

Overview-Family Messaging

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Summary

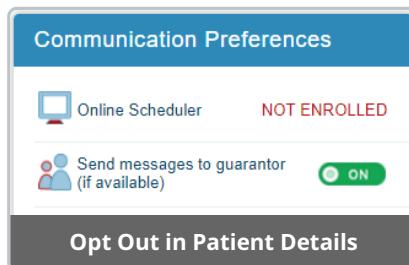
Practices have the ability to enable a Family Messaging feature if this option appears on the [Settings](#) page.

It is intended to be enabled in addition to (not a substitute for) Automated Messaging to individual patients. If multiple patients with appointments on the same day have a common guarantor, we can message only the guarantor with all appointment information for that day with one message.

Enabling this feature will prevent the messaging of each individual patient, which usually goes to the guarantor anyway.

Note: *Family Messaging* is available for [Early Reminders](#), [Same Day Reminders](#), and [Confirmations](#) ONLY.

When this feature is enabled, all patients are opted into *Family Messaging* by default. Any patient who wishes to have their own notification may be opted out of this message within *Patient Details*. Simple click the green **ON** toggle to the red **OFF** position.



It is optimal to enable a *Family Message* notification to be sent at the same time as the corresponding individual message found.

It will not be possible to filter a *Family Messaging* notification by provider or appointment type. All enabled providers and appointment types will be used to trigger the notification.

Enable Family Messaging

To enable *Family Messaging*, go to [Settings > Family Message Settings](#). Clicking on the arrow with show the drop down menu, and create the notification.

 [Family Message Settings](#)

[Early Reminders](#)

[Same Day Reminders](#)

[Confirmations](#)

[Email & SMS Templates](#)

[Voice Templates](#)

Family Message Settings

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