

Customise SMS text

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

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.

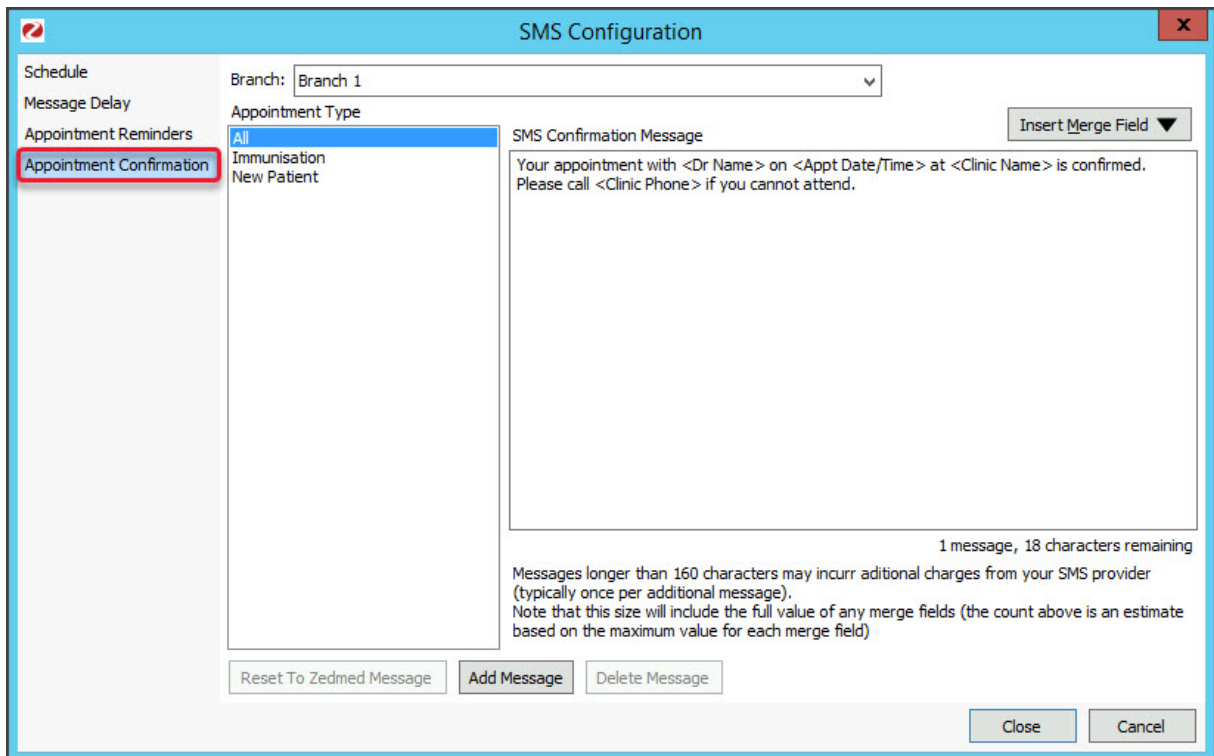
- **Create different messages for different appointment types.**

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.



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.

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.

