

All Patients

Last Modified on 12/23/2018 3:53 am EST

Summary

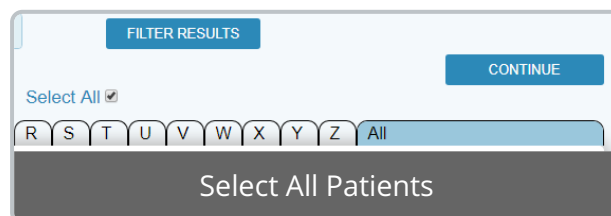
It is possible to send an email blast and/or voice call blast to all active patients from the [Communication Center](#) .

Note: It is against Federal law to send a blast SMS message to your entire active patient list or to send promotional content via text without the express written permission of your patients.

Select All Patients

- Click **All Patients** tab

Once loaded, click **All**, then **Select All**.



- Click **CONTINUE** to load templates and send messages

Load and send messages

After selecting the patients to message, you'll be able to select the method of messaging, set up the templates, and message your selected patients by following the steps below.

1. **Select Delivery Method:** Choose how to message your patient. Click on the toggle to select messaging method.

Delivery Method:
Email ☒ ON
SMS ☒ ON
Voice ☐ OFF

Delivery Method Toggles

2. **Incomplete notification:** A template must be loaded for each selected delivery method in order to send to your selected patients. Once a template has been loaded, the notification changes to Complete.

Notice below that *SMS template* status will not be available.

Email
Complete

Voice
Incomplete

Status

3. **Select Template:** Clicking on any of the notifications in step 2 will allow you to load a preloaded template. All text fields within the template may be edited. Any changes apply to this sending only.

Please note. Template changes made below will apply to this sending only.

Select Template

Email Subject

Normal

"Times I

A

Select

Select

Recall 1 (Email Recall)

Anniversary 1 (Email Direct)

Anniversary 2 (Email Direct)

Announcement (Email Direct)

Back2School 1 (Email Promotions)

Back2School 2 (Email Promotions)

Select Template

4. **I'm done, ready to send!:** Click the blue **SEND TO PATIENTS** to message your patients.

I'm done, ready to send!



SEND TO 2 PATIENTS

Send Messages Button

Once sent, a Screen will appear showing how many messages were sent and list any patient who didn't receive an enabled message.

1 email was sent out successfully

Some messages did not go out. See details below.



Invalid Data						
Patient ID	Last Name	First Name	Email	Cell	Delivery Method	Reason
JOHTA000	Johnson	Tara	patientsemail@her email.com	(555) 555-5555	Email	Missing Or Invalid Email
JOHTA000	Johnson	Tara	patientsemail@her email.com	(555) 555-5555	SMS	Missing Or Invalid Destination Number
STATA000	Stanford	Tad	hisemail@hisemail.com	(555) 555-5555	SMS	Missing Or Invalid Destination Number

Message Results Screen