

**Appendix 2 - New Clinics to be Included in the Text Reminder Service – Lorenzo and Meditech**

Task	Responsibility
Lorenzo new clinic request form to be completed and sent to DQ for final sign off.	AGM/Team Leaders
DQ to forward form to Clinical Systems for action.	Data Quality
Clinic session built in Lorenzo.	Clinical Systems
<p>Email with standard statement to confirm session is built in Lorenzo and ready for use.</p> <p>This email will be sent to the person who raised the Sunrise call which should be DQ who will then forward on.</p>	<p>Clinical Systems/DQ</p> <p>Team Leaders</p>
DQ to forward the email out to the relevant area asking staff to complete the e-form <a href="http://textreminder/">http://textreminder/</a> should you require text messaging to this clinic code.	Data Quality
Areas will then complete and submit e-form choosing options from drop down boxes. This will include selecting the correct script and contact number.	Team Leaders
Once submitted users will receive a confirmation email of receipt.	

<p>Scripts to be held by Information systems. Any amendment to scripts, areas will be required to send the details via the generic email account – <a href="mailto:dhft.informationssystem@nhs.net">dhft.informationssystem@nhs.net</a> <a href="mailto:uhdb.datawarehouse@nhs.net">uhdb.datawarehouse@nhs.net</a></p> <p>Data Warehouse will be responsible for communicating with Health Care Communications.</p>	<p>Data Warehouse Team</p> <p>Data Warehouse Team</p>
<p>A monthly report to be sent to AGM/Service Managers/Team Leaders. This report will consist of 2 tabs.</p> <p>1 tab will consist of all new clinic codes that have been set up for that month. Tab 2 will show all clinic codes in that areas and if they are or not included.</p>	<p>Data Warehouse Team</p>
<p>SOP – AGM Outpatient Administration Services will be the Author of the SOP and approval is the PAG (Patient Access Group) and unless any changes takes place will be reviewed every 3 years.</p>	<p>AGM OP Admin Services/Deputies for minor amendments. Major amendments the Patient Access Group will need to approve.</p>
<p>For queries from Health Care Communications re the file.</p>	<p>Contact Data Warehouse Team</p>
<p>Should Health Care Communication encounters a major issue – i.e. System shut down.</p>	<p>Data Warehouse will make contact with AGM OP Administration Services or Deputies who will contact Communications with standard statement to go out Trust Wide.</p> <p>Contact will also need to be made with Operations Admin person who will need to email to all PAG attendees with standard statement.</p>

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<p>Should Data Warehouse Team encounter issues or problems.</p>	<p>Data Warehouse will make contact with AGM OP Administration Services or Deputies who will decide on what course of action is required.</p>
<p>Patients that report they haven't received a text message.</p>	<p>Areas to contact Information Systems via the generic email account. – <a href="mailto:dhft.informationssystem@nhs.net">dhft.informationssystem@nhs.net</a> <a href="mailto:uhdb.datawarehouse@nhs.net">uhdb.datawarehouse@nhs.net</a></p>