Healthcare Improvement Scotland



Correspondence Protocol Example

All incoming clinical correspondence to computer box for Workflow Team/Data entry clerks (electronic, post, fax and email).

Workflow Team to read the main body of the letter and make a decision on the action required. Any process that the Workflow Team carries out will be highlighted using our highlight system and additional comments added for the GP if required. This prevents extra work for the GP.

Colour key

	Workflow team already coded
	Already on patient record
	Medication/Bring to the GP's attention

Priority 1 = Diagnosis
Priority 3 = Procedures/Tests

Exceptions to rule: Fractures, Chest Pain = Priority 3

All diagnoses should be added to problems.

Possible diagnosis or ? Not confirmed therefore send to GP.

Letter to code and file only	**Letters to file only**
Breast screening	Information only/copy of appointment
Family planning	Physio (unless GP action)

A&E letters - don't code if they have been admitted as discharge letter will follow.

All diabetic letters - send to Diabetic Team.
Bowel screening and Midwife request for info - send to Secretary.

See handbook for medical terminology and abbreviations.

* If in doubt what to do with a letter, send to GP