

New RPPEO Quality & Safety Correspondence Process

How-to Guide

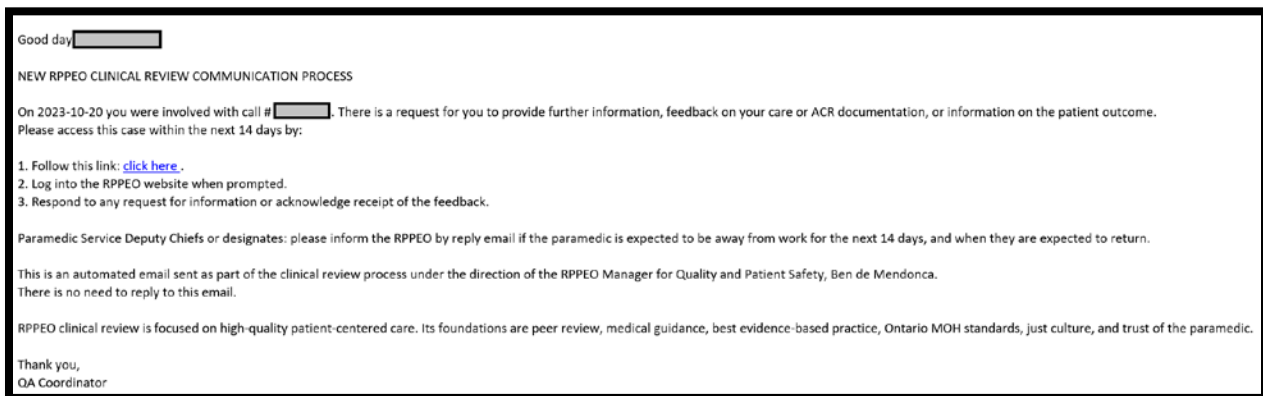
November 2023

The new Quality & Safety Correspondence Process uses email to notify paramedics of new correspondence. The process is user-friendly and intuitive. Here, we provide examples of key correspondence scenarios and the actions that paramedics will take in each situation.

For help with Quality & Safety Correspondence, email Quality@RPPEO.ca or phone MedicLINE at 1-877-587-7736 option 1.

Email notification example

This is what it will look like when a paramedic receives a new notice of correspondence by email.

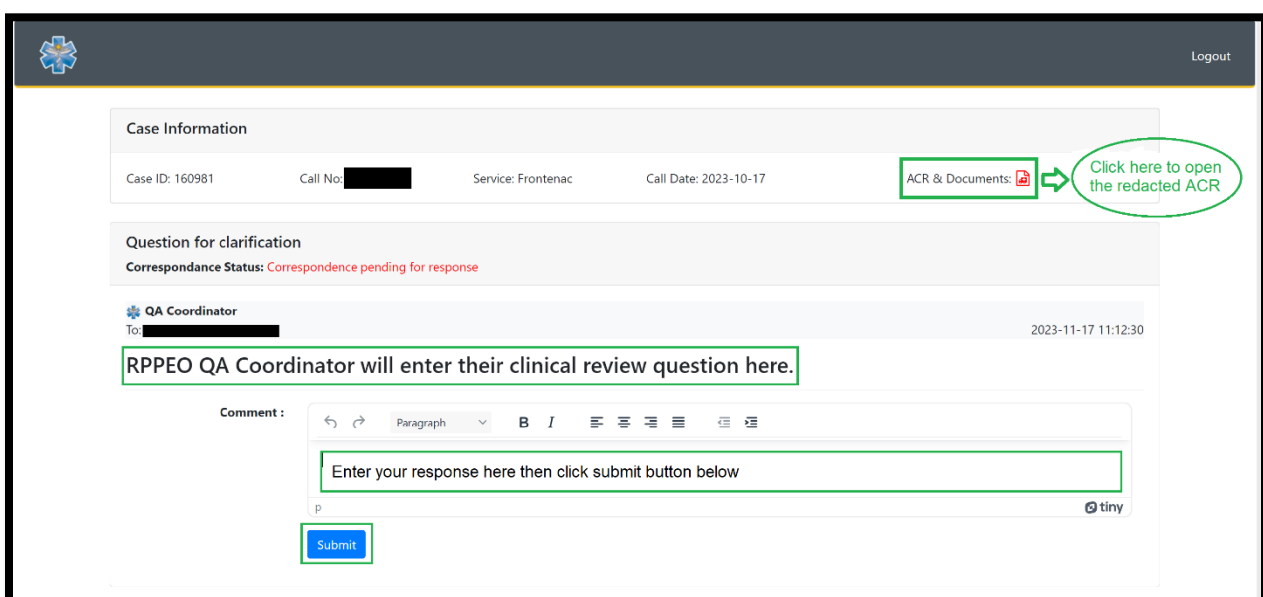


What to do:

Click the link and log into your RPPEO account (same account you use to access MedicLEARN/MedicNET). Once logged in, the site will navigate you directly to the correspondence page.

Correspondence dialog page requiring a written response example

Sometimes paramedics will be asked to provide a written response to a question from an RPPEO Quality & Patient Safety Coordinator. This is what a *Correspondence pending response* looks like:



What to do:

Open relevant documents for your reference. If a patch recording audio file is available, it will be adjacent to the ACR document. Answer the question to the best of your abilities and click submit.

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Correspondence requiring read receipt example

Every correspondence requires some action from the receiving paramedic. Sometimes that action is simply reading the correspondence and acknowledging its receipt. This method is used for either patient outcome letters or closing letters from RPPEO.

The screenshot displays a web interface for handling correspondence. At the top, there is a 'Case Information' section with fields for Case ID (160981), Call No., Service (Frontenac), and Call Date (2023-10-17). A 'Logout' link is in the top right. Below this is a 'Patient outcome letters' section with a 'Correspondence Status' of 'Correspondence pending for response'. An email from a 'QA Coordinator' is shown, dated 2023-11-17 12:50:25, with an attachment 'example document.pdf'. A green circle highlights the attachment link with the text 'Open attached document'. Below the email, a text area is labeled 'RPPEO Staff will enter a message here'. An 'Acknowledge' section contains a checkbox and the text: 'Please acknowledge the receipt of this correspondence (clicking here and submitting this form to acknowledge you have received and read the correspondence)'. A red box highlights this checkbox. Below is a 'Comment (Optional):' section with a rich text editor toolbar and a text input field. A green circle highlights the text input field with the text 'Check the box above and click submit'. A blue 'Submit' button is highlighted with a red box.

What to do:

1. Check the box for acknowledgement, then
2. Click 'submit' to acknowledge you have read the message and viewed relevant attached documents.

You may add an optional comment along with your acknowledgment if you desire.