

Family Message Email & SMS Templates

Last Modified on 12/21/2018 5:30 am EST

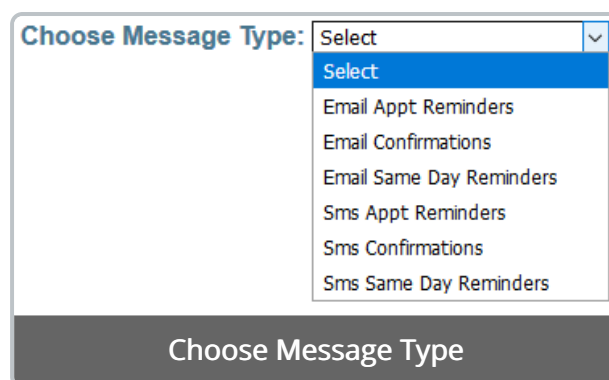
Summary

Every Family Message Email and SMS template stored within Patient Communicator is found by going to [Settings > Family Message Settings > Email & SMS Templates](#) . You may make permanent changes to templates or create new templates from this location. File folders contain templates for *Family Message* notifications only. Creating a new template to use in a notification must be done in the file folder for that notification.

Note: Patient Communicator cautions against editing *Family Message Templates* due to extensive coding of the template for the Family Message ability.

Making changes may cause failure to properly message patients about upcoming appointments. Do not edit any *Family Message SMS* templates at all.

1. Click **Select** to view file folder where the templates are stored. The folders are sorted by type.



2. Once a *Message Type* file is chosen, you may click --**New**-- to find an existing template within that Message Type file. Select a template to load for editing.

When making a permanent edit to an existing template, Patient Communicator

recommends creating a duplicate of the template allowing the original to be kept for future use. After clicking Duplicate, you will see the word Copy in the *Template Name*

Family Message Templates

Choose Message Template: -- New --

DuplicateDelete

Template Name: Copy of Reminder 1

Email Subject: %PracticeName%: Appointment Reminder

Duplicated Family Message Template

Family Message email templates may be safely edited in the areas in shaded in yellow.

Dear Parent/Guardian,

Just a friendly reminder that multiple members of your family have appointments coming up on Wednesday, October 24, 2018.

[Redacted]

Appointment Details

John, Jim and Jane

Wednesday, October 24, 2018

First appointment @ 7:39 AM

Please contact our office if you would like to make any schedule changes.

We look forward to seeing you.

Sincerely,

Lasko Medical Center

Safe Editing Areas

3. Rename your template and enter an appropriate *Email Subject*.

Message Templates

Choose Message Type:

Choose Message Template:

Template Name:

Email Subject:

Insert Template Keyword

- Appointment Date (Date + Time)
- Appointment Date (Day Of Week, Date + Time)
- Appointment Date (Date)
- Appointment Date (Day Of Week, Date)
- Appointment Start Time
- Appointment End Time
- Appointment Type
- Provider Name
- Practice Name
- Practice Phone#
- Practice Fax#
- Practice Url

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Introducing our

Message Templates & Keywords

Patient Communicator uses Keywords within your templates. Keywords are recognized by the % before and after the keyword. When used, the keyword will be automatically filled when the message is sent. You may insert keywords from the editor found on the screen.

It is possible to edit the text content of any email message in the yellow areas indicated above. Wording within the graphic content cannot be changed. Edits in the text content are made like any word processor with the assistance of the editor in the screen above.

Note: Do not edit any existing keywords in the email template!!

Any template used within a notification may be edited and tested directly within the *Edit Template* screen within the notification.

