

# SMS Template Examples

FYDO allows users to easily & efficiently send SMS/Text Messages to patients' & pick-up contacts. Templates can be added to FYDO to allow users to send different types of pre-set messages with the click of a button. SMS templates use "tokens" to draw information from the patients' appointment & populate the message with the patients' relevant information.

Below are some examples of text message templates that facilities can use, along with the tokens that will need to be added to ensure the templates work for all patients.

SMS Templates can be added to FYDO by following the instructions in this link:

[Adding SMS Templates to FYDO](#)

## **Pre-Admission Text**

Dear <<patFirstN>>, Your appointment at <<EpLoc>> with <<EpDocTitle>> <<EpDocLastN>> on <<EpDayL>> <<EpAdmDate>> will be at <<Time12h>>. Please reply YES to confirm your appointment. Many Thanks

Text

Dear Georgy, Your appointment at Shaes Private Hospital with Dr PIERCE on Wednesday 23/08/2023 will be at 09:40 AM. Please reply YES to confirm your appointment. Many Thanks

## **Payment Reminder**

Dear <<patFirstN>>, When you arrive for your appointment with <<EpDocTitle>> <<EpDocLastN>> on <<EpAdmDate>> your out of pocket expense will be \$<<EpExcessCo>>. This is payable on admission. Please reply YES to confirm you are aware of your hospital fee or call <<EpPhone>> if you have any queries. Many Thanks

Text

Dear Georgy, When you arrive for your appointment with Dr PIERCE on 23/08/2023 your out of pocket expense will be \$300.00. This is payable on admission. Please reply YES to confirm you are aware of your hospital fee or call 07 5444 4444 if you have any queries. Many Thanks

## **Preadmit Paperwork Reminder**

Dear <<patFirstN>>, Please click on the link below to complete your admission forms for your appointment on <<EpAdmDate>> at <<Time12h>>. **Add preadmit URL in here.**

Text

Dear Georgy, Please click on the link below to complete your admission forms for your appointment on 23/08/2023 at 09:40 AM. <https://www.preadmit.com.au/patient/kelsey>

## **Fasting Times**

Dear <<patFirstN>>, In preparation for your procedure on <<EpAdmDate>> at <<Time12h>> please ensure you cease eating food at <<TimeFF12h>> and have no further fluid after <<TimeFW12h>>. Please contact <<EpLoc>> on <<EpPhone>> if you have any queries. Many Thanks

Text

Dear Georgy, In preparation for your procedure on 23/08/2023 at 09:40 AM please ensure you cease eating food at 03:40 AM and have no further fluid after 07:40 AM. Please contact Shaes Private Hospital on 07 5444 4444 if you have any queries. Many Thanks

## **Patient Experience Survey**

Dear <<patFirstN>>, Thank you for visiting <<EpLoc>> on <<EpAdmDate>>. If you would like to give feedback regarding your admission, please follow the link below. **Add patient survey URL in here.**

Text

Dear Georgy, Thank you for visiting Shaes Private Hospital on 23/08/2023. If you would like to give feedback regarding your admission, please follow the link below.  
<https://www.patientexperience.com.au/patient/shaesprivatehospital>

Dear <<patfirstn>>, Thank you for attending <<EpLoc>>. We are committed to continuous improvement and would value your feedback. Please click on the following link to complete our online survey. **Add URL to patient survey here.**

Text

Dear Georgy, Thank you for attending Shaes Private Hospital. We are committed to continuous improvement and would value your feedback. Please click on the following link to complete our online survey.  
<https://www.patientexperience.com.au/patient/shaesprivatehospital>

### **Pre-Operative Phone Call Reminder**

Dear <<patFirstN>>, Please contact <<EpLoc>> on <<EpPhone>> to speak with our nurses regarding your appointment on <<EpAdmDate>>. Many Thanks

Text

Dear Georgy, Please contact Shaes Private Hospital on 07 5444 4444 to speak with our nurses regarding your appointment on 23/08/2023. Many Thanks

### **Change of Admission Time**

Dear <<patFirstN>>, Your admission time for your appointment on <<EpAdmDate>> has changed. Please now arrive at <<EpLoc>> at <<Time12h>>. Many Thanks

Text

Dear Georgy, Your admission time for your appointment on 23/08/2023 has changed. Please now arrive at Shaes Private Hospital at 09:40 AM. Many Thanks

### **Post-Operative Message**

Dear <<patFirstN>>, We hope you are recovering well following your procedure at <<EpLoc>> on <<EpAdmDate>>. Please contact us on <<EpPhone>> if you have any concerns or queries. Many Thanks

Text

Dear Georgy, We hope you are recovering well following your procedure at Shaes Private Hospital on 23/08/2023. Please contact us on 07 5444 4444 if you have any concerns or queries. Many Thanks

### **Estimated Pick Up Time for Patient**

Dear <<patFirstN>>, your admission time on <<EpAdmDate>> will be <<Time12h>>. We anticipate that you will be ready for collection from <<EpLoc>> at <<TimeP12h>>.

Text

Dear Georgy, your admission time on 23/08/2023 will be 09:40 AM. We anticipate that you will be ready for collection from Shaes Private Hospital at 01:40 PM.

### **Estimated Pick Up Time for Pick Up Person**

Dear <<PUfirstn>>, we anticipate that <<patFirstN>> will be ready for collection from <<EpLoc>> at <<TimeP12h>>. Please alert staff at reception when you arrive. Many Thanks

Text

Dear Pammy, we anticipate that Georgy will be ready for collection from Shaes Private Hospital at 01:40 PM. Please alert staff at reception when you arrive. Many Thanks

### **Pick Up Person - Patient Ready**

Dear <<PUfirstn>>, <<patFirstN>> is now ready to be collected from <<EpLoc>>, <<EpLocAdd1>> <<EpLocSub>>. Please report to reception on arrival. Many Thanks

Text

Dear Pammy, Georgy is now ready to be collected from Shaes Private Hospital, 1 Sunshine Place SUNSHINE ACRES. Please report to reception on arrival. Many Thanks

Dear <<PUfirstN>>, Please return to <<EpLoc>> at <<EpLocAdd1>> <<EpLocAdd2>>  
<EpLocSub>> as <<patFirstN>> is now ready to be discharged. Many Thanks

Text

Dear Pammy, Please return to Shaes Private Hospital at 1 Sunshine Place SUNSHINE ACRES as Georgy is now ready to be discharged. Many Thanks

### **Outstanding Account**

Dear <<patFirstN>>, following your procedure at <<EpLoc>> your account was finalised & there is now an outstanding amount payable by you. Please call <<EpPhone>> to arrange payment. Many Thanks

Text

Dear Georgy, following your procedure at Shaes Private Hospital your account was finalised & there is now an outstanding amount payable by you. Please call 07 5444 4444 to arrange payment. Many Thanks