

Whānau Tahī Messaging Subject Format

In an effort to standardise the use of messages through the Whānau Tahī tool, we have created a standard messaging format. At the moment it's frustrating for Medtech users to access Whānau Tahī messages due to the requirement to login to Whānau Tahī with a password. Quite often the message may be a simple "FYI" or simple action needed by the recipient so accessing the full message within Whānau Tahī isn't necessary and may be read directly from the MedTech inbox.

The goal is to be able to determine as much information as possible from the message subject line and only if needed, to open the actual message within Whānau Tahī. There is adequate space in the message subject field to write most messages. There are three recommended message subject formats to use as follows.

1) **FYI: 'Add as much detail as needed to communicate the intended message'**

FYI means 'for your information'. Everything the recipient needs to know is contained in the subject line and is informative only. There is no follow up action needed and there is no need to open the message.

An effective example of this is: FYI- Home visit today and leg ulcer is healing well

A less effective example of this is: FYI- Home visit re: leg ulcer

2) **Action: 'Add as much detail as needed to communicate the intended message and action needed'**

Action means that everything the recipient needs to know and the action needed is contained in the subject line. There is no need to open the message.

An effective example of this is: Action: I doubled cilazapril from 2.5mg to 5mg today at renal OP clinic. Please update your PMS. Thanks.

A less effective example of this is: Action: cilazapril dose changed

3) **Please Reply: 'Please open message which needs a reply'**

Please Reply means the recipient needs to go into the actual message to see what the message is about and give a reply. If in Medtech or My Practice, this means opening the inbox message in Whānau Tahī. For other users who receive these messages as an email to the email address they nominated in Whānau Tahī, they need to go into Whānau Tahī to view and action the message.

An effective example of this is: Please Reply- Can you please let me know if Mr Smith has had a spirometry done at your practice?

A less effective example of this is: Please reply- re: spirometry