All SMS send options

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Zedmed provides many ways to send messages to patients, and each is outlined in this guide.

Automatic SMS reminders

Appointment reminders can be automated in the **SMS configuration** screen. The reminders are configured by Appointment Type and send at a specified time a set number of days before the appointment. See Management > Practice setup > SMS Configuration.

To learn more, see the Appointment Reminder section of the Schedule Reminders guide.

Manual SMS reminders

Appointment reminders can be sent manually using the **Appointments Report**. The recipients are defined using the report's criteria. This is a manual option for practices that do not want automated reminders. See Reception > Daily Reports > Appointments.

To learn more, see the Manual appointment Reminders section of the SMS confirmations and reminders guide.

Send a bulk SMS

The **Patient Service Report** can be used to send a bulk SMS. For example, you may want to message all patients over 65 who haven't had a flu shot to book an appointment to get one. See Management > Reports> Patient Service Report.

To learn more, see the Send Bulk SMS section of the Patient Service Report guide.

Appointment confirmations

SMS confirmations for new bookings are automatically sent if **Send Confirmation SMS** is ticked on the **Appointment Details** screen.

Send Confirmation SMS is ticked by default for Online Appointment (OLA) bookings, so SMS notifications are sent whenever a patient books online. For manual bookings, **Send Confirmation SMS** needs to be selected. It is not ticked by default.

Manually message a patient

The Message tab on a patient's record can be used to send SMS messages to a patient and reply to SMS messages from a patient.

Notify a practitioner of an appointment

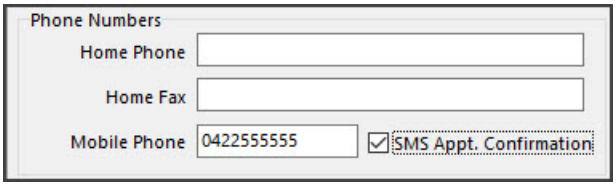
You can send an SMS confirmation to a practitioner every time a patient makes an appointment with them. The

message includes the patient's name and the appointment date and time, and incurs an SMS cost.
Requires Zedmed v37 or later.

Important: The patient must receive a confirmation for the practitioner to receive a notification. This means the **Send Confirmation SMS** must be manually ticked in the Appointment Details screen when the appointment is booked- unless it is an OLA booking (as it is ticked by default).

To enable this option:

1. Select the **Management** tab.
2. **Practice Setup** > **Doctors**> **Find treating doctor**.
3. Open the practitioner's **Doctor details**.
4. Check that the doctor has a mobile number.
5. Tick **SMS Appt. Confirmation**.



The practitioner will then receive an SMS notification along with the patient.

