

# Customise SMS text

Last Modified on 17/04/2024 10:45 am AEST

Update the text used by Zedmed for your appointment confirmations and both scheduled and manual SMS reminders.

## Appointment Confirmation text

SMS **Appointment confirmations** use a default message, but you can create your own custom messages for each branch and appointment type. Any appointment types that don't have a customised message will automatically use the **All** appointment types message.

To change the default SMS message:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **SMS configuration**.

The **SMS Configuration** screen will open.

3. Select the **Appointment Confirmation** tab.

The **SMS Confirmation Message** field shows the standard message for all branches and appointment types.

The message includes merge fields and appointment-specific information.

4. Select the **Branch** the reminder text is for.

Repeat the following steps for each branch as required.

5. Make the required changes.

- **Edit the message text.**

Select the **Appointment Type** and update the **SMS Confirmation Message** field. Type in changes and use the **Insert Merge Field** drop-down to add merge fields to the displayed SMS Reminder Message.

- **Change the messages for different branches.**

Select the branch and change the text for that branch.

- **Create different messages for different appointment types.**

Make a selection in the **Appointment Type** field and enter the text into the **SMS Confirmation Message** field.

- **Add more appointment types.**

Select **Add Message** then the **Appointment Type** and select **Create New**. Provide message text for the appointment.

6. Select **Close** to save and exit.

## Appointment Reminder text

SMS **appointment reminders** use a default message, but you can create your own custom messages for each branch and appointment type. Any appointment types that don't have a customised message will automatically use the All appointment types message.

The message can ask the patient to advise whether they can or cannot make the appointment by replying Y/Yes - No/No - or either. Zedmed recognises these responses so care must be taken when composing reminders so the patient replies with a valid response.

To change the default SMS message:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **SMS configuration**.

The **SMS Configuration** screen will open.

3. Select the **Appointment Reminders** tab.

The **SMS Reminder Message** field shows the standard message for all branches and appointment types. The message includes merge fields and appointment-specific information.

4. Select the **Branch** the reminder text is for.

Repeat the following steps for each branch as required.

5. Make the required changes.

- **Edit the message text.**

Select the **Appointment Type** and update the **SMS Reminder Message** field. Type in changes and use the **Insert Merge Field** drop-down to add merge fields to the displayed SMS Reminder Message.

- **Change the messages for different branches.**

Select the branch and change the text for that branch.

- **Create different messages for different appointment types.**

Make a selection in the **Appointment Type** field and enter the text into the **SMS Reminder Message** field.

- **Add more appointment types.**

Select **Add Message** then the **Appointment Type** and select **Create New**. Provide message text for the appointment.

6. Select **Close** to save and exit.

## Manual Appointment Reminder text

Update the text used in **manual appointment reminders** sent from the Appointment Report.

To update the message text:

1. Go to Zedmed's **Reception** tab.
2. Select **Daily reports** then **Appointments**.  
The **Appointment Report** screen will open.
3. Select **Send Appointments via SMS**.
4. Select the **Modify SMS Text** button.
5. Edit the content of the message.

The merge fields (phrases inside < >) will automatically populate the message with the appropriate information according to your appointments. These merge fields are not customisable, and there are only a few available for your SMS reminders.

6. Select **Close** to save your changes.

Selecting **Reset** will revert back to the default message.

The maximum number of characters (including spaces) in a message is 160. If you exceed this limit a second message will be sent. Merge fields are included in the character count and vary in size.

Appointment Report

Style

☐ Appointments Only

☐ Order by Name

☐ Appointments and Available Slots

☐ Cancelled/Missed

☐ Cancelled Only

☐ Missed Only

☒ Send Appointments via SMS

Criteria

Date from

25/01/2023

To

25/01/2023

Time from

06:00

To

22:00

Branch

Modify SMS Text

Modify Appointment SMS Message Text

Overriding message for branch: MED Appointment Type: All (this will replace the configured message for this session).

SMS Message

You have an appointment on <Appt Date/Time> with <Dr Name> at <Clinic Name>. Reply Y to attend. Call <Clinic Phone> if you cannot attend.

Maximum characters allowed by the SMS companies is 160. If your message exceeds this limit, a second message may be sent incurring a second fee. Please note that spaces are counted as characters and remember to allow for the potential length of each merge field used in the message.

Reset to Default Message

Close

Cancel