

PRIVATE HEALTHCARE

Deliver important medical documents patients can keep and find again

A practical guide to choosing the right approach for patient communications, reducing avoidable administration while giving patients dependable access to the important documents arising from their care.

A COMPLETE APPROACH TO PATIENT COMMUNICATIONS

Different communications do different jobs

Clinical systems, email and messaging, patient portals and Documentd each serve a different purpose. Use clinical systems to manage care, email and messaging to communicate, portals to support the active relationship, and Documentd to deliver the important records patients should keep. Together, they can improve the patient experience and reduce avoidable requests for copies.



PRIVATE HEALTHCARE IN PRACTICE

Choose the right approach for each communication

An appointment reminder and a discharge summary do different jobs. The reminder prompts an action; the summary may be needed months or years later. Keep operational interactions in the systems designed for them, and give patients their own lasting copies of completed documents. The clinical team decides what is appropriate to release and when.

Email & messaging

COMMUNICATE

For reminders, notifications and routine coordination, with content and channel chosen to protect confidentiality.

- Appointment reminders
- Scheduling updates
- Preparation reminders
- Document availability notifications

Patient portal

ACCESS & INTERACT

For live information, self-service and interaction during the patient relationship.

- Appointment management
- Pre-treatment questionnaires
- Clinically approved results access
- Payments and secure messaging

Documentd

DELIVER & RETAIN

For completed, approved documents patients may need to review, retrieve or take to another provider.

- Consultation letters and approved reports
- Discharge summaries
- Treatment plans and aftercare instructions
- Completed consent documentation
- Invoices and insurance correspondence



Important documents should stay with the patient. Documentd adds permanent document delivery to the systems private hospitals and clinics already use, helping reduce repeat-copy requests while making important records easier to keep and find.

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SECURITY & TRUST

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