

New Features

SchoolMessenger Communicate's 03.22.2019 release includes:

- **Appointments (Outreach Manager):** New ability to create and send appointment email, SMS and phone reminders to patients.
- **Custom Messaging:** Greater customization for Medical Appointment reminders.

Appointments



Important: This feature needs to be enabled and configured by customer support.

Outreach Manager allows users to be able to create and send medical appointment reminders. Using standard data imports, the system generates and delivers appointment reminders on a fixed schedule: an email is sent 7 days prior to the date of the appointment, an SMS text 3 days prior, and a phone call 1 day prior.

Email and SMS text reminders will include a link to a landing page that includes all relevant appointment details. From this page, patients will also be able to cancel or confirm their appointment.

To the right is an example of the landing page:

Angels Memorial
angelhospital@gmail.com
536-421-4521

Hi Tai,

You have an upcoming appointment with Angels Memorial. Please take a moment to confirm the details of your appointment

Appointment Details

Patient: Tai Truong

Physician: Dr. Christopher Turk

Date: 11/05/2018

Time: 8:59 am

Location: 231 Jesuit Way, Sin City, NV 73424

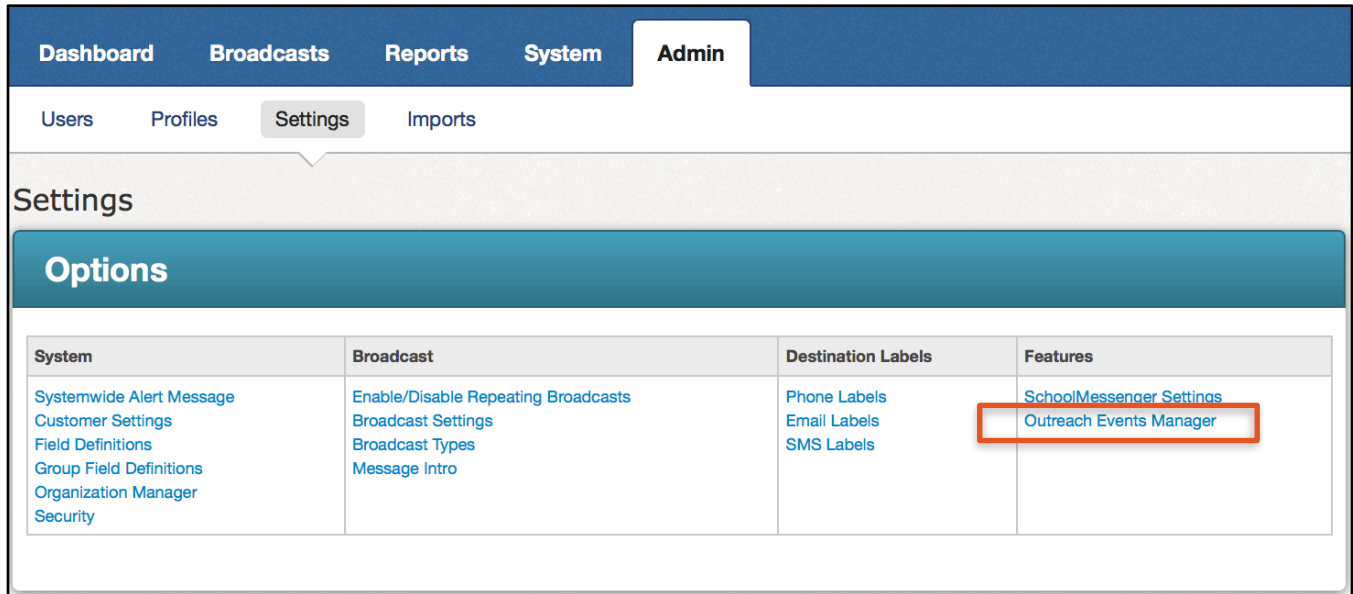
NOTE: Please arrive 15 prior to appointment for checkin.

CANCEL APPOINTMENT

CONFIRM APPOINTMENT

Outreach Events Manager

The Outreach Events Manager Schedules the appointment reminders. To begin, click the **Admin tab** and then the **Settings sub-tab**. Under the *Features* section, click **Outreach Events Manager**.



System	Broadcast	Destination Labels	Features
Systemwide Alert Message Customer Settings Field Definitions Group Field Definitions Organization Manager Security	Enable/Disable Repeating Broadcasts Broadcast Settings Broadcast Types Message Intro	Phone Labels Email Labels SMS Labels	SchoolMessenger Settings Outreach Events Manager

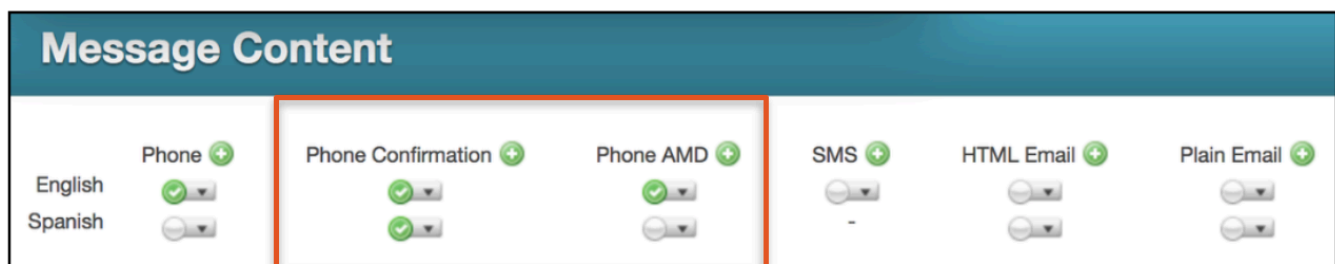
Custom Messaging



Important: This feature needs to be enabled and configured by customer support.

Appointment phone reminders provide the patient options to confirm or cancel the appointment, or forward the call to the healthcare provider directly. There is also options available to create a confirmation message after the patient confirms the appointment and to play a message for when an answering machine picks up the call.

In order to create a confirmation phone message and/or a message for an answering machine, a main phone message needs to be created first. Otherwise, the options to create custom phone messages will remain hidden.



Message Content		Phone Confirmation	Phone AMD	SMS	HTML Email	Plain Email
English	Phone + English <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Spanish	Spanish <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>