



TXT2Remind Version Number:	4.0
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TXT2Remind 4.0

Campaign Manager for BPAC

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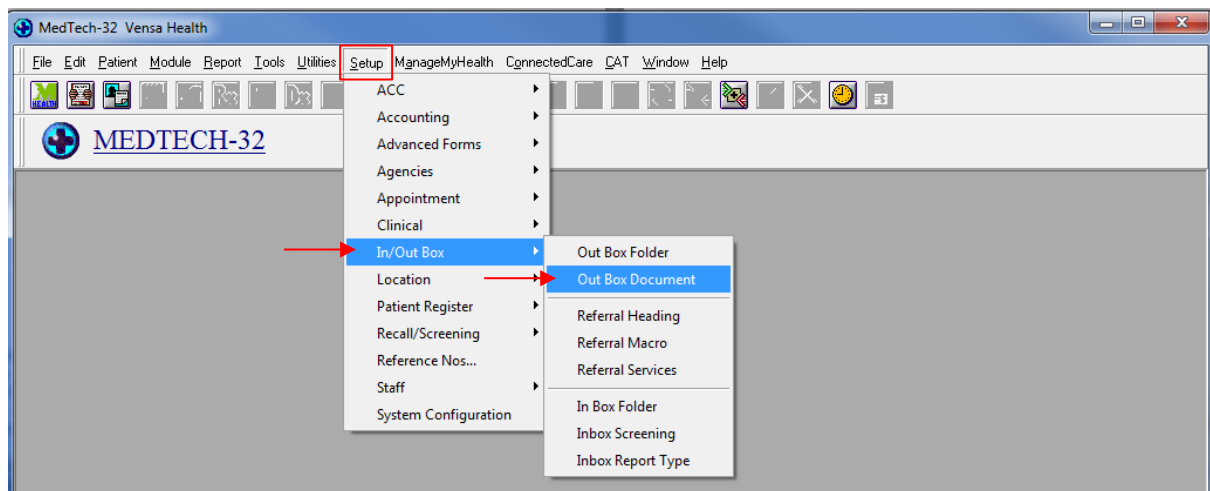
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1 Introduction

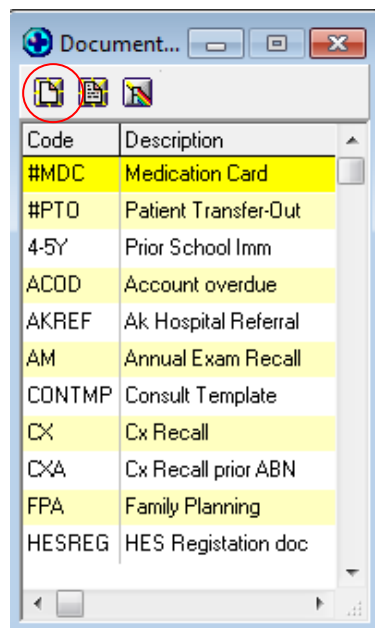
The Campaign Manager is a tool that provides the ability to automatically update read code classifications within Medtech based on a patient's reply. This tool has been used extensively across New Zealand in the areas of Smoking Ask, Brief and Cessation. Below is a detailed guide on how to use the TXT2Remind 4.0 Campaign Manager to meet your Smoking ABC targets.

2 Set up your TXT Outbox Document within Medtech

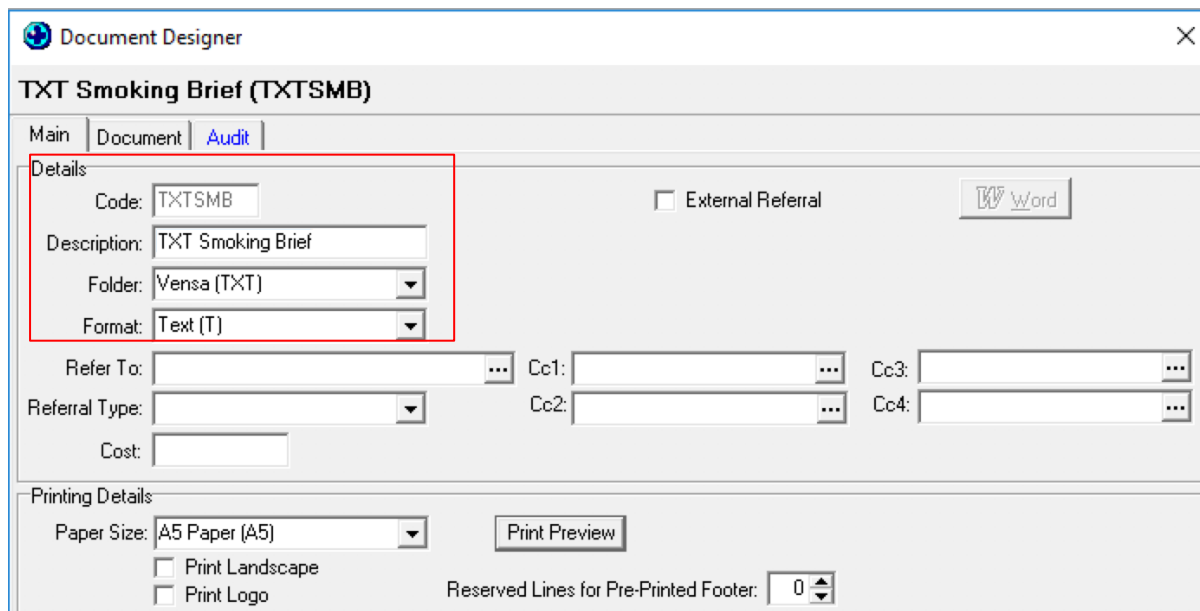
- a. Go to Setup, In/Out Box, Out Box Document.



- 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.



E.g. for Smoking ABC, enter:

Code as: **TXTSMA** and the Description as: **TXT Smoking Ask**

OR:

Code as: **TXTSMB** and the Description as: **TXT Smoking Brief**

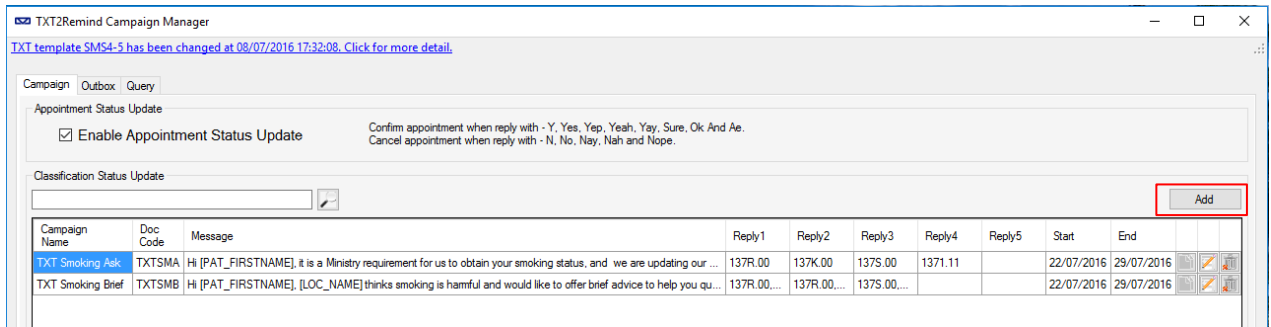
- d. Click on Document tab and type your message. Use the "Insert" button to insert merge fields that will personalise the message, if you choose.
- e. Click on the OK button to finish.

3 Set up a Campaign

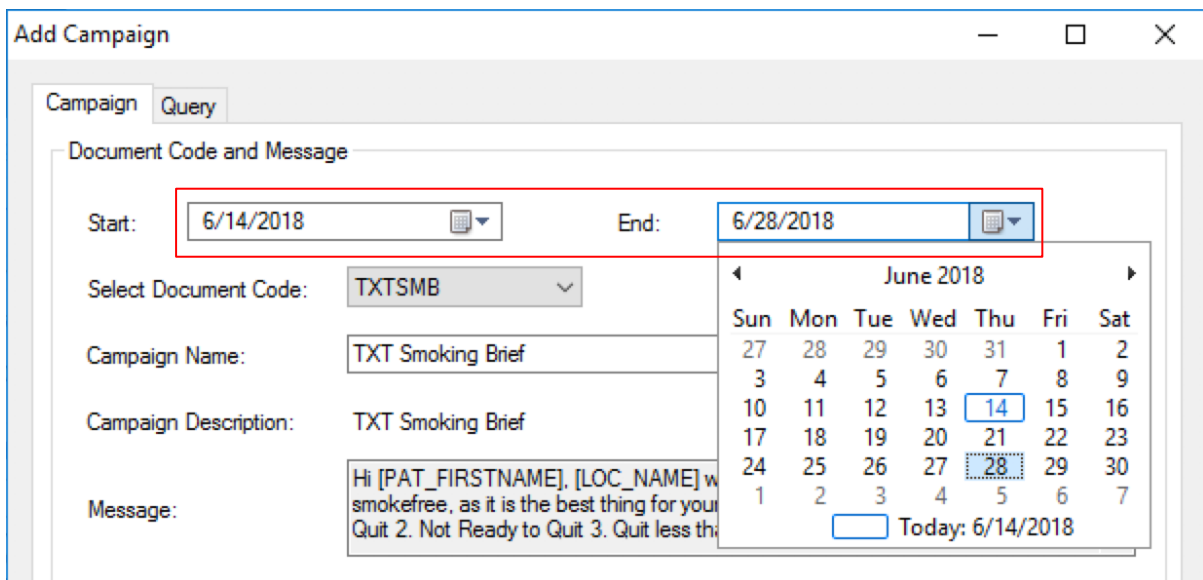
- a. Open your campaign manager from your Desktop



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 hours 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.



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

We recommend the following wording, or something similar, for Smoking Brief Advice:

"Hi [PAT_FIRSTNAME], [LOC_NAME] would like to help you become or remain smokefree, as it is the best thing for your health. Pls reply 1 2 3 OR 4. 1. Help Me Quit 2. Not Ready to Quit 3. Quit less than 12 months ago 4. Quit more than 12 months ago. Thanks"

Add Campaign

Campaign Query

Document Code and Message

Start: 28-Jun -17 End: 05-Jul -17

Select Document Code: **TXTSMB**

Campaign Name:

Campaign Description:

Message:

Reply Readcode Writeback

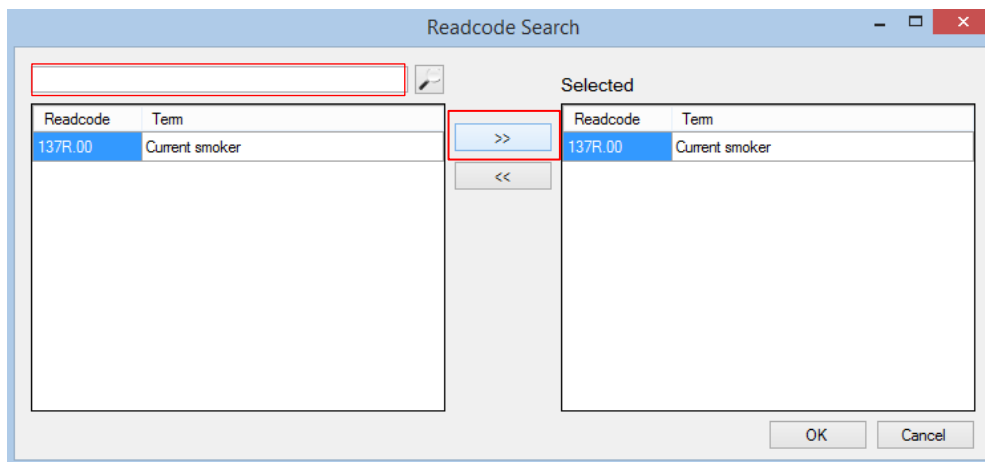
Repl	Readcode	Auto Reply
1	<input type="text"/>	< None > Edit
2	<input type="text"/>	< None > Edit
3	<input type="text"/>	< None > Edit
4	<input type="text"/>	< None > Edit
5	<input type="text"/>	< None > Edit

Save Cancel

- e. After selecting your document code, change the Campaign Name or leave it as the default. This will auto populate your campaign description and the message from the outbox document created previously.

Note: Appropriate read codes need to be assigned based on the contents of the outbox message and the numbers you have prompted your patients to text back. For example, if the patient has been asked to text back **1** if they are a current smoker, the "Reply 1" needs to have the read code for a current smoker assigned against it.

- f. To assign read codes, click the spinner 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. You can assign multiple read codes to each response. After this hit "OK" for the read code(s) to be assigned and saved.



- g. For practices that use BPAC we recommend that you use the following read codes for the following replies.

The reason for this is to ensure that the information written back into your PMS by Vensa's Campaign Manager works in conjunction with BPAC. The following read codes will affect how individuals are assessed for Cardio Vascular Risk.

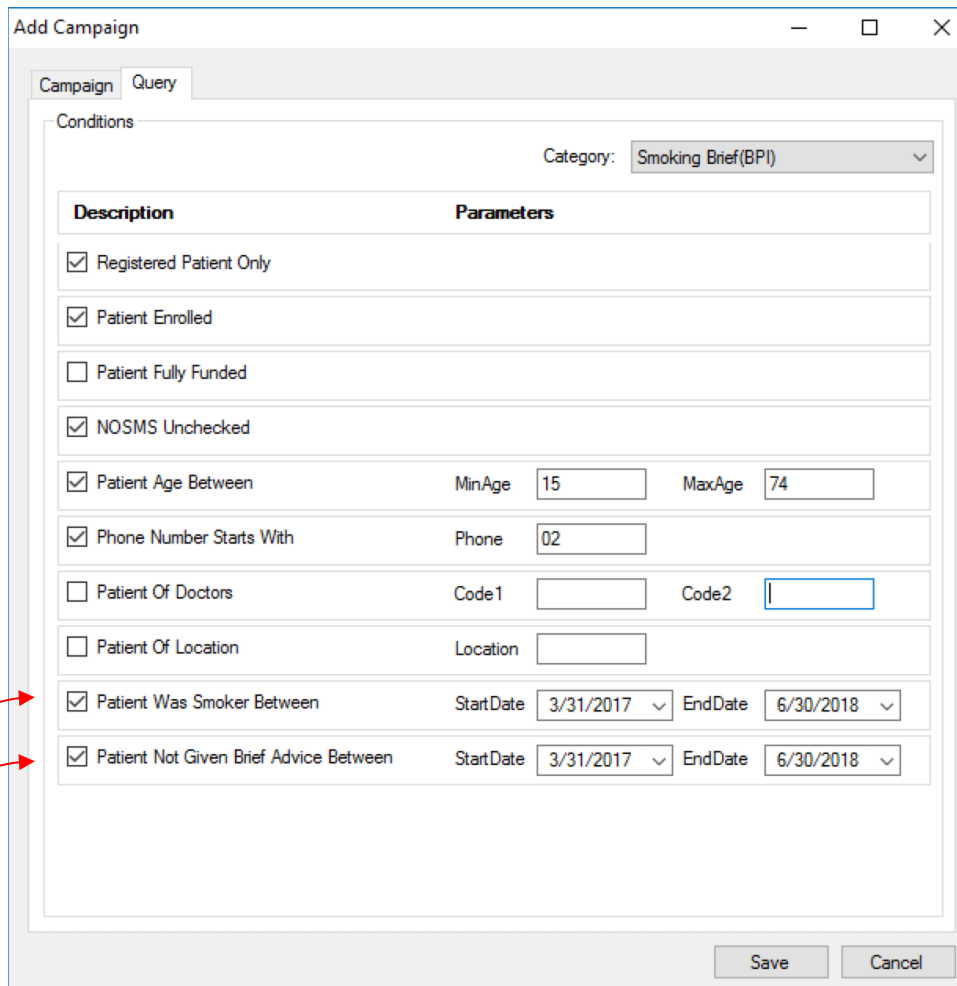
1. Help Me Quit
 - a. 137R.00 – Current Smoker
 - b. @ZPSB.10 – Brief smoking cessation advice given
 - c. @ZPSC.10 – Referral to smoking cessation support**

** Ensure a process is in place to follow up with patients who reply (1) to they are referred to smoking cessation support

2. Not Ready to Quit
 - a. 137R.00 – Current Smoker
 - b. @ZPSB.10 – Brief smoking cessation advice given
 - c. @ZPSC.90 – Refused smoking cessation support
3. Quit less than 12 months ago
 - a. 137G.00 – Recently quit/trying to give up smoking
 - b. @ZPSB.10 – Brief smoking cessation advice given
4. Quit more than 12 months ago
 - a. 137S.00 – Ex Smoker
 - b. @ZPSB.10 – Brief smoking cessation advice given

(See page 7 for Smoking Ask recommended text message, responses and read codes)

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



Note: When entering the dates for when 'Patient was Smoker Between' and 'Patient Not Given Brief Advice Between' ensure that both of these dates go back 15 months from the end of your current quarter.

E.g. Today's date = 13th June 2018
 End of this quarter = 30th June 2018
 15 Months from end of quarter = 31st March 2017

- i. Choose your criteria and click Save.
- j. When running another campaign later, you can copy the previous one, just change the start and end dates, campaign name (some people like to add the send date to the campaign name) and query dates if applicable.

TXI2Remind Campaign Manager

TXI template SMS4-3 has been changed at 08/07/2016 17:32:08. [Click for more detail.](#)

Campaign Outbox Query

Appointment Status Update
 Enable Appointment Status Update
Confirm appointment when reply with - Y, Yes, Yep, Yeah, Yay, Sure, Ok And Ae.
 Cancel appointment when reply with - N, No, Nay, Nah and Nope.

Classification Status Update

Campaign Name	Doc Code	Message	Reply1	Reply2	Reply3	Reply4	Reply5	Start	End		
TXI Smoking Ask	TXISMA	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	137I.11		22/07/2016	29/07/2016		
TXI Smoking Brief	TXISMB	Hi [PAT_FIRSTNAME], [LOC_NAME] thinks smoking is harmful and would like to offer brief advice to help you qu...	137R.00...	137R.00...	137S.00...			22/07/2016	29/07/2016		

k. Smoking **ASK** Examples:

We recommend the following wording, or something similar, for Smoking **ASK**:

"Hi [PAT_FIRSTNAME], [LOC_NAME] is updating records and is offering smokefree support, as it is the best thing for your health. Pls reply 1 2 3 4 OR 5. 1. Help Me Quit 2. Not Ready to Quit 3. Quit less than 12 months ago 4. Quit more than 12 months ago 5. Never Smoked. Thanks"

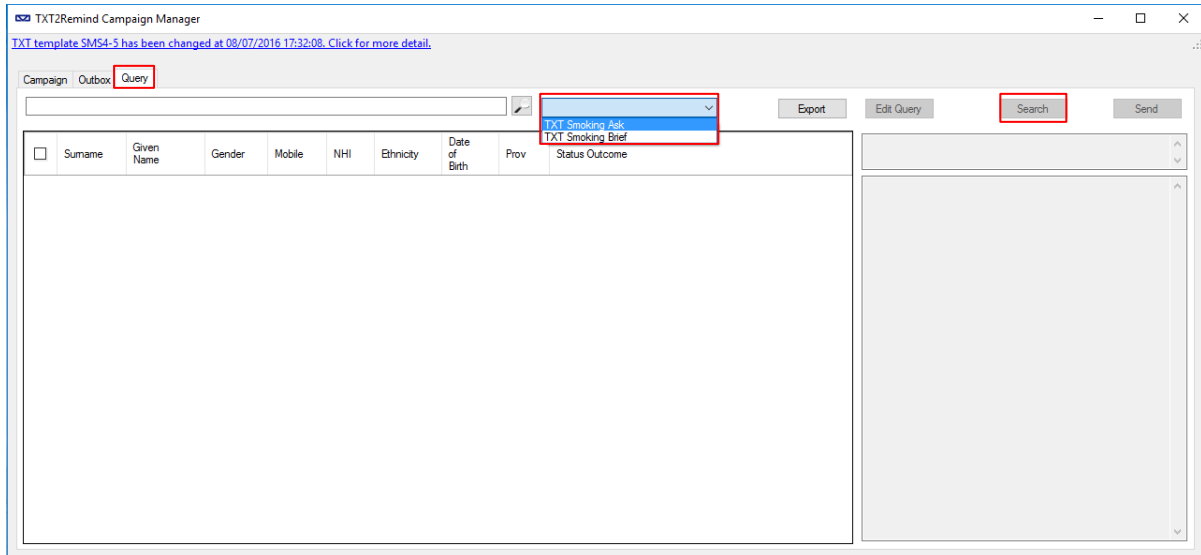
1. Help Me Quit
 - a. 137R.00 – Current Smoker
 - b. @ZPSB.10 – Brief smoking cessation advice given
 - c. @ZPSC.10 – Referral to smoking cessation support**

** Ensure a process is in place to follow up with patients who reply (1) to they are referred to smoking cessation support

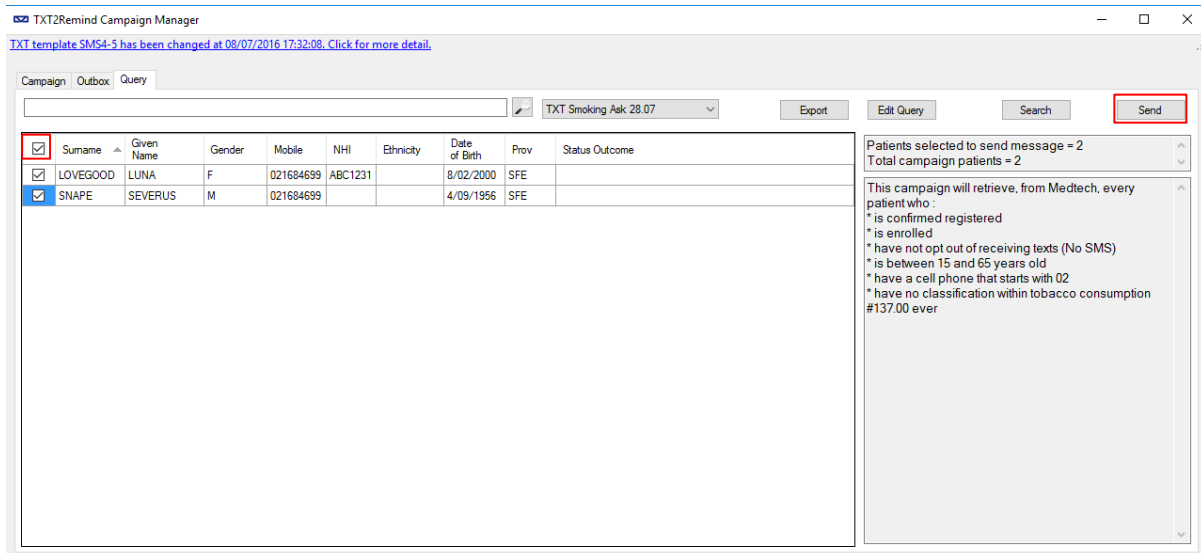
2. Not Ready to Quit
 - a. 137R.00 – Current Smoker
 - b. @ZPSB.10 – Brief smoking cessation advice given
 - c. @ZPSC.90 – Refused smoking cessation support
3. Quit less than 12 months ago
 - a. 137G.00 – Recently quit/trying to give up smoking
 - b. @ZPSB.10 – Brief smoking cessation advice given
4. Quit more than 12 months ago
 - a. 137S.00 – Ex Smoker
 - b. @ZPSB.10 – Brief smoking cessation advice given
5. Never Smoked
 - a. 137I. – Never smoked tobacco

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 tickbox 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, Status Updates 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 select the campaign you ran, change the 'from:' date to the campaign-ran date, and click the magnifying glass.

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...	137R.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

- 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.

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...	137R.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

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

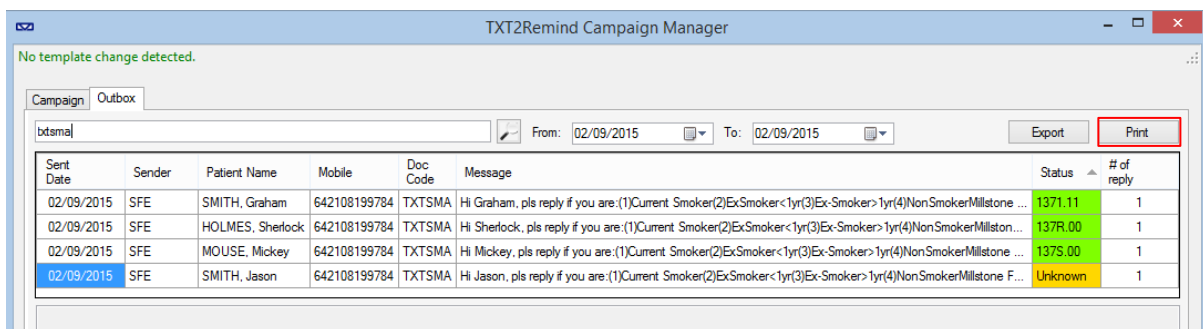
In this case, the response is from an ex-smoker of 10 years.

- To automatically update this response in their patient file, right click the 'Unknown' box > Add Reply. In this case the appropriate reply is 'Reply 3) 137S.00' When you hover on this option, it gives the written answer 'Ex-Smoker'

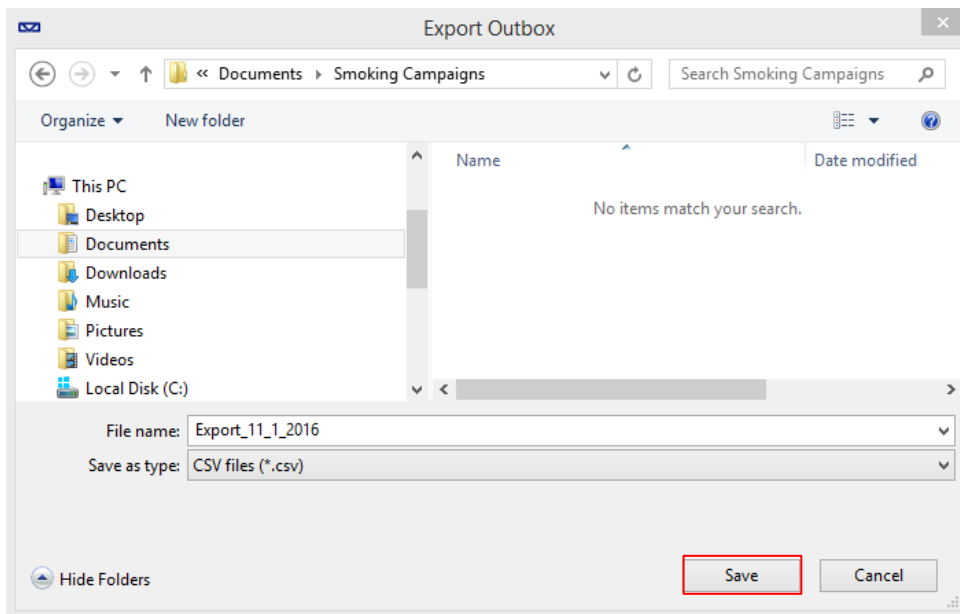
Msg Status	# of reply
137K.00	1
Unknown	1
137R.00	1
Unknown	1
137S.00	1

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

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



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



END