

Patient Details

Last Modified on 11/15/2022 10:26 am EST

Summary

The Patient Details screen shows patient information, communication history, scheduled appointments, and previous appointments. You can also perform a number of actions from the *Patient Details* screen including messaging the patient, opting the patient out of messaging, assigning Patient Tags, or denying patient access to the Online Scheduler.

Access Patient Details

Access to the *Patient Details* screen can be done in a number of locations throughout *Patient Communicator* wherever a patient name is underlined.



Underlined patient names are found in the message inboxes on the *Home Page*, Communication Center, *Schedule Breakdown*, Unconfirmed Breakdown, and the *Patients tab*.

It's also possible to access *Patient Details* by searching for patients in the *Patient Search* fields on the *Home Page*, *Patients tab* or *Settings* screen.

Any search will redirect you to the *Patients* screen where your results will be displayed. Just click on the underlined patient name to bring up the *Patient Details* page.

Patient Details

The right side of the *Patient Details* screen shows communication history, scheduled (future) appointments, and previous appointments.

Communication History				38 Communications
Date Sent	Method	Name	Status	
10/8/18 7:32 AM		Confirmation 2		
10/7/18 9:44 AM		Copy of Sms Reminders	delivered	
10/7/18 9:44 AM		Confirmation 2	Yes	Confirmed
6/28/18 9:20 AM		Sms Received Msg		
6/28/18 9:18 AM		Sms Received Msg		


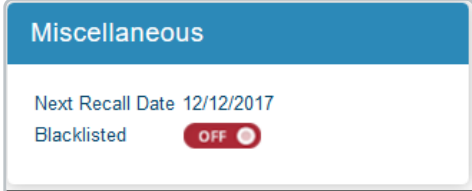
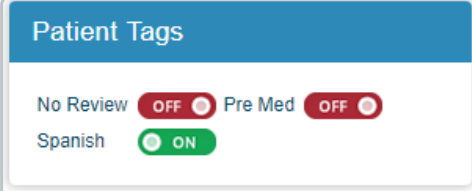
Scheduled Appointments					1 Appointment
Appt Time	Provider Name	Appt Type	Duration	Confirmation Status	
11/22/18 11:00 AM	Leonard Varna	Routine Check Up	30	Unconfirmed >	

Previous Appointments				29 Appointments
Appointment Time	Provider Name	Appointment Type	Confirmation Status	
10/13/18 10:00 AM	Leonard Varna	Routine Check Up	Confirmed	
1/18/18 11:30 AM	Leonard Varna	Existing Patient	Unconfirmed >	

Patient Details

Hover your mouse over the icon to view any message. *Sms Received Msg* is the inbound text message from your patient.



You can perform a number of actions from the left side of the *Patient Details* screen.

<p>Messaging the patient by clicking an icon</p>	
<p>View Recall Information</p> <p>Blacklist the patient to deny the patient the ability to schedule an appointment online</p>	 <p>Recall Information and Blacklist Option</p>
<p>Add Patient Tags to the patient's profile</p>	 <p>Patient Tags</p>

Update the patients *Communication Preferences*

The screenshot displays the 'Communication Preferences' interface. At the top, there is a blue header with the title 'Communication Preferences'. Below this, the 'Online Scheduler' section shows a computer icon and the text 'Online Scheduler' followed by 'NOT ENROLLED' in red. The next section, 'Send messages to guarantor (if available)', features a person icon and a green toggle switch labeled 'ON'. The 'Emails' section, marked with an envelope icon, includes three items: 'Appointment Related', 'Recall', and 'Direct Comms', each with a green toggle switch labeled 'ON'. The 'Text Messages' section, with a smartphone icon, also lists 'Appointment Related', 'Recall', and 'Direct Comms', all with green 'ON' toggle switches. The 'Phone Calls' section, indicated by a telephone handset icon, follows the same pattern with 'Appointment Related', 'Recall', and 'Direct Comms' all set to 'ON'. A dark grey footer at the bottom of the interface contains the text 'Communication Preferences'.

You can also view important patient information at the top left of the screen.

Frank Stein  

Patient ID -1

Email yourpatient@hisemail.com

Home 1234567890


Mobile 1234567890

Work

Gender Male

DOB 4/1/1999

OLS Registration Info

 Online Scheduler **ENROLLED**

Username Frank

Password *****

[Change password](#)

Dental

First Name: Frank

Last Name: Stein

Email: yourpatient@hisemail.com

Home Phone: 1234567890

Mobile Phone: 1234567890

Gender: Male

Birthdate: 1/4/1999

Has Dental Insurance: No

Medical Insurance Policy Holder:

Insurance Company:

Insurance Company Phone Number:

Name of Policy Holder:

Member I.D.:

DOB:

Patient Information

<End of Article>