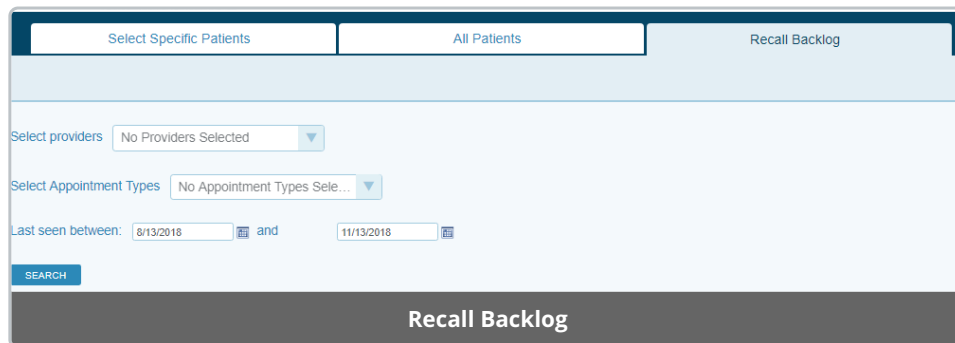


# Recall Backlog

Last Modified on 11/07/2022 3:35 pm EST

## Summary

This feature is made available only to those practices who don't have Recall Wizard available. You will be able to search for patients based on their last visit to your practice for a specific appointment type. To open, click on **Communication Center > Recall Backlog**.



## Search for Patients

**1. Select providers for your search.:** You may select All or choose any combination of providers available.

**2. Select Appointment Types for your search:** You may select **All** or choose any combination of appointment types available.

**3. Last seen between:** Enter a date or date range your patient was last in the office for an appointment type and provider above. Click **SEARCH**.

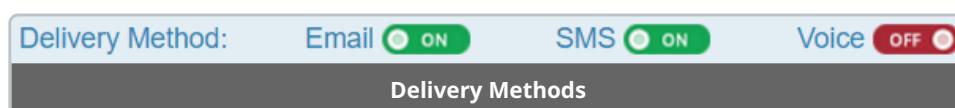
**4. Patients will appear in Available Patients column:**

- Move patients to *Selected Patients* column by clicking **Add Checked** or **Add 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.



**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.

Email Complete	SMS Incomplete	Voice Incomplete
Loaded Template Notification		

**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.

**4. I'm done, ready to send!:** Click SEND to message your patients now or click SEND LATER and select a time to message your patients.

I'm done, ready to send!	
SEND	SEND LATER
Ready to Send	

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.

Print

Excel

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

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