

Using Recall CAT in Recipes

Optional: Use Recall CAT SMS and voice messages for patient recall

Full details are here: [Recall CAT](#)

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 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.

CAT Starting Point:

The Patient Reidentification window displays your list of filtered patients

Reidentify Report [patient count = 100]
Filtering By: Active Patient, Conditions (Diabetes - Yes), Last Results <= 12 mths, Selected: HbA1c % (mmol/mol) (Not recorded , Not recorded)

ID	Surname	First Name	Known As	Sex	D.O.B (Age)	Address	City	Postcode	Phone (H/W)	Phone (M)	Medicare	IHI	HbA1c % (mmol/mol)
6906	Surname	Firstname_259	Firstname_259	M	01/06/1969 (51)	12 Jogger St	Suburb Town	5242	H:07 50505050 W:07 50509999	1234999999	12341234123 4		Last on 31/05/2019
11275	Surname	Firstname_299	Firstname_299	F	01/06/1961 (59)	12 John St	Suburb Town	4117	H:07 50505050 W:07 50509999	1234999999	12341234123 4		Last on 28/05/2019
4232	Surname	Firstname_400	Firstname_400	F	01/06/1928 (92)	12 John St	Suburb Town	5621	H:07 50505050 W:07 50509999	1234999999	12341234123 4		Last on 06/07/2017
11578	Surname	Firstname_444	Firstname_444	F	01/06/1946 (74)	12 John St	Suburb Town	5667	H:07 50505050 W:07 50509999	1234999999	12341234123 4		Last on 13/12/2018
10999	Surname	Firstname_491	Firstname_491	F	01/06/1965	12 John St	Suburb Town	2817	H:07	1234999999	12341234123		Not recorded

Customising Steps


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



If you click on "SMS Recall", the "SMS Recall" window will be displayed with the name of your clinic. Enter a message that relates to the purpose of the notification. There are a number of options under the inclusion criteria:

- Patients who have opted out of receiving SMS from your clinic are removed by default
- Linking your online booking system to the SMS recall
- Include the opt-out message in the SMS for patient to "STOP" receiving SMS notifications sent through CAT4

Clicking on "Send" will send the message to all patients with a valid mobile phone number in their record. A confirmation message will prompt you with the number of messages to be sent and the required credits. Click yes to send the SMS recall.



SMS Recall

SMS Text:

From Pen CS Pty Ltd: test message

Click here to book appointment <http://www.pencs.com.au/support/>

To opt-out reply STOP

Characters Remaining: 39

Inclusion Criteria:

Filtering By: None

Selected: Disease (Diabetes Type II)

Send

Cancel

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

Credits Required: 1

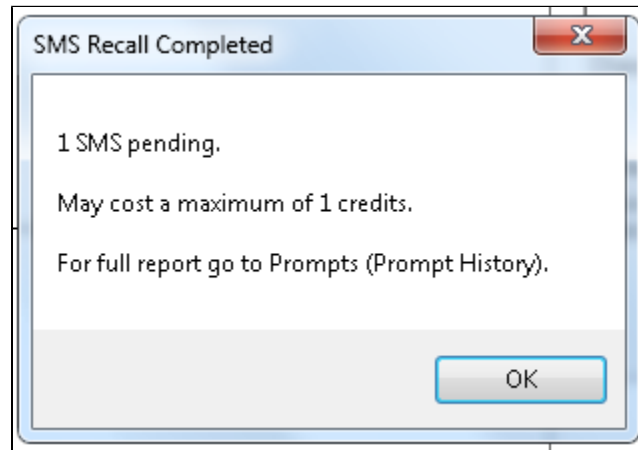
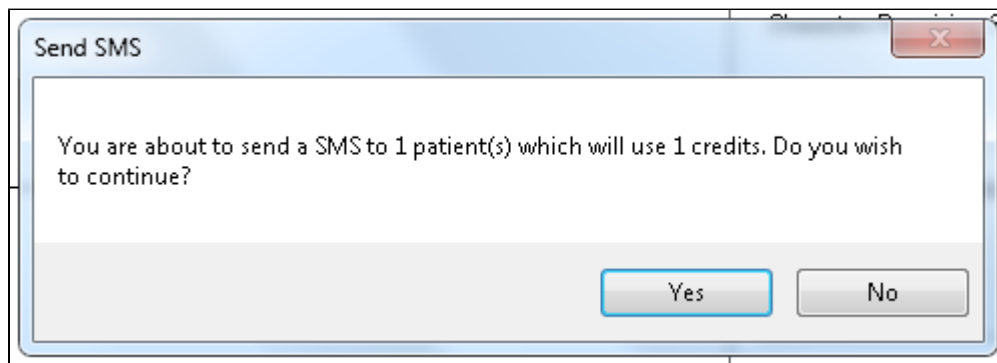
☒ Include Online Appointment Book Link

Credits Available: 2547

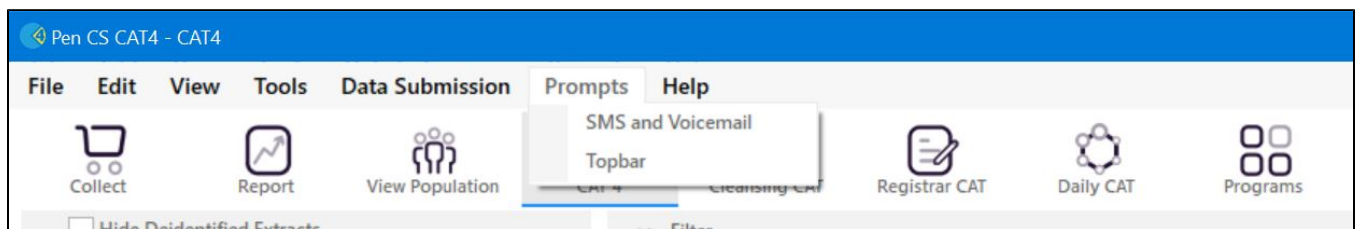
☒ Include opt-out message at the end of the SMS message

Auto Top-Up Enabled

After sending a SMS or Voice Message you will see a message like this one (for SMS)



For full details on the prompt history, click on 'Prompts' and select 'SMS and Voicemail'



Recall CAT - Message History: <http://help.pencs.com.au/display/CG/Recall+CAT+--+Message+History>