

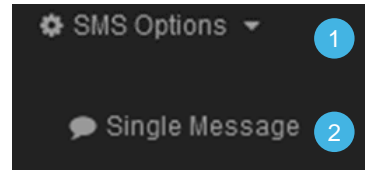
AutoMed – Single Message Guide

This guide will take you through how to use the Single Message in the AutoMed Dashboard.

Access Single Message

From the main menu:

1. Select **SMS Options**
2. Click **Single Message**



Single Message

Single Message lets you send one off messages to patients

Why use Single Message?

Quickly send one off messages to patients. Remind patients to bring in paperwork, ask a general question or provide one off instructions for their appointment.

Please Note: To send a bulk SMS message, please use SMS Campaigns

Send a Single Message

Send a single message using the patient's mobile number.

Please note:

- Tags will **NOT** work in Single Message
- The text message is **NOT** recorded or written back to **BP or MD/PracSoft** when sending to a **Mobile Number**

In Single Message:

1. Enter the patient's **mobile number**
2. Write or copy and paste the message in the **text box**
3. Click **Send Message**

The Single Message will be sent to the patient.

Single Message

Send Message
—

Notes

- No Tags are allowed in this message. The text is sent as is.
- The text message is **NOT** recorded in BP or MD/PracSoft when sending to a Mobile number without locating a patient using the "Send Message - Search Patients" function below.

Mobile No*: 1

Message*: 2

900 of 900 characters remaining.

Send Message 3

AutoMed - Single Message Guide

Send a Single Message, cont.

Send a Single Message using the [Search Patient](#) function.

Please note:

- Tags will **NOT** work in Single Message
- The text message is recorded or written back to **BP or MD/PracSoft** when using the [Send Message - Search Patients](#) function

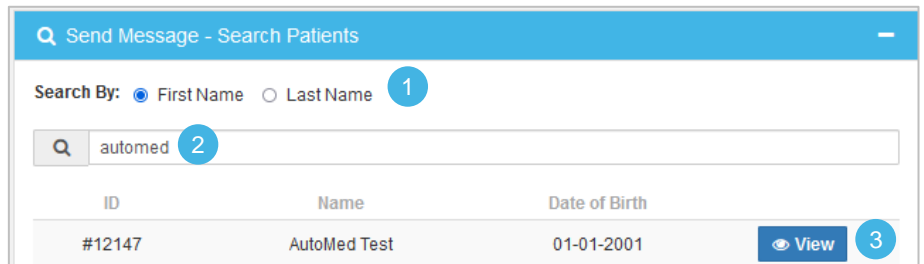
In Single Message:

1. Select [First Name](#) or [Last Name](#)
2. Enter the patient's [First or Last Name](#)
3. Locate your patient and click [View](#)

A pop-up window will appear with the patients details.

4. Write or copy and paste the message in the [text box](#)
5. Click [Send](#)

The Single Message will be sent to the patient.



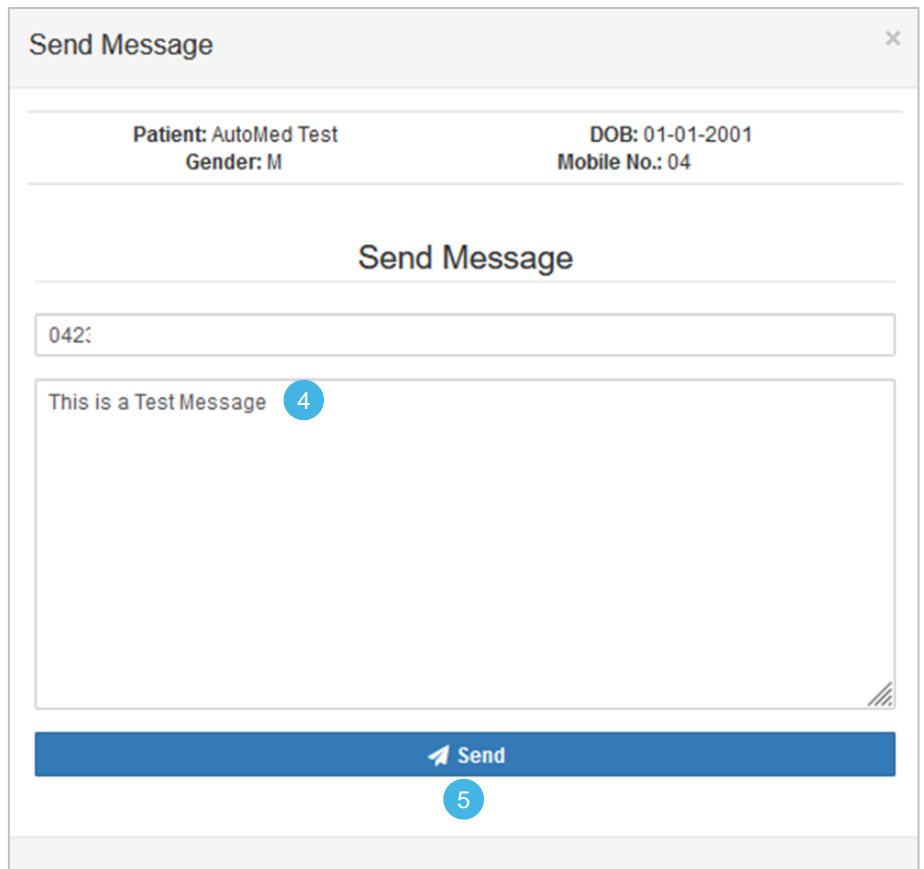
Send Message - Search Patients

Search By: First Name Last Name

Q automed

| ID | Name | Date of Birth |
|--------|--------------|---------------|
| #12147 | AutoMed Test | 01-01-2001 |

View



Send Message

Patient: AutoMed Test DOB: 01-01-2001
Gender: M Mobile No.: 04

Send Message

042:

This is a Test Message

Send

AutoMed - Single Message Guide

Monitor the Single Message

The Single Message can be monitored in Message Logs.

Message Logs:

Message Logs is located in the Dashboard under **SMS Options > Message Logs**

1. Enter the [date range](#) from when you sent the message
2. Enter the [mobile number](#) the message was sent to
3. Click [Filter](#)

The Message Logs will show you the Single Message has been sent or are queued to go out.

Message Logs

Filter

| | | | |
|--|--|--|--|
| Message Type <input type="text" value="All Message Types"/> | Date From 1 <input type="text" value="2023-04-11"/> | Date To <input type="text" value="2023-04-11"/> | SMS/Mail Merge <input type="text" value="All Types"/> |
| Status <input type="text" value="All Status"/> | Order Name <input type="text" value="All Order Names"/> | OR Description <input type="text" value="All Descriptions"/> | Patient Name <input type="text" value="Patient Name"/> |
| Mobile No. 2 <input type="text" value="042"/> | Location <input type="text"/> | Doctors <input type="text" value="All Doctors"/> | <input type="checkbox"/> Include SMS Campaigns |

1 Rows

| Order Name | Description | Mobile No | Status | Type | Location | Datetime Processed | Datetime Replied | Patient Name | Sent | Replied Message | Select |
|---|-------------|-----------|--------|------|----------|------------------------|------------------|--------------------|--|-----------------|--------------------------|
| ⚙ Single Msg 20230411 | | 04 | Sent | SMS | | 2023-04-11 11:57:26 | | Mr AutoMed Test | 👁 Show Message | | <input type="checkbox"/> |

Need further assistance?

Reach out to our [Support Team](#) for any day-to-day assistance with AutoMed System

- Email: support@automedsystems.com.au