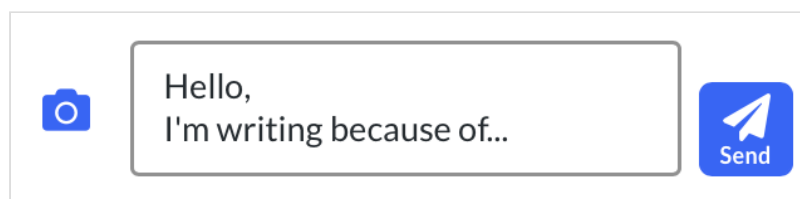


Hi!

We hope you all had a great summer. We are happy to be back in business and have some exciting news to share. Below you will find our latest updates that we believe will make both patients' and your experience even better. They are available from **10 September**.

Have a great week,
The team at Doctrin

Improvements



Line breaks in patient chat updated to general standard

Nowadays, most patients use their mobile phone to make contact and chat, rather than a computer. The chat was previously adapted to the behaviour of a computer, sending messages immediately when you pressed 'Enter'. This has sometimes caused confusion for patients using the platform on their mobiles.

The chat has now been adapted to the general standard where 'Enter' creates a line break and to send a message you need to use the 'send' button.

Which of these best describes your current pain?

☐ The pain has moved

☒ The pain radiates from the abdomen to some other part of the body

☒ The pain is constant

☐ The pain comes and goes

☐ None of the options

Send

Response options in questionnaires have been further customised for accessibility

In order to allow patients using screen readers to distinguish 'None of the options' from the other options, changes have been made to the underlying code for reading options. For patients who visually read a questionnaire, the 'None of the options' and the other options have been separated by a line to highlight the difference. Also, if an answer option has been selected, it is now not possible to select 'None of the options'.

This change is made because of feedback that it is easy to miss the choice 'None of the options' but also because it has been easy to accidentally delete already selected options by marking 'None of the options' on the way to the next question. 'None of the options' then deleted previously selected options.

The Help Centre, your go-to resource

The screenshot shows the Doctrin Help Centre interface. At the top, there's a navigation bar with the Doctrin logo, 'Help Centre', 'Platform News', 'Contact Support', and a language dropdown set to 'English'. Below this is a large blue banner with the text 'Advice and answers for successful work with Doctrin platform' and a search bar with the placeholder 'Type keywords to find answers'. The main content area is divided into two columns. The left column contains a sidebar with links: 'Getting started', 'The overview', 'Manage a case', 'Chat with patient' (highlighted), and 'Use the chat with a patient'. The right column shows a breadcrumb trail: 'Home > Help centre > Chat with patient > Use the chat with a patient'. Below the breadcrumb is the heading 'Use the chat with a patient' followed by a paragraph explaining that a chat message is sent to the patient immediately and they will be notified. A link 'Learn about notifications to patients.' is provided. At the bottom, there's a small preview of the patient interface showing a chat window.

Getting started guides and how-to articles

At Doctrin, we understand the importance of accessible and reliable healthcare. Our Help Center is designed to be your go-to resource, providing you with comprehensive support and guidance on navigating our platform effortlessly. If you can't find what you're looking for or need further assistance, don't hesitate to reach out to us through our contact options.

[Go to the Help Centre](#)

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

info@doctrin.se | www.doctrin.se

Doctrin AB, Gävlegatan 22, 113 30 Stockholm, Sverige

in@f

[Settings for this email](#)

[Remove me from this email list](#)