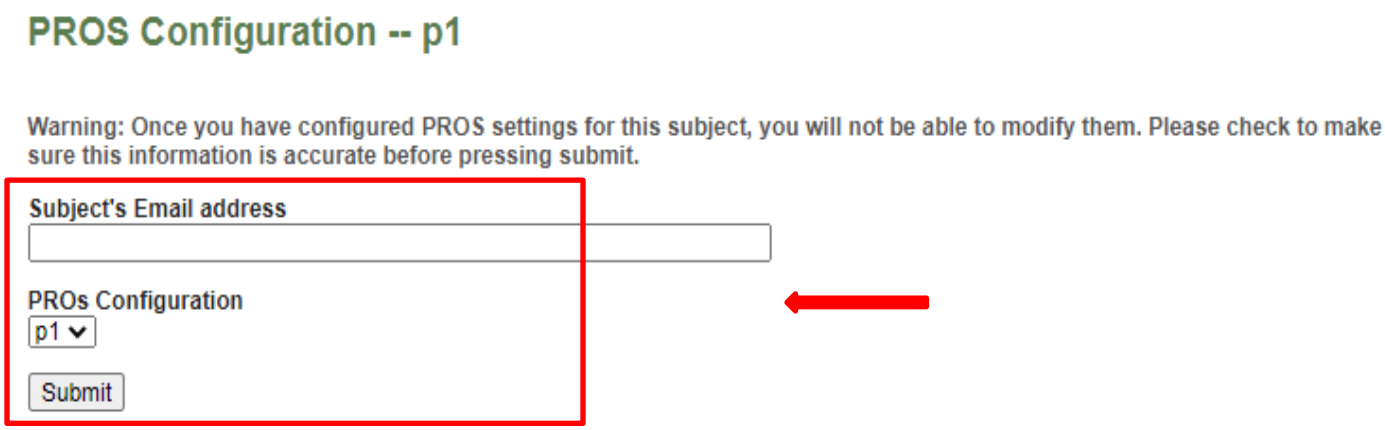
How to schedule/send Patient Emails

Prostate Database

1. **Under the patient's record, select the PROs tab**

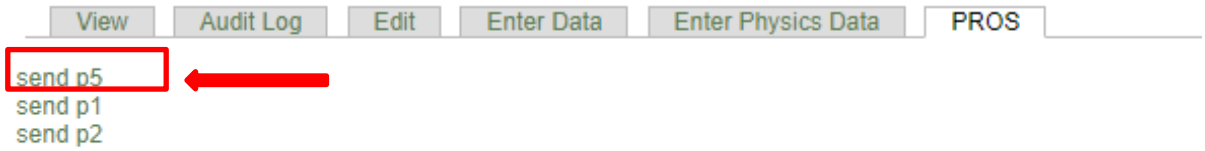
2. **Select "send P1" or "send P2" to send the baseline patient survey**

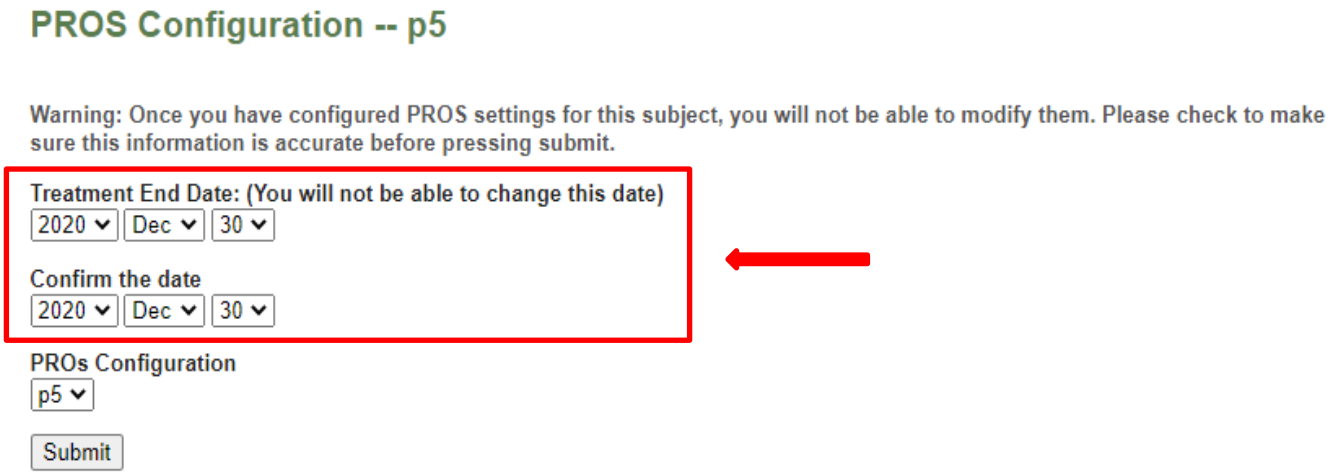
3. **Submit the patient's email address. Carefully type it, do not copy/paste the email address and select submit.**



Updated 1/6/2021

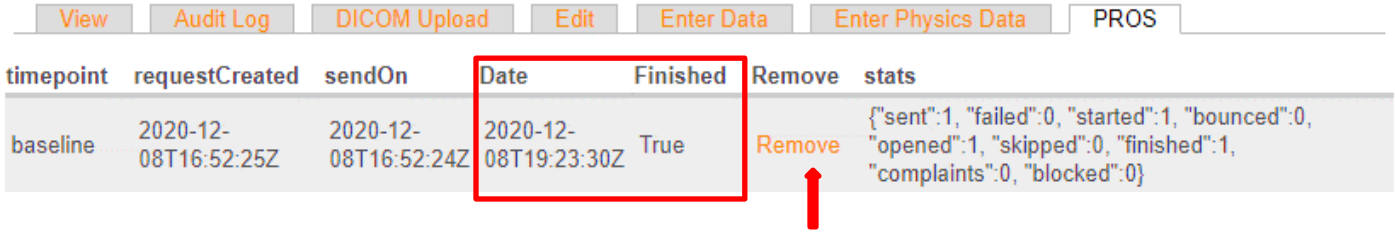
4. **To schedule the follow-up patient survey, click on the "send P5" and enter the RT-end date before selecting submit.**

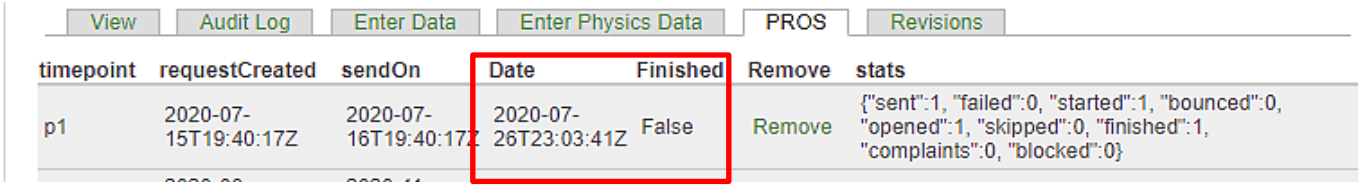




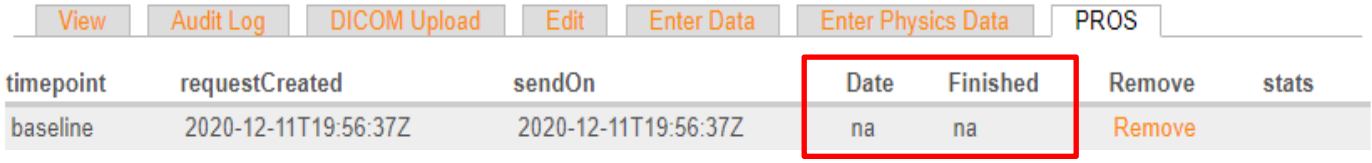
5. **How to read information on the PROs tab:**
   - **requestCreated**: the date the email was scheduled in the database by the CDA
   - **sendOn:** the date the email was sent to the patient
   - **Date:** the date the survey was completed by the patient
   - **Finished:**
     = True: the patient completed the survey
     =False: the patient has answered questions on the survey and closed the survey window without selecting the final "submit" button.
     = na: the survey is not completed and the patient has not opened the survey link.
   - **Remove:** select "REMOVE" to **stop or resend a survey**
   - **Stats:** gives a little more information about the status of the survey once a patient has completed it (1=yes and 0=no)

Example of a completed survey:





Example of a not completed survey/ no response: Date and Finished are set as NA, and there aren't any data on the stats.



6. **Important reminders before scheduling a patient email:**
   - ❖ Once an email address is submitted, it cannot be removed or viewed in the database.
   - ❖ A reminder email is sent to the patient one week after the original email was sent if the survey has not been completed
   - ❖ Patients should complete either a paper survey or email survey but not both.