

Complaint Letter Macros

The following macros are available to insert in templates when Complaint or Enforcement is the Letter Type. **Complaint macros will return data only if the letter is associated with an intake.**

- Acknowledged
- Activity Assignees
- ALL - Allegation Findings[with redact]
- ALL - Allegation Findings[without redact]
- ALL - Allegation Text[with redact]
- ALL - Allegation Text[without redact]
- Allegation Category
- Alleged Event Date
- CBER ID
- Complainant Address
- Complainant Names
- Complainant Relationship (Primary)
- Complainant Short Names
- Complaint Number
- DATE - Date Followup Investigation
- DATE - Date Received
- Date # Working Days
- Force Lower Case
- Force Upper Case
- Future Working Date
- Intake ID
- Intake Recipient
- Investigation Due
- Investigation Due in Words
- Investigators
- Overall Finding
- POC Due Date in Words
- Primary Complainant
- Received by
- Received by in Words
- Reference
- State Complaint ID
- TEAM - Location Received
- TEAM - Location Received Address
- TEAM - Responsible Team
- TEAM - Responsible Team Address
- TEAM - Team Leader
- TEAM - Team Phone number
- TERMINATION - 23 Days Termination
- TERMINATION - 90 Days Termination

Send letter to Facility

1 Locate your facility

- Open ACTS.
- For ACTS Selection, select **HOSP OPEN**.
- Locate and expand the **<A> - Training Deemed Hospital** facility (Where <A> is your training letter).
- Right-click the intake and select **Modify Intake**.

2 Enter allegation details in intake

- On the Allegations tab, click the **Details** button for the allegation.
- Enter the following text in the Details pane:

There is sufficient evidence to establish with certainty that the allegation and/or deficient practice occurred. The deficiencies seem to occur consistently on the night shift.

3 Text redaction

Now, we will redact some of the text in the allegation details.

- In the Details pane, highlight the text **“with certainty”**, and click the Redact button **(R)** in the tool bar. Brackets appear around the selected text.
- Do the same to redact the second sentence as well, and click **OK**.

4 Generate letter

- At the bottom of the intake form, select the **Notices** button.
- In the Notices History window, select **New**.
- In the Select Letters and Distribution Lists window, select **ALG STATEMENT** in the Form Letter section.
- Double-click the **Facility** in the Distributions section, so that **Letter** appears in the ACTION column.
- Select **Preview** to review the letter.
- There is a custom text macro in this letter, asking you to enter the name of the investigator. Enter **your name** and click **OK**.

The letter displays, with some of the macros in blue text.

Notice the blank after the Dear salutation. Even though a macro exists for administrator name in the letter template, the facility does not have an assigned administrator.

- Verify the information is correct, then click the A underscore icon on the word processor toolbar to turn all the text black.
- Select **Save & Exit**.

Your letter is now listed in the Letter History section of the Notices History window.

- Click **Close**.
- Click **OK** twice to close the intake, and yes to override the edit check.