

Show Patients who sent 'Stop' or 'Cancel'

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Summary

Patients always have the ability to opt themselves out of text messaging by replying “Stop”, “Cancel”, or “Unsubscribe”. When a patient texts you any of these, they are immediately notified that they have unsubscribed. The patient is then opted out of all texting in the Patient Details screen.



Note: A patient who has unsubscribed WILL become opted out of text messaging in Patient Details.

View Unsubscribed Patients List

To see a list of patients who are currently unsubscribed, click Show patients who sent 'Stop' or 'Cancel'. Any results will appear on the right side of the screen.

A patient must text the word “Start” to resume receiving text messages from your practice after becoming unsubscribed by this method.

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