

Recall CAT - Sending SMS Messages

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

Patient Reidentification

1 of 3

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	ADDD	ADDD		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.

Refine Selection

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Once you click 'SMS Recall', the SMS Recall window will be displayed with your clinic name (as entered in the [setup steps](#)) displayed. Enter a message related on the purpose of the notification. The inclusion criteria are displayed for your reference to show the criteria used for this SMS notification.

There are a number of options below the inclusion criteria:

- Patients who have opted out of receiving SMS from your clinic are removed by default
- If you are using an online booking system and have configured it in your account (see here for details: [Recall CAT - Setting up your Account](#)) then you can tick the box to include that link in all SMS
- Include opt-out message at the end of the SMS is on by default. If a patient replies "STOP" they will not receive further SMS message sent through CAT4

Clicking on "Send" will send the message to all patients with a valid mobile phone number in their record.

Please note that for Best Practice the option to [Add or Withdraw Consent](#) will not appear. This means that if a patient replies back and withdraws consent, you will need to change this manually in Best Practice

 SMS Recall

SMS Text:

[type message here]
To opt-out reply STOP

Characters Remaining: 137

Inclusion Criteria:

Filtering By: None
Selected: Population Pyramid (Any)
Excludes opt out patients

Send

Cancel

☒ Remove patients who have opted out of receiving SMS

Credits Required: 0

☐ Include Online Appointment Book Link

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

Before the message gets sent, you will see a confirmation window with the number of messages and credits required:

Send SMS

You are about to send a SMS to 1 patient(s) which will use 1 credits. Do you wish to continue?

Yes

No