

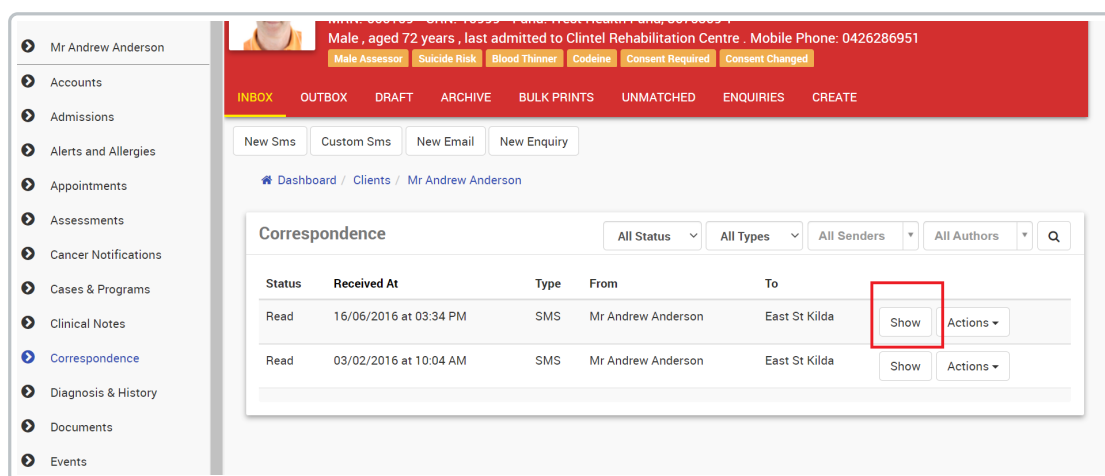
Check SMS response

Last Modified on 16/06/2021 12:51 pm ACST

Checking Patient reply to SMS messages

Find the patient,

1. Click **Correspondence**.
2. Select the **INBOX** tab.
3. If you are in the patient record, apply filter **All Types** or **SMS** in specific
4. O replies from the patient appear, click **Show** on the reply to read it.



5. The Show screen will display:

Details	Description
The Reply	The patient's reply to the SMS message
Linked appointments	Any linked appointment, including the current status of the appointment. Your system administrator may have set up CareRight to process a reply in a certain way, depending on its content. So, if the patient replied with 'Y' then this may confirm the appointment (e.g. Change its Status to "Confirmed via SMS) and mark the SMS reply as read. Your organisation will set its own business processes around what should happen when a reply is received.
Linked SMS Messages	The original SMS message that was sent to the patient will show here as a linked SMS message.

If you wish to respond via SMS message to a patient's reply, you will need to create a new SMS message and send this via the steps in [Sending a Custom SMS Message](#) or [Sending a Template SMS Message](#).

From this screen you can perform the following actions:

Action	Description	Steps
Mark Unread	To set the SMS message to an Unread state.	1. Click Mark Unread .
Archive	To archive the SMS message, this moves it to the ARCHIVE tab.	<ol style="list-style-type: none"> 1. Click Archive. 2. Click Yes to confirm. 3. The message will be archived.
Comment	To add comments to the SMS message.	<ol style="list-style-type: none"> 1. Click Comments. 2. Enter a comment. 3. Click Update Correspondence.

Dashboard

Clients

Mr Andrew Anderson

Accounts

Admissions

Alerts and Allergies

Appointments

Assessments

Cancer Notifications

Cases & Programs

Clinical Notes

Correspondence

Diagnosis & History

Documents

Events

Followups

Image Gallery

Invoices & Credits

Measurements

Medications

Notices

Pathology & Radiology


Pictures

Referrals

Summary

Tasks

Workflows



Mr Andrew Anderson

ALERT

ALLERGY

NOTICE

MRN: 000159 CRN: 10999 Fund: iTest Health Fund, 8675309 1

Male, aged 72 years, last admitted to Clintel Rehabilitation Centre Mobile Phone: 0426286951

Male Assessor

Suicide Risk

Blood Thinner

Codeine

Consent Required

Consent Changed

INBOX OUTBOX DRAFT ARCHIVE BULK PRINTS UNMATCHED ENQUIRIES CREATE

New Sms

Custom Sms

New Email

New Enquiry

Mark Unread

Archive

Comment

Dashboard / Clients / Mr Andrew Anderson

Location

Status

Received At

East St Kilda

Read

16/06/2016 at 03:34 PM

Message

Y

Appointment

Date

Start Time

Duration

Provider

Location

Session Name

Session Type Category

Status

Appointment Type

Comments

07/06/2016

10:00 AM

30

Juan Krill

East St Kilda

Consult

Consultation

Billed

C - Consult

Linked SMS

From Number

To Number

Message

Created At

0426286951

Hi Andrew, this confirms your appointment on 07/06/2016 10:00 - reply Y to confirm or call 08 8203 0550 to cancel.

16/06/2016 at 03:14 PM