

MT Guide: Managing patients AND Managing administration tasks

Note: If we can't list it under two guides, just list it under Managing patients for now and I'll figure something out.

Pause outreach

If necessary, outreach can be paused either at the patient level, location level or call schedule level.

When outreach is paused, no outreach will occur until it is turned back on.

For Administrators, it can be beneficial to pause outreach immediately before completing a patient and order history import. This allows you time to verify the results the following day before outreach begins for newly added patients.

It can also be beneficial to pause outreach if there is a temporary staff shortage. Pausing outreach allows you time to clear out existing supply requests before additional requests are created.

Finally, at the patient level, it may be beneficial to pause outreach when a patient indicates they will be away for an extended period. Outreach can be turned back on when they return.

Pausing outreach will maintain the patient's notification preferences. If the patient's notification preference is set to Do Not Contact, then notification preferences are not maintained.

Step-by-step instructions

Pause outreach at the patient level:

1. In the Contact information section of the Patient Details tab, click Edit.
2. Change the **Resupply notifications** option to **Disabled**.
3. Click **Save**.

Pause outreach at the location level (Administrator role only):

1. On the **Locations** page, click the required location.
2. Click Edit.
3. Change the **Resupply notifications** option to **Disabled**.
4. Click **Save**.

Pause outreach at the call schedule level (Administrator role only):

1. On the **Call Schedules** page, click the required call schedule.
2. Click Edit.
3. Change the **Resupply notifications** option to **Disabled**.
4. Click **Save**.