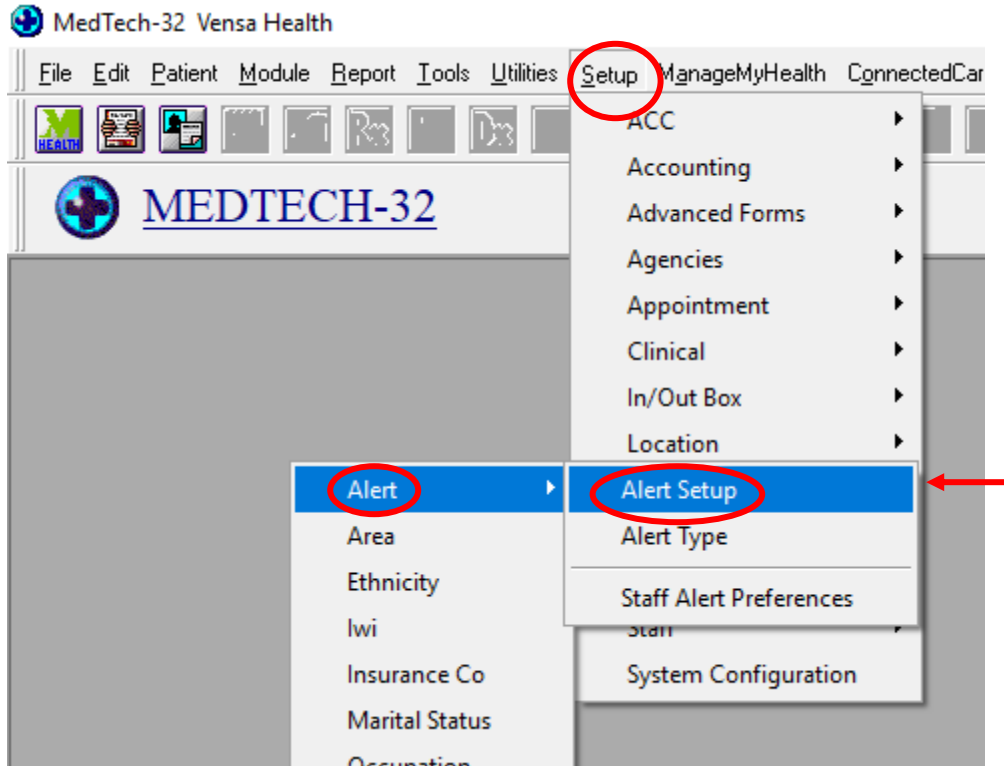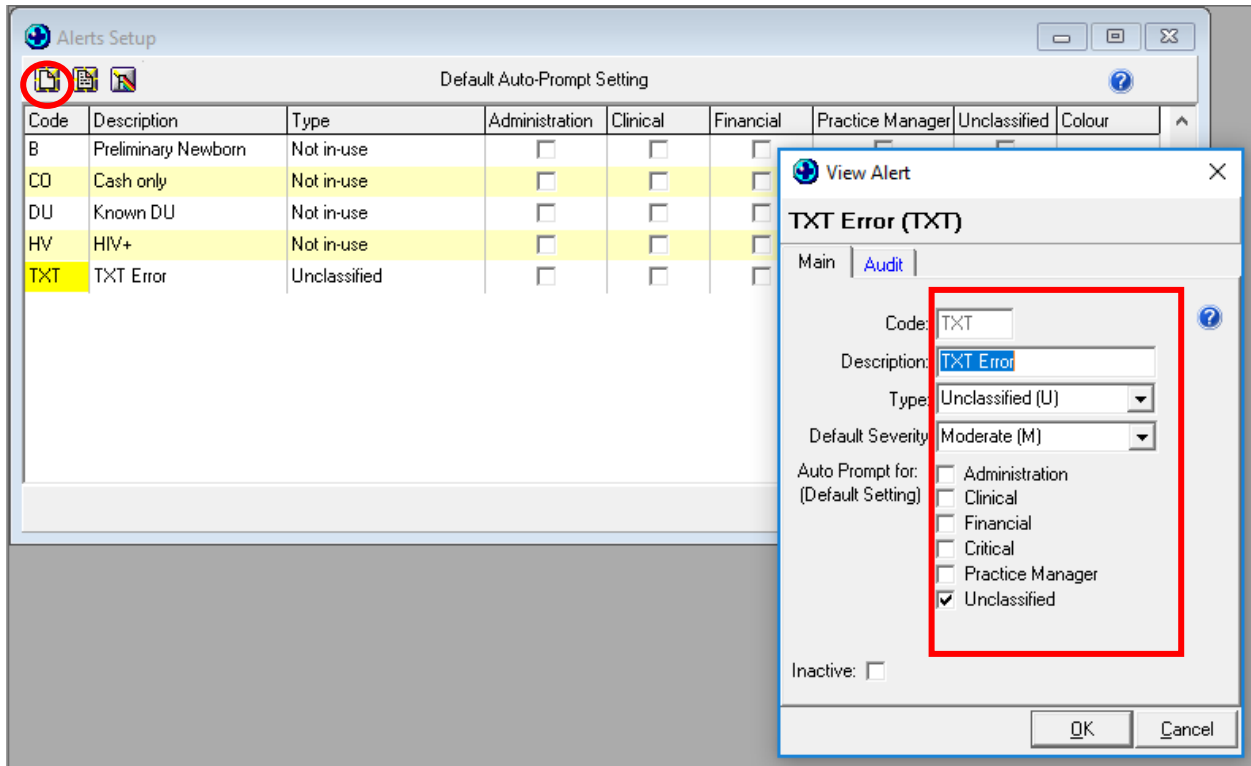# 1 Patient Alerts

The Patient Alerts feature in the Campaign Manager has been created to provide notifications straight to the PMS when a patient has not received a text. Once set up, if a patient text returns a 'rejected' or 'error' status, an alert will go to the patients file in the PMS, informing staff that the number needs to be updated.

Creating an Alert in Medtech

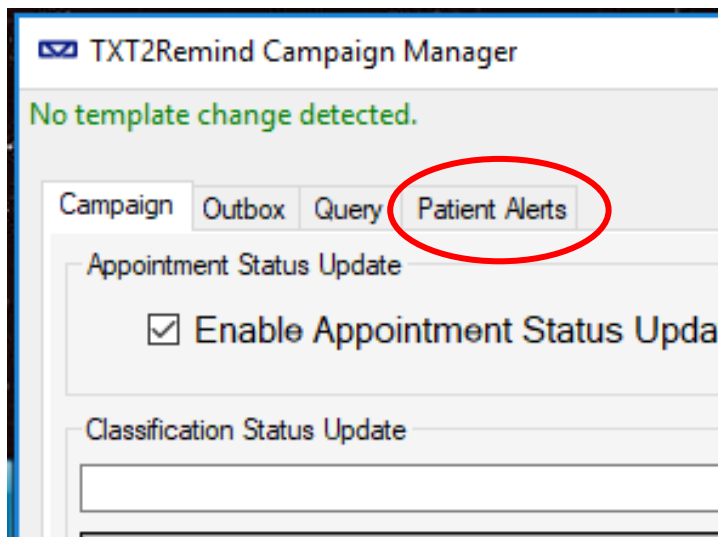Go to Setup > Patient Register > Alert > Alert Setup

Create a New Alert. Example below. Alert should reference that the phone number is no longer in use/active.

Open Campaign Manager and click the 'Patient Alerts' tab

If you cannot see the 'Patient Alerts' tab, you need an upgraded version of TXT2Remind. Please contact Vensa Support to install this.

Select the new Alert and click 'Enable'

Alert status is now on. Only one alert can be enabled at any time. When a campaign message is sent to a patient and returns a 'Rejected' or 'Error' status, an alert will appear in the patients notes in the PMS that the number needs to be updated.