CLAIMS:

1. A computer implemented method including:

receiving, by a health care management system, patient health data in respect of a patient;

analysing, by the health care management system, the patient health data to determine that engagement with a particular type of healthcare professional is required;

determining, by the health care management system, a specific healthcare professional of the particular type;

causing, by the health care management system, a healthcare professional engagement interface to be generated, wherein the healthcare professional engagement interface includes information indicating that engagement with the particular type of healthcare professional is required and a do not contact control and:

in response to determining that the do not contact control is not activated, causing a patient contact reminder to be generated for the specific healthcare professional, the patient contact reminder being a reminder for the specific healthcare professional to contact the patient; and

in response to determining that the do not contact control is activated, the method further includes generating, by the health care management system, a patient reminder and communicating the patient reminder to the patient at a predetermined time.

2. The computer implemented method of claim 1, wherein in response to determining that the do not contact control is activated, the health care management system is configured to forego causing a patient contact reminder to be generated.

3. The computer implemented method of claim 1, wherein in response to determining that the do not contact control is activated, the method further includes:

determining, by the health care management system, if a patient contact reminder has already been caused to be generated; and

in response to determining that a patient contact reminder has already been caused to be generated, generating by the health care management system a cancel patient contact message and communicate the cancel patient contact message to a healthcare professional system.

4. The computer implemented method of any one of claims 1 to 3, wherein the patient reminder is communicated by the health care management system to the patient by email or SMS.

5. The computer implemented method of any one of claims 1 to 4, wherein the healthcare professional engagement interface further includes a change healthcare professional control, and wherein on detecting activation of the change healthcare professional control the method further includes:

determining, by the health care management system, an alternative healthcare professional suitable for the engagement; and

in response to determining that the do not contact control is not activated, causing a patient contact reminder to be generated for the alternative healthcare professional.

6. The computer implemented method of claim 5, wherein determining an alternative healthcare professional includes receiving, by the health care management system, information in respect of an alternative healthcare professional selected by the patient.7. The computer implemented method of any one of claims 1 to 6, wherein causing the patient contact reminder to be generated includes causing a patient call item to be added to a call queue maintained by or on behalf of the specific healthcare professional.

8. The computer implemented method of any one of claims 1 to 6, wherein causing the patient contact reminder to be generated includes sending, by the health care management system, a calendar invitation to the specific healthcare professional.

9. The computer implemented method of any one of claims 1 to 6, wherein causing the patient contact reminder to be generated includes adding, by the health care management system, a calendar event directly into a calendar of the specific healthcare professional.

10. A computer implemented method including:

receiving, by a health care management system, patient health data in respect of a patient;

analysing, by the health care management system, the patient health data to determine that engagement with a particular type of healthcare professional is required;

determining, by the health care management system, a specific healthcare professional of the particular type;

causing, by the health care management system, a healthcare professional engagement interface to be generated, wherein the healthcare professional engagement interface includes information indicating that engagement with the particular type of healthcare professional is required and one or more approve contact controls and:

in response to determining that none of the one or more approve contact controls is activated, generating, by the health care management system, a first patient reminder and communicating the first patient reminder to the patient at a first predetermined time; and

in response to determining that one or more of the approve contact controls is activated, causing a patient contact reminder to be generated for the specific healthcare professional, wherein the patient contact reminder is a reminder for the specific healthcare professional to contact the patient.

11. The computer implemented method of claim 10, wherein the method further comprises:

determining, at a second predetermined time, that the patient has not contacted a healthcare professional and, in response, generating a second patient reminder and communicating the second patient reminder to the patient.

12. The computer implemented method of claim 11, wherein the first and second patient reminders are sent through multiple communication channels.

13. The computer implemented method of any one of claims 10 to 12, wherein:

the one or more approve contact controls include one or more of: a queue patient call control, a contact now control; and a make appointment control.

14. The computer implemented method of any one of claims 9 to 13, wherein causing the patient contact reminder to be generated includes causing a patient call item to be added to a call queue maintained by or on behalf of the specific healthcare professional.

15. The computer implemented method of any one of claims 9 to 13, wherein causing the patient contact reminder to be generated includes sending, by the health care management system, a calendar invitation to the specific healthcare professional.

16. The computer implemented method of any one of claims 9 to 13, wherein causing the patient contact reminder to be generated includes adding, by the health care management system, a calendar event directly into a calendar of the specific healthcare professional.

17. A system including:

one or more processors;

one or more non-transitory computer-readable storage media storing sequences of instructions which, when executed by the one or more processors, cause the one or more processors to perform a method according to any one of claims 1 to 16.

18. Non-transitory computer-readable storage media storing sequences of instructions which, when executed by a computer processing unit, cause the computer processing unit to perform a method according to any one of claims 1 to 16.