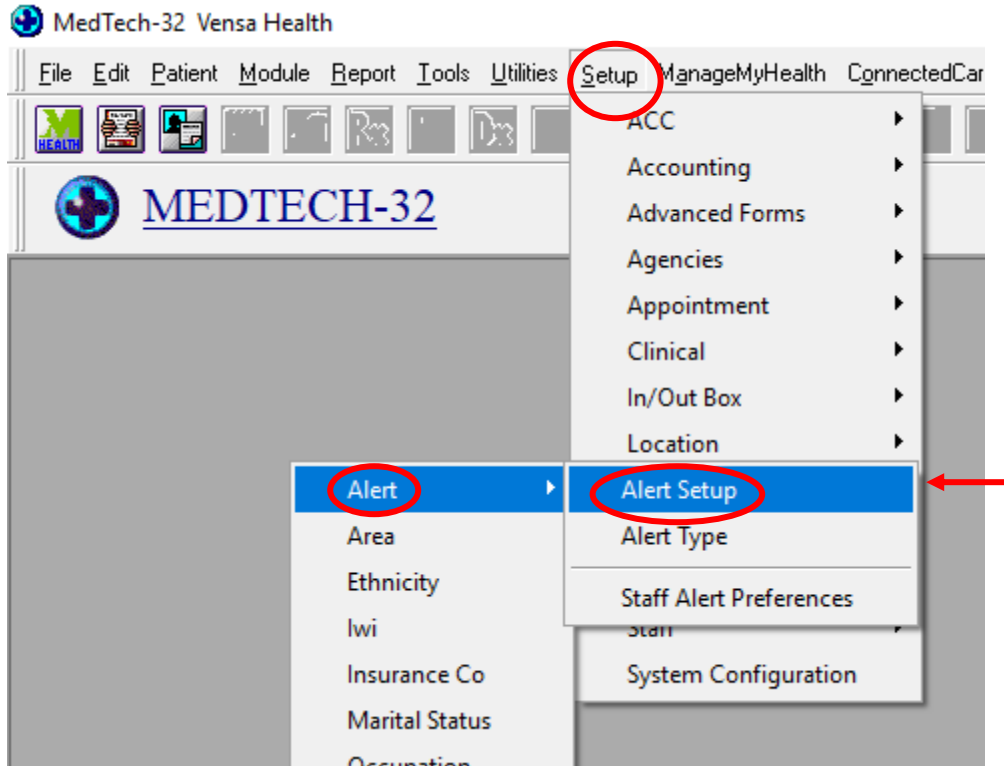


1 Patient Alerts

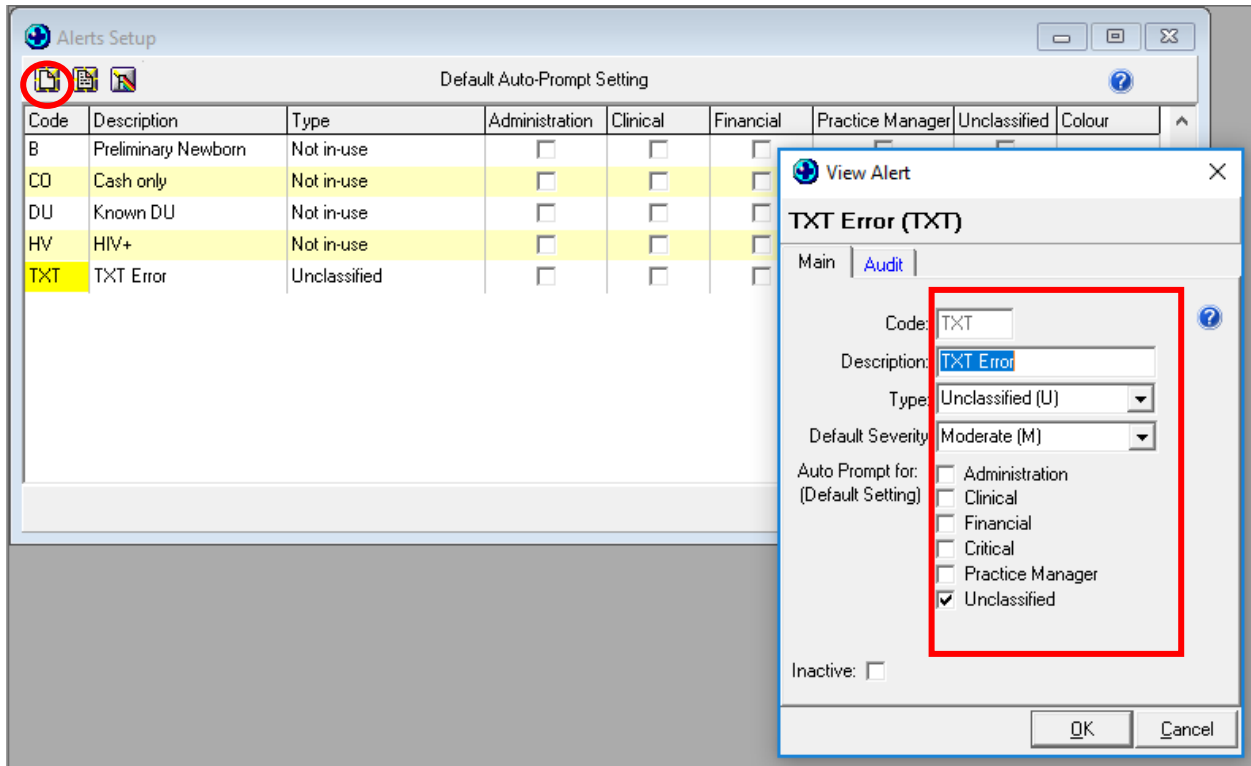
The Patient Alerts feature in the Campaign Manager has been created to provide notifications straight to the PMS when a patient has not received a text. Once set up, if a patient text returns a 'rejected' or 'error' status, an alert will go to the patients file in the PMS, informing staff that the number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

Creating an Alert in Medtech

Go to Setup > Patient Register > Alert > Alert Setup

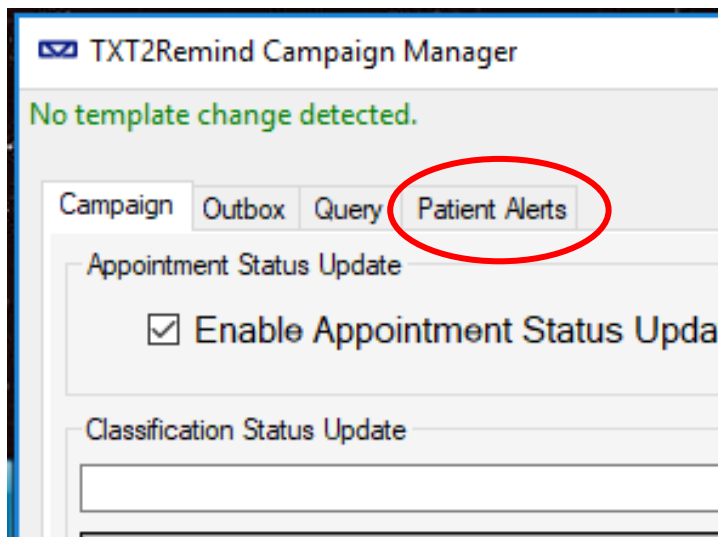


Create a New Alert. Example below. Alert should reference that the phone number is no longer in use/active.



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'

Campaign Outbox Query Patient Alerts

Settings

Alert Status: Off

Alert Type Selected: TXT - TXT Error

DU - Known DU
HV - HIV+
B - Preliminary Newborn
SMO - Smoking
PHO - Number Out Of Use
TXT - TXT Error
NP - No Cell In Use

Alert Status: On

Alert Type Selected: PHO - Number Out Of Use

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.

Severity	Type	Alert	Note	ExpiryDate	Colour
Moderate	Unclassified	TXT Error			

Show All Patient Alerts