

TXT2Remind Version Number:	4.0
Document Date:	16/03/2018
Security Classification:	Premium Clients

TXT2Remind 4.0

Alcohol Consumption Campaign

Copyright © 2018 Vensa Health Ltd. All rights reserved.

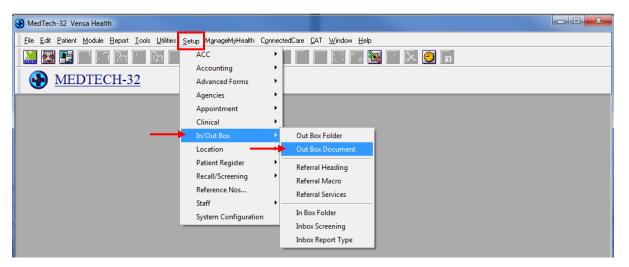
No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means: electronic, mechanical, photocopy, recording or otherwise without the prior written permission of Vensa Health Limited.

This document is the property of Vensa Health Ltd.

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.

🚯 Docur	ment 🗖 🔍	2	<
Code	Description		*
#MDC	Medication Card		
#PTO	Patient Transfer-Out		
4-5Y	Prior School Imm		
ACOD	Account overdue		
AKREF	Ak Hospital Referral		
АМ	Annual Exam Recall		
CONTMP	Consult Template		
CX	Cx Recall		
CXA	Cx Recall prior ABN		
FPA	Family Planning		
HESREG	HES Registation doc		
			Ŧ
		Þ.	

Confidential © Vensa Health

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.

Ocument Designer	×
TXT M Alc Intake (TXTMAI)	
Main Document Audit	
MS Sans Serif 10 B <u>U</u> E E <u>I</u> nsert <u>P</u> gBrk	
····· 1···· 1····· 2···· 3····· 4···· 5····· 6····	· · 7
Hi [PAT_FIRSTNAME] [LOC_NAME] is updating records regarding alcohol consumption. Please reply 1 2 or 3. 1. I dont drink. 2. Less than 15 standard drinks and at least 2 alcohol free days a week. 3. More than the examples. Thanks.	
<u> </u>	<u>H</u> elp

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'

TXT2Remind Cam	paign Mar	nager								-		
template SMS4-5 h	as been c	hanged at 08/07/2016 17:32:08. Clie	ck for more detail.									
mpaign Outbox (luery											
Appointment Status (Jpdate											
			Confirm appointment when reply with - Y, Yes, Yep, Yeah, Yay, Sure, Ok And	lAe.								
Enable F	Appointm	nent Status Update	Cancel appointment when reply with - N, No, Nay, Nah and Nope.									
		ient Status Update	Cancel appointment when reply with - N, No, Nay, Nah and Nope.									
✓ Enable A Classification Status		ient Status Update	Cancel appointment when reply with - N, No, Nay, Nah and Nope.							[Add	
			Cancel appointment when reply with - N, No, Nay, Nah and Nope.	Reply1	Reply2	Reply3	Reply4	Reply5	Start	End	Add	
Classification Status Campaign Name	Update Doc Code	Message	Cancel appointment when reply with - N, No, Nay, Nah and Nope.	Reply1 137R.00	Reply2 137K.00	Reply3 1375.00	Reply4 1371.11	Reply5	Start 22/07/2016			Ĩ

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.

							-]
uery									
Code and Messa	ge							_	
28-Jun -17		End:	05- Jul	-17					
ocument Code:	TXTSMB ~		4		Ju	ily 201	7		•
			Mon	Tue	Wed	Thu	Fri	Sat	Sun
n Name:	TXT Smoking Brief		26	27	28	29	30	1	2
			-	4				-	9
Description:	TXT Smoking Brief								16
i beeenphern									23
	HI (PAT_FIRSTNAME), [LC	C NAMELa	24	25					30
c .	Pls reply 1, 2 or 3 to ONE o Ex Smoker. (Msg Rates Ap	f the followin	31	1	_	-		-	6
	Query Code and Messay 28-Jun -17 Document Code: In Name: In Description:	Ruery Code and Message 28-Jun -17 ocument Code: TXTSMB n Name: TXT Smoking Brief n Description: TXT Smoking Brief Hi [PAT_FIRSTNAME], [LC Pls reply 1, 2 or 3 to ONE or	Ruery Code and Message 28-Jun -17 ■▼ End: ocument Code: TXTSMB n Name: TXT Smoking Brief n Description: TXT Smoking Brief Hi [PAT_FIRSTNAME], [LOC_NAME] a Pls reply 1, 2 or 3 to ONE of the followin	Ruery Code and Message 28-Jun -17 Image: Code: TXTSMB Image: TXTSMB Image: TXT Smoking Brief Image:	Ruery Code and Message 28-Jun -17 Image: Code: TXTSMB Image: TXT Smoking Brief Image: Name: TXT Smoking Brief Image: TXT Smoking Brief	Ruery Code and Message 28-Jun -17 Image: TXTSMB Image: TXT Smoking Brief Im	Ruery Code and Message 28-Jun -17 Image: Code: TXTSMB TXTSMB Image: TXTSMB TXT Smoking Brief Image: TXT Smoking Brief	Ruery Code and Message 28-Jun -17 Image: Code: TXTSMB Document Code: TXTSMB Image: TXT Smoking Brief Image: TXT Smoking Brief <td< td=""><td>Ruery Code and Message 28-Jun -17 redian O5- Jul -17 ocument Code: TXTSMB Image: Code and Message July 2017 Mon Tue Wed Thu Fri Sat Name: TXT Smoking Brief 26 27 28 29 30 1 Description: TXT Smoking Brief 3 4 5 6 7 8 Hi [PAT_FIRSTNAME], [LOC_NAME] and Pls reply 1, 2 or 3 to ONE of the following 24 25 26 27 28 29 31 1 2 3 4 5 6 7 8</td></td<>	Ruery Code and Message 28-Jun -17 redian O5- Jul -17 ocument Code: TXTSMB Image: Code and Message July 2017 Mon Tue Wed Thu Fri Sat Name: TXT Smoking Brief 26 27 28 29 30 1 Description: TXT Smoking Brief 3 4 5 6 7 8 Hi [PAT_FIRSTNAME], [LOC_NAME] and Pls reply 1, 2 or 3 to ONE of the following 24 25 26 27 28 29 31 1 2 3 4 5 6 7 8

ampaig	an Query			
Docu	ment Code and Messag	je		
Star	t: 16-Mar-18		End: 16-Mar-1	8
Sele	ect Document Code:	TXTMAI	\sim	
Can	npaign Name:	TXTL2 TXTMAM TXTO/D	^	
Can	npaign Description:	TXTREV TXTRX TXTSBE		
Mea	ssage:	TXTSBF TXTSBH TXTSMB TXTSMC SMSSCS	nption. Pls help by replyi	records and would like to ask ng to one of the following. 1) I /k and at least 2 alcohol free
Reply	Readcode Writeback	TEST SMSCXR		
Rep	^{pl} Readcode	- SMSDEP TXTFEX - SMSDIA	Auto Reply	
1		SMSFLU SMSHPV SMSIMM	< None >	~ Edit
2		SMSMAM TXTB4S TXTHBA	< None >	∼ Edit
3		TXTOA TXTACG SMSCVD	< None >	∼ Edit
4		TXTCXR TXTXMS TXTFAC TXTFAC TXTMAC	< None >	~ Edit
5		TXTMAC	< None >	∽ Edit

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

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.

R	eadcode Searc	h					_		Х
Ľ	136m		P]	Selected				
	Readcode	Term			Readcode	Term			
	136M.00	Current non drinker		>>>	136M.00	Current non drinker			
				<<					
				1	L		Ж	Cance	el

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.

Patient Of Doctors	Code1		Code2		
Patient Of Location	Location				
No Record of Alcohol Comsumption Between	StartDate	01-Jun -17 🗐 🔻	EndDate	20-Nov-17	

- 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.

SZ TX	T2Remind Cam	paign Mai	nager									-		×
TXT ter	nplate SMS4-5 h	ias been c	hanged at 08/07/2016 17:32:08. Cli	ck for more detail.										
Come														
	aign Outbox G													
App	pointment Status U			Confirm appointment when reply with - Y,	Yee Yee Yeek Yey Sure Ok And	1.0.0								
	Enable A	Appointn	nent Status Update	Cancel appointment when reply with - N,		ne.								
Cla	ssification Status	Update										ſ		
			\sim									l	Add	
	ampaign ame	Doc Code	Message			Reply1	Reply2	Reply3	Reply4	Reply5	Start	End		
TX	T Smoking Ask	TXTSMA	Hi [PAT_FIRSTNAME], it is a Ministry	requirement for us to obtain your smoking :	status, and we are updating our	137R.00	137K.00	137S.00	1371.11		22/07/2016	29/07/2016		Ŵ
TX	T Smoking Brief	TXTSMB	HI [PAT_FIRSTNAME], [LOC_NAME] thinks smoking is harmful and would like to	o offer brief advice to help you qu	137R.00,	137R.00,	137S.00,			22/07/2016	29/07/2016		, m

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

_						1111/99						
1	Z TXT	2Remind Can	npaign Manage	r								
Ι	KT tem	plate TXTFEX	has been chang	ed at 20-11-2	2017 11:51:2	0. Click for m	ore detail.					
	Campai	gn Outbox	Query Patient /	Alerts								
											\sim	Export
										TXT Funding Expiring	_	
		Sumame	Given Name	Gender	Mobile	Balance	ACGroup	NHI	Ethni	TXT Acct overdue TXT M Alc Consumpt	Jutcome	
										Birth		

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.

œ Ţ	XT2Remind Cam	ipaign Manag	er								-		×
TXT te	mplate SMS4-5	has been chan	ged at 08/07/2	2016 17:32:08	Click for I	more detail.							
Cam	paign Outbox	Querv											
								1	XT Smoking Ask 28.07 V Export	Edit Query Search		Send	
Ŀ	Sumame 🔺	Given Name	Gender	Mobile	NHI	Ethnicity	Date of Birth	Prov	Status Outcome	Patients selected to send message = 2 Total campaign patients = 2			^
E	LOVEGOOD	LUNA	F	021684699	ABC1231		8/02/2000	SFE					_
	SNAPE	SEVERUS	М	021684699			4/09/1956	SFE		This campaign will retrieve, from Medte patient who :	ch, every		^
									·	* is confirmed registered * is enrolled			

Confidential © Vensa Health

5 View Sent Messages and Number of Replies

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

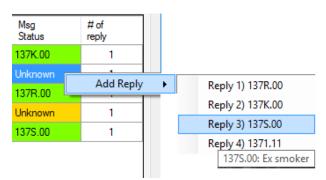
a. Use the drop-down menu to find your campaign, change the From: date to the sent date and click the magnifying glass.

TXT2Remind Campaign Mar	ager		111.700		7.000	
T template TXTFEX has been cl	hanged at 20-11-	2017 11:51:	20. Click for mor	e detail.		
Campaign Outbox Query Pat	ient Alerts					
All Messages	~					From: 13/03/2018 📴 To: 16/03/2018 🗐 🖛
All Messages Smoking Brief Smoking Ask	ent Name	Patient NHI	Mobile	Doc Code	Message	
Smoking Brief(Dr.Info) Funding Expiring	ON, Emma		6421684699	TXTFEX	Hi Emma, we are updating ou	r patient register. Would you like to remain enrolled? Reply Y or N, or phone [LOC.
Smoking Brief(BPI)	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
Alcohol Consumption(Beta) Account Overdue	ROSSI, Marco		6421684699	TXTFEX	Hi Marco, we are updating ou	r patient register. Would you like to remain enrolled? Reply Y or N, or phone [LO
Alcohol Consumption	ES, Mia		6421684699	TXTFEX	Hi Mia, we are updating our p	atient register. Would you like to remain enrolled? Reply Y or N, or phone [LOC

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

TXT2Remind	Campaign N	flanager					_		\times
template SM	64-5 has beer	n changed at 08/07	/2016 17:32	:08. Click for	more deta	<u>L</u>			
mpaign Outb	ox Query								
moking Ask		~				From: 12/07/2016 To: 28/07/2016	Export	Print	
Sent - 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, Sirius		6421684699	TXTSMA	Hi Sirius, it is a Ministry requirement for us to obtain your smoking status, and we are updating our annual records. Please reply with the ap.,	127P.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, Harry		6421684699	TXTSMA	Hi Harry, 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	
atient LOV	EGOOD, Lu	na Mobile: 642	1684699	Sent at 22	/07/2016	207.15 p.m. Sender: TXT			_
lessade: H	iLuna.itis a	Ministry requirer	ment for us	s to obtain v	our smok	ing status, and we are updating our annual records. Please reply with the appropriate number: 1. Current Smoker	2. ExSmoke	r<1vr 3. Ex	x-
		ker. Thanks.						,	
Reply Date	Message						Re	sult corded	
2/07/2016	l am an ex Si	moker of 10 years					Unk	nown	

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



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

template char	ige detected	d.					
ampaign Outb	xox						
xtsma					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)NonSmokerMillstone	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)NonSmokerMillston	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)NonSmokerMillstone	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)NonSmokerMillstone F	Unknown	1

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

	Export Outbox		×	
🛞 🏵 🔹 🕈 🕌 « [Documents > Smoking Campaigns	✓ C Search Smoking €	Campaigns 🔎	
Organize 👻 New fol	der		:= - 🔞	
This PC Desktop Documents Downloads Music Pictures Videos Local Disk (C;)	Name	No items match your search.		>
	ort_11_1_2016	Save	↓ ↓ Cancel	•