Send a manual reminder

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Practices can manually send SMS reminders to patients using the Appointment Report by selecting the criteria for who will receive the reminder then selecting Send SMS.

The standard for most practices will be to set up scheduled reminders.

Considerations:

- A patient must have a mobile number in their patient record.
- **Allows SMS** must be ticked on the **Appointment Details** screen for the appointment.
- **Allow SMS** is ticked by default if **Default Appointment SMS** is ticked in the patient's record.
- SMS confirmations for new bookings are sent if **Send Confirmation SMS** is ticked on the **Appointment Details** screen.
- **Send Confirmation SMS** is ticked by default for Online bookings, so notifications are sent when a patient books online.

To manually send SMS reminders:

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.**

   This will update the screen so it can be used to configure and send SMS reminders.
4. Use the following criteria to determine who is to receive the reminder:

   a. Set the **Date from** and **To**. Reminders are sent to all patients with appointments in this date range.
   b. Select the **Branch** the appointments are at. The default is the branch where you're logged in.
   c. Select the **Doctor** or **Resource** (not both) the appointments are booked under. The default is all doctors.
   d. Select the **Appointment Type** that the reminders will be for. The default is all appointment types.
5. Select the Send SMS button when you're satisfied with the message's criteria.

If you get the message "No appointments match the criteria you have selected" when selecting **Send SMS** or **Screen,** one of the following may apply:

- SMS messages have already been sent for appointments matching the selected criteria.
- There are no appointments matching the criteria.
- The appointments that match the criteria are not set to **Allow SMS.**
- The patients do not have a mobile phone number in their patient records.

The **Appointment Report** can also modify the text used in the messages. The modifications are made using the **Report** and **Mail Merge** tabs and the **Send Appointments via SMS** option.

Check if notifications were sent.

The Message Manager allows you to filter all SMS communications by specific criteria, including **Confirmed** or **Cancelled** responses to messages sent to the patient. To learn more, see the Message Manager guide.

You can also check what message a patient was sent by opening their patient record and selecting the message tab.