

Customise SMS text

Last Modified on 26/08/2024 1:35 pm AEST

Update the text used by Zedmed for your appointment confirmations and both scheduled and manual SMS reminders.

Appointment Reminder text

SMS appointment reminders use a default message, but you can create your own custom messages for each branch and appointment type. Any appointment types that don't have a customised message will automatically use the All appointment types message.

The message can ask the patient to advise whether they can or cannot make the appointment by replying Y/Yes - No/No - or either. Zedmed recognises these responses so care must be taken when composing reminders so the patient replies with a valid response.

To change the default SMS message:

- 1. Go to Zedmed's Management tab.
- 2. Select Practice Setup then SMS configuration.

The SMS Configuration screen will open.

3. Select the Appointment Reminders tab.

The **SMS Reminder Message** field shows the standard message for all branches and appointment types. The message includes merge fields and appointment-specific information.

4. Select the **Branch** the reminder text is for.

Repeat the following steps for each branch as required.

- 5. Make the required changes.
 - Edit the message text.

Select the **Appointment Type** and update the **SMS Reminder Message** field. Type in changes and use the **Insert Merge Field** drop-down to add merge fields to the displayed SMS Reminder Message.

• Change the messages for different branches.

Select the branch and change the text for that branch.

• Create different messages for different appointment types.

Make a selection in the **Appointment Type** field and enter the text into the **SMS Reminder Message** field.

• Add more appointment types.

Select Add Message then the Appointment Type and select Create New. Provide message text for the appointment.

6. Select **Close** to save and exit.

💋 SMS Configuration			×	
Appointment Reminders	Branch: Test Branch 1	~		
Appointment Schedule Appointment Confirmation Recall Reminders Recall Schedule Message Delay	Appointment Type SMS Reminder Message Insert Merge Field ▼			
	Review Consultation Yo	You have an appointment on <appt date="" time=""> with <dr na<br="">Please ring <clinic phone=""> if you cannot attend.</clinic></dr></appt>	Appointment Date and Time (12hr) Appointment Date and Time (24hr) Appointment Day	
			Doctor Name Clinic Name Clinic Phone	
	pr Nc an	1 message, 20 characters remaining Messages longer than 160 characters may incurr aditional charges from your SMS provider (typically once per additional message). Note that this size will include the full value of any merge fields (the count above is an estimate based on the maximum value for each merge field) d Message Delete Message		
			Close Cancel	

Appointment Confirmation text

SMS Appointment confirmations use a default message, but you can create your own custom messages for each branch and appointment type. Any appointment types that don't have a customised message will automatically use the **All** appointment types message.

To change the default SMS message:

- 1. Go to Zedmed's Management tab.
- 2. Select Practice Setup then SMS configuration.

The SMS Configuration screen will open.

3. Select the Appointment Confirmation tab.

The **SMS Confirmation Message** field shows the standard message for all branches and appointment types. The message includes merge fields and appointment-specific information.

4. Select the **Branch** the reminder text is for.

Repeat the following steps for each branch as required.

- 5. Make the required changes.
 - Edit the message text.

Select the **Appointment Type** and update the **SMS Confirmation Message** field. Type in changes and use the **Insert Merge Field** drop-down to add merge fields to the displayed SMS Reminder Message.

 $\circ~$ Change the messages for different branches.

Select the branch and change the text for that branch.

• Create different messages for different appointment types.

Make a selection in the **Appointment Type** field and enter the text into the **SMS Confirmation Message** field.

• Add more appointment types.

Select Add Message then the Appointment Type and select Create New. Provide message text for the appointment.

6. Select **Close** to save and exit.

Appointment Reminders Appointment Schedule	Branch: Test Branch 1			
Appointment Confirmation	Appointment Type	SMS Confirmation Message	Insert Merge Field 🔻	
Recall Reminders Recall Schedule Message Delay	Market State	Your appointment with <dr name=""> on <appt date="" time=""> at confirmed. Please call <clinic phone=""> if you cannot attend.</clinic></appt></dr>		
			Appointment Day	
			Doctor Name	
			Clinic Name	
			Clinic Phone	
	Reset To Zedmed Message	1 message, 14 characters remaining Messages longer than 160 characters may incur aditional charges from your SMS provider (typically once per additional message). Note that this size will include the full value of any merge fields (the count above is an estimate based on the maximum value for each merge field) Message Delete Message		

Manual Appointment Reminder text

Update the text used in manual appointment reminders sent from the Appointment Report.

To update the message text:

- 1. Go to Zedmed's **Reception** tab.
- 2. Select **Daily reports** then **Appointments**.

The Appointment Report screen will open.

- 3. Select Send Appointments via SMS.
- 4. Select the Modify SMS Text button.
- 5. Edit the content of the message.

The merge fields (phrases inside < >) will automatically populate the message with the appropriate information according to your appointments. These merge fields are not customisable, and there are only a few available for your SMS reminders.

6. Select **Close** to save your changes.

Selecting Reset will revert back to the default message.

The maximum number of characters (including spaces) in a message is 160 (1 ZedSMS credit). If you exceed this limit a second message will be sent. Merge fields are included in the character count and vary in size.

Appoint	ment Report		
Style Appointments Only Order by Name Appointments and Available Slots Cancelled/Missed Cancelled Only Missed Only Send Appointments via SMS Modify SMS Text	Criteria Date from 25/01/2023 💽 Time from 06:00	To 25/01/2023 💽 🗖 To 22:00	
Modify Ag erriding message for branch: MED Appointment Type: All (t S Message Du have an appointment on <appt date="" time=""> with <dr n<="" td=""><td>n e kontre feli det de vezi sa = Destro</td><td>nessage for this session).</td><td>cannot attend.</td></dr></appt>	n e kontre feli det de vezi sa = Destro	nessage for this session).	cannot attend.