



Hi!

At Doctrin, we are committed to helping you help more people. As part of this, we are introducing extended functionality, such as the ability to hand over a case to yourself in a different profession, as well as a new data point for Analytics—along with several other improvements to enhance your workflow.

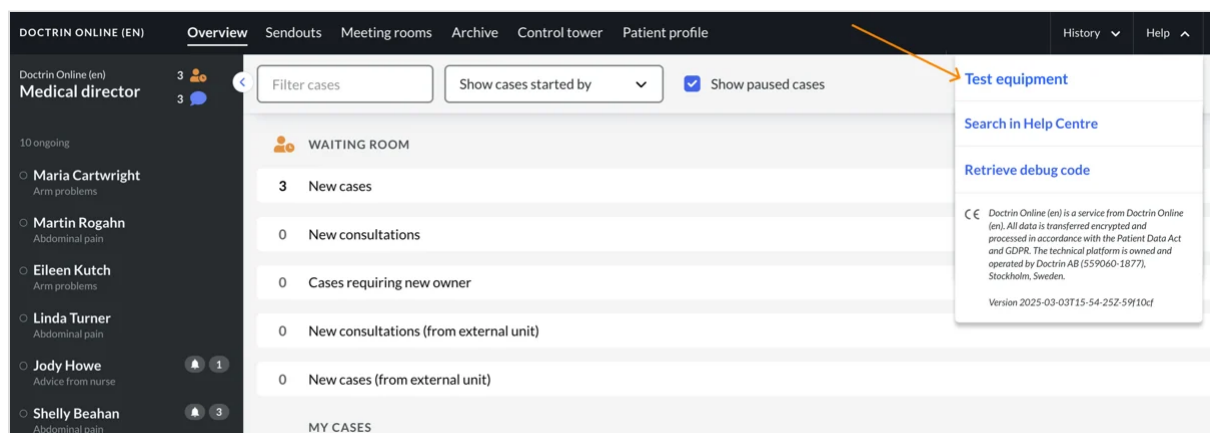
The updates are available from **11 March**.

Have a great week,
The team at Doctrin

News

Handover a case to yourself - in a different profession

Healthcare staff can now hand over a case to themselves, in a different profession. This feature is developed based on user feedback and makes it easier to manage cases when working in multiple roles. For example, you can staff the chat for incoming cases in one profession, and later take over the case in different profession. This makes the workflow smoother and reduces the need to involve a colleague just to move the case.



Test of equipment for healthcare staff moved

To make room for new upcoming features, "Equipment testing" has been moved to the "Help" tab in the main menu.

Patient profile: Update on details for children

The information shown on the patient profile for children has been updated to clarify that full details can only be displayed for people over the age that the unit considers an adult. E.g. 18. The age is fetched from the unit's setting in admin.

For children, the details are limited as there is no verification of guardian with children when a child representative starts a case.

[Learn about patient profile](#)

 Archive

Date range from:
2025-01-27

Date range to:
2025-03-08

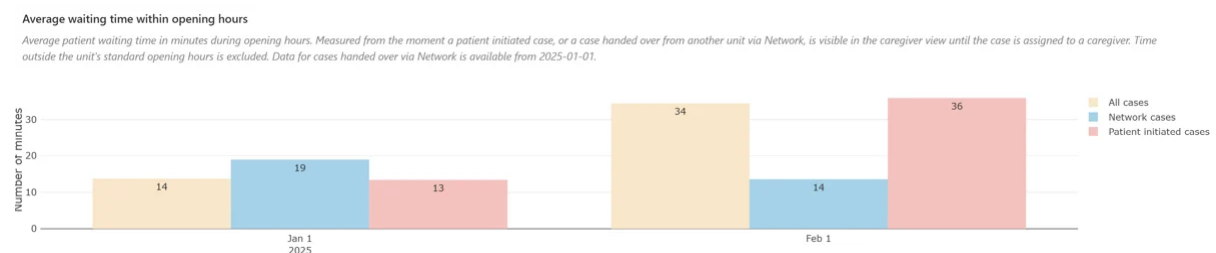
NHS number (10 digits) ?
410 241 0562

Search

The search field in the archive saves the search phrase

For staff working with closed cases in the archive, the search phrase in the search field is now saved when navigating in and out of cases or returning to the search result. This change is based on user feedback and makes it easier to find the right case and information.

Improvements



New data point in Analytics: average waiting time during opening hours

From 1 January 2025, the average waiting time during opening hours will be presented separately for each type of case handled in the platform. For example, cases started by patients or cases handed over via Doctrin Network. This provides clearer tracking and the opportunity to optimise workflows and the patient experience.

The category "All" shows from 01/01/2025 the total average waiting time for all types of cases. If only one type is handled in the platform, the category "All" includes only these cases.

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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