

# 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

Patient Reidentification

1 of 13

Find

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       |

Refine Selection

Add/Withdraw Patient Consent

GoShare Plus

SMS Recall

Voicemail Recall

Topbar Prompt

### Customising Steps

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

Refine Selection

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Topbar Prompt

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

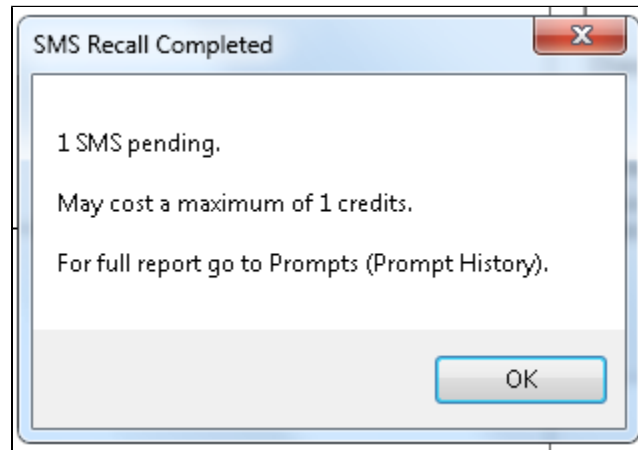
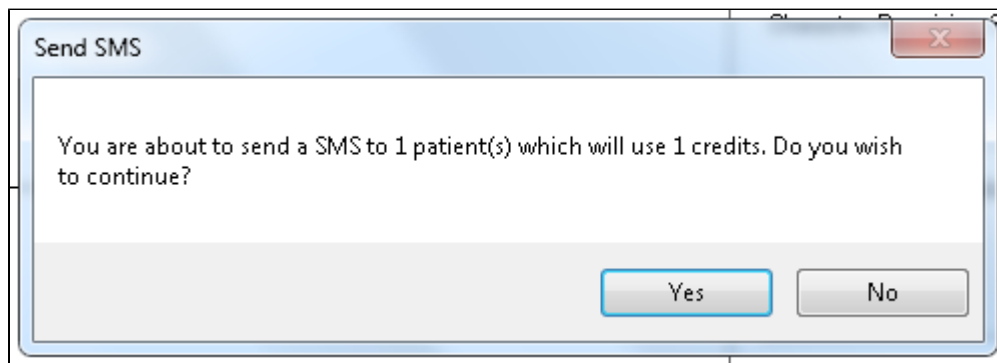
☒ Include Online Appointment Book Link

Credits Available: 2547

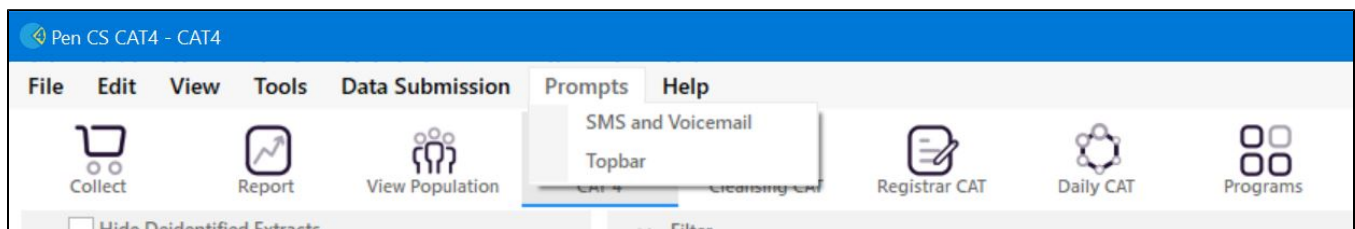
☒ Include opt-out message at the end of the SMS message

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>