

## Send a manual reminder

Last Modified on 07/10/2024 1:38 pm AEDT

Practices can manually send SMS reminders to patients using the Appointment Report by selecting the criteria for who will receive the reminder then selecting Send SMS.

The standard for most practices will be to set up scheduled reminders.

## **Considerations:**

- A patient must have a mobile number in their patient record.
- Allows SMS must be ticked on the Appointment Details screen for the appointment.
- Allow SMS is ticked by default if Default Appointment SMS is ticked in the patient's record.
- SMS confirmations for new bookings are sent if **Send Confirmation SMS** is ticked on the **Appointment Details** screen.
- Send Confirmation SMS is ticked by default for Online bookings, so notifications are sent when a patient books online.

To manually send SMS reminders:

- 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.

This will update the screen so it can be used to configure and send SMS reminders.

- 4. Use the following criteria to determine who is to receive the reminder:
  - a. Set the Date from and To. Reminders are sent to all patients with appointments in this date range.
  - b. Select the Branch the appointments are at. The default is the branch where you're logged in.
  - c. Select the Doctor or Resource (not both) the appointments are booked under. The default is all doctors.
  - d. Select the Appointment Type that the reminders will be for. The default is all appointment types.
- 5. Select the Send SMS button when you're satisfied with the message's criteria.

Style		Criteria			
O Appointments Only Order by Name		Date from	То		
O Appointments and Available Slots		15/07/2021 🚔 📃	15/07/2021		
○ Cancelled/Missed		Time from	То		
Cancelled Only		06:00	22:00		
Send Appointments via SMS     Mod	lify SMS Text	Branch			
Report Mail Merge		Branch 1	~		
Display Ontions		Doctor			
Addresses Include	History	All	~		
Referral Details		Resource			
Separator Lines Preferred Name		All	~		
		Appointment Type			
		All	~		
Send SMS Screen	Export				
			Chara		

If you get the message "No appointments match the criteria you have selected" when selecting **Send SMS** or **Screen**, one of the following may apply:

- SMS messages have already been sent for appointments matching the selected criteria.
- There are no appointments matching the criteria.
- The appointments that match the criteria are not set to Allow SMS.
- The patients do not have a mobile phone number in their patient records.

The **Appointment Report** can also modify the text used in the messages. The modifications are made using the **Report** and **Mail Merge** tabs and the **Send Appointments via SMS** option.

## Check if notifications were sent.

The Message Manager allows you to filter all SMS communications by specific criteria, including **Confirmed** or **Cancelled** responses to messages sent to the patient. To learn more, see the Message Manager guide.

You can also check what message a patient was sent by opening their patient record and selecting the message tab.

	51	rionaway, Khut			1
II Letters Clinical In	formation Print	Quote Receipt Waiting Room	Appointments Ext	ras	
Date/Time	Sent By	To/From	Status	Category	Response
21/07/2021 05:14 PM	Dr P Davis	0478 701 007	Failed	Reminder	
You have an appoin	itment on 22/07/2021	at 2:45 PM with Dr Phillip Davis at Apo	stro'sand. Please ring 99	1999999 if you cannot at	ctend.
09/06/2021 09:56 AM	ZEDMED	0478 701 007	Failed	Direct	
test					
	Letters Clinical In Date/Time 21/07/2021 05:14 PM You have an appoin 09/06/2021 09:56 AM test	Letters         Clinical Information         Print           Date/Time         Sent By           21/07/2021 05: 14 PM         Dr P Davis           You have an appointment on 22/07/2021           09/06/2021 09:56 AM         ZEDMED           test	Letters         Clinical Information         Print         Quote         Receipt         Waiting Room           Date/Time         Sent By         To/From           21/07/2021 05:14 PM         Dr P Davis         0478 701 007           You have an appointment on 22/07/2021 at 2:45 PM with Dr Phillip Davis at App         09/06/2021 09:56 AM         ZEDMED         0478 701 007           test	I       Letters       Clinical Information       Print       Quote       Receipt       Waiting Room       Appointments       Exti         Date/Time       Sent By       To/From       Status         21/07/202105:14 PM       Dr P Davis       0478 701007       Failed         You have an appointment on 22/07/2021 at 2:45 PM with Dr Phillip Davis at Apostro'sand. Please ring 99       09/06/2021 09:56 AM       ZEDMED       0478 701007       Failed         test       Failed       Failed       Failed       Failed	I       Letters       Clinical Information       Print       Quote       Receipt       Waiting Room       Appointments       Extras         Date/Time       Sent By       To/From       Status       Category         21/07/2021 05:14 PM       Dr P Davis       0478 701 007       Failed       Reminder         You have an appointment on 22/07/2021 at 2:45 PM with Dr Phillip Davis at Apostro'sand. Please ring 99999999 if you cannot at       09/06/2021 09:56 AM       ZEDMED       0478 701 007       Failed       Direct         test          Failed       Direct       Failed       Direct