

# Patient SMS - Overview

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## Overview

CareRight allows the user to send SMS messages directly to the patient in one of three ways.

1. Custom SMS Correspondence: Create custom SMS messages to a patient with any text content. Refer [Custom SMS](#)
2. Template SMS Correspondence: Select from a list of predefined SMS messages and send these to a patient. Refer [Send SMS using templates](#)
3. Appointment trigger SMS
  - a. The creation of an appointment
  - b. The approval of an assessment (forms)
  - c. A reminder of an upcoming appointment.

Please refer to [Appointment Reminder SMS](#) for more information.

## Responses & Replies

To check an SMS response from the patient, please refer to [Check SMS response](#)

## Sending, Drafts and Recall

For instructions to edit a Draft SMS, please refer to [Edit a Draft SMS message](#)

SMS scheduled can be recalled before it is sent, Please refer to [Recall a Scheduled SMS](#)

## Troubleshooting

### Common problems

- Check the patient provided phone number is a valid Australian mobile number
- Check the patient has provided consent
- Log in to your [Message Media account](#) - is there an error or similar issue? If so, visit <https://support.messagemedia.com/hc/en-us>
- Check if the patient's phone has marked the [message as spam](#). If so, discuss with the patient to whitelist your messages.
- Can you successfully send a test SMS to your own phone?
- Can you successfully receive an SMS reply from your own phone?

### Failed SMS messages

- Where an SMS failed it will display in red text.
- Click Show to view the reason why an SMS has failed.

New Enquiry Bulk Print

Dashboard / Correspondence

Correspondence

All Status SMS All Senders All Authors

Status	Patient	Send/Sent	Type	From	To	Author	Failed	Delivery Method	Description	
Confirmed	Ms Bella Bastian	21/10/2022 at 11:46 AM (+1030)	SMS	Clintel Clinic	Ms Bella Bastian		Yes		SMS to 0411233853: welcome to Clintel	Show Actions