



TXT2Remind Version Number:	4.0
Document Date:	16/03/2018
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TXT2Remind 4.0

Alcohol Consumption Campaign

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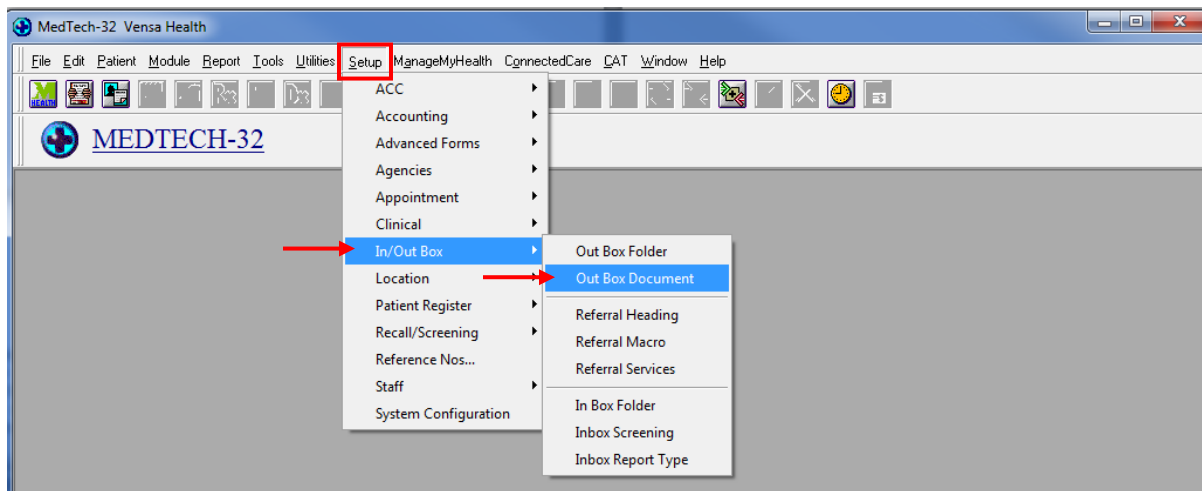
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1 Introduction

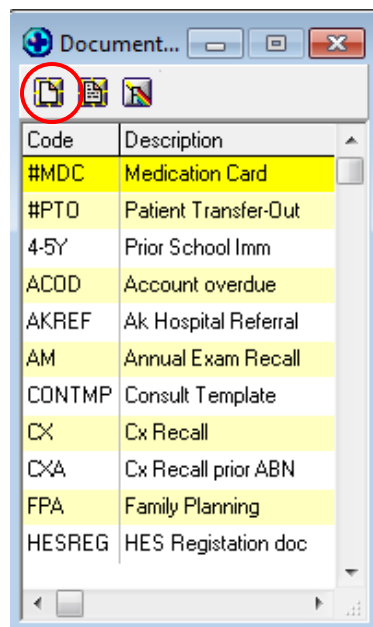
The Alcohol Consumption campaign can be used to ask patients in bulk about their alcohol consumption and write back a readcode to their classifications, depending on their answer. It can be run for both men and women to update your consumption records according to Ministry guidelines.

2 Set up your TXT Outbox Document within Medtech

- a. Go to Setup, In/Out Box, Out Box Document.



- b. Click on the "Add a New Document" icon.

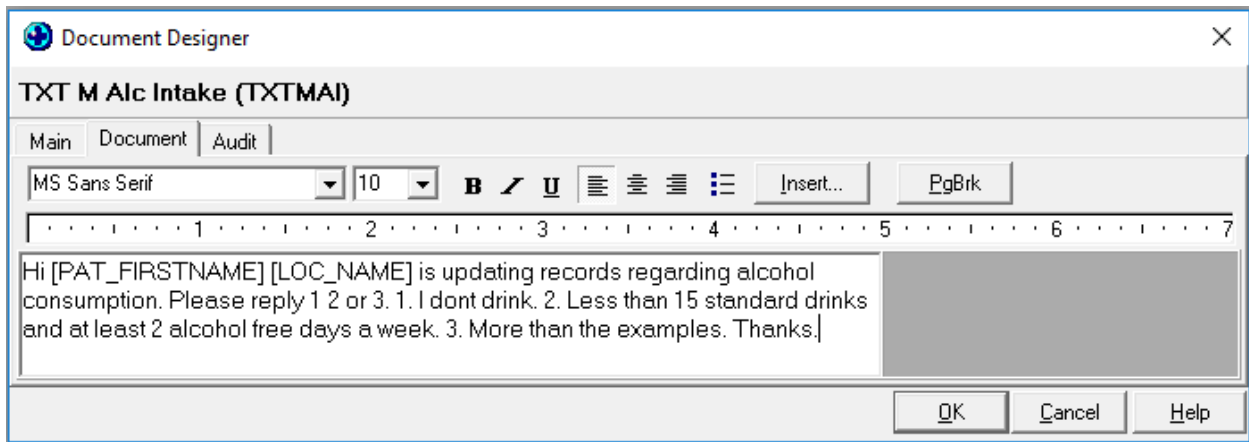


- c. When the Document Designer box pops up fill in the fields in red. Ensure the Code and Description has a prefix of TXT. This will distinguish the difference between a hard copy document and a Text document, it will also make it much easier to locate. Choose the TXT2Remind (TXT) folder and select Text (T) for the Format.

[EXAMPLE] for Alcohol Consumption, you will need two texts. One for men and one for women. Enter a code such as: **TXTMAI** and description such as: **TXT M Alc Intake**.

- d. Click on Document tab and type your message. Use the "Insert" button to insert merge fields that will personalise the message, if you choose. [EXAMPLE ONLY BELOW]

For women, the recommended intake is less than 10 standard drinks and 2 alcohol free days a week.



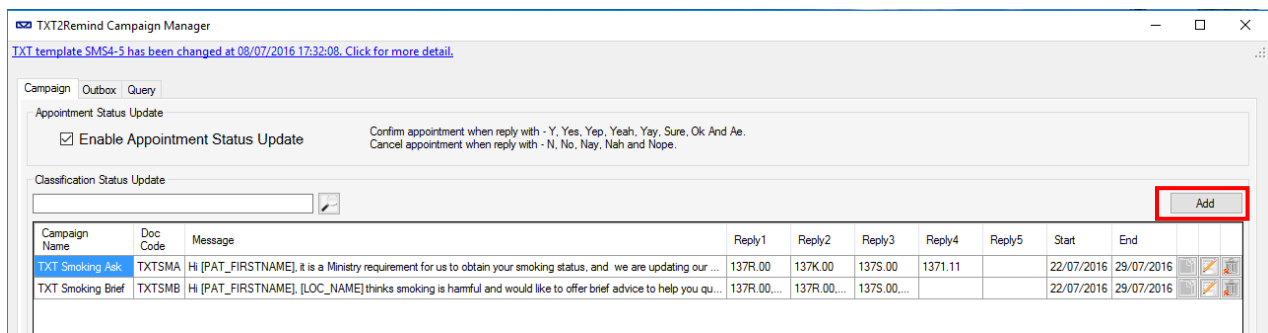
- e. Click on the OK button to finish.

3 Set up a Campaign

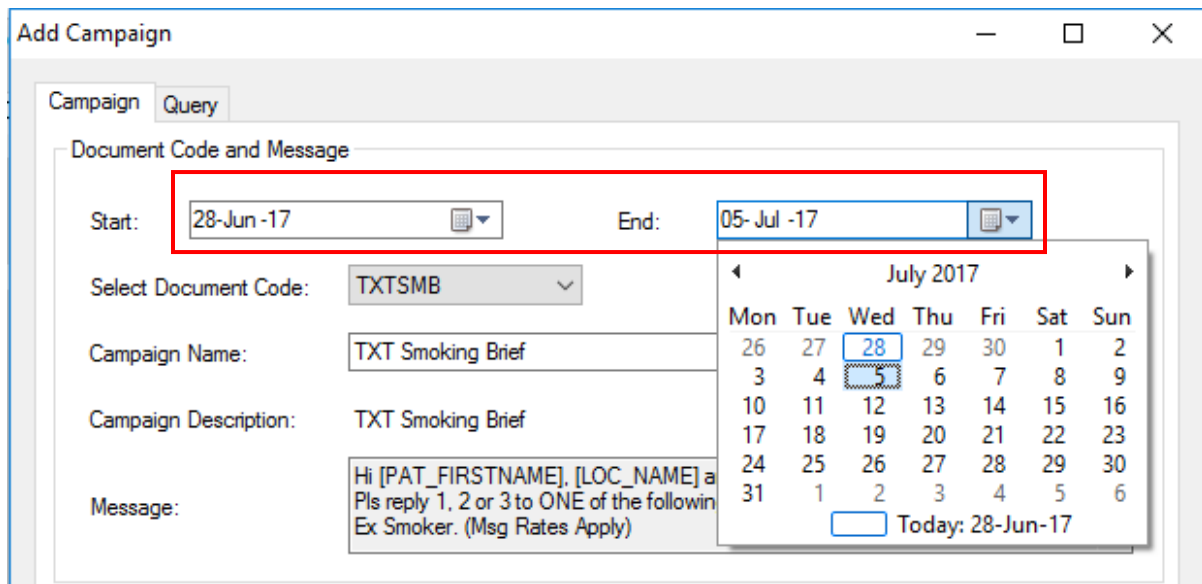
- a. Open your Campaign Manager from your Desktop



- b. To create a campaign, click 'Add'



- c. Once the campaign opens, first select your date range. From experience, the highest response is within the first few days of running the campaign. Some patients may reply a week later, but between a fortnight to a month is a sufficiently long enough period to run the campaign and get all responses coded.



- d. Select your document code. This will be the code of the outbox document you will be sending out to your patients.

Add Campaign

Campaign Query

Document Code and Message

Start: 16-Mar-18 End: 16-Mar-18

Select Document Code: **TXTMAI**

Campaign Name:

Campaign Description:

Message:

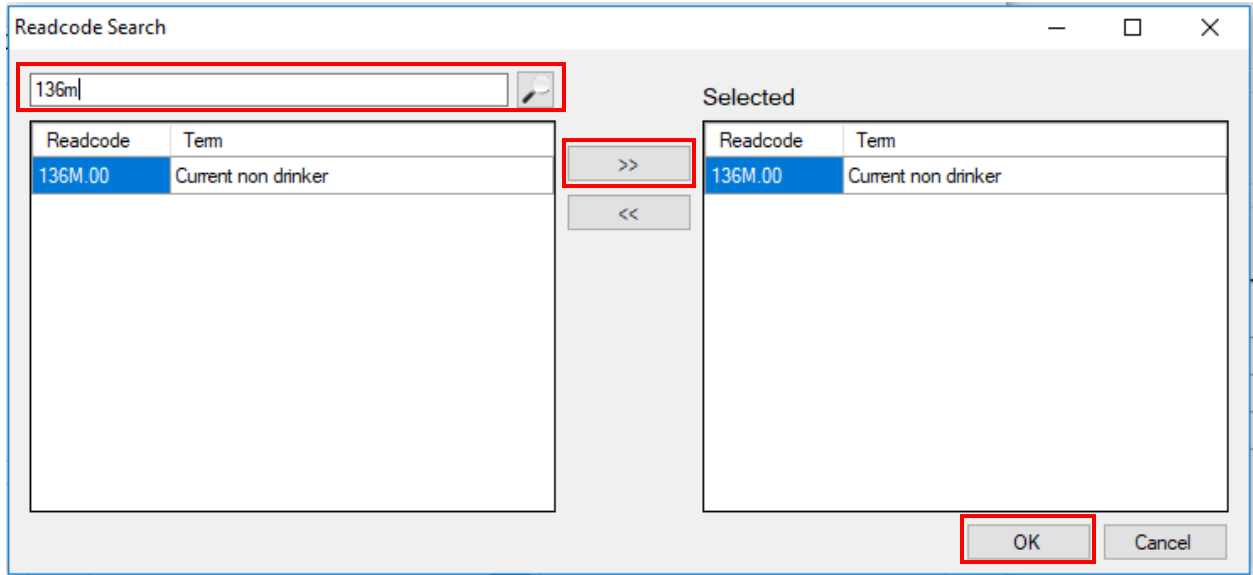
Reply Readcode Writeback

Repl	Readcode	Writeback	Auto Reply
1	<input type="text"/>	<input type="checkbox"/>	< None > Edit
2	<input type="text"/>	<input type="checkbox"/>	< None > Edit
3	<input type="text"/>	<input type="checkbox"/>	< None > Edit
4	<input type="text"/>	<input type="checkbox"/>	< None > Edit
5	<input type="text"/>	<input type="checkbox"/>	< None > Edit

Save Cancel

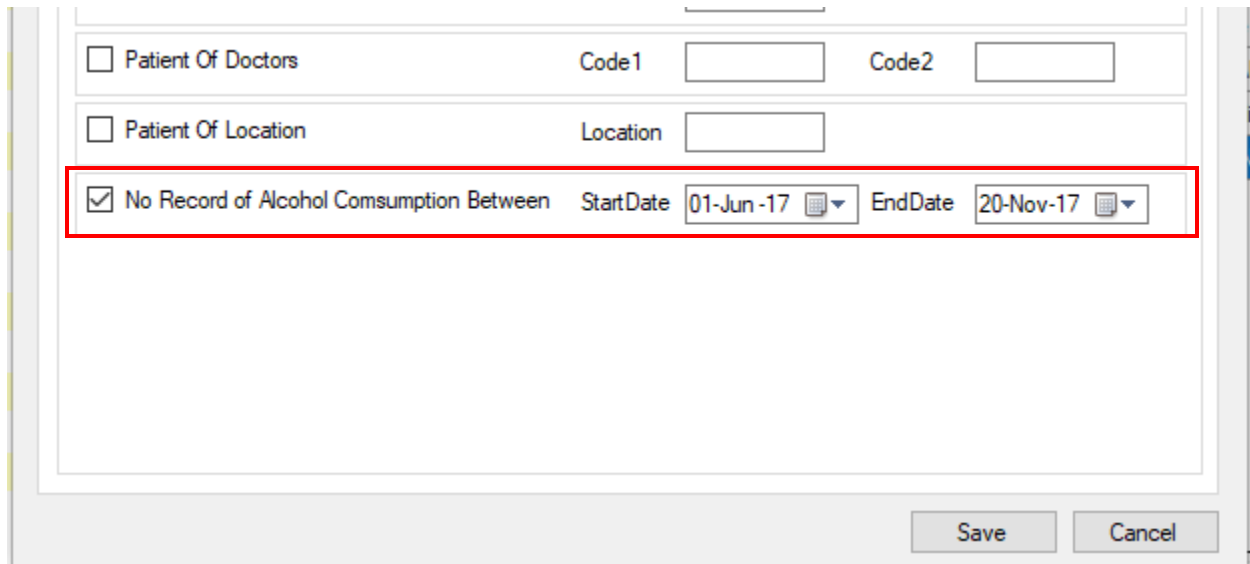
- e. After selecting your document code, change the Campaign Name or leave it as the default. We recommend adding the current date to it though, for ease in finding and using it later. This will auto populate your campaign description and the message from the outbox document created previously.

- f. To assign read codes, click the spanner button next to each reply number, and search for the read code by either name or number. Select the appropriate one and move it into the "Selected" box using the arrows. For example, code **136M.00 Current non-drinker**, **136L.00 Alcohol intake within rec limit**, **136k.00 Alcohol intake above rec limit**. After this hit "OK" for the read code(s) to be assigned and saved.

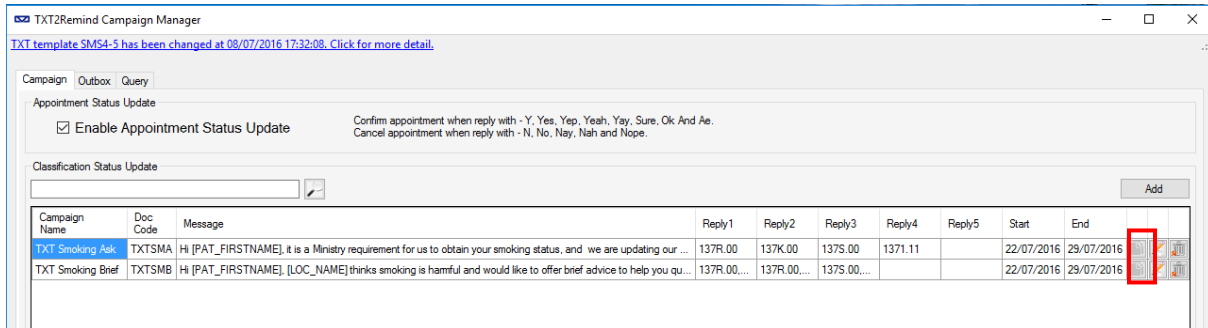


- g. Now use the Query tab to decide the query parameters – this takes the place of a Query Builder (example only below).

In the query, the 'No Record of Alcohol Consumption Between' parameter can be set to any period that the clinic prefers, in which the patients' alcohol consumption has not been updated.

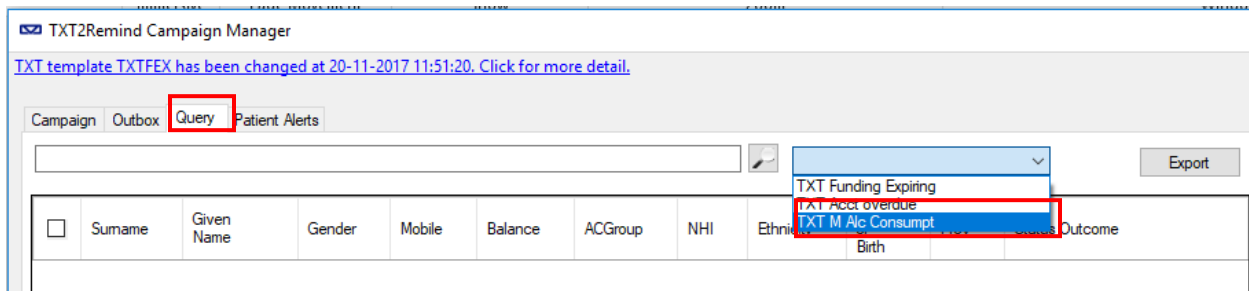


- h. Choose your criteria and click Save.
- i. When running another campaign later, you can copy the previous one, just change the start and end dates, date in the campaign name, and query dates if applicable.

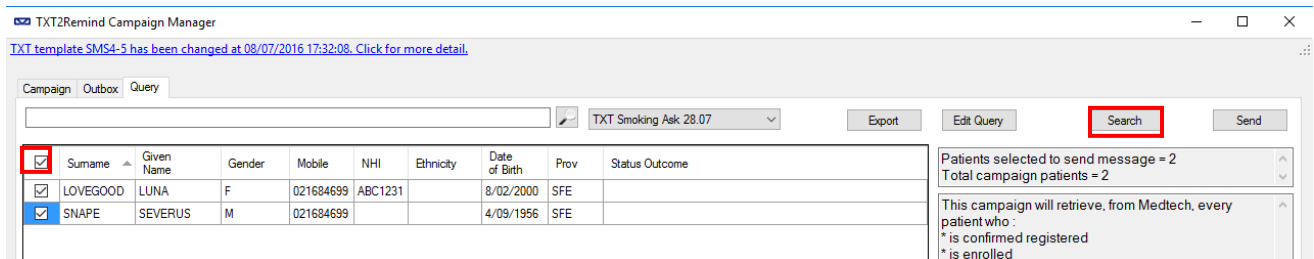


4 Sending messages via Campaign Manager

- a. Click the Query tab and use the drop down to select the Campaign you are running.
- b. Then click Search



- c. Searching will generate a list of those patients who fulfil your query criteria. To send to all, select with the tick-box on the left of the window and press Send. You may also scroll through the list and untick individual patients to stop them receiving the text if you choose.



5 View Sent Messages and Number of Replies

To view sent messages and replies received, open your Campaign Manager and select the Outbox tab.

- Use the drop-down menu to find your campaign, change the From: date to the sent date and click the magnifying glass.

The screenshot shows the 'Outbox' tab in the Campaign Manager. A search filter is applied with 'From: 13/03/2018' and 'To: 16/03/2018'. A dropdown menu is open, showing various campaigns, with 'Funding Expiring' selected. The table below lists messages with columns for Patient Name, Patient NHI, Mobile, Doc Code, and Message.

Patient Name	Patient NHI	Mobile	Doc Code	Message
ON, Emma		6421684699	TXTFEX	Hi Emma, we are updating our patient register. Would you like to remain enrolled? Reply Y or N, or phone [LOC...
ERON, Sean		6421684699658	TXTFEX	Hi Sean, we are updating our patient register. Would you like to remain enrolled? Reply Y or N, or phone [LOC...
ROSSI, Marco		6421684699	TXTFEX	Hi Marco, we are updating our patient register. Would you like to remain enrolled? Reply Y or N, or phone [LO...
ES, Mia		6421684699	TXTFEX	Hi Mia, we are updating our patient register. Would you like to remain enrolled? Reply Y or N, or phone [LOC...

- Select the 'Status' button to order the messages by the read code status update.
- For an 'Unknown' response, click to see the reply in the message preview window at the bottom.

The screenshot shows the 'Outbox' tab with a search filter for 'Smoking Ask' from '12/07/2016' to '28/07/2016'. The table lists messages with columns for Send Date, Sender, Patient Name, Patient NHI, Mobile, Doc Code, Message, Msg Status, and # of reply. The message for 'LOVEGOOD, Luna' has a status of 'Unknown'.

Send Date	Sender	Patient Name	Patient NHI	Mobile	Doc Code	Message	Msg Status	# of reply
22/07/2016	TXT	HAGRID, Rubeus		6421684699	TXTSMA	Hi Rubeus, it is a Ministry requirement for us to obtain your smoking status, and we are updating our annual records. Please reply with the	137K.00	1
22/07/2016	TXT	LOVEGOOD, Luna	ABC1231	6421684699	TXTSMA	Hi Luna, it is a Ministry requirement for us to obtain your smoking status, and we are updating our annual records. Please reply with the ap...	Unknown	1
22/07/2016	TXT	BLACK, Sinus		6421684699	TXTSMA	Hi Sinus, it is a Ministry requirement for us to obtain your smoking status, and we are updating our annual records. Please reply with the ap...	1379.00	1
22/07/2016	TXT	SNAPE, Severus		6421684699	TXTSMA	Hi Severus, it is a Ministry requirement for us to obtain your smoking status, and we are updating our annual records. Please reply with the...	Unknown	1
22/07/2016	TXT	POTTER, Hary		6421684699	TXTSMA	Hi Hary, it is a Ministry requirement for us to obtain your smoking status, and we are updating our annual records. Please reply with the ap...	137S.00	1

Patient LOVEGOOD, Luna Mobile: 6421684699 Sent at 22/07/2016 2:07:15 p.m. Sender: TXT

Message: Hi Luna, it is a Ministry requirement for us to obtain your smoking status, and we are updating our annual records. Please reply with the appropriate number: 1. Current Smoker 2. ExSmoker<1yr 3. Ex-Smoker>1yr 4. NonSmoker. Thanks.

Reply Date	Message	Result Recorded
22/07/2016	I am an ex Smoker of 10 years	Unknown

d. To automatically update this response in their patient file, right click the 'Unknown' box > Add Reply. Pick the appropriate option for your campaign.

Msg Status	# of reply
137K.00	1
Unknown	1
137R.00	1
Unknown	1
137S.00	1

Add Reply	Reply 1) 137R.00
	Reply 2) 137K.00
	Reply 3) 137S.00
	Reply 4) 1371.11
	137S.00: Ex smoker

e. To print the list, select the print button.

TX2Remind Campaign Manager

No template change detected.

Campaign: btsma | Outbox

From: 02/09/2015 | To: 02/09/2015

Export | **Print**

Sent Date	Sender	Patient Name	Mobile	Doc Code	Message	Status	# of reply
02/09/2015	SFE	SMITH, Graham	642108199784	TXTSMA	Hi Graham, pls reply if you are:(1)Current Smoker(2)ExSmoker<1yr(3)Ex-Smoker>1yr(4)NonSmokerMilestone ...	1371.11	1
02/09/2015	SFE	HOLMES, Sherlock	642108199784	TXTSMA	Hi Sherlock, pls reply if you are:(1)Current Smoker(2)ExSmoker<1yr(3)Ex-Smoker>1yr(4)NonSmokerMilestone...	137R.00	1
02/09/2015	SFE	MOUSE, Mickey	642108199784	TXTSMA	Hi Mickey, pls reply if you are:(1)Current Smoker(2)ExSmoker<1yr(3)Ex-Smoker>1yr(4)NonSmokerMilestone ...	137S.00	1
02/09/2015	SFE	SMITH, Jason	642108199784	TXTSMA	Hi Jason, pls reply if you are:(1)Current Smoker(2)ExSmoker<1yr(3)Ex-Smoker>1yr(4)NonSmokerMilestone F...	Unknown	1

f. To save the list, select the export button and save to an appropriate folder.

