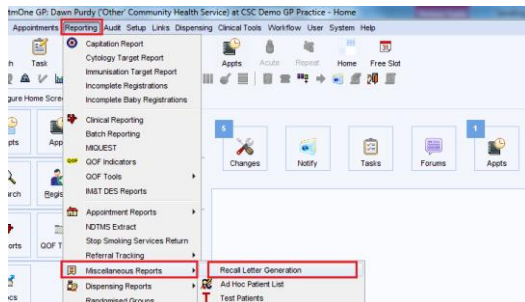


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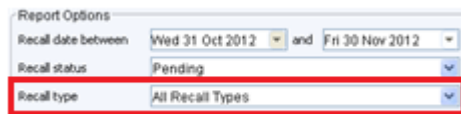
SystemOne – Sending a New Word Recall Letter

Sending Recall Letters using Recall Letter Generation

1. Go to **Reporting > Miscellaneous Reports> Recall Letter Generation**



2. Select the **Recall Type** and the time period you want to run the report for

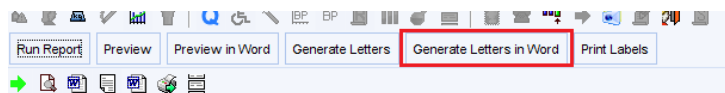


3. Click **Run** the report icon (green arrow)

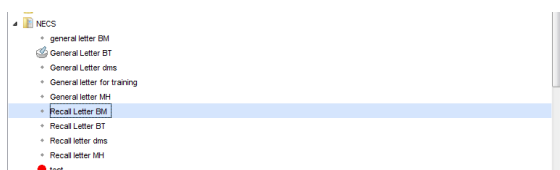


Highlight the patients you want to send letters to, press the **Ctrl** key and then click each patient, or click and drag down the list if you are sending letters to all patients

4. Click **Generate Letters in Word**

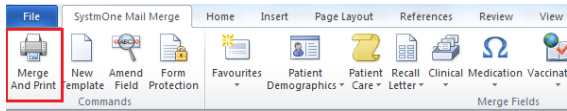


5. Select the **Recall** letter template



6. Click **Ok**. The letter will display, although the merge data will not be displayed

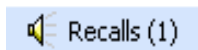
7. Make any amendments to the letter and click **Merge and Print**



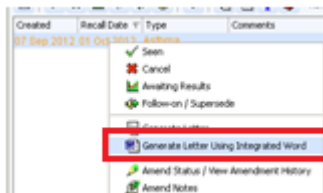
The recall status will now move onto the next stage e.g. pending to 1st recall.

Sending Recall Letters from the Patient Record

1. Search for and retrieve a patient record
2. Go to **Recalls** in the clinical tree



3. Right click on a recall, select **Generate Letter Using Integrated Word**



4. Select the recall letter template and click **Ok**
5. Make any amendments to the letter and click **Merge and Print**

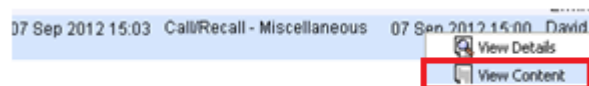
The recall status will now move onto the next stage e.g. pending to 1st recall

Viewing Recall Letters from a Patient Record

1. Search for and retrieve a patient record
2. Select **Communications and Letters** node in the clinical tree



3. Right click on the letter you want to view
4. Select **View Content**



5. You can print the letter if necessary and close the letter when complete