

Recall CAT - Sending Voice Messages

Voice Messages sent through CAT4 will be sent to mobile phone numbers only. The patient's phone will not ring, the message will go straight to voice mail and the patient will receive a notification that he has received a voice-mail message.

After you have applied one or more filters and/or cross tabulations and have selected the group of patients of interest, you will see the choices for SMS and Voicemail Recall and other options at the bottom of the patient re-identification report. This can be applied to all of our [CAT RECIPES](#) or any custom search you want to perform.

Patient Reidentification

1 of 3

100%

Find

Reidentify Report [Patient Count = 33]

Selected: Population Pyramid (any)

ID	Surname	First Name	Known As	Sex	D.O.B (Age)	Address	City	Postcode	Phone (H/W)	Phone (M)	Medicare	IHI
7017	ADD	ADD		M	01/08/1992 (31)	3 BEST ST.	ST KILDA	3107			25653450431	
7016	AUSLAB	TESTINGB		F	19/01/1984 (39)	123 FAKE STREET	ASHWOOD	3147				
3008	Check	Glitch	Glitch	M	12/02/1980 (43)	St	Sydney Olympic Park	2127				
1008	Iman	Asiya	Asiya	F	12/03/1987 (36)	122	The Rocks	2000				
6015	Josh	Life	Life	M	25/07/1980 (43)	St	Wentworth Point	2127				
1	Josh	Scott	Scott	M	23/08/1998 (25)	2 Kennedy Road	Demo Town	4523			0	

Refine Selection

Add/Withdraw Patient Consent

GoShare Plus

SMS Recall


Voicemail Recall

Topbar Prompt

You can refine the selection manually by clicking the 'Refine Selection' button.

To send a voice message your phone number needs to be verified as explained here: [Recall CAT - Setting up your Account](#)

You will need to have at least one audio message recorded before you can send a voicemail message and there are three options on how to record a message:



Voicemail Recall

Campaign Name

Inclusion Criteria
 Filtering By: None
 Selected: Disease (Diabetes Type II)

Create Audio File

Option 1
 Upload a previously recorded audio file

Option 2
 Record a new message using the microphone in your computer

Option 3
 Call your phone to make a recording
 Note: This will charge you 1 credit

Select Audio File

☐ Remove patients who have opted out to receive communication from your clinical system


Credits Required: 0
 Credits Available: 2546
 Auto Top-Up Enabled

Option 1: Record a message using your software/tool of choice and then upload the file by clicking on the "Select File" button. You can upload .wav and .mp3 files. Depending on file size, this will take a little while. You will see a message while uploading:


Voicemail Recall

Please wait

Uploading file



Once the file is uploaded you can select it from the dropdown list:



Voicemail Recall

Campaign Name

Inclusion Criteria
Filtering By: None
Selected: Population Pyramid (Females, 55-59)

Create Audio File

Option 1
Upload a previously recorded audio file

Option 2
Record a new message using the microphone in your computer

Option 3
Call your phone to make a recording
Note: This will charge you 1 credit

Select Audio File

test4

Test2

Test1

Test

TC1

HA75plusinvite.mp3

receiving SMS


Credits Required: 0

no have opted out of

Credits Available: 539

Auto Top-Up Enabled

Before you can send a voice message you will have to enter a campaign name in the field on top of the Voicemail Recall screen:



Voicemail Recall

Campaign Name

Inclusion Criteria
 Filtering By: None
 Selected: Population Pyramid (Any)

Create Audio File

Option 1	Option 2	Option 3
Upload a previously recorded audio file	Record a new message using the microphone in your computer	Call your phone to make a recording <small>Note: This will charge you 1 credit</small>
<input type="button" value="Select File"/>	<input type="button" value="Start Recording"/>	<input type="text" value="Enter Phone Number"/> <input type="button" value="Call to Record"/>

Select Audio File

☒ Remove patients who have opted out of receiving SMS

Credits Required: 1
 Credits Available: 539
 Auto Top-Up Enabled

Please note that the default settings will remove patients who have opted out of receiving SMS - you can unselect this option if needed.

There are two additional options to create an audio file to use for the voice message.

You can record a new message using your computer's microphone by choosing option 2 and clicking on "Start Recording". This option is only available once you have entered a campaign name in the box on top of the screen. You will be prompted for a file name and once recorded, the new file will be uploaded and will then be available from the drop-down box under the file name you have chosen.

Finally option 3 allows you to use your phone to make a recording - this will be charged as one credit from your balance and you will have to enter your phone number. The system will then call the number and prompt you to record the file. Please note that it might take a minute or two to receive the call. Please follow the prompts once you receive the call to record your new message.

Voicemail Recall

Please wait

Please answer the phone and leave a message after the tone



Cancel