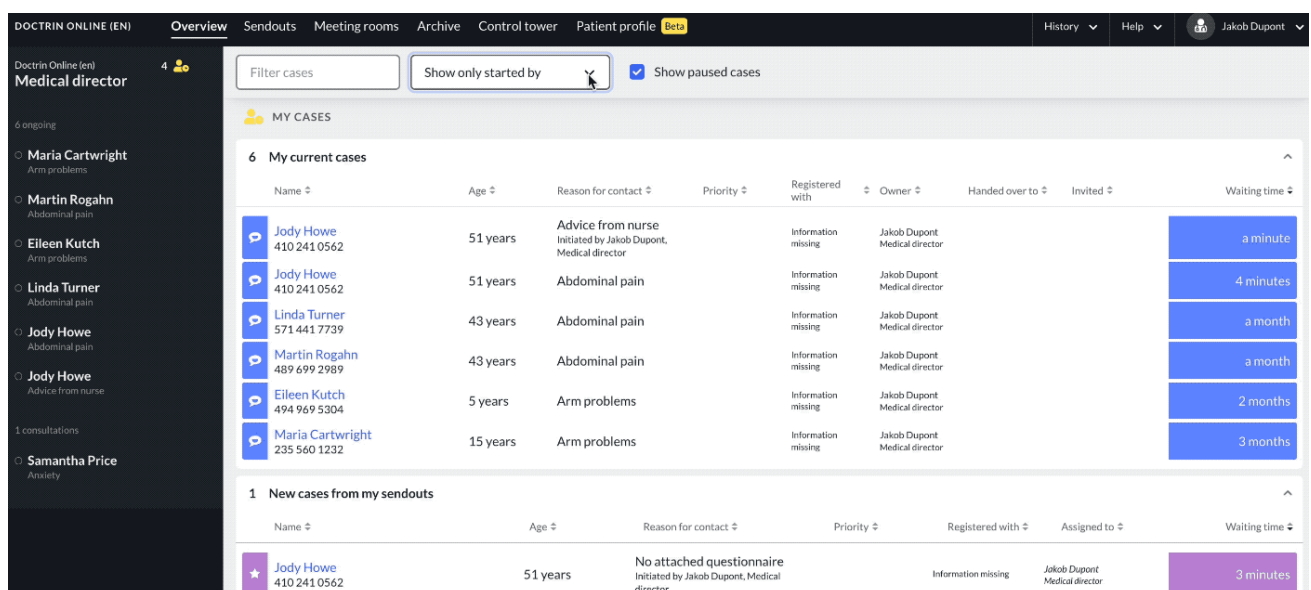


Hi!

In the release on **13 February**, we are adding updates that we hope will create more control and order in the overview. The pause function has been changed to contribute to a more efficient workflow.

Have a great week,
The team at Doctrin

News



The screenshot shows the Doctrin Online (EN) interface. The top navigation bar includes 'Overview', 'Sendouts', 'Meeting rooms', 'Archive', 'Control tower', and 'Patient profile Beta'. The sidebar on the left lists users: Maria Cartwright, Martin Rogahn, Eileen Kutch, Linda Turner, Jody Howe, and Samantha Price. The main content area has a 'Filter cases' input field and a 'Show only started by' dropdown menu, which is highlighted with a red box. The dropdown menu is currently set to 'Patient'. Below the filter, there are two sections: 'MY CASES' and 'New cases from my sendouts'. The 'MY CASES' section shows a list of 6 cases with columns for Name, Age, Reason for contact, Priority, Registered with, Owner, Handed over to, Invited, and Waiting time. The 'New cases from my sendouts' section shows a list of 1 case with columns for Name, Age, Reason for contact, Priority, Registered with, Assigned to, and Waiting time.

Name	Age	Reason for contact	Priority	Registered with	Owner	Handed over to	Invited	Waiting time
Jody Howe 410 241 0562	51 years	Advice from nurse Initiated by Jakob Dupont, Medical director		Information missing	Jakob Dupont Medical director			a minute
Jody Howe 410 241 0562	51 years	Abdominal pain		Information missing	Jakob Dupont Medical director			4 minutes
Linda Turner 571 441 7739	43 years	Abdominal pain		Information missing	Jakob Dupont Medical director			a month
Martin Rogahn 489 699 2989	43 years	Abdominal pain		Information missing	Jakob Dupont Medical director			a month
Eileen Kutch 494 969 5304	5 years	Arm problems		Information missing	Jakob Dupont Medical director			2 months
Maria Cartwright 235 560 1232	15 years	Arm problems		Information missing	Jakob Dupont Medical director			3 months

Name	Age	Reason for contact	Priority	Registered with	Assigned to	Waiting time
Jody Howe 410 241 0562	51 years	No attached questionnaire Initiated by Jakob Dupont, Medical director		Information missing	Jakob Dupont Medical director	3 minutes

New filter in the overview for staff working with both chat and sendouts

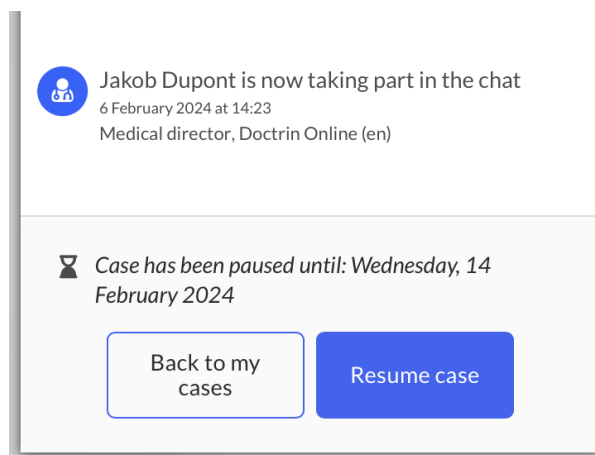
For users managing multiple workflows, such as staffing chat and proactive follow-ups, we've added a new filter.

This filter is designed to help you focus on what you need to see at the moment: cases created by patients or cases created through your sendouts. The filter is a first result of an ongoing evaluation of the overview, aiming to provide more control for the user and reduce stress associated with working in the overview.

By default, the filter shows all cases so that you don't miss anything. If you select "**show started by patient**," only cases connected to a chat/case will be shown. If you select "**show started by caregiver**," you will only see cases created by sendouts.

[Learn about filters and sorting](#)

Improvements



The pause function is changing to reduce unintentional resumed cases

We have been made aware of that paused cases are often resumed because a patient wants to write "ok" in the chat when a case has been paused, in response to an automatic chat message. Confirmations are usually good, but in this case, it requires healthcare staff to pause the case again because it resumes when a patient writes something in the chat.

To avoid this, we have changed the function so a patient have to enter a reason and actively click a button to resume a case. The automatic chat message has also been removed because the information is already shown in the chat. We hope this will reduce the number of unintentional resumed cases and extra work for healthcare staff.

[Learn about paused cases](#)

How Doctrin works with user feedback

The product team works on continuous improvements for the platform based on user feedback. When we receive feedback through our support, it is passed on to the product team who evaluate and prioritise what can be done.

Here are some things we've changed recently:

- The datepicker used in the platform changed shape when clicking between months. This is now fixed so that scheduling e.g. sendouts for a later date should go smoothly.
- To reduce the number of clicks, the cursor is already placed in the chat field when healthcare staff enter a case.
- Error messages in meeting rooms and video consultations were incorrectly placed on top of the video and could not be closed. A button has been added to close the message and error messages have been rewritten to guide the user better.
- Minor change for managing phrase templates in admin, to clearly show when you edit an existing template and when creating a new one.

Do you also have feedback to share? Send it to Doctrin support, support@doctrin.se

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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