

# Send Correspondence for an Appointment

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## Overview

From an appointment, you can send SMS, Email, or letter correspondence.

Also, you can customize all these correspondence by editing their templates, style and content.

### Note:

- Before you send a letter, SMS or email, make sure your system administrator has configured templates and message types that pull in the current appointment details

## Create a new correspondence

1. Right-click on the appointment.
2. Click **Correspondence**.
3. Select whether you want to send:
  - a. New SMS (SMS template message) (Refer to [Send Bulk SMS](#) for information on sending bulk SMS for all patients in the appointment list.)
  - b. New Custom SMS
  - c. New Email
4. Follow the screens through to send the SMS or Email Message.

Refer to [Create a Letter Template](#) in the System admin guide for information on how to create a letter template.

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