



# How to Manage Notifications

Where the commissioner of your service requires you to send a notification of an action to another organisation and has provided a secure email address, the system will send that notification on your behalf. The system will tell you when you save if an email cannot be sent:



If there is no valid email address then you should send this manually, either by hand, post or safe-haven fax.

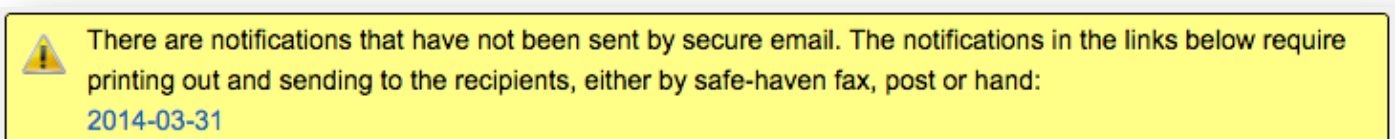


Most SLAs require this to be done in 24-48 hours of the action or provision to a patient or client

You can follow the links to the notification to print it and then return to the provision record to mark it as “Sent Manually”. This will prevent the system from “nagging” you to do it and allow you to remain within the requirements of your SLA with your commissioner for the service.

## What if I don't do it?

The system will start to nag you immediately at the top of the Services page to remind you to send the notification manually – please ensure you send your manual notifications promptly to keep within your agreement to provide the service for your commissioner.



Simply click on the date to go straight to the relevant provision or notification.