



<b>TXT2Remind Version Number:</b>	4.0
<b>Document Date:</b>	14/03/2018
<b>Security Classification:</b>	Premium Clients

## **TXT2Remind 4.0**

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### Campaign Manager

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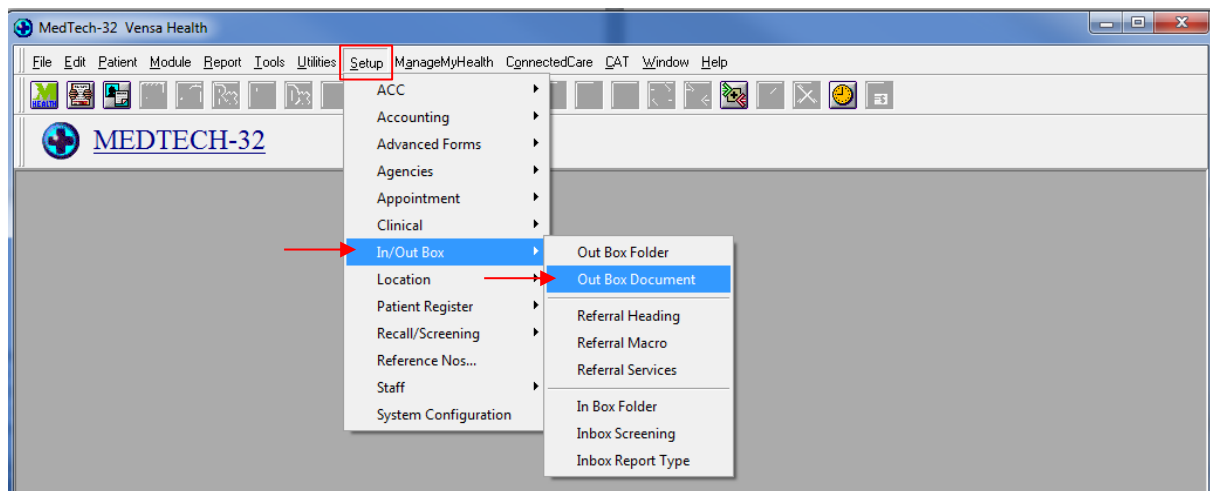
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## 1 Introduction

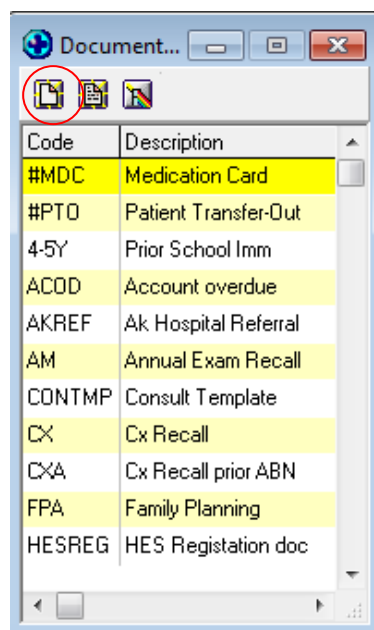
The Campaign Manager is a tool that provides the ability to automatically update read code classifications within Medtech based on a patient's reply. This tool has been used extensively across New Zealand in the areas of Smoking Ask, Brief and Cessation. Below is a detailed guide on how to use the TXT2Remind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

## 2 Set up your TXT Outbox Document within Medtech

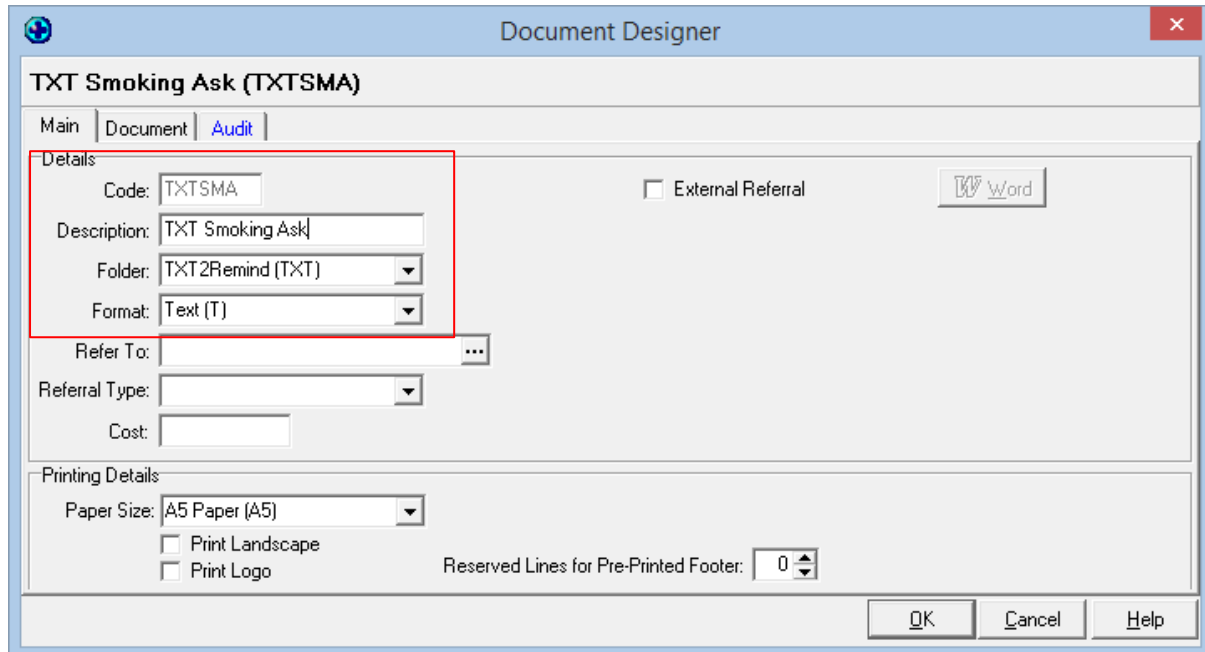
- a. Go to Setup, In/Out Box, Out Box Document.



- 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.



**Document Designer**

**TXT Smoking Ask (TXTSMA)**

Main | Document | Audit

**Details**

Code: TXTSMA

Description: TXT Smoking Ask

Folder: TXT2Remind (TXT)

Format: Text (T)

External Referral

Word

Refer To: ...

Referral Type: ...

Cost: ...

**Printing Details**

Paper Size: A5 Paper (A5)

Print Landscape

Print Logo

Reserved Lines for Pre-Printed Footer: 0

OK Cancel Help

E.g. for Smoking ABC, enter the 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.

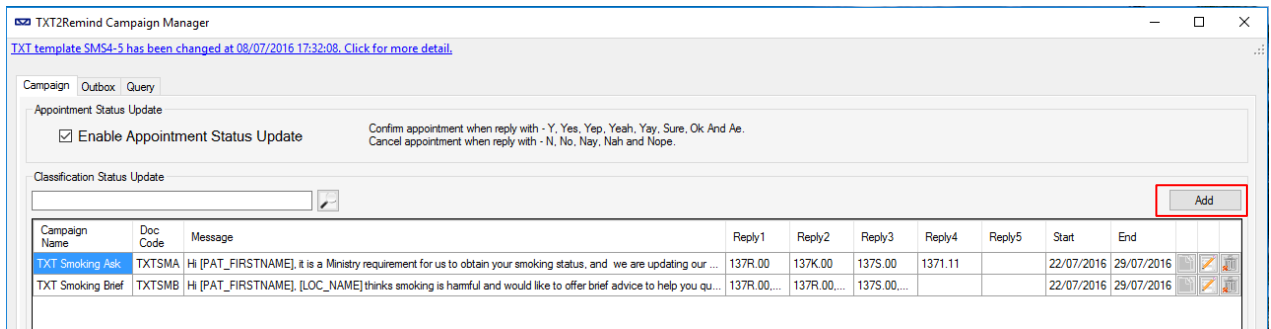
- e. Click on the OK button to finish.

### 3 Set up a Campaign

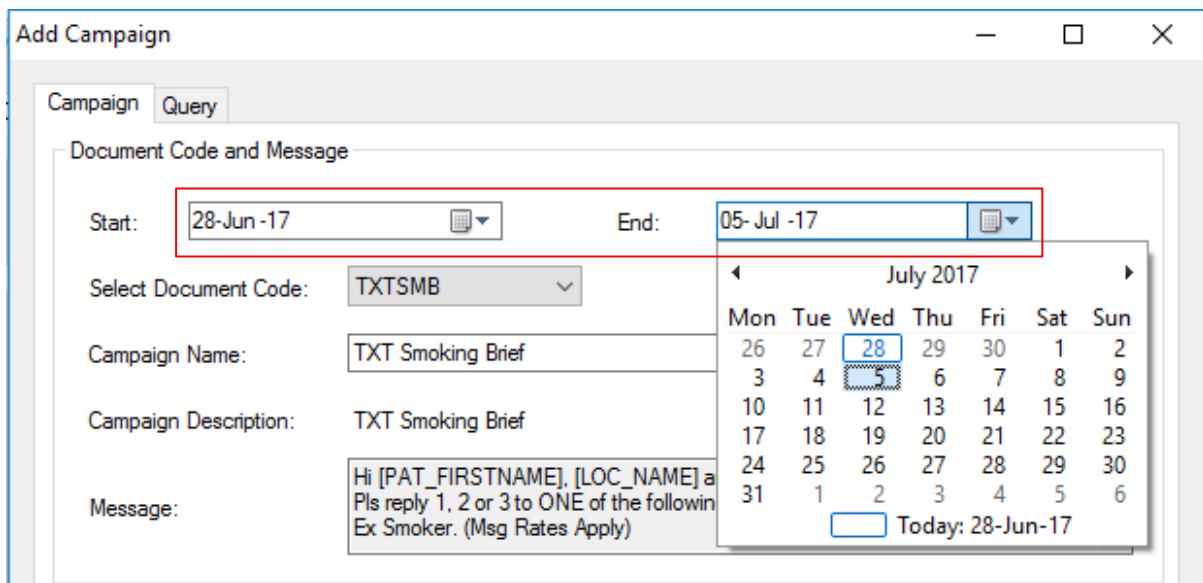
- a. Open your campaign manager from your Desktop



- 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.

The screenshot shows the 'Add Campaign' window with the following details:

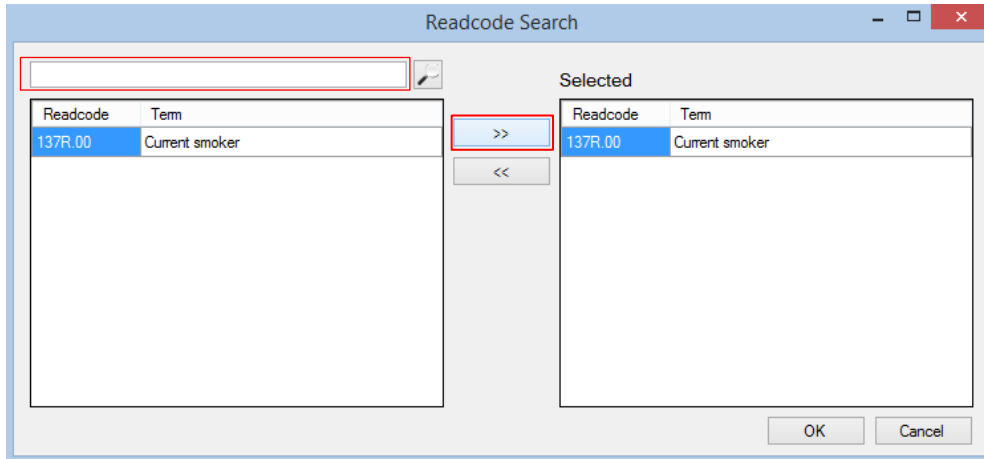
- Start:** 28-Jun-17
- End:** 05-Jul-17
- Select Document Code:** A dropdown menu is open, listing codes such as TXTSMB, TXTFLU, TXTHPV, TXTIMM, TXTIN, TXTINR, TXTL1, TXTL2, TXTMAM, TXTO/D, TXTREV, TXTRX, TXTSBE, TXTSBF, TXTSBH, TXTSMC, SMSSCS, TEST, SMSCXR, SMSDEP, SMSDIA, SMSFLU, SMSHPV, SMSIMM, SMSMAM, TXTB4S, TXTHBA, TXTOA, SMSCVD, and TXTCXR. 'TXTSMB' is currently selected.
- Message:** LOC\_NAME] are offering support to help smokers quit. of the following. 1 Help me quit, 2 Not ready to quit, 3 (apply)
- Reply Readcode Writeback Table:**

Repl	Readcode	Auto Reply
1		< None > Edit
2		< None > Edit
3		< None > Edit
4		< None > Edit
5		< None > Edit

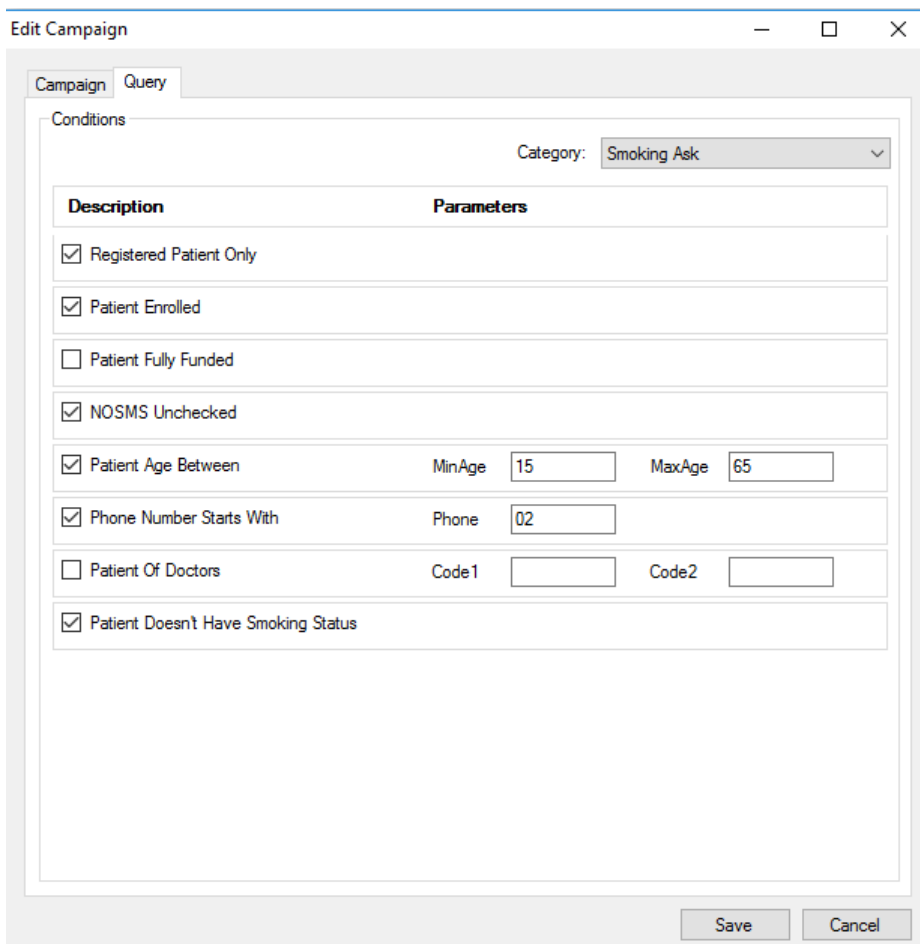
- e. After selecting your document code, change the Campaign Name or leave it as the default. This will auto populate your campaign description and the message from the outbox document created previously.

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



- 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, campaign name (some people like to add the send date to the campaign name) and query dates if applicable.

TXR2Remind Campaign Manager





TXR template SMS4-5 has been changed at 08/07/2016 17:32:08. [Click for more detail.](#)

Campaign | Outbox | Query

Appointment Status Update

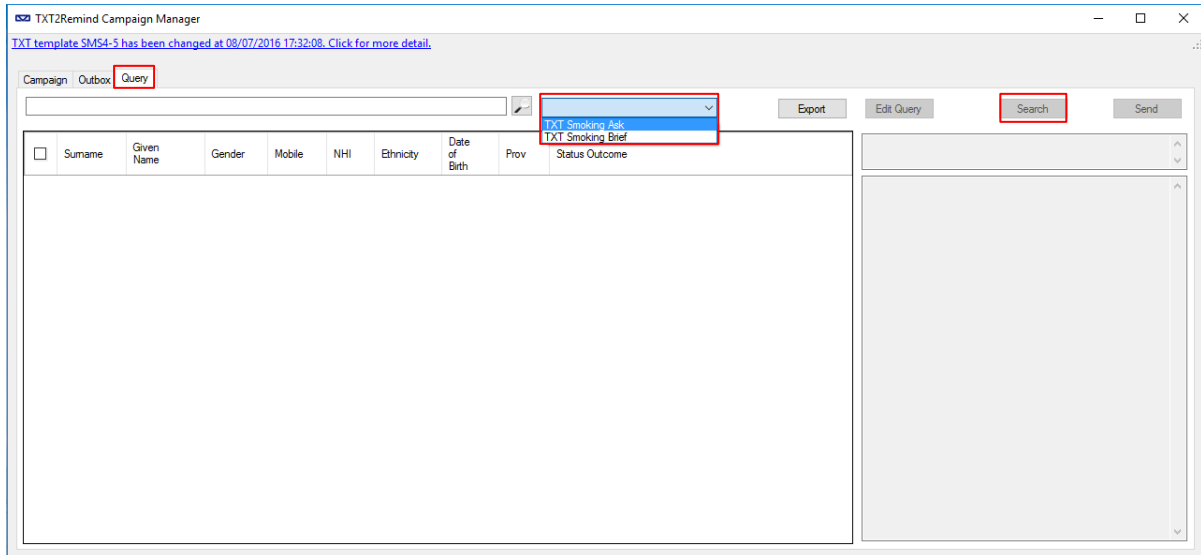
Enable Appointment Status Update Confirm appointment when reply with - Y, Yes, Yep, Yeah, Yay, Sure, Ok And Ae.  
Cancel appointment when reply with - N, No, Nah, Nah and Nope.

Classification Status Update

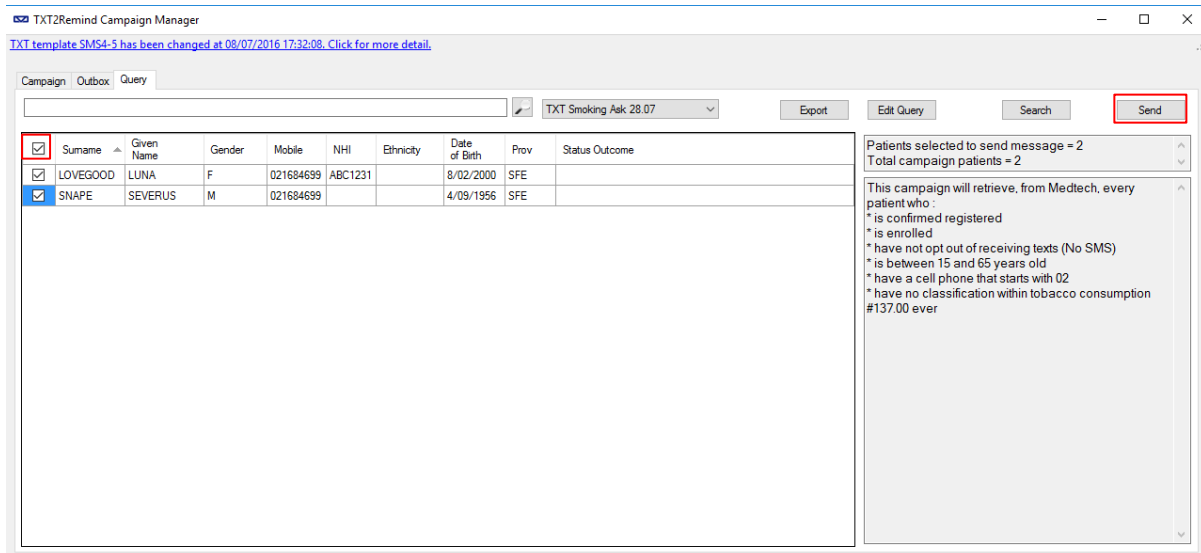
Campaign Name	Doc Code	Message	Reply1	Reply2	Reply3	Reply4	Reply5	Start	End	
<a href="#">TXR Smoking Ask</a>	TXRSMMA	Hi [PAT_FIRSTNAME], it is a Ministry requirement for us to obtain your smoking status, and we are updating our ...	137R.00	137K.00	137S.00	137I.11		22/07/2016	29/07/2016	 
TXR Smoking Brief	TXRSMB	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	 

## 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	Mag 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	Mag 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.

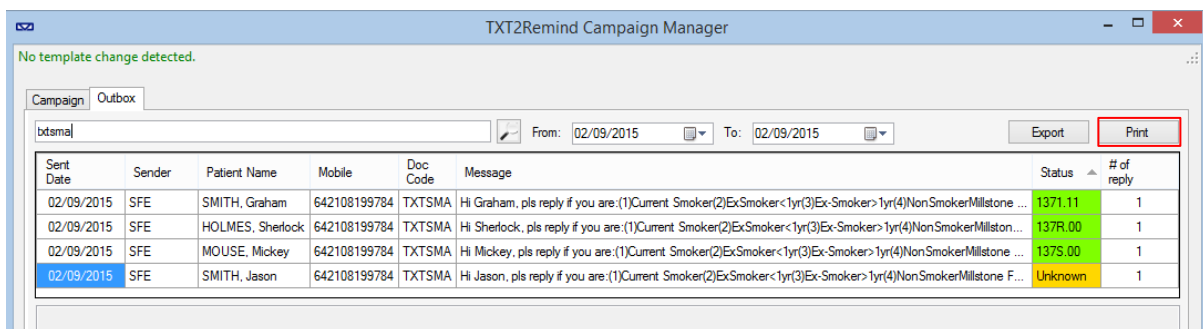
- To automatically update this response in their patient file, right click the 'Unknown' box > Add Reply. In this case the appropriate reply is 'Reply 3) 137S.00' When you hover on this option, it gives the written answer 'Ex-Smoker'

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

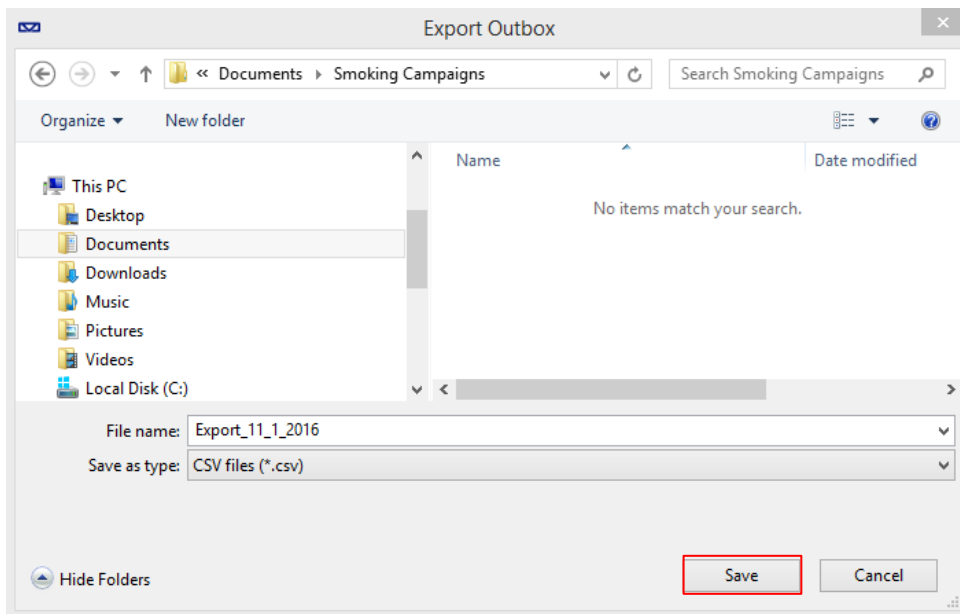
  

Add Reply ▶	
Reply 1)	137R.00
Reply 2)	137K.00
Reply 3)	137S.00
Reply 4)	1371.11
137S.00: Ex smoker	

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