# Overview-Communication Center

Summary

The ***Communication Center*** is the place to go to manually send your patients messages by email, sms, or voice call to their home phone number. You will be able to choose how to generate lists of patients to message by using the tabs on the screen. It's also possible to preload a list of patients to message from the ***Schedule Breakdown***, ***Unconfirmed Breakdown***, or the ***Patients tab*** features.

> Patient Communicator can only message a patient when there is accurate patient contact information in the correct fields of the patient record within your practice management system (PMS).
>
> Patients that have been opted out of Direct Comms in Patient Details may not receive messages from Communication Center.

Selecting a Patient Search Method

When opening the *Communication Center,* a number of tabs will appear. These may vary depending on your PMS.
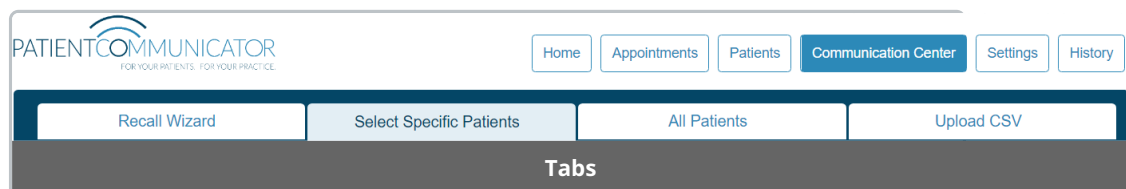
Recall Wizard: Send email/sms/voice call messages to patients based on recall dates you've set in your PMS.

Select Specific Patients: Send email/sms/voice call messages to a random group of patients or search by appointment date.

All Patients: Send email and/or voice call messages to your entire active patient list.

Recall Backlog (not shown above): Send email/sms/voice call messages to patients based on the last appointment for appointment types you choose.

Upload CSV: Allows you to create contact lists from any source outside of Patient Communicator (saved in CSV format) and message your contacts by email/sms/voice call to the home phone.