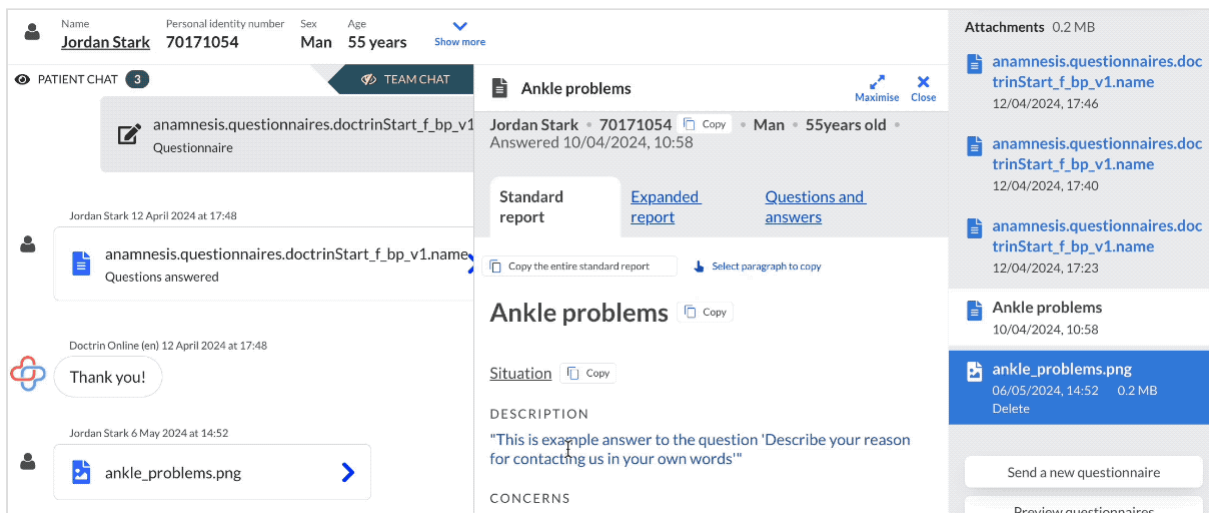


Hi!

On **14 May**, we are releasing updates that we hope will contribute to a more efficient way of working.

Have a great week,
The team at Doctrin

Improvements



The screenshot displays the Doctrin interface with a patient profile for Jordan Stark (70171054, Man, 55 years old). The interface includes a patient chat window on the left, a team chat window in the center, and an attachments panel on the right. The patient chat shows a message from Jordan Stark dated 12 April 2024 at 17:48, mentioning a questionnaire. The team chat shows a message from Doctrin Online (en) dated 12 April 2024 at 17:48, saying "Thank you!". The attachments panel lists several files, including "ankle_problems.png" which is highlighted with a pulsating blue frame, indicating it is a new attachment. The main content area shows a form for "Ankle problems" with fields for Situation, Description, and Concerns.

New attachments are highlighted to alert staff

A risk was identified whereby healthcare staff miss that there are new attachments to look at in a case. To alert staff that there are new attachments, the unread ones are marked with a pulsating blue frame. The highlight is personal, so even if a colleague has viewed the attachment in the same case, it is still highlighted as new for you.

[Learn more about attachments](#)

Ongoing cases (without activity) are no longer automatically closed

The platform has previously automatically closed ongoing cases that had no activity for a certain time (configuration). This workflow was originally developed to help healthcare professionals reduce the number of ongoing cases, but over time the needs have changed and it has become important to be able to control and close cases when both patient and healthcare professional are ready.

To avoid that cases close automatically, healthcare professionals created their own workflow where they instead pause cases to keep control in the platform. This is time-consuming and involves extra clicks and the risk of forgetting to pause a case.

Automatic closures of ongoing cases are therefore now removed to give healthcare professionals control over when cases are ready to be closed. This means that the "Needs to be closed" list will not be populated with new cases. Once all the cases currently in that list are handled, the list will be removed.

Note! Cases that are in onboarding and offboarding mode continue to be closed automatically according to the device configuration (normally 7 days). This also applies to a case where the patient has received a mailing, opened it but then did not respond to the healthcare professional.

[Learn more about cases that expire](#)

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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