The PCS Cheltenham Patient Management System

PATIENT RECALL

The PCS Cheltenham Patient Management System produces reminders for the right patients at the right time. Many reminder formats are available including Post Cards, Personalised Letters, Address Labels, or even lists for staff to telephone patients. Any method can be adapted to suit your practice requirements.

Subsequent reminders can take another form to create greater impact. Perhaps a simple postcard first and a stronger personalised letter to follow up those not responding.

Entering recall information is simplicity itself, with just the necessary information to generate a reminder. The PCS Cheltenham System is unique in that any of the screens can actually be altered. For example if the opticians name is required on the recall screen.

Different sets of "indicators" are available to categorise patients. One set is used to denote clinical details. E.g. D for Diabetic, G for Glaucoma etc. Therefore DG on a record signifies the patient has both Diabetes and Glaucoma. Clinical examples are included with the system, and a practice can create additional categories at any time. Useful examples include patient spend, dispense type, and prescription range.

The indicators are also used to uniquely personalise reminder letters. Each reminder letter includes passages of text based upon the indicators on a patients record. This produces a very personalised reminder with specific information being included only as required.

The system also calculates the age of the patient as the letter is produced and automatically includes any relevant messages. (e.g. Free NHS Eye Examinations for patients aged 60 or over).

The system can print details directly onto any forms a practice may use, and even onto record cards. The most popular use is to print name and address information directly onto the coloured GOS forms. Each system is supplied with the latest GOS forms pre-loaded.
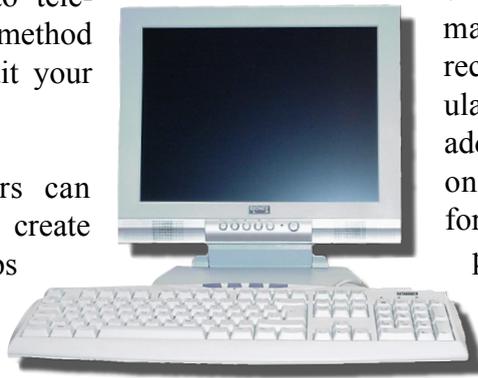
Patient recall is one of the most time consuming tasks a practice performs yet the easiest to computerise. Many practices spend hours a week writing reminder cards or letters, addressing envelopes, or writing patients into a 'recall book'. Once these patients have been reminded, there is often no means of following up those who did not respond. They are lost forever, but are a valuable source of future revenue.

The PCS Cheltenham Patient Management System allows you to keep in contact with both your current and past patients, as often as required.

CONTACT LENS ADMINISTRATION

The success of disposable and frequent replacement lenses could never have been predicted, and most practices now have patients wearing this type of contact lens.

The PCS Cheltenham Patient Management System significantly reduces the work required to administer such schemes. Whether it's just ensuring

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the patient attends regular contact lens check-ups, or controlling monthly payments and quartley collections, our Contact Lens Administration System is designed to help.

Annual care schemes and lens insurance plans are also covered. By entering the details of a patients contact lenses once, the system can produce monthly reports showing future lens requirements, expected payments, annual care scheme and insurance renewals as required.

The system is designed to operate with minimal input from the practice staff. Once the lens details are entered, you will only need to update them if the patient changes lenses, misses a payment or fails to collect. This frees the practice staff from the computer and allows them to spend more time with patients.

MARKETING

The PCS Cheltenham Patient Management System contains the most effective marketing functions available. Put simply, you can search on any information entered about a patient, and cross reference that with any other information. The results of such a search can even be used as the starting point for a subsequent search, further refining the criteria. Specific, targeted promotions can be much more effective than the wide 'scatter gun' approach.

Once a group of patients has been selected, you can print any letter, form or report from within the Patient

Management System, or pass the results into a third party application, such as Microsoft Word or Lotus Word Pro. This allows the production of full colour promotional leaflets with text, photographs and logos alongside the patients details in almost any format.

The marketing function can even be used to make bulk changes to patient details. For example everyone with a '0181' telephone number can be changed to '0208', or all patients with a title of 'Master' aged over 16 can be changed to 'Mr'.

AUTO ADDRESSING

Auto Addressing will simplify the entry of patient details by generating the address from a postcode. Type the house name/number and the completed address is pasted to the screen. Auto Addressing is supplied with all U.K. postcodes.

When a patient is not sure of their postcode, the system lets you enter the first few characters and returns a list of all matching streets. Simply select the correct street from the list, and continue as normal.

By using Auto Addressing you are ensuring all patients addresses are correctly spelt, and formatted. This is very important when a practice wants to target patients by location for an offer or promotion.
Auto Addressing is an addition to the Patient Management System, and requires an annual Royal Mail license.

☑ A Quick & Easy Recall System.
☑ Prints Letters, Postcards, Labels, Lists etc.
☑ NHS Form Printing.
☑ Unlimited Marketing Options.
☑ Use Postcode to Generate Patient Addresses.

☑ Highly Stable & Reliable System.
☑ Free Format Notes for Each Patient.
☑ Data Transfer Available Form Other Systems.
☑ Full Contact Lens Administration System.
☑ Customisable to Your Own Requirements.