

SMS Automation in FYDO

Stay connected with your patients effortlessly with the new **Automated SMS** feature in FYDO! This feature allows you to automatically send SMSs to patients before and after their admissions, at timeframes that work for you!

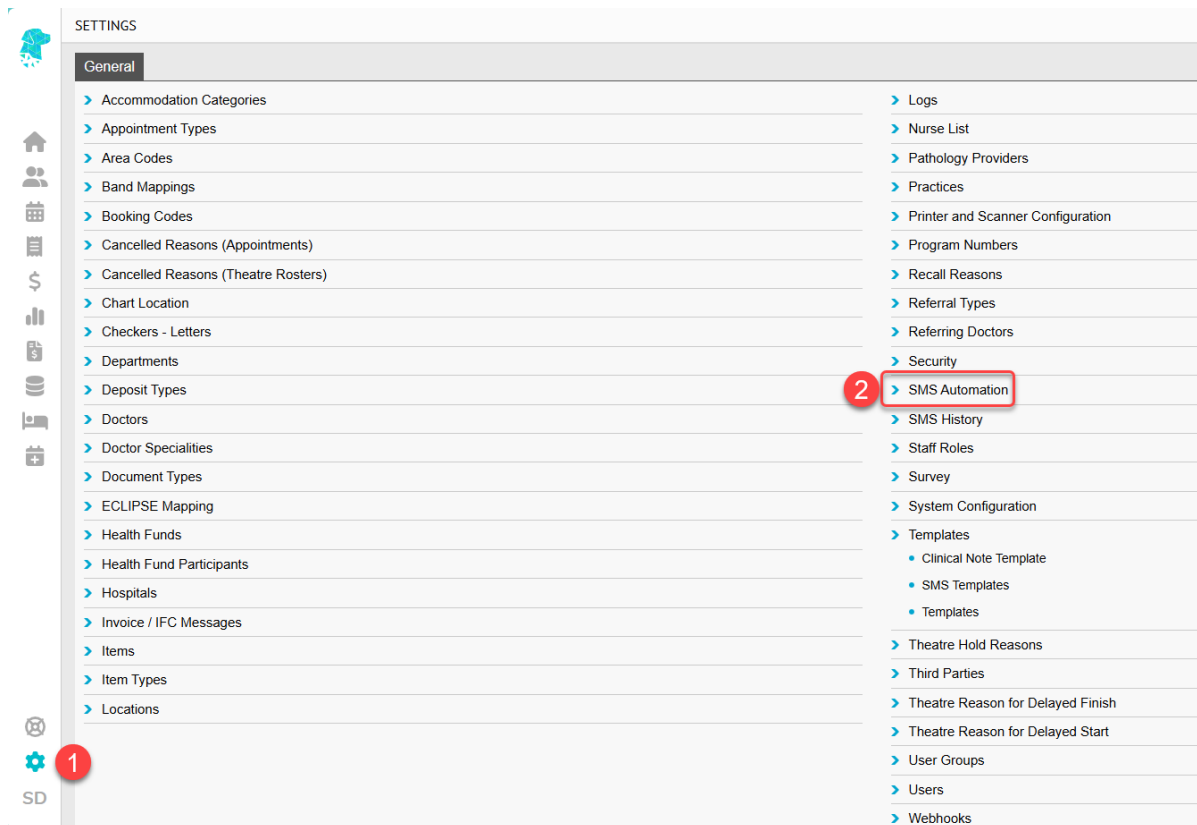
- Need to send patients their admission times? Done.
- Need to remind patients to complete their Admission Form? No problem.
- Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

support@alturahealth.com.au

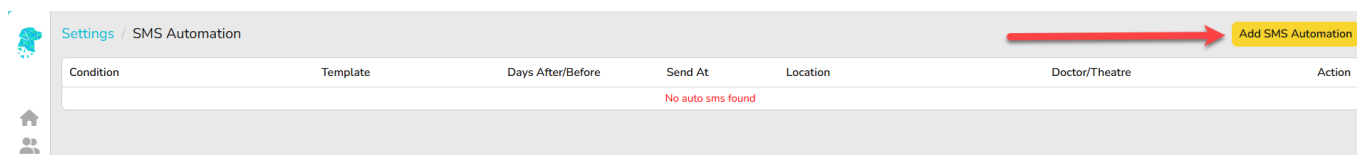
To start using the **Automated SMS** feature, here's what you'll need to have in place:

- **An SMS Account:** You'll need an SMS account set up in FYDO. If you're not sure whether you already have one, contact our team.
- **SMS Templates:** You'll need to set up SMS Templates. Detailed instructions are available on our [Adding SMS templates - FYDO Wiki](#)
- **SMS Automation:** Once your templates are ready, you'll need to set up SMS Automation in the FYDO Settings. Let's walk through that now!

1. Navigate to **Settings**
2. Select **SMS Automation**



3. Click **Add SMS Automation**



4. Select the **Condition**. (We will go into detail on each of the **Conditions** later in the instructions and explain what field in FYDO governs their status)
5. Select the required **Template**
6. Select the **Number of Days Before** or **After** the episode that you'd like the SMS to be sent
7. Select the **Time** that you'd like the SMS sent
8. Select the **Location** for Multi-Location databases. (Single location databases will not need to amend this field)
9. Select the specific **Theatre** if this Automated SMS is only going to apply to one. Otherwise leave the selection as **All Theatres**
10. Click **Setup Auto SMS**

SMS Automation

Condition

To Confirm Appointment 4

Template

Pre-Admission Text 5

Days Before

0 6

Send At

06:37 PM 7

Location

Shaes Private Hospital 8

Doctor/Theatre

All Theatres 9

10

Cancel

Setup Auto SMS

To Confirm Appointment

This type of SMS automation is triggered by the **Confirmed** field in the **Edit Appointment Screen** of each episode. When the Automated SMS Condition is set to **To Confirm Appointment** this field will be checked before sending, to ensure the message is only sent to appointments that haven't been confirmed yet.

Appointments / Edit Appointment

FLINSTONE, Frederick

MRN 167

File No -

DOB 02/02/1954 (71)

Sex Male

Mobile 0400 494 029

Medicare -

Veterans -

Allergies

Nil

Alert

Diabetic

Notes

-

Document Alert

-

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 1 Roster Select Roster

Dr/Surgeon HOUSE, Dr Greg

Surgical Assistant MURPHY, Dr Shaun

Other Surgical Assistant PIERCE, Dr Hawkeye

Anaesthetist STARR, Dr Ringo

Anaesthetic (Primary) General Anaesthetic

Appointment Date 17/02/2025 Time 09:00 Adm # 715

Appointment Type Standard 30 Make Recurring Mins 30

Procedure Notes Left Knee Arthroscopy

Other Notes

☐ OEC Received
 ☐ OEC Checked
 ☐ Pre-Admission Contacted

☐ IFC Completed
 ☐ Admission Form Received
 ☐ Chart Ready

☐ Consent Received
 ☐ Post-Discharge Contacted
 ☐ Documents Scanned

Patient Category Low Only Start at Day 1 Discharge 0

Accom Type Accom - Medical Room Type Private

Provisional DRG Program Status Start Select Episo...

Bed Notes

Cancelled Confirmed Arrived Time

Booking Code 1 Booking Code 2

Food Instructions

For example, the automated SMS feature will check for appointments scheduled in the next two days that haven't been confirmed. It will send the selected SMS template at 9am.

For the below example, let's say today is Monday:

- The system will check all appointments scheduled for Wednesday and send the SMS to those without an entry in the **Confirmed** field.
- FYDO will also scan for any late additions to appointments within the two-day window to ensure these patients also receive the SMS.

SMS Automation

Condition

To Confirm Appointment

Template

Pre-Admission Text

Days Before

2

Send At

09:00 AM

Location

Shaes Private Hospital

Doctor/Theatre

All Theatres

Cancel

Setup Auto SMS

Post Discharge

This SMS automation is based on the **Discharge Date**. Once an episode is discharged, the SMS will be sent at the designated timeframe **after** the discharge date.

For example, if today is Monday and a patient is discharged at 1pm, they will receive the automated **Post Discharge SMS** one day after their discharge date. In this case, the SMS will be sent on Tuesday at 9am.

SMS Automation

Condition

Post Discharge

Template

Post-Operative Message

Days After

1

Send At

09:00 AM

Location

Shaes Private Hospital

Doctor/Theatre

All Theatres

Cancel

Setup Auto SMS

Admission Form Not Received

This automated SMS is triggered based on the **Admission Form Received** Check List item. If the checkbox is marked for a patient's admission, they will not receive the automated SMS. This means the SMS will only be sent to patients who have not yet completed their admission form!

The screenshot shows a patient appointment list with a context menu open. The menu is divided into two sections. The top section contains various actions like 'Make an Appointment', 'Edit Appointment', 'Send SMS', etc. The bottom section, titled 'Check List', contains a list of checkboxes for tracking patient progress. The 'Admission Form Received' checkbox is highlighted with a red box, and a red arrow points to it from the 'Check List' header.

Time	Patient Name	Actions
07:30	MUNRO, Marilyn	Make an Appointment, Create from Waitlist, Edit Appointment, Copy / Cut / Paste / Delete, Episodes, Documents, Chart Tracking, OEC, IFC, Send SMS, Confirmed, Arrived, Admit, Excess / Deposit, Theatre, Discharge, Coding, Create Invoice, Rehab Screen, Check List , Inpatient, Certificate, Clinical Indicators, Print Chart Label, Print Wristband, Quick Form, HC21, Create Letter
08:00		
08:15		
08:30		
08:45	JACKSON, Pr	
09:15		
09:30		
09:45		
10:00		
10:15		
10:30		
10:45		
11:00		
11:15		
11:30		
11:45		
12:00		
12:15		
12:30		
12:45		
13:00		
13:15		
13:30		

- ☐ OEC Received
- ☐ OEC Checked
- ☐ Pre-Admission Contacted
- ☐ IFC Created
- ☐ IFC Signed
- ☐ **Admission Form Received**
- ☐ Chart Ready
- ☐ Consent Received
- ☐ Post-Discharge Contacted
- ☐ Documents Scanned

With the check box now automatically ticked when patients completed Online Preadmit Paperwork is committed, following up with patients who still need to complete this task has never been easier!

For the below example, if a patient is booked for Monday, they will receive their **Admission Form Not Received** reminder on Sunday at 8am, the day before their scheduled admission.

3. Pre-Procedure Confirmation (1 day before admission)

This is crucial for making sure patients are prepared with all the details – admission time, fasting instructions, what to do when they arrive, and appointment confirmation. It helps patients feel more confident and organized the day before their procedure.

4. Post-Discharge Check-In (1 day after discharge)

Checking in on patients after they leave the hospital can show that you care about their recovery, making them feel supported and giving you an opportunity to catch any concerns early. Helping you meet your post-discharge obligations.

5. Patient Survey Link (5 days post-discharge)

Asking for feedback via a patient survey is a great way to gather insights on their experience and identify any areas for improvement. Giving them a little time to settle into their recovery before asking for feedback might result in more thoughtful responses. Automating this follow up ensures all patients are given the opportunity to participate in providing feedback.