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# TXT2Remind 4.0

Sending out Flu Vaccine reminders via text and letter for Medtech32 and TXT2Remind

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# 1 Introduction

This document outlines the steps involved in setting up a MedTech32 flu vaccine outbox document template according to the design specifications of TXT2Remind. Once the document is setup correctly, users in the practice can send a flu vaccine reminder mobile text-message to the patients within MedTech32 with the ability of having the messages file against the patient notes.

### 2 TXT2Remind Outbox Document Setup for Flu Vaccine

To be able to send a text message from your outbox document you first need to set up a document in the Document Designer within your MedTech32 system. This document will be the format 'Text (T)' text-message as opposed to traditional letter based documents.

- MedTech-32 Vensa Health - - -<u>File E</u>dit <u>P</u>atient <u>M</u>odule <u>R</u>eport <u>I</u>ools <u>U</u>tilities <u>S</u>etup M<u>a</u>nageMyHealth C<u>o</u>nnectedCare C<u>B</u>IT <u>C</u>AT <u>W</u>indow <u>H</u>elp Support Chat P R R R R R R P P ACC Accounting ۲ MEDTECH-32 ۲ Advanced Forms Agencies ۲ Appointment ۲ ۲ Clinical Out Box Folder Location ۲ Patient Register Referral Heading Recall/Screening ۲ Referral Macro Reference Nos... Referral Services
- a. Go to Setup > In/Outbox > Out Box Document

b. Click on the create a new document button. When the Document Designer box pops up fill in the fields circled in red. It is good practice to identify your document code and description with a prefix of "TXT". This will allow you to easily distinguish between letter documents and mobile text document templates.

😧 Document Designer		×
TXT Flu recall (TXTFLU)		
Main Document Audit		
Code: TXTFLU	External Referral	
Description: TXT Flu recall		
Folder: TXT2Remind (TXT)		
Format: Text (T)		

E.g. for Flu vaccine recall you could make code your document: TXTFLU, Description: TXT Flu Recall



- c. Click on Document tab
- d. Type in your text message body (example below)

🛞 Document Designer
TXT Flu recall (TXTFLU)
Main Document Audit
Lucida Bright    10    B    U    ≧ Ξ Ξ Ξ Insert PgBrk
······································
Hi [PAT_FIRSTNAME], Flu season is here and the flu vaccine has arrived. Pls call [LOC_DAY_PHONE] to make an appointment. [LOC_NAME] (Pls do not reply to txt)
<u> </u>

e. Click on the OK button to finish.



# 3 Template Management

When creating your message, it is very important to limit the content to within 160 characters (including spaces and grammar). The reasoning for this is because patients receive the message in 2 texts rather than 1 if the message is over 160. Therefore, part of the message can sometimes get lost and the patient never receives it. Generally, patients are more likely to read a shorter message, so just provide the minimum information required to gain their attention.

#### 3.1 Merge fields

Be careful of merge fields when checking the limit of characters. When the merge fields such as [PAT\_FIRSTNAME] and [LOC\_NAME] expand, sometimes the practice name or patient name are longer than the characters of the merge field. Hence, when the text is sent out, it is longer than initially thought. To prevent this, try to leave about 10-20 characters left over in the message.

Some ways to ensure that the message is below 160, are if it is 2 lines or less in length, or to copy and paste it into TXT2Remind application and use the 'characters left' box as a guide.





#### 3.2 Pre-made Templates

Here are some templates that we have made for you to use. Pick the one that best suits your practice and copy the wording to the document designer as your flu season template. Remember, if you make changes to them, make sure that they remain under 160 characters!

Hi [PAT\_FIRSTNAME], its Flu season and the vaccine is available at [LOC\_NAME]. Ph [LOC\_DAY\_PHONE] to make an appt. DO NOT REPLY.

Hi [PAT\_FIRSTNAME], the vaccine for Flu season is here at [LOC\_NAME]. Ph [LOC\_DAY\_PHONE] to make an appt. DO NOT REPLY.

Hi [PAT\_FIRSTNAME], you are eligible for a free flu vaccine this year at [LOC\_NAME]. Ph [LOC\_DAY\_PHONE] to make an appt. DO NOT REPLY.

## 4 TXT2Remind Outbox Document Setup for Flu Vaccine

Once an outbox document is created in your patient management system, you can now send messages within the patient manager screen as outlined in this section.

a. Once you identify the patient, ensure that they are on the palette. In the example below we have chosen Mickey Mouse. Once the patient is on the palette, go to the Patient Manager screen (F6) within MedTech and click on Out Box > New Document:

🕑 F	Patient Manager		
Clir	ical Template   History   Appointments   Immunisation	Contacts   Patient Transactions   A/	'c Holder Account   Patient Tasks   Forms
Da	ily Record Medications Classifications Medical War	nings Front Page Recalls Sc	creening Accidents Out Box Inbox
	19 Dec 2014 (Friday) SFE		
B	TXT Messages		
	13 Oct 2014 (Monday) SFE		Mar
71	Non-smoker (1371.11)		An
	23 Sep 2014 (Tuesday) SFE		Man
B	TXT Appt Reminder		may
_	10 Sep 2014 (Wednesday) SFE		<u>v</u> <u>un</u>



😧 New Patient Document						
Main More Audit						
Document Details						
Document:	▼ To:			… 🗆 Con	fidential 🥅 F	ark Documen
TXT Diabetes check (TXTU TXT Flu recall (TXTFLU) TXT Gardisi recall (TXTFLU) TXT HBa1c results (TXTBF TXT INR Change (TXTINR TXT INR same (TXTIN) TXT INR same (TXTIN) TXT Imm recall (TXTIM) TXT Labs OK (TXTL1)						• •
Printer: Fuji Colour	Provider:	Sam Eaves (SF	E)	💌 Copie	es: 1 🌲	<u>G</u> o Dot
🕰 Info	Se <u>n</u> d To 💌	🖹 Print	<b>∦</b> Wi <u>z</u> ard	<u>0</u> K	<u>C</u> ancel	<u>H</u> elp

b. Select the TXT Flu recall document from drop down options

#### Example below

New Patient Document	
Main More Audit	
Document Details	
Document:  TXT Flurecall (TXTFLU) To:   C	onfidential 📃 Park Document
Hi Mickey, Flu season is here and the flu vaccine has arrived. Pls call 09 358 0116 to make an appointment. Vensa Health (Pls do not reply to txt)	
Document Options	
Printer: TXT2Remind Provider: Sam Eaves (SFE) Con	oies: 1 🚔 <u>G</u> o Dot
Se <u>n</u> d To 🔻 💾 Print 🕌 Wizard 🔍	<u>Cancel</u> <u>H</u> elp

#### c. Click OK

This will queue the text message to your practice server where the TXT2Remind client will process it. Please note that by default TXT2Remind processes outbox documents every 5mins, hence the patient may not receive the message instantly, but it should be within a few moments given the default settings are not increased to a time greater than 5mins.



Once an outbox document is created in your patient management system, you can then send messages from your query builder for your recalls or any mass texting you may want to send as outlined in this section.

a. Go to Medtech > Tools > Query Builder



b. The Query Builder will open

HedTech-32 Query Builder					<b>_</b> X
Designer View Data Sheet View					
Query					
Please use the Query Store to sa	ive the query.				
Table	When	e			
Patient	· ·	Column		Condition	
Fields					
Name First Name	<u> </u>				
Name Full Name	С				
Name Internal Name					
Name Preferred Name	<u> </u>				-
Name Previous Surname	•	🔲 Build query in orde	r as specified above (for	advanced users only!)	
Name Surname	Selec	:t			1
Name Title	- I -	Select		*	Query Store
Account Balance					
Account Date Last Invoice	-				
Account Date Last Payment					Bun Query
Account Date Last Statement					
Account Group					Run <u>S</u> MS Query
Account Group Description	<b>≜</b>				
Account Holder (is one)	•	1			) (com COI
Address Home Residence	-   ·	II □ □ Output data is ord	or apposition above	•	View SQL
<u></u>		I output data in ord	ei specillen apove		
					<u>Close</u> <u>H</u> elp

- c. Choose one of the options below for instructions.
  - Build a new query
  - Use an existing query



#### 5.1 Build a new query

a. Chose the criteria you want in your query but include Patient – Phone– Cell with the condition as 'starts with 02" in the 'Where' field, and Patient - ID for Merge and Count Function – Count Occurrence in the 'Select' field.

🛞 MedTech-32 Query Builder					×
Designer View Data Sheet View					
Query					
Name: TXT - Flu Vac +65					
Table					
Patient	•	<u>w</u> ner	- Colump	Condition	
Fields		-	Patient - Patient (is one)	Condition	
Name First Name	<u> </u>	-	Patient - Dob - Age	Greater than or Equal to	65
Name Full Name		6	Patient - Registered	Equal to Registered (R)	
Name Internal Name			Recalls - Date of Recall	Between Thu 01 Jan 20	015 00:00:00 and Tue 31 Ma
Name Preferred Name		<b>≜</b>	Recalls - Type of Recall	Equal to Vaccine (V)	
Name Previous Surname		+	Recalls - Recall Code	Equal to Flu 65+ (FLU)	
Name Surname				r (nor da randoa acoro origi)	
Name Title		Selec			
Account Balance		-	Select	^	Query Store
Account Date Last Invoice		-	Patient - Name Surhame		
Account Date Last Raymont			Patient - Name First Name		Run Querv
Account Date Last Payment					
Account Date Last Statement			Recalls - Vaccine Description		
Account Group Description			Patient - ID for Merge		Run <u>S</u> MS Query
Account Holder (is one)		L.T.J	Lount Function - Lount Occurrence		
Address Harra Desidence		+		-	⊻iew SQL
Address Home Residence	-		Dutput data in order specified above		
					<u>C</u> lose <u>H</u> elp
	_				
	1				

Please note the above query is an example for Flu 65+, criteria and conditions can change over time, ensure you are happy with the query according to your clinical standards.



b. To Save for future use, go to Query Store and in the drop-down box click on 'Save Query'. Name your query (preferably with the prefix TXT) and click OK

HedTech-32 Query Builder			[X]
Designer View Data Sheet View	-		)
Query	😌 Query Store	×	
Name: TXT - Flu Vac +65	File		
Table Patient	New Folder View Query	0	
Fields	Save Query		qual to 65
Name First Name	Delete		ed (R)
Name Full Name	Import Ouerv		Jan 2015 00:00:00 and Tue 31 Ma
Name Internal Name	Export Query		·(V)
Name Preferred Name	Close		(FLU)
Name Previous Surname	Close		(ועור)
Name Surname			
Name Title			Query Store
Account Balance			
Account Date Last Invoice			
Account Date Last Payment			Bun Query
Account Date Last Statement			
Account Group			Run <u>S</u> MS Query
Account Group Description			
Account Holder (is one)			
Address Home Residence			▼ View SQL
1	<u>D</u> elete	<u>O</u> K <u>C</u> ancel	
			<u>C</u> lose <u>H</u> elp

Save Query
Type the Query Name to be Saved to 'Root' folder.
Query Name: TXT - Flu Vac +65
<u> </u>



#### 5.2 Use an Existing Query

If you have sent a flu vaccine query in the past, you may have saved that query, which will make your work easier this time.

a. Click on Query Store > Locate your query > Select and press OK.





b. Be sure that "ID for Merge" and "Count Occurrence" are in the Select Field. Failure to choose these will prevent the text from going out or result in multiple texts going out to the same patient.

J	_	-	Column	Condition		•
Fields	*		Patient - Patient (is one)			
Name First Name		-	Patient - Phone - Cell	Starts with 02		
Name Full Name		C	Patient - Dob - Age	Greater than o	Equal to	65
Name Internal Name			Patient - Registered	Equal to Regis	tered (R)	
Name Preferred Name		<b>_</b>	Recalls - Date of Recall	Between Thu	01 Jan 20	15 00:00:00 and Tue 31 Ma 👻
Name Previous Surname		•	Build query in order as specifie	ed above (for advanced users	only!)	
Name Surname		Select	t			1
Name Title			Select		<u> </u>	Query Store
Account Balance			Patient - Name Surname		-	
Account Date Last Invoice		-	Patient - Name First Name			
Account Date Last Payment			Patient - Phone - Cell			Bun Query
Account Date Last Statement			Recalls - Vaccine Description			
Account Group			Patient - ID for Merge			Run SMS Querv
Account Group Description			Count Function - Count Occurren	ce		
Account Holder (is one)		1				
Address Home Residence	-		 		-	⊻iew SQL
1			Uutput data in order specified	above		
-						
						Liose <u>H</u> elp

c. Click on the Run Query button

э)					
	Starts with 02				
	Greater than or B	qual to 6	5		
	Equal to Registe	red (R)			
lle	Between Thu 01	Jan 2015	5 00:00:00 and Tue 31 Ma 🚽		
as specified above (for a	advanced users o	nly!)			
		•	Query Store		
ne					
ame					
cription					
			Run <u>S</u> MS Query		
nt Occurrence					
		-	⊻iew SQL		
er specified above					
			Close Help		



- d. This will bring up all the patients who have a cell phone. **Change the Printer option** to a dummy printer (i.e. Microsoft XPS Document Writer, CutePDF, OneNote).
- e. THEN, Click on the 'Merge' Button > Mail Merge

۲		x								
Designer View Data Sheet View	v									
Print/Export Data Sheet	Pript/Export Data Sheet									
Printer: DocuCentre-V C33	<u>P</u> rint	<u>Export</u>	M	erge	<u>s</u> ms -					
			1	_ [	Mail	Merge	L			
Surname	Given Name	Age	Cell Phone		Patie	ents Nevt Visit		<u>^</u>		
HOLMES	SHERLOCK	81	02108199784	X0	- unit					
SMITH	GRAHAM	54	0210319280	X0	Patie	ent Recalls				
SMITH	HAROLD	61	0210319280	X0	Alerts					
SMITH	JASON	23	02108199784	X0002	03	1				
WATSON	JOHN	38	02108199784	M0009	03	1				

f. The Mail Merge window will open. On the "Document" field, select the text document created that contains the Flu Vaccine reminder. E.g. TXT Flu Recall (TXTFLU). On the "Print To" field, select a dummy (pdf/xps etc) printer. Tick "Add to patient's outbox" (necessary) and press OK.

🚯 Mail Merge 🛛 💌											
Mail Merge the query using the following document											
Document: TXT Flu recall (TXTFLU)											
Print To: Microsoft XPS Document Writer											
Add to patients outbox											
DK Cancel Help											



g. If the "Microsoft XPS Document Writer" or other pdf printer is used, a window may appear asking where to save this document. Press the Cancel button and the merge will commence.

📄 Pictures 🛃 Videos	<ul> <li>✓</li> </ul>
File name: Save as type:	XPS Document (*.xps)
Hide Folders	Save Cancel

h. A Mail Merge box will appear displaying the amount of pages being 'printed'. In this case, it correlates with the number of text messages being sent. This box will disappear once it is completed.



i. To check the status of sent messages, open TXT2Remind and click on the Sent TXT Messages Tab. All the sent text messages that return a "Received" status receipt have been sent successfully as shown below. An 'Error' means the phone number is no longer in use and the patient will need to be contacted another way.

	2Remino	l - Vensa Al	icia									. <del></del> ,		×
File	Options	Templa	te Help											
	7		(	alle a	T	2		-		6	Тх	Ven T2REN	SA	
Compose	er Sent	TXT Messag	es Inbox	Import from	Query Bui	lder								
🖾 New	Reply	Forward	Resend	Delete	Receive	Per Flag	Select a	Show all	Export					2
Flag	Type S	Status	То		Mess	sage				Sent	at	Sent by	1	^
R	I	Received	BLACK,	Sirius .	Mil]	lstone	Family	Practice	ho	Tue,	06 De	SFE		
R	- 1	Received	DELACOU	IR, Flue.	Mill	lstone	Family	Practice	ho	Tue,	06 De	SFE		
R	I	Received	DUMBLEI	ORE, Al.	Mill	lstone	Family	Practice	ho	Tue,	06 De	SFE		



### 6 TXT2Remind sending bulk flu letters from Query Build

a. Change the flu queries in the "Where" section under 'Patient – Phone – Column' from a condition of "Starts with 02" to 'Is blank'. Save with a new name if you like. Then click Run Query

🛞 MedTech-32 Query Builder						<b>.</b>			
Designer View Data Sheet View									
Query									
Name: TXT - Flu Vac +65									
Patient	-		Column		Condition	•			
Fields			Patient - Patient (is one	e)					
Name First Name		-	Patient - Phone - Cell	(	ls Blank				
Name Full Name		C	Patient - Dob - Age		Greater than or Equal	to 65			
Name Internal Name			Patient - Registered		Equal to Registered (F	3)			
Name Preferred Name		<b>_</b>	Recalls - Date of Reca	all	Between Sun 01 Mar	2015 00:00:00 and Thu 30 Ap 👻 🛛			
Name Previous Surname		1 🛨 î	Build query in order	as specified above (for	advanced users only!)				
Name Surname		Select							
Name Title			Select		*	Query Store			
Account Balance			Patient - Name Surnar	ne					
Account Date Last Invoice		-	Patient - Name First Na	ame					
Account Date Last Payment			Patient - Phone - Cell			Bun Query			
Account Date Last Statement			Recalls - Vaccine Des	cription					
Account Group			Patient - ID for Merge			Run <u>S</u> MS Query			
Account Group Description			Count Function - Coun	t Occurrence					
Account Holder (is one)		+				\//em/201			
Address Home Residence	-		I <u>View SQL</u>						
1			j Uutput data in orde	er specified above					
						<u>C</u> lose <u>H</u> elp			

b. This will bring up all the patients who have no cellphone, and who have flu recall within the date range you choose. Check your printer is correct and then click on the 'Merge' button.

🚯 MedTech-32 Que	ry Builder						×
Designer View Data	Sheet View						
Print/Export Data She	et						
Printer: Fuji Colou	II V	<u>P</u> rint	Export	erge 🔻 SMS 🤻	7		
Surname	Given Name	Cell Phone	Vaccine	MM Id	Count Occur		*
MOUSE	MICKEY		Flu 65+	M000929	1		
							-
<u> </u>							
						<u>C</u> lose	<u>H</u> elp
							11.



c. Select 'Mail Merge' from the drop-down box.

0.00	AND A CONTRACTOR OF A CONTRACTOR OFTA CONTRACTOR O					
🛞 MedTech-32 Que	ry Builder					×
Designer View Data	Sheet View					
Print/Export Data She	eet					
Printer: Fuji Color	ur _	<u>P</u> rint	<u>E</u> xport	Merge  SMS		
				Mail Merge		
Surname	Given Name	Cell Phone	Vaccine	Dationts Next Visit	ur	~
MOUSE	MICKEY	0278012609	Flu 65+	Patients Next Visit	1	
				Patient Recalls		
				AL		
				Alerts		
J						-
					Close	Help
						<u> </u>
						11.

- d. The Mail Merge window will open. On the "Document" field, select the **hard copy document** that contains the Flu Vaccine reminder.
- e. In the "Print To" field, select the appropriate printer the practice uses to print letters on. Tick the Add to patients outbox and press OK.

🛞 Mail Merge										
Mail Merge the query using the following document										
Document: Flu Recall (FLU)										
Print To: Fuji Colour										
Add to patients outbox										
🕒 <u>O</u> K <u>C</u> ancel <u>H</u> elp										

f. A Mail Merge box will appear. This will count the number of letters that are printing. When complete the box will disappear.





### 7 TXT2Remind sending bulk flu text messages from Recall Contact List

Besides the query builder, you can also use the Recall Contact list for bulk messages.

a. The first step is to refer back to section 2, as a new document needs to be created, but in the 'SMS' as opposed to 'Text' format. The good thing about already creating your text document is that now you can copy that same message body, just as an SMS type. Type the information in 'Main' to correlate to SMS, then copy the text message body into the Document tab and save.

Ocumer	nt Designer	×
SMS Flu R	ecall (SMSFLU)	
Main Docu	ment Audit	
Details	CHEFLU	TOT WAR
Lode:		BB word
Description:	SMS Flu Recall	
Folder:	TXT2Remind (TXT)	
Format:	SMS (S)	
Refer To:		
Referral Type:	<b>•</b>	
Cost:		

b. Next you need to attach your SMS document to your recall type. Go to Medtech > Setup > Recall/Screening > Vaccine and find your first Vaccine type, e.g. Flu 65+.





c. Double click the description to open the option menu, and add the SMSFLU document to the SMS Document field. Then click 'OK' to save.

View Vaccine	×								
Flu 65+ (FLU)									
Main Outcomes Alternative Antigen Audit									
Code: FLU									
Description: Flu 65+									
For Gender: All (*)									
Recall Document:									
SMS Document: SMS Flu Recall (SMSFLU) 💽									
MMH Document:									
Service Code: Flu 65+ (FLU)									
Default Outcome: Given (G) 🗨									
Default Route:									

Now that the document is attached to the recall type, you can send the message from the Recall Contact list.

- a. Go to Medtech > Module > Recall/Screening > Recall Contact List
- b. Choose your dates of recall for your patients. You will have to run the recall list for each of your different patient groups who are eligible for flu vaccine, eg. Flu Cardiovascular, Flu 65+, Flu Diabetes etc. Ensure 'Exclude patients already contacted' is ticked on your filter screen if you have this option.

Filter Recall Contact List										
Main Selection										
From: Wed 01 Feb 2017 🗨										
To:	; 🖬 Fri 30 Jun 2017 🔹 🔍									
Provider:	All (*)		-							
Only Recalls of										
Туре:	Vaccine		•							
Code:	Flu 65+		-							
	Flu Cardiovascu Flu Chronic Ben	ılar Jal	^							
	Flu Diabetes									
Note Contains:	Flu Malignancy Flu Oth Eligible (	2nd								
	Flu Other Eligible Flu Other No-Cla	e aim								
Order By	Flu Respiratory	O Date	Due							
,- Nali		, Date	Due							
	<u>0</u> K	<u>C</u> ancel	<u>H</u> elp							



c. You now have the list of Patients who require a recall either by texting them or sending a letter.

	Recall Contact												
													0
	Due	Name	Day Phone	Mobile Phone	Description	Out	Note		Last Contacted	/]	SMS	ммн	^
	1 Mar 2017	ADAMS Peter (10001)	98786565		Flu 65+		Auto Recall	Γ		М	SMSFLU		
÷.	12 Aug 2016	DUMBLEDORE Albus (130343)		021684699	Flu 65+					/	SMSFLU		
1	11 Feb 2017	DYSON Paddy (3054)	445.6548		Flu 65+		Auto Recall			Y	SMSFLU		
÷	11 Feb 2017	EVANS Brian (3044)	567.8765		Flu 65+		Auto Recall			1	SMSFLU		
1	11 Feb 2017	GOOCH Henry (3095)	987 9873		Flu 65+		Auto Recall			Y	SMSFLU		
(	16 Apr 2016	HOLMES Sherlock (3263)	234 5678		Flu 65+			•	SMS	(	SMSFLU		
1	21 Apr 2016	HOLMES Sherlock (3263)	234 5678		Flu 65+			•	SMS	J	SMSFLU		
3	20 Aug 2015	HOLMES Sherlock (3263)	234 5678		Flu 65+					5	SMSFLU		

#### Note: If your SMS Icon is greyed out – contact Vensa Health Ltd to get this activated

•	Recall Contact	
N 🗛 🖉 🖪 I	x 🖌 🚍 🕒 🛃 🔛 🔛 🔯	

- d. **To send a recall by texting** click on the 'Send SMS' icon. This will send every patient who has a mobile number a text.
- e. Once you have clicked on the 'Send SMS' icon it will place a tick and say SMS in the contacted field. This will automatically exclude patients who have opted out of receiving text messages.

Name         Day Phone         Mobile Phone         Description         Out         Note         Last Contacted         SMS MMH           1 Mar 2017         ADAMS Peter (10001)         98786565         Flu 65+         Auto Recall         Image: SMS State         SMS FLU         SMS FLU         SMSFLU         SMSFLU<					×								
	🖹 🖗 🖉	🖪 🕷 🖌 層 🖪 🛃 🖪	1 🖸 🔒 🐿							5			0
	Due	Name	Day Phone	Mobile Phone	Description	Out	Note		Last Contacted	[/	SMS	ммн	^
	1 Mar 2017	ADAMS Peter (10001)	98786565		Flu 65+		Auto Recall	V		١	SMSFLU		
ŝ.	12 Aug 2016	DUMBLEDORE Albus (130343)		021684699	Flu 65+			7	SMS	1	SMSFLU		
1	11 Feb 2017	DYSON Paddy (3054)	445.6548	021445.6548	Flu 65+		Auto Recall	2	SMS	1	SMSFLU		
÷	11 Feb 2017	EVANS Brian (3044)	567.8765	021567.8765	Flu 65+		Auto Recall	☑	SMS	1	SMSFLU		
1	11 Feb 2017	GOOCH Henry (3095)	987 9873	021387 9873	Flu 65+		Auto Recall	2	SMS	1	SMSFLU		
(	16 Apr 2016	HOLMES Sherlock (3263)	234 5678	021234 5678	Flu 65+			7	SMS	(	SMSFLU		
ł	21 Apr 2016	HOLMES Sherlock (3263)	234 5678	021234 5678	Flu 65+			•	SMS	)	SMSFLU		
3	20 Aug 2015	HOLMES Sherlock (3263)	234 5678	021234 5678	Flu 65+			2	SMS	K	SMSFLU		



f. This will generate a popup dialog which lists a summary of the messages that were not submitted. Click on the **Yes** button to view the rejected list.

Warning
0 of 3 Recall SMS(s) could not be submitted due to insufficient data. 1 of 3 Recall SMS(s) could not be submitted due to NO SMS specified. 0 of 3 Recall SMS(s) will not be generated due to invalid SMS template(s). Would you like to review via the SMS Rejected view?
<u>Y</u> es <u>N</u> o

g. The Rejected list opens as a separate window to the contact list and shows the names of the patients and why their respective SMS did not go, this being: the patient does not have a current mobile number or NO SMS in the patient register has been ticked, there is no SMS template assigned to the recall or it is invalid.

•	Rejected Messages										
N											
Sumame	Name	Mobile Ph	Type Description	Status Description	Batch	When To Send					
WATSON	JOHN	02108199784	Recall	Stored sms (NoSMS	Recall_09112015-13:52	09/11/2015 1:52:54 p.m.					
							~				

- h. On the recall contact list, un-tick the contacted box for the patients in the "Rejected Messages" list and untick anyone who does not have SMS in the last contacted field. These patients are ready to have a letter printed or phone call at your discretion.
- i. **To send a recall by letter** to all those who haven't been contacted you text click on the 'Send letters' icon.

	🕑 Recall Con	itact								)		•	×
	🖹 🗛 🖉	🖪 🕷 🖌 🚍 🖪 🛃 🖥	8 🔝 🖪 🕅							S			0
	Due	Name	Day Phone	Mobile Phone	Description	Out	Note		Last Contacted	/]	SMS	ммн	^
	1 Mar 2017	ADAMS Peter (10001)	98786565		Flu 65+		Auto Recall	Γ		М	SMSFLU		
ł	12 Aug 2016	DUMBLEDORE Albus (130343)		021684699	Flu 65+			☑	SMS	/	SMSFLU		
	11 Feb 2017	DYSON Paddy (3054)	445.6548	021445.6548	Flu 65+		Auto Recall	☑	SMS	М	SMSFLU		
ŧ	11 Feb 2017	EVANS Brian (3044)	567.8765	021567.8765	Flu 65+		Auto Recall	•	SMS	1	SMSFLU		
1	11 Feb 2017	GOOCH Henry (3095)	987 9873	021387 9873	Flu 65+		Auto Recall	☑	SMS	У	SMSFLU		
ł	16 Apr 2016	HOLMES Sherlock (3263)	234 5678	021234 5678	Flu 65+			•	SMS	(	SMSFLU		
	21 Apr 2016	HOLMES Sherlock (3263)	234 5678	021234 5678	Flu 65+			☑	SMS	)	SMSFLU		
ľ	20 Aug 2015	HOLMES Sherlock (3263)	234 5678	021234 5678	Flu 65+			M	SMS	٢	SMSFLU		



j. Click on OK. This will print the letters for every patient who has not been a text.

Print Recall Conta	ct List Letters	-	-	×
Print A5 To:	IXT2Remind		•	
Print A4 To:	TXT2Remind		•	
		<u>в</u> ок	<u>C</u> ancel	<u>H</u> elp

k. Your recall contact list will look like this example once you have completed the above tasks.

•	Recall Contact									
										0
Due	Name	Day Phone	Mobile Phone	Description	Out	Note		Last Contacted	T	L A
13 Nov 2015	DUCK Daffy (3162)	56765765		Cervical Smear		Check Status	2	Auto Letter		
30 Sep 2015	HOLMES Sherlock (3263)	234 5678	02108199784	Cervical Smear			•	SMS		
13 Oct 2015	MOUSE Mickey (130292)	112233445	0273759590	Cervical Smear			☑	SMS		
30 Sep 2015	WATSON John (3263)	234 5566	02108199784	Cervical Smear			•	Auto Letter		
<	1	•		•		1			>	.d

 Click on the Exit button to send the texts. This will queue the text message to your practice server where the TXT2Remind client will process it. Please note that by default TXT2Remind processes outbox documents every 5mins, hence the patient may not receive the message instantly, but it should be within a few moments given the default settings.

— END -