

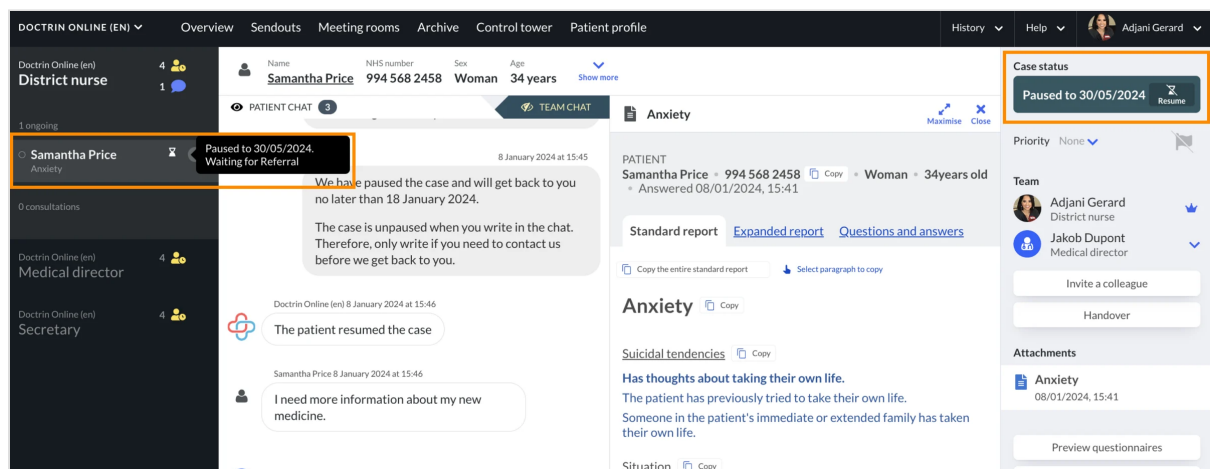
Hi!

At Doctrin, we're pleased to announce some new improvements just in time for summer! These updates are based on the valuable feedback we received from you, our users.

Your insights help us make sure the platform is focusing on what matters most to you. The updates will be available starting **June 11**. Thank you for your continued support!

Have a great week,
The team at Doctrin

Improvements



Date added to paused cases for extra clarity

In February, an update to the pause feature was released to reduce unintentionally reopened cases. Since then, we have received additional feedback about working with follow-ups on paused cases.

For healthcare professionals working mainly in the left panel, information on paused cases was missing. Now the pause icon shows how long a case is paused and for what reason. Also in the case view, it is now possible to see to what date the case is paused. Regardless of your work process, it is possible to find the information where you are at the moment.

[Learn about paused cases](#)

Sendouts

Create sendout

Create bulk sendout

Sendouts

Scheduled

Sent

Received

Bulk sendouts

Scheduled

Sent

name, nhs number, questionnaire

Show my sendouts only

Patient	Identifier	Type	Response type	Sender	Notification sent	Status
[not added]	449 711 7863	Information Group room 12	None selected	Jakob Dupont Medical director	30/05/2024, 18:21	Sent
Lynn Cole	845 343 1868	Information Group room A	None selected	Jakob Dupont Medical director	30/05/2024, 18:19	Sent
Gretchen Bernhard	982 616 5735	Information Therapy room	Read confirmation	Jakob Dupont Medical director	30/05/2024, 18:19	Sent

Improvements for video consultations in meeting rooms

It has been brought to our attention that patients sometimes experience problems finding their way to their video appointment. As a result, they arrive late or not at all to their booked appointment, causing unnecessary waiting times for healthcare professionals. Several measures are now being released to optimise the different elements and minimise problems for both patients and healthcare professionals.

Implemented changes

- When healthcare professionals create an information mailing, it is now possible to attach an appointment room for the planned video visit. This means that the patient in turn gets a new button to click in their mailing, and no longer needs to copy any connection code or remember other information.
- The patient's mailing will be labelled with a new video icon and the heading 'Video visit notification'. When it is time for the video visit, the patient can open their mailing and click the button to be sent directly to the preselected appointment room where the video visit is held.
- Carers can see in the mailing list which information mailings have attached meeting rooms. If an attached meeting room has been deleted, the platform will also display it and show the possibility to recreate the room. We hope that this change will reduce the waiting time previously experienced by healthcare professionals and make it easier for patients to find their way to their booked video appointment.

[Learn about meetings rooms](#)

To use this flow, a unit must have sendouts (information sendouts) and meeting rooms enabled.

Patient updated view

Doctrin online

28 februari 2024 at 13:59

● [Message about a video consultation](#) >

Message from Doctor Lars Ghashpek



Lynn Cole



Menu

Message from Doctrin Online

Sent 31 May 2024 at 11:46

Join

Medical director Jakob Dupont wrote:

Hello, you have a new appointment for a video consultation 13 June at 12:30. See you then. Best regards, Jakob

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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