

# How To Guide for Flokzu Practise Patient Process (Doctors) - v1


This guide is for doctors using Flokzu to manage patient workflows. It focuses on your specific tasks while providing context about the broader system, including actions handled by receptionists. The guide uses Flokzu's task-based system and integrates with Heidi for AI-generated summaries from consultation, pre-op, and surgery recordings.

## Setting Up Your Flokzu Account

To start using Flokzu, create an account:

- **Step 1:** Visit the Flokzu website and sign up.
- **Step 2:** Choose a password. **Important:** Passwords cannot include the @ symbol.
- **Step 3:** Log in to access your [Flokzu Inbox](#).

*Note:* Ensure your account is linked to your practice for access to patient workflows.

[Flokzu] Access details to Kaleidoscope 

 **Kaleidoscope** <app@flokzu.com> [Unsubscribe](#) 16:39 (2 hours ago)  
to me: 

**You were invited to join Kaleidoscope**

Access your new organization through the following link:


- **Flokzu Web App:** <https://app.flokzu.com/kaleidoscope>

If you have any questions, we're happy to help. Please reach out to us at [info@flokzu.com](mailto:info@flokzu.com)

Cheers,


The team at Flokzu







**Confirm Account**  
Please complete the following fields to confirm your User Account.

You will receive your email address and the password to log in to Flokzu. Length between 8 and 64 characters, all lower case. Passwords are unique and can't be reused. Please read our privacy policy for more details.



 **Thanks!**  
Check your email, we've sent you crucial information.

You will find there a link to confirm the app.



## Your Role in the Flokzu Workflow

As a doctor, your primary tasks in Flokzu are:

### 1. Consultation Tasks:

- [Consultation](#) on the day of consultation.
- [Review Consultation / Adjust Consultation Fields](#) to review AI-generated summaries (temporary task, to be removed once summaries are finalized).

### 2. Pre-Op Tasks:

- [Pre-Op Consultation](#) on the day of pre-op consultation.
- [Review Pre-Op Consultation / Adjust Pre-Op Consultation Fields](#) to review AI-generated summaries (temporary task).

### 3. Surgery Tasks:

- [Surgery](#) on the day of surgery.

- [Review Surgery / Adjust Surgery Fields](#) to review AI-generated summaries (temporary task).

#### 4. Post-Op Consultations:

- [Post-Op Consultation](#) at 6 weeks (mandatory), and optionally at 6 months, 1 year, and 2 years.

Other tasks, such as loading patients or coordinating dates, are handled by receptionists. Below is an overview of the workflow, with your tasks detailed in relevant sections.

## Workflow Overview

### Before Consultation

Receptionists load new patients into Flokzu at least one day before the consultation using the [Create Patient](#) form. This triggers tasks for the consultation day.

- If a patient cancels at least one day prior and the receptionist updates the *Patient Status* field, your consultation tasks will not appear.
- You can also mark a patient as a no-show in the **"Consultation"** task if they do not attend.

### On Day of Consultation

You receive the **"Consultation"** task in your [Flokzu Inbox](#), and a Heidi instance is created with the format {Patient Name} {Patient Surname} – Consultation to record the session.



### Consultation

#### Actions:

- Specify the consultation outcome in the *Please update the Consultation status* field:
- Select *Patient No Show* to exit the workflow.
- Select *Patient Arrived (and Heidi recording completed)* only after completing the Heidi recording.
- Update fields like *Name*, *Surname*, or *Medical Aid* (note: *DOB* is not editable as it's used in the Heidi instance) if required

☆ PPBUILD-158 - Consultation

Practice Patient Process - Last update: 2025/10/09 08:37:01

Consultation Date

2025/09/30

Consultation Time

HH:mm:ss

○

Consultation

Is surgery required for this patient?

-

▼

\* Please update the Consultation status

-

▼

Is surgery required for this patient?

Yes

▼

\* Which type of procedure?

-

▼

\* Please update the Consultation status

-

▼

\* Please update the Consultation status

-

▲

Q

-

Patient No Show

Patient Arrived (and Heidi recording completed)

**Tip:** Your Flokzu inbox serves as a reminder of pending Heidi recordings. Complete the task only after the recording is finalized to avoid missing data.

**Feedback Request:** Use the system and let us know which fields you want visible, editable, or hidden.

*Note:* Receptionists also receive a task to coordinate surgery and pre-op dates, which must be completed on the consultation day or it reappears later. If dates are set with urgency (within a week), the **"Review Pre-Op Consultation / Adjust Pre-Op Consultation Fields"** task is skipped to avoid delays.

**Why This Matters:** The **"Consultation"** task must be completed before the workflow proceeds (e.g., sending [Pre-Op Form Link Sent to Patient](#) or other communications). If not completed before the pre-op date, patients may not receive necessary forms.

## After Consultation

The system fetches the Heidi recording, and you receive the **"Review Consultation / Adjust Consultation Fields"** task to review and adjust AI-generated summaries.



10:30 (0 minutes ago) ☆ 😊 ↩ ⋮

Patient: Patient Surname, Patient Name  
DOB: 0001/01/01  
Consultation Date: 2025/09/30

Sincerely,  
Move Orthopedics  
Practise Name

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visible in Flokzu, is inserted

18:38 (0 minutes ago) ☆ 😊 ↩ ⋮

Thank you for choosing Move Orthopedics and for visiting the office of Dr Smit (Test). It was a pleasure to meet with you on 2025/09/29 .

After a thorough review of your condition and our discussion, we have determined that surgery is not the most appropriate treatment for you at this time. This is because we believe a conservative, non-surgical approach will offer you the best path to recovery.

Please find a summary of your consultation below for your records.

We are here to support you throughout your recovery. Please do not hesitate to call our office at +27829473208 , [nicola@kaleidoscopesa.co.za](mailto:nicola@kaleidoscopesa.co.za) if you have any questions or if your symptoms change.

Warm regards,

The Team at Move Orthopedics  
Test - Nicola

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This is an automated email. Please do not reply to this message.

You notice this small house was not maintained in 1860 as someone at some someone wanted to read it in use.

in which highlighted area information from

visible in Flokzu, is inserted

**Note:** This task is temporary and will be removed once AI summaries are finalized. Your feedback on content and format is crucial. Also, the system is set up to send the above emails to the receptionist whom can forward the letter. Only when everyone is satisfied with results generated by system will this be changed to send to patient and/or referring doctor directly.

**Feedback Request:** Let us know how we can improve the AI generated summaries in terms of content and or structuring.

**Importance:** Completing this task triggers communications to the referring GP as [Referral Letter Sent to Referring GP](#) and to patient as [Consultation Summary Sent to Patients Not Requiring Surgery](#) and allows receptionists to set surgery/pre-op dates (if not already done).

*Reminder:* If receptionists set urgent surgery/pre-op dates (within a week) on the consultation day, this task is skipped to ensure timely [Pre-Op Form Link Sent to Patient](#) delivery.

## Before Pre-Op Consultation

The system sends the [Pre-Op Form Link Sent to Patient](#) for patients to complete, which you can review during the pre-op consultation.

## On Day of Pre-Op Consultation

You receive the "Pre-Op Consultation" task in your [Flokzu Inbox](#).

## Pre-Op Consultation

- **Actions:**
  - Use the *Pre-Op Form Identifier* field to locate the patient's submitted form in the [Dr -- Pre-Op Forms](#) report.
  - Update fields like *Medical History* or *Allergies* (populated from the Heidi transcript but editable).
  - Specify if the patient did not show using the *Please update the Pre-Op Consultation status* field (select *Patient No Show* to exit the workflow).
  - View the consent form link (if implemented) via the *Consent Form Identifier* field, which can be accessed in the [Dr -- Consent Forms](#) report after submission.



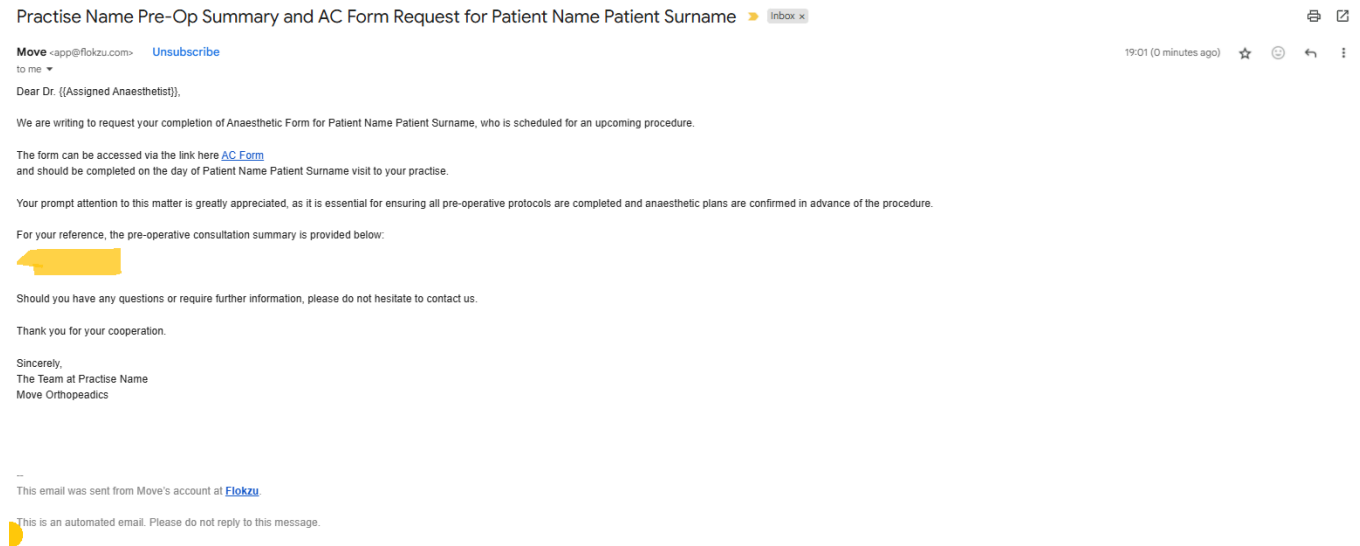


# Review Pre-Op Consultation / Adjust Pre-Op Consultation Fields

**Purpose:** Review the AI-generated *Pre-Op Consultation Summary* field.

**Actions:**

- Adjust the summary if needed.
- Complete the task to send the [Pre-Op Consultation Summary and AC Form Link Sent to AC Clinic \(If Assigned\)](#) (field *Pre-Op Consultation Summary* inserted).



in which highlighted area information from

Pre-Op Consultant Summary

11pt

sent to AC Clinic (if assigned)

visible in Flokzu, is inserted

**Note:** This task is temporary and will be removed once AI summaries are finalized. Your feedback on content and format is crucial. Also, the system is set up to send the above emails to the receptionist whom can the forward the letter. Only when everyone is satisfied with results generated by system will this be changed to send to patient and/or referring doctor directly.

**Feedback Request:** Let us how we can improve the AI generated summaries in terms of content and or structuring.

**Importance:** Completing this task triggers communications to the anesthetist as [Pre-Op Consultation Summary and AC Form Link Sent to AC Clinic \(If Assigned\)](#) and advances the workflow.

# On Day of Surgery

You receive the **"Surgery"** task in your [Flokzu Inbox](#).

## Surgery

### Actions:

- Check the *AC Form Identifier* field (may be empty if no Anesthetists Clinic was assigned), otherwise can be found in [Dr -- AC Forms](#) report.
- Specify if the patient did not show using the *Please update the Surgery status* field (select *Patient No Show* to exit the workflow).

Surgery

AC Form Identifier

\* Please update the Surgery status

-

Patient No Show

Patient Arrived (and Heidi recording completed)

Task done

**Feedback Request:** Let us know which fields you want visible, editable, or hidden.

## After Surgery

The system fetches the Heidi recording, and you receive the **"Review Surgery / Adjust Surgery Fields"** task.

## Review Surgery / Adjust Surgery Fields

- **Purpose:** Review AI-generated fields: *Surgery Feedback Summary*, *Post Operative Physio Instructions / Update*, and *Post Operative Nursing Instructions*.
- **Actions:**
  - Adjust the summaries if needed.
  - Complete the task to send:
    - [Surgery Summary Sent to Patient](#) (field *Surgery Feedback Summary* inserted).
    - [Post-Op Physio Update / Instructions and Physio Form Link Sent to Physiotherapist](#) (field *Post Operative Physio Instructions / Update* inserted).
    - [Post-Operative Nursing Instructions Sent to Nurse](#) (field *Post Operative Nursing Instructions* inserted).

## Practise Name Surgery Summary from



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to me ▼

19:29 (0 minutes ago) ☆ ☺ ↶ ⋮

Dear Patient Name,

Now that some time has passed since your procedure on , we hope your recovery is progressing well.

At Practise Name, we are consistently striving to improve the care and experience we provide to our patients. An important part of that process is listening to feedback from individuals like you.

We have carefully reviewed the notes and feedback from your surgical team regarding your procedure.

A summary of that feedback is provided below:

Our team values this reflective process immensely, as it is fundamental to maintaining our high standards of care and safety.

Please remember that our team is here to support you throughout your recovery. If you have any questions or concerns at all, please do not hesitate to reach out to us.

We thank you for trusting us with your care.


Warmly,  
The Team at Practise Name  
Move Orthopaedics

—  
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in which highlighted area information from

Surgery Feedback Summary



sent to patient

visible in Flokzu, is inserted

## Post-Operative Physiotherapy Plan for Patient Surname, Patient Name

[Inbox x](#)



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19:39 (2 minutes ago) ☆ ☺ ↶ ⋮

Dear Physiotherapy Team,

Please find below the post-operative physiotherapy instructions and initial update for your patient:

Patient Name: Patient Name  
Date of Birth: 0001/01/01  
Procedure Date:

These instructions have been developed to guide the initial phase of rehabilitation. We recommend reviewing them prior to the patient's first session to align our treatment goals.

Post-Operative Physiotherapy Instructions / Update:

Action Required: To facilitate a coordinated approach to care, please complete the required physiotherapy assessment form via the link below after your initial evaluation. This will provide us with valuable feedback on the patient's progress.

Post Operative Physio Form

Your expertise is a crucial component of this patient's recovery. Thank you for your partnership in their care. Please do not hesitate to contact our office if you have any questions regarding these instructions.


Best regards,  
The Team at Practise Name  
Move Orthopaedics

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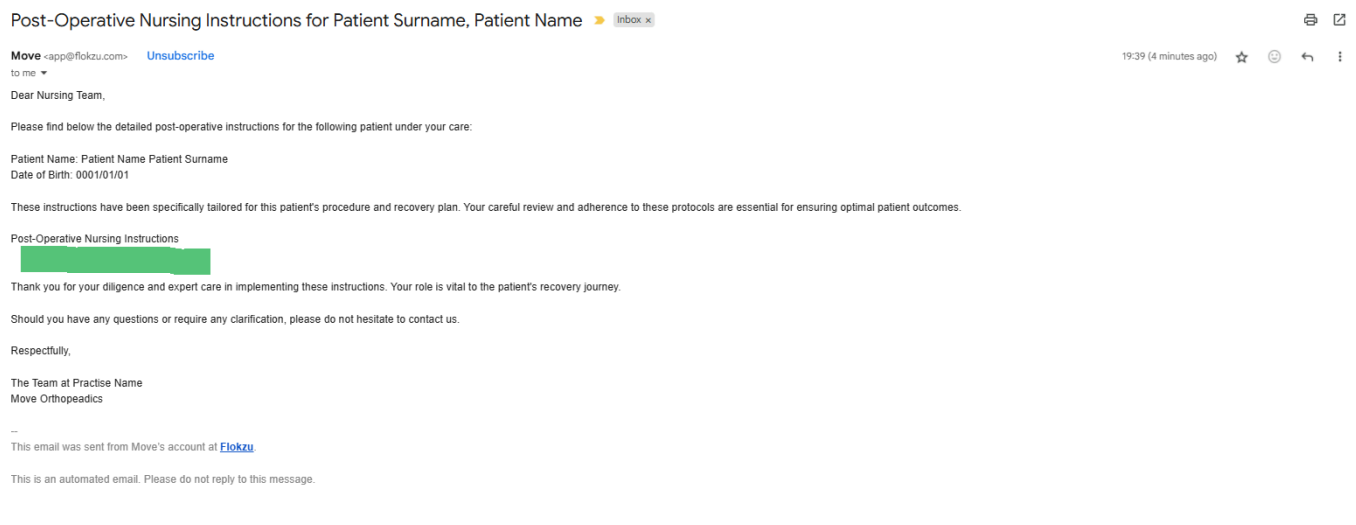
in which highlighted area information from

Post Operative Physio Instructions / Update

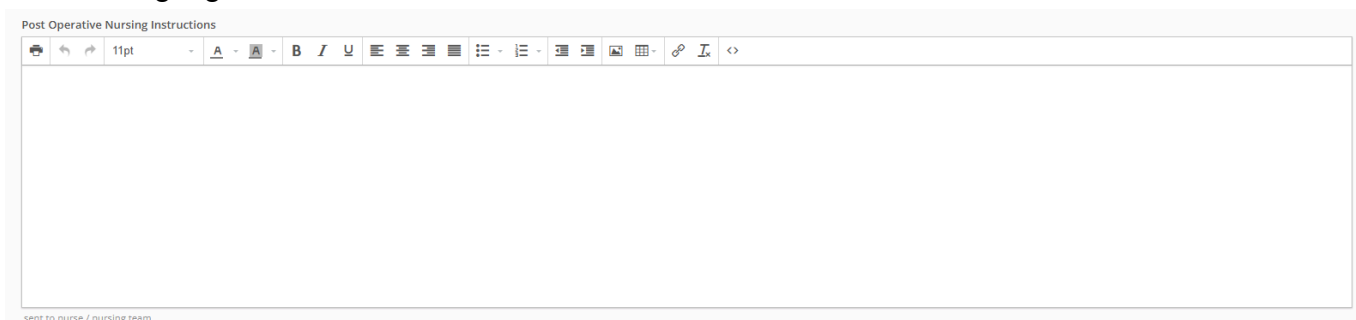


sent to physiotherapist

visible in Flokzu, is inserted



in which highlighted area information from



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**Note:** This task is temporary and will be removed once AI summaries are finalized. Your feedback on content and format is crucial. Also, the system is set up to send the above emails to the receptionist whom can the forward the letter. Only when everyone is satisfied with results generated by system will this be changed to send to patient and/or referring doctor directly.

**Feedback Request:** Let us how we can improve the AI generated summaries in terms of content and or structuring.

**Importance:** Completing this task triggers post-surgery processes, namely **"Ward Rounds"**, **"Patient Discharge"**, **"Wound Inspection"** and communications like [Surgery Summary Sent to Patient](#), [Post-Op Physio Update / Instructions and Physio Form Link Sent to Physiotherapist](#), [Post-Operative Nursing Instructions Sent to Nurse](#), and well as rest from [Long-Term Follow-Ups](#) processes.

## Long-Term Follow-Ups

Patients receive forms at various intervals (depending on the procedure), namely:

[SOS Message Sent to Patient](#) (immediately after discharge).

[Follow Up Messages Form Links Sent to Patient](#)

[Post Op Form Links Sent to Patient](#) (for post-op consultations at 6 weeks, 6 months, 1 year, and 2 years).

And, designated nurse will receive a **"Wound Inspection"** task in Flokzu 6 weeks after discharge of which, the results thereof will be visible at the various [Post-Op Consultation](#)

Receptionists handle follow-up calls and coordinate post-op consultations, which trigger the **"Post-Op Consultation"** task in your inbox.

## Post-Op Consultation

### Actions:

- Use the --- *Post Op Form Identifier* field to find patient-submitted forms in the [Dr -- Post Op Forms](#) custom report.
- Review and complete the task for consultations at 6 weeks (mandatory), and optionally at 6 months, 1 year, and 2 years.

The screenshot displays a web interface titled "Post Operative Forms". It contains several input fields and a rich text editor. At the top right, there is a field labeled "6 Weeks: Post-Op Form Identifier". Below this, on the left, is a field labeled "6 Weeks Post Op Consultation Date". At the bottom, there is a large text area titled "\* 6 Weeks Post-Op Consultation Notes" with a rich text editor toolbar above it. The toolbar includes icons for bold, italic, underline, text color, and other formatting options. A small "Test color" button is visible below the toolbar.

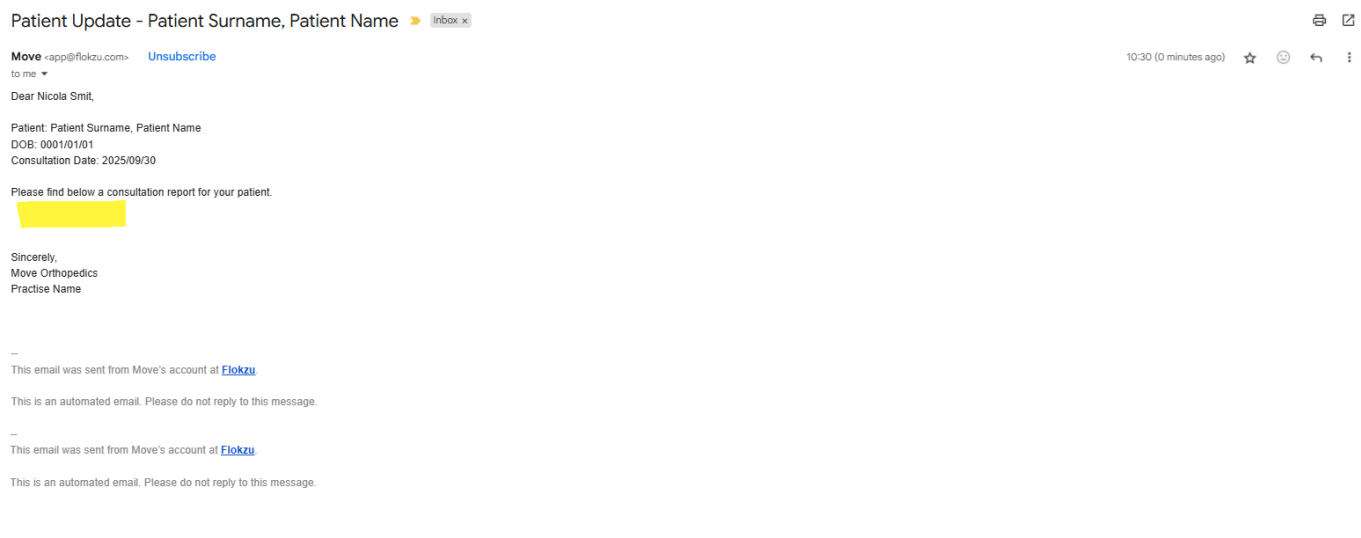
**Feedback Request:** Let us know which fields you want visible, editable, or hidden.

**Note:** In a previous task assign to receptionists in which they coordinate these consultation dates (if required), they can also view the --- *Post Op Form Identifier* field to assist with coordination to ensure patient completes it beforehand.

## Communications Sent to Patients and Providers

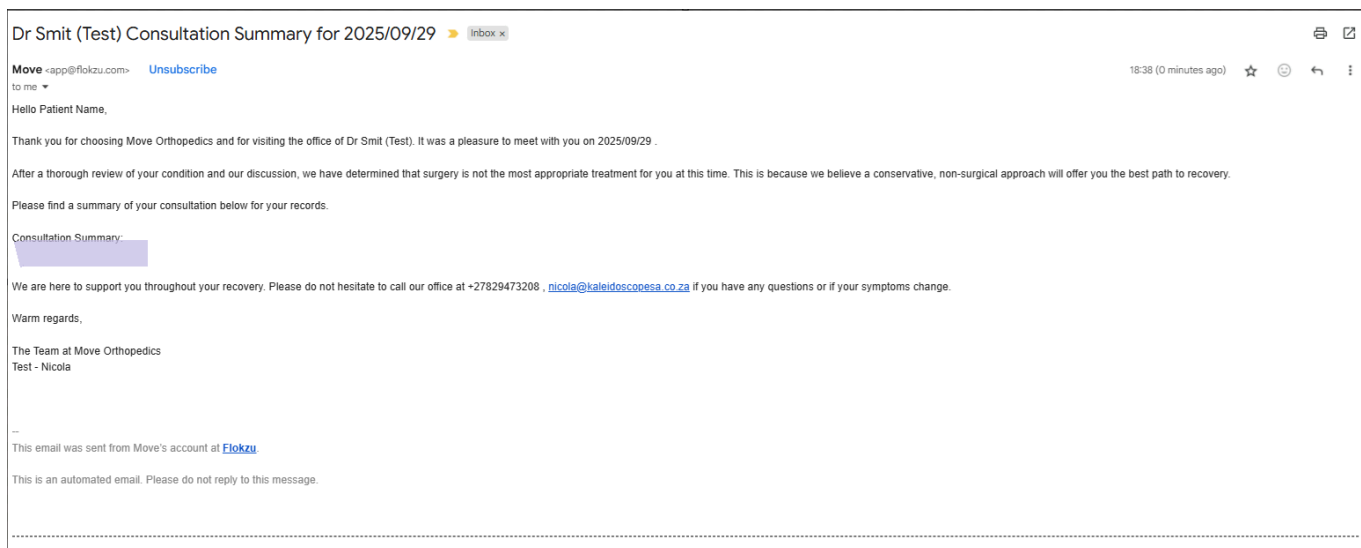
### Referral Letter Sent to Referring GP

A letter with the AI-generated *Referral Letter* field from the Heidi consultation recording is sent to the referring GP.



## Consultation Summary Sent to Patients Not Requiring Surgery

Patients not requiring surgery receive a summary with the AI-generated *Consultation Summary* field.



## Pre-Op Form Link Sent to Patient

Patients receive a pre-op form link specific to their procedure type before the pre-op consultation.


[Example Ankle Procedure Pre-Op](#)

[Example Foot Procedure Pre-Op](#)

[Example Other Procedure Pre-Op](#)

[Example Knee Replacement Procedure Pre-Op](#)

[Example Hip Replacement Procedure Pre-Op](#)

Test Practise Name Pre-Op Form for Procedure on 2025/10/02 



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11:35 (0 minutes ago) ☆ ☺ ↶ ⋮

Hello Patient Name,

We are looking forward to caring for you on your upcoming surgery on 2025/10/02.

To ensure we are fully prepared for your procedure, please complete your pre-operative and consent forms your earliest convenience. We kindly ask that you submit it at least 48 hours before your surgery.

Here's what you need to do:

Click here to complete your [Pre-Op Form](#).

The form should only take about 5-10 minutes to complete.

Completing this form ahead of time helps our team personalize your care and makes your check-in process on surgery day smoother and faster.

We're here to help!

If you have any questions or trouble with the form, please don't hesitate to reach out to our team. We're happy to assist you.

Email: [nicola@kaleidoscope.co.za](mailto:nicola@kaleidoscope.co.za)

Call us: +27829473208

Thank you for helping us prepare for your visit. We are committed to making your experience as comfortable as possible.

See you soon,  
The Team at Test Practise Name  
Move Orthopaedics


—  
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## Pre-Op Consultation Summary and AC Form Link Sent to AC Clinic (If Assigned)

If an Anesthetists Clinic is assigned, they receive a summary with the AI-generated *Pre-Op Consultation Summary* field and an AC form link.

### [Example AC Form](#)

Test Practise Name Pre-Op Summary and AC Form Request for Patient Name Patient Surname 



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13:29 (0 minutes ago) ☆ ☺ ↶ ⋮

Dear Anesthetists Name,

We are writing to request your completion of Anaesthetic Form for Patient Name Patient Surname, who is scheduled for an upcoming procedure.

The form can be accessed via the link here [AC Form](#) and should be completed on the day of Patient Name Patient Surname visit to your practise.

Your prompt attention to this matter is greatly appreciated, as it is essential for ensuring all pre-operative protocols are completed and anaesthetic plans are confirmed in advance of the procedure.

For your reference, the pre-operative consultation summary is provided below:



Should you have any questions or require further information, please do not hesitate to contact us.

Thank you for your cooperation.

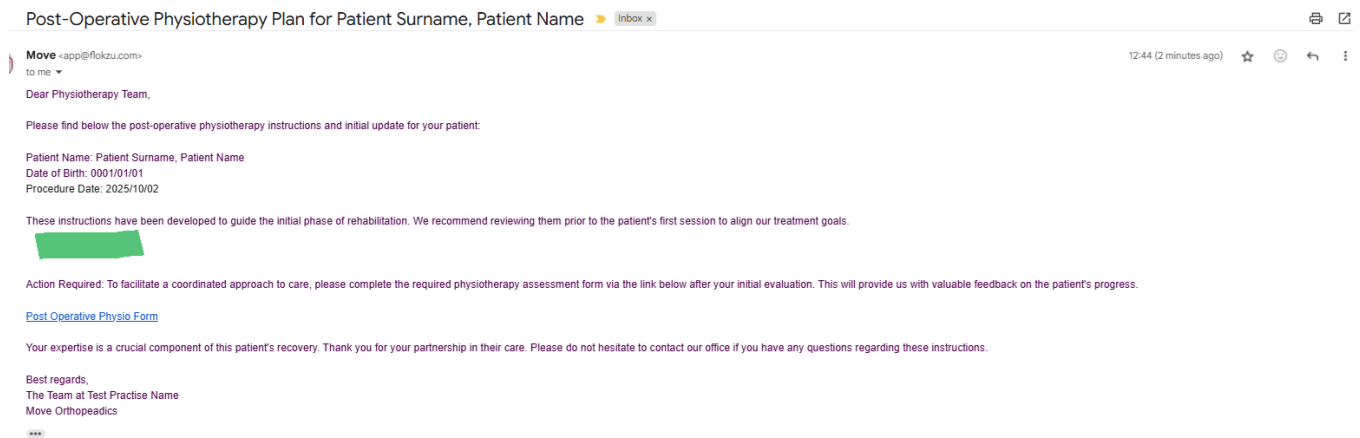
Sincerely,  
The Team at Test Practise Name  
Move Orthopaedics

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## Post-Op Physio Update / Instructions and Physio Form Link Sent to Physiotherapist

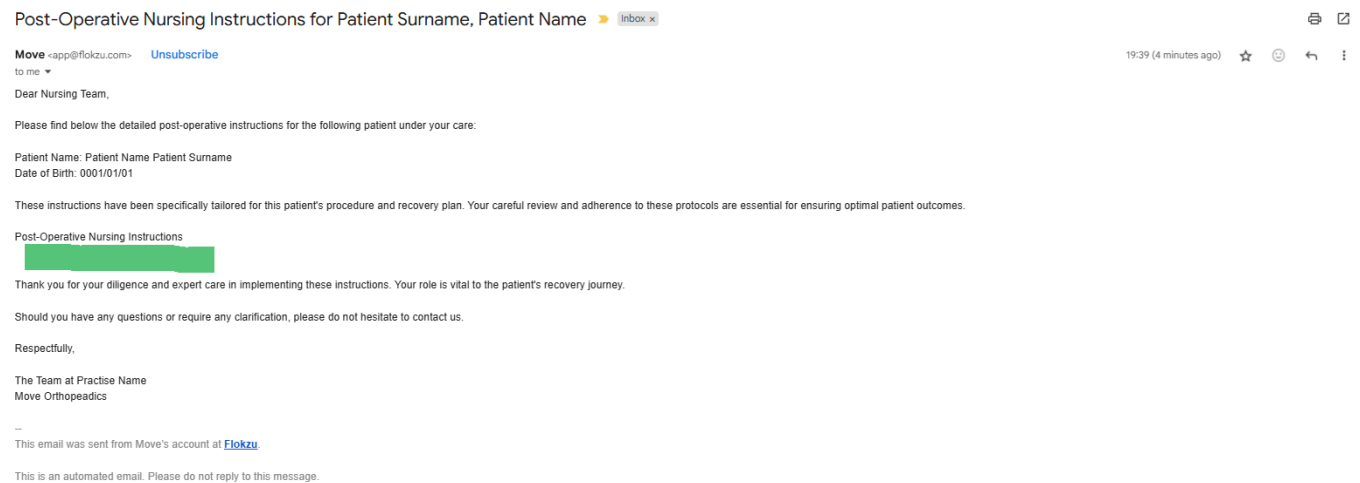
Physiotherapists receive instructions with the AI-generated *Post Operative Physio Instructions / Update* field and a post-op physio form link.

### [Example Post-Operative Physio Form](#)



## Post-Operative Nursing Instructions Sent to Nurse

Nurses receive instructions with the AI-generated *Post Operative Nursing Instructions* field.



## Surgery Summary Sent to Patient

Patients receive a summary with the AI-generated *Surgery Feedback Summary* field.



## Practise Name Surgery Summary from



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19:29 (0 minutes ago) ☆ ☺ ↶ ⋮

Dear Patient Name,

Now that some time has passed since your procedure on , we hope your recovery is progressing well.

At Practise Name, we are consistently striving to improve the care and experience we provide to our patients. An important part of that process is listening to feedback from individuals like you.

We have carefully reviewed the notes and feedback from your surgical team regarding your procedure.

A summary of that feedback is provided below:



Our team values this reflective process immensely, as it is fundamental to maintaining our high standards of care and safety.

Please remember that our team is here to support you throughout your recovery. If you have any questions or concerns at all, please do not hesitate to reach out to us.

We thank you for trusting us with your care.

Warmly,  
The Team at Practise Name  
Move Orthopaedics

—  
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# SOS Message Sent to Patient

Sent immediately after discharge to provide urgent contact information.

## Practise Names' SOS Information > Inbox x



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to me ▼

19:07 (4 minutes ago) ☆ ☺ ↶ ⋮

Dear Patient Name,

Please save this email for easy reference throughout your recovery.

If you experience any of the following warning signs, please contact us immediately:

Fever above 38.3°C

Signs of infection at the incision site (e.g., increasing redness, swelling, warmth, or pus)

Severe or worsening pain not relieved by prescribed medication

Chest pain or shortness of breath

Calf pain, swelling, or redness (especially in one leg)

Numbness or weakness that is new or worsening

Any other severe or concerning symptom

In case of an emergency, please call our practice directly at:  
+27829473208

If your concern is urgent and you are unable to reach us, please go to the nearest emergency room or call 911.

We are here to support you. Do not hesitate to call with any questions or concerns, big or small.

Sincerely,  
The Team at Practise Name  
Move Orthopaedics

—  
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# Follow Up Messages Form Links Sent to Patient

Patients receive a form link for submitting feedback, viewable in the [Dr -- Follow Up Message Forms](#) custom report. The email/WhatsApp content varies by day and procedure.

[Example Follow Up Message Form](#)

Move <app@flokzu.com> 12:50 (0 minutes ago) ☆ ☺ ↶ ⋮  
to me ▾

Hello Patient Name,

Swelling may be at its peak today, and bruising can become more visible. This is part of your body's natural healing process. If discomfort feels a little more noticeable, that's normal at this stage — keep up with icing, elevation, and any gentle movement your care team has approved.

Please complete the following form to give us a better indication of your current healing process:  
[Day 3 Check-In Form](#)

Regards,  
The Team at Test Practise Name  
Move Orthopeadics

Test Practise Name - Post Op Check-In ➤ Inbox x

✕ 🖨 📧

Move <app@flokzu.com> 12:37 (13 minutes ago) ☆ ☺ ↶ ⋮  
to me ▾

Hello Patient Name,

Swelling may peak today, and you might notice bruising beginning to appear near the incision or along the toes. This is a normal part of healing. Keep your dressing dry, continue strict elevation, and avoid letting the leg hang down for long periods.

Please complete the following form to give us a better indication of your current healing process:  
[Day 2 Check-In Form](#)

Regards,  
The Team at Test Practise Name  
Move Orthopeadics

## Post Op Form Links Sent to Patient

Patients receive form links for post-op consultations at 6 weeks, 6 months, 1 year, and 2 years.

[Example 6 Weeks Post Op Form](#)

[Example 6 Months Post Op Form](#)

[Example 1 Year Post Op Form](#)

[Example 2 Years Post Op Form](#)

Test Practise Names' 6-week Post-Op Form ➤ Inbox x

🖨 📧

Move <app@flokzu.com> 12:58 (0 minutes ago) ☆ ☺ ↶ ⋮  
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Hello Patient Name,

It has been 6 weeks since your surgery with us.  
There are some questions we would like for you to answer  
Please follow the link provided [6-week Post-Op Form](#)

Thank You

Regards,  
The Team at Test Practise Name  
Move Orthopeadics

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## Using Custom Reports

Custom reports allow you to view patient data and submitted forms. Click the blue process identifier in any report to open the corresponding external form.

## Dr -- Patient Overview

Filter by *Name*, *Surname*, or surgery status. View AI-generated summaries: *Patient Overview* (consultation), *Pre-Op Consultation Summary*, *Surgery Overview*, and *Discharge Summary*.

Identifier	Task Name	Patient Full Nam	Patient Surname	Consultation Dat	Patient Overview	Surgery	Pre-Op Consultati	Pre-Op Consultant	Surgery Date	Surgery Overview	Discharge Summary	Discharge Summary
PPBUILD-217	Edit Patient Infor	LOUISA	LE ROUX	2025/09/22	No							
PPBUILD-228	Consultation	LOUISA	LE ROUX	2025/09/22	No							
PPBUILD-232	Edit Patient Infor	ERIC	MCLAREN	2025/09/23	No							
PPBUILD-232	Consultation	ERIC	MCLAREN	2025/09/23	No							
PPBUILD-248	Edit Patient Infor	HELGA	FEICHTENSCHLAC	2025/09/25	No							
PPBUILD-248	Consultation	HELGA	FEICHTENSCHLAC	2025/09/25	No							
PPBUILD-249	Edit Patient Infor	JOHANNES	LESLIE	2025/09/25	No							
PPBUILD-249	Consultation	JOHANNES	LESLIE	2025/09/25	No							
PPBUILD-250	Edit Patient Infor	PATRICIA DIANA	DALL	2025/09/29	No							
PPBUILD-250	Consultation	PATRICIA DIANA	DALL	2025/09/29	No							
PPBUILD-252	Edit Patient Infor	ALETHA PETRONI	HUMAN	2025/09/29	No							
PPBUILD-252	Consultation	ALETHA PETRONI	HUMAN	2025/09/29	No							
PPBUILD-271	Edit Patient Infor	DIANA	HAVARD	2025/10/02	No							
PPBUILD-271	Consultation	DIANA	HAVARD	2025/10/02	No							

## Dr -- Consent Forms

View submitted consent forms using the *Consent Form Identifier* field.

Identifier

Name & Surname

Procedure

Practise Patient Process ID

There is no data to show

1/4

1/4

2/4

2/4

## Dr -- AC Forms

View Anesthetists Clinic forms using the *AC Form Identifier* field.

Identifier

Name & Surname

Practise Patient Process ID

There is no data to show

1/4

1/4

2/4

2/4

## Dr -- Post-Op Physio Forms

View physiotherapist forms using the *Post-Op Physio Form Identifier* field.

Identifier

Doctor Name

Practise Patient Process ID

There is no data to show

1/4

1/4

2/4

2/4

Average Pain Levels

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## Dr -- Pre-Op Forms

View patient-submitted pre-op forms using the *Pre-Op Form Identifier* field.

The screenshot shows a search interface for Pre-Op Forms. It features a header bar with four input fields: 'Identifier' (with a help icon), 'Name & Surname', 'Procedure', and 'Practise Patient Process ID'. Below the fields is a message 'There is no data to show'. At the bottom, there are four small buttons labeled '1-6', '1-8', '1-9', and '1-1'.

## Dr -- Post Op Forms

View post-op consultation forms using the --- *Post Op Form Identifier* field.

The screenshot shows a search interface for Post Op Forms. It features a header bar with five input fields: 'Identifier' (with a help icon), 'Name & Surname', 'Procedure', 'Period', and 'Practise Patient Process ID'. Below the fields is a message 'There is no data to show'. At the bottom, there are four small buttons labeled '1-6', '1-8', '1-9', and '1-1'.

## Dr -- Follow Up Message Forms

View patient feedback using the *Follow Up Message Form Identifier* field.

The screenshot shows a search interface for Follow Up Message Forms. It features a header bar with five input fields: 'Identifier' (with a help icon), 'Name & Surname', 'Procedure', 'Period', and 'Practise Patient Process ID'. Below the fields is a message 'There is no data to show'. At the bottom, there are four small buttons labeled '1-6', '1-8', '1-9', and '1-1'. Below the search bar, there is a section titled 'Average Pain Levels' with a large empty box containing a small infinity symbol.

## FAQ

### Why Do I See Review Tasks in My Inbox?

The **"Review Consultation / Adjust Consultation Fields"**, **"Review Pre-Op Consultation / Adjust Pre-Op Consultation Fields"**, and **"Review Surgery / Adjust Surgery Fields"** tasks allow you to review AI-generated summaries (e.g., *Consultation Summary*, *Pre-Op Consultation Summary*, *Surgery Feedback Summary*). These are temporary and will be removed once the AI output is finalized.

- **Why Review?:** Your feedback helps refine the format and content of summaries used in communications (e.g., [Referral Letter Sent to Referring GP](#), [Surgery Summary Sent to Patient](#)).
- **Importance:** Completing these tasks triggers communications and advances the workflow.
- **Exception:** If receptionists set urgent surgery/pre-op dates (within a week), the "**Review Pre-Op Consultation / Adjust Pre-Op Consultation Fields**" task is skipped to avoid delays.