

Substitution Variables for SMS and Email Templates

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This article is part of the systems administration guide. You will require administration access to view the pages mentioned in this article.

When creating SMS and Email Templates to send to patients, you are able to customise them to include fields from the patient and appointment record.

For example, you can include fields such as:

- Patient First Name
- Patient Last Name
- Patient DOB
- Appointment Date
- Appointment Time etc...

A full list of these variables is below. In order to include the variable in your SMS or Email template, you need to place double curly brackets around it. For example to include the patient's first name, you would use {{patient.given_name}} in your template.

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EXAMPLE MESSAGE START

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Dear {{patient.given_name}}, please confirm your appointment at {{appointment.start_time}} {{appointment.date}} with Clintel.
Reply Y to confirm or call 0882030550. Thanks Clintel.

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EXAMPLE MESSAGE END

Hi {{patient.given_name}}, we are looking forward to seeing you on {{appointment.date | date: "%a the %-d %b" }} for your appointment with {{appointment.provider_display_name}} at {{appointment.start_time}} at {{location.description}} {{location.address1}}. Please reply Y to this message to confirm your appointment, or phone {{location.phone}} if you cannot attend.=====

The patient will receive the following message:

Dear **Mike**, please confirm your appointment at **10:00 02/07/2015** with Clintel.

Reply Y to confirm or call 0882030550. Thanks Clintel.

Full List of Appointment Fields

- {{appointment.date}} - date of the appointment

- {{appointment.start_time}} - start time of the appointment
- {{appointment.start_time | date: "%-L:%M%p %Z"}} - start time of the appointment with time zone
- {{appointment.duration}} - duration of the appointment
- {{appointment.note}} - any notes added to the appointment
- {{appointment.provider_display_name}} - Provider's name

Full List of Patient Fields

Commonly used fields:

- {{patient.family_name}} - Surname of the patient
- {{patient.given_name}} - First name of the patient
- {{patient.mrn}} - the mrn
- {{patient.title}} - the title
- {{patient.date_of_birth}} - the date of birth

Other fields:

- {{patient.account_type}} - Default patient account type e.g. (Private, Pensioner, Veteran)
- {{patient.benefit_expiry}} - the expiry date for the benefit
- {{patient.benefit_number}} - the benefit number
- {{patient.benefit_type}} - the benefit type generic code
- {{patient.clinical_email_consent}} - true if the person has consented to receive clinical emails
- {{patient.clinical_sms_consent}} - true if the person has consented to receive clinical SMS messages
- {{patient.country_of_birth}} - the birth country generic code
- {{patient.crn}} - the crn
- {{patient.date_of_birth_accuracy_flag}}
- {{patient.date_of_death}} - the date of death
- {{patient.dva_card_type_code}} - the dva card type generic code
- {{patient.dva_number}} - the dva number
- {{patient.email}} - the email address
- {{patient.ethnicity}} - the ethnicity generic code
- {{patient.first_name_alias}} - first name alias of the patient for medicare online
- {{patient.gender}} - sex of the patient
- {{patient.healthcare_fund_commenced}} - the date health cover started at
- {{patient.healthcare_fund_cover}} - the health fund cover type generic code
- {{patient.healthcare_fund_id}} - A Guarantor record - from F_GUARANTORS.ga_ref table
- {{patient.healthcare_fund_irn}} - Fund IRN
- {{patient.healthcare_fund_member_number}} - the health fund member number
- {{patient.healthcare_fund_notes}} - Fund Notes

- {{patient.home_phone}} - the home phone
- {{patient.indigenous_status}} - indigenous status
- {{patient.last_name_alias}} - surname name alias of the patient for medicare online
- {{patient.marital_status}} - the marital status generic code
- {{patient.marketing_email_consent}} - true if the person has consented to receive marketing email
- {{patient.marketing_sms_consent}} - true if the person has consented to receive marketing sms messages
- {{patient.medicare_concession_entitlement}} -
- {{patient.medicare_expiry}} - the medicare expiry date
- {{patient.medicare_irn}} - the medicare irn
- {{patient.medicare_number}} - the medicare number
- {{patient.medicare_suffix}} - Medicare Suffix
- {{patient.middle_name}} - the middle name
- {{patient.mobile_phone}} - the mobile phone number
- {{patient.nationality}} - the nationality generic code
- {{patient.occupation}} - the occupation generic code
- {{patient.pension_expiry}} - Pension card expiry date
- {{patient.pension_number}} - Pension number
- {{patient.pension_status}} - Pension Status
- {{patient.place_of_death}} - Place of Death
- {{patient.preferred_language}} - Preferred Language
- {{patient.religion}} - the religion generic code
- {{patient.religious_visits}} - true if the person requires religious visits
- {{patient.requires_interpreter}} - true if the person requires an interpreter
- {{patient.second_language}} - the second language generic code
- {{patient.title_code}} - the title generic code
- {{patient.work_phone}} - the work phone number

Substitution variables should be added in the correct format to copy data from patient details.

The correct format is : {{model.modelname}}

For example ;

Substitution variable	Correct format (copy to the template)
date of the appointment	{{appointment.date}}
start time of the appointment	{{appointment.start_time}} or {{appointment.start_time_12h}}
Provider's name	{{provider.display_name}}
Surname of the patient	{{patient.family_name}}
First name of the patient	{{patient.given_name}}
the mrn	{{patient.mrn}}
the title	{{patient.title}}
the date of birth	{{patient.date_of_birth}}
Default patient account type e.g. (Private, Pensioner, Veteran)	{{patient.account_type}}
the expiry date for the benefit	{{patient.benefit_expiry}}
the benefit number	{{patient.benefit_number}}
the crn	{{patient.crn}}
the date of death	{{patient.date_of_death}}
the dva card type generic code	{{patient.dva_card_type}}
the dva number	{{patient.dva_file_number}}
the email address	{{patient.email}}
first name alias of the patient for medicare online	{{patient.first_name_alias}}
the date health cover started at	{{patient.healthcare_fund_commenced}}

the health fund cover type generic code	{{patient.healthcare_fund_cover}}
Fund IRN	{{patient.healthcare_fund_irn}}
the health fund member number	{{patient.healthcare_fund_member_number}}
the home phone	{{patient.home_phone}}
indigenous status	{{patient.indigenous_status}}
surname name alias of the patient for medicare online	{{patient.last_name_alias}}
the medicare expiry date	{{patient.medicare_expiry}}
the medicare irn	{{patient.medicare_irn}}
the medicare number	{{patient.medicare_number}}
Medicare Suffix	{{patient.medicare_suffix}}
the middle name	{{patient.middle_name}}
the mobile phone number	{{patient.mobile_phone}}
Pension number	{{patient.pension_number}}
Pension Status	{{patient.pension_status}}
Pension card expiry date	{{patient.pension_expiry}}
the work phone number	{{patient.work_phone}}
Place of Death	{{patient.place_of_death}}
Appointment provider name	{{appointment.provider_display_name}}
location description	{{location.description}}
Location address 1	{{location.address1}}

Location phone	{{location.phone}}
Appointment location phone	{{appointment.location.phone}}
Appointment start time 12h	{{appointment.start_time_12h}}
appointment location name	{{appointment.location.name}}
Confirm or cancel appointment from secure email link	{{appointment.patient_portal_confirmation_url}}
