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

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

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 <u>Add or Withdraw Consent</u> 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