North of England
Commissioning Support

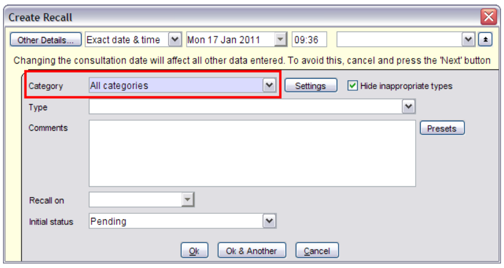
Partners in improving local health

NECS Clinical Systems Specialist Team

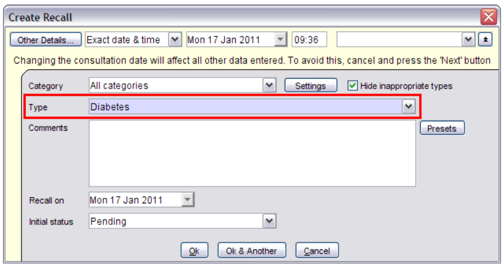
SystmOne - Adding a Recall

1. Open a patient record, right click on the **Recalls** node of the clinical tree and select **New Recall**.

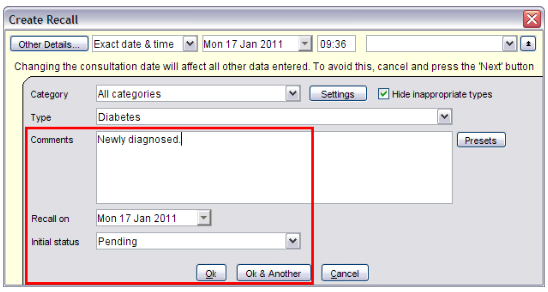
2. Choose a **Category** (if configured), otherwise leave as All Categories.



3. Pick the appropriate **Type** of recall e.g. Diabetes.



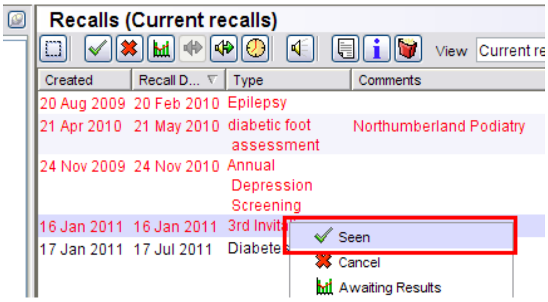
4. Enter any comments as required and then choose a **Recall On** date. This may have defaulted to today's date or 6-12 months in the future, depending on how the recall type was created. If the date is incorrect, delete it and enter a new one. Leave the **Initial** Status as Pending. Click **Ok** or **Ok & Another** (if present).



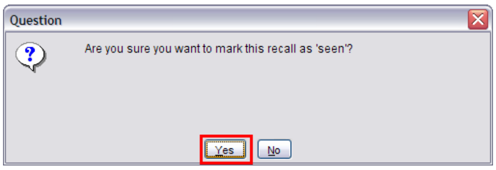
Mark a Recall as Seen

Click on **Recalls** on the clinical tree.

1. On the right hand side of the screen, right click on the appropriate recall and select **Seen**.



2. Answer **Yes** when asked if you are sure you wish to mark the recall as seen.

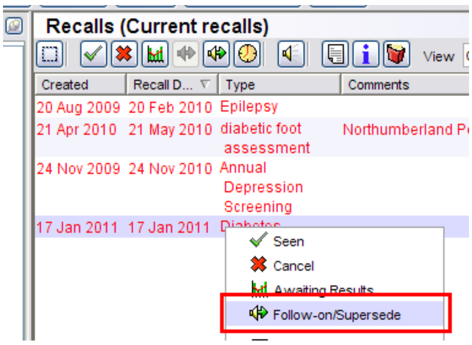


3. You may then be asked Do you want to create another recall for next time?. Answer **Yes** or **No** as needed.

Supersede a Recall

1. If you need to change the date of a recall it will need to be superseded with a new recall of the same type. If a data entry template is used to record a follow up, this will be done automatically.

2. Right click on the appropriate recall and select **Follow-on/Supersede**.



3. Choose a new date for the recall and then click **OK**.