

Send SMS reminders to patients

Bp Premier allows the practice to send reminders about upcoming appointments by SMS to a patient's mobile device. For example:



Before you can send SMS reminders to a patient, you must:

Set up SMS reminders in Bp Premier

Obtain consent from the patient and record this consent in the patient demographic.

Indicating consent to receive SMS reminders

Before a patient is able to have SMS reminders sent to them, they must have consent for SMS reminders enabled in their demographic record.

Note: SMS reminders should follow your practice's policies for telephone and electronic communications.

1. Search for the patient using any of the patient search methods: **File > Open Patient, View > Patient**, or press **F2**.
2. Click **Edit** to open the **Patient details** screen.
3. Tick **Consent to SMS Reminder**.
4. The mobile phone number entered must be in the Australian format of '0400 000 000' (with or without spaces). The number must not have a '+' or '61' prefix. Incorrectly formatted numbers will be rejected by the message provider service and will not be delivered to the patient.
5. Click **Save**.

Sending a single SMS reminder

To send a patient a single SMS reminder, the patient must have an appointment in the appointment book.

1. Select the patient's appointment and select **Utilities > Send single SMS** from the menu. The **Send single SMS** screen will appear.



2. Type in your message and click the **Send** button. The SMS will be sent immediately. You can **check replies** to single sent messages.

Sending an SMS reminder to more than one patient

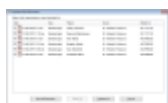
1. From the appointment book, select **Utilities > Send SMS Reminder**. The **SMS Reminders** screen will appear.



2. Use the fields on the left hand side to generate a list of appointments to send SMS reminders:
 - By date span
 - By date range
 - Search appointments by time between
 - Exclude appointments that already have a reminder sent
 - Excluding appointments made within the last 'x' days
 - Include doctors' appointments
 - Include appointment types.
3. After you have selected the criteria, any patients who have appointments that meet the criteria and have **Consent to SMS reminders** enabled in their demographic will appear on the right hand side of the screen.
4. Select an **SMS template** other than the default if you need to.
5. Tick the checkbox of each appointment you want to send an SMS reminder for.
6. Click the **Send all Reminders** button. If there are no duplicate SMS reminders, the SMS messages will be sent.

Duplicate SMS Reminders

7. Where a patient has multiple appointments in the selected range or there are multiple patients who have the same mobile phone number, a **Duplicate SMS Reminders** screen will appear. This screen shows each appointment that would generate a duplicate SMS.

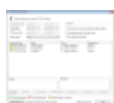


8. Untick the appointments that you don't want SMSes sent for and click the **Send all Reminders** button.

Checking for replies

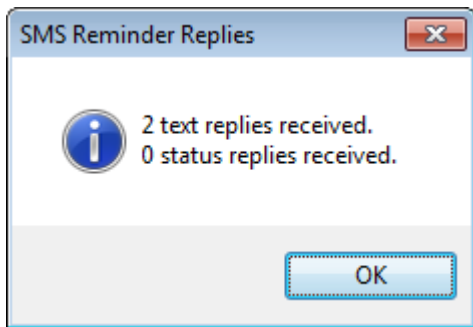
To check replies, you must enable the **Check for replies to SMS Reminders** option when **configuring SMS reminders**.

1. From the appointment book, select **Utilities > Check SMS Reminder Replies**. The **SMS Reminder Replies** screen will be displayed.



2. Search for the appointments you want to view replies for using the fields at the top of the screen:
 - appointment date
 - sent date
 - when the reply was received
 - delivery status
 - the text that was in the reply.
3. Filter the appointments shown using the checkboxes on the right hand side:
 - Hide appointments when attendance already updated** is ticked by default, so you will only see appointments which have not been confirmed or declined
 - Hide appointments with no patient reply** only shows appointment reminder that have been replied to
 - Hide deleted appointments** removes deleted appointments from display.
4. The middle section of the screen shows the SMS reminders. Select a message to see the text of the SMS reminder and the reply message text.

5. Click **Check Replies Now** to check for any new replies that have been received.



6. Tick the checkbox **Check for replies when I open this window** to save having to remember to press this button each time.
7. If your system is **configured to Automatically confirm or decline appointment attendance when the patient replies 'YES' or 'NO' to SMS reminder**, Bp Premier will automatically update the status of an appointment.
8. Click **Close** to close the reminder replies screen.

An attendance legend at the bottom of the screen and an attendance status icon is displayed on the left of each appointment:

A green circle icon means that the appointment has accepted.

A red circle icon means that the appointment has been declined.

A yellow circle icon means that they have been sent an SMS reminder but have not accepted or declined.

You can manually update the appointment and appointment attendance using the **SMS Reminder Replies** screen or the **Appointment Attendance** screen.