Quick Reference Guide - Sending Instant Appointment Reminders

You can send an Appointment SMS Text message reminder to a group of patients in **Vision+**. This process can either be automated or instantly as below. See Automating Appointment SMS Reminders for details on how to automate appointment reminders.

To send instant appointment reminders to patients in **Vision+**:

1. From the **Windows Notification Area**, right click **Vision+** and select **Practice Reports**:
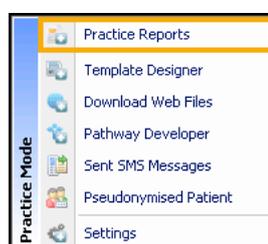
2. From **Practice Reports**, select **Appointments**:
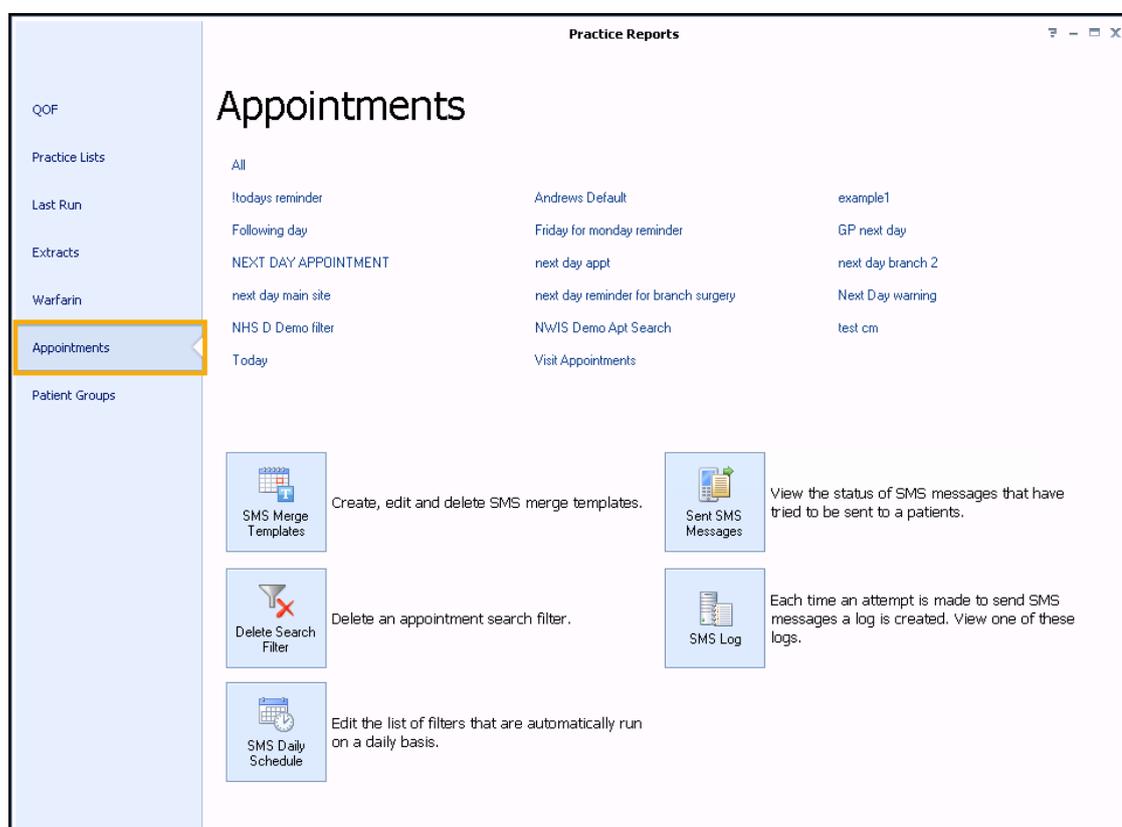
3. The **Appointments** screen displays, select **All**:
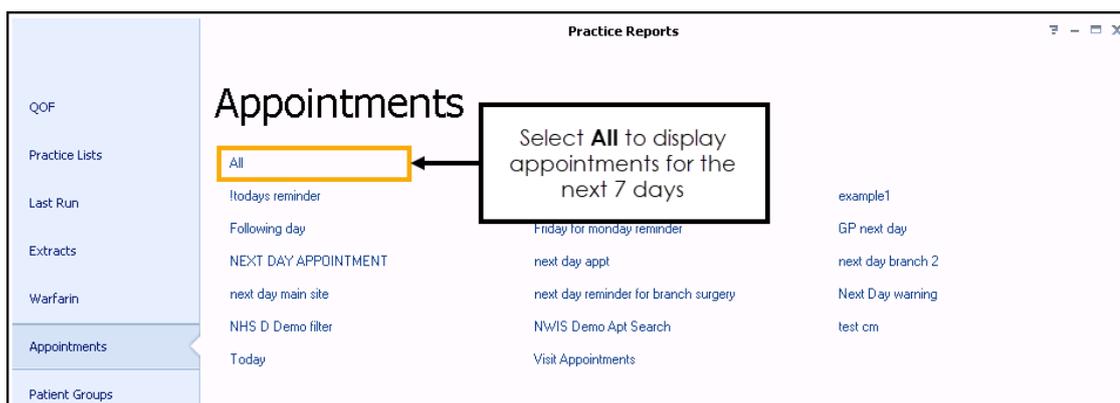
4. The **Appointments Search** screen displays:
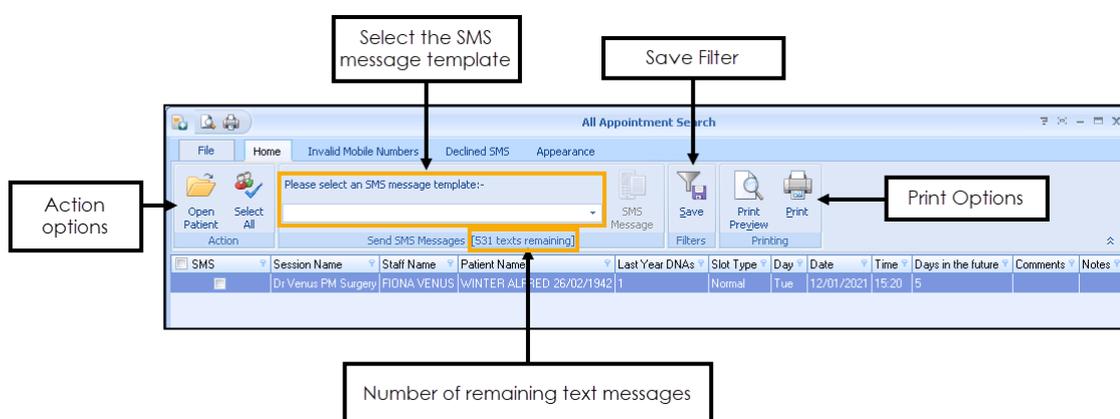
Patients with appointments for the **next 7 days** display by default and we will use this as a basis to send our SMS message. The screen displays the following:

- Staff and Session Names

- Patient Name, Mobile Number and Last Year DNAs

- Appointment date and time

You can also send SMS messages to patients with specific appointment criteria by setting up and saving custom appointment searches, see Creating Appointment Searches for SMS for more details.

5. Next, select an SMS template which contains the detail of the SMS message the patient will receive. These should have already been set up.

See Creating an Appointment Reminder SMS Message Template for more details on setting up templates.

6. Tick the box against the patients you want to send an appointment

reminder or select **Select All** . Patients with an invalid mobile number or dissent recorded can be viewed and mobile numbers updated in the respective tabs.

See Appointment Search Screen Overview for more information.

7. Select **SMS Message** to send the messages to the selected patients.

   Please note the following:

   - You cannot send text messages unless your SMS account is in credit. The status bar above the patient list shows how many SMS messages remain. If you have selected more patients than the balance in your account, this option will be unavailable. You must either de-select patients down to the account balance, or purchase more SMS messages.

   - No clinical term is added to the patient record when Appointment reminder text messages are sent.

   - Patients who receive SMS text messages whilst abroad are not charged.

Here is an example of an SMS text message for recall received by a patient:

To send SMS Text messages to an individual patient, see SMS/My Health Text Tab.