



Hi!

At Doctrin, we're committed to helping you help more people. As part of this work, we are releasing the long-awaited update of Sendouts along with a change for a new data handling.

We hope that the **update of Sendouts** will contribute to a more efficient way of working.

Have a great week,
The team at Doctrin

New functions

Sendouts: send information without creating a case

A new type of Sendout is added: **information Sendouts**. This type can be compared to sending a traditional letter. You can choose to request a read confirmation from a patient when creating the Sendout. The patient can not reply or comment. Neither case or chat is created.

Information sendouts can be used to send information such as test results, share information before an appointment, appointment letters, invoices and other documents, in cases where you know that you do not need a response from the patient.

A sendout is created in the same way as before. You can now choose between the previous

type "Chat with recipient" or the new "Send information". All types of sendouts are listed under scheduled or sent as before.

On **15 November** will all users have access to information sendouts. Please contact your account manager or Doctrin support if you **do not wish to take part in the update**.

[More about creating and managing Sendouts](#)

Improvements

Before

	Sara Kiehn 19710611-9907
	Leo Larkin 450 557 7104
	Lois Mayert 19320524-9968
	Lois Mayert 19320524-9968

After

	Sara Kiehn 19710611-9907
	Leo Larkin 450 557 7104
	Lois Mayert 19320524-9968
	Lois Mayert 19320524-9968

Paused cases are marked with a new colour

We have received feedback from you working in the platform, that the colour paused cases are marked with does not differentiate enough from other colours. The contrast has therefore been increased to reduce cognitive load, i.e. to avoid you spending time analysing whether a case is paused or not.

New process to manage data requests securely

We have noticed an increased interest in accessing the data and analysis available for active units. The volume of requests means that we need a new process to ensure that the data that is released is done so securely, and is not given to an unauthorised party or that unauthorised data analysis is done.

We would therefore ask you to appoint a person responsible for approving data extracts and analyses at unit or organisation level. This person will be contacted for new requests to:

- Approve data extraction and analysis.
- Ensure that data can be shared with the person who made the request. i.e. that the

person's name, email and phone number are available in the organisation and that they have rights to access the data. Two-factor authentication (2FA) may be required to access sensitive data.

- Approve any cost.

Your account manager will reach out to you about who you have chosen to be responsible for data extracts. [Use the support portal for requests for data extracts or analyses.](#)

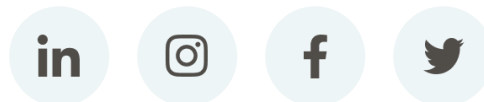
Find everything about the Doctrin platform in the [Help Centre](#).

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

CONTACT US

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