

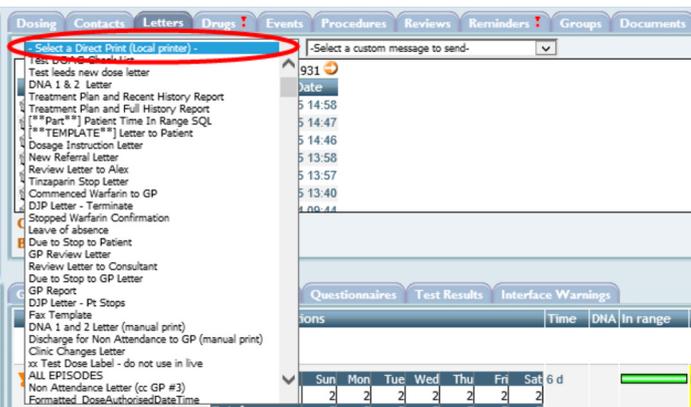
## DAWN Customer Support Notice

### Control the Order in Which Direct Print Letters and Custom Messages are Displayed

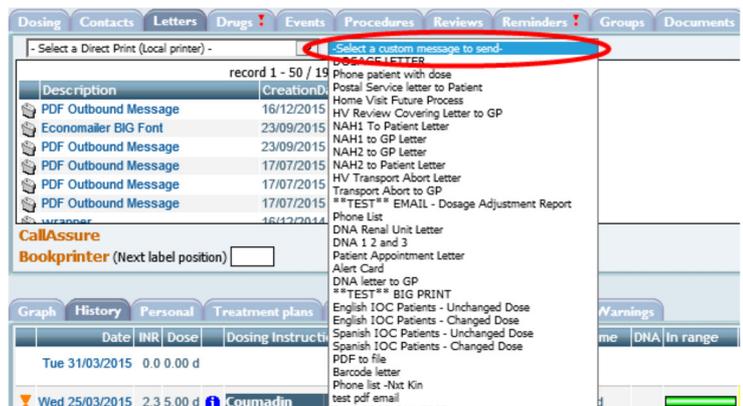
The patient letters tab includes a left-hand drop down list for letters that you can send directly to the printer, and a right-hand list for custom messages that are printed, emailed or faxed dependant on the recipients preference. These can be accessed by clicking on the drop down lists as shown below.

You are able to determine the order in which letters are displayed in both the direct print drop down and the custom message drop down on the patient record.

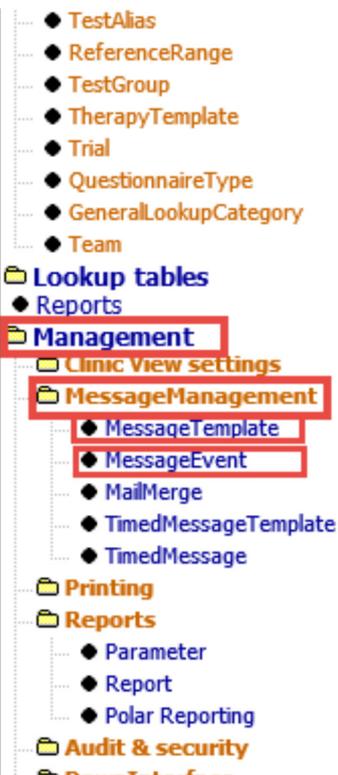
#### Direct Print Drop Down



#### Custom Message Drop Down



#### Section of system menu



#### Step 1

Open the system menu by selecting 'F5', then click:

- **Management**
- **Message Management**

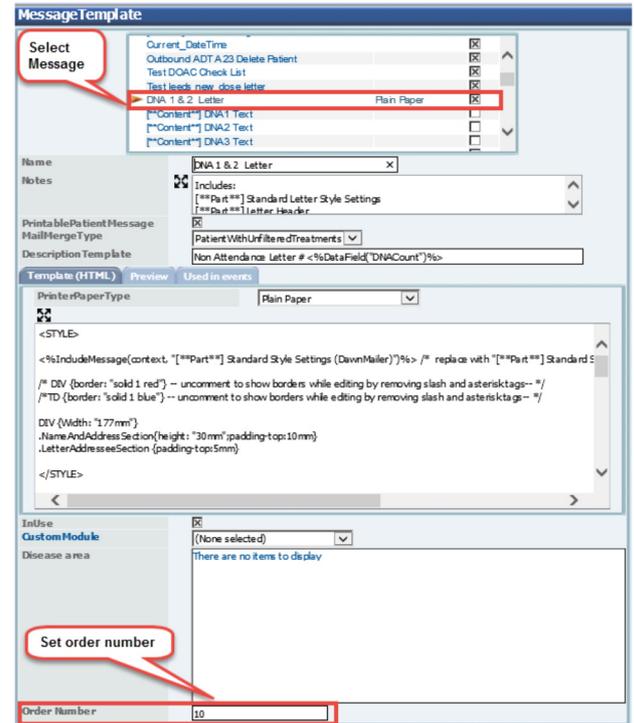
Within the 'Message Management' menu there are two options that will be used for ordering letters:

- **Message Template** - controls the direct print letters in the left hand drop down
- **Message Event** - controls the letters in the right-hand drop down

## STEP 2

### Ordering direct print letters (left-hand drop down menu)

- Click on 'Message Template' from the system menu and you will see the screen on the right.
- Select the message you want to order by clicking the relevant message from the list at the top of the screen
- At the bottom of the screen, set the order number for the message
- The letters with the lowest order number values appear at the top of the drop down list on the patient screen
- If two or more items have the same order number, they will appear alphabetically in the list



## STEP 3

### Ordering custom letters (right-hand drop down menu)

Caption	Event Type	Template	Patient message	Next Of Kin message	GP message
DOSAGE LETTER	Patient_ManualMessage	NEW Dose Letter	Written	(Send no message)	(Send no message)
	ManualMessage	NEW Dose Letter	Written	(Send no message)	(Send no message)
	ManualMessage	Postal Service letter to Patient	Written	(Send no message)	(Send no message)
	ManualMessage	Home Visit Future Process	Written	(Send no message)	(Send no message)
	ManualMessage	HV Review Covering Letter to (	Written	(Send no message)	(Send no message)
INAH1 To Patient Letter	Patient_ManualMessage	INAH1 To Patient Letter	Written	(Send no message)	(Send no message)

- Click on 'Message Event' from the system menu and you will see the screen above.
- Open the message you want to order by clicking on the 'Form' icon to the left of the message, shown above.
- The message will open (see image on right) and you can then assign the order number in the field at the bottom of the screen, as shown.
- The letters with the lowest order number values appear at the top of the drop down list on the patient screen.
- Please note, only message events with 'Event Type' of 'Patient Manual Message' (see above) need to be ordered. **Important: Do not change the 'Event Type' of a message as this will affect its functionality**
- If two or more items have the same order number, they will appear alphabetically in the list.

