



Hi!

On **13 September 2022**, we're releasing several news and improvements for Admin, Doctrin API, Doctrin Network and preparing for the forthcoming update of Sendouts.

News

First name	Last name	Identifier	Phone number	Workplace
Adjani	Gerard	xxxxxxxx-xxxx	Ok	Doctrin AB, Doc
Gloria	Pagac	xxxxxxxx-xxxx	Incorrect	Doctrin
Joana	Mertz	xxxxxxxx-xxxx	Incorrect	Doctrin
Gloria	Pagak		Missing	Doctrin
Rod	Schmidt	xxxxxxxx-xxxx	Incorrect	Doctrin

Doctrin Admin: verification of phone numbers

We have noticed that notifications to caregivers are not always delivered. In many cases this is caused by errors in the way a phone number is formatted. The user list in admin will therefore have a new column showing the status of a user's phone number.

The column shows; **"Ok"**, **"Incorrect"** or **"Missing"**. Our recommendation is to review your users' phone numbers so they can take advantage of the platform's functionality.

[Learn about managing users](#)

Doctrin Admin: new permissions and recommendation for profiles

To increase security and protect the privacy of users on the platform, new permissions will be introduced to handle sensitive data, for example. A user should only have access to what

is needed to perform their work, therefore we add additional possibilities to grant a user access to specific parts of the platform.

New permissions

- * Permission to grant access to sensitive data (Sensitive data manager), assigned by Doctrin
- * Permission to access user access log, assigned by Sensitive data manager

To register who should be Sensitive data manager in a unit, use the [support portal](#).
[Learn about permissions and profiles](#)

The self-assessment scale HAD-S no longer available

The self-assessment scale HAD-S (Hospital Anxiety and Depression Scale), which was previously free to use, now requires a licence to be used in the platform. As a caregiver, you can apply for a license from MapiTrust and then contact Doctrin with proof of the issued license.

[add-on] API: possible to fetch active reasons for contact on a unit

An update to the Doctrin API makes it possible to fetch all reasons for contact that are enabled on a unit and present them in, for example, an app or on a web page.

[More about the API under the heading Questionnaires](#)

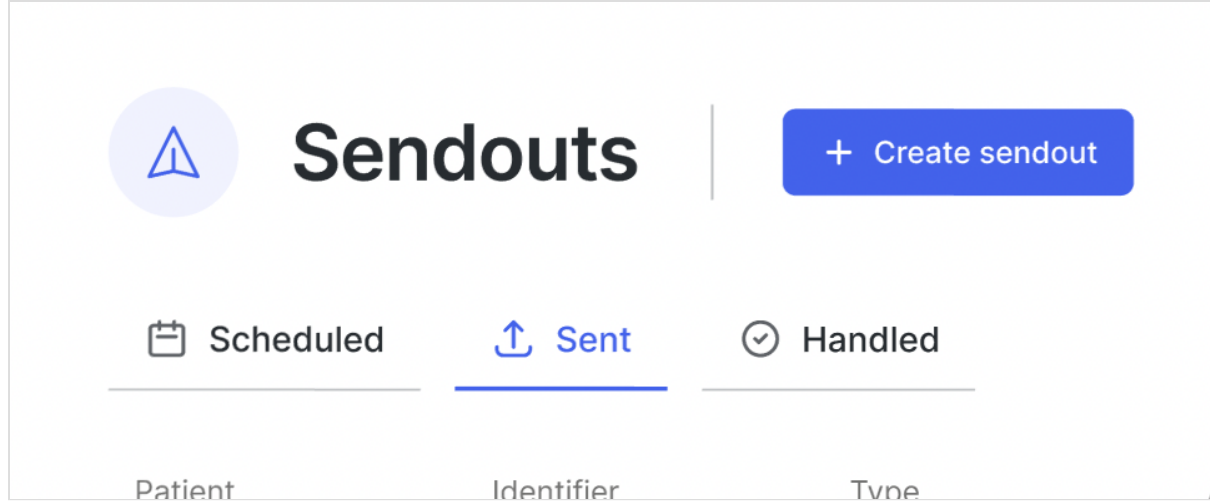
[add-on] Deep links with preselected reason for contact

The platform now supports deep links that allow you as a caregiver to shorten the path for a patient. The link includes a pre-selected reason for contact that can be presented on a web page or in a custom app.

When the patient clicks on the link, a case is automatically created and contact can begin immediately. Contact your account manager to get started with deep links.

[Learn about deep links](#)

Improvements



Sendouts: new tab for handled

Sendouts already have the tabs "Sent" and "Scheduled". In preparation for the long-awaited update of sendouts, there is now an additional tab called "Handled". As a start, this is where closed information sendouts* will end up. In the future, other types of sendouts will also be listed under this tab.

**Information sendouts are a new type of sendouts that will be released in the near future.*

Sendouts: pagination added for the lists

In order to better manage an increased number of sendouts, we have added pagination to the list of sent, scheduled and handled sendouts.

[Learn about sendouts](#)

Doctrin Network: cases marked green

We have noticed that cases that have been handed over or where a consultation has been started have remained "blue". When a case is marked "blue" it means that the patient has acted last. To avoid additional work for users in the platform, we are changing so that a case is marked "green" when the consent question has been sent to a patient.

Doctrin Network: disabled chat during external handover

Based on feedback from you working in the platform, we are updating Doctrin Network to better match your way of working. During an external handover, the chat will now be deactivated.

This means that as a caregiver, you no longer need to monitor cases waiting for handover, to check what a patient has written. Once a patient has approved a handover, the chat will be deactivated.

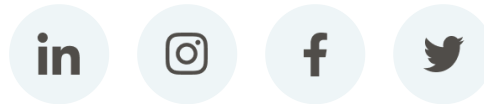
A patient can choose to cancel a handover if they want to be in contact with the current unit. The case then becomes visible to the previous owner and after a short time (*configuration, normally 15 minutes*) also to the whole owner's professional team, to cover for possible absences. The patient is informed about what happens if a handover is cancelled.

[More about Doctrin Network](#)

Find everything about the Doctrin platform in the [Help Centre](#).
This email and the Help Centre is confidential - do not share outside your organisation.

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