

## **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	Appointment Type SMS Reminder Message Insert Merge Field			
Recall Reminders Recall Schedule Message Delay	Review Consultation TL	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	
	Reset To Zedmed Message Add Me	1 message, Messages longer than 160 characters may incurr aditional cha provider (typically once per additional message). Note that this size will include the full value of any merge field an estimate based on the maximum value for each merge field essage Delete Message	, 20 characters remaining rges from your SMS ds (the count above is I)	
			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.

• 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.

SMS Configuration		×			
Appointment Reminders Appointment Schedule	Branch: Test Branch 1 v				
Appointment Confirmation	Appointment lype SMS Confirmation Message	Insert Merge Field 🔻			
Recall Reminders Recall Schedule Message Delay	Your appointment with <dr name=""> on <appt date="" time=""> at confirmed. Please call <clinic phone=""> if you cannot attend.</clinic></appt></dr>	Appointment Date and Time (12hr Appointment Date and Time (24hr			
		Appointment Day			
		Doctor Name Clinic Name Clinic Phone			
	1 message, Messages longer than 160 characters may incurr aditional cha provider (typically once per additional message). Note that this size will include the full value of any merge field an estimate based on the maximum value for each merge field	14 characters remaining rges from your SMS ds (the count above is )			
	Reset To Zedmed Message Add Message Delete Message				
		Close Cancel			

## 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	Criteria Date from 25/01/2023 😨 Time from 06:00 😨	To 25/01/2023 💽 🗖 To 22:00 💽	
Modify Age erriding message for branch: MED Appointment Type: All (f 1S Message You have an appointment on <appt date="" time=""> with <dr n<="" td=""><td>pointment SMS Messa his will replace the configured r ame&gt; at <clinic name="">. Reply</clinic></td><td>age Text message for this session). Y tp attend. Call <clinic phone=""> if yo</clinic></td><td>ou cannot attend.</td></dr></appt>	pointment SMS Messa his will replace the configured r ame> at <clinic name="">. Reply</clinic>	age Text message for this session). Y tp attend. Call <clinic phone=""> if yo</clinic>	ou cannot attend.