

**Q: When I have a Consultation open, how do I know if I am in Viewing mode or Editing Mode?**

A: If you are in Viewing mode, the header appears red, however if you are in Editing mode (after you begin or edit a previous consultation) the header appears green.

**Q: Can I add a patients long term prescriptions into a letter?**

A: You can create a letter template in **My Control Panel>Admin Console>System types>Letter Templates**. In the template you can click the "Add-ins" tab and click "Prescriptions". There are a number of different statuses you can select, "CurrentRepeats" is the one to select to include long term drugs.

**Q: Can I add very long drug instructions to a patients prescription?**

A: There is limited space on the script so you should always preview the prescription to ensure that all instructions added are visible.

**Q: Is there a Spell Checker for the notes I type into Socrates?**

A: Socrates has a spell checker facility for notes and will highlight all incorrect words with a red underline. You have the ability to turn on/off the spell checker in Preferences.

**Q: Is there a quick way of printing a label when I create a new letter?**

A: Yes, In the Letters section, there is a button named **Label** which will print a label with the name & address of the person the highlighted letter is addressed to.

**Q: Can I quickly view family details from the Consultation screen?**

A: Click on **Consultation** at the top of the screen and click **Family Details**. You can see the other family members here and jump directly to the patient's family.

**Q: Is there a way I can track certain investigations for a patient?**

A: In Baseline details click on the button **Tracker**. Add an investigation that you want to track and see all previous results for this investigation in a grid format. It's useful if you want to reference this investigation quickly when completing a new Baseline details entry.

**Q: If there is a paper jam when printing a prescription how do I reprint it?**

A: In Prescriptions select the Printed tab, highlight the drugs and click re-print.

**Q: In a patients chart, can I check if a drug was reprinted, and who did it?**

A: In the prescriptions section of the chart you can click on the button **Audit**. Then in the filters row click **RePrint**. This will display all drugs that have been reprinted for this patient, who reprinted it and when they were reprinted.

**Q: Can I view all newly downloaded CO-OP messages in the one place?**

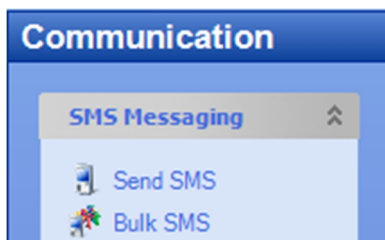
A: If you go to **My Control Panel>Result Viewer** and click on the **COOP/Discharge Messages** tab, you can view all CO-OP messages and complete them individually.

**Q: Is there a Batch Scanning Facility in Socrates?**

A: If you cannot see the Batch Scan menu in **Control Panel > Document Management System** please call support to enable it for you. Batch Scan functionality allows you to scan multiple pages at a time and then assign each page to the relevant patient on the same pc or from another pc.

**Q: Can I send SMS messages in bulk?**

A: Yes Socrates has a bulk SMS facility, navigate to **Communication>SMS Messaging** and then click **Bulk SMS** in the top left corner. You can send bulk messages to patients by using a number of pre-built reports. You can review the list of patients before the messages are sent and edit as necessary.



**Q: Is it possible to download new reports in Socrates?**

A: When you open the Reports section in Socrates, it will display if any updates are available for download at the bottom of the screen. Click on the button (e.g. 3 Updates available) and install the updates.

