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

🚯 MedTech-32 Vensa Health File Edit Patient Module Report Tools Utilities Setup ManageMyHealth ConnectedCar ACC Accounting ٠ MEDTECH-32 Advanced Forms Agencies Appointment Clinical In/Out Box Location ۲ Alert Setup Alert b Area Alert Type Ethnicity Staff Alert Preferences lwi SL d L L Insurance Co System Configuration Marital Status Occupation

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.

| 🕑 Ale | 😔 Alerts Setup | | | | | | | |
|-------|---------------------|--------------|----------------|----------|-----------|--------------------------------------|-------------|------|
| | N | Defa | |) | | | | |
| Code | Description | Туре | Administration | Clinical | Financial | Practice Manager Unclassified Colour | ^ | |
| В | Preliminary Newborn | Not in-use | | | | | | |
| CO | Cash only | Not in-use | | | | 😁 View Alert | | × |
| DU | Known DU | Not in-use | | | | TXT Error (TXT) | | |
| HV | HIV+ | Not in-use | | | | Main A D | | |
| TXT | TXT Error | Unclassified | | | | | | |
| | | | | | | | | 0 |
| | | | | | | | _ | Ť |
| | | | | | | | _ | |
| | | | | | | Type: Unclassified (U) | - | |
| | | | | | | Default Severity Moderate (M) | • | |
| | | | | | | Auto Prompt for: 🔲 Administration | | |
| | | | | | | (Default Setting) 🔲 Clinical | | |
| | | | | | _ | Financial | | |
| | | | | | | Practice Manager | | |
| | | | | | | 🔽 Unclassified | | |
| | | | | | | | | |
| | | | | | | Inactive: 🗖 | | |
| | | | | | | | - | |
| | | | | | | <u> </u> | <u>C</u> an | icel |

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.

| Manager TXT2Remind Campaign Manager | | | | | | | |
|--------------------------------------|--|--|--|--|--|--|--|
| No template change detected. | | | | | | | |
| | | | | | | | |
| Campaign Outbox Query Patient Alerts | | | | | | | |
| Appointment Status Update | | | | | | | |
| Enable Appointment Status Upda | | | | | | | |
| Classification Status Update | | | | | | | |
| | | | | | | | |

Select the new Alert and click 'Enable'

| Campaign Outbox Query Patient Alerts | | |
|---|---|--------------|
| Settings Alert Status: Off Alert Type Selected: TXT - TXT Error | | |
| Enable Disable | DU - Known DU HV - HIV+ B - Preliminary Newborn SMO - Smoking PHO - Namber Out Of Use | ^ |
| | TXT - TXT Error NP - No Cell In Use | Refresh List |

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.

| 🕙 Auto-F | Prompt Patient Aler | ts | | × | |
|-------------------------|---------------------|-----------|------|---------------------------------------|--|
| Severity | Туре | Alert | Note | ExpiryDate Colour 🔺 | |
| Moderate | Unclassified | TXT Error | | | |
| | • | | | · · · · · · · · · · · · · · · · · · · | |
| Show All Patient Alerts | | | | | |