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TXT2Remind 4.0

Reply Attention

1 Reply Attention

The "Reply Attention" option allows you to direct or write-back a patient reply to a Medtech user's inbox. This could be used when offering a particular service where you would like patients to text back a response. This function is split into two different patient response categories: 1. Replies to appointment reminders and 2. Replies to other messages/outbox documents from Medtech.

List as a Provider on TXT2Remind
In order to be listed as a provider and be able to triage patient replies to your own or another staff member's provider inbox, you must first be listed as a provider within Medtech:

To check this, you must have admin rights within Medtech. You will need to go to;

a. Setup
b. Staff
c. Members
d. Under Staff Details Tab, select the staff member as a provider

e. Under the Provider tab, click on the Appt Book tick box (this is required even if you do not send out automatic appointment reminders)

f. Exit Medtech and log back in for changes to take effect.

g. Now you have fulfilled the requirements to direct patient replies from your sent text messages to your own or another staff member's provider inbox.

Figure 1: Reply Attention Tab

Appointment Attendant
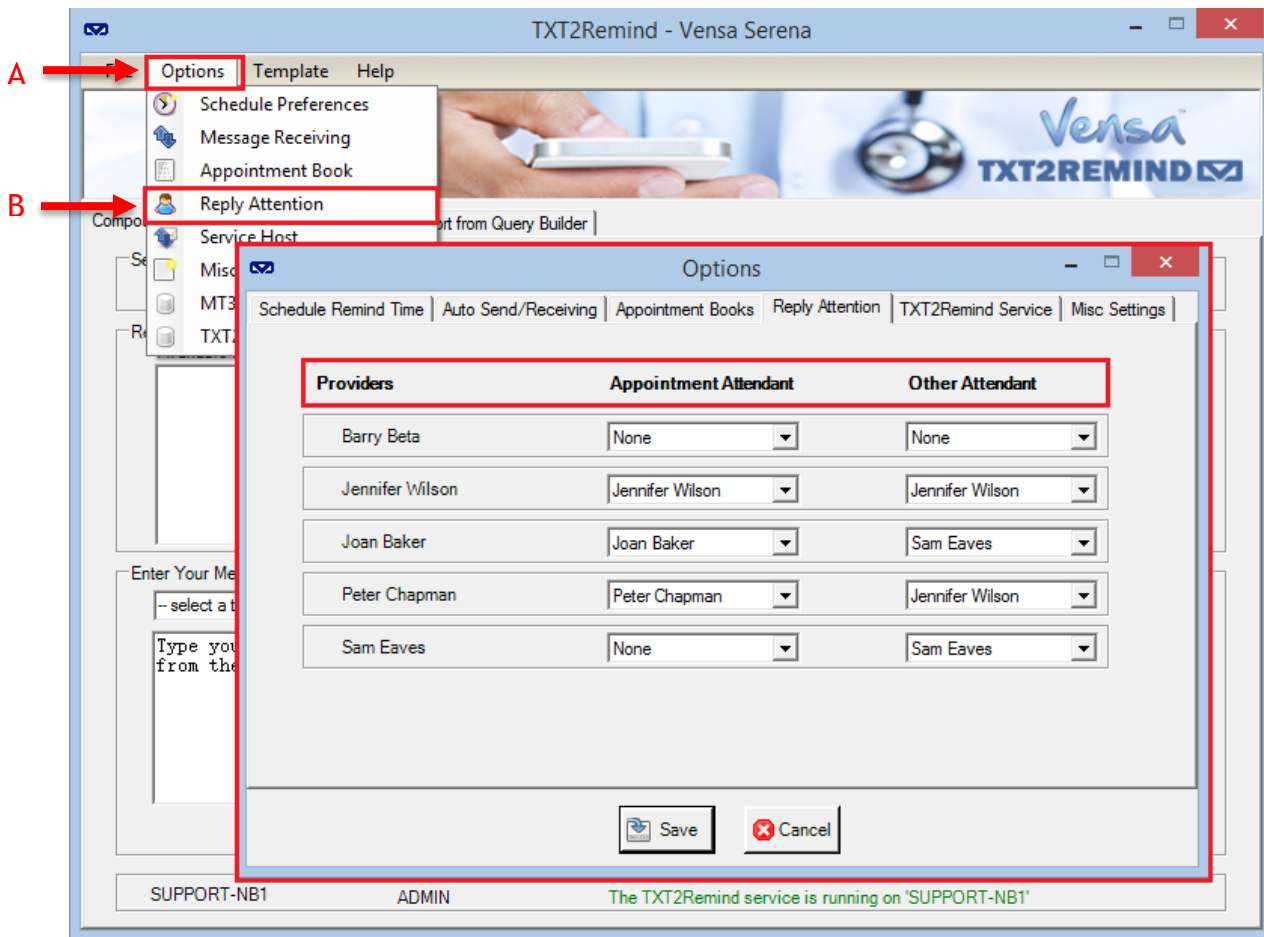In this column, you can select which inbox would be the most appropriate to receive replies to automatic appointment reminders.

Other Attendant
In this column, you can select which inbox would be the most appropriate to receive replies to messages sent out by the provider listed under "Provider". Each Provider setup listed in the image above are explained in the scenarios below:

Scenario

The following is an example of the different variations to how you can use the reply attention feature as displayed in Figure 1. You are in no way obligated to use these examples.

"Barry Beta"
As "None" is selected for "Appointment Attendant" and "Other Attendant", replies to either type of message will not go to any provider inbox.

"Jennifer Wilson"
Jennifer Wilson has selected herself under "Appointment Attendant" and "Other Attendant" she will receive <u>all</u> replies to her appointments reminders and replies to any other message she sends out from Medtech.

"Joan Baker"
Joan Baker has selected herself under "Appointment Attendant" and Sam Eaves under "Other Attendant", she will receive replies to her appointment reminders but replies to any other message she sends out from Medtech will be directed to Sam Eaves provider inbox.

"Peter Chapman"
Same as Joan Baker.

"Sam Eaves"
Sam Eaves has selected none under "Appointment Attendant" and himself under "Other Attendant", he will receive replies to any messages he sends from Medtech but any replies to his appointment reminders will not be directed to any provider inbox.

If you are still unsure on how to follow the above examples, please contact Vensa Support on 0800 736 463 for further advice.

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