Sending Bulk SMSs

FYDO allows you to contact patients via SMS to assist in efficient workflow. These can be sent one at a time or to a whole list of patients. The system gives the ability to pre-populate the SMS with information regarding the admission/episode e.g., date of admission, time of admission, health fund excess amount etc

Use these instructions if you would like to send a Bulk SMS to a **number of patients at once**:

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- 1. Open the Appointments Screen & navigate to the required date & theatre
- 2. Use Select an action dropdown on the left of the screen to select Send Bulk SMS
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- 3. Use the **Template** dropdown box to select from the preloaded SMS templates in your system (For help with customising these contact Altura Health or visit <u>https://wiki.fydo.cloud/sms-templates/</u>)
- 4. Or free type in the **Text** box to customise the text message
- 5. The **Send with delay** tick box allows the text to be scheduled for a later date & time. If this feature is being utilised enter the **Date** & **Time** that the text will be scheduled to send. However, there is no need to use this feature if the text is intended to be sent in real time
- 6. All patients with a valid mobile phone number will be selected by default. Use the **tick box** at the top of the column to easily select or de-select all patients' at once. Or use the tick box for each patient to individually select or de-select
- 7. Use the **drop-down boxes** in the top right to assist in filtering to the desired patient demographics
- 8. **Confirmed** gives information regarding previous SMSs sent. To assist in determining if they still require an SMS
- 9. **Cancelled** gives information regarding the patients' cancelled status. However, the screen opens to show **Not Cancelled** patients' only. This column is only relevant if the filter has been set to include the cancelled patients', using the drop-down boxes in #13
- 10. The **Excess** column displays the amount that has been entered into the Excess field of the patients episode
- 11. Once all relevant information has been completed, & all desired patients' have been selected, click **Send Bulk SMS**
- 12. You will be asked to confirm that you wish to send the SMS, click **Yes**
- 13. The Credits Remaining on the account are displayed on the screen & once the credits get low use the Order more SMS credits option on this screen to be re-directed to the Order SMS Credits screen where you can follow the prompts
- 14. Back to Appointments button returns the user to the appointments screen

Once the patient has been sent an SMS there will be a visual cue on the Appointments screen. The icon will change depending on the status of the SMS sent. The icons represent the following:

- This icon will display once the SMS has been **sent** but not yet delivered to the recipient
- This icon will display once the SMS has been **delivered**
- \cdot \mathbf{X} This icon will display once the recipient has **replied**

Hover over each of these icons, in the appointments screen, to display the information that the SMS

contained. Once a reply has been received it will also be displayed below the message.

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