

Family Messaging Voice Templates

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Summary

Every *Family Message Voice template* stored within Patient Communicator is found by going to [Settings > Family Message Settings > Voice 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.

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



The screenshot shows a web interface titled "Voice Templates". Below the title is a dark blue header bar with the text "Family Voice Templates". Underneath this header, there is a label "Choose template type:" followed by a dropdown menu. The dropdown menu is open, showing four options: "Select" (highlighted in blue), "Select", "Voice Confirmations", and "Voice Reminders". At the bottom of the interface, there is a dark grey bar with the text "Family Voice Templates".

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 voice templates may be safely edited in the areas shaded in yellow.

The screenshot shows the 'Family Voice Templates' interface. At the top, there's a header 'Family Voice Templates'. Below it, there are two dropdown menus: 'Choose template type:' with 'Voice Confirmations' selected, and 'Choose template:' with '-- New --' selected. Below these is a text input field for 'Template Name:' containing 'Copy of Confirmation 1'. There is a button labeled 'Insert Template Keyword' with a dropdown arrow. Below this is a text area containing a template text: 'Hello, This is %PracticeName% calling to confirm the upcoming appointments for <!--PatientFirstTemplate-->%FTFirstName%<!--PatientFirstTemplate--><!--PatientRestTemplate-->, %FTFirstName%<!--PatientRestTemplate--><!--PatientLastTemplate--> and %FTFirstName%<!--PatientLastTemplate--> on %AppointmentDateOnly% starting at %AppointmentTime%'. The text area is highlighted in yellow. At the bottom, there is a dark grey bar with the text 'Duplicated Family Voice Template'.

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

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.

Note: Do not edit existing keywords in the voice template.

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

