

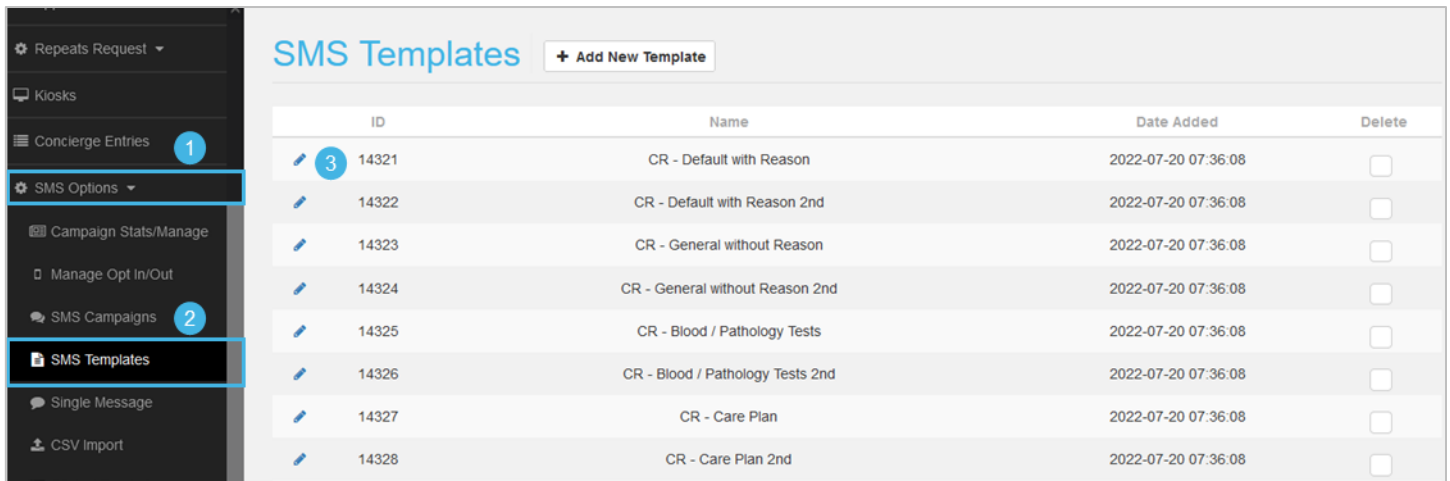
Update or Create SMS Templates for Clinical Reminders

This guide will take you through how to update, create and link SMS Templates to Clinical Reminders.

Update your Template

In your Dashboard:

1. Click **SMS Options**
2. Select **SMS Templates**
3. Click the **pencil icon** of the **Reminder Message** you want to update



ID	Name	Date Added	Delete
14321	CR - Default with Reason	2022-07-20 07:36:08	<input type="checkbox"/>
14322	CR - Default with Reason 2nd	2022-07-20 07:36:08	<input type="checkbox"/>
14323	CR - General without Reason	2022-07-20 07:36:08	<input type="checkbox"/>
14324	CR - General without Reason 2nd	2022-07-20 07:36:08	<input type="checkbox"/>
14325	CR - Blood / Pathology Tests	2022-07-20 07:36:08	<input type="checkbox"/>
14326	CR - Blood / Pathology Tests 2nd	2022-07-20 07:36:08	<input type="checkbox"/>
14327	CR - Care Plan	2022-07-20 07:36:08	<input type="checkbox"/>
14328	CR - Care Plan 2nd	2022-07-20 07:36:08	<input type="checkbox"/>

Update your Message

Update the text and click **Submit** to save your changes

Hint: Copy the tags in settings to add patient details or information you want visible in the message

Important! Do not add patient personal information in your templates. This will result in the personal information going out to all patients.

Message:

Dear <PtFirstName>, your doctor has advised that you are due to be seen with regards to a <RecallText> on or around <ReminderDate>.

We recommend you make an appointment in the next 2 weeks by calling us on <UsrPhone>, booking online at <WebURL> or via our mobile app AMS Connect.

Thank you,
<ClinicName>

595 of 900 characters remaining.

Create a new Template

In your Dashboard:

1. Click **SMS Options**
2. Select **SMS Templates**
3. Click **+ Add New Template**



ID	Name	Date
14321	CR - Default with Reason	2022-0
14322	CR - Default with Reason 2nd	2022-0
14323	CR - General without Reason	2022-0
14324	CR - General without Reason 2nd	2022-0
14325	CR - Blood / Pathology Tests	2022-0

Create your Message

1. Give your template a **name**
2. Add your **message**
3. Click **Submit** to save your changes

Hint: Copy the tags in setting to add patient details or information you want visible in the message

Important! Do not add patient personal information in your templates. This will result in the personal information going out to all patients.

SMS Template
✖

Name*:

Notes

- Please use the tags that are applicable to where the templates will be used.

For SMS Campaign, use these tags in your Message.

[<PtTitle>, <PtFirstName>, <PtLastName>, <PtPrefName>, <PtFullName>, <PtDOB>, <ClinicName>, <WebURL>, <UsrPhone>, <UsrAddress>, <UsrCity>, <UsrPostCode>, <ClinicPMSName>, <TodaysDate>]

For Callbacks, use these tags in your Message.

[<PtTitle>, <PtFirstName>, <PtLastName>, <PtPrefName>, <PtFullName>, <PtDOB>, <DrName>, <Comment>, <DoctorComment>, <ProviderName>, <ClinicName>, <UsrPhone>, <WebURL>, <TodaysDate>]

For Clinical Reminders, use these tags in your Message.

[<RecallText>, <ReminderReason>, <DueDate>, <ReminderDate>, <PtTitle>, <PtFirstName>, <PtLastName>, <PtPrefName>, <PtFullName>, <PtDOB>, <DrName>, <ClinicName>, <UsrPhone>, <WebURL>, <TodaysDate>]

Message*:

900 of 900 characters remaining.

Submit

Update or link SMS template to your Clinical Reminder

In your Dashboard:

1. Click **SMS Options**
2. Select **Clinical Reminders**
3. Click the **pencil icon** of the **Clinical Reminder** you want to update

<ul style="list-style-type: none"> SMS Options 1 Campaign Stats/Manage 1 Manage Opt In/Out SMS Campaigns SMS Templates Single Message CSV Import Clinical Reminders 2 		consent	Do Not Send	-1	Custom Message	N/A	Yes	<input type="checkbox"/>
		munisation COVID Dose 2	Do Not Send	-1	Custom Message	N/A	Yes	<input type="checkbox"/>
		other	Do Not Send	-1	Custom Message	N/A	Yes	<input type="checkbox"/>
		ADF Post Discharge GP Health Assessment	Health assessment - ADF	7	CR - HA ADF	7	Yes	<input type="checkbox"/>
		B12 injection	Injection	4	CR - Injection	7	Yes	<input type="checkbox"/>
		Blood Test	Blood / Pathology	7	CR - Blood / Pathology Tests	7	Yes	<input type="checkbox"/>
		Blood Test - fasting	Blood / Pathology	7	CR - Blood / Pathology Tests	7	Yes	<input type="checkbox"/>
		Bone Mineral Density	Bone Density Test	1	CR - Bone Density Test	7	Yes	<input type="checkbox"/>
		Bowel screening (FOBT)	Blood / Pathology	7	CR - Blood / Pathology Tests	7	Yes	<input type="checkbox"/>

Link first SMS

The **First SMS**, is located just under **Priority** at the top of the Clinical Reminder Settings.

To update the **First SMS**:

1. Tick **Use prebuilt template**

Under Template:

2. Click the **Down Arrow** to view the **SMS Templates**
3. Select the **SMS template**

Clinical Reminder

Clinical Reminder: --DEFAULT--

Description:* Default Rule with Reminder Reason

Send reminders 7 days before due date

Priority:* 2

Message: Choose template or enter custom message

Use prebuilt template Enter custom message

Template: CR - Default with Reason

Message: Choose template or enter custom message

Use prebuilt template Enter custom message

Template:

CR - Default with Reason

Select Template

CR - Default with Reason **3**

CR - Default with Reason 2nd

Appointment Required

Appointment Required

Need appointment within 7 days

Message: Choose template or enter custom message

Use prebuilt template Enter custom message

Template: CR - Default with Reason 2nd

Submit **3**

Link Second SMS

To update the **Second SMS**, scroll down to **Appointment Required**:

1. Tick **Use prebuilt template**

Under Template:

2. Click the **Down Arrow** to view the **SMS Templates** and Select the **SMS template**
3. Click **Submit** to Save

Your SMS templates have now been linked to your Clinical Reminder