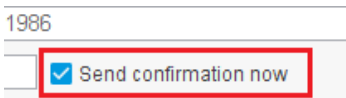


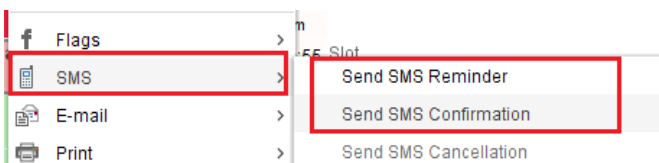
## NECS Clinical Systems Specialist Team SystemOne – Sending SMS Messaging

### Sending a standard appointment reminder to one patient

1. Click **Appointment Ledger / Appointment Overview**, book an appointment. If the patient has consented to SMS and has a mobile recorded the send SMS will be defaulted



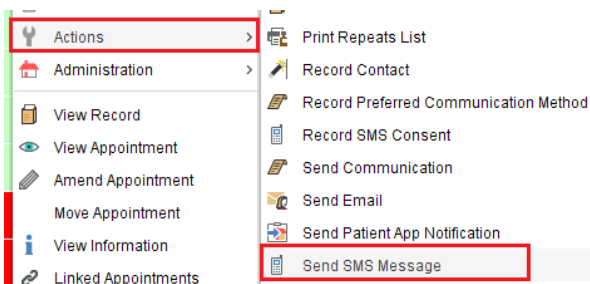
2. Alternatively, right click on a patient you wish to send a message to and select **SMS – Send SMS Confirmation or Reminder**



3. A message is displayed detailing if the appointment reminder was successful or not
4. Click **Ok**

### Sending a customised appointment reminder to one patient

1. From **Appointment Ledger / Appointment Overview**, right click on a patient you wish to send a message to and select **Actions – Send SMS Message**

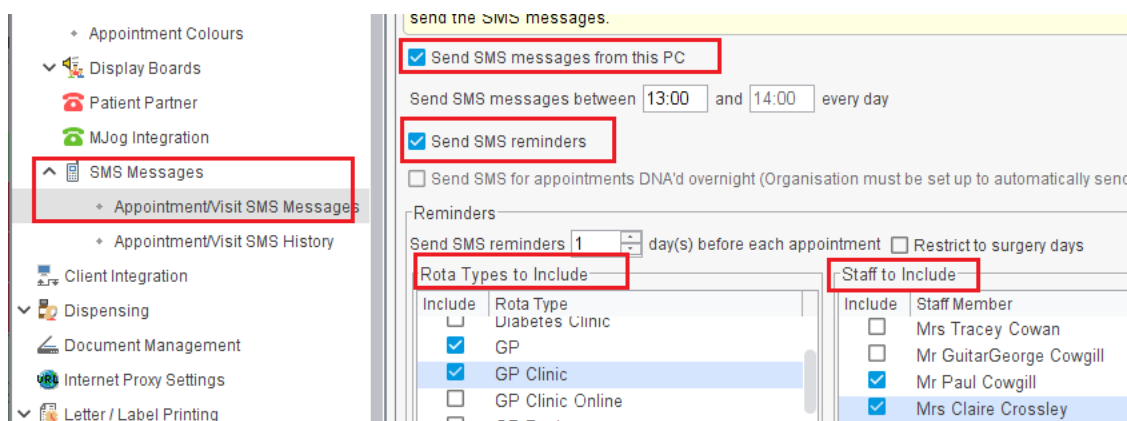


2. Type the message that you want to send in the new SMS message dialogue, **insert merge field** where relevant. Click **Ok**

**Note:** You can only type up to **160 characters**, if more than this is typed the patient will only receive part of the message. Presets can be created for regular message formats used.

## Sending a standard appointment reminder to more than one patient

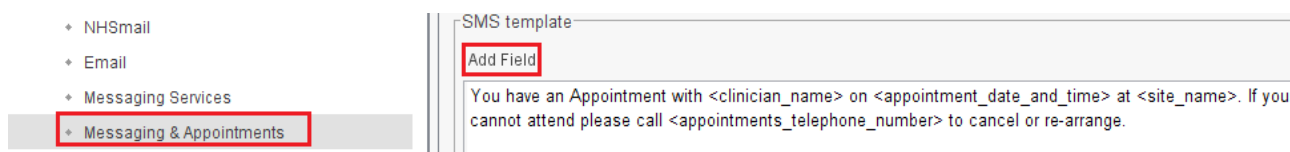
1. Decide which PC you wish to send appointment reminders from, click **System – PC Settings**
2. Click **+** to open **Appointments**
3. Click to open **SMS Messages**
4. Click **Appointment/Visit SMS Messages** and select to **send SMS Messages from this PC**
5. **Select how many days previous** to the appointment you wish to send the message and the **time**
6. Select the **rota types** and the **clinicians** you wish to send SMS Message Reminders for



7. Click **OK**
8. Appointment reminders will be sent to patients who have consented to receive SMS Messages

## Adding a custom message to the system

1. If you wish to change the message the patient will receive, click **Set-up – Users & Policy – Organisation Preferences**
2. Click **Messaging** and select **Messaging & Appointments**
3. **Type the message** in to the relevant box and use **Add Field** to insert appointment date, time, patient name etc.



4. Click **Ok**