



Hi!

At Doctrin, we're committed to helping you help more people. As part of our work, user testing is one of the activities we do to continuously improve the platform.

This time we have improved self-assessment scales, selection of time units and done multiple additions to phrase templates. We hope this will make things easier for both you and the patients seeking care.

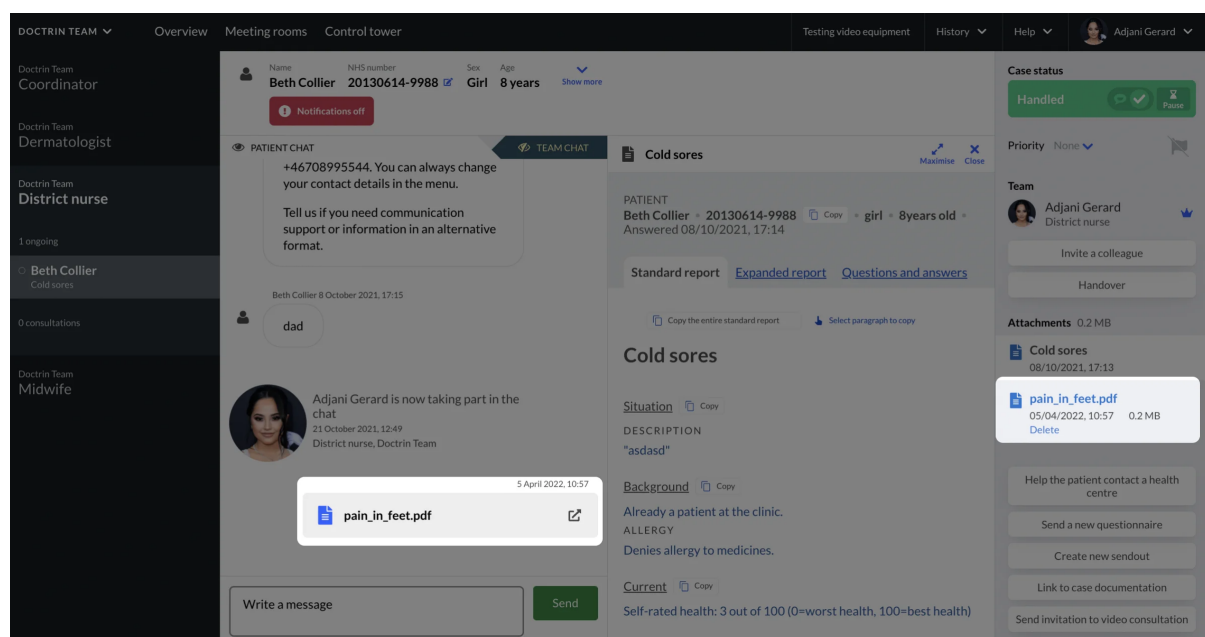
Have a great week,
The team at Doctrin

News

Possible to delete PDF files from cases

It is now possible to permanently delete attachments from cases. We are now extending the functionality to include the removal of PDF files.

[More about attachments](#)



Urgent information for new parents/guardians

As a new parent or guardian, it can be difficult to understand symptoms. If care is sought for children under 3 months of age, information of potentially life-threatening symptoms will be

shown with certain questionnaires. If the child has any of the symptoms, the adult is encouraged to seek urgent care.

Improvements

Reuse of phrase templates in Doctrin Admin

For those of you who are "superusers" and manage phrase templates in Doctrin Admin, it is now possible to copy the content of a phrase template containing dynamic variables and paste it into a new phrase template. This means that it is easier to reuse phrase templates between units. Dynamic variables (e.g. patient name) will be activated automatically, which they were not before.

A dynamic variable in phrase templates gets a new name

We are continuously reviewing the language in the platform to be consistent. Therefore, a dynamic variable previously called "Sender's full name" is renamed to "Sender's display name" because it is the chosen display name of the caregiver that is shown when the variable is used in a phrase template. If the variable is already used for phrase templates in your unit, the change takes effect automatically, no additional update is needed.

[More about display names](#)

Add phrase template

Name for the phrase template

Content of the phrase template

@

- Patient's name
- Patient's first name
- Sender's display name
- The sender's first name
- Contact person's full name
- Contact person' first name
- The sender's professional role

☒ Make available for chat

☐ Make available for Sendouts

Connect phrase template to one or more reason(s) for contact

Preview phrase templates

When managing new and changed phrase templates in Doctrin Admin, it is now possible to preview the content and any formatting before saving a phrase template.

[More about managing phrase templates](#)

Notification to patient of expired case has been removed

If a patient has not responded to a case within 7 days (default setting), the case is automatically closed. Previously, the platform sent out a notification about this. Based on feedback from those of you working in the platform, we understand that this creates misunderstandings among patients. Therefore, notifications of expired cases will no longer be sent out starting Tuesday 29 March.

[More about notifications](#)

Patients are encouraged to choose the appropriate time unit

When asked to indicate how long a particular symptom has lasted, a unit of time was previously pre-filled. This resulted in patients mistakenly reporting "Pain in the knee since 3 minutes" when they actually meant "Pain in the knee since 3 days". The platform now encourages patients to choose the most appropriate time unit.

How long have you had your current problems?

✓ Select time unit
minutes
hours
days
weeks
months
years

Send

Prev

Updated look for self-assessment scales

User testing is part of the activities we do to continuously improve the platform. After testing different versions of scales, we are now launching an updated look that will make it easier for patients to answer questions about e.g. pain or how they feel.

previous

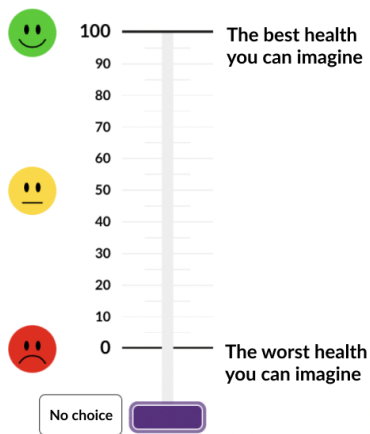
No anxiety 0 1 2 3 4 5 6 7 8 9 10 Worst imaginable anxiety

No choice Next

new

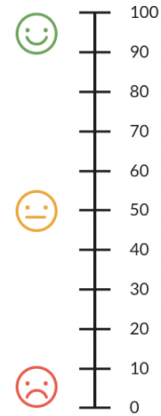
No pain 0 1 2 3 4 5 6 7 8 9 10 Worst imaginable pain

Previous Skip Send



previous

The best health you can imagine.



The worst health you can imagine.

new

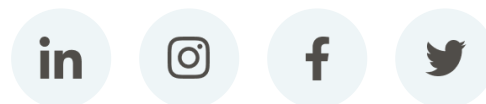
Find everything about the Doctrin platform in the [Help Centre](#).

This email and the Help Centre is confidential - do not share outside your organisation.

CONTACT US

info@doctrin.se | www.doctrin.se

Doctrin AB, Sankt Eriksgatan 121 D, 113 43 Stockholm, Sverige



[Settings for this email](#)

[Remove me from this email list](#)