday:
 Wednesday:
 Thursday:
 Friday:
 Saturday:

Note to Staff: Online Flu Appointments ONLY

Add Delete Insert Tick All

Select other Providers to apply this template to:

Barry Beta (BETA)
 Joan Baker (JB)
 Jennifer Wilson (JW)

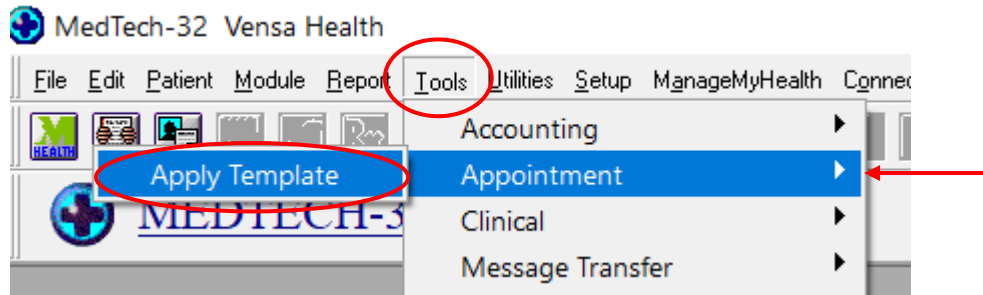
- d. When the template is complete it will appear as shown below

Appointment Template

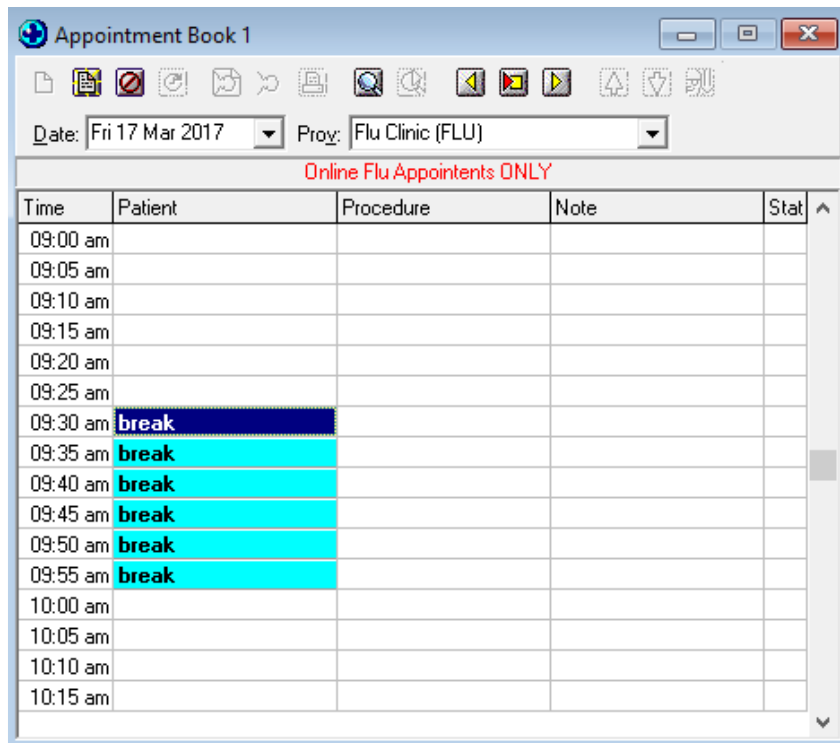
Provider: Flu Clinic (FLU) March 2017

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17 09:00 am (5 min) ..End - 05:00 pm	18
19	20 09:00 am (5 min) ..End - 05:00 pm	21 09:00 am (5 min) ..End - 05:00 pm	22 09:00 am (5 min) ..End - 05:00 pm	23 09:00 am (5 min) ..End - 05:00 pm	24 09:00 am (5 min) ..End - 05:00 pm	25
26	27 09:00 am (5 min) ..End - 05:00 pm	28 09:00 am (5 min) ..End - 05:00 pm	29 09:00 am (5 min) ..End - 05:00 pm	30 09:00 am (5 min) ..End - 05:00 pm	31 09:00 am (5 min) ..End - 05:00 pm	

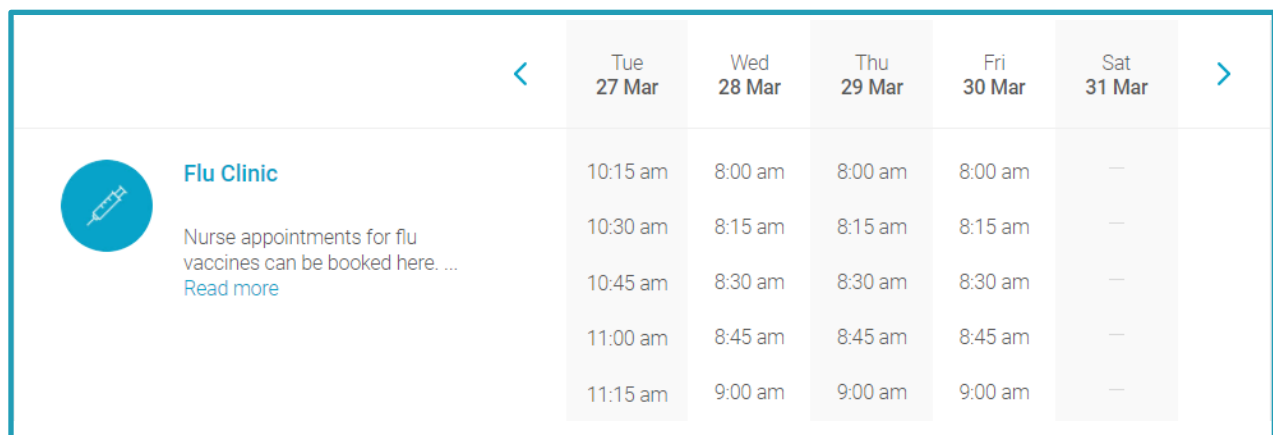
- e. Ensure you apply the template by clicking 'Tools' menu > Appointment > Apply Template



- f. If the practice would like to hide times from the online booking system just book those times out in the appointment book



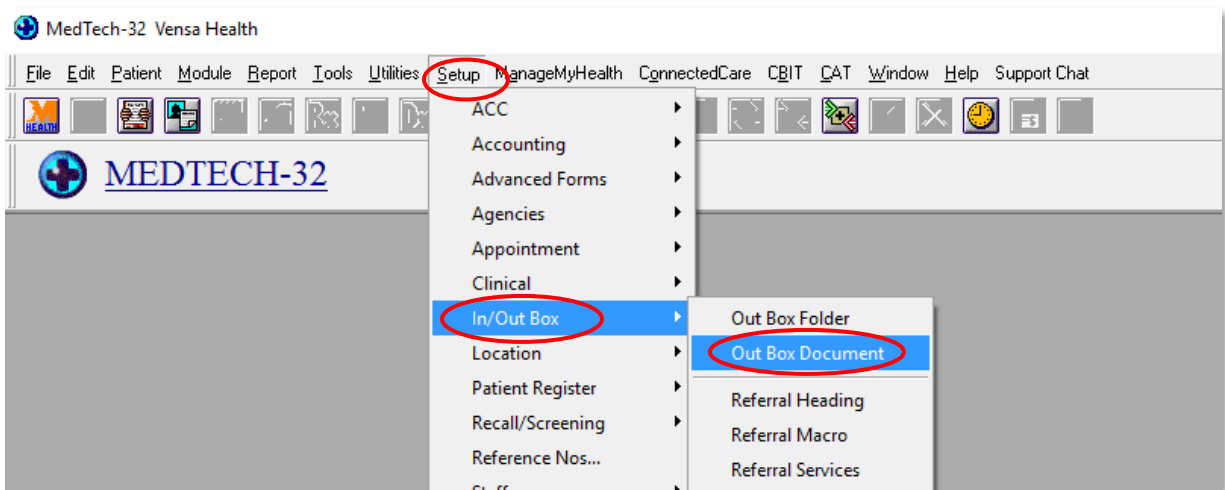
- g. Below is an example of what it will look like online



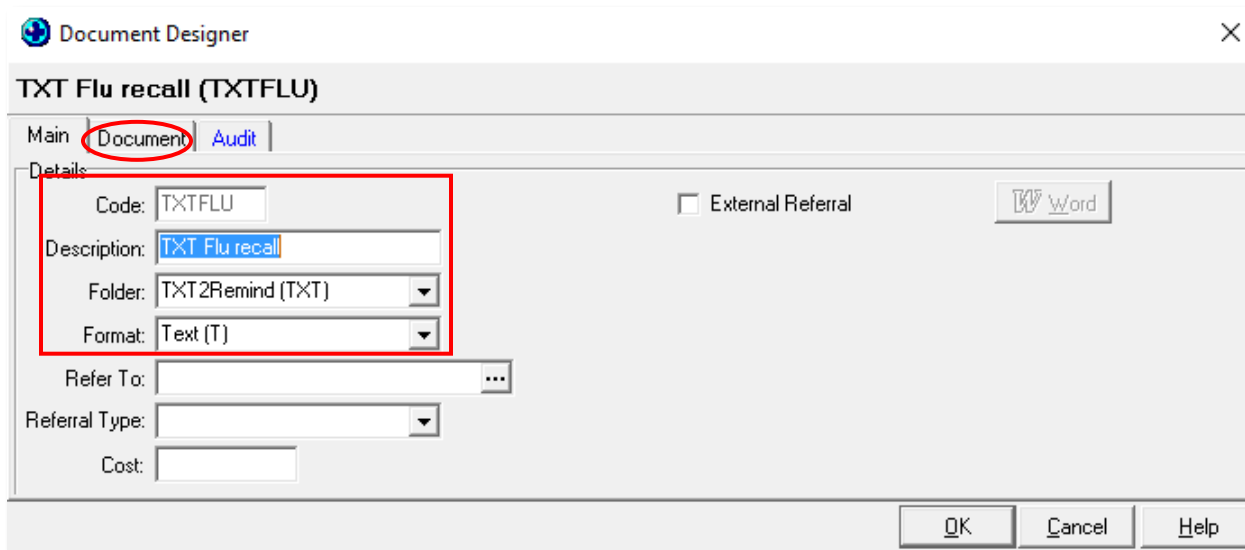
5 TXT2Remind Outbox Document Setup for Flu Vaccine

To be able to send a text message from your outbox, you first need to set up an outbox document in the Document Designer within your MedTech32 system. This document will be the format 'Text (T)' text-message as opposed to traditional letter based documents.

- a. Go to Setup > In/Outbox > Out Box Document



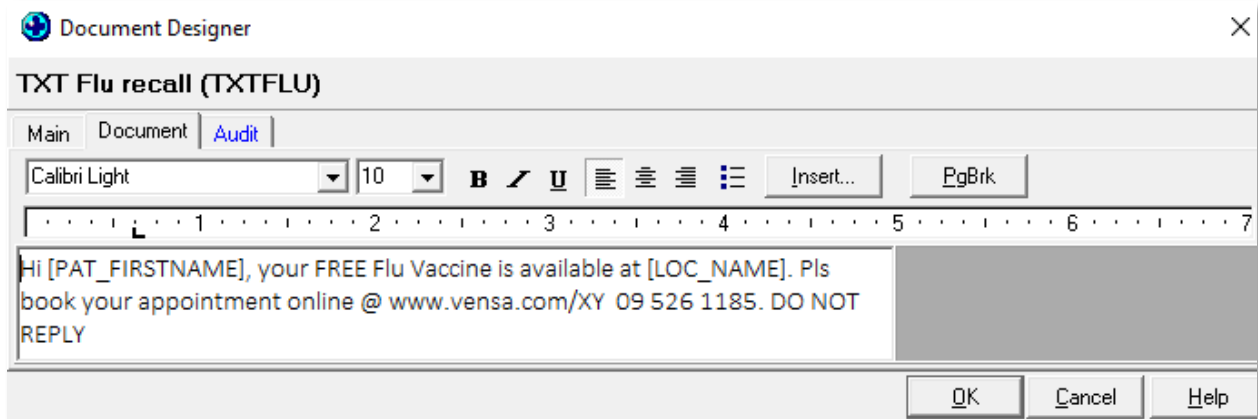
- b. Click on create a new document. When the Document Designer box pops up fill in the fields circled in red. It is good practice to identify your document code and description with a prefix of "TXT". This will allow you to easily distinguish between letter documents and mobile text document templates.



E.g. for Flu vaccine recall you could make code your document: TXTFLU, Description: TXT Flu Recall

- c. Click on the Document tab
- d. Type in your text message body (example below includes using vensa.com booking system)

NB: We will provide you with a unique online booking system address to include in the text

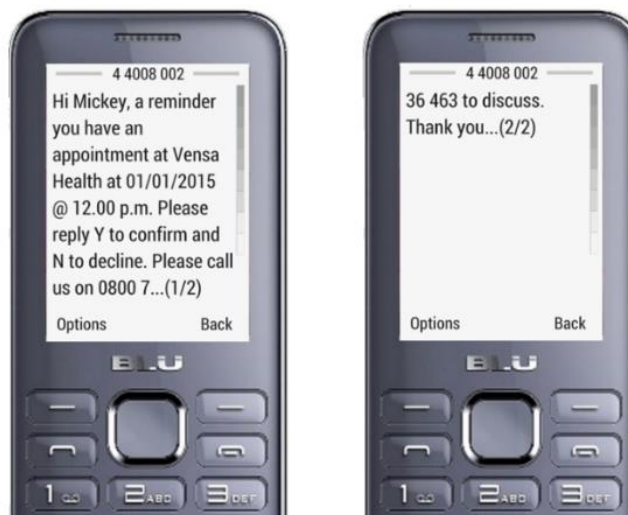


- e. Click on the OK button to finish.

6 Template Management

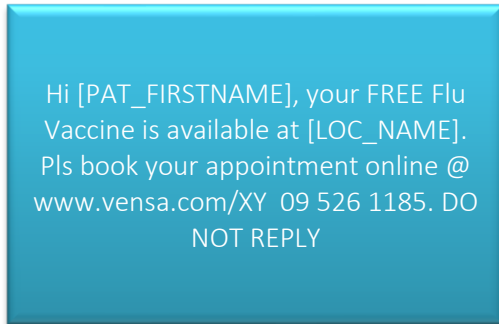
6.1 160 Characters

When creating a message, it's very important to limit the text to 160 characters (which includes; spaces, punctuation, alpha and numeric). The maximum length of a text message is 918 characters (4 texts). However, if you send more than 160 characters in the first message, every consecutive message thereafter will be broken down to groups of 153 characters. On an analog phone this will be delivered as 1 of 2, 2 of 2 messages received. To avoid any information being misinterpreted or unread by the patient its best practice to keep the text message under 160 characters.



6.2 Merge Fields

When using merge fields in text templates always consider the length of the data when its merged. Merge fields such as [PAT_FIRSTNAME] and [LOC_NAME] can expand. To prevent this, try to leave about 15 - 20 characters' spare in the message. In some cases, it might be easier to type the practice name in shorter format. Always send a test text message to yourself prior to sending out a mass text.



Template uses 148 characters

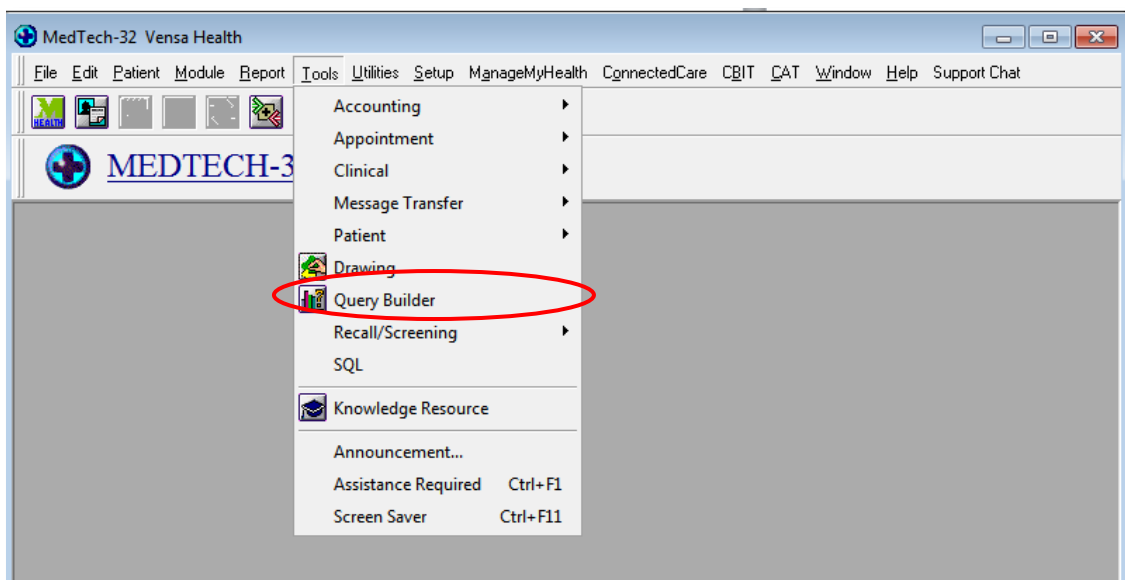


Merged text message uses 150 characters

7 Sending Bulk Flu Texts via the Query Builder

Once an outbox document is created in your patient management system, you can then send messages from your query builder for your recalls or any mass texting you may want to send as outlined in this section. The instructions are below.

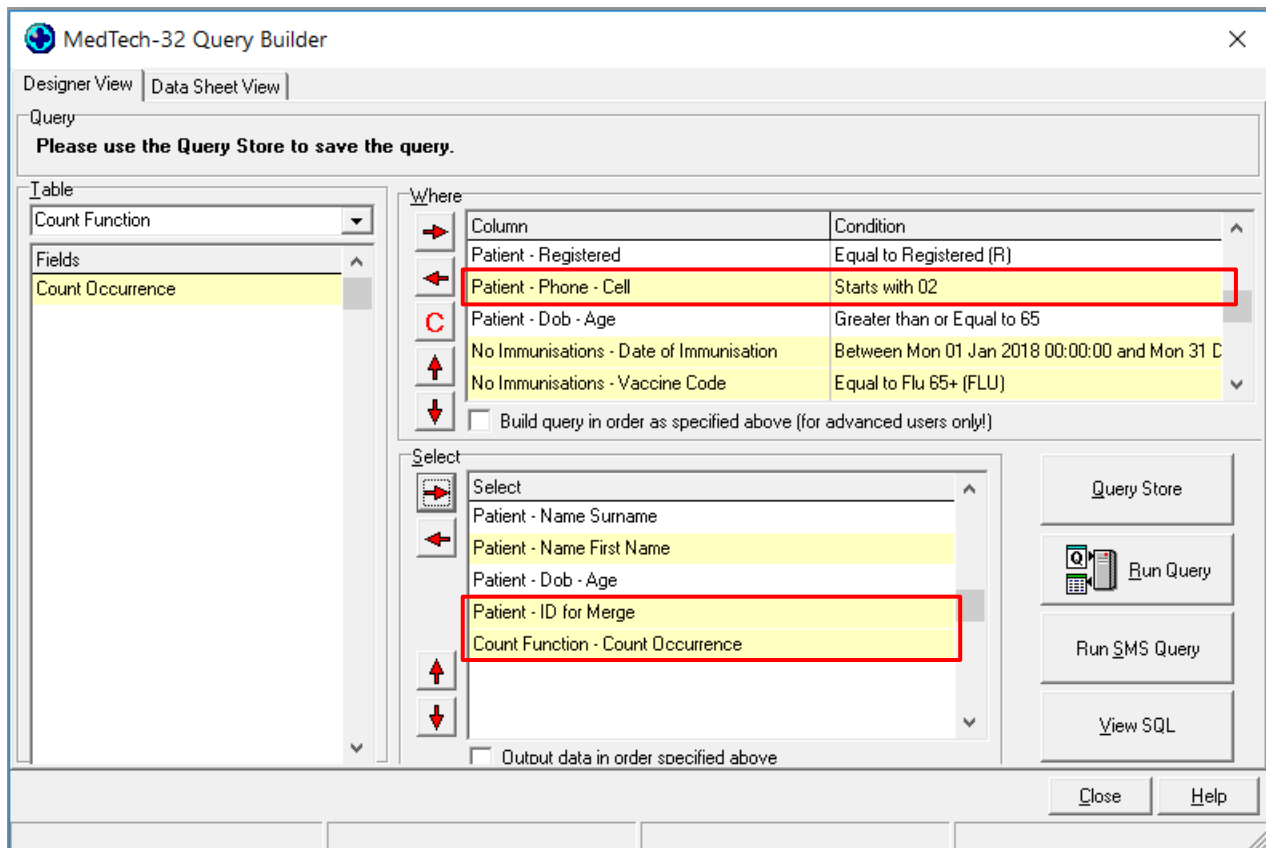
- a. Go to Medtech > Tools > Query Builder



- b. The Query Builder will open, choose one of the following options below;
- Build a New Query – Start from scratch Use **an Existing Query** – e.g. Query used last year

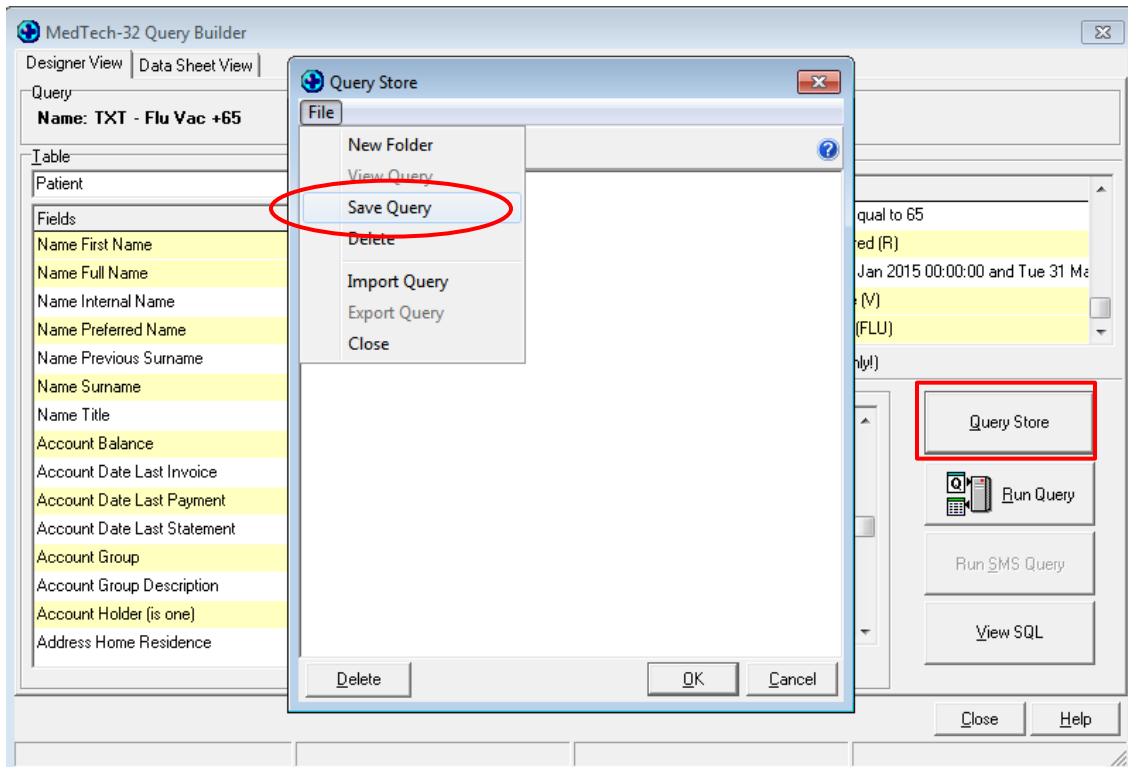
7.1 Build a New Query

- a. Choose the criteria required for the query but include the following fields; 'Patient – Phone – Cell' with the condition as 'starts with 02' in the 'Where' field, and 'Patient - ID for Merge' and 'Count function – Count Occurrence' in the 'Select' field.

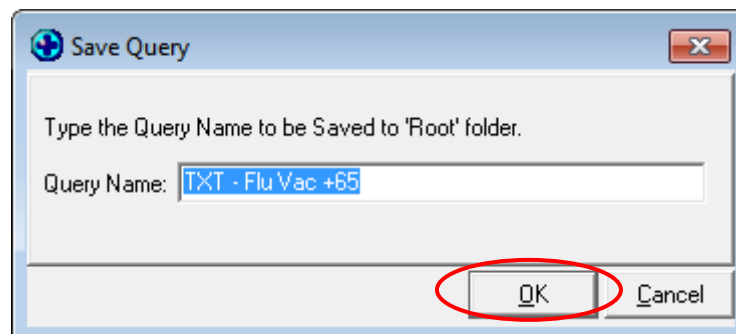


NB: the above query is an example for Flu 65+, criteria and conditions can change over time, ensure you have up to date queries.

- b. Go to Query Store and in the File menu click on 'Save Query'

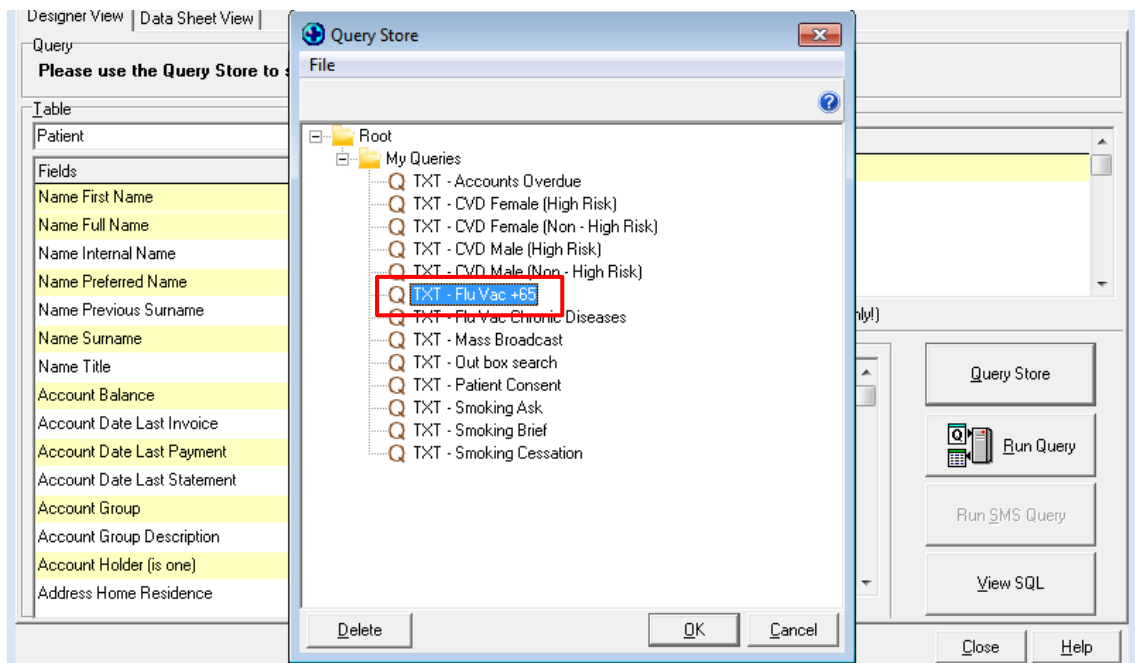


- c. Name your query and click OK

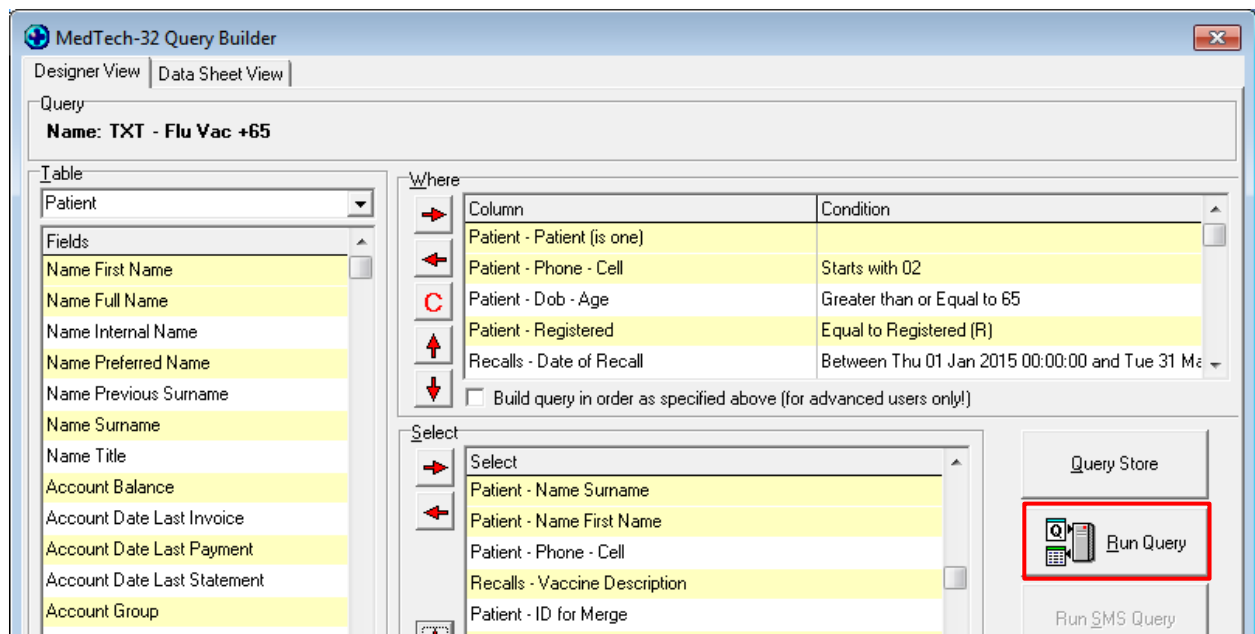


7.2 Use an Existing Query

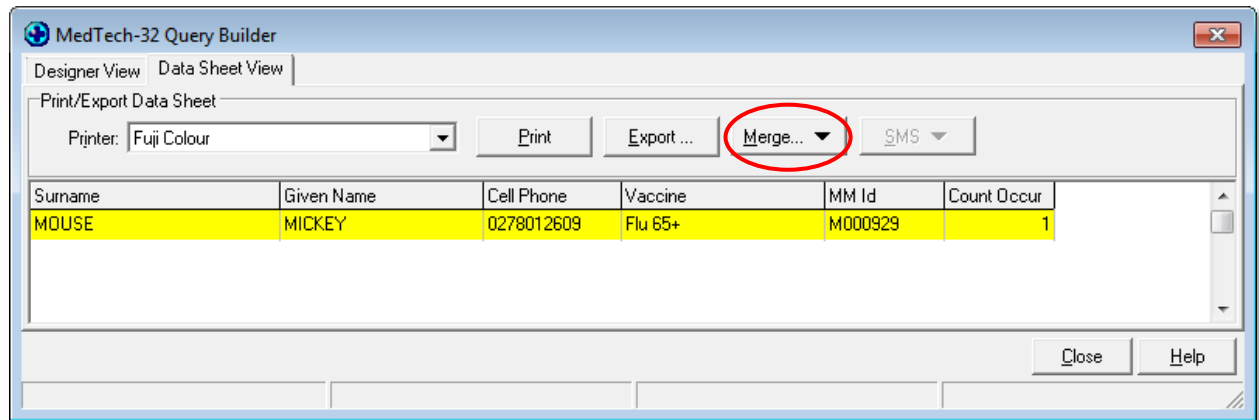
- a. Click on Query Store > Locate your query > Select and press OK.



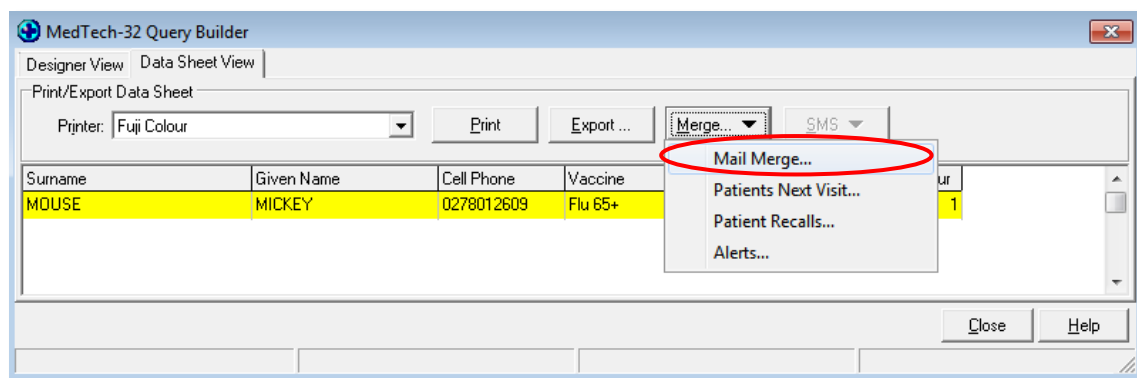
- b. Click on the Run Query button



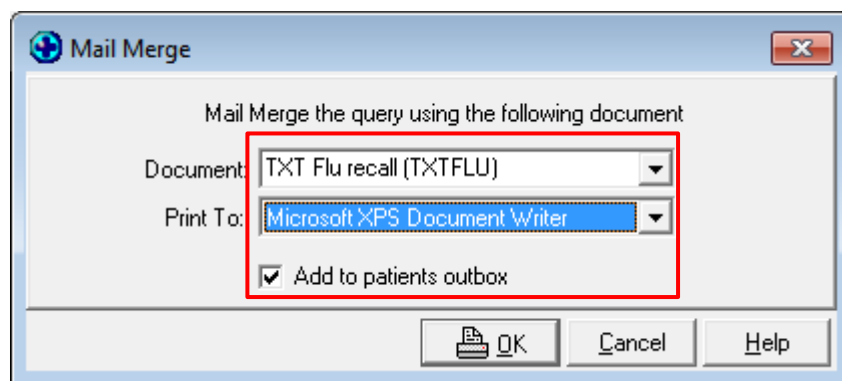
- c. This will bring up all the patients who have a cellphone, and who need a flu vaccination within the date range you choose. Click on the 'merge' button.



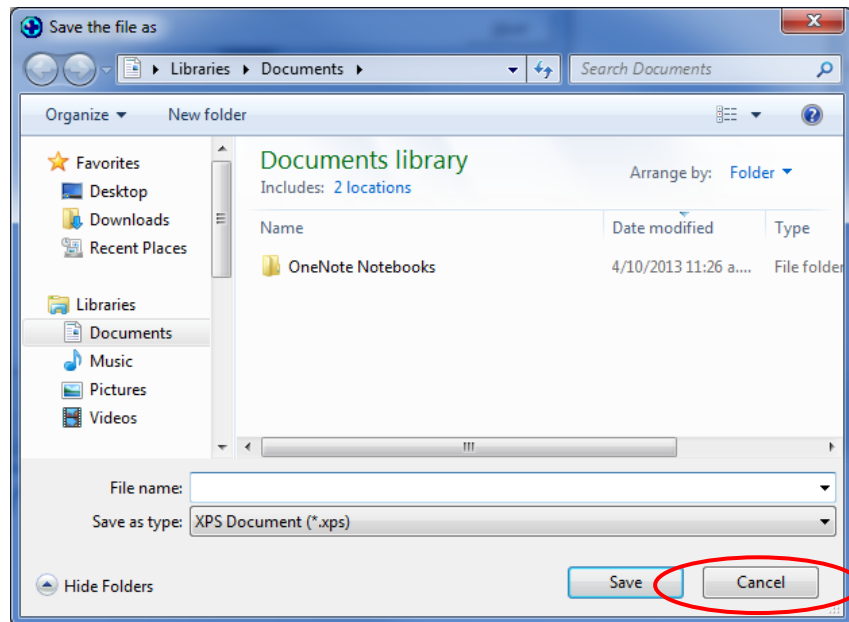
- d. Select 'Mail Merge' from the drop-down box



- e. The mail merge window will open. On the "Document" field, select the text document created that contains the Flu Vaccine reminder. E.g. TXT Flu Recall (TXTFLU)
- f. On the "Print To" field, select a printer that does not print on paper e.g. Microsoft XPS Document Writer, PDF, Report Manager etc. Tick "Add to patient's outbox" and press OK.



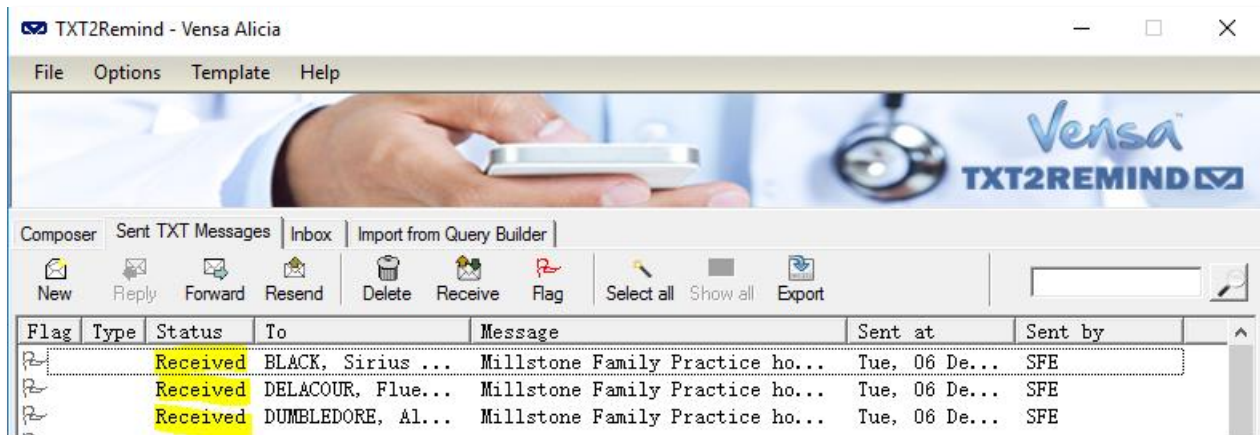
- g. If the "Microsoft XPS Document Writer" or another pdf printer is used, a window will appear asking where to save this document. Press cancel and the merge will commence.



- h. A Mail Merge box will appear displaying the number of pages it's "printing". This is indicating how many texts are being sent. This box will disappear once it is completed.



- i. To check status receipts, open TXT2Remind and click on the Sent TXT Messages Tab. All the sent text messages return a "Received" status receipt as shown below.



END