

More Settings

Last Modified on 11/09/2022 1:46 pm EST

Summary

More Settings will allow the practice to choose feature options that may enhance Patient Communicator performance. They may be accessed by going to [Settings](#) > [Advanced Settings](#) > [Advanced Settings](#).

Note: Remember to select **SAVE** when making any changes.

Setting Date Format

Which date format does your Practice Management Software use?

The default setting is American *MM/DD/YY* format. If your practice management system (PMS) uses the *DD/MM/YY* format, make the change here.

Which date format does your Practice Management Software use?

☒ MM/DD/YY ☐ DD/MM/YY

Date Settings

Automatic PMS Write Back

Would you like incoming Appointment Confirmations to be automatically written back to your Practice Management Software?

If this setting is available, your PMS will allow the appointment confirmations received by Patient Communicator to be written back to the PMS.

Choosing *Yes* will allow patient confirmations of upcoming appointments made by sms, email and voice call to be automatically written back to your PMS.

Would you like incoming Appointment Confirmations to be automatically written back to your Practice Management Software?

☒ Yes ☐ No

Automatic Write Back Settings

A patient confirmation that has been written your PMS will be indicated in the Appointment Confirmation window on the [Home Page](#) by a check mark in the In PMS column.

Appointment Confirmations					
				Go to archives	
<input type="checkbox"/>	In PMS	Reply	Method	Patient Name	Appt Date
<input type="checkbox"/>		Reply		Mickey Mouse	10/8/18 8:00 AM

In PMS Checkbox

Cell Numbers

Some practices save cell numbers in the home number field. If your practice does this as well, where would you like to send text messages?

Patient Communicator will read and send SMS messages to the phone number in the *Mobile Phone* field of the patient record in your PMS and so the default setting is *Cell Only*.

If your practice has saved cell phone numbers to the *Home Phone* field of the patient record in your PMS, you can choose to send SMS messages to patients to either *Home Phone* if cell is empty or *Home Phone* and *Cell Phone*.

Some practices save cell numbers in the home number field. If your practice does this as well, where would you like to send text messages?	<input checked="" type="radio"/> Cell Only <input type="radio"/> Home phone if cell is empty <input type="radio"/> Home phone and cell phone
Cell Phone Settings	

Note: Patient Communicator recommends saving cell, home, and work phone numbers in the appropriate PMS field for most accurate message delivery.

Home Phone Numbers

Some practices save home phone numbers in the cell field. If your practice does this as well, where would you like your voice calls to go?

Patient Communicator will read and send voice call messages to the phone number in the *Home Phone* field of the patient record in your PMS and so the default setting is *Home Phone*.

If your practice has saved home phone numbers to the *Cell Phone* field of the patient record in your PMS, it is possible to choose to send voice call messages to patients to either *Cell Only* or *Home phone and cell phone*.

Some practices save home phone numbers in the cell field. If your practice does this as well, where would you like your voice calls to go?	<input checked="" type="radio"/> Home phone <input type="radio"/> Cell phone <input type="radio"/> Home phone and Cell phone
Home Phone Settings	

Note: Patient Communicator recommends saving cell, home, and work phone numbers in the appropriate PMS field for most accurate message delivery.

Handling Multiple Providers

Do you have multiple providers with the same name?

Practices may have the same provider multiple times within their PMS, distinguishing between them by the use of different provider id's. If it is helpful to see the provider id in any list of providers (provider filters in message notifications or Online Scheduler settings) choose **YES**.

Do you have multiple providers with the same name?

☒ Yes ☐ No

Multiple Provider Options

Guarantor Contact Information

Would you like to use guarantor contact information to send out email/SMS notifications?

Some practices have the ability to send messaging to the associated guarantor of the patient. If your practice needs to send enabled notifications to the patient's guarantor and not to the patient of record, select **YES**.

This feature is not the same as [Family Messaging](#) where multiple patients with appointments on the same day and a common guarantor will generate one message only to the guarantor.

Would you like to use guarantor contact information to send out email/SMS notifications?

☐ Yes ☒ No

Guarantor Contact Information

Handling Multiple Single Day Appointments

Would you like to send 1 message for the first of multiple appointments in one day?

Some practices will schedule the same patient for multiple appointments on the same day. Patient Communicator by default will send the patient a notification for the first appointment only to prevent confusion by the patient (**YES**).

If the patient confirms the earlier appointment, all other appointments for that day are confirmed. If a notification for every appointment on the same day is desired, select **NO**.

Would you like to send 1 message for the first of multiple appointments in one day?

☒ Yes ☐ No

Multiple Single Day Appointments

<End of Article>